

**GREATER LAFAYETTE PUBLIC TRANSPORTATION CORPORATION
BOARD MEETING NO. 658
AGENDA
JANUARY 26, 2022
5:15 P.M.**

ROUTINE BUSINESS

Approval of Minutes of Meeting No. 657 held on December 29, 2021.

OLD BUSINESS

NEW BUSINESS

1. Consideration of Title VI Program (Exhibit 1).
2. Bus Stop (BUS403) improvement project at Walmart in West Lafayette.
3. Board Committee Assignments.
4. Review and discuss renewal of School Tripper Service for West Lafayette Jr./Sr. High School
5. Consideration of claims list numbering 36786 through _____, in the amount of \$_____.
6. Consideration of payroll for December 01 through December 31, 2021 in the amount of \$1,093,029.41.

GENERAL MANAGER'S REPORT

Benjamin R. Murray
Benjamin R. Murray (Jan 25, 2022 16:36 EST)

Benjamin R. Murray
Chairman

Randall Anderson
Randall Anderson (Jan 25, 2022 16:37 EST)

Randall Anderson
Interim General Manager

01/25/2022



Title VI Program

2021-2024

Greater Lafayette Public Transportation Corporation

1250 Canal Road

P.O. Box 588

Lafayette, IN 47902-0588

(765) 423-2666

OVERVIEW

The Greater Lafayette Public Transportation Corporation (GLPTC) Title VI Program was developed in cooperation with the Area Plan Commission (APC) of Tippecanoe County (the Metropolitan Planning Organization (MPO) serving GLPTC's service area). Both GLPTC and APC are recipients of Federal FTA funding. However, since the APC is not an implementing agency, the establishment of transit service policy is the sole responsibility of GLPTC. Both agencies' planning functions are well coordinated. GLPTC provides the APC with planning needs and the APC in turn provides GLPTC with technical assistance.

1. Public Outreach & Involvement Activities

See Part II of Appendix A for a summary of information dissemination activities coordinated by APC. GLPTC has undertaken the following activities since the submission of the 2018 program update:

2021

- Extended service to Tippecanoe County Community Corrections.
- Investigated bus stop access and created a way of prioritization for improving stops with a specific focus on low-income locations.
- Conducted transit training for non-traditional students at Purdue University.
- Hosted a truck or treat event promoting our microtransit service at a low-income apartment complex.
- Hired new Outreach Coordinator who started on December 1, 2021.
- New Outreach Coordinator reached out to local agencies and community organizations who serve our residents with low incomes and predominantly minority neighborhoods.
- New Outreach Coordinator is evaluating our service and outreach to ensure we have a positive impact on minority populations and neighborhoods as well as those with limited English proficiency.
- Bus services promoted to riders via Purdue University's Asian American and Asian Resource and Cultural Center, Native American Educational and Cultural Center, and Purdue Black Cultural Center.

2020

- Quarter one, we tabled at International Center and shared information with international students at Purdue University.
- Canceled all outreach events due to the outbreak of COVID-19.

2019

- GLPTC participated in the grand opening of Grant's House, home of [Wabash Center's Youth Services](#), designed to meet the needs of children with disabilities or special needs, and continued outreach to serve their client's transportation needs and training.
- **Kids Tours with Hanna Center:** Took two groups of children on a kids tour through the town and to our garage. One group was grades Kindergarten-4th and the other group was 5th-10th all children were from bilingual families. We taught them how to ride the bus.
- GLPTC participated in [OUTfest](#), a resource and outreach event for LGBTQ community members and their families.
- GLPTC participated in the [Greater Lafayette Indiana Black Expo](#).
- GLPTC participated in the Purdue University International Student Check-in events to talk about how to ride the buses through campus, as well as how to ride the buses from where international students will be living and how to get to the grocery store and shopping areas.

- Purdue University International Students Welcome Picnic August 18: Worked with the International Center during their welcome picnic. The event was attended by 300 students and we answered questions about routing, where to go in our community and gave our information on where to email and call for more assistance.
- El Puente Purdue Latino Center August 21: Worked with other campus organizations to assist new students who work with the Latino Center.
- The Purdue University Black Cultural Center August 21: Worked with other campus organizations to assist new students who work with the Cultural Center.
- Latino Festival September 14: We had a bilingual employee attend to share information about CityBus with the attendees.
- Greater Lafayette Immigrant Allies Ice Cream Social September 22: Attended the event and gave out information about youth passes, monthly passes and routing information.

2018

- GLPTC partnered with Food Finders Food Bank and Central Presbyterian Church for a fresh produce distribution event and resource fair for insecure food community members.
- GLPTC hosted an outreach event for Aktion Club, service club for adults with disabilities.
- GLPTC participated in the Purdue Exponent Housing Fair.
- GLPTC participated in the Tippecanoe Latino Festival. This community event was hosted at Ivy Tech Community College by the Latino Center for Wellness and Education. Along with the Outreach Coordinator, Spanish-speaking employees staffed the event.

2. Language Assistance for Persons with Limited English Proficiency (LEP)

See Appendix B, “Improving Access for People with LEP, Implementation Plan.”

3. Procedures for Tracking & Investigating Title VI Complaints

See Part III of Appendix A, “Title VI Internal Review Process for Service Delivery and Capital Programs.” (The content in Appendix A has not been altered since the 2009 program update.)

4. Title VI Investigations, Complaints, or Lawsuits

Since the prior submission there have been no lawsuits or complaints against GLPTC involving discrimination with respect to transit service or benefits. See Appendix C for a letter from the Executive Director of the APC describing review of files for any active lawsuits, complaints, and compliance reviews since the last submission.

5. Public Notices of Compliance with Title VI

GLTPC informs the public of their protections under Title VI with information and compliance statements on the agency’s web site at <https://www.gocitybus.com/about/title-vi>. These statements include the process for filing a Title VI discrimination complaint. See Appendix D.

Additionally, signs in vehicles and facilities inform passengers of GLPTC’s commitment to providing Title VI-compliant service. The notices are provided in English and Spanish. This information invites passengers to contact the Manager of Development for information about our non-discrimination policies and information concerning filing a complaint. Examples of notices can be found in Appendix D.

6. Service Standards & Policies

GLPTC evaluates each mode of transit service it provides to the community on a regular basis to ensure compliance with 49 CFR Section 21.5. These service standards include vehicle headways, on-time performance, service availability and distribution, vehicle assignment, and equitable distribution of transit amenities by service quadrant. See Appendix E “Service Standards and Policies” for further detail.

APPENDIX A



Title VI Internal Review Process for Service Delivery and Capital Programs

Greater Lafayette Public Transportation Corporation ("GLPTC") has adopted the following procedure and process for the purpose of carrying out Title VI of the Civil Rights Act of 1964. The purpose is to ensure 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 from the Federal Transportation Administration (FTA).

I. Responsible Persons

The following GLPTC personnel are responsible for administration of the process and have ultimate responsibility to recommend decisions to the board of directors:

- a. Randy Anderson: Interim General Manager
- b. Bryan Walck: Manager of Operations
- c. Tonya Agnew: Manager of Development

The following Area Plan Commission (APC) personnel are responsible to provide technical assistance and to monitor Title VI activities in GLPTC's planning and programming process:

- a. David Hittle, Executive Director
- b. Tim Stroshine, Assistant Director of Transportation
- c. Doug Poad, Senior Transportation Planner

II. Internal Review Process for Service Delivery and Capital Programs

a. **Overview:** The Area Plan Commission of Tippecanoe County provides technical assistance with GLPTC's planning needs. APC has continuously made best efforts to monitor Title VI activities in GLPTC's planning and programming process. All transit projects programmed in the Transportation Improvement Program are discussed at the Citizens Participation Committee. The Technical Transportation and Administrative Committees also review them before action or adoption. Minority participation is encouraged and welcomed at all of the Committees and decision-making meetings.

Should a complaint arise concerning possible discrimination in regard to transit planning, the APC has established a process to address the concerns. The step-by-step process is outlined in the next section.

b. **Monitoring of Title VI Activities:** The APC monitors activities by either reviewing or researching pertinent information. When GLPTC notifies the APC of any proposed route modification, additions, deletion, extensions, or service changes, APC reviews the information. Using 2020 Census block maps, APC staff determines which changes potentially affect higher than average concentrations of minority populations. Should the proposed changes relate to any areas of minority concentrations, the APC notifies GLPTC's general manager.

When GLPTC requests specific information concerning Title VI, the APC makes best efforts to research the requested information. Should any new information be received at APC, the staff will contact GLPTC's general manager and forward it.

APC staff maintains maps for each minority category according to U.S. Census data. On each map, those census blocks having a higher than average minority population are highlighted. Overlaid on this information are the bus routes and a quarter mile walking distance area. This information is on file at GLPTC for future use.

c. **Information Dissemination:** GLPTC has several mechanisms for communicating with minority population groups. Normally, information concerning transportation planning is presented by the APC to the Citizens Participation Committee. Meeting notices are forwarded to representatives of various organizations and neighborhood associations in the area. While specific groups are sent notices, the general public is also invited. Notices of the meetings are sent to all the local media, posted in the County Office Building and at GLPTC's transfer center, and sent to various municipal departments and agencies. For final public hearings, legal ads are printed in the local newspaper.

When developing the Transportation Improvement Program, minority organizations (Asian American Network of Indiana, Black Cultural Center, International Center, Latino Coalition of Tippecanoe County, NAACP, and OLA-La Flor) are notified at various times throughout the process. The first announcement states that the APC is developing a TIP. After all local and state projects are submitted, a summary of the proposed projects is forwarded. Finally, a third contact is made inviting them to the APC Policy Committee meeting where the TIP will be discussed and adopted. In all notices, meeting dates are given when important decisions are made.

When developing the Coordinated Human Services plan an extensive list of human service/social service agencies is contacted, many of who serve low-income, elderly, minority, and LEP populations. The list of involved organizations is available in the plan document, available online at

<https://www.tippecanoe.in.gov/DocumentCenter/View/36586/2022-2026-CHSTP-Adopted-Plan>.

d. **Minority Participation in the Decision-Making Process:** The primary point of input in the decision-making process is through GLPTC directly. GLPTC staff document all public comments received and make the comments available to management and board members in the decision making process. Comments are received in the form of written letters, e-mail, documented phone calls, and comments made at public meetings and hearings. As mentioned, minority population groups are invited to be involved in any or all of these activities, including participation in APC transit-related planning meetings.

III. Process for Discrimination Complaints

Should a complaint arise concerning possible discrimination in regard to transit planning or service delivery, GLPTC and the Area Plan Commission of Tippecanoe County have established the following process:

- 1) The Complainant(s) must submit a written statement to the Executive Director of the Area Plan Commission explaining, as fully as possible, the facts. Within five (5) working days the Executive Director shall notify GLPTC in writing that a discrimination complaint has been filed, with a copy to the complainant.
- 2) GLPTC shall have twenty (20) days from receipt of the written notice to file a written response to the Executive Director of the APC with a response to the complainant if desired. In the case of a written complaint received directly by GLPTC from the complainant, GLPTC shall have twenty (20) days from receipt of the complaint to send the complaint along with a written response to the Executive Director of APC with a response to the complainant if desired.
- 3) After receiving the complaint and response, the Executive Director will review the facts and circumstances pertaining to the alleged discrimination. A decision will be submitted to both parties in writing by the Executive Director within twenty (20) working days after any response was or should have been filed. If the Executive Director feels the complainant(s) has not submitted sufficient information, he or she may request additional information through a set of interrogatories or recorded interviews before reaching a final decision. In a situation where the Executive Director decides to interview the parties involved, additional time to submit a decision will be allowed.
- 4) The decision by the Executive Director shall state the reasons for his or her decision.
- 5) If the complainant(s) or GLPTC disagree with the decision, either may appeal to the Executive Committee of the APC within thirty (30) days after the Executive Director's decision was delivered. The Executive Committee, after receiving the appeal, shall set a hearing within thirty (30) working days after receipt of the appeal. The Executive Committee may request additional information or evidence if they feel that the information submitted is not sufficient to render a decision. The Executive Committee shall render their decision in writing with reasons therefore within twenty (20) working days of the end of the hearing.
- 6) After the decision, both parties will be informed of the decision and that they may appeal the decision to the Federal Transit Administration (FTA) or the United States Department of Transportation within thirty (30) days after the Executive Committee of the Area Plan Commission has rendered its decision.

APPENDIX A.1

Process for Resolution of Title VI Complaints

Should a complaint arise concerning possible discrimination in regard to transit planning or service delivery, GLPTC and the Area Plan Commission of Tippecanoe County (APC) have established the following process:

- 1) The Complainant(s) must submit a written statement to the Executive Director of the Area Plan Commission explaining, as fully as possible, the facts. Within five (5) working days the Executive Director shall notify GLPTC in writing that a discrimination complaint has been filed, with a copy to the complainant. Alternatively, the complainant may complete the Title VI Complaint Form (available [here](#) in Word format) and file it directly with GLPTC.
- 2) GLPTC shall have twenty (20) days from receipt of the written notice to file a written response to the Executive Director of the APC with a response to the complainant if desired. In the case of a written complaint received directly by GLPTC from the complainant, GLPTC shall have twenty (20) days from receipt of the complaint to send the complaint along with a written response to the Executive Director of APC with a response to the complainant if desired.
- 3) After receiving the complaint and response, the Executive Director will review the facts and circumstances pertaining to the alleged discrimination. A decision will be submitted to both parties in writing by the Executive Director within twenty (20) working days after any response was or should have been filed. If the Executive Director feels the complainant(s) has not submitted sufficient information, the Executive Director may request additional information through a set of interrogatories or recorded interviews before reaching a final decision. In a situation where the Executive Director decides to interview the parties involved, additional time to submit a decision will be allowed.
- 4) The decision by the Executive Director shall state the reasons for the decision.
- 5) If the complainant(s) or GLPTC disagree with the decision, either may appeal to the Executive Committee of the APC within thirty (30) days after the Executive Director's decision was delivered. The Executive Committee, after receiving the appeal, shall set a hearing within thirty (30) working days after receipt of the appeal. The Executive Committee may request additional information or evidence if they feel that the information submitted is not sufficient to render a decision. The Executive Committee shall render their decision in writing with reasons therefore within twenty (20) working days of the end of the hearing.
- 6) After the decision, both parties will be informed of the decision and that they may appeal the decision to the Federal Transit Administration (FTA) or the United States Department of Transportation within thirty (30) days after the Executive Committee of the Area Plan Commission has rendered its decision.

APPENDIX A.2



Title VI Civil Rights Complaint Form

Section I

Name: _____

Address: _____
Street City State Zip

Telephone Numbers:

Home: _____ Work: _____ Other: _____

E-Mail Address: _____

Accessible Format Requirements?

Large Print: Yes _____ No _____ Audio Tape: Yes _____ No _____

TDD: Yes _____ No _____ Other: _____

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by 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", and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

Section II:

Are you filing this complaint on your own behalf? Yes _____ No _____
(If you answered "yes" to this question, go to Section III)

If not, please supply the name and relationship of the person for whom you are complaining:

Name: _____ Relationship: _____

Please explain why you have filed for a third party. _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes _____ No _____.

Section III

Have you previously filed a Title VI complaint with GLPTC/CityBus? Yes _____ No _____

If yes, what was your GLPTC/CityBus Complaint No? _____

(Note: This information is needed for administration purposes; we will assign the same complaint number to the new complaint.)

Have you filed this complaint with any of the following agencies? Yes _____ No _____

(If you answered yes, who did you file the complaint with?)

Federal Transit Administration: _____ U. S. Department of Transportation: _____

Indiana Dept. of Transportation: _____ Department of Justice: _____

Equal Employment Opportunity Commission: _____ Area Plan Commission of Tippecanoe County: _____

Have you filed a lawsuit regarding this complaint? Yes _____ No _____

If yes, please provide a copy of the complaint form. (Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the Court.)

Section IV:

Complaint is against: _____

Contact Person: _____ Title: _____

Telephone Number: _____

Attached is a blank sheet of paper to describe your complaint. Please use additional sheets if necessary.

Section V:

Please sign here: _____ Date: _____

(Note: We cannot accept your complaint without a signature)

Please mail your completed form to:

**GLPTC/CityBus
Manager of Development
P.O. Box 588
Lafayette, IN 47902**

COMPLAINT DESCRIPTION

(You should include specific details such as names dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations.)

APPENDIX B



Improving Access for People with Limited English Proficiency (LEP)

Four-Factor Analysis

Greater Lafayette Public Transportation Corporation (“GLPTC”) has conducted this analysis to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure 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 from the FTA.

Analysis Using Four-Factor Framework

GLPTC has conducted the following analysis using the Four-Factors identified in the DOT LEP Guidance:

I. **Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population**

Task 1, Step 1: Examine prior experiences with LEP individuals.

GLPTC serves a diverse community. Purdue University brings people from all over the world to Lafayette-West Lafayette. Our community has experienced growing Latino and Chinese populations in the last decade. GLPTC transit operators and customer service staff report daily interactions with LEP persons, particularly persons speaking Chinese or Spanish as their primary language. In most cases, the information needed from GLPTC relate to use of transit services including requests for route and schedule information, fare information, transfers, etc. English-speaking family members are often—but not always—available to help with translation when needed.

Task 1, Step 2: Become familiar with data from the U.S. Census.

The 2020 Census describes the languages spoken in Tippecanoe County and estimates the number speaking each language as follows:

Language	Number of speakers
English only	157,509
Spanish	7,935
Chinese	5,960
Indo-European	3,736
Other Asian/Pac Island	2,380

The most significant non-English language populations speak Spanish and Chinese. More detailed information is available in the American Community Survey, U.S. Census Bureau, 2020 (see Appendix B.1).

Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves. GLPTC's service area is defined by the city limits of Lafayette and West Lafayette, plus a suburban territory extending three miles beyond the city limits into Tippecanoe County.

Appendix B.2 includes a map showing the boundary of GLPTC's taxing district and census tracts included.

Task 1, Step 2B: Obtain Census data on the LEP population in your service area.

The U.S. Census 2020 American Community Survey reveals about 6% of those living in Tippecanoe County do not speak English well. These persons meet the definition of persons with Limited English Proficiency and are the population targeted by this LEP implementation Plan. Of LEP persons, 37% speak Chinese, 34% speak Spanish, 13% speak other

Asian/Pacific Island languages, and 11% speak Indo-European languages. (See Appendix B.1.)

Task 1, Step 2C: Analyze the data you have collected.

The adult population for Tippecanoe County is 184,909 persons. Based on the percentages of LEP persons identified in step 2B, the following assumptions are made:

- 10,463 persons are identified with limited English Proficiency.
- Among those speaking Chinese, 3,840 are not proficient with English.
- Among Spanish-speaking persons, 3,563 are not proficient with English.
- 1,313 persons speaking other Asian/Pacific Island languages are not English proficient.
- 1,168 persons speaking Indo-European languages are not English proficient.

