

BROWARD COUNTY TRANSIT

FEDERAL TRANSIT ADMINISTRATION TITLE VI PROGRAM UPDATE December 2020–2023 Broward County, Florida



BROWARD
COUNTY
Transit



TITLE VI PROGRAM

Submitted to:

Federal Transit Administration, Region IV
230 Peachtree Street, NW, Suite 800
Atlanta, GA 30303-1512

**Prepared for The BOARD OF COUNTY COMMISSIONERS
of Broward County, Florida**

By the Transportation Department

December 2020 – 2023



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BCT TITLE VI PROGRAM

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I. INTRODUCTION

This Title VI Program update for December 2020-2023, is submitted by the Broward County Transportation Department, on behalf of Broward County, Florida.

The Broward County Transportation Department operating as Broward County Transit (BCT), provides fixed-route bus service, paratransit service, transit facilities, and related benefits within the urbanized area of Broward County.

Under Title VI of the Civil Rights Act of 1964, as amended, and as recipients of federal financial assistance, the Broward County Board of County Commissioners, without regard to race, color, or national origin, operates and plans for transit services so that: transit benefits and services are available and distributed equitably; transit services are adequate enough to provide access and mobility for all; opportunities to participate in the transit planning and decision-making process are provided to everyone; decisions on the locations of transit facilities and services are carried out equitably; and that remedial and corrective actions are undertaken to prevent discriminatory treatment of any beneficiary.

This report was prepared in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B, "Title VI, Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012.

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BROWARD COUNTY, THE ORGANIZATION

Broward County, a political subdivision of the State of Florida, employs over seven thousand (7,000) people throughout its departments, offices, and divisions.

The Transportation Department is one of seven (7) departments serving Broward County government. The Transportation Department has operated transit services since 1974 as Broward County Transit. The Transportation Department Director reports to the Broward County Administrator. The Broward County Administrator reports to a nine-member Board of County Commissioners (Board), elected from single-member districts. The Board serves as the policy board for Broward County Transit.

Broward County and the Transportation Department's organizational charts are attached as Appendix 1.

DESCRIPTION OF BROWARD COUNTY TRANSIT (BCT)

The Broward County Transportation Department consists of seven (7) divisions:

- Administration
- Capital Program
- Fleet Services
- Operations
- Paratransit
- Rail Division
- Service and Strategic Planning

BCT is comprised of 1,363 employees and staff working together to deliver public transportation services and to provide and maintain the fleet vehicles to support Broward County Government's operations within the County's developable area of approximately 410 square miles to serve our 1.9 million residents.

Public transportation services are provided by BCT through a network of transit services, including the operation of a fleet of 413 buses on 46 fixed routes, with several routes connecting with Palm Tran (in Palm Beach County), Miami-Dade Transit (In Miami-Dade counties), and Tri-Rail (commuter rail service); 337 paratransit vehicles providing contracted services for the transportation disadvantaged and persons with disabilities; 65 minibuses and mid-sized buses operated in partnerships with municipalities and other entities for Community Shuttle service, fixed-route bus service to Tri-Rail stations, and partnerships with other entities to provide alternative local public transit services. BCT, through its integrated services, provides more than 29.4 million passenger trips annually as of FY2019.

BCT operates out of two facilities: the Copans Road Bus Facility in Pompano Beach, Florida, and the Ravenswood Road Bus Facility in Dania Beach, Florida.

BCT's operating budget is supported by operating revenues from the transportation surtax, transit fares, advertising, state grants, local option gas taxes, and local ad valorem taxes. Capital funds are used to purchase new and replacement buses and vehicles, fare boxes, maintenance and support equipment and parts, information technology, facilities construction and repair, the capital costs associated with contracting, and certain eligible preventative maintenance functions. Other than the transportation surtax, local ad valorem taxes, local concurrency funds, the County's Transportation Trust Fund (i.e., Local Option Gas Taxes), state grants, transit fares, advertising revenue, and the Board's annual allocation from General Revenue Funds, there are no additional state or local revenue sources. Federal funds are provided by various Federal Transportation Administration (FTA) grants.

Mission Statement: *Broward Count Transit's mission is to provide safe and reliable transportation solutions that link people, connect communities, support employment and contribute to the overall economic growth of our region.*

DESCRIPTION OF BCT's ADA COMPLEMENTARY PARATRANSIT SERVICE

BCT provides complementary paratransit service for persons qualified under the Americans with Disabilities Act (ADA) of 1990. BCT's paratransit service is for persons with physical, cognitive, emotional, visual, or other disabilities which functionally prevent them from using the Broward County Transit fixed-route bus system permanently, temporarily or under certain conditions.

Paratransit service fare is currently \$3.50 each way, and reservations are required one day in advance by calling 1-866-682-2258. It is an origin-to-destination, shared ride service operating throughout Broward County.

Hours of operation are equivalent to fixed route operating hours.

BCT contracts with private firms to provide the paratransit service. The vendors operate the service and maintain the vehicles. A call center is also contracted to provide customer service, take reservations, and schedule trips. BCT's Paratransit Service also offers:

Travel Training – Free personal travel training services for seniors and disabled persons who may be able to use the bus system but are unfamiliar with the system.

Transportation Disadvantaged Trips – The Florida Commission for Transportation Disadvantaged Trust Fund subsidizes a portion of the transportation cost for those who are transportation disadvantaged, for trips which are not sponsored by an agency, and only with a cash or in-kind match. These non-sponsored transportation funds are for "...persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation..." and includes children at-risk as defined by FS 411.202.

DESCRIPTION OF BCT's COMMUNITY SHUTTLE SERVICE

BCT's Community Shuttle Program operates in partnership with eighteen (18) Broward County municipalities. This program provides service to residential areas, freeing larger fixed-route buses to travel along major thoroughfares as part of a regional bus network.

These routes are designed to complement the County's Fixed Route system and to provide increased mobility and connectivity options, passengers traveling short distances, as well as provide "first-mile" and "last-mile" connections to Broward County Transit (BCT) fixed routes in areas within the community that larger buses are unable to serve. While BCT routes serve mainly arterial corridors, community shuttles can penetrate neighborhoods and create short-distance linkages between origins and destinations.

Through Interlocal Agreements (ILAs) with each municipality, BCT provides operating and maintenance assistance at an established rate using funding provided by the Transportation Surtax. Propane-fueled cutaway-type buses equipped with wheelchair securements and bicycle racks are purchased by BCT and leased to municipalities for \$10.00 per bus annually. Should municipalities choose to purchase non-propane-fueled buses, the County will reimburse municipalities on a per-vehicle basis up to the County's current purchase price of a propane-fueled bus less the propane conversion or similar type vehicle from the State of Florida contract.

The municipalities are responsible for the overall planning of the service, including bus stop locations. Assisted by BCT staff, municipalities determine the major origins and destinations to be served by the route. Modifications to routes are allowed; however, implementation must coincide with the schedule established and approved by the County. The nature of the Community Shuttle Program makes it more sensitive to changes in ridership and funding when compared to the fixed-route service.

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II. GENERAL REQUIREMENTS AND GUIDELINES

a) TITLE VI NOTICE TO THE PUBLIC

BCT posts the Title VI public notice on its website, in all vehicles, and transit facilities.

- Broward Central Terminal
101 N.W. 1st Avenue, Fort Lauderdale
- Northeast Transit Center
304 Dr. Martin Luther King, Jr. Blvd, Pompano Beach
- Lauderhill Mall
4221 N.W. 12th Street, Lauderhill
- West Terminal
100 N. Pine Island Road, Plantation

The complaint procedures are available on the website and BCT provides a form that can be used to file a complaint.

Accessibility to Persons with Disabilities

For all public meetings or hearings held by BCT or the Board of County Commissioners on behalf of BCT, BCT ensures the following:

- That the facility is accessible to persons with disabilities;
- That signers and translators are available at BCT's expense for persons with special needs;
- That a point of contact is identified for special needs; and
- That alternative formats are available upon request.

Evaluate System Wide Service Changes

Whenever a service change exceeds the established thresholds for a major service change, BCT will assess the service change to determine equitable treatment to minority and low-income populations.

BCT Major Service changes are defined as changes that exceed any of the following thresholds:

Type Service Change	Major Service Change Threshold
Service Miles	More than 25% of route miles or weekly revenue miles
Express Service Miles	More than 50% of route miles or weekly revenue miles
Headways/Frequency	More than 15 minutes
Route	Establishment or discontinuation of a route
Fares	Any change in fares or fare media

In addition, prior to the formal adoption of major service changes by the Broward County Board of County Commissioners, BCT informs the public of changes by posting notices of public hearings, public meetings in both predominantly minority/low-income and predominantly non- minority/low-income areas on proposed bus route changes, community involvement and in newspapers of general circulation and minority/cultural newspapers; and posts flyers and posters on its transit buses and at transit facilities.

A sample of a BCT public notice is attached as Appendix 2.

b) TITLE VI COMPLAINT PROCESS

BCT reviews its policies and procedures for tracking and investigating Title VI complaints regularly. However, since BCT's Title VI update of December 2017, BCT has not altered its policies or procedures for tracking and investigating Title VI complaints, notices to the public regarding compliance with Title VI, and instructions to the public on how to file a discrimination complaint.

Complaint Procedures (Appendix 3)

BCT has included in its Title VI Complaint Procedures, the following criteria:

- Information on tracking and investigating Title VI complaints, and ensuring that the complaints are processed as outlined under 49 CFR Part 21 and Title VI of 1964 regulations;
- A copy of its Title VI complaints form, which conforms with Title VI of 1964 regulations;
- A copy of its Title VI notice to beneficiaries, translated into Spanish, and French Creole, and available in alternative formats.

Complaint Form (Appendix 3, Exhibit a)

Transit Related Complaints and Lawsuits

On July 15, 2020, BCT received a Title VI complaint alleging discrimination on the basis of race, color, or national origin with respect to transportation service or other transit-related benefits. A review was conducted, and it was determined that there was no Title VI violation.

However, to our knowledge, no formal Title VI lawsuits have been filed against Broward County or BCT.

c) PUBLIC OUTREACH AND INVOLVEMENT PLAN

BCT's website has been enhanced to be more user-friendly, resulting in over 230,000 average annual visits. The e-newsletter is sent to nearly 6,000 email clients with service updates and links to the web page. In addition, the Public Outreach and Involvement Plan includes e-surveys with campaign incentives, the reformatting of bus schedules to ADA compliance, and the conversion of the website in multiple languages, including Spanish and Creole.

BCT has implemented two-way social media on its Facebook page, enabling our customers to submit comments and to receive accurate feedback on programs and services. This enhancement is increasing the number of "followers" to the BCT Facebook page. BCT is preparing to launch a web-enabled mobile phone app to provide customers with 'real time' schedule information, e-mail message alerts and the ability to access 'real time' information. Interactions with customers via their mobile phone devices are expected to increase public outreach capabilities.

The customer service telephone intake module has been upgraded to expedite customer comments, provide customers with status reports and provide for accurate tracking and customer resolutions.

The agency also has an extensive outreach effort that involves participation at special events and programs. Emphasis is placed on communication with various cultural/diverse communities. Participation is in the form of presentations, tours of facilities, event tables where transit information is dispersed, including in Spanish and Creole.

BCT has strived to make its Customer Call Center capable of communicating with callers in different languages. Currently, there are customer service agents able to communicate in Creole, French, and Spanish, as well as English.

A copy of BCT's Public Participation Plan is attached as Appendix 4.

d) LANGUAGE ASSISTANCE PLAN - FOUR-FACTOR ANALYSIS

BCT has conducted the Four-Factor Analysis as required by the FTA and developed a Language Assistance Plan (LAP). BCT has taken measures to ensure compliance with the FTA's requirements to provide meaningful access to programs and activities for individuals who are limited-English proficient.

A copy of BCT's LAP is attached as Appendix 5.

e) DEMOGRAPHIC COMPOSITION OF NON-ELECTED TRANSIT COMMITTEE

Transit Development Plan (TDP) Advisory Review Committee (ARC):

The TDP Advisory Review Committee (ARC) was assembled to ensure that the TDP proceeds in adherence with local objectives and needs. The ARC reviewed and provided comments on all major deliverables. The ARC was composed of representatives from major stakeholder groups, as agreed upon by the Executive Committee comprised of BCT staff. The racial breakdown of the ARC as of this plan is as follows:

Minority Representation: Racial Breakout of the TDP Advisory Review Committee								
Body	White, Non-Hispanic/Latino	Hispanic/Latino	Black/African American	Asian	Native American	Other/Multiracial	Non-Minority Total	Minority Total
Service Area	34.6%	20%	28.5%	3.2%	< 1%	2.3%	34.6%	65.4%
TDP Advisory Review Committee	50%	17%	25%	0%	0%	8%	50%	43%

f) MONITORING COMPLIANCE WITH TITLE VI

Conduct Compliance Assessments

Every three years, BCT will perform service assessments for Title VI compliance consistent with the procedures set forth in this document. Performance reports are also used to monitor standards.

Determinations of Compliance as a Part of Local Decision-making Processes: BCT is committed to working with all communities in Broward County that are affected by changes in the public transit system. BCT has an established policy managed by the Customer Relations and Communications Section for soliciting input when changes are made to the transit system.

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Whenever service changes are proposed, BCT announces these in advance and solicits patrons and affected communities for comments through various mediums. Because BCT customers are predominately from minority and low-income communities, BCT holds public hearings and informational meetings at locations most accessible to people in those communities who are most likely to be most affected by the changes. When issues are raised during the public hearing that require further discussion beyond the hearing, BCT will meet with individual community groups to address their concerns.

Monitoring Subrecipients

The City of Fort Lauderdale is a direct recipient partner. Most municipalities that partner with BCT in the Community Shuttle Program are subrecipients. BCT monitors these subrecipients through the collection of Title VI Programs, quarterly meetings, and applications for service changes that require subrecipients to notify BCT in advance of any adjustment to service or fares. Additionally, through Interlocal Agreements (ILAs), BCT requires all Community Shuttle partners to hold public hearings based on predetermined service change thresholds. BCT collects public hearing notices and meeting minutes to confirm that public hearings are held according to the ILAs. Subrecipients of BCT are listed in the chart below:

Community Bus Partnering Municipality*	Status	Title VI Program Submittal to BCT	Review Date
City of Coconut Creek	Subrecipient	11/2018	03/2020
City of Coral Springs	Subrecipient	11/2018	03/2020
City of Dania Beach	Subrecipient	11/2018	03/2020
Town of Davie	Subrecipient	11/2018	03/2020
City of Deerfield Beach	Subrecipient	11/2018	03/2020
City of Hillsboro Beach	Subrecipient	11/2018	03/2020
City of Hollywood	Subrecipient	11/2018	03/2020
City of Lauderdale-by-The-Sea	Subrecipient	11/2018	03/2020
City of Lauderdale Lakes	Subrecipient	11/2018	03/2020
City of Lauderhill	Subrecipient	11/2018	03/2020
City of Lighthouse Point	Subrecipient	11/2018	03/2020
City of Margate	Subrecipient	11/2018	03/2020
City of Miramar	Subrecipient	11/2018	03/2020
City of Pembroke Pines	Subrecipient	11/2018	03/2020
City of Pompano Beach	Subrecipient	11/2018	03/2020
City of Tamarac	Subrecipient	11/2018	03/2020
City of West Park	Subrecipient	11/2018	03/2020

*The City of Hallandale Beach's Community Shuttle Program has been exclusively funded with local monies.

Portions of BCT's ILA referencing the Title VI requirement are attached as Appendix 6.

g) FACILITY EQUITY ANALYSIS

No facilities covered by these requirements were developed since the last Title VI Program submission in December 2017.

III. REQUIREMENTS FOR TRANSIT PROVIDERS

a) SERVICE STANDARDS AND POLICIES

BCT performs internal reviews for service delivery and capital program decisions. The Service and Strategic Planning Division is charged with the responsibility for assigning and distributing buses equitably among the various routes that serve Broward County's diverse population.

BCT's Service Standards and Policies are attached as Appendix 7.

b) MAJOR SERVICE CHANGE, DISPARATE IMPACT AND DISPROPORTIONATE POLICIES

BCT developed major service change, disparate and disproportionate burden policies through evaluation of peer comparisons, and public meetings to gather public input on the proposed thresholds. These policies are also available for public review and comment through our website.

BCT's policies and a snapshot of our website are attached as Appendix 8.

c) SERVICE MONITORING PROGRAM AND REPORT

BCT monitors performance-based data on the adopted service measures and policies. Data is collected for each of the performance measures and statistics are created that allows BCT to compare minority and non-minority routes. If performance targets are not met, especially for minority routes, BCT will develop steps that will be taken to come into compliance with the service measures.

A copy of BCT's Service Monitoring Report is attached as Appendix 9.

d) SERVICE AND/OR FARE EQUITY ANALYSES

As indicated in FTA Circular 4702.1B ("Circular"), BCT conducts a Title VI equity analysis during the planning of a major service change or any magnitude of fare change, to determine whether those changes will have a discriminatory impact based on race, color, or national origin. Equity analyses are conducted regardless of whether proposed changes would be detrimental or beneficial to riders overall: a service expansion or fare decrease must be evaluated according to a similar process as a service reduction or fare increase.

In addition, BCT evaluates those proposed changes to determine whether the changes have a disproportionately high and adverse impact on minority populations and/or low-income populations.

BCT's Fare History Chart is attached as Appendix 10.

e) **DEMOGRAPHIC AND SERVICE PROFILE**

General Characteristics and Trends

There has been a significant change in the racial and ethnic makeup in Broward County between the 2000 Census and the 2010 Census. As indicated by the 2010 US Census, Broward has become a “minority-majority” county.

For this analysis, the 2014-2018, 5-Year American Community Survey (ACS) data was utilized. The Non-Hispanic White population accounted for less than 50 percent of the total population. The new percentage of minorities stands at 65.4 percent. The Hispanic population is now the largest minority group and is closely followed by the Non-Hispanic Black population.

BCT uses a one-quarter mile buffer around each route to establish a service area. The 2019 BCT service area population is 2,177,392. This is slightly greater than the population of the County (1,909,151) due to routes that provide connectivity into our northern and southern neighboring counties. The percentage of minorities in the service area is 65.4 percent and low-income population comprises 21.1 percent.

Fixed-Route Service

BCT operates 36 local routes, 4 limited-stop (Breeze) routes, and 6 express routes. Due to our unique location in the center of the Miami UZA, these routes are critical for providing regional connectivity throughout the metropolitan area.

Demographic and Service Maps

Demographic information for BCT’s service area is derived from the US Census Bureau’s American Community Survey 5-Year Estimates. All data profiles are maintained in a Geographic Information Systems (GIS) file geodatabase. Using the most recent 5-year estimates for the time period 2014-2018, maps of BCT’s service with minority, low-income, and LEP Census tracts were created.

[BCT's Demographic and Service maps are attached as Appendix 11.](#)

In 2018, BCT conducted a major update of the Transit Development Plan (TDP). A significant portion of the study was focused on generating an updated BCT rider demographic profile. A total of 7,199 passenger surveys were collected on-board BCT routes during the second quarter of 2018. The system-wide results of the on-board survey are statistically significant with greater than 95% confidence and margin of error of ± 3 percent. Additional information about the on-board survey effort and findings can be found in the BCT Connected 2018-2028 Transit Development Plan.

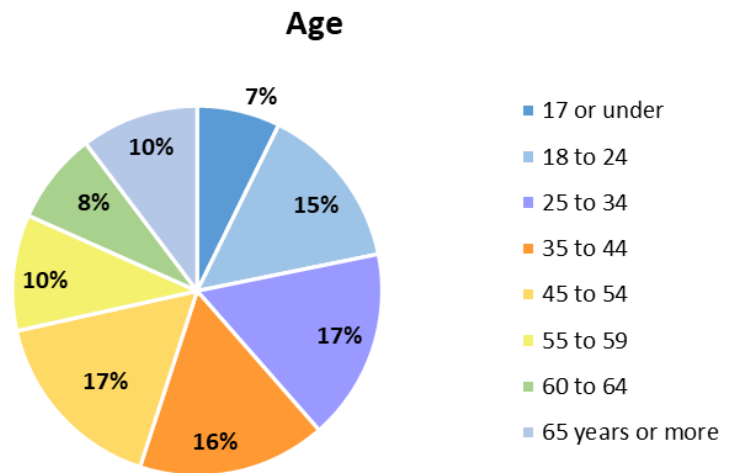
[BCT's TDP \(including survey documents\) is attached as Appendix 12.](#)

Ridership Travel Patterns

A demographic summary of BCT fixed route services is provided below:

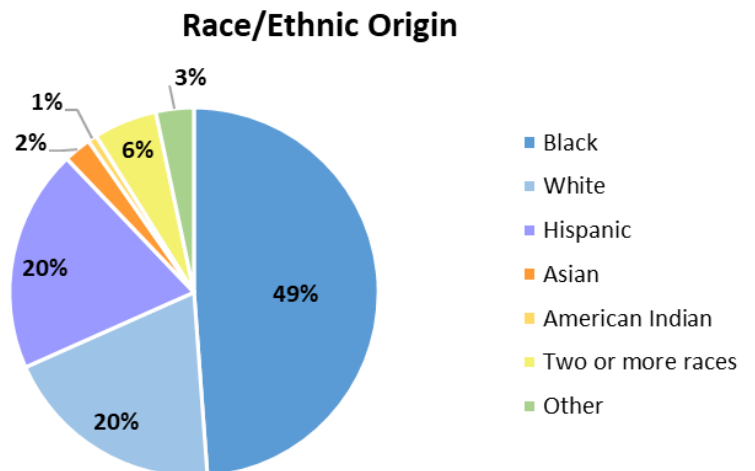
Age

Over 83 percent of respondents are between the ages of 18-64. Seven (7) percent were under the age of 17 and 10 percent are over the age of 65. The percentage of 65+ transit passengers is well below the county proportion in the same age range.



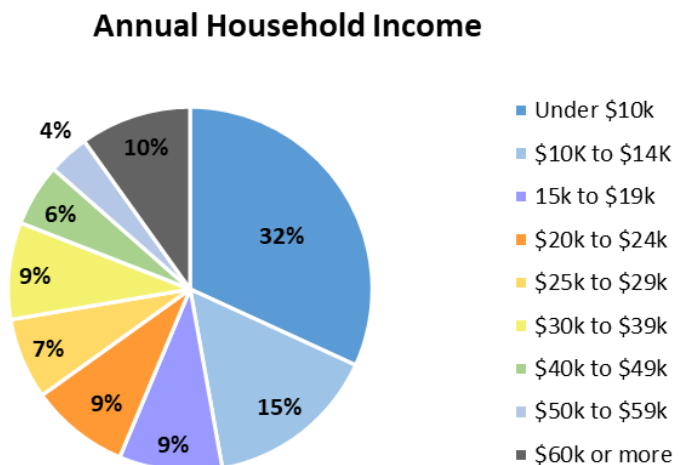
Ethnic Origin

Minorities comprise 81 percent of transit passengers. Forty-nine (49) percent are Black/African American, 20 percent Hispanic, 12 percent Asian, American Indian, Multiracial or other. Non-Hispanic White passengers comprise 20 percent of BCT ridership.



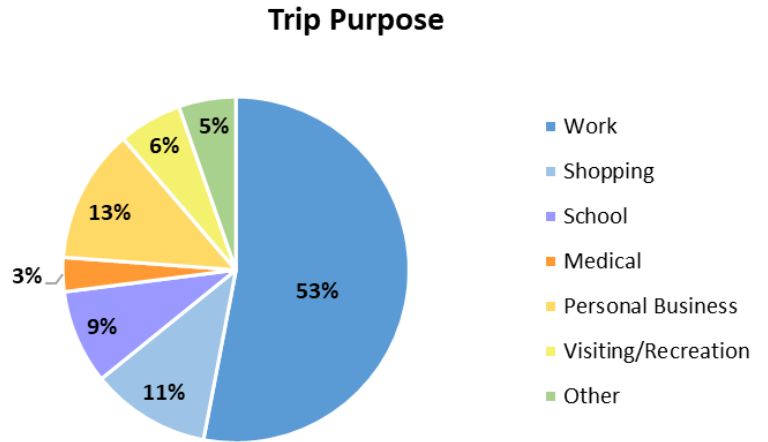
Income

A typical BCT passenger has a very low income with 56 percent of riders reporting household incomes of less than \$20,000 per year; however, the percentage of passenger in upper incomes have increased since 2008 due to the success of 95 and 595 Express Service.



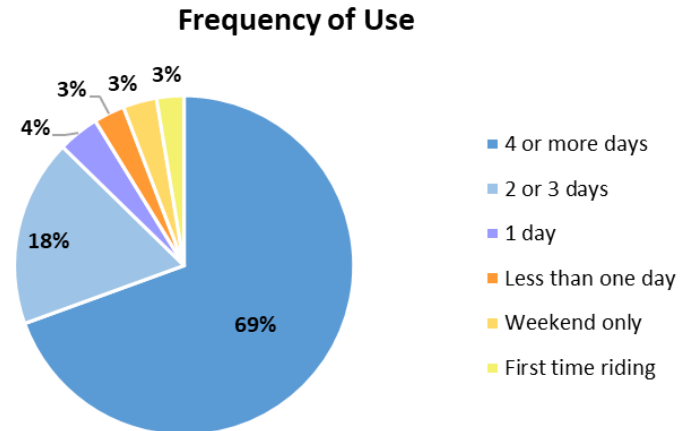
Trip Purpose

Most respondents, over 53 percent, use BCT primarily for work, with personal business following with 13 percent and school with 9 percent along with shopping at 11 percent.



Frequency of Use

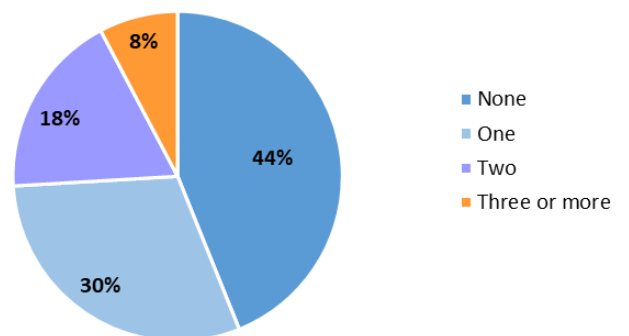
The average BCT rider is a frequent user of the system with around 69 percent of passengers using the system 4 or more days per week. Nearly 87 percent of riders use BCT at least 2 days per week.



Number of Vehicles in Household

Most BCT passengers (44 percent) surveyed live in households where there are no motor vehicles available. Thirty (30) percent live in a household with only one vehicle. When considered along with household income and frequency it is clear that a large segment of BCT users require transit because they do not have an alternative form of transportation.

Motor Vehicles per Household



Minority/Low-Income Census Tracts and Routes

Predominantly minority census tracts were determined based on minority population meeting or exceeding the total percentage of minority population (65.4%) of BCT's service area.

Predominantly low-income tracts were determined based on poverty thresholds set by the Department of Health and Human Services (HHS). Census tracts meeting or exceeding the total percentage of low-income population (21.1%) of BCT's service area were deemed predominantly low-income.

Minority routes were established using the definition in FTA Circular 4702.1B where routes that have 1/3rd of its miles in predominately minority Census tracts are classified as minority routes. Using this methodology, 70 percent of our local and limited-stop (Breeze) routes are classified as minority routes for Title VI purposes.

Express routes that offer many miles of closed-door service were evaluated using an alternate methodology. BCT created an alternate methodology to more accurately determine minority status. A 3-mile buffer from the origin park and ride lot was created to derive the minority population. If the minority population around the parking facility exceeded the system average, the routes are classified as minority for Title VI purposes. Using this methodology, 67 percent of our Express routes are Title VI minority routes.

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Title VI Minority Routes

Route	Route Miles	Minority Segment	Miles Percentage	Minority
1	18.46	1.07	5.8%	NO
2	53.00	23.15	43.7%	YES
4	19.51	0.68	3.5%	NO
5	24.07	19.82	82.3%	YES
6	23.59	9.15	38.8%	YES
7	53.38	39.15	73.3%	YES
8	10.72	5.63	52.5%	YES
9	36.78	13.78	37.5%	YES
10	35.10	1.18	3.4%	NO
11	32.18	10.09	31.3%	NO
12	21.11	5.81	27.5%	NO
14	21.04	11.60	55.1%	YES
15	21.18	8.69	41.0%	YES
16	16.18	5.25	32.5%	NO
18	23.07	13.20	57.2%	YES
19	18.68	7.56	40.5%	YES
20	14.98	4.35	29.0%	NO
22	45.88	18.50	40.3%	YES
23	19.78	8.04	40.6%	YES
28	39.54	27.65	69.9%	YES
30	12.42	1.32	10.6%	NO
31	39.82	19.59	49.2%	YES
34	14.68	6.62	45.1%	YES
36	29.33	16.83	57.4%	YES
40	24.74	11.55	46.7%	YES
42	14.35	3.72	25.9%	NO
48	14.03	0.81	5.7%	NO
50	23.96	15.77	65.8%	YES
55	32.68	16.37	50.1%	YES
56	7.15	3.57	49.9%	YES
60	27.28	16.50	60.5%	YES
62	38.49	15.29	39.7%	YES
72	35.04	20.20	57.6%	YES
81	43.63	31.57	72.4%	YES
83	22.25	9.40	42.3%	YES
88	17.88	3.41	19.0%	NO
101	13.56	0.75	5.6%	NO
102	33.01	16.88	51.1%	YES
122	18.87	7.98	42.3%	YES
441	27.58	15.11	54.8%	YES

* Local/Breeze routes are classified as Title VI Minority Routes if 33% or more of the route miles occur along predominately minority census tracts

Express Route	Population	Minority Population	Percent	Minority Route
106	133,910	98,423	73.5%	YES
108	327,726	274,899	83.9%	YES
109	311,425	244,162	78.4%	YES
110	265,451	146,748	55.3%	NO
114	297,031	183,379	61.7%	NO
115	105,327	85,693	81.4%	YES

** Express routes are classified as Title VI Minority Routes if the minority population within a 3-mile radius of the park & ride facility is greater than the system average (65.4%)

IV. BROWARD COUNTY BOARD OF COMMISSIONERS APPROVALS

October 2018 Major Service Change – BCT conducted an equity analysis for a major service change in 2018 which established a new route, the Broward Breeze, which runs from Sawgrass Mills Mall and the BB&T Park and Ride, to the Broward Health Medical Center. After a public hearing and outreach efforts, the Board approved the change on October 23, 2018 to be effective January 14, 2019.

February 2019 Major Service Change – BCT conducted an equity analysis for a major service change in 2019 which discontinued the 95 Express Hollywood (Route 107). After a public hearing and outreach efforts, the Board approved the change on January 29, 2019 to be effective February 24, 2019.

July and September 2019 Major Service Change – BCT conducted an equity analysis for a major service change in 2019 for the Transportation Surtax’s first year improvement of transit service which promotes connectivity and expands the availability of multimodal transportation which the confines of the plan. After a public hearing and outreach efforts, the Board approved the change on June 11, 2019 to be effective in July and September 2019.

January 2020 Major Service Change – BCT conducted an equity analysis for a major service change in 2019 which established a new route, the 75 Express Sunrise/Miami Airport Station (Route 115). After a public hearing and outreach efforts, the Board approved the change on December 3, 2019 to be effective January 13, 2020.

The approved Agenda Items are attached as Appendix 13.

V. CERTIFICATIONS AND ASSURANCES

On April 29, 2020, the County Attorney executed the Certifications and Assurances as required by the Federal Transit Administration.

A copy of the Memo Designation of Signature Authority for the Transportation Electronic Award and Management Process to the County Attorney for execution of annual Certification and Assurances is attached as Appendix 14.

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
1**

Organizational Charts

GOVERNMENTAL STRUCTURE OF BROWARD COUNTY

BOARD OF COUNTY COMMISSIONERS			
COMMISSIONER	DIST.	PHONE	
Nan H. Rich	1	357-7001	
Mark D. Bogen	2	357-7002	
Michael Udine	3	357-7003	
Lamar P. Fisher	4	357-7004	
Steve Geller, <i>Vice Mayor</i>	5	357-7005	
Beam Furr	6	357-7006	
Tim Ryan	7	357-7007	
Dr. Barbara Sharief	8	357-7008	
Dale V.C. Holness, <i>Mayor</i>	9	357-7009	
Kimberly Maro, <i>Public Information Manager</i>		357-8053	

JUDICIARY	
Circuit Court Judges	831-7740
County Court Judges	831-7740
Clerk of Court	831-5604
Brenda Forman	
State Attorney	831-6955
Michael Satz	
Public Defender	831-8650
Howard Finkelstein	

ELECTORATE

COUNTY COMMISSION NINE MEMBER BOARD

COUNTY ATTORNEY
ANDREW J. MEYERS
357-7600

COUNTY AUDITOR
ROBERT MELTON
357-7590

ELECTIONS SUPERVISOR
PETER ANTONACCI
357-7050

PROPERTY APPRAISER
MARTY KIAR
357-6830

SHERIFF
GREGORY TONY
831-8900

OFFICE OF THE INSPECTOR GENERAL
JOHN W. SCOTT
357-7873
357-TIPS (8477)

COUNTY ADMINISTRATOR BERTHA HENRY 357-7362

DEPUTY COUNTY ADMINISTRATOR
MONICA CEPERO
357-7354

ASSISTANT COUNTY ADMINISTRATORS
KIMM CAMPBELL — 357-7362
ALAN COHEN — 357-7364

PLANNING COUNCIL
BARBARA BLAKE BOY
357-6895

OFFICE OF MEDICAL EXAMINER & TRAUMA SRVS.
DR. CRAIG MALLAK
357-5200

OFFICE OF PUBLIC COMMUNICATIONS
MARGARET STAPLETON
357-6990

OFFICE OF ECONOMIC & SMALL BUS. DEVELOPMENT
SANDY-MICHAEL McDONALD
357-6673

OFFICE OF MANAGEMENT & BUDGET
NORMAN FOSTER
357-6346

GREATER FORT LAUDERDALE CONVENTION & VISITORS BUR.
STACY RITTER
786-4486

REGIONAL EMERGENCY SERVICES & COMMUNICATIONS
TRACY JACKSON
831-3908

MOBILITY ADVANCEMENT PROGRAM
GRETCHEN CASSINI
357-9501

ENVIRONMENTAL PROTECT. & GROWTH MANAGEMENT
LENNY VIALPANDO
357-6677

HUMAN SERVICES
VACANT
357-6385

PUBLIC WORKS
STEVE HAMMOND*
357-6410

FINANCE & ADMINISTRATIVE SERV.
GEORGE TABLACK
357-7130

AVIATION
MARK GALE
359-6214

PORT EVERGLADES
JONATHAN DANIELS
468-9516

TRANSPORTATION
CHRIS WALTON
357-6301

CULTURAL
PHILLIP DUNLAP
357-7456

LIBRARIES
KELVIN WATSON
357-7367

PARKS & RECREATION
DAN WEST
357-6106

PLANNING & DEVELOPMENT MGMT.
JO SESODIA
357-6932

HOUSING FINANCE & COMMUNITY REDEVELOP.
RALPH STONE
357-4100

BUILDING CODE SERVICES
HIPOLITO CRUZ
786-9361

ENVIRONMENTAL PLANNING AND COMMUNITY RESILIENCE
VACANT
519-1270

ENVIRONMENTAL AND CONSUMER PROTECTION
JEFF HALSEY
519-1280

ENVIRONMENTAL ENGINEERING & PERMITTING
SERMIN TUREGUN
519-1480

ANIMAL CARE & ADOPTION
VACANT

BROWARD ADDICTION RECOVERY CENTER
JACK FEINBERG
357-4930

COMMUNITY PARTNERSHIPS (Children, Homeless and Health Care Services)
DARRELL CUNNINGHAM
357-6386

CRISIS INTERVENTION SUPPORT DIVISION
CAROL COOK
357-6990

ELDERLY & VETERANS SERVICES
ANDREA BUSADA
357-6822

FAMILY SUCCESS ADMINISTRATION
EMANEL MARTINEZ
357-6367

CONSTRUCTION MANAGEMENT
ARIADNA MUSARRA
357-6470

FACILITIES MANAGEMENT
SCOTT CAMPBELL
357-5590

HIGHWAY & BRIDGE MAINTENANCE
ADRIANA TORO*
357-6064

HIGHWAY CONST. & ENGINEERING
BRAD TERRIER*
577-4657

TRAFFIC ENGINEERING
ANDREW SESO*
647-2600

SOLID WASTE & RECYCLING SERVICES
JEFF TURPIN
474-1949

WATER & WASTEWATER SERV.
ALAN GARCIA
831-0704

ACCOUNTING
KRISTIN CARPENTER
357-7140

ENTERPRISE TECHNOLOGY SRVS.
HOWELL HERRING
357-8821

HUMAN RESOURCES
DAVID KAHN
357-6005

PURCHASING
BRENDA BILLINGSLEY
357-6070

RECORDS, TAXES & TREASURY
TOM KENNEDY
357-5777

RISK MANAGEMENT
WAYNE FLETCHER
357-7203

BUSINESS & PROPERTIES MGMT.
YASMI GOVIN
359-6145

CAPITAL IMPROVEMENT PROJECTS
VACANT
359-2343

PLANNING
MIKE PACITTO
359-6103

FINANCE
JASON WATKINS
359-6128

ADMINISTRATION
CELINA SAUCEDO
359-1329

MAINTENANCE
RICHARD WASKEWICZ
359-1250

OPERATIONS
JOHN POKRYFKE
359-1214

BUSINESS ADMINISTRATION
JORGE HERNANDEZ
468-3501

BUSINESS DEVELOPMENT
JIM PYBLURN
468-3521

FINANCE
LEAH BRASSO
468-3513

OPERATIONS
JEFFREY WHITE*
468-0219

REPORT ENGINEERING & FACILITIES MAINTENANCE
JOHN FOGLESONG
468-0142

FLEET SERVICES
ROSS MESLIN
357-6492

TRANSIT
TIM GARLING
357-6434

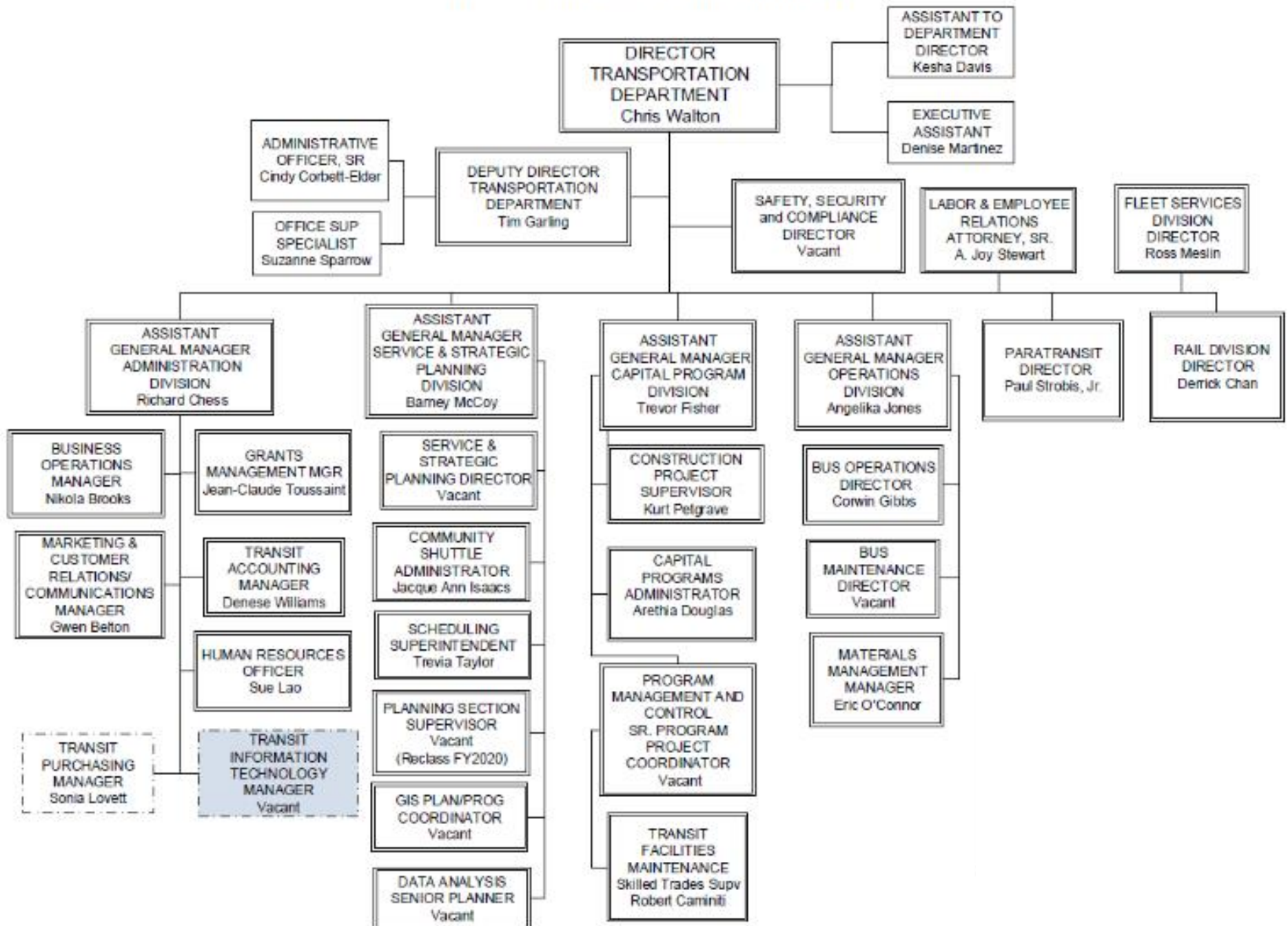
RAIL
DEFRICK CHAN
357-6235

*Acting
All phone numbers use area code 954
09-01-2020

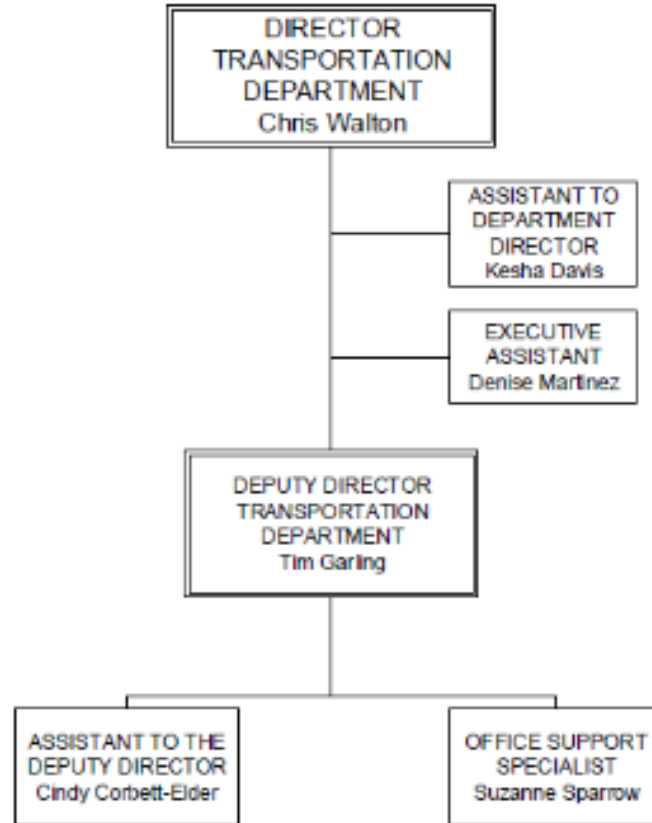


Organizational Chart 2020

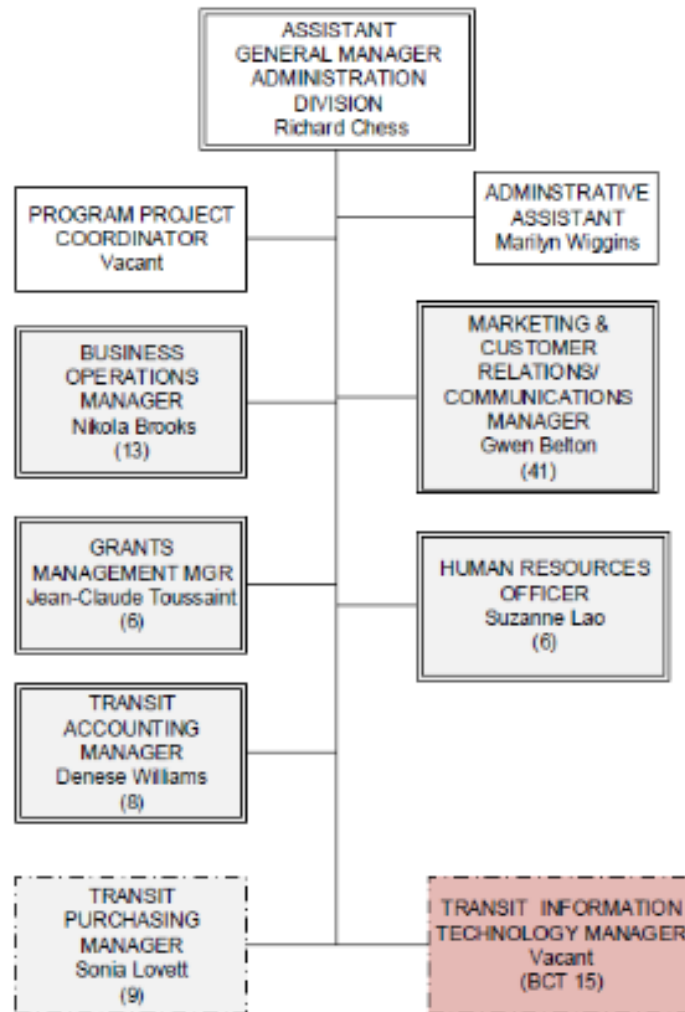
TRANSPORTATION DEPARTMENT



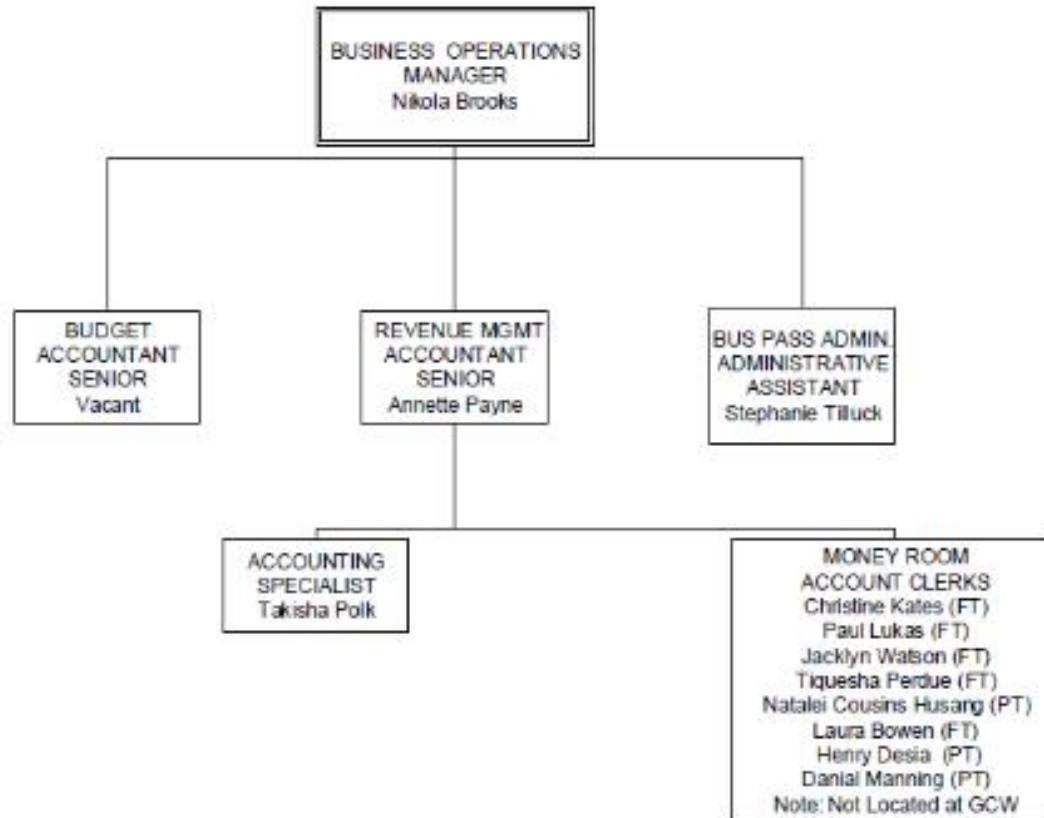
TRANSPORTATION DEPARTMENT
EXECUTIVE OFFICE



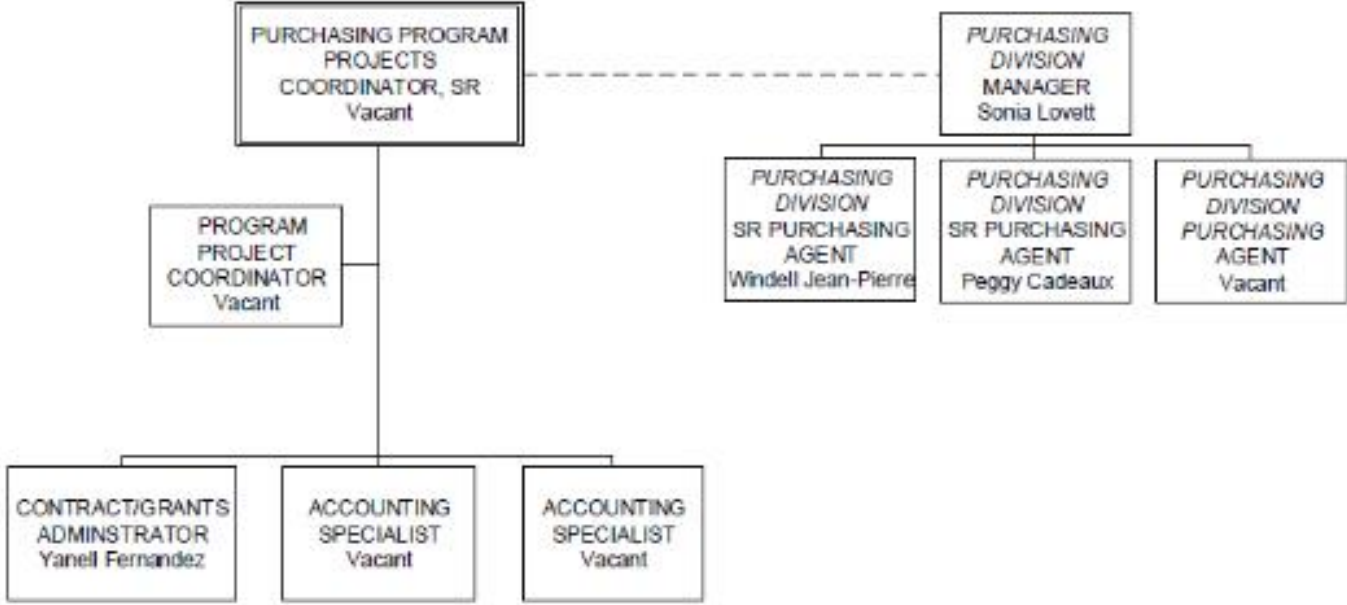
ADMINISTRATION DIVISION



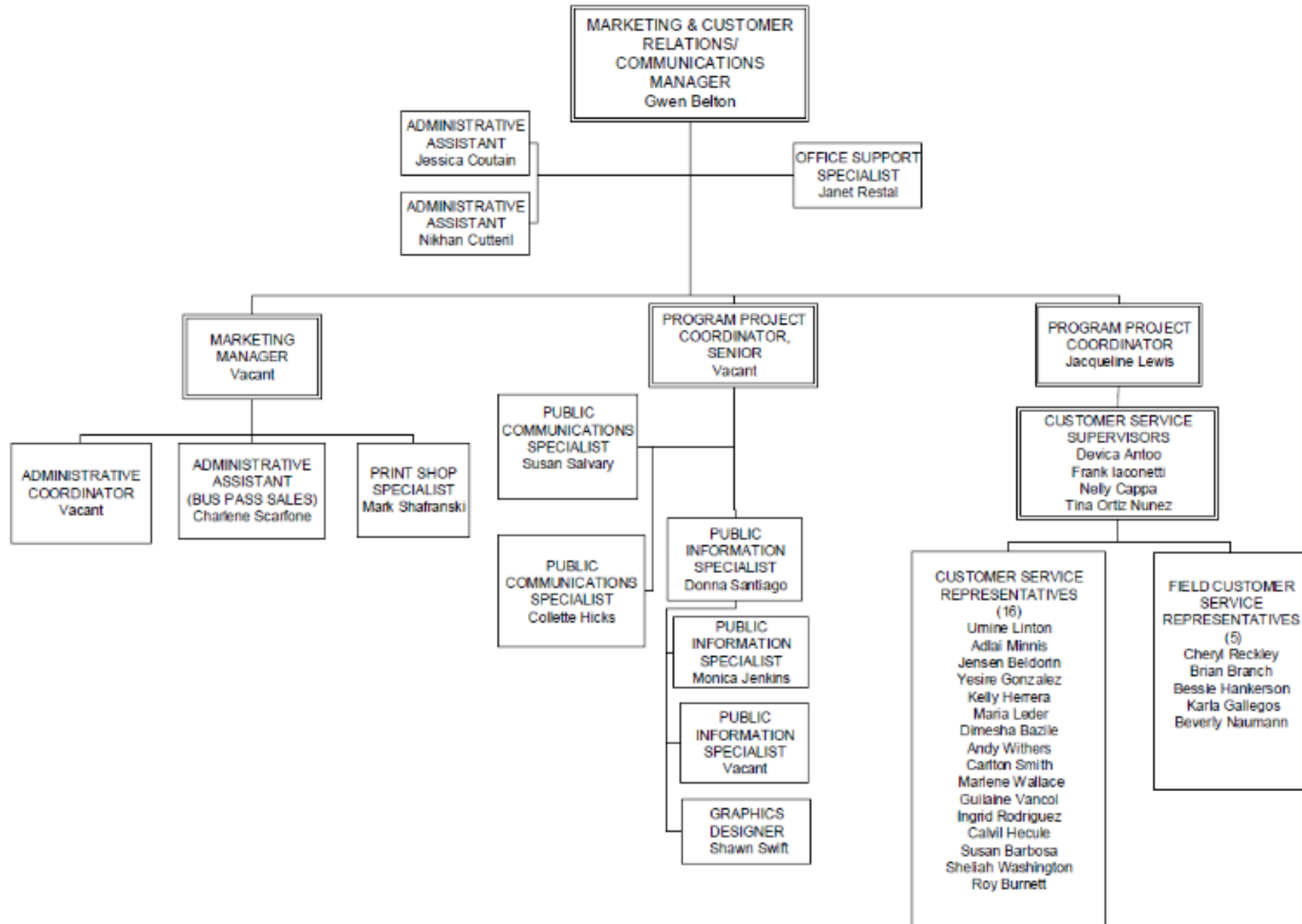
BUSINESS OPERATIONS



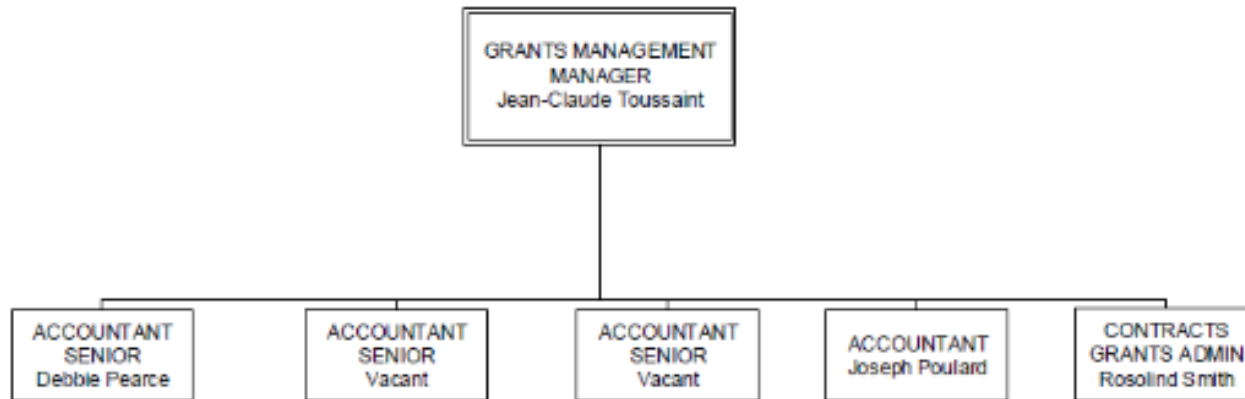
TRANSIT PURCHASING



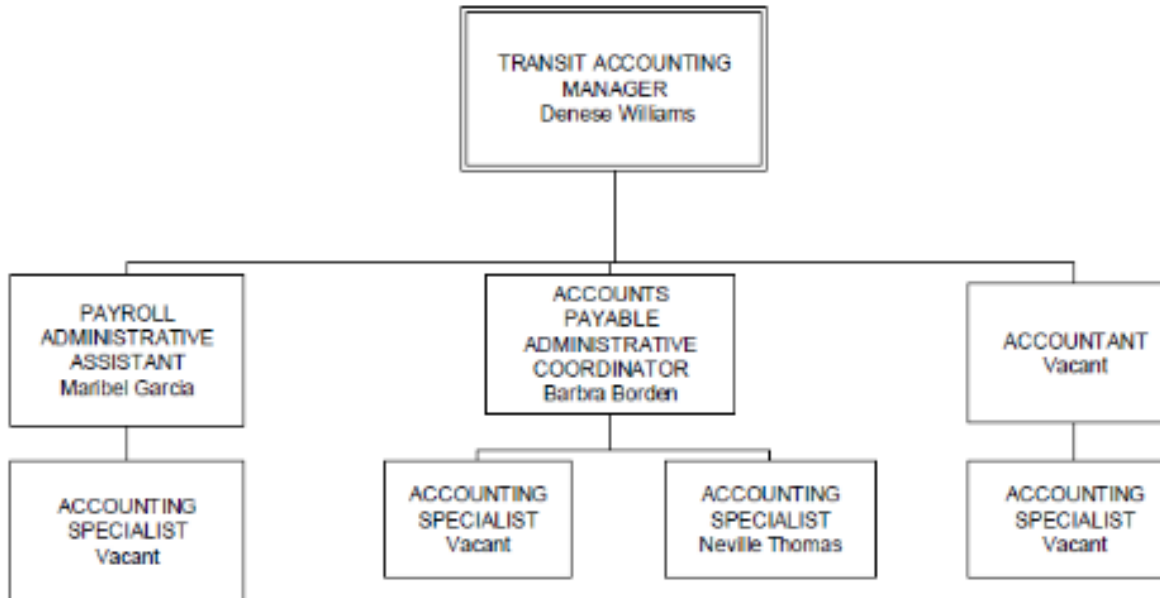
MARKETING & CUSTOMER RELATIONS/COMMUNICATIONS



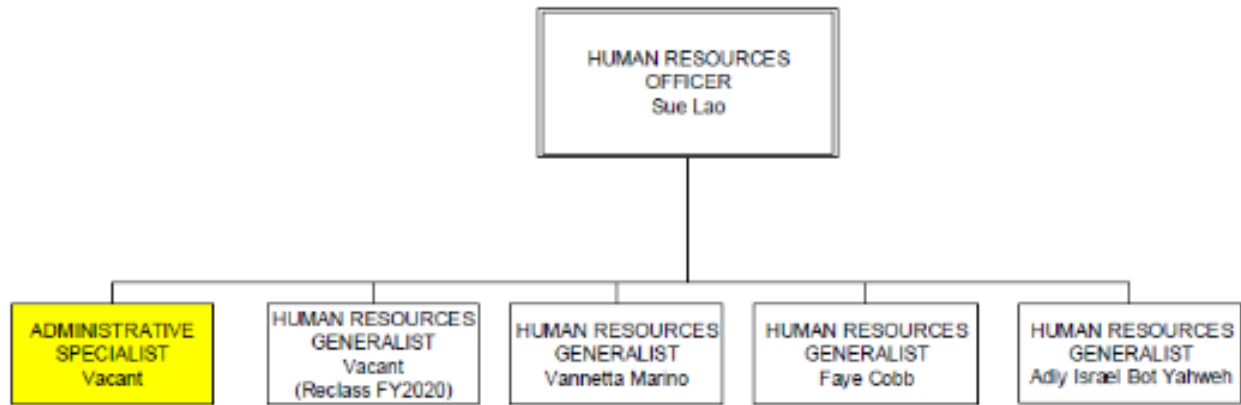
GRANTS MANAGEMENT



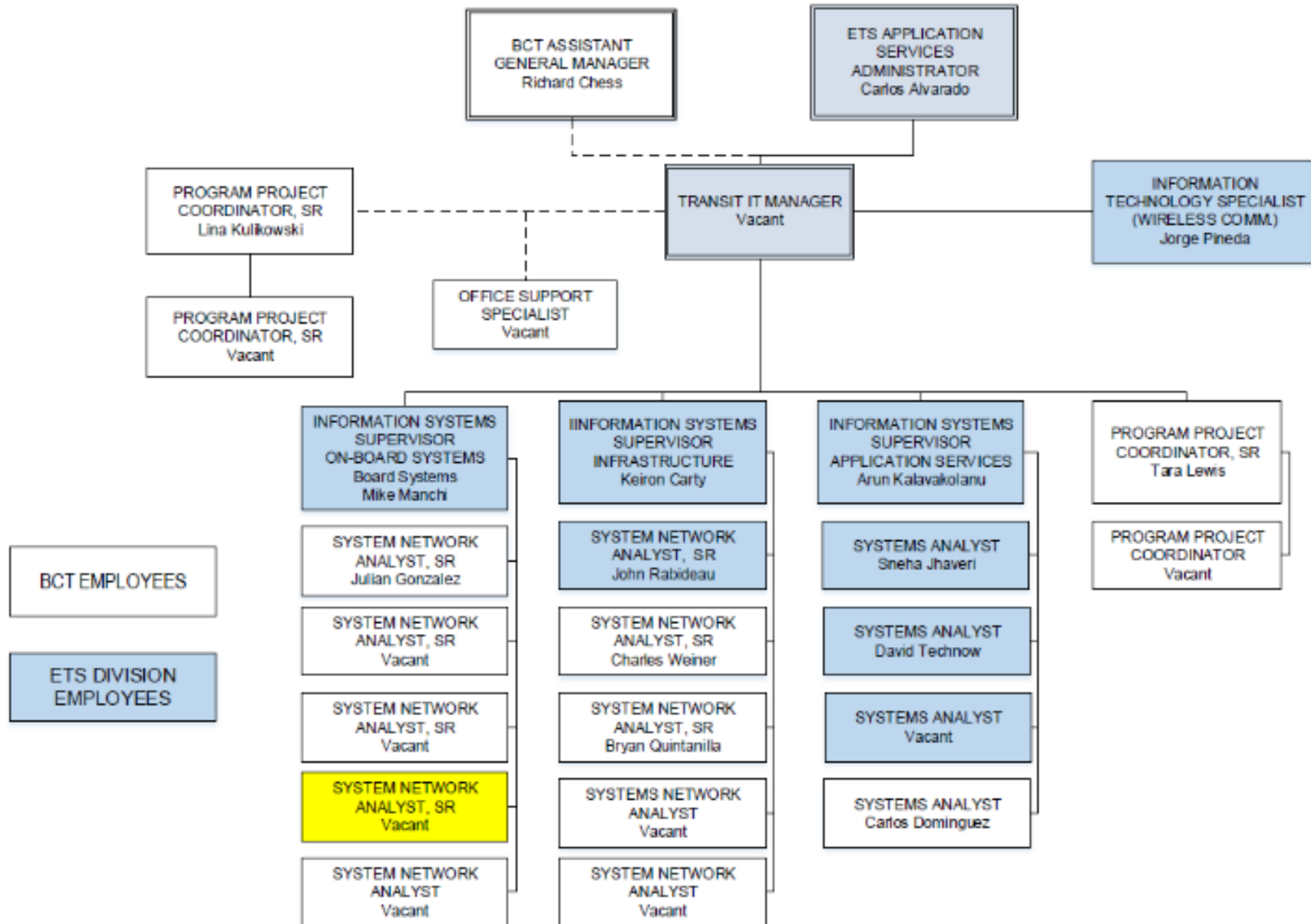
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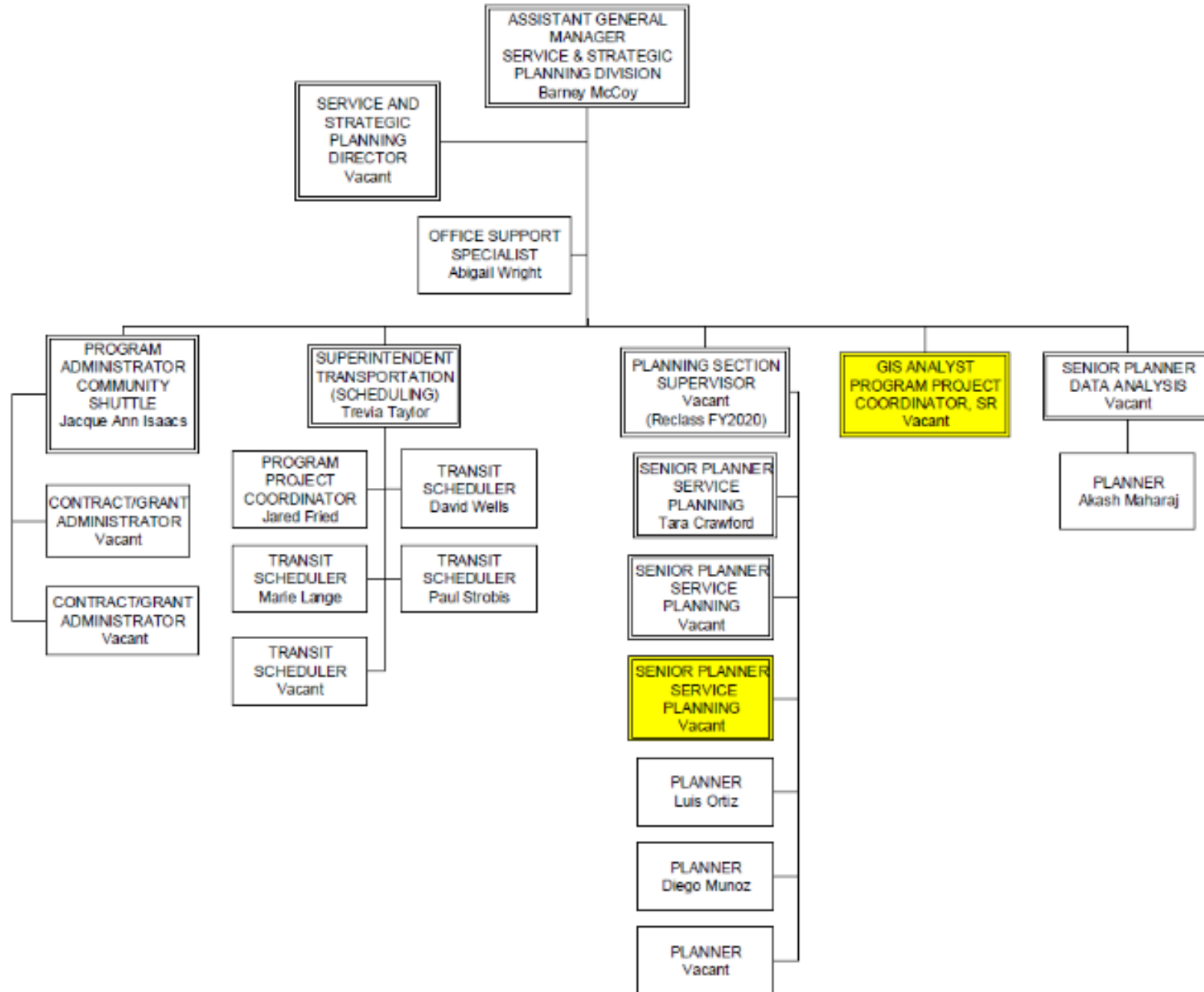
HUMAN RESOURCES



