



Potomac and Rappahannock
Transportation Commission



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PRTC/VRE TITLE VI PROGRAM UPDATE 2018-2021



2018-2021 Title VI Program Update
Potomac and Rappahannock Transportation Commission
Virginia Railway Express

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I. Introduction

1.1 TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Title VI of the Civil Rights Act of 1964 states 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 subjected to discrimination under any program or activity receiving Federal financial assistance.”

As recipients of public transportation funding from the Federal Transit Administration (FTA), the Potomac and Rappahannock Transportation Commission (PRTC) and the Virginia Railway Express (VRE), are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory.

The primary goal of PRTC and VRE’s Title VI Program is to ensure all management, staff, contractors, and service beneficiaries are aware of the provisions of Title VI and the responsibilities associated with Title VI of the Civil Rights Act of 1964. This document details how PRTC and VRE incorporate nondiscrimination policies and practices in providing services to the public. This update conforms to the FTA’s Title VI Circular 4702.1B, effective October 2012 and covers the period from 2018-2021.

1.2 GRANTEE DESCRIPTION

The Potomac and Rappahannock Transportation Commission (PRTC) is a regional transit district created under Virginia enabling legislation (Transportation District Act, Virginia Code Section 15.2-4500 et.seq.). The district encompasses Prince William County, Stafford County, Spotsylvania County, and the Cities of Manassas, Manassas Park, and Fredericksburg. The PRTC Board of Commissioners is comprised of seventeen (17) members, including two from the Virginia General Assembly, one from the Senate, thirteen from the member jurisdictions, and one ex-officio representative from the Virginia Department of Rail and Public Transportation (VDRPT). PRTC applies for FTA funds under a supplemental agreement that is signed by the Northern Virginia Transportation Commission (NVTC), the Washington Metropolitan Area Transportation Authority (WMATA), the Maryland Transit Administration (MTA), and the FTA.

In 1989, PRTC and NVTC, through a joint powers agreement with founding member jurisdictions, formed Virginia Railway Express (VRE) for the purpose of providing commuter rail service in the two transit districts. Current member jurisdictions include Arlington, Fairfax, Prince William,

Stafford, and Spotsylvania counties and the Cities of Alexandria, Fredericksburg, Manassas, and Manassas Park. VRE is overseen by an operations board consisting of 14 members, 13 of whom are recommended for appointment by the member jurisdictions with the concurrence of the pertinent commission. The 14th member is an appointee of the Commonwealth Transportation Board.

VRE is not a legal entity under Virginia law and, therefore, is not an FTA grantee. PRTC is the permanent designee of NVTC and the VRE Operations Board for the receipt and management of Federal funds for VRE projects. PRTC and NVTC have delegated to the VRE Operations Board full spending authority provided the amount is included in the annual budget and six-year financial plan (with the exception of 1) CSX, Norfolk Southern, and Amtrak or other operating agreements, 2) insurance agreements, and 3) purchase of real property or equipment in the Commissions' name), the authority for approval of fare changes (tariffs) provided they are consistent with annual budgets and six-year financial plans (provided further that the requirement for a public hearing is fulfilled), the authority to determine the spending authority of VRE's chief executive officer (CEO), and the authority to determine the level of compensation for the CEO. All other decisions must be approved by PRTC and NVTC. VRE coordinates its operations with the numerous agencies and jurisdictions by means of a planning task force, which meets monthly. The task force consists of staff members of VRE, PRTC, NVTC, and representatives of the local jurisdictions and the Commonwealth.

1.3 POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION (PRTC)

PRTC is a multi-jurisdictional agency representing Prince William, Stafford and Spotsylvania Counties and the Cities of Manassas, Manassas Park and Fredericksburg. Located in Virginia about 25 miles southwest of Washington, D.C., PRTC provides commuter bus service along the busy I-95 and I-66 corridors to points north (OmniRide and Metro Direct), and local bus services in Prince William County and the cities of Manassas and Manassas Park (OmniLink and Cross County Connector).

PRTC's goal is to provide safe, reliable and flexible transportation options while helping to reduce area congestion and pollution in one of the region's fastest growing areas. Those goals benefit everyone in the region. Even those who don't use our services benefit from less congested roads and better air quality.

In September 2016, PRTC celebrated its 30th Anniversary of providing service to the community. A free family-friendly event was held at the PRTC Transit Center on October 8, 2017 with a brief commemorative ceremony of federal, state and local stakeholders. The highlight of the community

celebration was a local youth talent showcase and Stuff-A-Bus drive to give back to those in need within the PRTC service area.

PRTC's service area is diverse and dynamic and offers a comprehensive network of commuter and local bus services in Prince William County and the Cities of Manassas and Manassas Park, as well as a free ridematching service, OmniMatch and vanpool program, Vanpool Alliance. PRTC has more than 160 buses in its active fleet carrying nearly 2.8 million passengers, and another 1.3 million people ride in PRTC-affiliated carpools and vanpools.

Looking toward the future, PRTC has a Transit Development Plan that is produced every six years and is updated annually to reflect short-term goals. Just recently, PRTC also developed a Strategic Plan, which provides policy level strategies to guide PRTC's direction, actions and resources to support detailed services plans that will be developed for the future. PRTC anticipates bigger and better changes for the future to meet the needs of our growing community.

PRTC offers the following services:

OmniRide

OmniRide commuter buses serve residents on weekdays along the highly congested I-95 and I-66 corridors with destinations including Mark Center, Tyson's Corner, the Pentagon, Crystal City, Rosslyn/Ballston, downtown Washington, Capitol Hill and the Washington Navy Yard. Along with morning and evening rush hour service, mid-day service is available.

Metro Direct

Three Metro Direct routes (Prince William Metro Direct, Manassas Metro Direct and Linton Hall Metro Direct) provide weekday connections to and from nearby Franconia-Springfield and Tyson's Corner Metrorail Stations. Metro Direct buses also operate on Saturdays, only serving stops at the Metro station and the PRTC Transit Center and Potomac Mills Mall. Saturday service is funded entirely by Virginia Megaprojects, which is a partnership between the Virginia Department of Transportation and the Virginia Department of Rail and Public Transportation.

OmniLink*

OmniLink started running in 1995 with a unique "flex-routing" system that has served as a model for transit agencies nationwide to emulate. Flex-routing enables the bus to travel up to ¾ mile off the standard route to help those who have difficulty using fixed bus stops. Anyone in the community can request an off-route trip, by contacting PRTC's customer service department to request it. Today, OmniLink local buses have six weekday routes: Dale City, Dumfries, the Route 1 Corridor, Woodbridge/Lake Ridge, Manassas and Manassas Park. In addition, Saturday service is available on routes serving eastern Prince William County.

**FTA staff has advised that Title VI requirements having to do with fixed route service are not required for PRTC's OmniLink bus services because those services are categorized as demand*

responsive and more particularly as “route deviation” services. Accordingly, this Title VI Program Update will consist of data and information concerning PRTC’s fixed route bus services only (OmniRide, Metro Direct and Cross County) as required by the FTA Circular 4702.1B.

Cross County Connector

The Cross County Connector provides transportation to people who need to travel between eastern Prince William County and the Manassas area. It features access to major shopping centers, social service agencies and government offices as well as easy transfer points to OmniRide and OmniLink buses.

OmniMatch

OmniMatch is a free, personalized ridematching program to help commuters find the carpool or vanpool that best suits their needs. By accessing Commuter Connections’ extensive regional database, OmniMatch can match commuters with other carpoolers and vanpoolers who have similar commutes and work hours.

Vanpool Alliance

Vanpool Alliance is a public-private partnership between the George Washington Regional Commission (GWRC), NVTC and PRTC created to enhance commuter travel options through vanpooling, reduce traffic congestion, and improve air quality in the region. The program is administered by PRTC. New and existing vanpools that originate, travel through or terminate in the Northern Virginia Region are eligible to enroll in Vanpool Alliance.

A copy of the PRTC Transit System Map can be found at: <http://omniride.com/service/map/>.

1.4 VIRGINIA RAILWAY EXPRESS (VRE)

The Virginia Railway Express (VRE) is a transportation partnership of the Northern Virginia Transportation Commission (NVTC) and the Potomac and Rappahannock Transportation Commission (PRTC).

VRE provides commuter rail service from the Northern Virginia suburbs to Alexandria, Crystal City and downtown Washington, D.C., along the I-66 and I-95 corridors. Services began in 1992, operating 16 trains from 16 stations and carried, on average, 5,800 passengers daily. Now, VRE operates 30 trains from 18 stations and carry, on average, 20,000 passengers daily. VRE offers train service to six commuter rail stations in the Prince William and Manassas areas. Both the Manassas and the Fredericksburg rail lines provide connections to other transit at all stations in the District and at many Virginia stations.

VRE is overseen by an Operations Board, consisting of members from each of the jurisdictions that support VRE, which supervises all operating aspects of the Virginia Railway Express. The VRE Staff handles the daily operations of VRE and reports to the Board.

In 2014, the VRE Operations Board adopted the VRE System Plan, which outlines a vision for system investments and actions VRE should pursue through 2040 to best meet regional travel needs. The system investments and service expansion recommended in the System Plan would enable VRE to carry over 40,000 new weekday trips by 2040, more than double the 20,000 daily trips carried today. The System Plan is also aspirational with no fiscal constraint, and is being supplemented by a financial plan to apply fiscal constraint.

On June 6, 2017, VRE celebrated its 25th Anniversary. VRE's 25th Anniversary celebration ceremony and luncheon was held in Fredericksburg, VA. for VRE Operations Board Members and federal, state and local elected and appointed officials, and guests that have made special contributions to VRE throughout its history. The official ceremony was open to the public.

VRE's driving force is to be the safest and most secure passenger commuting option. VRE strives to meet these standards by embracing communication, consistency and attacking complacency. VRE's mission is to provide safe, cost-effective, accessible, reliable convenient and customer responsive commuter-oriented passenger rail service. VRE partners with its passengers, the community, first response agency partners, train crews, host railroads and contractors to create one community dedicated to the safety of VRE's rail system.

A copy of the VRE System Map can be found at <https://www.vre.org/service/map/>.

II. General Requirements

FTA requires recipients to report certain general information to determine compliance with Title VI. To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance by submitting a Title VI Program to FTA's regional civil rights officer once every three years. This report documents the activities undertaken by the Potomac and Rappahannock Transportation Commission (PRTC) and the Virginia Railway Express (VRE) to ensure compliance with Title VI.

2.1 REQUIREMENT TO PROVIDE ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

PRTC submits its annual Certification and Assurances to the FTA each year in accordance with the requirement. PRTC electronically filed its FY 2017 Annual Title VI Certificates and Assurances with the FTA on February 10, 2017.

2.2 TITLE VI NOTICE TO THE PUBLIC

In compliance with Title 49 CFR part 21, PRTC and VRE provide the public with information about the protections against discrimination afforded by Title VI. The methods that PRTC has used for notifying the public includes posting Title VI information on PRTC's and VRE's websites, displaying posters at the PRTC Transit Center and placing flyers at stations and in transit vehicles.

Title VI Notifications are posted in the following locations:

- PRTC and VRE Websites
- PRTC Transit Center
- OmniRide Buses (Flyers are posted in English and Spanish)
- Bus Schedules
- PRTC Administration Building (Large Conference Room)
- VRE Rider's Guide

NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

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

OmniRide operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person who believes he or she has been subjected to unlawful discrimination may file a complaint with OmniRide. A complaint form is available from the Title VI Officer or from the OmniRide website, www.omniride.com. A written complaint must be filed within 180 days after the date of the alleged discrimination. A complaint may also be filed directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue., SE, Washington, DC 20590.

For more information on OmniRide's non-discrimination obligations, please contact:

Title VI Officer
Potomac and Rappahannock Transportation Commission
14700 Potomac Mills Road
Woodbridge, VA. 22192
703-580-6147

If information is needed in another language, contact 703-580-6147.

Spanish - Si necesita información en otro idioma, comuníquese al 703-580-6147.

Korean - 다른 언어로 된 정보가 필요하면 703-580-6147 로 문의하십시오.

Swahili - Ikiwa habari inahitajika kwa lugha nyingine, wasiliana na 703-580-6147.

Urdu - سیدرک مطبار رپ 703-580-6147 ، وت وہ تروررض یک تامول عم سیم نابز یرسود یرسک رگا

Hindi - यदि किसी अन्य भाषा में जानकारी की आवश्यकता है, तो 703-580-6147 पर संपर्क करें।

Chinese - 如果需要其他語言的信息, 請聯繫 703-580-6147。

2.3 TITLE VI COMPLAINT PROCEDURES AND FORMS

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statutes may file a complaint with the PRTC and VRE. All complaints will be referred to PRTC's Title VI Coordinator for review and action. PRTC's and VRE's updated Title VI Complaint Procedures and complaint forms are provided below:

2.3a PRTC Title VI Complaint and Investigation Procedures and Form

These procedures cover all complaints under Title VI of the Civil Rights Act of 1964, Executive Order 12898 “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” (1994), and Executive Order 13166 “Improving Access to Services for Person with Limited English Proficiency” (2000), for alleged discrimination in any program or activity administered by the Potomac and Rappahannock Transportation Commission (PRTC).

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statutes may file a complaint, completing the attached complaint form to the following address:

**Title VI Coordinator
Potomac and Rappahannock Transportation Commission
14700 Potomac Mills Road
Woodbridge, VA 22192
703-580-6147**

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative and will include the complainant’s name, address and telephone number; name of alleged discriminating person, basis of complaint (race, color, national origin) and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the PRTC Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the PRTC Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received, the Title VI Coordinator will provide written acknowledgement to the Complainant, within ten (10) days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5. Within fifteen (15) business days from receipt of a complete complaint, the PRTC will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint and within five (5) days of this decision PRTC will notify the Complainant, by registered mail, that it will either pursue or not a Title VI investigation. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
6. If the complaint has investigative merit, a complete investigation will be conducted, and an investigative report will be completed within sixty (60) days from the receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The Complainant will receive a copy of the final report together with any remedial steps.
7. If no violation is found and the Complainant wishes to appeal the decision, he or she may appeal directly to the Executive Director of PRTC, 14700 Potomac Mills Road, Woodbridge, VA 22192.
8. Complaints may also be filed with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590.
9. The Title VI Coordinator shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by PRTC in response to the complaint. Should PRTC receive a Title VI complaint in the form of a formal charge or lawsuit, the General Counsel shall be responsible for the investigation and maintaining a log as described above.
10. If information is needed in another language, contact 703-580-6147.

Spanish - Si necesita información en otro idioma, comuníquese al 703-580-6147.

Korean - 다른 언어로 된 정보가 필요하다면 703-580-6147 로 문의하십시오.

Swahili - Ikiwa habari inahitajika kwa lugha nyingine, wasiliana na 703-580-6147.

Urdu - اگر کسی اور زبان میں معلومات کی ضرورت ہے، تو 703-580-6147 پر رابطہ کریں۔

Hindi - यदि किसी अन्य भाषा में जानकारी की आवश्यकता है, तो 703-580-6147 पर संपर्क करें।

Chinese - 如果需要其他語言的信息，請聯繫 703-580-6147。



**POTOMAC & RAPPAHANNOCK
TRANSPORTATION COMMISSION**

Title VI Complaint Form

Name: _____

Address: _____

City, State, Zip Code: _____

Home Telephone No: () _____

Work Telephone No: () _____

Were you discriminated against because of:

Race

Color

National Origin

Date of Alleged Incident: _____

Explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed please use the back of the form.

Signature

Date

Please mail this form to:

**Title VI Coordinator
Potomac and Rappahannock Transportation Commission
14700 Potomac Mills Road
Woodbridge, VA 22192**

2.3b VRE Title VI Complaint and Investigation Procedures and Form

All complaints will be sent to VRE's Manager of Operations and Customer Communications, logged into the Title VI database, and forwarded to Title VI staff for investigation. The responsibility for day-to-day operations of this program, including the investigation of Title VI complaints, has been assigned to the Title VI staff of the Potomac and Rappahannock Transportation Commission (PRTC), a co-owner of the VRE. However, all VRE employees share in the responsibility for making VRE's program a success.

For more information on VRE's non-discrimination obligations, please contact the Title VI coordinator using the information below:

Manager of Operations and Customer Communications/Title VI Coordinator

Virginia Railway Express

1500 King Street, Suite 202

Alexandria, VA 22314

Phone: [\(703\) 684-1001](tel:(703)684-1001)

TTY: [\(703\) 684-0551](tel:(703)684-0551) Fax: [\(703\) 684-1313](tel:(703)684-1313)

These procedures cover all complaints under Title VI of the Civil Rights Act of 1964, Executive Order 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" (1994), and Executive Order 13166 "Improving Access to Services for Person with Limited English Proficiency" (2000), for alleged discrimination in any program or activity administered by the Virginia Railway Express (VRE). The complaint and investigation procedures are co-administered by the VRE and Potomac and Rappahannock Transportation Commission (PRTC), one of VRE's owners.

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statutes may file a complaint using the [complaint form](#).

Please note that if you have a general complaint or concern, please fill out one of our [Feedback Forms](#) or [email us](#). The Title VI Complaint is for complaints based on the grounds of discrimination as outlined above only.

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating person, basis of complaint (race, color, income, national origin) and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the VRE Manager of Operations and Customer Communications. Under these circumstances, the complainant will be interviewed, and the VRE Manager of Operations and Customer Communications will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received by the VRE Manager of Operations and Customer Communications, they will input the complaint in the Title VI database and submit the complaint to the Title VI Coordinator who will then provide written acknowledgement to the Complainant, within ten (10) days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within fifteen (15) business days from receipt of a complete complaint, the Title VI Coordinator will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint and within five (5) days of this decision VRE or PRTC will notify the Complainant, by registered mail, that it will either pursue or not a Title VI investigation. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
6. If the complaint has investigative merit a complete investigation will be conducted, and an investigative report will be completed within sixty (60) days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The Complainant will receive a copy of the final report together with any remedial steps.
7. If no violation is found and the Complainant wishes to appeal the decision, he or she may appeal directly to the Chief Executive Officer of VRE, 1500 King Street, Suite 202, Alexandria, Virginia, 22314.
8. Complaints may also be filed with the Federal Transit Administrations, Office of Civil Rights, no later than 180 days after the date of the alleged discrimination, at 1760 Market Street, Suite 500, Philadelphia, PA 19103, phone: (215) 565-7255.
9. The VRE Manager of Operations and Customer Communications shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by VRE/PRTC in response to the complaint. Should VRE/PRTC receive a Title VI complaint in the form of a formal charge or lawsuit, the General Counsel shall be responsible for the investigation and maintaining a log as described above.



VIRGINIA RAILWAY EXPRESS
TITLE VI COMPLAINT FORM

Name of Complainant	Home Telephone
Home Address (Street, City, State, Zip Code)	Work Telephone
Race/Ethnic Group	Email Address
Person discriminated against (if other than Complainant)	Home Telephone

SPECIFIC BASIS OF DISCRIMINATION (Check appropriate box (es):

- Race
- Color
- National Origin

Date of Alleged Incident: _____

Explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed please use the back of the form. Sign below and attach any supporting documents.

Signature

Date

Did you file this complaint with another agency? Yes No

Please mail this form to:
Manager of Operations and Customer Communications
Title VI Coordinator
Virginia Railway Express
1500 King Street, Suite 202
Alexandria, VA 22314
703-684-1001

2.4 TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

Since the last Title VI submission, PRTC has received five (5) Title VI Complaints and VRE received one (1) Title VI complaint. After reviews and preliminary investigations were completed, the Title VI Coordinator determined that the complaints were not valid and in some cases, the complaints were not made on the basis of race, color and national origin. In particular, the complaint received by VRE was completed on the Title VI form, but the complaint was in reference to discrimination on the basis of a disability and not race. The PRTC/VRE Title VI Investigation, Complaints and Lawsuits Log is provided below:

PRTC and VRE TITLE VI INVESTIGATION, COMPLAINT AND LAWSUIT LOG

Date of Complaint	Summary of Allegations (Basis)	Agency	Summary of Response Action Taken	Findings	Status
8/14/2015	Discrimination (Scheduling Off-Route Trips)	PRTC	There is no evidence of discrimination. Customer service will work with passenger to schedule off-route trips.	Complaint is not Title VI Related	Closed
4/7/2016	Discrimination (ADA)	VRE	This is an ADA complaint. Complaint was returned to VRE to process.	Complaint is not Title VI Related	Closed
4/13/2016	Discrimination (National Origin)	PRTC	Reviewed bus video. There was no evidence of discrimination.	No violation of Title VI.	Closed
5/18/2017	Discrimination (Income)	PRTC	Reviewed bus video. Passenger did not pay fare.	Complaint is not Title VI Related	Closed
8/15/2017	Discrimination (Religion & Ethnicity)	PRTC	Reviewed bus video. There was no evidence of discrimination.	No violation of Title VI.	Closed
9/29/2017	Discrimination (Income)	PRTC	Passenger did not use the proper form of payment.	Complaint is not Title VI Related	Closed

2.5 PUBLIC PARTICIPATION PLAN (PRTC/VRE)

It is the policy of PRTC and VRE to actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, and public hearings. PRTC's adopted Public Participation Policy is outlined below:

2.5a PRTC Public Participation Policy

A. Proposed Actions requiring a public review including public hearing before being adopted

A Public Review including a Public Hearing is mandatory for actions listed below. Public notification for mandatory public hearings shall be advertised at least 30 days in advance of when the hearing would be held. Public hearings will be held on workdays, either during the mid-day or evening depending on the expected ability for affected citizens to attend.

- Fare Increases
- Major Service Changes

A major service change was defined in PRTC's previously adopted "Major Service Change and Service Equity Policy" as any change in service on any individual route that would add or eliminate more than:

- **Twenty-five percent (25%) of the route revenue miles;**
- **Twenty-five percent (25%) of the route revenue hours.**

Based on further deliberation in the course of amending the subject public participation policy, the "major service change" definition is being broadened to include, in addition to the route-specific thresholds referenced above, a system-wide change in service amounting to ten percent (10%) or more of revenue hours of service.

- Adoption of a Proposed Annual Budget
- Adoption of a Proposed Transportation Plan

B. Proposed Actions requiring a public review in which the public is afforded the opportunity to request a public hearing

In addition to the proposed actions discussed in the previous section which require a prior public review including a mandatory public hearing, proposed actions that constitute a significant change/modification to the PRTC standards of service also require a prior public review but not a public hearing unless one is requested by a member of the public. Public notification to inform the public of such a proposed action and the opportunity the public has to request a public hearing shall follow the procedures outlined below for advertising. The public will have a minimum of 14 days from the date of first advertisement to notify PRTC of a desire for a public hearing. Should no one request a public hearing in situations where a public hearing is not mandatory, none will be held.

PRTC Public Hearings:

(February 2016) FY 2017 Budget Reductions, Proposed Fare Increase, Attendant grant applications and authorization to submit the PRTC Transit Development Plan Update

(October 2016) Proposed Gaineville/Pentagon OmniRide Service

(September 2017) Proposed Strategic Plan Recommendations

(April 2017) FY 2018 Budget and Fare Increase

VRE's Public Participation Policy was approved on February 20, 2015. This policy sets the parameters by which VRE will hold public hearings and invite public comment, which is outlined below:

2.5b Virginia Railway Express Public Participation Policy

Virginia Railway Express (VRE) is committed to providing opportunities for meaningful public participation throughout planning processes undertaken for VRE projects, programs, and policies including fare increases, tariff changes, and facilities improvements. Public input makes a valuable contribution in the development and implementation of the final project, program, or policy. Public input also contributes to how these are evaluated and how decisions are made.

The VRE Public Participation Policy establishes processes and procedures for communicating with and obtaining input from the public during decision-making processes described above. The purpose of this policy is to set public involvement goals, and define when public hearings are required. The strategies and tactics outlined in the policy were updated in February 2015 to comply with the Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The updated policy includes the outreach efforts VRE will undertake to solicit public comment for the major service changes policy, disparate impact policy, disproportionate burden policy, and disparate impact threshold. It identifies specific efforts VRE will make to encourage engagement by minority and limited English proficient populations.

Goals and Objectives for Public Participation

Goal 1: Educate and inform the public, and provide opportunities for the public to present its views on proposed programs, projects, and policies, including fare increases, tariff changes, and facilities improvements, as required by federal and state statutes, regulations, and guidance so that these views can be taken into account by the VRE Operations Board prior to final action.

VRE will strive to:

- Provide the public with balanced and objective information to assist them with understanding the problem, alternatives, opportunities and/or solutions.
- Provide adequate and timely notice of public participation activities, use visualization techniques if appropriate, make information available in electronically accessible formats when possible, and hold public meetings at convenient and accessible locations and times.
- Coordinate as appropriate with state and local agencies on public involvement efforts.

Goal 2: Actively engage those traditionally underserved by existing public participation efforts.

VRE will strive to:

- Encourage active and representative public involvement from the community. Currently, a range of community members participate in the regional planning process by attending or serving on committees and contributing input to regional plans and studies.
- Identify where low-income, minority, and limited English proficiency populations are located using several data sources, including the U.S. Census, the American Community Survey, and VRE customer surveys.
- Provide mailings and/or announcements in appropriate languages, and develop outreach efforts that actively seek to engage minority and limited English proficient populations.
- Use the help of community organizations, including but not limited to non-profits, civic associations, faith-based organizations, and local boards and commissions, to assist with outreach efforts and to communicate with specific groups that may be under-represented in the process.

Goal 3: Facilitate continuous, collaborative, and comprehensive public participation during the planning or decision-making process.

VRE will strive to:

- Employ a range of traditional and innovative public outreach techniques, including mailings, public meetings/hearings, and social media, to achieve broad engagement with the public.
- Develop a forum for dialogue and collaboration as warranted by the outreach effort, including stakeholder groups, project websites, and social media discussions.

- Demonstrate consideration of public input received, provide responses as necessary, and provide additional opportunity for public comment when significant revisions are made to the originally published versions of plans or policies.
- Evaluate the appropriateness and effectiveness of the public participation procedures and strategies contained in the policy for use in specific projects or decision-making processes, and develop a plan that ensures a full and open participation process.

Scope of VRE Public Participation Policy

When VRE initiates development or updates to a project, program or policy that could be anticipated to have identifiable impacts on one or more populations in the VRE service area, public involvement will be carefully and systematically included as part of the decision-making process.

Targeted Public Outreach to Minority and Limited English Proficient (LEP) Populations

The public participation plan will comply with all applicable federal and state policies, as well as the VRE Public Participation Policy. The plan will incorporate strategies intended to promote involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or policy in question, and be consistent with federal Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance. At a minimum, the strategies will include holding public meetings in locations that are accessible to transit riders and people with disabilities, scheduling meetings at times that are convenient for members of the public, advertising meetings and hearings in English and Spanish, and providing notice of the availability of language assistance.

Tariff Amendments or Major Service & Fare/Service Changes

Any proposed amendment to the VRE Passenger Tariff involving an increase in fares or major change in service, as defined in the Major Service & Fare/Service Equity Policy, shall be open to public comment at a public hearing. Formal public notice of the public hearing shall be issued no less than 30 days prior to the scheduled date of the VRE Operations Board meeting at which the amendment will be voted on. Information collected at the public meetings will be collated and provided to the VRE Operations Board prior to the vote. Information regarding the proposed change will be posted on VRE's website and comment will be received via email, public hearings, letters and faxes. At least one meeting will be held at a location on each Line.

In limited circumstances, such as changing market conditions, rapidly deteriorating service quality, significant disruptions due to construction or seasonal events, etc., VRE may implement temporary

service modifications exceeding the thresholds described in the Major Service & Fare/Service Equity Policy without providing an opportunity for the public to seek a public hearing. Affected patrons will be given advance notification and VRE will advertise the temporary service modification. If VRE determines the need to make a temporary change permanent, VRE will advertise 30 days in advance, and then hold a public hearing, if requested, no later than six months after the temporary service modification was implemented.

Advertisement of public hearing or the opportunity for public hearing

- a. Advertisements will be published at least once in general circulation newspapers within the VRE's service area. The 30 days' notice period shall begin to run on the first day the notice appears in any such newspaper.
- b. Announcements will be made in VRE Operations Board Meetings (as information item) and on VRE's web-site.
- c. All affected VRE jurisdiction members will be informed.
- d. Elected officials and pertinent state agencies/personnel will be informed.
- e. A notice will be distributed on VRE rail cars, its monthly magazine, or via text or email messaging to VRE riders.
- f. Private operators within the transportation district will be notified.

Requesting Public Hearings

A Public Hearing is mandatory for adoption of any proposed fare increase or a tariff change that increases costs. However, the public may seek a public hearing for those subjects where a hearing is not mandatory.

Public hearings will be held on weekdays (excluding State and Federal holidays), either during the mid-day or evening depending on the expected ability for affected citizens to attend. VRE will provide a minimum of 14 days from the date of first advertisement, for citizens to notify VRE of their desire for a public hearing. If no one requests a public hearing in situations where a public hearing is not mandatory, none will be held.

Public Comment in the Event a Public Hearing is not Mandatory or Requested

Public comments will be considered in written or emailed form when a public hearing is not mandatory or requested until as late as 30 days following the date that the advertised notice soliciting public comment appears in the general circulation newspapers as specified earlier.

Evaluation of Public Comments

- a. Public comments received through various channels will be summarized and presented to the VRE Operations Board prior to its decision.
- b. The VRE Operations Board and its parent Commissions will account for the public comment as one factor in the decision making process.
- c. Staff will implement changes and modifications to projects, programs, or policies that have been successfully approved by the VRE Operations Board or the parent Commissions.

VRE Public Hearings:

(Feb – March 2017) FY 2018 Budget and Fare Increase

2.5c OUTREACH TO MINORITY AND LIMITED ENGLISH PROFICIENT POPULATIONS

Further, it is the policy of PRTC and VRE to offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation and transit decisions. This includes seeking out and considering the viewpoints of minority, low-income and limited English proficiency (LEP) populations in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B as addressed in the Language Assistance Plan.

2.6 LANGUAGE ASSISTANCE AND PUBLIC OUTREACH PLAN

PRTC and VRE takes steps to ensure access to the benefits, services, information, and other important PRTC programs and activities for individuals who are Limited English Proficient (LEP). PRTC/VRE's Language Assistance Plan is included below.



Potomac and Rappahannock
Transportation Commission



**POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION
AND
VIRGINIA RAILWAY EXPRESS**

Language Assistance and Public Outreach Plan



Revised October 2017

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**Potomac and Rappahannock Transportation Commission (PRTC) and
Virginia Railway Express (VRE)
Language Assistance and Public Outreach Plan**

I. INTRODUCTION

The Potomac and Rappahannock Transportation Commission (PRTC) and Virginia Railway Express (VRE) have prepared the Language Assistance Plan (LAP) to address PRTC/VRE's responsibilities as recipients of federal financial assistance as they relate to the needs of individuals with limited English proficiency. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.18, dated October 2, 2012, which states that the level and quality of transportation service is to be provided without regard to race, color, or national origin.

Under Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, PRTC/VRE are federally mandated to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities to individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English "less than very well". The FTA refers to these persons as Limited English Proficient (LEP) persons.

In order to prepare this plan, PRTC/VRE undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis, which considers the following factors:

- Factor 1:** The number or proportion of LEP persons eligible to be served or likely to be encountered by a transit program, activity or service
- Factor 2:** The frequency with which LEP individuals come in contact with the program, service or activity
- Factor 3:** The nature or importance of services, programs, or activities provided to LEP individuals by PRTC/VRE;
- Factor 4:** The resources available for LEP outreach as well as the costs associated with that outreach.

To address the four factors, PRTC/VRE utilized the following information and data:

- U.S. Census American Community Survey Data, 2011-2015
- 2013 PRTC On-Board Survey
- 2016 VRE Customer Opinion Survey
- Call Center Translation Services
- Website Translation
- Feedback from Bus Operators/Train Conductors/Dispatch/Customer Service

II. SERVICE AREA BOUNDARIES

PRTC - BUS SERVICE

PRTC provides commuter bus services along 1-95 and 1-66 corridors to points north (OmniRide and Metro Direct), and local bus services in Prince William County and the cities of Manassas and Manassas Park. Omnilink is the local (route deviation) bus service that operates in eastern Prince William County and the Manassas area. Cross County Connector buses connect eastern Prince William and the Manassas area, via the Prince William Parkway. During the morning rush hours, PRTC's commuter bus services (OmniRide and Metro Direct) transports residents from Prince William County and the Cities of Manassas and Manassas Park to Metrorail Stations located in Fairfax County, Arlington County and to destinations within the District of Columbia. In the evenings, these same passengers are picked up from locations in the District of Columbia and at Metrorail stations and transported back to Prince William County and the Cities of Manassas and Manassas Park.

Although PRTC has an extensive service area (Arlington County, Cities of Manassas and Manassas Park, Fairfax County, Prince William County, and the District of Columbia), its passengers are mainly residents of Prince William County and the Cities of Manassas and Manassas Park. Even those who commute to points north and into the District of Columbia live within the Prince William County boundaries. See **Figure 1** for a map of PRTC's service area. For the purposes of this Language Assistance Plan, the PRTC immediate service area will be considered Prince William County and the Cities of Manassas and Manassas Park, Va.

VRE - RAIL SERVICE

VRE provides commuter rail services on the Manassas and Fredericksburg lines, along the 1-66 and 1-95 corridors, connecting transit riders to destination stations in Alexandria, Crystal City and the District of Columbia. The VRE has nineteen (18) stations located in the counties of Arlington, Fairfax, Prince William, Stafford and Spotsylvania and in the cities of Alexandria, Fredericksburg, Manassas and Manassas Park and the District of Columbia. See **Figure 2** for VRE's System Map.

VRE operates 30 trains and on average carries 20,000 passengers daily. According to data compiled from the 2015 VRE Master Agreement Survey, on a typical weekday, VRE draws ridership from 39 Virginia Jurisdictions. (See **Figure 3**). For the purposes of this plan, the VRE service area will consist of Arlington, Fairfax, Prince William County, Stafford, and Spotsylvania counties and the cities of Alexandria, Fredericksburg, Manassas and Manassas Park. These are the jurisdictions where VRE riders board and where they generally reside with the exception of those who may live outside the nine member jurisdictions.

III. FOUR-FACTOR ANALYSIS

FACTOR 1: Identifying Eligible Service Population

For Factor One, PRTC/VRE analyzed data from the U.S. Census Bureau, American Community Survey (ACS) in order to determine the number or proportion of LEP persons eligible to be served or likely to be encountered by programs, activities or services provided by PRTC/VRE. Within the American Community Survey, PRTC/VRE used the 5-year estimates for "Language Spoken at Home by Ability to Speak English for the Population 5 years and Over."

The ACS classifies persons speaking a language other than English in their homes as either they speak English "very well" or "less than very well." Those individuals that speak English "less than very well" are classified as Limited English Proficient persons. Because PRTC/VRE provide different services and have different service areas, this data is provided separately for each agency.

PRTC - BUS SERVICE

The American Community Survey (ACS) shows that the PRTC service areas of Prince William County and the Cities of Manassas and Manassas Park have a combined population of approximately 454,538. The ACS census data estimates that of the total population in the immediate PRTC service area, 56,627 individuals speak English less than very well, which is 12.5% of the total PRTC service area population.

The most prevalent non-English language spoken in the PRTC service area is Spanish (38,377 LEP persons), which account for 8.4% of the total population within the service area of Prince William County and the Cities of Manassas and Manassas Park. Vietnamese and Korean LEP speakers account for 0.5 percent of PRTC's total population, while LEP speakers of African languages (2,225 LEP speakers), Urdu (1,486 LEP speakers), other Indic languages (1,468 LEP speakers) and Chinese (1,094 LEP speakers) as shown in **Table 1**. (There is no further breakdown by ACS of the various languages that are comprised in other Indic languages and African languages.)

VRE - RAIL SERVICE

A review of the ACS data revealed that the total population for the VRE service area (Arlington, Fairfax, Prince William, Stafford and Spotsylvania counties; Cities of Alexandria, Fredericksburg, Manassas and Manassas Park) is approximately 2,129,054. The total number of LEP persons in the VRE service area is 252,795, which is 11.8% of the total eligible service population. Of the 252,795 residents that would be considered LEP, (speak English "less than very well"), 121,845 or 48.2% are Spanish speakers. In addition to Spanish speakers, Korean, Vietnamese, African languages, and Chinese are among the most prevalent LEP speakers in the VRE service area as shown in **Table 2**.