It is worth noting that the margins of error are quite high in the 2020 Census, likely due to data collection challenges during the COVID-19 pandemic. For example, the margin of error for Spanish-speaking LEP people is plus or minus 28%, and the error margin for Chinese-speaking LEP is plus or minus 40% (See Appendix B.1). Therefore:

It is advantageous for our purposes to use the most liberal estimation, so that we are erring on the side of compliance with civil rights law. Therefore, this implementation plan will define the LEP population as:

- 3,563 persons speaking Spanish.
- 3,840 persons speaking Chinese

According to the Purdue University Fall 2021 [Data Digest](#) a total of 8,907 international students are enrolled at the West Lafayette campus. This segment constitutes 18% of the academic population. International student enrollment dipped for the 2020-21 academic year, likely due to complications from the COVID-19 pandemic but are trending back up for the 2021-22 academic year. The report does not indicate level of English proficiency amongst international Purdue students.

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area.

A map showing concentrations of Hispanic/Latino population adjacent to transit routes is included in Appendix B.2. Concentrations of LEP persons speaking Spanish are in the north, east, and south sides of Lafayette.

The largest concentration of LEP persons speaking Asian/Pacific Island languages is in West Lafayette. Purdue University, located in West Lafayette, reports a concentration of LEP individuals in the Purdue west area of campus and the Chauncey Hill area adjacent to campus. A map showing concentrations of Asian population adjacent to transit routes is included in Appendix B.2.

Task 1, Step 3: Consult state and local sources of data.

Indiana Department of Education statistics describe 2021-22 school year enrollments of Asian and Hispanic populations as follows:

Lafayette School Corporation Total Enrollment: 7,780 students

	PERCENT
Asian	0.5%
Hispanic	27%
English language learners	12%

West Lafayette Community Schools Total Enrollment: 2,316 students

	PERCENT
Asian	22%
Hispanic	7%
English language learners	6%

This information supports the assumption that Spanish-speaking LEPs are more likely to live in Lafayette and Asian/Pacific Island-speaking LEPs exist in greater numbers in West Lafayette.

Task 1, Step 4: Community organizations that serve LEP persons.

GLPTC has current associations with Lafayette School Corporation, West Lafayette School Corporation, Purdue University, Ivy Tech Community College, Lafayette Adult Resource Academy, local city governments, Wabash Center, Bauer Community Resource Center, Lafayette Urban Ministries, Excel Center and the Latino Center for Wellness and Education, all of which provide service for persons speaking limited English. We are continuing to grow and foster our partnerships with these and additional organizations.

Task 1, Step 4A: Identify community organizations.

LEP persons are served by many organizations in the community and on the Purdue University campus. See list in Appendix B.3.

Task 1, Step 4B: Contact relevant community organizations.

The following organizations are the most involved in serving LEP persons in the Greater Lafayette Community. GLPTC has a cooperative relationship with each of these organizations, and many of the organizations listed have assisted in prior Title VI related community involvement and outreach initiatives.

- Lafayette Adult Resource Academy
 - LARA provides a range of educational opportunities for adults and out of school youth, including classes leading to a high school credential, preparation for college, workforce certifications, and English as a Second Language.
- Lafayette School Corporation
- The Asian American and Asian Resource and Cultural Center (AAARCC)
 - AAARCC is an active cultural center at Purdue University. The organization provides services and resources on campus and in the community.
- Purdue University Latino Cultural Center
 - The LCC seeks to enhance diversity through education and programming at Purdue. The LCC serves as an educational and cultural foundation for all students, faculty, and staff members.
- St. Boniface Catholic Church
 - St. Boniface provides spiritual and religious services to LEP populations. The parish also hosts a number of annual festivals and regular events.
- Lafayette Urban Ministries
 - LUM is an organization of more than 40 churches that serves as a social safety net for Lafayette's needy children and families.

GLPTC will conduct community outreach through focus groups, targeted surveying, and regular attendance of community events sponsored by the above organizations. While all the organizations listed serve LEP persons year-round, many of these organizations program their activities and events to occur during the academic school year. In order to maximize the effectiveness of outreach efforts, GLPTC will contact each organization at the beginning of the Purdue University and the Lafayette School Corporation academic school year.

GLPTC will request feedback regarding current transportation and language assistance

services in an attempt to identify areas in need of improvement. A sample letter and survey are provided in Appendix B.4.

GLPTC will host focus groups in the spring of 2022 with a central focus on the needs of Latino and Chinese university students and permanent residents. The agency will act in cooperation with the organizations listed above.

Task 1: GLPTC will host focus groups in the spring of 2022 with a central focus on the needs of Latino and Chinese university students and permanent residents. The agency will act in cooperation with the organizations listed above.

II. Factor 2: The frequency with which LEP individuals come into contact with your programs, activities, and services

Task 2, Step 1: Review the relevant programs, activities, and services you provide.

LEP individuals inquire about, use, and are affected by the services that GLPTC provides on a daily basis. Operational services include fixed route service, ADA paratransit service, and Purdue campus loop shuttles. LEP individuals also come into contact with GLPTC by calling our customer service call center, the administrative office, and the dispatch center, as well as using the web site.

Task 2, Step 2: Review information obtained from community organizations.

GLPTC will review and analyze all data collected from community organizations.

Task 2, Step 3: Consult directly with LEP persons.

GLPTC will conduct a survey of organizations in August 2022.

III. Factor 3: The importance to LEP persons of your program, activities, and services

Task 3, Step 1: Identify your agency's most critical services.

Using public transportation is important to LEP persons as indicated from survey results and focus groups. GLPTC's most critical services are:

- Fixed route services
- ACCESS paratransit services
- Campus Loop shuttle services
- West Lafayette School Corporation shuttles

If Limited English is a barrier to using these services then the consequences for the individual are serious, including limited access to obtain health care, education, or employment. Critical information from GLPTC which can affect access includes:

- Route and schedule information
- Fare and payment information
- Information about how to ride

- Real-time bus location information
- Communication related to transit planning
- Information about ACCESS paratransit services

Task 3, Step 2: Review input from community organizations and LEP persons.

Concentrations of Chinese-speaking riders use GLPTC fixed route and Campus Loop routes in West Lafayette, including 1B, 4B, and 5. Concentrations of Spanish-speaking riders in West Lafayette use route 8. Lafayette-side routes 1A, 3, and 4A have high concentrations of Spanish-speaking riders.

IV. Factor 4: The resources available to the recipient and costs

Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs.

GLPTC has provided the following language assistance measures to date:

- Translation services from a bilingual (Spanish-speaking) bus operator when needed. Bus operator has also worked at community events.
- Over 100 languages are available for translation through the Google Translate plugin on the entire GLPTC website.
- Bus Operators undergo LEP assistance and cultural sensitivity training during the initial training process and also a Creating a Respectful Workplace training annually.
- 1,000 Spanish system maps are printed and distributed to community resource centers every year.
- On demand over the phone translation services are available through LTC Language Solutions for all customer service, administrative, and dispatch staff

The cost of these measures has been less than \$1,500 annually.

Task 4, Step 2: Determine what, if any additional services are needed to provide meaningful access.

Due to the small size of our agency and limited resources, GLPTC has previously focused its language measures on extending access for persons speaking Spanish. The following information has been translated into Spanish:

- Route and schedule information
- Fare and payment information
- Information about how to ride
- Title VI notices in all CityBus facilities

Additional translation is needed for information about ACCESS paratransit services and route planning information. Further, based on the results of 2020 Census, GLPTC should provide Chinese translations for these materials.

Finally, issues related to LEP persons should be included in the training of Bus Operators as well as call center and administrative staff.

Task 4, Step 3: Analyze your budget.

Like most public agencies, GLPTC's budget is constrained by several factors, and staff resources are also limited. GLPTC has devoted limited resources in the printing and advertising/promotional budgets to LEP implementation measures.

Task 4, Step 4: Consider cost effective practices for providing language services.

GLTPC collaborates with the community organizations identified in Task 1 to provide cost effective practices. GLPTC partners with these organizations to provide:

- Help with translation of printed and online information.
- Distribution channels for printed information.
- Translation assistance for LEP persons.
- Educational and outreach opportunities to help improve access for LEP persons.

In addition, GLPTC should research and pursue language assistance products and translation services developed and paid for by local, regional, or state government agencies.



Improving Access for People with Limited English Proficiency (LEP)

Plan for Implementation

Greater Lafayette Public Transportation Corporation ("GLPTC") has adopted the following implementation plan to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure 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 from the FTA.

Plan for Implementation

I. Identifying LEP individuals who need language assistance

Research and field work completed in the four-factor analysis indicates that Chinese- and Spanish-speaking LEP persons reside in GLPTC's service area. Future research endeavors are expected to yield similar results. Of the total county population (184,909), 6% are identified as LEP persons, 4% speaking Spanish and 3% speaking Chinese.

II. Language assistance measures

The following resources will be used to provide language assistance:

Oral and written language:

- LTC Language Solutions is a local (Indianapolis) provider of translation and interpretation services. LTC interpreters work in a variety of settings, and can provide language assistance in person or by phone. The company charges a per-minute fee for its services. LTC submits detailed information about the services GLPTC consumes on a monthly basis, including the number of minutes and the languages interpreted.

When a phone call from a Spanish-speaking LEP customer is received, or when the customer comes into the customer service or administrative offices in person, customer service staff should use LTC Language Solutions. (Advanced training for use of LTC is required.)

It may be difficult for a non-bilingual bus operator to provide assistance to an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator could ask if another passenger on the bus could serve as a translator, or the driver could provide the phone number for customer service (742-7433) for translation assistance.

It is important for GLPTC to ensure the competency of interpreters and translation services. GLPTC will review competency as part of its triennial Title VI Program Update by undertaking these steps:

- GLPTC will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in English and the other language.
- GLPTC will train the interpreter or translator in specialized terms and concepts associated with GLPTC's policies and activities.
- GLPTC will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translation.
- GLPTC will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

III. Training staff

GLPTC employees, staff, and management staff are likely to come into contact with LEP persons. These include bus operators, dispatchers, street supervisors, customer service personnel, receptionists, and management.

Training on GLPTC's responsibility to serve LEP persons is implemented by the following means:

- Orientation and initial training for new bus operators, and ongoing training, will include information on serving LEP persons, with retraining at least one time per year.

IV. Dispatchers, street supervisors, customer service personnel, receptionists, and management staff will take part in ongoing training, with at least one training session per year on the topic of serving LEP persons.

Providing notice to LEP persons

GLPTC incorporates a variety of methods to communicate with transit users and the public. These include signs inside of vehicles and the downtown transfer center, website, social media (translation function built into most platforms), customer service phone line, news releases, advertising, community meetings, and participation in local events. GLPTC will use these methods to notify LEP persons of the availability of language assistance, and when applicable, to notify customers of the availability of translated documents.

Every summer prior to the fall semesters of Purdue University, Lafayette School Corporation and West Lafayette School Corporation, GLPTC will republish and distribute updated public information, including individual route maps and schedules, a system map, and a campus loop map. In the future, the agency will include notice in Spanish and Mandarin that translation and interpretation services are available to passengers who contact GLPTC by phone, email, or through social media.

V. Monitoring and Updating the LEP Plan

Ongoing outreach efforts will include a process to obtain feedback on GLPTC's language assistance measures. Monitoring of the program will be assigned to the Outreach/Community Relations Coordinator. Specific tasks will include quarterly contact with the organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

Based on the feedback received, GLPTC may make incremental changes to the type of written and oral language assistance provided. Evaluation may result in expansion of language assistance measures that are effective, or the modification or elimination of measures which are not effective.

If service is expanded into areas with high concentrations of LEP persons, GLPTC should consider modifying the implementation plan as needed in order to ensure meaningful access by previously un-served LEP persons.

APPENDIX B.1

Table: ACSDT1Y2019.C16001

LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER		United States [®] Census Bureau
Note: The table shown may have been modified by user selections. Some information may be missing.		
DATA NOTES		
TABLE ID:	C16001	
SURVEY/PROGRAM:	American Community Survey	
VINTAGE:	2019	
DATASET:	ACSDT1Y2019	
PRODUCT:	ACS 1-Year Estimates Detailed Tables	
UNIVERSE:	Population 5 years and over	
FTP URL:	None	
API URL:	https://api.census.gov/data/2019/acs/acs1	
USER SELECTIONS		
GEOS	Tippecanoe County, Indiana	
EXCLUDED COLUMNS	None	
APPLIED FILTERS	None	
APPLIED SORTS	None	
PIVOT & GROUPING	None	
WEB ADDRESS	https://data.census.gov/cedsci/table?q=language&g=0500000US18157&tid=ACSDT1Y2019.C16001	
TABLE NOTES	<p>Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.</p> <p>Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.</p> <p>Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.</p> <p>Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates</p> <p>Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.</p> <p>In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: 2016 Language Data User note.</p> <p>The 2019 American Community Survey (ACS) data generally reflect the September 2018 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineations due to differences in the effective dates of the geographic entities.</p> <p>Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.</p>	

	<p>Explanation of Symbols: * An "***" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.</p> <p>* An "-" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution, or the margin of error associated with a median was larger than the median itself.</p> <p>* An "-" following a median estimate means the median falls in the lowest interval of an open-ended distribution.</p> <p>* An "+" following a median estimate means the median falls in the upper interval of an open-ended distribution.</p> <p>* An "***" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.</p> <p>* An "*****" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.</p> <p>* An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.</p> <p>* An "(X)" means that the estimate is not applicable or not available.</p>
COLUMN NOTES	None

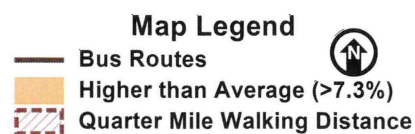
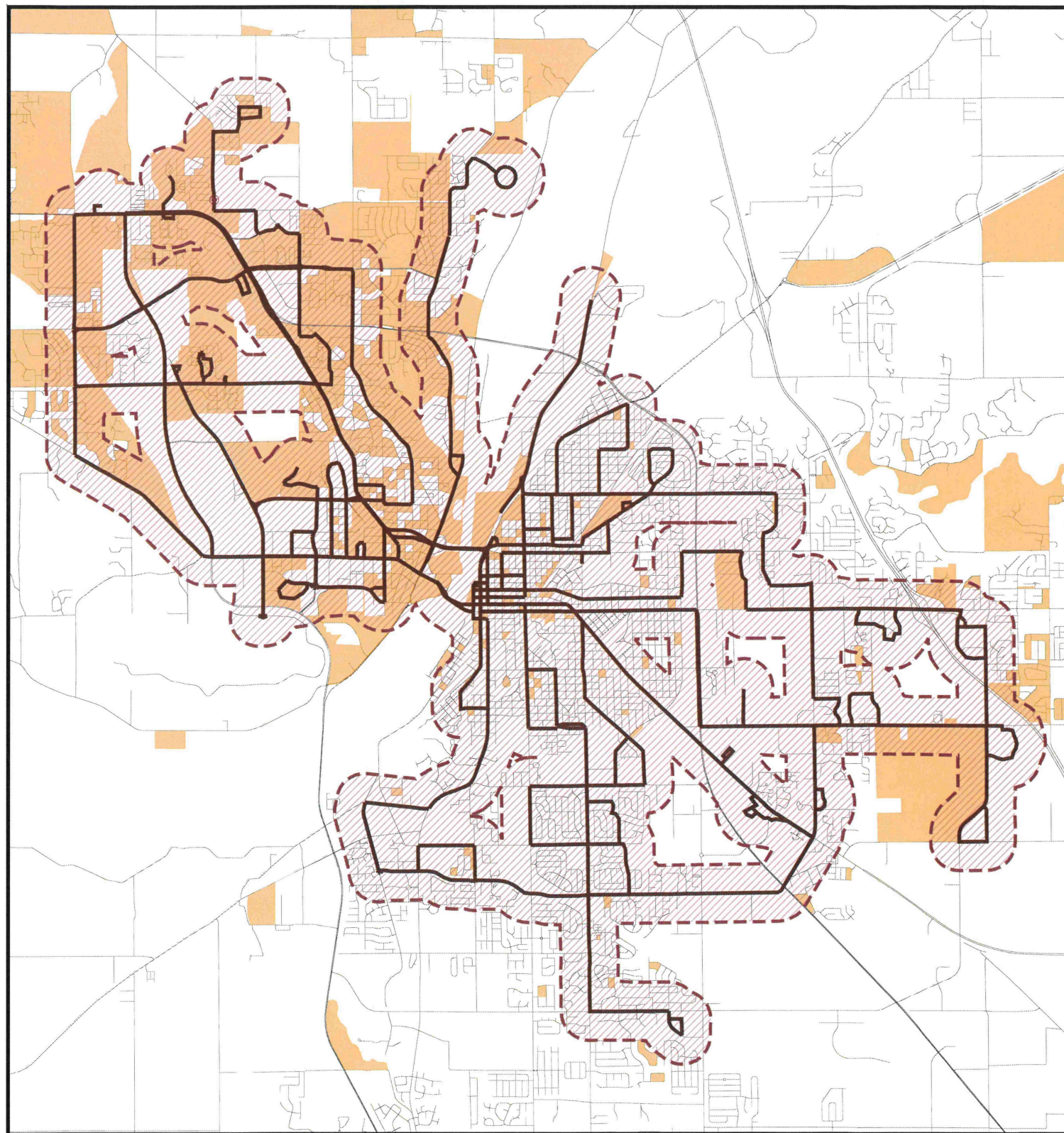
Table: ACSDT1Y2019.C16001

	Tippecanoe County, Indiana	
Label	Estimate	Margin of Error
Total:	184,909	±824
Speak only English	157,509	±3,839
Spanish:	7,935	±1,927
Speak English "very well"	4,372	±1,213
Speak English less than "very well"	3,563	±1,387
French, Haitian, or Cajun:	548	±459
Speak English "very well"	491	±444
Speak English less than "very well"	57	±94
German or other West Germanic languages:	910	±509
Speak English "very well"	838	±505
Speak English less than "very well"	72	±120
Russian, Polish, or other Slavic languages:	1,888	±2,112
Speak English "very well"	1,496	±1,639
Speak English less than "very well"	392	±495
Other Indo-European languages:	3,736	±982
Speak English "very well"	3,089	±893
Speak English less than "very well"	647	±368
Korean:	1,360	±787
Speak English "very well"	937	±634
Speak English less than "very well"	423	±425
Chinese (incl. Mandarin, Cantonese):	5,960	±1,574
Speak English "very well"	2,120	±943
Speak English less than "very well"	3,840	±1,518
Vietnamese:	767	±795
Speak English "very well"	508	±552
Speak English less than "very well"	259	±277
Tagalog (incl. Filipino):	141	±175
Speak English "very well"	141	±175
Speak English less than "very well"	0	±201

