



***Federal Transit Administration
Title VI Program***

Advance Transit, Inc.

June 24, 2026 - Plan Approval

(Plan expires 3 years from date approved by the board)

Title VI Plan Table of Contents

The **Advance Transit, Inc.** Title VI plan includes the following elements:

1. Plan Approval, Annual Certifications and Assurances, Revision Log
2. Policy Statement
3. Notice to the Public
4. Complaint Procedure
5. Complaint Form
6. List of transit related Title VI Investigations, Complaints and Lawsuits
7. Public Participation Plan
8. Language Assistance Plan
9. Minority Representation Table and Description
10. Providing Assistance to and Monitoring Subrecipients
11. Title VI Equity Analysis for Facility Acquisition
12. Fixed Route Transit Provider Requirements

Section 1: Title VI Plan Approval & Compliance Requirements

Title VI Plan
Adopted on: June 24, 2026

Adopted by: Advance Transit Board of Directors

Signature(s): 
Ashley Manning
Interim Executive Director

Approval:

Board of Directors Meeting Minutes

June 24, 2026 • 12:00pm • Hybrid Meeting – Kilton Library and Online

Meeting Attendees

Board Members		Staff	Guests
Ana Azuela	Tanya Husick	Jason Bilby	Jeremy Whiting
Dan Chamberlain	Sean Fleming	Ashley Manning	
Jim Taylor	Rob Taylor	Rebekah Cadwell	
Lori Fortini	Rebecca Owens	Nathan Alger	
Sara Glennon	Rita Seto		
John Haffner	Devin Wilkie		
Robert Houseman	Tim Josephson		
John Trummel	Mike Scheller		

I. Call to Order

At 12:07pm on June 24, 2026, President Rebecca Owens convened a meeting of the Board of Directors of Advance Transit, Inc. (AT), held in-person at Kilton Library and online via Microsoft Teams.

II. Adoption of the Minutes of the May 21, 2026 Board Meeting

The minutes of the May 21, 2026 board meeting were distributed for review prior to the meeting.

Rebecca Owens moves to adopt the minutes of the May 21, 2026 board meeting.
Sara Glennon seconds. All in favor. None oppose. Motion carries.

III. Election of Directors

- a. Presentation of candidates nominated by the Executive Committee
- Daniel Chamberlain – Hanover Representative
 - Sean Fleming – At-large Representative
 - Tim Josephson – Canaan Representative
 - Ian Kipperman – At-large
 - Rob Taylor – Enfield
 - John Trummel – Hanover

Lori Fortini moves to elect the Municipal and At-Large Director nominees presented by the Executive Committee. Devin Wilkie seconds. None oppose. Motion carries.

IV. Election of Officers

John Haffner moves to elect Rebecca Owens as President to a one-year term followed by a special election in June 2027. Mike Schiller seconds. None oppose. Motion Carries

Mike Scheller moves to elect himself as Vice President. Rebecca Owens seconds. None oppose. Motion carries.

V. Adoption of FY27 Budget

Dan Chamberlain asked a question on fuel prices. Jason Bilby explains how he projects fuel prices. Tim Josephson asks similar question for health insurance costs projections. Jason Bilby explains estimations based on information from the Vermont Care Board

Ashley Manning discusses how many agencies across Vermont have had to cut routes. AT has fortunately not had to cut services.

Sean Fleming asked about the difference between operating and strategic reserves. Jason Bilby explains that strategic reserves have been used for leadership transition whereas operating reserves are used for operations.

Ashley Manning explains that the strategic needs to be approved by the board.

Rebecca Owens moves to adopt the FY27 Budget as presented. Mike Schiller seconds. None oppose. Motion carries.

Ashley Manning also presented on FY27 Capital Projects.

VI. Adoption of Updated Title VI Program

Ashley Manning presents the update to the Title VI program
Lori Fortini moves to adopt the Title VI Program as presented. Rob Taylor

seconds. None oppose. Motion carries.

VII. Adoption of Reasonable Accommodations Policy

Sean Fleming moves to adopt the Reasonable Accommodations Policy as presented. Tim Josephson seconds. None oppose. Motion carries.

VIII. Adoption of Updated Agency Safety Plan

Devin Wilkie moves to adopt the Agency Safety Plan as presented. Dan Chamberlain seconds. None oppose. Motion carries.

