



# Title VI Program

2023-2026

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964



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HAMPTON ROADS TRANSIT

PLANNING & DEVELOPMENT

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## CHAPTER 1: INTRODUCTION

# TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. Section 601 of 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."

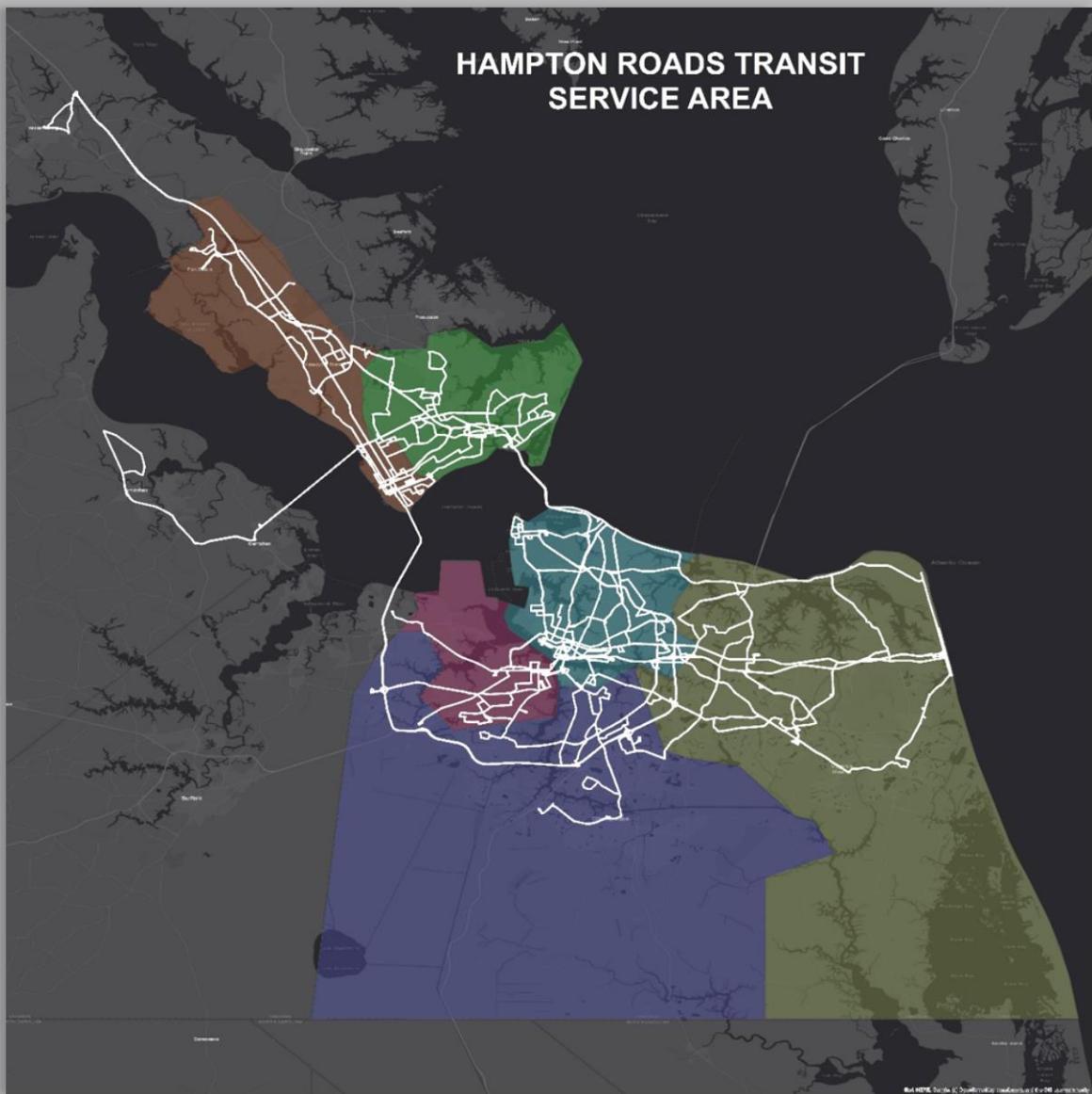
To achieve this purpose, each Federal department and agency which provides financial assistance for any program or activity is authorized and directed by U.S. Department of Justice (DOJ) to effectuate provisions of Title VI for each program or activity by issuing generally applicable rules, regulations, or requirements.

In this regard, it is the responsibility of applicants, recipients, and sub-recipients of Federal Transit Administration (FTA) assistance, to distribute transit services and related benefits in a manner consistent with Title VI. Title VI of the Civil Rights Act of 1964 requires recipients of federal assistance to monitor and evaluate federally assisted programs for compliance. The FTA is responsible for ensuring compliance of transit agencies receiving federal assistance. FTA Circular 4702.1B describes the monitoring methodology used by recipients. Transit providers must conduct periodic assessments to determine whether the transit service provided to minority communities and minority users is consistent with the objectives cited in this circular. Hampton Roads Transit receives federal assistance for the provision of public transit services and therefore complies with the Civil Rights Act of 1964 and the provision of Title VI.

## HAMPTON ROADS TRANSIT

The Transportation District Commission of Hampton Roads (Hampton Roads Transit or HRT) was established in 1999 to provide local and sub-regional fixed-route bus services for the Hampton Roads region. The primary communities served by HRT are Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach. The service area provides HRT with over 13.3 million passenger trips from a diverse community of 1.36 million, of which 45.3% are designated as minorities (2020 American Community Survey (ACS)) and 20.2% are designated as low-income (150% of the federal poverty line with respect to household size as determined by the US Department of Health and Human Services) (2020 ACS).

FIGURE 1: HAMPTON ROADS TRANSIT SYSTEM MAP (AUGUST 2022)



## **FACILITIES**

Hampton Roads Transit operates from the following facilities located throughout its service area.

**TABLE 1: HRT TRANSIT FACILITIES**

<b>FACILITY</b>	<b>ADDRESS</b>
HRT Northside Bus Operations, Maintenance and Administration Facility	2400 Victoria Boulevard Hampton, VA 23661
HRT Southside Bus Operations, Maintenance and Administration Facility	509 E. 18 <sup>th</sup> Street Norfolk, VA 23504
Norfolk Tide Facility (light rail maintenance and operations)	1850 Brambleton Avenue Norfolk, VA 23504
Rail Operations (warehouse)	3404 Mangrove Avenue Norfolk, VA 23502
Downtown Norfolk Transit Center	434 St. Paul's Blvd Norfolk, VA 23510
Hampton Transit Center	2 West Pembroke Avenue Hampton, VA 23669
Newport News Transit Center	150 35 <sup>th</sup> Street Newport News, VA 23607
Silverleaf Transit Center	4300 Commuter Drive Virginia Beach, VA 23452
Wards Corner Transfer Center	7725 Granby Street Norfolk VA 23505
HRT Virginia Beach Operations Facility (seasonal trolley base)	1400 Parks Avenue Virginia Beach, VA 23451

## **SERVICES PROVIDED**

Hampton Roads Transit operates fixed-route local and express bus service, fixed guideway ferry and light rail service, paratransit bus service, and TRAFFIX (vanpool) service. All buses, ferries, and light rail vehicles are ADA accessible.

### **Local Fixed-Route Bus Service**

Approximately seventy local bus routes connect customers to work, school, retail, recreational opportunities, and other destinations. Fixed-route service is provided with 29-, 35-, and 40-foot buses. While service frequency, hours, and days vary by route, the bus system operates seven (7) days a week from 4:00 a.m. to 2:00 a.m. Fixed-route buses can accommodate up to two bicycles.

### **Virginia Beach Wave Seasonal Bus Service**

The VB Wave is a seasonal fixed-route that serves residents and tourists of the Virginia Beach resort area. The VB Wave operates from May to October from 8:00 a.m. to 2:00 a.m. The VB Wave service operates with trolley vehicles.

### **Peninsula Commuter Service**

The Peninsula Commuter Service provides five (5) fixed-route, limited stop, bus routes that connect major employment destinations, such as Canon and Huntington Ingalls Shipyard. These routes offer commuter service with only one or two trips per day, designed to coincide with shift changes at major employers.

### **The Tide Light Rail**

The Tide extends 7.4 miles from Fort Norfolk and the Eastern Virginia Medical Center, through downtown Norfolk, east to Newtown Road at the border of Norfolk and Virginia Beach. There are 11 stations with single car platforms that are ADA accessible. In addition to four park-and-ride locations that offer free parking, customers connect to light rail by walking, biking, or riding one of 18 routes that offer direct connections to six stations. The Tide operates seven days a week: operating from 6:00 a.m. to 11:00 p.m. on Monday through Thursday, 6:00 a.m. to 12:00 a.m. on Friday and Saturday, and 10:55 a.m. to 9:00 p.m. on Sunday.

### **Elizabeth River Ferry**

HRT operates three paddleboat ferries on the Elizabeth River that provide daily connections between downtown Norfolk and downtown Portsmouth. Ferry service is provided to Harbor Park baseball stadium between April and September. The ferry operates seven (7) days a week, provides peak and off-peak service, and offers a winter and summer schedule. In the winter, the ferry operates from 5:30 a.m. to 9:45 p.m. Monday through Thursday; 5:30 a.m. – 11:00 p.m. on Friday; 10:00 a.m. to 12:00 a.m. on Saturdays; and 10:00 a.m. to 10:00 p.m. on Sundays. Service hours during the summer schedule are extended to 11:45 p.m. Monday through Thursday and on Sunday.

### **TRAFFIX**

TRAFFIX is a Transportation Demand Management program that is designed to decrease traffic congestion in Southeastern Virginia by offering commuters ways to reduce the number of Single Occupancy Vehicles (SOV's) commuting to work. The TRAFFIX program encourages the usage of HOV lanes through ridesharing (ex. vanpool) and by encouraging the usage of alternatives to driving such as public transportation, teleworking, biking, or walking to work.

### **Paratransit**

HRT provides demand-response paratransit service for persons with disabilities. Paratransit service is offered to those eligible for service within  $\frac{1}{4}$  of a mile of any route during HRT's hours of operation.

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# CHAPTER 2: GENERAL REPORTING REQUIREMENTS

## TITLE VI NOTICE TO THE PUBLIC

The following notice is posted in all HRT administrative reception areas and transfer centers and is stated on the HRT website.

FIGURE 2: HRT TITLE VI NOTICE OF PUBLIC RIGHTS

## Notifying the Public of Rights under Title VI

Hampton Roads Transit (HRT) operates its programs and services without regard to race, color, and 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 discrimination prohibited under Title VI may file a complaint with HRT.

For more information on HRT's civil rights program and the procedures to file a complaint, call 757.222.6000; online at [www.gohrt.com](http://www.gohrt.com) and click "Contact"; or visit our administrative offices at 509 E. 18th Street, Building #4, Norfolk, VA 23504 or 3400 Victoria Boulevard, Hampton, VA 23661.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attn: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Ave. SE, Washington, DC 20590.

If information is needed in another language, contact 757-222-6000.  
Para más información en español, por favor llame 757-222-6000.



The following text is printed on all route and system maps. Route maps are provided on all transit vehicles. System maps and route maps are provided at all administration buildings and transfer centers. Additionally, these maps are placed in over 90 locations throughout our service district.

***Title VI of the Civil Rights Act of 1964***

Prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Hampton Roads Transit is committed to a program of non-discrimination in the conduct of its business and in the delivery of equitable and accessible transportation services. For more information on HRT's policy on Title VI of the Civil Rights Act of 1964, visit our web site <http://gohrt.com> and click on "Contact".

If information is needed in another language, contact 757-222-6000. Para más información en español, por favor llame 757-222-6000.

# HRT TITLE VI COMPLAINT PROCEDURES AND FORM

The complaint form shown in Figure 3 is available for download on the HRT website. It is also available upon request through Customer Service, by e-mail, and in print through direct mail.

## **TITLE VI COMPLAINT PROCESS**

### **1. Purpose**

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 Persons with Limited English Proficiency" (2000), for alleged discrimination in any program or activity administered by Hampton Roads Transit.

### **2. Statement of Policy**

No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Hampton Roads Transit program or activity, as provided by Title VI of the Civil Rights act of 1964, and as amended.

### **3. How to File a Complaint**

a. Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by Hampton Roads Transit (hereinafter referred to as "HRT") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

- i. All complaints must be in written form.
- ii. A complaint submitted by mail must be addressed as follows:

Hampton Roads Transit  
Attention: Title VI Coordinator  
3400 Victoria Boulevard  
Hampton, VA 23661

- iii. A complaint can be submitted through the HRT website at <http://gohrt.com/contact/title-vi-program/title-vi-complaint-form/>
- iv. A complaint submitted on HRT's Title VI Complaint Form can be emailed to [TitleVI@hrtransit.org](mailto:TitleVI@hrtransit.org); Subject: Title VI Complaint

b. A copy of the Agency's Title VI Complaint Form may be obtained as follows:

- i. Website at <http://gohrt.com/contact/title-vi-program/>
- ii. Phone: Call (757) 222-6000 and ask to speak with Customer Service who will email or mail a copy of the Form.

c. Complaints must be received within 180 days from the date of the alleged incident and must be complete and provide the requested information.

d. A Title VI complaint may also be filed directly with the Federal Transit Administration. The Complaint Form may be found at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>. The complaint form must be signed and mailed to:

Federal Transit Administration  
Office of Civil Rights

Attention: Complaint Team  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue SE  
Washington, DC 20590

4. How HRT will Respond to Complaints

The following is a summary of the procedures that HRT uses for investigation and resolution of Title VI customer complaints.

- a. Once a Title VI complaint is received, HRT will review the complaint to determine if our office has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by our office or a letter closing the matter.
- b. HRT has 90 days to investigate the complaint from the date that it was received by HRT. If more information is needed to resolve the case, HRT may contact the complainant for a meeting, interview or additional information. The complainant has 30 calendar 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 calendar days, HRT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- c. After the investigator reviews the complaint, he/she will issue one of two 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. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains how the situation will be addressed. If the complainant wishes to appeal the decision, he/she has 90 days after the date of the letter or the LOF to do so.

FIGURE 3: TITLE VI COMPLAINT FORM

## Title VI Program

### Complaint Form



HAMPTON ROADS  
TRANSIT

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

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1. Today's Date: \_\_\_\_\_

2. Complainant's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_  
Telephone No(s): (\_\_\_\_) \_\_\_\_\_ / (\_\_\_\_) \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_

3. Person discriminated against (if someone other than Complainant):  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_  
Telephone No(s): (\_\_\_\_) \_\_\_\_\_ / (\_\_\_\_) \_\_\_\_\_

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

5. Date of alleged incident resulting in discrimination: \_\_\_\_\_

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

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



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

Witness Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone No.(s): \_\_\_\_\_

Witness Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone No.(s): (\_\_\_\_) \_\_\_\_\_ / (\_\_\_\_) \_\_\_\_\_

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

Yes  No

If yes, check all that apply:

Federal agency  Federal court  State agency  State court  Local agency

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

Agency: \_\_\_\_\_

Name/Title: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_

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

Large Print (specify size): \_\_\_\_\_  TDD  Audio  Other: \_\_\_\_\_

Signature and date required below.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print or Type Name \_\_\_\_\_

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

Hampton Roads Transit  
Attention: Title VI Compliance Officer  
3400 Victoria Boulevard  
Hampton, VA 23661  
757-222-6000

## TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

Since the submission of its 2019 Title VI Program, Hampton Roads Transit has had no lawsuits or any active Title VI investigations conducted by FTA or entities other than FTA. During this period (April 2020 – December 2022), HRT has received 1 formal complaint alleging Title VI violations. Of the 1 reported complaint alleging Title VI violations, none were substantiated. The following list summarizes the complaint.

**TABLE 2: LIST OF SUBMITTED TITLE VI FORMAL COMPLAINTS**

Complaint Number	Created On	Summary of Review, Resolution or Action Takes	Status
2021-01	08/31/2021	Complaint from customer stating that she was hit with the front door of the bus on Route 47 (Portsmouth), additionally Complaint of discrimination against the actual bus. Customer stated that the Route 44 bus discriminated against her because she was black. Stated the bus passed her by and laughed at her. Contacted customer by phone, she stated that her identity has been stolen and that she is hated in the city of Portsmouth. The remainder of the conversation was incoherent. Sent client a letter requesting more information concerning incidents on Routes 44 and 47. No information was received from customer	Closed
2022-01	12/19/2022	Complaint from customer stating that she was racially discriminated against on Route 102 (Newport News) by the bus operator. Customer stated that the operator would not open the bus door for her for three minutes and that he taunted and embarrassed her. Spoke with customer, she stated that the operator did not say anything racially derogatory to her or reference her race, color or national origin. Referred client to customer service to file a complaint against the operator.	Closed

## PUBLIC PARTICIPATION PLAN

The public, as the primary customer and beneficiary of transit service, is provided the opportunity for input and review through the public engagement process. Actions such as the establishment of new service, fare adjustments, major modifications of existing service, and/or suspension or abandonment of any bus routes may include a formal process of review by HRT; including, meaningful public engagement conducted by HRT staff. Under 49 USC Chapter 53, Section 5307, the Federal Transit Administration (FTA) requires “a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service.” HRT uses a broad range of outreach tools documented in the Public Participation Plan (Appendix A) to serve this requirement.

Meaningful public engagement may include public meetings, public hearings, pop-up meetings, interactive web-based tools, distribution of written materials at major transfer points, posting of informational flyers, and the posting of information on the HRT website. Notices (signs, pamphlets, brochures) describing proposed action(s), date(s) and location(s) of any hearings or meetings may be posted on buses and at transfer centers. Notices may be published in major local and/or relevant neighborhood newspapers and on the HRT website. HRT also uses social media (ex. Facebook posts, Twitter) and HRT website comment forms to provide access through the internet. Open public meetings and formal public hearings are used to gain public review and comment. Community organizations, public agencies and elected officials may be notified by mail (direct and/or electronic) of significant service changes. All public comments submitted to HRT through any of these outreach tools become part of the official record.

Hampton Roads Transit communicates with many organizations throughout the region and often attends meetings and events sponsored by these groups. These groups consist of cultural organizations, senior organizations, city partners, schools, business associations and other organizations invested in HRT’s service area. In this arena, we are able to create relevant conversations and dialogue between Hampton Roads Transit and the specific community regarding transit needs.

If a special accommodation is desired at any public meeting held by HRT, the public can call HRT Customer Service a minimum of two (2) business days prior to the meeting to arrange the proper accommodations. HRT will provide Spanish translation and offers interpreters for other languages, including sign language, upon request and following the same time period of special accommodation requests (a minimum of two (2) business days). Hampton Roads Transit selects meeting and hearing locations to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. Hampton Roads Transit public meetings are wheelchair accessible.

Besides actions defined as a fare change or a major reduction in service, Hampton Roads Transit has established that changes in service will be the subject of public hearings, meetings, or other reasonable use of meaningful public outreach or engagement methods as appropriate to the nature of the proposed change. Public input is solicited while proposals are under consideration. Customers and the public are notified prior to the implementation of changes in service.

## LIMITED ENGLISH PROFICIENCY (LEP)

HRT's Limited English Proficiency (LEP) Plan, or LEPP, for this Title VI Program is attached in Appendix B: The LEPP documents the four-factor analysis completed to identify appropriate language assistance measures needed to improve access to HRT services and benefits for LEP persons. Under the analysis, it was determined that approximately 3% of the population in HRT's service area has limited proficiency in the English language. The most predominate language spoken other than English is Spanish. The LEPP documents current measures used by HRT to assist LEP populations including:

- HRT's current Customer Service Call Center Translation Services that provide translation services on a per-call basis.

HRT's Customer Service department reported that it received 7 calls from LEP speakers requiring translation services in 2020, 14 calls in 2021, and 21 calls in 2022. HRT will ensure that a Spanish language translator is available at public hearings upon a request for services. Within the 20-2022 Title VI review period, HRT has not needed to utilize these services for a public hearing. HRT has received no request for any other translation services during the 2020-2022 review period for public meetings.

As part of the four-factor analysis, the factor 1 analysis showed that 3.08 percent of the population in HRT's service area can be classified as limited English proficiency, reporting that they speak English less than very well. The factor 2 analysis showed that the frequency of contact with HRT's customer service center was limited. However, with those contacts HRT ensures that all persons, regardless of language proficiency, have access to information on public transportation services and programs. This level of service is an important element of the agency's customer service and operating program. HRT currently offers translation services to those who call into their customer service line through contracted translation services. HRT utilizes Google Translate for translation on its website.

HRT paratransit service is operated by Via Transportation ("Via"). If their call center receives a call from a non-English speaking customer, they have bi-lingual personnel who will either speak with the person directly at that time or the person will be called back. If the Via assigned staff is not available, Via Transportation can contact their Call Center in Barcelona, Spain for assistance, where they have 24 hours/day coverage. For customers seeking Spanish translation, Via agents will forward the call to (757) 222-6100 (Press 2) to ensure that the customer receives bilingual support.

## MEMBERSHIP OF NON-ELECTED COMMITTEES AND COUNCILS

The Transportation District Commission of Hampton Roads, HRT's governing body referred to as the Commission or the Board, consists of 13 members, one elected official and one citizen representative from each city served by Hampton Roads Transit, and the chairman of the Commonwealth Transportation Board (CTB) or a designee. Citizen representatives are appointed by the Governor.

The Chairman designates Commission members to sit on the following Standing Committees: Audit/Budget Review Committee, Operations and Oversight Committee, and the Planning and New Starts Development Committee.

The Board appoints non-Board members to the following advisory committees: Transit Riders Advisory Committee (TRAC), and Paratransit Advisory Committee (PAC).

The full list of Board members and Committee members is provided in Appendix C which also indicates the minority representation on the Board and the Committees.

## **STANDING COMMITTEES**

### **Audit/Budget Review Committee**

The Audit/Budget Review Committee reviews financial statements and performance reports concerning actual expenses and revenues relative to the annual budget on a quarterly basis. It refers those reports to the full Commission.

### **Management/Financial Advisory Committee**

The Management/Financial Advisory Committee (MFAC) serves as liaison between HRT staff and the City Managers of the component governments. The MFAC serves as an advisory body to make general or specific recommendations to the Commission.

### **External/Legislative Affairs Committee**

The External/Legislative Affairs Committee assists in the development of current and future legislative policies and strategies and provides guidance on the development, implementation and maintenance of strategies for HRT image building, public relations and leveraging of positive relationships with key external parties.

### **Operations and Oversight Committee**

The Operations & Oversight Committee works with the President and CEO to consider proposals from HRT staff on the acquisition of goods and services. It also receives staff reports on system performance. The committee meets the second Thursday of each month, with the exceptions of November and December when it meets the first Thursday of the month.

### **Planning and New Starts Development Committee**

The Planning and New Starts Development Committee works with the President and CEO to provide policy and direction for HRT's major initiatives. The committee meets on an ad-hoc basis.

### **Smart Cities and Innovation Committee**

The Smart Cities & Innovation Committee shares, manages and evaluates smart city and innovation policies and projects, potential partnerships and funding opportunities.

## **ADVISORY COMMITTEES**

### **Transit Riders Advisory Committee**

The Transit Riders Advisory Committee (TRAC) is a subcommittee under the Transportation District Commission of Hampton Roads (TDCHR) Executive Committee and is operated by citizens on a voluntary basis. The purpose of TRAC is to:

- Provide HRT administration with feedback and recommendations for improving operational or service issues affecting HRT customers
- Provide input into HRT's customer outreach activities
- Provide HRT customers and the community at-large with information about HRT services and soliciting input concerning service improvements

Members should include (but are not limited to) HRT customers and persons who currently utilize or have the desire to utilize public transportation. Members are appointed by the TDCHR Executive Committee Chairperson upon recommendation by HRT staff and/or the Commissioner(s) of the represented city.