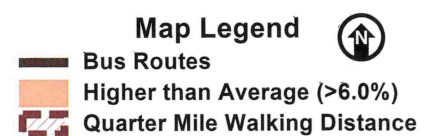
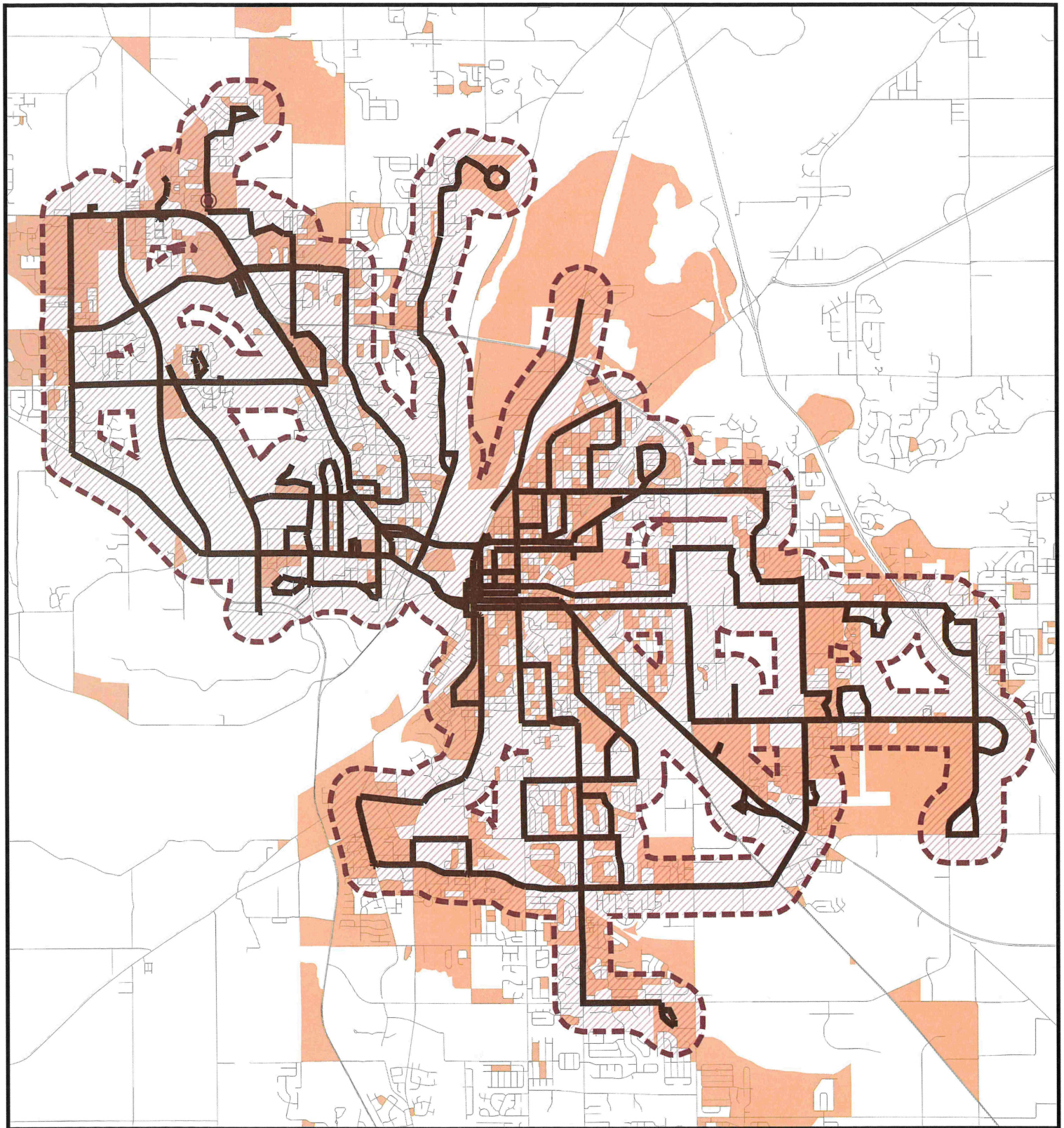
Table: ACSDT1Y2019.C16001

	Tippecanoe County, Indiana	
Label	Estimate	Margin of Error
Other Asian and Pacific Island languages:	2,380	±1,103
Speak English "very well"	1,749	±957
Speak English less than "very well"	631	±422
Arabic:	897	±546
Speak English "very well"	733	±444
Speak English less than "very well"	164	±192
Other and unspecified languages:	878	±587
Speak English "very well"	463	±327
Speak English less than "very well"	415	±507

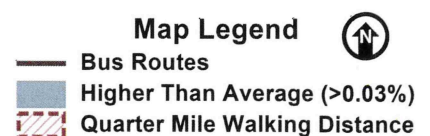
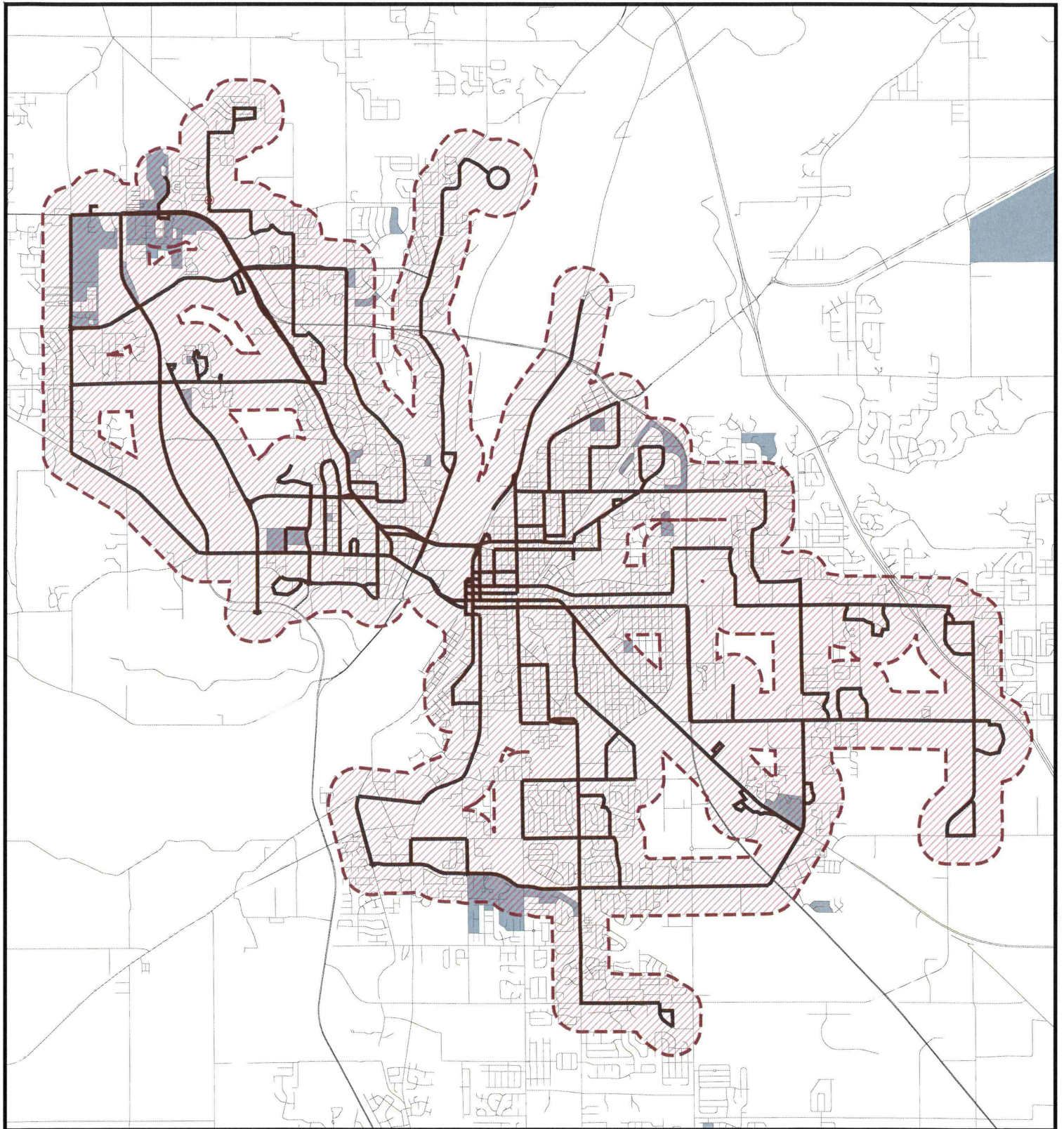
*2020 Census Blocks Having a Higher-Than-Average
Percentage of Asians
Compared to CityBus Routes and 1/4 mile Walking Distance Area*



*2020 Census Blocks Having a Higher-Than-Average
Percentage of Black or African Americans
Compared to CityBus Routes and 1/4 mile Walking Distance Area*

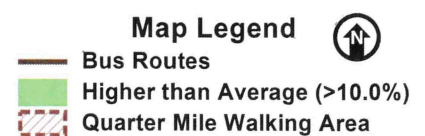
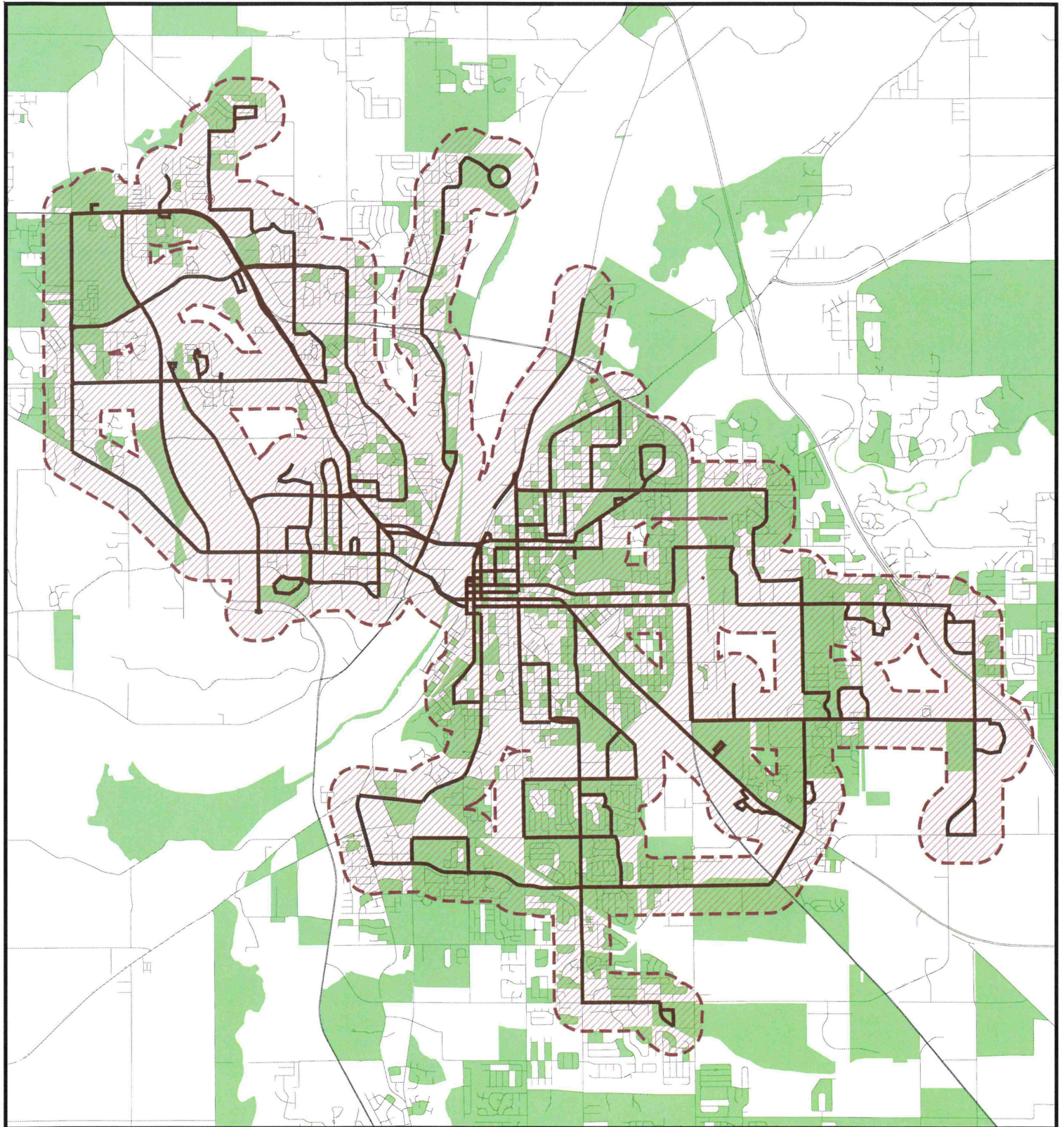


*2020 Census Blocks Having a Higher-Than-Average
Percentage of Native Hawaiian and Other Pacific Islanders
Compared to CityBus Routes and 1/4 mile Walking Distance Area*

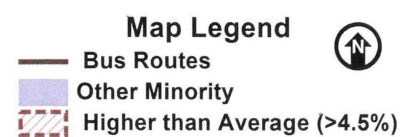
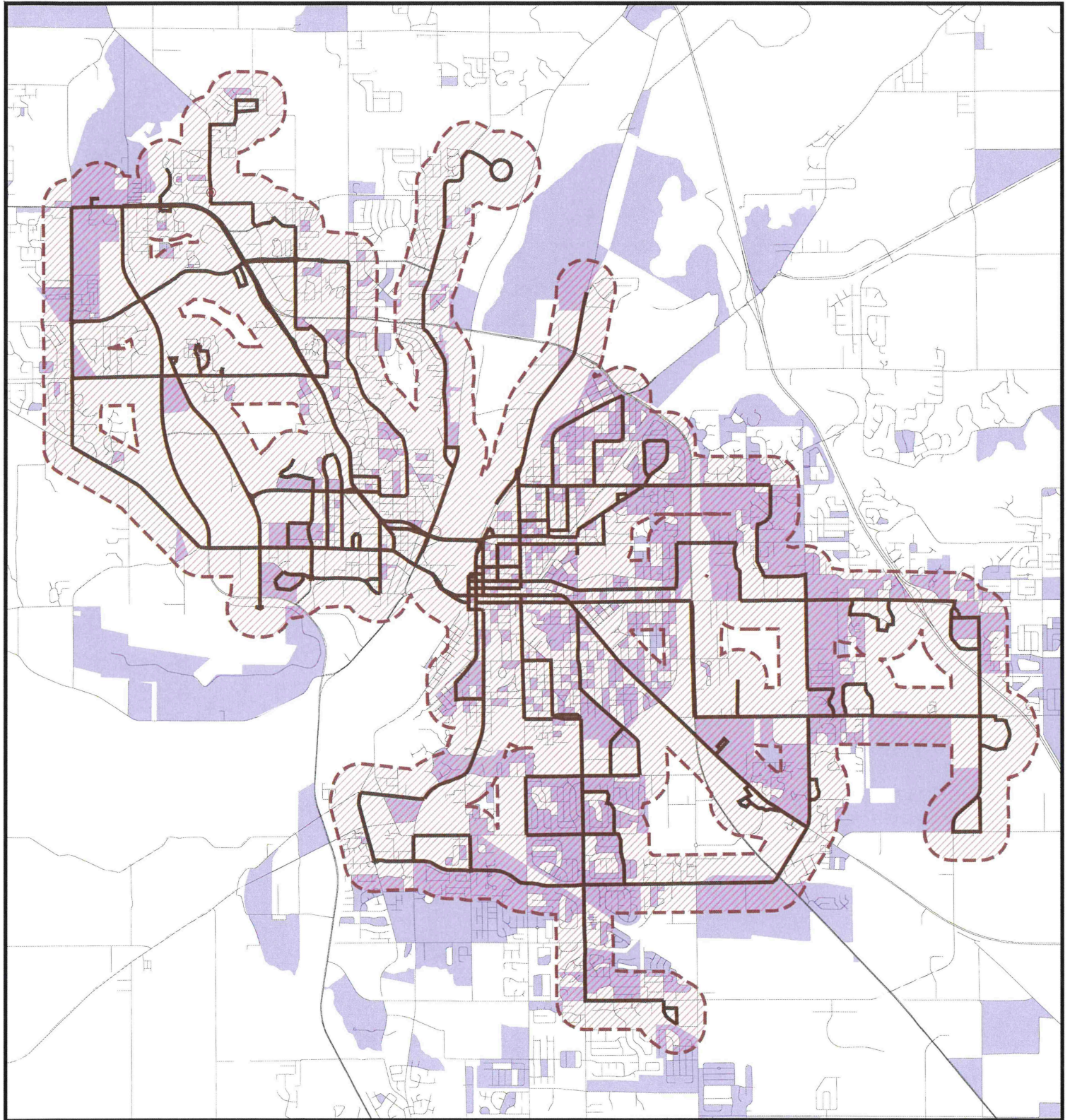


APPENDIX B.2

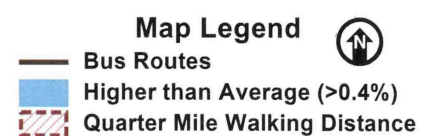
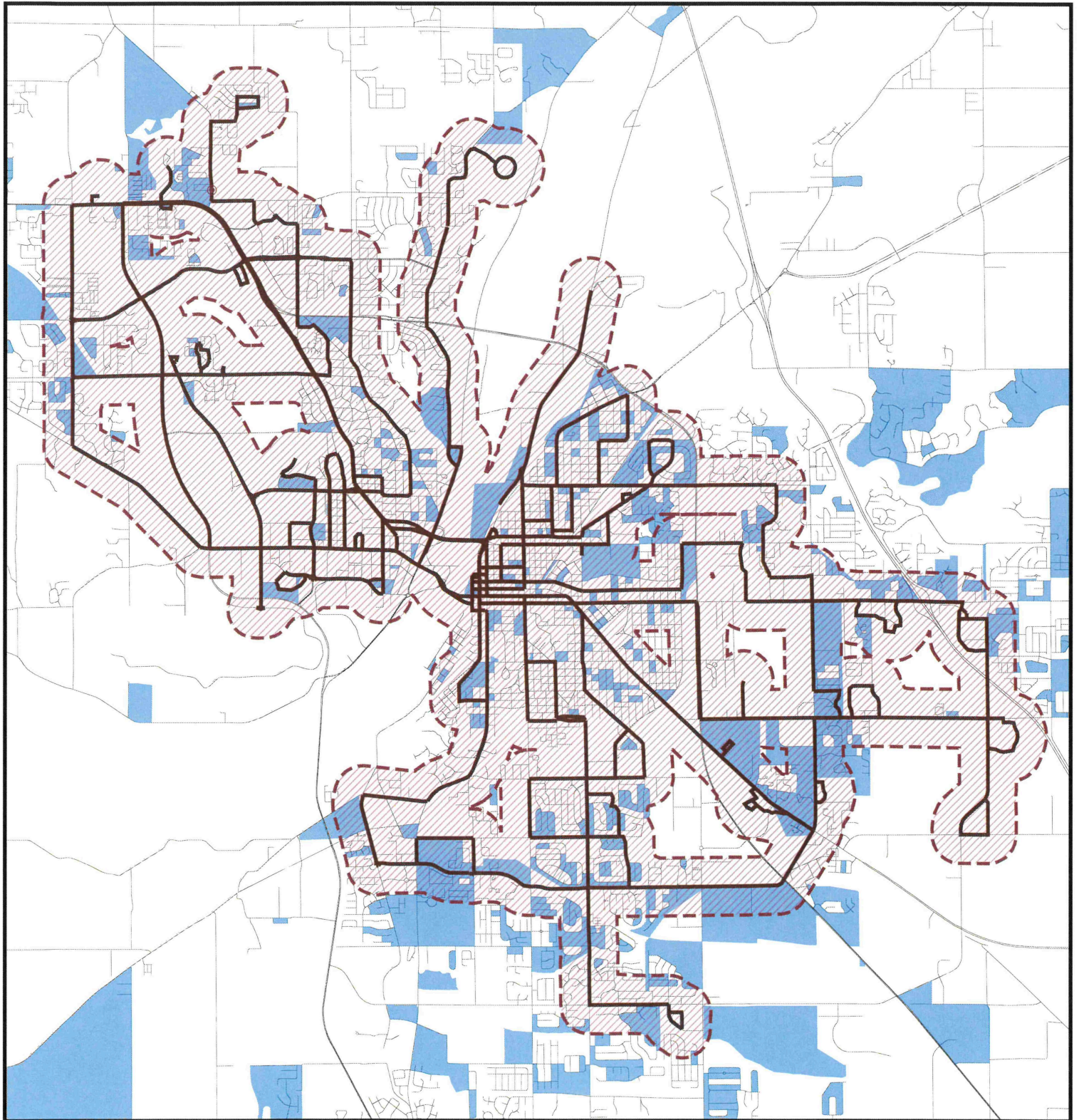
2020 Census Blocks Having a Higher-Than-Average Percentage of Hispanic or Latino Compared to CityBus Routes and 1/4 mile Walking Distance Area