IX. Adoption of Workplace Relationships & Professional Boundaries Policy

Lori Fortini moves to adopt the Workplace Relationships & Professional Boundaries Policy as presented. Sara Glennon seconds. None oppose. Motion carries.

X. Adoption of Extended Leave Policy

Mike Schiller asks when extended leave begins. Rebekah Cadwell explains that it begins after FMLA ends.

Lori Fortini moves to adopt the Extended Leave Policy as presented. Tim Josephson seconds. None oppose. Motion carries.

XI. Interim Executive Director Milestone Framework

Ashley Manning presents on the Interim ED Milestone Framework. Rebecca Owens adds that the exercise allowed an analysis of qualitative and quantitative measures and appreciates the input that has come from a variety of perspectives. The hope is that this can lead to a formal Executive Director performance evaluation which is in our employee handbook.

XII. Distribution of Annual Conflict of Interest Forms

XIII. Recognition of outgoing Directors

Ashley Manning and the organization recognizes the following outgoing members

- Mark Beliveau: Hanover Rep, Finance Committee and VP; joined in 2019
- Rob Houseman: Hanover Rep, Planning Committee; joined in 2017
- Jim Taylor: Enfield Rep, Planning Committee; joined in 2017

XIV. Other Business

- Rebecca Owens mentioned interest in compiling board materials online for board members to access.
- Monthly board meetings: Ashley will be sending out a poll on timing. Also discussed keeping regular July meeting.
- All committees have now agreed to meet at a monthly interval. Personnel and Marketing committees will be discussing personnel transitions.

- New board orientation usually occurs in September.
- Ben Tucker is interviewing board members for the Employee Newsletter
- Ashley Manning will also be preparing an Employee Spotlight section during board meetings.
- Rebecca Ownes referenced the “1 Million Riders” goal for this year. Ashley Manning mentioned the conversations with community members as part of the MTI grant. Rebecca Owens mentioned that board members can be made available to help at community events.

XV. Adjourn

Rebecca Owens motions to adjourn. Sara Glennon seconds. Meeting adjourns at 12:49pm.

Respectfully submitted,

John
Haffner

Title VI Plan Revision Log

Date Month/day/year	Section Revised	Summary of Revisions
11/19/2020	Demographic Profile Data	Updated data using ACS data.
6/1/2023	Demographic Profile Data	Updated ACS data; Updated format
5/21/2026	Demographic profile Data	Updated ACS data, Updated Format
5/21/2026	Section 3 Notice To The Public	Updated New Contact Information
5/21/2026	Section 5 Title VI Complaint Form	Updated New Contact Information
5/21/2026	Section 6 Title VI Complaints	Updated With 2023 Complaint
5/21/2026	Page 19 Factor 2	Updated Passengers Trips Per Year

Section 2: Title VI Policy Statement

Policy Statement

Advance Transit, operating as a fixed route and demand response transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the New Hampshire Department of Transportation (NHDOT), or Vermont Agency of Transportation (VTrans) will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and NHDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. **Advance Transit** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Section 3: Title VI Notice to the Public

Title VI Notice to the Public

The **Advance Transit**'s Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

Advance Transit

- Advance Transit, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Advance Transit, Inc.
- For more information on Advance Transit's civil rights program, the procedures to file a complaint, or to file a complaint, please contact **Nathan Alger, Safety & Compliance Officer** at **802-295-1824 x 218, (TTY 711)** email Nalger@advancetransit.com; or visit our administrative office at **120 Billings Farm Rd. White River Jct., VT 05001**. For more information, visit www.advancetransit.com

- For transportation-related Title VI matters, a complaint may also be filed directly with the:

New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; titlevi@dot.nh.gov

Or

Vermont Agency of Transportation, Office of Civil Rights & Labor Compliance, 219 North Main St. Barre, VT 05641; 802-595-6959

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- If information is needed in another language, contact 802-295-1824

Advance Transit's Notice to the Public is posted in the public areas of the office and inside the transit vehicles.

1. Cabinet behind Driver in buses
2. Front Office Entryway
3. Labor Bulletin board
4. Advance transit website

Section 4: Title VI Complaint Procedure

Advance Transit's Title VI Complaint Procedure is made available in the following locations:

- Agency website, if available: **www.advancetransit.com**
 - Hard copy in the central office
 - Agency Title VI Plan
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Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by **Advance Transit** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with **Advance Transit** no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, **Advance Transit** will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the New Hampshire Department of Transportation or Vermont Agency of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Advance Transit has 45 days to investigate the complaint. If more information is needed to resolve the case, **Advance Transit** may contact the complainant requesting further information. The complainant has **30** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within **30** business days, **Advance Transit** can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision it must direct the appeal to the agency initially. The complainant has **10** days after the date of the closure letter or the letter of finding to do so. The appeal process information will be included in the letter. If there is outstanding concern after appeal, the complaint may be directed to the state DOT or FTA.