LEP Population for PRTC Service Area

Table 1: LEP Population (5 Years and Over) - PRTC Immediate Service Area

PRTC Service Area: Prince William County and Cities of Manassas and Manassas Park	LEP Population (speaks English less than very well)	% of Total Population	% of Total LEP Population
Total Population ACS 2011-2015 454,538	56,627	12.46%	
Spanish or Spanish Creole:	38,377	8.44%	67.77%
Vietnamese:	2,566	0.56%	4.53%
Korean:	2,348	0.52%	4.15%
African languages:	2,225	0.49%	3.93%
Urdu:	1,486	0.33%	2.62%
Other Indic languages:	1,468	0.32%	2.59%
Chinese:	1,094	0.24%	1.93%
Persian:	945	0.21%	1.67%
Arabic:	932	0.21%	1.65%
Tagalog:	893	0.20%	1.58%
Other Indo-European languages:	611	0.13%	1.08%
French (incl. Patois, Cajun):	376	0.08%	0.66%
Russian:	348	0.08%	0.61%
Thai:	331	0.07%	0.58%
Mon-Khmer, Cambodian:	330	0.07%	0.58%
Other Slavic languages:	253	0.06%	0.45%
Portuguese or Portuguese Creole:	229	0.05%	0.40%
Other Pacific Island languages:	212	0.05%	0.37%
Other Asian languages:	203	0.04%	0.36%
Laotian:	199	0.04%	0.35%
Hindi:	191	0.04%	0.34%
Gujarati:	183	0.04%	0.32%
German:	160	0.04%	0.28%
Japanese:	144	0.03%	0.25%
French Creole:	100	0.02%	0.18%
Other Native North American languages:	94	0.02%	0.17%
Italian:	72	0.02%	0.13%
Serbo-Croatian:	67	0.01%	0.12%
Other and unspecified languages:	63	0.01%	0.11%
Greek:	52	0.01%	0.09%
Polish:	39	0.01%	0.07%
Scandinavian languages:	36	0.01%	0.06%
Total LEP	56,627	12.46%	100.00%

Source: U.S. Census Bureau, 2011-2015 American Community Survey, 5-Year Estimates

LEP Population for VRE Service Area

Table 2: LEP Population (5 Years and Over) - VRE Service Area

VRE Service Area: Arlington, Fairfax, Prince William, Stafford, Spotsylvania Counties - Cities of Alexandria, Fredericksburg, Manassas, and Manassas Park		LEP Population (speaks English less than very well)	% of Total Population	% of Total LEP Population
Total Population ACS 2011-2015	2,129,054	252,795	11.87%	
Spanish or Spanish Creole:		121,845	5.72%	48.20%
Korean:		23,217	1.09%	9.18%
Vietnamese:		18,210	0.86%	7.20%
African languages:		12,797	0.60%	5.06%
Chinese:		12,700	0.60%	5.02%
Arabic:		9,365	0.44%	3.70%
Other Indic languages:		7,656	0.36%	3.03%
Persian:		6,905	0.32%	2.73%
Urdu:		6,873	0.32%	2.72%
Tagalog:		4,863	0.23%	1.92%
Other Asian languages:		4,544	0.21%	1.80%
French (incl. Patois, Cajun):		3,169	0.15%	1.25%
Other Indo-European languages:		2,505	0.12%	0.99%
Russian:		2,483	0.12%	0.98%
Thai:		2,430	0.11%	0.96%
Hindi:		2,236	0.11%	0.88%
Japanese:		1,826	0.09%	0.72%
Mon-Khmer, Cambodian:		1,236	0.06%	0.49%
Portuguese or Portuguese Creole:		1,067	0.05%	0.42%
German:		865	0.04%	0.34%
Other Pacific Island languages:		762	0.04%	0.30%
Other Slavic languages:		713	0.03%	0.28%
Gujarati:		666	0.03%	0.26%
Italian:		652	0.03%	0.26%
Laotian:		633	0.03%	0.25%
French Creole:		578	0.03%	0.23%
Greek:		575	0.03%	0.23%
Serbo-Croatian:		372	0.02%	0.15%
Armenian:		266	0.01%	0.11%
Other and unspecified languages:		172	0.01%	0.07%
Scandinavian languages:		113	0.01%	0.04%
Polish:		109	0.01%	0.04%
Other Native North American languages:		109	0.01%	0.04%

Hungarian:	92	0.00%	0.04%
Other West Germanic languages:	86	0.00%	0.03%
Hebrew:	85	0.00%	0.03%
Hmong:	20	0.00%	0.01%
Yiddish:	0	0.00%	0.00%
Navajo:	0	0.00%	0.00%
Total LEP	252,795	11.87%	100.00%

Source: U.S. Census Bureau, 2011-2015 American Community Survey, 5-Year Estimates

Translation of Vital Documents

The Safe Harbor provision of FTA Circular 4702.1B stipulates that, “if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.

PRTC – BUS SERVICE

PRTC has identified six (6) LEP populations of 1,000 or more individuals who speak English “less than very well” and for whom notice of language assistance and written translation of vital documents is required: Spanish, Vietnamese, Korean, African languages, Urdu, Other Indic languages and Chinese.

Spanish speakers exceed the Safe Harbor thresholds and are 67% of the LEP speakers in the PRTC service area. While the speakers of Vietnamese, Korean African languages, Chinese and Indic languages do not meet the 5% threshold, they each have more than 1,000 persons who are not proficient in speaking English. Currently, all of PRTC’s vital documents are translated into Spanish. Vital documents are defined as those documents without which a person would be unable to access services. The following are written communications that are translated and printed in both English and Spanish:

- Bus schedules
- Emergency Service Plan
- Major Service Changes
- Onboard surveys
- Public Hearing documents
- Title VI Protection Notifications

Also public hearings are advertised in area newspapers and aboard PRTC BUSES (all in English and Spanish). In addition, PRTC advertises on a local Hispanic radio station. Finally, individuals who require special assistance to participate at the Public Hearing (such as a sign language interpreter, foreign language interpreter) is asked to contact PRTC no later than

ten (10) days prior to the Public Hearing to make the necessary arrangements. PRTC will continue to offer these services to the Spanish speaking and other LEPs.

Although the speakers of Vietnamese, Korean, African languages, Urdu, Other Indic languages and Chinese may trigger an LEP responsibility, the populations are still small in number and the likelihood of contact is miniscule based on the information provided in the Factor 2 analysis. In light of the economic situation and attendant financial limitations, PRTC is not able to translate all vital documents into the many languages, however, PRTC will translate vital documents upon request. Also, PRTC is able to provide language assistance to speakers of these languages in other ways and will continue to monitor the growth of these language groups.

VRE - RAIL SERVICE

Over 18 LEP populations in the VRE service area exceed the thresholds provided by the Safe Harbor with Spanish being the most prevalent with 121,845 speakers. In addition to Spanish, speakers of Korean, Vietnamese, African languages, Chinese and Arabic were among the top languages. It would cause an undue burden for VRE to translate vital documents into so many languages. However, VRE's safety brochure, "Passenger Safety and Security, A Commuter Guide to Safe Travel" has been translated into Spanish. VRE also has a language line, accessible by both VRE Customer Service staff and the train Conductors, as well as Google translate on their website which can be used to assist LEPs who speak languages other than Spanish.

PRTC/VRE are strongly committed to seeking and encouraging public participation in the overall regional transportation planning process and in the planning process for its individual issues, initiatives, proposed plans, proposed budgets, capital and/or operating projects. This includes seeking out and considering viewpoints of minority individuals and persons with Limited English Proficiency (LEP). Examples of the types of strategies that will be used in its effort to solicit participation from the public is provided in PRTC/VRE Public Outreach to Minorities and Limited English Proficient Speakers (**Appendix E**).

FACTOR 2 - Frequency of Contact by LEP Population

The second step in developing a language assistance plan is to determine the frequency of contact with PRTC/VRE services, programs, and activities by LEP populations. For purposes of this assessment, PRTC/VRE consulted the following data sources to determine the frequency of encounters by LEP residents with PRTC services. These sources include:

- PRTC Customer Service Staff and Bus Operators
- Call Center Usage of Translation Services
- PRTC Website Translation Services
- PRTC Spring 2013 On-Board Bus Survey
- VRE Train Conductors and Customer Service Staff
- VRE 2016 Customer Opinion Survey

PRTC - BUS SERVICE

PRTC Bus Operators and Customer Service Staff

PRTC serves a diverse community and has experienced a growing Hispanic and Latino population in the last decade. PRTC transit operators and customer service staff report daily interactions with LEP persons, particularly persons speaking Spanish as their primary language. In most cases, the information needed from PRTC specifically relates to the use of transit services including fares, bus route and schedule information. In some cases, some LEP persons are calling to schedule deviations on PRTC's Omnalink services.

PRTC Call Center Usage of Translation Services

The PRTC Customer Service Center employs seven (7) customer services agents to handle incoming calls from customers; however on any given day there may be only six (6) agents taking calls. On average, the customer service center handles about 4,851 calls a month. For calls that require translation services, PRTC customer service agents seek the assistance of Language Line Services, a company that provides over the phone translation in about 170 languages including, Spanish, Vietnamese, Chinese, French, Japanese, Korean, Russian, Somali, and Tagalog.

During Fiscal Year 2017, the PRTC Customer service center received approximately 43,662 calls, out of which 175 calls required a third party Spanish speaking interpreter. This means that the frequency of encounter by the PRTC customer advocate agents of person that require language assistance is less than one percent of all calls. According to Customer Service, no other language interpreters were requested as shown below in **Table 3**.

Table 3: Translation Assistance Usage (FY 17)

Month	# of Calls Taken	# of Calls Interpreted	language	Avg. Length of Interpreted Call
July 2016	5,517	29	Spanish	11 min. 18 sec.
Aug.2016	5,635	30	Spanish	11 min. 48 sec.
Sept. 2016	5,527	22	Spanish	6 min. 30 sec.
Oct. 2016*	N/A	10	Spanish	5 min. 36 sec.
Nov.2016*	N/A	14	Spanish	7 min. 54 sec.
Dec. 2016*	N/A	8	Spanish	3 min. 06 sec.
Jan. 2017	5,096	8	Spanish	3 min. 06 sec.
Feb.2017	4,004	5	Spanish	6 min. 12 sec.
Mar. 2017	5,038	6	Spanish	8 min. 18 sec.
Apr. 2017	4,160	8	Spanish	5 min. 18 sec.

May 2017	4,306	15	Spanish	4 min. 48 sec.
June 2017	4,379	20	Spanish	7 min. 48 sec.
FY17 TOTALS	43,662	175		

Source: PRTC Customer Service

**PRTC's IVR system was being upgraded during the months of October – December 2016, which disabled the reporting capability.*

PRTC passengers who may need assistance with language translations while visiting the PRTC Transit Center are able to point to their language provided on a poster board located in the lobby and at the front desk. The poster board has over (20) twenty languages (Spanish, Arabic, Burmese, Cantonese, Farsi, French, Haitian Creole, Hindi, Hmong, Italian, Japanese, Korean, Mandarin, Polish, Portuguese, Punjabi, Russian, Somali, Tagalog, and Vietnamese); which are among the top ten languages spoken in the PRTC Service area. The passenger is assisted by a customer service staff member who calls an interpreter and works with the customer to identify their need. The interpreter is provided at no cost to the passenger.

PRTC Website Translation Services

PRTC's website (www.prtctransit.org) provides service updates, PRTC news and information pertaining to all of PRTC's services (Commuter Bus, Local Bus, Ride Matching Services and PRTC's Vanpool Alliance Program). Also for those who subscribe, PRTC provides Rider Express email and text message notifications to keep riders informed about events that could affect their daily commutes such as inclement weather, detours and missed bus stops. The PRTC website can be a one-stop shop for passengers who currently use our services and also for new riders who may be interested in planning a trip to work, to a medical appointment or for social recreational purposes. Passengers can review a system map and also find out about upcoming public hearings.

The PRTC website also provides bus information on Google Transit. With Google Transit, riders can plan a trip that includes transfers to the Washington Metropolitan Area Transit Authority's (WMATA) Metrorail system or other regional transportation partners. It integrates transit stop, route, schedule, and fare information to make trip planning quick and easy for everyone.

PRTC's website is also integrated with Google Translate, which is a multilingual service that translates written text from one language into another. Those who speak languages other than English are able to have PRTC web pages translated into more than 90 languages. The translator on the PRTC website was used a total of 6,345 times to translate 93 languages during fiscal year 2017. Provided in **Table 4** are the top twenty (20) languages translated on the PRTC website. A full list of language codes along with the Google description of languages are provided as **Appendix B**.

Table 4: Translation of Website Pages (FY 17)

No.	Language	No. of Times Language Translated	%
1	Spanish	3,566	56.20%
2	Korean	272	4.29%
3	English	266	4.19%
4	Japanese	229	3.61%
5	Chinese	182	2.87%
6	German	167	2.63%
7	Tamil	163	2.57%
8	French	159	2.51%
9	Afrikaans	153	2.41%
10	Amharic	91	1.43%
11	Arabic	81	1.28%
12	Russian	71	1.12%
13	Portuguese	67	1.06%
14	Bengali	59	0.93%
15	Hindi	59	0.93%
16	Albanian	56	0.88%
17	Estonian	53	0.84%
18	Punjabi	46	0.72%
19	Thai	42	0.66%
20	Turkish	35	0.55%

Source: PRTC Marketing Dept.

PRTC Spring 2013 On-Board Survey

In 2013, PRTC conducted an on-board survey to collect key data from passengers of its Cross Country Connector, Metro Direct, Omnilink and OmniRide services. On-board surveys were collected from March 20 through April 16, 2013. Surveys were conducted on weekdays and also on Saturday for routes with Saturday service (ie., Omnilink). All surveys were conducted on afternoon and early evening trips. Separate survey instruments were developed for each of the four systems. Surveys were available in both English and Spanish. In total, 1,535 riders completed the survey.

PRTC examined the ethnic breakdown and English proficiency of riders by service to assess how frequently minority populations use our services and to understand the most common trip purposes among this segment of the population. As shown in **Table 5**, on average,

approximately 14.9% of the OmniLink, Cross County and Metro Direct riders classify themselves as Hispanic or Latino as opposed to 7.9% on OmniRide.

Table 5: Race/Ethnicity of PRTC Bus Passengers

Race/Ethnicity	OmniLink	Cross County	OmniRide	Metro Direct
White	13.2%	9.0%	50.1%	27.8%
Black or African American	32.4%	29.0%	37.2%	41.7%
American Indian or Alaska Native	1.9%	14.8%	2.5%	0.7%
Asian	3.6%	3.9%	4.8%	17.0%
Native Hawaiian or other Pacific	1.5%	0.0%	1.1%	0.0%
Hispanic or Latino	14.9%	14.8%	7.9%	13.8%
Other	4.8%	3.9%	4.5%	6.3%

Source: Spring 2013 On-Board Passenger Survey Note: Percentages may total more than 100% because some respondents gave multiple responses, i.e., they consider themselves more than one race/ethnicity.

PRTC’s OmniLink, Cross County and Metro Direct bus services have a high incidence of riders who speak a language other than English at home. Some of these same individuals do not speak English well or at all as shown in **Table 7** and are referred to as Limited English Proficient speakers.

Table 6: Language Spoken at Home

Speak Language Other than English at Home	OmniLink	Cross County	OmniRide	Metro Direct
Yes	27.6%	32.9%	14.1%	34.3%
No	43.9%	32.2%	77.1%	62.2%
Other*	28.5%	34.9%	8.9%	3.5%

Source: Spring 2013 On-Board Passenger Survey

Table 7: English Proficiency

How Well Do You Speak English	OmniLink	Cross County	OmniRide	Metro Direct
Very Well	30.3%	24.8%	54.8%	58.5%
Well	9.8%	10.5%	5.3%	22.5%
Not Well	8.3%	7.6%	0.9%	6.2%
Not at all	1.1%	0.0%	0.0%	1.8%
Other*	50.5%	57.2%	39.0%	11.1%

Source: Spring 2013 On-Board Passenger Survey

Because we know that most of our LEP speakers are riders of OmniLink, Cross County and Metro Direct, we reviewed the frequency of use for these bus services. Among OmniLink and Cross County bus riders, 74.1% report using the service at least 4 days a week. Similarly 81.5% of Metro Direct users ride the bus at least 4 days a week.

Table 8: Frequency of Using PRTC Bus Service (Weekly)

Frequency of using PRTC (Weekly)	OmniLink & Cross County	Metro Direct
5+ days	60.2%	71.2%
4 days	13.9%	10.30%
3 days	14.3%	9.8%
2 days	3.9%	0.3%
1 day	2.1%	0.0%
Less than 1 day	4.8%	7.1%
First time using	0.7%	1.4%

Source: Spring 2013 On-Board Passenger Survey

A closer inspection of the survey data revealed that passengers use OmniLink and Cross County bus services to access a variety of activities such as shopping, school, social services, and medical appointments as compared to OmniRide and Metro Direct services (see **Table 9**).

Table 9: Trip Purpose

Main Trip Purpose/Activity	OmniLink	Cross County	OmniRide	Metro Direct
Work	61.5%	42.6%	96.6%	82.1%
Shopping	37.3%	25.2%	0.0%	0.7%
School (K-12)	6.3%	13.6%	0.0%	0.0%
School (College/Technical)	17.5%	21.3%	0.3%	2.1%
Social Services	11.1%	5.2%	0.1%	0.0%
Social/Recreational Visit	13.6%	11.0%	0.2%	2.8%
Doctor/Medical Visit	22.3%	12.9%	0.0%	0.7%
Other	7.5%	7.7%	0.4%	4.9%

Source: Spring 2013 On-Board Passenger Survey

VRE – RAIL SERVICE

2016 VRE Customer Service Opinion Survey

VRE has many ways to interact and communicate with passengers. However, train conductors, customer service, operations and communications staff report no contact with

LEP persons. The results of VRE’s 2016 Customer Opinion Survey provides an explanation as to why there is the case.

The results of VRE’s 2016 Customer Opinion Survey indicate that 85.7% of VRE riders speak English at home (Table 10). In addition, 99.6% of its riders speak English well and very well, while less than .5% that do not speak English well or not at all (Table 11).

Table 10: Language Spoken at Home (VRE)

Speak Language Other than English at Home	Responses	% of Total
Yes	745	14.23%
No	4489	85.77%

Source: VRE 2016 Customer Opinion Survey

Table 11: English Proficiency (VRE)

How Well Do You Speak English	Responses	% of Total
Very Well	5171	95.6%
Well	215	4.0%
Not Well	15	0.3%
Not at all	6	0.1%

Source: VRE 2016 Customer Opinion Survey

At this time, VRE has not received any requests for translation assistance through the language line, nor have they been notified that any LEP person was unable to access VRE services, programs or activities because of a need for language assistance.

A closer inspection of the VRE survey data revealed that passengers of VRE are frequent riders as the majority of respondents (62%) ride the VRE five times a week, which means these are regular riders (Table 12). As shown in Table 13, 26.7% of respondents have been riding the VRE for at least 1 -3 years, while some passengers have been riding the VRE for over 20 years.

Table 12: Frequency of Riding VRE

Frequency of Riding VRE	Responses	% of Total
Once a week	64	1.1%
Twice a week	171	2.9%
Three times a week	643	11.0%
Four times a week	1228	20.9%
Five times a week	3706	63.2%

Once or Twice a month	23	0.4%
A few times per year	22	0.4%
This is my first ride	8	0.1%

Source: VRE 2016 Customer Opinion Survey

Table 13: Length of time riding VRE

Length of Time Riding VRE	Responses	% of Total
Less than a year	992	16.9%
1 – 3 years	1566	26.7%
4 – 6 years	1205	20.6%
7 – 9 years	690	11.8%
10 -15 years	855	14.6%
16 -20 years	363	6.2%
20+ years	188	3.2%

Source: VRE 2016 Customer Opinion Survey

VRE’s commuter rail services operates Monday through Friday during morning and evening rush hours. VRE does not operate service on weekends or Federal holidays. VRE survey results do not provide trip purpose, but it does provide employers of VRE riders (**Table 14**), indicating that more than 31% are government or military workers.

Table 14: Employers of VRE Riders

Employers of VRE Riders	Responses	% of Total
Military/Active Duty	255	4.5%
Government (Local, State, Federal)	1566	26.7%
Private Company	1096	19.2%
Association	203	3.6%
Self Employed	26	0.5%
Student	15	0.3%
Tourist	3	0.1%
Retired	5	0.1%
Other	136	2.4%

While PRTC/VRE used external census data to determine the number or proportion of LEP persons eligible or likely to be served or encountered by PRTC/VRE in the provision of transit services, both external and internal resources were used to determine how frequently LEP individuals use PRTC/VRE services and how often PRTC/VRE staff comes in contact with or assists persons with limited English proficiency. However, all data sources confirmed that

PRTC staff most often come in contact with and assist Spanish-speaking LEP individuals and VRE has yet to receive a request for language assistance.

Although data from the 2016 VRE Customer Opinion Survey confirmed that English is the primary language spoken at home, all census data reviewed confirm that its primary LEP language group is Spanish, but that there has been no contact or requests to assist this language group.

As a result, PRTC will continue to translate all vital documents into Spanish and provide translations for other LEP speakers upon request.

FACTOR 3: The Importance of PRTC’s Program to LEP Persons

The third factor to consider in developing the Language Assistance Plan is to determine the importance of PRTC/VRE’s programs, services, and activities to LEP populations. Our experience in transit tells us that LEP speakers tend to be among the low-income populations and are more likely to use public transit and to be transit dependent.

From the PRTC On-board Survey of 2013, we know that incomes are lower for OmniLink riders and higher for OmniRide and Metro Direct. More than one-third (38.2%) of OmniLink riders have annual incomes less than \$15,000. In contrast, 42.5% of OmniRide users have incomes of \$125,000 and higher.

Table 15: Annual Income of PRTC Riders

Income	OmniLink	OmniRide	Metro Direct
< \$15,000	38.2%	0.5%	8.2%
\$15,000 - \$24,999	18.3%	0.7%	8.1%
\$25,000 - \$34,999	15.8%	1.9%	6.1%
\$35,000 - \$49,999	10.8%	4.9%	12.6%
\$50,000 - \$74,999	5.0%	16.1%	13.1%
\$75,000 - \$99,999	5.0%	16.1%	13.1%
\$100,000 - \$124,999	3.7%	18.3%	13.8%
\$125,000+	2.3%	42.5%	18.7%

Source: Spring 2013 On-Board Passenger Survey

Some of the same transit dependent passengers are also unlikely to have driver’s licenses. **Table 16** highlights that nearly all 97.5% of OmniRide Users and 73% of Metro Direct users have valid driver’s license. In contrast, only a third (33.6%) of OmniLink users have driver’s licenses and if OmniLink had not been available, 18.8% of OmniLink riders would have had to walk or bike, 21.9% would not have been able to make the trip or 21.2% would have had to catch a ride with someone else. Similarly, 18.8% of Metro Direct users would not have been able to make their trip if the bus had not been available (**Table 17**). Inability to access PRTC’s services would have a severe impact on the quality of life of LEP persons.

Table 16: Driver's License Status

License status	OmniLink	OmniRide	Metro Direct
Licensed driver	33.6%	97.5%	73.0%
No License	66.50%	2.50%	27.00%

Source: Spring 2013 On-Board Passenger Survey

Table 17: Mode if Bus Not Available

Mode if bus not available	OmniLink	Metro Direct
Drive alone	5.6%	31.7%
Taxi	17.50%	1.50%
Walk or bike	18.8%	2.0%
Ride with someone else	21.2%	16.3%
VRE/Metro	N/A	12.9%
Could not have made the trip	21.9%	18.8%
Other	15.0%	16.8%

Source: Spring 2013 On-Board Passenger Survey

VRE – RAIL SERVICE

VRE considers its commuter services to be an important and essential service for many people living in and beyond the service area. VRE operates 30 trains from 18 stations and carries, on average, 20,000 passengers daily. Although VRE provides a very important and much needed transit service option to the Northern Virginia and Washington DC Region, it is a premium service and a limited number of LEPs use the service. (The authorizing documents of VRE mandate that fare revenue provides at least 50% of the VRE operating expenses.) Because LEP speakers tend to be among the low-income populations, it is possible that VRE is too expensive to ride, especially on a daily basis. VRE's services are premium priced. Depending on origin and destination, a single-ride ticket can cost anywhere between \$3.40 to \$11.90 and monthly tickets can cost upward to \$327.00. The ticket costs are generally not an issue for most VRE riders as 96.4% of its riders have annual household incomes \$50,000 or greater and 78% greater than \$100,000 as shown in **Table 18**.

Table 18: Income of VRE Passengers

Household Income	Responses	% of Total
Under \$25,000	35	0.7%
\$25,000 – 49,999	148	2.9%
\$50,000 – 74,999	338	6.5%

\$75,000 – 99,999	638	12.3%
\$100,000 – 124,999	1034	19.9%
\$125,000 – 149,999	930	17.9%
\$150,000 – 174,999	757	14.6%
\$175,000 +	1306	25.2%

Source: VRE 2016 Customer Opinion Survey

Because VRE riders tend to have higher incomes, they also tend to have at least one car, and 83% have two or more cars.

Table 19: Number of Vehicles in Household

Number of Cars in Household	Responses	% of Total
0 Cars	20	0.4%
1 Car	922	16.7%
2 Cars	2787	50.5%
More than 2 cars	1794	32.5%

FACTOR 4 – Resources Available for the Language Assistance Implementation Plan

The fourth and final factor requires an analysis of resources available to the recipient of federal funds to assure meaningful access to the service by LEP persons. PRTC/VRE is committed to assuring that resources are used to reduce the barriers that limit access to its information and services by LEP persons. PRTC/VRE has expended significant funds on language services, this includes: the telephone translation service, printing of bus schedules and service change announcements in Spanish, website translation software, and bilingual staff in the call center.

While PRTC/VRE currently does not track expenditures related to providing language assistance as a discrete expense, PRTC spends between \$391k and \$487k a year on the printing of schedules and bus shelter and bus stop information, more than a third of those expenses are for the Spanish versions. PRTC will continue to expend a reasonable portion of the budgetary dollars to meet compliance goals, but at a time when PRTC is experiencing a loss in federal formula funds because of the conversion of HOV lanes to HOT lanes and the state fuel tax revenue (main revenue source) has plummeted the printing budget has been reduced.

The Limited English Proficiency Implementation Plan Schedule was developed to encompass what PRTC is already doing and what it could do in the future in providing language assistance. A copy of the schedule is provided in **Appendix F**.

IV. IMPLEMENTING LANGUAGE ASSISTANCE PLAN

Training Staff

PRTC's contractor, First Transit, its bus operators and operations supervisors receive an annual refresher training of Title VI Requirements and their responsibility to assist LEP customers in obtaining language assistance. Customer service representatives receive training on accessing language assistance through Language Line Solutions as part of their new employee training. Refresher training on this service is provided as needed.

Outside of customer service department, PRTC management have been provided with a card and quick reference guide in the event they receive a call in which language assistance is needed.

PRTC Quick Reference Guide – Language Line Solutions



Language Line Services

QUICK REFERENCE GUIDE

When receiving a call:

- 1 **Use Conference Hold** to place the Limited-English speaker on hold.
- 2 Dial 1 866 874 3972
- 3 Press 1 for Spanish
Press 2 for all other languages *(Speak the name of the language at the prompt)*
You may press 0 or stay on the line for assistance.
- 4 Enter on your telephone keypad or provide the representative:
 - 6-digit Client ID: 5 2 2 2 0 0
 - Organization Name: Potomac & Rappshannock
Trans Comm
 - Personal Code: _____ Access Code 113

An interpreter will be connected to the call.

- 5 **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
- 6 **Add the Limited-English speaker to the line.**

When placing a call to a Limited-English speaker, begin at Step 2.

If you need assistance when placing a call to a Limited-English speaker, you may press 0 to transfer to a representative at the beginning of the call.



At VRE, conductors (employees of VRE's contractor Keolis Rail Services) as well as customer service staff received training on how to use and access Language Line Personal Interpreter Service as part of the Railroad Rules and Customer Service training. Conductors and

customer service staff have been provided with wallet cards (see below) to keep at their phones and have been instructed on how to use them.

VRE Wallet Card – Language Line Personal Interpreter

LanguageLine Personal Interpreter Service

- To connect to an interpreter, dial **1 888 808-9008** or **+1 831 242-8841** if calling from outside of North America.
- At the prompt, enter your 8-digit PIN number: **12831735**.
- Speak the name of the desired language. (e.g. Spanish)
- If the language you requested is correct, press 1.
- An interpreter will be connected. Tell them what you want to accomplish and give them any special instructions.
- Provide the number if you need to have the interpreter place an international or domestic call.

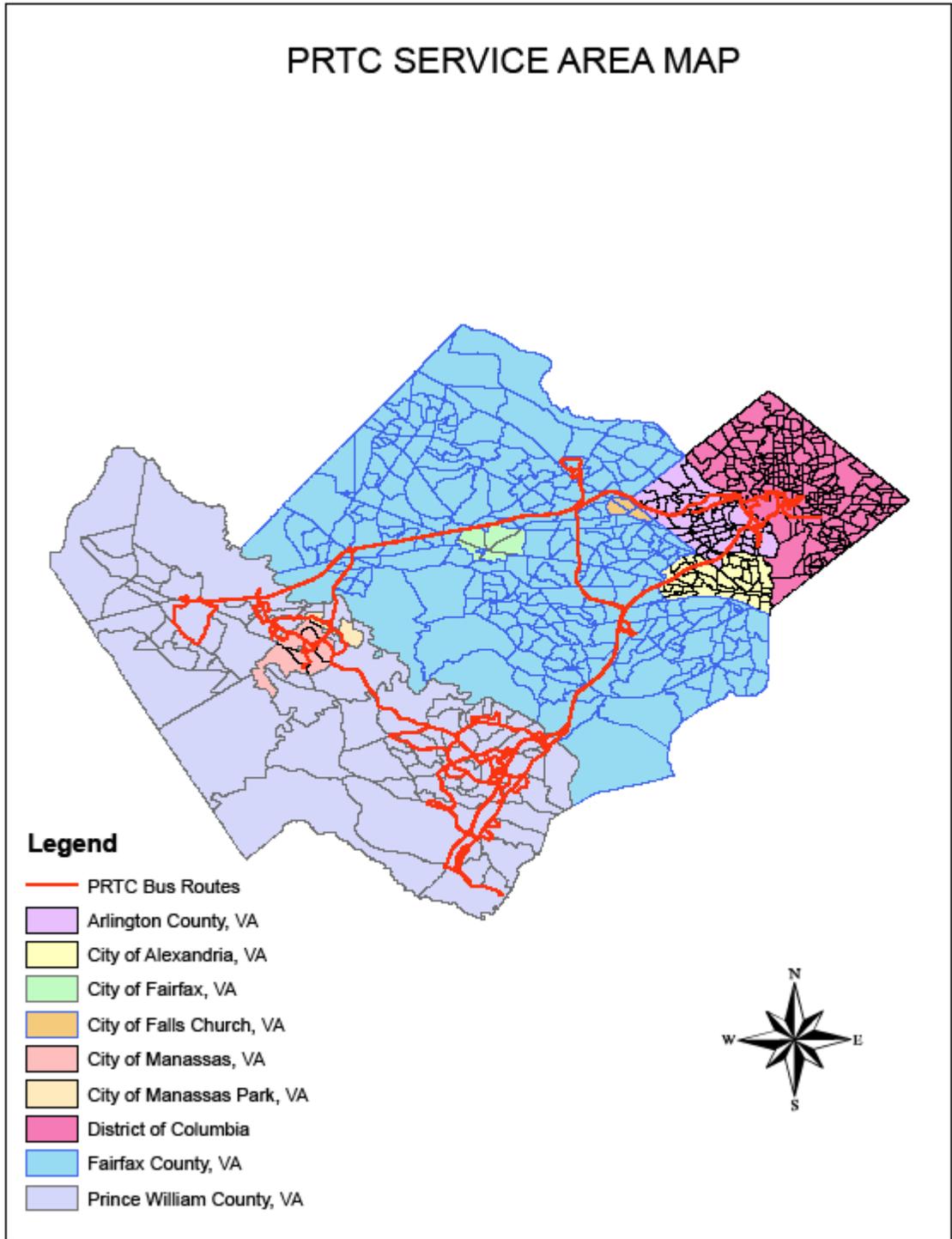
PRTC/VRE will continue to track the number of language assistance calls placed to its language interpretation service.

PRTC/VRE will continue to provide oversight and monitoring of our respective contractors, First Transit and Keolis to ensure that they accept PRTC/VRE's Title VI program including implementation of the Language Assistance Plan.

Monitoring and Updating the Plan

Based on the four factor analysis, PRTC/VRE have identified the language needs and services for their respective services in their respective service areas. The Language Assistance Plan is designed to be flexible and to be reviewed as an ongoing process. PRTC/VRE will consider whether new documents and services need to be made accessible for LEP persons and will also monitor changes in demographics and the service that is provided in to those demographics. When changes occur, the LEP plan will be updated as appropriate.