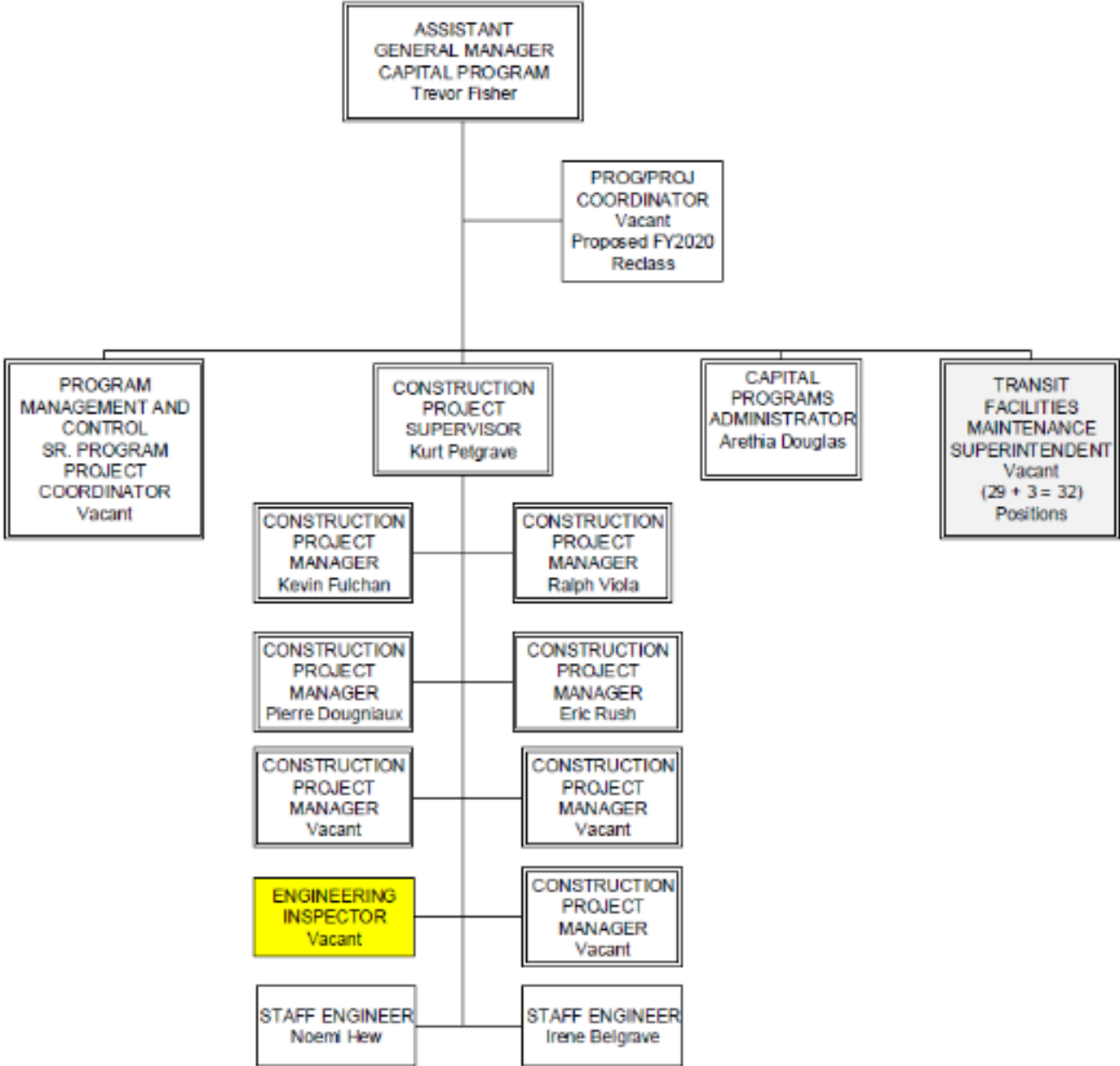
TRANSIT INFORMATION TECHNOLOGY



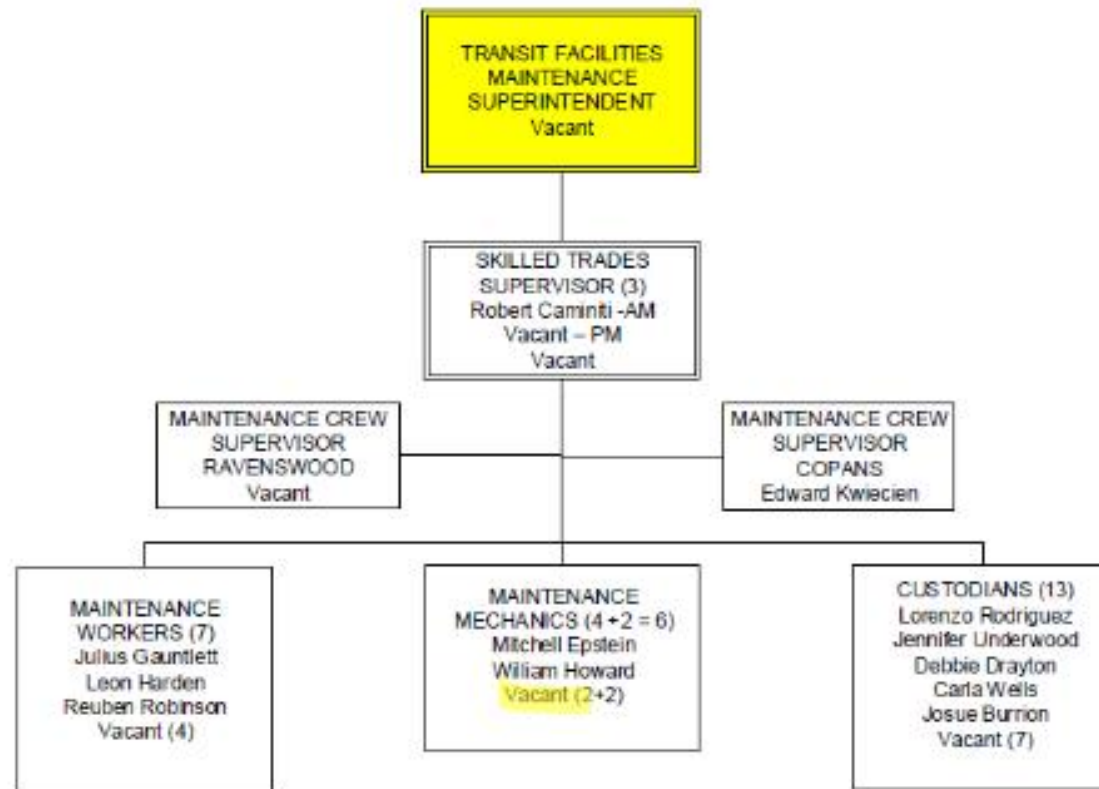
SERVICE AND STRATEGIC PLANNING DIVISION



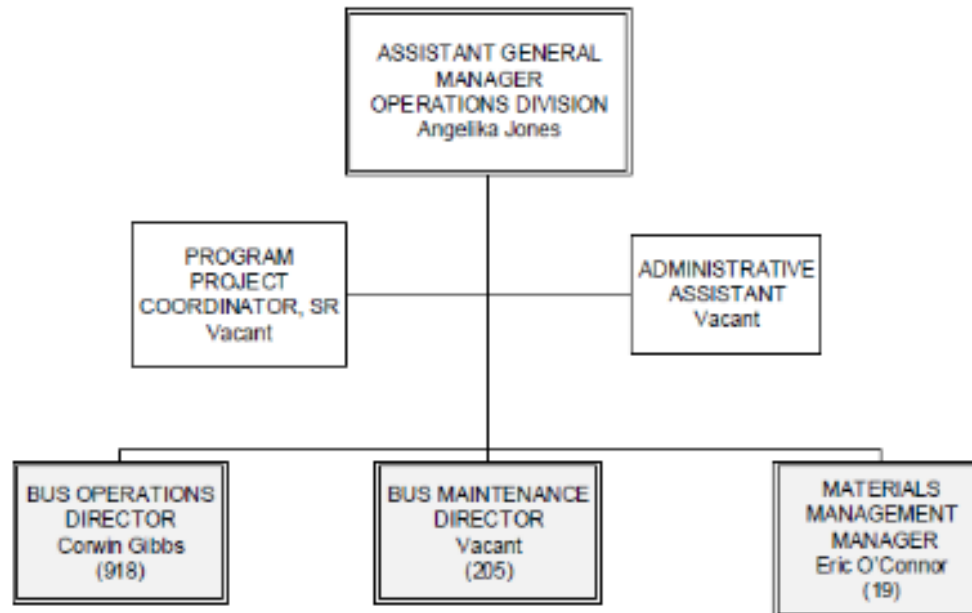
CAPITAL PROGRAM DIVISION



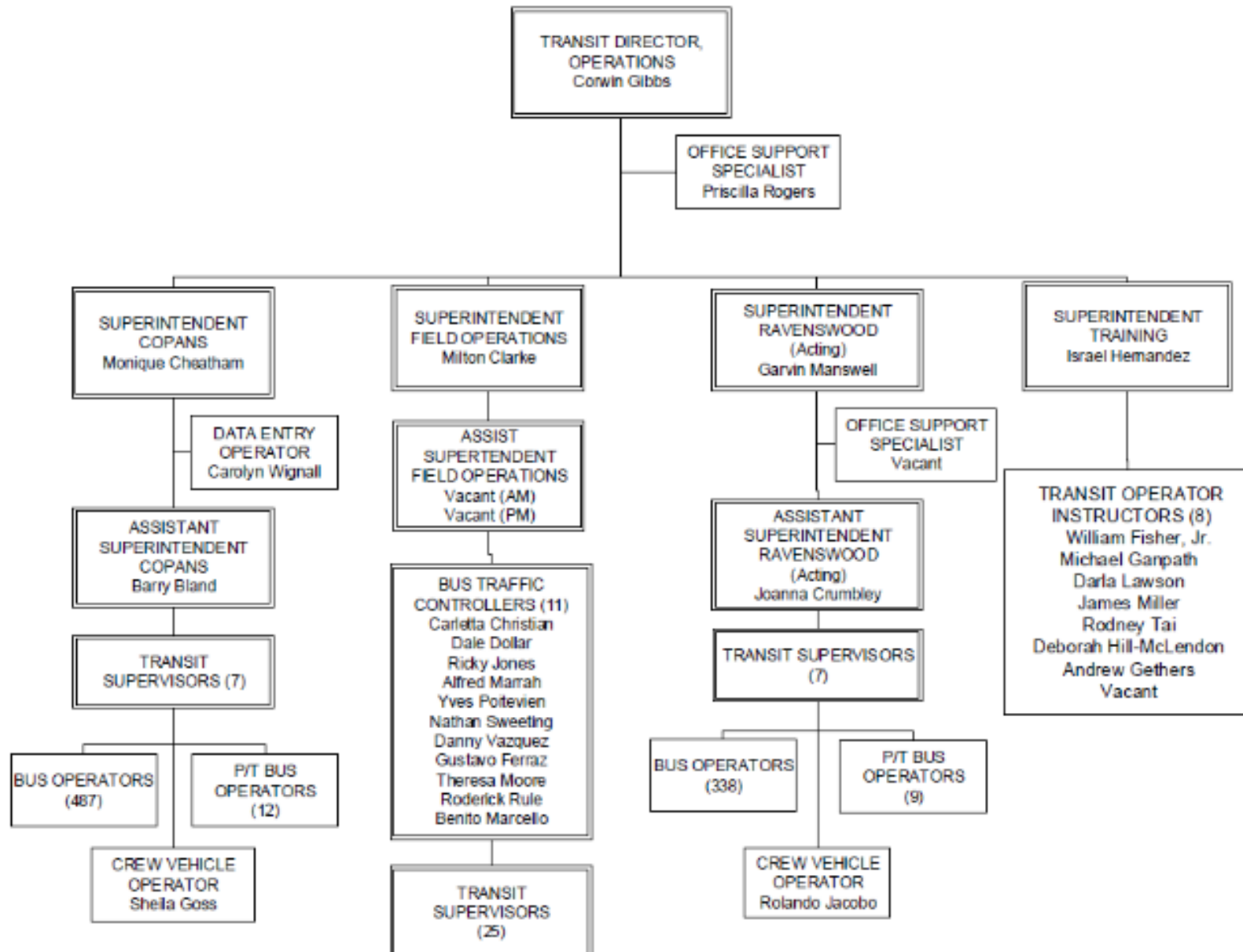
TRANSIT FACILITIES MAINTENANCE



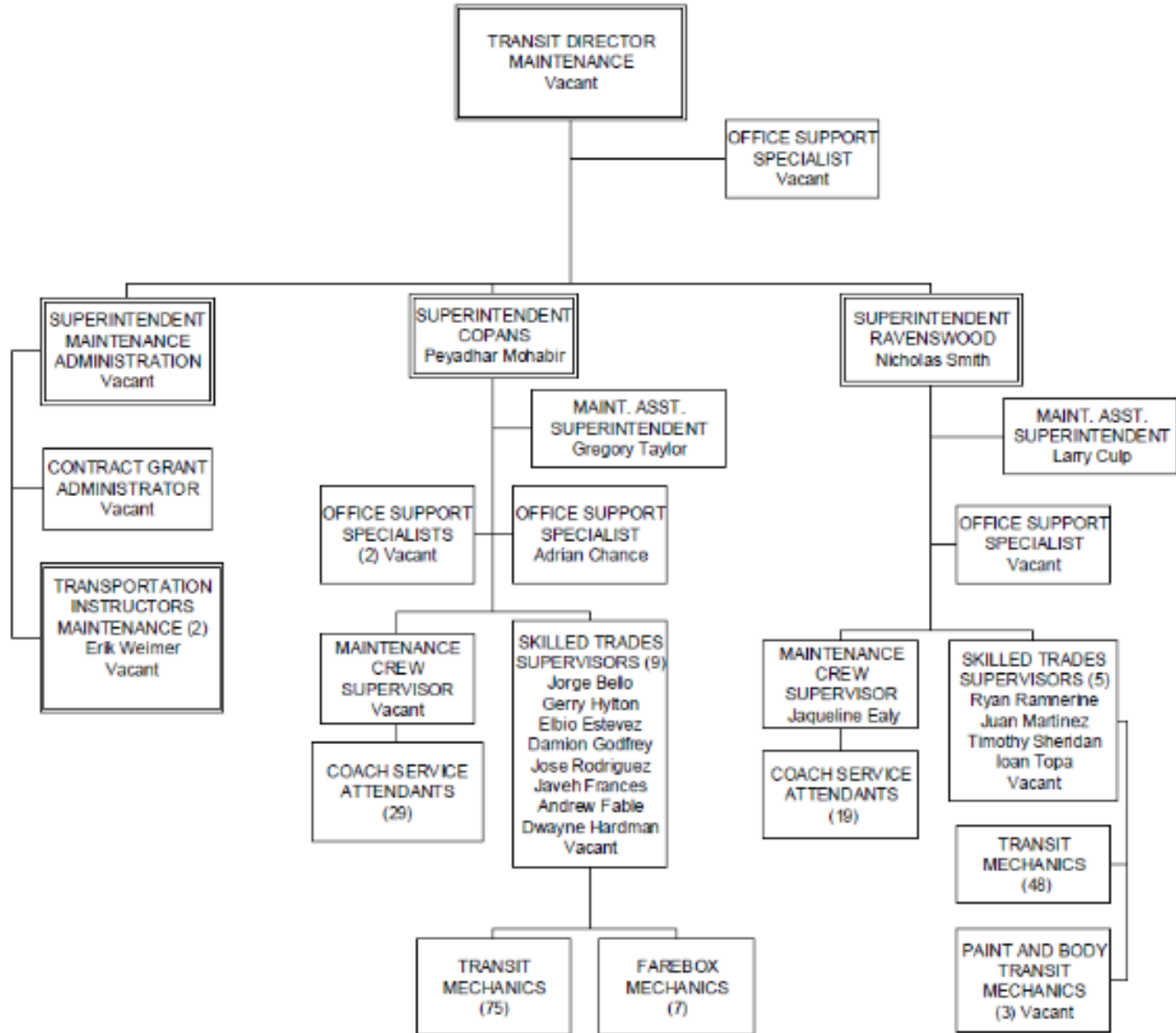
OPERATIONS DIVISION



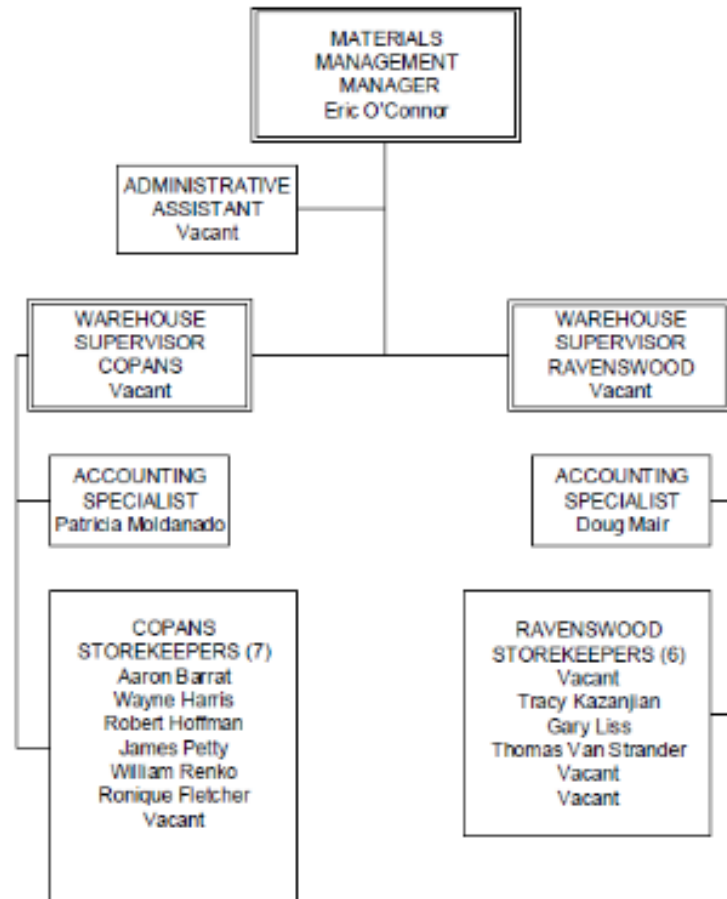
BUS OPERATIONS



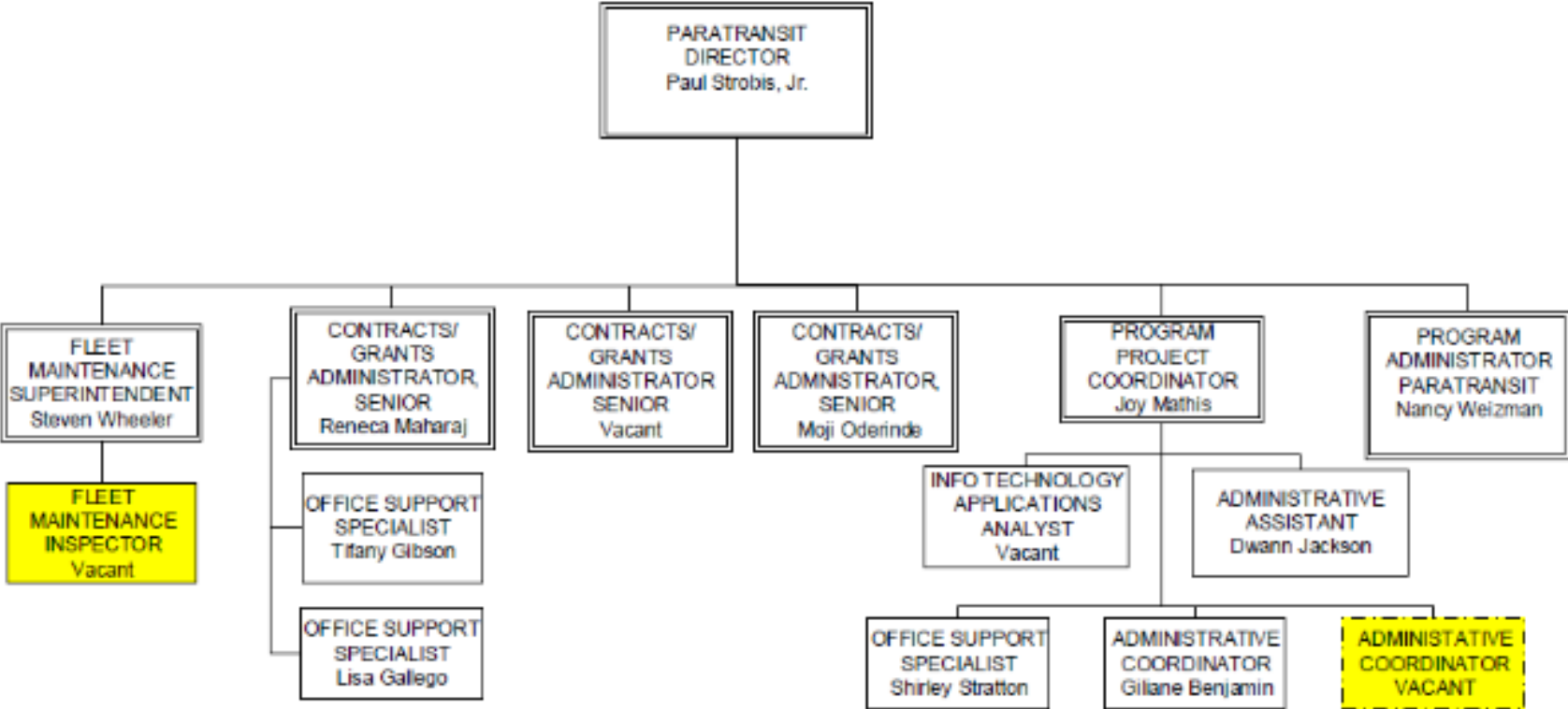
BUS MAINTENANCE



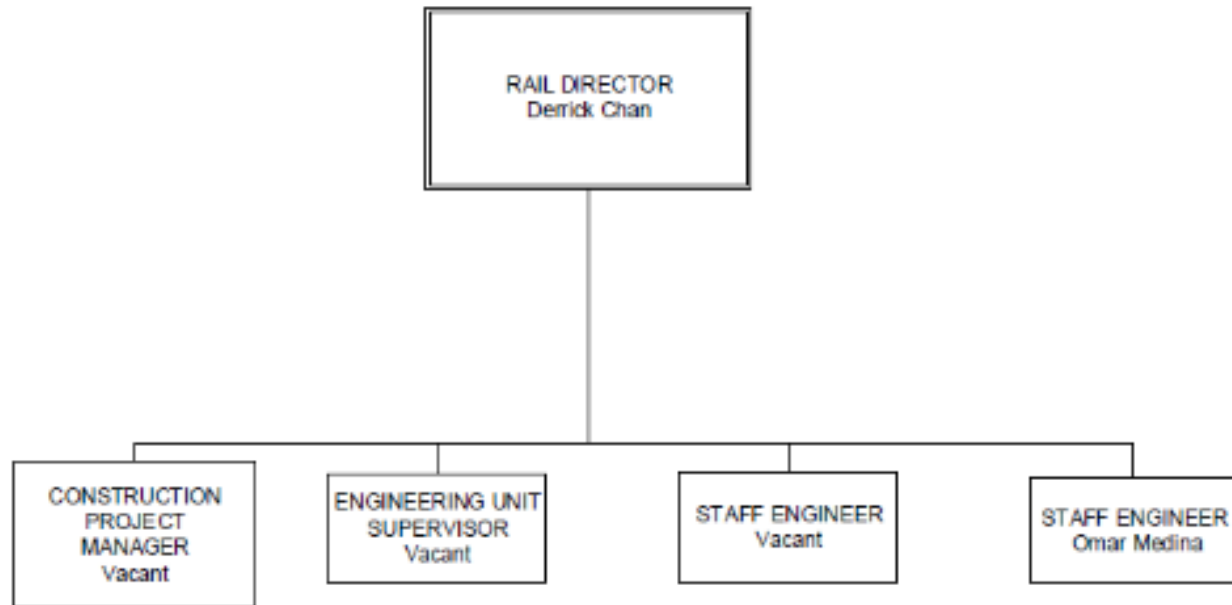
MATERIALS MANAGEMENT



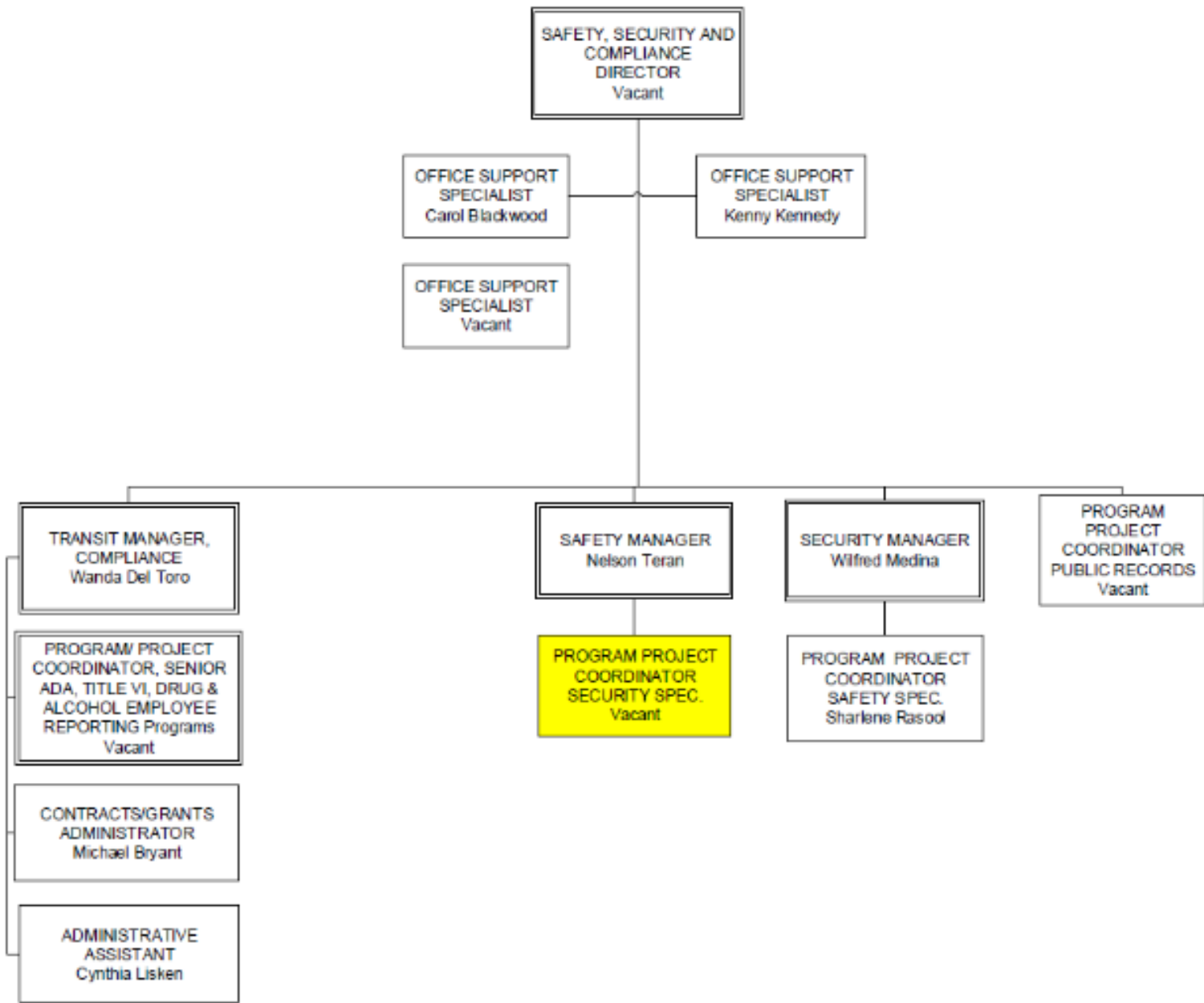
PARATRANSIT



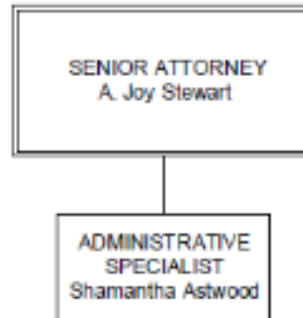
RAIL DIVISION



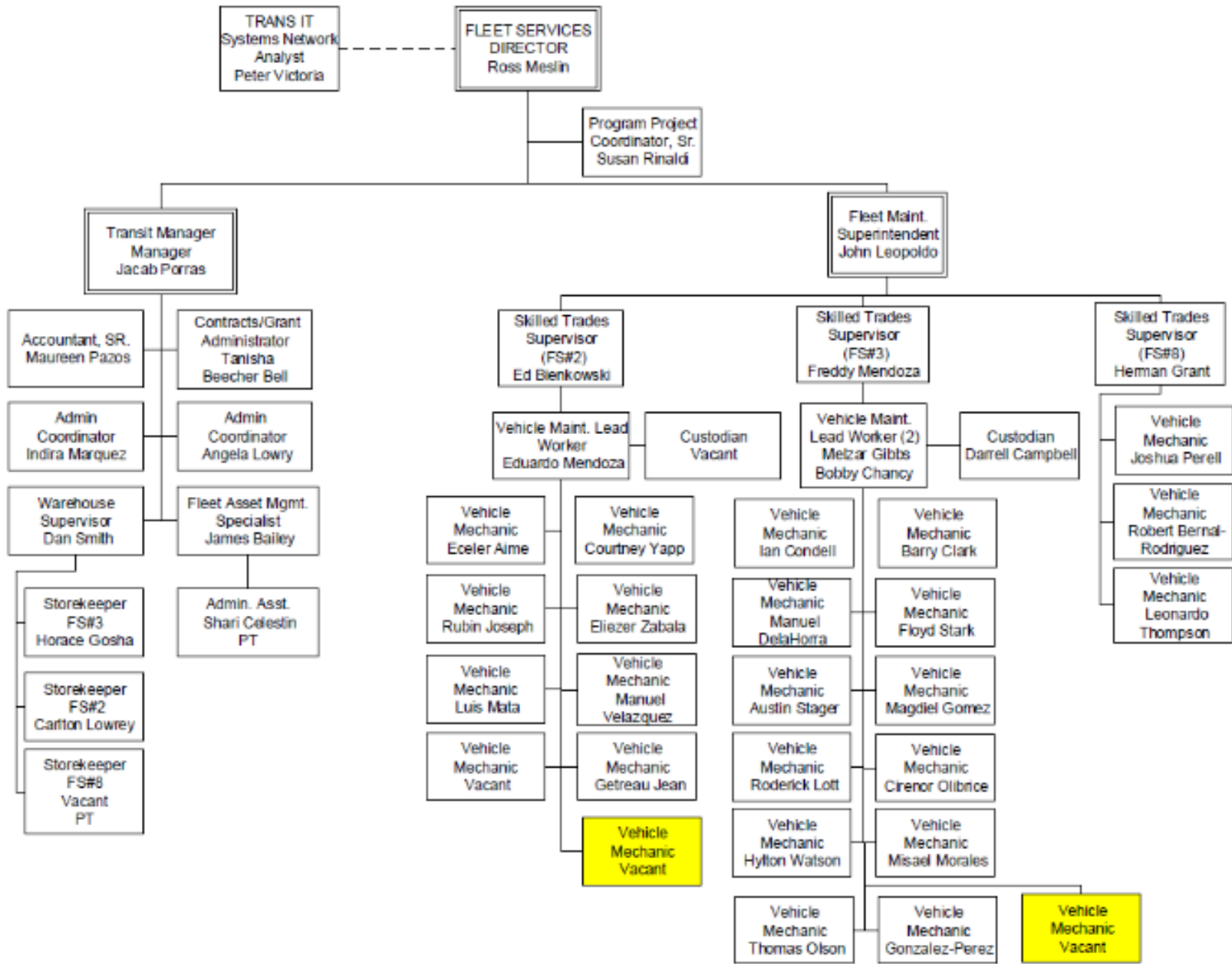
SAFETY, SECURITY AND COMPLIANCE



LABOR AND EMPLOYEE RELATIONS



FLEET SERVICES DIVISION



**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
2**

Notice to the Public



PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED

Any person or group(s) who believes that they have been subjected to discrimination because of race, color, national origin, sex, age, disability, religion, or familial (or marital status) under any transit program or activity provided by Broward County Transit (BCT), may call 954-357-8481 to file a Title VI discrimination complaint or write to:

Broward County Transit Division
Title VI and ADA Program Coordinator
1 N. University Drive, Plantation, FL 33324

Due to COVID-19, BCT is operating a Saturday schedule daily,
Monday through Saturday.

Sunday schedules remain the same.

For more details on our fares please
visit our web site at
Broward.org/BCT or
call customer service: 954-357-8400.

Reading a Timetable - It's Easy

1. The map shows the exact bus route.
2. Major route intersections are called time points. Time points are shown with the symbol □.
3. The timetable lists major time points for bus route. Listed under time points are scheduled departure times.
4. Reading from left to right, indicates the time for each bus trip.
5. The bus picks up and drops off riders at all BCT bus stop signs along the route where there is a Broward County bus stop sign.
6. Arrive at the bus stop five minutes early. Buses operate as close to published timetables as traffic conditions allow.

**Not paying your fare is a crime per
Florida Statute 812.015.
Violation constitutes a misdemeanor,
punishable by jail time and/or a fine.**

Information: 954-357-8400

Hearing-speech impaired/TTY:
954-357-8302

This publication can be made available in
alternative formats upon request by contacting
954-357-8400 or TTY 954-357-8302.



This symbol is used on bus stop signs
to indicate accessible bus stops.

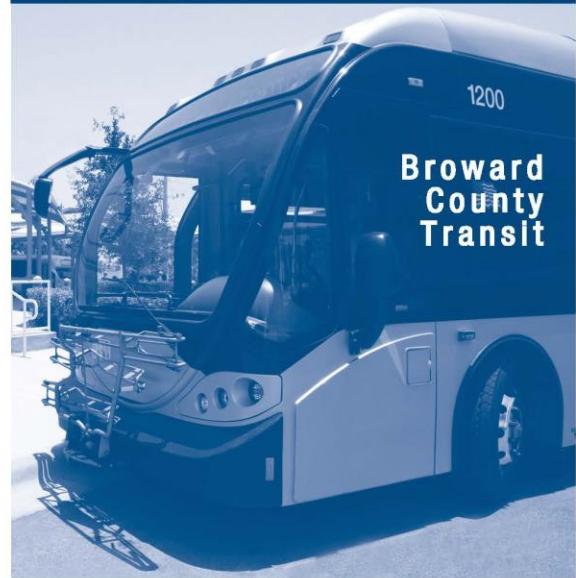


BOARD OF COUNTY COMMISSIONERS
An equal opportunity employer and provider of services.

5,000 copies of this public document were promulgated at a gross cost of
\$260, or \$.052 per copy to inform the public about the Transit Division's
schedule and route information. Printed 8/19

ROUTE 88 All Week Schedule

Effective 9/22/19



Westfield Broward Mall to Holmberg Road
and Coral Ridge Drive
via Pine Island Road/
Coral Springs Drive



Real Time Bus Information
MyRide.Broward.org



954-357-8400
Broward.org/BCT

MONDAY - SATURDAY

There are additional bus stops in between those listed.

NORTHBOUND

To Holmberg Road & Coral Ridge Drive

WEST REGIONAL TERMINAL	WESTFIELD BROWARD MALL	OAKLAND PARK BLVD & PINE ISLAND RD	McNAB RD & PINE ISLAND RD	SAMPLE RD & CORAL SPRINGS DR	HERON BAY PLAZA
1	2	3	4	5	6
6:49a	6:56a	7:11a	7:21a	7:34a	7:43a
7:31a	7:38a	7:53a	8:03a	8:16a	8:25a
8:13a	8:20a	8:35a	8:45a	8:58a	9:07a
8:55a	9:02a	9:17a	9:27a	9:40a	9:49a
9:37a	9:44a	9:59a	10:09a	10:22a	10:31a
10:19a	10:27a	10:42a	10:52a	11:05a	11:14a
11:01a	11:09a	11:24a	11:34a	11:47a	11:56a
11:43a	11:51a	12:06p	12:16p	12:29p	12:38p
12:25p	12:33p	12:48p	12:58p	1:11p	1:20p
1:07p	1:15p	1:30p	1:40p	1:53p	2:02p
1:49p	1:57p	2:12p	2:22p	2:35p	2:44p
2:31p	2:39p	2:54p	3:04p	3:17p	3:26p
3:13p	3:21p	3:36p	3:46p	3:59p	4:08p
3:55p	4:03p	4:18p	4:28p	4:41p	4:50p
4:37p	4:45p	5:00p	5:10p	5:23p	5:32p
5:19p	5:27p	5:42p	5:52p	6:05p	6:14p
6:01p	6:08p	6:23p	6:33p	6:46p	6:55p
6:43p	6:50p	7:05p	7:15p	7:28p	7:37p
7:25p	7:32p	7:47p	7:57p	8:10p	8:19p
8:08p	8:15p	8:30p	8:40p	8:53p	9:02p
8:49p	8:56p	9:11p	9:21p	9:34p	9:43p G
9:31p	9:38p	9:53p	10:03p	10:16p	10:25p G
10:12p	10:19p	10:34p	10:44p	10:57p	11:06p G

SOUTHBOUND

To West Regional Terminal

HERON BAY PLAZA	SAMPLE RD & CORAL SPRINGS DR	McNAB RD & PINE ISLAND RD	OAKLAND PARK BLVD & PINE ISLAND RD	WESTFIELD BROWARD MALL	WEST REGIONAL TERMINAL
6	5	4	3	2	1
6:30a	6:40a	6:55a	7:03a	7:16a	7:24a
7:12a	7:22a	7:37a	7:45a	7:58a	8:06a
7:54a	8:04a	8:19a	8:27a	8:40a	8:48a
8:36a	8:46a	9:01a	9:09a	9:22a	9:30a
9:18a	9:28a	9:43a	9:51a	10:04a	10:13a
10:00a	10:10a	10:25a	10:33a	10:46a	10:55a
10:42a	10:52a	11:07a	11:15a	11:28a	11:37a
11:24a	11:34a	11:49a	11:57a	12:10p	12:19p
12:06p	12:16p	12:31p	12:39p	12:52p	1:01p
12:48p	12:58p	1:13p	1:21p	1:34p	1:43p
1:30p	1:40p	1:55p	2:03p	2:16p	2:25p
2:12p	2:22p	2:37p	2:45p	2:58p	3:07p
2:54p	3:04p	3:19p	3:27p	3:40p	3:49p
3:36p	3:46p	4:01p	4:09p	4:22p	4:31p
4:18p	4:28p	4:43p	4:51p	5:04p	5:13p
5:00p	5:10p	5:25p	5:33p	5:46p	5:55p
5:42p	5:52p	6:07p	6:15p	6:28p	6:36p
6:24p	6:34p	6:49p	6:57p	7:10p	7:18p
7:06p	7:16p	7:31p	7:39p	7:52p	8:00p
7:48p	7:58p	8:13p	8:21p	8:34p	8:42p
8:30p	8:40p	8:55p	9:03p	9:16p	9:24p
9:10p	9:20p	9:35p	9:43p	9:56p	10:04p

SUNDAY

There are additional bus stops in between those listed.

NORTHBOUND

To Holmberg Road & Coral Ridge Drive

1	2	3	4	5	6
6:50a	6:57a	7:12a	7:22a	7:35a	7:44a
7:32a	7:39a	7:54a	8:04a	8:17a	8:26a
8:14a	8:21a	8:36a	8:46a	8:59a	9:08a
8:56a	9:03a	9:18a	9:28a	9:41a	9:50a
9:38a	9:45a	10:00a	10:10a	10:23a	10:32a
10:20a	10:27a	10:42a	10:52a	11:05a	11:14a
11:02a	11:10a	11:25a	11:35a	11:48a	11:57a
11:44a	11:52a	12:07p	12:17p	12:30p	12:39p
12:26p	12:34p	12:49p	12:59p	1:12p	1:21p
1:08p	1:16p	1:31p	1:41p	1:54p	2:03p
1:50p	1:58p	2:13p	2:23p	2:36p	2:45p
2:32p	2:40p	2:55p	3:05p	3:18p	3:27p
3:14p	3:22p	3:37p	3:47p	4:00p	4:09p
3:56p	4:04p	4:19p	4:29p	4:42p	4:51p
4:38p	4:46p	5:01p	5:11p	5:24p	5:33p
5:20p	5:27p	5:42p	5:52p	6:05p	6:14p
6:02p	6:09p	6:24p	6:34p	6:47p	6:56p
6:44p	6:51p	7:06p	7:16p	7:29p	7:38p
7:26p	7:33p	7:48p	7:58p	8:11p	8:20p
8:08p	8:15p	8:30p	8:40p	8:53p	9:02p
9:00p	9:07p	9:22p	9:32p	9:45p	9:54p G

SOUTHBOUND

To West Regional Terminal

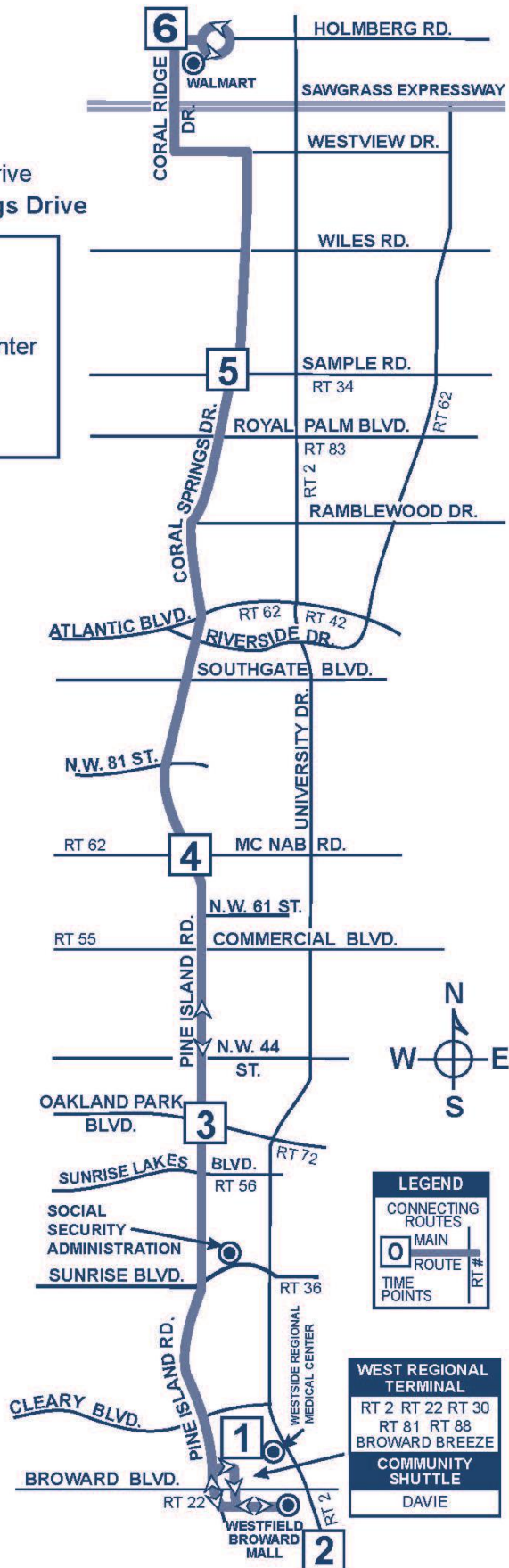
6	5	4	3	2	1
7:13a	7:23a	7:38a	7:46a	7:59a	8:07a
7:55a	8:05a	8:20a	8:28a	8:41a	8:49a
8:37a	8:47a	9:02a	9:10a	9:23a	9:31a
9:19a	9:29a	9:44a	9:52a	10:05a	10:14a
10:01a	10:11a	10:26a	10:34a	10:47a	10:56a
10:43a	10:53a	11:08a	11:16a	11:29a	11:38a
11:25a	11:35a	11:50a	11:58a	12:11p	12:20p
12:07p	12:17p	12:32p	12:40p	12:53p	1:02p
12:49p	12:59p	1:14p	1:22p	1:35p	1:44p
1:31p	1:41p	1:56p	2:04p	2:17p	2:26p
2:13p	2:23p	2:38p	2:46p	2:59p	3:08p
2:55p	3:05p	3:20p	3:28p	3:41p	3:50p
3:37p	3:47p	4:02p	4:10p	4:23p	4:32p
4:19p	4:29p	4:44p	4:52p	5:05p	5:14p
5:01p	5:11p	5:26p	5:34p	5:47p	5:56p
5:43p	5:53p	6:08p	6:16p	6:29p	6:37p
6:25p	6:35p	6:50p	6:58p	7:11p	7:19p
7:07p	7:17p	7:32p	7:40p	7:53p	8:01p
7:49p	7:59p	8:14p	8:22p	8:35p	8:43p
8:31p	8:41p	8:56p	9:04p	9:17p	9:25p G
9:22p	9:32p	9:47p	9:55p	10:08p	10:16p G

ROUTE 88

Westfield Broward Mall to
Holmberg Road and Coral Ridge Drive
via Pine Island Road/Coral Springs Drive

POINTS OF INTEREST

- ⊙ Westfield Broward Mall
- ⊙ Westside Regional Medical Center
- ⊙ Walmart
- ⊙ Social Security Administration



Customer Service

Monday - Friday.....7 am - 7:45 pm
Saturday, Sunday and Holidays.....8:30 am - 4:45 pm

Transit Operations Agents help with:

- Trip planning
- Routes, times and transfer information
- Identifying Bus Pass sales locations
- Special event information

Lost and Found: 954-357-8400, Monday, Tuesday, Thursday and Friday, 9:00 am - 4:00 pm

Holiday Bus Service

Sunday bus service is provided on the following observed holidays:

New Year's Day	Labor Day	Memorial Day
Independence Day	Thanksgiving Day	Christmas Day

Fares

Exact fare, dollar bill or coins required. Operators do not carry change.

Fares are: Regular, Premium Express, Senior/Youth/Disabled/Medicare.* Children (under 40 inches ride FREE)

Fare Deals

All Day Bus Pass offers unlimited rides on all routes. On sale aboard all BCT buses.

NOTE: Other cost saving passes cannot be purchased on BCT buses, but are available at the Central Bus Terminal and at authorized distributors.

10 Ride Pass: 10 Rides any time, any day. Expires after the tenth ride is taken.

7 Day Pass: Unlimited rides for seven consecutive days. Starts on the first day card is used. Expires after the seventh day.

31 Day Adult Pass: Unlimited rides for 31 consecutive days. Starts on the first day card is used.

31 Day Reduced Pass: Youth*, Seniors*, Disabled*, Medicare*, College Student*. Unlimited rides for 31 consecutive days. Starts on the first day card is used.

****Premium Express 10 Ride Pass:** 10 rides any time, any day. Expires after tenth ride is taken.

****Premium Express 31 Day Pass:** Unlimited rides for 31 consecutive days. Starts on the first day card is used.

Bus Passes are not exchangeable, refundable or transferrable. Damaged cards are invalid. Lost, stolen or damaged cards will not be replaced.

*NOTICE: Proof of age is required for Youth fare (18 years or younger) and for Senior fare (65 years or older). For College Student Bus Pass, a college photo ID card is required. For Disabled and Medicare fare, proof of disability (Medicare card) and photo I.D. is required. Eligible Senior fare patrons are encouraged to acquire their BCT Reduced Fare Photo ID cards.

** Premium Bus Pass can be purchased online at Broward.org/BCT and at select Broward County library locations.

PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED

Any person(s) or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity provided by Broward County Transit (BCT), may call 954-357-8481 to file a Title VI discrimination complaint or write to Broward County Transit Division, Compliance Manager, 1 N. University Drive, Suite 3100A, Plantation, FL 33324



TRANSIT WATCH

**WHEN IT COMES TO OUR SAFETY,
WE CAN ALWAYS USE AN EXTRA PAIR OF
EYES AND EARS. BE ALERT.
CALL 954-357-LOOK (5665). TELL US.**

TRANSFER POLICY - EFFECTIVE 7/10/11

TRANSFERS BETWEEN REGULAR BCT BUS SERVICE AND EXPRESS BUS SERVICE

Passengers using any BCT bus pass and transferring from a regular BCT route, to an Express bus route, must pay a \$1.00 upgrade fee. Passengers with a Premium bus pass do not have to pay the \$1.00 upgrade fee.

Passengers paying with cash, on a regular BCT bus route, will not be able to transfer to an Express bus route without paying the full premium fare when boarding the Express bus.

Passengers using an All-Day bus pass will be required to pay the \$1.00 upgrade fee when boarding Express buses.

PREMIUM BUS PASS CUSTOMERS

The BCT 31-Day Premium Bus Pass is acceptable on all BCT regular bus routes.

TRANSFERS FROM BCT TO OTHER SOUTH FLORIDA TRANSIT SYSTEMS

When boarding a BCT bus, passenger pays the appropriate BCT fare and may request a transfer from the bus operator if transferring to Miami-Dade Transit (MDT), Palm Tran or Tri-Rail.

TRANSFERS TO BCT FROM OTHER SOUTH FLORIDA TRANSIT SYSTEMS

When transferring from MDT, Palm Tran and Tri-Rail to BCT regular fixed-route bus service, passenger pays \$.50 with a transfer issued by MDT or Palm Tran and proof of fare payment such as Easy Card and receipt issued by Tri-Rail. Tri-Rail passengers boarding BCT at any locations other than at a Tri-Rail station will be required to pay the full fare.

TRANSFERS BETWEEN OTHER SOUTH FLORIDA TRANSIT SYSTEMS AND PREMIUM EXPRESS BUS SERVICE

Transfers to MDT or Tri-Rail from Premium Express Service, a transfer is issued and passenger must pay appropriate MDT or Tri-Rail fare.

Transfer from MDT or Tri-Rail to Premium Express Service, a \$.50 transfer fee is required with the appropriate transfer from MDT or Tri-Rail.

The Premium Express Service does not connect with Palm Tran.

The Easy Card issued by MDT and Tri-Rail is not accepted as payment on any BCT bus.

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
3**

Title VI Complaint Procedure

**BROWARD COUNTY GOVERNMENT
TRANSPORTATION DEPARTMENT/ TRANSIT DIVISION**

TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

The objectives of the Federal Transit Administration's (FTA) Title VI program, as set forth in FTA Circular 4702.1B are:

- To ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin;
- To ensure that the level and quality of FTA-assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin;
- To ensure that opportunities to participate in the transit planning and decision-making process are provided to persons without regard to race, color, or national origin;
- To ensure that decisions on the location of transit services and facilities are made without regard to race, color, or national origin; and
- To ensure that corrective and remedial action is taken by all applicants and recipients of FTA assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

The purpose of the Broward County Government Transit Division's Title VI program is to establish and implement procedures that comply with Title VI of the Civil Rights Act of 1964, as amended, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Acts of 1990 (ADA), as well as other related statutes and regulations.

It is the policy of Broward County Government that no person be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any FTA-assisted transit program, services or activity administered by the Broward County Transit Division (commonly known as Broward County Transit or "BCT") because of race, color, religion, and national origin.

COMPLAINT PROCEDURE

A. Filing of Title VI Complaints of Discrimination

1. Any person who feels that he/she has been subjected to race, color, or national origin discrimination (under Title VI of the Civil Rights Act of 1964, as amended), based on transit programs and services provided by the Broward County Transit Division (BCT), may file a Title VI complaint with BCT.
2. A complaint must be filed within one hundred eighty (180) days after the date of the alleged discrimination, unless the time for filing is extended by the FTA.
3. Complaints should be in writing, signed by the complainant or his/her representative(s), and must include the complainant(s) name, address, and telephone number. Allegations of discrimination received via facsimile or e-mail will be acknowledged and processed. Allegations received by telephone will be documented in writing and provided to the complainant(s) for review before processing. The complaint form can be accessed on the website: www.broward.org/bct, or the complainant may call (954) 357-8481, or TTY (954) 357-8301, to obtain a complaint form. **(See attached.)**

Signed complaint forms should be submitted to:

Broward County Transit Division
Attention: Wanda Del Toro
Title VI and ADA Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
Email: wdeltoro@broward.org

B. Complaint Investigation

1. Upon receipt of a signed complaint, the Director of BCT or his/her designee will, within five (5) working days, provide the complainant or his/her representative with a written acknowledgement of the complaint.
2. BCT will conduct a preliminary inquiry into the complaint to determine whether the complaint has sufficient merit to warrant an investigation. Should BCT determine that the evidence presented is not sufficient to proceed, the complaint will be closed, and the complainant or his/her representative will be notified in writing of the decision within fifteen (15) working days. This notification shall specifically state the reason(s) for the decision.
3. Should BCT determine that a full investigation is necessary, the complainant or his/her representative will be notified that an investigation will take place, and additional information will be requested, if necessary. The investigation should last no more than forty-five (45) working days.

4. Should a complainant fail to provide additional information within the prescribed timeframe, this may be considered as a failure to cooperate with the investigation, and the complaint will be administratively closed.

C. Disposition

1. Upon completion of the investigation, a written notification of disposition will be sent by certified mail to the complainant or his/her representative within sixty (60) working days of filing the complaint.
2. If the complainant disagrees with the decision rendered by BCT, he/she will be notified of the right to request reconsideration within thirty (30) days, or to file a complaint with the Federal Transit Administration (FTA) Office of Civil Rights, at the following address:

Federal Transit Administration, Region IV
Office of Civil Rights
230 Peachtree Street, N.W.
Suite 800
Atlanta, GA 30303
Telephone: (404) 865-5600

D. Retaliation

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964, as amended. It is the policy of Broward County Government that persons filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion, or fear of reprisal. Anyone who feels he/she has been subjected to retaliation should report such incident to the Title VI and ADA Program Coordinator, Broward County Transit, 1 North University Drive, Suite 3100A, Plantation, FL 33324; telephone number (954) 357-8481.

ADA/504 STATEMENT

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal aid recipients and other government entities to take affirmative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented in the transit service and planning processes.

BCT will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. BCT will make every effort to ensure that its advisory committees and public involvement activities include representation by the disabled community and disability service groups.

BCT encourages the public to report any facility, program, service, or activity that appears inaccessible to the disabled. Furthermore, BCT will provide reasonable

accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access BCT facilities, programs, services, or activities. Because providing reasonable accommodation may require outside assistance, organization, or resources, BCT asks that requests be made at least three (3) days prior to the need for accommodation.

Questions, concerns, comments, or requests for accommodation should be made to:

Broward County Transit Division
Attention: Wanda Del Toro
Title VI and ADA Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
(954) 357-8481
Email: wdeltoro@broward.org
TTY: (954) 357-8302

LIMITED ENGLISH PROFICIENCY (LEP)

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the United States Department of Transportation (USDOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, services, and activities by those who do not speak English proficiently. To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four factors:

- Factor 1:** The number or proportion of LEP persons eligible in the BCT service area who may be served or likely to encounter a BCT program, activity, or service.
- Factor 2:** The frequency with which LEP individuals come in contact with a BCT program, activity, or service.
- Factor 3:** The nature and importance of the program, activity, or service provided by BCT to the LEP community.
- Factor 4:** The resources available to BCT and overall costs.

Persons requiring a copy of BCT's Limited English Proficiency Plan or special language assistance should contact:

Broward County Transit Division
Attention: Wanda Del Toro
Title VI and ADA Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
(954) 357-8481
Email: wdeltoro@broward.org
TTY: (954) 357-8302

NOTICE OF PROTECTIONS UNDER TITLE VI

ENGLISH

Any person(s) or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity provided by Broward County Transit (BCT), may call 954-357-8481 to file a Title VI discrimination complaint or write to Broward County Transportation Department, Title VI and ADA Program Coordinator, 1 North University Drive, Suite 3100A, Plantation, FL 33324.

SPANISH

Protección del Título VI de la Ley de Derechos Civiles de 1964, enmendado

Cualquier persona (s) o grupo (s) que cree que han sido objeto de discriminación por motivos de raza, color u origen nacional, bajo cualquier programa o actividad de transporte proporcionado por Condado de Broward (BCT), pueden llamar al 954 a 357 - 8481 para presentar una queja del Título VI discriminación o escribir en el condado de Broward Departamento de Transporte, Gerente de Cumplimiento, 115 South Andrews Avenue, Suite 433, Fort Lauderdale, Florida 33301.

HAITIAN CREOLE ALPHA

Pwoteksyon nan Tit VI Lwa sou Dwa Sivik la 1964 kòm Amande

Nenpòt moun (yo) oswa yon gwoup (yo) ki mete konfyans yo ke yo gen te viktim diskriminasyon paske ras, koulè, oubyen orijin nasyonal, nan nenpòt pwogram oswa aktivite transpò piblik bay Transpò Konte Broward (BCT), pouvwa rele 954-357 - 8481 Pou pote yon plent kont diskriminasyon Tit VI oswa ekri nou nan Broward County Depatman Transpò, Manadjè Respè, 115 South Andrews Avenue, Suite 433, Fort Lauderdale, Florida 33301.



Transportation Department

TRANSIT DIVISION / Administration

1 N. University Drive, Suite 3100A • Plantation, Florida 33324 • 954-357-8300 • FAX 954-357-8305

**Broward County Board of County Commissioners
Transportation Department - Transit Division**

COMPLAINT OF TITLE VI DISCRIMINATION

The Broward County Transit Division is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, consistent with Title VI of the Civil Rights Acts of 1964, as amended.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination under Title VI, on the basis of race, color, or national origin, may file a written complaint with the Broward County Transit Division.

In order to process your complaint, please fill out the attached form. If you need help in completing this form, please call the Title VI and ADA Program Coordinator at 954-357-8481. The completed form can be returned to:

**Broward County Transit Division
Attention: Title VI and ADA Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
Telephone: (954) 357-8481
TTY: (954) 357-8302**

LANGUAGE TRANSLATION SERVICE AVAILABLE

NOTE: If you require this Title VI Complaint Form to be translated into another language, please log onto www.broward.org/bct. Click on either "Microsoft Translator" or "Google Translate" at the top right corner of the web page and select the appropriate language for your translation.

SERVICIO DE TRADUCCIÓN LENGUA DISPONIBLE

NOTA: Si usted requiere de este Formulario de Queja del Título VI de ser traducido a otro idioma, por favor haga clic en cualquiera de "Microsoft Translator" o "Google Translate" en la esquina superior derecha de esta página web y seleccionar el idioma.

LANG TRADIKSYON SÈVIS KI DISPONIB

REMAK: Si w mande pou s a Tit VI Fòm Plent dwe tradui nan yon lòt lang, tanpri klike sou swa "Tradiktè Microsoft" oswa "Google Translate" nan kwen paj sa a web tèt dwat epi chwazi lang ki apwopriye a pou tradiksyon

**TITLE VI COMPLAINT FORM
TRANSIT DIVISION**

1. Complainant Information:

Name _____ (First, _____ Last _____ Name)
Street Address: _____
City, State, Zip Code _____
Telephone: _____
Email Address: _____

2. Person discriminated against (if someone other than the complainant):

Name: _____
Street Address: _____
City, State, Zip Code: _____
Telephone: _____
Email Address: _____

3. Are you represented by an attorney for this complaint? Yes _____ No _____

If yes, please complete the following:

Attorney's Name: _____
Street Address: _____
City, State, Zip Code: _____
Telephone: _____

4. Names and contact information of witnesses:

5. Which of the following best describes the reason for the alleged discrimination? (Check one or more)

Race _____
Color _____
National Origin, including Limited English Proficiency _____

6. Please describe the alleged discrimination incident:

Date of incident: _____
Time of day: _____
Location: _____
Route number (if applicable): _____ Bus number (if applicable): _____

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
4**

Public Participation Plan

Broward County Transit Division Public Participation Plan

A. Introduction

Title VI of the Civil Rights Act of 1964 prohibits federal agencies and sub-recipients of federal funds from discriminating, based on race, color or national origin, against participants or clients of programs that receive Federal funding. Any organization that receives Federal funds is bound to comply with Title VI.

Broward County Transit (BCT) is committed to seeking and encouraging public participation in the development of its transportation programs and services through public notifications, social media, neighborhood meetings, and public hearings. BCT's goal is to be responsive to the transportation needs of the community by providing services which are safe, convenient, reliable and environmentally responsible.

This Public Participation Plan (PPP) is a guide for BCT's public participation activities. It includes the dissemination of information and establishes a framework for the solicitation of public comment on the development and review of BCT programs and projects. The purpose of this PPP is to promote the use of effective methods to inform the public, and provide meaningful opportunities for proactive, early and continuing input by all members of the public.

B. Public Participation Plan Activities

BCT staff will use the following methods (as appropriate) to ensure thorough public participation in the decision-making process:

I. Educational Outreach

Educational outreach consists of the development of various activities and informational materials on projects and initiatives. Translated materials and other translation services will be made available to members of Limited English Proficiency (LEP) populations. This includes:

- Brochures and Rack Cards
- Bus Interior Placards
- Bus Shelter Advertising
- Customer Service Center Message
- Facility Tours
- Promotion Materials
- On-board Annunciator and Digital Signage
- Social Media: Facebook, YouTube, Twitter
- Transit Flash e-Newsletter
- Website
- Bus Terminal Signage
- Newspaper Advertising

I. Formal and Informal Meetings

Public hearings and informational meetings will be scheduled prior to and during planning and implementing of projects to provide an opportunity for the public to comment. Public hearings will be conducted in accordance with federal and state requirements, including the provision of translated materials and/or interpretation services for members of LEP populations as appropriate. This includes:

- Public Hearings
- Public Information Meetings
- Business, Community and Neighborhood Association Meetings
- Focus Groups

II. Business Organization Partnerships

BCT fosters and maintains an ongoing relationship with its planning partners to enhance its public outreach efforts. These partnerships are inclusive of governmental and planning entities, business organizations, and neighborhood and civic associations. BCT will attend and/or participate in:

- Business Expos, Meetings and Presentations
- Community Fairs
- Schools, Colleges, and Technical Centers
- Transportation Group Meetings and Training
- Speaking Engagements

III. Website and Social Media

To take advantage of changing communications technologies, BCT uses a multifaceted social media strategy via the internet through the Broward County government website to interact with the public. In addition, translation to various languages is available on BCT's website to reflect the current Limited English Proficiency (LEP) needs of its service areas. BCT will utilize:

- Email
- Twitter – 2-way communication
- Facebook – 2-way communication
- Website links to regional transit partners and other resources
- E-newsletters

C. Public Participation Plan Federal Laws and Regulations

BCT's Public Participation Plan adheres to following federal requirements, including Moving Ahead for Progress in the 21st Century (MAP-21), which requires transit agencies to involve the public to a much greater extent in the planning and implementation stages of transportation projects.

I. State and Local Laws and Regulations

The State of Florida, in accordance with federal requirements, produces a State Transportation Improvement Program (STIP), which lists all federally funded projects for the next three years. The STIP is updated and approved annually.

BCT is a member of the MPO Technical Coordinating Committee (TCC) which is comprised of mostly engineers, planners and other professionals who represent local government to advise the MPO Board. BCT also regularly attends and provides frequent updates to the MPO Board, MPO Community Involvement Roundtable (CIR), and the MPO Local Coordinating Board (LCB) for Transportation Disadvantaged Services.

II. Section 5307 Grant Program

49 U.S.C. Section 5307(c)(1) through (c)(7) is the legislation governing the Federal grants programs for public transit throughout the United States. The legislation also instructs the Federal Transit Administration (FTA) to implement public participation requirements as a condition of Federal funding. FTA grant applicants must integrate compliance with the public participation requirements into Section 5307 grant program applications.

III. Americans with Disabilities Act (ADA)

The American with Disabilities Act (ADA) of 1990 encourages the involvement of people with disabilities in the development and improvement of transportation and Paratransit plans and services. In accordance with ADA guidelines, all meetings conducted by BCT take place in locations that are accessible, and auxiliary aids and services are provided when necessary to ensure effective communication. Public meeting notices specify that special accommodations will be provided upon request.

IV. Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination by recipients of Federal financial assistance based on race, color, and national origin, including matters related to language access for LEP persons. The objectives of Title VI are:

- To ensure FTA-assisted benefits and related services are equitably distributed without regard to race, color or national origin.
- To ensure that both the level and quality of transit services provide equal access and mobility for any person without regard to race, color or national origin.
- To ensure that access to the planning and decision-making process is open and without regard to race, color or national origin.
- To ensure that decisions on the location of transit facilities and services are made without regard to race, color or national origin.

V. Limited English Proficiency (LEP)

BCT has developed its LEP Plan to be consistent with Title VI of the Civil Rights Act of 1964, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance. In developing the plan, BCT has taken reasonable steps to ensure individuals who are limited-English proficient have meaningful access to benefits, services, information, and other important portions of its transportation programs and activities.

VI. Environmental Justice (EJ)

Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations, required BCT to incorporate environmental justice and non-discrimination principles into transportation planning and decision-making processes as well as project specific environmental reviews. The principles of environmental justice are:

- Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
- To ensure full and fair participation by all potentially affected communities in the transportation decision-making process.
- To prevent the denial of, reduction, or significant delay in the receipt of benefits by minority and low-income populations.

D. Activities Involving Public Participation

I. Major Service Change Policy

BCT has established a major service change policy in accordance with 49 USC Section 4307 and Title VI of the Civil Rights Act of 1964. The following conditions for BCT fixed-route services constitute a “Major Service Change”:

- Prior to any permanent change (increase or decrease) in transit fare(s).
- Expansions, discontinuations and route realignments
- Prior to any permanent change in service affecting 25 percent or more of the route miles, when calculated on total route miles and/or on daily revenue miles.
- Prior to establishing a new transit route.
- Prior to discontinuing any transit route in its entirety.
- Prior to implementing headway adjustments of more than 15 minutes.

II. Changes to Fare Policy

- Price (how much it costs to ride)
- Media (the means of making transactions, such as passes, smart cards, etc.)
- Structure (the overall selection of payment options)

III. Major Capital Construction Projects

IV. Short and Long-Term System-wide Planning

V. Corridor Based Planning

VI. Strategies for Major Service Change Public Participation

BCT recognizes that major service changes are significant events that impact the lives and commutes of our passengers. To ensure a smooth transition to new service BCT has developed a special set of public awareness strategies and procedures to assist our customers.

These strategies include:

- Print and electronic information detailing the Major Service Changes are prepared prior to the public hearing and final approval by the Commission Board.
- Community meetings are held at various locations with emphasis on neighborhood areas impacted by the major service change.
- Print and electronic notices are posted on buses, Website, Facebook page, bus terminals, customer call center message-on-hold, e-mail blasts and e-newsletter.
- Local radio stations are explored for staff taping of complimentary ‘on-air’ morning and afternoon drive-time announcements.
- An email and postal address is created for passengers unable to attend meetings to submit comments to BCT.
- Press releases are distributed to newspapers, radio and online publications with Major Service Change and community meetings information.
- On-site passenger education at bus terminals, park-and-ride locations and other key passenger locations
- Signage: A-frames, bus digital signs, posters, flyers, placards, at terminals, park-and-ride lots, and on-board buses.

E. Public Participation Plan Strategies

I. On Going Methods

BCT will continue to develop its business model to keep the general public informed by utilizing a variety of methods which include: advertising, branding, media relations, social media, special events, speaking engagements, business and non-profit partnerships.

II. Special Programs

- Emergency Ride Home: Provides free taxi rides to commuters per year
- Ride-and-Save Pre-Tax Commuter Benefit Program:
- Reduced Fare Photo Identification Card Program: Provides eligibility proof
- Transit Watch: Public safety and security awareness program
- Travel Training: Free instructions on how to ride transit independently

F. Public Participation Plan Performance Measures and Objectives

I. Goals and Objectives

- To provide updates on current and future services
- To obtain community feedback on services provided
- To educate on the benefits of public transportation

II. Performance Measures and Monitoring

To measure Customer Relation and Communications effectiveness in meeting the goals and objectives the following performance measures will be monitored on a continual basis:

- Average Monthly Website Visits
 - Goal: 250,000 +
 - Latest Measure: 233,266
 - Evaluation: BCT has not met the established goal for the average number of website visits. In order to meet the goal, BCT's website has been enhanced to be more user-friendly and the e-newsletter is being sent to more subscribers (approximately 6,000 email clients) with service updates and links to the web page. It is anticipated that these enhancements will assist in meeting the established goal of 250,000+ website visits.
- Community Outreach Presentations
 - Goal: 10+ per quarter
 - Latest Measure: 76
 - Evaluation: BCT is currently meeting the expected goal for the number of community outreach presentations per quarter.
- Customer Assistance in Languages Other than English
 - Goal: Assist 80% of LEP customers
 - Latest Measure: 100%
 - Evaluation: BCT is currently meeting our established goal for assisting LEP customers.
- Percentage of Outreach Events and Presentation in Low-Income or Minority Census Tracts
 - Goal: 60%
 - Latest Measure: 65%
 - Evaluation: BCT is currently meeting our established goal for the percentage of outreach and presentations in low-income or minority census tracts. See attached map of outreach locations.

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
5**

Language Assistance Plan



Broward County Transportation Department

Transit Division

Language Assistance Plan (LAP)

Updated: October 2020

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I. EXECUTIVE SUMMARY

This is a submittal by the Broward County Transit Division (BCT), on behalf of the Broward County Board of County Commissioners.

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to their benefits, services, information, and other important portions of their programs and activities for persons with Limited English Proficiency (LEP). **Under these regulations, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand English.** Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English can be limited English proficient, or “LEP.” For an LEP individual, language can present a barrier to accessing benefits and services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federally funded programs and activities. These individuals may be entitled to language assistance at no cost to them with respect to a particular type of service, benefit, or encounter. Otherwise, English-only services may be discriminatory on the basis of national origin, in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations.

The United States Department of Transportation LEP guidelines (USDOT 2005) require that recipients of federal financial assistance provide “meaningful access to programs and activities” by giving LEP persons adequate and understandable information and allowing them to participate in programs and activities, where appropriate.

The Broward County Transit Division (BCT), both fixed-route bus service and ADA complementary paratransit service, supports the goal of the USDOT LEP Guidance to provide meaningful access to its services by LEP persons. This Limited English Proficiency Plan reflects LEP compliance achievement so far by BCT and its continuous efforts to comply fully with the USDOT/FTA guidelines. This plan assesses language needs in the BCT service area which includes services into our neighboring northern and southern counties (i.e., Palm Beach and Miami-Dade counties, respectively).

LEP SELF-ASSESSMENT FOR BCT

BCT is required to take reasonable steps to remove barriers for LEP individuals. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances a four-factor analysis. The following four-factor analysis identifies appropriate language assistance measures needed to improve access to Broward County Transit (BCT) services and benefits for Limited English Proficient (LEP) persons:

- 1) Demography: identifying the number and/or proportion of LEP persons served or encountered, and languages spoken in service area.
- 2) Frequency: determining the rate of contact with BCT’s programs, activities, and services.
- 3) Importance: gauging the nature and importance of BCT’s program, service, and activities to people’s lives.
- 4) Resources: assessing current and available resources, including language assistance services.

The four-factor analysis should be used to determine which language assistance services are appropriate to address the identified needs of the LEP population.

II. INTRODUCTION

BROWARD COUNTY, THE ORGANIZATION

Broward County, a political subdivision of the state of Florida, employs over six thousand three hundred Fifty (6,350) people throughout its several departments, offices, and divisions.

The Transportation Department is one of seven (7) departments serving Broward County government, and is divided into three divisions: Transit, Fleet Services, and Rail Divisions. Broward County Transit Division has operated transit services since 1974 as Broward County Transit (BCT). The Transportation Director and the Broward County Administrator. The Broward County Administrator reports to a nine-member Board of County Commissioners (Board), elected from single-member districts. The Board serves as the policy board for BCT.

DESCRIPTION OF BROWARD COUNTY TRANSIT (BCT)

The Broward County Transportation Department, Transit Division, operating as Broward County Transit (BCT), is an agency of Broward County government. BCT provides fixed-route bus service, transit facilities, and related benefits within the urbanized area of Broward County. Broward County Transportation Department consists of three divisions: The Transit Division (BCT), the Fleet Services Division (FSD), and the Rail Division. BCTD is comprised of more than 1,190 individuals working together to deliver public transportation services and to provide and maintain the fleet vehicles to support Broward County Government's operations within the County's developable area of approximately 410 square miles to serve our 1.9 million residents.

Public transportation services are provided by BCT through a network of transit services, including the operation of a fleet of 394 buses on 46 fixed routes, with several routes connecting with Palm Tran (in Palm Beach County), Miami-Dade Transit (In Miami-Dade counties), and Tri-Rail (commuter rail service); 352 paratransit vehicles providing contracted services for the transportation disadvantaged and persons with disabilities; 65 minibuses and mid-sized buses operated in partnerships with municipalities and other entities for community shuttle service, fixed-route bus service to Tri-Rail stations, and partnerships with other entities to provide alternative local public transit services. BCT, through its integrated services, provides more than 29.4 million passenger trips annually as of FY2019. BCT operates out of two facilities: Copans Road in Pompano Beach, Florida, and Ravenswood Road in Dania Beach, Florida.

BCT's operating budget is supported by operating revenues from transportation surtax, transit fares, advertising, state grants, local option gas taxes, and local ad valorem taxes. Capital funds are used to purchase replacement buses and vehicles, fare boxes, maintenance and support equipment and parts, information technology, facilities construction and repair, the capital costs associated with contracting, and certain eligible preventative maintenance functions. Other than the County's Transportation Trust Fund (i.e., Local Option Gas Taxes), state grants, bus fares, bus advertising revenue, and the Board's annual allocation from General Revenue Funds, there are no additional revenue sources.

MISSION STATEMENT: The mission of BCT is to provide clean, safe, reliable, and efficient transit service to the community by being responsive to changing needs and by focusing on customer service at its highest priority.

ADA COMPLEMENTARY PARATRANSIT SERVICE

BCT provides complementary paratransit service for persons qualified under the Americans with Disabilities Act (ADA) of 1990. BCT's paratransit service is for persons with physical, cognitive, emotional, visual, or other disabilities which functionally prevent them from using the Broward County Transit fixed-route bus system permanently, temporarily or under certain conditions.

Paratransit service fare is currently \$3.50 each way, and reservations are required one day in advance by calling 1-866-682-2258. It is an origin-to-destination, shared ride service operating throughout Broward County.

Hours of operation are equivalent to fixed route operating hours.

BCT contracts with private firms to provide the paratransit service. The vendors operate the service and maintain the vehicles. A call center is contracted to provide customer service, take reservations, and schedule trips.

BCT's Paratransit Service also offers:

Travel Training – Free personal travel training services for seniors and disabled persons who may be able to use the bus system, but are unfamiliar with the system.

Transportation Disadvantaged (TD) Trips – The Florida Commission for Transportation Disadvantaged Trust Fund subsidizes a portion of the transportation cost for those who are transportation disadvantaged, for trips which are not sponsored by an agency, and only with a cash or in-kind match. These non-sponsored transportation funds are for "...persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation..." and includes children at-risk as defined by FS 411.202.

COMMUNITY SHUTTLE PROGRAM

BCT's Community Shuttle Program operates in partnership with eighteen (18) Broward County municipalities. This program provides service to residential areas, freeing larger fixed-route buses to travel along major thoroughfares as part of a regional bus network.

These routes are designed to complement the County's Fixed Route system and to provide increased mobility and connectivity options—passengers traveling short distances, as well as provide "first-mile" and "last-mile" connections to Broward County Transit (BCT) fixed routes—in areas within the community that larger buses are unable to serve. While BCT routes serve mainly arterial corridors, community shuttles can penetrate neighborhoods and create short-distance linkages between origins and destinations.

Through an Interlocal Agreement (ILA), BCT provides operating and maintenance assistance at an established rate. Propane-fueled cutaway-type buses equipped with wheelchair securements and bicycle racks are purchased by BCT and leased to municipalities for \$10.00 per bus annually. Should municipalities choose to purchase non-propane-fueled buses, the County will reimburse municipalities on a per-vehicle basis up to the County's current purchase price of a propane-fueled bus less the propane conversion or similar type vehicle from the Florida state contract.

The municipalities are responsible for the overall planning of the service; including bus stop locations. Assisted by BCT staff, municipalities determine the major origins and destinations to be served by the route. Modifications to routes are allowed; implementation however must coincide with the schedule established by the County. The nature of the Community Shuttle Program makes it more sensitive to changes in ridership and funding when compared to the fixed-route service.

III. AUTHORITY AND GUIDANCE

Title VI of the Civil Rights Act of 1964

“No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Executive Order 13166

Different treatment based upon a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 “Improving Access to Services for Persons With Limited English Proficiency,” directs each Federal agency that is subject to the requirements of Title VI of the Civil Rights Act of 1964 to publish guidance for its respective recipients and sub-recipients clarifying that obligation. The U.S. Department of Transportation (USDOT) published policy guidance on December 14, 2005 to clarify the responsibilities of recipients of Federal financial assistance from the USDOT.

FTA Circular 4702.1B

Recipients and sub-recipients of the FTA financial assistance with administrative and reporting requirements for compliance with Title VI and its executive orders on Limited English Proficiency and Environmental Justice. Chapter IV of the Circular “provides program-specific guidance for recipients that provide service to geographic areas with a population of 200,000 people or greater under 49 U.S.C. 5307.”