A person may also file a complaint directly with the: New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; titlevi@dot.nh.gov

Or

Vermont Agency of Transportation, Office of Civil Rights & Labor Compliance, 219 North Main St. Barre, VT 05641; 802-595-6959

Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact **802-295-1824**.

Section 5: Title VI Complaint Form

The **Advance Transit's** Title VI Complaint Form is made available in the following locations:

- Agency website: www.advancetransit.com
- Hard copy in the central office
- Agency Title VI Plan

Advance Transit Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				

I believe the discrimination I experienced was based on (check all that apply):

Title VI: Race Color National Origin

Other (specify): _____

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed a Civil Rights related complaint with this agency?	Yes	No
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Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court _____ State Agency _____

State Court _____ Local Agency _____

If marked Yes in Section V, please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

**Advance Transit
Nathan Alger
120 Billings Farm Rd.
White River Jct. VT 05001
802-295-1824
Nalger@advancetransit.com**

Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits

The **Advance Transit** maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

_____ There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

X _____ There have been investigations, complaints and/or lawsuits filed against us. *See list below.*
Attach additional information as needed.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1. Rider complaint based on Race Nationality.	8/14/2023	Rider believes they were being discriminated against based on their race or nationality. Believes The driver was ignoring them and not communicating their request to exit the bus at a certain stop.	Closed	Conducted a thorough investigation. The driver had recently transitioned to the route. Resulting in a different bus not familiar with the stop request volume control. Led to the driver not hearing the initial request. To prevent such incidents, we have provided the driver with additional training and the operation of the stop request bell.
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Section 7: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, **Advance Transit** will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by **Advance Transit** since the last Title VI Program submission are summarized in the table below.

Specific Public Participation activities are listed in the table below:

Event Date	Advance Transit Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
Ongoing	Admin	Legal Notices / Hiring Ads	Newspaper	Service Changes Hiring Events
Ongoing	Admin	Post information about services	Website	Changes to Routes Notices Schedules and changes
4/25/2026	Admin	Public Meeting	Public Meetings	Meeting was to discuss new service options.
Ongoing		Service Alerts	Social Media	Day to day changes (i.e Delays, re-routes)

Section 8: Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, **Advance Transit** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Advance Transit's Language Assistance Plan includes the following elements:

Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.

Item #2: A description of how language assistance services are provided by language

Item #3: A description of how LEP persons are informed of the availability of language assistance service

Item #4: A description of how the language assistance plan is monitored and updated

Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, **Advance Transit** has conducted a *Four Factor Analysis* of the following areas: 1) Limited-English Proficient (LEP) Speaker Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, **Advance Transit** will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program: Identifies and assesses the frequency **Advance Transit** staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus service;
- (c) Participation in public meetings;
- (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

Item #1 –Results of the Four Factor Analysis (including a description of the LEP population(s) served)

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.

Of the 29,414 residents in the **Advance Transit** service area, 551 residents describe themselves as speaking English less than “very well”. For the **Advance Transit** service area, the latest U.S. Census Bureau data shows that among the area’s population 1.32% speak English “less than very well.” For these groups who speak English “less than very well”, .64% speak Chinese.