PRTC SERVICE AREA MAP



Legend

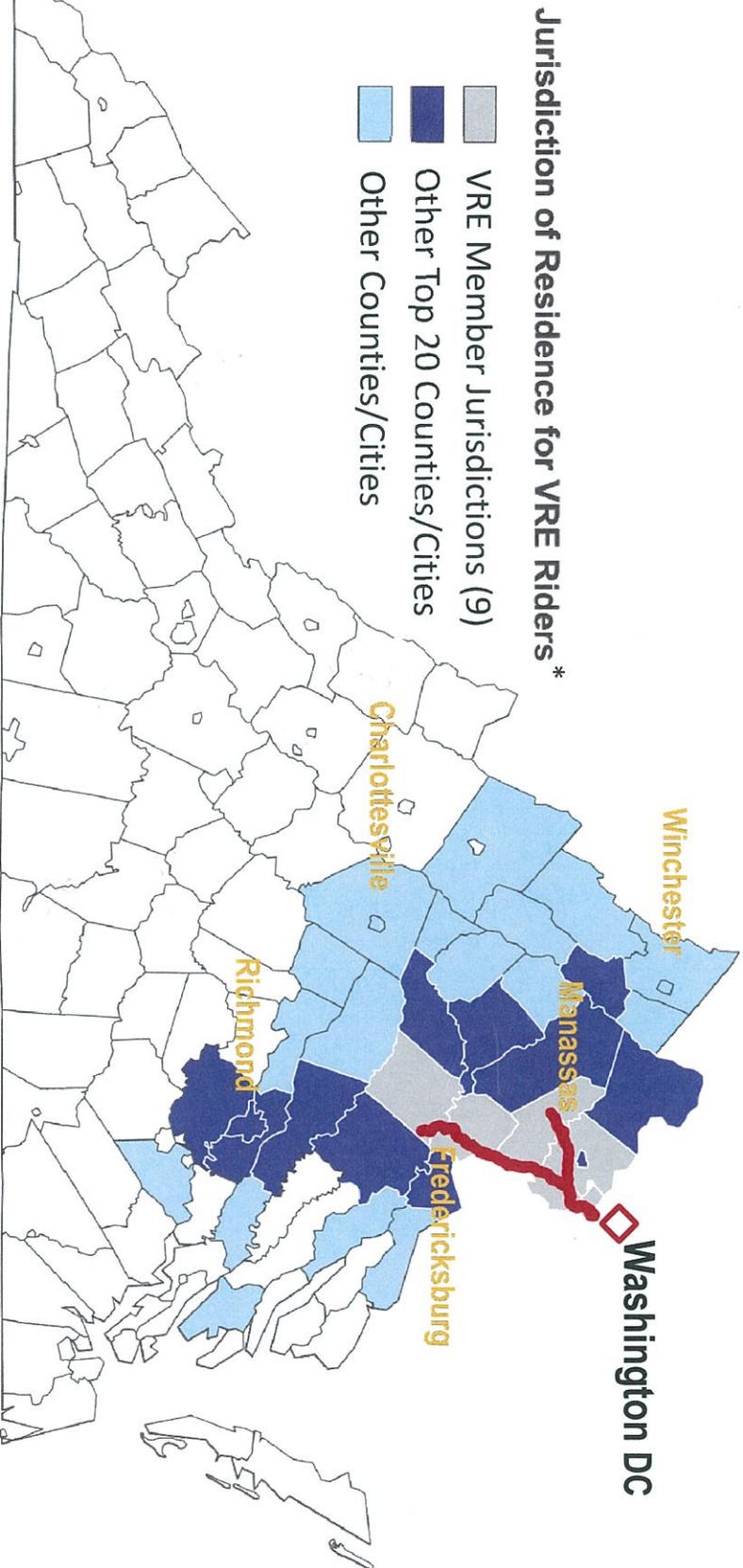
- PRTC Bus Routes
- Arlington County, VA
- City of Alexandria, VA
- City of Fairfax, VA
- City of Falls Church, VA
- City of Manassas, VA
- City of Manassas Park, VA
- District of Columbia
- Fairfax County, VA
- Prince William County, VA



VIRGINIA RAILWAY EXPRESS (VRE) SYSTEM MAP



On a typical weekday VRE draws ridership from 39 Virginia Jurisdictions



VIRGINIA RAILWAY EXPRESS

* Source: 2015 Master Agreement Survey

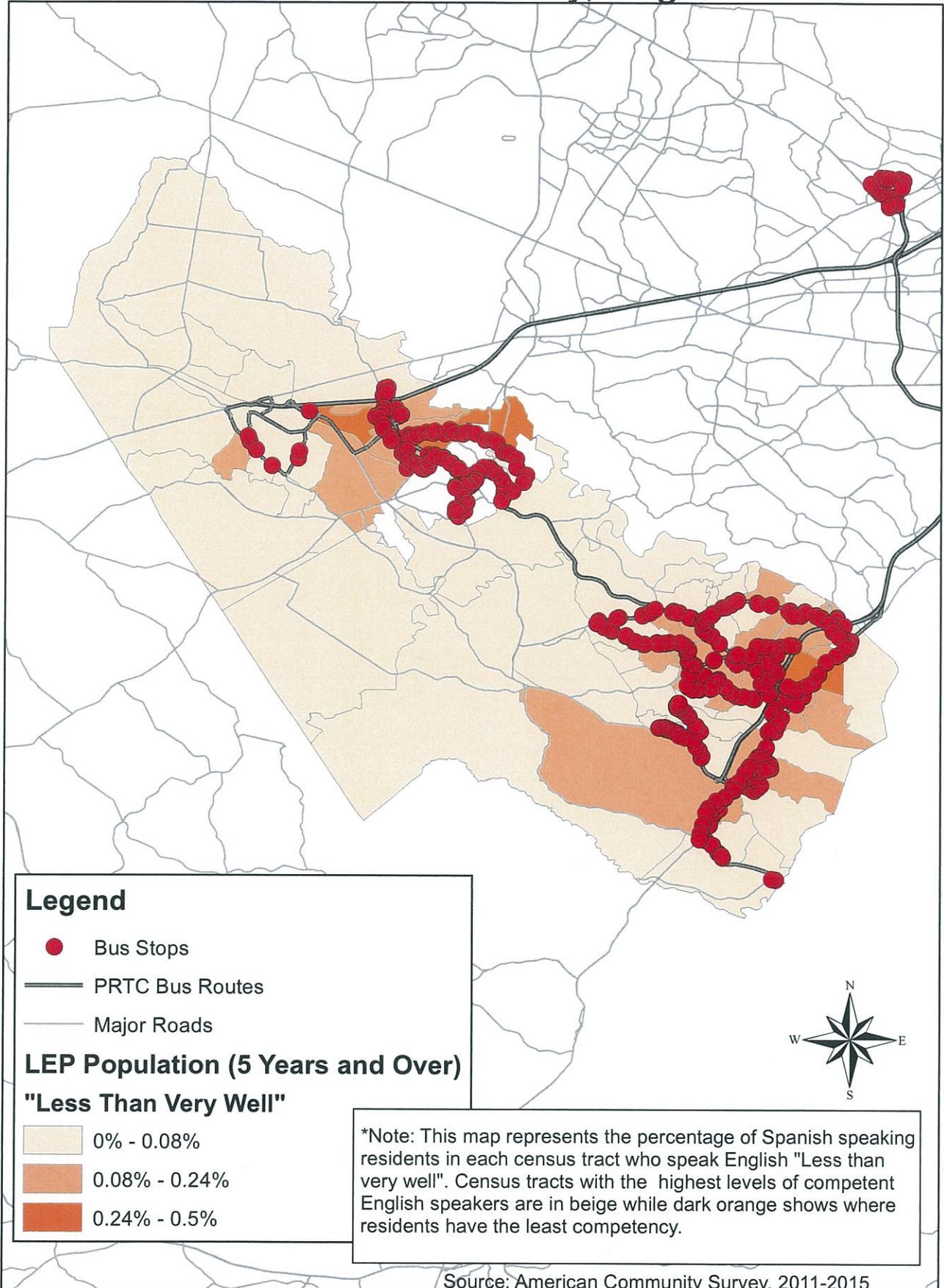
APPENDIX D

Figure 1 – Prince William County LEP Map

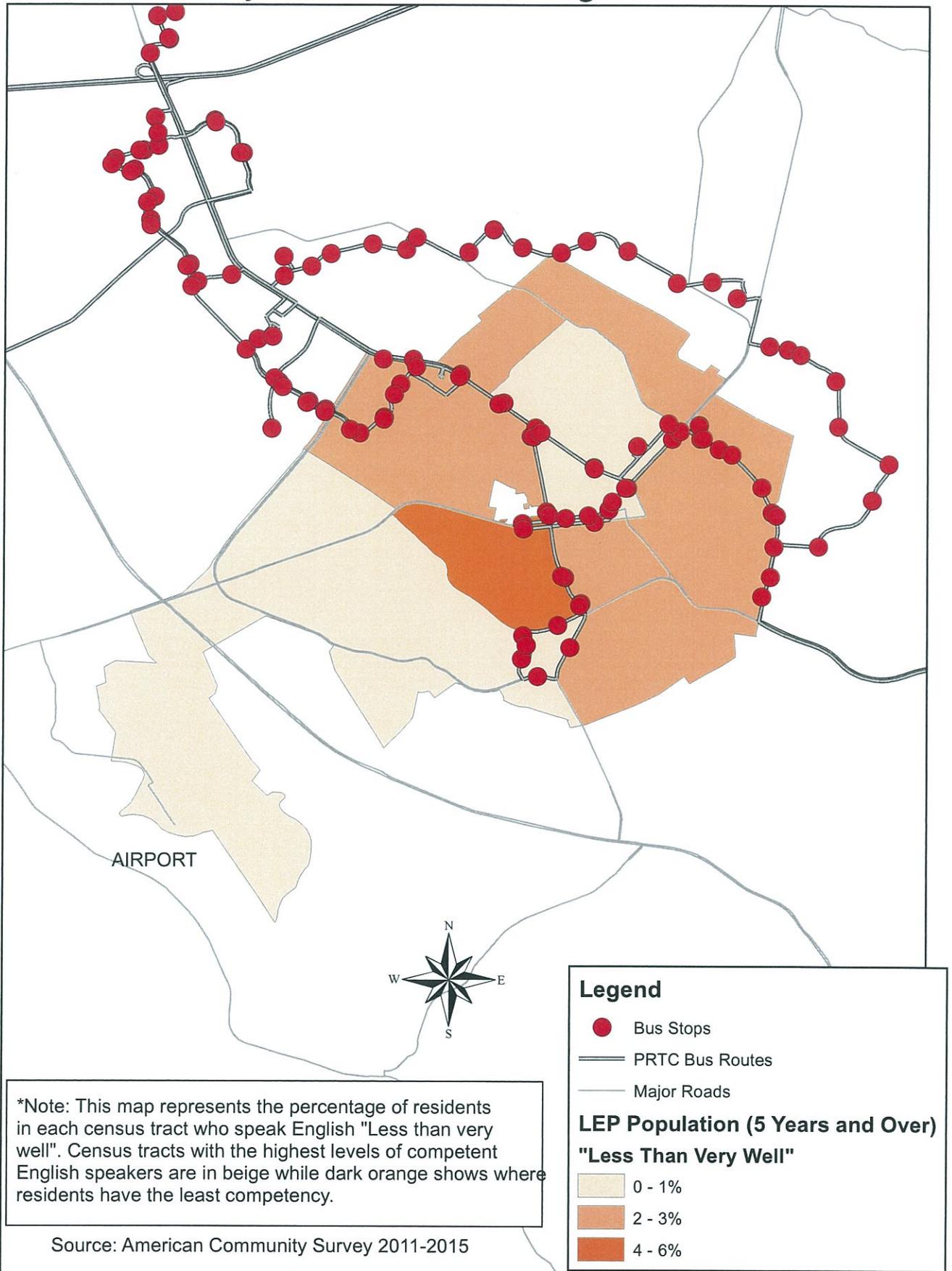
Figure 2 – City of Manassas LEP Map

Figure 3 – City of Manassas Park LEP Map

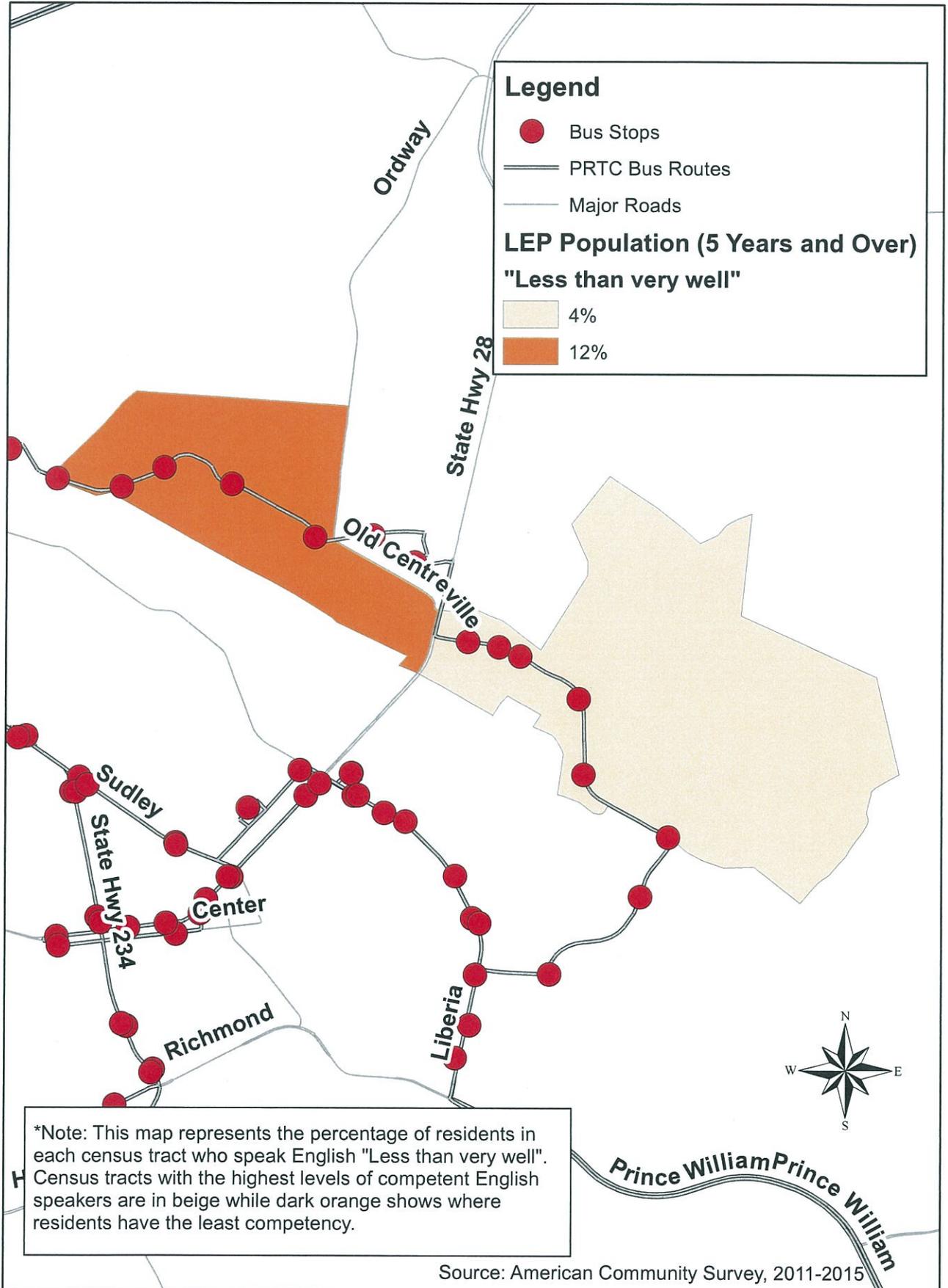
Limited English Proficient - Spanish Speakers Prince William County, Virginia



Limited English Proficient - Spanish Speakers City of Manassas, Virginia



Limited English Proficient - Spanish Speakers City of Manassas Park, Virginia



PUBLIC OUTREACH

During planning for public engagement in general, PRTC and VRE have incorporated strategies to promote involvement of minority, LEP, and low-income populations in public participation activities as appropriate for the plan, project, or service change in question consistent with Federal Transit Administration Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”), Executive Order 13166 on Limited English Proficiency and the U.S. Department of Transportation LEP Guidance.

GOALS AND GUIDING PRINCIPLES

The overall goal of PRTC/VRE public outreach is to establish a framework for achieving mutual understanding of project issues among all concerned stakeholders involved and impacted by the relevant project or service change. PRTC engages in public outreach to ensure that its stakeholders- federal, state, and local officials, residential and business owners, citizens and other interested parties, and neighborhood and interest groups- receive information regarding the status of the relevant project and/or fare and service changes and participate in the decision making and planning process.

PRTC will continue to promote and enhance the use of its ongoing public participation methods to reach out to low income, minority and LEP populations. PRTC will conduct proactive outreach to expand the reach, inclusivity and effectiveness of these ongoing methods.

PUBLIC PARTICIPATION STRATEGIES

PRTC will employ multiple strategies to encourage participation by stakeholders, individuals, groups and organizations, which can include on-line forums, public hearings, posting information on PRTC’s Website, sending email alerts and Rider Express messages, posting flyers aboard PRTC buses (all in English and Spanish), advertising on a local Hispanic radio station (Radio Festiva Hispanic), distributing flyers to social service agencies and public schools in Prince William County and the Cities of Manassas and Manassas Park with a high incidence of ESL students, or informing Community and faith based organizations that PRTC has relationships with. Other effective practices include:

- a. Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities. VRE schedules meetings in all seven (7) jurisdictions and the meeting locations are transit accessible.
- b. Coordinating with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- c. Employing different meeting sizes and formats. For example, instead of a formal meeting, information may be provided in an open format with boards and other visual communication.

- d. Advertising via radio, television, or newspaper ads on stations and in publications that serve LEP populations.

Members of Limited English Proficiency (LEP) populations in particular are served through the use of translated documents, translation services through the PRTC and VRE websites, through interpreters available by calling PRTC at 404-463-4782 and by the availability of interpreters at public meetings when requested.

Once plans have taken shape (for service change, fare increase, new project), printed information is created that explains the proposed changes. These informational materials (available in English and Spanish) are placed on the buses and used as handouts at public informational meetings and hearings. Flyers and posters that direct interested individuals to these materials are also posted on the buses, at the PRTC Transit Center, and are provided to facilities (libraries, senior communities, human service organizations, schools, etc.) which are likely to be impacted by the service changes.

Any interested individual is invited to make comments. Comments may be submitted in person at the public informational meetings and public hearings. In addition, comments may be submitted over the phone to Customer Service staff, or via email, and online via the PRTC'S website.

Information about scheduled public meetings is available via:

1. Bus posters
2. Bus stop posters
3. PRTC meeting agenda
4. Posters in Transit Center offices and transfer stations
5. PRTC's website
6. Appropriate venues, such as senior communities, human service organizations, and schools
7. Email notification and social media

All comments received are reviewed by staff and provided to the PRTC Board of Commissioners for consideration in the final decisions. The goal of the PRTC is to always provide the best possible service to the riding public.

PUBLIC PARTICIPATION OUTCOMES

PRTC is committed to reviewing its Public Outreach Plan and the effectiveness of the strategies contained herein. However, given PRTC's and VRE's limited staff and financial resources, public participation outreach must focus primarily on obtaining high quality public input rather than merely large quantities of public input. Accordingly, PRTC and VRE will work to provide the public and other interested parties with information and perspective necessary to provide thoughtful and considered comments that will assist the PRTC and VRE in setting policies and procedures that will ensure that it delivers high quality services to its customers and constituents.

Appendix F- PRTC Limited English Proficiency Implementation Plan Schedule

Capital Projects & Facilities

ITEM	DONE	FY18	FY19
Assess the LEP population in areas affected by construction. <ul style="list-style-type: none"> Code businesses and residents who are LEP that border the project into database. Develop an outreach plan targeting LEP residents and businesses in construction areas. 	X		
Use of in-person interpreter services upon request for public meetings and important events (this will be included in public notification for meetings).	X		
Translate vital documents.	X		
Provide notice of right to language assistance, at no cost, on non-vital yet important outreach documents.	X		

Procurement

ITEM	DONE	FY18	FY19
Review contract language to ensure all contractors providing goods and services are in compliance with Title VI regulations (Title VI of the Civil Rights Act of 1964, “Nondiscrimination under Programs Receiving Federal Financial Assistance through the U.S. Department of Transportation”).	X		

Marketing & Customer Services

ITEM	DONE	FY18	FY19
Provide telephone interpretation for basic transit questions and trip planning assistance in 20 languages through an Interpretation Service.	X		
Translate vital documents, including Schedules and Emergency Services Plan	X		
Place a notice of right to language assistance, at no cost, on important outreach documents and on PRTC’s website.		X	
Provide information in major languages for those customers who access our services	X		
Create protocol for responding to foreign language correspondence and communication.		X	
Provide key transit information in Spanish on PRTC’s website.	X		
Place foreign-language ads in publications and on radio stations serving second language populations to demonstrate PRTC’s commitment to full information; to share current significant, service-related announcements; to increase comfort levels regarding access to information in a native language.	X		
Provide group travel training to LEPs by working through an interpreter.	X		

Operations

ITEM	DONE	FY18	FY19
Provide training to operators, and other frontline employees in LEP policies and procedures	X		
Add a question to the O&D Survey to assess respondents' English proficiency.	X		

Diversity & Transit Equity

ITEM	DONE	FY18	FY19
Identify areas within the service district that have high concentrations of LEP individuals.	X		
Identify routes serving areas with high concentrations of LEP individuals.	X		
Day-to-day administration of LEP program, ensuring compliance and correct implementation.	X		
<p>Conduct an evaluation of PRTC's LEP plan to gauge its effectiveness and determine if updates are needed every two years or some other interval. Transit Equity staff will lead the evaluation with the help of staff familiar with Title VI language access requirements and the LEP plan. The evaluation will:</p> <ul style="list-style-type: none"> determine the number of LEP individuals in PRTC's service district assess whether existing language assistance services are meeting the needs of clients with LEP assess whether staff members understand PRTC's LEP policies and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible seek feedback from LEP communities, including customers and community organizations, about the effectiveness of PRTC's LEP plan 	X		

Additional Services

ITEM	DONE	FY18	FY19
Establish partnerships and work closely with community organizations that serve LEP populations.	X		
Identify service changes affecting areas with high concentrations of LEP individuals and develop mitigation strategies.	X		
Determine which PRTC documents meet the definition of "vital documents"; stay aware of new documents that may be considered "vital".	X		
<p>Develop a process for determining:</p> <ul style="list-style-type: none"> if a particular document needs to be translated Which languages the document should be translated. 	X		

Establish an agency-wide workflow whereby all written translation requests are routed through and managed by one individual to ensure consistency.		X	
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2.7 MEMBERSHIP OF NON-ELECTED COMMITTEES AND COUNCILS

PRTC and VRE do not have memberships of non-elected committees and/or councils.

2.8 MONITORING OF SUBRECIPIENTS

PRTC and VRE do not have any subrecipients.

2.9 EQUITY ANALYSIS OF CONSTRUCTION PROJECTS

When PRTC originally submitted the Title VI Plan, we had approved plans to construct the Western Bus maintenance and Storage Facility. Construction was delayed three years because of unforeseen funding issues, but began in November 2018. The equity analysis was done during preliminary design and NEPA which were completed in 2012.

VRE has not had any new construction projects since the last Title VI submission.

III. Requirements for Fixed Route Transit Providers

FTA requires all transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population, to set service standards and policies, collect and report data, to monitor transit service, and evaluate fare and service changes.

3.1 SYSTEM-WIDE SERVICE STANDARDS & POLICIES/MONITORING RESULTS

The FTA requires all fixed route transit providers to set system-wide service standards and policies for each specific fixed route mode of service they provide. PRTC's System-Wide Service Standards and Policies were approved by the PRTC Board of Commissioner's on December 4, 2014 is provided below:

3.1a PRTC System-Wide Service Standards & Policies

System-Wide Service Standards

A. Vehicle Load

PRTC's OmniRide routes provide commuter service between points in Prince William County, Virginia and stops in Washington, DC, Arlington, Virginia and Fairfax County, Virginia including Metrorail Stations in Fairfax County. Due to the nature of commuter bus service delivery, e.g. higher travel speeds and long distances, PRTC intends that all routes operate without persistent or chronic standees at a recommended maximum vehicle load factor of 1.0. PRTC will examine and introduce ways to alleviate overcrowding (when the vehicle load factor exceeds the recommended 1.0) when ridership on any given trip exceeds the seated capacity of the bus normally assigned to that route an average of at least once per week over a period of a month (defined as "chronic overcrowding").

B. Vehicle Headway

Vehicle headways for PRTC's OmniRide service vary by route and time of day. Headway variation among routes is based on ridership demand which is driven largely by residential and workplace populations at or near the activity centers served and capacity at park and ride facilities along a route.

C. Service Availability

Riders on the OmniRide commuter express services overwhelmingly access their "home" boarding location by private vehicle. This fact, combined with a large network of park and ride lots and the scarcity of transit service south and west of Prince William County, creates the potential for a very large catchment area. Consequently, it is difficult to define service availability in strict geographic terms. Routes are structured to serve a portion of the network of park and ride lots in an operationally logical path taking into consideration lot supply and usage.

D. On-time Performance

PRTC is currently in the process of implementing a CAD/AVL system that will provide system-wide on-time performance data for the first time. Once this system is fully deployed, PRTC will review data, establish current baselines and develop standards, policies, and monitoring practices. Implementation is expected in CY2015.

Service Policies

A. Vehicle Assignment

OmniRide service is provided using both 45' foot over-the-road coaches and 40' foot transit buses with various seating capacities. Bus type assignments are made appropriate to service type. Due to generally higher ridership potential and longer trips that are characteristic of OmniRide commuter express routes, these routes are assigned 45 foot vehicles. Cross County Connector and Metro Direct trips are assigned 40' foot vehicles, as trip lengths on those routes are generally a shorter distance. Bus type assignments are designated as either preferred or required equipment in dispatch records. Assignments designated as required must have the proper bus type assigned; those designated as preferred mean that an alternative vehicle type is permissible if the desired type is not available.

B. Transit Amenities

PRTC's transit amenities (bus shelters, trash cans, lighting, benches, etc) are distributed on a system-wide basis. The Commission approved a bus shelter siting and lighting policy at their September 2007 meeting whereby shelters are warranted at stops where a minimum of 15 riders per day board or where a specified land use is proximate to the stop (e.g., health clinics, schools, elderly housing, government buildings, Senior Centers, hospitals, etc., all of which are termed "neighboring uses" in the policy).

The PRTC Board approved the results of the monitoring program of service standards and policies along with the 2018-2021 Title VI Program Update at the March 1, 2018 Meeting. PRTC's monitoring results are included below:



Potomac and Rappahannock
Transportation Commission

Potomac and Rappahannock Transportation Commission

Title VI System-Wide Service Standards Monitoring Results

Title VI System-Wide Service Standards Monitoring Results

TITLE VI REGULATORY BACKGROUND

The FTA requires transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people to develop service standards and policies and to monitor the performance of service with respect to these standards and policies at least once every three years.

As a provider of fixed route service, PRTC is required to set service standards and policies and monitor its commuter bus services. FTA staff has advised PRTC that service standards and policies and monitoring are not required for its OmniLink bus services because those services are categorized as demand responsive, and more particularly as “route deviation” services. Accordingly, PRTC’s Service Standards and Policies were developed and approved for commuter bus services only (OmniRide, Metro Direct and Cross County) using the following indicators as required by the FTA:

Service Standards

- A. Vehicle Load Factor
- B. Vehicle Headway
- C. On-Time Performance
- D. Service Availability

Service Policies

- A. Vehicle Assignment
- B. Distribution of Transit Amenities

METHODOLOGY

FTA Circular 4702.1B provides guidance on the approach to determining which routes fall into these categories: Minority Transit Route means a route that has at least 1/3 of its total route mileage in a census tract(s) or traffic analysis zone(s) with a percentage of minority population greater than the percentage of minority population in the transit service area.

PRTC completed the analysis to determine which routes should be monitored as non-minority and as minority. The analysis only considered the portion of the route’s revenue miles within Prince William County and the cities of Manassas and Manassas Park on each route that had stops.

PRTC determined that the following routes should be monitored as minority routes:

1. Dale City/State Department OmniRide (D100) – all considered revenue miles were determined to be in majority minority census tracts.
2. Manassas-Pentagon OmniRide (M200) - all considered revenue miles were determined to be in majority minority census tracts.
3. Prince William Metro Direct (PWMD) - all considered revenue miles were determined to be in majority minority census tracts.

The following routes should be monitored as non-minority:

1. Gainesville-Washington OmniRide (G100) – although the only stop this route serves is located in a majority minority census tract, the stop is in an area that is exclusively industrial and the nearest residential areas are located in majority non-minority census tracts.
2. Montclair-Washington OmniRide (MC-100) – 93% of considered revenue miles were determined to be in non-minority census tracts.
3. Linton Hall Metro Direct (LH) - 94% of considered revenue miles were determined to be in non-minority census tracts.

For the purposes of this analysis, three commuter routes are defined as minority routes (Dale City OmniRide, Manassas-Pentagon OmniRide, and Prince William Metro Direct) and three commuter routes are defined as “non-minority routes” (Linton Hall Metro Direct, Montclair-Washington OmniRide, and the Gainesville-Washington OmniRide).

All further data presented in this report was gathered on Tuesday, October 17, 2017.

SERVICE STANDARDS

A. Vehicle Load Factor

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle.

PRTC’s vehicle load standard is 1.0 (100% capacity). At the present time, none of PRTC’s OmniRide or Metro Direct routes exceed this standard. The longer travel times at highway speeds inherent in commuter bus operation are the primary driver of PRTC’s desire to minimize the number of standees on our OmniRide and Metro Direct services. The results of monitoring are reflected in the two charts below (Figures 1 and 2). As shown in the charts, vehicle loads are relatively consistent across the monitored trips and there is little difference between the minority and non-minority routes.

Figure 1: PRTC Vehicle Loads by Bus (AM Peak)

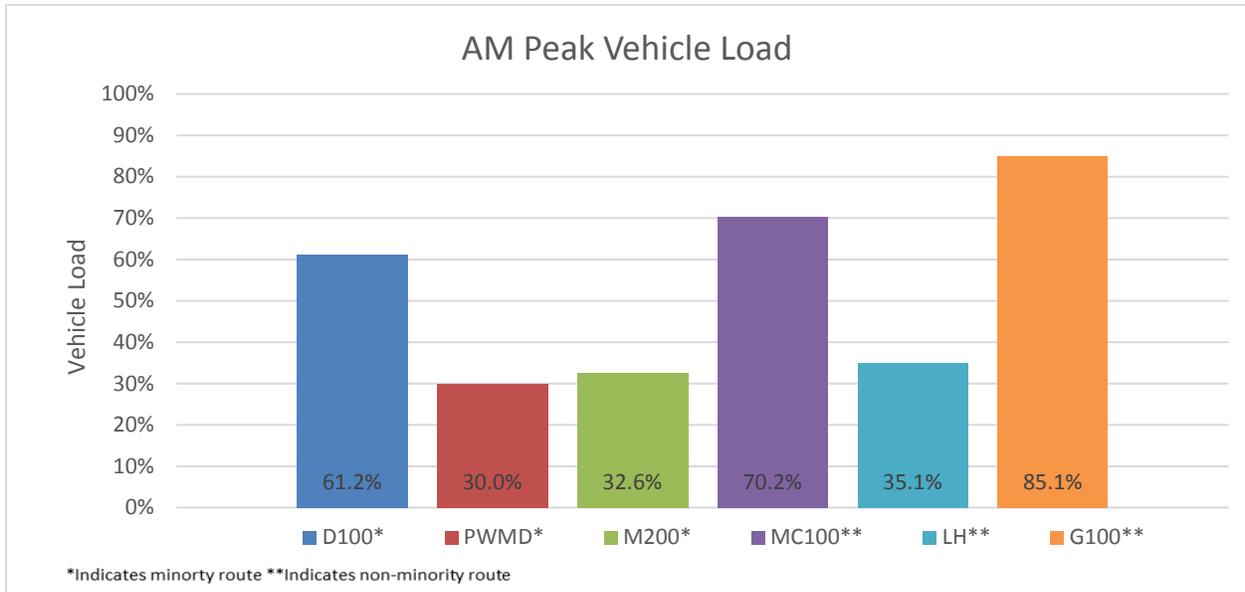
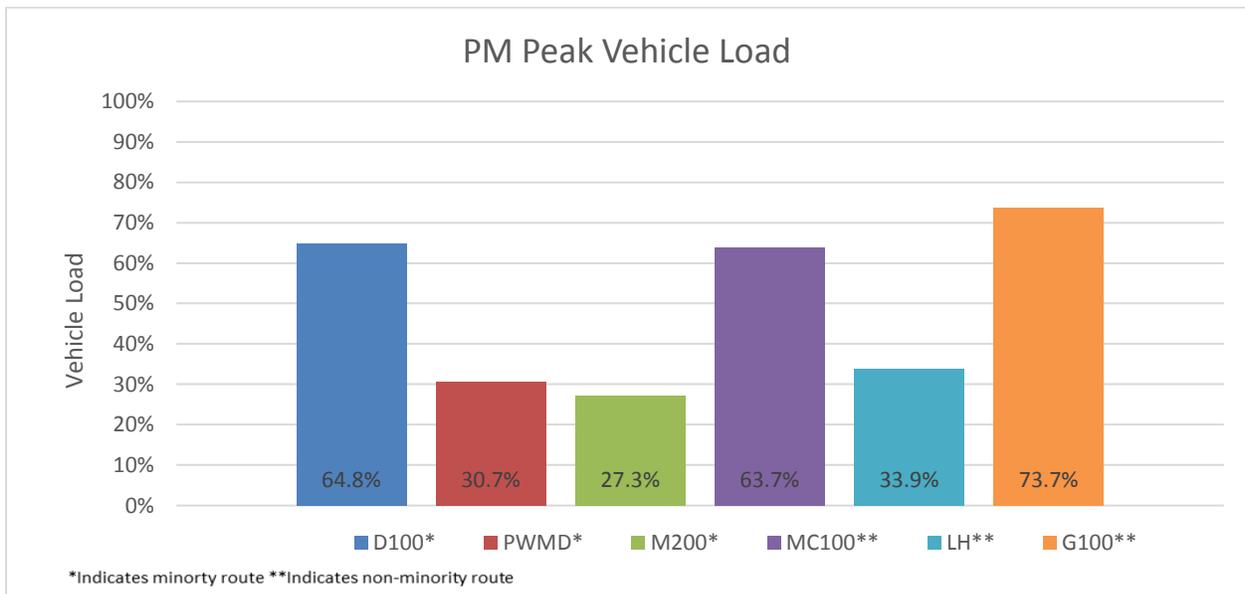


Figure 2: PRTC Vehicle Loads by Bus (PM Peak)



B. Vehicle Headway

Vehicle Headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines.

Development of headways on PRTC’s bus services is largely demand based as opposed to policy based. For OmniRide services this demand is often driven by parking capacity and availability at park-and-ride lots. For example, the Dale City/State Department route (D100) serves stops with approximately 4,000 commuter parking spaces at five different park-and-ride lots. As a consequence of this large-capacity and high demand, the D100 operates at lower headways than other busses.. The Gainesville route (G100), on the other hand, serves a single park-and-ride lot with approximately 450 spaces. This, too, is reflected in the route’s frequencies. Although higher frequency services are concentrated within routes designated as minority routes this is largely a reflection of available infrastructure and logical route patterns, which is depicted below.

On October 17, 2017, PRTC monitored the three minority and three non-minority routes during the AM and PM Peak. The Linton Hall Metro Direct (Non-Minority Route) had the longest AM peak headway, while the Prince William Metro Direct (Minority Route) had a slightly longer PM peak headway. All of the route’s headways are depicted in Figures 3 and 4 below:

Figures 3: PRTC Vehicle Headways by Route (AM Peak)

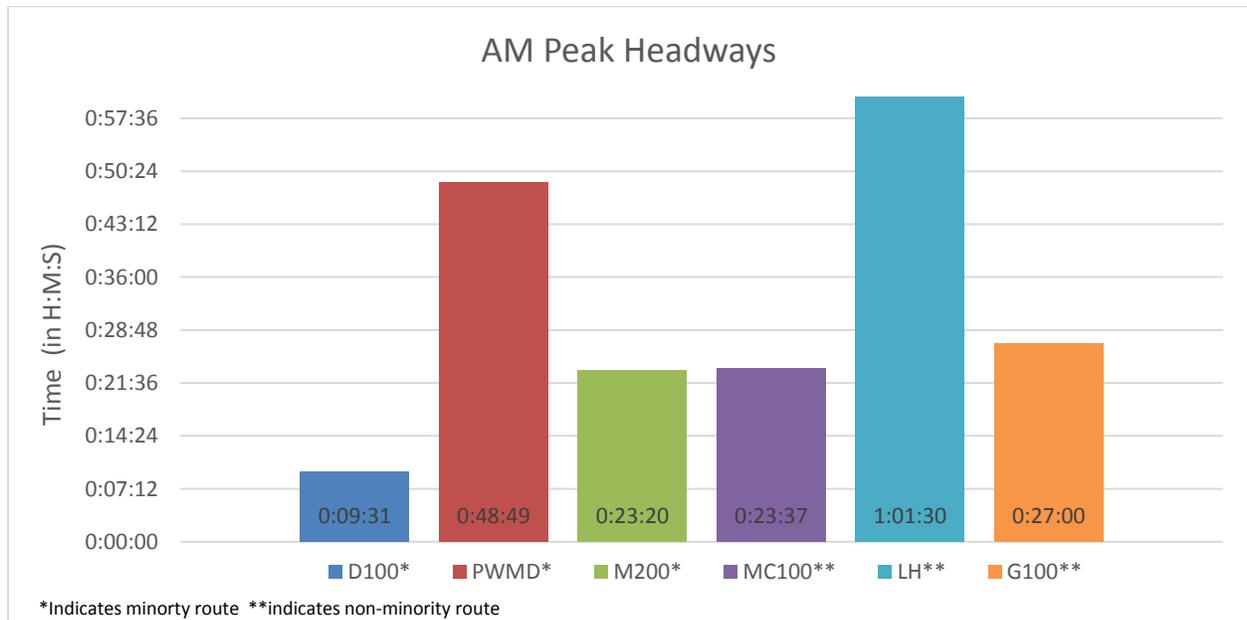
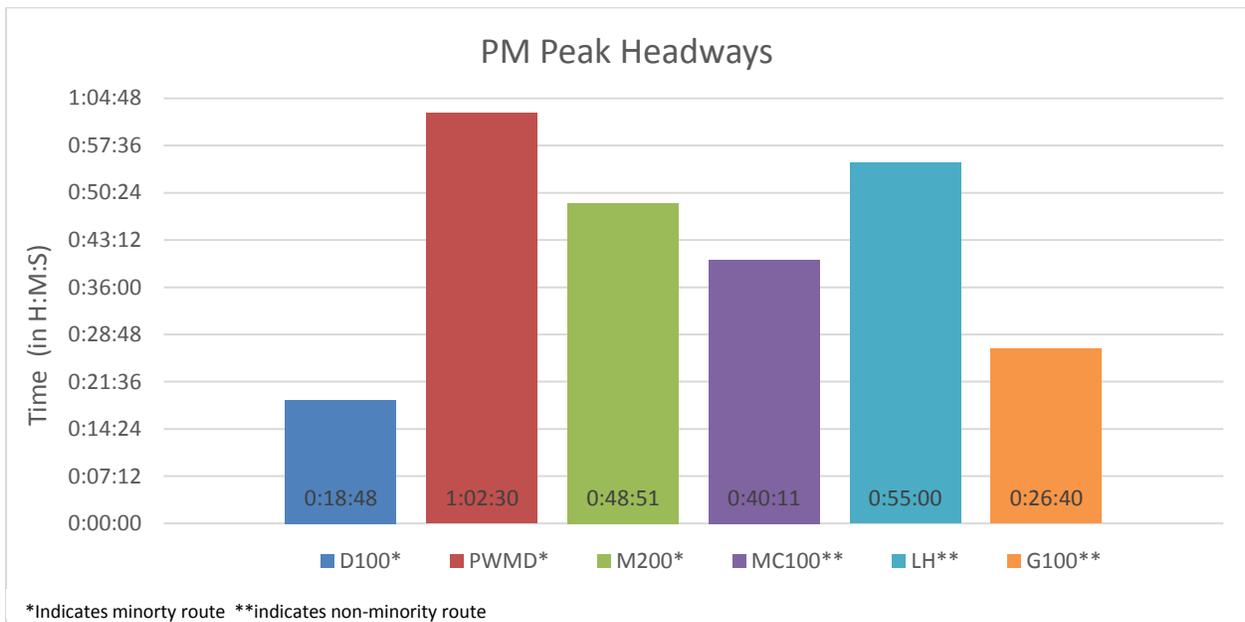


Figure 4: PRTC Vehicle Headways by Route (PM Peak)



C. On-Time Performance

On-time performance is the measure of runs completed as scheduled.