The TRAC reports to the TDCHR Executive Committee at each regularly scheduled meeting. A written report is prepared by the Recording Secretary and reviewed by the committee Chairperson and/or Vice-Chairperson and HRT staff to be submitted to the TDCHR Executive Committee Chairperson prior to presentation to the full TDCHR Commission meeting. HRT staff provides assistance as required to ensure that the report is prepared and placed on the TDCHR Executive Committee and TDCHR agendas. The TRAC was established by the TDCHR in July 2009.

### **Paratransit Advisory Committee**

The Paratransit Advisory Committee (PAC) is a subcommittee that is operated by citizens on a voluntary basis. The committee provides a communication link between the TDCHR, persons with disabilities who use or may use its services, and service providers to the disabled community on matters related to paratransit service within HRT's service area.

Membership shall consist of no more than twenty-one voting members and the non-voting members. Furthermore, membership shall generally consist of:

- Two consumers from each member jurisdiction
- One service provider representative from each member jurisdiction.

Every effort will be made to have equal representation from each jurisdiction and balanced representation of the various disabilities present in the member jurisdictions. If the above-referenced number of consumers and/or service providers is not available from a jurisdiction, the Commission may, and shall be encouraged to, appoint a representative from another jurisdiction.

The PAC reports to the TDCHR Executive Committee at each regular meeting. A written report is prepared by the Recording Secretary and reviewed by the committee Chairperson and/or Vice-Chairperson and HRT staff to be submitted to the TDCHR Executive Committee Chairperson prior to presentation to the full TDCHR Commission meeting. HRT staff provides assistance as required to ensure that the report is prepared and placed on the TDCHR Executive Committee and TDCHR agendas. The PAC was established by the TDCHR in 2002.

## MONITORING OF SUBRECIPIENTS AND CONTRACTORS

As of Commission Adoption of this Title VI Program, there is no sub-recipient of federal funds through Hampton Roads Transit.

With the adoption of this Title VI Program, HRT requires all subrecipients to be fully compliant with FTA Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. HRT will monitor compliance through the submittal of Title VI Assurance Forms and Title VI Programs as follows:

- All subrecipients must submit their Title VI Assurance Form and Board-approved (if applicable) Title VI Program to HRT prior to the receipt of any federal funds.
- Subrecipients must submit updated Title VI program including any public transportation-related Title VI investigations, complaints, or lawsuits:
  - Prior to first receipt of federal funds for each grant cycle, and
  - Prior to final receipt of federal funds for final grant cycle.
- Lack of compliance with the Title VI program or the submittal schedule will delay or halt disbursement of federal funds.
- HRT and Subrecipients will follow compliance reviews as set forth under FTA C 4702.1B, Chapter 8.

Currently, Hampton Roads Transit contracts out portions of their service to two companies:

- Norfolk By Boat operates the Elizabeth River Ferry, a ferry services that connects downtown Norfolk and Portsmouth across the Elizabeth River.
- Via Transportation operates HRT's federally mandated complementary paratransit service. Paratransit service is available to qualified disabled residents in the HRT service area.

As part of its efforts to ensure that Norfolk By Boat and Via Transportation comply with the requirements of Title VI, Hampton Roads Transit will hold periodic meetings with representatives of the above companies to discuss any Title VI issues that arise. Hampton Roads Transit staff has briefed them on their Title VI obligations and provided them with copies of the most recent Title VI Circular. The two companies have agreed to abide by the Title VI requirements.

## FIXED FACILITY IMPACT ANALYSIS

HRT may not select the site or location of facilities with the purpose or effect of excluding persons from, denying the benefits of, or subjecting them to discrimination on the basis of race, color, national

origin, or income level. 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, national origin, or income-level.

Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, and operations centers. Bus shelters are not included in this provision as they are considered transit amenities and are covered by regulations discussed in Section 3.5 of this Title VI Program. Transit stations, power substations, and similar facilities are not included in this provision as they are evaluated during project development and the NEPA process.

For facilities covered by this provision, HRT is required to:

- Complete a Title VI equity analysis during the planning stage with regard to where a project is located to ensure the location is selected without regard to race, color, national origin, or income and engage in outreach to persons potentially impacted by siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
- Give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure proper analysis of localized impacts.
- Provide substantial legitimate justification for locating a project in a location that will result in a disparate impact on the basis of race, color, or national origin or disproportionate impact on the basis of income, and show that there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin or disproportionate impact on the basis of income. In order to show that both tests have been met, HRT must consider and analyze reasonable, feasible, and prudent alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin or disproportionate impact on the basis of income, and then implement the least discriminatory alternative.
- Under HRT's Title VI program, all Title VI equity analyses for proposed service and fare changes and siting of fixed facilities will be considered by the Board prior to implementation. Evidence of consideration and approval will be documented through the meeting minutes of the Commission or through Resolution and will be attached to each final Title VI equity analysis report.

## COMMISSION APPROVAL OF THE TITLE VI PROGRAM

This Title VI Program, which includes the disparate impact policy, major service change policy, service and fare change equity analysis procedures, and service monitoring, was considered and is anticipated to be approved by HRT's governing board in February 2023.

Under HRT's Title VI program, all Title VI equity analyses for proposed service and fare changes and siting of fixed facilities will be considered and approved by the Board prior to implementation.

Evidence of consideration and approval will be documented through the meeting minutes of the Commission or through Resolution and will be attached to each final Title VI equity analysis report.

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## CHAPTER 3: SERVICE STANDARDS AND POLICIES

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### MAJOR SERVICE/FARE CHANGE POLICY

Recommendations for service changes are developed by HRT staff to maintain efficient service. The HRT key performance measure for proposed service changes is based on passengers per trip. When a route ridership falls at or below an average of 10 passengers per trip, it is considered an “under performer” and is subject to a detailed review to improve its performance and may be recommended for elimination. In accordance with industry-standard practice, HRT will consider a percentage change of 25% hours or mileage for a route a “Major Service Change.” All proposed Major Service Changes require a Title VI Equity Analysis under the procedures established by this Title VI program. The performance of the referenced analysis would include a 25% percentage change by service and/or day type.

As stated in the Equity Analysis Procedures, if a disparate equity impact is determined and HRT chooses not to alter the proposed service or fare change despite the potential disparate impact on minority populations or disproportionate impact on low-income populations, or if HRT finds, even after the revisions, that minority or low-income riders will continue to bear a disproportionate share of the proposed service change, HRT may implement the service change if; HRT has a substantial legitimate justification for the proposed service change, and HRT can show that there are no reasonable alternatives that would have a less disparate impact on minority or low income riders but would still accomplish the transit provider’s legitimate program goals.

Under the HRT Fare Policy at the time of adoption of this Title VI Program, HRT has a farebox recovery ratio target between 22 and 25%. HRT staff annually reviews and reports the farebox recovery ratio compared to the target. Based on the analysis, HRT may recommend fare adjustments as part of a range of solutions to maintain a sustainable long-term Financial Plan for the agency. All proposed Fare Changes require a Title VI Equity Analysis under the procedures established by this Title VI program.

### DISPARATE AND DISPROPORTIONATE IMPACT

For any proposed change that requires an equity analysis as defined in Section 3.1, HRT will determine if the change would create a disparate or disproportionate impact minority and/or low-income populations, respectively.

Determination of whether a proposed Major Service Change has either disparate or disproportionate impact is based on whether the percentage of minority and/or low-income passengers on an affected transit route (bus or fixed-guideway) is greater than five (5) percentage points of the transit system’s percentage of minority and/or low-income riders.

Determination of whether a proposed fare adjustment has either disparate or disproportionate impacts is based on minority and/or low-income populations bearing a fare rate change of greater than five (5) percentage points as compared to non-minority and/or non-low-income populations.

## **PUBLIC OUTREACH**

In developing the updated HRT Title VI Program HRT engaged in public outreach activities to request public review and comment from December 27, 2022 to January 23, 2023. No public comment was received by mail, e-mail, through HRT's website, or by phone.

An 8-1/2 by 11 notice (shown on the following page) was posted in all major Customer Service Areas including:

- HRT Northside Bus Operations, Maintenance and Administration Facility
- HRT Southside Bus Operations, Maintenance and Administration Facility
- Silverleaf Transit Center
- Hampton Transit Center
- Newport News Transit Center

A tri-fold pamphlet was created with a summary of information on the changes to the HRT Title VI Policy. The pamphlet directly and clearly asked for public comment on the policy. The draft Title VI policy was posted on gohrt.com under the Title VI section of the website. Staff distributed pamphlets to customers at the following locations:

- Newport News Transit Center
- Downtown Norfolk Transfer Center
- Hampton Transit Center
- Silverleaf Transit Center
- Robert Hall Transfer Center
- Pembroke Transfer Center

FIGURE 4: HRT TITLE VI POLICY UPDATE NOTICE FOR PUBLIC COMMENT

# Notice of Update HRT's Title VI Policy Under the Civil Rights Act of 1964

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**What is 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 ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Federal Transit Administration (FTA) issued guidance that helps recipients of FTA grant funding better understand and comply with federal civil rights requirements and to; ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner; promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency. HRT is required to update its Title VI Policy by March 31, 2020.

**HRT's Title VI Policy**  
Hampton Roads Transit's Title VI Program and Policy includes policy, reports, data, procedures, and plans that ensure that HRT is in compliance with the requirements in Title VI of the Civil Rights Act of 1964. HRT's existing Title VI Program also evaluates potential impacts of proposed service and fare changes on minority and low-income riders and provides the provision of language access to persons with limited English proficiency. HRT completes Title VI assessments when proposing a major service change or when proposing changes in the fare structure that could provide a disparate impact and/or disproportionate burden on Title VI populations. HRT's Title VI Program includes an update of related population, data, statistics and mapping for Title VI populations, public involvement and service standards and policies.

**Public Comments on HRT's Title VI Program**  
HRT's revised Title VI Policy is available for review and public comment on our website - <http://gohrt.com/contact/title-vi-program/>

All comments must be received no later than March 24, 2020.

Your feedback is very important and will allow us to continue to serve all of our transit populations. Comments can be submitted by email at [TitleVI@hrtransit.org](mailto:TitleVI@hrtransit.org) or by calling 757-222-8000 and asking to speak with the Title VI Coordinator, Jennifer Dove. Comments can also be mailed to Hampton Roads Transit, Attn: Title VI Coordinator, 3400 Victoria Blvd., Hampton, VA 23661.

Para más información en español, por favor llame 757-222-8000.



**HAMPTON ROADS  
TRANSIT**

**gohrt.com**

FIGURE 5: HRT TITLE VI POLICY UPDATE NOTICE FOR PUBLIC COMMENT – PAMPHLET

[Pamphlet Exterior](#)

**CONTACT**

Phone: 757-222-6000

Northside Bus Operations, Maintenance and Administration Facility  
3400 Victoria Boulevard  
Hampton, VA 23661

Southside Bus Operations, Maintenance and Administration Facility  
509 E. 18th Street  
Norfolk, VA 23504

**YOUR FEEDBACK IS IMPORTANT.**

Comments can be submitted by:  
Email: [TitleVI@hrtransit.org](mailto:TitleVI@hrtransit.org)  
Mail: 3400 Victoria Blvd.,  
Hampton, VA 23661

Phone: 757-222-6000  
Request to speak to the Title VI Coordinator,  
Jennifer Dove

A copy of the draft report can be reviewed on  
Hampton Roads Transit's website at:  
<http://gohrt.com/contact/title-vi-program>

 HAMPTON ROADS TRANSIT  
[gohrt.com](http://gohrt.com)

**NOTICE OF PROGRAM UPDATE**

**Hampton Roads Transit**  
**Title VI Policy**  
Under the Civil Rights Act of 1964



## **Summary of updates and modifications of Hampton Roads Transit's Title VI Program**

A summary/highlights of some of the program updates, changes, and modifications are included below. Additional information and detail on HRT's complete 2020 Title VI Program; including all updates and content is provided in the full Title VI Program Draft. Details and the draft of 2020 Title VI Program can be viewed on Hampton Roads Transit's website at <http://gohrt.com/contact/title-vi-program>



Hampton Road's Transit is required to update its Title VI Policy by March 31, 2020.

### **Title VI Program – General**

- Update of related population data, statistics, and mapping for minority, low-income, and LEP populations.
- Update of program material, notices, and related information.

### **Chapter 3: Service Standards and Policies**

- Update of evaluation criteria for max service

### **What is 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 ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Federal Transit Administration (FTA) issued guidance (effective October 1, 2012) that helps recipients of FTA funding better understand and comply with federal civil rights requirements and to; ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner; promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

### **Hampton Roads Transit's Title VI Policy**

Hampton Roads Transit's Title VI Program and Policy includes policy, reports, data, procedures, and plans that ensure that HRT is in compliance with the requirements in Title VI of the Civil Rights Act of 1964. HRT's existing Title VI Program also evaluates potential impacts of proposed service and fare changes on minority and low-income riders and provides the provision of language access to persons with limited English proficiency. HRT completes Title VI assessments when proposing major service change or when proposing changes in the fare structure that could provide a disparate impact and/or disproportionate burden on Title VI populations.





# EQUITY ANALYSIS PROCEDURES

## SERVICE CHANGE ANALYSIS PROCEDURE

The process for analyzing service changes generally follows the following ten (10) steps:

1. Define the Service Area covered by HRT system.

Identify Transportation Analysis Zones (TAZ) or Census tracts in the service area that are predominantly minority and predominantly low-income using FTA's recommended procedures specified in Circular 4702.1B. Determine the percentage of minorities and low-income populations residing in the service area. Generate maps showing the geographic distribution of minority and low-income populations.

Identify the type of service change proposed for each transit route, along with the percentage change between existing conditions and future conditions. It is only necessary to analyze those routes for which changes are proposed. Apply the threshold for a Major Service Change to determine whether the percentage change between existing and future conditions is above or below the threshold, and whether any of the proposed changes constitute the designation of a Major Service Change.

After identifying the type of service change proposed and whether or not the service change(s) will be classified as Major Service Changes, HRT will consider the proposed change in the context of existing data. That data will include travel pattern data from HRT's Origin-Destination surveys for the affected route(s) and the Census demographic data previously obtained.

- a. For changes to existing transit routes involving service frequencies, reductions in revenue service miles, or other modifications in route length, HRT will review the change based on data from HRT's Origin-Destination survey.
- b. For changes involving route extensions to serve new geographic areas or the addition of new routes, HRT will consider Census geographic data to establish a market capture area for the proposed new service area.

Based on the type of service change (reduced service frequency, route restructuring, route modification etc.), determine the percentage of minorities and/or low-income populations that would be affected by the proposed service change. In cases where a service frequency change is proposed, or a route is modified such that there is a reduction in service level or geographic area covered, the analysis should use data obtained from the HRT origin-destination survey of existing riders along the route affected by the change, as these populations will be most affected by the proposed change. Conversely, if a route is proposed to be extended to serve a new geographic area, HRT will use Census data as the geographic base for identifying minority and/or low-income populations residing within the specified distance of the route (market capture area).

Compare the percentage of minorities and/or low-income populations computed in Step 5 with the minority and/or low-income population percentage for the service area (along the route/affected area) determined in Step 2.

If the minority population percentage in Step 6 is greater than the service area minority population percentage by five (5) percentage points or more, and the proposed service change is identified as a Major Service Change, a disparate equity impact is determined. If the low-income population percentage in Step 6 is greater than the service area low-income population percentage by five (5) percentage points or more, and the proposed service change is identified as a Major Service Change, a disproportionate equity impact is determined. In these cases, an appropriate mitigation plan should be developed by HRT to address the equity impacts identified. Again, only those service changes that are deemed Major Service Changes need to be evaluated for equity. If the minority or low-income population percentages are below the impact threshold of 5 points above the service area population percentages, no adverse equity impacts are determined.

HRT will present the proposed service change and results of the equity analysis for meaningful public involvement as defined by the public participation plan.

If a disparate equity impact is determined and HRT chooses not to alter the proposed service change despite the potential disparate impact on minority populations or disproportionate impact on low-income populations, or if HRT finds, even after the revisions, that minority or low-income riders will continue to bear a disproportionate share of the proposed service change, HRT may implement the service change only if:

- HRT has a substantial legitimate justification for the proposed service change, and
- HRT can show that there are no alternatives that would have a less disparate impact on minority or low income riders but would still accomplish the transit provider's legitimate program goals.

HRT Board will fully consider the results of the equity analysis, proposed alternatives and mitigation if applicable, and public comments on the proposed change prior to approval.

## **FARE IMPACT ANALYSIS PROCEDURE**

The process for analyzing fare adjustments generally follows the following nine (9) steps:

1. Define the Service Area covered by HRT system.

Identify TAZs or Census tracts in the service area that are predominantly minority and predominantly low-income using FTA's procedures. Using Census data, compute percent of minorities and low-income population in the Service Area. Generate maps showing the geographic distribution of minority and low-income populations.

Using travel pattern data obtained from Origin-Destination survey and the current fare structure, estimate average fares paid by minorities, non-minorities, low-income and non-low income riders in the entire Service Area. Further, break down the average fares by fare type. Repeat Step 3 by replacing the current fare structure by the proposed fare structure.

Determine percent increase in fares for minorities, non-minorities, low-income and non-low-income populations in the Service Area.

If the percent differences in fare increase for minorities versus non-minorities and low-income versus non-low income populations are under the 5% impact threshold, a determination of “no impacts” will be made. If the estimated differences exceed HRT’s 5% impact thresholds, it will be concluded that the proposed fare change would result in adverse equity impacts. In that case, appropriate mitigation plan will be developed by HRT to address those equity impacts.

HRT will present the proposed fare change and results of the equity analysis for meaningful public involvement as defined by the public participation plan.

If a disparate equity impact is determined and HRT chooses not to alter the proposed fare change despite the potential disparate impact on minority populations or disproportionate impact on low-income populations, or if HRT finds, even after the revisions, that minority or low-income riders will continue to bear a disproportionate share of the proposed fare change, HRT may implement the fare change only if:

- HRT has a substantial legitimate justification for the proposed fare change, and
- HRT can show that there are no alternatives that would have a less disparate impact on minority or low income riders but would still accomplish the transit provider’s legitimate program goals.

HRT Board will fully consider the results of the equity analysis, proposed alternatives and mitigation if applicable, and public comments on the proposed change prior to approval.

## SERVICE STANDARDS

### VEHICLE LOAD

The number of passengers, or load, carried per hour measures the efficiency of service. HRT’s system-wide efficiency goal for buses is 10 passengers or more per trip. The Load Factor, measured as a percent of a fully seated load, varies with service type. Load Factors for individual service types are shown in the following table.

TABLE 3: LOAD FACTORS BY SERVICE TYPES

SERVICE TYPE	PEAK	OFF-PEAK
Regional Backbone	120%	100%
Local Priority	120%	100%
Coverage	120%	100%
Limited/Express	100%	100%

To ensure service quality, any service consistently operating at more than 100% of its seating capacity (load factor) will be evaluated to reduce overcrowding.

### **VEHICLE HEADWAY**

Generally, routes operating in urban areas have 15 to 30-minute headways during the peak and 30 to 60 minutes during the non-peak. Service in the less dense areas generally have one-hour headways. It should be noted the specific frequency levels are determined by each sponsoring jurisdiction in conjunction with planning and budget considerations.

### **ON-TIME PERFORMANCE**

On-time performance for HRT's bus service is measured against the published schedule and actual bus arrival times at approximately 200 designated time points throughout the system. A bus is considered "on-time" if not more than five minutes late or zero minutes early at each scheduled time point. There is approximately one time point for every 10 bus stops. Actual bus arrival times are captured by HRT's Navigator, an automatic vehicle location (AVL) system which uses Global Positioning System (GPS) technology. Bus on-time performance can be impacted by traffic congestion, detours, weather, a larger than anticipated number of boardings, and boardings of passengers with accessibility needs.

### **SERVICE AVAILABILITY**

Service availability in each of HRT's six cities is set by each of its member jurisdictions. This means that the number of routes, service frequency, service span, and service coverage areas as operated by HRT are directly determined by each city during the annual budgetary cycle. Article IV of HRT's Cost Allocation Agreement describes how transit service in the HRT service district is determined.

## **ARTICLE IV**

### **PROVISION OF PUBLIC TRANSPORTATION SERVICES**

1. The Commission will own and operate the consolidated regional public transportation system within and between the Participating Cities.

The Commission recognizes the service provided by local contract carriers and other transportation companies and will attempt to foster continuation and improvement of services provided by these private companies.

Each year, as part of the budgeting process, the Commission will propose a public Transportation Service Program (TSP) for the region. The TSP will contain a description of service such as route name, hours of service to be provided, estimated cost, estimated revenue and estimated city share of the cost of service. The TSP will identify the service program of each Participating City and its contribution based on estimated costs and revenues.

Each Participating City will review its portion of the TSP and recommend revisions where appropriate. After each Participating City has approved funding of its portion of the TSP, the Commission will approve and publish the TSP as the Transportation Service Program of Hampton Roads.

Each Participating City will determine the type, amount and location of public transportation services for which it provides funds within its borders. Each Participating City, by approving its portion of the TSP, agrees to pay monthly in advance its portion of the administrative, capital and net operating costs of the Commission's approved TSP.

Each Participating City will have final determination on the type, amount, and location of public transportation service provided within its borders. Nothing in this Agreement will be construed as a requirement that a Participating City must provide public transportation services.

The Commission will provide the transit service contained in the TSP as approved by each Participating City and each city will finance its share of net capital and operating costs incurred by the Commission in providing transportation services contained in the approved TSP.

Additions, deletions, or revisions to the TSP may be proposed at any time by a Participating City by letter from the City Manager or his designated representative to the Executive Director of the Commission. Changes may also be proposed at any time by the Commission by letter from the Executive Director or his designated representative to the City Manager of a Participating City. If the change is to be implemented during the year of the previously approved TSP and increases the total In Service Hours for the Participating City, no federal or state public support funds already allocated will be applied to that service until that service is included in the annual TSP and budget.

Whenever an addition, deletion, or revision to the TSP is proposed, the Commission will develop an estimated cost of the proposed change. The estimated cost will be furnished to the Participating City or Participating Cities affected by the proposed change.

The Participating Cities will review and approve all proposed changes and estimated costs of the TSP before implementation by the Commission. The TSP will be revised to incorporate all changes approved by the Participating Cities. If no response is made by the City Manager or his designated representative before or at the public hearing, in the case of a change requiring a public hearing, or within 15 days before implementation in the case of a minor change, the Commission will assume that there are no objections to the service changes and will proceed.

Any capital cost or operating cost liability incurred by the Commission as a result of a reduction of transit service requested by a Participating City will be paid by the Participating City requesting the reduction until such time as the liability is relieved.

## SERVICE POLICIES

### TRANSIT AMENITIES

Transit amenities refer to fixed items of comfort and convenience available to the general riding public such as bus stop benches, shelters, lighting, and bike racks. HRT's Passenger Amenity Policy provides guidelines for proposing, planning, and implementing transit stop amenities in an effort to provide the highest quality of amenities to Hampton Roads Transit customers. The Passenger Amenities Policy is intended to be utilized with Hampton Roads Transit Bus Stop Location policy. The guidelines included considers the operational needs of HRT in addition to all federal and state mandates, including equity requirements under Title VI of the Civil Rights Act and accessibility requirements related to the Americans with Disabilities Act (ADA).

Bus stop amenities are provided by a myriad of sources including local governments, private developers, citizens' groups, as well as funds flowing to HRT. At times these amenities are not owned or maintained by HRT and are put in place without direction or control of the transit agency.

HRT inventories existing amenities within HRT's control and determines where new or replacement facilities should be located based on bus stop average daily boarding counts, property ownership status, minimum area requirements, infrastructure requirements and other related factors.

### VEHICLE ASSIGNMENT

Vehicle assignment refers to the allocation of transit vehicles to ensure that all communities receive the same quality of rolling stock benefits.