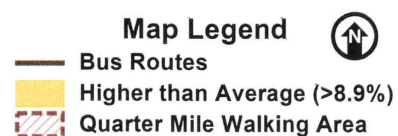
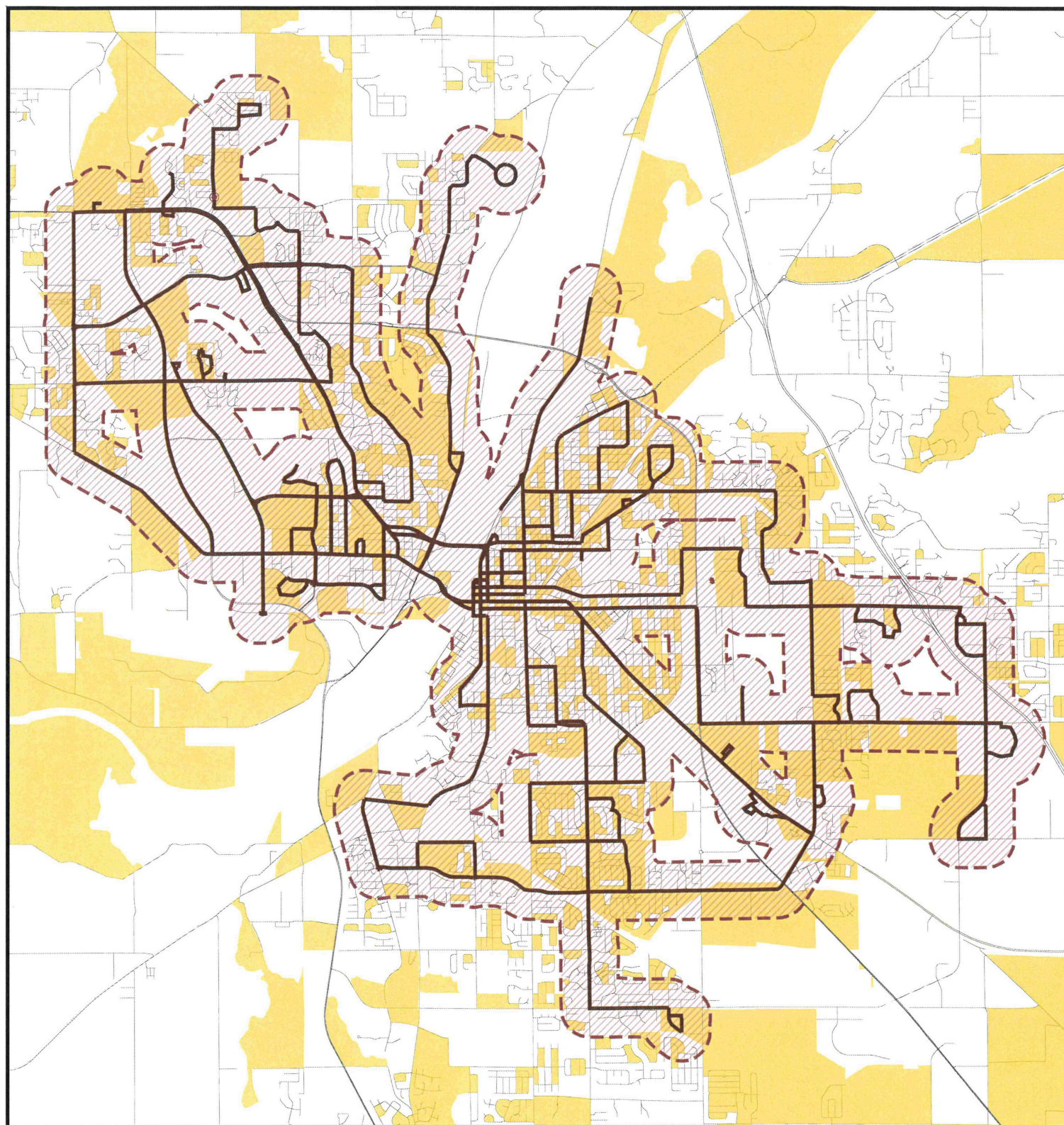
*2020 Census Blocks Having a Higher-Than-Average
Percentage of Some Other Race
Compared to CityBus Routes and 1/4 mile Walking Distance Area*



*2020 Census Blocks Having a Higher-Than-Average
Percentage of American Indian and Alaska Native
Compared to CityBus Routes and 1/4 mile Walking Distance Area*



*2020 Census Blocks Having a Higher-Than-Average
Percentage of Two or More Races
Compared to CityBus Routes and 1/4 mile Walking Distance Area*



APPENDIX B.3

Name	Address	City	State	Zip	Phone	E-mail	Web Site
Area IV Agency	660 N 36th Street	Lafayette	IN	47905	(765) 447-7683	ejames@areaivagency.org	https://www.areaivagency.org/
Bauer Family Resources	330 Fountain Street	Lafayette	IN	47901	(765) 742-5046		https://bauerfamilyresources.org/
Greater Lafayette Immigrant Allies							https://standingforgood.com/
Iglesia Bautista Esperanza Independie	504 N 28th Street	Lafayette	IN	47904	(765) 446-0601		https://laiglesiabautistaesperanza.negocio.site/
Indiana Commission on Hispanic/Latin	100 N Senate Avenue, Room 100	Indianapolis	IN	46204	(317) 232-2624	Agonzalez@icrc.in.gov	http://www.in.gov/ichla/
Indiana Legal Services	8 N 3rd Street Suite 102	Lafayette	IN	47901	(765) 423-5327		https://www.indianalegalservices.org/Lafayette
International Center	523 Russell St.	West Lafayette	IN	47906	(765) 743-4353	info@intlctr.org	http://www.intlctr.org/
Ivy Tech Latino Student Union	3101 S Creasy Lane	Lafayette	IN	47905	(765) 269-5000		http://ivytech.edu/lafayette/spanish/eventos.html
Jalisco Groceries	3315 McCarty Lane	Lafayette	IN	47905	(765) 446-8488		https://www.facebook.com/pages/category/Supermarket/Jalisco-Grocery-73865987400/
La Chiquita	1440 Sagamore Pkwy.	Lafayette	IN	47905	(765) 448-6248		https://lachimiquitastore.weebly.com/
La Fiesta Produce Market	608 Sagamore Pkwy N	Lafayette	IN	47905	(765) 448-4576		https://www.facebook.com/LaFiestaMarket
La Plaza Tienda Mexicana	2108 Veterans Memorial Pkwy	Lafayette	IN	47909	(765) 471-1800		
La Tapatia Supermarket	3100 Cincinnati Street	Lafayette	IN	47904	(765) 446-0317		https://m.facebook.com/LaTapatiaLafayette/
Lafayette Adult Resource Academy	1100 Elizabeth St.	Lafayette	IN	47904	(765) 476-2920	laraoffice@lara.lafayette.in	http://www.laralafayette.org/
Latino Center for Wellness and Education	2000 Elmwood Avenue/PO Box 100	Lafayette	IN	47902		thelatinocenter@gmail.com	https://www.lcwfalafayette.com/
Primera Iglesia Bautista Hispana	328 Beck Lane	Lafayette	IN	47909	(765) 471-0451		https://www.facebook.com/piblafayette/
Purdue Latino Faculty and Staff Assoc	610 Purdue Mall	West Lafayette	IN	47906	(765) 494-4600		https://www.purdue.edu/provost/diversity/lafasa/
Purdue Latino Graduate Student Organi	426 Waldron Street	West Lafayette	IN	47906	(765) 407-0027	jverduzc@purdue.edu	https://boilerlink.purdue.edu/organization/lgsa
Purdue Latino Student Union	426 Waldron Street	West Lafayette	IN	47906		lsu@purdue.edu	https://boilerlink.purdue.edu/organization/latinxstudentunion
Purdue University Latino Cultural Cent	426 Waldron Street	West Lafayette	IN	47906	(765) 494-2530	latinocc@purdue.edu	http://www.purdue.edu/lcc
Riggs Community Health Center-Hartford	1716 Hartford Street	Lafayette	IN	47904	(765) 742-1567	info@riggshealth.com	https://www.riggshealth.com/
Riggs Community Health Center-South	2316 South Street	Lafayette	IN	47904	(765) 742-1567	info@riggshealth.com	https://www.riggshealth.com/
St. Boniface Catholic Church	318 N 9th Street	Lafayette	IN	47904	(765) 742-2107		http://www.stboniface.org
St. Lawrence Catholic Church	1916 Meharry Street	Lafayette	IN	47904	(765) 742-5063		
United Businesses Serving the Community	P.O. Box 4832, 711 N. 36th	Lafayette	IN	47905	(765) 446-8086	ubsc@verizon.net	
United Way of Greater Lafayette	1114 State Street	Lafayette	IN	47905	(765) 742-9077	unitedway@uwlafayette.org	https://uwlafayette.org/
Wabash Center	2000 Greenbush St.	Lafayette	IN	47904	(765) 423-5531	info@wabashcenter.com	http://www.wabashcenter.com/
YWCA of Greater Lafayette	605 N 6th Street	Lafayette	IN	47901	(765) 742-0075	communications@ywcalafayette.org	http://www.ywcalafayette.org/

APPENDIX B.3

Organizations Serving the Asian Community

Name	Address	City	State	Zip	Phone	E-mail	Web Site
Area IV Agency	660 N 36th Street	Lafayette	IN	47905	(765) 447-7683	ejames@areaivagency.org	https://www.areaivagency.org/
Asia Global Market	2400 Yeager Road	West Lafayette	IN	47906	(765) 463-4114		https://m.facebook.com/AsiaGlobalMarket/
Bauer Family Resources	330 Fountain Street	Lafayette	IN	47901	(765) 742-5046		https://bauerfamilyresources.org/
Better World Market	402 Brown Street	West Lafayette	IN	47906	(765) 464-6818		https://freshimarket.com/
Greater Lafayette Immigrant Allies							https://standingforgood.com/
Hana Market	3457 Bethel Drive A	West Lafayette	IN	47906	(765) 463-7434		
Indiana Legal Services	8 N 3rd Street Suite 102	Lafayette	IN	47901	(765) 423-5327		https://www.indianalegalservices.org/Lafayette
International Center	523 Russell St.	West Lafayette	IN	47906	(765) 743-4353	info@intlctr.org	http://www.intlctr.org/
Ivy Tech Asian Student Intercultural Association	3101 S Creasy Lane	Lafayette	IN	47905	(765) 526-5000		
Lafayette Adult Resource Academy	1100 Elizabeth St.	Lafayette	IN	47904	(765) 476-2920	laraoffice@lara.lafayette.in.us	http://www.laralafayette.org/
Lafayette Housing Authority	2601 Greenbush Street	Lafayette	IN	47904	(765) 771-1300	info@lha.lafayette.in.gov	https://www.lafayette.in.gov/314/Housing-Authority#
Lafayette Urban Ministry	420 N 4th Street	Lafayette	IN	47901	(765) 423-2691	lum@lumserve.org	https://www.lumserve.org/
Legal Aid Corporation	300 Main Street Suite 1	Lafayette	IN	47901	(765) 742-1068		http://llegalaid.org/
Purdue Afghan Students Association	610 Purdue Mall	West Lafayette	IN	47906		asapurdue2014@gmail.com	https://boilerlink.purdue.edu/organization/asap
Purdue Asian American and Asian Graduate Studnet Purdue Campus		West Lafayette	IN	47906		psari@purdue.edu	https://boilerlink.purdue.edu/organization/aaagrasa
Purdue Asian American and Asian Resource and Cu 915 Sth Street		West Lafayette	IN	47906	(765) 496-0488	aaarcc@purdue.edu	https://boilerlink.purdue.edu/organization/aaarcc
Purdue Asian American Association	Krach Leadership Center 2nd FL 1	West Lafayette	IN	47906		asianamericanassociation.purdue@gmail.com	https://boilerlink.purdue.edu/organization/purdueaaa
Purdue Asian Student Union Board	Purdue Campus	West Lafayette	IN	47906		purdueasub@gmail.com	https://boilerlink.purdue.edu/organization/asianstudentunionboard
Purdue Bangladesh Students Association	610 Purdue Mall	West Lafayette	IN	47906	(765) 772-5343	bdsa@purdue.edu	http://www.bdsapurdue.org/
Purdue Chinese Student and Scholar Association	Stewart Center Box 616	West Lafayette	IN	47907	(765) 554-5047	support@pucssa.org	www.pucssa.org
Purdue Hong Kong Students Association	2777 Elite Lane Apt 304	West Lafayette	IN	47906	(206) 556-6872	hfung@purdue.edu	https://boilerlink.purdue.edu/organization/hongkongstudentassociation
Purdue International Students and Scholars	610 Purdue Mall	West Lafayette	IN	47906	(765) 494-4600	iss@purdue.edu	http://www.iss.purdue.edu/
Purdue Japan Student Association	Purdue Campus	West Lafayette	IN	47906		purduejapanst@gmail.com	https://boilerlink.purdue.edu/organization/purduejsa
Purdue Korean American Association	Purdue Campus	West Lafayette	IN	47906		kasa@purdue.edu	https://boilerlink.purdue.edu/organization/kasa
Purdue Korean Association	3425 Grissom Lane Apt 2310	West Lafayette	IN	47906	(765) 701-7512	yeo18@purdue.edu	http://purdueka.org/
Purdue Korean Cultural Club	Purdue Campus	West Lafayette	IN	47906		kim103@purdue.edu	http://web.ics.purdue.edu/~pkcc/
Purdue Lebanese International Organizaton	Purdue Campus	West Lafayette	IN	47906		lio@purdue.edu	https://boilerlink.purdue.edu/organization/lio
Purdue Malaysian Students Association	128 Memorial Mall/Stewart Center	West Lafayette	IN	47906		pumsa.org@gmail.com	https://boilerlink.purdue.edu/organization/malaysianstudentsassociation
Purdue Pakistani Students Association	Purdue Campus	West Lafayette	IN	47906	(765) 714-4637	syed25@purdue.edu	https://boilerlink.purdue.edu/organization/psa
Purdue Sri Lankan Student Association	465 Northwestern Avenue	West Lafayette	IN	47907		slatpurdue@gmail.com	https://boilerlink.purdue.edu/organization/srilankanassociationalatpurdue
Purdue Undergraduate Chinese Association	128 Memorial Mall/Stewart Center	West Lafayette	IN	47907	(515) 661-1213	support@puuca.org	https://boilerlink.purdue.edu/organization/undergrduatechineseassociation
Riggs Community Health Center-Hartford	1716 Hartford Street	Lafayette	IN	47904	(765) 742-1567	info@riggshealth.com	https://www.riggshealth.com/
Riggs Community Health Center-South	2316 South Street	Lafayette	IN	47904	(765) 742-1567	info@riggshealth.com	https://www.riggshealth.com/
United Way of Greater Lafayette	1114 State Street	Lafayette	IN	47905	(765) 742-9077	unitedway@uwlafayette.org	https://uwlafayette.org/
Wabash Center	2000 Greenbush St.	Lafayette	IN	47904	(765) 423-5531 ext. 301	info@wabashcenter.com	http://www.wabashcenter.com/
YWCA of Greater Lafayette	605 N 6th Street	Lafayette	IN	47901	(765) 742-0075	communications@ywcalfayette.org	http://www.ywcalfayette.org/

APPENDIX B.4

August 19, 2021

Carina Olaru
Purdue University Latino Cultural Center
600 N. Russell St.
West Lafayette, IN 47906

Dear Carina,

CityBus provides public transportation services in Lafayette and West Lafayette. Every day, we serve thousands of citizens including many who speak limited English.

As we seek to improve access to public transportation for persons with limited English proficiency, we invite your organization to partner with us; we need your help.

First, we ask you to take a few minutes to complete and return the enclosed survey about the people your organization serves. Second, we request a meeting with some of the people you serve so that we can learn more about the needs of the community directly from people with limited English.

I will follow up by telephone with you by September 2021 regarding the survey and the possibility of arranging a meeting. We appreciate your help as we seek to improve service to the community.

Sincerely,

Tonya Agnew
Manager of Development

APPENDIX B.5

Survey for Organizations Serving People Speaking Limited English

Organization Name: **Purdue Latino Cultural Center**

Please complete the survey and return by email to tonya@gocitybus.com.

Please note that CityBus is requesting general information about the community your organization serves. Do not include information on specific individuals your organization serves.

1. What geographic area does your organization serve?
2. How many people does your agency provide services to?
3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?
4. What are the countries of origin from which your population has immigrated?
5. Does your population come from an urban or rural background?
6. What are the languages spoken by the population you serve?
7. What is the age and gender of the population you serve?
8. What is the education and literacy level of the population you serve?
9. What needs or expectations for public services has this population expressed?
10. Has the population inquired about how to access public transportation or expressed a need for public transportation services?
11. What are the most frequently traveled destinations?
12. Are there locations that the population has expressed difficulty accessing via the public transportation system?
13. Do the transit needs and travel patterns of the population vary depending on the age or gender of population members?
14. What is the best way to obtain input from the population?
15. Who would the population trust most in delivering language appropriate messages?



Area Plan Commission of Tippecanoe County, Indiana

January 11, 2022

Tonya Agnew
Manager of Development
CityBus
P.O. Box 588, Lafayette, IN 47902

Dear Tonya:

Please know that the Area Plan Commission of Tippecanoe County has not received or been made aware of any formal complaints pertaining to CityBus, and/or its services, operation, or administration, relative to Title VI civil rights issues or otherwise, during the reporting period beginning with January 1, 2018.