PRTC fully implemented its CAD/AVL System in CY 2016, allowing PRTC to report on-time performance metrics. Here, on-time means that a trip reached its destination within 5 minutes of the published schedule.

The Gainesville route –G100 (Non-Minority Route) was the least-reliable, with 56% of trips counting as on-time and 44% as late. This outcome isn’t surprising, given that the G100 runs on the heavily congested I-66 corridor, which currently does not have express lanes. Conversely, the Montclair route –MC100 (Non-Minority Route) and the Dale City/State Department route - D100 (Minority Route) had the the best on-time performance, as they often delivered their passengers to their final destinations ahead of schedule (due to the nature of commuter service, PRTC does not enforce strict running times for drop-off only stops). Overall, most routes fell between 70-80% on-time performance metric, with schedule adherence better in the morning than in the evening.

Figures 5: PRTC On-Time Performance by Route (AM Peak)

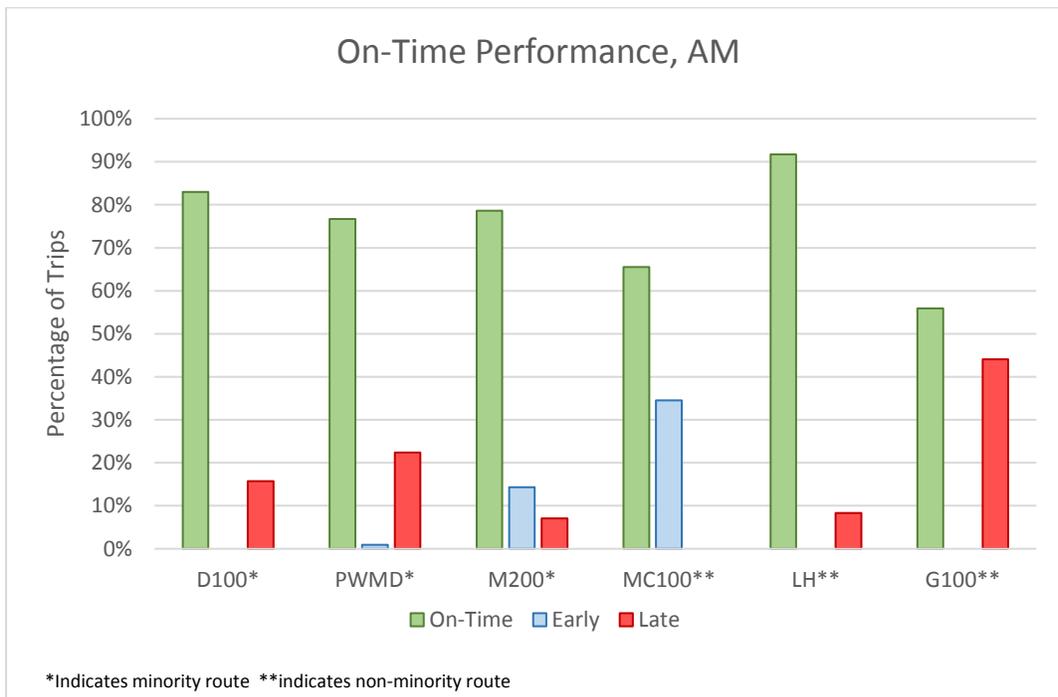
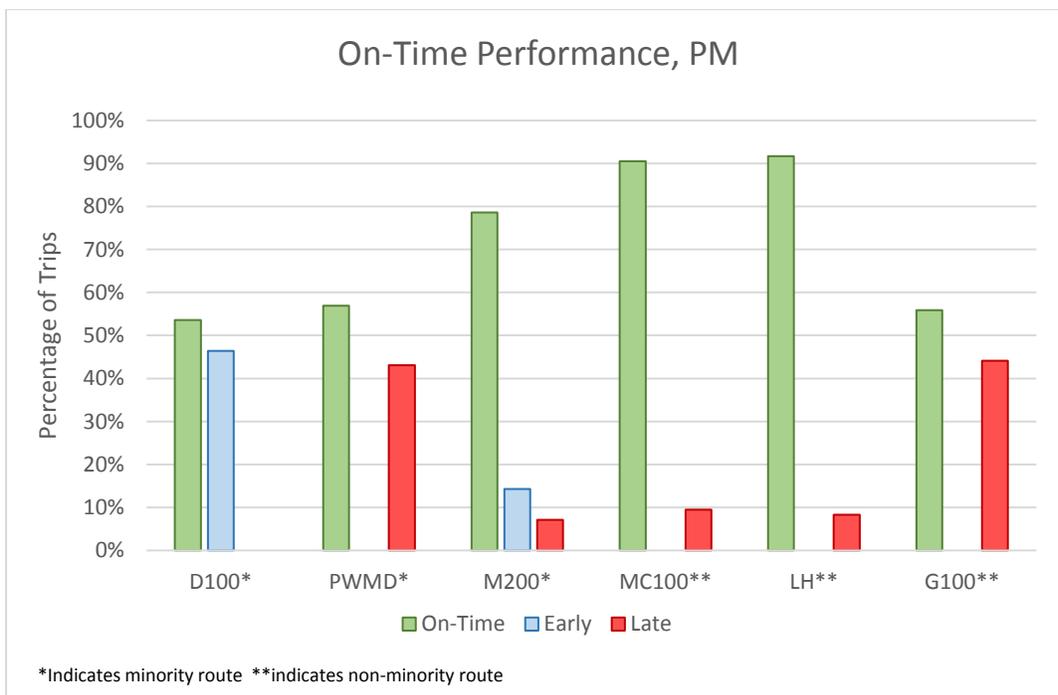


Figure 6: PRTC On-Time Performance by Route (PM Peak)



D. Service Availability

Service availability is a general measure of the distribution of routes within a transit provider's service area.

PRTC's OmniRide and Metro Direct routings are largely concentrated in neighborhoods or along arteries in the area's two interstate highway corridors. These are the areas with the greatest population density, and are home to a significant network of park-and-ride lots, which generate the vast majority of OmniRide and Metro Direct ridership and also support a wide range of other travel modes, such as carpooling, vanpooling, and slugging (casual carpooling). These service and use patterns combined with a lack of park-and-ride capacity and travel options beyond Prince William County create a large potential catchment area, making it difficult to describe service availability in strict geographic terms.

As seen in Figure 7 below, riders boarding at stops accessible to residential areas by walking make up a relatively small portion of total boardings. This is especially true considering that the figure for the route with the highest percentage of residential boardings—the Montclair route or MC 100—is heavily influenced by a single stop that is adjacent to an informal park-and-ride lot and copious street parking. Placement of park-and-ride facilities combined with typical suburban development patterns (particularly lack of consistent population density) can lead to large gaps in stop distances. Even in residential areas, density patterns can vary widely from one side of a primary artery to another.

Figure 7: Average Boardings at Residential Stops

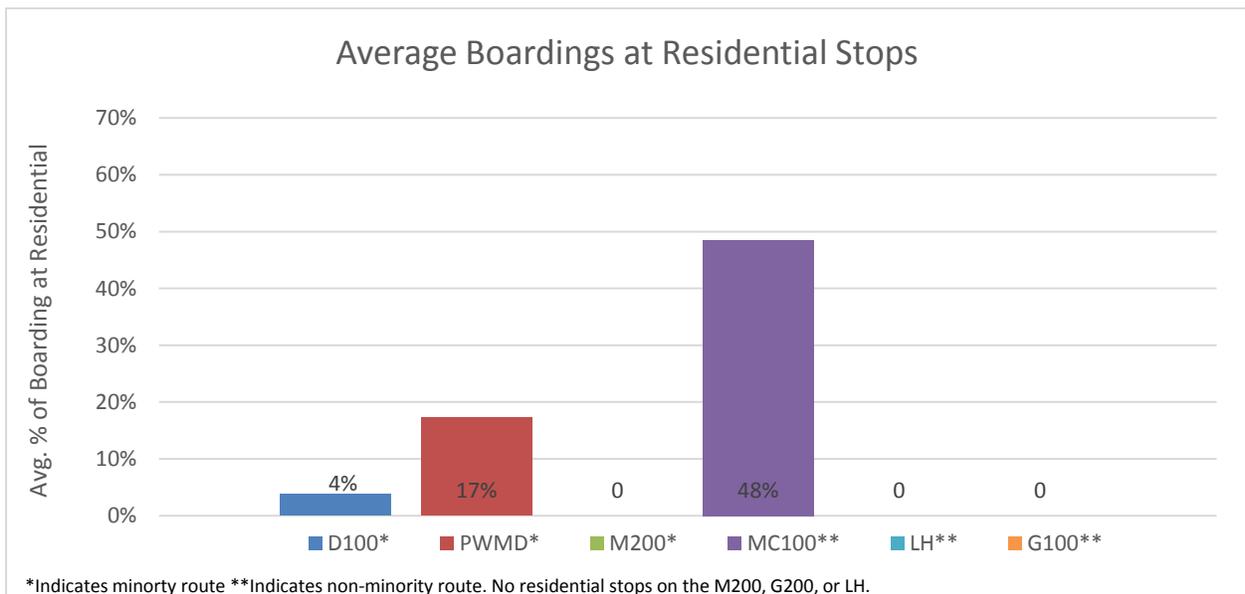
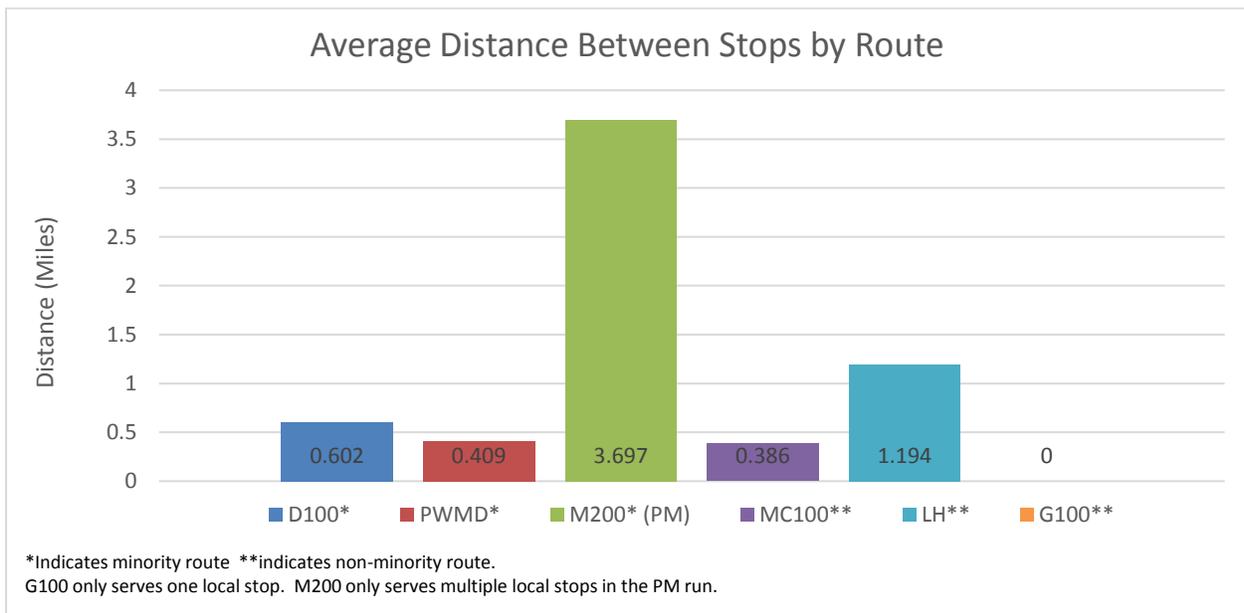


Figure 8 shows the average distance between stops on the portions of routing that travel through residential Prince William County. These measures are heavily influenced by roadway design,

development patterns, and other factors outside of PRTC’s control. The routes with the three lowest average stop distances—the Dale City/State Department (D100), Prince William Metro Direct, and the Montclair (MC100) —reflect the physical layout of the denser eastern portion of Prince William County. The two routes with the greatest distances—the Manassas-Pentagon (M200) and the Linton Hall Metro Direct—both serve less dense suburbs with no residential stops, meaning the average distance is really the distance between several park-and-ride lots. One route, the Gainesville (G100), only serves a single stop (a park and ride lot), and the M200 only serves multiple local stops (all park and ride lots) with the evening service.

Figure 8: Average Distance Between Stops (Local Only)



SERVICE POLICIES

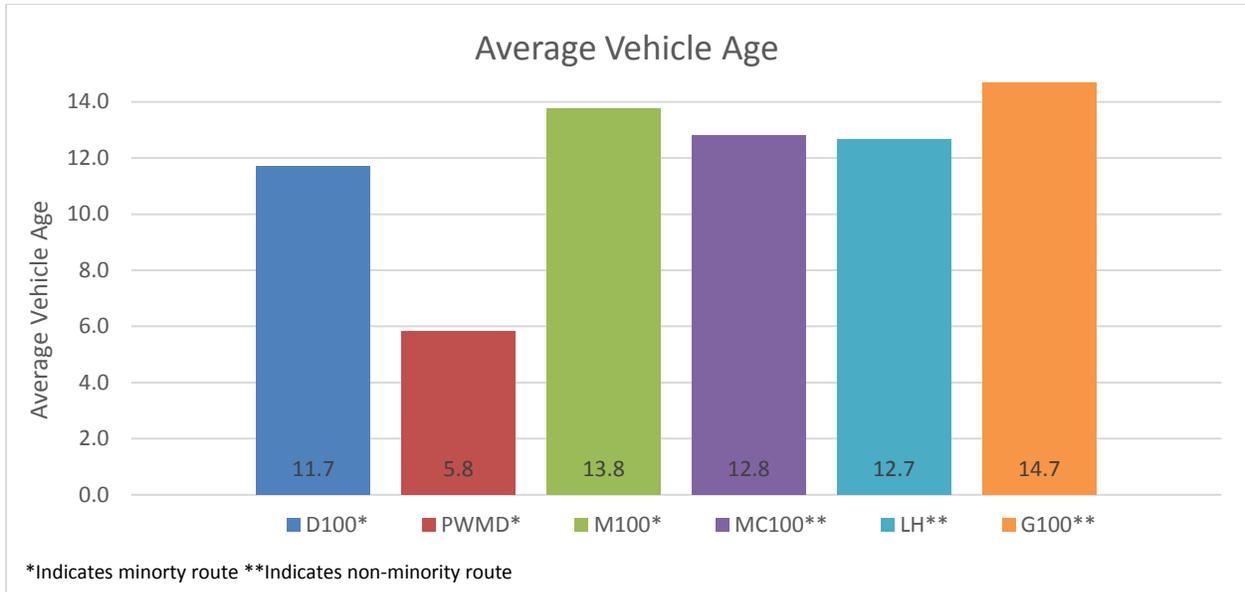
A. Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider’s system.

PRTC’s policy is to assign 45 foot vehicles to OmniRide services (commuter trips to core employment areas) and 40 foot vehicles to Cross County and Metro Direct routes. However, there are exceptions allowed for demand/capacity (in keeping with PRTC’s vehicle load policy) or for operational reasons (due to route characteristics Linton Hall Metro Direct trips are often interlined with OmniRide commuter routes that require a 45 foot vehicle). Average vehicle age largely results from this policy as PRTC’s current sub-fleet of 40 foot vehicles features a greater number of newer vehicles than our sub-fleet of 45 foot vehicles. With these considerations in mind there is little

discernable difference between the average age of vehicles assigned to minority routes and those assigned to non-minority routes.

Figure 9: Vehicle Assignment by Average Vehicle Age



B. Transit Amenities

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit operators must set a policy to ensure equitable distribution of transit amenities across the system.

PRTC transit amenities include bus shelters, trash cans, lighting, benches, etc., which are distributed on a system-wide basis. The Commission approved a bus shelter siting and lighting policy whereby shelters are warranted at stops where a minimum of 15 riders per day board or where a specified land use is proximate to the stop (e.g., health clinics, schools, elderly housing, government buildings, Senior Centers, hospitals), all of which are termed “neighboring uses” in the policy.

3.1b VRE System-Wide Service Standards and Policies

The Virginia Railway Express (VRE) System-Wide Service Standards and Policies address how service is distributed across the system, and ensures that the manner of the distribution affords users access to these services. Service policies also ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin.

These standards and policies are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", which became effective October 1, 2012. The Circular requires any FTA recipient that operated 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people to develop service standards and policies and to monitor performance of service with respect to these standards and policies at least once every three years. The service standards and policies, as well as evidence of service monitoring, will become a portion of the Title VI Plan which is submitted to FTA every three years.

Quantitative standards are required to be developed for vehicle load, vehicle headway, on-time performance, and service availability. Service policies are required to be developed for distribution of transit amenities and vehicle assignments. Additional standards or policies may be developed as appropriate.

SERVICE STANDARDS

A. Vehicle Load

Vehicle load or load factor is expressed as the ratio of passengers per vehicle, or the ratio of passengers to the number of seats on a vehicle, at the vehicle's maximum load point. It is used to determine the extent of likely overcrowding, to assign equipment (e.g., number/type of rail cars), and to make subsequent adjustments by lengthening or shortening trains.

VRE's goal is not to exceed a load factor of 1.0 passenger per seat for the mid-week average on any single train passing the maximum load point in the peak direction in the peak hour. Ideally, a seat should be provided for every VRE passenger on all regularly scheduled trains. However, this is not always possible because of equipment and train storage limitations, funding constraints, or other factors limiting the ability to add capacity. A maximum load factor of 1.15 per train has been designated to allow for 20 standees per passenger coach in VRE trains (Table I).

The maximum load point on the Fredericksburg Line is between the Lorton and Franconia/Springfield stations. On the Manassas Line, the maximum load point is between the Backlick and Alexandria stations. An off-peak load factor has not been designated because VRE operates nearly all of its trains in the peak commuting periods and peak direction.

Table 1: VRE Passenger Capacity By Train

Train Pair	Number of Seats	Standees	Total Passenger Capacity	Maximum Load Factor
300 / 305	807	120	927	1.15
302 / 313	675	100	775	1.15
304 / 309	942	140	1082	1.15
306 / 303	1071	160	1231	1.15
308 / 307	942	140	1082	1.15
310 / 311	873	120	993	1.14
312 / 301	543	80	623	1.15
322 / 321 / 332 / 333	819	120	939	1.15
324 / 335	831	120	951	1.14
326 / 331	1,086	160	1,246	1.15
328 / 325 / 336 / 329	1,095	160	1,255	1.15
330 / 327 / 338 / 337	942	140	1,082	1.15

VRE operates its trains in sets of four to eight cars to accommodate the level of ridership on each train. An eight-car train is the largest consist that VRE currently utilizes due to storage limitations in VRE storage yards at the terminus of each line and the mid-day storage yard used by VRE in Washington, D.C. Passenger capacity for typical consists for VRE trains are shown in Table 1. Train consists typically include a cab car and three to seven trailer coaches, and at least one coach includes a bathroom.

Reviews and adjustment of train sizes are initiated when passenger loading exceeds or falls below established load point factors. Adjustments are also made to train length when atypical ridership is expected prior to a holiday, impending weather event or other special circumstance. Loading guidelines may be relaxed during temporary surges in demand or for special event trains.

B. Vehicle Headway

Vehicle headway is a measure of the amount of time between two successive vehicles traveling in the same direction on a given line or combination of lines. It is a general indicator of the level of service provided along a line or route. A shorter headway corresponds to more frequent service.

VRE peak headways are generally between 30 and 45 minutes for each line. VRE schedules peak service and determines vehicle headway based upon an analysis of ridership and commuter demand, and the operating windows and slots allowed in the operating contract with its host railroads (i.e. Norfolk-Southern for the Manassas Line, CSX for the Fredericksburg Line, the shared line between Alexandria and Washington, D.C. Union Station, and Amtrak for access to

D.C. Union Station). Since VRE operates within a mixed traffic environment and shares the tracks with freight and Amtrak trains, the amount of time between any two trains is based on how those trains fit into the overall schedule. Train schedules also take into account the merging of the Fredericksburg and Manassas Line trains, as well as other trains on the railroad, into one line at Alexandria.

VRE's operating agreements also limit the ability of VRE to add service at will and/or expand its operating territory. Any service additions or changes in schedule must be approved by the host railroad before they can be implemented. Currently, VRE trains operate primarily during the morning and evening peak travel periods in the peak direction of travel. The Manassas Line has some limited reverse-flow service that primarily serves to position equipment for subsequent peak service. Each line has one mid-day train departing the Washington, D.C. central business district.

C. On-Time Performance

On-time performance (OTP) is a measure of runs or trips completed as scheduled. VRE's OTP standard is that trains shall arrive at their final destination at or within five minutes of their scheduled arrival time, and that no revenue train is allowed to leave an intermediate station before it is scheduled to depart unless noted otherwise on passenger timetables.

VRE's fiscal year (FY) 2016 target for OTP is greater than 90%. VRE sets an annual target for OTP as part of its budget process. Factors considered in setting the target include operational safety, preventive maintenance scheduled for the right of way provided by the host railroad, ability to meet the current schedule factoring in VRE rolling stock reliability and efficiency testing, and projected impact on service because of weather or other variables.

VRE calculates OTP for each line and for the system as a whole; OTP is calculated as a percentage of total scheduled revenue trains. The denominator for the OTP percentage calculation shall be the number of revenue trains scheduled during the reporting period for the appropriate line. The numerator for the calculation shall be the number of scheduled trains *less* the number of trains that are considered late. Trains cancelled or annulled due to force majeure events (e.g., flooded right-of-way, government shutdown, etc.) are excluded from the calculation of OTP.

D. Service Availability

Service availability is a general measure of the distribution of routes within a transit provider's service area. For a commuter rail agency, service availability can be expressed as the number or density of residents who are potential riders within a certain driving distance of the stations.

VRE's service area encompasses the nine Virginia jurisdictions that are signatories to the VRE Master Agreement: Arlington County, City of Alexandria, Fairfax County, Prince William County, City of Manassas, City of Manassas Park, Stafford County, City of Fredericksburg, and Spotsylvania County.

VRE operates trains along 2 lines that run within existing railroad right-of-ways. Currently, there are six origin stations along the Manassas line and seven origin stations along the Fredericksburg line. Origin stations are located two to 11 miles apart. The population¹ of the catchment areas for the origin stations varies from 100,000 – 150,000 on the Manassas line, and 50,000 – 125,000 on the Fredericksburg line. System-wide, there are five destination stations. The destination stations are collocated with Metrorail stations providing VRE riders with access to the greater Washington, D.C. metro area.

VRE's operating agreements with the host railroads, CSX and Norfolk-Southern, affect VRE's ability to add service at will and/or expand its operating territory, including adding stations to a line or extending a line. New stations or extensions are undertaken in cooperation and coordination with the local jurisdiction where the station or extension will be located. New stations or service extensions must be approved by the host railroad before they can be implemented.

Factors considered in determining service availability of new infill stations or service extensions include:

- Transit Demand/Ridership Potential
- Proximity to existing stations, both VRE and other regional transit hubs
- Operational Feasibility
- Passenger Transit Access
- Parking Availability
- Capital Funding Availability
- Community Impact
- Environmental Impact

SERVICE POLICIES

A. Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are assigned to either line on the VRE system.

VRE's locomotive fleet consists solely of standard four-axle diesel-electric locomotives with similar horsepower ratings, tractive effort, and appearance. As none of VRE's territory is electrified through the use of overhead catenary wire, there is no difference in propulsion power requirements throughout the system. All of VRE's locomotives were put into service in 2011 and are uniformly compatible with VRE's passenger coach fleet. Locomotives are distributed based on need and positioning for service.

VRE's passenger coach fleet consists of four types of coaches as indicated previously in Table 1. None of the passenger coaches are self-propelled. Coaches are not assigned to trains or routes specifically but are assigned as needed to the Manassas or Fredericksburg lines depending on

¹ 2010 population based on Metropolitan Washington Council of Governments Round 8.2 Land Use Forecasts

demand/required seating capacity, routine and non-routine maintenance needs, and inspection cycles. The December 2014 vehicle assignment is shown in Tables 2 and 3.

VRE is in the process of completing a fleet replacement program that will result in the replacement of all legacy Gallery coaches with new Gallery IV-style coaches. Due to equipment incompatibilities when operating a mixed consist, the legacy coaches are deployed as a full train consist along with a newer cab car. In December 2014, the consist containing legacy coaches was assigned to the Fredericksburg line.

It is VRE’s goal to lengthen shorter consists currently in service to six cars, and eventually eight cars. Having standard size consists will enable greater operational flexibility in assigning train sets from the maintenance and storage facilities, and provide additional seating capacity as ridership grows. Mid-day storage constraints have prevented this from taking place; one five-car and one four-car consist remain in operation on the Fredericksburg Line.

Table 2: Fredericksburg Line Consists (December 2014)

Train Pair	1	2	3	4	5	6	7	8
300 / 305	GC	G	G	G	G	G		
302 / 313	GC	G	G	G	G			
304 / 309	GC	G	G	G	G	G	G	
306 / 303	GC	G	G	G	G	G	G	G
308 / 307	GC	G	G	G	G	G	G	
310 / 311	GC	LG	LG	LG	LG	LG		
312 / 301	GC	G	G	G				

GC = Gallery Cab G = Gallery Coach LG = Legacy Gallery Coach

Table 3: Manassas Line Consists (December 2014)

Train Pair	1	2	3	4	5	6	7	8
322 / 321 / 332 / 333	GC	G	G	G	G	G		
324 / 335	GC	G	G	G	G	G		
326 / 331	GC	G	G	G	G	G	G	G
328 / 325 / 336 / 329	GC	G	G	G	G	G	G	G
330 / 327 / 338 / 337	GC	G	G	G	G	G	G	

GC = Gallery Cab G = Gallery Coach

B. Distribution of Transit Amenities

Transit amenities are items of comfort, convenience, and safety made available to VRE passengers making use of VRE trains and passenger stations.

All VRE coaches are equipped with onboard amenities such as heating and air conditioning; interior lighting; baggage racks; and public address systems.

The Americans with Disabilities Act (ADA) requires the provision of one wheelchair lift per train. Consists utilizing Legacy coaches include a cab car equipped with an onboard lift to accommodate passengers unable to use the interior coach stairs to access the train. The newer cab cars and trailer coaches all have onboard lifts. Coaches purchased in the future to replace the Legacy coaches or expand the fleet will all include onboard lifts.

All cab cars and approximately a third of the trailer coaches have bathrooms. Coaches are deployed among trains so that there is a minimum of one cab car and one trailer coach with a bathroom on each consist. Planned coach purchases to complete the fleet replacement program or expand the fleet will include bathrooms.

Amenities available at VRE stations include but are not limited to: seating/benches; shelters and/or platform canopies; informational amenities such as system maps, schedules/timetables, and public address systems; intelligent transportation systems (e.g., electronic fare payment equipment and variable message/vehicle arrival information displays); elevators and escalators; waste receptacles; public telephones; and park-and-ride facilities.

There are two types of stations maintained by VRE: Autonomous VRE stations and Joint-Use stations (see Table 4). Autonomous VRE stations were constructed by VRE for the primary purpose and use of accessing VRE train service. Although agreements allowing select Amtrak trains to make stops at some autonomous stations exist, they are subject to change. For the purposes of this document, these station locations are not deemed as “joint-use” locations, as described below. Generally, all autonomous VRE stations are provided the same set of amenities.

Joint-use stations have access to another regional rail-based transit system. They were originally selected as VRE stations primarily based on the availability and/or proximity to existing transit and regional rail services, and the density of surrounding development to support commuter rail service. Generally, joint-use stations existed prior to the formation of VRE and may contain amenities available to passengers that are not installed within autonomous VRE stations. In many cases, VRE has added amenities to the joint-use stations for use by VRE passenger through access and joint-use agreements.

While all VRE stations are ADA-compliant, for the purposes of ADA, the following VRE stations are designated Key Stations:

- Washington Union Station
- L’Enfant
- Crystal City
- Alexandria
- Woodbridge
- Fredericksburg
- Burke Centre
- Broad Run/Airport

Table 4: VRE Station Amenities (December 2014)

VRE STATION (WITH ALPHA CODE)	FREDERICKSBURG (FRED) OR MANASSAS (MAN) LINE	AUTONOMOUS (A) OR JOINT-USE (J)	BENCHES/ EXTERIOR SEATING AREA	ENCLOSED/INTERIOR WAITING ROOM	RESTROOM	ELEVATOR OR AND/OR ESCALATOR	PEDESTRIAN OVER/UNDERPASS	EXTERIOR SHELTERS/ WINDSCREENS	PLATFORM CANOPY	SIGNAGE/SYSTEM MAPS AND	PUBLIC ADDRESS SYSTEM	VARIABLE MESSAGE SIGNS	TICKET VENDING MACHINES	WASTE RECEPTACLE	PUBLIC TELEPHONE	PARK-AND-RIDE LOT	BIKE RACKS	BIKE LOCKERS
FREDERICKSBURG (FBG)	FRED	J	√			√	√	√	√	√	√	√	√	√	√	√	√	
LEELAND ROAD (LLR)	FRED	A	√					√	√	√	√	√	√	√	√	√	√	
BROOKE (BKV)	FRED	A	√					√	√	√	√	√	√	√	√	√	√	
RIPPON (RIP)	FRED	A	√			√	√	√	√	√	√	√	√	√	√	√	√	
QUANTICO (QAN)	FRED	J		√	√			√	√	√	√	√	√	√	√	√	√	
WOODBIDGE (WDB)	FRED	A	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
LORTON (LOR)	FRED	A						√	√	√	√	√	√	√	√	√	√	
FRANCONIA/SPRINGFIELD (FRS)	FRED	A	√			√	√	√	√	√	√	√	√	√	√	√*	√**	
BROAD RUN/AIRPORT (BRU)	MAN	A	√					√	√	√	√	√	√	√	√	√	√	
MANASSAS (MSS)	MAN	J	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
MANASSAS PARK (MPV)	MAN	A						√	√	√	√	√	√	√	√	√	√	
BURKE CENTRE (BCV)	MAN	A	√			√		√	√	√	√	√	√	√	√	√	√	√***
ROLLING ROAD (RRV)	MAN	A						√	√	√	√	√	√	√	√	√	√	
BACKLICK ROAD (BLV)	MAN	A						√	√	√	√	√	√	√	√	√	√	√***
ALEXANDRIA (ALX)	FRED/MAN	J	√	√	√		√	√	√	√	√	√	√	√	√	√	√	
CRYSTAL CITY (CCV)	FRED/MAN	A	√					√	√	√	√	√	√	√	√	√	√	
L'ENFANT (LEF)	FRED/MAN	A	√					√	√	√	√	√	√	√	√	√	√	
WASHINGTON UNION STATION (WAS)	FRED/MAN	J	√	√	√	√	√		√	√	√	√	√	√	√	√*	√**	

* Paid parking provided by others and available to VRE passengers
 ** Bicycle parking provided by others and available to VRE passengers
 *** Bicycle lockers managed by Fairfax County

**Virginia Railway Express
Operations Board**

**Resolution
9E-02-2018**

Acceptance of Title VI Service Standards and Policies Monitoring Results

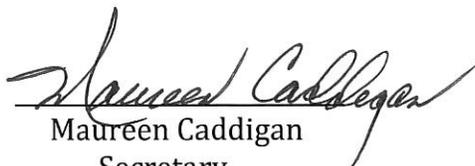
WHEREAS, the Federal Transit Administration requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies; and,

WHEREAS, VRE must submit results of the monitoring of its system-wide service standards and service policies to the Potomac and Rappahannock Transportation Commission for inclusion in the Potomac and Rappahannock Transportation Commission Title VI submittal;

NOW, THEREFORE, BE IT RESOLVED THAT, the VRE Operations Board does hereby accept the results of the system-wide service standards and service policies monitoring; and,

BE IT FURTHER RESOLVED THAT, the results of the system-wide service standards and service policies monitoring will be forwarded to the Potomac and Rappahannock Transportation Commission for inclusion in the Potomac and Rappahannock Transportation Commission's Title VI submittal.

Approved this 16th day of February 2018


Maureen Caddigan
Secretary



Martin Nohe
Chairman

Agenda Item 9-E
Action Item

To: Chairman Nohe and the VRE Operations Board

From: Doug Allen

Date: February 16, 2018

**Re: Acceptance of Title VI Service Standards and Policies
Monitoring Results**

Recommendation:

The VRE Operations Board is asked to accept the results of the Title VI Service Standards and Policies monitoring and forward them to the Potomac and Rappahannock Transportation Commission (PRTC) for inclusion in PRTC's Title VI submittal.

Summary:

To safeguard against service design and operations that discriminate on the basis of race, color, or national origin, the Federal Transit Administration (FTA) requires transit systems to monitor and analyze the performance of their systems relative to their system-wide service standards not less than every three years.

Background:

As prescribed in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" FTA requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e. vehicle load, vehicle assignment, transit amenities, etc.) not less than every three years.

The results of VRE's Service Standards and Policies monitoring must be submitted as part PRTC's Title VI submittal due in April 2018.

VRE staff has conducted the monitoring, the results of which are attached along with the VRE Title VI Service Standards and Policies.

Fiscal Impact:

There is no fiscal impact.

VRE SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

The Virginia Railway Express (VRE) System-Wide Service Standards and Policies address how service is distributed across the system and ensures services provided are fairly accessible to users. Service policies also ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin.

These standards and policies are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service located in urbanized areas (UZA) of 200,000 or more people to develop service standards and policies that monitor performance of service at least once every three years. The service standards and policies, as well as evidence of service monitoring, will become a portion of the Title VI Plan which is submitted to FTA every three years.

Required quantitative standards are compiled for vehicle load, vehicle headway, on-time performance, and service availability. Required service policies are composed for distribution of transit amenities and vehicle assignments. Additional standards or policies may be developed as appropriate.

SERVICE STANDARDS

A. Vehicle Load

Vehicle load or load factor is expressed as the ratio of passengers per vehicle or the ratio of passengers to the number of seats on a vehicle at the vehicle's maximum load point. It is used to determine the extent of likely overcrowding, to assign equipment (e.g., number/type of rail cars), and to make subsequent adjustments by lengthening or shortening trains.

VRE's goal is to not exceed the total number of seats available, plus allow no more than 15 standees per coach for the midweek average on any single train traveling through the maximum load point in the peak direction and hour. A maximum capacity factor of 1.11 per train has been designated to allow for up to 15 standees per passenger coach on VRE trains based on typical train sets currently being operated (Table 1).

The maximum load point on the Fredericksburg Line is between the Lorton and Franconia/Springfield stations. On the Manassas Line, the maximum load point is between the Backlick and Alexandria stations. An off-peak load factor has not been designated because VRE operates nearly all of its trains in the peak commuting periods and direction.

Table 1: VRE Passenger Capacity by Train as of October 21,2017

Fredericksburg Line

Train Pair	Total # of Seats
300 / 311	910
302 / 309	910
304 / 315	650
306 / 305	780
308 / 307	1,040
310 / 303	780
312 / 313	780
314 / 301	520

Manassas Line

Train Pair	Total # of Seats
322 / 321 / 332 / 333	780
324 / 335	780
326 / 331	1040
328 / 325 / 336 / 329	1040
330 / 327 / 338 / 337	910

VRE operates its trains in sets of four to eight cars to accommodate the level of ridership on each train. An eight-car train is the largest train set that VRE currently utilizes due to storage limitations in VRE storage yards. Train sets typically include a cab car and three to seven trailer coaches and at least one coach includes a bathroom.

Reviews and adjustment of train sizes are considered when passenger capacity exceeds or falls below established volume points. Adjustments are also made to train length when a typical ridership is expected prior to a holiday, impending weather event or other special circumstance. Capacity guidelines may be relaxed during temporary surges in demand or for special event trains.

B. Vehicle Headway

Vehicle headway measures the amount of time between two successive vehicles traveling in the same direction on a given line or combination of lines. It is a general indicator of the level of service provided along a line or route. A shorter headway corresponds to more frequent service.

VRE peak headways are generally about 30 minutes for each line. VRE schedules peak service and determines vehicle headway based upon an analysis of ridership, commuter demand, the operating windows and slots allowed in the operating contract with its host railroads (i.e. Norfolk Southern for the Manassas Line, CSX Transportation (CSXT) for the Fredericksburg Line, the shared line between Alexandria and Washington, D.C. Union Station, and Amtrak for access to D.C. Union Station). Since VRE operates within a mixed traffic environment and shares the tracks with freight and Amtrak trains, the amount of time between any two trains is based on how those trains fit into the overall schedule. Train schedules also consider the merging of the Fredericksburg and Manassas Line trains, as well as other trains on the railroad, into one line at Alexandria.

VRE’s operating agreements also limit the ability of VRE to add service at will and/or expand its operating territory. The host railroad must approve any service additions or changes in schedule before they can be

implemented. Currently, VRE trains operate primarily during the morning and evening peak travel periods in the peak direction of travel. The Manassas Line has some limited reverse-flow service that primarily serves to position equipment for subsequent peak service. Each line has one mid-day train departing the Washington, D.C. central business district.