HRT fixed-route vehicles differ primarily by length of vehicle and age. Passenger amenities such as air conditioning and upholstery are standard. The length of vehicle assigned to a route is primarily determined by the ridership load and type of service (see the following table below), leaving age the primary variable to consider in equitable vehicle assignments. HRT average fleet age as of the adoption of this Title VI Program is 9.3 years and is anticipated to decrease over the next several years as the new fleet purchases outlined in HRT's Transit Development Plan are executed. In order to ensure equitable distribution of vehicles, each route is randomly assigned buses without regard to the vehicle age, as maintenance and repair needs permit. Also to note, the age/useful life of the vehicle may have been extended due vehicle/maintenance upgrades (ex. engine repower). However, those vehicles may be more reliable than a vehicle that is older based on acquisition year. Those vehicles (and related age) are also included in the random vehicle assignment.

HRT also provides vehicle assignment based on service type; which includes - VB Wave The city of Virginia Beach funded the purchase of replica trolley buses that are assigned to our seasonal service the VB Wave.

A sample table showing HRT vehicle assignment by route and vehicle size is attached in Appendix E. These assignments change with ridership levels, service adjustments, and available equipment. HRT plans to collect and analyze vehicle assignment data to further review vehicle assignment and its impacts on Title VI populations. If disparate or disproportionate impacts are found, HRT will address those as outlined in its Equity Analysis Procedures

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# CHAPTER 4: DEMOGRAPHIC AND SERVICE PROFILE MAPS AND CHARTS

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The FTA requires transit providers receiving federal assistance to provide demographic maps that identify census tracts where the percentage of total minority and low-income population residing in these areas exceeds the average minority and low-income population for the service area as a whole. The maps and charts must be updated: 1) at least every three years, 2) after each Federal census data become available, and 3) when there are significant changes in the transit system.

## POPULATION ETHNICITY CHARACTERISTICS

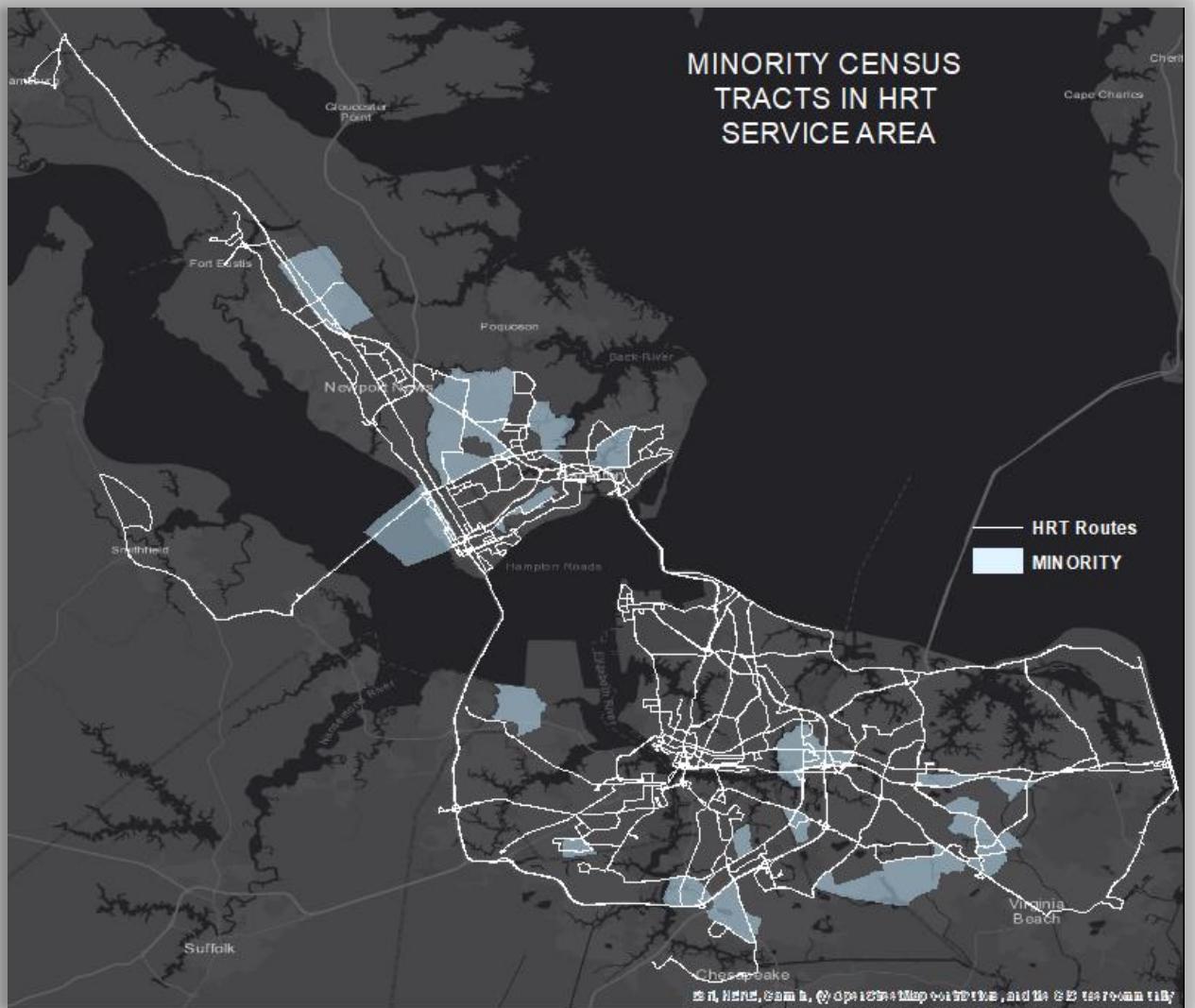
In 2021, the U.S. Census identified 1,364,203 residents in the census tracts within the HRT service area. The minority population includes Hispanic or Latino, African Americans, Asians, American Indians and Alaskan Natives, Pacific Islanders, other non-white races, and persons of two or more races. In the HRT service area, 45.3% of the residents were designated minority utilizing 2021ACS data. **In this report, census tracts in which the minority percentage exceeds 45.3% are defined as minority tracts.**

TABLE 5: HRT SERVICE AREA MINORITY STATUS (2021 AMERICAN COMMUNITY SURVEY)

TOTAL POPULATION	MINORITY		NON-MINORITY	
1,364,203	617984	45.3%	746,219	54.7%

The following map shows census tracts in which the percentage of minority residents is at or above 45.3% in the HRT service area.

FIGURE 6: MINORITY CENSUS TRACTS IN THE HRT SERVICE AREA



## INCOME CHARACTERISTICS

Hampton Roads Transit, utilizing accepted industry standards, considers persons living at or below 150% of the federal poverty line to be low-income for the purposes of this Title VI analyses.

Poverty Guidelines are provided by the U.S. Department of Health & Human Services in 2018 to define poverty in the 48 Contiguous States and the District of Columbia is shown on the following table.

**TABLE 6: POVERTY GUIDELINES BY HOUSEHOLD SIZE**

	POVERTY GUIDELINE
1	\$ 13,590
2	\$ 18,310
3	\$ 23,030
4	\$ 27,750
5	\$ 32,470
6	\$ 37,190
7	\$ 41,910
8	\$ 46,630
9+	\$ 51,350

(U.S. Department of Health & Human Services - 2022)

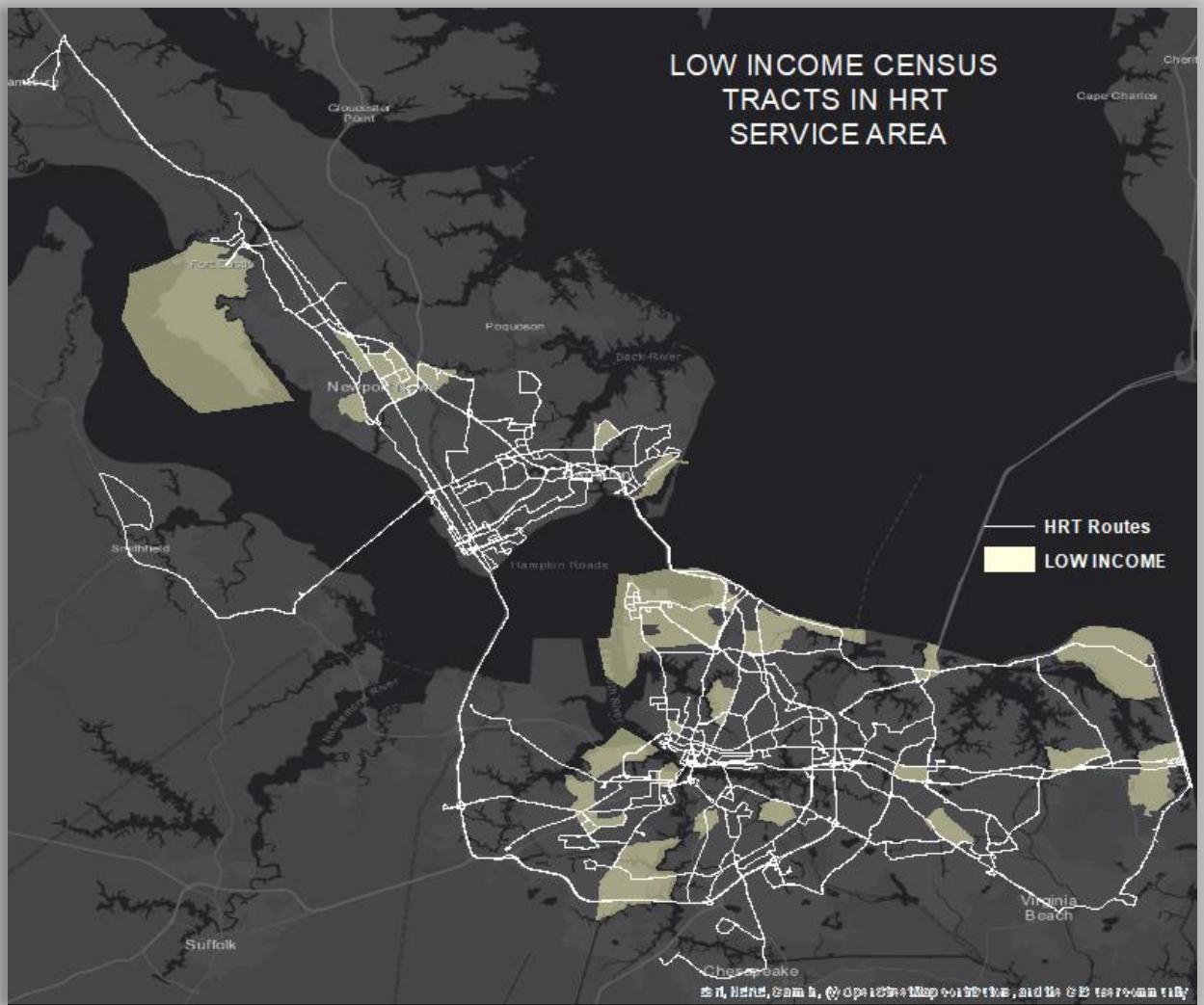
According to the guidelines and 2021 American Community Survey results, 19.3% of the population was living at or below 150% of the poverty line in HRT's service area. In this report, census tracts in which the low-income percentage exceeds 19.3% are defined as low-income tracts.

**TABLE 7: HRT SERVICE AREA POVERTY STATUS (2018 ACS)**

TOTAL POPULATION	PEOPLE BELOW 150% OF POVERTY LINE	LOW-INCOME PERCENTAGE
1,364,203	289,211	21.2%

The following map shows the census tracts in HRT service area in which the percentage of low-income residents is at or above 21.2%:

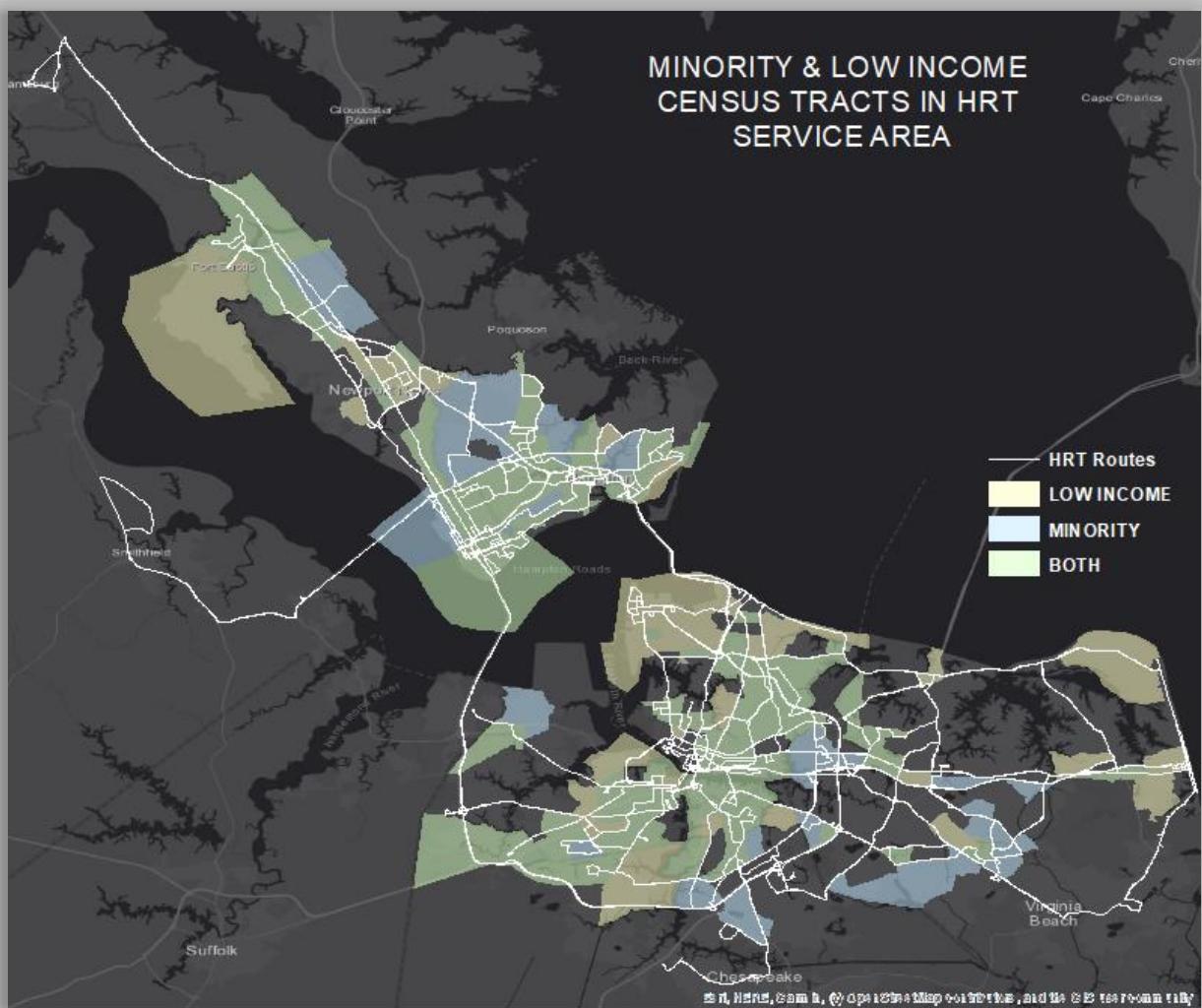
FIGURE 7: LOW-INCOME CENSUS TRACTS IN THE HRT SERVICE AREA



## COMPOSITE MINORITY & LOW-INCOME CHARACTERISTICS

To better understand the minority and low-income population distribution pattern, each census tract in HRT service area is classified into one the following four categories: Minority Tract, Low-Income Tract, Minority and Low-Income Tract, and Non-Minority/Non-Low Income Tract. The following map shows the distribution pattern of minority & low-income populations in HRT's service area.

**FIGURE 8: MINORITY & LOW-INCOME CENSUS TRACTS IN THE HRT SERVICE AREA**



**TABLE 8: MINORITY & LOW-INCOME THRESHOLDS BY CENSUS TRACT DATA IN THE HRT SERVICE AREA**

CATEGORY	MINORITY PERCENTAGE	LOW-INCOME PERCENTAGE
MINORITY TRACT	≥ 44.7%	<19.3%
LOW-INCOME TRACT	<44.7%	≥19.3%
MINORITY & LOW-INCOME TRACT	≥ 44.7%	≥19.3%
NON-MINORITY / NON-LOW-INCOME TRACT	<44.7%	<19.3%

## ROUTING DEMOGRAPHIC CHARACTERISTICS

A route will be designated as minority or low-income route if over 33% of its length is in minority or low-income areas. A list showing the minority or low-income status for each HRT route can be found in Appendix F.

Ninety-one and one-half percent (91.5%) of existing HRT bus routes are defined as minority and/or low income routes. The remaining six routes are defined as non-minority, non-low-income routes. The Elizabeth River Ferry is a minority/low-income route, as is The Tide light rail line.

Hampton Roads Transit makes a concerted effort to take into account the needs of minority and low-income passengers during the service change process. This effort is represented in the distribution of resources in its service area.

## DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS COLLECTED BY SURVEYS

The last time demographic ridership and travel patterns were collected by surveys at Hampton Roads Transit was during the 2016 Origin & Destination Survey for all bus, ferry, and light rail routes. The data collected included information on fare usage, income, and minority status needed to conduct service and fare change analyses.

HRT planned to conduct an origin and destination survey of all bus, ferry, and light rail routes in 2021. With the onset of the global pandemic in 2020, the Origin and Destination survey was pushed back and is expected to take place during early to mid 2023. As a result, most data compiled in this report is based on the 2016 Origin & Destination Survey. Once the survey is completed, HRT will resubmit the Title VI plan with the most up to date information. Once the survey is completed and the data expanded, HRT will also update our system and route level ridership demographic information.

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# CHAPTER 5: SERVICE MONITORING

## EQUITABLE SERVICE AND AMENITIES

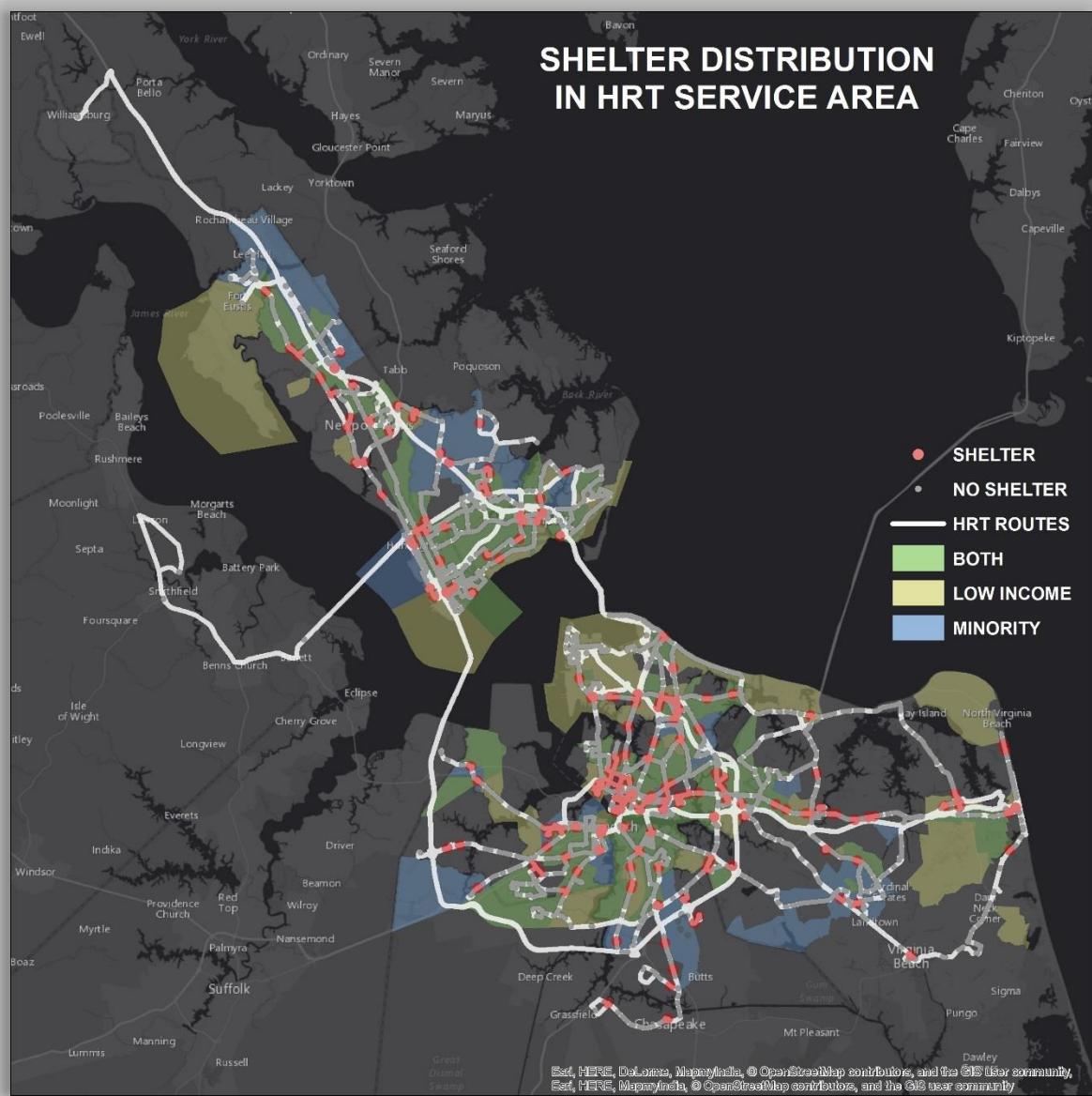
Hampton Roads Transit reviews the distribution and location of transit amenities to provide equitable distribution throughout its service area regardless of an area's socioeconomic demographics. HRT provides guidelines for proposing, planning, and implementing transit stop amenities in the Passenger Amenity Policy (2019). HRT analyzes amenity requests using specific stop criteria, including average daily boarding counts, property ownership status, minimum area requirements, and infrastructure requirements. The maps on the following pages show the current distribution of HRT owned and maintained shelters and benches throughout the HRT system (Figures 9 and 10, respectively).

As defined in Chapter 4 HRT's service area is designated by census tract as 44.7% minority and 20.2% low-income. As evidenced through the Figures 9 and 10 and the following table, HRT amenities are distributed equitably throughout its service area.