The FTA’s publication, *“Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons A Handbook for Public Transportation Providers,”* provides technical guidance to assist public transportation providers with implementing “DOT LEP Guidance, Federal Register, vol. 70, no. 239, pp. 74087-74100, December 14, 2005.

WHO IS A LIMITED ENGLISH PROFICIENT (LEP) PERSON?

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be Limited English Proficient, or “LEP.” The U.S. Census Bureau does not define Limited English Proficiency or non-Limited English Proficient populations. It reports data based on the four categories of English-speaking ability: very well, well, not well, and not at all.

BCT’s Limited English Proficiency Plan will detail the four-factor analyses and implementation plan completed to comply with requirements of DOT LEP guidance.

IV. PLAN SUMMARY

Broward County Transit (BCT) has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to BCT services as required by Executive Order 13166.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan, while determining BCT's extent of obligation to provide LEP services, BCT undertook a USDOT four-factor LEP analyses which consider the following: 1) The number or proportion of LEP persons eligible in the BCT service area who may be served or likely to encounter a BCT program, activity, or service; 2) the frequency with which LEP individuals come in contact with BCT services; 3) the nature and importance of the program, activity or service provided by BCT to the LEP population; and 4) the resources available to BCT and overall costs to provide LEP assistance. A brief description of these considerations is provided in subsequent sections.

NEXT STEPS - CONTINUOUS EFFORTS

To ensure that BCT has sought out the viewpoints of the majority, if not all, of LEP persons in its service area, BCT will continue its LEP outreach efforts as required by FTA. In addition to following the guidance outlined in its implementation plan, BCT will take the following steps in completing its outreach efforts on an ongoing basis:

1. Obtain latest Census and American Community Survey 5-Year Estimates to determine if any demographic changes to the LEP community previously identified in BCT's service area.
2. Continue LEP outreach and summarize the comments received from LEP persons.
3. Compile a list of accomplishments based on comments and requests from LEP persons and the organizations that provide services to them.
4. Examine the feasibility of installing a dedicated phone line in its Customer Service Center for bus riders/customers who speak Spanish and Haitian Creole.
5. Continue to encourage Transit Operations Agents in BCT's Customer Service Center to take the "Rosetta Stone" Spanish-speaking course.
6. Explore the feasibility of installing a public-address system at BCT's main bus terminal to provide service announcements in Spanish and Haitian Creole.
7. Consider contracted service to translate Paratransit Eligibility Applications into Spanish and Haitian Creole.
8. Incorporate a speech-recognition Integrated Voice Response (IVR) system in the customer service telephone information center that can also fail back to touch-tone as part of system wide 'real time' travel information in Spanish and Haitian Creole.
9. Conduct on-board surveys in 4 languages, English, Spanish, Haitian Creole and Portuguese.

V. **FOUR-FACTOR ANALYSES**

1. **The number or proportion of LEP persons eligible in the BCT service area who may be served or likely to encounter a BCT program, activity, or service.**
 - A. BCT used Geographic Information Systems (GIS) and data from the US Census Bureau's 2011-2015 Five-Year American Community Survey Estimates to determine the percentage of LEP individuals within the system service area. The BCT service area includes all census tracts that intersect a one-quarter mile buffer around all routes.
 - B. BCT determined that 16.5 percent of the service area population could not speak English "very well." Of the 16.5 percent, 10.6 percent speak Spanish, 2.8 percent speak Haitian Creole, 0.6 percent speak Portuguese, and 2.5 percent speak other languages. (See **EXHIBIT 1**, BCT LEP Languages Spoken at Home Chart).
 - C. Use of GIS allowed BCT to map concentrated LEP populations by language spoken at home. The map (See **EXHIBIT 2**) will be used to tailor LEP outreach, initiatives, and policy.
 - D. BCT identified and offers service to LEP persons based on information gathered from the following sources or encountered by BCT in its eligible service population:
 - i. US Census Bureau American Community Survey.
 - ii. School Enrollment.
 - iii. Anecdotal information from bus operators and community outreach specialists.
 - iv. Increase in Customer Service calls by persons requesting interpreters or translators.
 - v. Number of transit brochures published in Spanish and Creole.
 - vi. Returned On-Board Surveys

2. **The frequency with which LEP individuals come in contact with a BCT program, activity, or service.**
 - A. BCT assesses the frequency at which staff and bus operators have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying bus operators.
 - B. BCT has had frequent requests for interpreters and requests for translated BCT documents.

- C. BCT currently provides language services and assistance in the following manner:
 - i. Customer Service calls requiring an interpreter.
 - ii. Participation by the Marketing and Communications staff at community/organizational events targeted to language and diverse cultures, e.g., Hispanic Fest, UniFest, World Fest, Viva Broward County, Caribbean Expressions Travel Symposium.
 - iii. Requests for bilingual publications, including Paratransit Service (TOPS) Application and Rider's Guide.
 - iv. Transit Operations Agents in the Customer Service Center fluent in Spanish and Haitian Creole.
 - v. Website translation in several languages to include Spanish, Haitian Creole, French, and Portuguese, to accommodate the changing demographic needs of passengers who may not use English as a primary language.

3. The nature and importance of the program, activity, or service provided by BCT to LEP community.

- A. BCT Transit Operations Agents are aware of the importance of providing meaningful access to information and services for LEP persons.
- B. Multi-lingual customer service provides assistance on the use of the system and trip planning - very important for LEP's to access system.
- C. Automatic Vehicle Annunciation (AVA) system installed on BCT's fixed-route buses. This standardized automatic voice annunciation system provides pre-recorded passenger information in English, Spanish, and Haitian Creole. These annunciators have had a tremendous impact on the ease of travel on BCT's bus system.
- D. Bilingual publications have also been most helpful in promoting BCT services and encouraging usage by LEP groups.
- E. There is a large geographic concentration of Spanish, Haitian Creole, and Portuguese- speaking LEP individuals in the BCT service area. BCT will work with social service, professional, and leadership organizations within the BCT service area that focuses on outreach or membership to these LEP populations.

4. The resources available to BCT and overall costs.

- A. BCT has taken measures to provide LEP persons meaningful access to its bus services. The following are some of the language services and resources made available by BCT to LEP individuals:

- i. Hired bilingual Transit Operations Agents to handle customer service calls in Spanish and Haitian Creole.
- ii. Printed materials in Spanish and Haitian Creole. Cost: \$7,000.
- iii. Automatic Vehicle Annunciation (AVA) onboard system provides bus stop and transfer messages in English, Haitian Creole and Spanish.
- iv. Print and radio advertisements in Spanish and Haitian Creole. Cost: \$20,000.
- v. Website translation by Google or Microsoft in over 70 languages including Spanish, Haitian Creole, Portuguese and French, to accommodate the changing demographic needs of passengers who may not use English as a primary language.
- vi. Translated selected ADA complementary paratransit forms, including TOPS Rider's Guide, in Spanish and-Haitian Creole.
- vii. Pertinent transit information is posted to BCT's Facebook page, and Quick Response (QR) codes are included on print collateral directing the readers to transit information.
- viii. Developed and maintains an ADA comments webpage at <http://www.broward.org/BCT/Pages/Accessibility.aspx> which allows the public to offer comments and feedback for accessibility improvements to BCT's bus system.
- ix. Installed and published TTY Telephone Service to make it easier for persons with hearing impairments to talk over telephone lines. TTY telephone numbers for County offices are posted on BCT's website, print materials, and in the County's phone directories.
- x. Electronic-newsletter is sent via email to a passenger email database to provide time-sensitive transit information on programs and services.
- xi. Two-way social media communication on BCT's Facebook page provides a forum to receive and respond to public comments and feedback on services and programs.
- xii. BCT's YouTube channel provides user-generated videos of transit information.
- xiii. Features to the website, such as font size and color schemes, increases accessibility and usability for all users, including those with visual impairments.

After analyzing the four factors, BCT developed the plan outlined in the following sections for assisting persons of Limited English Proficiency.

VI. LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

1. Identify Language Assistance Measures -

Below are tools to help identify persons who may need language assistance:

- A. Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- B. When BCT-sponsored events or community meetings are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply;
- C. Have the Census Bureau's "I Speak Cards" at BCT meetings and events (contained herein as **EXHIBIT 3**). While staff may not be able to provide translation assistance at all meetings and events, the cards are an excellent tool to identify language needs for future meetings;
- D. Frequently survey drivers and other first line staff, including staff in the telephone customer information center, of any direct or indirect contact with LEP individual; and
- E. Make printed materials available in large print, audio, and other appropriate alternative formats by request.

2. Determine Vital Documents For Translation -

For the purpose of this LEP policy, "Vital Materials" are defined as information or documents that are critical for accessing BCT fixed-route bus service, community shuttle program, and ADA complementary paratransit service. Vital documents may include, but are not limited to:

- A. Census Bureau's "I Speak Cards" that will be available at BCT meetings and events;
- B. Security announcements and signage;
- C. Emergency-related public announcements;
- D. Public hearings and meetings – public participation in the decision-making processes involving BCT service and fare changes;
- E. Materials regarding Title VI Rights and complaint procedures; and
- F. Information affecting a rider's ability to access and use the BCT system safely and effectively (e.g., major bus terminal renovations).

3. Determine Non-Vital Materials -

Materials that are less vital and may not be subject to translation include, but are not limited to:

- A. Bus schedules;

- B. Information regarding schedules, trip-planning, inquiries, and customer feedback;
- C. General advertisements;
- D. General announcements;
- E. Publications of internal BCT policies and procedures; and
- F. Social Media sites: Facebook, Twitter, YouTube

4. Training on Language Assistance Measures -

Key BCT staff will be provided with this LEP Plan and will be educated on procedures to follow. This information will also be part of the BCT Customer Relations' Transit Operations Agents' orientation process for new hires. Training topics are listed below:

- A. Understanding the Title VI policy and LEP responsibilities;
- B. What language assistance services BCT offers;
- C. Use of LEP "I Speak Cards";
- D. How to use the Language Line interpretation and translation services;
- E. Documentation of language assistance requests;
- F. How to handle a Title VI and/or LEP complaint.

5. Outreach/Awareness -

BCT has a formal practice of outreach techniques that are incorporated when and/or if the need arises for LEP outreach:

- A. When staff is aware that they will be presenting a topic that could be of potential importance to an LEP person, or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area. As well, staff will coordinate with local community groups to have someone available who can assist to interpret information at the meeting.
- B. When posting a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into: "Persons who require special language-translation or other accommodations to participate in the public meeting should call the number provided and a translator will be available." Also, "If you are unable to attend the public meeting, mail your comments to (address is provided)".
- C. In some instances, a staff member who speaks the alternative language will accompany the lead outreach staff person at the general public meeting to provide language-translation assistance.
- D. Coordination with local community groups is a key outreach component as staff identifies and seeks to engage LEP persons in BCT programs and activities.

6. Plan Monitoring and Updating

This plan is designed to be flexible and is one that can be easily updated. BCT will monitor and update its Plan for Special Language Services, as needed, to ensure meaningful access to its programs and services by LEP persons.

On a triennial basis, BCT will review demographic data of Broward County's LEP populations and solicit feedback from staff, LEP persons and community-based organizations serving LEP individuals to evaluate the effectiveness of its Title VI and LEP Plans. BCT will monitor and evaluate the following information:

- Changes in the number and proportion of LEP persons in BCT's planning area
- New demographic data from the U.S. Census and American Community Survey
- Changes in the frequency of contact with LEP language groups (e.g., translated website page views)
- Nature and importance of programs, services and activities to LEP persons
- The effectiveness of current language assistance measures in meeting the needs of LEP persons and language assistance protocol (e.g., "Vital Documents Guidelines")
- Feedback from LEP persons on the effectiveness of current language assistance services

7. Policy Distribution and Notice to Public -

BCT's Title VI plan, including the LEP, is posted on its website at www.broward.org. Any person with Internet access, including social service, non-profit, and law enforcement agencies and other community partners, will be able to view the plan. Copies of the LEP Plan will also be provided to interested parties upon request. Additionally, BCT's Notice of Rights under Title VI to the public is posted on BCT's website, on all BCT vehicles, bus transfer terminals, bulletin boards, selected printed materials, and also refers to the LEP Plan's availability.

For complete information about BCT's LEP Plan or related program activities, contact the Title VI Coordinator - Transit Safety and Compliance Manager:

Broward County Transit Division
Attention: Wanda Del Toro, Wanda
Title VI and ADA Program Coordinator
Phone: (954) 357-8481
E-Fax: (954) 357-8327
Email: wdeltoro@broward.org
TTY: (954) 357-8302

EXHIBIT 1

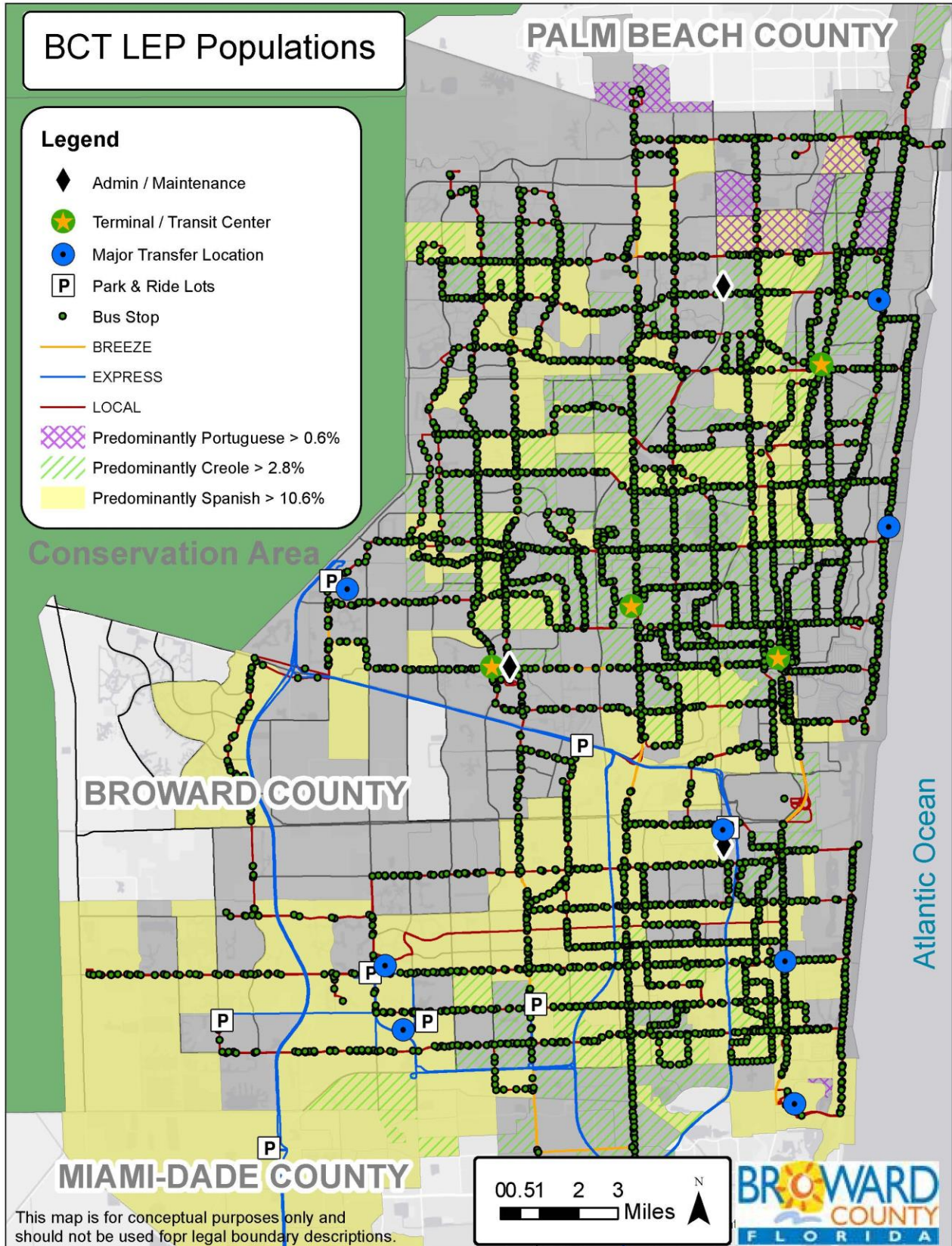
Limited English Proficiency by Languages Spoken at Home Chart

Language Spoken at Home	Estimate	Percentage
Spanish	208,284	10.6%
French Creole	55,462	2.8%
Portuguese	11,860	0.6%
French	9,896	0.5%
Chinese	6,757	0.3%
Russian	4,391	0.2%
Vietnamese	3,555	0.2%
Italian	2,875	0.1%
Arabic	2,282	0.1%
Other Asian languages	1,969	0.1%
Other Indo-European languages	1,899	0.1%
Tagalog	1,690	0.1%
Hebrew	1,674	0.1%
Urdu	1,529	0.1%
Polish	1,123	0.1%
Korean	1,031	0.1%
Other Indic languages	1,003	0.1%
Other Slavic Languages	1,000	0.1%
German	888	0.0%
Greek	806	0.0%
Hindi	746	0.0%
Hungarian	677	0.0%
Thai	607	0.0%
Japanese	443	0.0%
Persian	410	0.0%
African languages	313	0.0%
Gujarati	306	0.0%
Armenian	260	0.0%
Serbo-Croatian	249	0.0%
Scandinavian	247	0.0%
Other West Germanic languages	199	0.0%
Other Pacific Island languages	155	0.0%
Yiddish	152	0.0%
Mon-Khmer, Cambodian	94	0.0%
Other and unspecified languages	65	0.0%
Laotian	28	0.0%
Other Native North American languages	13	0.0%
Hmong	-	0.0%
Navajo	-	0.0%
Total LEP Age 5+ Population	324,938	16.5%
Total Age 5+ Population	1,973,790	

Source: US Census Bureau 2011- 2015, 5-Year American Community Survey Estimates

EXHIBIT 2

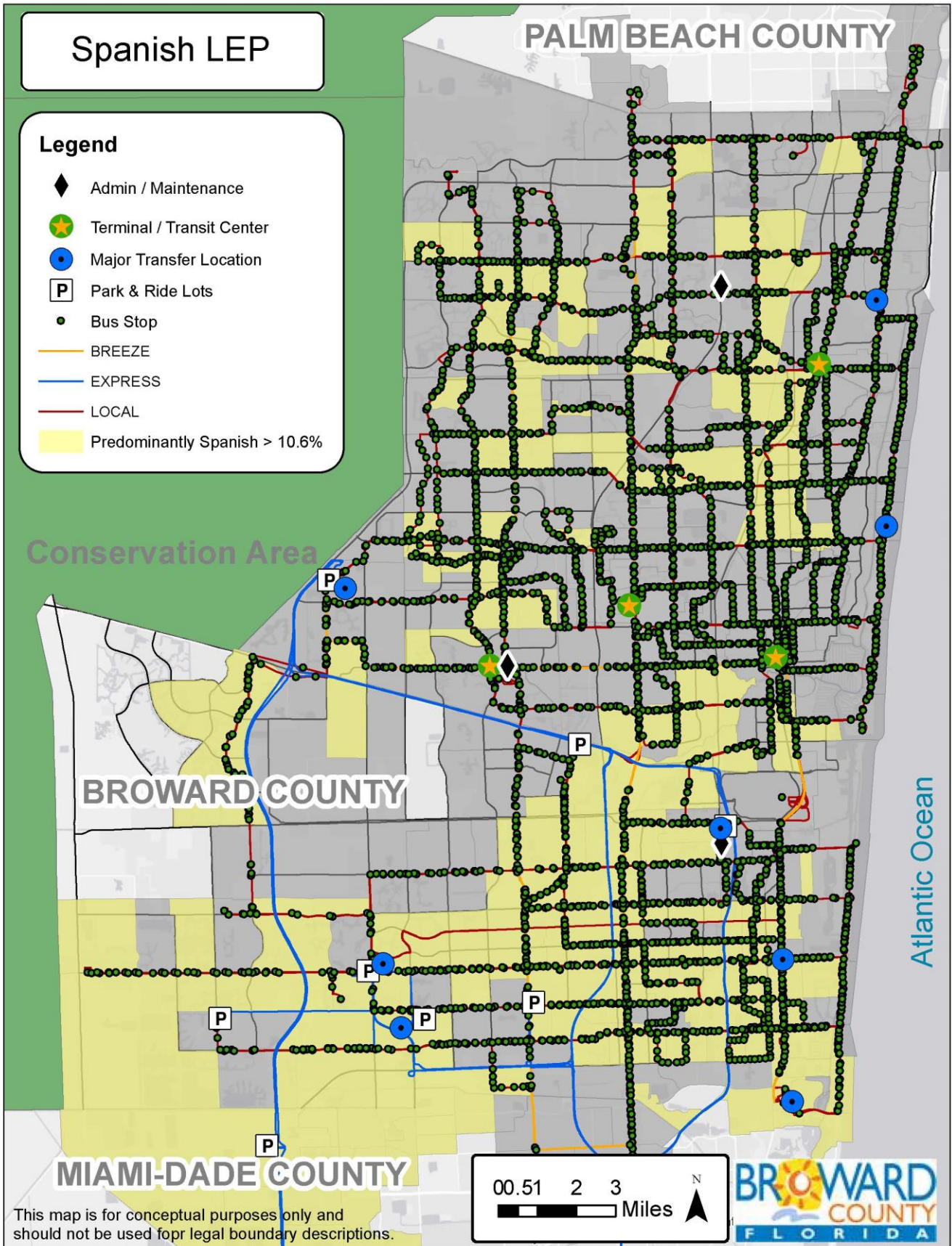
Limited English Proficiency Maps



Spanish LEP

Legend

- ◆ Admin / Maintenance
- ★ Terminal / Transit Center
- Major Transfer Location
- P Park & Ride Lots
- Bus Stop
- BREEZE
- EXPRESS
- LOCAL
- Predominantly Spanish > 10.6%



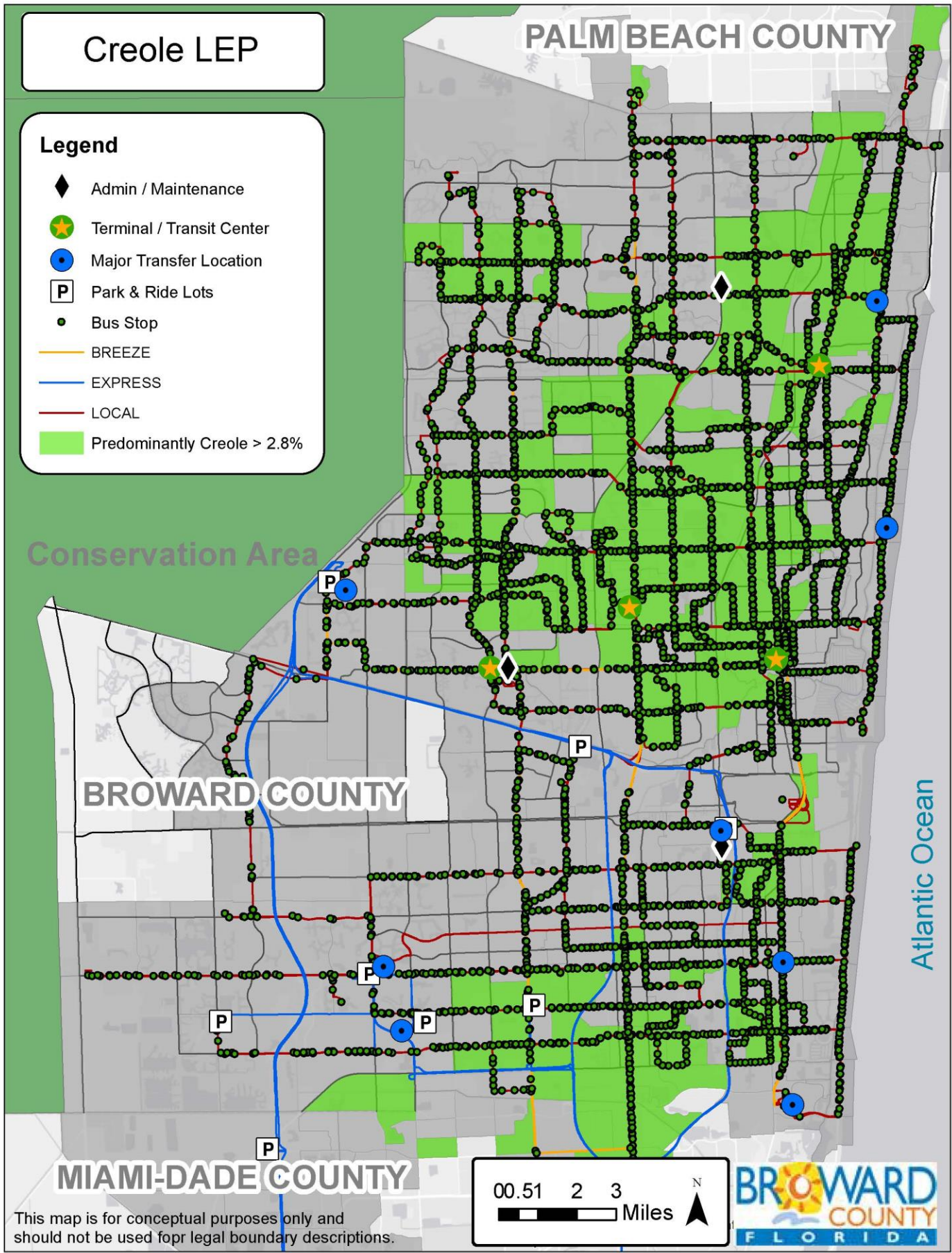
This map is for conceptual purposes only and should not be used for legal boundary descriptions.



Creole LEP

Legend










- ◆ Admin / Maintenance
- ★ Terminal / Transit Center
- Major Transfer Location
- Ⓟ Park & Ride Lots
- Bus Stop
- BREEZE
- EXPRESS
- LOCAL
- Predominantly Creole > 2.8%



This map is for conceptual purposes only and should not be used for legal boundary descriptions.

Portuguese LEP

Legend

-  Admin / Maintenance
-  Terminal / Transit Center
-  Major Transfer Location
-  Park & Ride Lots
-  Bus Stop
-  BREEZE
-  EXPRESS
-  LOCAL
-  Predominantly Portuguese > 0.6%

PALM BEACH COUNTY

Conservation Area

BROWARD COUNTY

Atlantic Ocean

MIAMI-DADE COUNTY

This map is for conceptual purposes only and should not be used for legal boundary descriptions.



EXHIBIT 3

US Census Bureau's "I Speak Cards"

2004 Census Test	United States Census 2010
LANGUAGE IDENTIFICATION FLASHCARD	
<input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/> Մարդու՞մ ենք նշում կասարեք այս բառակառույց, եթե խոսում կամ կարդում եք Հայերեն:	2. Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/> ឈ្មួញក្នុងប្រទេសនេះ ម៉ែអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/> Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	11. English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

- | | | |
|--------------------------|--|--------------------|
| <input type="checkbox"/> | Cocher ici si vous lisez ou parlez le français. | 13. French |
| <input type="checkbox"/> | Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. | 14. German |
| <input type="checkbox"/> | Σημειώστε αυτό το πλαίσιο αν διαβάσετε ή μιλάτε Ελληνικά. | 15. Greek |
| <input type="checkbox"/> | Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen. | 16. Haitian Creole |
| <input type="checkbox"/> | अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। | 17. Hindi |
| <input type="checkbox"/> | Kos lub voj no yog koj paub twm thiab hais lus Hmoob. | 18. Hmong |
| <input type="checkbox"/> | Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet. | 19. Hungarian |
| <input type="checkbox"/> | Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. | 20. Ilocano |
| <input type="checkbox"/> | Marchi questa casella se legge o parla italiano. | 21. Italian |
| <input type="checkbox"/> | 日本語を読んだり、話せる場合はここに印を付けてください。 | 22. Japanese |
| <input type="checkbox"/> | 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. | 23. Korean |
| <input type="checkbox"/> | ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກົວພາສາລາວ. | 24. Laotian |
| <input type="checkbox"/> | Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | 25. Polish |

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Economics and Statistics Administration
U.S. CENSUS BUREAU

- | | | |
|--------------------------|--|----------------|
| <input type="checkbox"/> | Assinale este quadrado se você lê ou fala português. | 26. Portuguese |
| <input type="checkbox"/> | Însemnați această căsuță dacă citiți sau vorbiți românește. | 27. Romanian |
| <input type="checkbox"/> | Пометьте этот квадратик, если вы читаете или говорите по-русски. | 28. Russian |
| <input type="checkbox"/> | Обележите овај квадратих уколико читате или говорите српски језик. | 29. Serbian |
| <input type="checkbox"/> | Označte tento štvorcík, ak viete čítať alebo hovoriť po slovensky. | 30. Slovak |
| <input type="checkbox"/> | Marque esta casilla si lee o habla español. | 31. Spanish |
| <input type="checkbox"/> | Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. | 32. Tagalog |
| <input type="checkbox"/> | ให้ทำเครื่องหมายลงในช่องสี่เหลี่ยมด้านหรือทุกภาษาไทย. | 33. Thai |
| <input type="checkbox"/> | Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. | 34. Tongan |
| <input type="checkbox"/> | Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. | 35. Ukrainian |
| <input type="checkbox"/> | اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ | 36. Urdu |
| <input type="checkbox"/> | Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. | 37. Vietnamese |
| <input type="checkbox"/> | באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. | 38. Yiddish |

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U.S. DEPARTMENT OF COMMERCE
Economic and Statistics Administration
U.S. CENSUS BUREAU

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
6**

Monitoring Process for Subrecipients

BCT's process for monitoring subrecipients is through an Inter Local Agreement (ILA). This Appendix consists of the pertinent excerpts from an Inter Local Agreement for the Community Bus Program.

ARTICLE 2. SCOPE

CITY'S OBLIGATIONS

2.1 **ROUTES.** City shall provide Community Shuttle Service for a minimum of twenty-four (24) hours per week to each of the locations and at the scheduled intervals ("Routes") set forth on the attached Exhibit A. Community Shuttle Service shall connect with County bus routes and other Community Shuttle Routes as set forth on Exhibit A. Community Shuttle Service shall not duplicate existing County bus service and must have connectivity to BCT fixed route bus service and to at least one (1) other City Community Shuttle route.

2.2 **USE OF SUBCONTRACTOR.** Community Shuttle Service may be performed by City through the use of its employees, or City may enter into a contract with a third party to perform the Community Shuttle Service. In the event City contracts with a third party, City shall remain fully responsible hereunder and shall ensure that its Subcontractor complies at all times with each and every term, condition, duty, and obligation imposed on City by this Agreement.

2.3 **ADA.** City shall at all times ensure that Community Shuttle Service is provided in full compliance with all applicable requirements of the Americans with Disabilities Act (ADA). To the extent any terms in this Agreement are inconsistent with the ADA, the requirements of the ADA shall control.

2.4 **CHANGES IN ROUTES.** City acknowledges and agrees that it shall not deviate from or make changes to the Routes established in Exhibit A, including, but not limited to, a decrease or increase in Revenue Service Hours, without the prior written consent of the Contract Administrator. City further acknowledges and agrees that funding under this Agreement is as set forth in Article 6, and County shall not compensate City for any deviations or changes from the Routes established in Exhibit A.

2.4.1 Change requests should be made in writing, on City letterhead, addressed to the Community Transit Officer (CTO). The requests should include at a minimum:

- (1) Nature of change requested;
- (2) Reason for change including supporting documentation such as letters from the community; and
- (3) Any available details and/or preliminary research or work done to support the change.

2.4.2 Change requests will be considered by County as outlined in Section 2.24 of this Agreement. The Contract Administrator will notify City, in writing,

whether the request is approved.

2.5 FARES. If City and County determine a fare to be appropriate, City may institute such fare, subject to the conditions outlined herein, provided the fare shall not exceed County's fixed-route base one-way fare.

2.5.1 City's fare policies shall comply with 49 U.S.C. Section 5307(c)(1)(D), commonly referred to as the "half fare" requirement, and shall ensure that, during non-peak hours, a fare that is not more than fifty percent (50%) of the peak hour fare will be charged to any of the following:

- (1) A senior – an individual who is 65 years of age or older;
- (2) An individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability, cannot use a public transportation service or a public transportation facility effectively without special facilities, planning, or design; and
- (3) An individual presenting a Medicare card issued to that individual under Title II or XVIII of the Social Security Act, 42 U.S.C. Sections 401 et seq. and 1395 et seq.

2.5.2 City shall:

- (1) Provide a formal written notice to the Contract Administrator at least sixty (60) calendar days prior to the implementation date of the proposed fare or fare change;
- (2) Hold a public hearing prior to the institution of any proposed fare or fare change in compliance with the procedures set forth in Section 2.6 below; and
- (3) Not implement the proposed fare or fare change prior to receiving County's written approval.

2.6 PUBLIC HEARING REQUIREMENTS. City, in compliance with the provisions of 49 U.S.C. Section 5307, shall hold a public hearing before its governing body as follows:

- (1) Prior to the implementation of or change in fares;
- (2) Prior to any change in service affecting twenty-five percent (25%) or more of the route miles, when calculated on total route miles or on daily revenue miles. A public hearing is required if either measure is above twenty-five percent (25%);
- (3) Prior to establishing a new Community Shuttle Service route;
- (4) Prior to discontinuing any Community Shuttle route in its entirety; and

- (5) Prior to implementing headway adjustments of more than fifteen (15) minutes.
- 2.6.1 At least one (1) Notice of Intent to Hold a Public Hearing must be published in a newspaper of general circulation in Broward County no less than ten (10) business days prior to the date of the public hearing. The notice shall contain, at a minimum:
 - (1) A description of the contemplated service or fare change, as appropriate;
 - (2) The date, time, and accessible location of the hearing;
 - (3) The location and addressee to whom written comments may be sent; and
 - (4) Criteria for requesting available accommodations and alternative formats.
 - 2.6.2 If service changes are necessitated by road closures or road construction/repair, or interruptions due to hurricane or other natural disaster, the Contract Administrator may authorize service reductions on a temporary basis, without a prior public hearing, for a period not to exceed six (6) months. City shall use its best efforts to provide the public with the greatest advance notice possible through the use of flyers, handouts, or other printed material and shall include a telephone number that can be used to inquire further about the change or through which individual patrons may seek alternative format information.
 - 2.6.3 City shall provide County with the public hearing notice and minutes of all public hearings held to satisfy the requirements of 49 U.S.C. Section 5307 within seven (7) calendar days after the public hearing.

2.7 BUS STOPS. It shall be City's sole responsibility to obtain any permission necessary to access or encroach upon any property for use as an origin and/or destination point associated with Community Shuttle Service (a bus stop).

2.7.1 Service. City shall ensure that all proposed bus stops are ADA compliant before revenue service starts. If a proposed bus stop is found to be non-ADA compliant it will not be used until it is made ADA compliant. If a proposed bus stop cannot be made ADA compliant due to cost, geography, right-of-way, etc., it will not be used.

- (1) County will review bus stops prior to start of service for ADA compliance. If County determines a bus stop to be ADA non-compliant, it will be removed and not used until City makes stop ADA compliant.

- (2) "Flag Stops," nondesignated bus stop locations at which a Vehicle stops on signal to allow passengers to board or alight a vehicle, are not acceptable and will not be used to support Community Shuttle Service.

2.8 MINIMUM REQUIRED PASSENGERS PER REVENUE HOUR. Within twelve (12) months after the commencement of Community Shuttle Service, City shall maintain a minimum average of 7.1 Passengers per Revenue Service Hour (PPRH) per route operated by City. City shall monitor trends relating to any reductions in PPRH and shall promptly notify County of possible conditions or remedies that are needed to address the reductions in passengers. It is understood and agreed between County and City that City's failure to maintain a minimum average of 7.1 PPRH per Route during any rolling twelve (12) month period shall constitute a breach of this Agreement, entitling County to terminate this Agreement and shall entitle County to pursue any and all other remedies provided under this Agreement and any remedies available to County at law or in equity. City shall return any and all funds paid in advance to City for services that were not performed prior to the date specified in any written notice of termination. City shall return the funds no later than thirty (30) calendar days after receipt by City of the notice of termination.

- 2.8.1 County reserves the right to adjust the minimum required PPRH per route. County will provide twelve (12) months' advance written notice to City of any new required minimum average PPRH per route. If City fails to meet the 7.1 PPRH on a twelve (12) month rolling basis as a result of road closures, road construction/repair, or interruptions due to hurricane or other natural disasters, County may suspend the ridership criteria for up to twelve (12) months.

2.9 EMERGENCY TRANSPORTATION SERVICE. In addition to the scheduled Community Shuttle Service as set forth in Exhibit A, City, upon direction of the Contract Administrator, may be required to provide Emergency Transportation Service. Emergency Transportation Service may include, but shall not be limited to, evacuation and reverse evacuation transportation for individuals, as well as any other transportation deemed necessary by County. The Parties agree that extreme conditions or catastrophic events may not affect the operations of all cities equally and, at County's discretion, County may require City to authorize the use of any Vehicle(s) leased to City herein by County or any other City that has an agreement with County for Community Shuttle Service. City shall not be entitled to any compensation for the use of any Vehicle(s) that is(are) utilized by another City as set forth above. Fares shall not be collected from passengers during Emergency Transportation Service.

- 2.9.1 In the event of an emergency or natural disaster, City is required to call the CTO to advise of City's operations plan regarding actions to be implemented pre-event, during the event, and post-event. Should the need arise for use of assigned Vehicles, the CTO will coordinate with City and provide further instructions.

2.10 EMERGENCY RESPONSE PLAN (ERP). City shall have a plan, updated on an annual basis, to maintain operations during the occurrence of emergencies such as, but

not limited to, periods of adverse weather or other emergency conditions including, but not limited to, inclement weather, hurricane, earthquake, fire, flood, cloudburst, cyclone, or other natural phenomenon of a severe and unusual nature, act of a public enemy, epidemic, quarantine or other restriction, embargo, or other periods of extreme or catastrophic events. Plans for backup telecommunications such as cellular phones, backup generators, and backup fuel sources and other alternatives shall be detailed in a written plan and submitted to County thirty (30) days after the effective date of this Agreement.

2.11 ON-BOARD SURVEYS. City shall allow any on-board surveys and/or inspections as may be requested by County.

2.12 PUBLIC TRANSIT PROVIDER. City, as a contracted public transit provider, shall comply with the provisions of Florida law relating to public transit providers, which shall include but not be limited to the requirements of Chapter 14-90, Florida Administrative Code, titled "Equipment and Operational Safety Standards for Bus Transit Systems," as currently enacted or as may be amended from time to time (Chapter 14-90).

2.13 OPERATION.

2.13.1 City shall be solely responsible for the operation of any Vehicle(s) in accordance with all federal, state, and local regulations which shall include, but not be limited to, the discharge of pollutants while operating, cleaning, fueling, and maintaining the Vehicle(s). City shall utilize every practicable safeguard to minimize the discharge of pollutants. City shall be responsible for and pay any fines, penalties, or damages for any fuel or oil spillage or other contaminants resulting from the Community Shuttle Service provided hereunder.

2.13.2 City shall be solely responsible to provide sufficient personnel, training, labor, and materials necessary to provide a high quality Community Shuttle Service which shall include, but not be limited to, all transportation, scheduling, dispatching, vehicle servicing, vehicle maintenance, reporting, and monitoring of the Community Shuttle Service required herein throughout the term of this Agreement.

2.13.3 City shall be solely responsible for the payment of all of its employees' wages and benefits and shall comply with all the requirements thereof including, but not limited to, employee liability, workers' compensation, unemployment insurance, Social Security, and any other mandated or optional employee benefits.

2.13.4 City shall be responsible to maintain Community Shuttle Service as described in Exhibit A. Should there be a service disruption on any route, City shall have forty-five (45) minutes to restore normal service levels. If City fails to restore normal services levels as required, County will reduce the next applicable invoice to reflect the missed service.

2.13.5 City shall obtain and provide to the Contract Administrator all required

state and local permits and ensure that all Vehicle operators are properly licensed for the service which they are providing. City shall ensure that all Vehicle operators meet all requirements for performing Community Shuttle Service under federal, state, and local law, which shall include, but not be limited to, the requirements of Chapter 14-90.

2.13.6 Vehicle operators must successfully complete the County's required Operator Training program prior to operating any Vehicle(s) to provide the Community Shuttle Service set forth herein. County will schedule and provide the training at no cost to City. City must provide County with a minimum of fourteen (14) calendar days advance written notice when City needs to have additional Vehicle operators trained through County's Operators Training program. Employees who complete the training will receive a Certification of Completion.

a. If approved in writing by County, City or Subcontractor may be eligible to provide its own operator training. Upon an operator's successful completion of the approved operator training, City shall provide a certificate of completion to County and a copy of which shall be kept in employee files by City and City's Subcontractor, as applicable.

2.13.7 During the term of this Agreement, the Contract Administrator may from time to time require additional training for the employees operating Vehicles. The Contract Administrator will provide at least fourteen (14) calendar days' notice of the required training. County will reimburse City for compensation paid to bus operators for participating in the required training.

2.13.8 City shall:

- a. Provide base of operation for Vehicle(s), operators, and Community Shuttle Service.
- b. Comply with all Community Shuttle Service operations, and equipment and maintenance requirements established by BCT.
- c. Comply with performance and safety standards required by Florida law and Chapter 14-90.
- d. Hire, train, and supervise Vehicle operators. County shall schedule and conduct the Vehicle operators' mandatory training unless City has an approved training program.
- e. Ensure that personnel working in the Community Shuttle program have the management, operations, and maintenance expertise required to carry out every obligation necessary to perform the Community Shuttle Service.
- f. Supervise Community Shuttle Service operations.
- g. Provide a means of direct communication between supervisors and Vehicle operators.
- h. Comply with and make appropriate personnel available for County's monitoring and audits.

- i. Attend and participate in quarterly Community Shuttle Service partner meetings with County staff. If City utilizes a Subcontractor to provide Community Shuttle Service, a representative from City and a representative from Subcontractor shall attend the meetings.
- j. Implement the operating methods, procedures, protocols, and policies that County directs as integral to the efficient and effective operation of County's public transportation system.
- k. Respond to the Contract Administrator's requests for information in a timely manner.
- l. Submit annual data to the National Transit Database (NTD) as required Section 2.18 herein titled "Reporting and Recordkeeping Requirements."
- m. Develop, maintain, and keep current a written procedure for the investigation and reporting of accidents and incidents.
- n. Provide City's written procedure for reporting accidents and incidents to the Contract Administrator for approval prior to the start of Community Shuttle Service.

2.14 SUSPENSION OF OPERATIONS. When performance is made impossible, City may request verbal or written approval from County to suspend operations. After prior approval from County, City may suspend all or a portion of Community Shuttle Service as to which such approval has been obtained. If County gives verbal approval based upon the circumstances, the verbal approval shall be memorialized by County in writing within five (5) business days after the verbal approval.

2.15 VEHICLE OPERATORS. City shall obtain driving records from the Florida Department of Highway Safety and Motor Vehicles and shall obtain criminal background checks from the Florida Department of Law Enforcement for all Vehicle operators. Such records may also be obtained from other sources approved by the Contract Administrator. City shall require its Vehicle operators performing the services hereunder to notify City within twenty-four (24) hours after any conviction for any traffic violation (except parking). City shall not employ a Vehicle operator to perform Community Shuttle Service that does not meet the requirements of Florida law.

2.15.1 All employees operating a Vehicle must have a valid Commercial Driver's License, Class A or Class B with a passenger endorsement, for at least three (3) years (time spent driving on a learner's permit does not count towards this requirement). A Class C Commercial Driver's license will be permitted with a passenger endorsement so long as the Vehicle(s) do not contain airbrakes.

2.15.2 City shall not employ or retain any Vehicle operators or supervisors whose driving record, as compiled by the Florida Department of Highway Safety and Motor Vehicles, contains a conviction or plea of nolo

contendere regardless of whether adjudication was withheld, for any of the following:

- a. More than one (1) moving violation in the last three (3) years*.
- b. An at-fault accident in the last three (3) years*.
- c. Failure to Appear or a Failure to Pay in the last three (3) years*.
- d. Reckless Driving in the last seven (7) years*.
- e. Driving Under the Influence (DUI) within the last seven (7) years*. Two convictions (lifetime) for DUI is automatic disqualification.
- f. Suspension within the last three (3) years*. One suspension for PIP permitted.
- g. Manslaughter resulting from the operation of a motor vehicle.
- h. Hit and Run or Hit and Run with Property Damage.
- i. Reckless Driving causing injury.
- j. DUI causing injury.
- k. Any combination of driving violations that indicate a pattern of irresponsibility or poor judgment.

*All time periods shall be rolling.

2.15.3 City shall provide current copies of the following records of all employees that operate the Vehicle(s) to County's Safety Manager or the Contract Administrator. The records shall be provided at the time of hire and upon any change in status relating to any information set forth in the below listed record(s):

- a. Driving Record;
- b. Background Verification Record;
- c. Criminal Background information; and
- d. INS Employment Eligibility Form I-9

2.15.4 City shall maintain, at all times, an up-to-date personnel file for each Vehicle operator, which shall include the verifications required in Section 2.15.3 above and the employee's vehicle operator's license number and expiration date. In addition, City shall maintain, at all times,

a current employment roster of Vehicle operators and shall provide the Contract Administrator with a copy of the current employment roster and copies of all such verifications upon request. City shall provide the Contract Administrator with each employee's name and driver's license number when the operator is hired and prior to the operator participating in any required Vehicle operator training.

- 2.15.5 City shall ensure that all Vehicle operators and supervisors performing Community Shuttle Services comply with the following:
- a. Immediately prohibit any employee, who fails to meet the requirements necessary to operate a Vehicle under this Agreement, from operating any Vehicle(s) to provide the Community Shuttle Service.
 - b. Only allow Vehicle(s) to be operated by properly licensed operators.
 - c. Provide full utilization (ADA accessible) Vehicle(s) to disabled passengers.
 - d. Carry a valid Florida Commercial Driver's License Class A, B, or C with passenger endorsements issued by the state of Florida on their person while operating a Vehicle.
 - e. Immediately report any and all convictions of in-state or out-of-state moving violations and/or any loss of driving privileges due to suspension or revocation of the employee's driver's license.
 - f. Prohibit the use of any personal wireless communications devices while occupying the operator's seat of the Vehicle or while in the operating area of the Vehicle.
 - g. Prohibit reckless and unsafe driving, illegal parking, illegal stopping, or the commission of any other traffic violation while operating any Vehicle.
 - h. Provide County bus route timetables (schedules), maps, or other available BCT transit system information to any passenger requesting such material.

2.16 NONDISCRIMINATION ON THE BASIS OF DISABILITY. City shall comply with all applicable laws and regulations relating to nondiscrimination on the basis of disability, including, but not limited to the following:

- a. Section 504 of the Rehabilitation Act of 1973, as amended (Section 504), 29 U.S.C. Section 794, prohibits discrimination on the basis of disability by recipients of federal financial assistance.
- b. The Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 et seq., prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities, as well as imposes specific requirements on public and private providers of transportation.
- c. The United States Department of Transportation (DOT), Public Transportation Regulations implementing Section 504 and the ADA. These regulations include DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 C.F.R. Part 27, DOT regulations, "Transportation Services for Individuals with Disabilities (ADA)," 49 C.F.R. Part 37, and Architectural and Transportation Barriers Compliance Board (ATBCB)/DOT regulations, "Americans With Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 36 C.F.R. Part 1192 and 49 C.F.R. Part 38, all as currently enacted or as may be amended from time to time.

2.17 DRUG AND ALCOHOL PROGRAM. City agrees to participate in County's drug and alcohol testing program, or establish and implement, subject to County review and approval, its own drug and alcohol testing program that complies with 49 C.F.R. Part 655. In addition, City agrees to produce any documentation necessary to establish its compliance with 49 C.F.R. Part 655, prior to the commencement of Community Shuttle Service, and shall permit any authorized representative of the DOT or its operating administrations, the State Oversight Agency, or County, to inspect City's facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 C.F.R. Part 655 and review the testing process.

2.17.1 City agrees to comply with the provisions established in the Drug Free Workplace Act of 1988 and the Omnibus Transportation Act of 1991.

2.17.2 City agrees to certify compliance with current Federal Transit Administration (FTA) regulations to the BCT Drug and Alcohol Program Manager, with a copy to the Contract Administrator, prior to the commencement of services under this Agreement and annually thereafter. A model format for certifying compliance is attached as Exhibit B.

2.17.3 City agrees to prepare, maintain, and submit annual Drug & Alcohol Management Information System (DAMIS) reports summarizing its drug and alcohol testing program results from the previous year. The annual reports covering the prior calendar year must be submitted to the BCT Drug and Alcohol Program Manager by a date determined by the

Contract Administrator, but no later than February 15th of each year. Additionally, City shall provide quarterly reports to the BCT Drug and Alcohol Program Manager summarizing its drug and alcohol testing results and shall permit the BCT Drug and Alcohol Program Manager to inspect its records during site visits, to ensure compliance with program requirements.

2.18 REPORTING AND RECORDKEEPING REQUIREMENTS. City shall maintain complete and accurate records of all Community Shuttle Services provided pursuant to this Agreement. City shall supply reports in compliance with the schedule and requirements set forth in Exhibit C and in any other format requested by County.

2.18.1 City is responsible for reporting data on a yearly basis through the NTD by January 31 of each year for the previous fiscal year data. Information should be compiled and reported at City's expense with guidance from City's NTD analyst and County as needed.

2.19 ANNOUNCEMENTS. If the Vehicle is not equipped with an automatic vehicle announcement system that automatically announces major intersections, destination points and transfer points with other fixed routes, internally both audibly and on a signboard, or the system is not working properly, the Vehicle operator shall use the internal announcement feature of the on-board public address (PA) system to make the announcements set forth below. If the PA system is not available or is inoperable, the Vehicle operator shall make the following required announcements using his/her own voice loudly and clearly to be heard by all passengers:

- a. Transfer points with other fixed routes;
- b. Major intersections and destination points;
- c. Intervals/points of interest along a route to orient an individual with visual impairments or other disabilities to his or her location, especially if there is a long distance between other announcements; and
- d. Any stop requested by a passenger with a disability, even if it does not meet any of the other criteria for announcement.

2.20 CHARTER AND SCHOOL BUS REGULATIONS.

2.20.1 City shall comply with 49 U.S.C. Section 5323(d) and 49 C.F.R. Part 604, relating to charter service.

2.20.2 City shall comply with the provisions of 49 U.S.C. Section 5323(f) and 49 C.F.R. Part 605, relating to school bus operations.

2.21 TEXT TELEPHONE ("TTY"). City shall at all times, while providing the Community Shuttle Service set forth herein, have and maintain a proper working TTY number.

2.22 STANDARDS. City shall comply with the following:

- a. City, as a contracted public transit provider, shall comply with all applicable requirements of Chapter 14-90 of the Florida Administrative Code ("Chapter 14-90").
- b. Develop and adopt a System Safety Program Plan ("SSPP") and Security Program Plan ("SPP") that comply with the requirements set forth in Chapter 14-90. The SSPP and the SPP shall be provided to County prior to providing Community Shuttle Service.
- c. Permit inspections, and safety and security review by County and the state of Florida.
- d. Comply with the adopted SSPP and SPP and ensure that safety inspections have been performed no less than biannually on all Vehicles operated pursuant to the provisions of this Agreement and in compliance with Chapter 14-90.
- e. All accidents shall be reported immediately to law enforcement.
- f. Report to CTO all accidents or incidents, including passenger-related occurrences, and any non-routine events within twenty-four (24) hours via phone call and follow up with written notification via e-mail correspondence within seventy-two (72) hours to include a police report, if available, and/or City accident or incident report. If any accident or incident requires a passenger to be transported from the scene, immediately call the CTO.
- g. Vehicle(s) shall not be operated if the top or interior lights or the headlights or taillights are not functioning properly. Vehicle(s) shall not be driven unless the brakes, steering mechanism, tires, horn, windshield wipers, and driver's and passenger's side mirrors and rearview mirrors are in good working order.
- h. Advertising, if allowed by County on any Vehicle, shall not obstruct the driver's view and shall not obstruct the Vehicle's top lights or other lights. Signs that encourage, advertise for, or otherwise solicit driver tips are strictly prohibited.
- i. Speedometer shall be properly installed, in good working order, and exposed to the view of both the driver and the passenger(s).
- j. The interior of the Vehicle(s) shall be clean, sanitary, and free from torn or damaged upholstery or floor coverings, or damaged or broken seats.

- k. Door hinges and latches shall be in good mechanical working order and all doors shall operate easily and close securely.
- l. Vehicle(s) shall be structurally sound and operate with minimum noise, vibration, and visible exhaust fumes.
- m. The body, fenders, door trim, and grill of the Vehicle(s) shall be free from cracks, breaks, and dents, and the Vehicle shall be painted.
- n. Vision shall be unobstructed on all four (4) sides of the Vehicle(s).

COUNTY'S OBLIGATIONS

2.23 DRIVER TRAINING. County shall provide operators hired by City or its Subcontractors who have a valid Florida commercial driver license with training in passenger relations, rules of the road, and transit system information. All Florida commercial driver licensed operators shall be required to attend and successfully complete County's training program prior to operating the Vehicle(s) addressed herein. This requirement shall extend to any and all Florida commercial driver licensed operators employed at any time during the term of this Agreement.

2.23.1 City shall have the option of submitting its own training program to County's Director of Operations for vetting and approval. Upon approval, City shall be authorized to provide the necessary training for operators. The Contract Administrator shall be provided certificates for successful completion of training upon availability.

2.23.2 Vehicle operators shall be retrained every two (2) years during the term of this Agreement (refresher training) and County will reimburse City for compensations paid to bus operators for attending required training.

2.24 SERVICE PLANNING AND SCHEDULING ASSISTANCE. County shall provide service planning and scheduling assistance. All requests by City for assistance with the planning and scheduling of Community Shuttle Service routes must be submitted in writing by City and implementation shall coincide with the schedule established by County. A memorandum will be provided by County at the beginning of each fiscal year outlining the deadlines and effective dates for service changes. The memorandum may be updated on a quarterly basis as necessary and provided to City and its Subcontractor.

2.25 TIMETABLES. County shall print and provide bus route timetables to City that inform City residents and passengers of the Community Shuttle Service.

ARTICLE 3. VEHICLES

3.1 LEASE. County will lease to City Liquid Petroleum Gas (LPG) or Propane fueled wheelchair accessible, passenger Vehicle(s), as described in Exhibit D, to be used in

Community Shuttle Service as set forth in Exhibit A. Such Vehicle(s) shall comply with the Americans with Disabilities Act of 1990 and all applicable federal and state regulations. The Vehicle(s) shall be leased to City for Ten Dollars (\$10.00) per Vehicle, per year. Prior to the acceptance of the Vehicle(s) by City, City at its own cost shall have the right to inspect, or cause to be inspected, the Vehicle(s) by a mechanic designated by City.

3.2 REIMBURSEMENT. Should City choose to purchase a non-LPG/Propane bus or Vehicle to provide Community Shuttle Service, County will reimburse City on a per-Vehicle basis up to County's current purchase price of a Propane bus minus the propane conversion or similar type Vehicle (from the state contract).

3.3 USE. Vehicle(s) shall be provided by County to City at least forty-eight (48) hours prior to the commencement of Community Shuttle Service and shall be used exclusively to perform the Community Shuttle Services and Emergency Transportation Services set forth in this Agreement and for no other purpose. Subject to the provisions of this Agreement, City shall have the exclusive right to possession and control of Vehicle(s) and shall be fully responsible for the use thereof. Vehicle(s) shall not be used in any unlawful trade or for any unlawful purpose whatsoever, or in violation of this Agreement. City shall use Vehicle(s) in a careful and proper manner and shall comply with all federal, state, local, or other laws, regulations, requirements and rules with respect to the use, maintenance and operation of the Vehicle(s). City shall use only the Vehicle(s) identified in Exhibit D to provide Community Shuttle Service.

3.4 REPLACEMENT. County reserves the right, in its sole discretion to replace any Vehicle(s) with the same or like equipment when determined to be in the best interest of County. City's use of any replacement Vehicle(s) shall be subject to all terms and conditions of this Agreement. Should City choose to use a replacement Vehicle, a request must be made in advance to the Contract Administrator and approval will be in the form of a written amendment executed by the parties.

3.5 BIKE RACKS. Vehicle(s) shall be equipped with bicycle racks to transport non-motorized bicycles.

3.6 SPARE VEHICLE(S). County will provide to City a ten percent (10%) spare ratio of Vehicles. County may also provide a twenty percent (20%) spare ratio of Vehicles based on the age of the Vehicle. City's use of any spare Vehicle(s) shall be subject to all terms and conditions of this Agreement.

3.7 INSPECTIONS. County shall have the right to inspect, or cause to be inspected, the Vehicle(s). County may inspect the Vehicle(s) at any time, provided that such inspections shall not be scheduled in a manner that would have a detrimental impact on City's ability to perform Community Shuttle Service. Chapter 14-90 inspections are to be conducted twice per year at a minimum: once at the beginning of the calendar year and again halfway through the calendar year. Should extraordinary wear and tear and/or damage be identified by such inspections, County shall provide written notification to the

City regarding the repairs required to be performed on the Vehicle(s) due to damage or excessive wear and tear. Any Vehicle(s) determined by County to be unacceptable to provide service will be removed from service by City and all deficiencies corrected immediately. Failure by County to inspect or supply such written notification shall not imply County's acceptance that no extraordinary wear and tear or damage has occurred to the Vehicles. At County's request, City shall take the Vehicle(s) to a location designated by the Contract Administrator for inspection.

3.8 PRE-TRIP AND POST-TRIP INSPECTIONS. City shall conduct and document Pre-trip and Post-trip Vehicle inspections each day. The inspection shall include an inspection of every item that appears on the Pre-trip and Post-trip Vehicle inspection form attached as Exhibit E. City shall ensure that any and all defects are remedied as an integral part of the inspection process prior to placing the Vehicle(s) into Community Shuttle Service. City shall maintain onsite a written record of inspections of all Vehicles, which record shall be available to the Contract Administrator or his/her designee upon request.

3.9 INSPECTION AND MAINTENANCE RECORDS. City shall maintain a record of periodic inspections of all Vehicles, which records shall be available to the Contract Administrator for a minimum of four (4) years. City shall maintain and provide written documentation of preventive maintenance, regular maintenance, inspections, and repairs performed for each Vehicle throughout the term of this Agreement. City shall maintain onsite a written record of inspections and maintenance of all Vehicles; which records shall be available to the Contract Administrator or his/her designee. Inspection and repair records should include invoices that show labor and parts costs and a proper description of work done.

3.9.1 City shall upload within the time periods established in Exhibit C all maintenance and related documentation performed on each revenue service Vehicle in AssetWorks, or any subsequent maintenance tracking program as may be established therein. Should no maintenance be performed on any given revenue service Vehicle within the established time period, mileage for each Vehicle should be updated at the time of upload. Maintenance is including, but not limited to:

- a. Preventative maintenance;
- b. Repair work orders; and
- c. Annual/biannual inspections.

3.10 MAINTENANCE AND REPAIR. City shall maintain the Vehicle(s) and all its appliances and appurtenances, in a good state of repair and in efficient operating condition during the entire term of this Agreement. City shall be fully responsible for all maintenance and repair, of whatever kind or nature, of all Vehicle(s), which obligation shall include, but in no way be limited to, regularly scheduled routine maintenance, required inspections, and repairs.

- 3.10.1 Any Vehicle that becomes inoperable must be repaired and back in Community Shuttle Service within ten (10) business days of becoming inoperable. If a Vehicle(s) will not be back in revenue service within ten (10) business days due to the unavailability of parts or due to the nature of the repair, City shall notify the Contract Administrator in writing and include the reason for the delay. City must have written approval from the Contract Administrator for any repair that will keep Vehicle(s) out of Community Shuttle Service for more than ten (10) business days.
- 3.10.2 All maintenance on Vehicle(s) shall be performed by persons properly licensed and qualified to perform maintenance on Vehicle(s). City shall maintain the Vehicle(s) in compliance with BCT's and the manufacturer's standards for preventive maintenance. City shall develop a preventive maintenance schedule, which shall be approved by County prior to initiating Community Shuttle Service.
- 3.10.3 Vehicle parts necessary to maintain and repair Vehicles shall be provided by City. Vehicle parts must be Original Equipment Manufacturer (OEM) parts. City shall receive written approval from the Contract Administrator before beginning any major maintenance and/or repair. Major maintenance and repairs shall be defined as any maintenance or repair activity in which the total cost of parts and labor exceeds Two Thousand Five Hundred Dollars (\$2,500.00).
- 3.10.4 City shall not make any structural or other significant alterations or changes to Vehicle(s) without the prior written consent of the Contract Administrator.
- 3.10.5 City shall maintain any Vehicle(s) in clean appearance and safe and proper working mechanical condition at all times. Vehicle(s) shall be used in Community Shuttle Service in a manner so that any Vehicle(s) will accrue relatively equal mileage at any one time.

3.11 SIGNAGE AND ADVERTISING. All Vehicles shall display their assigned bus number in a minimum of four (4) inch numbers in the following locations:

- a. Above or beside the passenger entrance door(s);
 - b. On the exterior rear of the Vehicle;
 - c. On the exterior front of the Vehicle; and
 - d. On the interior of the Vehicle above the front windshield.
- 3.11.1 Vehicle(s) route identification information must contrast in color with the background color to which they are affixed.

- 3.11.2 Vehicle(s) shall display, at all times, destination signage specific to the Route and the direction being operated, if direction is applicable. The signage shall fit the opening as provided on the Vehicle(s). An ADA compliant route identification sign shall be displayed on the curb side of Vehicle(s) at all times.
- 3.11.3 City shall maintain all interior signs placed by County.
- 3.11.4 City shall not place advertisements of any kind or nature on any Vehicle(s) without the prior written approval of the Contract Administrator. If advertisements are allowed, all advertising shall conform to the BCT Advertising Guidelines and Regulations, as currently enacted or as may be amended from time to time.
- 3.11.5 City shall ensure that Vehicles conspicuously display all branding, logos, taglines, or other messaging directed by County.
- 3.12 DAILY CLEANING. City shall ensure that each Vehicle is clean prior to beginning Community Shuttle Service each day as follows:
- a. Exterior washed;
 - b. Interior windows cleaned;
 - c. Non-carpeted floors are mopped with clean water and appropriate cleaning solution;
 - d. Non-upholstered seats are wiped down with clean water and appropriate cleaning solution;
 - e. Upholstered seats are vacuumed;
 - f. Pest control;
 - g. All handrails are wiped down with clean water and appropriate cleaning solution; and
 - h. Dispose of all refuse, newspapers, and other recyclable material remaining on board the Vehicle. Items remaining on the Vehicle that belong to customers shall be maintained and made available consistent with City's Lost and Found Policy which policy shall comply with Florida law. City's Lost and Found Policy must be approved by the Contract Administrator;
- 3.13 TITLE. Title to County-owned Vehicle(s) shall remain in County at all times, and City shall have no right, title to, or interest in the Vehicle(s) except the possessory rights expressly set forth in this Agreement. Any act of City purporting to create any claim, lien, or encumbrance shall be void. City shall keep the Vehicle(s) free and clear of any and all claims, liens, and encumbrances, and shall, at its expense, protect and defend County's title to the Vehicle(s) and shall protect and defend County's right of possession against all others. City shall return the Vehicle(s) to County free of any liens, claims, or encumbrances resulting from City's use of the Vehicle(s). City shall notify persons

furnishing repairs, supplies, towage, and other necessities to Vehicle(s) that City has no authority or right to incur, create, or permit to be imposed on Vehicle(s) any lien of any kind.

3.14 REGISTRATION. The registration of County-owned Vehicle(s) will be processed by County and the costs of such registrations will be paid by County.

3.15 INSTALLATION OF EQUIPMENT. County reserves the right to install equipment (hardware or software) determined necessary by County, including, but not limited to, automatic vehicle locators (AVL), computer aided dispatching (CAD) global positioning systems (GPS), mobile data computers (MDC) collectively referred to as "AVL/MDC Equipment", automatic passenger counters ("APC Equipment"), and wireless fidelity (Wi-Fi Equipment) in Vehicle(s). This may be done at a County or City facility. City agrees to make Vehicle(s) and facilities available for the installation of any equipment and to operate such equipment in compliance with all direction from County. If County installs any equipment in the Vehicle(s), Exhibit D shall be updated in an amendment that includes the equipment installed in the Vehicle(s).

3.15.1 Cost: The cost of AVL/MDC Equipment, APC Equipment, Wi-Fi Equipment, and installation of and training on the equipment shall be at County's expense. County shall be responsible for securing and paying for any recurring wireless (cellular), data, and voice service deemed necessary by County.

3.15.2 Delivery and Installation: County shall provide City with no less than ten (10) calendar days' prior written notice of the date the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment will be installed in Vehicle(s) and City shall make the Vehicle(s) available on the date established by County. County will install, or cause to be installed, the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment at a site to be determined by County. At the time of installation of the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment into Vehicle(s), County shall prepare an itemized listing setting forth the components, and the serial numbers where applicable, of the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment installed in each Vehicle and equipment installed at any City facility. City shall acknowledge receipt of the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment in writing. City agrees to cooperate fully in the installation, testing, and training related to AVL/MDC Equipment.

3.15.3 Operations, Maintenance, and Repair: County shall provide City with reasonable assistance in the maintenance and operation of the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment by responding to all inquiries and trouble reports concerning the operation or condition of the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment if the inquiries or trouble reports are submitted, in writing, by City to the designated representative of County. Upon receiving such

inquiries or trouble reports, County shall either offer advice or propose possible solutions based on its preliminary appraisal of City's description of the problem or arrange for assistance from a maintenance service representative.

3.15.4 County shall pay for routine maintenance, provided, however, that City shall be responsible for any and all maintenance charges, including the cost of labor and parts, imposed by any maintenance service representative or by County if maintenance is required by reason of:

- a. Use of the AVL/MDC Equipment, APC Equipment, Wi-Fi Equipment or any component thereof in other than the manner for which it was installed;
- b. Damage to the AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment by City, its employees, agents, or third parties;
- c. Modification of the installed AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment by City which was not authorized by County; or
- d. Maintenance performed by City without County's authorization.

3.15.5 Risk of Loss: After installation in the Vehicle(s), City shall bear the entire risk of loss or damage to and shall be required to replace the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment with County-approved AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment.

3.15.6 Restrictions: The following restrictions shall apply to City's use of the AVL/MDC Equipment:

- a. City shall keep the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment free and clear of all claims, liens, and encumbrances. Any act of City purporting to create such a claim, lien, or encumbrance shall be void;
- b. City shall not use the AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment in any manner or for any purpose for which the AVL/MDC Equipment is not designed or reasonably suited;
- c. City shall not permit any physical alteration of the AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment without the prior written consent of County;
- d. City shall not affix, attach, or install any accessory, equipment, or device to the AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment without the prior written consent of County;

- e. City shall not remove the AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment from the Vehicle in which it was originally installed without the prior written consent of County, except in the event of an emergency;

3.15.7 Reservation of Title: County shall retain title to and ownership of the equipment at all times. This Agreement does not provide City with title to or ownership of the AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment but only a right of limited use for the duration of the Agreement;

3.15.8 Training: County shall provide City's employees with initial training in the operation of AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment at no cost to City. County may provide additional training, as deemed necessary by County, to City's personnel at no cost to City; and

3.15.9 City shall ensure that its personnel utilizing the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment have been properly trained in the operation of such equipment.

3.16 DAMAGE TO AND RISK OF LOSS OF VEHICLE(S). City shall bear the entire risk of loss or damage to all Vehicles. Any and all damage to Vehicle(s), including, but not limited to, damage resulting from storage, vandalism, theft, or from the provision of Community Shuttle Service shall be the sole responsibility of City, and any and all damage shall be repaired at the sole cost and expense of City. City shall provide the Community Shuttle Service or Emergency Transportation Services in full compliance with all requirements of this Agreement during any periods of time that Vehicle(s) are being repaired or not in revenue service.

ARTICLE 4. COMPLAINTS

4.1 County shall provide City with signs that include County's Customer Service Center contact information and inform customers that they can contact the center regarding questions, comments, or to request schedule information. City shall display the signs conspicuously on each Vehicle. City shall respond to complaints (excluding Title VI complaints, which will be handled by County as outlined in Article 10 of this Agreement) brought by persons or by County on its own initiative or otherwise. In the event that complaints regarding City's Community Shuttle Service are received by County's Customer Service Center, the Contract Administrator shall forward the complaint to City upon receipt.

4.1.1 Upon receipt of any complaint, from whatever source, City shall conduct the necessary investigation and respond in writing to each complainant. City shall forward the results of such investigation and the complaint resolution to the Contract Administrator within five (5) business days after completion of the investigation or resolution of the complaint, as applicable.

4.2 County shall provide City with County's formally adopted Title VI Notice and Complaint procedures. City shall include the Title VI public notice ("Title VI Notice") on printed timetables, online, and at major transfer locations. City shall display the Title VI Notice conspicuously on each Vehicle. If City receives any Title VI complaints, City shall forward the complaints to the Broward County Transit Division Compliance Manager.

4.3 City shall submit a monthly report to the Contract Administrator summarizing all complaints received during the previous month.

4.4 At the request of County, City shall meet with the Contract Administrator to review any complaints or concerns relating to the Community Shuttle Service and to promptly correct any deficiencies. The Contract Administrator's determination as to quality of operation or services shall be conclusive, and curative measures shall be implemented by City as directed by the Contract Administrator.

ARTICLE 5. TERM AND TIME OF PERFORMANCE

5.1 The term of this Agreement shall begin on the date it is fully executed by the Parties and shall end on September 30, 2022. The term may be extended for up to two (2) additional one (1) year renewal periods upon written approval of the Contract Administrator at least ninety (90) days prior to the expiration date of the current term. The continuation of this Agreement beyond the end of any fiscal year shall be subject to both the appropriation and the availability of funds in accordance with Chapter 129, Florida Statutes.

5.2 Community Shuttle Service shall not commence until the receipt of a written Notice to Proceed from the Contract Administrator. Time shall be deemed to be of the essence in performing the duties, obligations, and responsibilities required by this Agreement.

ARTICLE 6. FUNDING

6.1 The County agrees to pay City's costs for operations and maintenance ("O&M") of Community Shuttle Service that is actually performed by City at the established O&M rate of forty-four dollars (\$44.00) for Total Vehicle Hours. Funding shall be used by City solely for the purpose of providing Community Shuttle Service and for maintaining, operating, and properly equipping the Vehicle(s) (funding may be used for no other purpose).

METHOD OF BILLING AND PAYMENT

6.2.1 City shall submit invoices for Funding, in advance, on a quarterly basis. To be deemed proper, all invoices must comply with the requirements set forth in this Agreement and must be submitted via an official invoice from City as set forth in Exhibit G and pursuant to instructions prescribed by the Contract Administrator.

6.2.2 County reserves the right to withhold any/all payments resulting from a breach or non-compliance with this Agreement. Payments will be made

once the breach has been cured or compliance verified. County will make payments in an amount determined by the County based on the nature of the breach or non-compliance.

- 6.2.3 City shall submit its Total Vehicle Hours (Revenue Service Hours and deadhead; travel time from the yard to start of the route and from the end of the route to the yard) via invoice for payment as set forth in Exhibit G.
- 6.2.4 County shall pay City, in advance, the projected O&M rate for Total Vehicle Hours due through the first quarter of County's fiscal year. All payments for subsequent quarters, if applicable, shall be paid in advance on a quarterly basis. The maximum O&M rate, however, does not constitute a limitation, of any sort, upon City's obligation to perform all items of work required by, or which can be reasonably inferred from, the provisions of this Agreement. City shall provide sufficient detail regarding the factors included in its reported hourly rate and County reserves the right to audit this rate.
- 6.2.5 Advance quarterly payments for Funding shall be adjusted by County based on the Total Vehicle Hours calculations projected as compared to the actual Total Vehicle Hours performed in any previous quarter.
- 6.2.6 At the conclusion of each fiscal year, the projected budget as presented by the Contract Administrator will be reviewed for the new fiscal year to adjust for the number of days in each month and confirmation of anticipated holidays to be observed by City when service will not be provided.
- 6.2.7 Following the termination of this Agreement for any reason, City shall return to County any Funding paid in advance to City for any Total Vehicle Hours that were not actually performed by City. County shall conduct a reconciliation of the actual Total Vehicle Hours performed by City prior to termination compared to the amount of Total Vehicle Hours for which advanced Funding was paid. City shall return all Funding that was received in excess of the actual Total Vehicle Hours performed no later than thirty (30) days after receipt of a written notice from County demanding repayment. The obligations of this section shall survive the expiration or earlier termination of this Agreement.