C. On-Time Performance

On-time performance (OTP) is the measure of trips completed as scheduled. VRE's OTP standard is that trains shall arrive at their final destination at or within five minutes of their scheduled arrival time and no revenue train is allowed to leave an intermediate station before it is scheduled to depart, unless noted otherwise on passenger timetables.

VRE's fiscal year (FY) 2018 target for OTP is greater than 90%. VRE sets an annual target for OTP as part of its budget process. Factors considered in setting the target include operational safety, preventive maintenance scheduled for the right of way provided by the host railroad, ability to meet the current schedule factoring in VRE rolling stock reliability and efficiency testing, and projected impact on service because of weather or other variables.

VRE calculates OTP for each line and for the system as a whole. OTP is calculated as a percentage of on-time trains divided by the total scheduled revenue trains. Trains cancelled or annulled due to force majeure events (e.g., flooded right-of-way, government shutdown, etc.) are excluded from the calculation of OTP.

D. Service Availability

Service availability is a general measure of the distribution of routes within a transit provider's service area. For a commuter rail agency, service availability can be defined as the number or density of residents who are potential riders within a certain driving distance of the stations.

VRE's service area encompasses the nine Virginia jurisdictions that are served under the VRE Master Agreement: Arlington County, City of Alexandria, Fairfax County, Prince William County, City of Manassas, City of Manassas Park, Stafford County, City of Fredericksburg, and Spotsylvania County.

VRE operates trains along two lines that run within existing railroad rights-of-way. Currently, there are six origin stations along the Manassas line and nine origin stations along the Fredericksburg line. Origin stations are located two to 11 miles apart. The population of the catchment areas for the origin stations varies from 100,000 – 150,000 on the Manassas Line, and 50,000 – 125,000 on the Fredericksburg Line. System-wide, there are five destination stations. The destination stations are co-located with Metrorail stations providing VRE riders with access to the greater Washington, D.C. metro area.

VRE's operating agreements with the host railroads, CSXT and Norfolk Southern, affect VRE's ability to add service at will and/or expand its operating territory, including adding stations to a line or extending a Line. New stations or extensions are undertaken in cooperation and coordination with the local jurisdiction where the station or extension will be located. New stations or service extensions must be approved by the host railroad before they can be implemented.

Factors considered in determining service availability of new infill stations or service extensions include:

- Transit Demand/Ridership Potential
- Proximity to existing stations, both VRE and other regional transit hubs
- Operational Feasibility Passenger Transit Access
- Parking Availability
- Capital Funding Availability Community Impact Environmental Impact

SERVICE POLICIES

A. Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are assigned to either line on the VRE system.

VRE’s locomotive fleet consists solely of standard four-axle diesel-electric locomotives with similar horsepower ratings, tractive effort, and appearance. As none of VRE’s territory is electrified using overhead catenary wire, there is no difference in propulsion power requirements throughout the system. All VRE locomotives were put into service in 2011 and are uniformly compatible with VRE’s passenger coach fleet. Locomotives are distributed based on need and positioning for service.

VRE’s passenger coach fleet consists of two types of coaches as indicated in Table 2. None of the passenger coaches are self-propelled. Coaches are not assigned to trains or routes specifically but are assigned as needed to the Manassas or Fredericksburg lines depending on demand/required seating capacity, routine and non-routine maintenance needs, and inspection cycles. The typical December 2017 vehicle assignment is shown in Tables 2 and 3.

It is VRE’s goal to lengthen train sets currently in service to a minimum of six cars and eventually eight cars. Having standard size train sets will enable greater operational flexibility in assigning individual train cars from the maintenance and storage facilities and provide additional seating capacity as ridership grows.

Table 2: Typical Fredericksburg Line Consists (December 2017)

Train Pair	1	2	3	4	5	6	7	8
300 / 311	GC	G	G	G	G	G	G	
302 / 309	GC	G	G	G	G	G	G	
304 / 315	GC	G	G	G	G			
306 / 305	GC	G	G	G	G	G		
308 / 307	GC	G	G	G	G	G	G	G
310 / 303	GC	G	G	G	G	G		
312 / 313	GC	G	G	G	G	G		
314 / 301	GC	G	G	G				

GC = Gallery Cab G = Gallery Coach

Table 3: Typical Manassas Line Consists (December 2017)

Train Pair	1	2	3	4	5	6	7	8
322 / 321 / 332 / 333	GC	G	G	G	G	G		
324 / 335	GC	G	G	G	G	G		
326 / 331	GC	G	G	G	G	G	G	G
328 / 325 / 336 / 329	GC	G	G	G	G	G	G	G
330 / 327 / 338 / 337	GC	G	G	G	G	G	G	

GC = Gallery Cab G = Gallery Coach

B. Distribution of Transit Amenities

Transit amenities are items of comfort, convenience, and safety made available to VRE passengers making use of VRE trains and passenger stations.

All VRE coaches are equipped with onboard amenities such as heating and air conditioning; interior lighting; baggage racks; and public-address systems.

The U.S. Department of Transportation requires that transportation vehicles and transportation facilities be readily accessible and useable by individuals with disabilities consistent with the requirements of the Americans with Disabilities Act (ADA) and that access for individuals with disabilities is provided in the most integrated manner possible. That includes providing individuals who use wheelchairs access to all cars available in each train. All coaches purchased in the future will include onboard lifts.

All cab cars and approximately a third of the trailer coaches have bathrooms. Coaches are deployed among trains so that there is a minimum of one cab car and one trailer coach with a bathroom on each consist. Planned coach purchases to complete the fleet replacement program or expand the fleet will include bathrooms.

Amenities available at VRE stations include but are not limited to: benches; covered structures and/or platform canopies; informational amenities such as system maps, schedules/timetables, and public-address systems; intelligent transportation systems (e.g., electronic fare payment equipment and variable message/vehicle arrival information displays); elevators and escalators; waste containers; public telephones; and park-and-ride facilities.

There are two types of stations maintained by VRE: Autonomous VRE stations and Joint Use stations (see Table 4). Autonomous VRE stations were constructed by VRE for the primary purpose and use of accessing VRE train service. Generally, all autonomous VRE stations are provided the same set of amenities.

Joint-use stations also provide access to Amtrak service. Generally, joint-use stations existed prior to the formation of VRE and may contain amenities available to passengers that are not installed within autonomous VRE stations. In many cases, VRE has added amenities to the joint-use stations for VRE passengers to use through separate agreements.

While all VRE stations are ADA-compliant, for the purposes of ADA, the following VRE stations are designated key stations:

- Washington Union Station
- L'Enfant
- Crystal City
- Alexandria
- Woodbridge

- Fredericksburg
- Burke Centre
- Broad Run/Airport
- Spotsylvania

Table 4: VRE Station Amenities (December 2017)

Table 4: VRE Station Amenities (January 2018)																		
VRE Station (Alpha Code)	(FBG or MSS)	Autonomous (A) or Joint Use (J)	Benches/ Exterior Seating Area	d/Interior or Waiting Room	Restroom	Elevator and/or Escalator	Pedestrian Under/ Overpass	Exterior Shelters/ Windscreens	Platform Canopy	Signage/ System Maps	Public Address System	Variable Message System	Ticket Vending Machines	Waste Receptacles	Public Telephone	Park and Ride Lot	Bike Racks	Bike Lockers
Spotsylvania (SPV)	FBG	A	X		X			X	X	X	X	X	X	X		X	X	
Fredericksburg (FBG)	FBG	J	X			X	X	X	X	X	X	X	X	X	X	X	X	
Leeland Road (LLR)	FBG	A	X					X	X	X	X	X	X	X	X	X	X	
Brooke (BKV)	FBG	A	X					X	X	X	X	X	X	X	X	X	X	
Quantico (QAN)	FBG	J		X	X			X	X	X	X	X	X	X	X	X	X	
Rippon (RIP)	FBG	A	X			X	X	X	X	X	X	X	X	X		X	X	
Woodbridge (WDB)	FBG	J	X	X	X	X	X	X	X	X	X	X	X	X		X	X	
Lorton (LOR)	FBG	A						X	X	X	X	X	X	X		X	X	
Franconia/Springfield (FRS)	FBG	A	X			X	X	X	X	X	X	X	X	X		X*	X**	
Broad Run (BRU)	FBG	A	X					X	X	X	X	X	X	X	X	X	X	
Manassas (MSS)	MSS	J	X	X	X	X		X	X	X	X	X	X	X		X	X	
Manassas Park (MPV)	MSS	A	X					X	X	X	X	X	X	X		X	X	
Burke Centre (BCV)	MSS	J	X			X		X	X	X	X	X	X	X	X	X	X	X***
Rolling Road (RRV)	MSS	A						X	X	X	X	X	X	X	X	X	X	
Backlick Road (BLV)	MSS	A						X	X	X	X	X	X	X		X	X	X***
Alexandria (ALX)	Both	J	X	X	X		X	X	X	X	X	X	X	X			X	
Crystal City (CCV)	Both	A	X					X	X	X	X	X	X	X				
L'Enfant (LEF)	Both	J	X					X	X	X	X	X	X	X				
Washington Union Station (WUS)	Both	J	X	X	X	X	X		X	X	X	X	X	X	X	X*	X**	
* Paid parking provided by others and available to VRE passengers																		
** Bicycle parking provided by others and available to VRE Passengers																		
*** Bike Lockers managed by Fairfax County																		

RESULTS OF THE MONITORING PROGRAM

Per the Federal Transit Administration (FTA) Circular 4702.1B, VRE is required to monitor its performance using the quantitative Service Standards and qualitative Service Policies established for the VRE system. Monitoring and assessment of service is intended to compare service provided in areas with a percentage of minority population that exceeds the percentage of minority population in the service area, or “minority routes”, to service provided in areas with a percentage of minority populations that is below the percentage of minority population in the service area, or “non-minority routes”. However, since VRE only has two routes, i.e. the Fredericksburg Line and the Manassas Line, it is not possible to designate minority and non-minority routes. Monitoring was conducted for each route and for the system as a whole.

SERVICE STANDARDS

A. Vehicle Load

The maximum capacity factor designated for VRE trains is 1.11. The tables below show the capacity factors for the VRE trains on four mid-week days in October 2017, the most recent month with typical ridership. Capacity factors were below 1.0 for most trains, indicating there were seats for all passengers onboard that train at the maximum

load point. A few trains had standees, but the load factor met the service standards goal set for VRE. Only two trains exceeded the VRE goal of 1.11 (indicated with an *).

Table 5

Monday October 2, 2017							
Fred. Line Train	Number of Seats	Passengers at Max Load Point	Load Factor	Man. Line Train	Number of Seats	Passengers at Max Load Point	Load Factor
300	918	903	0.98	322	786	540	0.69
302	930	622	0.67	324	807	501	0.62
304	675	371	0.55	326	1107	885	0.80
306	807	566	0.70	328	1083	866	0.80
308	1095	649	0.59	330	930	806	0.87
310	819	533	0.65	332	786	686	0.87
312	798	551	0.69	336	1083	10	0.01
314	531	414	0.78	338	930	5	0.01
301	531	126	0.24	321	786	1	0.00
303	819	707	0.86	325	1083	121	0.11
305	807	317	0.39	327	930	710	0.76
307	1095	887	0.81	329	1083	1089	1.01
309	930	836	0.90	331	1107	928	0.84
311	918	820	0.89	333	786	647	0.82
313	798	462	0.58	335	807	349	0.43
315	675	189	0.28	337	930	168	0.18

Table 6

Tuesday October 10, 2017							
Fred. Line Train	Number of Seats	Passengers at Max Load Point	Load Factor	Man. Line Train	Number of Seats	Passengers at Max Load Point	Load Factor
300	927	788	0.85	322	786	501	0.64
302	930	511	0.55	324	807	474	0.59
304	675	385	0.57	326	1107	895	0.81
306	807	568	0.70	328	1083	999	0.92
308	1095	730	0.67	330	930	906	0.97
310	819	613	0.75	332	786	630	0.80
312	798	542	0.68	336	1083	11	0.01
314	531	487	0.92	338	939	6	0.01
301	531	131	0.25	321	786	5	0.01
303	819	744	0.91	325	1083	126	0.12
305	807	373	0.46	327	930	1201	1.29*
307	1095	989	0.90	329	1083	1175	1.08
309	930	880	0.95	331	1107	942	0.85
311	927	854	0.92	333	786	652	0.83
313	798	532	0.67	335	807	405	0.50
315	675	204	0.30	337	930	206	0.22

Table 7

Wednesday October 18, 2017							
Fred. Line Train	Number of Seats	Passengers at Max Load Point	Load Factor	Man. Line Train	Number of Seats	Passengers at Max Load Point	Load Factor
300	930	810	0.87	322	786	548	0.70
302	939	641	0.68	324	807	547	0.68
304	675	460	0.68	326	1107	872	0.79
306	795	667	0.84	328	1215	988	0.81
308	1086	709	0.65	330	939	957	1.02
310	819	582	0.71	332	786	652	0.83
312	798	516	0.65	336	1083	11	0.01
314	531	413	0.78	338	939	2	0.00
301	531	154	0.29	321	786	6	0.01
303	819	701	0.86	325	1083	124	0.11
305	795	312	0.39	327	939	1015	1.08
307	1086	1089	1.00	329	1083	1111	1.03
309	939	911	0.97	331	1107	923	0.83
311	930	865	0.93	333	786	688	0.88
313	798	447	0.56	335	807	511	0.63
315	675	238	0.35	337	939	203	0.22

Table 8

Thursday October 26, 2017							
Fred. Line Train	Number of Seats	Passengers at Max Load Point	Load Factor	Man. Line Train	Number of Seats	Passengers at Max Load Point	Load Factor
300	930	783	0.84	322	786	520	0.66
302	939	701	0.75	324	807	471	0.58
304	675	395	0.59	326	1083	812	0.75
306	786	608	0.77	328	1107	739	0.67
308	1095	730	0.67	330	939	950	1.01
310	819	578	0.71	332	786	692	0.88
312	798	499	0.63	336	1107	6	0.01
314	531	322	0.61	338	939	5	0.01
301	531	145	0.27	321	786	5	0.01
303	819	776	0.95	325	1107	148	0.13
305	786	353	0.45	327	939	1256	1.34*
307	1095	1076	0.98	329	1107	1099	0.99
309	939	828	0.88	331	1083	884	0.82
311	930	905	0.97	333	786	662	0.84
313	798	493	0.62	335	807	422	0.52
315	675	210	0.31	337	939	210	0.22

B. Vehicle Headways

VRE peak headways were about 30 minutes for each Line. The current schedules are shown below and are available online at vire.org

		FREDERICKSBURG LINE										vire.org			
		S = Special schedules for holidays and snow days. L = Train may depart when station work is completed, regardless of scheduled time. 🚲 = Train allows full-size bicycles. Collapsible bicycles are permitted on all trains. * = Available to VRE passengers in possession of a validated Five-Day, Ten-Ride, TL C or Monthly Ticket and a Step-Up ticket. VRE Info: www.vire.org or 800-RIDE-VRE. Amtrak Info: www.amtrak.com or 800-USA-RAIL.													
NORTHBOUND	VRE Trains (M-F)											Amtrak Trains*			
	TRAIN #	300	302	304	306	308	310	312	314	86 ^m	174 ^m	84 ^m	94 ^m	66 ^m	
	SPOITSYLVANIA	4:54a	5:04a	5:20a	5:34a	6:00a	6:20a	7:00a	7:33a	—	—	—	—	—	
	FREDERICKSBURG	5:05	5:15	5:31	5:45	6:11	6:31	7:16	7:41	6:56a	8:00a	9:19a	11:57a	7:57p	
	LEELAND ROAD	5:12	5:22	5:38	5:52	6:18	6:38	7:23	7:51	—	—	—	—	—	
	BROOKE	5:18	5:28	5:44	5:58	6:24	6:44	7:29	7:57	—	—	—	—	—	
	QUANTICO	—	5:40	5:56	6:10	6:36	6:56	7:41	8:09	7:16	8:22	9:41	12:17	8:22	
	RIPPON	—	5:49	6:05	6:19	6:45	7:05	7:50	8:18	—	—	—	—	—	
	WOODBIDGE	5:40	5:56	6:12	6:26	6:52	7:12	7:57	8:25	7:28	8:36	—	—	—	
	LORTON	—	6:03	6:19	6:33	6:59	7:19	8:04	8:32	—	—	—	—	—	
	FRANCONIA/SPRINGFIELD (L)	—	6:11	6:27	6:41	7:07	7:27	8:12	8:40	—	—	—	—	—	
	ALEXANDRIA (L)	6:07	6:23	6:39	6:53	7:19	7:39	8:24	8:52	7:52	9:05	10:15	12:55	8:55	
	CRYSTAL CITY (L)	6:16	6:32	6:48	7:02	7:28	7:48	8:33	9:01	—	—	—	—	—	
	LEEFANANT (L)	6:24	6:40	6:56	7:10	7:36	7:56	8:41	9:09	8:03	9:24	—	—	—	
UNION STATION	6:32a	6:48a	7:04a	7:18a	7:44a	8:04a	8:49a	9:17a	8:15a	9:33a	10:39a	1:32p	9:20p		
SOUTHBOUND	VRE Trains (M-F)											Amtrak Trains*			
	TRAIN #	301	303	305	307	309	311	313	315	67 ^m	95 ^m	125 ^m	93/83 ^m	85/87 ^m	
	UNION STATION	12:55p	3:10p	3:25p	4:10p	4:40p	5:15p	6:00p	6:40p	7:20a	2:30p	3:55p	5:50p	7:05p	
	LEEFANANT	1:03	3:18	3:33	4:18	4:48	5:23	6:08	6:48	—	—	4:01	5:56	—	
	CRYSTAL CITY	1:10	3:25	3:40	4:25	4:55	5:30	6:15	6:55	—	—	—	—	—	
	ALEXANDRIA	1:18	3:33	3:48	4:33	5:03	5:38	6:23	7:03	7:38	2:48	4:14	6:09	7:22	
	FRANCONIA/SPRINGFIELD	1:29	3:44	3:59	4:44	5:14	5:49	6:34	7:14	—	—	—	—	—	
	LORTON	1:36	3:51	4:06	4:51	5:21	5:56	6:41	7:21	—	—	—	—	—	
	WOODBIDGE	1:44	3:59	4:14	4:59	5:29	6:04	6:49	7:29	3:05	4:32	—	7:40	—	
	RIPPON	1:50	4:05	4:20	5:05	5:35	6:10	6:55	7:35	—	—	—	—	—	
	QUANTICO	2:00	4:15	4:30	5:15	5:45	6:20	7:05	7:45	8:04	3:16	4:45	6:36	7:52	
	BROOKF (L)	2:14	4:29	4:44	5:29	5:59	6:34	7:19	7:59	—	—	—	—	—	
	LEELAND ROAD (L)	2:23	4:38	4:53	5:38	6:08	6:43	7:28	8:08	—	—	—	—	—	
	FREDERICKSBURG (L)	2:31	4:46	5:01	5:46	6:16	6:51	7:36	8:16	8:23a	3:40p	5:12p	7:01p	8:17p	
SPOITSYLVANIA	2:42p	4:57p	5:12p	5:57p	6:27p	7:02p	7:47p	8:27p	—	—	—	—	—		

		MANASSAS LINE										vire.org				
		S = Special schedules for holidays and snow days. L = Train may depart when station work is completed, regardless of scheduled time. 🚲 = Train allows full size bicycles. Collapsible bicycles are permitted on all trains. * = Available to VRE passengers in possession of a validated Five-Day, Ten-Ride, TL C or Monthly Ticket and a Step-Up ticket. VRE Info: www.vire.org or 800-RIDE-VRE. Amtrak Info: www.amtrak.com or 800-USA-RAIL.														
NORTHBOUND	VRE Trains (M-F)											Amtrak*				
	TRAIN #	322	324	326	328	330	332	336	338	176 ^m						
	BROAD RUN	5:05a	5:35a	6:15a	6:35a	7:20a	7:48a	2:45p	5:10p	—						
	MANASSAS	5:13	5:43	6:23	6:43	7:28	7:56	2:51	5:16	10:19a						
	MANASSAS PARK	5:19	5:49	6:29	6:49	7:34	8:02	2:56	—	—						
	BURKE CENTRE	5:33	6:03	6:43	7:03	7:48	8:16	3:08	—	10:36						
	ROLLING ROAD	5:38	6:08	6:48	7:08	7:53	8:21	—	—	—						
	BACKLICK ROAD	5:46	6:16	6:56	7:16	8:01	8:29	—	—	—						
	ALEXANDRIA (L)	5:59	6:29	7:09	7:29	8:14	8:42	3:30	5:52	11:05						
	CRYSTAL CITY (L)	6:08	6:38	7:18	7:38	8:23	8:51	—	—	—						
	LEEFANANT (L)	6:16	6:46	7:26	7:46	8:31	8:59	—	—	11:14						
	UNION STATION	6:24a	6:54a	7:34a	7:54a	8:39a	9:07a	3:55p	6:25p	11:20a						
	SOUTHBOUND	VRE Trains (M-F)											Amtrak*			
		TRAIN #	321	325	327	329	331	333	335	337	171 ^m					
UNION STATION		6:25a	1:15p	3:45p	4:25p	5:05p	5:30p	6:10p	6:50p	4:50p						
LEEFANANT		—	1:23	3:53	4:33	5:13	5:38	6:18	6:58	4:56						
CRYSTAL CITY		—	1:30	4:00	4:40	5:20	5:45	6:25	7:05	—						
ALEXANDRIA		6:42	1:38	4:08	4:48	5:28	5:53	6:33	7:13	5:11						
BACKLICK ROAD		—	1:49	4:19	4:59	5:39	6:04	6:44	7:24	—						
ROLLING ROAD (L)		—	1:57	4:27	5:07	5:47	6:12	6:52	7:32	—						
BURKE CENTRE (L)		—	2:03	4:33	5:13	5:53	6:18	6:58	7:38	5:30						
MANASSAS PARK (L)		—	2:17	4:47	5:27	6:07	6:32	7:12	7:52	—						
MANASSAS (L)		7:32	2:24	4:54	5:34	6:14	6:39	7:19	7:59	5:49p						
BROAD RUN		7:42a	2:34p	5:04p	5:44p	6:24p	6:49p	7:29p	8:09p	—						

C. On-Time Performance

VRE's OTP for FY 2017 is shown by each line and for the system as a whole in Table 9. The system's Fiscal Year 2017 OTP was 88.1%, which was slightly below the VRE Budget Goal of greater than 90%.

Table 9: On-Time Performance for Fiscal Year 2017

FY 2017 OTP	Fredericksburg Line			Manassas Line			Combined		
	Number of Trains Operated	Number of Trains Delayed	OTP	Number of Trains Operated	Number of Trains Delayed	OTP	Number of Trains Operated	Number of Trains Delayed	OTP
July-16	320	111	65.3%	320	47	85.3%	640	158	75.3%
August-16	368	75	79.6%	368	15	95.9%	736	90	87.8%
September-16	336	50	85.1%	336	20	94.0%	672	70	89.6%
October-16	320	30	90.6%	320	24	92.5%	640	54	91.6%
November-16	312	55	82.4%	312	39	87.5%	624	94	84.9%
December-16	288	52	81.9%	293	35	88.1%	581	87	85.0%
January-17	312	20	93.6%	312	15	95.2%	624	35	94.4%
February-17	304	45	85.2%	304	19	93.8%	608	64	89.5%
March-17	360	56	84.4%	360	24	93.3%	720	80	88.9%
April-17	320	46	85.6%	314	27	91.4%	634	73	88.5%
May-17	352	26	92.6%	352	19	94.6%	704	45	93.6%
June-17	352	53	84.9%	350	33	90.6%	702	86	87.7%
Annual Average	3944	619	84.3%	3941	317	92.0%	7885	936	88.1%

D. Service Availability

VRE has defined catchment areas for each origin station based on data collected through customer surveys on the home locations of riders. The populations of the catchment areas for VRE’s origin stations, as well as the percentage of minority population, are shown in Table 10. Fredericksburg Line stations are shown in red and Manassas Line stations are shown in blue. While the overall population and minority percentage for each Line are similar, station catchment areas vary widely throughout the system.

Table 10: VRE Station Catchment Area Population Characteristics

Origin Station	Distance to Next Station (miles)	Catchment Area 2016 Population ²	Catchment Area Minority % ²	Difference from System Wide Average
Spotsylvania	Terminus	9,170	14.68%	15.98%
Fredericksburg	6.2	20,959	19.07%	11.59%
Leeland Road	3.8	16,186	19.26%	11.40%
Brooke	4.8	21,435	37.48%	-6.82%
Quantico	10.7	48,464	42.14%	-11.48%
Rippon	7.0	25,367	46.73%	-16.07%
Woodbridge	3.2	25,887	43.72%	-13.06%
Lorton	4.4	24,702	27.73%	2.93%
Broad Run	Terminus	59,092	24.50%	6.16%
Manassas	3.1	49,959	26.29%	4.37%
Manassas Park	2.0	34,227	30.65%	0.01%
Burke Center	9.1	38,343	29.85%	0.81%
Rolling Road	2.3	29,100	31.09%	-0.43%
Backlick Road	4.0	92,661	36.08%	-5.42%
Fredericksburg Line Origins		192,170	31.35%	-0.69%
Manassas Line Origins		303,382	29.74%	0.92%
System Wide		495,552	30.66%	

² Based on American Community Survey 2016 5YR ACS Census Tract Level Data

E. Vehicle Assignment

VRE does not assign locomotives or coaches to trains or routes specifically. Equipment is assigned as needed to the Manassas or Fredericksburg lines depending on demand/required seating capacity, routine and non-routine maintenance needs, and inspection cycles. Consists for four mid-week days in October 2017 are shown below.

Table 11: October 2, 2017

Broad Run				
Trains	Trains	Trains	Trains	Trains
322	324	326	328	330
321	335	323	325	327
332		320	336	338
333		331	329	337
6	6	8	8	7
V730 Cab - T	V721 Cab - T	V726 Cab - T	V717 Cab - T	V711 Cab - T
V715 Cab - T	V831 Psgr Car - T	V875 Psgr Car	V878 Psgr Car	V727 Cab - T
V834 Psgr Car - T	V867 Psgr Car	V800 Psgr Car - T	V823 Psgr Car - T	V818 Psgr Car - T
V825 Psgr Car - T	V830 Psgr Car - T	V871 Psgr Car	V877 Psgr Car	V836 Psgr Car - T
V832 Psgr Car - T	V807 Psgr Car - T	V879 Psgr Car	V835 Psgr Car - T	V826 Psgr Car - T
V872 Psgr Car	V876 Psgr Car	V851 Psgr Car	V804 Psgr Car - T	V864 Psgr Car
V53 Engine	V51 Engine	V815 Psgr Car - T	V821 Psgr Car - T	V860 Psgr Car
		V869 Psgr Car	V866 Psgr Car	V59 Engine
		V64 Engine	V58 Engine	

Crossroads							
Trains							
300	302	304	306	308	310	312	314
311	309	315	305	307	303	313	301
7	7	5	6	8	6	6	4
V722 Cab - T	V725 Cab - T	V716 Cab - T	V718 Cab - T	V719 Cab - T	V712 Cab - T	V729 Cab - T	V713 Cab - T
V710 Cab - T	V862 Psgr Car	V865 Psgr Car	V839 Psgr Car - T	V874 Psgr Car	V870 Psgr Car	V873 Psgr Car	V824 Psgr Car - T
V827 Psgr Car - T	V813 Psgr Car - T	V812 Psgr Car - T	V854 Psgr Car	V837 Psgr Car - T	V850 Psgr Car	V720 Cab - T	V833 Psgr Car - T
V816 Psgr Car - T	V728 Cab - T	V805 Psgr Car - T	V811 Psgr Car - T	V852 Psgr Car	V822 Psgr Car - T	V802 Psgr Car - T	V853 Psgr Car
V806 Psgr Car - T	V828 Psgr Car - T	V855 Psgr Car	V820 Psgr Car - T	V808 Psgr Car - T	V803 Psgr Car - T	V810 Psgr Car - T	V67 Engine
V829 Psgr Car - T	V814 Psgr Car - T	V57 Engine	V859 Psgr Car	V863 Psgr Car	V858 Psgr Car	V861 Psgr Car	
V868 Psgr Car	V856 Psgr Car		V60 Engine	V809 Psgr Car - T	V65 Engine	V62 Engine	
V66 Engine	V55 Engine		V50 Engine	V857 Psgr Car			
				V56 Engine			

Table 12: October 10, 2017

Broad Run					
Trains	Trains	Trains	Trains	Trains	Trains
322	324	326	328	330	325
321	335	323		327	336
332		320		338	329
333		331		337	
6	6	8	8	7	8
V715 Cab - T	V721 Cab - T	V726 Cab - T	V717 Cab - T	V711 Cab - T	V717 Cab - T
V730 Cab - T	V831 Psgr Car - T	V875 Psgr Car	V878 Psgr Car	V727 Cab - T	V878 Psgr Car
V834 Psgr Car - T	V867 Psgr Car	V877 Psgr Car	V823 Psgr Car - T	V818 Psgr Car - T	V823 Psgr Car - T
V825 Psgr Car - T	V830 Psgr Car - T	V815 Psgr Car - T	V869 Psgr Car	V836 Psgr Car - T	V869 Psgr Car
V832 Psgr Car - T	V807 Psgr Car - T	V817 Psgr Car - T	V835 Psgr Car - T	V826 Psgr Car - T	V835 Psgr Car - T
V872 Psgr Car	V876 Psgr Car	V871 Psgr Car	V804 Psgr Car - T	V864 Psgr Car	V804 Psgr Car - T
V53 Engine	V64 Engine	V879 Psgr Car	V821 Psgr Car - T	V860 Psgr Car	V821 Psgr Car - T
		V851 Psgr Car	V866 Psgr Car	V59 Engine	V866 Psgr Car
		V63 Engine	V58 Engine		V58 Engine
			V52 Engine		

Crossroads							
Train s	Trains	Trains	Trains	Trains	Trains	Train s	Train s
300	302	304	306	308	310	312	314
311	309	315	305	307	303	313	301
7	7	5	6	8	6	6	4
V722 Cab - T	V725 Cab - T	V716 Cab - T	V718 Cab - T	V719 Cab - T	V712 Cab - T	V729 Cab - T	V723 Cab - T
V805 Psgr Car - T	V862 Psgr Car	V865 Psgr Car	V839 Psgr Car - T	V874 Psgr Car	V870 Psgr Car	V873 Psgr Car	V824 Psgr Car - T
V827 Psgr Car - T	V813 Psgr Car - T	V812 Psgr Car - T	V854 Psgr Car	V837 Psgr Car - T	V850 Psgr Car	V720 Cab - T	V833 Psgr Car - T
V816 Psgr Car - T	V728 Cab - T	V838 Psgr Car - T	V811 Psgr Car - T	V852 Psgr Car	V822 Psgr Car - T	V802 Psgr Car - T	V853 Psgr Car
V806 Psgr Car - T	V828 Psgr Car - T	V855 Psgr Car	V820 Psgr Car - T	V808 Psgr Car - T	V803 Psgr Car - T	V810 Psgr Car - T	V67 Engine
V829 Psgr Car - T	V814 Psgr Car - T	V57 Engine	V859 Psgr Car	V863 Psgr Car	V858 Psgr Car	V861 Psgr Car	
V868 Psgr Car	V856 Psgr Car		V50 Engine	V809 Psgr Car - T	V69 Engine	V62 Engine	
V66 Engine	V55 Engine			V857 Psgr Car			
				V56 Engine			

Table 13: October 18, 2017

Broad Run					
Trains	Trains	Trains	Trains	Trains	Trains
322	324	326	328	330	325
321	335	323		327	336
332		320		338	329
333		331		337	
6	6	8	9	7	8
V715 Cab - T	V721 Cab - T	V726 Cab - T	V717 Cab - T	V727 Cab - T	V717 Cab - T
V730 Cab - T	V831 Psgr Car - T	V875 Psgr Car	V878 Psgr Car	V819 Psgr Car - T	V878 Psgr Car
V834 Psgr Car - T	V867 Psgr Car	V877 Psgr Car	V823 Psgr Car - T	V818 Psgr Car - T	V823 Psgr Car - T
V825 Psgr Car - T	V830 Psgr Car - T	V817 Psgr Car - T	V869 Psgr Car	V836 Psgr Car - T	V869 Psgr Car
V832 Psgr Car - T	V807 Psgr Car - T	V871 Psgr Car	V835 Psgr Car - T	V826 Psgr Car - T	V835 Psgr Car - T
V872 Psgr Car	V876 Psgr Car	V815 Psgr Car - T	V804 Psgr Car - T	V864 Psgr Car	V804 Psgr Car - T
V53 Engine	V64 Engine	V879 Psgr Car	V821 Psgr Car - T	V860 Psgr Car	V821 Psgr Car - T
		V851 Psgr Car	V866 Psgr Car	V59 Engine	V866 Psgr Car
		V51 Engine	V840 Psgr Car - T		V52 Engine
			V52 Engine		

Crossroads								
Trains								
300	302	304	306	308	310	312	314	305
311	309	315		307	303	313	301	
7	7	5	6	8	6	6	4	6
V729 Cab - T	V725 Cab - T	V728 Cab - T	V722 Cab - T	V716 Cab - T	V712 Cab - T	V718 Cab - T	V723 Cab - T	V722 Cab - T
V714 Cab - T	V862 Psgr Car	V865 Psgr Car	V805 Psgr Car - T	V719 Cab - T	V870 Psgr Car	V873 Psgr Car	V824 Psgr Car - T	V805 Psgr Car - T
V839 Psgr Car - T	V813 Psgr Car - T	V812 Psgr Car - T	V827 Psgr Car - T	V874 Psgr Car	V850 Psgr Car	V720 Cab - T	V833 Psgr Car - T	V827 Psgr Car - T
V854 Psgr Car	V801 Psgr Car - T	V838 Psgr Car - T	V816 Psgr Car - T	V837 Psgr Car - T	V822 Psgr Car - T	V802 Psgr Car - T	V853 Psgr Car	V816 Psgr Car - T
V811 Psgr Car - T	V828 Psgr Car - T	V855 Psgr Car	V829 Psgr Car - T	V852 Psgr Car	V803 Psgr Car - T	V810 Psgr Car - T	V67 Engine	V829 Psgr Car - T
V820 Psgr Car - T	V814 Psgr Car - T	V57 Engine	V868 Psgr Car	V863 Psgr Car	V858 Psgr Car	V861 Psgr Car		V868 Psgr Car
V859 Psgr Car	V856 Psgr Car		V60 Engine	V809 Psgr Car - T	V69 Engine	V62 Engine		V60 Engine
V50 Engine	V55 Engine		V58 Engine	V857 Psgr Car				
				V56 Engine				

Table 14: October 26, 2017

Broad Run									
Out - 7	In - 7	Out - 3	In - 3	Out - 1	In - 1	Out - 4	In - 4	Out - 2	In - 2
Trains		Trains		Trains		Trains		Trains	
322		324		326		328		330	
321		335		323		325		327	
332				320		336		338	
333				331		329		337	
6		6		8		8		7	
V715 Cab - T		V721 Cab - T		V717 Cab - T		V726 Cab - T		V727 Cab - T	
V730 Cab - T		V831 Psgr Car - T		V878 Psgr Car		V875 Psgr Car		V819 Psgr Car - T	
V834 Psgr Car - T		V867 Psgr Car		V823 Psgr Car - T		V877 Psgr Car		V818 Psgr Car - T	
V825 Psgr Car - T		V830 Psgr Car - T		V869 Psgr Car		V817 Psgr Car - T		V836 Psgr Car - T	
V832 Psgr Car - T		V807 Psgr Car - T		V835 Psgr Car - T		V871 Psgr Car		V826 Psgr Car - T	
V872 Psgr Car		V876 Psgr Car		V804 Psgr Car - T		V815 Psgr Car - T		V864 Psgr Car	
V53 Engine		V64 Engine		V821 Psgr Car - T		V879 Psgr Car		V860 Psgr Car	
				V866 Psgr Car		V851 Psgr Car		V59 Engine	
				V52 Engine		V51 Engine			

Crossroads							
Trains							
300	302	304	306	308	310	312	314
311	309	315	305	307	303	313	301
7	7	5	6	8	6	6	4
V729 Cab - T	V725 Cab - T	V728 Cab - T	V713 Cab - T	V719 Cab - T	V712 Cab - T	V718 Cab - T	V723 Cab - T
V714 Cab - T	V862 Psgr Car	V865 Psgr Car	V722 Cab - T	V816 Psgr Car - T	V870 Psgr Car	V873 Psgr Car	V824 Psgr Car - T
V839 Psgr Car - T	V813 Psgr Car - T	V812 Psgr Car - T	V805 Psgr Car - T	V874 Psgr Car	V850 Psgr Car	V720 Cab - T	V833 Psgr Car - T
V854 Psgr Car	V801 Psgr Car - T	V838 Psgr Car - T	V827 Psgr Car - T	V837 Psgr Car - T	V822 Psgr Car - T	V802 Psgr Car - T	V853 Psgr Car
V811 Psgr Car - T	V828 Psgr Car - T	V855 Psgr Car	V829 Psgr Car - T	V852 Psgr Car	V803 Psgr Car - T	V810 Psgr Car - T	V58 Engine
V820 Psgr Car - T	V814 Psgr Car - T	V57 Engine	V868 Psgr Car	V863 Psgr Car	V858 Psgr Car	V861 Psgr Car	
V859 Psgr Car	V856 Psgr Car		V66 Engine	V809 Psgr Car - T	V69 Engine	V62 Engine	
V50 Engine	V55 Engine		V67 Engine	V857 Psgr Car			

F. Distribution of Transit Amenities

VRE makes transit amenities available to VRE passengers to the greatest extent feasible to support their comfort, convenience, and safety on VRE trains and passenger stations. VRE strives to maintain existing amenities in good repair and installs additional amenities as the need arises.