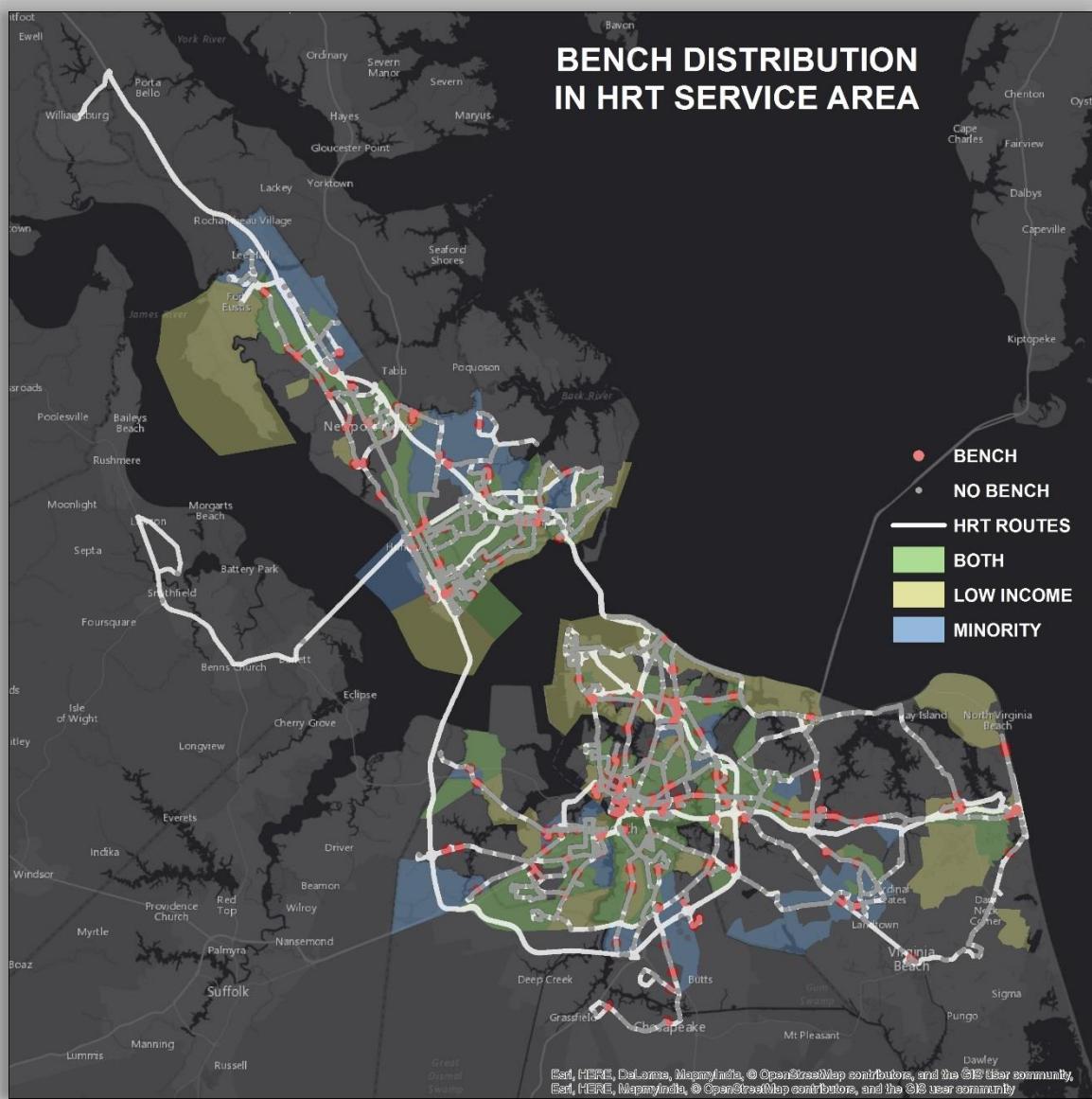
**TABLE 9: DISTRIBUTION OF HRT AMENITIES BY MINORITY AND LOW INCOME AREAS**

	% IN MINORITY TRACTS	% IN LOW- INCOME TRACTS	% IN MINORITY OR LOW INCOME	% IN NON- TITLE VI TRACTS	TOTAL STOPS W/AMENITY	TOTAL NUMBER OF STOPS	% OF STOPS W/AMENITY
BENCHES	69%	61%	73%	27%	302	3075	10%
SHELTERS	69%	61%	73%	27%	297	3075	9.7%

**FIGURE 9: SHELTER DISTRIBUTION IN HRT SERVICE AREA**



**FIGURE 10: BENCH DISTRIBUTION IN HRT SERVICE AREA**



## VEHICLE LOAD MONITORING

All bus lines throughout the service area are monitored for their vehicle load through periodic surveys and random sampling by data collector observations. Hampton Roads Transit continues to work to update its vehicle fleet with APC technology which will enable the agency to obtain peak load information from the APCs. Since 70% of the HRT fleet is now equipped with APC's, the agency plans to validate and certify the APCs to enable HRT staff to provide better vehicle load monitoring data.

The most recent survey data for HRT occurred in November 2013, whereby HRT was able to review random counts of average peak and daily loads. This data is representative of random trip ridership by route. Analysis of vehicle load averages using this data shows that average maximum load per trip is below 100% of seating capacity on all routes. A route-by-route breakdown of average vehicle load as well as maximum observed vehicle load using the November 2013 data can be found in Appendix G.

When evidence is presented through data collection efforts or through customer comments that the load factor on a route is being exceeded, HRT will review the service and make recommendations or adjustments to alleviate the problem.

## ON-TIME PERFORMANCE REPORT\*

On-time performance for HRT's bus service is measured against the published schedule and actual bus arrival times at approximately 200 designated timepoints throughout the system. A bus is considered "on-time" if it is not more than five minutes late at each scheduled time point and if it is less than zero minutes early. There is approximately one timepoint for every 10 bus stops. Actual bus arrival times are captured by HRT's Navigator an automatic vehicle location (AVL) system which uses Global Positioning System (GPS) technology. Hampton Roads Transit reports on-time performance monthly to the TDCHR Operations and Oversight Committee. Data is also available for the Top 10 Best and Worst on-time performing routes.

The average system-wide on-time performance was reported at 75% as of November 2022.

Based on the 2016 Origin & Destination Survey and fixed-route bus service routes averaged 75% minority riders and 71% low-income riders. HRT assessed the minority and low income ridership levels for the top ten performing routes (Routes 919, 922, 43, 5, 11, 26, 114, 47, 13, and 108 from best to worst) and the lowest ten performing routes (Routes 18, 967, 966, 64, 58, 403, 430, 405, 117, and 415 from best to worst) and compared these levels to the average. As shown in the table below, the minority and low-income ridership for the top ten routes is comparable to the average system route. The lowest ten routes had lower percentages of minority and low income riders when compared to the average.

**TABLE 10: PERCENT MINORITY AND LOW-INCOME RIDERS ON BEST AND LEAST PERFORMING ROUTES**

	% MINORITY	% NON-MINORITY	% LOW-INCOME	% NON-LOW-INCOME
<b>AVERAGE</b>	75%	25%	71%	29%
<b>TOP 10 ROUTES</b>	71%	29%	73%	27%
<b>LEAST 10 ROUTES</b>	77%	23%	56%	44%

## SERVICE AVAILABILITY ANALYSIS

HRT strives to make transit available to as many people within its six-city service area as possible. Table 9 and 10 below show the percentage of the minority/non-minority and low income/non-low income population served by transit within the HRT service area. The percentages in the tables reflect the proportion of individuals within  $\frac{1}{4}$  mile of a transit stop. As the data shows, minority and low income populations have better access to transit than both non-minority/non-low income populations and the population within the entire service area.

**TABLE 11: MINORITY TRANSIT AVAILABILITY**

MINORITY TRANSIT AVAILABILITY		
POPULATION	Within 1/4 Mile	More Than 1/4 Mile
MINORITY	95.5%	4.5%
NON-MINORITY	90.5%	9.5%
SYSTEM	92.8%	7.2%

**TABLE 12: LOW INCOME TRANSIT AVAILABILITY**

LOW INCOME TRANSIT AVAILABILITY		
POPULATION	Within 1/4 Mile	More Than 1/4 Mile
LOW INCOME	97.1%	2.9%
NON-LOW INCOME	91.7%	8.3%
SYSTEM	92.8%	7.2%

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# CHAPTER 6: SERVICE AND FARE CHANGES

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## MAJOR SERVICE CHANGES SINCE 2020

Hampton Roads Transit has implemented several major service changes since 2020 as reported in the related Equity Analyses.

**TABLE 13: EQUITY ANALYSIS REPORTS BY SERVICE BOARD**

SERVICE CHANGE	IMPLEMENTATION DATE
FALL 2020	11/2020
FALL 2021	10/2021

## FARE CHANGES SINCE 2020

Hampton Roads Transit implemented a fare reduction on Routes 960 and 961 change since the submission of its last Title VI Report in January 2020.

FARE CHANGE	IMPLEMENTATION DATE
FALL 2020	1/2020
FALL 2021	10/2021

Title VI Equity Analysis Reports for all Major Service and Fare Changes are attached in Appendix H.

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## APPENDICES

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### APPENDIX A: PUBLIC PARTICIPATION PLAN

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***Hampton Roads Transit:***  
**Public Participation Plan**

**Updated:**

**January 2023**

## **HRT Commitment to Public Involvement and Non-Discrimination**

HRT is committed to informing and involving the public in the planning and delivery of public transportation services in the region. HRT will diligently work to overcome obstacles that may hinder effective public involvement. Public information and experiences are consistently used to update its plans to improve public participation.

HRT takes public involvement seriously and will continuously work to add new components to all public involvement efforts in order to facilitate achieving public participation goals or to comply with amended laws or regulations relative to 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 ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Subsequent laws and Presidential Executive Orders further prohibit discrimination based on handicap, sex, age, or income status. In accordance with these laws and regulations, HRT assures that no person shall, on the basis of race, color, national origin, handicap, sex, age, or income status, be excluded from participation in, be denied benefits of, or be otherwise subject to discrimination under any program or activity.

Pursuant to Federal Transportation Administration Title VI regulatory guidance Circular FTA C4702.1B, “Every Title VI program shall include an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. A recipient’s targeted public participation plan for minority populations may be part of efforts that extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others”.

To meet these requirements, this public participation plan will provide detailed information how HRT complies with Title VI objectives listed as follows:

- Ensure the level and quality of public transportation service is provided in a nondiscriminatory manner.
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

## The Purpose of the Public Participation Plan

The public participation plan describes the overall goals, public involvement strategy and outreach methods used to reach out to all members of the public. HRT also ensures meaningful outreach is extended for low-income, minority and LEP populations. HRT views public involvement as a significant factor when making transportation decisions. Public involvement provides an ample mix of perspectives and value to HRT's planning decisions. Some key benefits of an established and supported Public Participation policy are as follows:

- Improved public understanding of complex public policy decisions which increases the opportunity for public consensus on planning decisions.
- Encourages proactive community involvement with HRT's planning staff.
- Demonstrates transparency in HRT's planning decisions and policies.
- Establishes meaningful relationships with underserved populations.

## Public Participation Plan Goals

- Inform the public about HRT services and initiatives.
- Maintain consistent and complete transparency with the public.
- Allow the plan to facilitate a responsive and accountable relationship with the ridership community.
- Increase public awareness and actively involve the public in transit service planning decisions and delivery.
- Proactively promote the open exchange of information to solicit public feedback that will identify how proposed changes to service will affect our customers in a way that may not be readily apparent to HRT staff.
- Comply with federal and state laws and regulations.

## Definitions

The following definitions are used within the HRT Public Participation Plan.

**Discrimination:** Refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub-recipient, or contractor that results

in disparate treatment, disparate impact or perpetuating the effects of prior discrimination based on race, color, or national origin.

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

**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 the following:

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

**Minority Population:** 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.

**Outreach:** An effort by an organization to educate, inform, to engage and seek input from other organizations, groups, specific audiences or the general public.

**Outreach Methods:** Methods that identify and invite target audiences and stakeholders to participate in a public participation opportunity.

**Provider of Fixed Route/Guideway Public Transportation (or “Transit Provider”):** Means any entity that operates public transportation service and includes States, local and regional entities, and public and private entities.

**Public Transportation:** Means regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income: and does not include Amtrak, intercity bus service, charter bus service, school bus service, sightseeing service, courtesy shuttle service for patrons for one or more specific establishments, or intra-terminal or intra-facility shuttle. Public transportation includes buses, subways, light rail commuter rail, monorail, passenger ferry boats, trolleys, inclined railways, people movers, and vans. Public transportation can be either fixed route or demand response service.

**Public Input:** Participation methods that seek community feedback on a policy, project, program or activity. A response is required from the public.

**Public Participation:** Any process that seeks to involve the public in decision-making processes. Public participation is an umbrella term that describes methods including: public information, education, outreach, input, involvement, collaboration and engagement.

**Public Participation Plan:** A tailored plan that describes how HRT achieves public involvement, information, education, participation and/or outreach methods.

**Service Area:** Refers either to the geographic area in which a transit agency is authorized by its charter to provide service to the public, or to the planning area of a State Department of Transportation or Metropolitan Planning Organization.

**Target Audience:** Low income, minority and Limited English Proficiency (LEP) populations.

**Title VI Program:** Refers to a document developed by a FTA recipient (in this instance, HRT) to demonstrate how the recipient is complying with Title VI requirements. Direct and primary recipients must submit their Title VI Programs to FTA every three years. The Title VI Program must be approved by the recipient’s board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. For State DOTs, the appropriate governing entity is the State’s Secretary of Transportation or equivalent.



## HRT's Public Participation Process

HRT adheres to a proactive public participation process. All public involvement activities must be functional for HRT decisions and must be meaningful to the public. HRT benefits from public involvement by engaging the public at the earliest project stages from the development of the purpose and need through project implementation. HRT's public involvement activities increases public awareness and give the public an active voice in planning decisions. HRT's public participation process includes the following steps:

**Step 1** ➔ Outline a public participation plan at the beginning of key HRT planning projects.

**Step 2** ➔ Previously established mailing and email lists are identified.

**Step 3** ➔ Update existing mailing and email lists; new lists are created.

**Step 4** ➔ All final project documentation is archived with HRT's records management department throughout the life of the project.

**Step 5** ➔ Based on a project's milestones and requirements, a public involvement timeline is created.

- The public involvement timeline outlines each activity of the project's outreach efforts.

**Step 6** ➔ The effectiveness of the public participation plan is periodically assessed throughout the life of the project, to determine if the public involvement objectives were achieved.

- The public participation strategy is assessed at different stages of a project to determine if the practices were effective in reaching each of the expected populations and, equally important, whether the events created opportunities for meaningful involvement.
- HRT will change the public participation strategy to improve future performance in response to the assessment.

## **Public Involvement on Fare and Service Changes**

Federal Transit Administration, (FTA) regulations requires, “a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service”<sup>1</sup> as defined by HRT’s Title VI Policy.

HRT uses a broad range of outreach tools documented in this plan to serve this requirement, including newsletters, on-board notices and announcements, social media (ex. Facebook posts, Twitter), website comment forms, and open public meetings in an effort to gain public review and comment. All public comments become part of the official record.

## **Public Notice on Program of Projects**

Each year HRT is also required to provide public notice and an opportunity for holding public hearings on the agency’s proposed Program of Projects. These are projects HRT intend to use federal grant funds (Section 5307) (49 U.S.C. 5323(b)). The purpose of the public notice is to give citizens, private transportation operators, and local officials an opportunity to examine the contents of the proposed program, ensure equity, and to allow comments on the proposed program.

Each year, the Grants Administration Officer at HRT complies with this requirement through the publishing of the Program of Projects in local newspapers. A formal public hearing is held and announced in a public notice if written requests are received within 30 days of the publishing of the Program of Projects.

## **Public Hearings for Compliance with the National Environmental Policy Act**

HRT will complete a full public involvement process for major capital projects requiring review and analysis under the national Environmental Policy Act. This shall include all Environmental Impacts Statements (EIS), and it may include Environmental Assessments and Categorical Exclusions in situations of public controversy or sensitivity. Each program will have an individually defined public participation plan tailored to the project needs and requirements.

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<sup>1</sup> See U.S. Department of Transportation Circular FTA C4702.1B (2012) Chapter III-6.

## Public Notice on DBE Program and Goals

The Transportation District Commission of Hampton Roads (TDCHR), the public transportation system serving the Hampton Roads metropolitan area establishes a Disadvantaged Business Enterprise (DBE) utilization goal on Federal Transit Administration funded projects for each Federal Fiscal year's (FFY). The goal is derived using Virginia Department of Minority and Business Enterprise's Unified Certification program Directory, previous Fiscal year achievement, Vendor's List, and current area business consultations.

In accordance with 49 CFR Part 26.45 (g), TDCHR invites maximum public participation and solicits comments regarding the proposed goal. Further, TDCHR invites the submission of evidence and information that may support the use of mixed components of race-conscious and race-neutral measures to achieve the overall goal.

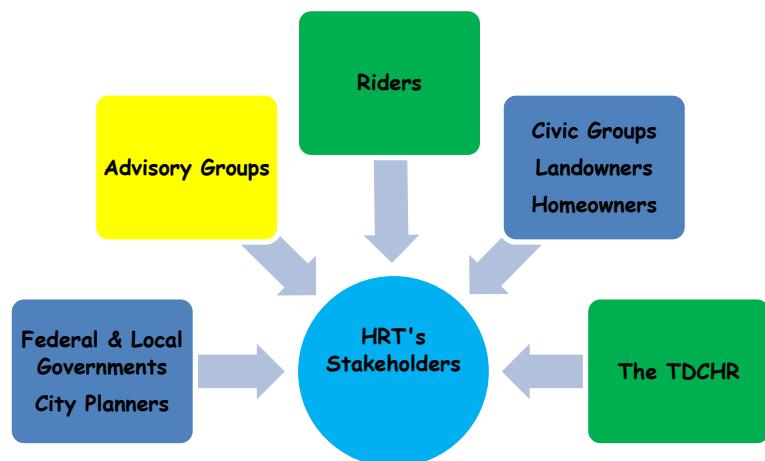
A complete description of the proposed goal is made available for public inspection for 45 days from the date of the initial notification online at [www.gohrt.com](http://www.gohrt.com). It is also made available at the reception desk at HRT Headquarters at 3400 Victoria Boulevard, Hampton, VA 23661 or 509 East 18<sup>th</sup> Street, Norfolk, VA 23504.

Comments on the proposed program goal are accepted after the publication of the notice. The public is advised to send all comments to the DBE/Contract Compliance Office or by email to [dbe@hrtransit.org](mailto:dbe@hrtransit.org).

## Target Audiences

HRT's target audience for public involvement is its stakeholders. HRT's stakeholders include HRT system riders, the public, area businesses, the TDCHR, and federal, state, and local governments. The public is defined as citizen advisory committees, advocacy groups, civic groups, homeowners, business owners and landowners; all whom who may be impacted by transit planning decisions. HRT works closely with the target audience on key projects and planning decisions to ensure transparent decision-making and meaningful input and consideration of public input.

In addition to broad public involvement, HRT takes care to ensure meaningful involvement among groups of people traditionally disenfranchised from the public process. This includes minority groups based on race, ethnicity, and national origin as well as low-income populations. HRT uses on-board rider surveys to identify characteristics of system riders and U.S. Census Bureau data to identify low income, minority and LEP populations in the six cities served by HRT. Through these data sources, we can more effectively target these regions and riders.



## HRT's Stakeholders

HRT stakeholder list includes but is not limited to:

- Statewide and Local Agencies and Governments

- Advocacy groups
- Community development organizations
- Civic Leagues
- Local elected officials and staff
- Business Owners
- State and local land-use planners
- Architects, archeologists, landscape architects, architectural historians, etc.
- General public
- Minorities and ethnic groups
- Low-Income groups
- Educational institutions, museums
- Historic district commissions
- The TDCHR

### **Limited English Proficient Customers**

Pursuant to FTA guidelines “recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English-proficient (LEP).”<sup>2</sup> LEP customers may reach HRT and receive route assistance by calling 757-222-6000 during business hours in their desired language. HRT uses a translation service called Certified Language Services with US based translators. The service supports 180 languages.

When there is a LEP request for a public meeting, HRT will ensure all meeting content is available for LEP customers in both print and online. LEP customers may also use the Google Translate function on gohrt.com which translates the website into their desired language. Google Translate is a web-based service provided by Google Inc. to translate written text from one language into another. The link to this site is available on [www.gohrt.com](http://www.gohrt.com).

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<sup>2</sup> See U.S. Department of Transportation Circular FTA C4702.1B (2012) Chapter III-6.



## Public Communication and Outreach Tools

Different public involvement strategies, tools, and activities are applicable in different areas. HRT may use traditional and non-traditional outreach methods. Traditional outreach may involve a public meeting or hearing. Non-traditional outreach may involve social media, pop-up meetings, interactive web-based tools, or community partnerships. Public participation efforts may also vary depending on the information offered. HRT is familiar with its service community and makes every effort to know key demographic aspects about where they work, live, what venues they may frequent, what languages they speak, and how they get their information.

For example, public involvement requirements are different in the case of a route change compared to a long-range transit planning study. The most common areas include the following:

- Daily operations
- Fare changes
- Service changes (including schedules and route changes)
- Transit development plans, corridor studies
- Capital projects
- Marketing (including advertising, public service announcements, and safety campaigns)
- Human services transportation (including transit planning for persons with disabilities, seniors, and low-income populations)

HRT uses various public involvement methods. These different outreach methods provide a broader window of opportunity for HRT to provide meaningful public input in everyday operations and activities as well as proposed changes in service, operations, or fare. Outreach methods were designed to be aligned with the public involvement goals ensuring public awareness, education and an opportunity for meaningful interactions, and public input on key planning decisions. These methods are also used to ensure compliance with Federal Transit Administration guidelines under Title VI of the Civil Rights Act.

## **Customer Feedback**

HRT encourages public comment and suggestions (formal and informal). Public comments are accepted via customer service, gohrt.com, Facebook and Twitter. HRT's customer contact center receives about 75,000 calls each month. All customer feedback is entered into the customer assistance database for follow up within seven business days. HRT has a dedicated customer advocacy team for this purpose.

## **Customer Alerts**

Customer Alerts inform the public of significant agency events such as a change in hours, route schedules, public hearings, meetings, special events, safety messages and other important information. Customer Alerts are posted at transfer centers, distributed on routes, on gohrt.com and through social media (ex. Facebook and Twitter).

“goAlerts” is a free email and text subscription service. Customers are encouraged to sign up for “goAlerts” on HRT’s homepage at [www.gohrt.com](http://www.gohrt.com). Subscribers receive real time updates on service changes and events through automated emails or text messages.

## **Print and electronic media**

Print and electronic advertisements are used to inform the public of various changes, events and services. We use these methods mainly on buses, transfer centers, transit centers.

## **Partnerships with Community-Based Organizations**

HRT fosters strong community partnerships by regularly engaging community based organizations for its public involvement initiatives. Civic leagues and other community based organizations can be helpful in clarifying the best outreach strategies for their constituent community. These partnerships result in increased public participation, better meeting locations and overall better meetings. HRT purposefully seeks community based organizations that serve diverse groups and have proven to be helpful in gaining public participation.

## **Participation in local community events**

To insure community engagement, HRT actively participates in city sponsored community events. HRT collaborates in a consistent and planned manner with the region's city planning, communications and safety offices. During these events, HRT's public outreach team will advocate on behalf of and educate the public on the importance of public transportation. HRT distributes transit materials relative to the location during every community event.

## **School Outreach**

The public outreach team regularly visits the region's schools to teach and engage students about public-transportation. Students are encouraged to participate in discussions, lessons and facility tours. The topics reviewed during school outreach sessions include; how to use public transportation, the importance of transportation safety and the different modes of public transportation. An HRT bus and driver may be staged at the school. This allows the students to have an interactive experience.

## **Transit Riders Advisory and Paratransit Advisory Committees**

The Transit Riders Advisory Committee and Paratransit Advisory Committee are subcommittees of the TDCHR Executive Committee and report to the Chair of the Executive Committee. The Paratransit Advisory Committee and the Transit Riders Advisory Committee both meet bi-monthly. The Paratransit Advisory Committee members include persons with disabilities who use regular public transportation or Paratransit services. The Transit Riders Advisory Committee members include customers who ride public transportation on a daily and/or weekly basis. Participants on both committees serve on a voluntarily basis.

Contact information for HRT staff liaisons for these committees as well meeting dates, times, and locations are listed on HRT's website at [www.gohrt.com/about/governing](http://www.gohrt.com/about/governing). Meeting agendas are posted to the HRT website prior to the meeting; and meeting minutes are posted to the HRT website within two weeks after the meeting. All TRAC and PAC meetings are open to the public and visitors are invited to comment as noted on the meeting agenda.

## **Meet & Greet/ Open House**

Meet and Greet or Open House programs allow our customers to speak with the staff face to face. The public involvement team regularly hold meet and greet sessions at transit and transfer centers, area colleges and businesses.