6.3 Notwithstanding any provision of this Agreement to the contrary, County may withhold, in whole or in part, payment to the extent necessary to protect itself from loss on account of failure to comply with this Agreement. The amount withheld shall not be subject to payment of interest by County.

6.4 Payment shall be made to City at:

XXXXXXXXXX
XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX

ARTICLE 7. INSURANCE

7.1 City is a governmental entity and is fully responsible for the acts and omissions of its agents or employees, subject to any applicable limitations of Section 768.28, Florida Statutes.

7.2 Upon request by County, City must provide County with written verification of liability protection that meets or exceeds any requirements of Florida law. If City holds any excess liability coverage, City must ensure that Broward County is named as an additional insured and certificate holder under such excess liability policy and provide evidence of same to County.

7.3 If City maintains broader coverage or higher limits than the minimum coverage required under Florida law, County shall be entitled to such broader coverage and higher limits on a primary and noncontributory basis. County's insurance requirements shall apply to City's self-insurance.

7.4 In the event City contracts with a Subcontractor to provide any of the Services set forth herein, City shall require that each Subcontractor procure and maintain insurance coverage that adequately covers each Subcontractor's exposure based on the Services provided by that Subcontractor. City must ensure that all such Subcontractors name "Broward County" as an additional insured and certificate holder under the applicable insurance policies. City shall not permit any Subcontractor to provide Services until the insurance requirements of the Subcontractor under this section are met. If requested by County, City shall furnish evidence of insurance of all such Subcontractors.

7.5 County reserves the right, but not the responsibility, to periodically review any and all insurance policies and to reasonably adjust the limits and/or types of coverage required herein, from time to time throughout the term of this Agreement.

ARTICLE 8. TERMINATION

8.1 This Agreement may be terminated for cause by the aggrieved party if the party in breach has not corrected the breach within ten (10) business days after receipt of written notice from the aggrieved party identifying the breach. This Agreement may also be terminated for convenience by the Board. Termination for convenience by the Board shall be effective on the termination date stated in the written notice provided by County, which termination date shall be not less than one hundred eighty (180) days after the date of such written notice. This Agreement may also be terminated by the County Administrator upon such notice as the County Administrator deems appropriate under the circumstances if the County Administrator determines that termination is necessary to protect the public health, safety, or welfare. If County erroneously, improperly, or

unjustifiably terminates for cause, such termination shall be deemed a termination for convenience and shall be effective one hundred eighty (180) days after such notice of termination for cause is provided.

8.2 This Agreement may be terminated for cause by County for reasons including, but not limited to, any of the following:

8.2.1 City's failure to suitably perform the Community Shuttle Service, failure to continuously perform the Community Shuttle Service in a manner calculated to meet or accomplish the objectives in this Agreement, or repeated submission (whether negligent or intentional) for payment of false or incorrect bills or invoices;

8.2.2 City's failure to maintain a minimum average of 7.1 Passengers Per Revenue Service Hour per Route during any rolling twelve (12) month period; or

8.2.3 If City's Subcontractor is a "scrutinized company" pursuant to Section 215.473, Florida Statutes, if City's Subcontractor is placed on a "discriminatory vendor list" pursuant to Section 287.134, Florida Statutes, or if City's Subcontractor provides a false certification submitted pursuant to Section 287.135, Florida Statutes.

8.3 Notice of termination shall be provided in accordance with the "Notices" section of this Agreement except that notice of termination by the County Administrator to protect the public health, safety, or welfare may be oral notice that shall be promptly confirmed in writing.

8.4 If this Agreement is terminated for convenience by County, City shall be paid for any Community Shuttle Services properly performed under this Agreement through the termination date specified in the written notice of termination, subject to any right of County to retain any sums otherwise due and payable. City acknowledges that it has received good, valuable, and sufficient consideration from County, the receipt and adequacy of which are acknowledged by City, for County's right to terminate this Agreement for convenience.

8.5 In addition to any right of termination stated in this Agreement, County shall be entitled to seek any and all available remedies, whether stated in this Agreement or otherwise available at law or in equity.

ARTICLE 9. EEO COMPLIANCE

9.1 No party to this Agreement may discriminate on the basis of race, color, sex, religion, national origin, disability, age, marital status, political affiliation, sexual orientation, pregnancy, or gender identity and expression in the performance of this Agreement.

9.2 This Agreement is assisted by United States Department of Transportation ("DOT") funds. City and its Subcontractors shall comply with the non-discrimination requirements in 49 C.F.R. Part 26. Failure to comply with the foregoing requirements is a material breach of this Agreement, which may result in the termination of this Agreement or such other remedy as County deems appropriate.

9.3 City shall not unlawfully discriminate against any person in its operations and activities or in its use or expenditure of funds in fulfilling its obligations under this Agreement and shall not otherwise unlawfully discriminate in violation of Chapter 16½, Broward County Code of Ordinances. City shall affirmatively comply with all applicable provisions of the Americans with Disabilities Act (ADA) in the course of providing any services funded by County, including Titles I and II of the ADA (regarding nondiscrimination on the basis of disability), and all applicable regulations, guidelines, and standards. In addition, City shall take affirmative steps to prevent discrimination in employment against disabled persons.

9.4 By execution of this Agreement, City represents that it has not been placed on the discriminatory vendor list as provided in Section 287.134, Florida Statutes. County hereby materially relies on such representation in entering into this Agreement. An untrue representation of the foregoing shall entitle County to terminate this Agreement and recover from City all monies paid by County pursuant to this Agreement and may result in debarment from County's competitive procurement activities.

ARTICLE 10. TITLE VI

10.1 By execution of this Agreement, City, as a subrecipient of FTA funding, shall ensure that Community Shuttle Service and related benefits shall be distributed in an equitable manner with no discrimination on the grounds of race, color, or national origin in compliance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d et seq. ("Title VI") and 49 C.F.R. part 21. City shall provide information to the public regarding the Title VI Complaint Procedures and apprise members of the public of protections against discrimination afforded to them by Title VI, including, but not limited to posting notices on its Vehicle(s), website, and bus schedules. City shall permit County to monitor City for Title VI compliance in accordance with the Title VI Program and shall take all actions that may be required to maintain compliance with Title VI. An updated and Board-approved Title VI Program must be submitted to County upon expiration.

10.2 Under Title VI of the Civil Rights Act of 1964, as amended, and as subrecipients of federal funding, City, without regard to race, color, or national origin, shall operate and plan for transit services so that: transit services are available and distributed equitably; transit services are adequate enough to provide access and mobility for all; opportunities to participate in transit planning and decision making processes are provided to everyone; decisions on the locations of transit facilities and services are carried out equitably; and that remedial and corrective actions are undertaken to prevent discriminatory treatment of any beneficiary. This Title VI Program for City, a subrecipient of County, was prepared in accordance with the requirements specified in the FTA, Circular 4702.1B, "Title VI

Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012.

10.3 TITLE VI NOTICE AND COMPLAINT PROCEDURES. All subrecipients use County's adopted Title VI Notice and Complaint Procedures. Accordingly, the Title VI public statement is placed inside of each passenger Vehicle, on printed timetables, online, and at major transfer locations. The text of the statement is as follows:

*NOTICE OF PROTECTIONS UNDER TITLE VI OF THE CIVIL RIGHTS ACT
Any person or group who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity provided by Broward County Transit (BCT), may call (954) 357-8481 to file a Title VI discrimination complaint or write to the Broward County Transportation Department, Compliance Manager, 1 N. University Drive, Suite 3100A, Plantation, Florida 33324.*

10.4 TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS. City has no past, current, or pending Title VI investigations, complaints, or lawsuits. All Title VI complaints are directed and investigated in accordance with County procedures.

10.5 PUBLIC PARTICIPATION AND LANGUAGE ASSISTANCE PLANS. City shall, in the absence of its own plans, use County's Public Participation and Language Assistance Plans in formulating public outreach strategies to engage minority, low-income, and Limited English Proficient (LEP) populations.

10.6 PLANNING OR ADVISORY BOARDS. City does not currently have a transit specific non-elected planning or advisory board as described in FTA Circular 4702.1B, Chapter III, Sec. 10. If such entities are created, City will provide County with the racial breakdown of the board and a description of how minority participation is encouraged, as required by FTA.

10.7 MONITORING SUBRECIPIENTS. City is monitored by its primary recipient, County. The monitoring process outlined by County includes the collection of Title VI Programs, reviews of service change proposals, and attendance at quarterly Community Shuttle Service meetings.

10.8 FACILITY EQUITY ANALYSIS. City does not have plans to build any maintenance or operations facilities that require Title VI analysis under FTA Circular 4702.1B, Chapter III, Sec. 13. If plans are created, City will collaborate with County to ensure that the appropriate analysis is conducted in compliance with FTA specifications.

10.9 SERVICE STANDARDS. City, in agreement with County, will use service standards outlined in City's Title VI Plan for Community Shuttle Service. City will collaborate with County to monitor service standards as necessary under FTA Circular 4702.1B.

ARTICLE 11. MISCELLANEOUS

11.1 RIGHTS IN DOCUMENTS AND WORK. Any and all reports, photographs, surveys, and documents created by City in connection with performing Community Shuttle Service under this Agreement shall be owned by County and shall be deemed works for hire by City and its agents; in the event the Community Shuttle Service is determined not to be a work for hire, City hereby assigns all right, title, and interest, including any copyright or other intellectual property rights in or to the work, to County. In the event of termination of this Agreement, any reports, photographs, surveys, and other data and documents prepared by City, whether finished or unfinished, shall become the property of County and shall be delivered by City to the Contract Administrator within seven (7) days after termination of this Agreement. Any compensation due to City may be withheld until all documents are received as provided in this Agreement. City shall ensure that the requirements of this section are included in all agreements with its Subcontractors.

11.2 PUBLIC RECORDS. To the extent City is acting on behalf of County as stated in Section 119.0701, Florida Statutes, City shall:

- 11.2.1 Keep and maintain public records required by County to perform the services under this Agreement;
- 11.2.2 Upon request from County, provide County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time and at a cost that does not exceed that provided in Chapter 119, Florida Statutes, or as otherwise provided by law;
- 11.2.3 Ensure that public records that are exempt or confidential and exempt from public record requirements are not disclosed except as authorized by law for the duration of this Agreement and following completion or termination of this Agreement if the records are not transferred to County; and
- 11.2.4 Upon completion or termination of this Agreement, transfer to County, at no cost, all public records in possession of City or keep and maintain public records required by County to perform the services. If City transfers the records to County, City shall destroy any duplicate public records that are exempt or confidential and exempt. If City keeps and maintains the public records, City shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to County upon request in a format that is compatible with the information technology systems of County.

A request for public records regarding this Agreement must be made directly to County, who will be responsible for responding to any such public records

requests. City will provide any requested records to County to enable County to respond to the public records request.

Any material submitted to County that City contends constitutes or contains trade secrets or is otherwise exempt from production under Florida public records laws (including Chapter 119, Florida Statutes) ("Trade Secret Materials") must be separately submitted and conspicuously labeled "EXEMPT FROM PUBLIC RECORD PRODUCTION – TRADE SECRET." In addition, City must, simultaneous with the submission of any Trade Secret Materials, provide a sworn affidavit from a person with personal knowledge attesting that the Trade Secret Materials constitute trade secrets under Section 812.081, Florida Statutes, and stating the factual basis for same. In the event that a third party submits a request to County for records designated by City as Trade Secret Materials, County shall refrain from disclosing the Trade Secret Materials, unless otherwise ordered by a court of competent jurisdiction or authorized in writing by City. City shall indemnify and defend County and its employees and agents from any and all claims, causes of action, losses, fines, penalties, damages, judgments and liabilities of any kind, including attorneys' fees, litigation expenses, and court costs, relating to the nondisclosure of any Trade Secret Materials in response to a records request by a third party.

IF CITY HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CITY'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (954) 357-8385 OR (954) 357-9721, WDELTORO@BROWARD.ORG OR TRANSITRECORDS@BROWARD.ORG, 1 NORTH UNIVERSITY DRIVE, SUITE 3100A, PLANTATION, FLORIDA 33324.

11.3 AUDIT RIGHTS, AND RETENTION OF RECORDS. County shall have the right to audit the books, records, and accounts of City and its Subcontractors that are related to this Agreement. City and its Subcontractors shall keep such books, records, and accounts as may be necessary in order to record complete and correct entries related to this Agreement and performance under this Agreement. All such books, records, and accounts shall be kept in written form, or in a form capable of conversion into written form within a reasonable time, and upon request to do so, City or its Subcontractors shall make same available in written form at no cost to City.

11.3.1 City and its Subcontractors shall preserve and make available, at reasonable times within Broward County, Florida, for examination and audit, all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for at least three (3) years after expiration or termination of this Agreement or until resolution of any audit findings, whichever is longer. Any audit or inspection pursuant to this section may be performed by any County representative (including any outside representative engaged by County). City hereby grants County the right to conduct such audit or review at City's place of business, if deemed appropriate by County, with seventy-two (72) hours' advance notice.

- 11.3.2 Any incomplete or incorrect entry in such books, records, and accounts shall be a basis for County's disallowance and recovery of any payment upon such entry. If an audit or inspection in accordance with this section discloses overpricing or overcharges to County of any nature by City in excess of five percent (5%) of the total contract billings reviewed by County, the reasonable actual cost of County's audit shall be reimbursed to County by City in addition to making adjustments for the overcharges. Any adjustments or payments due as a result of such audit or inspection shall be made within thirty (30) days after presentation of County's findings to City.
- 11.3.3 City shall ensure that the requirements of this section are included in all agreements with its Subcontractor(s).

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
7**

Service Standards and Policies

TITLE VI UPDATE 2017

In accordance with the Federal Transit Administration's (FTA) Title VI requirements, Broward County Transit (BCT) adopts the following system-wide service policies and standards to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Additionally, BCT will perform on-going monitoring and evaluation of its existing service, analyze the performance of the system across all service types, and prepare a service monitoring report that will be reviewed and approved by the Board, and included in the next Title VI Program update.

VEHICLE ASSIGNMENT POLICY

Policy: Employ vehicles 50% of the average fleet age in revenue service for distribution amongst all fixed-route buses. All are ADA accessible, low-floor designed, and equipped with bicycle racks.

Revenue vehicle assignments take into account the performance characteristics of each route and vehicle assignments are matched to the demand of ridership and to maintain a uniform vehicle age across both garages. Certain vehicle types such as articulated buses are used on high passenger volume routes and 35-foot buses are used on low passenger volume routes. Vehicles equipped with Automatic Passenger Counters (APC) or Automated Vehicle Locators (AVL) may be assigned to certain routes to fulfill data gathering objectives. Depending on availability, same series/type buses are assigned to the same route to minimize operating characteristic deviations.

DISTRIBUTION OF TRANSIT AMENITIES POLICY

Policy:

- Shelter Placement– minimum threshold is an average of 15 or more boardings per weekday.
- Stand-alone seating options – where shelters are not appropriate or where there are right-of-way constraints. Minimum threshold is an average of 10 or more boardings per weekday.
- Park and Ride and Transfer Stations – as needed to meet ridership demand.
- Real-Time Passenger Advisory Signage – minimum threshold is an average of 25 or more boardings per weekday, and need is demonstrated based on rider transfer activity.

BCT is solely responsible for distribution of transit amenities in unincorporated portions of Broward County. Within incorporated areas, BCT coordinates the distribution and siting of transit amenities with each municipality.

***NOTE:** Incorporated municipalities may distribute transit amenities in accordance with a locally developed amenities program. Although cities may provide amenities from their own funds or a third-party vendor, consultation with BCT is strongly encouraged so that staff may direct the placement to those areas of specific need associated with BCT's transit amenities policy.*

Distribution is prioritized by attempting to provide amenities so as to serve the largest number of passengers. Placement of amenities is also considered where there is need brought from our passengers. This policy is set with consideration of available resources and right-of-way leading to eventual placement of transit amenities.

VEHICLE HEADWAYS STANDARD

Standard: 30 minutes weekday peak hours; 60 minutes weekday off-peak; and 60 minutes Saturdays, Sundays and holidays.

Headways shall vary between peak and off-peak periods based on demand. Data such as ridership counts, on-board surveys of vehicle loads, on-time performance reports and customer input, are used in considering headways adjustments.

VEHICLE LOAD STANDARD

Standard: 1.5 Load Factor for Local/Breeze Routes, and 1.0 Load Factor for Premium Express Routes.

The load standards represent maximum acceptable passenger (seated and standing) load to ensure passenger comfort and safety. It is the ratio of passengers actually carried versus the total passenger seating capacity of a vehicle. A load factor of greater than 1.0 indicates that there are standees on that vehicle.

ON-TIME PERFORMANCE STANDARD

Standard: 75% average on-time performance objective by timepoint departure (-1 to +5 minutes) for all service types.

On time performance is measured according to the departure time at selected timepoints along a route. On average, each route contains approximately six timepoints. Departures between one (1) minute early and five (5) minutes late based on the scheduled departure time are considered “on time.”

TRANSIT ACCESS AND SERVICE AVAILABILITY STANDARD

Standard: Transit services availability to at least 90 percent of the Broward County population within a ¼ mile distance of fixed-route service. Transit Service Availability based on 5-Yr Census Tract Population Estimates from the US Census American Community Survey

A major influence on the proximity of transit service is the availability of this service to the passengers. Service is considered accessible within a 1/4 mile distance of any given bus stop. As a standard, this measure indicates the distribution of routes within a transit service area. BCT’s objective is 90 percent of the Broward County population to be within ¼ mile distance of fixed-route service. Exceptions are considered when the following factors exist:

- Geographical barriers and street network restrictions.

- Service alignment that is designed to serve areas of higher demand or densities.
- Outlying areas on the edge of service coverage.

SERVICE MONITORING AND REPORTING

BCT's policies and standards provide benchmarks to ensure that service design and operations practices do not result in discrimination on basis of race, color, or national origin. BCT performs on-going monitoring and evaluation of the existing service, and analyses the performance of the system across all service types. Results of the analysis (Service Monitoring Report) will be submitted triennially (in conjunction with the Title VI Program Update submission to the FTA.)

In accordance with FTA Circular 4702.1B, the Service Monitoring Report must be reviewed and approved by the Board, and included in the next Title VI Program update.

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
8**

**Major Service Change Policy
Disparate Impact Policy
Disproportionate Burden Policy**

BROWARD COUNTY TRANSIT MAJOR SERVICE AND/OR FARE CHANGE(S) POLICY

TITLE VI UPDATE 2020

The Federal Transit Administration (FTA) requires recipients of FTA funding to evaluate any major service and/or fare change(s) to determine whether those change(s) will have discriminatory impact on minority and low-income populations in the service area. (Title VI of the Civil Rights Act of 1964, 49 CFR Section 21, and FTA Circular 4702.1B, effective October 1, 2012.)

In accordance with the FTA Title VI requirements, Broward County Transit (BCT) establishes this Major Service and/or Fare Change(s) Policy. The purpose of this policy is to establish a threshold that defines a major service change, and a definition of an adverse effect caused by a major service change. All major service and/or fare change(s) are subject to a Title VI Equity Analysis. The results of the analysis are reported to the Board for review and approval prior to the implementation of the service and/or fare change(s), and included in BCT's Title VI Program Update submission to the FTA. This policy must be applied uniformly and cannot be altered until the next Title VI Program submission.

DEFINITION OF "MAJOR SERVICE CHANGE"

The following modifications are to be considered major service changes:

1. Any permanent change in transit fares or fare media.
2. Any permanent change in service to a route (except Express) affecting 25 percent or more of the route miles and/or daily revenue miles.
3. Any permanent change in service to an Express route affecting 50 percent or more of the route miles and/or weekly revenue miles.
4. Implementing headway adjustments of more than 15 minutes.
5. Establishing a new transit route.
6. Discontinuing any transit route in its entirety.

EXCEPTIONS – SERVICES CHANGES

- a. Temporary route detours caused by road construction, maintenance, closures, emergencies, labor disruptions or strikes, fuel shortages or safety concerns;
- b. Temporary addition of service (e.g., demonstration projects);
- c. Changes on special service routes such as sporting events, seasonal, special events;
- d. Route number or name designation changes;
- e. Any service change that does not meet the definition of a major service change described above.

BROWARD COUNTY TRANSIT MAJOR SERVICE AND/OR FARE CHANGE(S) POLICY

NOTE: If a temporary service addition or change lasts longer than twelve (12) months, the FTA considers the service addition or change permanent, and BCT must conduct a service equity analysis if the service otherwise qualifies as a major service change.

EXCEPTIONS – FARE CHANGES

- a. “Spare the air days” or other promotional fare reductions.
- b. Temporary fare reductions that are mitigating measures for other actions (e.g., construction activities may close a segment of a road for a period of time and require passengers to alter their travel patterns).
- c. If a promotional or temporary fare reduction lasts longer than six (6) months, then the FTA considers the fare reduction permanent, and the transit provider must conduct a fare equity analysis.

DEFINITION OF “ADVERSE EFFECT”

An adverse effect is defined as any change in service or fares that may negatively impact transit passengers which includes, but is not limited to, fare increases, headway changes, route segment elimination, re-routing, or route discontinuation.

Adverse effects are measured by the change between the existing and proposed service levels that would be deemed significant. Changes in service that have an adverse effect and that may result in a disparate impact or disproportionate burden, include reductions in service (e.g., elimination of route, shortening a route, rerouting an existing route, increase in headways). Elimination of a route will generally have a greater adverse impact than a change in headways. Additions to service may also result in disparate impacts, especially if they come at the expense of reductions in service on other routes.

EVALUATION OF “MAJOR SERVICE CHANGE”

If any of the criteria listed under “Major Service Change” is met, BCT shall:

1. Consider the adverse effects of the proposed fare or service changes.
2. Conduct the appropriate equity analysis, and determine if proposals would have a disproportionately high and/or adverse effect on minority and/or low-income riders.
3. Assess the alternatives available for people affected by the change.
4. Describe the actions proposes to minimize, mitigate, or offset any adverse effects.

Rider Alerts! Check for updates on route changes or detours. More...

TRANSIT NEWS



Stay Alert. Stay Safe. Stop the Spread.

Wear a facial covering at all times while riding the bus or out in public.

Practice social distancing by staying at least six feet from others.

Avoid unnecessary travel: use public transit only for essential trips.

Wash your hands regularly with soap and water for at least 20 seconds; use hand sanitizers at home and in the workplace.

Cough and sneeze into your elbow, not your hands; avoid touching your eyes, nose and mouth.

Visit Broward.org/coronavirus for the latest County and Federal guidelines.



You can take Broward County Transit (BCT) to 19 locations during early voting!

All 22 early voting locations have official ballot drop boxes that residents are able to use for their vote-by-mail ballots, without personal contact, and without having to stand in lines of people waiting to vote in person.

[View Early Voting locations.](#)

Transit News

[View Broward County Transit News](#)

Transit Flash

Sign up for BCT's eNewsletter [Transit Flash](#) to receive service updates and rider news.



Facial Coverings and Social Distancing Guidelines

Facial Coverings

Passengers are required to wear a cloth face covering. Riders without a face covering will not be allowed on the bus. BSO deputies will periodically check BCT buses to ensure that passengers are wearing face coverings.

[Facial Coverings Frequently Asked Questions](#)

Social Distancing Guidelines

Riders are asked to travel only when essential and practice social distancing to protect yourself, other passengers and our bus operators.

Fares have been suspended.

BCT customers will enter and exit the bus using the rear doors only, except customers who require the use of the wheelchair ramp, which remains available at the front door.

[Social Distancing Guidelines](#)

Community Shuttles

Due to COVID-19, several Broward County municipalities have modified or suspended their Community Shuttle service.

[View Community Shuttle information](#)

Call 311 to report violations of the County's Emergency Orders.

FEATURED VIDEOS



BCT is Working to Ensure Your Safety

WATCH BCT AT WORK



BCT Strong

WATCH BCT STRONG

QUICK LINKS

Community Shuttles 	Paratransit 	Accessibility/ADA 	Title VI 	Maps & Schedules 	Fares
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LINKS

- [System Map \(PDF\)](#)
- [Rider's Choice Program](#)
- [Lost and Found](#)

ADDITIONAL LINKS

- [ADA Notice of Compliance](#)
- [ADA Policy](#)
- [Community Shuttle Service](#)



QUICK LINKS

- [Bus Pass Outlets](#)
- [Penny for Transportation](#)
- [Community Shuttles](#)
- [Paratransit](#)
- [Accessibility/ADA](#)
- [Title VI](#)

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

COMPLAINT OF TITLE VI DISCRIMINATION

The Broward County Transit Division is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, consistent with Title VI of the Civil Rights Acts of 1964, as amended.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination under Title VI, on the basis of race, color, or national origin, may file a written complaint with the Broward County Transit Division.

In order to process your complaint, please fill out the [Title VI Complaint Form](#). If you need help in completing this form, please call the Title VI Coordinator at [954-357-8481](tel:954-357-8481). The completed form can be returned to:

Broward County Transit Division
Attention: Transit Manager – Compliance
1 North University Drive, Suite 3100A
Plantation, FL 33324
Telephone: [954-357-8481](tel:954-357-8481)
TTY: [954-357-8302](tel:954-357-8302)

Frequently Asked Questions

- [What is Title VI?](#)
- [Why is Title VI Important?](#)
- [Major Service Change Policy](#)
- [Disparate Impact Policy](#)
- [Disproportionate Burden Policy](#)
- [Documents and Forms](#)

Required Plug-ins: [Adobe Reader](#)



- [Contact Us](#)
- [Report a Complaint](#)
- [Subscribe](#)
- [Terms of Use](#)
- [Accessibility Statement](#)



BROWARD COUNTY TRANSIT

Broward County - Broward County Transit - Title VI of the Civil Rights Act of 1964



- [Home](#)
- [Plan a Trip](#)
- [Maps and Schedules](#)
- [Fares and Passes](#)
- [Rider Guides](#)
- [ADA Services](#)
- [Veterans](#)
- [Mission Statement](#)

QUICK LINKS

- [MyRide Broward](#)
- [Purchase Bus Pass](#)
- [Bus Pass Outlets](#)
- [Ferry for Transportation](#)
- [Community Outreach](#)
- [Paratransit](#)

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

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In order to process your complaint, please fill out the [Title VI Complaint Form](#). If you need help in completing this form, please call the Title VI Coordinator at [352-362-8442](tel:352-362-8442). The completed form can be returned to:

Broward County Transit Division
 Attention: Internal Manager - Compliance
 1 North University Drive, Suite 300A
 Fort Lauderdale, FL 33304
 Telephone: [352-362-8442](tel:352-362-8442)
 TTY: [352-362-8442](tel:352-362-8442)

Frequently Asked Questions

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- [Why is Title VI Important?](#)
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**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
10**

Fare History

	January 10, 1987	January 21, 1981	April 19
Full Fare	\$0.75	\$0.85	\$1
Discount Fare	\$0.35	\$0.40	\$0
Transfers	\$0.10	\$0.10	\$0
Monthly Regular	\$30.00	\$30.00	\$3
Monthly Youth	\$15.00	\$15.00	\$1
Monthly Senior	\$15.00	\$15.00	\$1
Monthly Disabled	\$15.00	\$15.00	\$1
Monthly College	N/A	N/A	N/
Week Pass	\$8.00	\$8.00	\$

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
9**

Service Monitoring Report

TITLE VI SERVICE MONITORING REPORT

Submitted for compliance with Title VI of the Civil Rights Act of 1964 and guidance found in FTA C4702.1B, dated October 1, 2012.

October 2020



SERVICE MONITORING

Broward County Transit (BCT), as a transit provider operating 50 or more fixed-route vehicles in peak service, located in an urbanized area of 200,000 or more people, monitors established service standards and policies in accordance with FTA Circular 4702.1B.

Service standards and policies provide the framework for monitoring and assessing service. The analysis of performance for service standards on **vehicle loads**, **service frequency**, **on-time performance**, and **vehicle assignment** compare the measures for “minority” and “non-minority” routes as defined by the FTA. BCT has included all bus routes (a 100 percent sample) in the analysis comparing performance of “minority” and “non-minority” routes. Among the 46 routes, 32 are classified as “minority” routes and 14 are “non-minority” routes. Of the six (6) 95 Express, 595 Express and 75 Express services, four (4) are classified as “minority” routes.

The analysis of performance for **service availability** and **distribution of amenities** compares measures for “minority” and “non-minority” population in BCT’s service area. BCT will continue to monitor and evaluate performance in regard to established standards and policies triennially to ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin.

Please refer to BCT’s Systemwide Service Policies and Standards for a more detailed description of each respective standard and policy.

VEHICLE LOAD

Vehicle load standards establish the average maximum number of passengers allowed per vehicle to provide a safe and comfortable ride. BCT’s vehicle load standard identifies acceptable passenger loads by routes and at different times of the day to help ensure acceptable levels of passenger comfort and operating efficiency.

Maximum Loading Guideline by Vehicle Type				
Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Maximum Load Factor
22 Foot Low Floor	18	9	27	1.5
35 Foot Low Floor	25	12	37	1.5
40 Foot Low Floor*	38	19	57	1.5
42 Foot Low Floor*	40	20	60	1.5
55 Foot Low Floor (MCI)	57	0	57	1.5
60 Foot Low Floor (Articulated)*	57	28	85	1.0

**When used for Express Service the Maximum Load Factor is capped at 1.0 (No Standees)*

ON-TIME PERFORMANCE

On-time performance is a measure of how reliably services adhere to the published schedules. It is affected by many variables, including traffic congestion, accidents, weather, road conditions, etc. BCT's on-time performance objective is to be on-time at least 75 percent of the time. BCT has an Automatic Vehicle Location system that allows for central monitoring of all buses on all routes in real time.

Standard: 75% Average On-Time by Time point Departure. On-time = -1 to +5 Minutes

Title VI Defined	On Time Records	Total Records	Percentage
Minority	2,792,415	4,273,890	65.3%
Non-minority	659,261	1,018,004	64.8%
Total	3,451,676	5,291,894	65.1%

The table above shows the on-time performance comparison between "minority" and "non-minority" routes for all service. BCT's on-time performance is calculated using departure times at designated time points throughout a route. Buses are considered on-time if the actual departure is no more than one (1) minute before or no more than five (5) minutes past the scheduled time of departure listed on established timetables.

FINDINGS:

- BCT is not meeting the on-time performance standard for all routes (minority or non-minority).
 - BCT staff meets regularly to identify opportunities for service and/or schedule adjustments to reach our established on-time performance goal. The most commonly cited causes for arrival or departure tardiness was peak hour congestion, traffic accidents, weather and unexpected construction delays along specific routes.
 - On-time performance is BCT's highest priority, and we work aggressively to meet our established performance standard by the next Title VI Program Update.
-

AVERAGE HEADWAY (FREQUENCY OF SERVICE)

Headway is the interval of time between two vehicles running in the same direction on the same route. It is measured in minutes and is generally expressed for peak and off-peak service to maintain accessibility to the transportation network within a reasonable waiting period, BCT has established minimum headway performance standards, based on ridership demand, service type, time of day, and day of the week. BCT's standard is to have weekday peak headways of 30 minutes, weekday off-peak headways of 60 minutes, and Saturday and Sunday headways of 60 minutes.

Standard: 30 Minute Weekday Peak, 60 Minute Weekday Off-Peak, Saturday, and Sunday

Title VI Defined	Weekday Peak (6:00 a.m. – 9:00 a.m.) (3:00 p.m. – 6:00 p.m.)	Weekday Off Peak	Saturday	Sunday
Minority	26 Minutes	30 Minutes	40 Minutes	44 Minutes
Non-minority	33 Minutes	39 Minutes	48 Minutes	50 Minutes
Total	28 Minutes	32 Minutes	42 Minutes	46 Minutes

The table above shows the average headway of all routes based on established timetables for each route and service type. BCT routinely monitors headways to identify opportunities for service and/or schedule adjustments to stay within our established average headway standards.

FINDINGS:

-
- Service on “minority” routes is more frequent than service on “non-minority” routes during all weekday and weekend time periods.
 - BCT is currently within or meeting its headway performance standards for all service types; therefore, there are no disparate impacts on minority population in regard to the frequency of service.
-

TRANSIT SERVICE AVAILABILITY

Service availability measures the passenger’s ability to access and use transit. It takes into account the distribution of routes within a transit provider’s service area, including service coverage, route layout and design, and stop location and spacing. BCT calculates its service availability by mapping all bus routes within the system and then calculating the population within ¼ mile radii of these routes. This information is then compared to the total service area population. BCT uses demographic data derived from the U.S. Census Bureau. This is the most commonly used data source by transit agencies for service area characteristics. These characteristics include population and employment density, household income, age, and vehicle availability data, which are indicators of where transit service will yield the highest ridership results. BCT’s standard is to ensure transit services are available to at least 90 percent of the residents within a ¼ mile of a BCT fixed-route.

Standard: 90% of service area population within a ¼ of fixed-route service.

Title VI Defined	Within ¼ Mile	Service Area Population	Percentage
Minority	1,294,477	1,423,657	90.9%
Non-minority	732,502	753,735	97.2%
Total	2,026,979	2,177,392	93.1%

Transit Service Availability based on 5-Yr Census Tract Population Estimates from the US Census American Community Survey

The table shows the “minority” and “non-minority” service area population within BCT’s service area, including the population that live within a ¼ mile distance of fixed- route service. BCT routinely monitors transit service availability and will continue to seek opportunities to expand access to transit services to the service area population.

FINDINGS:

- BCT is meeting or exceeding its service availability standard of 90 percent within a ¼ mile of all fixed routes; therefore, there are no disparate impacts on minority population in regard to transit service availability.

VEHICLE ASSIGNMENT

Vehicle assignment is the process by which transit vehicles are placed into service. BCT takes into account the operating characteristics of buses of varying capacities, features, and lengths when assigning vehicles to routes or types of service. Also taken into consideration are ridership demands, spare ratio, and population densities. All buses are 100 percent accessible, have air conditioning units, wheelchair ramps or lift, and bicycle racks. It is BCT’s policy to employ vehicles 50% of the average fleet age in revenue service for all routes and service types.

Policy: 50% of the average fleet age, 100% ADA Accessible, 100% Bike Rack Equipped

Transit Vehicles	Average Fleet Age		% ADA Accessible	% Bicycle Racks
Minority Routes	6.62 Years	(-0.6%)	100%	100%
Non-minority Routes	6.87 Years	(3.2%)	100%	100%
Total Fleet	6.66 Years		100%	100%

BCT Vehicle Assignment based on 2019 assignments

The table shows fleet age of all transit vehicles used for revenue service for 2019. BCT uses the metric of average vehicle age to monitor vehicle assignment and ensures that the average age of vehicles on “minority” routes should be no more than the average age of vehicles on “non-minority” routes. BCT routinely monitors fleet age and through new fleet procurement will continue to purchase low-floor and bicycle rack equipped vehicles. Vehicles are replaced when they reach their useful life in years and/or miles.

FINDINGS:

- The average age of BCT’s vehicles on “minority” routes (5.1 years) is less than the average age of vehicles on “non-minority routes (5.8 years).
- BCT is within its average fleet age target for all service types.
- BCT does not assign vehicles to routes or type of service based upon vehicle age or other factors; therefore, there are no disparate impacts on minority population in regard to vehicle assignment.

TRANSIT AMENITIES

Transit amenities are items of comfort, convenience, and safety that are available to the riding public. It includes bus shelters, benches, trash receptacles, and lighting devices.

BCT equitably distribute transit amenities throughout the service area based several factors, such as boarding levels, proximity to major landmarks, population need (i.e., senior communities) and geographic location. Installation of additional components such as signs, benches, bike racks, trash receptacles, and shelters are coordinated with and under the authority and jurisdiction of the local governing body or municipality.

BCT's policy is to use ridership as the primary criterion for determining the placement of the following amenities:

Shelter Placement and/or Real-Time Passenger Advisory Signage

Minimum threshold for shelter consideration is an average of 15 or more boardings per weekday.

Stand-alone seating options

Where shelters are not appropriate or where there are right-of-way constraints. Minimum threshold for bench consideration is an average of 10 or more boardings per weekday.

Park and Ride and Transfer Stations

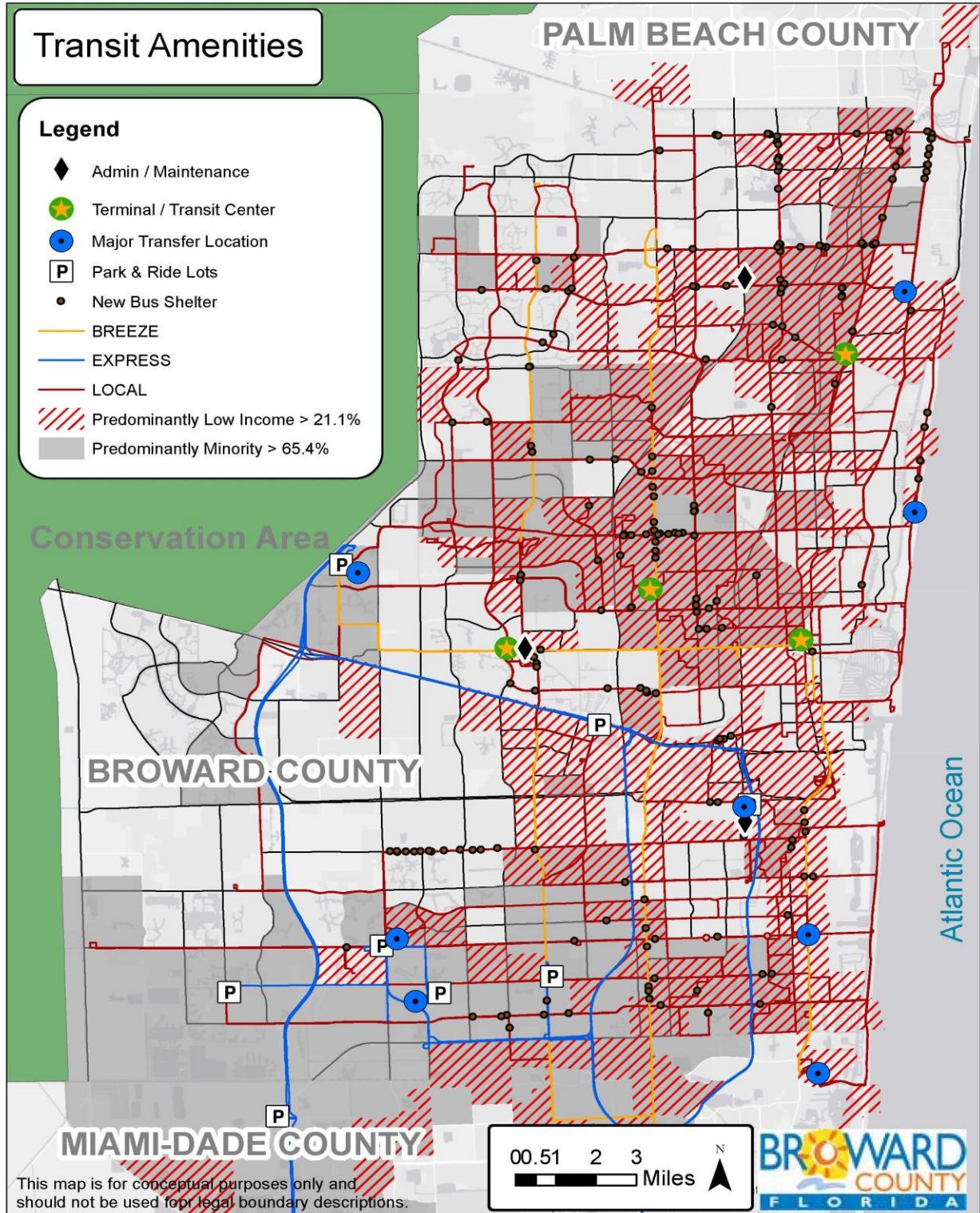
As needed to meet ridership demand.

NOTE: *Incorporated municipalities may distribute transit amenities in accordance with a locally developed amenities program. Although cities may provide amenities from their own funds or a third-party vendor, consultation with BCT is strongly encouraged so that staff may direct the placement to those areas of specific need associated with BCT's transit amenities policy.*

FINDINGS:

- BCT installed the vast majority (78.1 percent) of new shelters at bus stops in or in close proximity of minority populations.
 - BCT uses factors other than race, color, or national origin to determine the placement of transit amenities.
-

BCT maps the placement of transit amenities with Title VI overlays. The map below shows the distribution of transit amenities. BCT monitors the distribution of transit amenities by calculating the percentage of new shelters built within ¼ mile of minority census tracts.



**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
11**

Demographic and Service Profile Maps

BCT Systemwide Context

PALM BEACH COUNTY

Legend

- ◆ Admin / Maintenance
- ★ Terminal / Transit Center
- Major Transfer Location
- P Park & Ride Lots
- Bus Stop
- BREEZE
- EXPRESS
- LOCAL
- Service Area

Conservation Area

BROWARD COUNTY

Atlantic Ocean

MIAMI-DADE COUNTY

00.51 2 3 Miles



This map is for conceptual purposes only and should not be used for legal boundary descriptions.

Predominantly Minority Tracts

PALM BEACH COUNTY

Legend

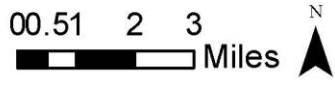
- ◆ Admin / Maintenance
- ★ Terminal / Transit Center
- Major Transfer Location
- Ⓟ Park & Ride Lots
- Bus Stop
- BREEZE
- EXPRESS
- LOCAL
- Predominantly Minority > 65.4%

Conservation Area

BROWARD COUNTY

Atlantic Ocean

MIAMI-DADE COUNTY



This map is for conceptual purposes only and should not be used for legal boundary descriptions.

Predominantly Low Income Tracts

PALM BEACH COUNTY

Legend

- ◆ Admin / Maintenance
- ★ Terminal / Transit Center
- Major Transfer Location
- Ⓟ Park & Ride Lots
- Bus Stop
- BREEZE
- EXPRESS
- LOCAL
- ▨ Predominantly Low Income > 21.1%

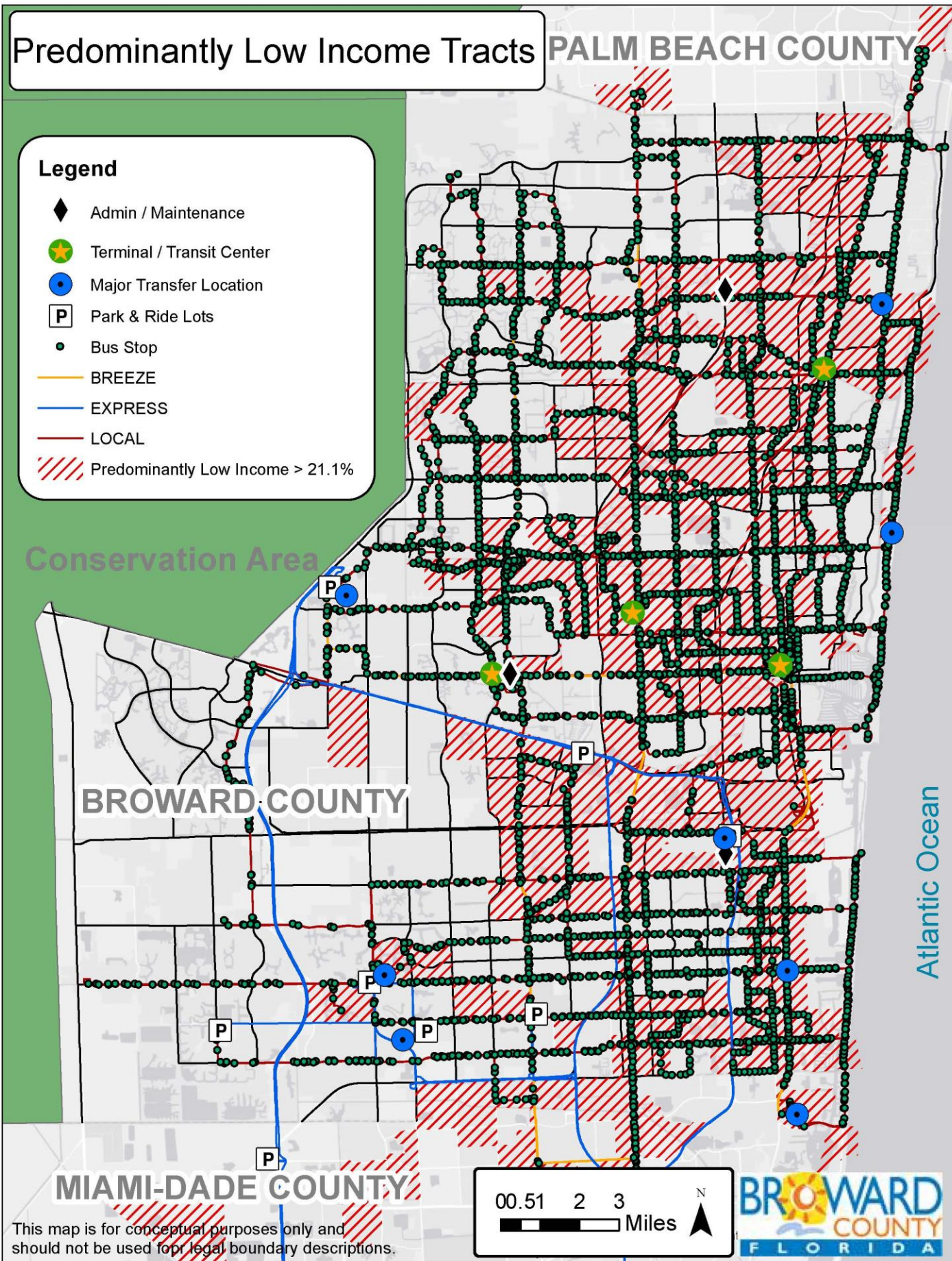
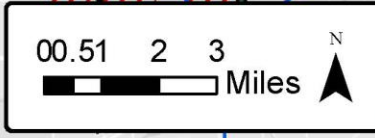
Conservation Area

BROWARD COUNTY

Atlantic Ocean

MIAMI-DADE COUNTY

This map is for conceptual purposes only and should not be used for legal boundary descriptions.



Outreach Events

Legend

- ◆ Admin / Maintenance
- ★ Terminal / Transit Center
- Major Transfer Location
- Ⓟ Park & Ride Lots
- Outreach Event
- BREEZE
- EXPRESS
- LOCAL
- ▨ Predominantly Low Income > 21.1%
- Predominantly Minority > 65.4%

PALM BEACH COUNTY

Conservation Area

BROWARD COUNTY

Atlantic Ocean

MIAMI-DADE COUNTY

00.51 2 3 Miles



This map is for conceptual purposes only and should not be used for legal boundary descriptions.

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
12**

On-Board Survey Report (TDP)

Appendix B: On-Board Survey Results

This appendix provides more detailed results of the on-board survey and origin and destination information.

The on-board survey for this TDP update was completed by June 3, 2018, with weekday surveying conducted May 15th-May 18th and May 21st-May 23rd, and weekend surveying conducted on May 19th-May 20th and June 2nd-June 3rd. Surveying was conducted on every fixed-route, including community shuttle routes, and targeted 10% coverage of BCT's fixed-route service. Surveyors deployed from BCT's main bus facilities and smaller community shuttle facilities, including, but not limited to:

- Ravenswood Garage, 5440 Ravenswood Rd, Fort Lauderdale, 33312
- Copans Garage, 3201 W. Copans Rd, Pompano Beach, 33069
- Tectrans Community Bus & Regional Offices, 3300 SW 11th Avenue, Fort Lauderdale, FL 33315
- Limousine of South Florida, 2201 NW 16th Street, Pompano Beach, FL 33069
- First Transit, 1600 NE 7th Avenue, Dania Beach, FL 33004

The on-board survey results are used to understand the attitudes, preferences, and habits of current riders for market research purposes. To that end, the survey is not specifically designed for model input or validation.

Trained surveyors were stationed on buses to distribute surveys to passengers. Surveys were provided in Spanish, Haitian Creole, and Portuguese in addition to English.

Survey results were tabulated for all routes in total and by service type: Breeze, express, local, and community shuttle.

Completed Surveys

Table B-1 summarizes the number of surveys completed by service type and compares it the 2017 system ridership by service type. The number of surveys returned by type of day is summarized in Table B-2. Approximately 7,200 surveys were completed during the on-board survey effort.

Table B-1: Completed Surveys by Service Type

Fixed-Route Service Type	Count	Percent of Total	Percent of System Ridership*
Breeze	260	3.6%	5.6%
Community	1,398	19.4%	7.1%
Express	474	6.6%	1.8%
Local	5,067	70.4%	83.0%
Total	7,199	100.0%	97.5%

*Based on September FY2017 YTD data obtained from BCT. Note that paratransit services accounted for 2.5% of System Total Ridership in 2017.

Table B-2: Completed Surveys by Type of Day

Day	Count	Percent of Total
Weekday	4,179	58.0%
Saturday	1,777	24.7%
Sunday	1,243	17.3%
Total	7,199	100.0%

Access to Bus Stop

Respondents were asked how they traveled to the bus stop. For the overall system, approximately 69% walked to the bus stop, as shown in Figure B-1. Express passengers were more likely to drive themselves to the bus stop and park. Overall, just under 10% of passengers transferred from another BCT route. Nearly 6% of Breeze riders transferred from Miami-Dade Transit. For those respondents indicating “Other,” the primary means of accessing the stop was by bicycle, skateboard, wheelchair, or taxi/Uber. For those who walked to the bus stop, more than 68% (see Figure B-2) of them walked three or fewer blocks.

Figure B-1: Access to Bus Stop

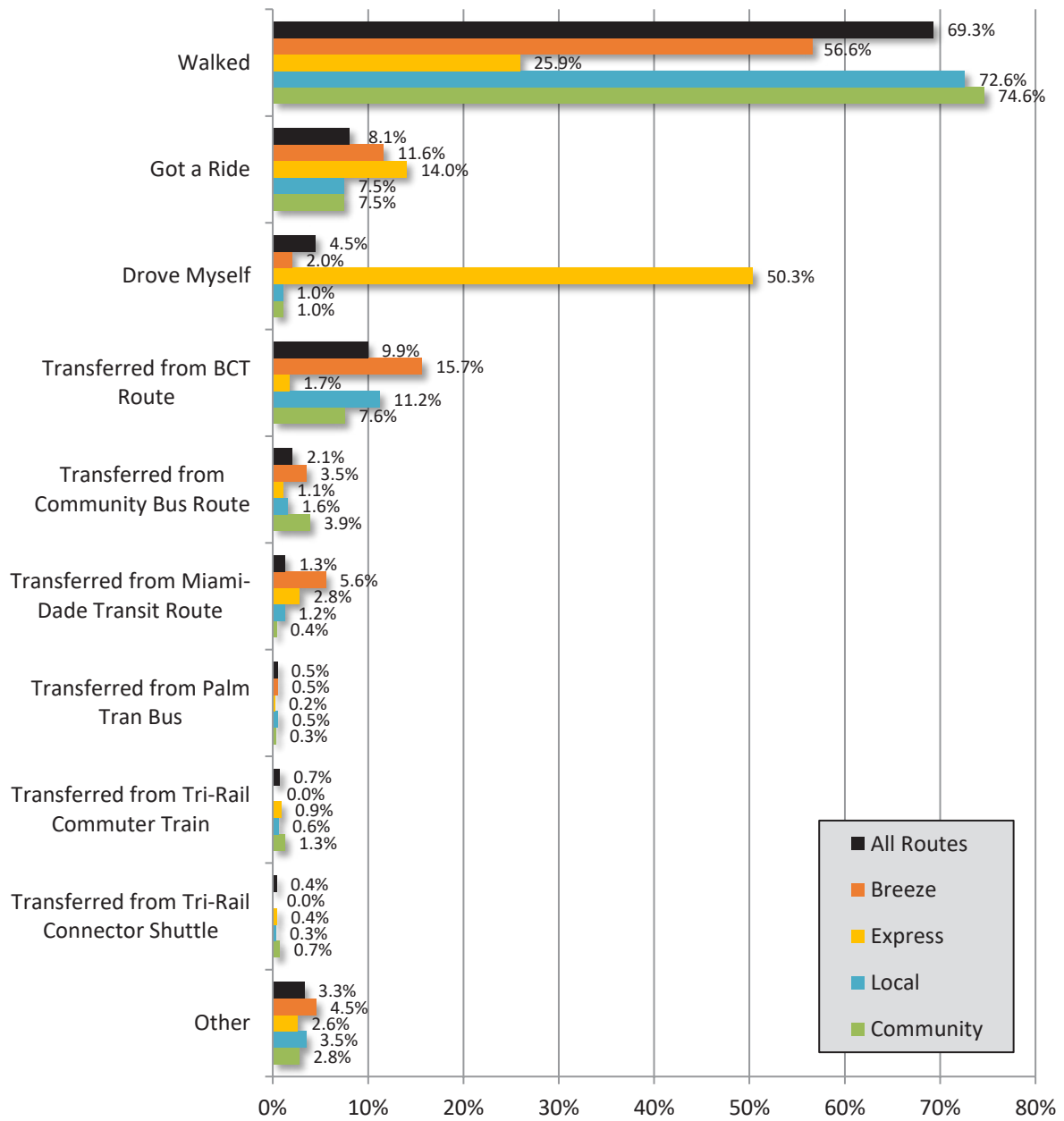
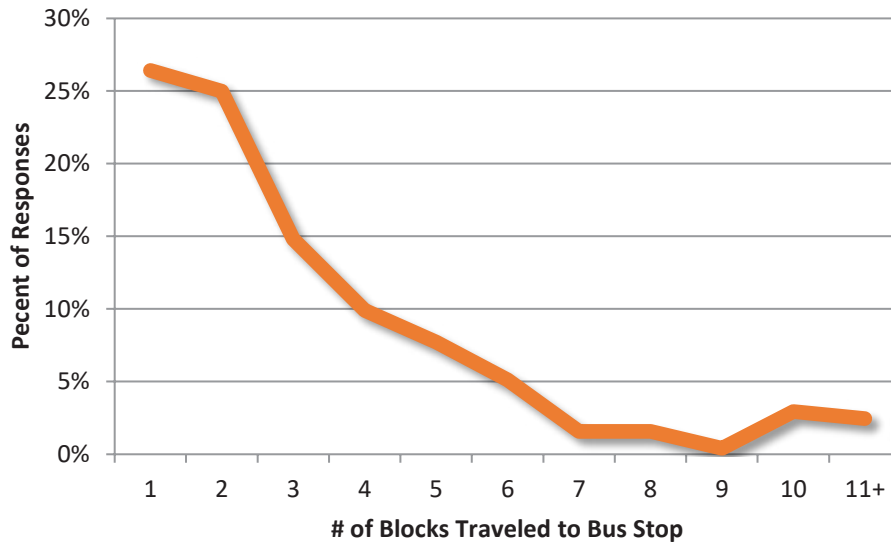


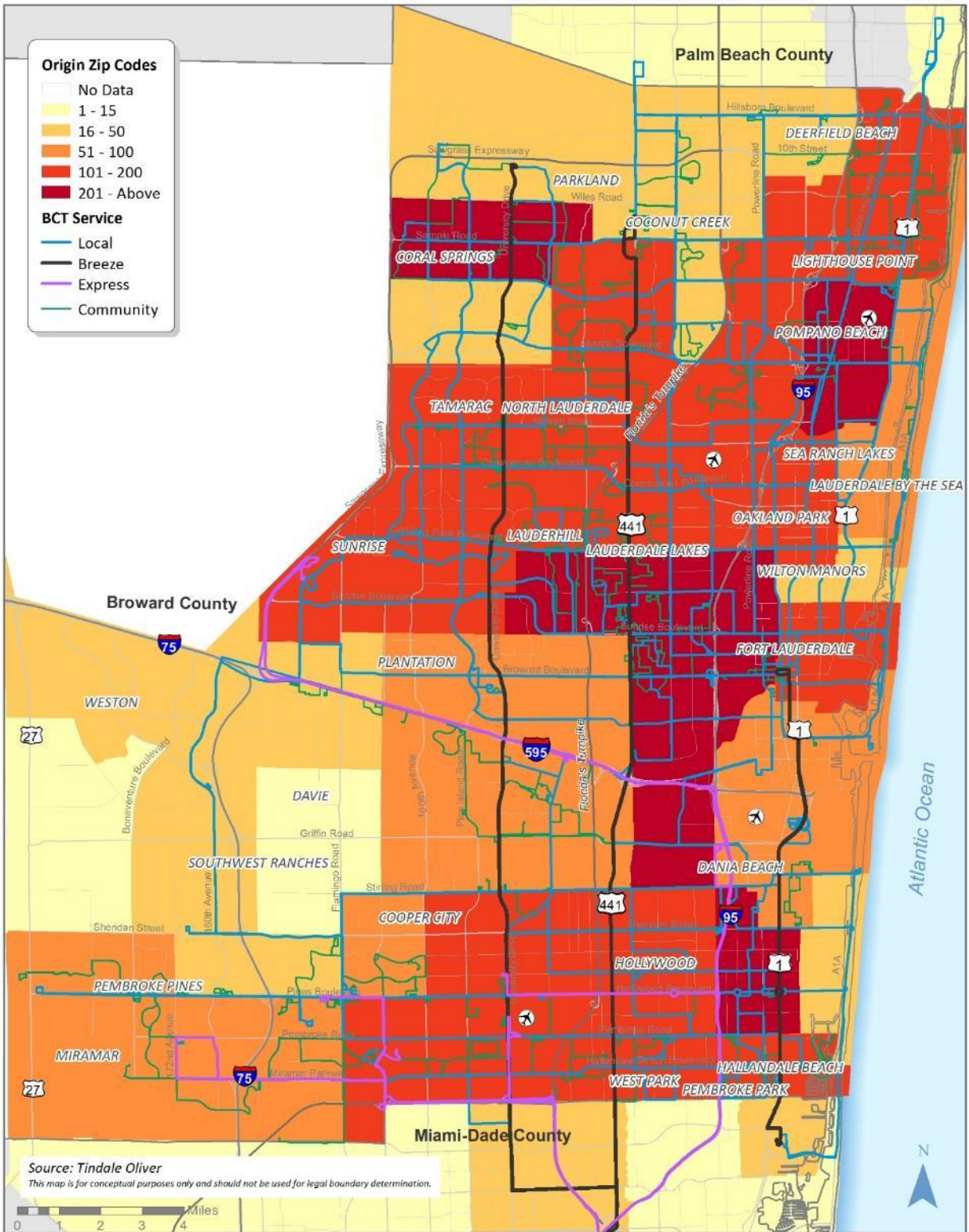
Figure B-2: Blocks Walked to Bus Stop



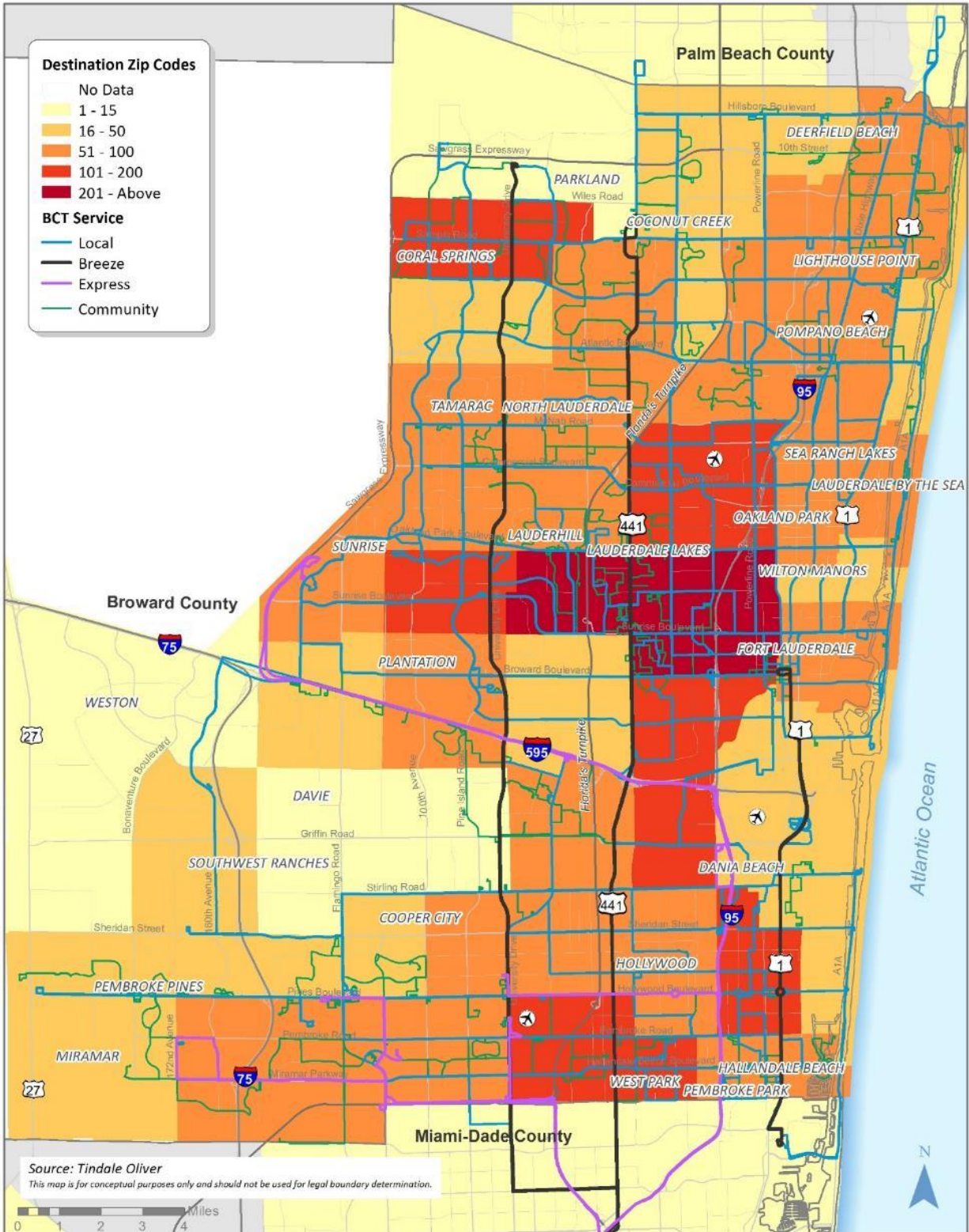
Origin and Destination

Respondents were asked to provide ZIP codes and/or place descriptions for their origin and destination. For place locations that could be identified and located within a ZIP code, ZIP codes were assigned. Map B-1 shows the greatest number of origins occurring in the central portion of Broward County east of US 441 and west of Andrews Avenue, as well as areas of Pompano Beach, Coral Springs, and Hollywood. The greatest number of destinations occur near the Lauderhill Mall, which is centrally located in Broward County, as shown in Map B-2.

Map B-1: Origin ZIP Codes



Map B-2: Destination ZIP Codes



Fare Payment

Figure B-3 shows how respondents paid for their transit trip. Overall, almost 41% of respondents paid the regular cash fare. Breeze riders were the most likely to use the all-day pass. Express riders were the most likely to use the 31-day Adult or the 10-ride pass. Since many community shuttles do not charge a fee, these passengers indicated “Other” as a response. For respondents who chose “Other,” the following reasons were also given: employee, family, or annual passes, or free shuttles to BCT services.

Figure B-3: Fare Payment

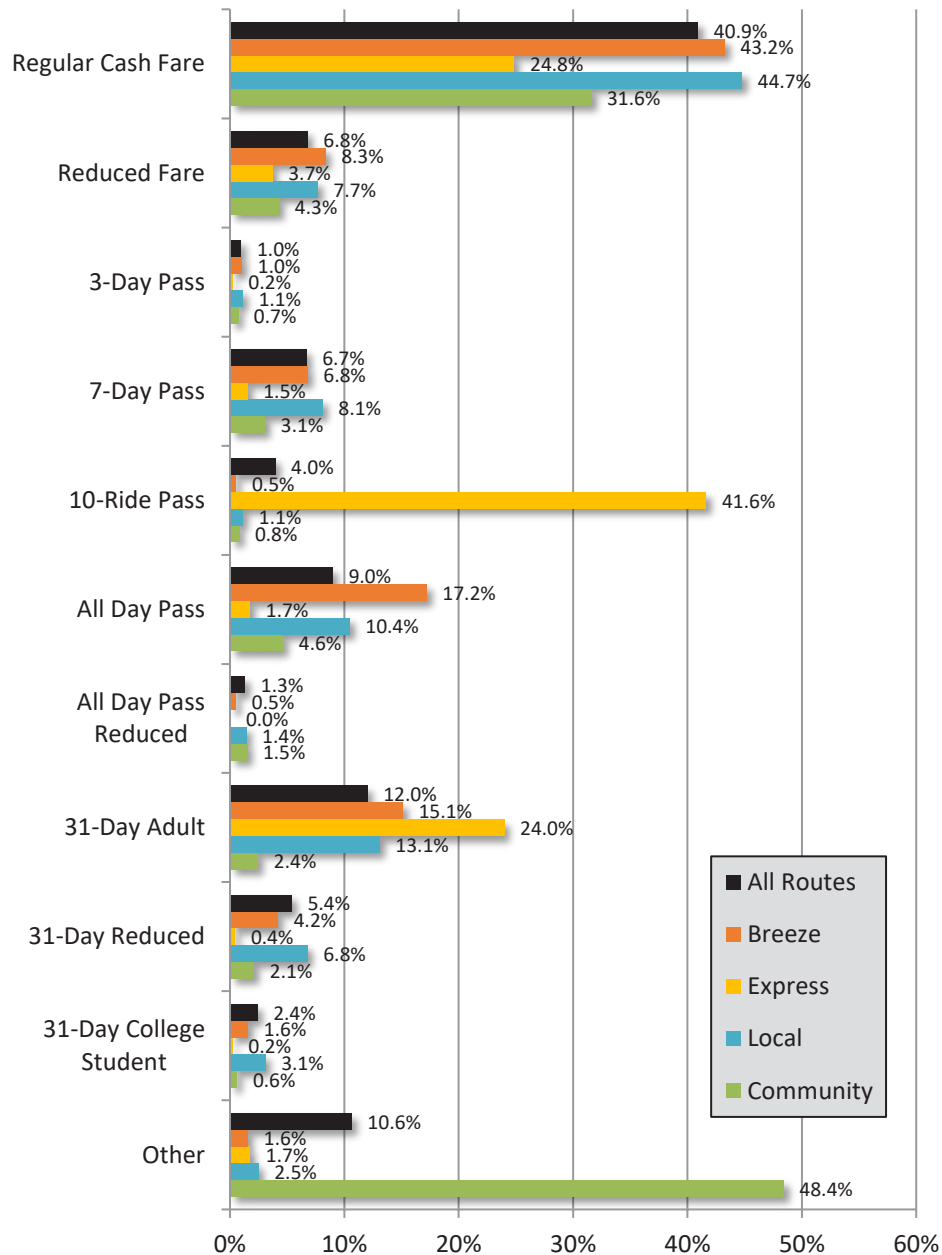


Figure B-4 provides a breakdown of fare payment type based on age. Based on the survey results, younger riders are more likely to pay full cash fare than older patrons. Seniors are more likely to pay a reduced fare or use a free community shuttle (e.g., “Other”). Payment with one of the 31-day adult passes were most popular with respondents age 25 to 64.

Figure B-4: Fare Payment by Age Cohort

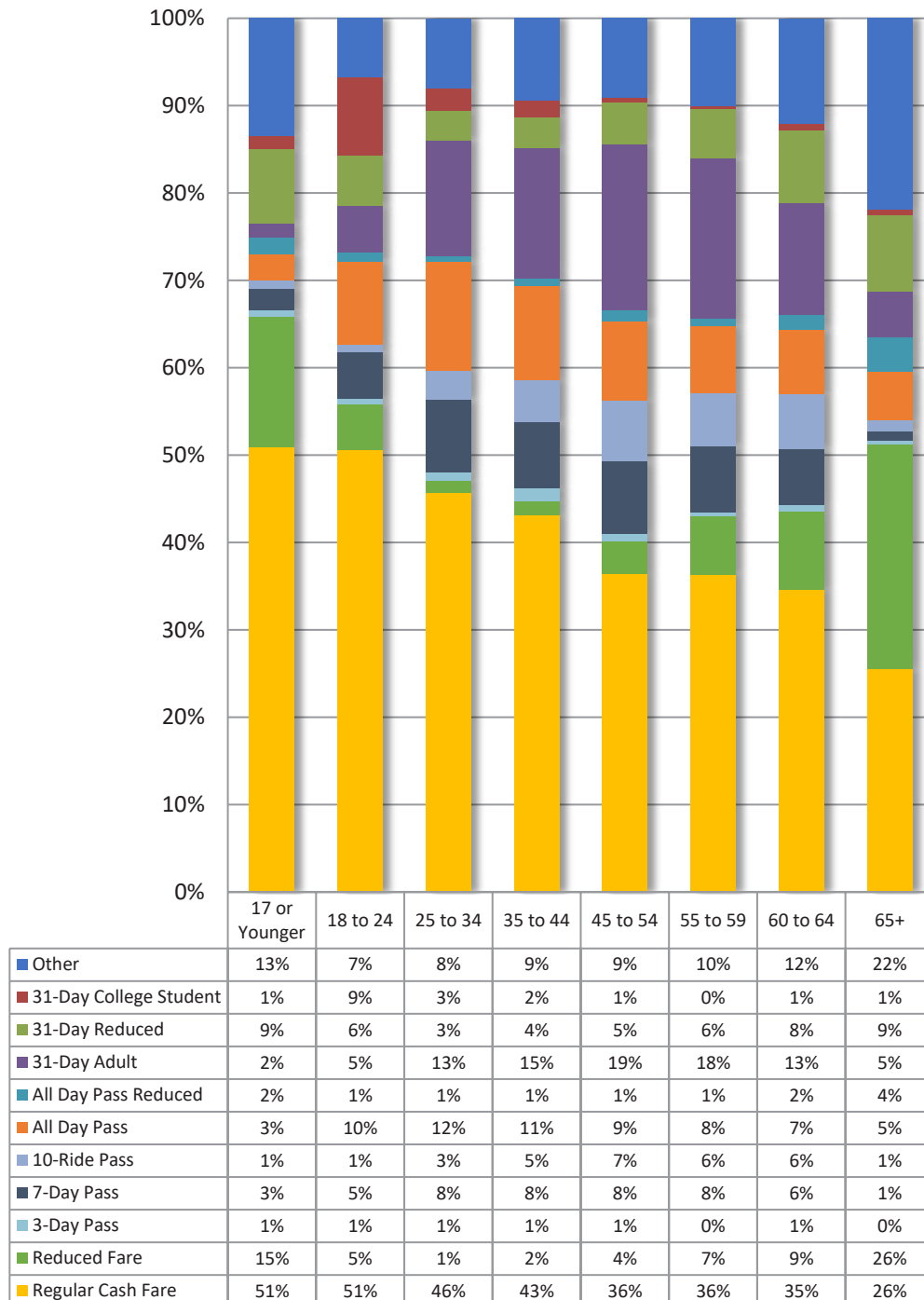
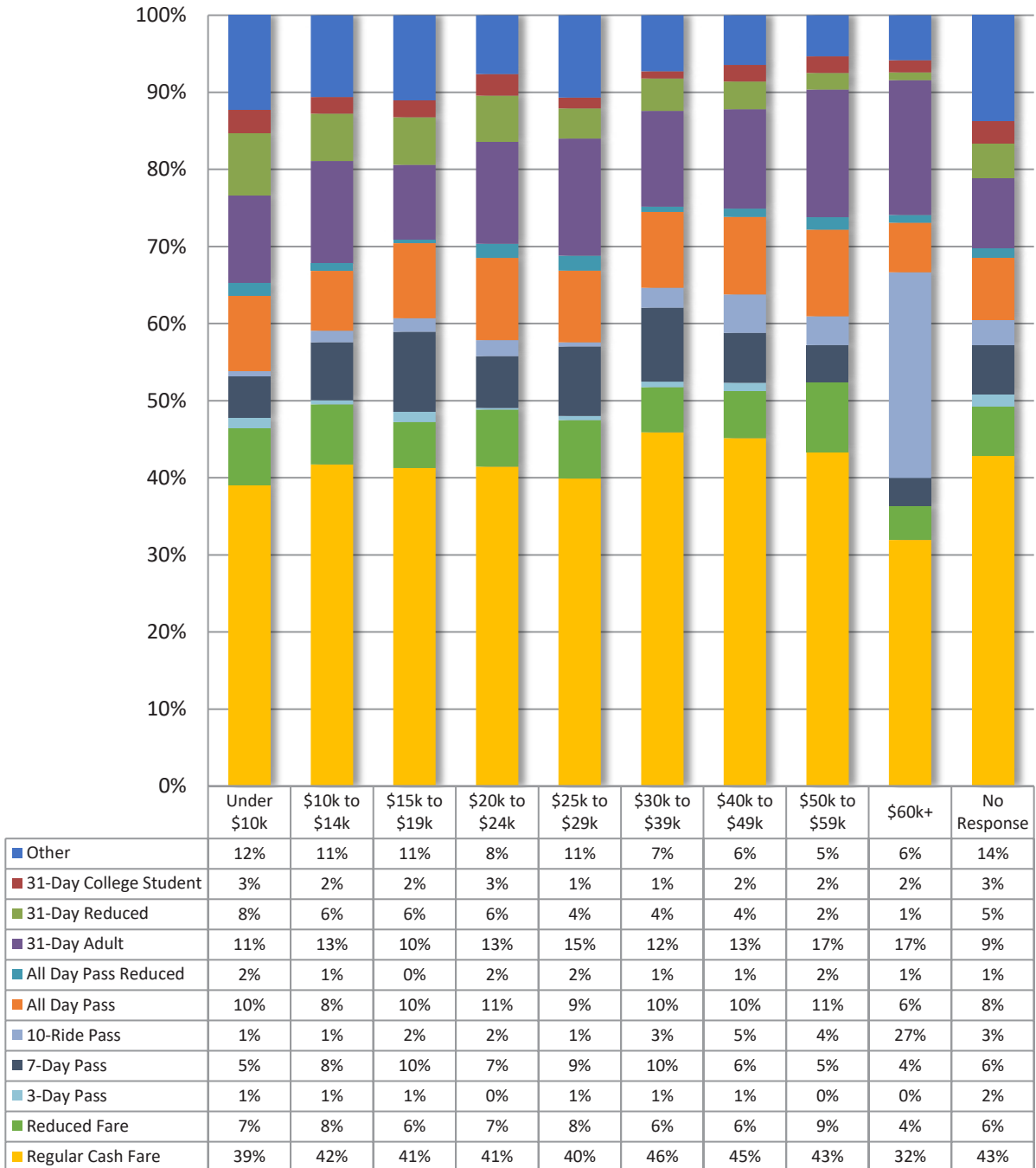


Figure B-5 provides a breakdown of payment type based on household income level. For the most part, income did not significantly affect fare payment type. Those in the higher income brackets were slightly more likely to use the 31-day Adult pass and 10-ride passes, with the largest difference being that households with greater than \$60,000 in annual income were more likely than any other income cohort to use the 10-ride pass.