3.2 DEMOGRAPHIC AND SERVICE PROFILE MAPS

The FTA requires transit providers that operate 50 or more fixed route vehicles in peak services and are located in a UZA of 200,000 or more in population to prepare data regarding demographic and service profile maps and charts as well as customer demographic ridership and travel patterns.

In order to comply with these requirements, PRTC and VRE are required to collect and analyze racial and ethnic data and prepare demographic and service profile maps and charts in order to determine the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.

Demographic and Service Profile Maps

PRTC provides commuter bus service (OmniRide) along the busy I-95 and I-66 corridors to points north, and local bus services in Prince William County and the cities of Manassas and Manassas Park (Cross County Connector). Although PRTC has an extensive service area (Counties of Arlington, Fairfax, and Prince William; Cities of Alexandria, Manassas, Manassas Park and the District of Columbia), its passengers are mainly residents of Prince William County and the Cities of Manassas and Manassas Park.

The VRE service area comprises of the seven PRTC jurisdictions and extends to the Counties of Spotsylvania and Stafford and the City of Fredericksburg. VRE provides commuter rail service that operates Monday through Friday, from the Northern Virginia suburbs to Washington, D.C. VRE primarily travels northbound in the morning, towards Washington, and southbound during the evening, towards Manassas (along I-66) on the Manassas Line, and Spotsylvania (along I-95) on the Fredericksburg Line.

The American Community Survey (ACS) of the U.S. Census identified over 2.6 million and 2.9 million residents in the census tracts within the PRTC and VRE service areas, respectively. In the PRTC service area, 52% of the residents identify themselves as minorities whereas 50% of residents in the VRE service area are minorities. In this report, minority tracts are defined as census tracts in which the minority percentage exceeds 52% for PRTC and 50% for VRE.

The minority populations include Hispanic or Latino, African Americans, Asians, American Indians and Alaskan Natives, Native Hawaiian and Other Pacific Islanders, Some other race alone and persons of two or more races.

PRTC Service Area (Minority Status)

Total Population	Minority		Non-Minority	
2,670,067	1,394,748	52.2%	1,275,319	47.8%

U.S. Census, American Community Survey, 2012-2016

VRE Service Area (Minority Status)

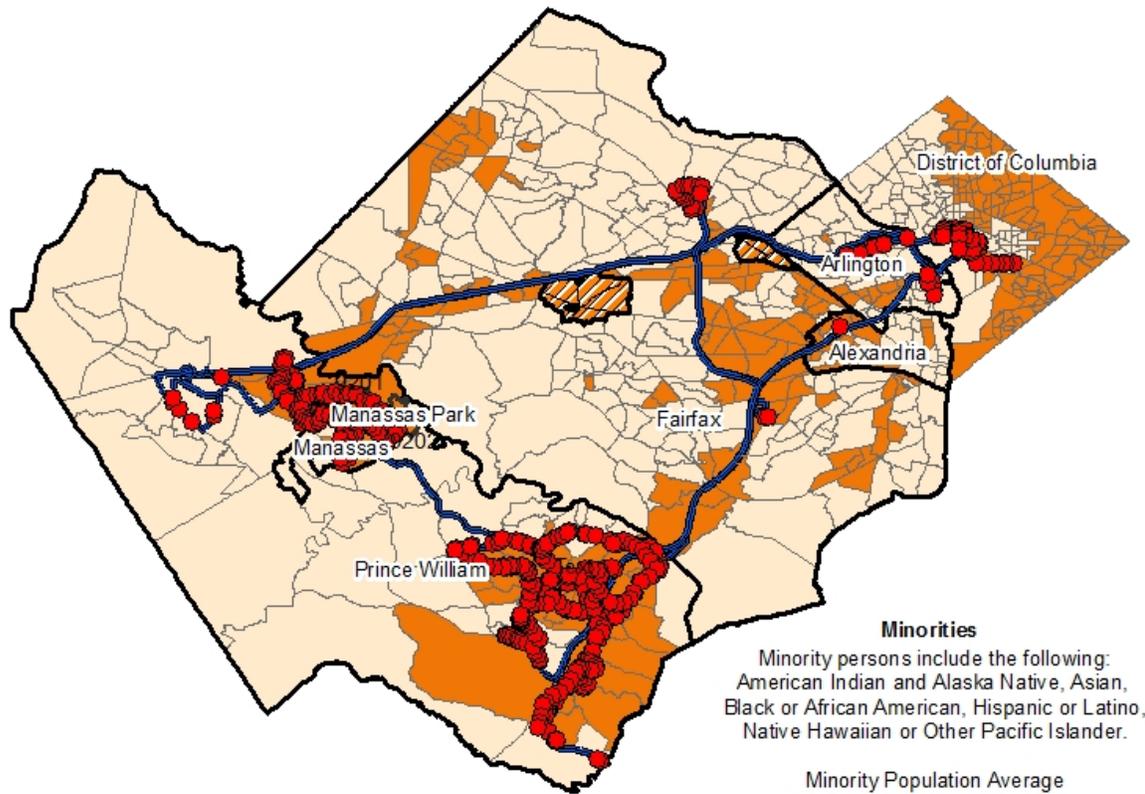
Total Population	Minority		Non-Minority	
2,966,649	1,493,695	50.3%	1,472,954	49.7%

U.S. Census, American Community Survey, 2012-2016

The PRTC and VRE Demographic and Service Profile Maps depicting transit routes including stops and rail stations are provided respectively.

PRTC Demographic and Profile Service Map

Minority Population



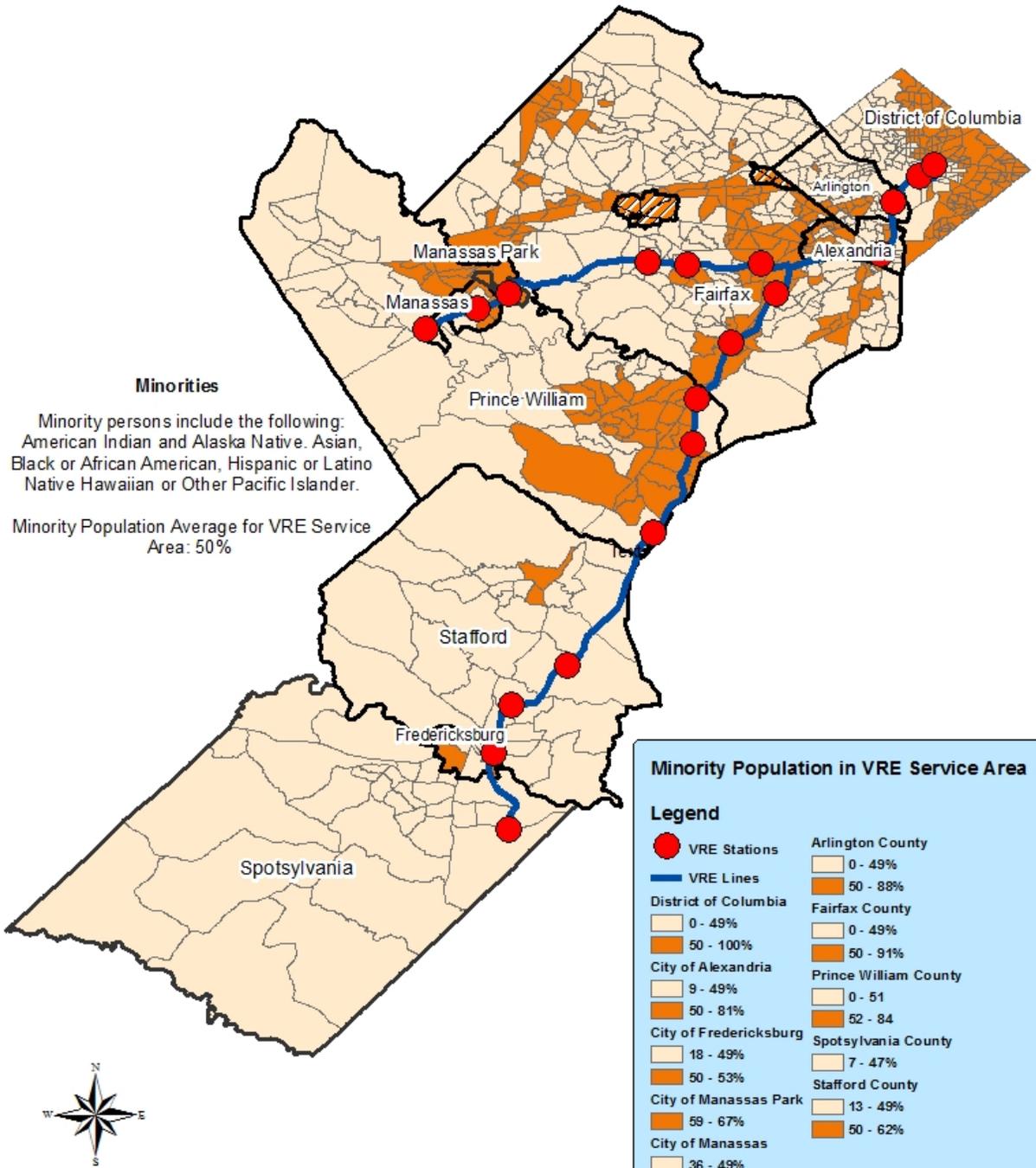
Minority Population in PRTC Service Area		
Legend		
	PRTC Bus Stops	
	PRTC Bus Routes	
	District of Columbia	0 - 51%
	District of Columbia	52 - 100%
	Manassas	0 - 51%
	Manassas	52% - 100%
	Manassas Park	0 - 51%
	Manassas Park	59 - 67%
	City of Alexandria	9 - 51%
	City of Alexandria	52 - 81%
	Arlington County	0 - 51%
	Arlington County	52 - 88%
	Fairfax County	0 - 51%
	Fairfax County	52 - 91%
	Prince William County	0 - 51%
	Prince William County	52 - 84%



Source: U.S. Census Bureau, 2012-2016 American Community Survey

VRE Demographic and Profile Service Map

Minority Population



Source: U.S. Census Bureau, 2012-2016 American Community Survey

3.3 DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS

In 2017, PRTC conducted an on-board survey to collect key data from passengers of its OmniRide, OmniLink, Metro Direct and Cross County Connector services. On-board surveys were collected from November 16, 2017 through December 20, 2017. Surveys were conducted on weekdays and also on Saturday for routes with Saturday service (ie.,OmniLink). All surveys were conducted on afternoon and early evening trips. Separate survey instruments were developed for each of the four types of service. Surveys were available in both English and Spanish. In total, 1,167 riders completed the survey.

VRE conducted its annual Customer Opinion Survey onboard all morning northbound VRE and Amtrak cross-honor trains the morning of May 3, 2017. The survey was completed by 6,314 riders, or 59% of those riding the VRE or Amtrak trains that morning.

PRTC and VRE used data from recent on-board passenger surveys to illustrate demographics of ridership and their travel patterns, which is included below:

PRTC/VRE

Demographic Ridership and Travel Patterns

The FTA Circular 4702.1B requires transit providers to collect information on the race, color and national origin, English proficiency, language spoken at home, household income and travel patterns of riders using customer surveys. The Potomac and Rappahannock Transportation Commission (PRTC) and Virginia Railway Express (VRE) have collected this data from recent on-board passenger surveys in order to provide a demographic profile of its riders and the minority population as required.

In 2017, PRTC conducted an on-board survey to collect key data from passengers of its local and commuter bus services. The surveys were collected from November 16, 2017 through December 20, 2017. In total, 1,167 riders completed the survey.

VRE's annual Customer Opinion Survey was conducted onboard all morning northbound VRE and Amtrak cross-honor trains the morning of May 3, 2017. The survey was completed by 6,314 riders, or 59% of those riding the VRE and Amtrak trains that morning.

Ethnicity Characteristics

PRTC and VRE examined the ethnic breakdown of riders by service to assess the percentage of minority populations that use our services. Minority populations include Black or African American, American Indian and Alaska Native, Asian, Native Hawaiian or other Pacific Islander and Hispanic or Latino.

In terms of race and ethnicity, PRTC's service area is diverse and dynamic as minorities represent over half of PRTC's total ridership. As shown in **Table 1**, Blacks or African American riders tend to be users of all PRTC services more than other minority populations. Hispanics or Latinos are the next largest minority group followed by Asians, American Indian and Native Hawaiian or other Pacific races. There are fewer white riders on Cross County (PRTC local bus services), and only 42.5% of OmniRide riders (PRTC's commuter bus services) identify themselves as White.

Table 1: Race/Ethnicity of PRTC Bus Passengers

Race/Ethnicity	OmniRide	Metro Direct	Cross County
White (Caucasian)	42.5%	22.2%	14.7%
Black or African American	41%	45.3%	51.9%

American Indian or Alaska Native	1.8%	4.9%	0%
Asian	8.5%	11%	0%
Native Hawaiian or other Pacific	1.6%	1.1%	0%
Hispanic or Latino	7.9%	21.1%	23.5%
Other	4.2%	3.6%	5.8%

PRTC On-Board Survey, 2017

Table 2 shows the race and ethnicity of VRE rail passengers with the majority of passengers identifying as Caucasian (65%) while 36% of VRE riders identify themselves as minorities and other. Blacks or African Americans are the largest racial minority, amounting to 17% of VRE riders.

Table 2: Race/Ethnicity of VRE Rail Passengers

Race/Ethnicity	VRE
Caucasian	65%
Black or African American	17%
American Indian or Alaska Native	1%
Asian/Pacific Islander	6%
Native Hawaiian	1%
Hispanic or Latino	5%
Multi-Ethnic	3%
Other	3%

VRE Customer Opinion Survey, 2017

Income Characteristics

From the PRTC On-board Survey of 2017, we know that incomes are lower for Cross County riders and higher for OmniRide and Metro Direct. 36.4% of Cross County riders have annual household incomes less than \$15,000. In contrast, 45.1% of OmniRide users have incomes of \$125,000 and higher. Passengers who have an annual household income less than \$25,000 are considered low-income.

Table 3: Annual Income of PRTC Bus Passengers

Annual Household Income	OmniRide	Metro Direct	Cross County
<\$15,000	0.5%	15.6%	36.4%

\$15,000 - \$24,999	0.2%	12.1%	15.9%
\$25,000 - \$34,999	0.9%	15.3%	15.9%
\$35,000 - \$49,999	2%	19.2%	18.2%
\$50,000 - \$74,999	13.3%	13.4%	6.8%
\$75,000 - \$99,999	15.6%	11.2%	0%
\$100,000 - \$124,999	22.3%	2.3%	6.8%
\$125,000 +	45.1%	10.9%	0%

PRTC On-Board Survey, 2017

Table 4 shows annual household incomes for VRE passengers tend to be higher with only 2% reporting annual incomes less than \$49,000 while the majority of VRE passengers have annual household incomes of \$100,000 or greater.

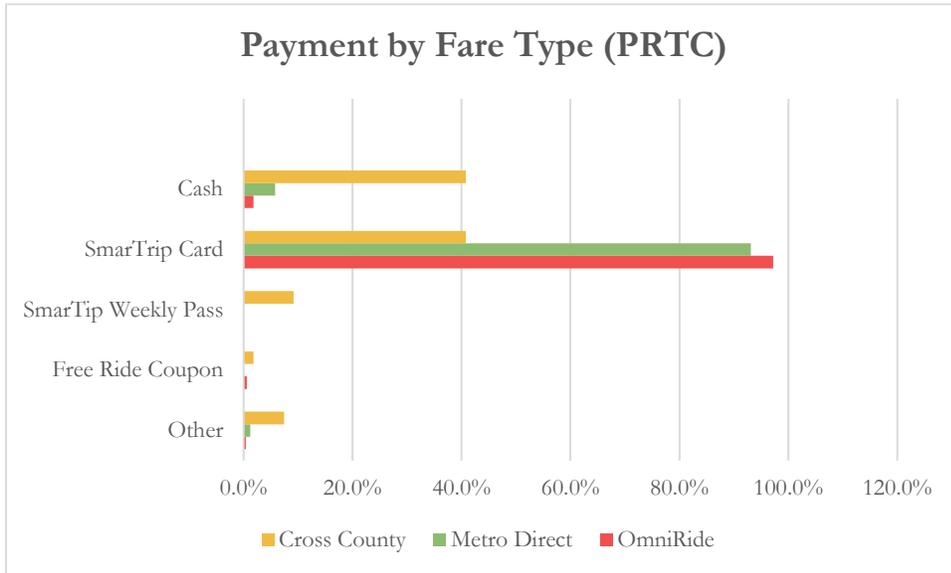
Table 4: Annual Household Income (VRE)

Annual Household Income	VRE
<\$25,000	0%
\$25,000 - \$49,000	2%
\$50,000 - \$74,999	7%
\$75,000 - \$99,999	12%
\$100,000 - \$124,999	17%
\$125,000 - \$149,999	19%
\$150,000 - \$174,999	16%
\$175,000 +	27%

VRE Customer Opinion Survey, 2017

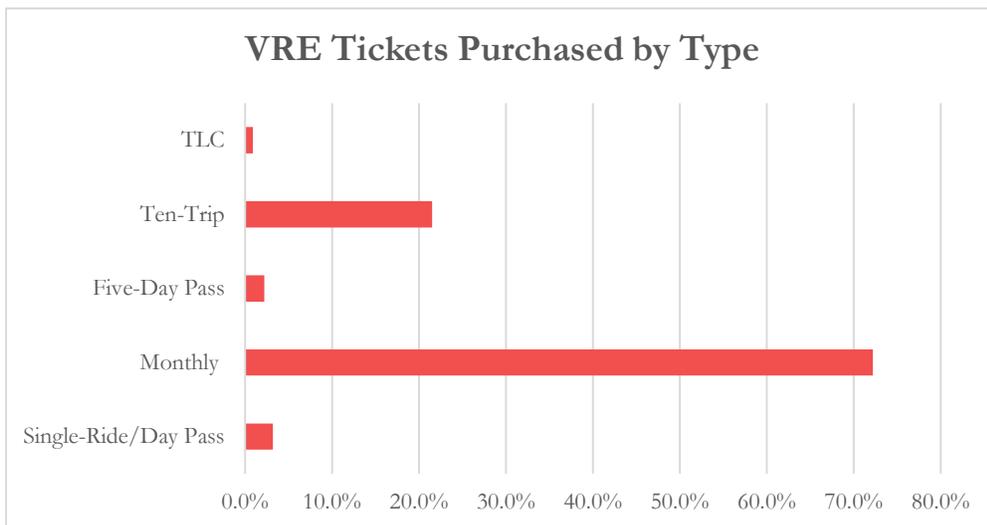
From past surveys, we know that income generally has an impact on what type of tickets passengers purchase and how they pay for them. We also know that low-income passengers who lack access to alternative payment options tend to pay with cash. **Figure 1** shows that the majority of PRTC riders across all systems use the SmarTrip Card to pay for their fare. However, 40.8% of Cross County riders use cash to pay for their fare. Cross County riders tend to be low-income passengers who are also transit dependent.

Figure 1: Form of Payment by Fare Type (PRTC)



VRE’s passengers pay a premium to ride the commuter train and because they have high incomes, they can afford the higher prices. In order to determine the price of their ticket, riders must identify the zones in which their origin and destination stations are located. VRE has several ticket options as shown in **Figure 2**. When passengers were asked what type of ticket they normally use, 72.2% responded that they use the monthly ticket. The monthly ticket can cost upward to \$327.00, while a single-ride tickets can cost anywhere between \$3.40 to \$11.90 depending on the origin and destination.

Figure 2: Types of Tickets Purchased (VRE)



English Proficiency

According to the Federal Transit Administration (FTA), public transit is a key means of achieving mobility for many people with Limited English Proficiency (LEP). FTA's Office of Civil Rights defines LEP populations as: "Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English “less than well”, can be limited English proficient.”

PRTC and VRE passengers surveyed were asked if they speak a language other than English at home. As shown in **Table 5**, the majority of OmniRide passengers responded no with 84.1% of riders indicating that they do not speak any languages other than English at home. However, Metro Direct and Cross County passengers have the highest incidence of riders who speak a language other than English at home. Most of riders indicating that the language mostly spoken at home is Spanish.

Table 5: Language Spoken at Home (PRTC)

Speak Language Other than English at Home	OmniRide	Metro Direct	Cross County
Yes	15.9%	27%	37.3%
No	84.1%	73%	62.7%

PRTC On-Board Survey, 2017

For VRE passengers, only 14% indicate that they speak a language other than English at home, while the majority of riders only speak English.

Table 6: Language Spoken at Home (VRE)

Speak Language Other than English at Home	VRE
Yes	14%
No	86%

VRE Customer Opinion Survey, 2017

PRTC passengers were asked how well they speak English. Over 95% of OmniRide and Metro Direct passengers indicate that they speak English very well. However, over half (57.9%) of Cross County passengers indicate that they do not speak English well or not at all, identifying themselves as Limited English Proficient (LEPs) speakers.

Table 7: Ability to Speak English (PRTC)

How Well Do You Speak English?	OmniRide	Metro Direct	Cross County
Very Well	81.6%	82.8%	36.9%
Well	15.8%	15.7%	5.2%
Not Well	2.6%	1.5%	36.9%
Not at all	0%	0%	21.0%

PRTC On-Board Survey, 2017

Unlike PRTC, VRE does not have any riders who are Limited English Proficient (LEPs) as shown in **Table 8** as 100% of VRE passengers responded, indicating that they speak English well or very well.

Table 8: Ability to Speak English (VRE)

How Well Do You Speak English?	VRE
Very Well	96%
Well	4%
Not Well	0%
Not at all	0%

VRE Customer Opinion Survey, 2017

Travel Patterns

A good understanding of riders is necessary to develop and implement strategies for retaining them. The surveys conducted by PRTC and VRE provide a snapshot of travel characteristics and patterns of their riders. A closer inspection of the survey data revealed that passengers use Cross County bus services to access a variety of activities such as shopping, school, social/recreation visits, and medical appointments as compared to OmniRide and Metro Direct services. (see **Table 9**).

Table 9: Main Trip Purpose (PRTC)

Main Trip Purpose/Activity	OmniRide	Metro Direct	Cross County
Work	98.7%	69.4%	74.1%
Shopping	0%	2.3%	38.9%
School (K-12/College/Technical)	0.1%	5.0%	7.4%
Home	0.5%	9.8%	0%
Social Services	0.2%	0.6%	5.6%

Social/Recreational Visit	0%	1.2%	18.5%
Doctor/Medical Visit	0%	1.2%	20.4%
Other	0.4%	10.5%	9.2%

PRTC On-Board Survey, 2017

As VRE provides commuter rail services from Northern Virginia suburbs to employment centers in Alexandria, Crystal City and downtown Washington, D.C., we know that the main trip purpose is for employment. While VRE's on-board survey did not inquire about trip purpose, it did ask riders who they work for. The responses of passengers provided in **Table 10** shows that most of VRE riders are employed by the federal government.

Table 10: Employers/Profession (VRE)

For Whom Do you Work	VRE
Military/Active Duty	3.6%
Federal Government	69.6%
Private Company/Self Employed	15.0%
Not for Profit Organization	7.0%
Local or State Government	1.8%
Other	3%

VRE Customer Opinion Survey, 2017

For the most part, PRTC passengers are regular riders (**Table 11**). Among OmniRide passengers, 66.3% of riders report using the service 5 days a week. Similarly, 68.8% of Metro Direct users and 43.5% of Cross County users ride the bus at least 4 days a week.

Table 11: Frequency of Using PRTC Bus Service (Weekly)

Frequency of using PRTC/Week	OmniRide	Metro Direct	Cross County
5 days	66.3%	57.4%	30.5%
4 days	15.6%	11.4%	13.0%
3 days	10.8%	11.7%	13.0%
2 days	3.3%	1.9%	19.5%
1 day	1.5%	2.3%	1.8%
1 – 3 days per month	1.9%	6.9%	13.0%
Less than 1 day per month	0.4%	1.7%	7.4%
First time using	0.2%	6.9%	1.8%

PRTC On-Board Survey, 2017

Table 12 indicates that VRE rail passengers are frequent riders as almost 59% reported using the service at 5 times a week. In addition, 24.7% of passengers indicate that they have been riding VRE for 10 years or longer as shown in **Table 13**.

Table 12: Frequency of Using VRE Rail Service

How Often Do you Normally ride VRE?	Percentage
Once a week	1.2%
Twice a week	3%
Three Times a week	12.8%
Four times a week	23.4%
Five times a week	58.5%
Less than weekly	1.0%

VRE Customer Opinion Survey, 2017

Table 13: Length of Time Riding VRE

Length of Time Riding VRE?	Percentage
Less than a year	15.9%
1 - 3 Years	27.8%
4 - 6 Years	19.2%
7 - 9 Years	12.4%
10 - 15 Years	15.3%
16 - 20 Years	5.5%
20 + Years	3.9%

VRE Customer Opinion Survey, 2017

PRTC considers its transit services important and essential for many people living in and beyond the service area. In particular, our experience in transit tells us that those among the low-income populations are more likely to use public transit and to be transit dependent. PRTC passengers were asked how they would make their trip if bus service were not available. Most of OmniRide passengers indicate that they would drive alone or slug. However, if Cross County had not been available, 49% would not have been able to make the trip or 24.5% would have had to catch a ride with someone else. Similarly, 35.9% of Metro Direct users would not have been able to make their trip if the bus had not been available as shown in **Table 14**. This tells us that the inability to access PRTC’s services would have a severe impact on the quality of life for some of our passengers.

Table 14: If Bus Service Were Not Available

How would you make the trip if Bus service were not available?	OmniRide	Metro Direct	Cross County
Driven Alone	42.7%	8.4%	7.8%
Taxi	0%	11.7%	7.8%
Another PRTC Service	12.4%	0%	0%
VRE/Metro	4.6%	7.7%	0%
Ridden with Someone else (Carpool/vanpool)	8%	16.8%	24.5%
Walked or Biked	0%	4.2%	4.2%
Telework	17.4%	0%	0%
Slug (Instant Carpool)	37.8%	0%	0%
Could not have made this trip	0%	35.9%	49%
Other (Uber/Lyft)	11.1%	15.2%	10.8%

PRTC On-Board Survey, 2017

Some of the passengers who are transit dependent passengers are also unlikely to have driver's licenses. Table 15 highlights that nearly all 96.9% of OmniRide users and over half (52.9%) of Metro Direct users have valid driver's license. In contrast, only 37.3% of Cross County riders have driver's licenses.

Table 15: Driver's License Status

Do you have a Valid Driver's License?	OmniRide	Metro Direct	Cross County
Yes	96.9%	52.9%	37.3%
No	3.1%	47.1%	62.7%

PRTC On-Board Survey, 2017

In the VRE Customer Opinion Survey, passengers were asked how they traveled to the VRE station on the morning of the survey. **Table 16** shows an overwhelming 84% of passengers indicated that they drove alone and parked at the station while only 4.4% of passengers carpooled or rode with others. Also, when passengers were asked how they get to work on the days they choose not to ride VRE, 2,083 passengers indicated that they drove alone while only 276 passengers rode in a carpool and used HOV lanes (See **Table 17**). In both cases, the data shows that most of VRE passengers tend to be single-occupancy drivers and if VRE was not available, these riders would add to the level of congestion on the roadway network. However, with VRE, Virginia's only

commuter railroad, roughly 20,000 trips are provided on an average weekday, passengers are able to get to work, and congestion is relieved on roadways.

Table 16: Mode for Travel to VRE Station

How Did you travel to the VRE Station?	Percentage
Drove alone/Parked	84%
Drove / Rode with others and parked	4.4%
Dropped off by car	5.6%
Walked	4.6%
Bike	0.5%
Bus	0.7%
Other	0.1%

VRE Customer Opinion Survey, 2017

Table 17: Mode When Chose Not to Ride VRE

How Do You Get to Work if you Chose Not to Ride VRE?	Responses
Hot Lanes	201
Drove Alone	2083
Carpool/HOV	276
Vanpool	14
Car and Metrorail	807
Bus Only	23
Car and Bus	53
Bus and Metrorail	130
Metrorail Only	186
"Slug"	155
Other	295

VRE Customer Opinion Survey, 2017

3.4 PUBLIC ENGAGEMENT PROCESS FOR SETTING THE MAJOR SERVICE CHANGE, DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY

In establishing the Major Service Change, Disparate Impact and Disproportionate Burden Policies, PRTC combined all of these policies into one document (Title VI Major Service Change and Fare/Service Equity Policy) to guide the analysis of fare changes and major service changes. At the April 4, 2013 Commission meeting, PRTC Board of Commissioners authorized the Executive Director to invite public comment on the proposed Title VI Major Service Change and Fare/Service Equity Policy. With the approval of the PRTC Board of Commissioners, PRTC posted and advertised the proposed Title VI Major Service Change and Fare/Service Equity Policy in a publication to provide for public inspection for a period of 30 days and public comment for 45 days from the date of publication. A PowerPoint presentation was prepared to summarize the reasons for the proposed policies and the policies themselves, which was also posted and used at the public hearings. Public Hearings on the policy were held on April 24th and April 25, 2015 in conjunction with PRTC's FY 2014 Budget and PRTC's proposed FY 2014 Fare Increase. No comments were received on the Major Service Change and Fare/Service Equity Policy.

At the February 12, 2015 Commission meeting, the PRTC Board of Commissioners approved an amendment to the Major Service Change and Service Equity Policy that broadened the definition of "Major Service Change" to include a system-wide service change amounting to ten percent (10%) or more of the system-wide revenue hours of service in addition to the route-specific changes that were already part of that definition. A copy of the resolutions are provided.

At the December 19, 2014 VRE Operation Board meeting, the VRE Operations Board provisionally adopted the VRE Title VI Major Service Change and Fare/Service Equity Policy and authorized the CEO to seek public comment. The policy was available for review at the front desk of VRE's offices in Alexandria during normal business hours and was also available on the VRE website, as well as PRTC's and the NVTC's websites. The VRE Title VI Major Service Change and Fare/Service Equity Policy was posted publicly and notice was advertised in publications to provide for public inspection for a period of more than 30 days and VRE accepted public comments for 45 days from the date of publication. The notice was published in the following publications: the Washington Post, the Washington Hispanic, El Comercio, and the Fredericksburg Free Lance-Star. Only one comment was received requesting basic clarification.

As no substantive comments were received from the public, the VRE Title VI Major Service Change and Fare/Service Equity Policy was approved as written. A copy of the board resolution is provided.



Potomac and Rappahannock
Transportation Commission

14700 Potomac Mills Road
Woodbridge, VA 22192

RESOLUTION

MOTION: JONES

RESOLUTION NO. 13-04-10

SECOND: WAY

OFFICIAL COMMISSION MEETING

APRIL 4, 2013

**RE: PROPOSED MAJOR SERVICE CHANGE AND SERVICE EQUITY POLICY –
AUTHORIZATION TO ISSUE AS PROPOSED POLICY FOR PUBLIC REVIEW
AND COMMENT**

WHEREAS, Title VI of the Civil rights Act 1964, 49 CFR Section 21 and FTA Circular 4702.1B) requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact; and

WHEREAS, the Regulations prescribe that the public be invited to review and comment on the Major Service Change, Disparate Impact and Disproportionate Burden Policies as proposed; and

WHEREAS, the Potomac and Rappahannock Transportation Commission (“PRTC” or the “Commission”) has proposed to increase fares effective FY 2014; and

WHEREAS, the Major Service Change, Disparate Impact and Disproportionate Burden Policies must be in place to conduct the fare equity analysis as required by the FTA; and

WHEREAS, as recommended by the Commission’s Title VI Coordinator, the Executive Director, is recommending the establishment of the Major Service Change, Disparate Impact and Disproportionate Burden Policies in accordance with the methodology set forth in the FTA Circular 4702.1B; and

WHEREAS, both the proposed FY 2014 fare increase and the proposed Title VI policies warrant an opportunity for public review and comment before action is taken.

**POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION
OFFICIAL COMMISSION MEETING
RESOLUTION NO. 13-04-10
PAGE 2**

NOW, THEREFORE, BE IT RESOLVED that the Potomac and Rappahannock Transportation Commission does hereby authorize the Executive Director to invite public comment on the Major Service Change, Disparate Impact and Disproportionate Burden Policies.

BE IT FURTHER RESOLVED that the Potomac and Rappahannock Transportation Commission does hereby direct the Executive Director to return to the Commission following the public review process, accounting for and disclosing comments received and advising whether said public comments warrant a change to the policies as proposed.

**POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION
OFFICIAL COMMISSION MEETING
RESOLUTION NO. 13-04-10
PAGE 3**

VOTES:

AYES:

**ANDERSON, DURANY, COVINGTON, JENKINS,
JONES, KELLY, MAY, MILDE, MILLER, NOHE,
PITTARD, WAY**

NAYS:

NONE

ABSTAIN:

NONE

ABSENT DURING VOTE:

NONE

MEMBERS PRESENT:

**ANDERSON, COVINGTON, JENKINS, JONES,
KELLY, MAY, MILDE, MILLER, NOHE, WAY
SKINNER, THOMAS**

MEMBERS ABSENT:

**CADDIGAN, DRAKE, PITTS, PRINCIPI, PULLER,
SKINNER, THOMAS**

ALTERNATES PRESENT:

DURANY, PITTARD

ALTERNATES ABSENT:

**BARG, BUDESKY, HOWE, LASCH, NADDONI,
PAGE, PARRISH, ROSS, SCHIEBER, STEWART,
STIMPSON, WREN**

****CERTIFIED COPY****

APRIL 4, 2013



**ALFRED H. HARF
EXECUTIVE DIRECTOR**



Potomac and Rappahannock
Transportation Commission

14700 Potomac Mills Road
Woodbridge, VA 22192

April 4, 2013

TO: Chairman May and Commissioners

FROM: Alfred H. Harf 
Executive Director

RE: Proposed Major Service Change and Service Equity Policy – Authorization to Issue as Proposed Policy for Public Review and Comment

Recommendation

Authorize the Executive Director to seek public comment to establish the Major Service Change, Disparate Impact and Disproportionate Burden Policies in compliance with applicable federal requirements (Title VI of the Civil Rights Act 1964, 49 CFR Section 21, Executive Order 12898, and FTA Circular 4702.1B).

Background

The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. In FTA Circular 4702.1B, the FTA now requires recipients to adopt and utilize three Title VI policies to serve as the guiding principles of an analysis of equity in major service and fare changes. As PRTC has proposed to increase fares effective FY 2014, these policies need to be in place in order to conduct the required fare equity analysis.

An equity analysis examines fare changes and major service changes for disparate impacts of adverse effects to minority populations and for disproportionate burden of adverse impacts to low-income populations. One of the new requirements related to equity analysis is the requirement that PRTC adopt the following three (3) policies: Major Service Change Policy, Disparate Impact Policy and the Disproportionate Burden Policy. PRTC has combined all of these policies in the Title VI Major Service Change and Fare/Service Equity Policy to guide the analysis of fare changes and major service changes. A copy of PRTC’s Title VI Major Service Change and Fare/Service Equity Policy as proposed is provided as Attachment 1.

The objective of each policy is as follows:

1. The Major Service Change Policy defines a major service change and determines a threshold that qualifies as such for major service changes. In so doing, it identifies which service changes are subject to an equity analysis and it defines an adverse effect.
2. The Disparate Impact Policy is a policy for measuring disparate impacts on minority populations. It establishes a threshold for determining when adverse effects of fare and major service changes are borne disproportionately by minority populations.
3. The Disproportionate Burden Policy is a policy for measuring disproportionate burdens on low-income populations. It establishes a threshold for determining when adverse effects of fare and major service changes are borne disproportionately by low-income populations.