The Open House session provides an interactive forum for public involvement. Open House sessions can be helpful in major planning projects because it allows an opportunity for the public to review visual aids and speak one on one with HRT representatives about the project. The Virginia Beach Transit Extension open house is a good example of a successful Open House session would be). The public was able to ask specific questions tailored to their personal experiences or concerns. Participants also had an opportunity to discuss the project with HRT staff and have their questions answered quickly. The Open House session enabled HRT to inform the public on the project's status.

## **Surveys**

HRT conducts surveys on a regular basis. The purpose of the survey is to help the agency understand ridership demographics, trip characteristics, and quality of service it delivers. The survey information also helps us determine where improvements or changes are required. Surveys are conducted on-line, on-board HRT services, and at HRT transit centers.

## **Public Meetings and Hearings**

A public meeting is an event organized by the agency at a specific date, time, and location. The public meeting provides a structured environment for the public to learn about upcoming changes, personally interact with the agency, and give input on the proposed changes. Public meetings may include, but are not limited to, traditional settings, open houses, workshops, charettes, small group meetings, or citizen advisory committee meetings.

A public hearing is a formalized public meeting where the public's input may be included in the decision-making process.

HRT uses the "Hampton Roads Transit Policies and Procedures - Public Hearings and Meetings" PD-107, adopted 8-23-2013 for all public meetings and public hearings.

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## APPENDIX B: LIMITED ENGLISH PROFICIENCY PLAN

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***Hampton Roads Transit:***  
**Limited English Proficiency Plan**

**Updated:  
2022**



HAMPTON ROADS TRANSIT

UPDATED JANUARY 2022

## INTRODUCTION

Hampton Roads Transit (HRT), incorporated on October 1, 1999, began through the voluntary merger of Pentran and Tidewater Regional Transit, the region's two existing public transit operators. HRT is governed by the Transportation District Commission of Hampton Roads (TDCHR), which consists of 13 members, one elected official and one citizen representative from each city served by Hampton Roads Transit, and the chairman of the Commonwealth Transportation Board (CTB) or a designee. Citizen representatives are appointed by the Governor. The purpose of the Commission is to provide reliable and efficient transportation services and facilities to the Hampton Roads community, located in southeastern Virginia. HRT currently serves six municipalities of the Southside and Peninsula areas of Hampton Roads, consisting of the cities of Hampton, Norfolk, Newport News, Portsmouth, Chesapeake, and Virginia Beach. The City of Suffolk elected to remove itself from the HRT service area effective December 30, 2011.

### Legal and Regulatory Context

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to their services and benefits for persons with limited English proficiency. Under these regulations, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand English. Otherwise, English-only services may be discriminatory on the basis of national origin, in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations.

This four-factor analysis identifies appropriate language assistance measures needed to improve access to HRT services and benefits for limited English proficient (LEP) persons. This Language Assistance Plan (LAP) assesses language needs in the six-city HRT service area shown in 0.

### Purpose of this Document

HRT developed a Limited English Proficiency Plan (LEPP) in December, 2010 and committed to regular updates of the LEPP when population and demographic data for the service area is updated, or when additional HRT technological, staff, or financial resources become available to support further meeting the needs of the LEP population. This document will provide an update on:

- The population and demographic profiles of the LEP population in the HRT service area (please see Figure 1) and
- The resources available and measures taken to address the needs of the HRT LEP population.

### LEP Methodology

HRT has updated the Limited English Proficiency Plan to provide language assistance for LEP persons seeking meaningful access to HRT programs as required by Executive Order 13166, USDOT, and FTA's policy guidance. In developing the LEPP, the HRT staff undertook an update of the previous LEPP Four-Factor LEP analysis, which requires the following considerations:

- Factor 1. The number or proportion of LEP persons eligible to be served or likely to be encountered by HRT programs, activities, or services.



- Factor 2. The frequency with which LEP individuals come in contact with HRT programs, activities, or services;
- Factor 3. The nature and importance of the program, activity or service provided by the HRT to the LEP population; and
- Factor 4. The resources available to the HRT and overall cost to provide LEP assistance.

#### **Data Sources**

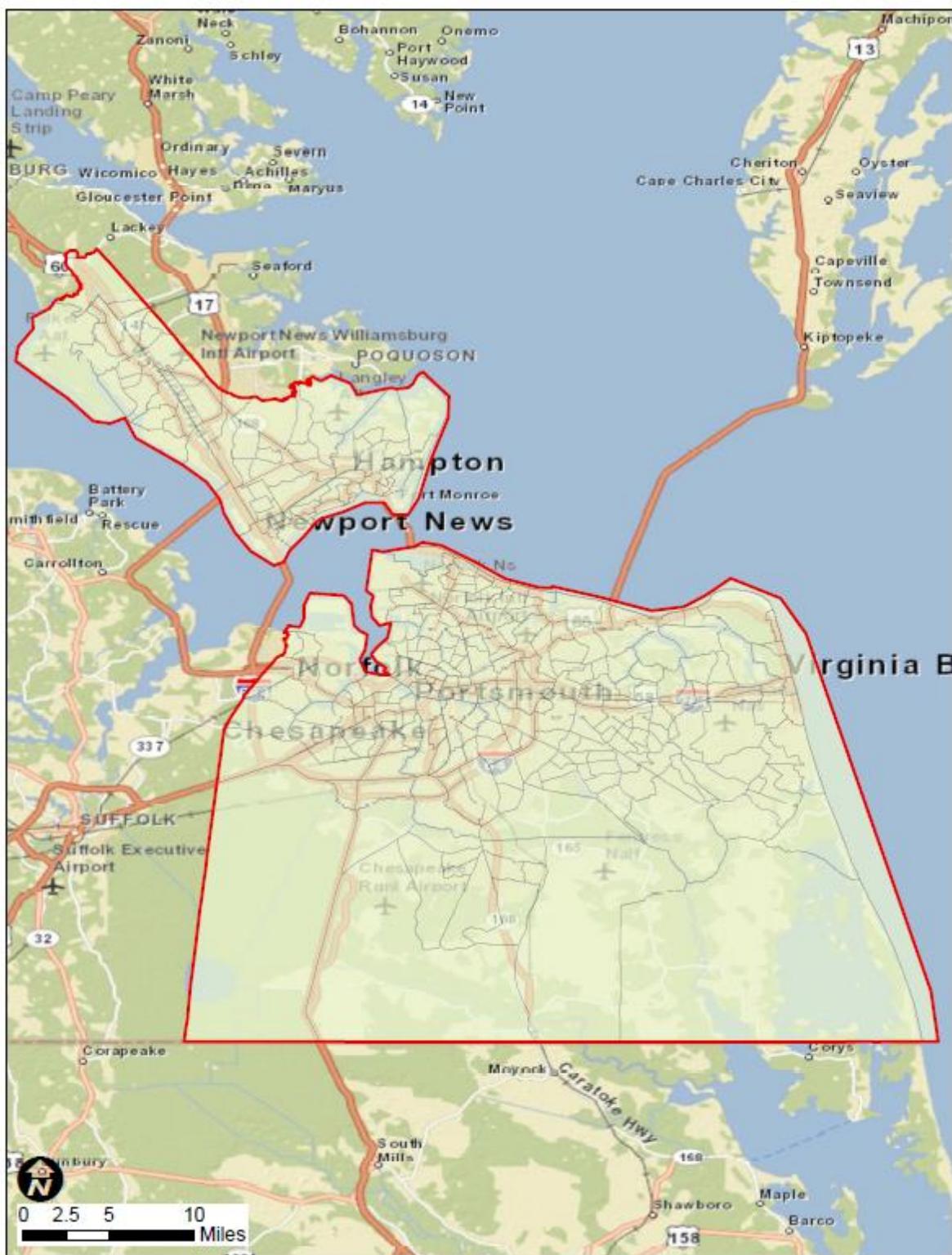
Determining the presence of LEP populations in the HRT service area was completed through an analysis of the American Community Survey (ACS) 2015 5-Year Estimates for census tracts that lie within the six-city HRT service area.



HAMPTON ROADS TRANSIT

UPDATED JANUARY 2022

**Six-City HRT Service Area**



## FOUR FACTOR ANALYSIS

Each of the four factors noted above will be considered with updated population estimates, and compared to the findings from the December, 2010 LEPP in the following sections. Agencies that provide language assistance to persons with limited English proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers.

### Factor 1: LEP Population Identification

The Factor 1 analysis assesses the number and proportion of persons with limited English-speaking proficiency likely to be encountered within HRT's six-city service area. The LEP population is those persons who reported to the American Community Survey that they speak English "less than very well."

Table 1 below shows, for those five years and older: the total population by city, the population that only speak English, the population that speak other languages, and the population that do not speak English well or at all. It is this last group that compromises the LEP populations within HRT's member cities. As shown in the last column in Table 1, across HRT's seven member cities, the percentage of the population that does not speak English well or at all is three percent (3.00%).

**English Proficiency, by City in HRT Service Area**

City	Population 5 years and over, Total	Population 5 years and over, Speaks language other than English in the home, Speaks English Very Well, Total	Population 5 years and over, Speaks language other than English in the home, Does not Speak English Very Well, Total	% of Population 5 years and over, Does not Speak English Very Well, Total
Chesapeake	236,016	10,994.74	4,156.76	2%
Hampton	129,464	6,643.69	2,690.42	2%
Newport News	171,776	10,812.40	7,665.65	5%
Norfolk	220,327	15,285.03	7,802.05	3%
Portsmouth	90,725	3,483.57	975.91	1%
Virginia Beach	430,654	34,334.91	15,035.73	4%
<b>Grand Total</b>	<b>1,278,962.00</b>	<b>81,554.33</b>	<b>38,326.51</b>	<b>3%</b>

Source: U.S. Census Bureau, 2021 American Community Survey, 2015 American Community Survey

**Comparison of English Proficiency, 2010 Census Data, 2020 5-Year ACS Estimates, and 2022 5-Year ACS Estimates for Current HRT Service Area**

Source: U.S. Census Bureau; 2010 Census, 2020, 2022 American Community Survey. The table below compares the values from each of the LEP analyses in 2010, 2012, and 2014.

City	Population 5 years and over, Total			Population 5 years and over, Does not Speak English Very Well, Total			Percentage of Population 5 years and over, Does not Speak English Very Well		
	2010 Census	2020 5-Yr ACS	2022 5-Yr ACS	2010 Census	2020 5-Yr ACS	2022 5-Yr ACS	2010 Census	2020 5-Yr ACS	2022 5-Yr ACS
Chesapeake	185,025	208,881	213,662.00	1,238	4,795	4,156.76	0.67%	2.30%	1.95%
Hampton	137,303	128,642	128,312.00	1,048	2,709	2,690.42	0.76%	2.11%	2.10%
Newport News	165,897	167,330	167,840.00	1,666	6,770	7,665.65	1.00%	4.05%	4.57%
Norfolk	217,818	226,213	227,889.00	2,021	7,382	7,802.05	0.93%	3.26%	3.42%
Portsmouth	93,508	88,717	88,790.00	632	890	975.91	0.68%	1.00%	1.10%
Virginia Beach	394,892	410,322	415,876.00	4,435	14,321	15,035.73	1.12%	3.49%	3.62%
<b>Total</b>	<b>1,194,443</b>	<b>1,230,105</b>	<b>1,242,369.00</b>	<b>11,040</b>	<b>36,867</b>	<b>38,326.51</b>	<b>0.92%</b>	<b>3.00%</b>	<b>3.08%</b>

### Factor 1 Findings

Hampton Roads Transit (HRT) provides public transportation services to its six-member jurisdictions. The following data shown in Table 3 is provided using American Community Service (2015) information. The information in Table 3 details the number and percent of the population that speak English less than “very well.”

**Table 1      Language Spoken At Home By Language Proficiency for the Population 5 Years and Over for HRT Service Area** (Source: U.S. Census Bureau, 2015 American Community Survey)

	TOTAL			PERCENT OF POPULATION		
	Speaks English Well	Less Than Very Well	Total	Speaks English Well	Less Than Very Well	Total
English Only	1,127,507		1,248,567	90.30%	0.00%	90.30%
Spanish or Spanish Creole	36,995	16,466	53,461	2.96%	1.32%	4.28%
Tagalog	12,750	6,071	18,821	1.02%	0.49%	1.51%
German	4,469	772	5,241	0.36%	0.06%	0.42%
French (incl. Patois, Cajun)	4,127	1,025	5,152	0.33%	0.08%	0.41%
Chinese	2,083	2,748	4,831	0.17%	0.22%	0.39%
Vietnamese	1,630	2,204	3,834	0.13%	0.18%	0.31%
African languages	2,272	738	3,010	0.18%	0.06%	0.24%
Arabic	1,788	1,027	2,815	0.14%	0.08%	0.23%
Korean	1,050	1,584	2,634	0.08%	0.13%	0.21%
Japanese	1,381	610	1,991	0.11%	0.05%	0.16%
Italian	1,799	183	1,982	0.14%	0.01%	0.16%
Russian	1,005	582	1,587	0.08%	0.05%	0.13%
Other Indic languages	989	465	1,454	0.08%	0.04%	0.12%
Other Asian languages	824	399	1,223	0.07%	0.03%	0.10%
Other Pacific Island languages	741	465	1,206	0.06%	0.04%	0.10%
Greek	886	290	1,176	0.07%	0.02%	0.09%
Portuguese or Portuguese Creole	948	189	1,137	0.08%	0.02%	0.09%
Gujarati	728	344	1,072	0.06%	0.03%	0.09%

Persian	516	350	866	0.04%	0.03%	0.07%
Other Indo-European languages	638	208	846	0.05%	0.02%	0.07%
Urdu	653	173	826	0.05%	0.01%	0.07%
Mon-Khmer, Cambodian	550	267	817	0.04%	0.02%	0.07%
French Creole	600	72	672	0.05%	0.01%	0.05%
Hindi	434	236	670	0.03%	0.02%	0.05%
Scandinavian languages	522	42	564	0.04%	0.00%	0.05%
Other Slavic languages	461	102	563	0.04%	0.01%	0.05%
Other West Germanic languages	475	77	552	0.04%	0.01%	0.04%
Thai	204	268	472	0.02%	0.02%	0.04%
Hebrew	328	116	444	0.03%	0.01%	0.04%
Serbo-Croatian	266	134	400	0.02%	0.01%	0.03%
Polish	252	11	263	0.02%	0.00%	0.02%
Laotian	53	45	98	0.00%	0.00%	0.01%
Other Native North American languages	85	13	98	0.01%	0.00%	0.01%
Hungarian	76	4	80	0.01%	0.00%	0.01%
Armenian	58	19	77	0.00%	0.00%	0.01%
Other and unspecified languages	59	14	73	0.00%	0.00%	0.01%
Navajo	20	6	26	0.00%	0.00%	0.00%
Hmong	26	0	26	0.00%	0.00%	0.00%
Yiddish	0	0	0	0.00%	0.00%	0.00%
<b>SUBTOTAL</b>	<b>1,210,248</b>	<b>38,319.00</b>	<b>1,369,627</b>	<b>96.93%</b>	<b>3.07%</b>	<b>100.00%</b>
<b>TOTAL</b>		<b>1,210,248</b>				



### Factor 2: Frequency with which LEP individuals come in contact with HRT programs, activities, or services

Through the analysis of available Census data, the Factor 1 analysis identified LEP populations within the six-city HRT service area. The second step of the four-factor LEP needs assessment is an evaluation of the current frequency of contact between LEP individuals and HRT programs, activities, and services. The US DOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (US DOT, 2005) advises that:

*“Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily.”*

### Factor 3: Evaluation of Importance of HRT Services to the LEP Population

Primary customer service requests are for schedule and route information. Most transit riders are regular users who use only a portion of the bus system for their daily travel, making routine trips, with little need for complex information. For those who are new to the system, in non-English speaking households, it is important to have language resources ready to enable them to be served. Hampton Roads Transit’s website gohrt.com contains a language translator where basic information on routes, fares, and information that can be obtained and translated for LEP visitors. HRT also provides notification regarding the availability of language assistance through its Customer Service department.

The Factor 1 analysis showed that nearly 3.07% of the population in HRT’s service area is limited English proficiency, reporting that they speak English less than very well. While the Factor 2 analysis showed that the frequency of contact with HRT’s customer service center was limited, ensuring that all persons - regardless of language proficiency - have access to information on public transportation services and programs is an important element of a transit agency’s operating program. HRT currently offers translation services to those who call into their customer service line through a contracted translation call center.

### Factor 4: Available Resources and Cost of Language Assistance Services

The last step in the four-factor LEP needs assessment is intended to determine the demand for language assistance, including the needs identified in the Factor 3 analysis, with HRT’s current and projected financial and personnel resources. The Factor 4 analysis identifies current language assistance measures and associated costs. HRT recognizes the importance of providing language assistance to the LEP populations. The most cost-effective language assistance can be provided orally through interpretation services. HRT has an agreement with Certified Languages International (CLI), LLC for telephone translation services. CLI offers exceptional customer satisfaction, is Safe Harbor certified, provides reporting and call analytics, and professional interpreters with industry-specific expertise.

Training: Hampton Roads Transit offers training for all new hires regarding Title VI and LEP populations. The Customer Service Department, which is responsible for the Call Center, will be trained on directing LEP callers and walk-in customers to the “Language Line” phone line for

interpretation services. Customer Service personnel are trained on how to offer services to LEP populations for those who contact HRT regarding related assistance. The staffs of the Planning & Development and Marketing & Communications departments should be familiarized with the LEP plan, with particular emphasis on LEP outreach efforts at public meetings and outreach events.

**Providing Notice to LEP Persons:** HRT notifies the public of the alternative language services that are available in material and information distributed.

**Monitoring and Updating HRT's LEP Plan:** HRT will review its LEP Plan at least every three years. Information gathered in this review will be used to update the LEP Plan, no less often than every three years to coincide with HRT's submission of its Title VI Program Update.

Hampton Roads Transit staff monitors its language access plan utilizing its Limited English Proficiency Plan (LEPP). HRT follows its Title VI Program update schedule for the LEP Plan. The LEPP provides current measures used by HRT to assist LEP populations including:

- Monitoring of the current LEP population in the Hampton Roads Transit service area.
- Outreach and engagement activities, identifying if there are any additional types of language services needed.
- Identification if there are any programs that should be identified or included for language assistance services?
- Monitoring of HRT's available resources, such as communication tools, technology, staff, and financial resources.
- Were complaints from LEP persons received?

As part of the monitoring and update plan, the HRT will track the activity of usage of its services by LEP persons and requests for assistance from Customer Service and Operations departments. A record of information from passenger surveys which identifies the language spoken by passengers will also be updated as the agency's resources allow; including through its Origin & Destination survey.

## 2.5 Current Measures

Current measures in place to assist with LEP populations include:

- HRT's current Customer Service Call Center Translation Services that provide translation services on a per-call basis.
- The use of Census Bureau's "*I Speak*" cards at workshop or conference sign-in sheet tables, as well as HRT's reception area.
- Spanish language assistance notification on newspaper ads for public meetings.

In accordance with the Safe Harbor Provision referenced in FTA Circular C 4702.1B, transit agencies must provide a list of documents which will be translated into the languages of frequently encountered LEP populations. HRT will provide the following documents:

- Title VI Notice
- Title VI Complaint Form
- Title VI Complaint Procedures



- Hampton Roads Transit Website (Google Translate)
- How-to-Ride Guide

**HRT LEP Measures and Status**

Measure	Description	Status	Estimated Burden	Resources Available (Y/N)		
				Staff	Financial	Technological
A	Identify an LEP coordinator	In Progress	Low	Y	Y	Y
B	Examine possibility of establishing a Title VI/LEP group that could meet quarterly to review LEP/Title VI needs and activities	In Progress	Medium	Y	Y	Y
C	Coordinate with HRT operations staff to better identify LEP-related activity on-board the buses and impact on drivers, if any.	In Progress	Medium	Y	Y	Y
D	Document LEP requests—both customer service calls and outreach activities.	In Progress	Low	Y	Y	Y
E	Monitor requests/calls to customer service to see if there is a need to include a “For Spanish, press...” option.	In Progress	Low	Y	Y	Y
F	Coordinate with IT department to identify whether the addition of a “For Spanish, press...” option is a possibility	In Progress	Medium	Unknown	Unknown	Unknown
G	Coordinate with the HRPDC/HRTPO in their efforts to establish a Hampton Roads Limited English Proficiency (LEP) Employee Guide and a database of community groups and local agencies that work with LEP populations and identify volunteer translators and interpreters.	In Progress	Medium to High	Y	Y	Y
H	Post a notice of available language assistance in HRT’s reception area and website.	Finished	Low	Y	Y	Y
I	Examine possibility of adding an online language translation feature to HRT’s website.	In Progress	Low	Y	Y	Y
J	Add a statement when running general public meeting notices: “The HRT will strive to provide reasonable accommodations and services for persons who require special assistance to participate in this public involvement opportunity. Para información en español, llame al (757).....”	In Progress	Low	Y	Y	Y
K	Examine possibility of creating information in other languages, primarily in Spanish. For example, the “How to Ride the Bus” guide that has important information (fares, policies) related to HRT’s service could be a key first document	Not Started	High	N	N	Y
L	Cards placed inside buses listing who to contact if information is needed in other languages (Spanish).	In Progress	Low	Y	Y	Y
M	Add questions in Spanish to rider surveys to better gauge amount/frequency of LEP communities using HRT services.	Not Started	Medium	Y	N	Y
N	Conduct training/informational sessions with HRT customer service department regarding LEP and Title VI populations. Training topics will include:	Not Started	Medium	Y	Y	Y
N1	Understanding Title VI of the Civil Rights Act of 1964 and LEP responsibilities.					
N2	LEP program responsibilities and obligations.					
N3	Language assistance services offered.					
N4	Use of LEP Language Assistance Cards (“I Speak Cards”).					
N5	Documentation of language assistance requests.					



## REFERENCES

Federal Transit Administration (FTA). 2007a. *Circular 4702.1A: Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients*.

———. 2007b. *Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers*.

U.S. Department of Transportation (USDOT). 2005. *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*. 70 *Federal Register* 74087. December 14, 2005.

The White House. 2000. *Executive Order 13166. Improving Access to Services for Persons with Limited English Proficiency*. August 11, 2000.



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## APPENDIX C: BOARD AND COMMITTEE MEMBERS

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Tables showing all current board and committee members are provided below.

TABLE 1: RACIAL COMPOSITION OF TDCHR BOARD MEMBERS

City/Position	Race/Ethnicity
Chesapeake	African American
Chesapeake	Caucasian
Hampton	African-American
Hampton	African-American
Newport News	Caucasian
Newport News	African American
Norfolk	African American
Norfolk	Caucasian
Virginia Beach	African-American
Virginia Beach	African-American
Portsmouth	African American
Portsmouth	African-American
Virginia Department of Rail and Public Transportation	Caucasian

TABLE 2: RACIAL COMPOSITION OF TRANSIT RIDERS ADVISORY COMMITTEE

City/Position	Race/Ethnicity
Hampton	African-American
Hampton	African-American
Norfolk	Caucasian
Norfolk	African-American
Portsmouth/Vice Chair	African-American
Portsmouth	African American
Chesapeake	African-American
Chesapeake	African-American
Virginia Beach/Chair	African-American
Virginia Beach	African American
Newport News	Caucasian
Newport News	African-American



TABLE 3: RACIAL COMPOSITION OF ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

City	Consumer/Provider	Race/Ethnicity
Chesapeake	Consumer	Vacant
Chesapeake	Consumer	African American
Chesapeake	Provider	Caucasian
Hampton	Consumer	African-American
Hampton	Consumer	African-American
Hampton	Provider	African-American
Newport News	Consumer	African-American
Newport News	Consumer	Caucasian
Newport News	Provider	African-American
Norfolk	Consumer	Caucasian
Norfolk	Consumer	African-American
Norfolk	Provider	Caucasian
Portsmouth	Consumer	African-American
Portsmouth	Consumer	African-American
Portsmouth	Provider	Vacant
Virginia Beach	Consumer	Hispanic
Virginia Beach	Consumer	Caucasian
Virginia Beach	Provider	African American
Extra Member Norfolk	Consumer	Caucasian
Extra Member Hampton	Consumer	African-American
Extra Member		Vacant



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## APPENDIX D: COMMISSION RESOLUTION - TDCHR

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Due to the 2022 holiday schedule, the TDCHR Board of Commissioners have requested more time to review the Title VI Program. A signed resolution is anticipated at the next Commission meeting on Thursday, February 23, 2023.