Figure B-5: Fare Payment by Income Cohort



Trip Purpose

Respondents were asked about the main purpose of their current trip to understand where people are coming from and going to while using BCT's service. Most respondents ride the bus to/from work. For the overall system, 53% of trips surveyed are for work purposes. Almost 94% of express bus trips are for work purposes, and 64% of Breeze trips. Based on the survey, the trip purpose using local and community shuttle service is more likely to vary than express or Breeze service (see Figure B-6). For community shuttle service, 23% of trips are for shopping purposes; 15% are for personal business; and another 10% are for visiting/recreation. For local bus service, personal business, shopping, and school are also popular trip purposes. For those respondents indicating "Other" as a trip purpose, responses included church, looking for work, and visiting family.

Transfers

Respondents were also asked how many transfers are required to complete their trip (see Figure B-7). System-wide, almost 34% of respondents had no transfers while 24% had one transfer. Express riders were the least likely to have a transfer at 19% of respondents. Of Breeze riders, 30% had two transfers while 25% had just one transfer. Local bus passengers were more likely to have one or two transfers than the average system user, while community shuttle users were closer to the average system user; however, over 40% of community shuttle users have no transfer.

Transfer data obtained from the onboard survey was also sorted to determine if weekend passengers transferred more or less frequently than weekday passengers. As shown in Figure B-8, the data collected demonstrates that weekend passengers were more likely to transfer than weekday passengers.

Figure B-6: Trip Purpose by Service Type

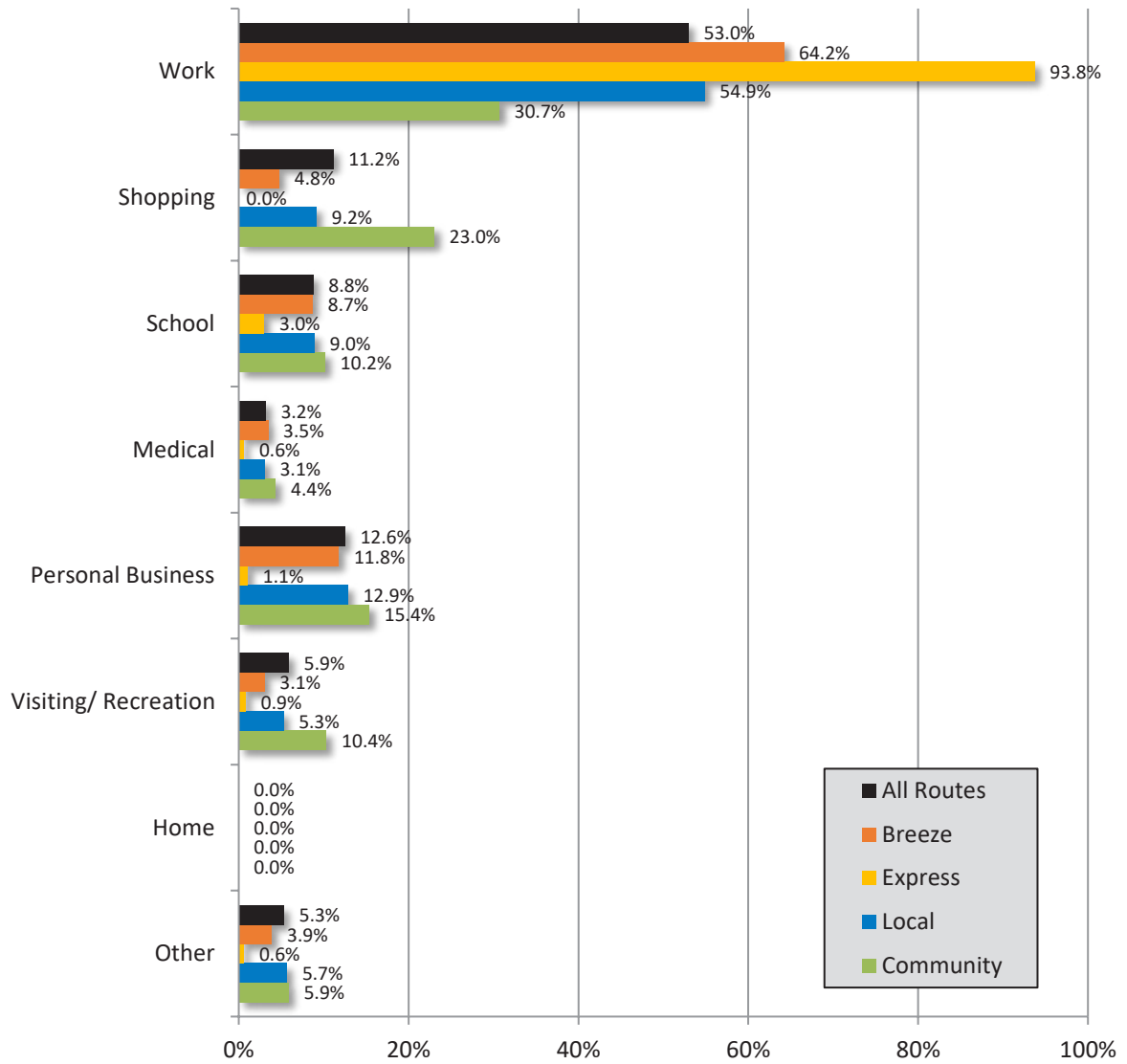


Figure B-7: Number of Transfers per Trip

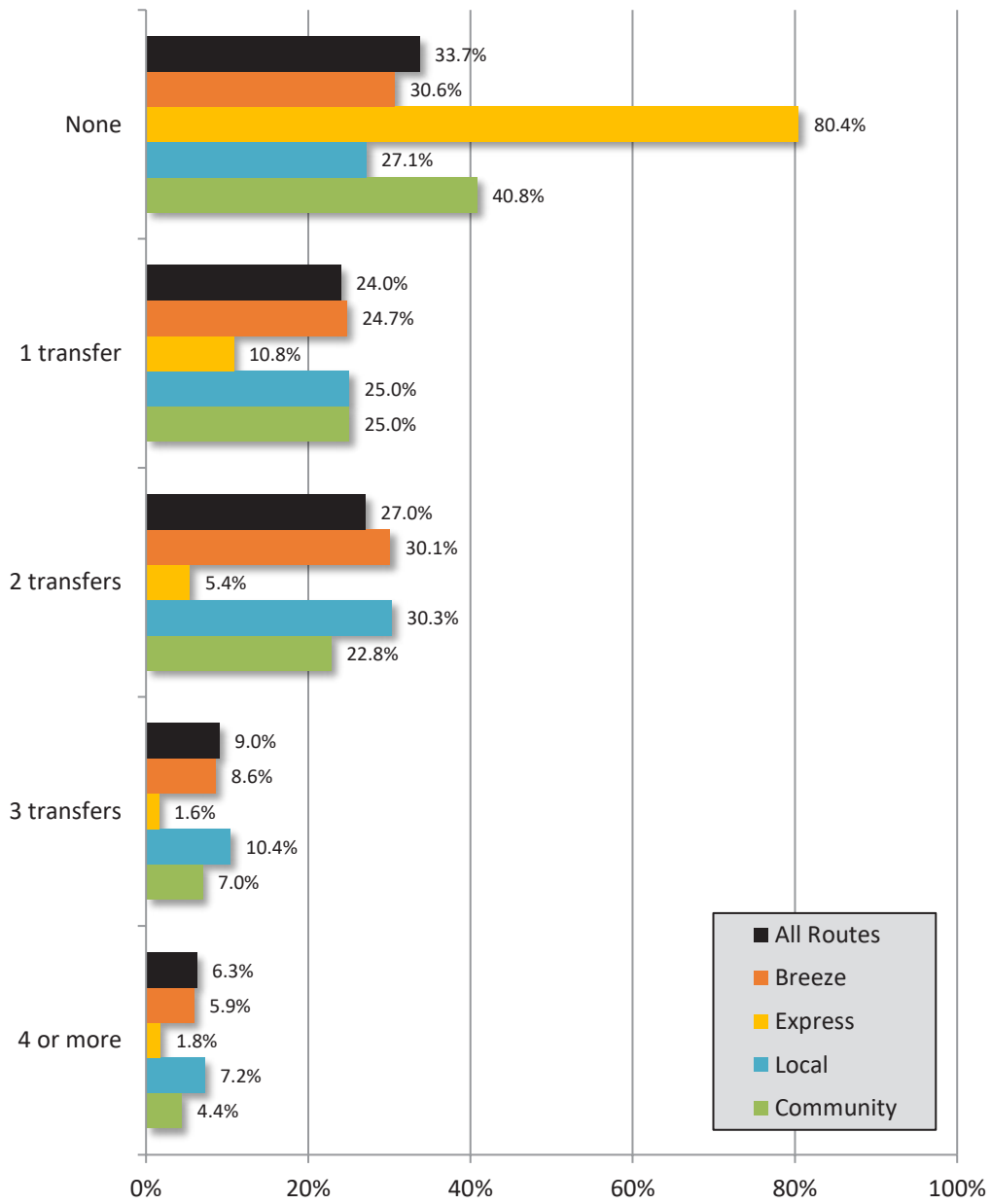
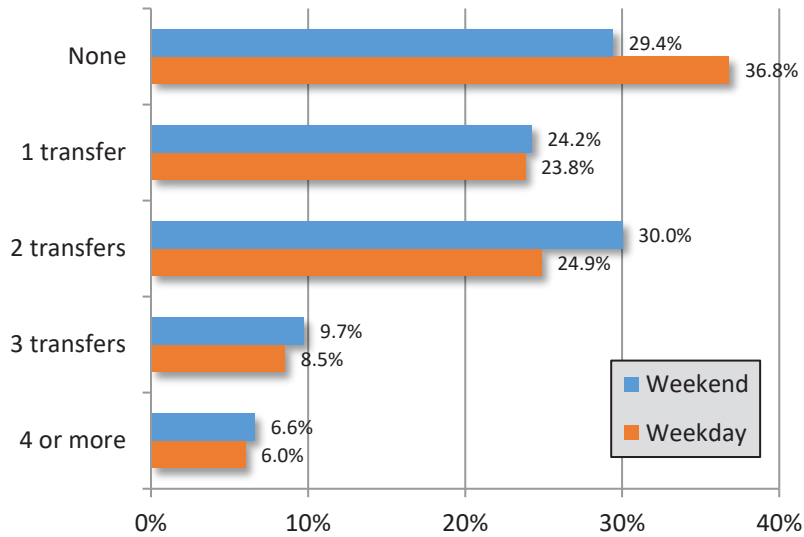


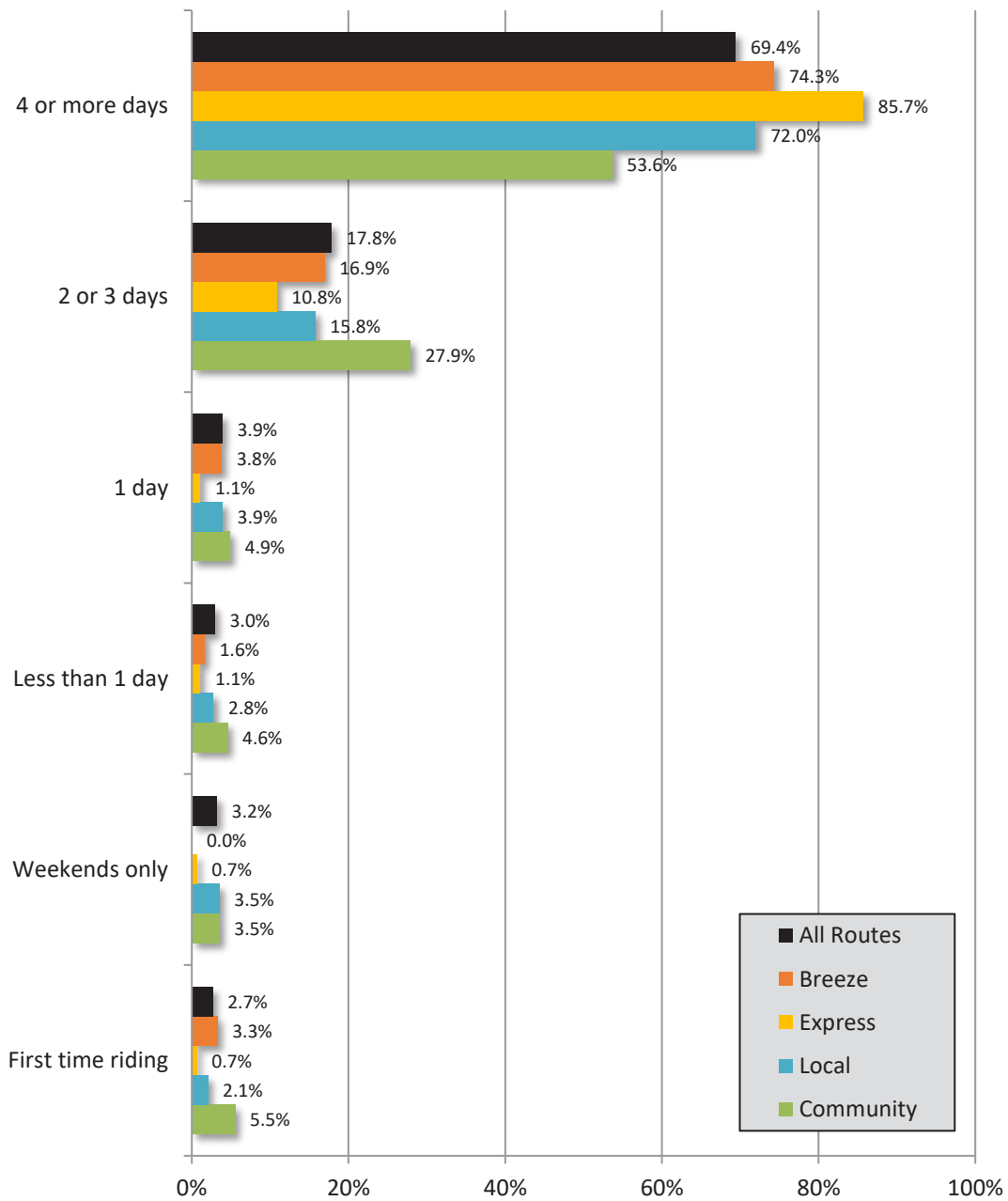
Figure B-8: Transfers by Type of Day



Ridership Frequency

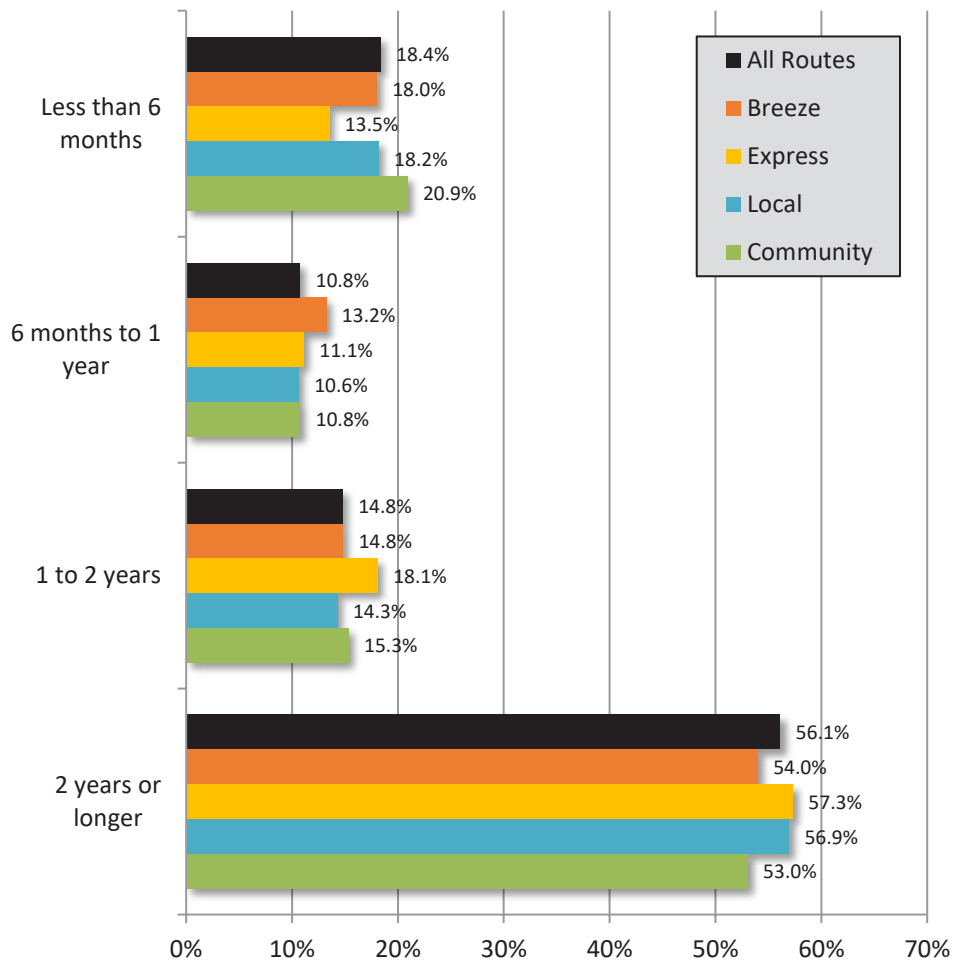
When asked about the frequency in which respondents use BCT services, approximately 69% ride four or more days per week across all service types (see Figure B-9). Express riders are the most likely to ride four or more days per week on average, with over 85% of respondents reporting that they do so. Community shuttle riders were the most likely to be riding two or three days per week.

Figure B-9: Weekly Ridership Frequency



The survey also inquired about the length of time passengers have been using BCT services. As shown in Figure B-10, the majority have used BCT’s service for two years or longer. Express bus passengers, followed by local bus passengers were slightly more likely to be a longer-term user of the system.

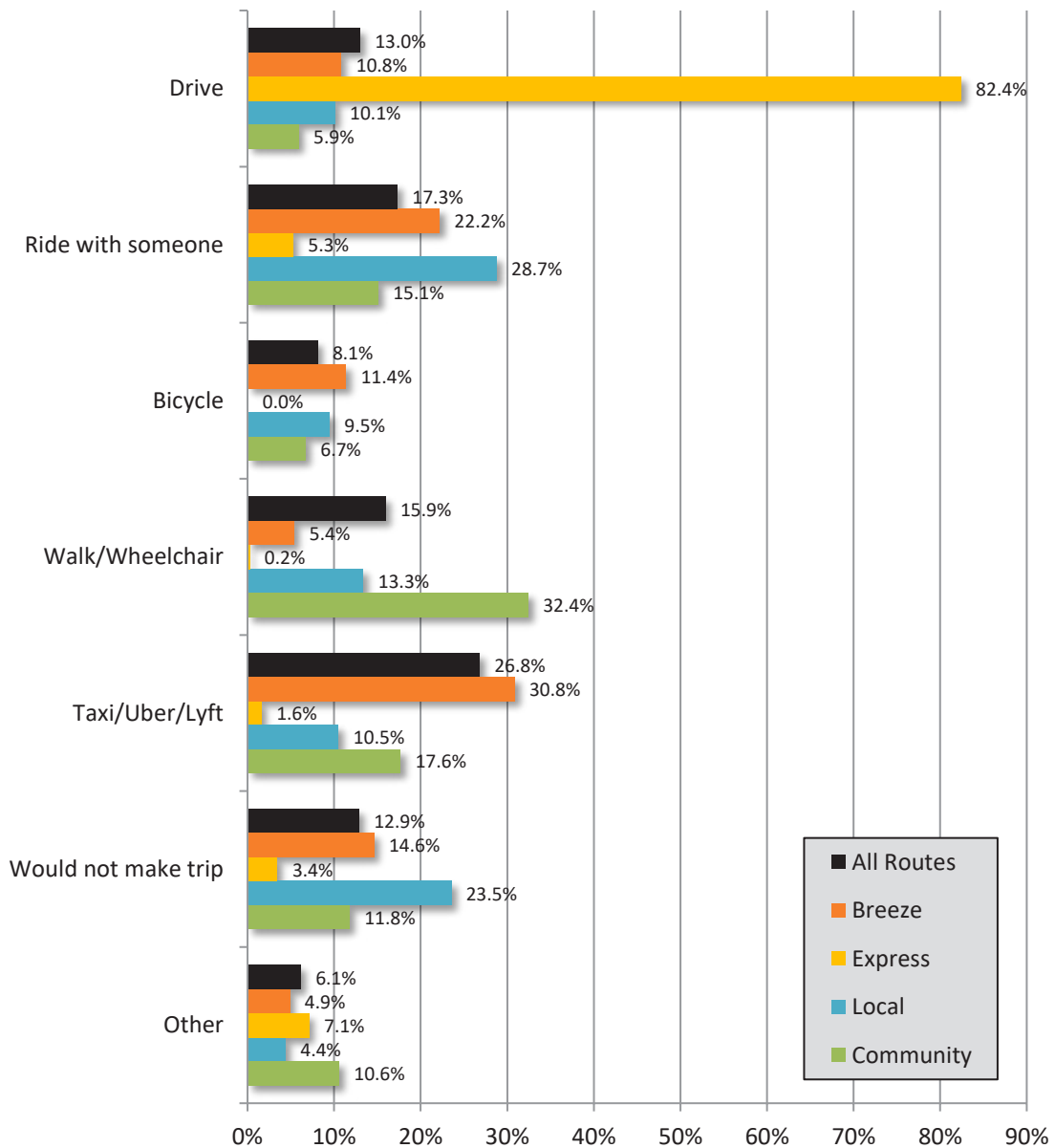
Figure B-10: Ridership History



Transit Dependency

Respondents were asked how else they would make their trip if the bus were not available (see Figure B-11). Across service types, 17% indicated they would ride with someone else if the bus were not available and 13% indicated they would drive themselves. Express bus users were the most likely to drive themselves, at approximately 82%, and community shuttle users were the least likely, at approximately 6%. In total, 13% of passengers indicated they could not make the trip without the bus. For those respondents indicating “Other,” responses included Tri-Rail, school bus, skateboarding/bicycling/scootering, or they were unsure. Over 54% of respondents could be considered more transit dependent riders (e.g., those who would otherwise ride with someone, bicycle, walk/wheelchair, or not make the trip).

Figure B-11: Transit Dependency

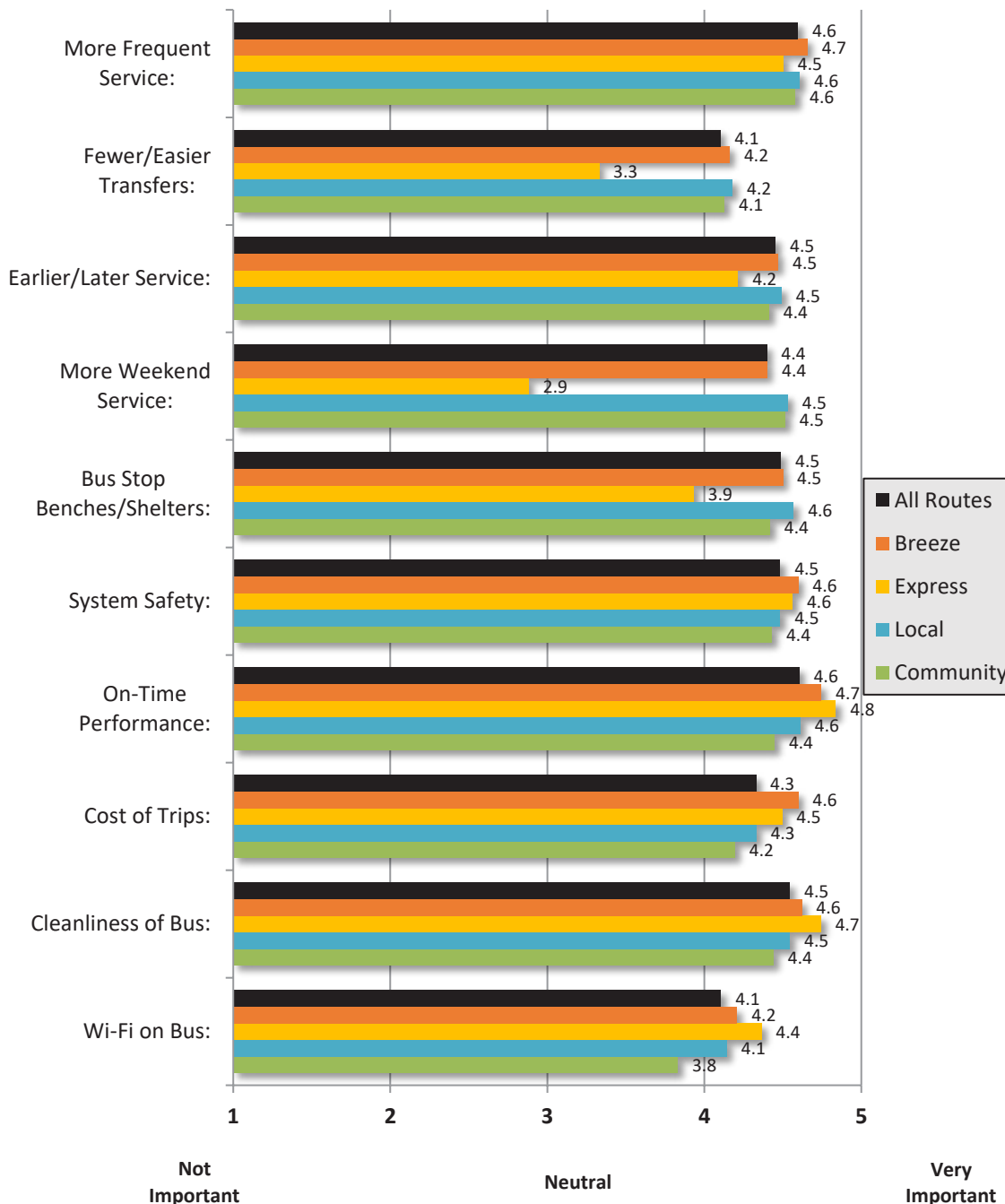


Transit Services/Amenity Improvements

Respondents were asked to indicate how important certain transit services and amenities are to them (Figure B-12). Using a scale from 1 to 5, with 5 being the most important, the respondents rated 10 different transit services and amenities. On-time performance and more frequent service were rated as the most important improvements system-wide, slightly higher than earlier/late service, bus stop benches/shelters, system safety, and cleanliness of bus. Given the nature of express service and the stops it serves, respondents on express buses were less likely to place more importance on reducing the number of transfers or weekend service or more bus stop shelters/benches, and were more interested

in improving on-time performance and bus cleanliness. The preference of community shuttle passengers generally aligned with the system-wide average for most options; however, community shuttle passengers did not rate the importance of Wi-Fi on buses nor the cost per trip (due to most community shuttle service being free) as high as the average system user. Responses from Breeze and local service passengers also generally aligned with the system average, as shown below.

Figure B-12: Transit Preferences (Average)



Passenger Demographics

Respondents were asked to provide information about the following categories:

- Household income
- Number of automobiles available in their household
- Ethnicity
- Gender
- Age
- Language

Figures B-13 through B-19 display the results of these questions. A higher percentage of local and community shuttle passengers have a lower annual household income than Breeze or express service passengers. In addition, the community shuttle service has the highest proportion of riders with no vehicle availability than any other type of BCT service. In contrast, a significant proportion of express users have household incomes over \$60,000 per year. Express users are also more likely to have an automobile available in their household (most commonly two automobiles).

System-wide, Black/African American was a more prevalent response among the provided race/ethnic categories. Express riders are more likely to be Hispanic than any other ethnicity. Also, White/Caucasian was the most prevalent among riders of the community shuttle service. For those responding “Other,” responses included Haitian, Jamaican, West Indian, Indian, and Italian, among others.

System-wide, the male/female split is about equal with slightly more women using the service. A higher percentage of express and community shuttle respondents are women, while a higher percentage of local bus and breeze respondents are male.

Based on respondent’s age, it is observed that express riders are more likely to be between 35 and 54. System-wide, the greatest number of riders are between the ages of 25 and 34 (16.7%), followed by ages between 35 and 44 (16.5) and between 45 and 54 (also 16.5%). Furthermore, community shuttle riders are older adults 65 years and older, while express riders are more likely to be working-age.

Figure B-18 displays answers to the question, “Do you speak a language other than English at home?” System-wide, exactly 40% responded in the affirmative to this question; while English is spoken in more than 63% of the homes. Figure B-19 breaks down the languages spoken at home by mode. Express riders have the highest percentage of respondents that speak a language other than English at home, with over 27% speaking Spanish. “Other languages” included Haitian Creole, French, Portuguese, and Tagalog.

Figure B-13: Annual Household Income

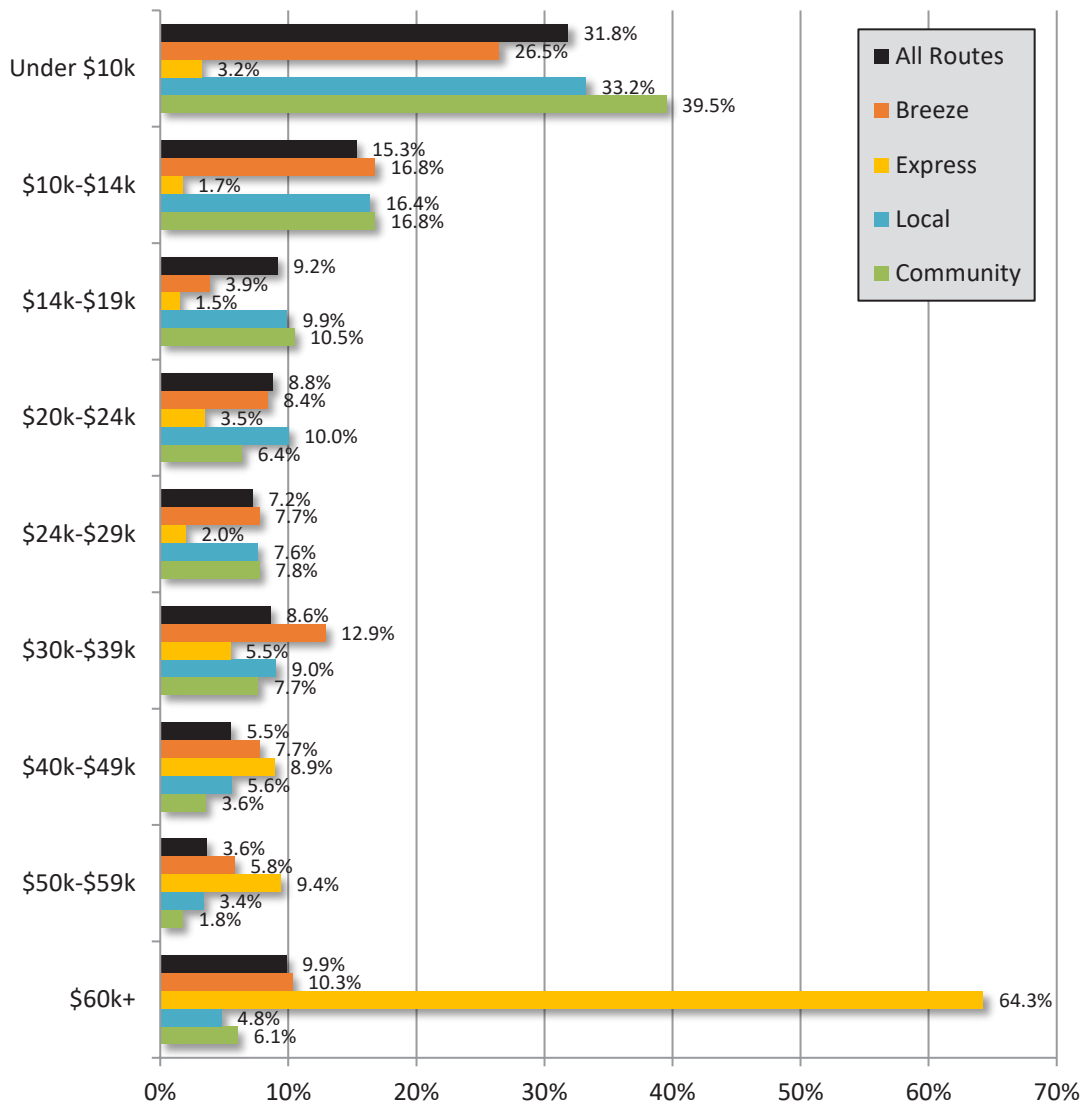


Figure B-14: Household Vehicle Ownership

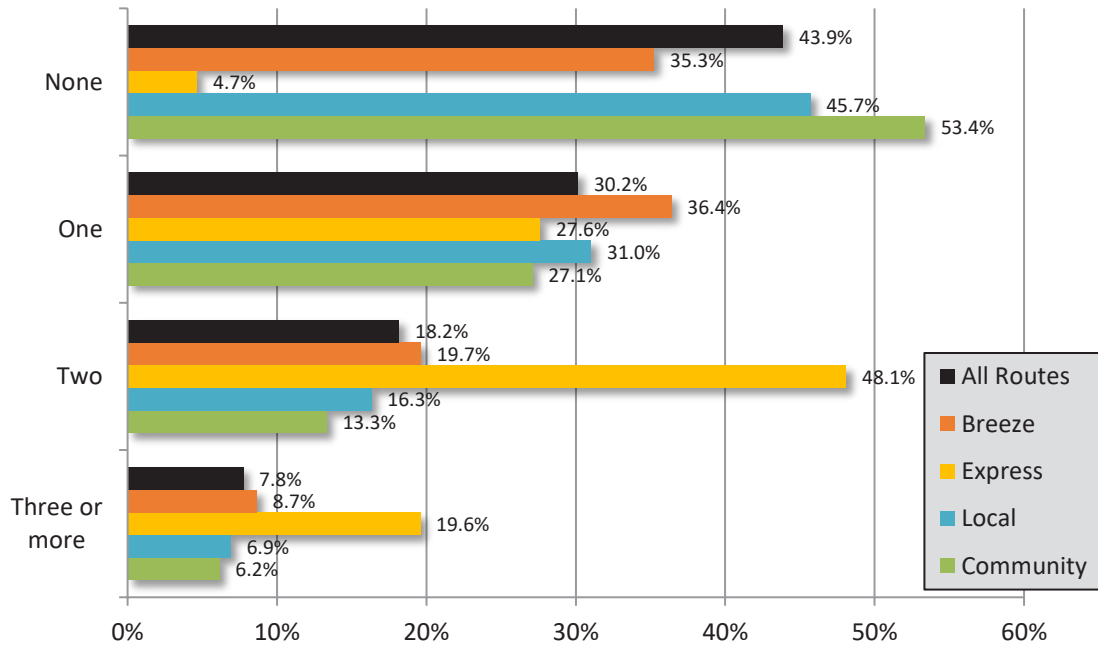


Figure B-15: Race/Ethnicity

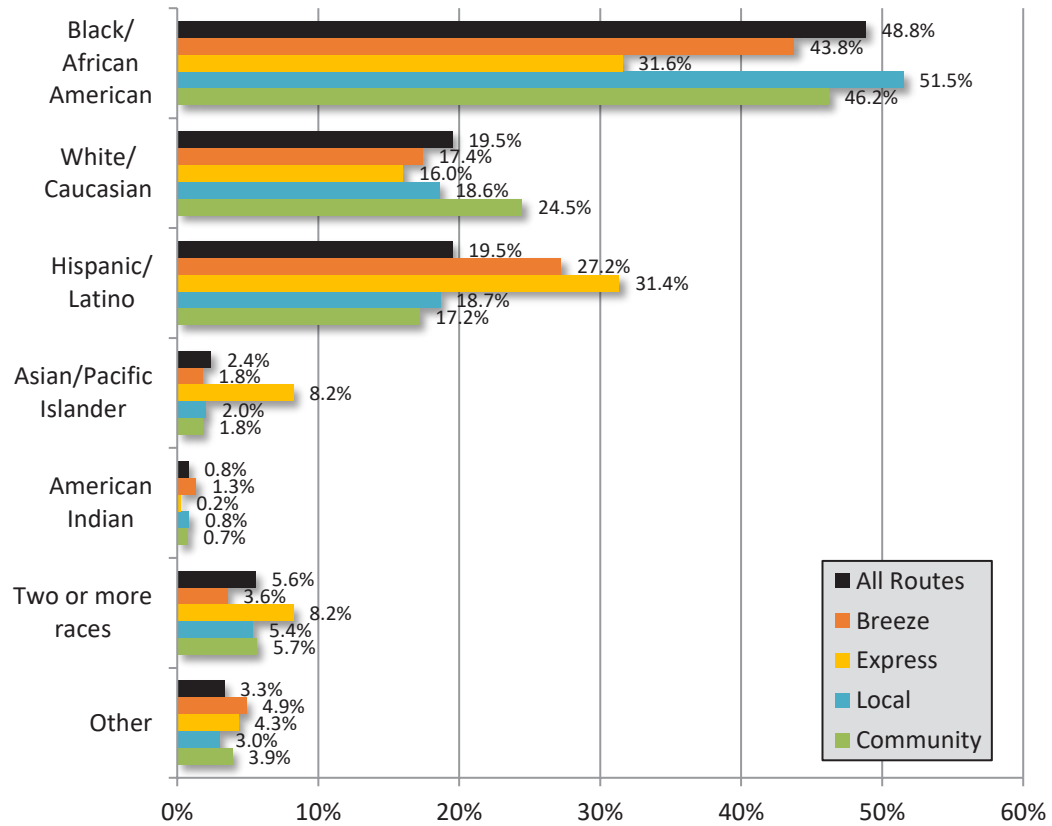


Figure B-16: Gender

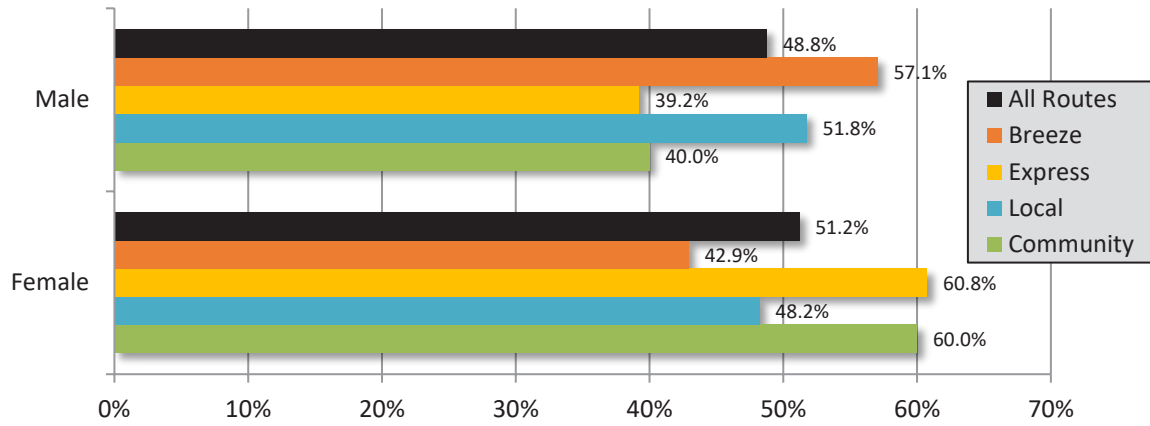


Figure B-17: Age

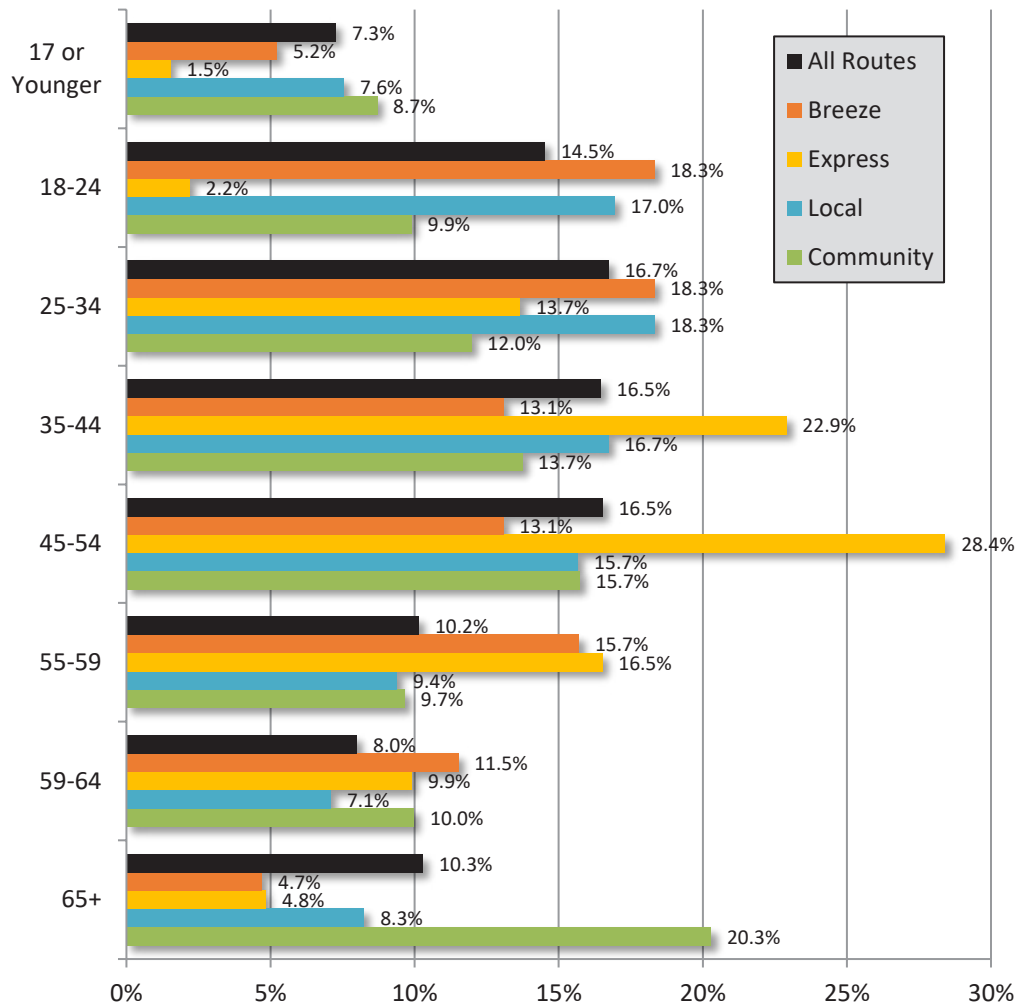


Figure B-18: Frequency of Language Other than English Spoken at Home

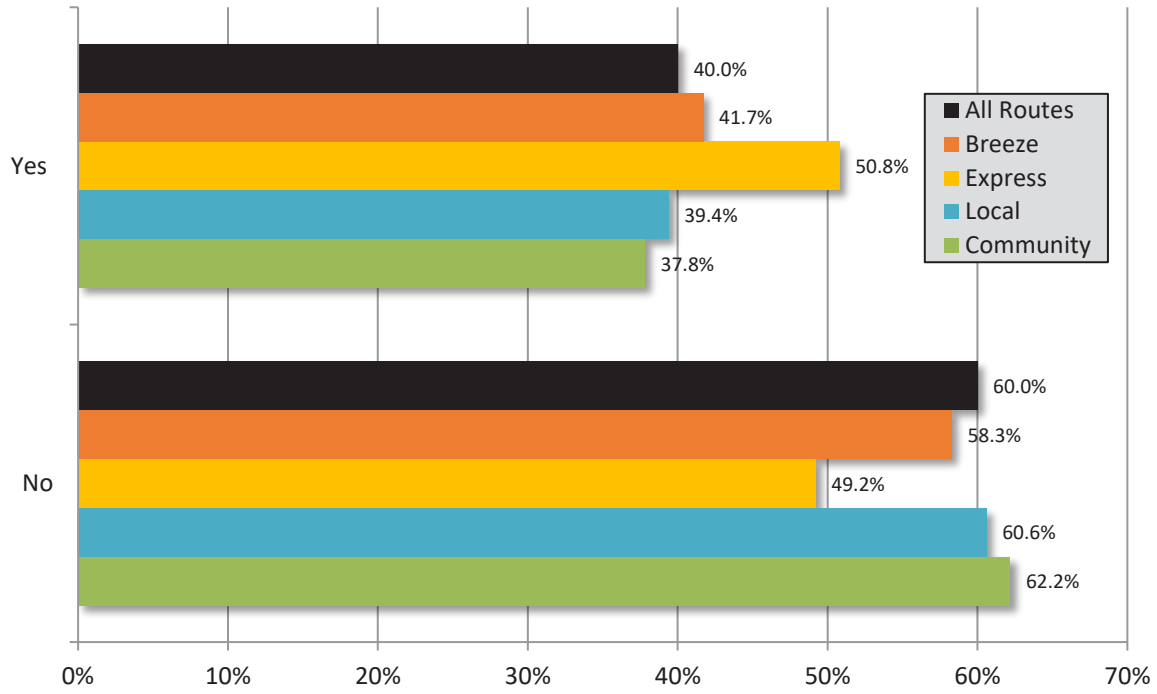
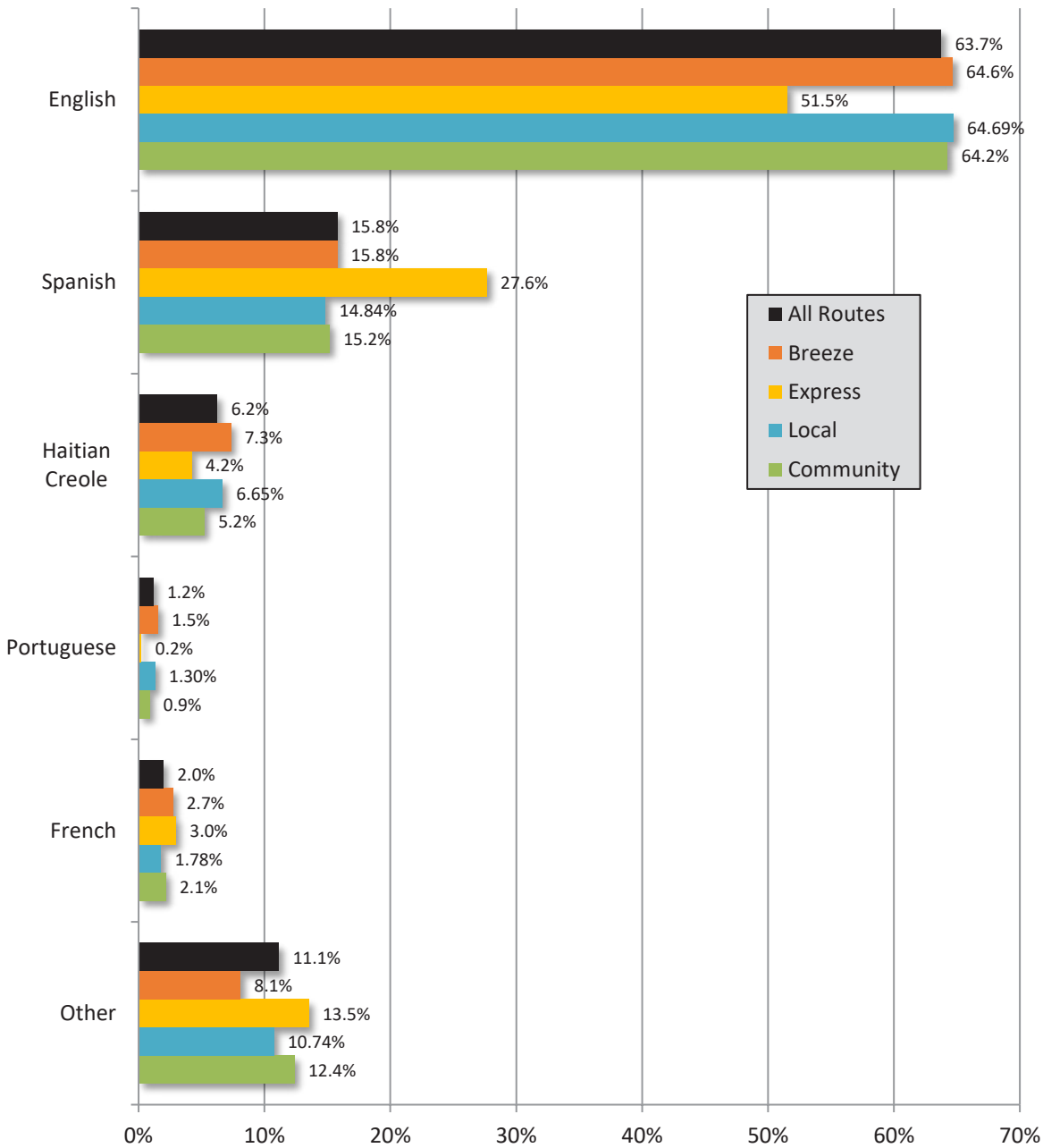


Figure B-19: Language Spoken at Home by Mode



Note: The total responses include those from Figure B-18 plus information on the language the survey form was completed on if the respondent did not specify the language spoken at home. Therefore, the percentages in this figure may be higher than those in Figure B-18.

The following information in this appendix includes samples of the on-board survey instrument in English, Spanish, Haitian Creole, and Portuguese.



BCT RIDER SURVEY

DEAR RIDER: BCT needs your help to provide improved transit service in Broward County. Please complete this survey and return it to the surveyor. **If you have already filled out a survey, you do not need to fill out another one.**

1. What is the main purpose of your trip today?

- 1 Work
- 2 Shopping
- 3 School
- 4 Medical
- 5 Personal Business
- 6 Visiting/Recreation
- 7 Other _____

2. How did you get to the bus stop where you got on this bus?

- 1 Walked _____ Blocks
- 2 Got a Ride
- 3 Drove Myself
- 4 Transferred from BCT Route _____
- 5 Transferred from Community Bus Route _____
- 6 Transferred from Miami-Dade Transit Bus Route _____
- 7 Transferred from Palm Tran Bus Route _____
- 8 Transferred from Tri-Rail Commuter Train
- 9 Transferred from Tri-Rail Connector Shuttle _____
- 10 Other _____ (specify, such as bicycle, etc.)

3. What is the name or zip code of the place you are COMING FROM now?

Name of Place or Business (e.g., Holy Cross Hospital) OR
Zip Code

4. What is the name or zip code of the place you are GOING TO now?

Name of Place or Business (e.g., Holy Cross Hospital) OR
Zip Code

5. How did you pay for your fare on this bus?

- 1 Regular Cash Fare
- 2 Reduced Fare (Senior/Youth/Disabled/Medicare)
- 3 3-Day Pass
- 4 7-Day Pass
- 5 10-Ride Pass
- 6 All Day Pass
- 7 All Day Pass Reduced (Senior/Youth/Disabled/Medicare)
- 8 31-Day Adult
- 9 31-Day Reduced (Senior/Youth/Disabled/Medicare)
- 10 31-Day College Student
- 11 Other (specify) _____

6. How many transfers will you make on this one-way trip?

- 1 1
- 2 2
- 3 3
- 4 4 or more
- 5 None

7. How many days a week do you ride BCT?

- 1 4 or more days
- 2 2 or 3 days per week
- 3 1 day
- 4 Less than one day
- 5 Weekends only
- 6 First time riding

8. How would you make this trip if the bus were not available?

- 1 Drive
- 2 Ride with someone
- 3 Bicycle
- 4 Walk/Wheelchair
- 5 Taxi/Uber/Lyft
- 6 Would not make trip
- 7 Other _____

9. How long have you been riding BCT?

- 1 Less than 6 months
- 2 6 months to 1 year
- 3 1 to 2 years
- 4 2 years or longer

10. Please indicate how important each of the following features are to your enjoyment of BCT services.

Please indicate	Very Important	Neutral	Not Important
More Frequent Service	5	4	3 2 1
Fewer/Easier Transfers	5	4	3 2 1
Earlier/Later Service	5	4	3 2 1
More Weekend Service	5	4	3 2 1
Bus Stop Benches/Shelters	5	4	3 2 1
System Safety	5	4	3 2 1
On-Time Performance	5	4	3 2 1
Cost of Trips	5	4	3 2 1
Cleanliness of Buses	5	4	3 2 1
Wi-Fi on Buses	5	4	3 2 1

11. For each of the following types of services, please indicate where you would like to see new or improved services?

- 1 Express service from _____ to _____
- 2 New service from _____ to _____
- 3 New or enhanced community bus service
Where? _____
- 4 More Frequency. Which routes? _____
- 5 Add later service
- 6 Other _____

For statistical purposes, tell us a little about yourself. All replies are confidential.

12. Your age is...

- 1 17 years or under
- 2 18 to 24 years
- 3 25 to 34 years
- 4 35 to 44 years
- 5 45 to 54 years
- 6 55 to 59 years
- 7 60 to 64 years
- 8 65 years or more

13. You are:

- 1 Female
- 2 Male

14. Your ethnic origin is...

- 1 Black/African American
- 2 White/Caucasian
- 3 Hispanic/Latino
- 4 Asian/Pacific Islander
- 5 American Indian or Alaska Native
- 6 Two or more races
- 7 Other (specify) _____

15. How many working motor vehicles are available in your household?

- 1 One
- 2 Two
- 3 Three or more
- 4 None

16. Your total annual household income is...

- 1 Less than \$10,000
- 2 \$10,000 to \$14,999
- 3 \$15,000 to \$19,999
- 4 \$20,000 to \$24,999
- 5 \$25,000 to \$29,999
- 6 \$30,000 to \$39,999
- 7 \$40,000 to \$49,999
- 8 \$50,000 to \$59,999
- 9 \$60,000 or more

17. Do you speak a language other than English at home?

- 1 No
- 2 Yes (specify language): _____

THANK YOU FOR COMPLETING THE SURVEY



ENCUESTA A USUARIOS DE AUTOBÚS DE BCT

ESTIMADO USUARIO: BCT necesita su colaboración para prestar un servicio todavía mejor en el Condado de Broward. Por favor complete esta encuesta y devuélvala al encuestador. **Si ya completó una encuesta como ésta, no es necesario completarla nuevamente.**

1. ¿Cuál es el propósito principal de su viaje hoy?

- 1 ___ Trabajo 5 ___ Asuntos personales
 2 ___ Compras 6 ___ Visita/Recreación
 3 ___ Estudios 7 ___ Otro _____
 4 ___ Médico

2. ¿Cómo llegó a la parada de autobús donde se subió hoy?

- 1 ___ Caminé ___ cuadras
 2 ___ Me trajeron en automóvil
 3 ___ Manejé un automóvil
 4 ___ Transferido de la ruta de autobús ___ de BCT
 5 ___ Transferido de la ruta de autobús comunitario _____
 6 ___ Transferido de la ruta de autobús ___ de Miami-Dade Transit
 7 ___ Transferido de la ruta ___ de Palm Tran
 8 ___ Transferido del tren Tri-Rail
 9 ___ Transferido del autobús conector de Tri-Rail
 10 ___ Otro (especifique, por ejemplo: bicicleta, etc.): _____

3. ¿Cuál es el nombre o el código postal del lugar donde comenzó este viaje?

Nombre del lugar (ej: Holy Cross Hospital) O [][][][][]
 Codigo postal

4. ¿Cuál es el nombre o el código postal de su destino final?

Nombre del lugar (ej: Holy Cross Hospital) O [][][][][]
 Codigo postal

5. ¿Cómo pagó el pasaje o la tarifa de este autobús?

- 1 ___ Tarifa regular en efectivo
 2 ___ Tarifa reducida (Anciano/Jóven/Discapitado/Medicare)
 3 ___ Pase de 3 días
 4 ___ Pase de 7 días
 5 ___ Pase para 10 viajes
 6 ___ Pase Diario (1-Día)
 7 ___ Pase Diario reducido (Anciano/Jóven/Discapitado/Medicare)
 8 ___ Pase de 31 días para Adulto
 9 ___ Pase de 31 días reducido (Anciano/Ñiño/Discapitado/Medicare)
 10 ___ Pase de 31 días para estudiantes universitarios
 11 ___ Otro (especifique) _____

6. ¿Cuántos transbordos/transferencias realizará en este viaje?

- 1 ___ 1 2 ___ 2 3 ___ 3 4 ___ 4 o más 5 ___ Ninguno

7. ¿Cuántos días por semana usa el servicio de BCT?

- 1 ___ 4 o más días 4 ___ Menos de un día cada semana
 2 ___ 2 ó 3 días por semana 5 ___ Sólo fines de semana
 3 ___ 1 día 6 ___ Es la primera vez

8. ¿Cómo haría este viaje si el servicio de autobús no estuviese disponible?

- 1 ___ Manejando 5 ___ Taxi/Uber/Lyft
 2 ___ Viajaría con alguien 6 ___ No haría el viaje
 3 ___ Bicicleta 7 ___ Otro _____
 4 ___ Caminando/Silla de ruedas

9. ¿Desde hace cuánto tiempo usa el servicio de BCT?

- 1 ___ Menos de 6 meses 3 ___ 1 a 2 años
 2 ___ 6 meses a 1 año 4 ___ 2 años o más

10. Indique cuán importantes son para usted cada una de las características a continuación sobre los servicios de BCT.

Por favor indique... Muy importante Neutro No es importante

	Muy importante	Neutro	No es importante		
Servicio más frecuente	5	4	3	2	1
Menos transbordos y más fáciles	5	4	3	2	1
Servicio más temprano/tarde	5	4	3	2	1
Más servicios los fines de semana	5	4	3	2	1
Paradas con asientos y techo	5	4	3	2	1
Seguridad del sistema de autobús	5	4	3	2	1
Desempeño puntual	5	4	3	2	1
Costo de los viajes	5	4	3	2	1
Limpieza de los autobuses	5	4	3	2	1
Wi Fi en los autobuses	5	4	3	2	1

11. Para cada tipo de servicio a continuación, indique aquello que desearía como servicio nuevo o mejorado

- 1 ___ Servicio expreso de _____ a _____
 2 ___ Servicio nuevo de _____ a _____
 3 ___ Servicio nuevo o ampliado de autobus comunitario
 ¿Dónde? _____
 4 ___ Más frecuencia. ¿Cuáles rutas? _____, _____, _____
 5 ___ Extender servicio hasta más tarde
 6 ___ Otro _____

Para fines estadísticos, cuéntenos un poco sobre sí mismo(a). Todas las respuestas son confidenciales.

12. Su edad es...

- 1 ___ 17 años o menos 5 ___ 45 a 54 años
 2 ___ 18 a 24 años 6 ___ 55 a 59 años
 3 ___ 25 a 34 años 7 ___ 60 a 64 años
 4 ___ 35 a 44 años 8 ___ 65 años o más

13. Usted es: 1 ___ Mujer 2 ___ Hombre

14. Su origen étnico es...

- 1 ___ Negro/Afro-americano
 2 ___ Blanco/Caucasiano
 3 ___ Hispano/Latino
 4 ___ Asiático/Habitante de las islas del Pacífico
 5 ___ Indio Americano o nativo de Alaska
 6 ___ Dos o más orígenes
 7 ___ Otro (especifique): _____

15. ¿Cuántos vehículos están disponibles en su casa?

- 1 ___ Uno 3 ___ Tres o más
 2 ___ Dos 4 ___ Ninguno

16. Su ingreso familiar anual total es de...

- 1 ___ Menos de \$10,000 6 ___ \$30,000 a \$39,999
 2 ___ \$10,000 a \$14,999 7 ___ \$40,000 a \$49,999
 3 ___ \$15,000 a \$19,999 8 ___ \$50,000 a \$59,999
 4 ___ \$20,000 a \$24,999 9 ___ \$60,000 o más
 5 ___ \$25,000 a \$29,999

17. ¿En su casa se habla otro idioma además del inglés?

- 1 ___ No
 2 ___ Sí (especifique): _____

GRACIAS POR COMPLETAR LA ENCUESTA



BCT sondaj sou moun ki monte

Chèr MOUN KAP MONTE OTOBIS: BCT bezwen èd pou bay pi bon sèvis otobis la nan Broward County. Tanpri, ranpli sondaj sa a epi voye li tounen baye moun ki fè sondaj la. Si w te deja ranpli yon sondaj, ou pa bezwen ranpli yon lòt.

1. Ki bi prensipal ou nan vwajaj ou jodi a?

1. Travay 5. Biznis Pesonel
 2. Fe maket 6. Vizite/Rekreasyon
 3. Lekol 7. Lot Rezon _____
 4. Medikal

2. Kijan ou te vin nan estasyon bis kote ou te monte otobis?

1. Te mache _____ blòk
 2. Te resevwa yon woulib
 3. Te kondwi tèt mwèn
 4. Transfere nan Route ki soti nan BCT _____
 5. Transfere nan Route ki soti Kominote Otobis _____
 6. Transfere nan Route Transiz ki soti nan Miami-Dade Otobis _____
 7. Transfere nan trans Otobis ki soti nan Palm Beach _____
 8. Transfere nan traje tren ki soti nan Tri-Rail _____
 9. Transfe ki soti nan Tri-Rail navet konekte _____
 10. Lot mwayen _____ (presize, tankou bisiklèt, elatriye)

3. Ki non oswa kòd postal plas la kote ou soti kounye a?

_____ OSWA
 Non plas la oswa Biznis la (e.g., Holy Cross Hospital) Kod Postal

4. Ki non oswa kòd postal plas kote ou prale kounye a?

_____ OSWA
 Non plas la oswa Biznis (e.g., Holy Cross Hospital) Kod Postal

5. Kijan out e peye pou pri like nan otobis sa a?

1. Lajan kach pri regilye
 2. Pri redwi aje/jen/ moun ki andikape/ Medicare
 3. 3-jou pas
 4. 7-jou pas
 5. 10-monte pas
 6. Tout jou pas
 7. Tout jou pas redwi (aje/jen/moun ki andikape/Medicare)
 8. 31-Jou granmoun
 9. 31-jou redwi (aje/jen/moun ki andikape/Medicare)
 10. 31-Jou elev kolej
 11. Lot jou (Presiz) _____

6. Konbyen transfè ou pral fè nan yon sel vwajaj sa a?

1. 1 2. 2 3. 3 4. 4 oswa plis 5. Okenn

7. Konbyen jou nan semèn la ou monte BCT?

1. 4 oswa plis jou 4. pi piti ke yon jou
 2. 2 oswa 3 jou nan semèn 5. wikenn selman
 3. 1 jou 6. Monte pou premye fwa

8. Kouman ou ta fè vwajaj sa a si otobis la pa te disponib?

1. Kondwi 5. Taksi
 2. Pran roulid 6. Pata kafe voyage sa a
 3. Bisiklet 7. Lot mwayen _____
 4. Mache/chez woulant

9. Depi konbyen tan ou ap monte BCT?

1. Pi piti ke 6 mwa 3. 1 a 2 zan
 2. 6 Mwa a 1 nan 4. 2 Zan oswa plis

10. Tanpri endike kouman enpòtan nan chak karakteristik sa yo ke ou renmen nan sèvis BCT yo.

Tanpri endike	Tre Enpòtan	Net	Pa Enpòtan		
Sevis plis souvan	5	4	3	2	1
Mwens transfè pli fasil	5	4	3	2	1
Pi bon/Pita Sevis	5	4	3	2	1
Plis Sevis nan wikenn	5	4	3	2	1
Otobis Stop ban/Abri yo	5	4	3	2	1
Sekirite system	5	4	3	2	1
Pefmans tan otobis la	5	4	3	2	1
Pri voyaj la	5	4	3	2	1
Lapwopte nan otobis yo	5	4	3	2	1
Wi Fi nan otobis la	5	4	3	2	1

11. Pou chak nan kalite sevis sa yo, tanpri endike ki kote ou ta renmen wè nouvo sèvis oswa amelyore?

1. Sevis Rapid de _____ a _____
 2. Sevi Nouvo de _____ a _____
 3. Nouvo oswa amelyore sèvis Kominote Otobis
 Ki Kote? _____
 4. Le pli souvan. Ki rwout? _____, _____, _____
 5. Pwolonje pita sèvis
 6. Lot moyen _____

Pou bi estatistik,pale nou yon ti kras de ou. Tout repons yo konfidansyèl.

12. Laj ou se.....

1. 17Tan oswa pi piti 5. 45 a 54 tran
 2. 18 a 24 tran 6. 55 a 59 tran
 3. 25 a 34 tran 7. 60 a 64 tran
 4. 35 a 44 tran 8. 65 kan a plis

13. Ou se: 1. Fi 2. Gason

14. Orijin etnik ou a se...

1. Nwa
 2. Blan/Blan Net
 3. Panyòl / Latino
 4. Azyatik / Abitan Zil Pasifik
 5. Endyen Ameriken oswa Natifnatal Alaska
 6. de Oswa plis ras
 7. Lot ras (Presize) _____

15. Konbyen machin ki disponib nan kay la?

1. Yon 3. Twa oswa plis
 2. De 4. Okenn

16. Total revni anyèl nan kay la

1. Pi piti ke \$10,000 6. \$30,000 a \$39,999
 2. \$10,000 a \$14,999 7. \$40,000 a \$49,999
 3. \$15,000 a \$19,999 8. \$50,000 a \$59,999
 4. \$20,000 a \$24,999 9. \$60,000 a plis
 5. \$25,000 a \$29,999

17. Eiske Ou pale yon lòt lang ke angle nan kay la?

1. Non 2. Wi (Presize lang la): _____

MÈSI POU SONDAJ LA OU RANPLI

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
13**

Commission Approvals



Broward County Commission Regular Meeting

9.

Meeting Date: 10/23/2018

Director's
Name: Chris Walton

Department: Transportation

Division: Transit

Information

Requested Action

MOTION TO APPROVE Broward County Transit Title VI Service Equity Analysis for "Broward Breeze" fixed-route bus service along Broward Boulevard between the City of Sunrise and Downtown Fort Lauderdale, service will begin January 14, 2019.

ACTION: (T-10:39 AM) Approved.

VOTE: 9-0.

Why Action is Necessary

Federal Transit Administration (FTA) regulations, Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012, requires the approval by the Board of County Commissioners (Board), as the governing entity for the Broward County transit system, of a service or fare equity change analysis prior to implementing those changes.

What Action Accomplishes

Approves BCT's Title VI Service Equity Analysis only. The document was prepared in accordance with FTA regulations for the new "Broward Breeze" fixed-route bus service along Broward Boulevard between the City of Sunrise and Downtown Fort Lauderdale. At today's October 23, 2018, Public Hearing, the Board will decide whether to approve the service with an effective date of January 14, 2019, as proposed by BCT.

Is this Action Goal Related

Previous Action Taken

None.

Summary Explanation/Background

THE TRANSPORTATION DEPARTMENT AND THE TRANSIT DIVISION RECOMMEND APPROVAL.

Title VI of the Civil Rights Act of 1964, as amended, is a federal statute which provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. As a recipient of Federal Transit Administration (FTA) grant funding, the Transit Division (BCT) is required to follow the Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012, and prepare an equity analysis when planning a major service or fare change. This report must be approved by the Transit agency's governing Board prior to implementing changes.

The Transit Division is requesting approval of the Service Equity Analysis (Exhibit 1) for the new "Broward Breeze" fixed-route bus service along Broward Boulevard between the City of Sunrise and Downtown Fort Lauderdale, which will begin in January 2019. The establishment of this new route is considered a proposed major service change to BCT fixed-route bus routes.

BCT Major Service changes are defined as changes that exceed any of the following thresholds:

Type Service Change	Major Service Change Threshold
Service Miles	More than 25% of route miles or weekly revenue miles
Express Service Miles	More than 50% of route miles or weekly revenue miles
Headways/Frequency	More than 15 minutes
Route	Establishment or discontinuation (elimination) of a route
Fares	Any change in Fares

Using methodologies consistent with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," the result of Title VI Service Equity Analysis indicates that no disparate impacts or disproportionate burdens on minority or low-income passengers (Title VI protected populations) will result from the proposal.

In compliance with federal and county regulations, policies and procedures, a public hearing is scheduled today, October 23, 2018, to allow the public to comment on the proposed establishment of the new "Broward Breeze".

The Service Equity Analysis, (Exhibit 1), was posted online for public review and comment on BCT's website on October 3, 2018.

Source of Additional Information

Chris Walton, Director, Transportation Department, (954) 357-8361

Fiscal Impact

Fiscal Impact/Cost Summary:

None.

Attachments

Exhibit 1 - Title VI Service Equity Analysis for Broward Breeze service

BROWARD COUNTY TRANSIT MAJOR SERVICE CHANGE FOR BROWARD BREEZE, RT. 122

Submitted for compliance with Title VI of the Civil Rights Act of 1964, as amended and guidance found in FTA C4702.1B, dated October 1, 2012.

A Title VI Service
Equity Analysis
Prepared October 2018



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INTRODUCTION

Under Title VI of the Civil Rights Act of 1964, as amended, as recipients of federal financial assistance, the Broward County Board of County Commissioners, without regard to race, color, or national origin, operate and plan for transit services so that: transit benefits and services are available and provided equitably; transit services are adequate to provide access and mobility for all; opportunities to participate in the transit planning and decision-making process are open and accessible; and that remedial and corrective actions are taken to prevent discriminatory treatment of any beneficiary.

This Title VI Service Equity Analysis was conducted by the Broward County Transportation Department, Transit Division for the establishment of a new route, the Broward Breeze, to run from Sawgrass Mills and the BB&T Park and Ride to the Broward Health Medical Center; scheduled for Fall 2018. This report was prepared in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012.

ABOUT BROWARD COUNTY TRANSIT

Broward County Transit (BCT) is composed of more than 1,055 individuals working together to deliver public transportation services within a 410 square mile service area in Broward County that serves approximately 1.9 million local residents.

BCT operates four distinct transportation services. These modes include BCT fixed route, fixed route community bus, fixed route commuter express, and paratransit services. Fixed route service connects with local transit systems in neighboring counties in addition to the tri-county commuter rail system (Tri-Rail). BCT operates out of two facilities: Pompano Beach, Florida, and Dania Beach, Florida. As of August 2018, BCT operates 35 fixed routes, 3 limited-stop (Breeze) routes, 6 express routes, and 50 community bus routes with a fleet of approximately 402 vehicles. This network of services currently provides more than 35.1 million passenger trips annually. Due to Broward County's location in the center of the Miami Urbanized Area (UZA) these routes are critical for providing connectivity throughout the metropolitan area, including Miami-Dade and Palm Beach counties.

BCT operates approximately 17.5 million fixed route revenue miles per year at 28.2 passengers per hour and \$3.24 cost per unlinked trip¹. BCT is responsible for transit system development, planning, and operations to promote a convenient user-friendly transit system, allowing for expanded transportation alternatives for Broward County residents and visitors.