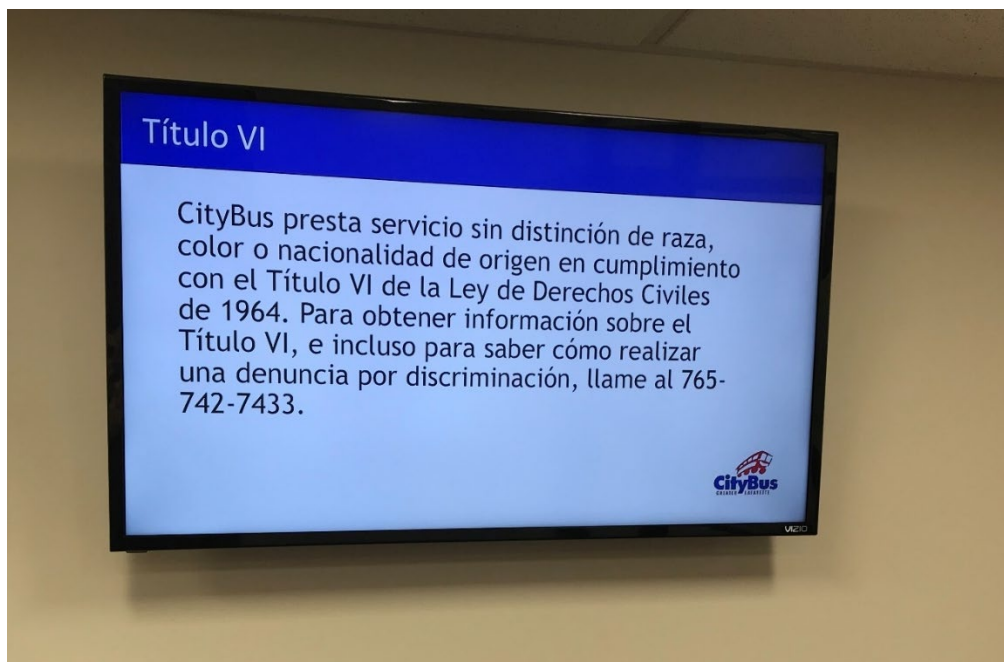
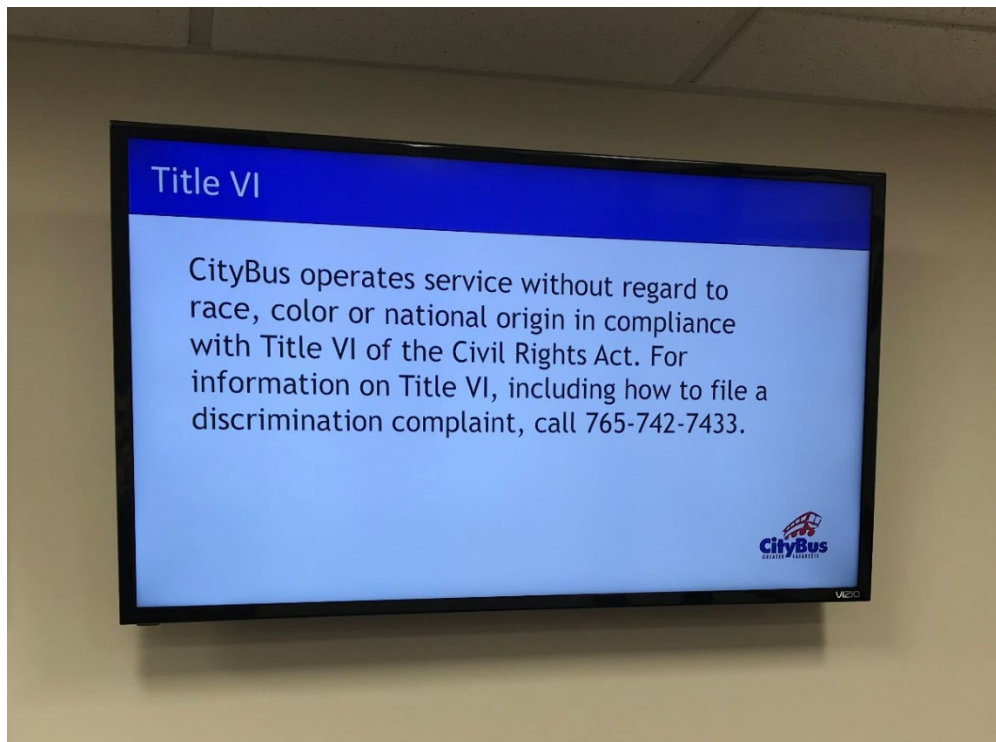
Please feel free to contact me with any questions you might have...

Sincerely,

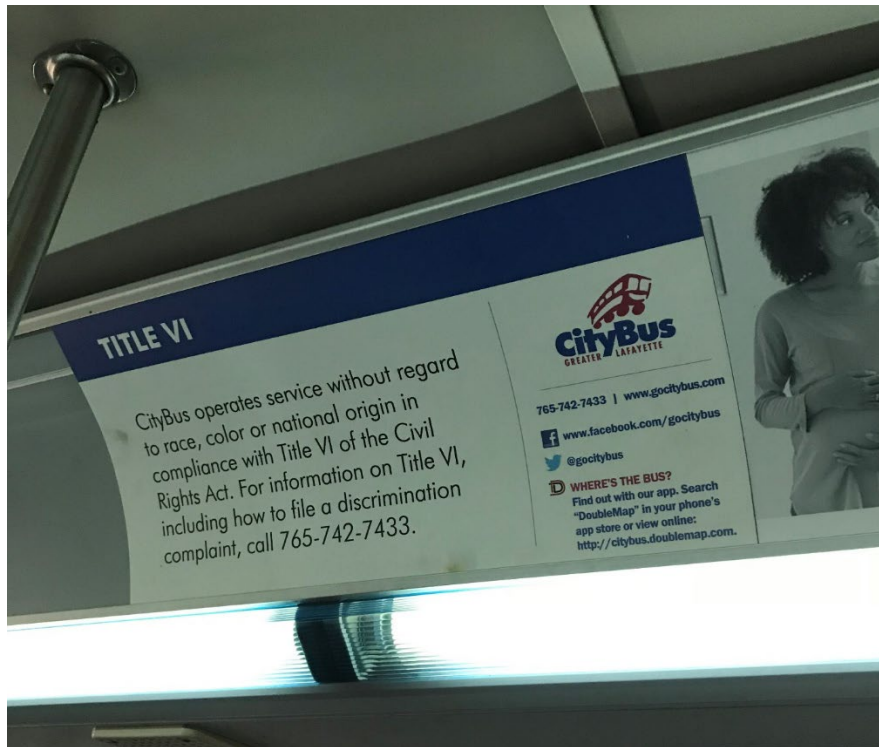
A handwritten signature in dark ink, appearing to read "D. Hittle", with a stylized flourish at the end.

David Hittle, AICP, Executive Director
Area Plan Commission of Tippecanoe County

APPENDIX D



APPENDIX D



Title VI Civil Rights

CityBus operates all services and programs without regard to race, color, and national origin in compliance with Title VI of the Civil Rights Act of 1964.

Notification of Protection under Title VI

As a recipient of financial assistance from the Federal Transit Administration (FTA), Greater Lafayette Public Transportation Corporation (GLPTC), doing business as "CityBus," is required to notify the public of the protections against discrimination afforded to them by Title VI of the Civil Rights Act of 1964.

Compliance Statement

CityBus assures that no person shall on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance. CityBus further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

The Tippecanoe County Area Plan Commission and CityBus' Development Manager are responsible for initiating and monitoring Title VI activities, preparing required reports and other responsibilities as required by Title VI.

For Additional Information/Complaints

For additional information about CityBus' non-discrimination obligations under Title VI, or to file a Title VI Discrimination Complaint, please send your written request or complaint to:

CityBus Development Manager, CityBus, P.O. Box 588, Lafayette, IN 47902.

Executive Director, Tippecanoe County Area Plan Commission, 20 N. 3rd St., Lafayette, IN 47901.

Process for Resolution of Title VI Complaints

Should a complaint arise concerning possible discrimination in regard to transit planning or service delivery, GLPTC and the Area Plan Commission of Tippecanoe County (APC) have established the following process:

The Complainant(s) must submit a written statement to the Executive Director of the Area Plan Commission explaining, as fully as possible, the facts. Within five (5) working days the Executive Director shall notify GLPTC in writing that a discrimination complaint has been filed, with a copy to the complainant. Alternatively, the complainant may complete the Title VI Complaint Form ([available here in Word format](#)) and file it directly with GLPTC.

GLPTC shall have twenty (20) days from receipt of the written notice to file a written response to the Executive Director of the APC with a response to the complainant if desired. In the case of a written complaint received directly by GLPTC from the complainant, GLPTC shall have twenty (20) days from receipt of the complaint to send the complaint along with a written response to the Executive Director of APC with a response to the complainant if desired.

After receiving the complaint and response, the Executive Director will review the facts and circumstances pertaining to the alleged discrimination. A decision will be submitted to both parties in writing by the Executive Director within twenty (20) working days after any response was or should have been filed. If the Executive Director feels the complainant(s) has not submitted sufficient information, he or she may request additional information through a set of interrogatories or recorded interviews before reaching a final decision. In a situation where the Executive Director decides to interview the parties involved, additional time to submit a decision will be allowed.

The decision by the Executive Director shall state the reasons for his or her decision.

If the complainant(s) or GLPTC disagree with the decision, either may appeal to the Executive Committee of the APC within thirty (30) days after the Executive Director's decision was delivered. The Executive Committee, after receiving the appeal, shall set a hearing within thirty (30) working days after receipt of the appeal. The Executive Committee may request additional information or evidence if they feel that the information submitted is not sufficient to render a decision. The Executive Committee shall render their decision in writing with reasons therefore within twenty (20) working days of the end of the hearing.

After the decision, both parties will be informed of the decision and that they may appeal the decision to the Federal Transit Administration (FTA) or the United States Department of Transportation within thirty (30) days after the Executive Committee of the Area Plan Commission has rendered its decision.

APPENDIX E

System-Wide Service Standards and Policies

SERVICE STANDARDS AND POLICIES REQUIRED BY TITLE VI

Background

The Federal Transit Administration (FTA) requires that all fixed route providers of public transportation, to comply with the provisions of Title VI, must develop quantitative standards for the following elements of service.

- Vehicle load: ratio of passengers to the number of seats on the bus
- Vehicle headways: amount of time between two buses traveling in the same direction on the same route
- On-time performance: measure of runs completed on schedule
- Service availability: measure of the distribution of routes within the service area.

The FTA also requires that all fixed route providers develop qualitative policies for the following elements of service:

- Vehicle assignment
- Transit amenities

CityBus Quantitative Standards

Vehicle Load

CityBus's services operate in a range of urban, campus, and suburban areas with varying levels of passenger demand. The type of vehicle used varies based upon fleet availability and passenger demand. The table below considers the area served and vehicle type in establishing the load factor for various CityBus services:

Urban and Suburban Service (18', 35', 40' Buses)

Bus Length	Number of Seats	Load Factor	Maximum Passengers
18'	10 standard	1.20	12
(paratransit)	3 ADA	1.00	3
35'	37	2.00	74
40'	41	2.00	82

Campus/Off-Campus Student Housing Areas (18', 40', 60' Buses)

Bus Length	Number of Seats	Load Factor	Maximum Passengers
18'	10 standard	1.20	12
(paratransit)	3 ADA	1.00	3
40'	41	2.50	103
60'	42	2.80	118

Vehicle Headways

Route scheduling and headway selection involve the consideration of a number of factors including ridership intensity, traffic patterns and congestion, the location and density of transit-dependent population and activities, land use, and transportation planning.

- Fixed Route

A thirty-minute headway is the minimum standard for fixed route service in most areas for weekday service. More frequent headways, including 5-, 10-, and 15-minute headways, are operated in higher-intensity fixed route operations on the Purdue campus and downtown during peak hours.

- Demand Response

Passenger delivery from point to point is dependent on total demand on the paratransit system. A sixty-minute headway is the minimum standard for demand response service from curb to curb seven days a week.

On-time Performance

CityBus's on-time performance objective is 90 percent or greater. CityBus currently monitors on-time performance through reports generated by GPS-based information technology. Additionally, routes may be surveyed for analysis to determine remedies for delays, especially for detours due to road closures.

- Fixed Route

A fixed route vehicle is considered on time if it departs a scheduled time point zero minutes early and no more than five (5) minutes late.

- Demand Response

A demand response vehicle is considered on time if it arrives at a point of service fifteen minutes before or after the scheduled pick-up time.

Service Availability

- Fixed Route

CityBus will endeavor to distribute transit service so that 75 percent of all residents in the service area are within ¼ mile walk of fixed route bus service.

- Demand Response

CityBus will provide curb-to-curb service to all clients who apply and are approved for the paratransit program. Paratransit buses will deviate up to ¾ of a mile from a fixed route corridor to provide service to paratransit clients.

CityBus's Qualitative Standards

Vehicle Assignment

Assignment of vehicles to routes will take into account the following factors:

- Ridership demand
- Availability of buses
- Accessibility of streets and roadways; e.g., width, tightness of turns
- Rotation of buses among higher and lower density routes to enhance vehicle performance.
- All buses on all routes are equipped with wheelchair ramps or lifts, air conditioning and heating, and a video security system.

Transit Amenities

Installation of transit amenities (shelters, seating, landing pads, signage, real time information boards) is based on route and stop characteristics such as route ridership and individual stop boardings, safety, ADA accessibility, land use, input from property owners, and other factors.




Walmart Bus Stop Improvement Recommendation

January 21, 2022

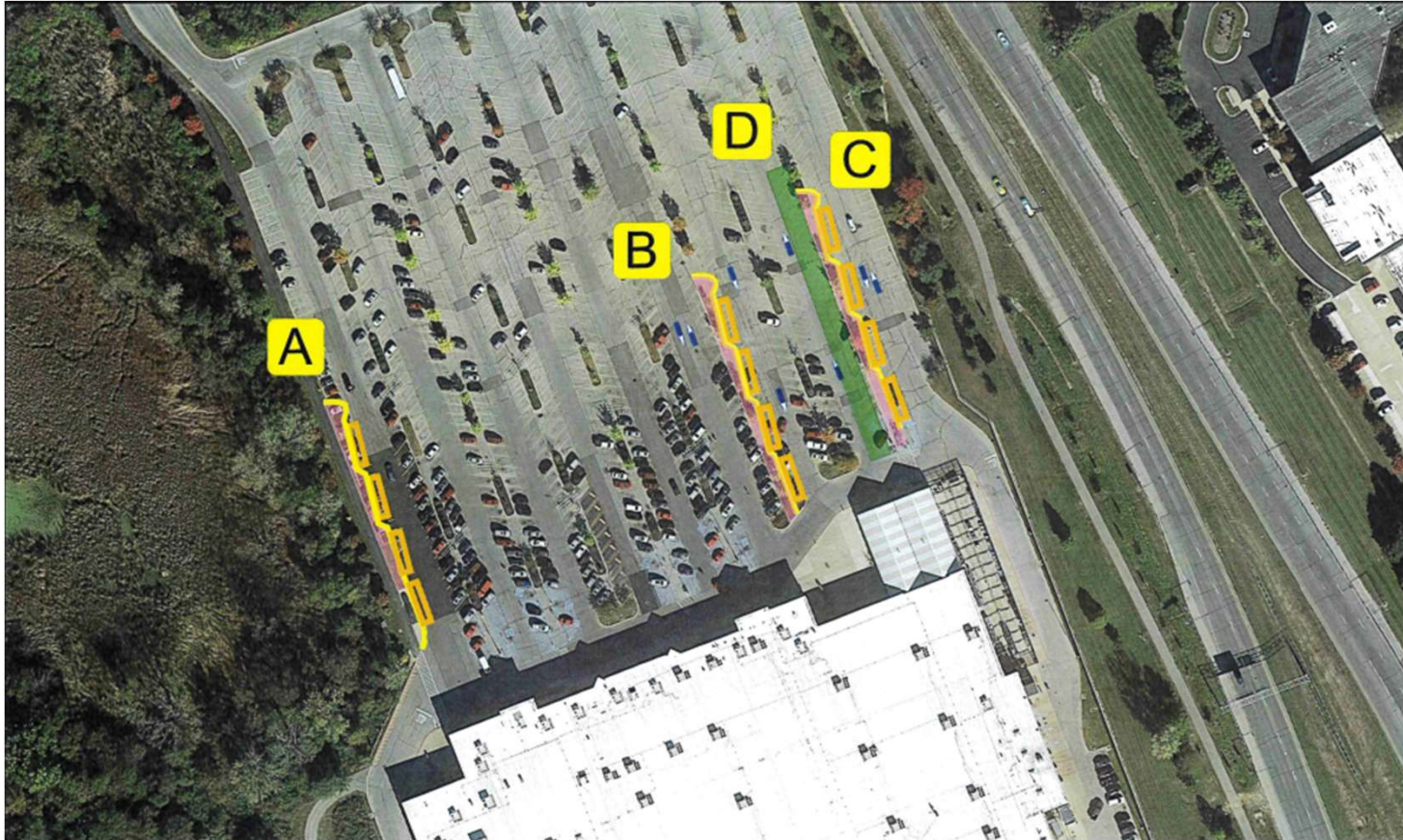


Problem Statement

The current bus stop configuration at the Walmart in West Lafayette has number of challenges

- 1. Buses take up part of the aisle when parked, which impacts traffic flow**
 - 2. The designated parking area is not large enough to accommodate four buses, this can cause cars to become temporarily blocked in a parking spot**
 - 3. Passengers have to navigate through parked cars when boarding and alighting**
- 

Options Considered



Recommendation/Actions

After the reviewing the four options, management at both Walmart and CityBus recommend proceeding with Option A (making improvements to the current bus stop location).

The store manager has requested CityBus to provide a letter of support that he can send to Walmart's corporate office.

A bus stop improvement funding match is being investigated.



**GREATER LAFAYETTE PUBLIC TRANSPORTATION CORPORATION
MINUTES OF BOARD MEETING NO. 657**

HELD DECEMBER 29, 2021

Present: Mr. Ben Murray, Chair
Mr. Bill Ooms, Secretary
Mr. Mike Gibson
Mr. James Blanco
Mr. Joel Wright
Dr. Jon Fricker
and Ms. Julie Ginn

Mr. Randy Anderson, Interim General Manager
Ms. Tonya Agnew, Manager of Development
and Ms. Amy Walker, Administrative Assistant

Guests: Mr. Brian Karle, Attorney

Chairman Murray called the Board Meeting #657 to order at 03:02 p.m. in the CityBus Conference Room, 1250 Canal Road, Lafayette, Indiana 47904.

ROUTINE BUSINESS

1. Approval of Minutes of Meeting No. 656 held December 1, 2021. A motion was made by Dr. Fricker and seconded by Mr. Wright. Motion carried by a vote of 6 ayes to 0 nays.