### Resolution XX—2023—Title VI Program

**A Resolution of the Transportation District Commission of Hampton Roads adopting the  
Hampton Roads Transit 2023 Title VI Program**

**WHEREAS**, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq., and 23 CFR part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and

**WHEREAS**, Hampton Roads Transit (HRT) operates public transportation service, including; bus, light rail, ferry, vanpool, and paratransit services; and

**WHEREAS**, HRT receives FTA funding to operate public transportation services and is, therefore, required to demonstrate compliance with such federal laws and regulations by submitting a Title VI program update once every three years; and

**WHEREAS**, HRT seeks to ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner; and

**WHEREAS**, HRT seeks to promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and

**WHEREAS**, HRT seeks to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency; and

**WHEREAS**, pursuant to federal laws and regulations, the HRT Title VI Program must be considered and approved by the HRT Governing Board; and

**WHEREAS**, an inclusive public participation process, consistent with federal requirements and HRT policies, was undertaken prior to Board consideration of the Title VI Program update; and

**WHEREAS**, revisions have been made to the Hampton Roads Transit 2020 Title VI Program to reflect recent changes in federal laws and regulations, and to reflect changes in HRT's operations since the last update, all of which is detailed in the *Hampton Roads Transit 2023 Title VI Program*;

**WHEREAS**, the Commission has specifically considered and is aware of the following new and updated information and provisions contained in the *Hampton Roads Transit 2020 Title VI Program*:

- Title VI Program population data, statistics, and mapping



- Program material notices and related information
- Title VI Complaint Procedures and Form
- Service Standards and Policies
- Passenger Amenities Policy
- Public Involvement Process
- Service Monitoring criteria; and

**NOW, THEREFORE, BE IT RESOLVED** that the Transportation District Commission of Hampton Roads adopts the attached *Hampton Roads Transit 2023 Title VI Program*.

**APPROVED and ADOPTED** by the Transportation District Commission of Hampton Roads at its meeting on the 23rd day of February 2023.

\* TRANSPORTATION DISTRICT COMMISSION  
OF HAMPTON ROADS

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Amelia Hammond Ross  
Chairman

ATTEST:

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## APPENDIX E: DETAILED VEHICLE ASSIGNMENT

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A detailed table of assignments of vehicle size by route is shown below. Routes are grouped by bus length requirement.

TABLE 4: BASE ASSIGNMENT OF VEHICLE SIZE BY ROUTE, OCTOBER 2021 SERVICE BOARD

Route	Peak Buses	Bus Length
<b>4 Church St.</b>	1	29
<b>5 Willoughby</b>	1	29
<b>9 Sewells Point Rd.</b>	6	29
<b>11 Colonial Ave.</b>	1	29
<b>18 Ballentine Pl.</b>	3	29
<b>22 Haygood</b>	2	29
<b>24 Kempsville</b>	5	29
<b>25 Newtown Rd.</b>	2	29
<b>26 Lynnhaven Mall</b>	3	29
<b>27 Northampton Blvd.</b>	2	29
<b>29 Great Neck Rd./Lynnhaven Pkwy.</b>	3	29
<b>33 General Booth Blvd.</b>	5	29
<b>43 Parkview</b>	1	29
<b>50 Academy Pk.</b>	1	29
<b>55 Crossways Blvd.</b>	1	29
<b>102 Queen Street</b>	<b>1</b>	<b>29</b>



Route	Peak Buses	Bus Length
<b>108 Warwick/Lee Hall</b>	4	29
<b>115 Fox Hill Rd.</b>	1	29
<b>116 Mall Hall Loop</b>	3	29
<b>120 Mallory</b>	1	29
<b>121 Williamsburg</b>	1	29
<b>Subtotal 29 Ft</b>	<b>48</b>	
<b>2 Hampton Blvd</b>	4	35
<b>6 South Norfolk</b>	3	35
<b>8 Tidewater Dr.</b>	4	35
<b>12 Indian River Rd.</b>	2	35
<b>13 Campostella Rd.</b>	3	35
<b>14 Battlefield Blvd</b>	3	35
<b>36 Holland Rd.</b>	4	35
<b>41 Craddock</b>	2	35
<b>44 Midtown</b>	3	35
<b>47 Churchland</b>	11	35
<b>57 Deep Creek</b>	5	35
<b>58 Bainbridge Blvd.</b>	1	35
<b>64 Smithfield</b>	2	35
<b>101 Kecoughtan</b>	3	35
<b>103 Shell Rd.</b>	3	35
<b>104 Newsome Pk.</b>	3	35
<b>105 Briarfield Rd.</b>	2	35
<b>109 Buckroe</b>	1	35
<b>110 Thomas Nelson</b>	4	35
<b>111 Riverside</b>	4	35
<b>117 Phoebus</b>	0	35
<b>118 Magruder</b>	2	35
<b>405 Peninsula Commuter Service</b>	0	35
<b>414 Peninsula Commuter Service</b>	<b>2</b>	<b>35</b>

Route	Peak Buses	Bus Length
<b>Subtotal 35 Ft</b>	<b>71</b>	



<b>1 Granby St.</b>	10	40
<b>3 Chesapeake Blvd.</b>	7	40
<b>15 Military Hwy.</b>	9	40
<b>20 Virginia Beach Blvd.</b>	19	40
<b>21 Little Creek Rd.</b>	5	40
<b>23 Princess Anne Rd.</b>	5	40
<b>45 Portsmouth</b>	8	40 (ERC)
<b>106 Warwick Blvd.</b>	3	40
<b>107 Denbigh Blvd.</b>	4	40
<b>112 Jefferson Ave.</b>	4	40
<b>114 Mercury Blvd.</b>	4	40
<b>415 Peninsula Commuter Service</b>	0	40
<b>430 Peninsula Commuter Service</b>	0	40
<b>Subtotal 40 Ft</b>	<b>78</b>	
<b>919 Silverleaf Station</b>	4	Coach
<b>922 Indian River / Greenbrier</b>	3	Coach
<b>960 Norfolk to Virginia Beach</b>	2	Coach
<b>961 Crossroads</b>	8	Coach
<b>966 Silver to NNSY</b>	2	Coach
<b>967 Indian River</b>	7	Coach
<b>972 TCC to NNSY</b>	1	Coach
<b>Subtotal Coaches</b>	<b>27</b>	
<b>Total</b>	<b>224</b>	



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## APPENDIX F: ROUTE MINORITY/LOW-INCOME STATUS

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The table below shows the minority/low-income status of all routes. This data is based on American Community Survey data.

Blue highlighting indicates the route is considered a minority route and yellow highlighting indicates that the route is a low-income route. A 33% threshold was used per Section 4.4 of this document.

TABLE 5: MINORITY/LOW-INCOME STATUS OF FIXED-ROUTES

Route	% Minority	% Low-Income	Route	% Minority	% Low-Income
1	38.80%	24.25%	58	51.63%	27.83%
2	39.87%	35.04%	64	75.88%	42.83%
3	56.47%	30.56%	90	50.30%	27.05%
4	61.01%	51.50%	101	74.45%	35.51%
5	41.37%	24.05%	102	72.15%	33.25%
6	71.63%	38.17%	103	82.82%	41.09%
8	69.28%	39.12%	104	82.84%	46.89%
9	76.75%	33.87%	105	82.53%	38.80%
11	48.17%	33.53%	106	56.14%	31.78%
12	53.91%	21.41%	107	54.72%	31.66%
13	81.40%	44.51%	108	64.98%	31.78%
14	41.33%	16.05%	109	58.28%	29.97%
15	61.25%	21.36%	110	68.60%	27.94%
18	82.89%	42.34%	111	46.68%	23.44%
20	51.87%	28.60%	112	55.42%	30.22%
21	50.93%	25.85%	114	66.54%	30.91%
22	45.96%	20.62%	115	50.13%	26.78%
23	60.70%	31.71%	116	48.52%	22.53%
24	37.83%	13.01%	117	80.22%	54.14%
25	43.87%	15.38%	118	68.40%	29.51%
26	54.00%	16.36%	120	58.65%	36.12%
27	47.72%	22.04%	121	56.69%	28.04%
29	20.16%	12.76%	403	66.54%	34.43%
30	14.67%	20.09%	405	59.25%	26.98%
31	18.69%	14.54%	414	55.86%	27.79%
33	24.94%	12.98%	415	58.19%	32.76%
35	10.82%	10.90%	430	55.91%	29.29%
36	48.18%	14.72%	801	55.17%	27.71%
41	76.07%	30.43%	919	33.90%	24.24%
43	61.35%	31.83%	922	37.50%	21.97%



44	51.33%	30.50%		960	40.19%	29.31%
45	67.95%	36.05%		961	57.01%	33.98%
47	60.92%	28.40%		966	52.37%	22.56%
50	75.83%	39.90%		967	55.07%	21.41%
55	50.77%	12.94%		972	59.79%	23.39%
57	56.19%	27.39%				

(Census and American Community Survey Data)



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## APPENDIX G: VEHICLE LOAD ANALYSIS

FIGURE 5: AVERAGE OBSERVED VEHICLE LOAD BY ROUTE FROM NOVEMBER 2013 SURVEY

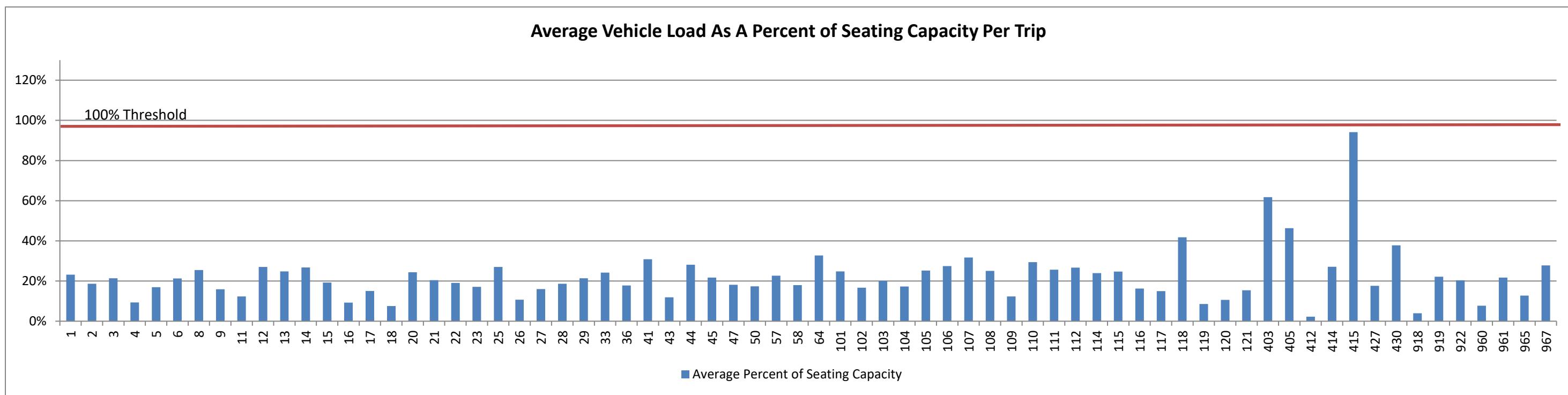
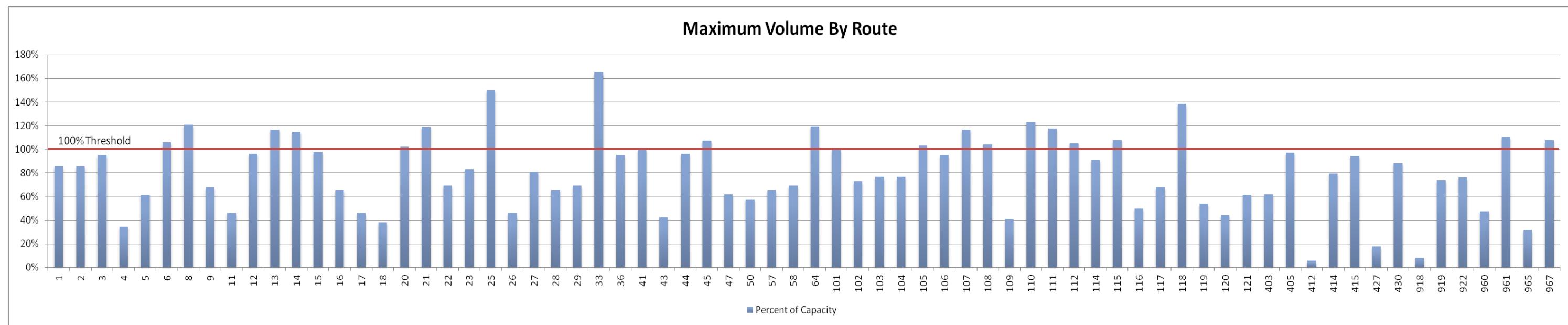


FIGURE 6: MAXIMUM OBSERVED VEHICLE LOAD BY ROUTE FROM NOVEMBER 2013 SURVEY



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HAMPTON ROADS TRANSIT

## APPENDIX H: SERVICE CHANGE ANALYSES 2020-2022

The following pages include the Service and Fare Equity Analysis completed in 2020-2022:



HAMPTON ROADS TRANSIT

# **TITLE VI ANALYSIS**

**PROPOSED SERVICE CHANGES**  
**NOVEMBER 2020**



## TITLE VI EQUITY ANALYSIS - PROPOSED SERVICE CHANGES: NOVEMBER 2020

### INTRODUCTION

Hampton Roads Transit has recommended various service changes for the Fall 2020 Service Board, including:

- Revision of service on Routes 14,33,57,102, 106, 107, 111, 112

As required by HRT's Title VI Program a Title VI Equity Analysis has been performed for the routes identified above. The results of this Analysis find that there is no disparate impact for Title VI populations and no disparate burden for low-income populations. In accordance with HRT's Public Participation Plan, HRT staff will perform public engagement and outreach activities to notify the public of the service elimination.

### TITLE VI PROGRAM OVERVIEW

#### TITLE VI

Title VI of the Civil Rights Act of 1964 provides that no person shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

#### EXECUTIVE ORDER 12898

Executive Order (EO) 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" directs Federal agencies to achieve "environmental justice...by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations."

#### HRT TITLE VI PROGRAM

The Federal Transit Administration (FTA) provides guidance to recipients of federal funding to incorporate both Title VI and Environmental Justice (EJ) into their public transportation decision-making. FTA requires recipients to evaluate service, fare changes, and proposed improvements at the planning and programming stages, in order to determine whether those changes have a discriminatory effect through disparate impact or disproportionate burdens to minority and/or low-income populations, respectively. For service changes, this requirement applies to "major service changes" only. Per Hampton Roads Transit (HRT) 2014 Title VI Program:

- Major Service Change - a change of 25% or more of transit vehicle miles or service hours for a route within the HRT service area.
- HRT service area - the Cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach. A map of the service area is provided in Figure 1.
- Minority Population - The total minority population as defined in the US 2010 Census is 47% of the total population by census tract and land area within the HRT service area. The total minority



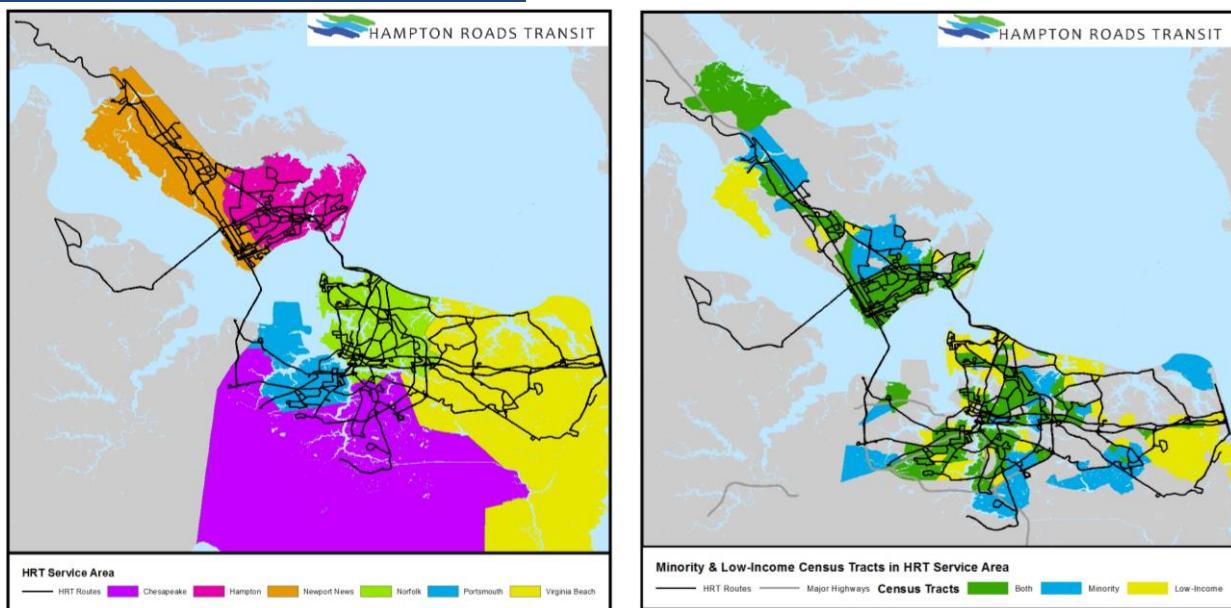
# HAMPTON ROADS TRANSIT

ridership for the HRT system based on the 2016 Origin and Destination Survey is 76% of the total HRT System Ridership.

- “Low-Income Population” - persons living at or below 150% of the poverty line in HRT’s service area. The total low-income population as identified by the 2018 American Community Survey is approximately 19% of the total population by census tract and land area within the HRT service area. The total low-income ridership for the HRT system based on the 2016 Origin and Destination Survey is 72% of the total HRT System Ridership.
- Determination of whether a proposed Major Service Change has either disparate or disproportionate impact is based on whether the percentage of minority and/or low-income passengers on an affected transit route (bus or fixed guideway) is greater than five (5) percentage points of the transit system’s percentage of minority and/or low-income riders.

The following maps identify the HRT service area, HRT routes, and Census tracts with minority and low-income populations greater than the service area average. This information provides a baseline for the analysis of all proposed major service changes.

**FIGURE 1: CENSUS TRACTS – MINORITY & LOW INCOME POPULATIONS**





## **PROPOSED MAJOR SERVICE CHANGE POLICY**

Changes to the routes 14, 33, 57, 102, 106, 107, 111, 112 are being considered for November 2020. Changes to Routes 14, 33 and 102 exceed the 25% Major Service Change Threshold. The Title VI Equity Analysis for Routes 14 and 33 reviews the proposed service change for; potential disparate impacts or disproportionate burden on minority or low-income populations, to provide justification for and reasonable alternatives to the proposed action, and to identify mitigation to avoid or minimize any disparate or disproportionate impact, if identified.

## **PROPOSED SERVICE CHANGE: ROUTE 14 BATTLEFIELD BOULEVARD**

Route 14 provides service Monday through Saturday between Robert Hall Boulevard and Tidewater Community College (Chesapeake Campus). Timed transfer connections are made at Robert Hall with Routes 6, 13, 15, 24, 55, 57 & 58. Route 14 operates hourly on weekdays and Saturday from 6:17 am to 7:13 pm. No Sunday service is provided.

## **RECOMMENDATION**

Route 14 will no longer provide service along Great Bridge Boulevard on Saturday. Currently on Saturday approximately 14 passengers board along Great Bridge Blvd.

**FIGURE 1: EXISTING ROUTE 14**



## Existing Route 14

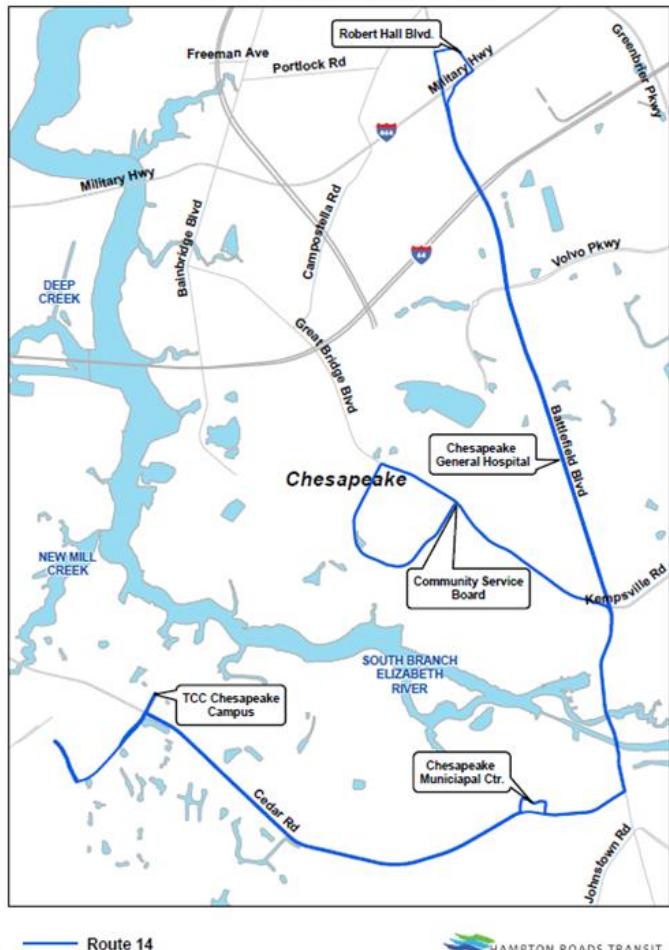
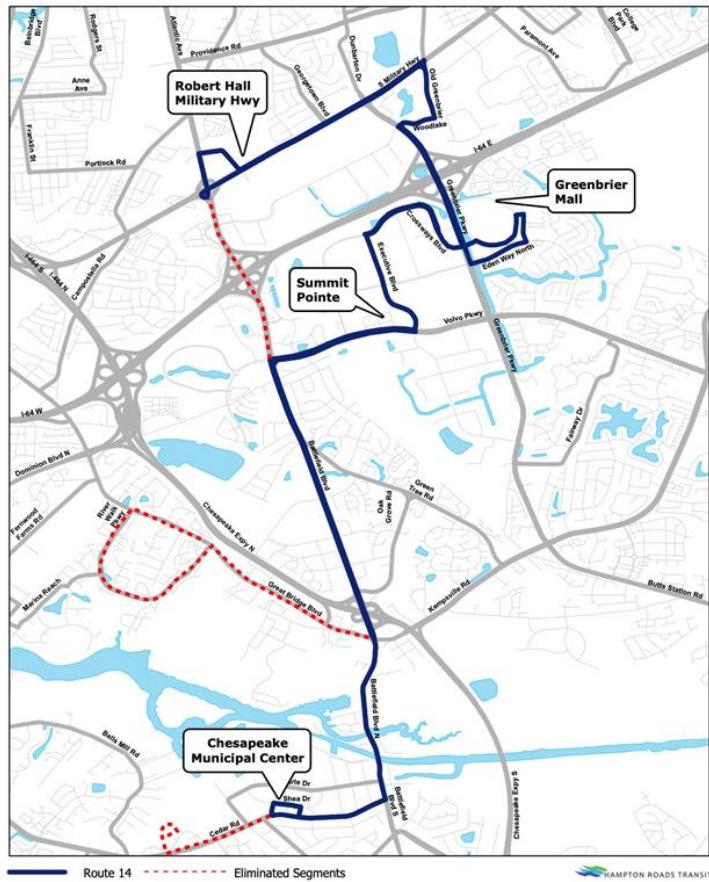




FIGURE 2: PROPOSED ROUTE 14

## Revised Route 14





## DETERMINATION OF IMPACTS

The following tables show the proportion of the minority and low-income persons impacted by the proposed realignment of Route 14. HRT's Title VI Program states that if the percentage of minorities potentially affected by an action is greater than 5% the service area average, then the service change may have a disparate impact. If the percentage of low-income people potentially affected by an action is greater than 5% of the system area average, then the service change may have a disproportionate impact. HRT service area characteristics and the characteristics of the Route 14 were determined using Census data from the American Community Survey.