¹ National Transit Database (NTD) Report Year 2016 Statistics

DEFINITIONS

BCT Systemwide Average: Average for all BCT operated fixed routes determined by on-board passenger survey data.

Disparate Impact: Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lack a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disparate Impact Threshold: The standard used to determine if a proposal creates disparate impacts. BCT defines this threshold in its Disparate Impact Policy as 15 percent deviation from the BCT system average.

Disproportionate Burden: Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where possible.

Disproportionate Burden Threshold: The standard used to determine if a proposal creates disproportionate burdens. BCT defines this threshold in its Disproportionate Burden Policy as 15 percent deviation from the BCT system average.

Express Service: A bus route that operates a portion of the route without stops or with a limited number of stops and is usually characterized by operating at least five miles of closed door service to a regional destination.

Fixed Route (Local): Service provided on a repetitive, fixed-schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed-route trip serves the same origins and destinations, unlike demand responsive and taxicabs.

Limited Stop (Breeze) Service: A service midway between local and express services that usually supplements local service by providing similar alignment with less stops and faster operational speeds.

Low-Income: A person that has indicated a household income of \$24,600 or below is considered to meet poverty guidelines according to the US Department of Health and Human Services.

Minority: A person or passenger who identifies as American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino (of any race), Native Hawaiian or Other Pacific Islander, or identifies as more than one race (multiracial) or some other race.

Service Area: A defined geographic area from which the transit operator provides service that is calculated using a one-quarter mile (3 mile for Express Service Park and Ride Lots) buffer on each side of a transit route.

SERVICE EQUITY ANALYSIS

In compliance with Title VI, a service equity analysis is required to evaluate potential disparate impacts or disproportionate burdens on Title VI protected populations before implementation of a major service change. If such impacts are identified, a plan to mitigate these impacts or analysis of less impactful alternative must be identified prior to implementation². This section will address major service change threshold, public participation, proposed service changes, methodology, and analysis used to determine impacts of the service change proposal.

MAJOR SERVICE / FARE CHANGE

In accordance with Title VI, BCT conducts service and/or fare equity analyses when a major service change is proposed. BCT used the following thresholds (outlines) to determine whether or not a service change constitutes a major service change. This policy, as approved by the Board in 2014, is outlined in the table below:

Service Change	Major Service Change Threshold
Service Miles	More than 25% route or weekly revenue miles
Express Service Miles	More than 50% route or weekly revenue miles
Headways/Frequency	More than 15 minutes
Route	Establishment or discontinuation of a route
Fares	Any change in fares

PUBLIC PARTICIPATION

BCT has developed an outreach plan to inform the public of this major service proposal prior to the public hearing before the Broward County Board of County Commissioners. The plan includes Educational Outreach, Community Meetings, Social Media, Print Media, and Radio Media³. Six community outreach meetings were scheduled. The meetings were scheduled in locations to attract a diverse crowd including areas identified in BCT's Title VI Program as predominately minority, low-income, or have high proportions of residents with limited English proficiency. All locations are directly accessible to BCT transit routes and some locations were selected due to the density of nearby transit routes and transfer activity.

² According to FTA C4702.1B, A transit provider may enact a service or fare change that is found to cause a disparate impact if the transit provider has a substantial legitimate justification for the proposed change and the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

³ Appendix D: Public Outreach Plan

Summary of Community Outreach Meeting Locations

Location	District	Bus Routes	Date	Type	Title VI	Limited English Proficiency
African-American Research Library and Cultural Center	9	40	7/21/18	Materials & Site Visit	Yes	No
Broward Central Terminal	7	1, 6, 9, 10, 11, 14, 20, 22, 31, 40, 50, 81, 60, US 1 Breeze	7/23/18 8/3/18	Materials & Site Visit	Yes	No
Broward College- Downtown Fort Lauderdale Campus	7	1, 11, 30, 40, US 1 Breeze	7/23/18	Materials & Site Visit	No	No
Florida Atlantic University- Downtown Fort Lauderdale Campus	7	1, 11, 30, 40, US 1 Breeze	7/23/18	Materials & Site Visit	No	No
Government Center East	7	1, 6, 9, 10, 11, 14, 20, 22, 31, 40, 50, 81, 60, US 1 Breeze	Ongoing	Materials Only	No	No
Government Center West	5	2, 12, 22, 81, 88	Ongoing	Materials Only	No	Creole
Judicial Complex/ Courthouse- 17 th Judicial Circuit of FL	7	1, 30, 40, US 1 Breeze	7/30/18 7/31/18	Materials & Site Visit	No	No
Tri-Rail/Amtrak Fort Lauderdale Station	9	22	7/23/18 7/24/18	Materials & Site Visit	Yes	Creole/ Spanish
West Regional Library	5	2, 12, 22, 30, 81, 88	Ongoing	Materials Only	No	Creole

The public hearing on the service proposal is scheduled before the Broward County Board of County Commissioners on October 23, 2018. The public hearing will be held at the Broward County Governmental Center in downtown Fort Lauderdale. This location is easily accessible to transit due to its proximity to the BCT Central Terminal. Public outreach notices will be posted, at major transfer locations, on-board buses, and online⁴. BCT will document all public comments received in relation to this service change proposal.

LEP CONSIDERATIONS

On December 1, 2011, BCT adopted its Limited English Proficiency (LEP) Plan. The plan identified reasonable steps to provide language assistance for LEP persons seeking meaningful access to BCT service as required by Executive Order 13166. BCT has included efforts in the public outreach plan for this proposal that are designed to inform LEP Spanish, French Creole, and Portuguese speaking passengers. In

⁴ Appendix E: Public Meeting Notices

accordance with the LEP plan, if route changes are approved BCT will provide detailed information about the change in formats accessible to our LEP passengers⁵.

SERVICE CHANGE PROPOSAL

The Florida Department of Transportation (FDOT), in partnership with BCT will introduce a limited-stop service along Broward Boulevard, which will link western Broward County with employment centers in downtown Fort Lauderdale. The proposed service is scheduled for Spring 2018 and will originate from the cities of Sunrise and Plantation. Initial hours of operation will be during the weekday peak only. No midday or weekend service is proposed at the initial startup of service.

A description for the Title VI Major Service proposal is outlined in the table below:

Title VI Major Service Changes

Route	Corridor	Description	Major Service Change?
122	Broward Boulevard	New limited-stop route	YES- Requires Service Equity Analysis

METHODOLOGY

BCT uses a methodology consistent with FTA guidance in Circular 4702.1B to conduct service equity analyses. On-board survey data collected during the TDP major update in the 1st quarter of 2013 is the primary data source for all equity analyses⁶. New routes created after the 2013 survey effort use the US Census Bureau's American Community Survey 5-Year Estimates. The following steps are used in completing the Title VI Service Equity Analysis:

- I- The adverse effects of the service change are identified. Adverse effects include but are not limited to:
 - a. Route discontinuation
 - b. Segment elimination, truncation, or re-routing
 - c. Headway increases
 - d. Reduction of service span
- II- If adverse effects are identified BCT will outline steps taken to mitigate the impact of the service change.

⁵ Appendix C: BCT LEP Context Map

⁶ Appendix A: Demographic Analysis

- III- Routes with no adverse effects will also be identified. The service changes proposed on these routes will enhance or benefit riders.
- IV- The percentage breakdown of minority and low-income passengers from the on-board survey will be calculated and applied to the average weekday ridership for each route.
- V- The cumulative percentage of minority and low-income passengers will be calculated for two categories:
 - a. Routes changes with adverse effects (reductions)
 - b. Route changes without adverse effects (improvements)
- VI- The percentage deviation between the minority and low-income levels of each category are compared to the BCT systemwide average to determine if disparate impacts or disproportionate burdens result from the service change proposal⁷.
- VII- If disparate impacts or disproportionate burdens are found then alternatives are analyzed to see if legitimate program goals can be met with a less impactful proposal.

DEMOGRAPHIC ANALYSIS

As Route 122 is a new route, FY 2016-2017 American Community Survey data was utilized to analyze the demographics of the census tracts along the proposed route alignment. Demographics for minority, low-income, age, and vehicle availability per household were examined. The results indicated that although Route 122 is predominantly minority (62%), the percentage deviation between the minority level for the total population along the proposed route compared to systemwide is not greater than the disparate impact or disproportionate burden threshold of -15%. The total households along the proposed route is not indicated to be low-income compared to total systemwide income. **This analysis concludes that the service change proposal to implement new service for Route 122- Broward Breeze will not cause disparate impacts or disproportionate burdens on Title VI protected populations. No additional analysis or alternatives are necessary to implement this service change.**

⁷ Note: For routes with adverse effects (reductions) the disparate impact or disproportionate burden threshold is 15% or greater. For routes without adverse effects (benefits) the disparate impact or disproportionate burden threshold is -15% or less.

RESULTS

The service equity analysis found that the service change proposal **does not cause disparate impacts or disproportionate burdens on Title VI protected populations**⁸. No additional analysis or alternatives are necessary to implement this service change.

Disparate Impact and Disproportionate Burden Thresholds

Service Change Proposal	Minority Deviation from System Average	Low-income Deviation from System Average
Route Changes with Adverse Effects (Reductions)	>15%	>15%
Route Changes without Adverse Effects (Improvements)	<-15%	<-15%

Title VI Service Equity Analysis Results

Service Change Proposal	Minority Deviation from System Average	Disparate Impact?	Low-income Deviation from System Average	Disproportionate Burden?
Route Changes with Adverse Effects (Reductions)	N/A	N/A	N/A	N/A
Route Changes without Adverse Effects (Improvements)	1.0%	NO	2.3%	NO

RECOMMENDATIONS

BCT is excited to implement the new route along Broward Boulevard which will provide additional service, connections, and travel options for the western communities into Downtown Fort Lauderdale. The results of the service equity analysis revealed that Route 122 does not have significant minority and low-income population compared to the systemwide population averages. BCT can conclude from this analysis that the service plan will not create disparate impacts of disproportionate burdens on our Title VI protected passengers. Furthermore, the new service is a continuation of BCT's commitment to providing safe and reliable transportation solutions that link people, connect communities, support employment and contribute to the overall economic growth of our region. BCT is comfortable that all requirements under FTA Circular 4702.1B have been satisfied to implement the service proposal.

⁸ Appendix H: Service Equity Analysis Tables

APPENDIX A: DEMOGRAPHIC ANALYSIS

There has been a significant change in the racial and ethnic makeup in Broward County between the 2000 and the 2010 US Census. As indicated by the 2010 US Census, Broward has become a “minority-majority” county. For the first time, the Non-Hispanic White population accounted for less than 50 percent of the total population. While the Non-Hispanic Black/African-American population still remains the largest minority group, it is now closely followed by the Hispanic population. The trend in Broward County reflects the national trend of an ever increasing minority population cohort.

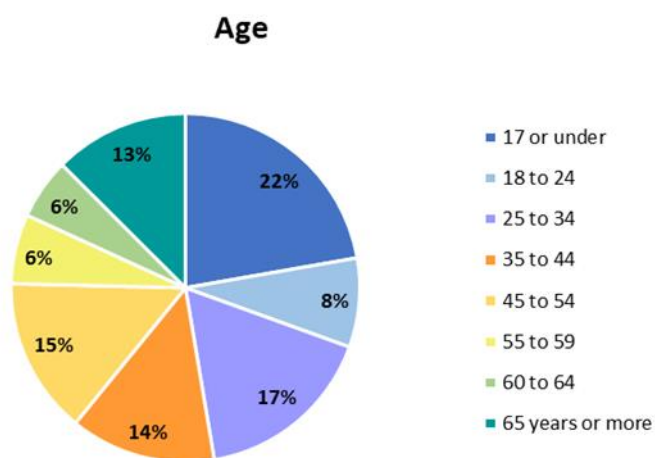
BCT uses a one-quarter mile buffer around local and limited stop routes to establish a service area. The 2016 BCT service area population is 1,979,248. The percentage of minorities in the service area is 61.9 percent and low-income population comprises 23.3 percent.

In 2018, BCT conducted a major update of the 10-year Transit Development Plan (TDP). A significant portion of the TDP was focused on generating an updated BCT rider demographic profile. A total of 7,199 passenger surveys were collected on-board BCT routes during the second quarter of 2018. The system-wide results of the on-board survey are statistically significant with greater than 95% confidence and margin of error of ± 3 percent. Additional information about the on-board survey effort and findings can be found in the BCT Connected 2019-2028 Transit Development Plan⁹. On-board survey data was used for trip purpose and frequency of use. As the Broward Breeze is a new route, American Community Survey data 5-Year 2012-2016 data was used for Age, Ethnic Origin, Income, and Number of Vehicles in a Household.

A demographic summary of the Broward Breeze limited-stop route service is provided below:

Age

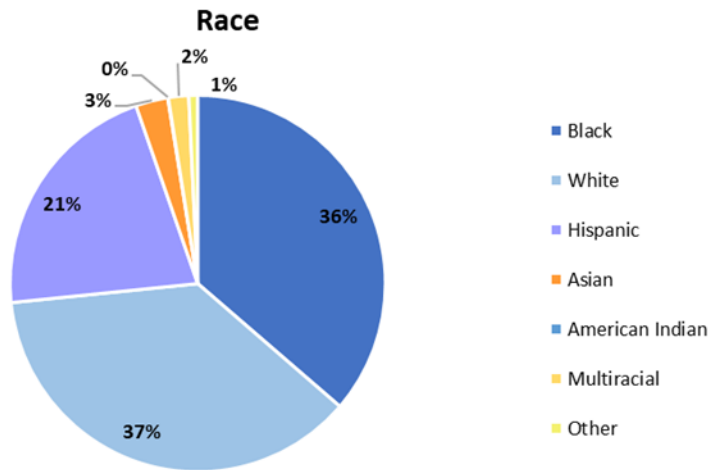
Over 65 percent of the total population within the census tracts along the Broward Breeze alignment are between the ages of 18-64. Twenty-two (22) percent were under the age of 17 and 13 percent are over the age of 65. The percentage of 65+ transit passengers is below the systemwide proportion in the same age range.



⁹ BCT Connected Transit Development Plan: <http://www.broward.org/bct/pages/transitdevelopmentplan.aspx>

Ethnic Origin

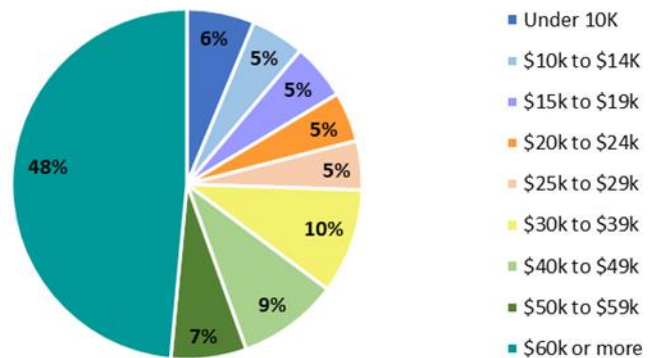
Minorities comprise over 80 percent of the total population systemwide. Based on the analysis of census tracts along the Broward Breeze alignment, minorities make up 63 percent of the total population; 36 percent are Black/African American, 21 percent Hispanic, 5 percent Asian, American Indian, Multiracial or other. Non-Hispanic White passengers comprise 37 percent of the total population along the census tracts.



Income

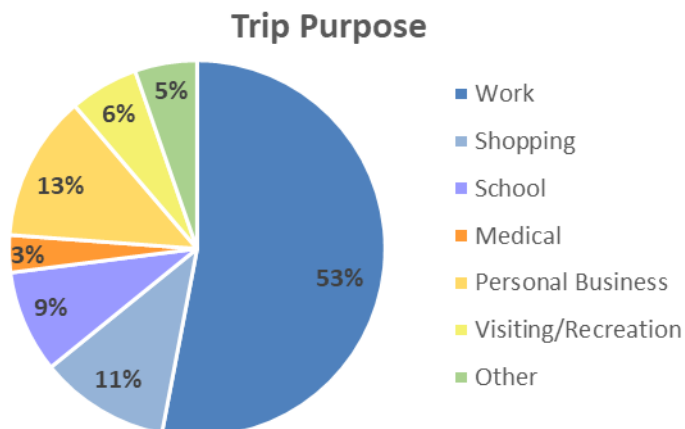
Over 65 percent of total reported household income systemwide is below \$24,000 per year. The percentage of households within the census tracts along the Broward Breeze alignment is below the systemwide proportion at 21 percent.

Annual Household Income



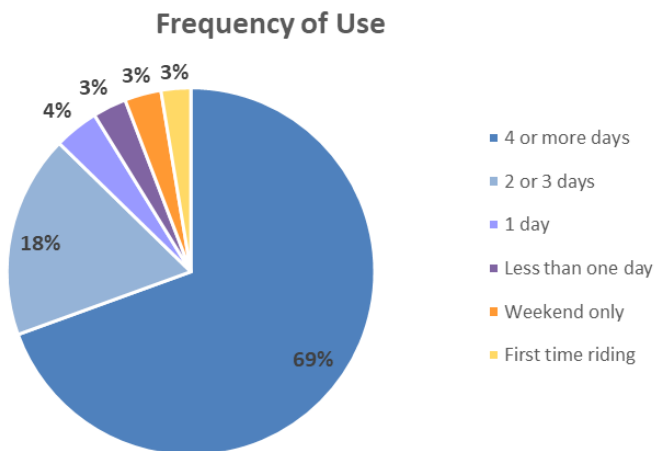
Trip Purpose

Over 53 percent of the respondents in the on-board survey, use BCT primarily for work, with personal business following with 13 percent and shopping at 11 percent.



Frequency of Use

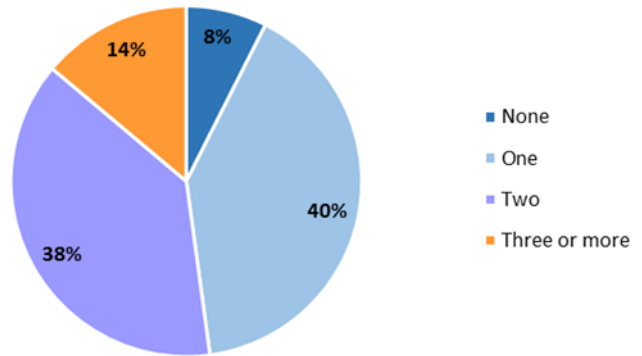
The average BCT rider is a frequent user of the system with around 69 percent of passengers using the system 4 or more days per week. Over 87 percent of riders use BCT at least 2 days per week.



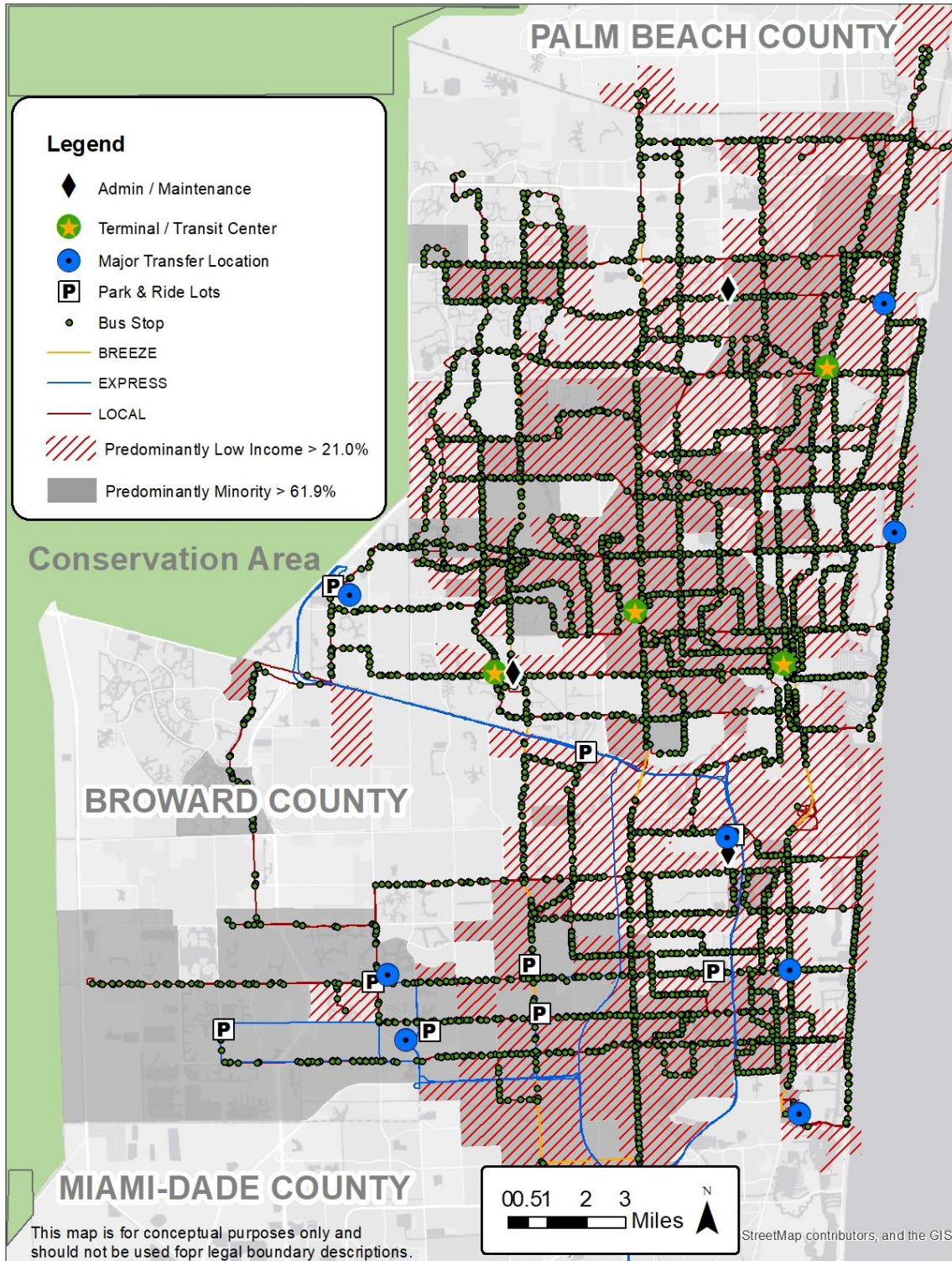
Number of Vehicles in Household

Nearly 8 percent of total households within the census tracts along the Broward Breeze alignment have no motor vehicles available.

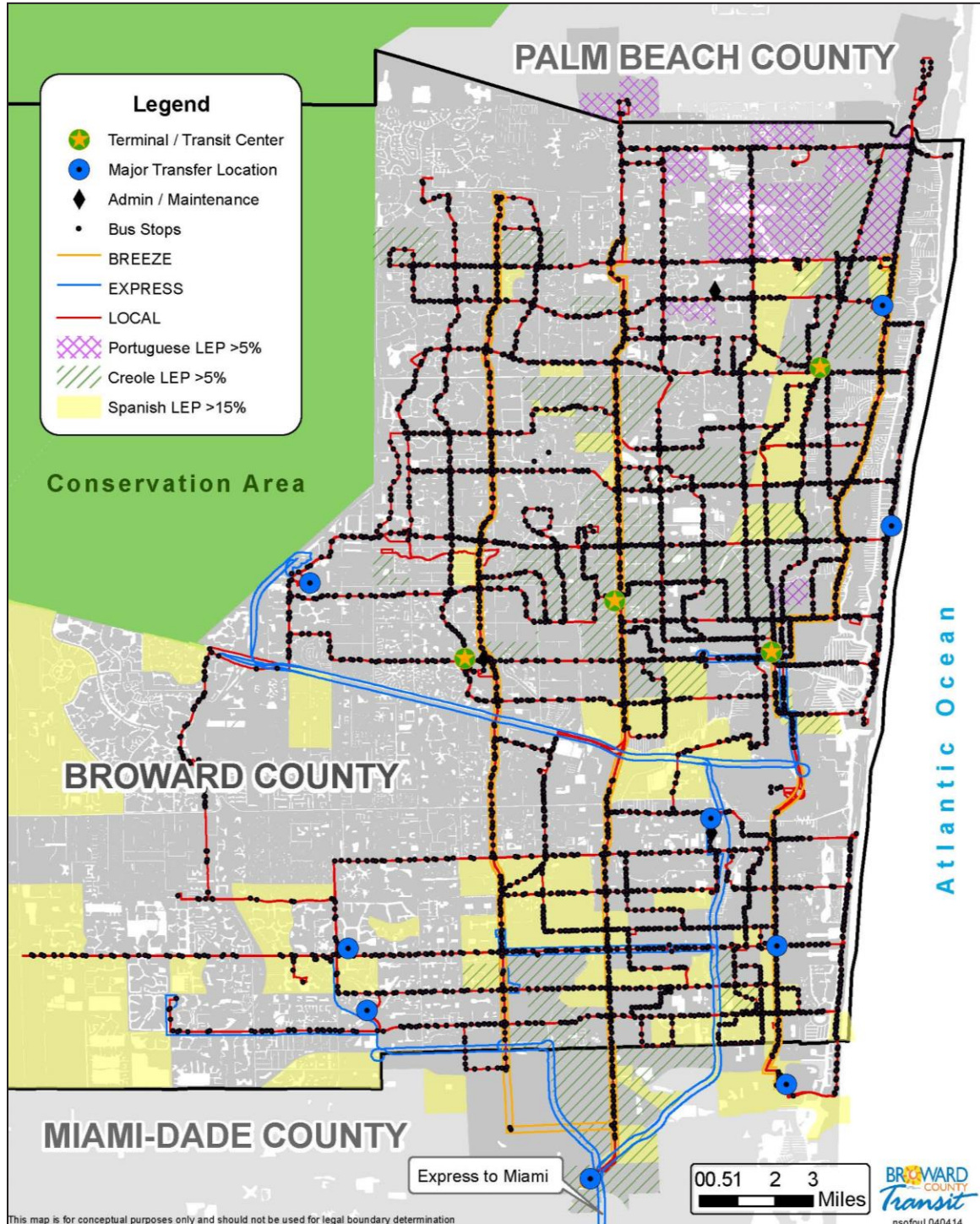
Motor Vehicles per Household



APPENDIX B: BCT TITLE VI CONTEXT MAP



APPENDIX C: BCT LEP CONTEXT MAP



This map is for conceptual purposes only and should not be used for legal boundary determination



APPENDIX D: PUBLIC OUTREACH PLAN

The following public outreach activities were conducted for the dissemination of information and to provide for public comments and participation in the decision-making process on the proposed service changes beginning operation in January 2019.

I. Educational Outreach

- Flyers and Rack Cards: Provided detailed information on proposed service changes and the public hearing date/location.
- Bus Terminal Signage: Placed at all bus terminals
- Seat drops: Placed on proposed service change bus routes
- Customer Service Center: Recorded Message-on-Hold
- Posters: Displayed at various public meeting locations

II. Community Meetings

Public information meetings were held in advance of the public hearing and prior to effective date of service changes at various locations and to demographically-diverse audiences. The meetings provided information on the proposed service changes and allowed for public comment through a question-and-answer segment. A designated e-mail and postal address were provided for public comment submission.

The public information meetings were held at the following locations along various BCT bus routes (see Appendix I).

- African-American Research Library and Cultural Center, Fort Lauderdale
- Tri-Rail / Amtrak FTL Station, Fort Lauderdale
- Broward County Bus Terminal, Fort Lauderdale
- Florida Atlantic University / Broward College Educational Complex, Fort Lauderdale
- Courthouse Complex – 17th Judicial Circuit of Florida, Fort Lauderdale
- Main Library – Fort Lauderdale
- Government Center East, Fort Lauderdale
- Sawgrass Mills Mall – Sunrise
- Broward Health Medical Center – Fort Lauderdale

III. Social Media

- Website – notice posted with link to service change information page
- Facebook - same as above
- Transit Flash e-newsletter – sent to database of more than 8,700 passenger subscribers

IV. Media and Advertisements

- Press Releases – announcing public hearing and details on proposed service changes
- Newspaper Advertisements

APPENDIX E: PUBLIC MEETING NOTICES



NOTICE OF PUBLIC HEARING BROWARD BREEZE ROUTE

BROWARD COUNTY, FL – The Broward County Commission will hold a public hearing at 10AM on Tuesday, October 23, 2018 at the Broward County Governmental Center, Room 422, 115 South Andrews Avenue, Fort Lauderdale, to receive public input on Broward County Transit (BCT) proposed new limited-stop fixed-bus service along Broward Boulevard between Sunrise and downtown Fort Lauderdale, the Broward Breeze. If no revisions are made to the service plan, this route will become final.

If approved, the proposed new route supports the Board's Visions and Values for "Cooperatively delivering an efficient and accessible regional intermodal transportation network" and "Consistently delivering responsive, efficient, quality services to the public and internal customers."

Following is a description of the proposed new route:

This proposed new service will travel westbound and eastbound, giving customers access to employment, education centers, appointments, and entertainment venues in Sunrise, Plantation, and downtown Fort Lauderdale. The hours of operation will be weekday peak directional and the buses will be 42-foot Bus Rapid Transit (BRT) style NABI vehicles equipped with wi-fi. The Broward Breeze will run every 30 minutes on weekdays only, with service from 5:40 AM to 10:16 AM and 4:05 PM to 8:46 PM. The service will begin operation in January 2019.

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons with disabilities who require assistance should notify BCT at (954) 357-8481 or phone the TDD line at (954) 357-8302 at least 2 business days in advance of the meeting.

If you are unable to attend the public hearing, send your written comments to:

Broward County Transit, Customer Relations and Communications
1 North University Drive, Suite 2401B
Plantation, FL 33324

Or, send comments online at Broward.org/BCT and click on "Contact Us."



Notice of Public Hearing: Broward Breeze Route

The Broward County Commission Will Hold a Public Hearing, 10AM on October 23rd, on Proposed New Limited-Stop Fixed Bus Service Along Broward Boulevard

If approved, the proposed new route will travel westbound and eastbound, giving customers access to employment, education centers, appointments, and entertainment venues in Sunrise, Plantation, and downtown Fort Lauderdale. The hours of operation will be weekday peak directional and the buses will be Bus Rapid Transit (BRT) style vehicles equipped with wi-fi. The Broward Breeze will run every 30 minutes on weekdays only, with service from 5:40 AM to 10:16 AM and 4:05 PM to 8:46 PM. The service will begin operation in January 2019.

[For more information about this public hearing, click here.](#)

If you are unable to attend the public hearing, send your written comments to:

Broward County Transit, Customer Relations and Communications, 1 North University Drive, Suite 2401-B, Plantation, FL 33324

This proposed new route supports the Board's Visions and Values for "Cooperatively delivering an efficient and accessible regional intermodal transportation network" and "Consistently delivering responsive, efficient, quality services to the public and internal customers."



PUBLIC HEARING TO BE HELD OCTOBER 23RD ON PROPOSED NEW BUS SERVICE ALONG BROWARD BOULEVARD

The new 'Broward Breeze' service will travel between Sunrise and downtown Fort Lauderdale with only 10 stops

Broward County, FL – The Broward County Commission will hold a public meeting at **10AM** on **Tuesday, October 23, 2018**, at the Broward County Governmental Center, Room 422, 115 South Andrews Avenue, in downtown Fort Lauderdale, to receive public input on Broward County Transit's (BCT) proposed new limited-stop fixed-bus service along Broward Boulevard between Sunrise and downtown Fort Lauderdale, named the **Broward Breeze**.

If no revisions are made to the service plan, this route will become final.

This proposed new service will travel westbound and east bound, giving customers access to employment, education centers, appointments, and entertainment venues in Sunrise, Plantation, and downtown Fort Lauderdale. The hours of operation will be weekday peak directional and the buses will be Bus Rapid Transit (BRT) style vehicles equipped with wi-fi. The Broward Breeze will run every 30 minutes on weekdays only, with service from 5:40 AM to 10:16 AM and 4:05 PM to 8:46 PM. The service will begin operation in January 2019.

If approved, the proposed new route supports the Board's Visions and Values for "Cooperatively delivering an efficient and accessible regional intermodal transportation network" and "Consistently delivering responsive, efficient, quality services to the public and internal customers."

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons with disabilities who require assistance should notify BCT at (954) 357-8481 or phone the TDD line at (954) 357-8302 at least two business days in advance of the meeting.

Customers who are unable to attend the public hearing, may send their written comments to: Broward County Transit, Customer Relations and Communications, 1 North University Drive, Suite 2401-B, Plantation, FL 33324; or send an email to: CSERVICE@broward.org.

For more information about BCT visit Broward.org/BCT.

About Broward County Transit

Broward County Transit (BCT) provides safe, reliable and economical bus transportation via fixed route, express, community bus and paratransit services to its customers. Serving nearly 36 million rides to customers annually, BCT operates 44 routes within 410 square miles of Broward County, and provides service to parts of Miami-Dade and Palm Beach counties.

DATE: October 5, 2018

CONTACT: Gwen Belton, Transit Manager, Marketing/Customer Relations/Communications

PHONE: 954-357-8366

EMAIL: gbelton@broward.org ##END##

employment and contribute to the overall economic growth of our region.


BROWARD.org SEARCH SETTINGS

transit

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Broward County [←](#) [Broward County Transit](#)



Broward BREEZE

Coming Soon!

A Faster Limited-Stop Service [>](#)
On Broward Boulevard

Broward Breeze Coming Soon

Rider Alerts and Service Changes

View BCT Rider Alerts, Detours and Service Changes

[DETAILS](#)

TOPS Program

Includes our Paratransit and Bus Pass programs

[LEARN MORE](#)

[f](#) [t](#)

QUICK LINKS

[Penny for Transportation](#)

[Community Bus](#)

[Paratransit](#)

[Accessibility/ADA](#)

[Title VI](#)

[Maps & Schedules](#)

broward.org/BCT/Pages/BrowardBreeze.aspx

BROWARD.org SEARCH SETTINGS

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TRANSIT NEWS

Notice of Public Hearing: Broward Breeze Route

The Broward County Commission will hold a public hearing at 10AM on Tuesday, October 23, 2018 at the Broward County Governmental Center, Room 422, 115 South Andrews Avenue, Fort Lauderdale, to receive public input on Broward County Transit (BCT) proposed new limited-stop fixed-bus service along Broward Boulevard between Sunrise and downtown Fort Lauderdale, the Broward Breeze. If no revisions are made to the service plan, this route will become final. [Click here for more information.](#)

All BCT buses will be retrofitted by September 2018 with mobile-friendly fareboxes. The new fareboxes will make travel easier and more convenient for customers who will eventually be able to purchase a bus pass using their smartphone. The new fareboxes can process various forms of payments including mobile tickets, smart cards, and cash. Customers will also be able to connect with all South Florida Transportation systems.

This summer, we added 30 new MCI Commuter Coaches to our fleet. The new buses are being integrated into the Express Bus Service to improve your transit experience. Other buses will be used, on a limited bases, for the Express Service, to ensure we get you where you're going, when one of the new MCI Commuter Coaches is scheduled for maintenance. BCT continues to improve services to meet the needs of our customers and the growing demand for public transportation. If you're an Express Bus Service customer, we'd like to hear from you about your experience on the new MCI Commuter Coaches. Email us at BCTMarketing@Broward.org.

What We Do

Broward County Transit (BCT) provides fixed route bus, express and community buses and paratransit – door-to-door – services in Broward County. Our mission is to provide safe and reliable transportation solutions that link

LINKS


- [System Map](#) [>](#)
- [Rider's Choice Program](#) [>](#)
- [Community Bus Service](#) [>](#)
- [Lost and Found](#) [>](#)
- [ADA Notice of Compliance](#) [>](#)
- [ADA Policy](#) [>](#)

[f](#) [t](#)

[↑](#)



Posts

 **Broward County Transit** 19 mins · 🌐

The Broward County Commission will hold a public hearing at 10AM on Tues., Oct. 23rd regarding the proposed new limited-stop fixed bus service along Broward Boulevard.

If approved, the proposed new route will travel westbound and eastbound, giving customers access to employment, education centers, appointments, and entertainment venues in Sunrise, Plantation, and downtown Fort Lauderdale.

The hours of operation will be weekday peak directional and the buses will be Bus Rapid Transit (BRT) style vehicles equipped with wi-fi.

The Broward Breeze will run every 30 minutes on weekdays only, with service from 5:40 AM to 10:16 AM and 4:05 PM to 8:46 PM. The service will begin operation in January 2019.

For more information, visit <http://www.broward.org/BCT/Pages/PublicHearing.aspx>

If you are unable to attend the public hearing, send your written comments to: Broward County Transit, Customer Relations and Communications, 1 North University Drive, Suite 2401-B, Plantation, FL 33324.

This proposed new route supports the Board's Visions and Values for "Cooperatively delivering an efficient and accessible regional intermodal transportation network" and "Consistently delivering responsive, efficient, quality services to the public and internal customers."



**Notice of Public Hearing:
Broward Breeze Route**

The Broward County Commission Will Hold a Public Hearing at 10AM on October 23rd on Proposed New Limited-Stop Fixed Bus Service Along Broward Boulevard

If approved, the proposed new route will travel westbound and eastbound, giving customers access to employment, education centers, appointments, and entertainment venues in Sunrise, Plantation, and downtown Fort Lauderdale. The hours of operation will be weekday peak directional and the buses will be Bus Rapid Transit (BRT) style vehicles equipped with wi-fi. The Broward Breeze will run every 30 minutes on weekdays only, with service from 5:40 AM to 10:16 AM and 4:05 PM to 8:46 PM. The service will begin operation in January 2019.

For more information about this public hearing, [click here](#).

If you are unable to attend the public hearing, send your written comments to:

Broward County Transit, Customer Relations and Communications, 1 North University Drive, Suite 2401-B, Plantation, FL 33324

This proposed new route supports the Board's Visions and Values for "Cooperatively delivering an efficient and accessible regional intermodal transportation network" and "Consistently delivering responsive, efficient, quality services to the public and internal customers."

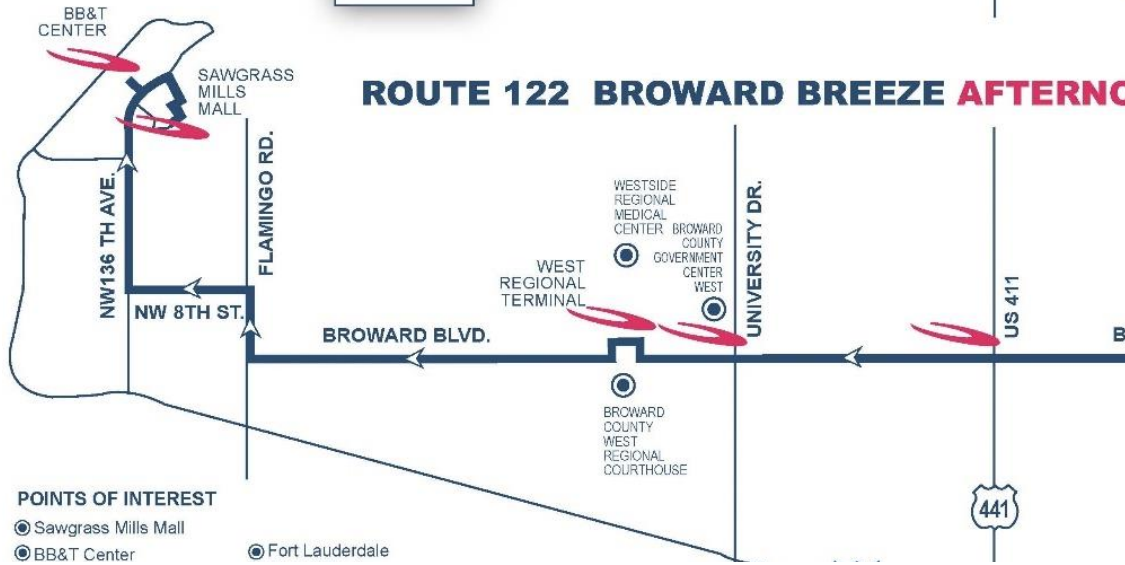
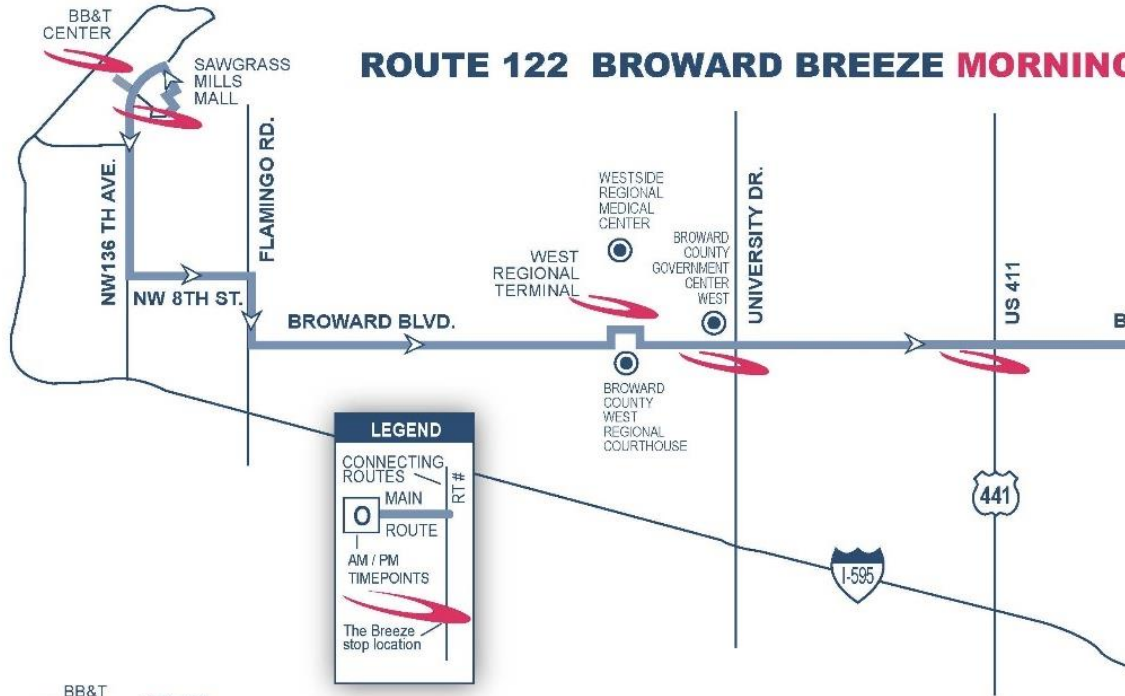
Tweets Tweets & replies Media

 **BrowardCountyTransit** @BrowardTransit · 5m ▼

The Broward County Commission will hold a public hearing at 10AM on October 23rd on proposed new limited-stop fixed bus service along Broward Blvd. For more information, visit broward.org/BCT/Pages/Publ...

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IX F: BROWARD BREEZE MAP



- POINTS OF INTEREST**
- Sawgrass Mills Mall
 - BB&T Center
 - Fort Lauderdale

APPENDIX G: BROWARD BREEZE PROPOSED SCHEDULES

BCT
 Vehicle schedule: MVS122 Weekday Scenario: 4 Final Version of Breeze Route 122

Headway Report

Effective: 01/15/2017
 Booking: PAULSFALL

Route: 122 Broward Breeze - Sawgrass to Broward Gen
 Garage: ravens Ravenswood Garage pulls
 Direction: East - West

Block	From	Note	SAWG MILL	WEST TERM	BROW 441	TRI- RAIL	BROW ADRW	BROW GNRL	BROW GNRL	BROW ADRW	TRI- RAIL	BROW 441	WEST TERM	SAWG MILL	Note	To
122-01	(500a)		540a	601a	611a	625a	635a	649a								
122-02	(530a)		610a	632a	644a	657a	707a	721a								
122-03	(555a)		640a	706a	717a	730a	740a	754a								
122-04	(625a)		710a	738a	754a	810a	823a	833a							(908a)	
122-05	(650a)		735a	803a	817a	836a	847a	857a							(932a)	
122-01			805a	829a	843a	853a	903a	913a							(948a)	
122-02			840a	901a	913a	923a	931a	941a							(1016a)	
122-03			910a	933a	947a	959a	1006a	1016a							(1051a)	
122-06	(330p)								405p	414p	426p	436p	448p	512p		
122-07	(400p)								435p	446p	506p	516p	528p	556p		
122-08	(430p)								505p	514p	537p	550p	602p	626p		
122-09	(500p)								535p	545p	600p	610p	624p	648p	(728p)	
122-10	(530p)								605p	614p	626p	635p	649p	710p	(750p)	
122-06									635p	646p	656p	708p	719p	743p	(823p)	
122-07									710p	719p	729p	737p	749p	813p	(853p)	
122-08									740p	751p	800p	810p	822p	846p	(926p)	



APPENDIX H: SERVICE EQUITY ANALYSIS TABLES

Minority Demographic Table

Race/Ethnicity	Proposed Route 122	BCT Systemwide Average
Black/ African American	36.3%	30.0%
White	37.1%	38.1%
Hispanic	21.3%	26.3%
Asian	2.8%	3.2%
American Indian	0.1%	0.2%
Multiracial	1.7%	1.7%
Other	0.8%	0.5%
Total Minority	62.9%	61.9%
Predominantly Minority?	YES	N/A

Source: FY 2012- 2016 American Community Survey

Low-Income Demographic Table

Household Income	Proposed Route 122	BCT Systemwide Average
Under \$10K	6.2%	7.1%
\$10K	4.9%	5.1%
\$15k to \$19,999	5.2%	5.6%
\$20k to \$24,999	4.6%	5.6%
\$25k to \$29,999	4.5%	5.4%
\$30k to \$39,999	9.7%	10.2%
\$40k to \$49,999	9.3%	9.4%
\$50k to \$59,999	7.0%	8.0%
\$60k or more	48.5%	43.6%
Less than \$25k	21.0%	23.3%
Predominantly Low-Income?	NO	N/A

Title VI Major Service Changes – Disparate Impact Assessment Table

Route	Service Type	Adverse Effects?	Description	Minority Percentage	Systemwide Average	Deviation from Systemwide Average	Disparate Impact?
122	Limited-Stop	None	New service	62.9%	61.9%		
Total ¹⁰						1.0%	NO

Source: FY 2012-2016 American Community Survey data

* New Route: In lieu of on-board survey data, demographics are based on US Census American Community Survey 5-Year Estimates

Title VI Major Service Changes – Disproportionate Burden Assessment Table

Route	Service Type	Adverse Effects?	Description	Low-income Percentage	Systemwide Average	Deviation from Systemwide Average	Disparate Impact?
122	Limited-Stop	None	New service	21.0%	23.3%		
Total ¹⁰						-2.3%	NO

Source: FY 2012-2016 American Community Survey data

* New Route: In lieu of on-board survey data, demographics are based on US Census American Community Survey 5-Year Estimates

¹⁰ Route Changes without Adverse Effects (Improvements)

PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED

Any person or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity by Broward County Transit (BCT), may call (954)357-8481 to file a Title VI discrimination complaint or write to Broward County Transportation Department, Compliance Manager, One N. University Dr., Ste 3100A, Plantation, Florida 33324

APPENDIX I: Public Outreach Campaign

[See Attachment Document]

Public Outreach Campaign for the All New Broward Breeze

July – August 2018



Marketing Materials

To introduce the new bus route and provide printed materials to attract and educate customers, several pieces of marketing collateral was created that included: a tri-fold brochure in three languages (English, Creole and Spanish), tabletop signs, large posters for the customer service booths and A-Frame signs at the bus terminals, digital signage for social media, internal TV monitors, the employee intranet, an interior bus placard.



A-Frame & Tabletop Signage



BCTV Slide and Transit Internal Monitors



Brochures in English, Creole and Spanish



Face-to-Face Customer Activities

Broward
BREEZE



BROWARD
COUNTY
Transit

MyRide  BROWARD.org



African-American Research Library and Cultural Center

2650 Sistrunk Blvd., FTL 33311

SATURDAY, JULY 21, 2018

This location was selected for its Title VI designation, its close proximity to Broward Blvd., and the diverse audience this library tends to attract.

BCT was one of several vendors attending the library's annual South Florida Bookfest. Our outdoor table was visited by 30-40 existing and potential transit customers. This was the first event BCT staff attended to begin promoting the new Broward Breeze bus route.



Broward
BREEZE



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Tri-Rail/Amtrak FTL Station

200 SW 21st Terrace
Fort Lauderdale 33312

Monday, JULY 23 & TUESDAY, JULY 24

Outreach staff from BCT and Tri-Rail collaborated to host this customer-focused event. Staff greeted customers as they departed from bus route 22 and the Tri-Rail F1 Shuttle. Customers were excited to learn of a new bus route that would get them to the train station faster from downtown FTL.

In early July, BCT made a formal request to SFRTA/Tri-Rail officials seeking permission to be on the property for two consecutive days: morning and afternoon rush hour.

100 customers reached.



Broward Central Bus Terminal

101 NW 1st Ave., FTL 33301

MONDAY, JULY 23, 2018

A visit was made to this location as this is one of the primary stops for the new Breeze route, and the first stop of the existing Route 22.

Both customers and bus operators asked numerous questions about the new route, such as the service frequency, alignment, the possibility of additional stops being added after the Tri-Rail station stop and between 441/SR 7 and University Drive.

Bus operators asked about the type of buses that will be used and why the alignment was planned for one direction in the morning and afternoon. The operators were informed that the last three trips in the AM and PM times would be bi-directional.



Florida Atlantic University/Broward College Educational Complex

111 E. Las Olas Boulevard
Downtown FTL 33301

MONDAY, JULY 23, 2018

This location was selected for its proximity to the Central Bus Terminal and Broward Health Medical Center, and the likelihood that a bus stop will be placed within short walking distance to the campus.

On the day of this visit, the schools summer session was wrapping up and many students were scheduled for final exams the entire week. However, the school's administrator insisted this is the best time to visit but many students would have just enough time to pick up a brochure and move along.

Less than 10 students and faculty visited our table. Several quantities of the Breeze brochure, System Map and the Transit Fares rack card were left with the student advisors.

Broward

BREEZE



BROWARD COUNTY
Transit

MyRide BROWARD.org



Courthouse Complex - 17th Judicial Circuit of Florida

201 SE Sixth Street
Downtown FTL 33301

**MONDAY, JULY 30TH & TUESDAY,
JULY 31ST**

There are two separate courthouse wings at this location. The first day our team hosted a table on the first floor lobby of the East wing and recently built courthouse. There was a lot of foot traffic and our table was placed directly in front of the Clerk of Courts Traffic Division. Several transit customers visit this courthouse and use Routes 30, 40 and the US1 Breeze to travel there.

The following day, we were assigned to the older wing, and experienced several interactions from customers who inquired about getting from Miami-Dade to this courthouse. A few customers were excited to learn about the new Breeze route and plan to use to travel to work from west Sunrise and Plantation.

We reached 130 customers on both days.



Broward
BREEZE



BROWARD
COUNTY
Transit

MyRide  **BROWARD.org**



Broward County Main Library

100 S. Andrews Ave., FTL 33301

AUGUST 2018 – DISTRIBUTION ONGOING

This is not a Title VI location but was recommended by the Breeze Project Manager.

Two-hundred brochures for each language were placed in the informational displays in the library's first floor lobby where other transit materials are currently available.

Also a tabletop sign announcing the Broward Breeze was placed at the Circulation Desk.



Governmental Center East
115 S. Andrews Ave., FTL 33301

Government Center West
1 N. University Dr., Plantation
33324

AUGUST 2018 – DISTRIBUTION ONGOING

This is not a Title VI location but
was recommended by the Breeze
Project Manager.

Brochures and signage will be
placed accordingly.



Sawgrass Mills Mall

12801 W. Sunrise Blvd., FTL 33323

AUGUST 2018 – DISTRIBUTION ONGOING

A visit to this location to distribute the Breeze brochures has been pending approval from the mall's General Manager since early July.

The mall's business manager has pitched staff on an advertising buy, which is too costly for CR&C's budget.

To remedy the situation, CR&C's public outreach coordinator will board the Rt. 22 bus to Sawgrass Mills, and distribute the brochures while onboard as customers get on/off the bus.



Broward Health Medical Center

1608 SE Third Ave., FTL 33301

AUGUST 2018 – DISTRIBUTION ONGOING

This is another location with a pending visit, as our public outreach coordinator has left repeated messages for the hospital's PR representative.

To remedy the situation, CR&C's public outreach coordinator will board either the Rt. 1 or US 1 Breeze, and provide brochures while onboard as customers get on/off the bus near the hospital.





Broward County Commission Regular Meeting

42.

Meeting Date: 01/29/2019

Director's
Name: Chris Walton

Department: Transportation

Division: Transit

Information

Requested Action

MOTION TO APPROVE Broward County Transit Title VI Service Equity Analysis for elimination of the Broward County Transit Division's 95 Express Route 107 fixed-route bus service between Pembroke Pines and Hollywood to the Miami Civic Center and downtown Miami, due to ridership levels below performance standards agreed-upon between the Florida Department of Transportation (funding partner) and Broward County.

ACTION: (T-11:05 AM) Approved.

VOTE: 9-0.

Why Action is Necessary

Federal Transit Administration (FTA) regulations, Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012, requires the approval by the Board of County Commissioners (Board), as the governing entity for the Broward County transit system, of a service or fare equity change analysis prior to implementing those changes.

What Action Accomplishes

Approves BCT's Title VI Service Equity Analysis only. The document was prepared in accordance with FTA regulations for the elimination of the Broward County Transit Division's 95 Express Route 107 fixed-route bus service between Pembroke Pines and Hollywood to the Miami Civic Center and downtown Miami. At today's January 29, 2019 Public Hearing, the Board will decide whether to discontinue the 95 Express Route 107, with an effective date of February 24, 2019. This item approves the Service Equity Analysis only.

Is this Action Goal Related

Previous Action Taken

None.

Summary Explanation/Background

THE TRANSPORTATION DEPARTMENT AND THE TRANSIT DIVISION RECOMMEND APPROVAL.

This action furthers the Board's Value of cooperatively delivering an efficient and accessible regional intermodal transportation network.

Title VI of the Civil Rights Act of 1964, as amended, is a federal statute which provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be

denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. As a recipient of Federal Transit Administration (FTA) grant funding, the Transit Division (BCT) is required to follow the Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012, and prepare an equity analysis when planning a major service or fare change. This report must be approved by the Transit agency's governing Board prior to implementing changes.

The Transit Division is requesting approval of the Service Equity Analysis (Exhibit 1) for the elimination of the Broward County Transit Division's 95 Express Route 107 fixed-route bus service between Pembroke Pines and Hollywood to the Miami Civic Center and downtown Miami, due to ridership levels below performance standards agreed-upon between the Florida Department of Transportation (funding partner) and Broward County. The elimination of this route is considered a proposed major service change to BCT fixed-route bus routes.

BCT Major Service changes are defined as changes that exceed any of the following thresholds:

Type Service Change	Major Service Change Threshold
Service Miles	More than 25% of route miles or weekly revenue miles
Express Service Miles	More than 50% of route miles or weekly revenue miles
Headways/Frequency	More than 15 minutes
Route	Establishment or discontinuation (elimination) of a route
Fares	Any change in Fares

Using methodologies consistent with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," the result of Title VI Service Equity Analysis indicates that no disparate impacts or disproportionate burdens on minority or low-income passengers (Title VI protected populations) will result from the proposal.

In compliance with federal and county regulations, policies and procedures, At today's January 29, 2019 Public Hearing, the Board will decide whether to discontinue the 95 Express Route 107 with an effective date of February 24, 2019, this item approves the Service Equity Analysis only. If the elimination of the 95 Express Route 107 is approved today, the last day of service will be Friday, February 22, 2019.

The Service Equity Analysis, (Exhibit 1), was posted online for public review and comment on BCT's website on January 9, 2019.

Source of Additional Information

Chris Walton, Director, Transportation Department, (954) 357-8361

Fiscal Impact

Fiscal Impact/Cost Summary:

None.

Attachments

Exhibit 1 - Title VI Service Equity Analysis

BROWARD COUNTY TRANSIT SERVICE CHANGE

MAJOR SERVICE CHANGE TO 95 EXPRESS
HOLLYWOOD

Submitted for compliance with Title VI of the Civil Rights Act of 1964, as amended and guidance found in FTA C4702.1B, dated October 1, 2012.

A Title VI Service
Equity Analysis
Service Plan Prepared
January 2019



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INTRODUCTION

Under Title VI of the Civil Rights Act of 1964, as amended, as recipients of federal financial assistance, the Broward County Board of County Commissioners, without regard to race, color, or national origin, operate and plan for transit services so that: transit benefits and services are available and provided equitably; transit services are adequate to provide access and mobility for all; opportunities to participate in the transit planning and decision-making process are open and accessible; and that remedial and corrective actions are taken to prevent discriminatory treatment of any beneficiary.

This Title VI Service Equity Analysis was conducted by the Broward County Transportation Department, Transit Division for the discontinuation of express route 107- 95 Express Hollywood effective February 22, 2019. This report was prepared in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012.

ABOUT BROWARD COUNTY TRANSIT

Broward County Transit (BCT) is composed of more than 1,055 individuals working together to deliver public transportation services within a 410 square mile service area in Broward County that serves approximately 1.9 million local residents.

BCT operates four distinct transportation services. These modes include BCT fixed route, fixed route community shuttle, fixed route commuter express, and paratransit services. Fixed route service connects with local transit systems in neighboring counties in addition to the tri-county commuter rail system (Tri-Rail). BCT operates out of two facilities: Pompano Beach, Florida, and Dania Beach, Florida. As of December 2018, BCT operates 35 fixed routes, 3 limited-stop (Breeze) routes, 6 express routes, and 51 community shuttle routes with a fixed-route fleet of approximately 359 vehicles. The fixed-route, commuter express, and community shuttle services currently provide more than 31.3 million passenger trips annually. Due to Broward County's location in the center of the Miami Urbanized Area (UZA) these routes are critical for providing connectivity throughout the metropolitan area, including Miami-Dade and Palm Beach counties.

BCT operates approximately 15.1 million fixed route revenue miles per year at 25.2 passengers per hour and \$3.96 cost per unlinked trip¹. BCT is responsible for transit system development, planning, and operations to promote a convenient user-friendly transit system, allowing for expanded transportation alternatives for Broward County residents and visitors.

¹ National Transit Database (NTD) Report Year 2017 Statistics

DEFINITIONS

BCT Systemwide Average: Average for all BCT operated fixed routes determined by on-board passenger survey data.

Disparate Impact: Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lack a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disparate Impact Threshold: The standard used to determine if a proposal creates disparate impacts. BCT defines this threshold in its Disparate Impact Policy as 15 percent deviation from the BCT system average.

Disproportionate Burden: Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where possible.

Disproportionate Burden Threshold: The standard used to determine if a proposal creates disproportionate burdens. BCT defines this threshold in its Disproportionate Burden Policy as 15 percent deviation from the BCT system average.

Express Service: A bus route that operates a portion of the route without stops or with a limited number of stops and is usually characterized by operating at least five miles of closed door service to a regional destination.

Fixed Route (Local): Service provided on a repetitive, fixed-schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed-route trip serves the same origins and destinations, unlike demand responsive and taxicabs.

Limited Stop (Breeze) Service: A service midway between local and express services that usually supplements local service by providing similar alignment with less stops and faster operational speeds.

Low-Income: A person that has indicated a household income of \$24,600 or below is considered to meet poverty guidelines according to the US Department of Health and Human Services.

Minority: A person or passenger who identifies as American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino (of any race), Native Hawaiian or Other Pacific Islander, or identifies as more than one race (multiracial) or some other race.

Service Area: A defined geographic area from which the transit operator provides service that is calculated using a one-quarter mile (3 mile for Express Service Park and Ride Lots) buffer on each side of a transit route.

SERVICE EQUITY ANALYSIS

In compliance with Title VI, a service equity analysis is required to evaluate potential disparate impacts or disproportionate burdens on Title VI protected populations before implementation of a major service

change. If such impacts are identified, a plan to mitigate these impacts or analysis of less impactful alternative must be identified prior to implementation². This section will address major service change threshold, public participation, proposed service changes, methodology, and analysis used to determine impacts of the service change proposal.

MAJOR SERVICE / FARE CHANGE

In accordance with Title VI, BCT conducts service and/or fare equity analyses when a major service change is proposed. BCT used the following thresholds (outlines) to determine whether or not a service change constitutes a major service change. This policy, as approved by the Board in 2014, is outlined in the table below:

Service Change	Major Service Change Threshold
Service Miles	More than 25% route or weekly revenue miles
Express Service Miles	More than 50% route or weekly revenue miles
Headways/Frequency	More than 15 minutes
Route	Establishment or discontinuation of a route
Fares	Any change in fares

PUBLIC PARTICIPATION

BCT has developed an outreach plan to inform the public of this major service proposal prior to the public hearing before the Broward County Board of County Commissioners (BoCC). The plan includes educational outreach, seat drops on the bus for passengers, social media, print media, online media and face-to-face notification of the discontinuation by BCT, Florida Department of Transportation (FDOT), and South Florida Commuter Services (SFCS) staff on the route with affected passengers³.

The public hearing on the service proposal is scheduled before the Broward County Board of County Commissioners on January 29, 2019. The public hearing will be held at the Broward County Governmental Center in downtown Fort Lauderdale. This location is easily accessible to transit due to its proximity to the BCT Central Terminal. Public outreach notices will be posted, at major transfer locations, on-board buses, and online⁴. BCT will document all public comments received in relation to this service change proposal.

² According to FTA C4702.1B, A transit provider may enact a service or fare change that is found to cause a disparate impact if the transit provider has a substantial legitimate justification for the proposed change and the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

³ Appendix D: Public Outreach Plan

⁴ Appendix E: Public Meeting Notices

LEP CONSIDERATIONS

On December 1, 2011, BCT adopted its Limited English Proficiency (LEP) Plan. The plan identified reasonable steps to provide language assistance for LEP persons seeking meaningful access to BCT service as required by Executive Order 13166. BCT has included efforts in the public outreach plan for this proposal that are designed to inform LEP Spanish speaking passengers. In accordance with the LEP plan, if route changes are approved BCT will provide detailed information about the change in formats accessible to our LEP passengers⁵.

SERVICE CHANGE PROPOSAL

The FDOT, in partnership with BCT will discontinue the commuter express Route 107, which provides service to the residents of Pembroke Pines and Hollywood to the Miami Civic Center and Downtown Miami. This route is being discontinued due to non-performance as stated in Exhibit A, Page 4, Section 8.1 of the Joint Participation Agreement signed by FDOT and the Broward County BoCC dated September 15, 2015. There has been a consistent decline in ridership over the past several years; due to several factors:

- Route 107 was the first express route for BCT in 2010. Route 108 opened afterwards in 2011 with a more direct connection to downtown Miami with a larger park and ride only 1.5 miles away at the North Perry Airport. The Hollywood Hills stop competes with the Miami-Dade Transit (MDT) 95 Express route, which opened after the 107 route started, which services the Sheridan Street Tri-Rail station only 2.3 miles away.
- The Route 107 travel time is longer than the nearest express route 108 due to the number of stop lights on Pines/Hollywood Blvd prior to entering the I-95 corridor. At peak hour, Route 107 it takes 1 hour, 20 minutes compared to Route 108 which is 55 minutes and the MDT 95 Express Route to the Civic Center which is 37 minutes.
- BCT and South Florida Commuter Service conducted a marketing campaign to promote the service from October through mid-November 2017. Marketing efforts⁶ included a direct mailer to 32,082 households, print ads for 6-weeks in community newspapers, and geo-targeted banner ads on the SunSentinel.com. Ridership continued to drop after the marketing efforts were completed⁷.

The FY 2018 annual ridership was 39,119 compared to the average annual express route ridership of the remaining express routes which was 111,529.

The riders which utilized the Pembroke Commons Park and Ride will be able to utilize the existing commuter express Route 108 at the North Perry Airport, and the riders which previously utilized the Hollywood Hills Plaza Park and Ride will be able to utilize the existing commuter express service provided

⁵ Appendix C: BCT LEP Context Map

⁶ Appendix H: Marketing campaign materials

⁷ Appendix I: Monthly Ridership of Express Routes for FY 2018

by MDT at the Sheridan Street Tri-Rail, which will provide a more direct north/south service along I-95, or they can register with SFCS (www.1800234ride.com) for their carpool or vanpool programs.

A description for the Title VI Major Service proposal is outlined in the table below:

Title VI Major Service Changes

Route	Corridor	Description	Major Service Change?
107	Hollywood	Eliminate Commuter Express Route	YES- Requires Service Equity Analysis

METHODOLOGY

BCT uses a methodology consistent with FTA guidance in Circular 4702.1B to conduct service equity analyses. On-board survey data collected during the TDP major update in the 2nd quarter of 2018 is the primary data source for all equity analyses⁸. New routes created after the 2018 survey effort use the US Census Bureau's American Community Survey 5-Year Estimates. The following steps are used in completing the Title VI Service Equity Analysis:

- I- The adverse effects of the service change are identified. Adverse effects include but are not limited to:
 - a. Route discontinuation
 - b. Segment elimination, truncation, or re-routing
 - c. Headway increases
 - d. Reduction of service span
- II- If adverse effects are identified BCT will outline steps taken to mitigate the impact of the service change.
- III- Routes with no adverse effects will also be identified. The service changes proposed on these routes will enhance or benefit riders.
- IV- The percentage breakdown of minority and low-income passengers from the on-board survey will be calculated and applied to the average weekday ridership for each route.
- V- The cumulative percentage of minority and low-income passengers will be calculated for two categories:
 - a. Routes changes with adverse effects (reductions)

⁸ Appendix A: Demographic Analysis

- b. Route changes without adverse effects (improvements)
- VI- The percentage deviation between the minority and low-income levels of each category are compared to the BCT systemwide average to determine if disparate impacts or disproportionate burdens result from the service change proposal⁹.
 - VII- If disparate impacts or disproportionate burdens are found then alternatives are analyzed to see if legitimate program goals can be met with a less impactful proposal.

DEMOGRAPHIC ANALYSIS

On-board survey data for minority, low-income, age, trip purpose, frequency of use and vehicle availability per household were examined as shown in Appendix A, Demographic Analysis. A Service Equity Analysis was conducted on minority and low-income ridership of the route compared to BCT systemwide averages, as shown in Appendix J. The results indicated that although Route 107 is a Title VI Predominantly Minority (84.2%) route, the percentage deviation between the minority level for the reported ridership on the route compared to systemwide is not greater than the disparate impact burden threshold of -15%. The reported ridership is not indicated to be a Title VI Predominantly Low-Income route compared to total systemwide income, with 18.8% of riders indicating a household income of less than \$25K, much less than the systemwide average of 65.1%. **This analysis concludes that the service change proposal to discontinue service for Route 107- 95 Express Hollywood will not cause disparate impacts or disproportionate burdens on Title VI protected populations.**

⁹ Note: For routes with adverse effects (reductions) the disparate impact or disproportionate burden threshold is 15% or greater. For routes without adverse effects (benefits) the disparate impact or disproportionate burden threshold is -15% or less.

RESULTS

The equity analysis found that the riders of the 95 Express Hollywood route are more likely to be minorities and have higher incomes when compared to the BCT systemwide average. The service equity analysis found that the service change proposal **does not cause disparate impacts or disproportionate burdens on Title VI protected populations¹⁰. No additional analysis or alternatives are necessary to implement this service change.**

Disparate Impact and Disproportionate Burden Thresholds

Service Change Proposal	Minority Deviation from System Average	Low-income Deviation from System Average
Route Changes with Adverse Effects (Reductions)	>15%	>15%
Route Changes without Adverse Effects (Improvements)	<-15%	<-15%

Title VI Service Equity Analysis Results

Service Change Proposal	Minority Deviation from System Average	Disparate Impact?	Low-income Deviation from System Average	Disproportionate Burden?
Route Changes with Adverse Effects (Reductions)	4.6%	No	-71.1%	No
Route Changes without Adverse Effects (Improvements)	N/A	N/A	N/A	N/A

RECOMMENDATIONS

The results of the service equity analysis revealed that though Route 107 has a slightly higher minority ridership base overall compared to systemwide averages, it is not a significant difference when calculated using BCT's standard disparate impact threshold. Likewise, the ridership base has a significant reported income that is much higher than the systemwide average; which is similar to the overall Premium Express Services' ridership having statistically much higher reported income. BCT can conclude from this analysis that the service plan will not create disparate impacts of disproportionate burdens on our Title VI

¹⁰ Appendix H: Service Equity Analysis Tables

protected passengers. BCT is comfortable that all requirements under FTA Circular 4702.1B have been satisfied to implement the service proposal.

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APPENDIX A: DEMOGRAPHIC ANALYSIS

There has been a significant change in the racial and ethnic makeup in Broward County between the 2000 and the 2010 US Census. As indicated by the 2010 US Census, Broward has become a “minority-majority” county. For the first time, the Non-Hispanic White population accounted for less than 50 percent of the total population. While the Non-Hispanic Black/African-American population still remains the largest minority group, it is now closely followed by the Hispanic population. The trend in Broward County reflects the national trend of an ever increasing minority population cohort.

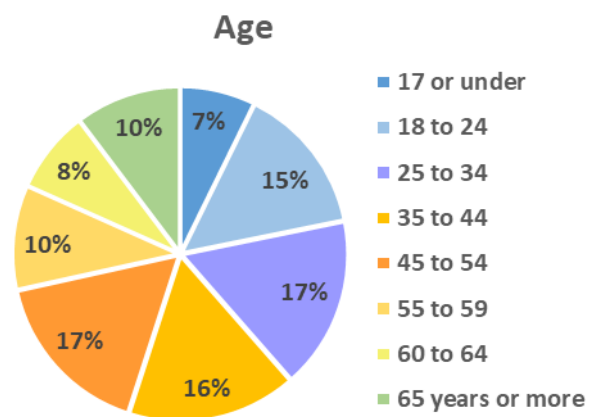
BCT uses a one-quarter mile buffer around local and limited stop routes to establish a service area. The 2017 BCT service area population is 1,909,632. From the latest American Community Survey 5-year estimates, the percentage of minorities in the service area is 61.9 percent and low-income population comprises 23.3 percent.

In 2018, BCT conducted a major update of the 10-year Transit Development Plan (TDP). A significant portion of the TDP was focused on generating an updated BCT rider demographic profile. A total of 7,199 passenger surveys were collected on-board BCT routes during the second quarter of 2018. The system-wide results of the on-board survey are statistically significant with greater than 95% confidence and margin of error of ± 3 percent. Additional information about the on-board survey effort and findings can be found in the BCT Connected 2019-2028 Transit Development Plan¹¹. On-board survey data was used for age, ethnic origin, income, number of vehicles in a household, trip purpose and frequency of use.

A summary of the findings related to BCT fixed route service is provided below:

Age

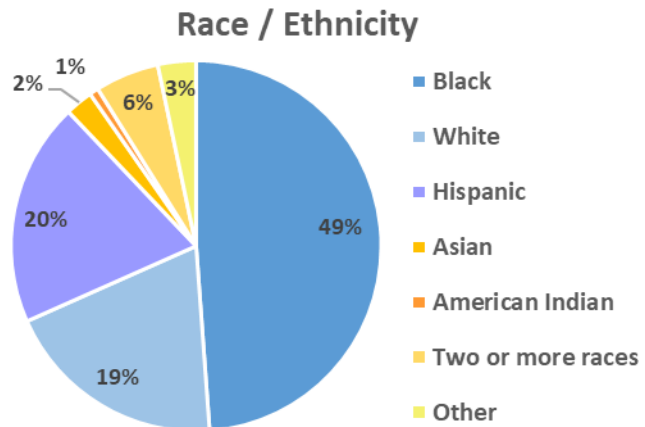
Over 82 percent of respondents are between the ages of 18 – 64. Seven (7) percent were under the age of 17 and ten percent are over the age of 65. The percentage of 65+ transit passengers is below the county proportion in the same age range.



¹¹ BCT Connected Transit Development Plan: <http://www.broward.org/bct/pages/transitdevelopmentplan.aspx>

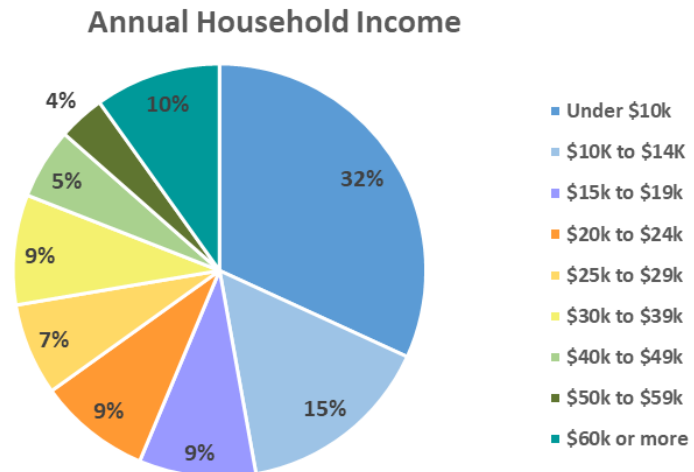
Ethnic Origin

Minorities comprise over 80 percent of the transit passengers. Forty-nine (49) percent are Black/African American, 20 percent Hispanic, 12 percent Asian, 2 American Indian, Multiracial or other. Non-Hispanic White passengers comprise 19 percent of BCT ridership.