OLD BUSINESS - none

NEW BUSINESS

1. Ms. Ginn made a motion to approve the 2022 Board Meeting schedule (Exhibit 1). Mr. Blanco seconded the motion. Discussion continued that this would cover the legal notices for the entire year, while still having the flexibility to change a meeting if it became necessary. Holidays were taken into consideration when scheduling. Motion carried by a vote of 6 ayes to 0 nays.
2. Mr. Ooms made a motion to approve the list of claims numbering 36690 through 36785 in the amount of \$639,809.51. Mr. Gibson seconded the motion. Discussion continued that the big items for the month were insurance and PERF. There were a lot of fuel and parts. Mr. Ooms had a question regarding the claim for straightening a frame and asked if a bus has been in an accident that moved the frame by two inches. Mr. Anderson responded that he believed the claim was for a West Virginia

bus that we were working on. Mr. Ooms continued that there were some large charges for software licenses for 2022. Motion carried by a vote of 6 ayes to 0 nays.

3. Mr. Ooms made a motion to approve payroll for November 01 through November 30, 2021 in the amount of \$790,012.45. Ms. Ginn seconded the motion. Motion carried by a vote of 6 ayes to 0 nays.

GENERAL MANAGER'S REPORT:

Mr. Anderson reported that the Gallagher administrative wage salary survey is ongoing. They are currently reviewing the survey questionnaires for all participating agencies. Preliminary results expected by the end of January 2022.

Respectful Workplace Training is tentatively being planned for January for Dispatch, the Supervisors, and the Administrative Team. The Operators training will be held during the summer of 2022.

The FTA Triennial Review Workshop is scheduled for January 19-21, 2022. A request has been made for an extension to February 28, 2022.

We have reduced service going into our Spring Bid. We are cutting service on 3 different routes. Two of the routes are Purdue routes. One bus off the Silver Loop which currently has four buses will be down one bus. The Gold Loop, which currently has 3 buses, will be reduced by one bus. This equals eleven hours of service a day for the two buses we are cutting. We do not know how this will affect ridership. The cost for it will be a couple hundred dollars a day. We have a training class scheduled for February, and as soon as we are able to fill additional driver positions, we will be able to get those blocks and buses back in service. On the fixed route side, the 2A/2B – Union and Schuyler – we are cutting one block that currently has 2 buses of service on it. We will go down to one bus and down to hourly service on that route. That will affect approximately 60 riders a day. There is a 5-hour block of work that we put on the #9 Park East in the afternoon that will be reduced. That will affect approximately 20 riders a day. With the #9, we used to have a morning service and an afternoon service, but we went to the afternoon service only. The ridership is very low and based on the data it was most affect and least impactful to cut those particular blocks of service. Ideally, we need to be in at least the 84-driver range to cover all our routes. Right now, we are sitting at about 76 drivers with 2 out on extended medical leave. We are running about 10 hours a day of service per driver. It doesn't work out to try to optimize runs anymore. Purdue has been notified and they are on board. They provided a list of priorities in case we had to cut some service. The cuts will be effective January 10, 2022. Tonya Agnew is working on updates to our website and postings for social media. It was stated that cuts of this type have never been done before. This is about a 5% reduction. Across the industry, we are still in better shape than a number of other transit systems.

We have pulled all seven of the 8000 series buses. There are steering issues going on with the buses. They are giving resistance to the drivers. ZF is working with New Flyer to determine what is causing this phenomenon. The concern is that the buses will continue to turn when the driver needs it to straighten out. We are hoping to have the buses back in service at the start of the Spring Bid which is January 10, 2022 but we have not heard from ZF about a deadline for resolution. This is a new steering column design that ZF came out with. This is a complete series issue.

Chairman Murray opened the floor to discussion.

Dr. Fricker indicated his appreciation to the people who reported on the APTA conference.

Mr. Wright indicated that unless the mayor re-appointed him that this would be his last meeting. Mr. Murray indicated that he would look into it.

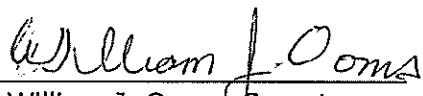
There were no questions or comments from the floor.

Mr. Murray discussed the next meeting being held on January 26, 2022 at 5:15 p.m.

A motion to dismiss was made by Mr. Wright, seconded by Mr. Gibson. Motion carried by a vote of 6 ayes to 0 nays.

The meeting adjourned at 3:25 p.m.

Respectfully Submitted,


Mr. William J. Ooms, Secretary
CityBus Board of Directors

12-30-21
Date

CITY BUS --- CLAIMS LISTING FOR
DECEMBER 30, 2021 THROUGH JANUARY 27, 2022

CLAIM#	VENDOR NAME	CLAIM REASON	AMOUNT
36786 *	CITYBUS	PETTY CASH	131.28
36787 *	FRONTIER	UTILITIES	388.27
36788 *	AXA EQUITABLE	12/31/2021 PAYROLL DEDUCTION	3,813.21
36789 *	IN. ST. CENTRAL COLLECTION UNIT	12/31/2021 PAYROLL DEDUCTION	1,019.00
36790 *	TENNESSE CHILD SUPPORT	12/31/2021 PAYROLL DEDUCTION	335.84
36791 *	UNITED WAY OF GREATER LAFAYETTE	4TH QRT 2021	545.00
36792 *	PERF	12/31/2021 PAYROLL DEDUCTION	44,932.45
36793 *	CITY OF LAFAYETTE	UTILITIES	1,470.00
36794 *	LUCAS, JAMES	UNIFORM ALLOWANCE	100.00
36795 *	JUDGE, RUSSELL	UNIFORM ALLOWANCE	64.18
36796 *	SPRINT	UTILITIES	136.75
36797 *	GREGORY & APPEL	INSURANCE	101,034.25
36798 *	AXA EQUITABLE	01/14/2022 PAYROLL DEDUCTION	4,487.86
36799 *	IN. ST. CENTRAL COLLECTION UNIT	01/14/2022 PAYROLL DEDUCTION	939.00
36800 *	TENNESSE CHILD SUPPORT	01/14/2022 PAYROLL DEDUCTION	335.84
36801 *	VECTREN	UTILITIES	4,356.25
36802 *	TRIPPETT, DORA	UNIFORM ALLOWANCE	100.00
36803 *	PERF	01/14/2022 PAYROLL DEDUCTION	39,863.15
36804 *	CENTERPOINT ENERGY	UTILITIES	1,373.14
36805 *	COMCAST	UTILITIES	243.40
36806 *	VERIZON	UTILITIES	2,804.93
36807	ACCIDENT FUND	INSURANCE	6,679.00
36808 **	AVAIL TECHNOLOGIES INC	CAPITAL ITEM	1,165.68
36809	BALL EGGLESTON	ATTORNEY FEES	850.00
36810	CARDINAL COPIER	CONTRACTUAL SERVICE	470.99
36811	CHEMSTATION	INVENTORY	1,844.55
36812	CINTAS	UNIFORMS	682.71
36813	CINTAS	UNIFORMS-LEASED	2,596.60
36814	CONSTELLATION	SUPPLIES/UTILITIES	24,933.81
36815 **	DELL COMPUTER	CAPITAL ITEM	1,381.87
36816	DEFOUW CHEVROLET	SUPPLIES	54.05
36817	EXTERIOR VIEW	CONTRACTUAL SERVICE	1,647.30
36818	GILLIG	INVENTORY	9,685.28
36819	GREATLAND	SUPPLIES	263.46
36820	INDOFF INC	SUPPLIES	383.80
36821	JIMS GARAGE	CONTRACTUAL SERVICE	100.00
36822	JIMS HEATING & AIR CONDITIONING	CONTRACTUAL SERVICE	243.98
36823	LAFAYETTE AUTO SUPPLY	INVENTORY	522.96
36824	MICROSOFT	CONTRACTUAL	476.92
36825	NAPA	INVENTORY	237.76
36826	NEW BEGINNINGS EAP	EAP PROGRAM	297.00
36827	NEWTON OIL	INVENTORY	18,239.55
36828	OLSTEN	TEMPORARY EMPLOYEES	13,913.71
36829	OREILLY AUTO PARTS	SUPPLIES	21.49
36830	PLYMATE	CONTRACTUAL SERVICE	180.00
36831	PURE WATER PARTNERS	CONTRACTUAL SERVICES	405.00
36832	PURE WATER PARTNERS	CONTRACTUAL SERVICES	210.00
36833	QUADIENT	SUPPLIES	49.53

* PREPAID ITEM

** 80% FTA FUNDED

CITY BUS --- CLAIMS LISTING FOR
DECEMBER 30, 2021 THROUGH JANUARY 27, 2022

CLAIM#	VENDOR NAME	CLAIM REASON	AMOUNT
36834	ROCC	CONTRACTUAL SERVICE	453.00
36835	SAFE HIRING SOLUTIONS	CONTRACTUAL SERVICE	178.20
36836	STAPLES	INVENTORY	947.84
36837	STAR CITY BROADCASTING	ADVERTISING/PROMOTIONALS	400.00
36838	FAIRMOUNT DOOR CORPORATION	CONTRACTUAL SERVICES	2,224.00
36839	VAN GORDER JANITORIAL	CONTRACTUAL SERVICES	8,320.00
36840	VIA MOBILITY	CONTRACTUAL SERVICES	4,785.00

CLAIMS TOTAL: 313,318.84

* PREPAID ITEM

** 80% FTA FUNDED

Payroll Total for

Dec 2021

\$1,093,029.41

Summary

	Pay Date 12/3/2021	Pay Date 12/17/2021	Pay Date 12/31/2021	Board Members	Short-Term Disability *	Grand Total
* Gross Wages:	\$288,917.04	\$309,840.13	\$314,717.54	\$200.00	\$0.00	\$913,674.71
Employer Taxes:	\$21,999.97	\$23,574.17	\$25,736.41	\$25.10	\$0.00	\$71,335.65
Employer Fringe Benefits:	\$33,292.81	\$38,061.87	\$36,664.36	\$0.00	\$0.00	\$108,019.04
Total Payroll:	\$344,209.82	\$371,476.17	\$377,118.31	\$225.10	\$0.00	\$1,093,029.41

*Short-term disability wages paid by 3rd party, not included in totals. CityBus only responsible for employer taxes.

Employer Details

	Pay Date 12/3/2021	Pay Date 12/17/2021	Pay Date 12/31/2021	Board Members	Short-Term Disability	Totals
Employer Taxes:						
FICA	\$17,224.00	\$18,502.09	\$20,396.62	\$12.40	\$0.00	\$56,135.11
Medicare	\$4,028.13	\$4,327.10	\$4,770.18	\$2.90	\$0.00	\$13,128.31
SUTA	\$747.84	\$744.98	\$569.61	\$9.80	\$0.00	\$2,072.23
	\$21,999.97	\$23,574.17	\$25,736.41	\$25.10	\$0.00	\$71,335.65
Employer Fringe Benefits:						
PERF Contributions	\$31,752.11	\$33,922.18	\$35,047.63	\$0.00	\$0.00	\$100,721.92
HSA Contributions	\$0.00	\$2,375.02	\$0.00	\$0.00	\$0.00	\$2,375.02
457 Contributions	\$1,450.70	\$1,684.67	\$1,616.73	\$0.00	\$0.00	\$4,752.10
Wellness Contributions	\$90.00	\$80.00	\$0.00	\$0.00	\$0.00	\$170.00
	\$33,292.81	\$38,061.87	\$36,664.36	\$0.00	\$0.00	\$108,019.04

GENERAL MANAGER'S REPORT

GENERAL

- We are expecting Gallagher to provide a final version of the salary study by the end of February. Randy and Bryan are meeting with them on Monday, 1/24, to review their work-to-date.
- Randy and Tonya had a follow-up meeting with Doug Poad (Senior Planner with the APC) and Gary Barry (Store Manager), at Walmart West Lafayette to discuss improvements to the bus stop (BUS403) at Walmart. The improvements include redesign of the bus parking area to accommodate four buses (three 40' buses, and one 60' bus) and potential changes to the shelter layout. We are working with Doug to identify funding assistance for the project.
- As CityBus investigates more environmentally sustainable infrastructure, Randy and George are scheduled to visit MTD (Champaign, IL) Feb 21 to look at their hydrogen buses, hydrogen fueling station, and roof-top solar panel system.

OPERATIONS

- Recruitment efforts continue with the collaboration of other departments, most especially Human Resources and Development. Increasing operator headcount and maintaining service levels as much as possible has been a top priority across departments. The collaborative approach to easing our labor shortage has pulled the team together and will hopefully be fruitful. The next operator training class begins on February 3rd.
- Targeted reductions to fixed route headways and service levels have helped reduce scheduling difficulties caused by labor shortages. High instances of illness and absenteeism among frontline employees has necessitated additional adjustments as outlined in the Service Reduction Plan.
- Operations staff continues to work with Via to improve demand response service. The future of FLEX micro-transit service needs to be evaluated. A significant amount of labor and equipment resources that are needed to operate ACCESS paratransit service are being inefficiently used to operate FLEX micro-transit.
- Respectful Workplace training was conducted with Operations Supervisors. The supervisors actively participated in the training with facilitator Bev Davis. Additional segments of the staff will be trained, with all staff being trained by mid-May.

FINANCE

- Exterior advertising is up over 9% for December. The total revenue is up over 209% from this time last year as we get caught up on both contracts with Purdue in December. Overall year to date revenue is up over 3%.
- Expenses for the month were higher than the previous year at over 13%. Overall year to date expenses is up over 9%.
- December 2021 Financials will be tentative for yearend closing which we expect to have by March 2022.

DEVELOPMENT

- The 2021-2024 Title VI Program has been updated and submitted to the FTA. While we were late (due Sept. 1), we are now compliant and all set moving forward.
- Wrapping up last items for a recruitment push including signage for our Canal Rd. offices; CBC window signage; ads on Facebook, LinkedIn, and Indeed.com; geofence digital ads; update ads on buses.
- Advertising sales are off to a good start, and we are actively perusing advertising wraps for some of the new 8000 series buses.
- The Development team is working on updating the procedures for collecting and processing complaints/compliments. Numbers will be available in the February board packet.

MAINTENANCE

- We're continuing to work with ZF Corporation and New Flyer to rectify the steering column height and electric assist steering system issues with the seven new buses (8001-8007). One of the new buses has been taken to the nearby ZF facility on 9th Street for troubleshooting/analysis. It could be another 2-3 months for a final solution to be developed. They have addressed an electrical connector issue, and two of the five 40' buses are expected to be put into service 1/24.
- On Thursday, 1/20, we interviewed a potential candidate for a mechanic's position. We had three scheduled, but only one showed up. We hope to fill the two open positions soon.

Progress on 2021 Goals

December 2021

Performance Objectives	FY20 Actual	FY21 Goal	FY21 YTD	% of Goal
1. Ridership	2,324,834		2,497,224	
2. Revenue	\$3,208,399		\$3,320,113	
3. Operating Expense per Rider	\$5.11		\$5.19	
4. Cost Recovery Ratio	27.03%		25.61%	
5. Operating Expense per Mile	\$7.24		\$6.97	
6. Preventable Accidents/100,000 Mi.	1.04	1.20	1.29	93.02%

- 1 Analyze ridership on Wabash Ave/Community Corrections
- 2 Improve on-time performance for Lafayette Square #3
- 3 Purchase microtransit/paratransit software
- 4 Bid/Construct CNG Fueling Station expansion
- 5 Prepare financial plan to purchase property for future growth

REVENUE COMPARISON

December 2021

	December 2021	December 2020	% DIFF	YTD2021	YTD2020	YTD2021
NON-CONTRACT REVENUE						
CASH FARES	\$ 16,134.77	\$ 15,494.61	4.13%	\$ 221,839.18	\$ 211,333.23	4.97%
TOKENS	1,207.50	1,485.00	-18.69%	13,747.50	16,132.50	-14.78%
REGULAR PASS	9,506.00	9,716.00	-2.16%	123,242.50	92,983.00	32.54%
DAY PASS	1,950.00	1,342.00	45.31%	25,131.05	14,408.00	74.42%
ELDERLY/DISABLED	2,256.00	2,310.00	-2.34%	25,954.00	30,366.00	-14.53%
YOUTH PASS	94.00	36.00	161.11%	1,504.00	824.00	82.52%
TOTAL NON-CONTRACT	\$ 31,148.27	\$ 30,383.61	2.52%	\$ 411,418.23	\$ 366,046.73	12.40%
TOTAL WITH ACCESS	\$ 33,386.77	\$ 33,903.61	-1.52%	\$ 487,638.33	\$ 440,251.54	10.76%
CONTRACT REVENUE						
CAMPUS	\$ 226,040.66	\$ (1,188.08)	-19125.71%	\$ 1,480,276.11	\$ 1,623,923.68	-8.85%
IVY TECH	-	10,000.00	-100.00%	15,000.00	25,000.00	-40.00%
WLSC	16,410.62	14,845.76	10.54%	158,407.08	115,914.74	36.66%
APARTMENTS	60,986.14	33,126.00	84.10%	679,719.55	536,304.46	26.74%
WABASH NATIONAL	-	-	0.00%	9,000.00	40,000.00	-77.50%
TRIPPERS	-	-	0.00%	-	-	0.00%
SUPPLEMENTAL SVC.	-	-	0.00%	-	500.00	-100.00%
TOTAL CONTRACT	\$ 303,437.42	\$ 56,783.68	434.37%	\$ 2,342,402.74	\$ 2,341,642.88	0.03%
AUXILIARY REVENUE						
EXTERIOR ADVER.	\$ 17,638.25	\$ 16,148.78	9.22%	\$ 270,535.29	\$ 269,613.07	0.34%
MISC / CONCESSIONS	8,394.09	9,493.38	-11.58%	208,742.02	126,707.08	64.74%
TOTAL AUXILLARY	\$ 26,032.34	\$ 25,642.16	1.52%	\$ 479,277.31	\$ 396,320.15	20.93%
INTEREST REVENUE						
INTEREST	\$ 1,336.89	\$ 1,402.79	-4.70%	\$ 13,285.03	\$ 29,241.40	-54.57%
	\$ 1,336.89	\$ 1,402.79	-4.70%	\$ 13,285.03	\$ 29,241.40	-54.57%

TOTAL REVENUE WITHOUT ACCESS

	December 2021	December 2020	% DIFF	YTD2021	YTD2020	YTD2021
NON-CONTRACT	\$ 31,148.27	\$ 30,383.61	2.52%	\$ 411,418.23	\$ 366,046.73	12.40%
CONTRACT	303,437.42	56,783.68	434.37%	2,342,402.74	2,341,642.88	0.03%
AUXILIARY	26,032.34	25,642.16	1.52%	479,277.31	396,320.15	20.93%
INTEREST	1,336.89	1,402.79	-4.70%	13,285.03	29,241.40	-54.57%
	\$ 361,954.92	\$ 114,212.24	216.91%	\$ 3,246,383.31	\$ 3,133,251.16	3.61%