TABLE 2: MINORITY AND LOW-INCOME POPULATIONS WITHIN SERVICE AREA

	HRT SERVICE AREA (2018 ACS)	ROUTE 14 SERVICE AREA (2018 ACS)	HRT RIDERS (2016 O&D)
MINORITY	47%	72%	73.4%
LOW-INCOME	19%	70%	69.4%

The impact to the those within the service area of the Route 14 service area is greater than the 5% threshold for minority populations, with a 37% difference. However, the percentage of minority residents in the Route 14 service area is lower than the HRT service area. This suggests that the Route 14 will not generate disparate impacts to minority populations.

## PUBLIC INVOLVEMENT AND MITIGATION

The realignment of Route 14 will not generate a disparate impact or disproportionate burden. Public Outreach will engage this part of the service area to communicate with customers and stakeholders;. This includes, but is not limited to promotion via social media, website, communication at local meetings where individuals/groups may be impacted by this change.



# HAMPTON ROADS TRANSIT

## **PROPOSED SERVICE CHANGE: ROUTE 33 GENERAL BOOTH BOULEVARD**

Route 33 provides service Monday through Saturday between Tidewater Community College (Virginia Beach Campus) and 68th Street/Atlantic Avenue with a stop at Arctic Avenue/19th Street. On Sunday service is provided between Arctic Avenue/19th Street and 68th Street/Atlantic Avenue. Timed transfer connections are made at Tidewater Community College with Routes 12, 25, 26, 36 and 972. Service operates on weekdays from 6:16 am to 10:58 pm, Saturday from 6:26 am to 10:53 pm and Sunday from 6:02 am to 6:58 pm. Hourly service is provided daily.

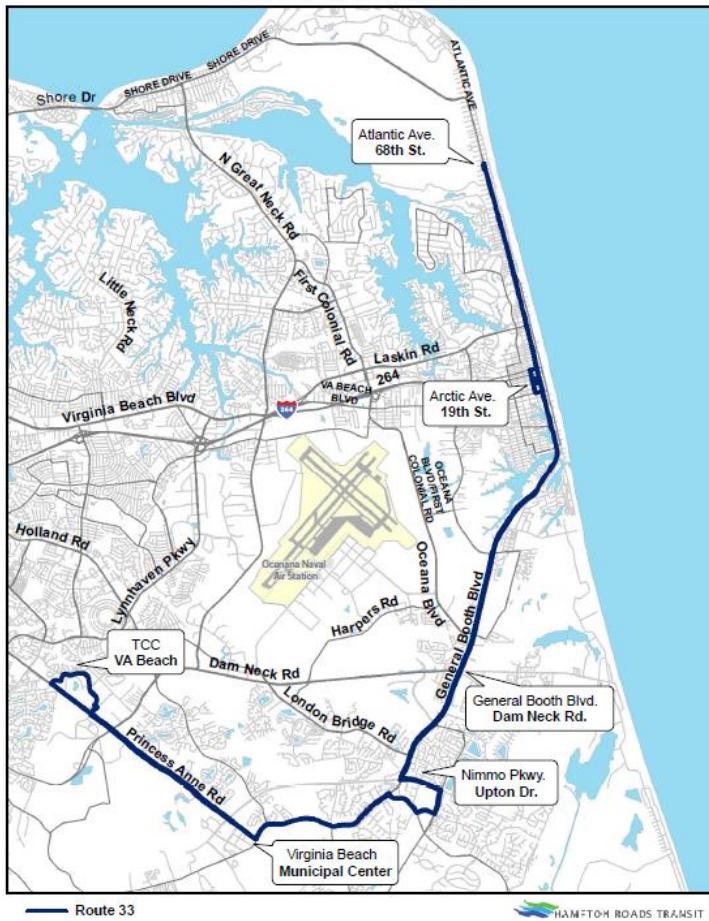
## **RECOMMENDATION**

Discontinue service on Sunday due to low ridership. There are no alternatives on Sunday between October and April. From May to September, Route 35 (seasonal route) will provide daily service every 30-minutes from 8:00 am to 12:47 am between Atlantic Avenue/3rd Street and Shore Drive/Pleasure House Road with a stop at Arctic Avenue/19th Street..

FIGURE 1: EXISTING ROUTE 33



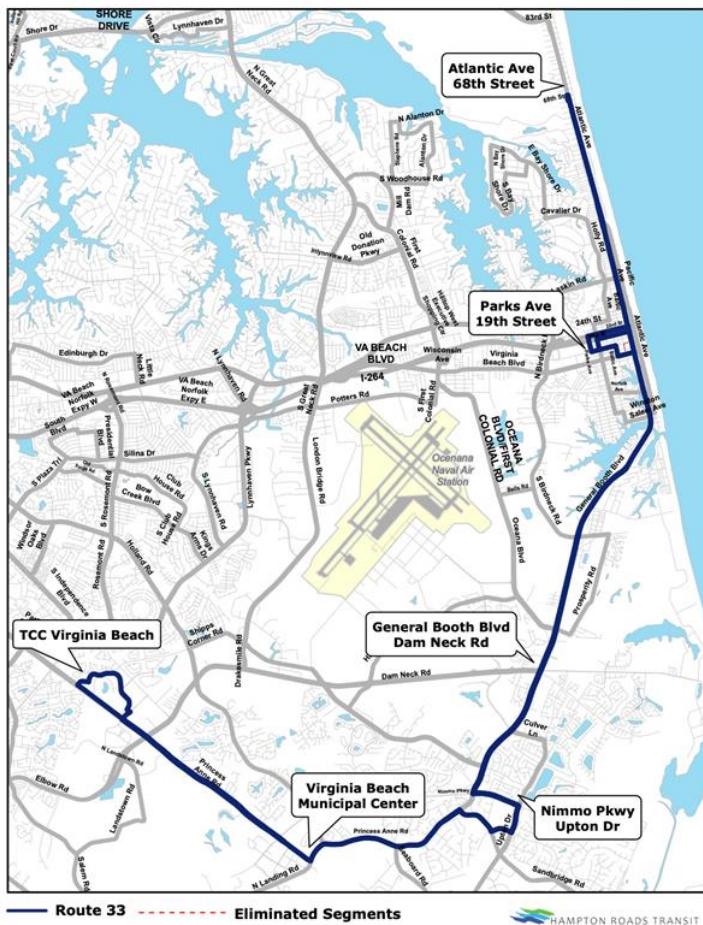
## Existing Route 33



**FIGURE 2: PROPOSED ROUTE 33**



## Revised Route 33



— Route 33 — - - - Eliminated Segments

 HAMPTON ROADS TRANSIT



## DETERMINATION OF IMPACTS

The following tables show the proportion of the minority and low-income persons impacted by the revision of service of Route 33. HRT's Title VI Program states that if the percentage of minorities potentially affected by an action is greater than 5% the service area average, then the service change may have a disparate impact. If the percentage of low-income people potentially affected by an action is greater than 5% of the system area average, then the service change may have a disproportionate impact. HRT service area characteristics and the characteristics of the Route 33 were determined using Census data from the 2018 American Community Survey and 2016 Origin and Destination Survey Data.

TABLE 2: MINORITY AND LOW-INCOME POPULATIONS WITHIN SERVICE AREA

	HRT SERVICE AREA (2018 ACS)	ROUTE 33 SERVICE AREA (2018 ACS)	HRT RIDERS (2016 O&D)
MINORITY	47%	59%	73.4%
LOW-INCOME	19%	64%	69.4%

The impact to those within the service area of the Route 33 service area is not greater than the 5% threshold for minority populations, with a 5% difference. The percentage of minorities identified in the Route 33 service area is lower than the HRT service area. In accordance with HRT's policy, this suggests that the Route 33 will not generate disparate impacts or disproportionate burden to minority populations.

## PUBLIC INVOLVEMENT AND MITIGATION

Public Outreach will engage this part of the service area to communicate with customers and stakeholders. The public outreach strategy will consist of traditional and non-traditional methods of outreach and communication. As required by HRT's Public Participation Plan, a plan has been crafted that identifies the public and community's engagement as it relates to the elimination of the Route 33. This includes, but is not limited to promotion via social media, website, communication at local meetings where individuals/groups may be impacted by this change.

## PROPOSED SERVICE CHANGE: ROUTE 102 HAMPTON TRANSIT CENTER/PENINSULA TOWN CENTER

Route 102 provides daily service between Hampton Transit Center and Peninsula Town Center. Timed transfer connections are made at Hampton Transfer Center with Routes 101, 103, 109, 110, 114, 115, 117, 118, 120 and 961. Connections are also made at Peninsula Town Center with Routes 105, 114 and 118. Route 102 operates hourly on weekdays from 6:19 am to 8:10 am. Saturday from 7:19 am - 7:10 pm and Sunday from 8:20 am to 7:08 pm.

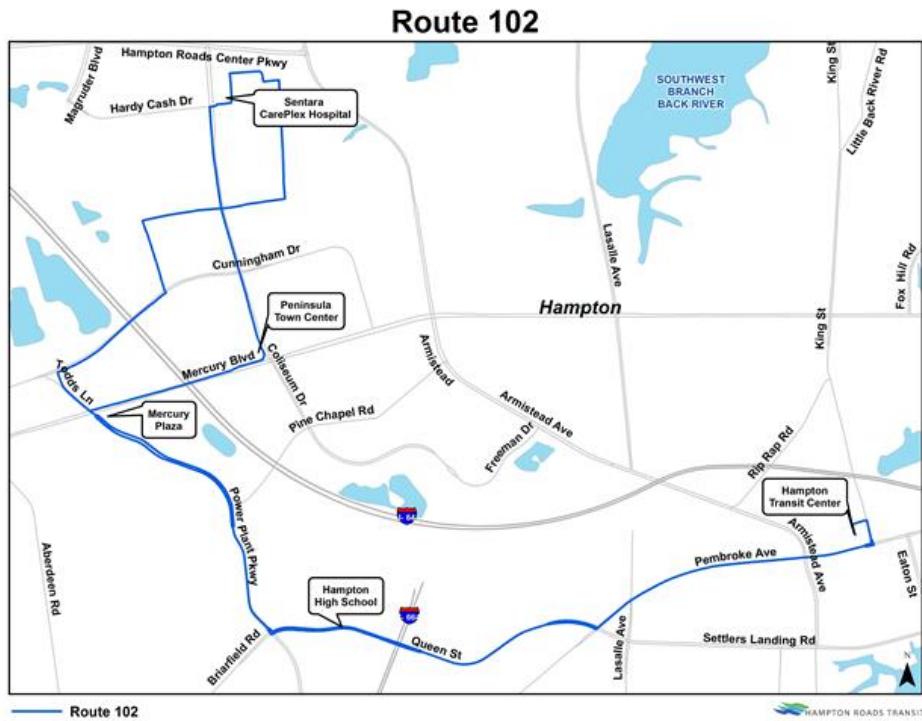
## RECOMMENDATION

Discontinue Sunday service due to low ridership. Alternative service is provided to Hampton Transit Center and Peninsula Town Center via Routes 114 and 118.



## HAMPTON ROADS TRANSIT

### FIGURE 1: PROPOSED ROUTE 102





## DETERMINATION OF IMPACTS

The following tables show the proportion of the minority and low-income persons impacted by the proposed realignment of Route 102. HRT's Title VI Program states that if the percentage of minorities potentially affected by an action is greater than 5% the service area average, then the service change may have a disparate impact. If the percentage of low-income people potentially affected by an action is greater than 5% of the system area average, then the service change may have a disproportionate impact. HRT service area characteristics and the characteristics of the Route 102 were determined using Census data from the American Community Survey.

TABLE 2: MINORITY AND LOW-INCOME POPULATIONS WITHIN SERVICE AREA

	HRT SERVICE AREA (2018 ACS)	ROUTE 102 SERVICE AREA (2018 ACS)	HRT RIDERS (2016 O&D)
MINORITY	47%	60.8%	73.4%
LOW-INCOME	19%	59.3%	69.4%

The impact to those within the service area of the Route 102 service area is greater than the 5% threshold for minority populations, with a 37% difference. However, the percentage of minority residents in the Route 14 service area is lower than the HRT service area. This suggests that the Route 102 will not generate disparate impacts to minority populations.

## PUBLIC INVOLVEMENT AND MITIGATION

The realignment of Route 14 will not generate a disparate impact or disproportionate burden. Public Outreach will engage this part of the service area to communicate with customers and stakeholders. This includes, but is not limited to promotion via social media, website, communication at local meetings where individuals/groups may be impacted by this change.



HAMPTON ROADS TRANSIT

# **TITLE VI ANALYSIS**

**PROPOSED SERVICE CHANGES**  
**OCTOBER 2021**



## TITLE VI EQUITY ANALYSIS - PROPOSED SERVICE CHANGES: OCTOBER 2021

### INTRODUCTION

Hampton Roads Transit has recommended various service changes for the Fall 2021 Service Board, including:

- Revision of service on Routes 6, 13, 14, 15, 20, 21, 33, 55, 58, 108, 111, 112, 116, 980
- Addition of Route 960

As required by HRT's Title VI Program a Title VI Equity Analysis has been performed for the routes identified above. The results of this Analysis find that there is no disparate impact for Title VI populations and no disparate burden for low-income populations. In accordance with HRT's Public Participation Plan, HRT staff will perform public engagement and outreach activities to notify the public of the service elimination.

### TITLE VI PROGRAM OVERVIEW

#### TITLE VI

Title VI of the Civil Rights Act of 1964 provides that no person shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

#### EXECUTIVE ORDER 12898

Executive Order (EO) 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" directs Federal agencies to achieve "environmental justice...by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations."

#### HRT TITLE VI PROGRAM

The Federal Transit Administration (FTA) provides guidance to recipients of federal funding to incorporate both Title VI and Environmental Justice (EJ) into their public transportation decision-making. FTA requires recipients to evaluate service, fare changes, and proposed improvements at the planning and programming stages, in order to determine whether those changes have a discriminatory effect through disparate impact or disproportionate burdens to minority and/or low-income populations, respectively. For service changes, this requirement applies to "major service changes" only. Per Hampton Roads Transit (HRT) 2014 Title VI Program:

- Major Service Change - a change of 25% or more of transit vehicle miles or service hours for a route within the HRT service area.
- HRT service area - the Cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach. A map of the service area is provided in Figure 1.
- Minority Population - The total minority population as defined in the US 2010 Census is 47% of the total population by census tract and land area within the HRT service area. The total minority



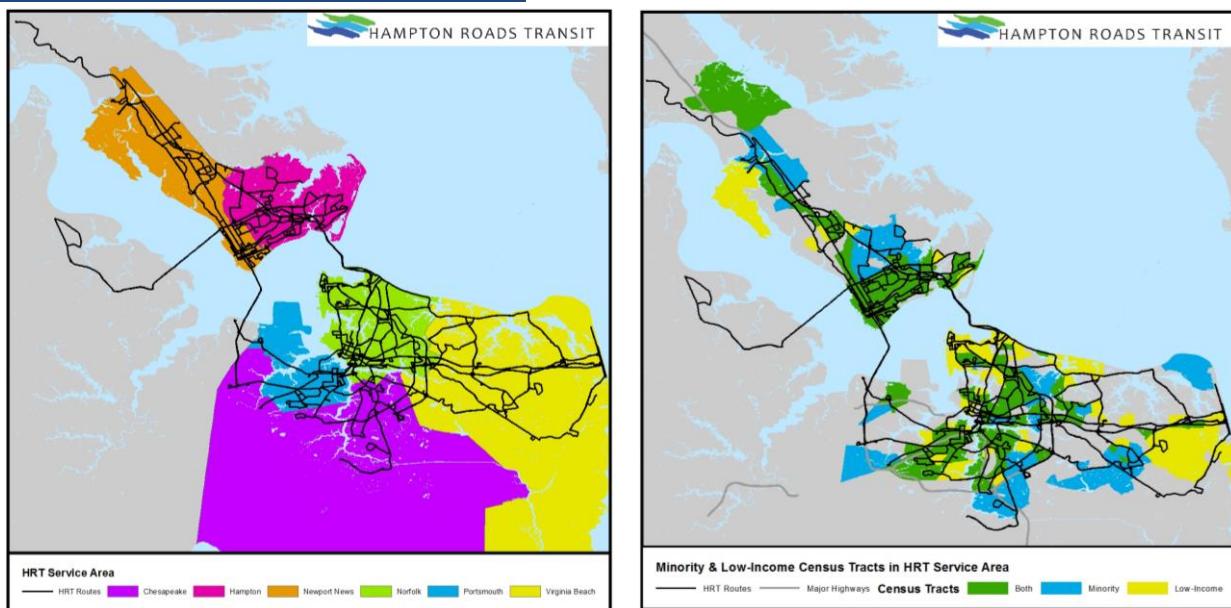
# HAMPTON ROADS TRANSIT

ridership for the HRT system based on the 2016 Origin and Destination Survey is 76% of the total HRT System Ridership.

- “Low-Income Population” - persons living at or below 150% of the poverty line in HRT’s service area. The total low-income population as identified by the 2018 American Community Survey is approximately 19% of the total population by census tract and land area within the HRT service area. The total low-income ridership for the HRT system based on the 2016 Origin and Destination Survey is 72% of the total HRT System Ridership.
- Determination of whether a proposed Major Service Change has either disparate or disproportionate impact is based on whether the percentage of minority and/or low-income passengers on an affected transit route (bus or fixed guideway) is greater than five (5) percentage points of the transit system’s percentage of minority and/or low-income riders.

The following maps identify the HRT service area, HRT routes, and Census tracts with minority and low-income populations greater than the service area average. This information provides a baseline for the analysis of all proposed major service changes.

**FIGURE 1: CENSUS TRACTS – MINORITY & LOW INCOME POPULATIONS**





## **PROPOSED MAJOR SERVICE CHANGE POLICY**

Changes to the routes 6, 13, 14, 15, 20, 21, 33, 55, 58, 108, 111, 112, 116, MAX 960 are being considered for October 2021. Changes to Routes 33, 55, 116 exceed the 25% Major Service Change Threshold. The Title VI Equity Analysis for Routes 33, 55 and 116 reviews the proposed service change for; potential disparate impacts or disproportionate burden on minority or low-income populations, to provide justification for and reasonable alternatives to the proposed action, and to identify mitigation to avoid or minimize any disparate or disproportionate impact, if identified.

## **PROPOSED SERVICE CHANGE: ROUTE 33 GENERAL BOOTH BOULEVARD**

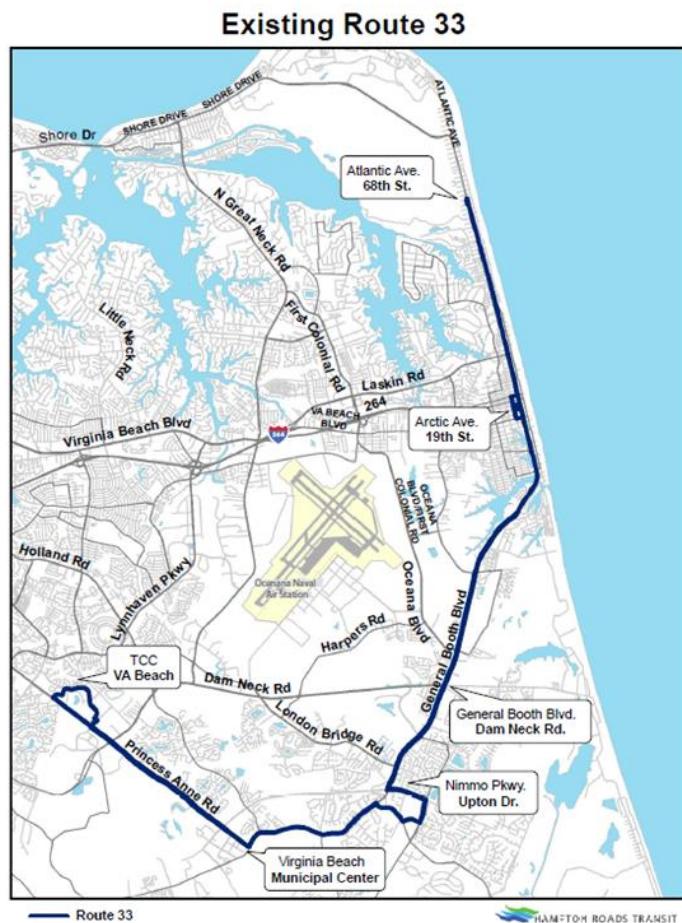
Route 33 provides service Monday through Saturday between Tidewater Community College (Virginia Beach) and 68th Street/Atlantic Avenue with a stop at Arctic Avenue and 19th Street. Timed transfer connections are made at Tidewater Community College with Routes 12, 26 and 36. Connections are also made at Arctic Avenue and 19th Street with Routes 20 and 960. Route 33 operates hourly on weekdays from 6:16 am to 10:58 pm, Saturday from 6:26 am to 10:53 pm.

## **RECOMMENDATION**

Service to Arctic Avenue & 19th Street will be eliminated. The new terminal point at the Oceanfront will be on Parks Avenue near the Virginia Beach Convention Center.



FIGURE 1: EXISTING ROUTE 33





## Revised Route 33

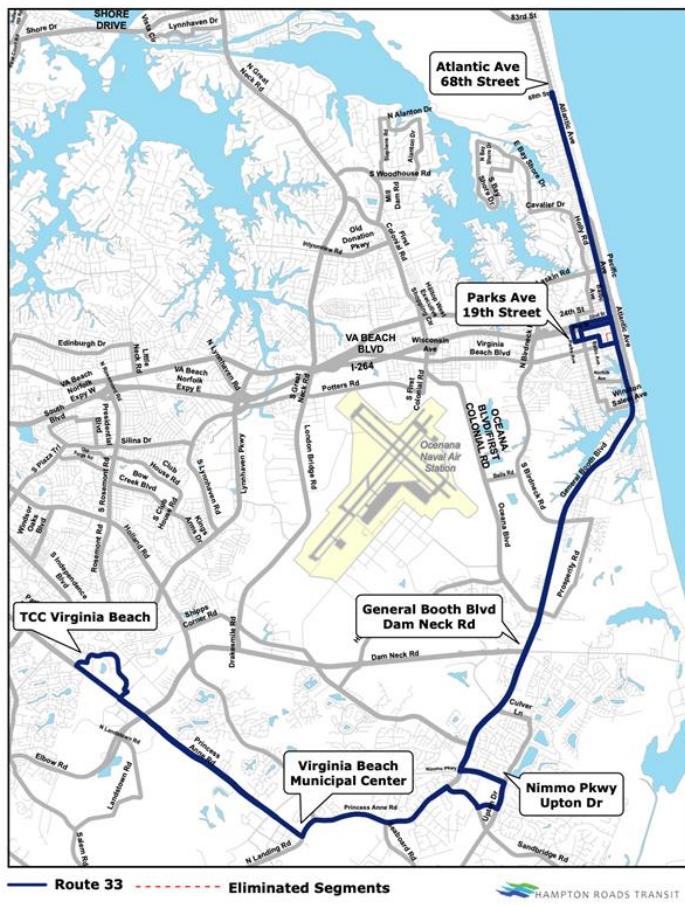


FIGURE 2: PROPOSED ROUTE 14



## DETERMINATION OF IMPACTS

The following tables show the proportion of the minority and low-income persons impacted by the proposed realignment of Route 33. HRT's Title VI Program states that if the percentage of minorities potentially affected by an action is greater than 5% the service area average, then the service change may have a disparate impact. If the percentage of low-income people potentially affected by an action is greater than 5% of the system area average, then the service change may have a disproportionate impact. HRT service area characteristics and the characteristics of the Route 33 were determined using Census data from the American Community Survey.