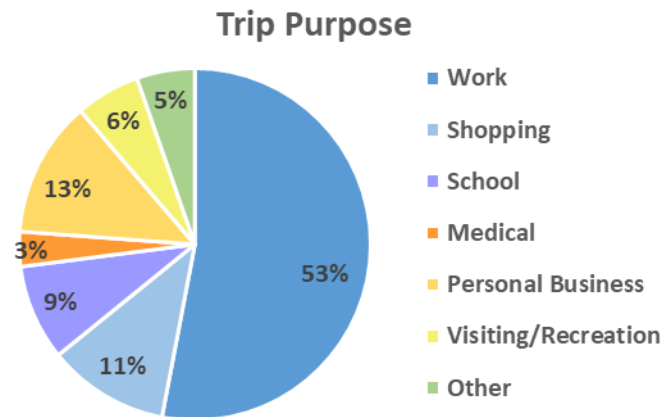
Income

A typical BCT passenger has a very low income with over 65 percent of riders reporting household incomes of less than \$25,000 per year; however the percentage of passengers in upper incomes have continued to increase since 2008 due to the success of the Premium Express Services.



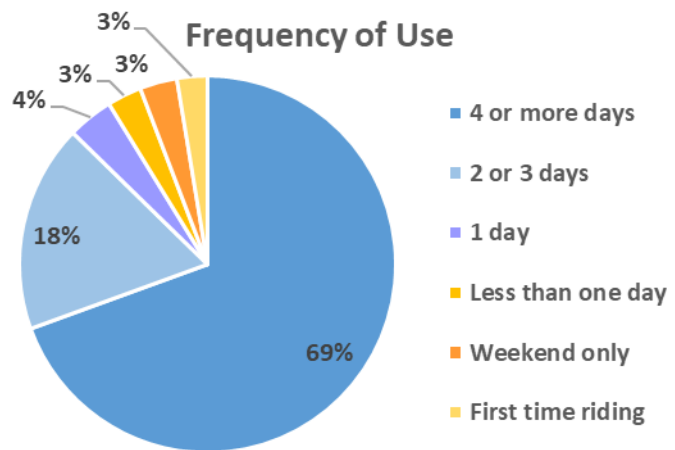
Trip Purpose

Most respondents, 53 percent, use BCT primarily for work, with personal business following with 13 percent and shopping at 11 percent.



Frequency of Use

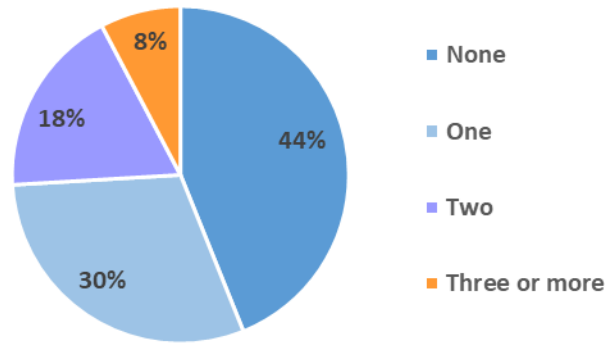
The average BCT rider is a frequent user of the system with around 69 percent of passengers using the system 4 or more days per week. Over 87 percent of riders use BCT at least 2 days per week.



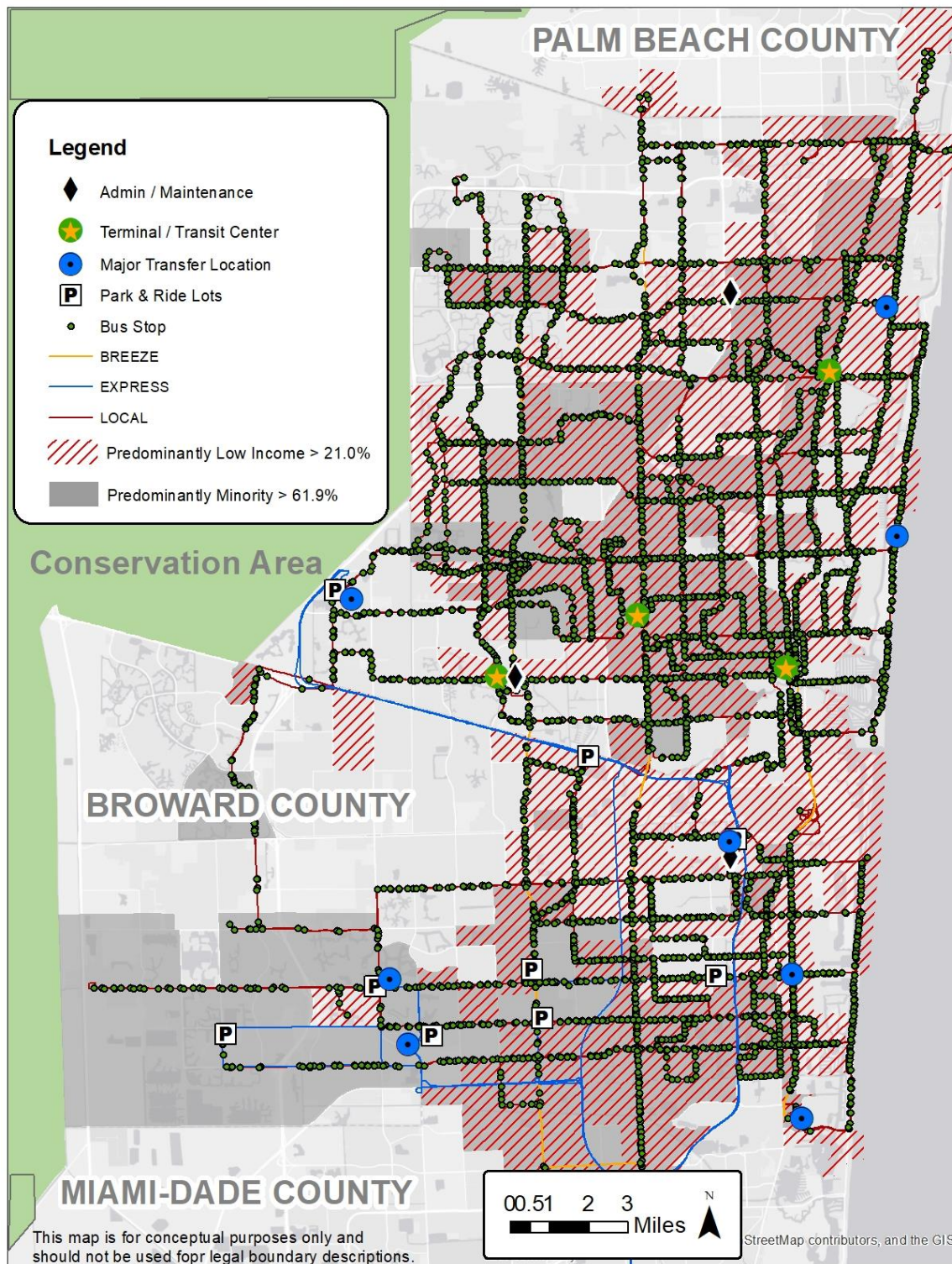
Number of Vehicles in Household

Most BCT passengers (nearly 44 percent) surveyed live in households where there are no motor vehicles available. Over 30 percent live in a household with only one vehicle. When considered along with household income and frequency, it is clear that a large segment of BCT users require transit because they do not have an alternative form of transportation.

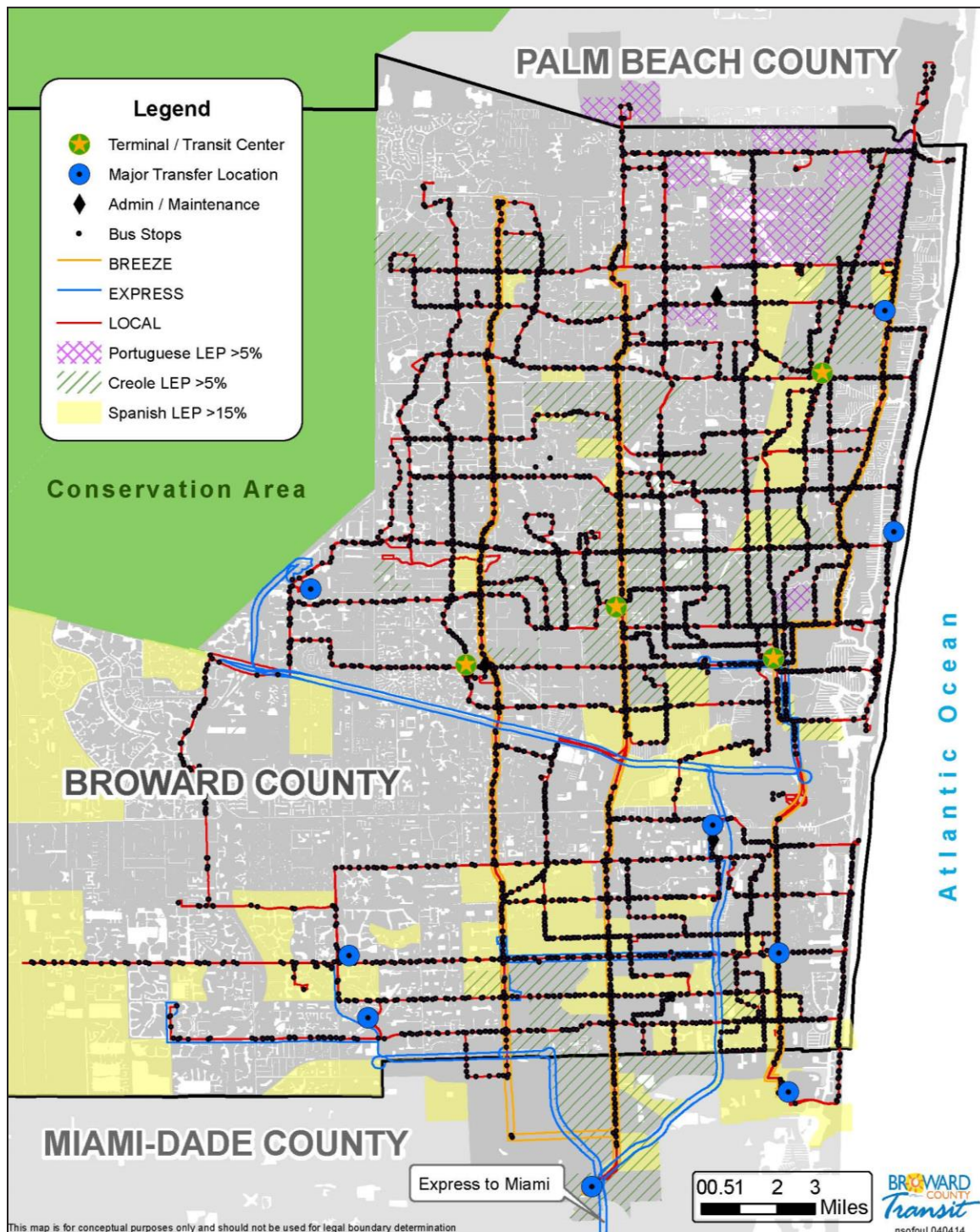
Motor Vehicles per Household



APPENDIX B: BCT TITLE VI CONTEXT MAP



APPENDIX C: BCT LEP CONTEXT MAP



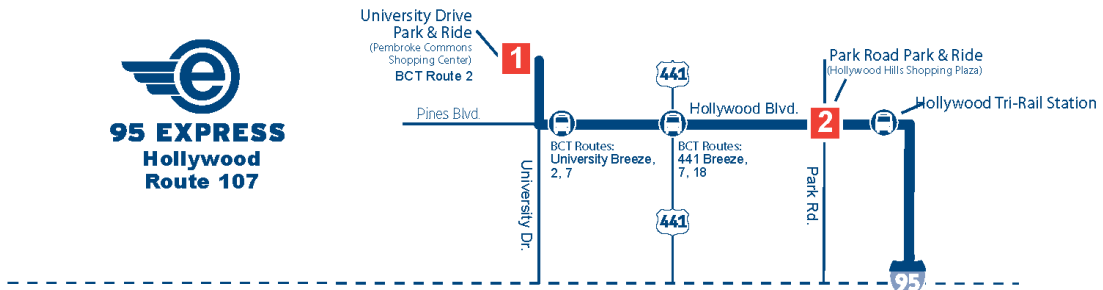
APPENDIX D: PUBLIC OUTREACH PLAN

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APPENDIX E: PUBLIC MEETING NOTICES

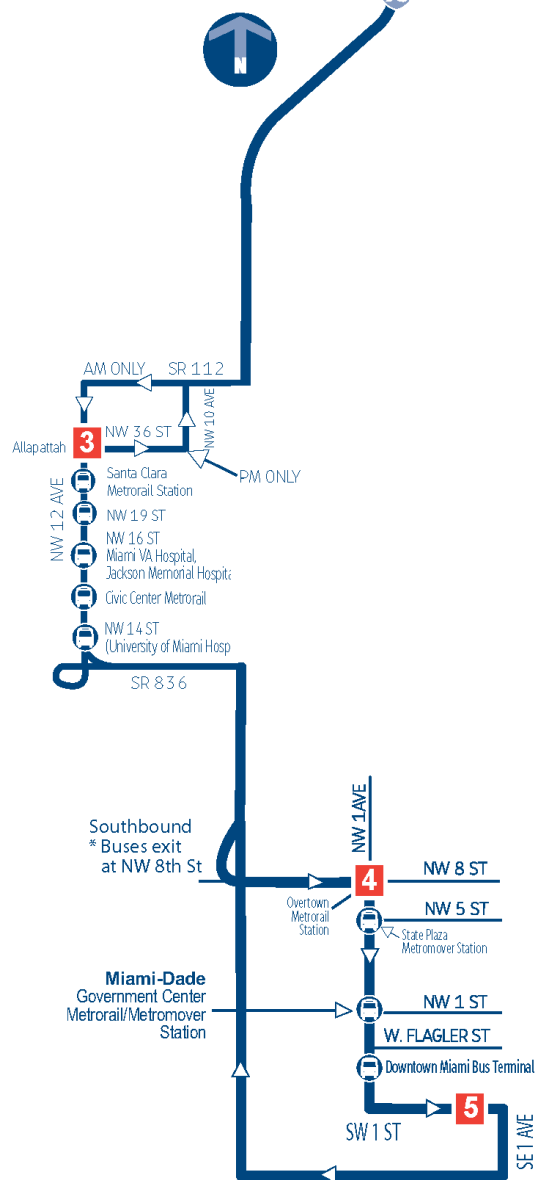
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APPENDIX F: ROUTE 107 MAP



LEGEND

- CONNECTING ROUTES (arrow symbol)
- MAIN ROUTE (thick line symbol)
- TIMEPOINTS (circle with '1' symbol)
- ADDITIONAL STOPS (bus icon symbol)



APPENDIX G: ROUTE 107 SCHEDULES

SOUTHBOUND • University Drive Park & Ride to Miami Civic Center & Downtown Miami

The BCT 95 Express bus stops at these location ONLY, Monday through Friday a.m. and p.m. peak hours.

UNIVERSITY DR PARK & RIDE	HOLLYWOOD BLVD & PARK RD	14 STREET & 12 AVENUE	NW 8 ST & NW 1 AVE	SE 1 ST & SE 1 AVE
1	2	3	4	5
5:15a	5:32a	6:01a	6:07a	6:17a
5:45a	6:02a	6:35a	6:41a	6:51a
6:15a	6:32a	7:08a	7:14a	7:25a
6:45a	7:02a	7:44a	7:50a	8:02a G
7:15a	7:33a	8:17a	8:23a	8:35a G
7:45a	8:04a	8:50a	8:56a	9:08a G
8:20a	8:39a	9:24a	9:30a	9:42a G
5:21p			5:59p	
5:53p			6:31p	

- 1 University Dr. & Johnson St. (S) (Pembroke Commons P&R)
- Pines Blvd. & University Dr. (E)
- Hollywood Blvd. & US 441 (E)
- 2 Hollywood Blvd. & Entrada S (Hollywood Hills Park & Ride)
- Hollywood Blvd. & Calle Largo (Hollywood Tri-Rail)
- 3 Allapattah Metrorail Station
- Santa Clara Metrorail Station
- NW 12 Ave. & NW 19 St.
- Miami Veterans Hospital
- Civic Center Metrorail Station
- NW 12 Ave. & NW 14 St.
- 4 NW 8 St. & NW 1 Ave. (Overtown Metrorail Station)
- NW 1 Ave. & NW 5 St. (State Plaza Metromover Station)
- 5 NW 1 Ave. & NW 1 St. (Miami-Dade Government Center)
- SW 1 Ave. & SW 1 St. (Miami Bus Terminal)
- SE 1 St. & SE 1 Ave.

NORTHBOUND • Downtown Miami & Miami Civic Center to University Drive Park & Ride

NUMBERS IN BOXES REFER TO TIME POINTS ON MAP
Times with the letter "G" after them indicate bus returns to garage.

NW 8 ST & NW 1 AVE	SE 1 ST & SE 1 AVE	14 STREET & 12 AVENUE	HOLLYWOOD BLVD & PARK RD	UNIVERSITY DR PARK & RIDE
4	5	3	2	1
	6:17a			6:47a
	6:51a			7:21a
	7:25a			7:55a
3:40p	3:51p	4:05p	4:47p	5:11p
4:10p	4:21p	4:35p	5:19p	5:43p
4:40p	4:52p	5:06p	5:52p	6:17p G
5:10p	5:22p	5:35p	6:20p	6:44p G
5:40p	5:52p	6:04p	6:45p	7:06p G
6:15p	6:25p	6:36p	7:13p	7:33p G
6:50p	7:00p	7:10p	7:45p	8:05p G

- 4 NW 8 St. & NW 1 Ave. (Overtown Metrorail Station)
- NW 1 Ave. & NW 5 St. (State Plaza Metromover Station)
- NW 1 Ave. & NW 1 St. (Miami-Dade Government Center)
- SW 1 Ave. & SW 1 St. (Miami Bus Terminal)
- 5 SE 1 St. & SE 1 Ave.
- NW 12 Ave. & NW 14 St.
- Civic Center Metrorail Station
- Jackson Memorial Hospital
- NW 12 Ave. & NW 19 St.
- Santa Clara Metrorail Station
- 3 Allapattah Metrorail Station
- Hollywood Blvd. & Tyler St. (Hollywood Tri-Rail)
- 2 Hollywood Blvd. Park & Ride (Hollywood Hills Park & Ride)
- Hollywood Blvd. & US 441 (W)
- Pines Blvd. & University Dr. (E)
- 1 University Dr. & Johnson St. (S) (Pembroke Commons P&R)



APPENDIX H: MARKETING CAMPAIGN MATERIALS

Your ride is waiting.

Take the less stress **95 Express** bus!

BCT 95 Express Hollywood Route 107

Pembroke Pines / Hollywood

To Downtown Miami



95 EXPRESS
Hollywood
Route 107






Our riders enjoy:

- Comfortable, clean, air-conditioned buses
- Convenient drop-off and pick-up times
- Wheelchair accessibility
- Easy-to-use bike racks



Visit www.95express.com to learn more about other convenient routes.

Hearing-impaired/TTY 954-357-8302 For more information, call 954-357-8400

Your ride is waiting.

Take the less stress **95 Express** bus!

**BCT 95 Express Hollywood Route 107
Pembroke Pines / Hollywood
To Downtown Miami**

Our riders enjoy:

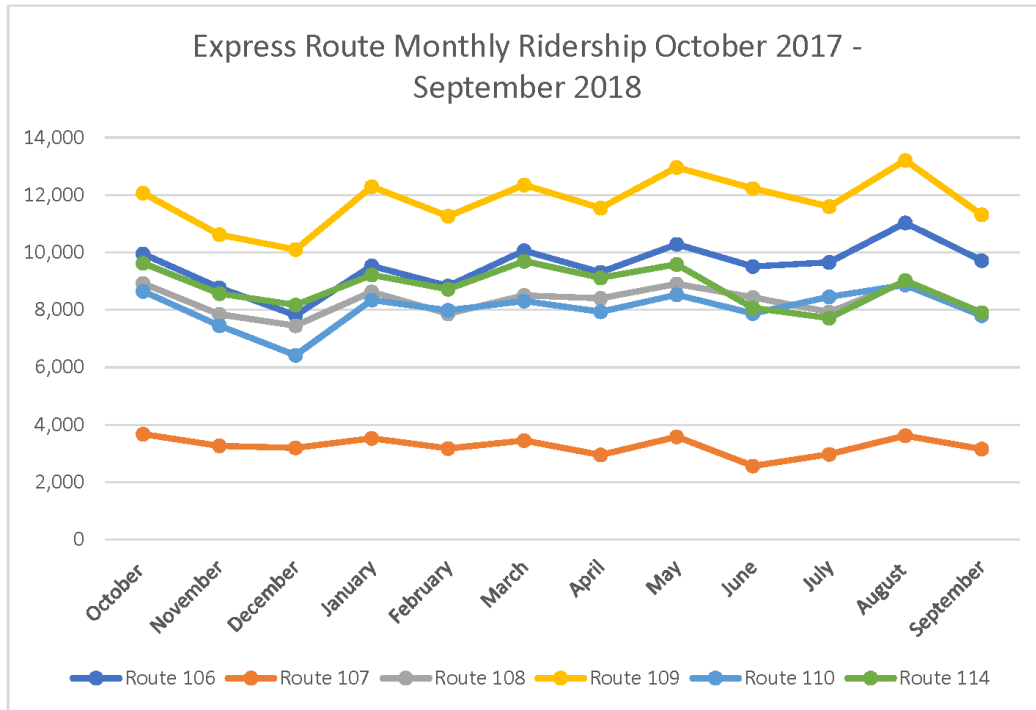
- Comfortable, clean, air-conditioned buses
- Convenient drop-off and pick-up times
- Wheelchair accessibility
- Easy-to-use bike racks

For additional information, call 954-357-8400
Hearing-speech impaired/TTY 954-357-8302

Visit www.95express.com to learn more about other convenient routes.



APPENDIX I: MONTHLY RIDERSHIP OF EXPRESS ROUTES FOR FY 2018



- Route 106** - 95 Express - Miramar Regional Park to Miami Civic Center
- Route 107** - 95 Express - Pembroke Pines/Hollywood to Miami
- Route 108** - 95 Express - North Perry Airport to Miami Civic Center
- Route 109** - 95 Express - CB Smith/Ansin Sports Complex Miramar to Downtown Miami
- Route 110** - 595 Express - BB&T Sunrise/Griffin Tri-Rail to Downtown Miami-Brickell
- Route 114** - 595 Express - BB& T Sunrise/Griffin Tri-Rail to Miami Civic Center

APPENDIX J: SERVICE EQUITY ANALYSIS TABLES

Minority Demographic Table

Race/Ethnicity	Route 107	BCT Systemwide Average
Black/ African American	42.1%	48.8%
White	15.8%	19.5%
Hispanic	21.1%	19.5%
Asian	0.0%	2.4%
American Indian	0.0%	0.8%
Multiracial	21.1%	5.6%
Other	0.0%	3.3%
Total Minority	84.2%	80.5%
Predominantly Minority?	YES	N/A

Source: BCT Connected Transit-Development Plan On-Board Survey, 2018

Low-Income Demographic Table

Household Income	Route 107	BCT Systemwide Average
Under \$10K	0.0%	31.8%
\$10K	6.3%	15.3%
\$15k to \$19,999	6.3%	9.2%
\$20k to \$24,999	6.3%	8.8%
\$25k to \$29,999	0.0%	7.2%
\$30k to \$39,999	12.5%	8.6%
\$40k to \$49,999	12.5%	5.5%
\$50k to \$59,999	12.5%	3.6%
\$60k or more	43.8%	9.9%
Less than \$25k	18.8%	65.1%
Predominantly Low-Income?	NO	N/A

Source: BCT Connected Transit-Development Plan On-Board Survey, 2018

Title VI Major Service Changes – Disparate Impact Assessment Table

Route	Service Type	Adverse Effects?	Mitigation	Minority Percentage	Systemwide Average	Deviation from Systemwide Average	Disparate Impact?
107	Express	Yes – Discontinuation of Service	BCT Express Route 108, MDT Express 95 Route, and Tri-Rail	84.2%	80.5%		
Total						4.6%	NO

Source: BCT Connected Transit-Development Plan On-Board Survey, 2018

Title VI Major Service Changes – Disproportionate Impact Assessment Table

Route	Service Type	Adverse Effects?	Mitigation	Low-income Percentage	Systemwide Average	Deviation from Systemwide Average	Disparate Impact?
107	Express	Yes – Discontinuation of Service	BCT Express Route 108, MDT Express 95 Route, and Tri-Rail	18.8%	65.1%		
					Total	-71.1%	NO

Source: BCT Connected Transit-Development Plan On-Board Survey, 2018

PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED

Any person or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity by Broward County Transit (BCT), may call (954)357-8481 to file a Title VI discrimination complaint or write to Broward County Transportation Department, Compliance Manager, One N. University Dr., Ste 3100A, Plantation, Florida 33324



Broward County Commission Regular Meeting

22.

Meeting Date: 06/11/2019

Director's
Name: Chris Walton

Department: Transportation

Division: Transit

Information

Requested Action

MOTION TO APPROVE Broward County Transit Title VI Service Equity Analysis for 2019 Mobility Advancement Program (MAP) fixed-route bus service improvements funded with transportation surtax revenues.

ACTION: (T-10:51 AM) Approved.

VOTE: 9-0. Vice-Mayor Holness voted in the affirmative telephonically.

Why Action is Necessary

Federal Transit Administration (FTA) regulations, Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012, requires the approval by the Board of County Commissioners (Board), as the governing entity for the Broward County transit system, of a service or fare equity change analysis prior to implementing those changes.

What Action Accomplishes

Approves BCT's Title VI Service Equity Analysis only for the 2019 MAP fixed-route bus service improvements (changes) to BCT bus routes 4, 12, 15, 16, 19, 23, 31, 55, 56, 62, 88, 101 and restoration of Route 8. The document was prepared in accordance with FTA regulations. At today's June 11, 2019, Public Hearing, the Board will decide whether to approve the service improvements as proposed by BCT.

Is this Action Goal Related

Previous Action Taken

None.

Summary Explanation/Background

THE TRANSPORTATION DEPARTMENT AND THE TRANSIT DIVISION RECOMMEND APPROVAL.

Title VI of the Civil Rights Act of 1964, as amended, is a federal statute which provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. As a recipient of Federal Transit Administration (FTA) grant funding, the Transit Division (BCT) is required to follow the Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012, and prepare an equity analysis when planning a major service or fare change. The federal rules require this report be approved by the Transit agency's governing Board, in this case the Board of County

Commissioners, prior to implementing changes.

The Transit Division (BCT) is requesting approval of the Service Equity Analysis (Exhibit 1) for the Mobility Advancement Program (MAP) Fixed-route Bus Service Improvements funded with transportation surtax revenues. BCT fixed-route bus service improvements including a restoration of service on Taft Street (Route 8) and changes to BCT bus routes; 4, 12, 15, 16, 19, 23, 31, 55, 56, 62, 88, 101. These transit service improvements are considered a proposed major service change to BCT fixed-route bus routes service which will begin in the Summer and Fall of 2019. The changes will improve access to transit, improve frequency for better service, and expand service hours to maximize transit connectivity and coverage. These routes constitute approximately 19% of Broward County Transit's total system ridership.

BCT Major Service changes are defined as changes that exceed any of the following thresholds:

Type Service Change	Major Service Change Threshold
Service Miles	More than 25% of route miles or weekly revenue miles
Express Service Miles	More than 50% of route miles or weekly revenue miles
Headways/Frequency	More than 15 minutes
Route	Establishment or discontinuation (elimination) of a route
Fares	Any change in Fares

Using methodologies consistent with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," the result of Title VI Service Equity Analysis indicates that the service change proposal to implement the first programmed year for the MAP plan will not cause disparate impacts or disproportionate burdens on minority or low-income passengers (Title VI protected populations).

In compliance with federal and county regulations, policies and procedures, a public hearing is scheduled today, June 11, 2019, to allow the public to comment on the proposed establishment of the MAP 2019 Transit Service Improvements.

The Service Equity Analysis, (Exhibit 1), was posted online for public review and comment on BCT's website on May 24, 2019.

Source of Additional Information

Chris Walton, Director, Transportation Department, (954) 357-8361

Fiscal Impact

Fiscal Impact/Cost Summary:
None.

Attachments

Exhibit 1 - Title VI Service Analysis

BROWARD COUNTY TRANSIT SERVICE CHANGE

SERVICE EQUITY ANALYSIS FOR 2019
MOBILITY ADVANCEMENT PROGRAM (MAP)
FIXED-BUS SERVICE IMPROVEMENTS

Submitted for compliance with Title VI of the Civil Rights Act of 1964, as amended and guidance found in FTA C4702.1B, dated October 1, 2012.

A Title VI Service
Equity Analysis
Service Plan Prepared
May 2019



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INTRODUCTION

Under Title VI of the Civil Rights Act of 1964, as amended, as recipients of federal financial assistance, the Broward County Board of County Commissioners, without regard to race, color, or national origin, operate and plan for transit services so that: transit benefits and services are available and provided equitably; transit services are adequate to provide access and mobility for all; opportunities to participate in the transit planning and decision-making process are open and accessible; and that remedial and corrective actions are taken to prevent discriminatory treatment of any beneficiary.

This Title VI Service Equity Analysis was conducted by the Broward County Transportation Department, Transit Division for the MAP's first year improvement of transit service which promotes connectivity and expands the availability of multimodal transportation within the confines of the plan, effective Summer and Fall 2019. This report was prepared in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012.

ABOUT BROWARD COUNTY TRANSIT

Broward County Transit (BCT) is composed of more than 1,055 individuals working together to deliver public transportation services within a 410 square mile service area in Broward County that serves approximately 1.9 million local residents.

BCT operates four distinct transportation services. These modes include BCT fixed route, fixed route community shuttle, fixed route commuter express, and paratransit services. Fixed route service connects with local transit systems in neighboring counties in addition to the tri-county commuter rail system (Tri-Rail). BCT operates out of two facilities: Pompano Beach, Florida, and Dania Beach, Florida. As of February 2019, BCT operates 35 fixed routes, 4 limited-stop (Breeze) routes, 5 express routes, and 55 community shuttle routes with a fixed-route fleet of approximately 352 vehicles. The fixed-route, commuter express, and community shuttle services currently provide more than 31.3 million passenger trips annually. Due to Broward County's location in the center of the Miami Urbanized Area (UZA) these routes are critical for providing connectivity throughout the metropolitan area, including Miami-Dade and Palm Beach counties.

BCT operates approximately 15.1 million fixed route revenue miles per year at 25.2 passengers per hour and \$3.96 cost per unlinked trip¹. BCT is responsible for transit system development, planning, and operations to promote a convenient user-friendly transit system, allowing for expanded transportation alternatives for Broward County residents and visitors.

¹ National Transit Database (NTD) Report Year 2017 Statistics

DEFINITIONS

BCT Systemwide Average: Average for all BCT operated fixed routes determined by on-board passenger survey data.

Disparate Impact: Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lack a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disparate Impact Threshold: The standard used to determine if a proposal creates disparate impacts. BCT defines this threshold in its Disparate Impact Policy as 15 percent deviation from the BCT system average.

Disproportionate Burden: Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where possible.

Disproportionate Burden Threshold: The standard used to determine if a proposal creates disproportionate burdens. BCT defines this threshold in its Disproportionate Burden Policy as 15 percent deviation from the BCT system average.

Express Service: A bus route that operates a portion of the route without stops or with a limited number of stops and is usually characterized by operating at least five miles of closed door service to a regional destination.

Fixed Route (Local): Service provided on a repetitive, fixed-schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed-route trip serves the same origins and destinations, unlike demand responsive and taxicabs.

Limited Stop (Breeze) Service: A service midway between local and express services that usually supplements local service by providing similar alignment with less stops and faster operational speeds.

Low-Income: A person that has indicated a household income of \$24,600 or below is considered to meet poverty guidelines according to the US Department of Health and Human Services.

Minority: A person or passenger who identifies as American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino (of any race), Native Hawaiian or Other Pacific Islander, or identifies as more than one race (multiracial) or some other race.

Service Area: A defined geographic area from which the transit operator provides service that is calculated using a one-quarter mile (3 mile for Express Service Park and Ride Lots) buffer on each side of a transit route.

SERVICE EQUITY ANALYSIS

In compliance with Title VI, a service equity analysis is required to evaluate potential disparate impacts or disproportionate burdens on Title VI protected populations before implementation of a major service

change. If such impacts are identified, a plan to mitigate these impacts or analysis of less impactful alternative must be identified prior to implementation². This section will address major service change threshold, public participation, proposed service changes, methodology, and analysis used to determine impacts of the service change proposal.

MAJOR SERVICE / FARE CHANGE

In accordance with Title VI, BCT conducts service and/or fare equity analyses when a major service change is proposed. BCT used the following thresholds (outlines) to determine whether or not a service change constitutes a major service change. This policy, as approved by the Board in 2014, is outlined in the table below:

Service Change	Major Service Change Threshold
Service Miles	More than 25% route or weekly revenue miles
Express Service Miles	More than 50% route or weekly revenue miles
Headways/Frequency	More than 15 minutes
Route	Establishment or discontinuation of a route
Fares	Any change in fares

PUBLIC PARTICIPATION

BCT has developed an outreach plan to inform the public of this major service proposal prior to the public hearing before the Broward County Board of County Commissioners (BoCC). The plan includes Community Outreach & Meetings, Social Media, Print Media, and Radio Media. At least nine community outreach meetings will be scheduled, in each commission district. The meetings will be scheduled in locations to attract a diverse crowd including areas identified in BCT's Title VI Program as predominately minority, low-income, or have high proportions of residents with limited English proficiency. All locations will be directly accessible to BCT transit routes and some locations will be selected due to the density of nearby transit routes and transfer activity³.

The public hearing on the service proposal is scheduled before the Broward County Board of County Commissioners on June 11, 2019. The public hearing will be held at the Broward County Governmental Center in downtown Fort Lauderdale. This location is easily accessible to transit due to its proximity to the

² According to FTA C4702.1B, A transit provider may enact a service or fare change that is found to cause a disparate impact if the transit provider has a substantial legitimate justification for the proposed change and the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

³ Appendix D: Public Outreach Plan

BCT Central Terminal. Public outreach notices will be posted, at major transfer locations, on-board buses, and online⁴. BCT will document all public comments received in relation to this service change proposal.

LEP CONSIDERATIONS

On December 1, 2011, BCT adopted its Limited English Proficiency (LEP) Plan. The plan identified reasonable steps to provide language assistance for LEP persons seeking meaningful access to BCT service as required by Executive Order 13166. BCT has included efforts in the public outreach plan for this proposal that are designed to inform LEP Spanish speaking passengers. In accordance with the LEP plan, if route changes are approved BCT will provide detailed information about the change in formats accessible to our LEP passengers⁵.

SERVICE CHANGE PROPOSAL

The proposed changes to the Broward County Transportation Department (BCT) fixed route bus service reflect the MAP's first year improvement of transit service which promotes connectivity and expands the availability of multimodal transportation within the confines of the plan. This proposal provides improvements to Routes 4, 12, 15, 16, 19, 23, 31, 55, 56, 62, 88, 101, and proposed new Route 8 on Taft Street, which are within the confines of the FY 2019 MAP budget. These routes currently provide 18.8% of BCT's total system ridership. Maps of the proposed routes are attached in Appendix F: Service Proposal Maps. These proposed changes are based on a combination of planned MAP FY 2019 service improvements which restore discontinued service for increased access to transit, improve frequency for better service through the reduction of service headways, and expand service to maximize transit connectivity and coverage.

Service was reduced in October 2010, during the recession due to budgetary cuts and fiscal constraints on routes 2, 4, 5, 6, 7, 9, 10, 11, 14, 16, 20, 22, 28, 30, 31, 40, 42, 48, 50, 60, 81, 83, and 88; with the elimination of service on Taft Street. The first few years of the MAP plan intends to restore this service to improve frequency throughout the system for better service to BCT riders.

A description for the Title VI Major Service proposal is outlined in the table below:

⁴ Appendix E: Public Meeting Notices

⁵ Appendix C: BCT LEP Context Map

Title VI Major Service Changes

Route	Corridor	Description	Major Service Change?
4	Hallandale Beach to Fort Lauderdale/Hollywood Airport Tri-Rail via A1A	Reduction of weekday peak headways from 52 to 34 minutes; reduction of Saturday headways from 51 to 45 minutes.	YES- Requires Service Equity Analysis
8	Taft	Implementation of new service from Young Circle to Pembroke Lakes Mall with 40-minute headways on weekdays, Saturday and Sunday, representing restoration of service from 2010 budgetary cuts.	YES- Requires Service Equity Analysis
12	West Regional Terminal to North Beach Park, Sheridan	Route realignment to provide more direct service for transit riders to the Westfield Broward Mall. Reduction of weekday peak headways from 58 to 30 minutes. Saturday and Sunday service headways reduced from 50 to 45 minutes.	YES- Requires Service Equity Analysis
15	Griffin to County Line	Reduction of weekday peak service headways from 60 to 30 minutes; implementation of midday and evening service at 45-minute headways; restoration of Saturday and Sunday service at 45-minute headways.	YES- Requires Service Equity Analysis
16	Stirling	Reduction of midday service from 60 to 33-minute headways; reduction of Saturday service from 60 to 45-minute headways; restoration of Sunday service at 45-minute headways all day.	YES- Requires Service Equity Analysis
19	US-441/ SR-7	Service improvement to extend every Saturday trip to Boca Raton to match weekday service; implements Sunday service to Boca Raton at 15 minute headways. Service headways to Boca Raton on Saturdays reduced from 30 to 15 minutes.	YES- Requires Service Equity Analysis
23	Pembroke Lakes Mall to Sawgrass Mills Mall	Reduction of weekday peak headways from 45 to 30 minutes; restoration of weekday midday and evening service at 45-minute headways; restoration of Saturday and Sunday service at 40-minute headways.	YES- Requires Service Equity Analysis

31	NW 31 Avenue and Lyons	Reduction of weekday peak headways from 30 to 20 minutes; reduction of Saturday service from 50 to 30-minute headways.	YES- Requires Service Equity Analysis
55	Commercial	Reduction of weekday peak headways from 30 to 20 minutes; reduction of Saturday service headway from 45 to 30 headways.	YES- Requires Service Equity Analysis
56	Welleby Plaza to Jacaranda Plaza	Extension of service to Broward Mall; reduction of weekday peak headways from 60 to 30 minutes; restoration of weekday evening service at 45-minute headways; restoration of Saturday and Sunday service at 45-minute headways.	YES- Requires Service Equity Analysis
62	Westview& University to McNab and US-1	Reduction of weekday peak headways from 40 to 20 minutes; weekday midday service reduced from 40 to 20 headways; Saturday and Sunday service reduced from 60 to 30 headways.	YES- Requires Service Equity Analysis
88	Pine Island/ Coral Springs	Reduction of weekday peak service from 43 to 30-minute headways; weekday midday service from 40 to 37-minute headways; restoration of Saturday and Sunday service at 42-minute headways.	NO- Does not requires Service Equity Analysis
101	US-1	Increase weekday service span.	NO- Does not requires Service Equity Analysis

METHODOLOGY

BCT uses a methodology consistent with FTA guidance in Circular 4702.1B to conduct service equity analyses. On-board survey data collected during the TDP major update in the 2nd quarter of 2018 is the primary data source for all equity analyses⁶. New routes created after the 2018 survey effort use the US Census Bureau’s American Community Survey 5-Year Estimates. The following steps are used in completing the Title VI Service Equity Analysis:

- I- The adverse effects of the service change are identified. Adverse effects include but are not limited to:
 - a. Route discontinuation

⁶ Appendix A: Demographic Analysis

- b. Segment elimination, truncation, or re-routing
 - c. Headway increases
 - d. Reduction of service span
- II- If adverse effects are identified BCT will outline steps taken to mitigate the impact of the service change.
 - III- Routes with no adverse effects will also be identified. The service changes proposed on these routes will enhance or benefit riders.
 - IV- The percentage breakdown of minority and low-income passengers from the on-board survey will be calculated and applied to the average weekday ridership for each route.
 - V- The cumulative percentage of minority and low-income passengers will be calculated for two categories:
 - a. Routes changes with adverse effects (reductions)
 - b. Route changes without adverse effects (improvements)
 - VI- The percentage deviation between the minority and low-income levels of each category are compared to the BCT systemwide average to determine if disparate impacts or disproportionate burdens result from the service change proposal⁷.
 - VII- If disparate impacts or disproportionate burdens are found then alternatives are analyzed to see if legitimate program goals can be met with a less impactful proposal.

DEMOGRAPHIC ANALYSIS

On-board survey data for minority, low-income, age, trip purpose, frequency of use and vehicle availability per household were examined as shown in Appendix A, Demographic Analysis. A Service Equity Analysis was conducted on minority and low-income ridership of the route compared to BCT systemwide averages, as shown in Appendix H. The results indicated that although several routes were Title VI Predominantly Minority or Title VI Predominantly Low-Income Routes, the percentage deviation between the minority and low-income levels for the reported ridership on the route compared to systemwide is not greater than the disparate or disproportionate impact burden threshold of -15%. **This analysis concludes that the service change proposal to implement the first programmed year for the MAP plan will not cause disparate impacts or disproportionate burdens on Title VI protected populations.**

⁷ Note: For routes with adverse effects (reductions) the disparate impact or disproportionate burden threshold is 15% or greater. For routes without adverse effects (benefits) the disparate impact or disproportionate burden threshold is -15% or less.

RESULTS

The equity analysis found that the majority of the riders on the routes are more likely to be minorities when compared to the BCT systemwide average. The routes were more evenly split regarding riders that were low-income. The results below confirm the following Title VI Predominantly Minority and Low-Income routes:

Routes	Predominantly Minority	Predominantly Low-Income
4	NO (73.5%)	NO (62.7%)
12	YES (87.4%)	YES (68.8%)
15	YES (95.0%)	YES (71.4%)
16	YES (82.0%)	NO (53.2%)
19	YES (83.1%)	NO (62.5%)
23	YES (96.0%)	NO (61.9%)
31	YES (87.3%)	YES (78.3%)
55	NO (68.3%)	YES (68.4%)
56	NO (78.8%)	YES (87.5%)
62	YES (86.6%)	YES (67.7%)
New Route		
8	YES (64.4%)	YES (26.2%)

As all the proposed changes are improvements in service; with reduced headways, restoration of service on evenings and weekends, and route extensions and realignments to better serve the riders, there were no potential negative impacts when evaluating the service adjustments for the majority of the routes.

The lone potential negative impact in this service proposal is the truncation of Route 12 from the West Regional Terminal to the Westfield Broward Mall. There will be forced transfers for those riders which need to connect at the West Regional Terminal. Through analysis of the May 2018 On-Board survey, it was determined that approximately 2.1% of transfers on Route 12 occur with Route 81 at the West Regional Terminal, with remaining transfers to Routes not impacted from the proposed truncation. These transfers will likely be made between the routes through Routes 2, 22, and 88. To mitigate the impact of the forced transfers, BCT is expanding service for Route 88, which in addition to the existing service of Route 2 and 22, allow for at the least an average 22 minute wait in service for a transfer.

BCT is confident that this service realignment will off-set any negative impact or burden from the truncation of the Route 12 to the West Regional Terminal, as it will provide direct connection to the Westfield Broward Mall, with significant reduction in peak weekday headways from 58 to 30 minutes, and Saturday and Sunday service headways reduced from 50 to 45 minutes.

The service equity analysis found that the service change proposal **does not cause disparate impacts or disproportionate burdens on Title VI protected populations⁸**. No additional analysis or alternatives are necessary to implement this service change.

Disparate Impact and Disproportionate Burden Thresholds

Service Change Proposal	Minority Deviation from System Average	Low-income Deviation from System Average
Route Changes with Adverse Effects (Reductions)	>15%	>15%
Route Changes without Adverse Effects (Improvements)	<-15%	<-15%

Title VI Service Equity Analysis Results

Service Change Proposal	Route	Minority Deviation from System Average	Disparate Impact?	Low-income Deviation from System Average	Disproportionate Burden?
Route Changes with Adverse Effects (Reductions)		N/A	N/A	N/A	N/A
Route Changes without Adverse Effects (Improvements)	4	-7.0%	No	-2.4%	No
	8	1.4%	No	3.7%	No
	12	6.9%	No	3.7%	No
	15	14.5%	No	6.3%	No
	16	1.5%	No	-11.9%	No
	19	2.6%	No	-2.6%	No
	23	15.5%	No	-3.2%	No
	31	6.8%	No	13.2%	No
	55	-12.2%	No	3.3%	No
	56	-1.7%	No	22.4%	No
	62	6.1%	No	2.6%	No

⁸ Appendix G: Service Equity Analysis Tables

RECOMMENDATIONS

BCT is excited to implement the first year of recommended changes pursuant to the MAP Plan that will meet its goals of restoring discontinued service for increased access to transit, improving frequency for better service, and expanding service to maximize transit connectivity and coverage. The results of the service equity analysis revealed that though the majority of the routes did have a slightly higher minority ridership base overall compared to systemwide averages, it is not a significant difference when calculated using BCT's disparate thresholds for Routes 8, 12, 15, 16, 19, 23, 31, and 62. Likewise, it was pretty evenly split amongst routes whose riders were low-income compared to those that were not. The routes that had a slightly higher low-income ridership base overall compared to systemwide averages did not have a significant difference when calculated using BCT's disproportionate thresholds for Routes 8, 12, 15, 31, 55, 56, and 62.

The results did reveal that Route 23 had a higher minority ridership than systemwide averages, however the improved level of service will benefit this group accordingly, and it was found that the proposed improvements of reduced peak headways, restoration of weekday midday and evening service, and restoration of Saturday and Sunday service will be a significant improvement for minority riders on that route. Likewise, the results did reveal that Route 56 had a higher low-income ridership than systemwide averages, however the extension of service to the Westfield Broward Mall, the reduced peak headways, restoration of weekday evening service, and restoration of Saturday and Sunday service will be a significant improvement in service availability for low-income riders on that route.

BCT can conclude from this analysis that the service plan will not create disparate impacts of disproportionate burdens on our Title VI protected passengers. BCT is comfortable that all requirements under FTA Circular 4702.1B have been satisfied to implement the service proposal.

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APPENDIX A: DEMOGRAPHIC ANALYSIS

There has been a significant change in the racial and ethnic makeup in Broward County between the 2000 and the 2010 US Census. As indicated by the 2010 US Census, Broward has become a “minority-majority” county. For the first time, the Non-Hispanic White population accounted for less than 50 percent of the total population. While the Non-Hispanic Black/African-American population still remains the largest minority group, it is now closely followed by the Hispanic population. The trend in Broward County reflects the national trend of an ever increasing minority population cohort.

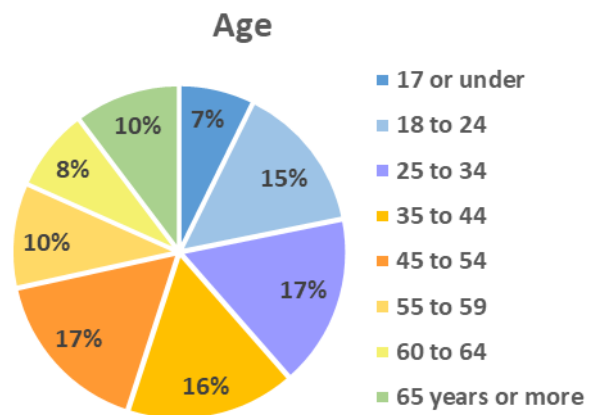
BCT uses a one-quarter mile buffer around local and limited stop routes to establish a service area. The 2017 BCT service area population is 1,909,632. From the latest American Community Survey 5-year estimates, the percentage of minorities in the service area is 63.0 percent and low-income population comprises 22.5 percent.

In 2018, BCT conducted a major update of the 10-year Transit Development Plan (TDP). A significant portion of the TDP was focused on generating an updated BCT rider demographic profile. A total of 7,199 passenger surveys were collected on-board BCT routes during the second quarter of 2018. The system-wide results of the on-board survey are statistically significant with greater than 95% confidence and margin of error of ±3 percent. Additional information about the on-board survey effort and findings can be found in the BCT Connected 2019-2028 Transit Development Plan⁹. On-board survey data was used for age, ethnic origin, income, number of vehicles in a household, trip purpose and frequency of use.

A summary of the findings related to BCT fixed route service is provided below:

Age

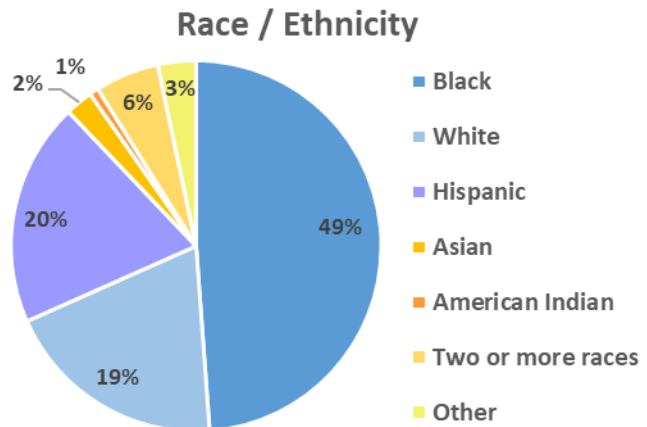
Over 82 percent of respondents are between the ages of 18 – 64. Seven (7) percent were under the age of 17 and ten percent are over the age of 65.



⁹ BCT Connected Transit Development Plan: <http://www.broward.org/bct/pages/transitdevelopmentplan.aspx>

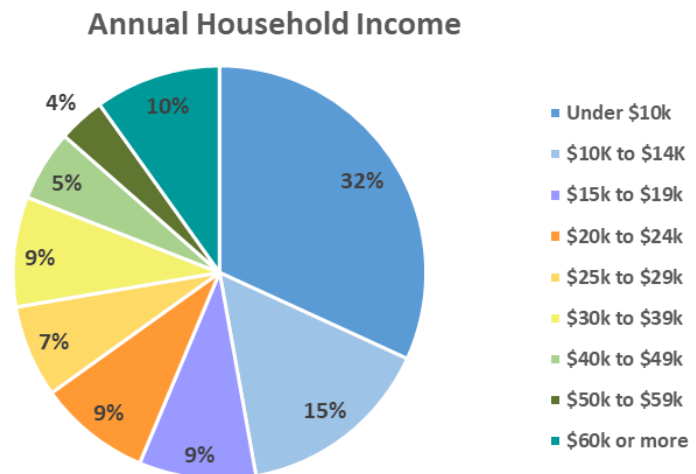
Ethnic Origin

Minorities comprise over 80 percent of the transit passengers. Forty-nine (49) percent are Black/African American, 20 percent Hispanic, 12 percent Asian, American Indian, Multiracial or other. Non-Hispanic White passengers comprise 19 percent of BCT ridership.



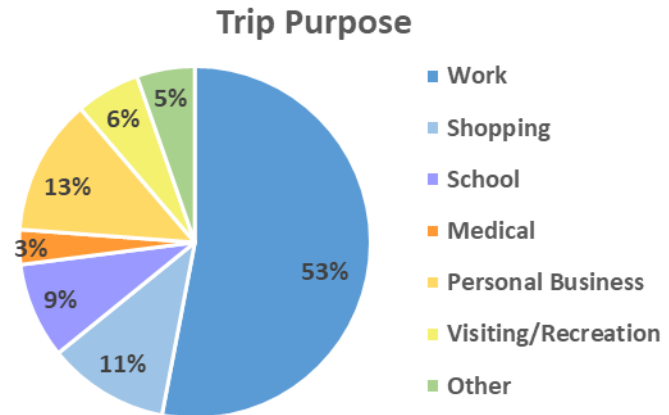
Income

A typical BCT passenger has a very low income with over 65 percent of riders reporting household incomes of less than \$25,000 per year; however the percentage of passengers in upper incomes have continued to increase since 2008 due to the success of the Premium Express Services.



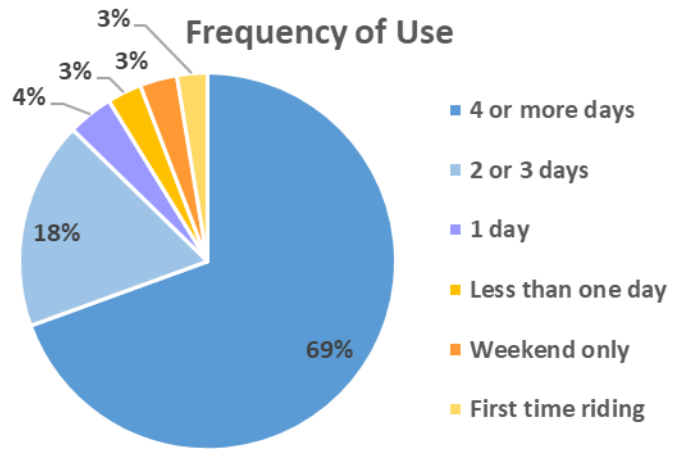
Trip Purpose

Most respondents, 53 percent, use BCT primarily for work, with personal business following with 13 percent and shopping at 11 percent.



Frequency of Use

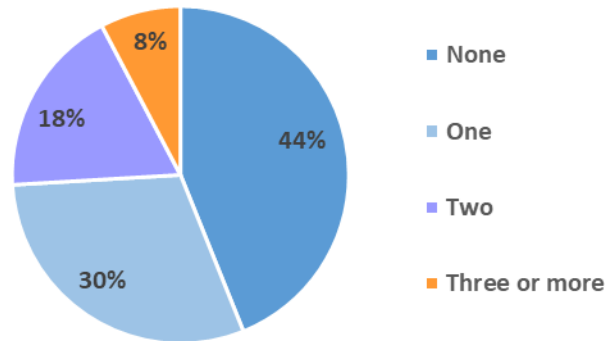
The average BCT rider is a frequent user of the system with around 69 percent of passengers using the system 4 or more days per week. Over 87 percent of riders use BCT at least 2 days per week.



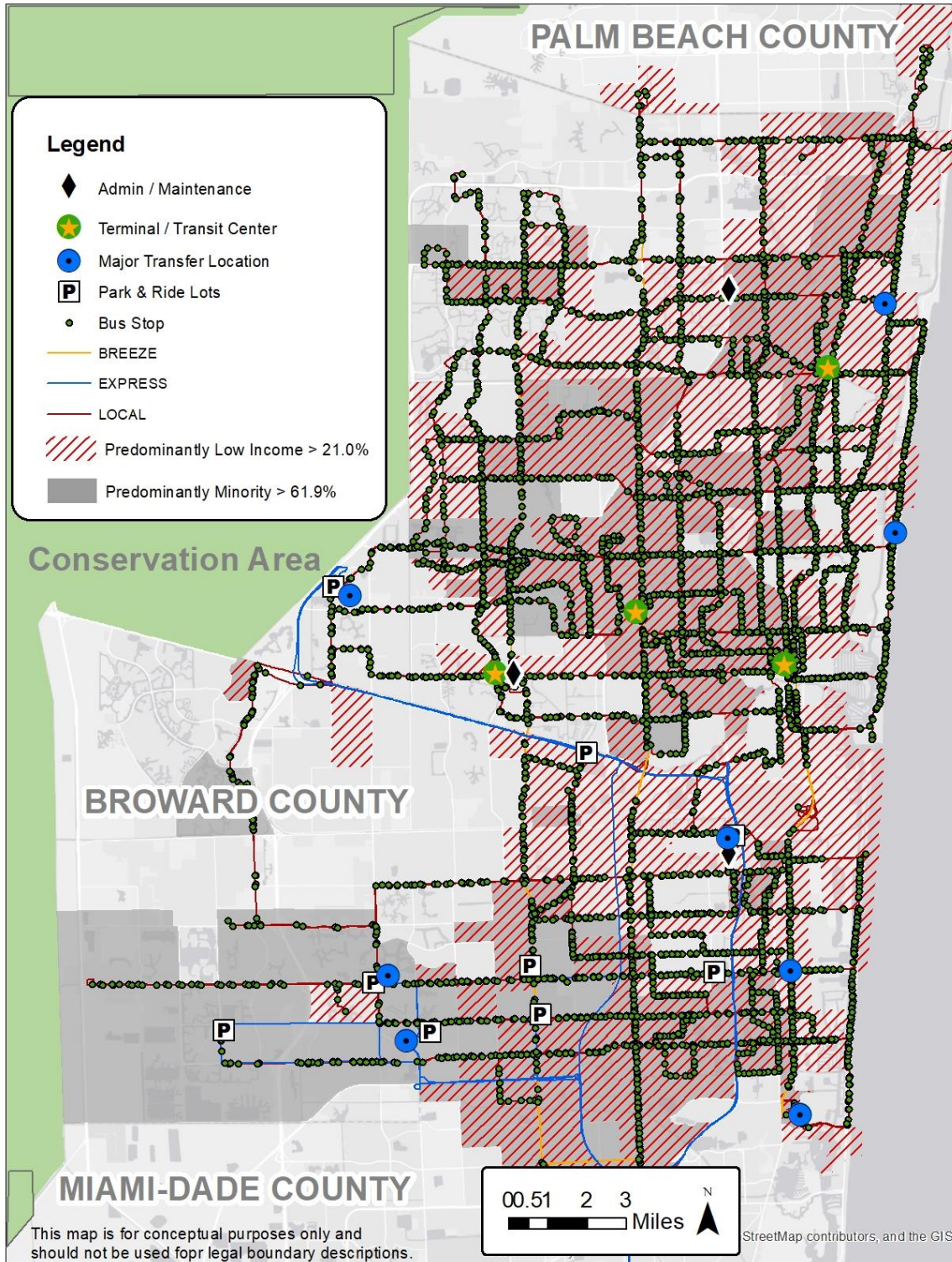
Number of Vehicles in Household

Most BCT passengers (nearly 44 percent) surveyed live in households where there are no motor vehicles available. Over 30 percent live in a household with only one vehicle. When considered along with household income and frequency, it is clear that a large segment of BCT users require transit because they do not have an alternative form of transportation.

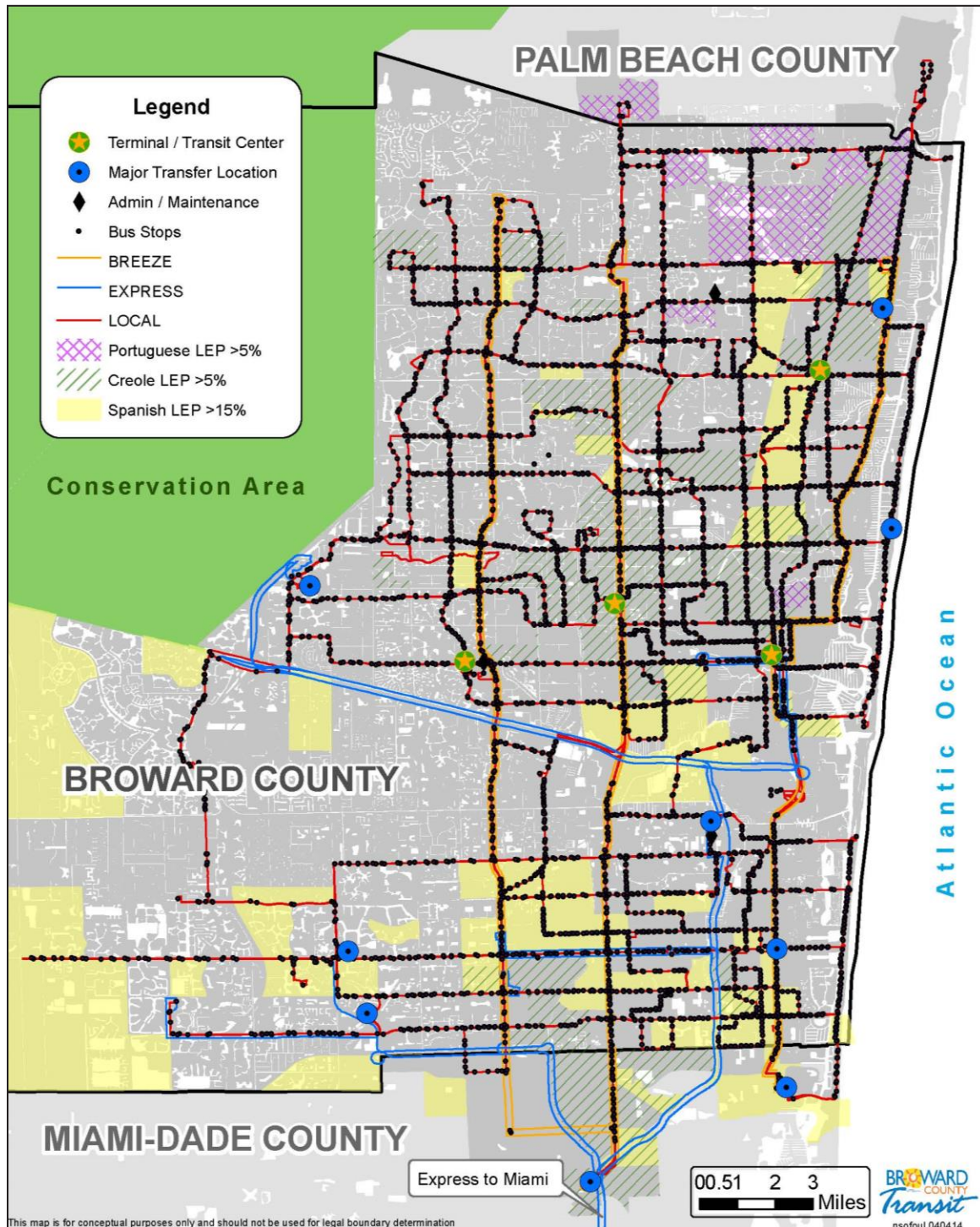
Motor Vehicles per Household



APPENDIX B: BCT TITLE VI CONTEXT MAP



APPENDIX C: BCT LEP CONTEXT MAP



This map is for conceptual purposes only and should not be used for legal boundary determination

APPENDIX D: PUBLIC OUTREACH PLAN

[Next page]

Public Outreach Campaign for the New Service Changes

July – September 2019



Face-to-Face Customer Interaction

To introduce new bus routes and provide printed materials to attract and educate customers, marketing collateral will be created and distributed at outreach events. These materials include: tri-fold brochures in four languages (English, Creole Portuguese, and Spanish), tabletop signs, large posters for the customer service booths, A-Frame signs at the bus terminals, seat drops, and interior bus placards. Outreach to inform the public of the new route changes will be done countywide, and in several locations throughout each of the nine commission districts.



The locations on the right represent just a few of the face to face customer interaction outreach locations.

- **District 1**
 - Sawgrass Mills Mall
- **District 2**
 - Coconut Creek Community Center
- **District 3**
 - Coral Springs Senior Center
- **District 4**
 - North Andrews Gardens Community Center
- **District 5**
 - McFatter Technical School
- **District 6**
 - Century Village Pembroke Pines
- **District 7**
 - Tri-Rail/Amtrak Station
 - Broward Central Terminal
- **District 8**
 - Sunset Lakes Community Center
- **District 9**
 - African-American Library



APPENDIX E: PUBLIC MEETING NOTICES



NOTICE OF PUBLIC HEARING DRAFT Mobility Advancement Program (MAP) FY2019

BROWARD COUNTY, FL – The Broward County Commission will hold a public hearing at 10AM on Tuesday, June 11, 2019 at the Broward County Governmental Center, Room 422, 115 South Andrews Avenue, Fort Lauderdale, to receive public input on Broward County Transit's (BCT) proposed fixed-route bus service improvements. If no revisions are made to the service plan, these route changes will become final and go into effect in the Summer and Fall of 2019.

Following is a description of the proposed transit service improvements:

Proposed Improvements for Summer 2019:

- Routes 4, 12, & 31 – More frequent daily service and expanded evening hours
- Route 12 - More frequent daily service, expanded evening hours, and service change to service connections at Westfield Broward Mall instead of W. Regional Terminal
- Route 16 – More frequent daily service, expanded evening hours and restoration of Sunday service
- Route 19 – More frequent Saturday service to Boca Raton, and extended service on Sunday to Boca Raton
- Route 88 – More frequent daily service, expanded evening hours and restoration of Saturday and Sunday service, new service to Westfield Broward Mall

Proposed Improvements for Fall 2019:

- Route 8 – Restoration of service along Taft Street between Young Circle and Pembroke Lakes Mall
- Routes 15 and 23 – More frequent daily service, expanded midday and evening hours, and restoration of Saturday and Sunday service
- Route 55 – More frequent daily service and expanded evening hours
- Route 56 – More frequent daily service, expanded evening hours and restoration of Saturday and Sunday service, new Service to Westfield Broward Mall
- Route 62 – More frequent daily service and expanded evening hours
- Route 101 – Expanded hours of service

A copy of the proposed service improvements is posted online at www.broward.org/BCT

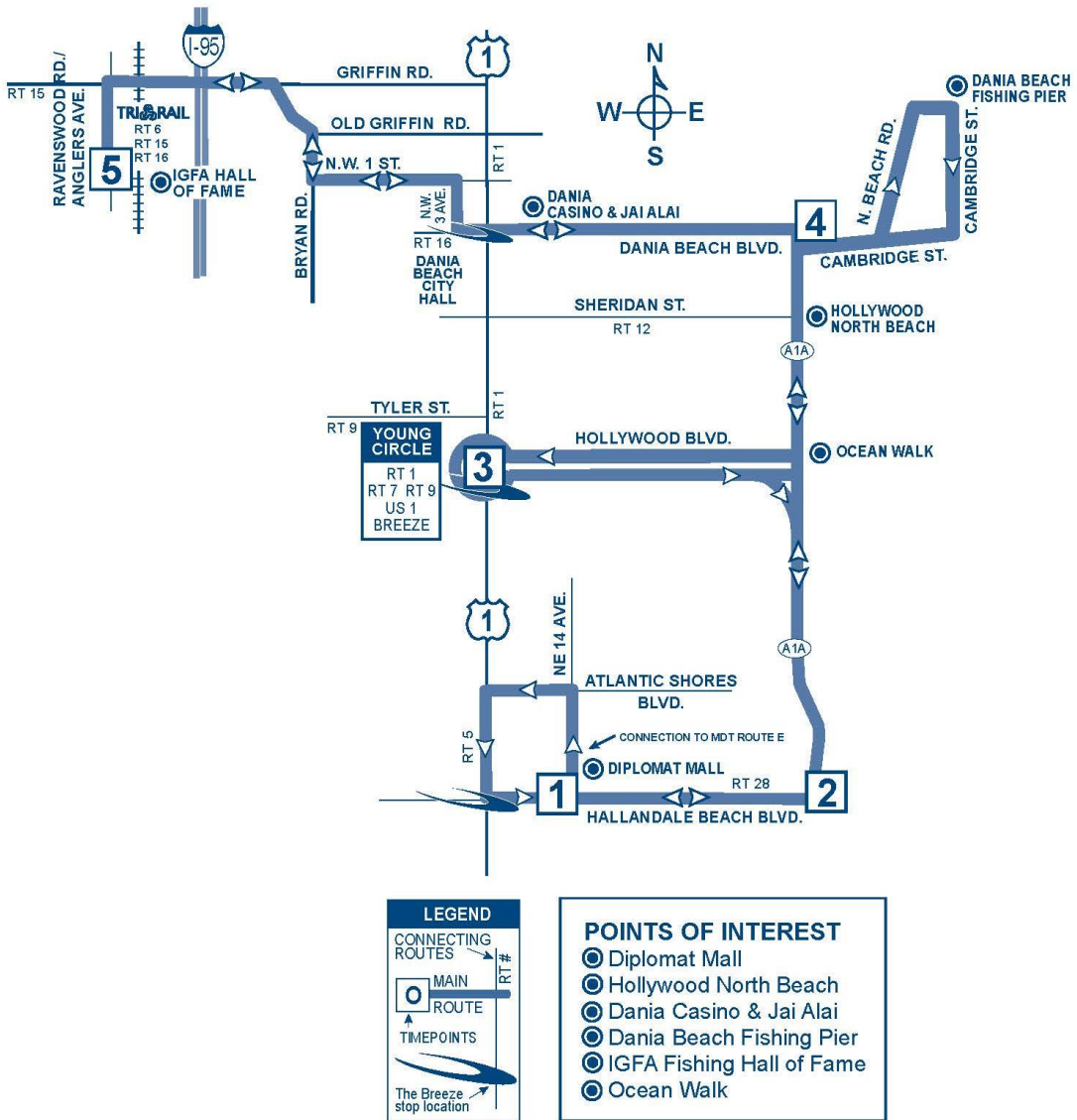
Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons with disabilities who require assistance should notify BCT at (954) 357-8481 or phone the TDD line at (954) 357-8302 at least 2 business days in advance of the meeting.

If you are unable to attend the public hearing, send your written comments to Broward County Transit, Customer Relations and Communications, 1 North University Drive, Suite 2401B, Plantation, FL 33324, or send comments online to Broward.org/BCT and click on "Contact Us."