Label	Canaan CDP, New Hampshire	Enfield CDP, New Hampshire	Hanover CDP, New Hampshire	Lebanon city, New Hampshire	Hartford Village CDP, Vermont	Norwich CDP, Vermont	White River Junction CDP, Vermont	Total Service Area Population	Percentage Of Service Area
Total:	257	1,811	8,336	14,281	426	1,125	3,178	29,414	
Speak only English	244	1,811	6,956	12,847	426	1,125	3,149	26,558	90.29%
Spanish:	0	0	194	132	0	0	0	326	1.11%
Speak English less than “very well”	0	0	0	39	0	0	0	39	0.13%
French, Haitian, or	0	0	94	171	0	0	0	265	0.90%
Speak English less than “very well”	0	0	13	14	0	0	0	27	0.09%
German or other West Germanic languages:	0	0	34	91	0	0	0	125	0.42%
Speak English less than “very well”	0	0	0	0	0	0	0	0	0.00%
Russian, Polish, or other Slavic languages:	0	0	61	51	0	0	0	112	0.38%
Speak English less than “very well”	0	0	16	0	0	0	0	16	0.05%
Other Indo-European languages:	13	0	182	392	0	0	0	587	2.00%
Speak English less than “very well”	0	0	12	62	0	0	0	74	0.25%
Korean:	0	0	49	33	0	0	0	82	0.28%
Speak English less than “very well”	0	0	0	8	0	0	0	8	0.03%
Chinese (incl. Mandarin, Cantonese):	0	0	369	135	0	0	0	504	1.71%
Speak English less than “very well”	0	0	146	42	0	0	0	188	0.64%
Vietnamese:	0	0	58	5	0	0	0	63	0.21%
Speak English less than “very well”	0	0	31	0	0	0	0	31	0.11%
Tagalog (incl. Filipino):	0	0	7	55	0	0	0	62	0.21%
Speak English less than “very well”	0	0	0	26	0	0	0	26	0.09%
Other Asian and Pacific Island languages:	0	0	125	252	0	0	29	406	1.38%
Speak English less than “very well”	0	0	23	72	0	0	0	95	0.32%
Arabic:	0	0	115	67	0	0	0	182	0.62%
Speak English less than “very well”	0	0	0	28	0	0	0	28	0.10%
Other and unspecified languages:	0	0	92	50	0	0	0	142	0.48%
Speak English less than “very well”	0	0	7	12	0	0	0	19	0.06%

Factor 2: The frequency with which LEP persons come into contact with the program.

Advance Transit assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. Advance Transit provides approximately 840,000 passenger trips per year. If an individual has speech limitations, the dispatcher or driver will work with the New Hampshire Department of Transportation, if needed, to ensure the individual receives access to the transit services.

Advance Transit assesses data related to contact with LEP persons during the five-year Transit Development Plan update. The agency also offers opportunities monthly and quarterly to discuss interactions. The agency continues to examine processes for staff to provide data more frequently.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

Access to the service provided by Advance Transit is critical to the lives of many in the service area. Many depend on Advance Transit's services for access to jobs and for access to essential community services like schools, shopping and medical appointments. Riders eligible for service under the American's with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of the services and the importance of these programs in the lives of many of the region's residents, there is a need to ensure that language is not a barrier to access.

All of Advance Transit's programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are among the most important. Advance Transit is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and with the available resources. In other cases, Advance Transit will strive to provide alternative but meaningful accessibility. Moreover, Advance Transit continually evaluates its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access. The Title VI policy, complaint form, and LEP policy are available in insert languages(s) upon request.

Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.

Advance Transit makes every effort to make its programs, services, and activities, accessible to LEP individuals. Advance Transit will use available resources, both internal and external to accommodate reasonable requests for translations.

Advance Transit has committed resources to improving access to its services and programs for LEP persons. We have a telephone interpretive service from VTrans through Propio, Along with web based through google translator. We will provide translation services into the languages identified in our LEP analysis. We also actively ask if a certain document needs to be translated, and we have an audio version of our ADA Rider's Guide.

Today, only English Language documents are distributed in an extensive number of mediums including the following:

- ◆ A website
- ◆ A complete system timetable.
- ◆ A complete Rider's Guide to demand response services (ADA paratransit)

- ◆ Outreach materials (seat drops and service change alerts)
- ◆ Representation at public meetings
- ◆ Customer service representatives
- ◆ Demand Response reservation agents

Item # 2 – Description of how Language Assistance Services are Provided, by Language

The Advance Transit has identified, developed, and uses the following:

- a) Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services
- b) We have a telephone interpretive service from VTrans through Propio, along with web based through google translator

Item # 3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service

In order to ensure that LEP individuals are aware of Advance Transit’s language assistance measures, Advance Transit provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, and hard copy in central office.
- Drivers and dispatchers are provided “I Speak” language cards to identify language needs in order to match them with available services.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

Advance Transit will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the Advance Transit’s service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether Advance Transit has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning Advance Transit’s failure to meet the needs of LEP individuals.