TABLE 2: MINORITY AND LOW-INCOME POPULATIONS WITHIN SERVICE AREA

	HRT SERVICE AREA (2018 ACS)	ROUTE 33 SERVICE AREA (2018 ACS)	HRT RIDERS (2016 O&D)
MINORITY	47%	59%	73.4%
LOW-INCOME	19%	64%	69.4%

The impact to those within the service area of the Route 33 service area is less than the 5% threshold for minority populations. The percentage of minority residents in the Route 33 service area is lower than the HRT service area. This suggests that the Route 33 will not generate disparate impacts to minority populations.

## PUBLIC INVOLVEMENT AND MITIGATION

The realignment of Route 33 will not generate a disparate impact or disproportionate burden. Public Outreach will engage this part of the service area to communicate with customers and stakeholders;. This includes, but is not limited to promotion via social media, website, communication at local meetings where individuals/groups may be impacted by this change.



# HAMPTON ROADS TRANSIT

## PROPOSED SERVICE CHANGE: ROUTE 55 ROBERT HALL

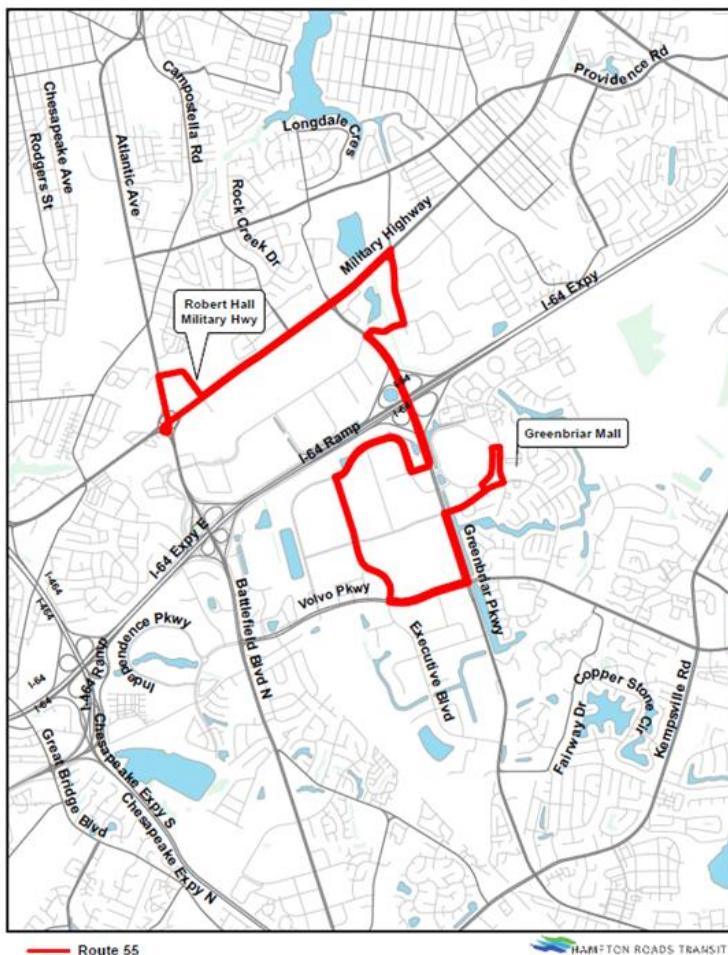
Route 55 provides service Monday through Saturday between Greenbrier Mall and Robert Hall. Transfer connections are made at Greenbrier Mall with Route 24 and at Robert Hall with Routes 6, 13, 14, 15, 24, 57 & 58. The route operates hourly Monday through Saturday from 7:48 am to 8:12 pm..

## RECOMMENDATION

Route 55 will be eliminated; its service will be covered by the realigned Route 14, providing more connections to other destinations within Chesapeake. Route 14 will serve Robert Hall, Greenbrier Mall, Summit Pointe, and the Chesapeake Municipal Center.

**FIGURE 1: EXISTING ROUTE 55**

### Eliminated Route 55



— Route 55

HAMPTON ROADS TRANSIT



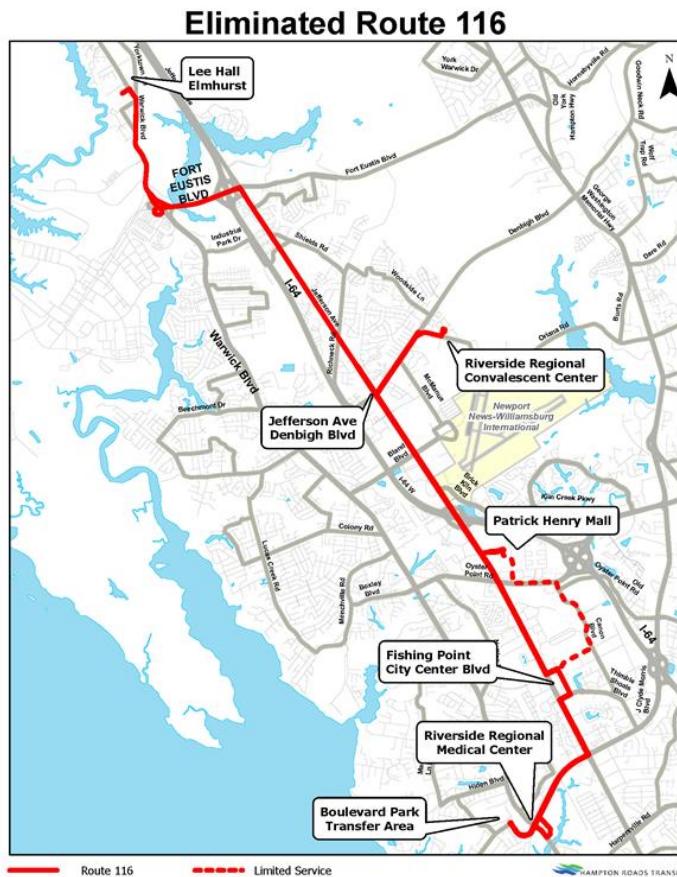
## **PROPOSED SERVICE CHANGE: ROUTE 116 PATRICK HENRY MALL/LEE HALL**

Route 116 provides service Monday through Saturday between Patrick Henry Mall and Lee Hall. Timed transfer connections are made at Patrick Henry Mall with Routes 107, 108, 112 and 414. Connections are also made at Lee Hall with Route 108 and Williamsburg Area Transit service. Route 116 operates hourly on weekdays from 5:45 am to 12:08 pm. Sunday service is hourly from 7:00 am to 11:37 pm.

### **RECOMMENDATION**

Route 116 will be eliminated. The extended Route 108 will connect Patrick Henry, Fishing Point, Christopher Newport University and Riverside Monday through Friday. Service on J Clyde Morris Boulevard west of Jefferson Avenue will also be covered by Route 108. Route 111 will connect Denbigh (Woodside Lane), Patrick Henry and Fishing Point. Service along Jefferson Avenue to Lee Hall will be covered by Route 112.

**FIGURE 1: EXISTING ROUTE 116**





HAMPTON ROADS TRANSIT



## DETERMINATION OF IMPACTS

The following tables show the proportion of the minority and low-income persons impacted by the elimination of Route 116. HRT's Title VI Program states that if the percentage of minorities potentially affected by an action is greater than 5% the service area average, then the service change may have a disparate impact. If the percentage of low-income people potentially affected by an action is greater than 5% of the system area average, then the service change may have a disproportionate impact. HRT service area characteristics and the characteristics of the Route 55 were determined using Census data from the American Community Survey.

TABLE 2: MINORITY AND LOW-INCOME POPULATIONS WITHIN SERVICE AREA

	HRT SERVICE AREA (2018 ACS)	ROUTE 116 SERVICE AREA (2018 ACS)	HRT RIDERS (2016 O&D)
MINORITY	47%	70.8%	73.4%
LOW-INCOME	19%	71.9%	69.4%

The impact to those within the service area of the Route 116 service area is less than the 5% threshold for minority populations. The percentage of minority residents in the Route 116 service area is lower than the HRT service area. This suggests that the elimination of Route 116 will not generate disparate impacts to minority populations, especially since it will be covered by Routes 111 and 112..

## PUBLIC INVOLVEMENT AND MITIGATION

The realignment of Route 116 will not generate a disparate impact or disproportionate burden. Public Outreach will engage this part of the service area to communicate with customers and stakeholders;. This includes, but is not limited to promotion via social media, website, communication at local meetings where individuals/groups may be impacted by this change.



## **Title VI Equity Analysis for the Proposed HRT Fare Reduction for MAX Route 960 and MAX Route 961**

### **Introduction**

As part of the Civil Rights Act of 1964, Title VI is intended to ensure equity and equal access in the provision of public transportation services regardless of race, age, national origin, or socioeconomic condition. Transit agencies receiving federal funds must comply with Title VI requirements to continue receiving funding. Hampton Roads Transit (HRT), as a recipient of Federal funds, must comply with Title VI requirements.

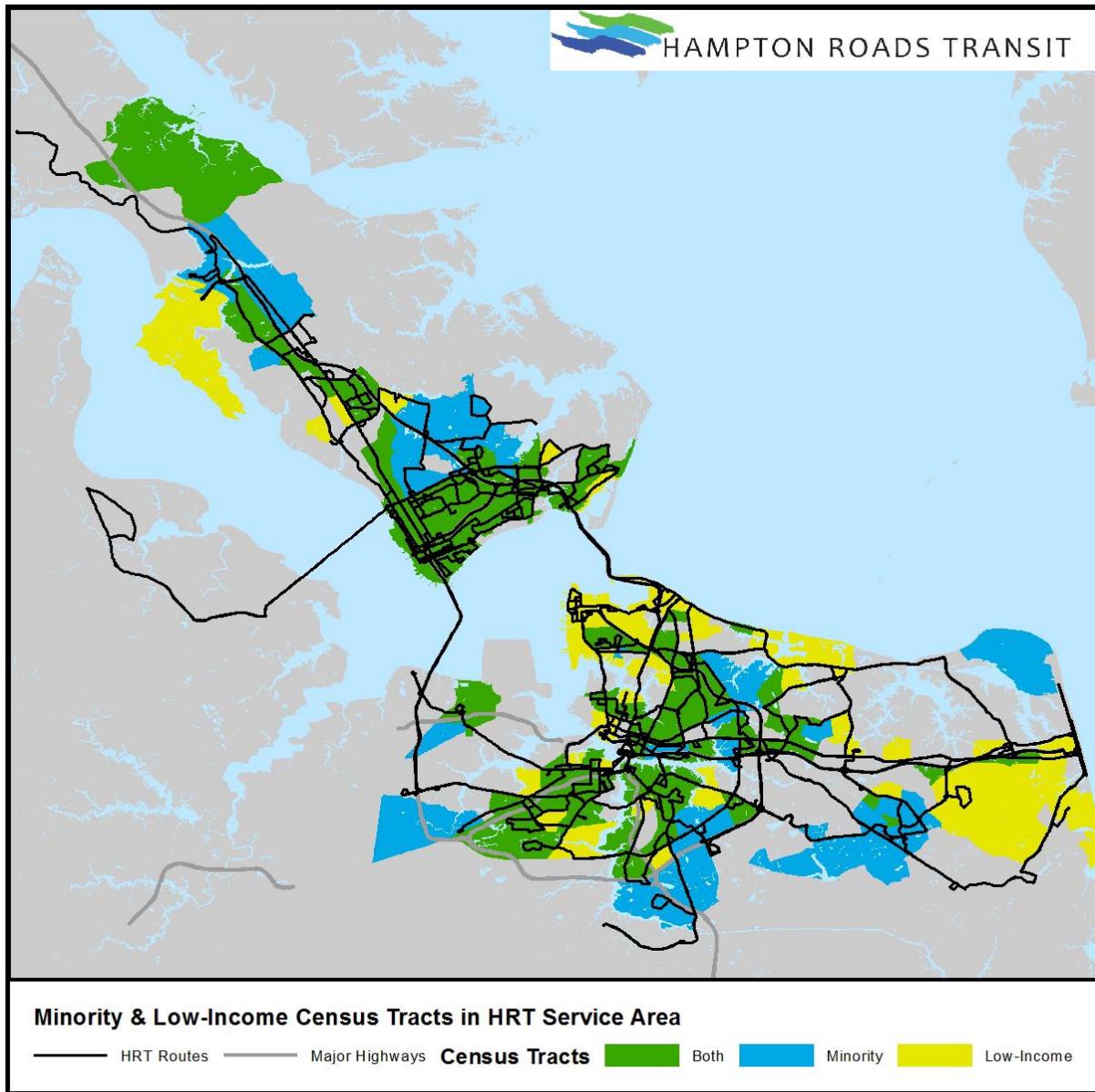
HRT is proposing to reclassify MAX route 960 and MAX route 961 from MAX routes to *Limited Stop Commuter Service*. Because of the nature of the reclassification, HRT is proposing that the fare amount for the two routes be *decreased* to reflect the reclassification of the route. The service provided by the two routes will not change. The proposed fare decrease would go into effect in the Fall of 2021. As per the Title VI program, HRT is required to conduct a fare impact analysis and determine if the proposed fare change would result in any disparate or disproportionate impacts on minority and low-income populations respectively.

### **Definition of Service Area**

Hampton Road Transit's (HRT) service area includes the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach. The map below shows the distribution of low-income and minority populations in the service area, as well as HRT routes.



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MAX Route 960 currently provides service from the Downtown Norfolk Transfer Center (DNTC) to the Virginia Beach Oceanfront (Arctic Avenue and 19<sup>th</sup> Street). Max Route 961 currently provides service from the Downtown Norfolk Transfer Center (DNTC) to Hampton/Newport News and Newport News Shipbuilding.



## Fare Impact Methodology

HRT's methodology to conduct fare impact analysis is consistent with the guidance set forth in FTA's Circular, FTA C470.2.1B, Chapter IV-19, published on October 1, 2012. The procedure consists of the following steps.

1. Define the Service Area covered by HRT system.
2. Identify TAZs or Census tracts in the service area that are predominantly minority and predominantly low-income using FTA's procedures. Using Census data, compute percent of minorities and low-income population in the Service Area. Generate maps showing the geographic distribution of minority and low-income populations.
3. Using travel pattern data obtained from Origin-Destination survey and the current fare structure, estimate average fares paid by minorities, non-minorities, low-income and non-low income riders in the entire Service Area. Further, break down the average fares by fare type.
4. Repeat Step 3 by replacing the current fare structure by the proposed fare structure.
5. Determine percent increase in fares for minorities, non-minorities, low-income and non-low-income populations in the Service Area.
6. If the percent differences in fare increase for minorities versus non-minorities and low-income versus non-low income populations are within the thresholds established by HRT board, a determination of "No impacts" will be made. If the estimated differences exceed HRT's thresholds, it will be concluded that the proposed fare change would result in adverse equity impacts. In that case, appropriate mitigation plan will be developed by HRT to address those equity impacts.
7. HRT will present the proposed fare change and results of the equity analysis for meaningful public involvement as defined by the public participation plan.
8. If a disparate equity impact is determined and HRT chooses not to alter the proposed fare change despite the potential disparate impact on minority populations or disproportionate impact on low-income populations, or if HRT finds, even after the revisions, that minority or low-income riders will continue to bear a disproportionate share of the proposed fare change, HRT may implement the fare change only if:
  9. HRT has a substantial legitimate justification for the proposed fare change, and
  10. HRT can show that there are no alternatives that would have a less disparate impact on minority or low income riders but would still accomplish the transit provider's legitimate program goals.
11. HRT Board will fully consider the results of the equity analysis, proposed alternatives and mitigation if applicable, and public comments on the proposed change prior to approval.



## Fare Impact Threshold

Determination of whether a proposed fare adjustment has either disparate or disproportionate impacts is based on minority and/or low-income populations bearing a fare rate change of greater than five (5) percentage points as compared to non-minority and/or non-low-income populations.

## Proposed Fare Structures

The proposed fare change will result in fare reductions for those who utilize service on MAX Routes 960 and 961. Table 1 below, details the proposed fare amounts by fare type. HRT proposed fare change that will decrease the amount of fares on what is currently known as MAX route 960 and MAX route 961. The average decrease of 54% over current fares is proposed to be implemented in the Fall of 2021. This proposed decreased fare structure, will be put forth for public comment and review. After that time, this analysis will be updated to reflect public comments, questions and concerns pertaining to the proposed fare change.

Table 6: Existing & Proposed Fares for Routes 960 & 961

Fare Type	Existing Fare for Routes 960 & 961	Proposed Fare for Routes 960 & 961	% Change by fare type
Adult Single Trip (Cash)	\$4.00	\$2.00	<b>-50%</b>
Adult Single Trip DF* (Cash)	\$2.00	\$1.00	<b>-50%</b>
GoPass 1-Day	\$7.50	\$4.50	<b>-60%</b>
GoPass 30-Day	\$125.00	\$70.00	<b>-56%</b>
<b>Average Fare Increase</b>			<b>-54%</b> (With the proposed changes, the fare costs will decrease)

\* Discounted Fare



## Fare Analysis

The 2016 O-D survey indicates 73 percent of HRT transit users belong to a minority group and 69 percent are low-income (see Table 2). Additionally, Table 2 provides the percentage of minority and low income riders for the entire bus system, all MAX Routes as well as individual MAX route percentages for routes 960 and 961. Route 961 has a higher percentage of minority riders, at 86%, than any other mode listed in the table, additionally, the Origin and Destination survey found that 100% of the riders on Route 960 are considered low income.

*Table 7: Minority and Low Income Riders*

Transit Mode	Percent Minority	Percent Low Income
<b>System Wide</b>	<b>73%</b>	<b>69%</b>
<b>Bus</b>	<b>78%</b>	<b>74%</b>
<b>MAX</b>	<b>70%</b>	<b>60%</b>
<b>MAX Route 960</b>	<b>58%</b>	<b>100%</b>
<b>MAX Route 961</b>	<b>86%</b>	<b>73%</b>

Table 3 shows the calculation of average fares by fare type for minority and low-income users. The table presents the different steps involved in estimating the percent fare increase. Since this fare change analysis is only for two MAX routes, the same calculations apply to each fare type for the MAX routes relative to the system averages.

### Disparate Impact

The analysis for Route 960 and Route 961 shows that the proposed fare change will not have a disparate impact on minority users. Although minority users on route 961 make up 27% more than the system average, the proposed fare change will be a *reduction*. This reduction will not create a disparate impact.

### Disproportionate Burden



The analysis for Route 960 and Route 961 shows that the proposed fare change will not have a disproportionate burden on low income users. Although low income users on route 960 make up 31% more than the system average, the proposed fare change will be a *reduction*. This reduction will not create a disproportionate burden.

### **Mitigation Strategies**

Since the analysis resulted in a finding of “No Impacts”, no mitigation strategies are proposed



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Table 8: Fare Change Analysis Calculation

Fare Type	Existing	Proposed	% Change by Fare Type	% Fare Increase Above the System Average (-54%)	% of Minority Users Above the System Average of 73% (Percentages for Routes 960 and 961 regardless of fare type)		% of Low-Income Users Above System Average of 69% (Percentages for Routes 960 and 961 regardless of fare type)		Minority Disparate Impact	Low Income Disp. Burden
Adult Single Trip (Cash)	\$4.00	\$2.00	-50%	4	Rte.960 -15%	Rte.961 27%	Rte. 960 31%	Rte. 961 4%	No	No
Adult Single Trip DF* (Cash)	\$2.00	\$1.00	-50%	4						
GoPass 1-Day	\$7.50	\$4.50	-60%	-6						
GoPass 30-Day	\$125.00	\$70.00	-56%	-2						



## Public Outreach Summary

At the time of this report, public outreach has yet to be conducted. The HRT Title VI Program Coordinator has worked with HRT's offices of Communications and Technology to post information and to inform the general public of two upcoming information sessions about the fare change.

Public outreach will involve public comment being available for 30 days online or in writing.

## Public Hearings Dates and Times

HRT will hold information sessions for the general public about the proposed fare change. These sessions will provide opportunity for the public to provide feedback on the proposed changes. Attendees can learn more about the proposed fare change, review the fare equity analysis, talk with HRT staff about the changes and provide written comments. The staff will be available at the following dates, times and locations.

- Hampton Transfer Center (HTC)  
Tuesday, June 22, 2021  
1:00 p.m. to 3:00 p.m.
- Downtown Norfolk Transit Center (DNTC)  
Thursday, June 24, 2021  
7:30 a.m. to 9:30 a.m.

Once the public comment period is completed, the analysis will be updated with the received information and it will be presented to the HRT Board of Commissioners for review.

## **PUBLIC MEETING NOTES: SERVICE CHANGES NOVEMBER 2020**

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**Date:** October 20 2020  
**Location:** Virtual  
**Number of Attendees:** 12 logged on  
**Service Impacted:** All Routes Referenced

## SUMMARY

- Overall attendees agreed with changes

**Date:** October 27, 2020  
**Location:** Virtual  
**Number of Attendees:** 7 logged on  
**Service Impacted:** All Routed Referenced

## SUMMARY

- Overall attendees agreed with changes.



## **PUBLIC MEETING NOTES: SERVICE CHANGES OCTOBER 2021**

**Date:** September 15, 2021  
**Location:** HRT's Headquarters – 3400 Victoria Blvd  
**Number of Attendees:** 1 signed-in  
**Service Impacted:** 11, 112, 116, (all routes referenced)

### **SUMMARY**

- No comments received

**Date:** September 20, 2021  
**Location:** HRT's Southside Facility – 509. E 18<sup>th</sup> St.  
**Number of Attendees:** 9 signed-in  
**Service Impacted:** 6,13,14, 15, 20, 21, 58 (all routes referenced)

**Date:** September 22, 2021  
**Location:** HRT's Southside Facility – 509. E 18<sup>th</sup> St.  
**Number of Attendees:** 4 signed-in  
**Service Impacted:** 9746,13,14, 15, 20, 21, 58 (all routes referenced)

### **SUMMARY**

- Overall attendees agreed with changes.

THE COMPLETE/NON-SUMMARIZED COMMENTS FOR THIS MEETING CAN BE RETRIEVED FROM HAMPTON ROADS TRANSIT'S DOCUMENT RETENTION DEPARTMENT.



## **PUBLIC MEETING NOTES: SERVICE CHANGES**

**Date:** September 4, 2019  
**Location:** HRT's Southside Facility – 509. E 18<sup>th</sup> St.  
**Number of Attendees:** 7 signed-in  
**Service Impacted:** Route 24, 44, MAX Service 967, 973,974

### **SUMMARY**

- No comments received

**Date:** September 18, 2019  
**Location:** HRT's Southside Facility – 509. E 18<sup>th</sup> St.  
**Number of Attendees:** 10 signed-in  
**Service Impacted:** Route 24, 44, MAX Service 967, 973,974

### **SUMMARY**

## **MAX ROUTE 974: CHESAPEAKE CENTER – NAVAL STATION NORFOLK**

- Customer provided recommendation to combine the 973 and 974 together to start at Victory Crossing, to Chesapeake Square, and Military Highway.
- Inquiry regarding the minimum ridership threshold for MAX service.
- Provide advertisement of MAX service that do not just show military personnel, but show depictions of civilians as well.

THE COMPLETE/NON-SUMMARIZED COMMENTS FOR THIS MEETING CAN BE RETRIEVED FROM HAMPTON ROADS TRANSIT'S DOCUMENT RETENTION DEPARTMENT.



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