The Circular also requires that the public participate in the formation of these policies. To this end, management is seeking the Commission's authorization to invite public comment on the PRTC's Title VI Major Service Change and Fare/Service Equity Policy as proposed, which contains these policies, doing so as part of the public review process envisioned for the proposed FY 2014 budget (and its attendant fare increase). Consolidating the public review in this fashion is sensible since the policies bear directly on analysis that the Commission needs to do before the budget and its attendant fare increase proposal can be considered in final form. Comment will be solicited through various channels of communication, including: a pair of public hearings, via U.S. mail, and via email. By using all these mediums, PRTC is doing as much as practicable to invite public review and participation.

With the Commission's approval, the subject proposed Title VI policies mandated by the FTA -- Major Service Change Policy, Disparate Impact Policy and the Disproportionate Burden Policy -- will be posted publicly and advertised in a publication to provide for public inspection for a period of 30 days and public comment for 45 days from the date of publication. A PowerPoint presentation has also been prepared (Attachment 2) to summarize the reasons for the proposed policies and the policies themselves, which will also be posted and used at the public hearings.

Chairman May and Commissioners
April 4, 2013
Page 3

Management is also recommending that the Commission provisionally adopt the policies, subject to a finding that the public review process does not result in any public comments that necessitate reconsideration/possible modification of the policies as proposed. If reconsideration is needed, the Executive Director will return to the Board with the final policies at the June 2013 meeting.

Fiscal Impact:

Not applicable.

Attachments: As stated



Potomac and Rappahannock
Transportation Commission

Title VI: Proposed Major Service Change & Fare/Service Equity Policy

March 2013



PROPOSED MAJOR SERVICE CHANGE & FARE/SERVICE EQUITY POLICY

Purpose of the Policy

The purpose of the Major Service Change and Fare/Service Equity Policy is to define thresholds for determining major service changes and for determining whether potential fare and major service changes will have: a disparate impact based on race, color, or national origin; or a disproportionate burden on low-income populations.

These thresholds and determinations are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”, which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. For changes to existing transit fares, the FTA requires PRTC to prepare and submit fare equity analyses for all potential transit fare adjustments. PRTC is required to have established guidelines or thresholds for what it considers a “major” service change to be. For major service changes only, the FTA requires PRTC to prepare and submit an equity analysis which includes an analysis of adverse affects.

Definitions (As provided in the FTA Circular 4702.1B)

Adverse Effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

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 PRTC’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.

Disparate treatment refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

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.

Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Minority Persons include those persons who self-identify as being one more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular.

Minority Populations means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Service Area – the entire area in which PRTC is authorized to provide public transportation service under appropriate local, state, and Federal law.

Service Level – Refers to the span of service (hours of operation), days of operation, trips and headways (service frequencies) for a transit route or the regional transit service.

Service Span – The span of hours over which service is operated (e.g., 6 a.m. to 10 p.m.). The service span may vary by weekday, or Saturday, or Sunday.

Proposed Policies:

A. Major Service Change Policy

The following is considered a major service change (unless otherwise noted under Exemptions), and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B:

A major service change is defined as any change in service on any individual route that would add or eliminate more than:

1. Twenty-five percent (25%) of the route revenue miles; or
2. Twenty-five percent (25%) of the route revenue hours.

All major service changes will be subject to an equity analysis which includes an analysis of adverse effects.

Exemptions

The major service change thresholds exclude any changes to service that are caused by the following:

- Initiation/Discontinuance of Temporary or Demonstration Services – The initiation or discontinuance of a temporary transit service or demonstration service that will be/has been in effect for less than one year.
- Headway Adjustments – Headways for transit routes may be adjusted up to 5 minutes during the peak hour periods, and 15 minutes during non-peak hour periods. “Headways” is the term used to describe the interval of time between two successive scheduled bus arrivals on a particular route.
- New Transit Service “Break-In” Period – An adjustment to service frequencies and/or span of service for new transit routes that have been in revenue service for less than 180 days. “Frequency” is the term used to describe how many scheduled bus trips per hour are present on a particular route, while “span of service” is the term used to describe the number of hours during a day that bus service is present on a particular route.
- Natural or Catastrophic Disasters – Forces of nature such as earthquakes, wildfires, or other natural disasters, or human-caused catastrophic disasters that may force the suspension of transit service for public safety or technical events.
- Auxiliary Transportation Infrastructure Failures – Failures of auxiliary transportation infrastructure such as vehicular bridges, highway bridge overpasses, tunnels, or elevated highways that force the suspension transit service.
- Seasonal Service and Special Events – Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated temporary bus routes or increase service frequencies.
- Temporary Route Detours – A short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.

B. Disparate Impact Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations. For the purpose of this policy, minority population means any readily identifiable group of minority persons who live in geographic proximity and in residential land use areas within Census tracts where the percentage of minority persons is higher than the PRTC service area average. As defined in the FTA Title VI Circular, Minority persons include those persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska

Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander.

A disparate impact occurs if a proposed fare or major service change requires a minority population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-minority population.

If PRTC finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If PRTC chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are not alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

C. Disproportionate Burden Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by low-income populations. For the purpose of this policy, low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

A disproportionate burden occurs if a proposed fare or major service change requires a low-income population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-low income population.

If PRTC finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If PRTC chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no practical alternatives that would have less of an impact on the low-income population and would still accomplish the agency's legitimate program goals.

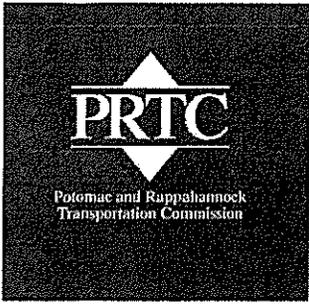
Equity Analysis Data Methodology

Category	Action	Evaluation Method
Fare	Adjustment	*On-board Survey profile data of affected fare category and/or Census Data
Service Span	Reduction	On-board Survey profile data of affected route
	Expansion	
Service Headway	Reduction	On-board Survey profile data of affected route
	Expansion	
Route Length	Reduction	On-board Survey Data
	Expansion	Census Data
Route Alignment	Reduced Alignment	On-board Survey Data
	Expanded Alignment	Census Data
	Modified Alignment, Eliminated Segments, and Segments to New Areas	On-board Survey Data
New Route	New Route	Census Data

Equity Analysis Data Sources

Data Source	Data Provider	Collection Methodology	Evaluation Method
American Community Survey, 2011	U.S. Census Bureau	Sample of general population	Identify minority and low-income population by Census tracts .
*PRTC On-Board Survey, 2013	PRTC	Sample of passengers riding OmniRide, OmniLink, Cross County Connector and Metro Direct at various times of the day and days of the week	Identify origin-destination patterns, ethnicity, household income and fare type usage among riders.

*On-Board Survey data refers to the survey conducted by PRTC at least once every three (3) years.



14700 Potomac Mills Road
Woodbridge, VA 22192

RESOLUTION

MOTION: WAY

RESOLUTION NO. 15-02-11

SECOND: CADDGIAN

OFFICIAL COMMISSION MEETING

FEBRUARY 12, 2015

RE: AMENDMENT TO PRTC'S PUBLIC PARTICIPATION POLICY AND MAJOR SERVICE CHANGE AND SERVICE EQUITY POLICY

WHEREAS, the Potomac and Rappahannock Transportation Commission ("PRTC" or the "Commission") is required by law to have an adopted public participation policy; and

WHEREAS, the adopted PRTC public participation policy was last amended in September 2006; and

WHEREAS, a review of the adopted policy in relation to applicable statutes, regulations and federal guidance confirms that amendments are required for conforming reasons; and

WHEREAS, PRTC management has proposed amendments to the Policy as required; and

WHEREAS, in the course of assessing the Policy for needed amendments, PRTC management has also reexamined the definition of "major service change" as adopted in a previous policy (i.e., Major Service Change and Service Equity Policy, adopted by PRTC in June 2013), concluding that the definition needs to be broadened to include a system-wide service change amounting to ten percent or more of the system-wide revenue hours of service in addition to the route-specific changes that are already part of that definition; and

WHEREAS, the PRTC has reviewed the proposed amendments and is in accord.

NOW, THEREFORE, BE IT RESOLVED that the Potomac and Rappahannock Transportation Commission does hereby adopt the amended public participation policy as proposed.

**POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION
OFFICIAL COMMISSION MEETING
RESOLUTION NO. 15-02-11
PAGE 2**

BE IT FURTHER RESOLVED that the Potomac and Rappahannock Transportation Commission also adopts an amendment to the Major Service Change and Service Equity Policy to incorporate the same broadened definition of a major service change.

BE IT FURTHER RESOLVED that the Potomac and Rappahannock Transportation Commission also authorizes the Executive Director to make further amendments to the Public Participation Policy as may be required in the future for conformance reasons, without the need for further Commission approval.

POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION
OFFICIAL COMMISSION MEETING
RESOLUTION NO. 15-02-11
PAGE 3

VOTES:

AYES:	CADDIGAN, DURANY, JONES, KELLY, LAWSON, MAY, MITCHELL, NOHE, SKINNER, THOMAS, TRAMPE, WAY
NAYS:	NONE
ABSTAIN:	NONE
ABSENT DURING VOTE:	NONE
MEMBERS PRESENT:	CADDIGAN, JONES, KELLY, LAWSON, MAY, MITCHELL, NOHE, SKINNER, TRAMPE, THOMAS, WAY
MEMBERS ABSENT:	ANDERSON, JENKINS, MILDE, MILLER, PRINCIPI, PULLER
ALTERNATES PRESENT:	DURANY, LOVEJOY
ALTERNATES ABSENT:	BARG, BOHMKE, LASCH, McLAUGHLIN, NADDONI, PARRISH, PAGE, PATE, PITTARD, ROSS, SELLERS, STEWART, WITHERS, WREN

****CERTIFIED COPY****

FEBRUARY 12, 2015



ALFRED H. HARF
EXECUTIVE DIRECTOR

**Virginia Railway Express
Operations Board**

**Resolution
9E-12-2014**

**Adoption of Proposed VRE Title VI Major Service Change and
Fare/Service Equity Policy and Authorization to
Seek Public Review and Comment**

WHEREAS, VRE's Title VI Major Service Change and Fare/Service Equity Policy will be incorporated into PRTC's Title VI Program and submitted to the Federal Transit Administration (FTA); and,

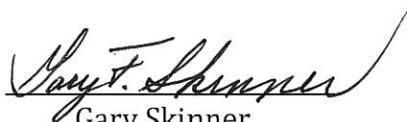
WHEREAS, Title VI of the Civil Rights Act of 1964, 49 CFR Section 21 and FTA Circular 4702.1B requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact; and,

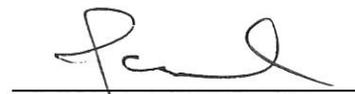
WHEREAS, the Regulations prescribe that the public be invited to review and comment on the Major Service Change, Disparate Impact and Disproportionate Burden Policies as proposed;

NOW, THEREFORE, BE IT RESOLVED THAT, the VRE Operations Board does hereby provisionally adopt the VRE Title VI Major Service Change and Fare/Service Equity Policy.

BE IT FURTHER RESOLVED THAT, the VRE Operations Board does hereby authorize the CEO to invite public comment on the VRE Title VI Major Service Change and Fare/Service Equity Policy and does direct him to return to the Operations Board following the public review process and advise whether said public comments warrant any changes to the policies as provisionally adopted.

Approved this 19th day of December 2014


Gary Skinner
Secretary


Paul Milde
Chairman



VIRGINIA RAILWAY EXPRESS
OPERATIONS BOARD

Agenda Item 9-E
Action Item

To: Chairman Milde and the VRE Operations Board

From: Doug Allen

Date: December 19, 2014

Re: Adoption of Proposed VRE Title VI Major Service Change and Fare/Service Equity Policy and Authorization to Seek Public Review and Comment

Recommendation:

The VRE Operations Board is asked to provisionally adopt the proposed VRE Title VI Major Service Change and Fare/Service Equity Policy and authorize the CEO to seek public comment. The purpose of this policy is to determine whether potential fare and major service changes will have a disparate impact based on race, color, or national origin; or disproportionate burden on low-income populations.

Background:

The VRE Title VI Major Service Change and Fare/Service Equity Policy will be incorporated into the PRTC Title VI Program. PRTC is required to submit their Title VI Program to the Federal Transit Administration (FTA) every three years with the next submittal due by March 31, 2015. The requirement for these policies became effective October 1, 2012, after PRTC's last submittal, so this is the first time PRTC and VRE have been required to have these policies in place.

The requirement for these policies comes from FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The FTA now



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Potomac and Rappahannock
Transportation Commission
14700 Potomac Mills Road
Woodbridge, VA 22192
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requires recipients to adopt and utilize three Title VI policies to serve as the guiding principles of an analysis of equity in major service and fare changes.

The Objective of each policy is as follows:

1. The Major Service Change Policy defines a major service change, identifies which service changes are subject to an equity analysis, and defines an adverse effect.
2. The Disparate Impact Policy establishes a threshold for determining when adverse effects of fare and major service changes are borne disproportionately by minority populations.
3. The Disproportionate Burden Policy establishes a threshold for determining when adverse effects of fare and major service changes are borne disproportionately by low income populations.

A copy of the proposed VRE Title VI Major Service Change and Fare/Service Equity Policy is provided as Attachment 1.

The Circular also requires the public participate in the formation of these policies. With the Operations Board's approval, the proposed VRE Title VI Major Service Change and Fare/Service Equity Policy will be posted publicly and advertised in publications to provide for public inspection for a period of 30 days and VRE will accept public comments for 45 days from the date of publication.

Management is recommending the VRE Operations Board provisionally adopt the policies, subject to a finding that the public review process does not result in any public comments that necessitate reconsideration or modification of the policies as proposed. If reconsideration is needed, the CEO will return to the Board with a modified policy at a future Operations Board meeting.

Fiscal Impact:

None



Virginia Railway Express

Title VI: Major Service Change & Fare/Service Equity Policy

December 2014



PROPOSED MAJOR SERVICE & FARE/SERVICE EQUITY POLICY

Purpose of the Policy

The purpose of the Major Service Change and Fare/Service Equity Policy is to a) define thresholds for determining major service changes, and b) determine whether potential fare and major service changes will have a disparate impact based on race, color, or national origin; or disproportionate burden on low-income populations.

These thresholds and determinations are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”, which became effective October 1, 2012. The Circular requires any FTA recipient that operated 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. For changes to existing transit fares, the FTA requires VRE to prepare and submit fare equity analyses for all potential fare adjustments. VRE is required to have established guidelines or thresholds for what is considered a “major” service change. For “major” service changes, FTA requires VRE to prepare and submit an equity analysis, which includes an analysis of adverse effects.

Definitions (As provided in the FTA Circular 4702.1B)

Adverse Effect is defined as a geographical or time-based reduction in service which includes but is not limited to span of service changes, frequency changes, route segment elimination, rerouting, or route elimination.

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 VRE’s policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objective but with less disproportionate effect on the basis of race, color, or national origin.

Disparate Treatment refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of race, color, or national origin.

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.

Low-income Person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Low-income Population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Minority Persons include those persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular.

Minority Populations means any readily identified group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Service Area – the entire area in which VRE is authorized to provide public transportation service under appropriate local, state, and Federal law.

Service Level – Refers to the span of service (hours of operation), days of operation, trips and headways (service frequency) for a transit route or the regional transit service.

Service Span – The span of hours over which service is operated (e.g., 6 a.m. to 10 p.m.). The service span may vary by weekday, or Saturday, or Sunday.

Proposed Policies:

A. Major Service Change Policy

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to VRE's Operations Board for its consideration and included in VRE's Title VI Program with a record of the action taken by the Board.

A major service change is defined as any change in service meeting at least one of the following criteria:

1. An adjustment of service that equates to a reduction or addition of 25 percent (25%) or greater total revenue train miles per day.
2. A 25 percent (25%) or greater reduction or increase in the number of stops at a station per day.

Any change that is a temporary or interim change due to construction, maintenance projects, natural or catastrophic disasters, or seasonal and special events is exempted from the definition and is not considered a “major service change.”

B. Disparate Impact Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

VRE will consider a proposed major service change to be disparate if the minority population affected is 20 percent (20%) greater than the service area average for minority populations.

VRE will consider a proposed fare change to be disparate if the difference between the average fare increase (as a percent change) for minority riders is greater than 5% of the average fare increase (as a percent change) for non-minority riders.

If VRE finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts, and then reanalyze the modified service plan to determine whether the impacts were avoided, minimized, or mitigated. If VRE chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are not alternatives that would have less of an impact on the minority population and would still accomplish the agency’s legitimate program goals.

C. Disproportionate Burden Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by low-income populations.

VRE will consider a proposed major service change to be disproportionate if the low-income population affected is 20 percent (20%) greater than the service area average for low-income populations.

VRE will consider a proposed fare change to be disproportionate if the difference between the average fare increase (as a percent change) for low-income riders is greater than 5% of the average fare increase (as a percent change) for non-low-income riders.

If VRE finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts, and then reanalyze the modified service plan to determine whether the impacts were avoided, minimized, or mitigated. If VRE chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are

no practical alternatives that would have less of an impact on the low-income population and would still accomplish the agency's legitimate program goals.



VIRGINIA RAILWAY EXPRESS
OPERATIONS BOARD

Agenda Item 9-A
Information Item

To: Chairman Cook and the VRE Operations Board

From: Doug Allen

Date: February 20, 2014

**Re: Summary of VRE Title VI Major Service Change and
Fare/Service Equity Policy Public Review and Comment**

At the December 19, 2014 VRE Operation Board meeting the VRE Operations Board provisionally adopted the VRE Title VI Major Service Change and Fare/Service Equity Policy and authorized the CEO to seek public comment. The purpose of the policy is to determine whether potential fare and major service changes will have a disparate impact based on race, color, or national origin; or disproportionate burden on low-income populations.

Because the FTA requires the public participate in the formation of these policies, the Operations Board tasked the CEO with providing the public an opportunity to review and comment on the policy. The VRE Title VI Major Service Change and Fare/Service Equity Policy was posted publicly and notice was advertised in publications to provide for public inspection for a period of more than 30 days and VRE accepted public comments for 45 days from the date of publication. The policy was available for review at the front desk of VRE's offices in Alexandria during our normal business hours and was also available on our website, as well as PRTC's and NVTC's website.

The notice was published in the following publications: the Washington Post, the Washington Hispanic, El Comercio, and the Fredericksburg Free Lance-Star.



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Summary of Comments:

Only one comment was received requesting basic clarification.

With no substantive comments being received from the public for consideration, the VRE Title VI Major Service Change and Fare/Service Equity Policy will be considered permanent unless the Operations Board chooses to take additional action.

The VRE Title VI Major Service Change and Fare/Service Equity Policy will be incorporated into the PRTC Title VI Program. PRTC is required to submit their Title VI Program to the Federal Transit Administration (FTA) every three years with the next submittal due by March 31, 2015. The requirement for these policies became effective October 1, 2012, after PRTC's last submittal, so this is the first time PRTC and VRE have been required to have these policies in place.

3.5 EQUITY ANALYSES FOR MAJOR SERVICE AND FARE CHANGES

The FTA requires transit providers that operate 50 or more fixed route vehicles in peak services and are located in a UZA of 200,000 or more in population to prepare and submit service and fare equity analyses to ensure their service and fare changes do not result in disparate impacts on the basis of race, color or national origin.

Since the last Title VI submission in 2015, PRTC completed a Service and Fare Equity Analysis of FY 2017 Budgetary Service Reductions and a Fare Increase, a Service Equity Analysis for the Proposed Gainesville/Pentagon Service and a Fare Equity Analysis for PRTC's Proposed FY 2018 Fare Increase.

VRE completed a Fare Equity Analysis on the proposed FY 2018 fare increase of up to 3 percent and an increase in the cost of Amtrak Step-Up tickets from \$5 to \$7.

Copies of the Service and Fare Equity Analyses for PRTC and VRE and the board resolutions are provided below:

MOTION: LAWSON

SECOND: BARKER

**RE: APPROVAL OF SERVICE EQUITY ANALYSIS OF NEW GAINESVILLE TO PENTAGON
ROUTE**

ACTION: APPROVED

WHEREAS, Title VI of the Civil Rights Act of 1964, 49 CFR Section 21 and FTA Circular 4702.1B require any Federal Transportation Administration (FTA) recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change to determine whether those changes have a discriminatory impact; and

WHEREAS, the Potomac and Rappahannock Transportation Commission’s (“PRTC” or the “Commission”) application for new service from Gainesville to Pentagon was selected to receive \$887,900 through the Transform 66 Multimodal Project; and

WHEREAS, the PRTC Board accepted results of the public participation process at its November 3, 2016 meeting; and

WHEREAS, the service equity analysis was completed using the U.S. Census data and the thresholds provided in the Disparate Impact and Disproportionate Burden Policies; and

WHEREAS, the service equity analysis indicates that there is no disparate impact to minority passengers and no disproportionate burden on low-income passengers; and

NOW, THEREFORE, BE IT RESOLVED that the Potomac and Rappahannock Transportation Commission hereby approves the service equity analysis for the new Gainesville to Pentagon route.

January 5, 2017
Regular Meeting
Res. No. 17-01-06
Page Two

Votes:

Ayes: Anderson (Richard), Anderson (Ruth), Barker, Jenkins, Kelly, Lawson, Miller, Nohe,
Principi, Pittard, Rishell, Sellers, Skinner, Trampe

Nays: None

Abstain: None

Absent from Vote: None

Alternate Present Not Voting: Catterton

Absent from Meeting: Aveni, Barg, Caddigan, Franklin, Horsley, Lasch, Lovejoy, Maurer,
McLaughlin, Milde, Mitchell, Naddoni, Shuemaker, Ross, Thomas,
Withers, Wren

ATTEST: _____



Eric Marx, Interim Executive Director



Potomac and Rappahannock
Transportation Commission

14700 Potomac Mills Road
Woodbridge, VA 22192

January 5, 2017

TO: Chairman Principi and PRTC Commissioners

THROUGH: Betsy Massie *Betsy*
Director, Grants and Project Management

FROM: Eric Marx *EM*
Interim Executive Director

RE: Approval of Service Equity Analysis of New Gainesville to Pentagon Route

Recommendation:

Approve service equity analysis of new Gainesville to Pentagon route.

Background:

At its March 3, 2016 PRTC meeting, the Interim Executive Director was authorized to apply for and accept funds from the Transform 66 Multimodal Project, made available through the Northern Virginia Transportation Commission (NVTC) for a new OmniRide route between Gainesville and the Pentagon. PRTC’s project was selected to receive \$887,900 to fully fund the service through the end of FY19. On September 8th, the Commission authorized the Interim Executive Director to commence the public participation process and on October 19th the public hearing took place in Manassas. Management presented, and the Commission accepted, results of the public participation process at the November 3rd PRTC meeting.

As required by Title VI of the Civil Rights Act of 1964, 49 CFR Section 21 and Federal Transit Administration (FTA) Circular 4702.1B, any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater must evaluate any fare change and any major service change to determine whether those changes have a discriminatory impact. A service equity analysis examines service changes for disparate impacts of adverse effects to minority populations and for disproportionate burden of adverse impacts to low-income populations. If PRTC finds a potential disparate impact or a disproportionate burden, the agency will take steps to avoid, minimize, or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized, or mitigated.

Chairman Principi and PRTC Commissioners
January 5, 2016
Page 2

The Gainesville to Pentagon service equity analysis was completed using Geographic Information System (GIS) mapping and American Community Survey data (2011-2015, 5-Year Estimates) by census tract. Management identified minority and low-income populations living in census tracts along the proposed new route in and around Gainesville. The population of each census tract adjacent to the route was calculated, then the percentages of minority and low-income populations of the tracts were calculated.

The results of this analysis has demonstrated that the new service from Gainesville to Pentagon has no disparate impact for minority riders or disproportionate burden for low-income populations. In fact, the overall impact on minority or low-income riders of PRTC's services will be favorable, as they will have additional options for getting to the Pentagon. A copy of the PRTC Title VI Service Equity Analysis is appended here as Attachment 1. Appendices can be viewed on the PRTC website <http://www.prtctransit.org/docs/Combined-Appendices.pdf>.

Therefore, management recommends Board approval of the new Gainesville to Pentagon route service equity analysis.

Fiscal Impact:

Not applicable.

Attachment/Appendices: As stated



Potomac and Rappahannock
Transportation Commission

Potomac and Rappahannock Transportation Commission

Title VI Service Equity Analysis

(New Gainesville to Pentagon Route – G200)

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- Appendix B Board Approval of Title VI Major Service Change and Fare/Service Equity Policy
- Appendix C Board Approval of Amendment to Public Participation Policy and Title VI Major Service Change Policy
- Appendix D Amended Title VI Major Service Change and Fare/Service Equity Policy
- Appendix E Gainesville Service Passenger Morning Survey
- Appendix F Gainesville/Pentagon Schedule
- Appendix G Board Authorization for PRTC to Make Application to NVTC and Receive Funding
- Appendix H Board Authorization to Hold Public Hearing for Gainesville Pentagon Route
- Appendix I Public Outreach Documents
- Appendix J Board Acceptance of Public Participation Results

List of Maps

- Map 1 PRTC System Map
- Map 2 New Gainesville to Pentagon Route (G 200)

Title VI Service Equity Analysis

New Gainesville to Pentagon Route – G200

I. Introduction and Background

1.1 TITLE VI REGULATIONS

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis 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.” The Potomac and Rappahannock Transportation Commission (PRTC) has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

This document is an analysis of the addition of the new Gainesville to Pentagon Route (G200) service. The analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B which requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any major service changes and any fare changes at the planning and programming stages to determine whether those changes have a discriminatory impact on Minority and Low Income populations. In its Title VI Plan submittal to FTA every three years, PRTC must provide a copy of the equity evaluation of any significant service changes and fare changes implemented since the last submission.

PRTC staff conducted a Title VI analysis at every phase of the planning and decision making process. PRTC management furnished its completed analysis to the PRTC Board of Commissioners before action on the proposed new service was sought, so the Commission would have full knowledge of the analysis results (and comments made during the public review process) before making its decisions.

1.2 TITLE VI POLICIES

The FTA requires three (3) Title VI policies (Major Service Change Policy, Disparate Impact Policy and the Disproportionate Burden Policy) to serve as the guiding principles of any analysis of equity in major service and fare changes. PRTC has combined all three policies into one document entitled, “Title VI: Major Service Change and Fare/Service Equity Policy” which was provisionally adopted by PRTC’s Board of Commissioners in April 2013, dependent on the outcome of the public hearing. The policy was released to the public in April 2013 and significant public outreach was conducted to solicit input regarding the policy. Public hearings were held on April 24 and 25,

2013. Hard copies of the public hearing materials were provided upon request and comments could be made in person at the public hearing, in writing, or via email. Following the two public hearings, no comments were received in regards to PRTC's Title VI Major Service Change and Fare/Service Equity Policy and the policy went into effect as approved earlier by the Commission. A copy of the policy is provided as **Appendix A**. A copy of the board report and resolution demonstrating the board's official consideration and approval of the policy is attached as **Appendix B**.

On February 12, 2015, the PRTC Board of Commissioners approved an amendment to PRTC's Public Participation Policy and the Major Service Change and Fare/Service Equity Policy. PRTC management reexamined the definition of "major service change" as adopted previously and concluded that the definition needed to be broadened to include a system-wide service change amounting to ten percent (10%) or more of the system-wide revenue hours of service in addition to the route-specific changes that are already part of that definition. A copy of the board report and resolution demonstrating the board's official approval of the amendment to these policies is attached as **Appendix C**. The amended Title VI Major Service Change and Fare/Service Equity Policy dated February 2015 is provided as **Appendix D**.

1.3 REASONS FOR PROPOSED NEW SERVICE

The proposed new Gainesville to Pentagon Route is the result of a bipartisan agreement between Virginia's Governor Terry McAuliffe and members from both parties and both chambers of the Virginia General Assembly to reduce congestion on I-66 inside the Capital Beltway. The agreement includes a plan to widen a four mile stretch from the Dulles Connector Road to Ballston, improving transit, and adding an optional toll for single drivers. Under an agreement with the state, the Northern Virginia Transportation Commission (NVTC) will pick a set of programs designed to help I-66 commuters leave their cars behind and allocate some of the toll revenue to those programs. Thus, the NVTC is responsible for selecting projects that will receive toll revenue funding. Projects eligible for toll revenue funding must move more people through the corridor and include enhanced bus services, roadway improvements, etc. Qualifying jurisdictions and agencies such as PRTC would be required to submit an application to the NVTC to receive funding.

In consideration of the opportunity to assist in reducing congestion on I-66, PRTC management examined the possibility of expanding travel options in western Prince William County by implementing a direct service between Gainesville and the Pentagon. Service between Gainesville and the Pentagon has been frequently requested over the years. Currently, western area riders bound for the Pentagon must travel to the Manassas Mall or to Portsmouth Commuter Lot to access direct bus service, which is not particularly convenient.

Upon management's decision to consider the OmniRide Gainesville to Pentagon service, PRTC staff performed a rider survey on all Manassas OmniRide and Linton Hall Metro Direct trips. The purpose of the survey was to help define interest in a Gainesville to Pentagon route and to gather data that would assist in building effective schedules and routing. At that time, 130 survey respondents indicated that they lived west of Manassas and worked at or near the Pentagon. Over 51 surveyed specifically called out the need for service between Gainesville and the Pentagon. Seventy-one percent (71%) stated that they definitely would or would be likely to use the new service. A copy of the survey is provided as **Appendix E**. The results of the survey were instrumental in helping management to finalize the routing and schedule for the proposed route. **See Map 2** for the proposed routing of the new Gainesville to Pentagon Route and **Appendix F** for the Gainesville/Pentagon Schedule. If the proposed new service is approved, it would be implemented in December 2016 and the service would be fully paid for with non-PRTC funds until FY2019.

At their March 3, 2016 commission meeting, the PRTC Board of Commissioners authorized the Interim Executive Director to submit an application to the NVTC to fully fund new bus service from Gainesville to the Pentagon. A copy of the board report and resolution demonstrating the board's official authorization for PRTC to apply for and accept funds for I-66 Inside the Beltway Project is attached as **Appendix G**.

II. Public Participation

PRTC's Title VI and Public Participation Policies call for extensive public outreach to gather public feedback and input before a proposed major service change and/or fare increase is enacted. A mandatory element of that public review is a Public Hearing. On September 8, 2016, the PRTC Board Commissioners authorized the Interim Executive Director to hold public hearings on the proposed Gainesville/Pentagon OmniRide Service. The board report and resolution related to that action is attached as **Appendix H**.

2.1 Public Outreach

To inform the public about the proposed new service from Gainesville to the Pentagon and the public hearing, PRTC:

- Published legal notices in the newspaper
- Posted Service Updates on the homepage of PRTC's website
- Posted notices on the Public Hearing page of PRTC's website including public hearing documents and presentations;
- Sent Rider Express messages to everyone in PRTC's *Rider Express* database who is registered to receive alerts relating to OmniRide:
- Posted notices on PRTC's Facebook Page

Due to low concentrations of limited English speakers on OmniRide routes, notices to inform the public about the proposed new service and the public hearing notice were not provided in Spanish. As part of the PRTC 2013 On-Board Survey, OmniRide passengers were asked if they speak a language other than English at home and how well do they speak English. As shown in Tables 2-1 and 2-2, over 77% of passengers responded that they do not speak a language other than English at home. Also, more than half of the passengers indicated that they speak English very well. Based on the Gainesville/Pentagon Survey that was completed by current OmniRide passengers, PRTC knows that these some of these riders that will be switching to Gainesville/Pentagon route if the service is approved.

Table 2-1: Language Other Than English Spoken at Home

OmniRide	
Yes	14.1%
No	77.1%
Missing	8.8%

Table 2-2: Ability to Speak English

OmniRide	
Very Well	54.8%
Well	5.3%
Not Well	0.9%
Missing	39%

In addition to PRTC’s outreach, the Northern Virginia Transportation Commission (NVTC) sent news releases to local news websites and newspapers. Examples of these documents along with press releases, notices and ads to inform the public of the public hearing are included as **Appendix I**.

2.2 Public Hearing

On October 19, 2016, PRTC held a public hearing at the Manassas City Hall. The public hearing began with management’s presentation followed by public comment. Six (6) members of the public attended the public hearing and three (3) spoke. Written comment was accepted until

October 26, 2016. Overall, PRTC received thirteen (13) written comments, all of which supported the new service. Management compiled the public hearing presentation, sign-in-sheet, a copy of the public hearing transcript and results of the public participation process, which was accepted by the Board of Commissioners at the November 3, 2016 meeting. A copy of the board report and resolution is provided as **Appendix J**.

III. Methodology

While it is evident that the addition of a route qualifies as a major service change, PRTC has provided the proposed route revenue miles and route revenue hours as required by the FTA:

Table 3-1: Proposed Addition in Route Revenue Miles/Hours

Gainesville to Pentagon (G200)	Route Revenue Miles	Route Revenue Hours
Current	0	0
Proposed	74,088	2,281
% Change	100%	100%

To do this analysis, PRTC management relied on census data since there is no ridership data for this direct route from Gainesville to the Pentagon. The proposed route will originate at the Limestone Commuter lot in Gainesville, then travel in the express lanes on Interstate I-66 to Rosslyn then using Route 110 to access the Pentagon.

As a result, PRTC staff identified the minority and low-income populations living in census tracts along the proposed new route in and around Gainesville and (Prince William County). GIS mapping and American Community Survey data (2011-2015 5-Year Estimates) by census tract was used for minority and low-income data. The population of each census tract adjacent to the route was calculated, then the percentages of minority and low-income populations for each census tract of the tracts were calculated.

IV. ANALYSIS AND EFFECTS OF PROPOSED NEW ROUTE

PRTC’s Title VI: Major Service Change and Fare/Service Equity Policy states that if PRTC finds a potential disparate impact or disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. The policy further states that if PRTC chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no

practical alternatives that would have less of an impact of the minority and low-income populations and would still accomplish the agency’s legitimate program goals.

4.1 Disparate Impact Analysis

PRTC’s policy states that a disparate impact occurs when the minority population is adversely affected by a fare or service change by 20% or more than the adverse effects on the non-minority population.

The minority population in the Prince William County census tracts along the proposed Gainesville to Pentagon route is 45%, which is lower than the non-minority population of 52%. As shown in **Table 4-1**, there is a percentage difference of -13.5%, which is a negative result. Based on the calculations of the percent change, the Gainesville to Pentagon Route would not adversely affect the minority population. There is no disparate impact associated with the implementation of this route as proposed for the minority population.

Table 4-1: Effects of Proposed New Route on Minority Population

DISPARATE IMPACT	Effects on the Minority Population		
Summary of Service Change	Census Tracts Along Route	Census Tracts Along Route	Difference
Gainesville to Pentagon - Proposed New Service	Minority Population	Non-Minority Population	-13.5%
	45%	52%	

4.2 Disproportionate Burden Analysis

A disproportionate burden occurs if a proposed fare or major service change requires a low-income population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-low income population.

Table 4-2 shows that the low-income population living in census tracts along the proposed new route in and around Gainesville is 7%, which is significantly lower than the non-low income population (93%). Low-income households are defined as those households where income is less than \$25,000 a year. The implementation of the proposed Gainesville to Pentagon route does not affect the low-income passengers more adversely than the non low-income ridership. Thus, there is no disproportionate burden associated with the new service as illustrated below in Table 4-2.

Table 4-2: Effects of Proposed New Route on Low-Income

DISPROPORTIONATE BURDEN	Effects on the Low-Income Population		
Summary of Service Change	Census Tracts Along Route	Census Tracts Along Route	Difference
Gainesville to Pentagon - New Service	Low-Income Population	Non-Low-Income Population	-92.5%
	7%	93%	

The results of this analysis has demonstrated that the service from Gainesville to Pentagon will have no disparate impact for minority riders or disproportionate burden for the low-income populations. The overall impact for all Prince William county residents in the Gainesville area, including minorities or low-income, will be favorable as this service will provide access to the Pentagon.

APPENDICES

Can be viewed via: <http://www.prtctransit.org/docs/Combined-Appendices.pdf>

MOTION: KELLY

SECOND: SEBESKY

RE: AUTHORIZATION TO APPROVE FARE EQUITY ANALYSIS OF PRTC'S PROPOSED FY 2018 FARE INCREASE

ACTION: APPROVED

WHEREAS, the Potomac and Rappahannock Transportation Commission ("PRTC" or the "Commission") is responsible for conducting service and fare equity analyses for any major service change and/or fare change to determine whether those changes have a discriminatory impact before implementing the change in compliance with applicable federal requirements (Title VI of the Civil Rights Acts of 1964, 49 CFR Section 21 and FTA Circular 4702.1B); and

WHEREAS, the Commission has proposed to increase fares effective FY 2018; and

WHEREAS, the fare equity analysis was completed using the Spring 2013 On-Board Survey and thresholds provided in the adopted Disparate Impact and Disproportionate Burden Policies; and

WHEREAS, the service equity analysis indicates that there is a disparate impact to minority passengers who ride Cross County services; and

WHEREAS, after careful consideration of other alternatives such as (not implementing the fare increase), PRTC has determined that the proposed fare increase is the least discriminatory alternative based on following legitimate justifications:

1. The proposed fare increase is necessary because of inadequate local funding, falling fuel tax revenue and reduced federal funding.
2. PRTC has no practical alternative that would have a less disparate impact on the minority and low-income riders that would still allow PRTC to accomplish the agency's legitimate program goals.