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

The following training will continue to be provided to Advance Transit staff:

- Information on Advance Transit’s Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of “I Speak” language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of web-based interpreter services (over the phone interpretation provider).
- How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

LEP Policy

Advance Transit shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with Propio Language Services to obtain translators. The agency will also utilize web-based translator programs though google translate if available.

If you need help with English, please call 802-295-1824.

“I Speak” Language Identification Card

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaø oâ naøy neáu quyù vò bieát ñoïc vaø noùi ñöôïc Vieät Ngöô.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Log of LEP Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Section 9: Minority Representation Information

Recipients that have **transit-related**, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

Advance Transit has no non-elected transit-related boards, committees, or councils.

Section 10: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

No, the agency does not have subrecipients.

Yes. If yes, list the subrecipient names: (list other agency names here)

Section 11: Title VI Equity Analysis for Facility Acquisition

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? (check a response below)

No, the agency has not built a facility.

Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the Title VI plan a copy of the Title VI equity analysis.)

Section 12: Fixed Route Transit Providers Service Standards and Policies

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

Advance Transit:

is a fixed route transit provider

is **not** a fixed route transit provider.

V. Service Standards and Policies

Advance Transit has developed a set of quantifiable service standards and policies. These service standards were updated in 2020 through a public participation process, approved by Advance Transit's Board of Directors and with the input of Advance Transit riders. These service standards and policies include:

- ◆ Vehicle Load
- ◆ Headways (Frequencies)
- ◆ On-time Performance (Schedule Adherence)
- ◆ Service Availability
- ◆ Vehicle Assignment Policy
- ◆ Transit Amenity Policy

Vehicle Load

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

Vehicle Type	Seated Capacity	Preferred Load Factor	Allowed Peak Load Factor
Small Cutaways	9	1.0	1.0
Van Style	13	1.0	1.0
Medium Duty	28	1.0	1.1
Heavy Duty	34	1.0	1.25

Vehicle Headway

Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. Advance Transit buses are scheduled with a variety of frequencies based generally on demand. Routes are scheduled with 30 to 60-minute headways, with some increase in frequency during peak time with heavy rider volume. Advance Transit will also consider more frequent 15- to 30-minute service headways where ridership levels warrant and funding levels permit, and less frequent services where demand dictates.

Service	Peak Headway	Off Peak
Blue-Canaan & Enfield Commuter to DHMC	60 to 110	No service
Blue- Lebanon to DHMC	15	15
Blue-DHMC to Hanover	15	15
Blue – Hanover to DHMC	15	15
Red-Lebanon to West Lebanon	30	30
Red- West Lebanon to Route 12A Plazas	30	30
Red- Rte 12A Plazas to West Lebanon	30	30
Red- West Lebanon to Lebanon	30	30
Orange-West Lebanon to Hanover	60	60
Orange-Hanover to West Lebanon	60	60
Orange-West Lebanon to White River & VA Hospital	60	60
Orange- VA Hospital & White River to West Lebanon	60	60

Green-West Lebanon via Wilder to Hanover	60	60
Green- Hanover via Hartford Village to West Lebanon	60 to 150	150
Green-West Lebanon via Hartford Village to Hanover	60	125
Green-Hanover via Wilder to West Lebanon	60	60
Brown- Norwich via Hanover to Kendall	40	60
Brown- Kendall via Hanover to Norwich	40	60
Dartmouth-Hanover Downtown Shuttle	10	30
DHMC Parking Shuttle- Lot 20	6	6

On-Time Performance

Among the most important service standard for riders is on-time performance or adherence to published schedules.

- A vehicle is considered on time if it departs a scheduled time point no more than 5 minutes late.
- Advance Transit’s on-time performance objective is 90% or greater.

Service Availability – Access to the Bus

Advance Transit currently provides transit service so that 90% of our residents are within our service and are less than ¼ of a mile walk to our bus service. Consideration is given to new markets as demand warrants and as resources become available.

Vehicle Assignment Policy

With several practical considerations, Advance Transit assigns buses to service so that average age of the buses serving each route does not exceed the average age of the fleet. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Advance Transit has only one bus facility.

Transit Amenity Policy

Advance Transit has over 193 stops in the service area.

Stops, shelters and benches will be placed according to industry standards (TCRP Report 19) with consideration of and permitting for local and special needs. The installation of new bus amenities can be requested through the customer service office, or at public meetings.

When the annual cost of repairs to any amenity (beyond the cost of normal cleaning) is greater than the cost of the structure, Advance Transit reserves the right to permanently remove the amenity.