TOTAL REVENUE WITH ACCESS

	December 2021	December 2020	% DIFF	YTD2021	YTD2020	YTD2021
ALL SOURCES	\$ 361,954.92	\$ 114,212.24	216.91%	\$ 3,246,383.31	\$ 3,133,251.16	3.61%
ACCESS	2,238.50	3,520.00	-36.41%	76,220.10	74,204.81	2.72%
TOTAL REVENUE	\$ 364,193.42	\$ 117,732.24	209.34%	\$ 3,322,603.41	\$ 3,207,455.97	3.59%

December 2021
PROFIT AND LOSS STATEMENT
 GREATER LAFAYETTE PUBLIC TRANSPORTATION CORPORATION

OPERATING REVENUE	Dec-21	Dec-20	%DIFF/MO	YTD2021	YTD2020	%DIFF	BUDGETED
PASSENGER FARES	\$ 336,824.19	\$ 90,687.29	271.41%	\$ 2,830,041.07	\$ 2,781,894.42	1.73%	\$ 2,804,241
ADVERTISING INCOME	17,638.25	16,148.78	9.22%	270,535.29	269,613.07	0.34%	220,942
INTEREST INCOME	1,336.89	1,402.79	-4.70%	13,285.03	29,241.40	-54.57%	41,942
MISC. INCOME	8,394.09	9,493.38	-11.58%	208,742.02	126,707.08	64.74%	107,087
	\$ 364,193.42	\$ 117,732.24	209.34%	\$ 3,322,603.41	\$ 3,207,455.97	3.59%	\$ 3,174,212

REVENUE MILES	147,854	113,604	30.15%	1,860,465	1,640,111	13.44%
REVENUE HOURS	11,773	8,655	36.03%	149,355	130,491	14.46%

OPERATING EXPENSE	Dec-21	Dec-20	%DIFF/MO	YTD2021	YTD2020	%DIFF	BUDGETED	BALANCE	CPM/M	CPM/Y
OPERATOR WAGES	\$ 490,234.91	\$ 342,293.96	43.22%	\$ 4,983,448.50	\$ 4,643,466.78	7.32%	\$ 5,015,500	\$ 32,052	3.32	2.68
ADMINISTRATIVE WAGES	127,696.43	111,077.91	14.96%	1,477,857.24	1,326,206.12	11.43%	1,500,000	22,143	0.86	0.79
DIESEL FUEL	22,458.39	11,089.38	102.52%	237,986.52	164,204.35	44.93%	250,000	12,013	0.15	0.13
CNG FUEL	33,803.42	20,528.68	64.66%	316,428.57	199,615.79	58.52%	300,000	(16,429)	0.23	0.17
LIFE & HEALTH INSURANCE	136,096.66	113,066.06	20.37%	1,378,002.17	1,339,611.46	2.87%	1,485,900	107,898	0.92	0.74
MAINTENANCE WAGES	72,248.66	55,318.21	30.61%	779,630.24	744,131.10	4.77%	775,000	(4,630)	0.49	0.42
FICA TAX	52,983.12	40,067.63	32.23%	529,233.57	493,146.36	7.32%	557,723	28,489	0.36	0.28
REPAIR PARTS--STOCK	46,272.52	40,886.80	13.17%	390,073.54	254,807.51	53.09%	378,438	(11,636)	0.31	0.21
PREMIUM PL & PD INSURANCE	17,706.75	22,177.95	-20.16%	212,481.00	167,769.33	26.65%	147,743	(64,738)	0.12	0.11
PERF	100,701.24	79,895.60	26.04%	792,158.59	787,119.10	0.64%	801,955	9,796	0.68	0.43
CONTRACT MAINTENANCE	38,228.31	62,781.31	-39.11%	362,090.07	255,578.64	41.67%	280,000	(82,090)	0.26	0.19
ADVERTISING & PROMOTION	9,623.88	12,514.47	-23.10%	152,114.79	127,748.21	19.07%	200,000	47,885	0.07	0.08
CONTRACTUAL SERVICES	19,235.07	84,483.24	-77.23%	214,926.18	362,048.54	-40.64%	200,000	(14,926)	0.13	0.12
WORK COMP INSURANCE	12,113.92	11,017.28	9.95%	85,812.04	59,797.66	43.50%	55,000	(30,812)	0.08	0.05
UTILITIES--ELECTRIC	5,196.30	5,076.86	2.35%	62,311.04	62,395.40	-0.14%	70,000	7,689	0.04	0.03
PAYOUTS--PL & PD INS.	8,000.00	4,531.88	76.53%	96,000.00	92,531.88	3.75%	96,000	-	0.05	0.05
LUBRICANTS	19,895.11	12,345.06	61.16%	50,866.06	48,939.33	3.94%	50,000	(866)	0.13	0.03
OTHER CORPORATE INS.	7,655.50	15,747.12	-51.38%	91,248.08	77,649.02	17.51%	80,000	(11,248)	0.05	0.05
MAT & SUPPLIES--BILLABLE	8,082.37	19,719.36	-59.01%	58,190.35	30,557.21	90.43%	25,000	(33,190)	0.05	0.03
PRINTING	599.76	7,292.00	-91.78%	21,051.73	20,849.50	0.97%	36,000	14,948	0.00	0.01
MAT & SUPPLIES--MAINT	1,362.86	1,027.95	32.58%	12,327.40	3,198.70	285.39%	3,000	(9,327)	0.01	0.01
UTILITIES--TELEPHONE	388.27	895.14	-56.62%	7,310.43	11,134.33	-34.34%	18,000	10,690	0.00	0.00
FRINGE BENEFITS--TOOLS	4,922.10	4,825.77	2.00%	43,229.83	39,364.15	9.82%	40,000	(3,230)	0.03	0.02
TRAVEL & MEETINGS	810.95	131.22	518.01%	14,870.85	14,236.93	4.45%	65,000	50,129	0.01	0.01
GASOLINE	1,877.51	999.11	87.92%	17,329.65	11,448.43	51.37%	18,000	670	0.01	0.01
UNIFORMS	2,689.68	5,600.20	-51.97%	37,342.72	44,274.44	-15.66%	45,000	7,657	0.02	0.02
CLEANING SUPPLIES	474.93	2,282.44	-79.19%	19,519.35	26,296.04	-25.77%	35,000	15,481	0.00	0.01
ADVERTISING FEES	614.43	22.71	2605.55%	6,247.12	665.68	838.46%	1,000	(5,247)	0.00	0.00
UNEMPLOYMENT INSURANCE	4,312.63	622.28	593.04%	67,998.71	53,176.50	27.87%	85,000	17,001	0.03	0.04
REPAIR PARTS--FIXED EQUIP	-	362.31	-100.00%	7,341.96	7,920.82	-7.31%	12,213	4,871	0.00	0.00
CUSTODIAL SERVICES	-	3,079.04	-100.00%	116,314.92	39,346.26	195.62%	125,000	8,685	0.00	0.06
OFFICE SUPPLIES	2,449.87	1,629.09	50.38%	29,373.05	17,470.88	68.13%	17,500	(11,873)	0.02	0.02
TIRES & BATTERIES	9,138.76	4,684.11	95.10%	23,383.51	21,580.65	8.35%	10,000	(13,384)	0.06	0.01
UTILITIES--WATER & SEWAGE	1,151.45	3,792.13	-69.64%	36,100.33	40,867.40	-11.66%	45,000	8,900	0.01	0.02
BUILDING MATERIALS	(99.99)	(205.05)	-51.24%	3,027.04	2,621.25	15.48%	10,000	6,973	0.00	0.00
UTILITIES--GAS HEAT	5,604.49	5,038.86	11.23%	31,089.79	20,834.68	49.22%	25,000	(6,090)	0.04	0.02
DUES & SUBSCRIPTIONS	9.99	308.99	-96.77%	23,283.74	23,283.89	0.00%	25,000	1,716	0.00	0.01
POSTAGE & FREIGHT	847.97	318.96	165.85%	5,704.33	4,889.81	16.66%	8,000	2,296	0.01	0.00
ATTORNEY & AUDIT FEES	383.00	870.00	-55.98%	84,099.00	72,524.25	15.96%	90,000	5,901	0.00	0.05
EXTERIOR ADVERTISING	-	2,865.00	-100.00%	23,304.50	35,967.47	-35.21%	70,000	46,696	0.00	0.01
VEHICLE REGISTRATION	-	-	0.00%	45.00	355.00	-87.32%	300	255	0.00	0.00
INTEREST--SHORT TERM	2,158.55	11,179.46	-80.69%	16,274.91	42,698.69	-61.88%	41,987	25,712	0.01	0.01
RECOVERY/PHYSICAL DAMAGE	-	-	0.00%	(57,966.45)	(8,530.36)	579.53%	(35,000)	22,966	0.00	-0.03
BAD DEBT EXPENSE	-	-	0.00%	70.00	207.00	-66.18%	6,800	6,730	0.00	0.00
ACA TAXES & FEES	-	-	0.00%	-	-	0.00%	-	-	0.00	0.00
MAT & SUPP--NOT BILL.	8,197.37	6,202.64	32.16%	102,760.16	87,630.89	17.26%	100,000	(2,760)	0.06	0.06
ARBITRATION FEES	-	-	0.00%	-	-	0.00%	-	-	0.00	0.00
LOT N RENT	-	-	0.00%	-	-	0.00%	-	-	0.00	0.00
CASH (OVER)/SHORT	-	(15.04)	-100.00%	(114.63)	(68.68)	66.90%	200	315	0.00	0.00
TOTAL EXPENSES	\$ 1,276,127.14	\$ 1,128,428.08	13.09%	\$ 12,962,177.50	\$ 11,871,568.39	9.19%	\$ 13,166,259	\$ 204,082	8.63	6.97

OTHER INCOME	Dec-21	Dec-20	%DIFF/MO	YTD2021	YTD2020	%DIFF	BUDGETED
COUNTY PROPERTY TAX	\$ 247,645.00	\$ 266,455.32	-7.06%	\$ 2,940,939.00	\$ 2,877,613.32	2.20%	\$ 2,851,371
LOCAL INCOME TAX	59,937.13	57,379.12	4.46%	749,929.24	767,303.00	-2.26%	516,412
STATE OPERATING GRANT	-	-	0.00%	3,687,937.00	4,251,974.00	-13.27%	3,614,178
FEDERAL OPERATING GRANT	-	36,581.00	-100.00%	-	36,581.00	-100.00%	910,087
CARES ACT OPERATING GRANT	(3,280,663.00)	2,764,396.00	-218.68%	2,500,000.00	3,898,007.00	-35.86%	2,500,000
FAMILIES FIRST COVID-19 TAX CR	-	(119,011.77)	-100.00%	-	-	0.00%	-
ALTERNATIVE FUEL TAX CREDIT	-	167,598.50	-100.00%	-	167,598.50	-100.00%	-
FEDERAL PLANNING GRANT	-	34,925.00	-100.00%	-	34,925.00	-100.00%	-
STATE/LOCAL CONTRIBUTION	-	-	0.00%	-	-	0.00%	-
TOTAL OTHER INCOME	\$ (2,973,080.87)	\$ 3,208,323.17	-192.67%	\$ 9,878,805.24	\$ 12,034,001.82	-17.91%	\$ 10,392,048

OTHER EXPENSES	Dec-21	Dec-20	YTD2021	YTD2020
(GAIN)/LOSS--ASSET DISPOSAL	\$ (4,366.00)	\$ (518.09)	\$ (26,538.30)	\$ (20.00)
INTERGOVERNMENTAL FUNDS XFER	\$ -	\$ -	\$ -	\$ -
DEPRECIATION EXPENSE	276,354.53	329,811.38	3,598,721.69	3,627,201.97
TOTAL OTHER EXPENSES	\$ 271,988.53	\$ 329,293.29	\$ 3,572,183.39	\$ 3,627,181.97

	Dec-21	Dec-20	YTD2021	YTD2020
NET PROFIT/(LOSS)	\$ (4,157,003.12)	\$ 1,868,334.04	\$ (3,332,952.24)	\$ (257,292.57)

December 2021

BALANCE SHEET

GREATER LAFAYETTE PUBLIC TRANSPORTATION CORPORATION

ASSETS		LIABILITIES	
CASH & CASH ITEMS		PAYABLES	
CASH IN BANK-GENERAL FUND	2,744,618.93	TRADE PAYABLES	-
CASH IN PAYROLL ACCOUNT-GEN FD	(11,872.57)	ACCOUNTS PAYABLE	275,273.23
LEVY EXCESS FUND	-	ACCOUNTS PAYABLE - CNG UTILITIES	56,412.18
WORKING FUNDS	525.00	TOTAL PAYABLES	331,685.41
UNITED HEALTHCARE HRA IMPREST-GEN FD	-	ACCRUED PAYROLL LIABILITIES	
HEALTHCARE IMPREST-GEN FD	-	ACCRUED WAGES PAYABLE	120,574.15
RAINY DAY FUND	256,256.66	ACCR COMPENSATED ABSENCES PAYABLE	174,458.63
TOTAL CASH & CASH ITEMS	2,989,528.02	DEDUCTIONS-AUTO	-
RECEIVABLES		UNION DUES WITHHELD	-
ACCOUNTS RECEIVABLE	125,208.44	DEDUCTION-FICA/MEDICARE EE	(50,323.20)
SHOP INVENTORY	-	DEDUCTION-UNION DUES	-
A/R - CITY OF LAFAYETTE	-	DEDUCTION-WELLNESS	-
CONTRACT RECEIVABLE-PURDUE	10,808.97	DEDUCTION-HEALTH INSURANCE	15,479.80
A/R-TICKET VENDING MACHINE COLLECTIONS	(707.00)	DEDUCTION-HEALTH INS - COBRA	2,762.40
A/R - OFF-SITE PASS SALES COLLECTIONS	-	DEDUCTION - CHARITABLE DONATIONS	(600.00)
ACCTS RECV-EMPLOYEE P/R WASH	-	DEDUCTION - LIBERTY NATIONAL	-
A/R CAPITAL GRANTS-FTA	83,351.00	DEDUCTION-GARNISHMENTS	-
A/R OPERATING ASSISTANCE-FTA	40,271.00	DEDUCTION-UNITED WAY	-
A/R TAX DRAW-COUNTY/LOCAL	(97,637.56)	DEDUCTION-CABLE	-
A/R GRANTS-STATE	(34,925.00)	DEDUCTION-PERF EE	7,162.66
A/R PLANNING ASSISTANCE-FTA	34,925.00	DEDUCTION-SUPPORT	335.84
A/R OPERATNG ASSISTANCE-STATE	-	DEDUCTION-INDUS CREDIT UNION	-
A/R FEDERAL TAX CREDITS	167,598.50	DEDUCTION-BOSTON MUTUAL	-
TOTAL RECEIVABLES	328,893.35	DEFERRED COMPENSATION	3,813.21
MATERIALS & SUPPLIES INVENTORY		ACCRUED PERF PAYABLE ER	489.16
BUS PARTS INVENTORY	412,236.89	TOTAL PAYROLL LIABILITIES	274,152.65
PARTS INVENTORY-CLEARING ACCT	-	ACCRUED TAX LIABILITIES	
DIESEL & GASOLINE INVENTORY	7,096.79	FIT TAXES	(62.15)
OIL, LUBE, ANTIFREEZE INVENTORY	42,752.52	FICA/MEDICARE	52,013.04
TIRES, TUBES, BATTERIES INVENTORY	(4,284.42)	STATE TAX	28,736.07
FACILITIES PARTS INVENTORY	30,090.00	STATE UNEMPLOYMENT TAX	43,906.56
TOTAL MATERIALS & SUPPLIES INVENTORY	487,891.78	COUNTY TAX	13,132.33
TANGIBLE PROPERTY TRANSIT OPS		TOTAL TAX LIABILITIES	137,725.85
REVENUE EQUIPMENT	39,241,587.42	SHORT TERM DEBT	
SUPPORT VEHICLES	476,595.73	BANK OF AMERICA SHORT-TERM PAYABLE-CNG	1.02
BUILDING & STRUCTURE	20,777,534.16	AUTO INSURANCE PAYOUT LIABILITY	22,517.58
EQUIPMENT SHOP & GARAGE	972,182.34	WORKERMAN COMP INSURANCE PAYOUT LIABILITY	1,691.52
REVENUE COLLECTION FAREBOX	1,743,999.17	HEALTH INSURANCE PAYOUT LIABILITY	-
COMMUNICATIONS EQUIPMENT	3,479,880.19	ACCRUED INTEREST PAYABLE - BANK OF AMERICA-CNG	-
OFFICE EQUIPMENT & FURNISHINGS	903,047.30	TOTAL SHORT TERM DEBT	24,210.12
CONSTR IN PROGRESS-W LAF	-	OTHER CURRENT LIABILITIES	
CONST IN PROGRESS - MYERS PED BRIDGE PROJECT	-	UNREDEEMED TOKENS	-
CONSTR IN PROGRESS - LAF	1,776,627.51	UNREDEEMED REGULAR PASSES	-
CONST IN PROGRESS - SHELTERS	-	UNREDEEMED DAY PASSES	-
LAND	926,471.26	UNREDEEMED E & D PASSES	28.00
TOTAL PROPERTY COST	70,297,925.08	UNREDEEMED SEMESTER PASSES	-
ACCUMULATED DEPRECIATION		UNREDEEMED LOOP PASSES	-
ACC DEPR-REVENUE EQUIPMENT	(23,261,600.30)	DEFERRED REVENUE-COUNTY/LOCAL	-
ACC DEPR-SUPPORT VEHICLES	(400,544.46)	DEFERRED REVENUE-ADVERTISING & PAINTED TRANSIT	8,795.90
ACC DEPR-BUILDING & STRUCTURE	(11,259,378.83)	FEDERAL TAX PAYABLE	4,716.69
ACC DEPR-EQUIPMENT SHOP & GARAGE	(763,968.97)	UNREDEEMED 50 FARESAVERS	-
ACC DEPR-REVENUE COLLECTION FAREBOX	(1,501,832.72)	UNREDEEMED PASS STUDENT	-
ACC DEPR-COMMUNICATIONS EQUIPMENT	(3,175,348.93)	UNREDEEMED REVENUE	-
ACC DEPR-OFFICE EQUIPMENT & FURNISHINGS	(701,784.25)	UNREDEEMED TVM CHG/STRD VALUE CARDS	7,031.00
ACC DEPR-CONSTR IN PROGRESS-WLAF	-	TOTAL OTHER CURRENT LIABILITIES	20,571.59
ACC DEPR-CONSTR IN PROGRESS-LAF	-	LONG-TERM DEBT	
TOTAL ACCUMULATED DEPRECIATION	(41,064,458.46)	BANK OF AMERICA LONG-TERM PAYABLE-CNG	51,984.46
TOTAL PROPERTY LESS DEPRECIATION	29,233,466.62	TOTAL LONG-TERM DEBT	51,984.46
SPECIAL FUNDS		ESTIMATED LIABILITIES	
BONDS & INTEREST CASH ACCT	-	FTA EST RES FOR ENCUMBRANCES	-
INVESTMNTS-BON & INTEREST FUND	-	TOTAL ESTIMATED LIABILITIES	-
BANK OF AMERICA FUNDS - CNG	-	DEFERRED CREDITS	
ACA MLR PREMIUM REBATE	-	DEFERRED CR - MYERS PED BRIDGE PROJECT	(0.36)
GENERAL FUND CAP-RES 86-12	-	TOTAL DEFERRED CREDITS	(0.36)
BUS AUTO INS CASH FUND	400,000.00	CONTRIBUTIONS	
INVEST-SPCL FUNDS-DIR & OFFICE	-	INVESTMENTS IN TRANSIT SYS-LAF	24,999.25
DIRECTOR & OFFICERS SPEC CASH	74,870.36	FED GOVERN CAP GRANT SEC 3 (5309)	23,056,883.82
ELTF DEDUCTIBLE FUNDS	15,000.00	FED GOVERN CAP GRANT SEC 5	2,633,996.56
INVESTMENTS	-	FED GOVERN CAP GRANT SEC 9 (5307)	42,972,922.61
CUMULATIVE CAPITAL FUND	3,006,885.22	STATE CAP GRANT CONTRIBUTION	788,343.85
CAPITAL IMPROV RESERVE FUND	-	STATE CAP GRANT SEC 9	657,682.35
CAPITAL IMPROV INVESTMENTS	-	STATE CAP GRANT SEC 5	601,488.98
TOTAL SPECIAL FUNDS	3,496,755.58	CONTRIBUTIONS NON GOVERNMENTAL	-
OTHER ASSETS		ACCUMULATED EARNINGS/LOSSES	(29,706,105.31)
PRE-PAID INSURANCE	62,844.01	TOTAL CONTRIBUTIONS	41,030,212.11
PRE-PAID EXPENSES	1,114,159.35	TOTAL LIABILITIES & CONTRIBUTIONS	
PRE-PAID HEALTH INSURANCE	-	41,870,541.83	
TOTAL OTHER ASSETS	1,177,003.36		
TOTAL ASSETS	37,713,538.71		