WHEREAS, Commission approval of the fare equity analysis is necessary in order for PRTC to implement the FY 2018 fare increase as proposed.

June 1, 2017
Regular Meeting
Res. No. 17-06-12
Page Two

NOW, THEREFORE, BE IT RESOLVED that the Potomac and Rappahannock Transportation Commission does hereby approve the fare equity analysis of PRTC's proposed FY18 fare increase for inclusion into PRTC's Title VI Program.

Votes:

Ayes: Anderson (Richard), Anderson (Ruth), Barker, Catterton, Jenkins, Kelly, Lawson, Maurer, Nohe, Pittard, Principi, Rishell, Sebesky, Skinner

Abstain: None

Nays: None

Absent from Vote: Miller

Alternate Present Note Voting: Franklin

Absent from Meeting: Barg, Burrus, Caddigan, Candland, Cendejas, Horsley, Lasch, Milde, McLaughlin, Mitchell, Naddoni, Ross, Sellers, Shuemaker, Thomas, Trampe, Withers, Wolfe

ATTEST: _____


Robert A. Schneider, Executive Director



Potomac and Rappahannock
Transportation Commission

14700 Potomac Mills Road
Woodbridge, VA 22192

June 1, 2017

TO: Chairman Principi and PRTC Commissioners

FROM: *Betsy Massie*
Betsy Massie,
Director of Grants and Project Management

THROUGH: Robert A. Schneider, PhD *RAS*
Executive Director

RE: Authorization to Approve Fare Equity Analysis of PRTC's Proposed FY 2018 Fare Increase

Recommendation:

Approve the Fare Equity Analysis as recommended by PRTC management for inclusion into PRTC's Title VI Program in compliance with applicable federal requirements (Title VI of the Civil Rights Act of 1964, 49 CFR Section 21, Executive Order 12898, and Federal Transit Administration Circular 4702.1B).

Background:

In a special Commission meeting held on October 24, 2016, the PRTC Board of Commissioners adopted PRTC's FY18 budget guidelines, which consist of the proposed \$60 million budget and includes an average five percent fare increase for all of PRTC's bus services (OmniRide, Cross County, OmniLink, and Metro Direct). (Title VI requirements only mandate a fare-increase equity analysis for fixed-route service, therefore the proposed fare increase for Omnilink service is not included in this equity analysis.)

As required by the FTA, PRTC is responsible for conducting a fare equity analysis for any PRTC service-related fare change to determine if there is an adverse impact before implementing the fare change. A fare equity analysis examines fare changes for disparate impacts of adverse effects to minority populations and for disproportionate burden of adverse impacts to low-income populations. The Disparate Impact Policy determines the threshold when fare changes would have a disparate impact on race, color or national origin (minority populations). The

Disproportionate Burden Policy determines the threshold when fare changes would have a disproportionate burden on low-income populations. If PRTC finds a potential disparate impact or a disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated.

The fare equity analysis was completed using the demographic results from PRTC's spring 2013 On- Board Survey. As required by the FTA, PRTC determined the number and percent of users of each fare media being changed; reviewed fares before and after the change; compared the differences for each particular fare media between minority users and overall users; and compared the differences for each particular fare media between low-income users and overall users. The analysis includes a profile of fare usage by group (minority, low-income and overall ridership) for OmniRide, Metro Direct and Cross County bus services. (See **Appendix E** for Fare Equity Analysis Tables).

Finally, PRTC calculated the effects of the fare change on riders by determining the average fare increase for minorities, non-minorities, low-income and non-low-income populations. Calculating the effects of the fare change helps to determine if there are disparate impacts of adverse effects to minority populations and disproportionate burden of adverse impacts to low-income populations. (See **Appendix F** for Effects of Fare Change Tables).

For OmniRide passengers, all groups (minorities, non-minorities, low-income and non-low-income) have the same average fare increase of \$0.40 and there is no disparate impact or disproportionate burden.

On Metro Direct, the low-income ridership is more impacted than the other groups with an average fare increase of \$0.22, while the non-low-income, minority and non-minority passengers experience the same average fare increase of \$0.20. As a result, there is no disparate impact and also there is no disproportionate burden because the percent difference between the average fare increase for the low-income and non-low-income passengers is less than 20%.

The results for Cross County passengers indicate that minorities and low-income users have a higher average fare increase (\$0.09) than non-minority and non-low-income (\$0.07), meaning there is an adverse impact. The percentage difference is 23%, for minority riders and 20% for low-income riders. The impact on the minority riders raises to the level of being a disparate impact (percentage difference being over 20%). Thus, if the fare increase is implemented, minority passengers on Cross County would experience a disparate impact.

Conclusion

Results of the analysis demonstrate that if the fare increase is implemented, there will be a disparate impact for minority riders. Title VI Policy states that if PRTC finds a potential disparate impact, the agency may still implement the service or fare change if there is substantial legitimate justification for the change and the agency can show that there are no practical alternatives that would have less of an impact on the minority populations while still accomplishing the agency's legitimate program goals.

The only alternative to the fare increase would be not to implement the fare increase at all or to increase the fares at a lower rate, the Cross County fare increase is the lowest possible (\$.05) and is much lower than the OmniRide (\$.45) and MetroDirect services (\$.25) both in absolute numbers and as a percentage, so it's impossible to have a lower fare increase. The other option would be not to implement the fare increase and with PRTC's current budget situation that would mean cutting some service in order to retain a balanced budget. In some cases, services and/or routes would possibly have to be reduced and/or eliminated, which would create more of a disparate impact for minorities and disproportionate burden for the low-income. After careful consideration, PRTC has determined that the proposed fare increase is the least discriminatory based on following legitimate justifications:

1. The proposed fare increase is necessary because of inadequate local funding, falling fuel tax revenue and reduced federal funding.
2. PRTC has no practical alternative that would have a less disparate impact on the minority and low-income riders that would still allow PRTC to accomplish the agency's legitimate program goals.

Fiscal Impact:

Not applicable.

Attachments: As stated

APPENDIX E

OMNIRIDE - FARE CHANGE ANALYSIS
FY 2018 Proposed Fare Increase

Count	Cost		Change		Usage by Group		
	Existing	Proposed	Absolute	Percentage	Low-Income	Minority	Overall
Fare Type							
Cash	\$8.75	\$9.20	\$0.45	5.1%	0	41	75
SmartTrip	\$6.50	\$6.90	\$0.40	6.2%	65	3,214	6,989
Day Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Weekly Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Off-Route Trip Surcharge	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other*	N/A	N/A	N/A	N/A	0	27	58
Total					65	3,282	7,122

**Those who answered other used multiple sources of payment such as Cash, SmartTrip and tokens.*

Count	Cost		Change		Percentage of Usage by Group		
	Existing	Proposed	Absolute	Percentage	Low-Income	Minority	Overall
Fare Type							
Cash	\$8.75	\$9.20	\$0.45	5.1%	0.0%	1.2%	1.1%
SmartTrip	\$6.50	\$6.90	\$0.40	6.2%	100%	98%	98%
Day Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Weekly Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Off-Route Trip Surcharge	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other*	N/A	N/A	N/A	N/A	0.0%	0.8%	0.8%
Total					100.0%	100.0%	100.0%

**Those who answered other used multiple sources of payment such as Cash, SmartTrip and tokens.*

APPENDIX F

Proportion of Minority and Low-Income Riders
Effects of Fare Change on Riders
FY 2018 Proposed Fare Increase

Count	Ridership Information					Fare Information			Average Fare Change			
	Minority Ridership	Non-Minority Ridership	Low-Income Ridership	Non Low-Income Ridership	Current Fare	Proposed Fare	Fare Change	Percentage Change	Minority Ridership	Non-Minority Ridership	Low-Income Ridership	Non Low-Income Ridership
Cash	41	29	0	16	\$8.75	\$9.20	\$0.45	5.1%	\$18.45	\$13.05	\$0.00	\$7.20
SmartTrip	3214	2845	65	5120	\$6.90	\$6.90	\$0.40	6.2%	\$1,285.60	\$1,138.00	\$26.00	\$2,048.00
Day Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Weekly Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Off-Route Surcharge	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other*	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	3,255	2,874	65	5,136					\$1,304.05	\$1,151.05	\$26.00	\$2,055.20
Average Fare Increase												
									\$0.40	\$0.40	\$0.40	\$0.40

Count	Ridership Information					Fare Information			Average Fare Change			
	Minority Ridership	Non-Minority Ridership	Low-Income Ridership	Non Low-Income Ridership	Current Fare	Proposed Fare	Fare Change	Percentage Change	Minority Ridership	Non-Minority Ridership	Low-Income Ridership	Non Low-Income Ridership
Cash	66	20	60	16	\$4.00	\$4.25	\$0.25	6.3%	\$16.50	\$5.00	\$15.00	\$4.00
SmartTrip	834	297	107	5120	\$3.25	\$3.45	\$0.20	6.2%	\$166.80	\$59.40	\$21.40	\$1,024.00
Day Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Weekly Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Off-Route Surcharge	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other*	30	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	930	317	167	5,136					\$183.30	\$64.40	\$36.40	\$1,028.00
Average Fare Increase												
									\$0.20	\$0.20	\$0.22	\$0.20

*Those who answered other used multiple sources of payment such as Cash, SmartTrip and tokens.

Percent Difference 9%

Count	Ridership Information					Fare Information			Average Fare Change			
	Minority Ridership	Non-Minority Ridership	Low-Income Ridership	Non Low-Income Ridership	Current Fare	Proposed Fare	Fare Change	Percentage Change	Minority Ridership	Non-Minority Ridership	Low-Income Ridership	Non Low-Income Ridership
Cash	852	125	503	281	\$1.50	\$1.55	\$0.05	3.3%	\$42.60	\$6.25	\$25.15	\$14.05
SmartTrip	655	166	338	308	\$1.50	\$1.55	\$0.05	3.3%	\$32.75	\$8.30	\$16.90	\$15.40
Day Pass	140	15	98	33	\$3.40	\$3.60	\$0.20	5.9%	\$28.00	\$3.00	\$19.60	\$6.60
Weekly Pass	85	8	45	20	\$13.65	\$14.35	\$0.70	5.1%	\$59.50	\$5.60	\$31.50	\$14.00
Other*	141	14	96	54	\$0.00	\$0.00	\$0.00	0%	\$0.00	\$0.00	\$0.00	\$0.00
Total	1,873	328	1,080	696					\$162.85	\$23.15	\$93.15	\$50.05
Average Fare Increase												
									\$0.09	\$0.07	\$0.09	\$0.07

*Those who answered other used multiple sources of payment such as Cash, SmartTrip and tokens.

Percent Difference 23.19% 19.94%



Potomac and Rappahannock
Transportation Commission

Potomac and Rappahannock Transportation Commission

Title VI Fare Equity Evaluation FY 2018 Proposed Fare Increase

June 2017

Title VI Fare Equity Evaluation

FY 2018 Proposed Fare Increase

TITLE VI REGULATORY BACKGROUND

This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B which requires that under Title VI of the Civil Rights Acts of 1964, PRTC evaluate significant system-wide service and fare changes at the planning and programming stages to determine whether those changes have a discriminatory impact on minority and low income populations. In its Title VI Plan submittal to FTA every three years, PRTC must provide a copy of the equity evaluation of any significant service changes and fare changes implemented since the last submission.

BACKGROUND AND REASON FOR FARE INCREASE

In recent years, PRTC has faced budget challenges due to declining motor fuels tax revenues and reduced federal funding. Going into last year's budget season, PRTC faced an annual funding deficit of \$11.5 million. Through a combination of service cuts, fare increases, administrative reductions and updated budget conditions, PRTC reduced the projected deficit by \$4 million per year with other measures in order to balance the FY17 budget.

In preparation for the FY18 budget, PRTC management presented FY18 budget guidelines at the September 6, 2016 Commission Meeting, recommending a one-year balanced budget over a multi-year balanced budget. The one-year approach had no additional service cuts and consisted of a five percent (5%) fare increase that would:

- provide a year of stability to customers,
- allow elected officials to methodically determine the agency's future path,
- afford time to implement the strategic communication plan, and
- offer the opportunity to pursue state/federal relief

In a special Commission meeting held on October 24, 2016, the PRTC Board of Commissioners approved PRTC's FY18 budget guidelines. **Appendix A** includes the staff report and resolution related to this action). Thus, PRTC has proposed a \$60 million budget for FY 2018 that calls for a fare increase. PRTC's bus fares were increased at the outset of FY 2017 (by 5% on average). The Commission's adopted fare policy guidelines call for consideration of a fare increase every two years. However, due to the worsening budget situation, fare increases are being proposed for the FY18 budget and each year thereafter.

PRTC's proposed FY 2018 budget incorporates a proposed fare increase for all of PRTC's bus services (OmniRide, Cross County, OmniLink and Metro Direct), however this fare equity analysis

will be completed only for PRTC’s fixed route bus services (OmniRide, Metro Direct and Cross County). The fare increase averages about 5% for most fares as shown in Table 1.

Table 1: PRTC Existing and Proposed Fares (FY18)

PRTC Existing and Proposed FY 18 Fares				
Service Type	Fare Type and Payment Medium	Current Fare	Proposed FY 18 Fare	Percent Change
OmniRide	SmarTrip	\$6.50	\$6.90	6.15%
	Cash	\$8.75	\$9.20	5.14%
	Reduced (Senior/Disabled)	\$4.35	\$4.60	5.75%
Metro Direct	SmarTrip	\$3.25	\$3.45	6.15%
	Cash	\$4.00	\$4.25	6.25%
	Reduced (Senior/Disabled)	\$2.00	\$2.10	5.00%
Cross County Connector	SmarTrip or Cash	\$1.50	\$1.55	3.33%
	Reduced (Senior/Disabled)	\$0.75	\$0.75	0.00%
	Day Pass (Regular)	\$3.40	\$3.60	5.88%
	Day Pass (Reduced)	\$1.70	\$1.80	5.88%
	Weekly Pass (Regular)	\$13.65	\$14.35	5.13%
	Weekly Pass (Reduced)	\$6.80	\$7.15	5.15%

PUBLIC OUTREACH AND PARTICIPATION

PRTC staff conducted a Title VI analysis at every phase of the planning and decision making process. PRTC management furnished its completed analysis to the Commission before action on the proposed fare increase was sought, so the Commission would have full knowledge of the analysis (and comments made during the public review process) results before making its decisions.

PRTC’s Title VI and Public Participation Policies call for extensive public outreach to gather public feedback and input before a proposed fare increase. A mandatory element of that public review is a Public Hearing. On February 9, 2017, the PRTC Board Commissioners authorized the Interim Executive Director to hold public hearings on the proposed FY 2018 budget and fare increase (as well as the projects for which federal funds would be sought). The February 2017 staff report and resolution related to that action is attached as **Appendix B**.

To inform the public about the proposed fare increase and public hearing schedule, PRTC:

- Published legal notices in the newspaper (both English and Spanish);
- Posted a Service Update on the homepage of PRTC’s website (and a copy of the presentation prepared for the public hearings, again in English and Spanish);

- Posted a notice on the Public Hearing page of PRTC’s website;
- Sent multiple Rider Express messages to everyone in PRTC’s *Rider Express* database who is registered to receive alerts
- Posted a notice on PRTC’s Facebook Page;
- Sent a news release to local news websites and newspapers.
- Published a story in OmniNews, the passenger newsletter, which is distributed on buses, posted on the website and also mailed to those that have requested mailings

In addition, posters and/or flyers in English and Spanish were:

- Placed on all OmniRide buses;
- Posted on the bulletin board in the outdoor passenger waiting area at the PRTC Transit Center;
- Mailed to all Social Service offices

Examples of these documents along with press releases, notices and ads to inform the public of the public hearing are included as **Appendix C**.

PRTC scheduled two (2) public hearings in April: Monday, April 24, 2017 at the PRTC Transit Center at 7:00 p.m. and on Wednesday, April 26, 2017 at 7:00 p.m. at the Manassas City Hall. All hearings began at 7:00 p.m. with presentations followed by an opportunity for public comment. The public was invited to request translation services in advance of the public hearings (none were requested). A copy of the sign-in sheets, the public hearing presentation, public hearing transcripts, and all comments received from the public hearings as well as other sources (i.e., e-mail, telephone, etc.) as late as May 1, 2017 (the announced closing date for receipt of public comments) can be found in **Appendix D**.

PRTC RIDERSHIP DEMOGRAPHIC PROFILE

To do this evaluation, PRTC management relied on the most current information about the demographics of its riders by service type (ie: OmniRide, Metro Direct and Cross County). A “service type” distinction is appropriate because the proposed fare increase is different for Cross County, OmniRide, and Metro Direct.

The most current information about PRTC’s ridership demographics is drawn from the Spring 2013 On-Board Survey of all PRTC’s bus routes. As shown in Table 1, incomes are lower for Cross County passengers and higher for OmniRide and Metro Direct passengers. By way of illustration, 38.3% of Cross County passengers have annual household incomes of less than \$25,000, while 42.5% of OmniRide passengers have annual household incomes of \$125,000 and higher.

Table 1: Income Profile of PRTC’s Bus Passengers

<u>Household Income</u>	<u>OmniRide</u>	<u>Metro Direct</u>	<u>Cross County</u>
\$125,000 +	42.5%	18.6%	6.7%
\$100,000-\$124,999	18.3%	13.8%	4%
\$75,000-\$99,999	16.1%	13.1%	4%
\$50,000-74,999	15.2%	19.5%	8.1%
\$35,000-\$49,999	4.9%	12.6%	22.8%
\$25,000-\$34,999	1.9%	6.1%	16.1%
\$15,000-\$24,999	0.7%	8.1%	20.2%
Under \$15,000	0.5%	8.2%	18.1%

Note: Don’t know and refused responses are excluded

In terms of race and ethnicity, Table 2 presents the racial profile of PRTC’s bus passengers by service type. As shown Metro Direct and Cross County passengers represent greater diversity than OmniRide with the majority of passengers identifying as minorities.

Table 2: Race/Ethnicity Profile of PRTC’s Bus Passengers

<u>Race/Ethnicity</u>	<u>OmniRide</u>	<u>Metro Direct</u>	<u>Cross County</u>
White	50.1%	27.8%	16%
Black or African American	37.2%	41.7%	51%
American Indian or Alaska Native	2.5%	0.7%	0%
Asian	4.8%	17.0%	0%
Native Hawaiian or other Pacific Islander	1.1%	0.0%	0%
Hispanic or Latino	7.9%	13.8%	26%
Other	4.5%	6.3%	7%

Note: Percentages may total more than 100% because some respondents gave multiple responses, i.e., they consider themselves more than one race/ethnicity.

Table 3 outlines the distribution of main trip purposes and activities for OmniRide, Metro Direct and Cross County. For each service, the majority of PRTC passengers use bus services to commute to and from work with the OmniRide service transporting the highest concentration of commuters as compared to the other services. Notably, Cross County passengers utilize the service for shopping, school, social, medical and other non-work related trips in greater proportions.

Table 3: Trip Purpose of PRTC’s Bus Passengers

<u>Trip Purpose</u>	<u>OmniRide</u>	<u>Metro Direct</u>	<u>Cross County</u>
Work	97.5%	84.5%	42.6%
Shopping	0.0%	0.7%	25.2%
School (K-12)	0.0%	0.0%	13.6%
School (College/Technical)	0.3%	2.2%	21.3%
Social/Recreational	0.2%	2.9%	11.1%
Social Services	0.1%	0.0%	5.2%
Doctor/Medical Visit	0.0%	0.7%	12.9%
Other	0.4%	5.0%	7.7%

Note: Don’t know and refused responses are excluded

ANALYSIS OF PROPOSED FARE CHANGES

The purpose of this analysis is to identify when adverse effects of a major service change or any fare change are borne disproportionately by minority and low-income populations. As identified in PRTC’s Major Service Change and Fare/Service Equity Policy, a disparate impact occurs if a proposed fare or major service change requires a minority population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-minority population. Likewise, a disproportionate burden occurs if a proposed fare or major service change requires a low-income population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-low-income population.

The fare equity analysis was completed using the results from PRTC’s Spring 2013 On-Board Survey. As required by the FTA, PRTC determined the number and percent of users of each fare type; reviewed fares before the change and after the change; compared the differences for each particular fare media between minority users and non-minority users; and compared the differences for each particular fare media between low-income users and users that are not low-income. The analysis includes a profile of fare usage by group (minority, low-income and overall ridership) for all of PRTC’s fixed-route commuter services (OmniRide, Metro Direct and Cross County). These analyses are provided as **Appendix E**.

Finally, PRTC calculated the effects of the fare change on riders by determining the average fare increase for minorities, non-minorities, low-income and non-low-income populations. Calculating the effects of the fare change helps to determine if adverse effects (if any) rise to the level of disparate impacts on minority populations and/or a disproportionate burden on low-income populations. A copy of the Effects of the Fare Change is appended here at **Appendix F**.

For OmniRide passengers, all groups (minorities, non-minorities, low-income and non-low-income) have the same average fare increase of \$0.40 and there is no disparate impact or disproportionate burden.

On Metro Direct, the low-income ridership is more impacted than the other groups with an average fare increase of \$0.22, while the non-low-income, minority and non-minority passengers experience the same average fare increase of \$0.20. As a result, there is no disparate impact and also there is no disproportionate burden because the difference between the average fare increase for the low-income and non-low-income passengers is less than 20%.

The results for Cross County passengers indicate that minorities and low-income users have a higher fare increase (\$0.09) than non-minority and non-low-income (\$0.07), meaning there is an adverse impact. The percentage difference is 28.5%, which is greater than the 20% threshold specified in the policies as the basis for judging whether the adverse impact rises to the level of being a disparate impact or disproportionate burden. Thus, if the fare increase is implemented, minority passengers on Cross County would experience a disparate impact and the low-income passengers would experience a disproportionate burden.

JUSTIFICATION FOR FARE INCREASE

PRTC's Title VI Policy states that if PRTC finds a potential disparate impact, the agency may still implement the service or fare change if there is substantial legitimate justification for the change and the agency can show that there are no practical alternatives that would have less of an impact on the minority populations while still accomplishing the agency's legitimate program goals.

The only alternative to the fare increase would be not to implement the fare increase at all or to increase the fares at a lower percentage (less than the proposed average of 5% increase). Implementing either of these alternatives would have additional implications on providing the service and maintaining service at its current levels. In some cases, services and/or routes would possibly have to be reduced and/or eliminated, which would create more of a disparate impact for minorities and disproportionate burden for the low-income. After careful consideration of these alternatives, PRTC has determined that the proposed fare increase is the least discriminatory alternative based on following legitimate justifications:

1. The proposed fare increase is necessary because of inadequate local funding, falling fuel tax revenue and reduced federal funding.
2. PRTC has no practical alternative that would have a less disparate impact on the minority and low-income riders that would still allow PRTC to accomplish the agency's legitimate program goals.

**Virginia Railway Express
Operations Board**

**Resolution
9F-04-2017**

Authorization to Amend VRE's Tariff

WHEREAS, during the FY 2018 budget process, the VRE Operations Board authorized a proposed fare increase of up to 3 percent and an increase in the cost of Amtrak Step-Up tickets from \$5 to \$7; and,

WHEREAS, VRE Operations Board authorized the CEO to collect public comment on the proposed fare increase in accordance with the VRE Major Service Change/Fare Change policy; and,

WHEREAS, as part of the FY 2018 VRE budget, VRE must increase revenue to cover increasing costs; and,

WHEREAS, fares were last raised July 1, 2015; and,

WHEREAS, VRE staff conducted an analysis of the proposed fare increase and found no disparate impact based on race, color, or national origin; or disproportionate burden on low-income populations; and,

WHEREAS, VRE staff recommends this increase be accomplished through an across the board increase in fares with no change or modification to the current ticket discount structure; and,

WHEREAS, VRE staff conducted public hearings in Washington, DC, Crystal City, Burke, Woodbridge, Manassas, Stafford and Fredericksburg on the proposed fare increase and has reported the comments received from the public via the hearings and through emails to the Operations Board with a summary of comments; and,

WHEREAS, if adopted by all jurisdictions as part of their FY 2018 budgets, the fare increase will become effective July 1, 2017;

NOW, THEREFORE, BE IT RESOLVED THAT, the VRE Operations Board does hereby authorize the Chief Executive Officer to amend the VRE Tariff to increase fares by 3 percent, with no change to the current ticket discount structure, and to increase the cost of Amtrak Step-Up tickets from \$5 to \$7 beginning July 1, 2017.

Approved this 21st day of April 2017



Katie Cristol
Secretary



Paul Smedberg
Chairman

Agenda Item 9-F
Action Item

To: Chairman Smedberg and the VRE Operations Board

From: Doug Allen

Date: April 21, 2017

Re: Authorization to Amend VRE's Tariff

Recommendation:

The VRE Operations Board is asked to authorize the Chief Executive Officer to amend VRE's tariff to increase fares by 3 percent, with no change to the current ticket discount structure, and to increase the cost of Amtrak Step-Up tickets from \$5 to \$7 beginning July 1, 2017. Amendments are contingent on all jurisdictions adopting their FY 2018 Budget and including funding for the recommended VRE budget.

Background:

During the FY 2018 budget process, VRE staff recommended a fare increase of up to 3 percent. The Operations Board referred the FY 2018 Budget to the Commissions on December 16, 2016 for subsequent referral to the jurisdictions for their formal review and adoption, along with directing the CEO to get public comment on the proposed fare increase. VRE proposed an across the board increase of up to 3 percent, without any change to the current ticket discount structure, and an increase in cost of the Step-Up ticket from \$5 to \$7 per ticket. Public hearings were held in Washington, D.C., Crystal City, Burke, Woodbridge, Manassas, Stafford and Fredericksburg.

The fare increase was recommended primarily due to modest increase in contractual costs for operating and maintaining the system; increased departmental expenses and a restoration of appropriate contingency amounts. The cost of Step-Up tickets is proposed to

be increased due to a \$2 increase in cost VRE will pay Amtrak per the current Access Agreement

The public comment period began on February 18, 2017 and ran through March 21, 2017. Comments were received via e-mail and through public hearings. During the public hearings, there was general acceptance of the need for the proposed fare increase as riders understood the need to balance the budget through a fare increase. However, some participants stated their opposition to the fare increase as it is a direct out-of-pocket expense increase for them. Public comments received via email were varied, but were predominantly in opposition to the proposed fare increase.

A summary of the comments received is shown below:

Summary of Comments	Number of Comments
Agreed that need to increase fares was understandable	15
Opposed proposed increased fare	48
Concerned about affordability	18
Questioned the need for increase	18

Note: Summary of Comments here do not equate to the total number of people who attended the hearings and/or submitted e-mails. Not all citizens who attended hearings made comments and some who made comments by e-mail touched upon more than one topic.

Per VRE's Major Service Change/Fare Change Policy, staff analyzed the proposed fare increase and found no disparate impact based on race, color or national origin; or disproportionate burden on low-income populations.

After reviewing the comments, VRE staff is recommending fares be increased 3 percent and the cost of Amtrak Step-Up tickets be increased from \$5 to \$7. Reduced fares for seniors and persons with disabilities have also been recalculated to reflect the overall increase. A change is not being recommended to the existing ticket discount structure. Attached are revised fare tables, comments from the public hearings, email correspondence, and a memorandum on the Major Service Change/Fare Change Policy analysis.

Fiscal Impact:

It is anticipated that the fare increase will generate \$1.15 million in additional fare revenue in FY 2018.

MEMORANDUM

To: File

From: Joseph M. Swartz, CoS

Date: April 11, 2017

Re: Proposed FY 2018 Modification of VRE's Tariff (Fare Increase) Title VI Analysis

The VRE Operations Board will be asked to recommend the Commissions increase fares by up to 3 percent beginning July 1, 2017, to coincide with the start of the FY 2018 budget year.

VRE solicited public comment via e-mail, public hearings, letters and faxes. The comment period began on February 7 and concluded on March 21, 2017. VRE received 76 emails during the process and 27 people attended the public hearings.

Location	Date / Time	Number of Attendees
L'Enfant (Washington DC)	March 8 Mid-day	9
Manassas, VA	March 9 Evening	5
Arlington, VA (Crystal City)	March 7 Mid-day	4
Burke, VA	March 7 Evening	2
Stafford, VA	March 15 Evening	4
Fredericksburg, VA	March 16 Evening	0
Alexandria, VA*	March 21 Mid-day	2
Woodbridge, VA*	March 21 Evening	1

*rescheduled from March 14th due to snowstorm

As required by VRE's Major Service Change and Fare/Service Equity Policy, staff reviewed demographic data to determine if this fare increase would have disparate impact based on race, color, or national origin; or disproportionate burden on low-income populations.

This fare increase applies to all passengers at all stations using all ticket types. VRE staff reviewed the demographic results of the 2016 customer survey. The survey results found that no protected groups were unfairly targeted as shown below. In fact, the majority of the passengers affected by this proposed change are from non-protected groups.

Non-protected groups:

2016 Demographics Measure	Percentage of VRE Passengers
Male	56.5
Under 65	91.1
Household Income \$75,000/year or more	89.9
Caucasian	64.7

Protected groups:

2016 Demographics Measure	Percentage of VRE Passengers
Minorities	35.3
Low income (under \$25,000)	0.7
Moderate income (\$25,000 to 49,000)	2.9

Based on this information, VRE staff concluded this fare increase will not have a disparate impact based on race, color, or national origin; or disproportionate burden on low-income populations. Updated fare tables are attached.

Proposed FY-2018 Master Fare Chart

		Zone 1 Union Station L'Enfant	Zone 2 Crystal City Alexandria	Zone 3 Fran/Springfield Backlick Rd.	Zone 4 Lorton Burke Centre Rolling Road	Zone 5 Woodbridge Rippon	Zone 6 Quantico Broad Run Manassas Man. Park	Zone 7 No Station	Zone 8 Brooke Leeland Rd.	Zone 9 Fredericksburg Spotsylvania
Zone 9 Fred'burg Spotsylvania	Single-Ride	11.90	11.20	7.65	7.00	6.25	5.55	4.85	4.15	3.40
	Day Pass	23.80	22.40	15.30	14.00	12.50	11.10	9.70	8.30	6.80
	Ten-Trip	108.80	102.30	69.50	63.00	56.40	50.00	43.40	36.90	30.30
	Five-Day	94.60	88.80	60.60	54.80	49.10	43.40	37.80	31.90	26.40
	Monthly	327.60	307.90	209.60	189.90	170.20	150.40	130.70	110.90	91.40
Zone 8 Leeland Road Brooke	Single-Ride	11.20	10.55	7.00	6.25	5.55	4.85	4.15	3.40	
	Day Pass	22.40	21.10	14.00	12.50	11.10	9.70	8.30	6.80	
	Ten-Trip	102.30	95.70	63.00	56.40	50.00	43.40	36.90	30.30	
	Five-Day	88.80	83.20	54.80	49.10	43.40	37.80	31.90	26.40	
	Monthly	307.90	288.10	189.90	170.20	150.40	130.70	110.90	91.40	
Zone 7 No Station	Single-Ride	10.55	9.80	6.25	5.55	4.85	4.15	3.40		
	Day Pass	21.10	19.60	12.50	11.10	9.70	8.30	6.80		
	Ten-Trip	95.70	89.10	56.40	50.00	43.40	36.90	30.30		
	Five-Day	83.20	77.60	49.10	43.40	37.80	31.90	26.40		
	Monthly	288.10	268.60	170.20	150.40	130.70	110.90	91.40		
Zone 6 Quantico Broad Run Manassas Man. Park	Single-Ride	9.80	9.10	5.55	4.85	4.15	3.40			
	Day Pass	19.60	18.20	11.10	9.70	8.30	6.80			
	Ten-Trip	89.10	82.70	50.00	43.40	36.90	30.30			
	Five-Day	77.60	71.90	43.40	37.80	31.90	26.40			
	Monthly	268.60	249.00	150.40	130.70	110.90	91.40			
Zone 5 Rippon Woodbridge	Single-Ride	9.10	8.40	4.85	4.15	3.40				
	Day Pass	18.20	16.80	9.70	8.30	6.80				
	Ten-Trip	82.70	76.00	43.40	36.90	30.30				
	Five-Day	71.90	66.20	37.80	31.90	26.40				
	Monthly	249.00	229.40	130.70	110.90	91.40				
Zone 4 Lorton Burke Centre Rolling Road	Single-Ride	8.40	7.65	4.15	3.40					
	Day Pass	16.80	15.30	8.30	6.80					
	Ten-Trip	76.00	69.50	36.90	30.30					
	Five-Day	66.20	60.60	31.90	26.40					
	Monthly	229.40	209.60	110.90	91.40					
Zone 3 Fran/Spring Backlick Rd.	Single-Ride	7.65	7.00	3.40						
	Day Pass	15.30	14.00	6.80						
	Ten-Trip	69.50	63.00	30.30						
	Five-Day	60.60	54.80	26.40						
	Monthly	209.60	189.90	91.40						
Zone 2 Alexandria Crystal City	Single-Ride	7.00	6.25							
	Day Pass	14.00	12.50							
	Ten-Trip	63.00	56.40							
	Five-Day	54.80	49.10							
	Monthly	189.90	170.20							
Zone 1 L'Enfant Union Station	Single-Ride	6.25								
	Day Pass	12.50								
	Ten-Trip	56.40								
	Five-Day	49.10								
	Monthly	170.20								

3.6 REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION

PRTC and VRE will provide any additional information requested by the FTA for the purposes of determining whether PRTC or VRE is in compliance with the Title VI requirements.

3.7 BOARD OF COMMISSIONERS APPROVAL OF TITLE VI PROGRAM

The 2018-2021 PRTC/VRE Title VI Program Update was approved by the PRTC Board of Commissioners on March 1, 2018. A copy of the board resolution is provided within.

MOTION: RISHELL

SECOND: NOHE

**RE: APPROVAL OF PRTC/VRE TITLE VI PROGRAM UPDATE FOR 2018-2021 AND
SUBMITTAL TO THE FEDERAL TRANSIT ADMINISTRATION**

ACTION: APPROVED

WHEREAS, Title VI of the Civil Rights Act of 1964 provides that no person on the grounds of race, color or national origin, be excluded from participating in, being denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance; and

WHEREAS, the Potomac and Rappahannock Transportation Commission receives federal financial assistance from the FTA to improve regional mobility; and

WHEREAS, in the Title VI guidance (Circular 4702.1B, effective October 1, 2012), the FTA requires recipients like PRTC to prepare and submit a Title VI program every three years that demonstrates compliance with its Title VI obligations; and

WHEREAS, the 2018-2021 Title VI Program Update has no major programmatic changes; however, it does include updates to several program components, including demographic and travel patterns of passengers; the Language Assistance Plan; Title VI complaints received and investigated; monitoring of service standards; and

WHEREAS, Title VI compliance includes monitoring transit system performance relative to service standards and service policies, not less than every three years; and

WHEREAS, PRTC monitored services in compliance with requirements set forth in Circular 4702.1B, which confirm that PRTC's services are provided equitably and that there is no disparate impact; and

WHEREAS, Circular 4702.1B requires documentation demonstrating the review and approval of the Title VI Program Update and monitoring results by the Commission before submitting to FTA; and

March 1, 2018
Regular Meeting
Res. No. 18-03-08
Page Two

WHEREAS, the existing Title VI Program will expire on May 31, 2018 and an update must be submitted to the FTA at the beginning of April 2018.

NOW, THEREFORE, BE IT RESOLVED that the Potomac and Rappahannock Transportation Commission does hereby approve the 2018 -2021 PRTC/VRE Title VI Program Update, including the Title VI System-Wide Service Standards Monitoring Results document is available via: <http://www.prtc-transit.org/docs/commission/Mar2018/2018-2021-PRTC-VRE-Title-VI-Program-with-Board-Attachments.pdf>.

Votes:

Ayes: Anderson, Catterton, Kelly, Lawson, Maurer, Nohe, Pittard, Principi, Rishell, Sebesky, Shelton, Skinner, Trampe

Abstain: None

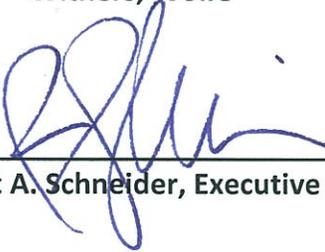
Nays: None

Absent from Vote: Caddigan

Alternate Present Not Voting: None

Absent from Meeting: Barg, Barker, Candland, Cavalier, Cendejas, Dudenhefer, Franklin, Horsley, Jenkins, McLaughlin, Mitchell, Naddoni, Ross, Shuemaker, Withers, Wolfe

ATTEST: _____


Robert A. Schneider, Executive Director