Out of Balance, Month Not Closed

DECEMBER 2021

Route	RouteName	Passengers	Total Miles	Total Hours	P/Mi	%DIFF FROM 20	P/Hrs	%DIFF FROM 20
1A	Market Square	13,396	13,964.51	1,077.15	0.96	12.57%	12.44	11.19%
1B	Salisbury	17,067	9,481.72	805.75	1.80	95.30%	21.18	95.37%
2A	Schuyler Ave	4,166	3,568.18	307.50	1.17	20.61%	13.55	20.61%
2B	Union St	3,140	3,423.03	307.50	0.92	9.91%	10.21	9.95%
3	Lafayette Square	6,725	10,300.24	687.75	0.65	14.58%	9.78	14.57%
4A	Tippecanoe Mall	7,580	6,205.52	519.08	1.22	29.76%	14.60	29.75%
4B	Purdue West	33,000	12,303.38	850.87	2.68	214.77%	38.78	214.67%
5	Happy Hollow	15,266	5,515.20	416.40	2.77	648.70%	36.66	468.77%
6A	Fourth St	9,765	11,235.30	718.75	0.87	15.10%	13.59	15.13%
6B	South 9th	2,488	4,561.25	305.00	0.55	15.28%	8.16	15.28%
7	South St	11,620	8,976.31	781.33	1.29	16.70%	14.87	16.69%
8	Klondike Express	6,015	6,064.45	465.75	0.99	105.59%	12.91	105.59%
9	Park East	1,748	4,228.97	296.67	0.41	37.49%	5.89	47.51%
10	Northwestern	8,808	5,961.47	499.00	1.48	223.39%	17.65	223.46%
23	Connector	7,706	6,838.88	580.00	1.13	0.00%	13.29	100.00%
Others	Others	0	0.00	0.00	0.00	0.00%	0.00	0.00%
Sub Total:		148,490	112,628.42	8,618.50	1.32	-86.67%	17.23	71.05%

Route	RouteName	Passengers	Total Miles	Total Hours	P/Mi	%DIFF FROM 20	P/Hrs	%DIFF FROM 20
ACCESS	ACCESS	2,197	7,228.70	481.20	0.30	38.06%	4.57	73.33%
11	WL Schools	5,600	1,408.38	106.00	3.98	111.78%	52.83	114.12%
Sub Total:		7,797	8,637.08	587.20	0.90	55.81%	13.28	87.81%

Route	RouteName	Passengers	Total Miles	Total Hours	P/Mi	%DIFF FROM 20	P/Hrs	%DIFF FROM 20
13	Silver Loop	18,066	3,733.26	519.20	4.84	100.00%	34.80	100.00%
15	Tower Acres	13,208	3,843.67	452.80	3.44	100.00%	29.17	100.00%
17	Ross Ade	4,395	2,822.10	267.20	1.56	100.00%	16.45	100.00%
28	Gold Loop	6,576	3,815.11	468.00	1.72	100.00%	14.05	100.00%
Sub Total:		42,245	14,214.14	1,707.20	2.97	100.00%	24.75	100.00%

Route	RouteName	Passengers	Total Miles	Total Hours	P/Mi	%DIFF FROM 20	P/Hrs	%DIFF FROM 20
21A	Lark & Alight	10,282	4,250.92	300.00	2.42	100.00%	34.27	100.00%
24	Redpoint	2,069	3,177.95	170.40	0.65	100.00%	12.14	100.00%
35	Lindberg Express	13,590	4,945.83	390.00	2.75	100.00%	34.85	100.00%
Sub Total:		25,941	12,374.70	860.40	2.10	100.00%	30.15	100.00%

Grand Total:		224,473	147,854.34	11,773.30	1.52	106.89%	19.07	97.94%
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DECEMBER 2021

Route	RouteName	Passengers
1A	Market Square	13,396
1B	Salisbury	17,067
2A	Schuyler Ave	4,166
2B	Union St	3,140
3	Lafayette Square	6,725
4A	Tippecanoe Mall	7,580
4B	Purdue West	33,000
5	Happy Hollow	15,266
6A	Fourth St	9,765
6B	South 9th	2,488
7	South St	11,620
8	Klondike Express	6,015
9	Park East	1,748
10	Northwestern	8,808
23	Connector	7,706
	Others	0
Sub Total:		148,490

Route	RouteName	Passengers
	ACCESS	2,197
11	WL Schools	5,600
Sub Total:		7,797

Route	RouteName	Passengers
13	Silver Loop	18,066
15	Tower Acres	13,208
17	Ross Ade	4,395
28	Gold Loop	6,576
0		
0	0	0
Sub Total:		42,245

Route	RouteName	Passengers
21A	Lark & Alight	10,282
24	Redpoint	2,069
35	Lindberg Express	13,590
Sub Total:		25,941

Grand Total:		224,473
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DECEMBER 2020

Route	RouteName	Passengers
1A	Market Square	12,423
1B	Salisbury	9,006
2A	Schuyler Ave	3,516
2B	Union St	2,907
3	Lafayette Square	5,980
4A	Tippecanoe Mall	6,046
4B	Purdue West	10,041
5	Happy Hollow	1,547
6A	Fourth St	8,750
6B	South 9th	2,229
7	South St	10,251
8	Klondike Express	3,009
9	Park East	1,185
10	Northwestern	1,779
23	Connector	0
	Others	124
Sub Total:		78,793

Route	RouteName	Passengers
	ACCESS	1,257
11	WL Schools	2,967
Sub Total:		4,224

Route	RouteName	Passengers
13	Silver Loop	0
14	Black Loop	349
15	Tower Acres	0
17	Ross Ade	0
27	Outer Loop	0
28	Gold Loop	0
Sub Total:		349

Route	RouteName	Passengers
21A	Lark & Alight	0
24	Redpoint	0
35	Lindberg Express	0
Sub Total:		0

Grand Total:		83,366
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OPERATIONS REPORT

Dec-21

	2021 MONTH	2020 MONTH	2021 YTD	2020 YTD
MILES	147,854	113,604	1,716,786	1,640,111
PAID HOURS	24,231	16,092	232,832	211,010

	2021	2020	YTD 2021	YTD 2020	% DIFF MO	% DIFF YTD
ACCIDENTS	2	2	33	35	0.00%	-5.71%
PER 100,000 MILES	1.35	1.76	1.92	2.13	-23.16%	-9.93%
PREVENTABLE	2	1	20	17	100.00%	17.65%
PER 100,000 MILES	1.35	0.88	1.16	1.04	53.67%	12.39%
NON-PREVENTABLE	0	1	13	18	-100.00%	-27.78%
PER 100,000 MILES	0.00	0.88	0.76	1.10	-100.00%	-31.00%
OVERTIME IN HOURS	1,609	386	25,135	12,686	316.84%	98.13%
% OF OVERTIME HOURS	6.6%	2.4%	10.8%	6.0%	176.83%	79.56%
SAFETY MEETINGS	0	0	2	12		
COMPLAINTS	will be in Feb Report	9	#VALUE!	119	#VALUE!	#VALUE!
COMMENDATIONS	will be in Feb Report	4	#VALUE!	18	#VALUE!	#VALUE!

328* HOURS. EXCUSED LEAVE

ROADCALLS

DECEMBER 2021

			Dec-21	Dec-20	% DIFF
		MECHANICAL	2	1	100.00%
		OTHER	0	0	#DIV/0!
		DELAYS	0	0	#DIV/0!
		TOTAL - MONTH	2	1	100.00%
		TOTAL - YTD	14	18	-22.22%
BUS#	LOCATION	PROBLEM	TIME	DATE	MECH OR OTHER
5004		Engine computer fault			mech
1703		Engine cooler problems			mech

DIESEL COST COMPARISON FOR 2021 (CURRENT YEAR VS. LAST YEAR)

	TOTAL GALLONS 2021	TOTAL GALLONS 2020	% DIFFERENCE	AVG COST GALLON 2021	AVG COST GALLON 2020	DIFFERENCE PER GALLON
JAN.	6,090	12,947	-52.96%	\$1.7267	\$1.8307	-\$0.1040
FEB.	10,028	15,532	-35.44%	\$1.7267	\$1.7285	-\$0.0018
MAR.	10,313	7,999	28.93%	\$2.1052	\$1.4662	\$0.6390
APR.	11,538	2,009	474.32%	\$1.9996	\$1.7285	\$0.2711
MAY	5,393	1,132	376.41%	\$2.1619	\$1.7285	\$0.4334
JUN.	4,686	4,517	3.74%	\$2.1619	\$1.7285	\$0.4334
JUL.	3,976	4,464	-10.93%	\$2.1839	\$1.7285	\$0.4554
AUG.	8,481	7,930	6.95%	\$2.0835	\$1.7285	\$0.3550
SEP.	13,326	14,330	-7.01%	\$2.4000	\$1.7285	\$0.6715
OCT.	14,975	11,950	25.31%	\$2.8256	\$1.7285	\$1.0971
NOV.	11,786	8,227	43.26%	\$2.1700	\$1.7285	\$0.4415
DEC	7,799	2,540	207.05%	\$2.1700	\$1.7285	\$0.4415
TOTAL	108,391	93,577	15.83%	\$2.1916	\$1.7202	\$0.4714

CNG ACCESS BUSES

	TOTAL DGE USED 2021	TOTAL DGE USED 2020	% DIFFERENCE
JAN.	1,176	1,613	-27.0924%
FEB.	1,338	1,578	-15.2091%
MAR.	1,411	1,311	7.6278%
APR.	1,478	735	101.0884%
MAY	1,344	820	63.9024%
JUN.	1,487	1,255	18.4861%
JUL.	1,580	1,334	18.4408%
AUG.	2,042	1,407	45.1315%
SEP.	13,326	14,330	-7.0063%
OCT.	1,988	1,494	33.0656%
NOV.	2,002	1,108	80.6859%
DEC.	10,085	996	912.5502%
TOTAL	39,257	27,981	40.2988%

CNG FIXED ROUTES

	TOTAL DGE USED 2021	TOTAL DGE USED 2020	% DIFFERENCE
JAN.	27,054	30,289	-10.6804%
FEB.	30,782	31,052	-0.8695%
MAR.	31,904	29,151	9.4439%
APR.	30,339	18,694	62.2927%
MAY	25,719	18,128	41.8744%
JUN.	25,531	23,844	7.0752%
JUL.	25,603	24,560	4.2467%
AUG.	34,930	25,536	36.7873%
SEP.	30,776	34,267	-10.1876%
OCT.	30,873	33,881	-8.8781%
NOV.	31,892	29,721	7.3046%
DEC.	30,713	24,541	25.1497%
TOTAL	356,116	323,664	10.0264%

CityBus Digital Report – December 2021

SOCIAL MEDIA

All accounts

Performance Summary		
View your key profile performance metrics from the reporting period.		
Impressions ⓘ	Engagements ⓘ	Post Link Clicks ⓘ
112,899 ↗22.2%	4,475 ↗24.4%	771 ↗19.3%

Audience Metrics	Totals	% Change
Total Audience ⓘ	9,373	↗0.3%
Total Net Audience Growth ⓘ	36	↗28.6%
Twitter Followers Gained	7	↗16.7%
Facebook Page Likes	20	↘13%
Instagram Followers Gained	26	↗136.4%
LinkedIn Followers Gained	12	↗33.3%

Twitter

Performance Summary		
View your key profile performance metrics from the reporting period.		
Impressions	Engagements	Post Link Clicks
336 ↘54.7%	6 ↘60%	2 ↘33.3%

Audience Metrics	Totals	% Change
Followers	1,917	↗0.1%
Net Follower Growth	2	↗100%
Followers Gained	7	↗16.7%
Followers Lost	5	→0%
Following	915	→0%

Facebook

Performance Summary

View your key profile performance metrics from the reporting period.

Impressions

105,140 ↗ 23.5%

Engagements

4,238 ↗ 24%

Post Link Clicks

754 ↗ 19.9%

Audience Metrics

Totals

% Change

Fans

6,751

↗ 0%

Net Page Likes

0

↘ 100%

Organic Page Likes

20

↘ 9.1%

Paid Page Likes

0

↘ 100%

Page Unlikes

20

↗ 33.3%

Instagram

Performance Summary

View your key profile performance metrics from the reporting period.

Impressions

7,027 ↗ 17%

Engagements

210 ↗ 57.9%

Profile Actions

6 ↗ 500%

Audience Metrics

Totals

% Change

Followers

705

↗ 3.4%

Net Follower Growth

23

↗ 130%

Followers Gained

26

↗ 136.4%

Followers Lost

3

↗ 200%

LinkedIn

Performance Summary

View your key profile performance metrics from the reporting period.

Impressions

396 ↘ 15.6%

Engagements

21 ↘ 27.6%

Post Clicks (All)

15 ↗ 7.1%

Audience Metrics	Totals	% Change
<u>Followers</u>	—	—
<u>Net Follower Growth</u>	11	↗ 22.2%
<u>Organic Followers Gained</u>	12	↗ 33.3%
<u>Paid Followers Gained</u>	0	→ 0%
<u>Followers Lost</u>	1	↗ —

MOBILE APP

Downloads



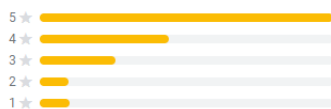
Active Devices

4.81K Daily Average

GOOGLE REVIEWS

CityBus Center

LATEST REVIEWS

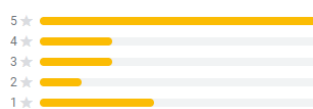


4.1

★★★★★
532 Reviews

CityBus

LATEST REVIEWS



3.6

★★★★★
112 Reviews

GOOGLE BUSINESS PROFILE

CityBus Center

743

Business Profile Interactions

+192.2% (vs Dec 2020)



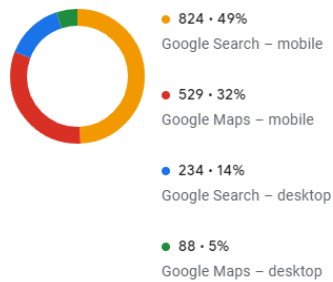
1,675

People viewed your Business Profile

+24.1% (vs Dec 2020)

Platform and device breakdown

Platform and devices that people used to find your profile



617

Searches triggered your Business Profile

+145.8% (vs Dec 2020)

Searches breakdown

Search terms that returned your profile in the results

1. citybus center, north 3rd street, lafayette, in	253
2. city bus center	69
3. citybus center	65
4. citybus center, north 3rd street, lafayette, in, usa	44
5. lafayette city bus phone number	44

CityBus

42

Calls made from your Business Profile

+8.0% (vs Dec 2020)



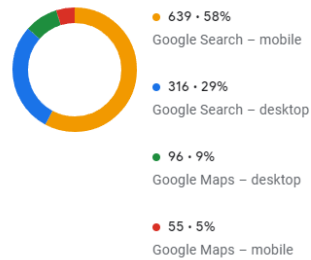
1,106

People viewed your Business Profile

-9.5% (vs Dec 2020)

Platform and device breakdown

Platform and devices that people used to find your profile



165

Searches triggered your Business Profile

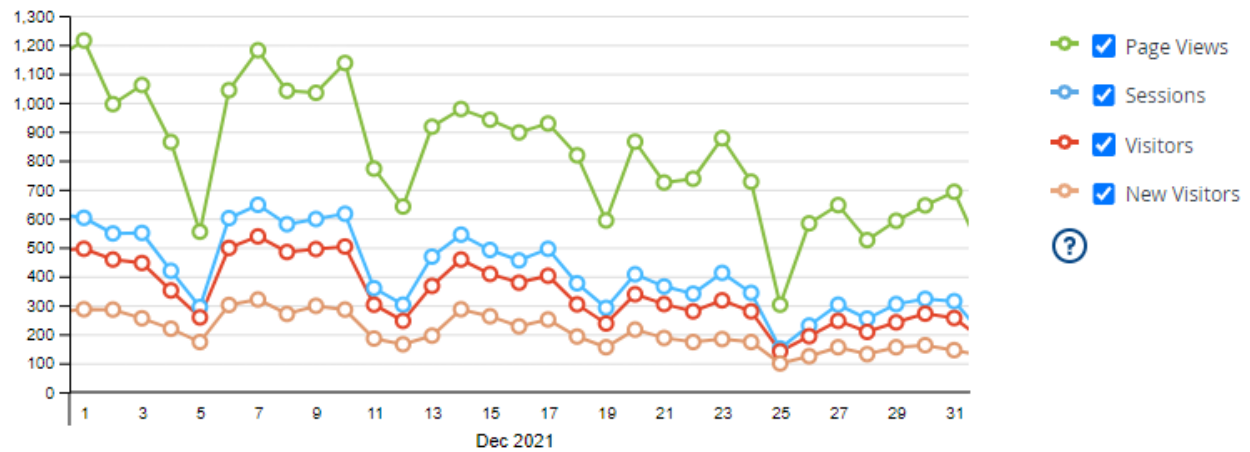
-17.5% (vs Dec 2020)

Searches breakdown

Search terms that returned your profile in the results

1. lafayette city bus phone number	35
2. city bus lafayette indiana	34
3. citybus west lafayette	33
4. city bus lafayette in	31
5. city bus phone number	16

GOCITYBUS.COM



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1k

Unique Visits

418.7 ▼

Prev Month

518.4

First Time Visits

210.1 ▼

Prev Month

244.6

Returning Visits

208.6 ▼

Prev Month

273.8