APPENDIX F: SERVICE PROPOSAL MAPS

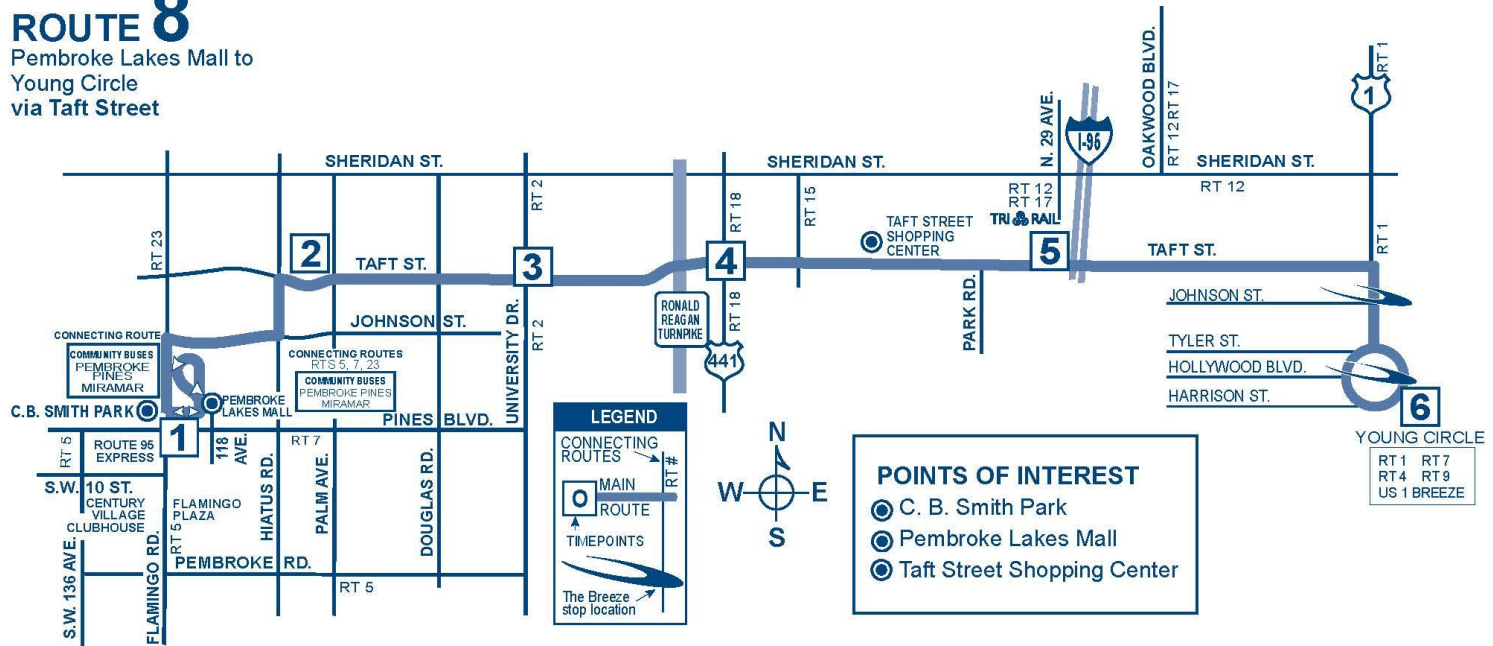
ROUTE 4

Hallandale Beach Blvd. to
Fort Lauderdale-Hollywood Airport
Tri-Rail Station
via A1A



ROUTE 8

Pembroke Lakes Mall to Young Circle via Taft Street



- POINTS OF INTEREST**
- C. B. Smith Park
 - Pembroke Lakes Mall
 - Taft Street Shopping Center

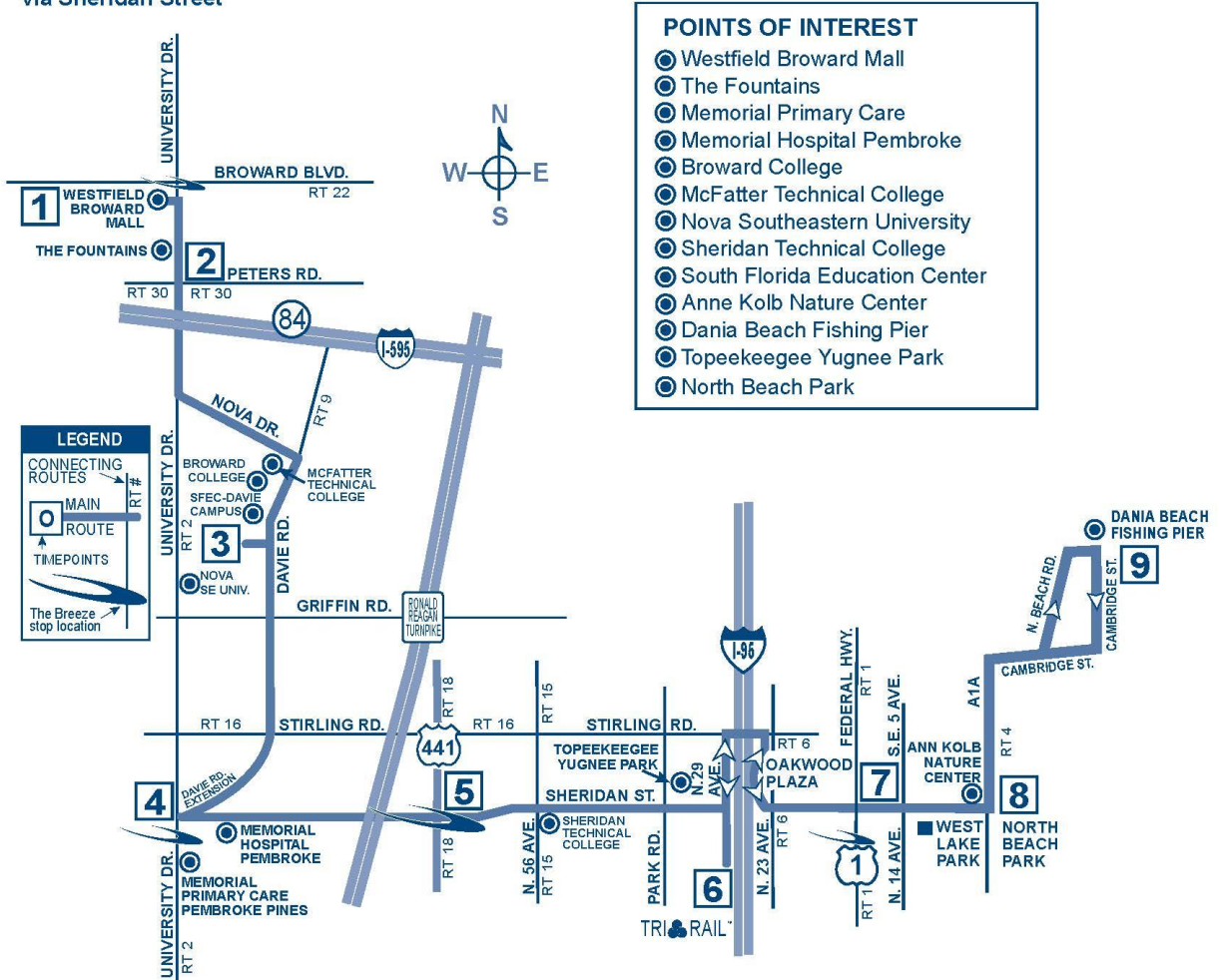
LEGEND

- MAIN ROUTE
- CONNECTING ROUTES
- TIMEPOINTS
- The Breeze stop location

- RT 1 RT 7
RT 4 RT 9
US 1 BREEZE

ROUTE 12

Westfield Broward Mall to
Dania Beach Fishing Pier
via Sheridan Street



- POINTS OF INTEREST**
- Westfield Broward Mall
 - The Fountains
 - Memorial Primary Care
 - Memorial Hospital Pembroke
 - Broward College
 - McFatter Technical College
 - Nova Southeastern University
 - Sheridan Technical College
 - South Florida Education Center
 - Anne Kolb Nature Center
 - Dania Beach Fishing Pier
 - Topeekeegee Yugnee Park
 - North Beach Park

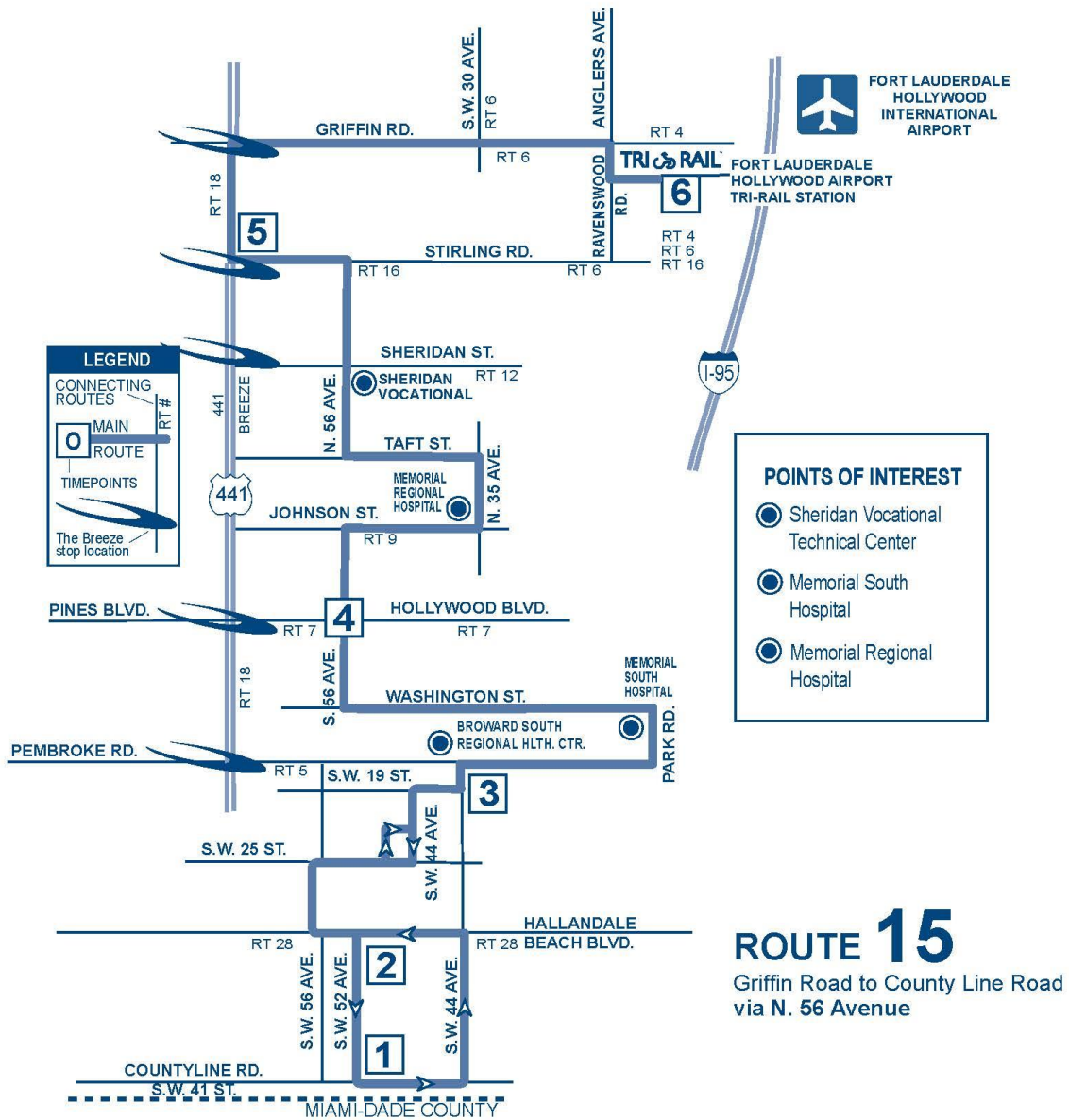
LEGEND

CONNECTING ROUTES
RT #

MAIN ROUTE
RT #

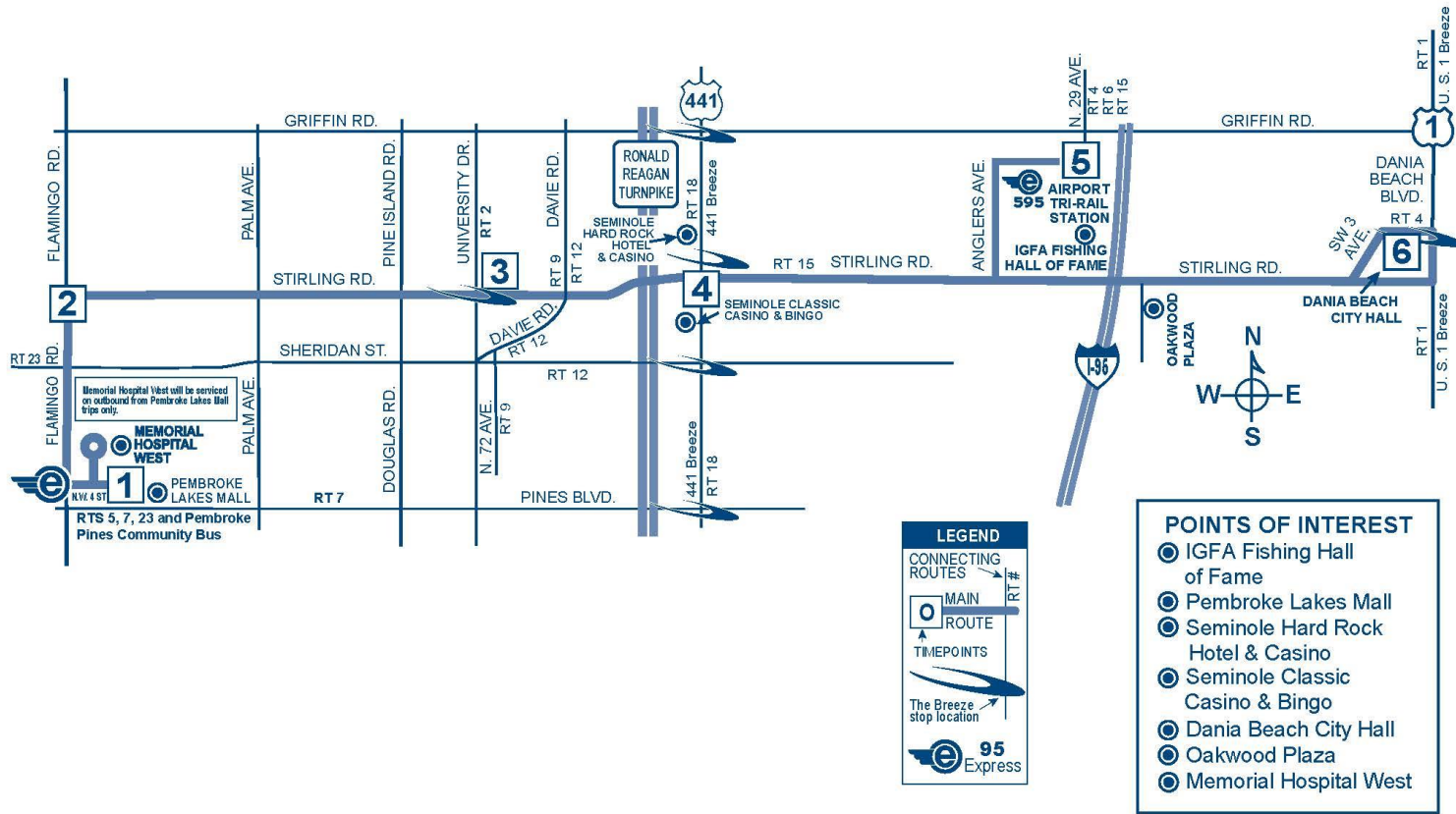
TIMEPOINTS

The Breeze stop location



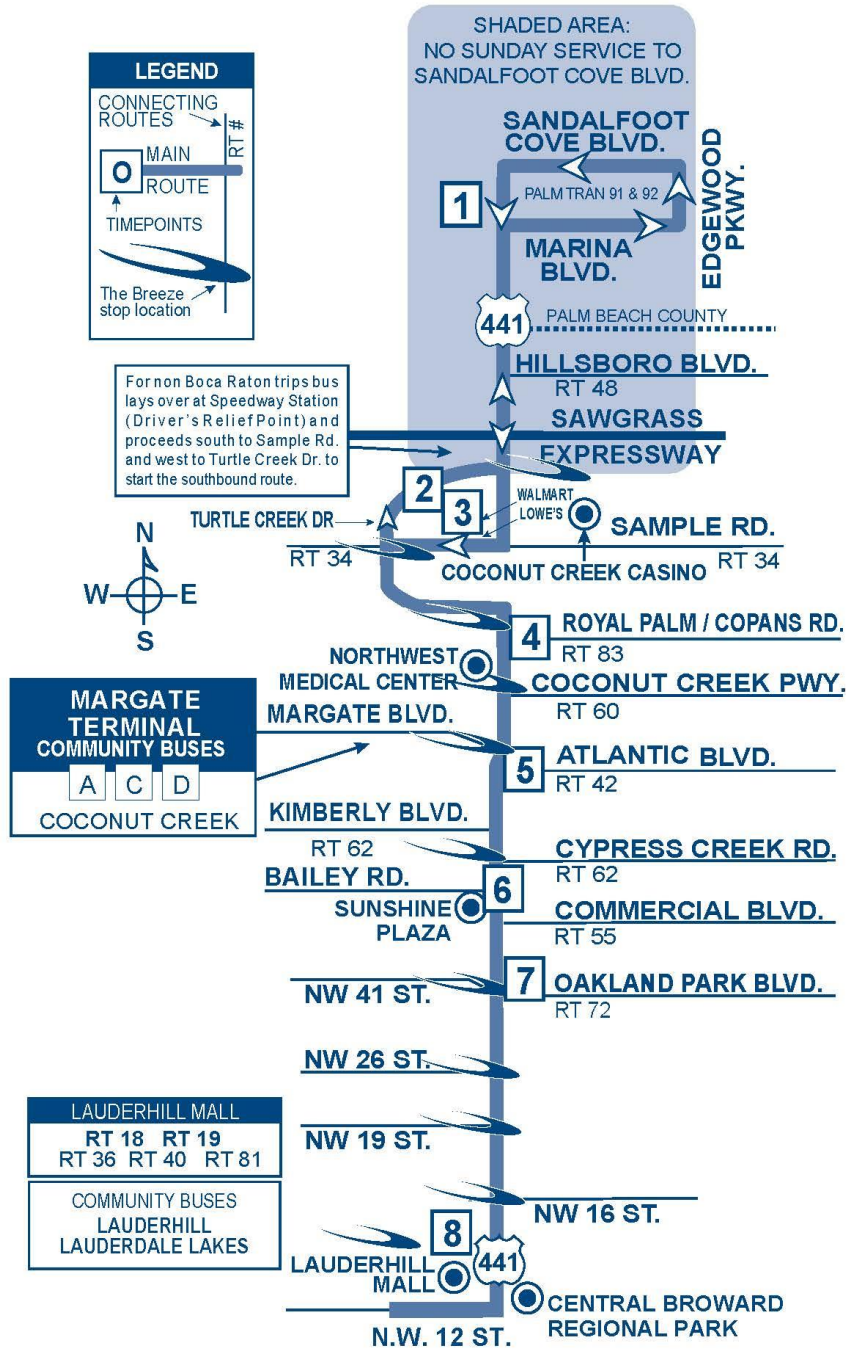
ROUTE 16

Pembroke Lakes Mall to
Dania Beach City Hall
via Stirling Road



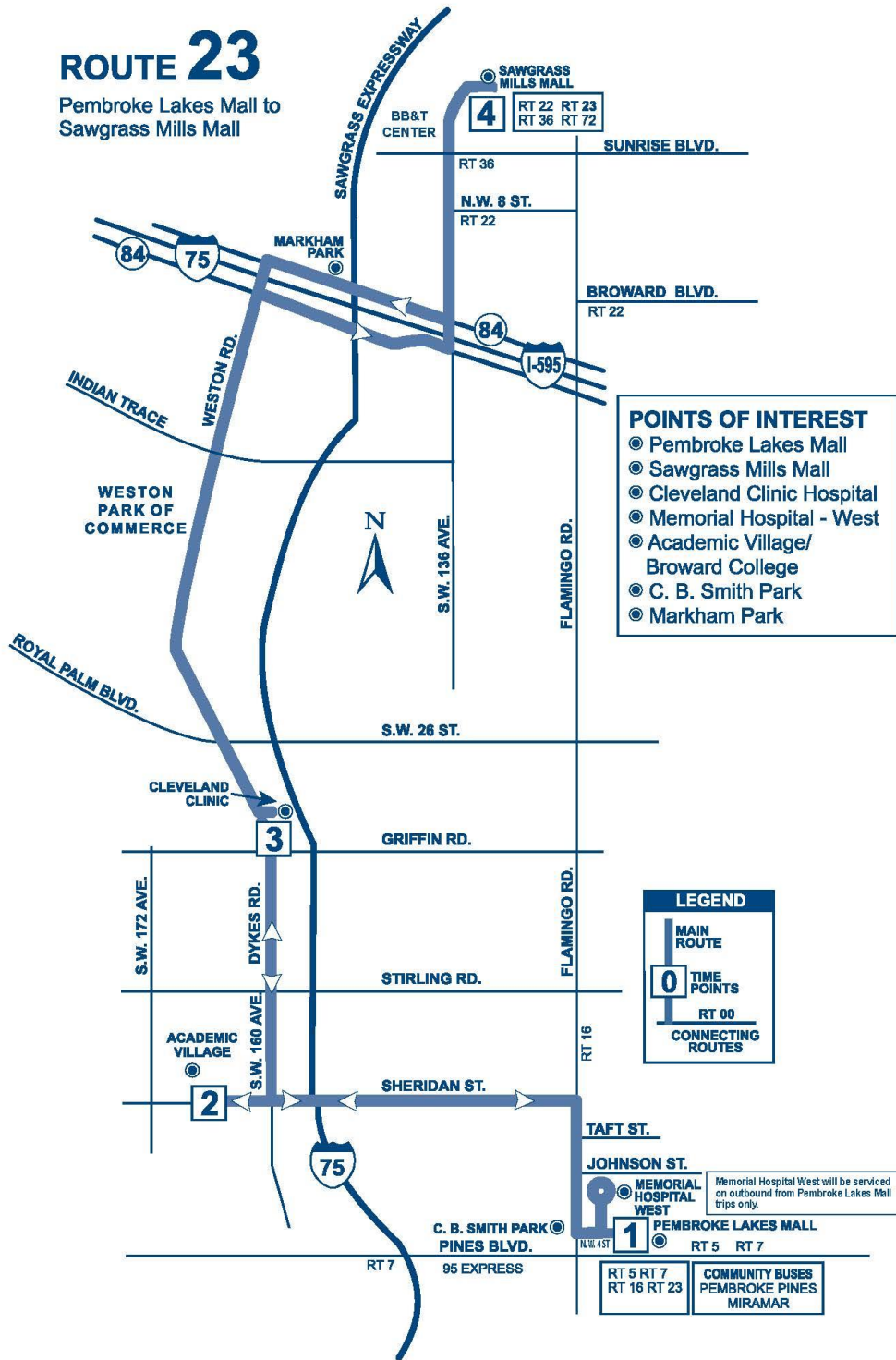
ROUTE 19

Sandlefoot Cove Blvd. to
Lauderhill Mall



ROUTE 23

Pembroke Lakes Mall to Sawgrass Mills Mall

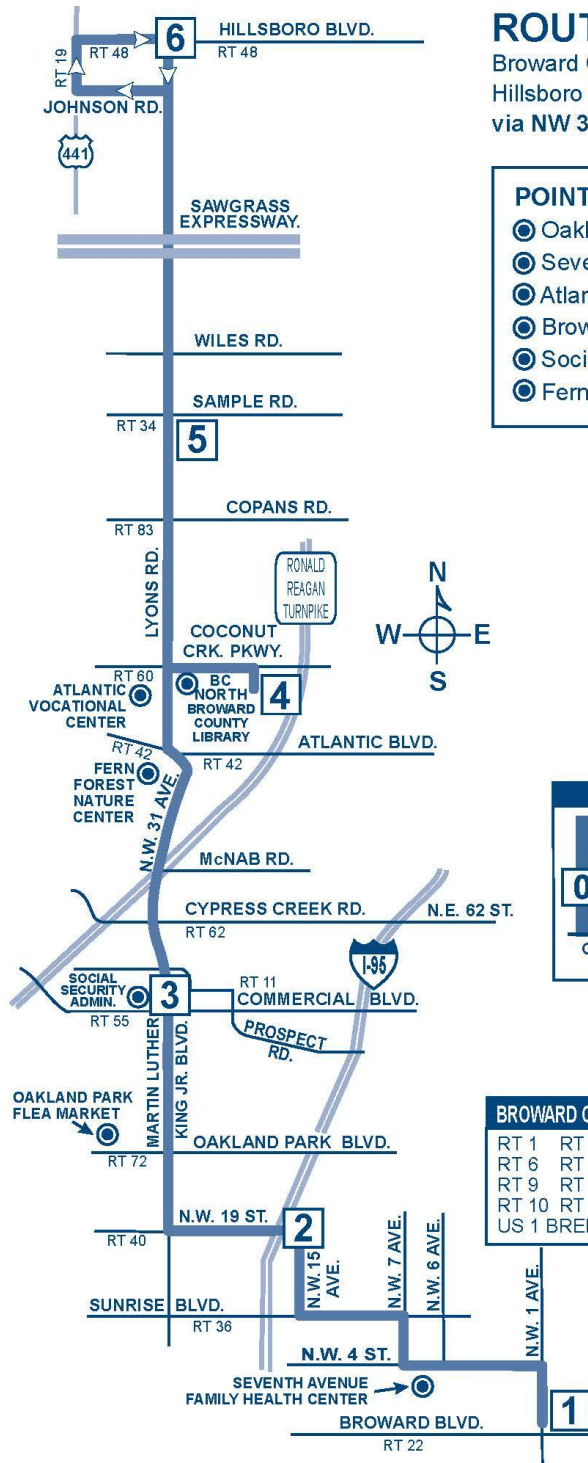


Memorial Hospital West will be serviced on outbound from Pembroke Lakes Mall trips only.

COMMUNITY BUSES
PEMBROKE PINES
MIRAMAR

ROUTE 31

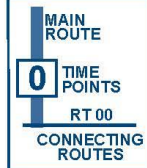
Broward Central Terminal to Hillsboro Boulevard and Lyons Road via NW 31 Avenue/Lyons Road



POINTS OF INTEREST

- Oakland Park Flea Market
- Seventh Avenue Family
- Atlantic Vocational Center
- Broward College North
- Social Security Admin.
- Fern Forest Nature Center

LEGEND

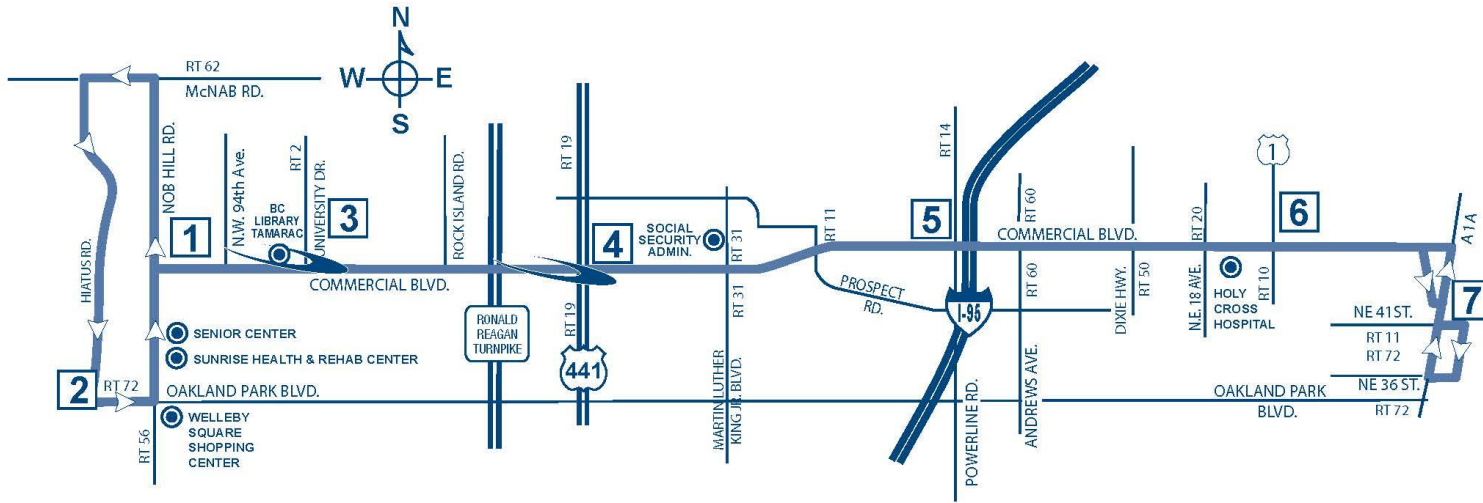


BROWARD CENTRAL TERMINAL

RT 1	RT 11	RT 30	RT 60
RT 6	RT 14	RT 31	RT 81
RT 9	RT 20	RT 40	
RT 10	RT 22	RT 50	
US 1 BREEZE			

ROUTE 55

Hiatus Road to Galt Mile
via Commercial Boulevard



- POINTS OF INTEREST**
- Social Security Administration
 - Holy Cross Hospital
 - BC Library Tamarac
 - Senior Center
 - Sunrise Health & Rehab Center
 - Welleby Square Shopping Center

LEGEND

CONNECTING ROUTES
RT #

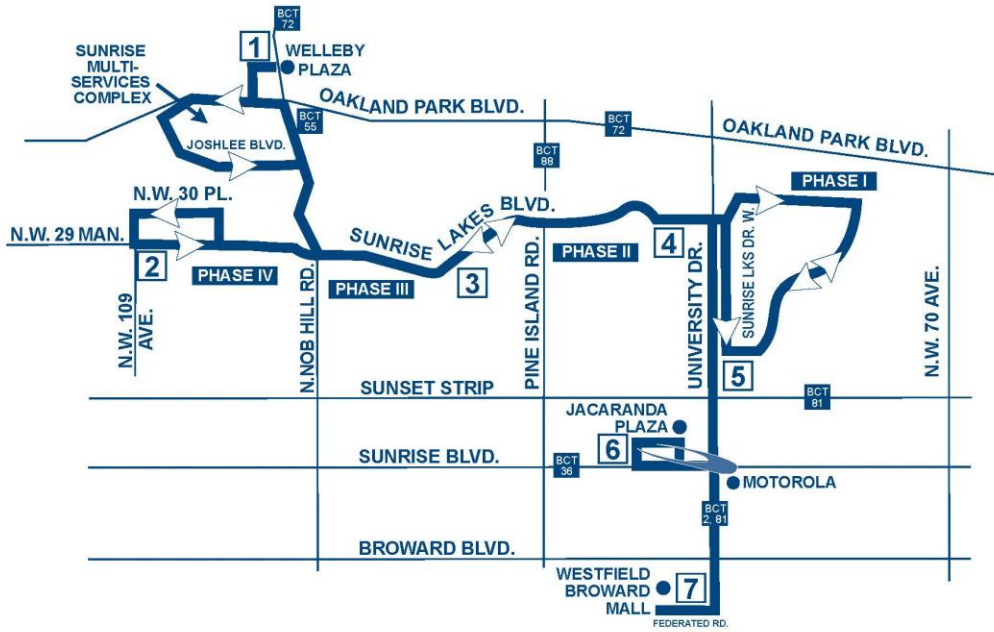
MAIN ROUTE

TIMEPOINTS

The Breeze stop location

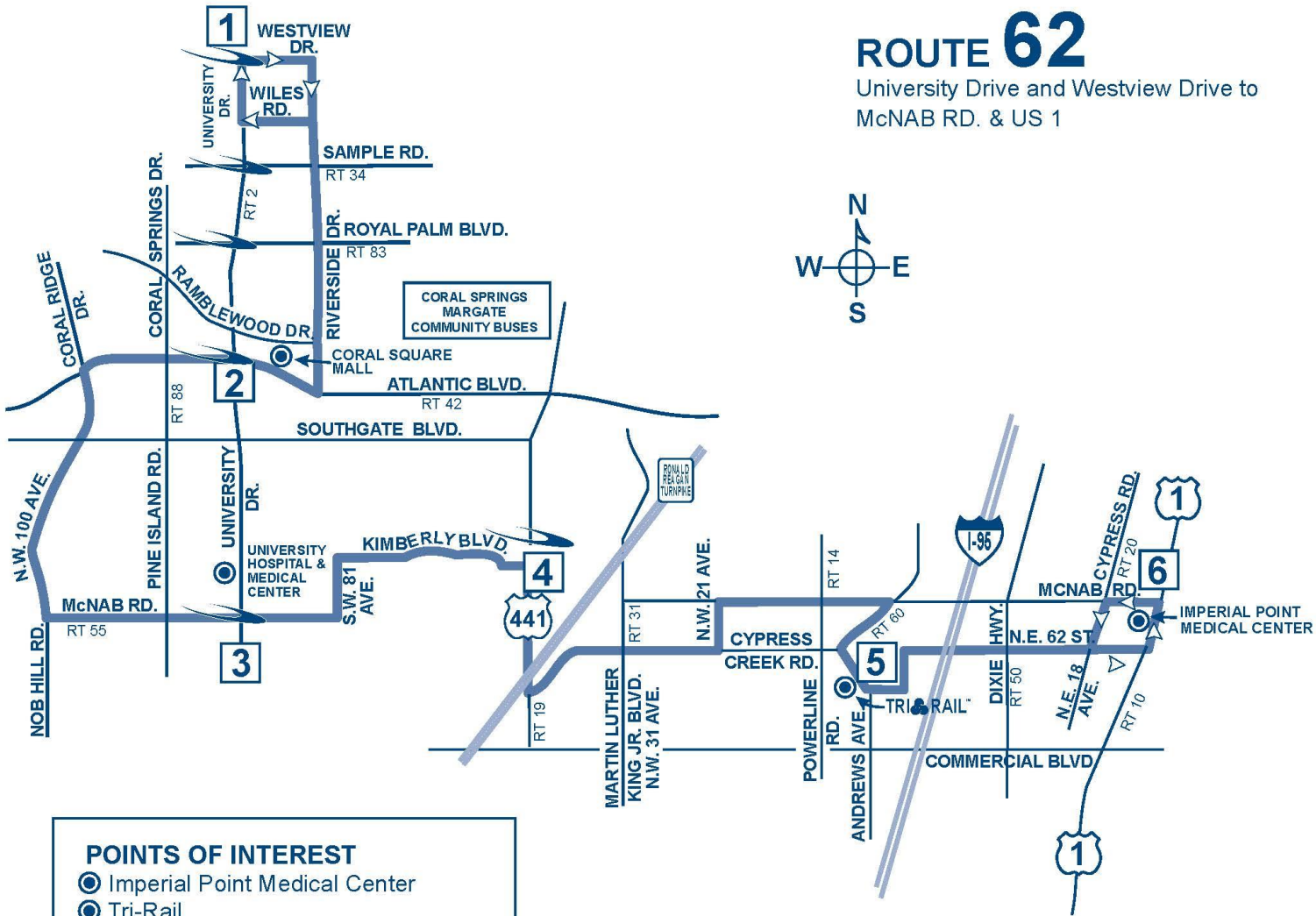


ROUTE 56



ROUTE 62

University Drive and Westview Drive to
McNAB RD. & US 1



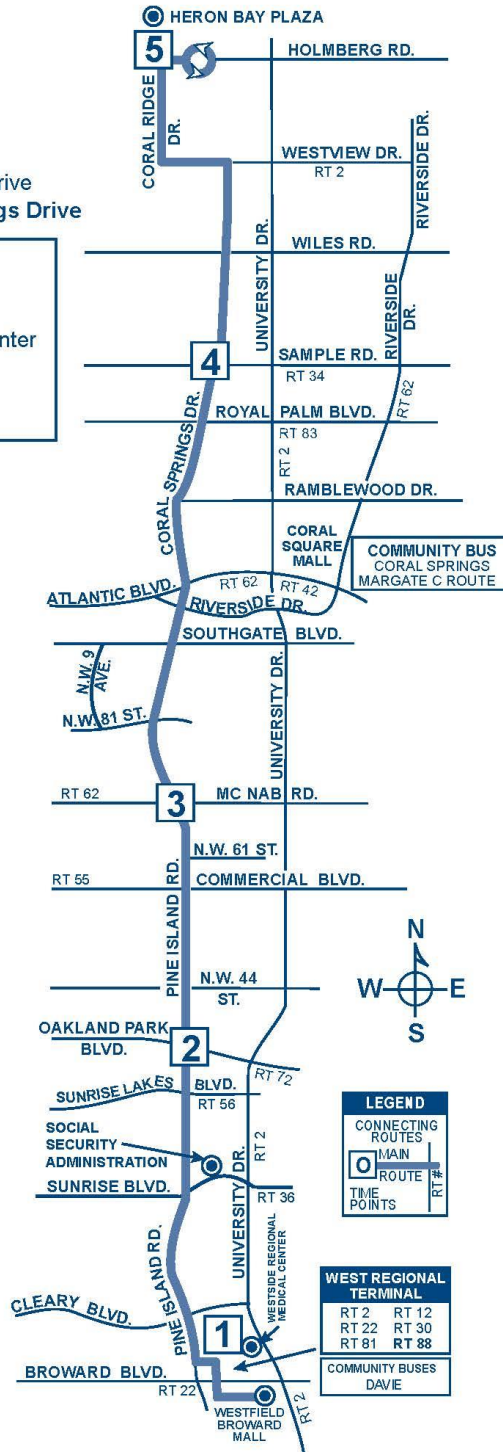
- POINTS OF INTEREST**
- Imperial Point Medical Center
 - Tri-Rail
 - University Hospital & Medical Center
 - Coral Square Mall

ROUTE 88

Westfield Broward Mall to
Holmberg Road and Coral Ridge Drive
via Pine Island Road/Coral Springs Drive

POINTS OF INTEREST

- Westfield Broward Mall
- Westside Regional Medical Center
- Heron Bay Plaza
- Social Security Administration



Revised 4-4-2019

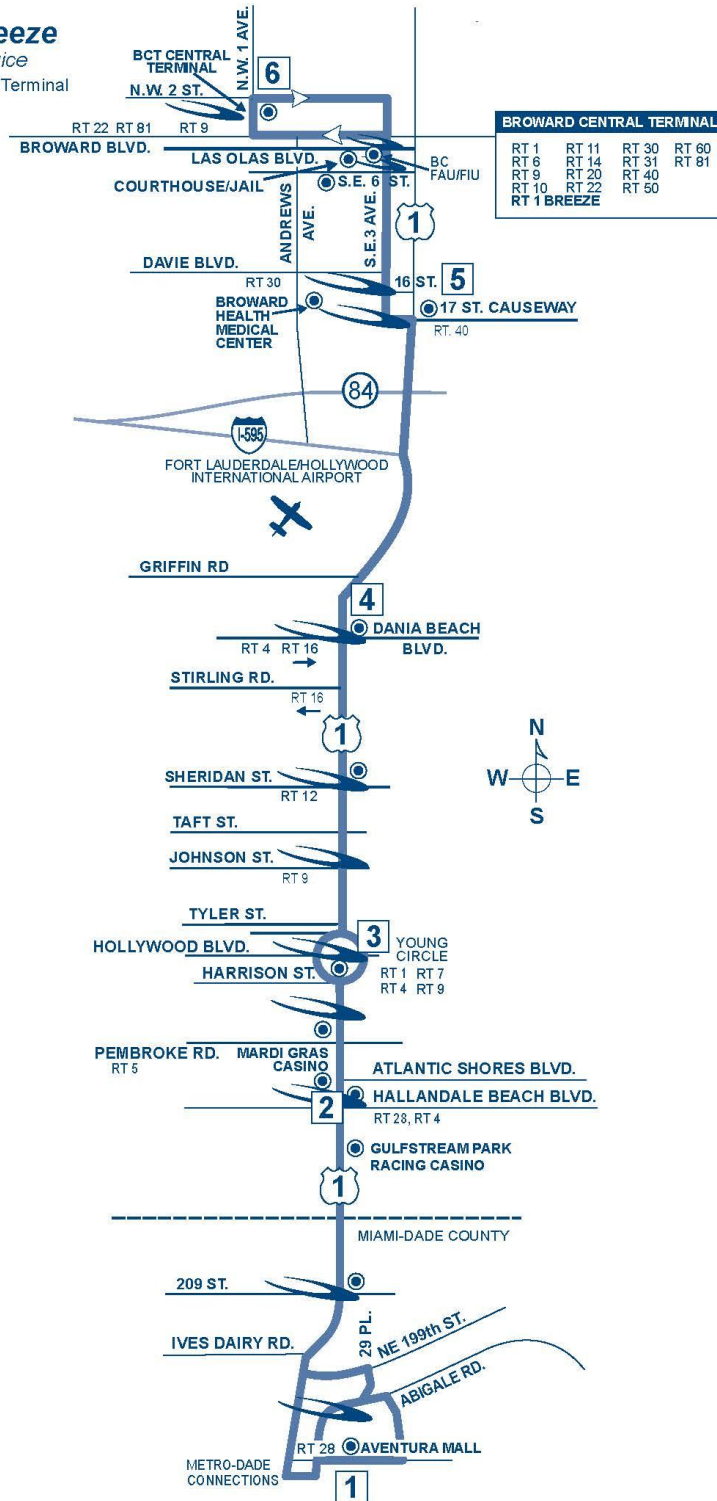
ROUTE US 1 Breeze

Monday - Friday Limited Service
Aventura Mall to Broward Central Terminal
via US 1

LEGEND

CONNECTING ROUTES
 RT #
 MAIN
 ROUTE
 TIMEPOINTS
 The Breeze stop location

- POINTS OF INTEREST**
- Aventura Mall
 - Gulfstream Park, Racing Casino
 - Mardi Gras Casino
 - Broward Health Medical Center
 - Courthouse/Jail
 - BC/FAU/FIU



APPENDIX G: SERVICE EQUITY ANALYSIS TABLES

Minority Demographic Table

Race/ Ethnicity	4	12	15	16	19	23	31	55	56	62	BCT Systemwide Average
Black/ African American	30.9%	31.1%	85.0%	47.5%	57.8%	42.0%	59.5%	47.6%	36.4%	53.2%	48.8%
White	26.5%	12.6%	5.0%	18.0%	16.9%	4.0%	12.7%	31.7%	21.2%	12.4%	19.5%
Hispanic	27.9%	40.0%	5.0%	31.1%	16.9%	40.0%	18.2%	14.6%	24.2%	13.8%	19.5%
Asian	2.9%	3.7%	0.0%	1.6%	2.4%	2.0%	1.8%	0.0%	3.0%	1.8%	2.4%
American Indian	0.0%	0.7%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	3.0%	7.8%	0.8%
Multiracial	8.8%	8.9%	5.0%	0.0%	3.6%	4.0%	5.0%	4.9%	3.0%	7.8%	5.6%
Other	2.9%	3.0%	0.0%	1.6%	2.4%	6.0%	2.7%	1.2%	9.1%	3.2%	3.3%
Total Minority	73.5%	87.4%	95.0%	82.0%	83.1%	96.0%	87.3%	68.3%	78.8%	86.6%	80.5%
Predominantly Minority?	NO	YES	YES	YES	YES	YES	YES	NO	NO	YES	N/A

Source: BCT Connected Transit-Development Plan On-Board Survey, 2018; 5-Year ACS Data for Route 8

New Route

Race/ Ethnicity	8	Systemwide ACS Average
Black/ African American	15.9%	30.0%
White	35.6%	37.0%
Hispanic	0.4%	27.2%
Asian	3.3%	3.3%
American Indian	0.0%	0.2%
Multiracial	0.6%	1.8%
Other	1.9%	0.5%
Total Minority	64.4%	63.0%
Predominantly Minority?	YES	N/A

Source: 5-Year 2017 ACS Data



Low-Income Demographic Table

Household Income	4	12	15	16	19	23	31	55	56	62	BCT Systemwide Average
Under \$10K	30.4%	36.6%	38.1%	22.9%	30.4%	24.4%	37.3%	29.5%	41.7%	27.3%	31.8%
\$10K	14.3%	9.8%	19.0%	14.6%	12.7%	22.0%	16.2%	24.4%	20.8%	21.1%	15.3%
\$15k to \$19,999	14.3%	12.5%	4.8%	12.5%	7.6%	7.3%	12.4%	7.7%	20.8%	12.4%	9.2%
\$20k to \$24,999	7.1%	9.8%	9.5%	2.1%	6.3%	9.8%	10.3%	5.1%	4.2%	6.8%	8.8%
\$25k to \$29,999	8.9%	10.7%	9.5%	6.3%	12.7%	7.3%	4.9%	6.4%	0.0%	7.5%	7.2%
\$30k to \$39,999	14.3%	8.0%	9.5%	14.6%	10.1%	9.8%	4.9%	9.0%	0.0%	9.9%	8.6%
\$40k to \$49,999	7.1%	5.4%	9.5%	10.4%	2.5%	9.8%	5.4%	5.1%	0.0%	3.7%	5.5%
\$50k to \$59,999	1.8%	0.0%	0.0%	8.3%	8.9%	4.9%	4.3%	6.4%	4.2%	5.0%	3.6%
\$60k or more	1.8%	7.1%	0.0%	8.3%	8.9%	4.9%	4.3%	6.4%	8.3%	6.2%	9.9%
Less than \$25k	62.7%	68.8%	71.4%	53.2%	62.5%	61.9%	78.3%	68.4%	87.5%	67.7%	65.1%
Predominantly Low-Income?	NO	YES	YES	NO	NO	NO	YES	YES	YES	YES	N/A

Source: BCT Connected Transit-Development Plan On-Board Survey, 2018; 5-Year ACS Data for Route 8

New Route

Household Income	8	Systemwide ACS Average
Under \$10K	7.8%	6.9%
\$10K	5.8%	4.8%
\$15k to \$19,999	5.8%	5.2%
\$20k to \$24,999	6.7%	5.5%
\$25k to \$29,999	4.9%	5.1%
\$30k to \$39,999	9.7%	10.0%
\$40k to \$49,999	10.1%	9.3%
\$50k to \$59,999	8.2%	7.9%
\$60k or more	40.9%	45.2%
Less than \$25k	26.2%	22.5%
Predominantly Low-Income?	YES	N/A

Source: 5-Year 2017 ACS Data

Title VI Major Service Changes – Disparate Impact Assessment Table

Route	Service Type	Adverse Effects?	Mitigation	Minority Percentage	Systemwide Average	Deviation from Systemwide Average	Disparate Impact?
4	Local	No- Expansion of services	N/A	73.50%	80.5%	-7.0%	NO
12	Local	No- Expansion of services and route realignment to provide more direct service	N/A	87.40%	80.5%	6.9%	NO
15	Local	No- Expansion of services	N/A	95.00%	80.5%	14.5%	NO
16	Local	No- Expansion of services	N/A	82.00%	80.5%	1.5%	NO
19	Local	No- Service improvement	N/A	83.10%	80.5%	2.6%	NO
23	Local	No- Expansion of services	N/A	96.00%	80.5%	15.5%	NO
31	Local	No- Expansion of services	N/A	87.30%	80.5%	6.8%	NO
55	Local	No- Expansion of services	N/A	68.30%	80.5%	-12.2%	NO
56	Local	No- Route extension and expansion of services	N/A	78.80%	80.5%	-1.7%	NO
62	Local	No- Expansion of services	N/A	86.60%	80.5%	6.1%	NO
New Route							
8	Local	No- Restoration of service	N/A	64.4%	63.0%	1.4%	NO

Source: BCT Connected Transit-Development Plan On-Board Survey, 2018; 5-Year 2017 ACS Data

Title VI Major Service Changes – Disproportionate Impact Assessment Table

Route	Service Type	Adverse Effects?	Mitigation	Low-income Percentage	Systemwide Average	Deviation from Systemwide Average	Disparate Impact?
4	Local	No- Expansion of services	N/A	62.70%	65.1%	-2.4%	NO
12	Local	No- Expansion of services and route realignment to provide more direct service	N/A	68.80%	65.1%	3.7%	NO
15	Local	No- Expansion of services	N/A	71.40%	65.1%	6.3%	NO
16	Local	No- Expansion of services	N/A	53.20%	65.1%	-11.9%	NO
19	Local	No- Service improvement	N/A	62.50%	65.1%	-2.6%	NO
23	Local	No- Expansion of services	N/A	61.90%	65.1%	-3.2%	NO
31	Local	No- Expansion of services	N/A	78.30%	65.1%	13.2%	NO
55	Local	No- Expansion of services	N/A	68.40%	65.1%	3.3%	NO
56	Local	No- Route extension and expansion of services	N/A	87.50%	65.1%	22.4%	NO
62	Local	No- Expansion of services	N/A	67.70%	65.1%	2.6%	NO
New Route							
8	Local	No- Restoration of service	N/A	26.2%	22.5%	3.7%	NO


Source: BCT Connected Transit-Development Plan On-Board Survey, 2018; 5-Year 2017 ACS Data

APPENDIX H: MARKETING CAMPAIGN MATERIAL

[Next page]

Marketing Materials

To introduce new bus routes and provide printed materials to attract and educate customers, marketing collateral includes: tri-fold brochures in four languages (English, Creole, Portuguese, and Spanish), tabletop signs, large posters for the customer service booths and A-Frame signs at the bus terminals, newspaper and magazine ads, public notices, and interior bus placards.




MyRide
BROWARD.org
MyRide.Broward.org

MyRide is BCT's real time bus tracking program. Visit MyRide.Broward.org to find the estimated arrival time of your next bus.

The MyRide App is also available on the iPhone App Store and Google Play.

Customer Service and Lost and Found: 954-357-8400

TTY/Hearing-Speech Impaired: 954-357-8302



BROWARD COUNTY
BOARD OF COUNTY COMMISSIONERS
TRANSIT DIVISION
An equal opportunity employer and provider of services.

This publication can be made available in alternative formats upon request by contacting 954-357-8400 or TTY 954-357-8302.

4,000 copies of this public document were printed at a gross cost of \$56.08, or \$0.14 per copy, to inform the public about BCT service changes. #18 086102

PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED
Any person(s) or group(s) who believe(s) that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity provided by Broward County Transit (BCT), may call 954-357-8400 to file a Title VI discrimination complaint or write to Broward County Transit Division, Compliance Manager, 1 N. University Drive, Suite 3100A, Plantation, FL 33324.



Service Adjustments
Routes 12, 22, 88, 28, 4, 16, 31, 19, 109, 122, 15, 23, 55, 56, 62, 101, 8
July - September 2019



MyRide
Real Time Bus Information
MyRide.Broward.org



954-357-8400
Broward.org/BCT

NEW SERVICES COMING SOON
July - September 2019
954-357-8400 Broward.org/BCT



connecting:

People Businesses Communities








Electronic Marketing

To introduce the new bus routes Broward County Transit will also use electronic media, including scrolls on the monitors at all terminals, digital signage for social media, internal TV monitors, transit flash email notification system, and when available advertisements through radio and television trade agreements.



PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED

Any person or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity by Broward County Transit (BCT), may call (954)357-8481 to file a Title VI discrimination complaint or write to Broward County Transportation Department, Compliance Manager, One N. University Dr., Ste 3100A, Plantation, Florida 33324



- [Home](#)
- [Legislation](#)
- [Calendar](#)



- [Details](#)
- [Reports](#)

File #: 19-1247

Status: Agenda Ready

File created: 10/28/2019

In control: Transportation - Transit Division

On agenda: 12/3/2019

Final action:

Title: MOTION TO APPROVE Broward County Transit Title VI Service Equity Analysis for new "75 Express Bus" fixed-route commuter express bus service which will operate along the I-75 and Palmetto Expressway managed high occupancy toll (HOT) lanes between the City of Sunrise BB&T Center Park and Ride, and the Miami Intermodal Center at the Miami International Airport, with a stop in the City of Miami Gardens at the newly constructed FDOT Park and Ride. This new BCT 75 Express bus service will begin January 13, 2020 and operate both directions weekdays during the morning and afternoon peak travel hours at 30-minute headways.

Sponsors: TRANSPORTATION DEPARTMENT

Attachments: 1. [Exhibit 1- TitleVI Report 75 Express](#), 2. [Exhibit 2- Map.pdf](#)

- [History_\(0\)](#)
- [Text](#)

• 0 records

Date	Action By	Action	Result	Action Details	Meeting Details	Video
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No records to display.

Broward County Commission Regular Meeting

Director's Name: Chris Walton

Department: Transportation

Division: Transit

Information

Requested Action

MOTION TO APPROVE Broward County Transit Title VI Service Equity Analysis for new "75 Express Bus" fixed-route commuter express bus service which will operate along the I-75 and Palmetto Expressway managed high occupancy toll (HOT) lanes between the City of Sunrise BB&T Center Park and Ride, and the Miami Intermodal Center at the Miami International Airport, with a stop in the City of Miami Gardens at the newly constructed FDOT Park and Ride. This new BCT 75 Express bus service will begin January 13, 2020 and operate both directions weekdays during the morning and afternoon peak travel hours at 30-minute headways.

Why Action is Necessary

Federal Transit Administration (FTA) regulations, Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012, requires the

approval by the Board of County Commissioners (Board), as the governing entity for the Broward County transit system, of a service equity analysis prior to implementing a new bus route.

What Action Accomplishes

Approves the Transit Division's (BCT's) Title VI Service Equity Analysis only. The document was prepared in accordance with FTA regulations for the new "75 Express" fixed-route commuter express bus service along I-75 and the Palmetto Expressway toll lanes between the City of Sunrise and the Miami Intermodal Center at the Miami International Airport.

At today's December 3, 2019, Public Hearing, the Board will decide whether to approve the service with an effective date of January 13, 2020 as proposed by BCT.

Is this Action Goal Related

No

Previous Action Taken

None.

Summary Explanation/Background

THE TRANSPORTATION DEPARTMENT AND THE TRANSIT DIVISION RECOMMEND APPROVAL.

Title VI of the Civil Rights Act of 1964, as amended, is a federal statute which provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. As a recipient of Federal Transit Administration (FTA) grant funding, the Transit Division (BCT) is required to follow the Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012, and prepare an equity analysis when planning a major service or fare change. This report must be approved by the Transit agency's governing Board prior to implementing changes.

BCT is requesting approval of the Service Equity Analysis (Exhibit 1) for the new "75 Express" fixed-route commuter express bus service which will operate along the I-75 and Palmetto Expressways managed high occupancy toll (HOT) lanes between the City of Sunrise BB&T Center Park and Ride, and the Miami Intermodal Center at the Miami International Airport, with a stop in the City of Miami Gardens at the newly constructed FDOT Park and Ride. The establishment of this new commuter express route is considered a proposed major service change to BCT fixed-route bus routes.

BCT Major Service changes are defined as changes that exceed any of the following thresholds:

<u>Type Service Change</u>	<u>Major Service Change Threshold</u>
Service Miles	More than 25% of route miles or weekly revenue miles
Express Service Miles	More than 50% of route miles or weekly revenue miles
Headways/Frequency	More than 15 minutes
Route	Establishment or discontinuation (elimination) of a route
Fares	Any change in Fares

Using methodologies consistent with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," the result of Title VI Service Equity Analysis indicates that no disparate impacts or disproportionate burdens on minority or low-income passengers (Title VI protected populations) will result from the proposal.

In compliance with federal and county regulations, policies and procedures, a public hearing is scheduled today, December 3, 2019, to allow the public to comment on the proposed establishment of the new "75 Express" commuter express route.

The Service Equity Analysis, (Exhibit 1), was posted online for public review and comment on BCT's website on November 8, 2019.

Source of Additional Information

Chris Walton, Director, Transportation Department, (954) 357-8361

Fiscal Impact

Fiscal Impact/Cost Summary

None.

[Legislation Text](#)

[Legislation Details](#)

[Legislation Details \(With Text\)](#)

BROWARD COUNTY
TRANSIT MAJOR
SERVICE CHANGE
NEW COMMUTER
EXPRESS
(75 EXPRESS)
ROUTE 115 –
SUNRISE/MIAMI
AIRPORT STATION

A Title VI Service
Equity Analysis

Prepared October 2019

Submitted in compliance with Title VI of the Civil Rights Act of
1964, as amended and guidance found in FTA C4702.1B, dated
October 1, 2012



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INTRODUCTION

Under Title VI of the Civil Rights Act of 1964, as amended, as recipients of federal financial assistance, the Broward County Board of County Commissioners, without regard to race, color, or national origin, operate and plan for transit services so that: transit benefits and services are available and provided equitably; transit services are adequate to provide access and mobility for all; opportunities to participate in the transit planning and decision-making process are open and accessible; and that remedial and corrective actions are taken to prevent discriminatory treatment of any beneficiary.

This Title VI Service Equity Analysis was conducted by the Broward County Transportation Department, Transit Division for the establishment of a new commuter express route along Interstate 75, Route 115: Sunrise/Miami Airport Station (75 Express). The 75 Express, will operate from the BB&T Park and Ride Lot located in the City of Sunrise and terminate at the Miami Intermodal Center at the Miami International Airport in Miami-Dade County with an intermediate stop at the Miami Gardens Drive Park and Ride Lot. This service is scheduled to begin revenue service in January of 2020. This report was prepared in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012.

ABOUT BROWARD COUNTY TRANSIT

Broward County Transit (BCT) is composed of more than 1,410 individuals working together to deliver public transportation services within a 410 square mile service area in Broward County that serves approximately 1.9 million local residents.

BCT operates four distinct transportation services. These modes include BCT fixed route, fixed route community bus, fixed route commuter express, and paratransit services. Fixed route service connects with local transit systems in neighboring counties in addition to the tri-county commuter rail system (Tri-Rail). BCT operates out of two facilities: Pompano Beach, Florida, and Dania Beach, Florida. As of September 2019, BCT operates 36 fixed routes, 4 limited-stop (Breeze) routes, 5 express routes, and 51 community bus routes with a fleet of approximately 417 vehicles. This network of services currently provides more than 27.8 million passenger trips annually. Due to Broward County's location in the center of the Miami Urbanized Area (UZA) these routes are critical for providing connectivity throughout the metropolitan area, including Miami-Dade and Palm Beach counties.

BCT operates approximately 15.1 million fixed route revenue miles per year at 24 passengers per hour and \$4.15 cost per unlinked trip¹. BCT is responsible for transit system development, planning, and

¹ National Transit Database (NTD) Report Year 2018 Statistics

operations to promote a convenient user-friendly transit system, allowing for expanded transportation alternatives for Broward County residents and visitors.

DEFINITIONS

BCT Systemwide Average: Average for all BCT operated fixed routes determined by on-board passenger survey data.

Disparate Impact: Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lack a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disparate Impact Threshold: The standard used to determine if a proposal creates disparate impacts. BCT defines this threshold in its Disparate Impact Policy as 15 percent deviation from the BCT system average.

Disproportionate Burden: Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where possible.

Disproportionate Burden Threshold: The standard used to determine if a proposal creates disproportionate burdens. BCT defines this threshold in its Disproportionate Burden Policy as 15 percent deviation from the BCT system average.

Express Service: A bus route that operates a portion of the route without stops or with a limited number of stops and is usually characterized by operating at least five miles of closed door service to a regional destination.

Fixed Route (Local): Service provided on a repetitive, fixed-schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed-route trip serves the same origins and destinations, unlike demand responsive and taxicabs.

Limited Stop (Breeze) Service: A service midway between local and express services that usually supplements local service by providing similar alignment with less stops and faster operational speeds.

Low-Income: A person that has indicated a household income of \$25,750 or below is considered to meet poverty guidelines according to the US Department of Health and Human Services.

Minority: A person or passenger who identifies as American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino (of any race), Native Hawaiian or Other Pacific Islander, or identifies as more than one race (multiracial) or some other race.

Service Area: A defined geographic area from which the transit operator provides service that is calculated using a one-quarter mile (3 miles for Express Service Park and Ride Lots) buffer on each side of a transit route.

SERVICE EQUITY ANALYSIS

In compliance with Title VI, a service equity analysis is required to evaluate potential disparate impacts or disproportionate burdens on Title VI protected populations before implementation of a major service change. If such impacts are identified, a plan to mitigate these impacts or analysis of less impactful alternative must be identified prior to implementation². This section will address major service change threshold, public participation, proposed service changes, methodology, and analysis used to determine impacts of the service change proposal.

MAJOR SERVICE / FARE CHANGE

In accordance with Title VI, BCT conducts service and/or fare equity analyses when a major service change is proposed. BCT used the following thresholds (outlines) to determine whether or not a service change constitutes a major service change. This policy, as approved by the Board in 2014, is outlined in the table below:

BCT Major Change Thresholds

Service Change	Major Service Change Threshold
Service Miles	More than 25% route or weekly revenue miles
Express Service Miles	More than 50% route or weekly revenue miles
Headways/Frequency	More than 15 minutes
Route	Establishment or discontinuation of a route
Fares	Any change in fares

² According to FTA C4702.1B, A transit provider may enact a service or fare change that is found to cause a disparate impact if the transit provider has a substantial legitimate justification for the proposed change and the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

PUBLIC PARTICIPATION

BCT has developed an outreach plan to inform the public of this major service proposal prior to the public hearing before the Broward County Board of County Commissioners. The plan includes Educational/Community Outreach which will include face to face and one on one interactions with the public. We will also utilize Broadcast, Social, Digital, and Print Media in addition to seat-drops and rack cards in Spanish, Creole and Portuguese. Community outreach events were scheduled. The meetings were scheduled in locations to attract a diverse crowd including areas identified in BCT's Title VI Program as predominately minority, low-income, or have high proportions of residents with limited English proficiency. All locations are directly accessible to BCT transit routes and some locations were selected due to the density of nearby transit routes and transfer activity³.

Summary of Community Outreach Event Locations

Location	Date	Minority	Low-Income	Limited English Proficient	Near Major Transfer Center
Tamarac Community Center	Nov. 7	X			
Miami Airport Tri-Rail Station	Nov. 12				X
Miami Gardens Park & Ride	Nov. 14				X
BB&T Park & Ride	Nov. 21				X

The public hearing on the service proposal is scheduled before the Broward County Board of County Commissioners on December 3, 2018. The public hearing will be held at the Broward County Governmental Center in downtown Fort Lauderdale. This location is easily accessible to transit due to its proximity to the BCT Central Terminal. Public outreach notices will be posted at major transfer locations, on-board buses, and online⁴. BCT will document all public comments received in relation to this service change proposal.

LEP CONSIDERATIONS

On December 1, 2011, BCT adopted its Limited English Proficiency (LEP) Plan. The plan identified reasonable steps to provide language assistance for LEP persons seeking meaningful access to BCT service as required by Executive Order 13166. BCT has included efforts in the public outreach plan for this proposal that are designed to inform LEP Spanish, French Creole, and Portuguese speaking passengers. In

³ Appendix D: Public Outreach Plan

⁴ Appendix E: Public Meeting / Outreach Notices

accordance with the LEP plan, if this commuter express route is approved, BCT will provide detailed information about the route in formats accessible to our LEP passengers⁵.

SERVICE CHANGE PROPOSAL

Broward County Transit (BCT), in partnership with the Florida Department of Transportation (FDOT), will introduce Premium Commuter Express Bus Service along the I-75 corridor. This new I-75 Express Bus Service will operate in the high occupancy toll (HOT) lanes of I-75 and the Palmetto Expressway and will link customers in the western portion of Broward County with access to employment, education and medical centers, and transit facilities at the MIC. The MIC provides connections which service major employment centers and business districts throughout Miami-Dade County including Doral, Miami Civic Center, and downtown Miami/Brickell business district, and the Miami International Airport. The service will operate both directions weekdays during the morning and afternoon peak travel hours at 30-minute headways. The service is being funded by Florida Department of Transportation (FDOT) Midday or weekend service, as well as reverse trips, are not proposed at the initial start of service.

A description for the Title VI Major Service proposal is outlined in the table below:

Title VI Major Service Change Proposal

Route	Corridor	Description	Major Service Change?
115	I-75	New commuter express route	YES- Requires Service Equity Analysis

METHODOLOGY

BCT uses a methodology consistent with FTA guidance in Circular 4702.1B to conduct service equity analyses. On-board survey data collected during the TDP update in the 2nd quarter of 2018 is the primary data source for all equity analyses⁶. New routes created after the 2018 survey effort use the *US Census Bureau's American Community Survey 5-Year Estimates*. The following steps are used in completing the Title VI Service Equity Analysis:

- I- The adverse effects of the service change are identified. Adverse effects include but are not limited to:
 - a. Route discontinuation
 - b. Segment elimination, truncation, or re-routing
 - c. Headway increases
 - d. Reduction of service span

⁵ Appendix C: Map of BCT Limited English Proficient Population by Language Spoken at Home

⁶ Appendix A: BCT Demographic Profile

- II- If adverse effects are identified BCT will outline steps taken to mitigate the impact of the service change.
- III- Routes with no adverse effects will also be identified. The service changes proposed on these routes will enhance or benefit riders.
- IV- The percentage breakdown of minority and low-income passengers from the on-board survey will be calculated and applied to the average weekday ridership for each route.
- V- The cumulative percentage of minority and low-income passengers will be calculated for two categories:
 - a. Routes changes with adverse effects (reductions)
 - b. Route changes without adverse effects (improvements)
- VI- The percentage deviation between the minority and low-income levels of each category are compared to the BCT systemwide average to determine if disparate impacts or disproportionate burdens result from the service change proposal⁷.
- VII- If disparate impacts or disproportionate burdens are found then alternatives are analyzed to see if legitimate program goals can be met with a less impactful proposal.

DEMOGRAPHIC ANALYSIS

As Route 115 (75 Express) is a new commuter express route, the *2013-2017 American Community Survey 5-Year Estimates* was utilized to analyze the demographics of the census tracts surrounding the park and ride lots serviced by the proposed route. Demographic information for minority, low-income, age, and vehicle availability per household were examined. The results indicated that although Route 115 is predominantly minority (76%), the percentage deviation between the minority level for the total population along the proposed route compared to systemwide is not greater than the disparate impact of disproportional burden threshold of -15%. In the case of income, although the percentage of low-income population along the proposed route (15%) is lower than the systemwide percentage (22%), the deviation is not greater than the disproportionate burden threshold of -15%. **As a result, the proposal to implement Route 115 – Sunrise/Miami Airport Station will not cause a disparate impact or disproportionate burden on Title VI protected populations. No additional analysis or alternatives are necessary to implement this service change.**

⁷ Note: For routes with adverse effects (reductions) the disparate impact or disproportionate burden threshold is 15% or greater. For routes without adverse effects (benefits) the disparate impact or disproportionate burden threshold is -15% or less.

RESULTS

The service equity analysis found that the service change proposal **does not cause disparate impacts or disproportionate burdens on Title VI protected populations**⁸. No additional analysis or alternatives are necessary to implement this service change.

Disparate Impact and Disproportionate Burden Thresholds

Service Change Proposal	Minority Deviation from System Average	Low-income Deviation from System Average
Route Changes with Adverse Effects (Reductions)	>15%	>15%
Route Changes without Adverse Effects (Improvements)	<-15%	<-15%

⁸ Appendix G: Completed Service Equity Analysis Tables

Title VI Service Equity Analysis Results

Service Change Proposal	Minority Deviation from System Average	Disparate Impact?	Low-income Deviation from System Average	Disproportionate Burden?
Route Changes with Adverse Effects (Reductions)	N/A	N/A	N/A	N/A
Route Changes without Adverse Effects (Improvements)	12.8%	NO	7.6%	NO

RECOMMENDATIONS

Based on the results of the service equity analysis, Route 115 does not have significant minority and low-income population compared to the systemwide population averages. As a result, the implementation of this new route will not create a disparate impact or pose a disproportionate burden on our Title VI protected passengers. BCT is comfortable that all requirements under FTA Circular 4702.1B have been satisfied to implement the service proposal. As such, BCT may proceed with its implementation of Route 115 along the I-75 corridor which will provide additional service, connections, and travel options to passengers traveling to employment centers on or within the vicinity of Miami International Airport in Miami-Dade County. With this new service, BCT continues its commitment of providing safe and reliable transportation solutions that link people, connect communities, support employment and contribute to the overall economic growth of our region.

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APPENDIX A: DEMOGRAPHIC ANALYSIS

There has been a significant change in the racial and ethnic makeup in Broward County between the 2000 and the 2010 US Census. As indicated by the 2010 US Census, Broward has become a “minority-majority” county. For the first time, the Non-Hispanic White population accounted for less than 50 percent of the total population. While the Non-Hispanic Black/African-American population still remains the largest minority group, it is now closely followed by the Hispanic population. The trend in Broward County reflects the national trend of an ever increasing minority population cohort.

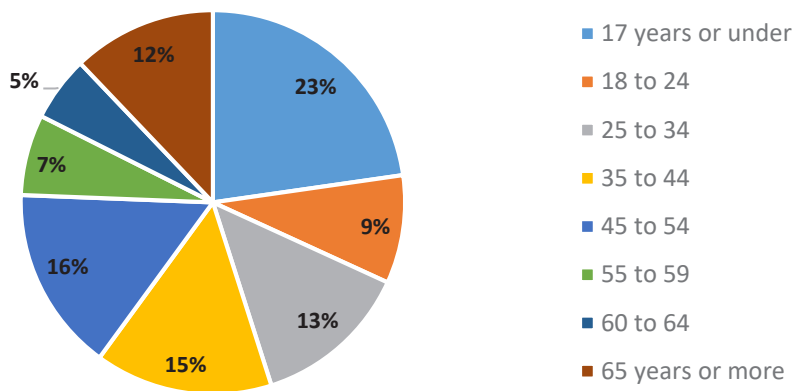
BCT uses a one-quarter mile buffer around local and limited stop routes and a three-mile buffer around park and ride lots to establish the service area. The 2018 BCT service area population is 1,935,878. The percentage of minorities in the service area is 63.5 percent and low-income population comprises 22.4 percent.

In 2018, BCT conducted a major update of the 10-year Transit Development Plan (TDP). A significant portion of the TDP focused on generating an updated BCT rider demographic profile. A total of 7,199 passenger surveys were collected on-board BCT routes during the second quarter of 2018. The system-wide results of the on-board survey are statistically significant with greater than 95% confidence and margin of error of ± 3 percent. Additional information about the on-board survey effort and findings can be found in the BCT Connected 2019-2028 Transit Development Plan⁹. On-board survey data was used for trip purpose and frequency of use. Since Route 115 is a new route, the *2013-2017 American Community Survey 5-Year Estimates* was utilized to determine the age, ethnic origin, income, and number of vehicles in a household for the population within the service area.

A demographic summary of the new commuter express Route 115 is provided below:

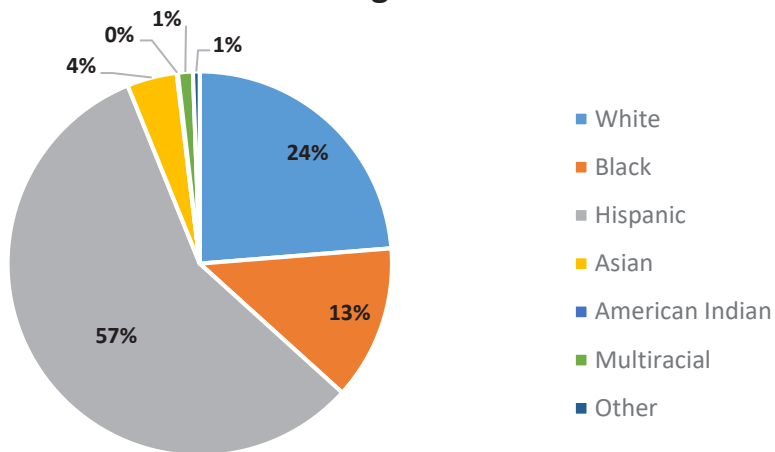
⁹ BCT Connected Transit Development Plan: <http://www.broward.org/bct/pages/transitdevelopmentplan.aspx>

Age



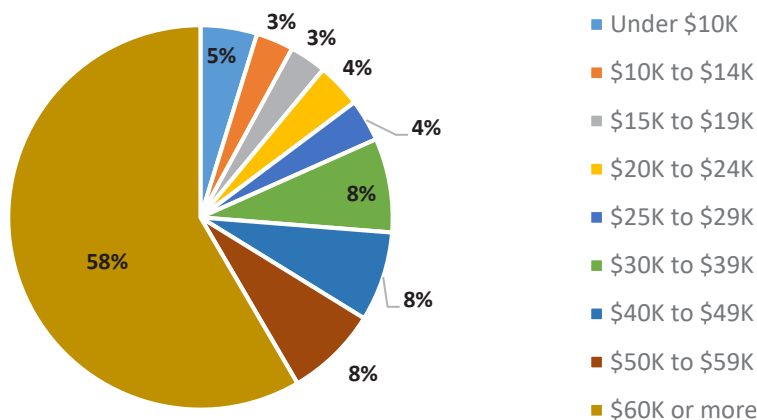
Over 65 percent of the population within the census tracts along the Route 115 alignment are between the ages of 18 to 64. Over 22 percent were under the age of 17, while 12 percent is over the age of 65. These percentages are similar to the BCT systemwide proportion (6 percent age 18 to 64, 21 percent 17 years or under, and 16 percent 65 years or more).

Ethnic Origin



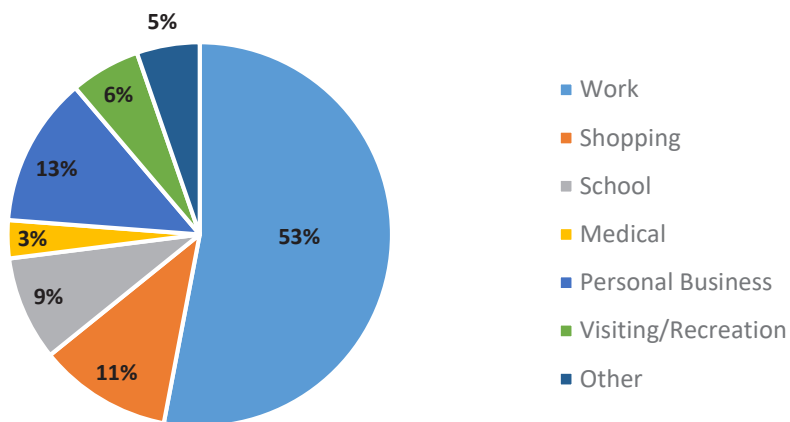
Minorities comprise over 76 percent of the population along the census tracts along the Route 115 alignment. Compared with the BCT systemwide population (64 percent), a higher proportion of minorities are serviced by this route. Based on the analysis of census tracts along the Route 115 alignment minorities make up over 76 percent of the total population; 57 percent are Hispanics, 13 percent are Black/African Americans, 4 percent are Asian, with approximately 2 percent Multiracial, Other, and American Indian. Non-Hispanic White make up nearly 24 percent of the total population along the census tracts.

Annual Household Income



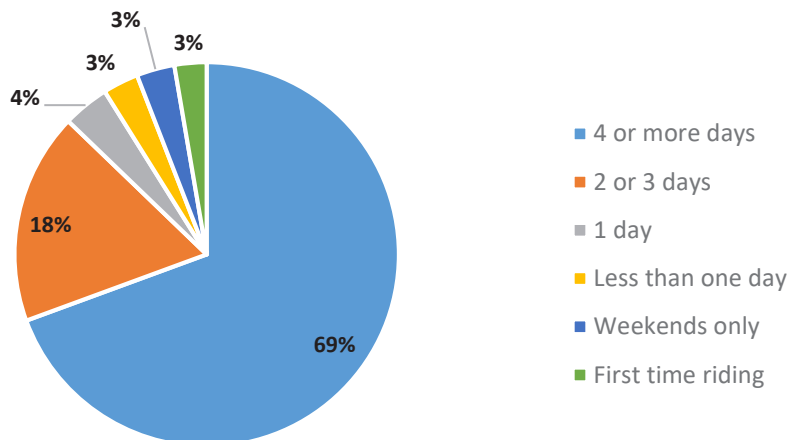
Systemwide, the percent of household with a annual household income below \$25,000 is over 22 percent. The percentage of households within the census tracts along the Route 115 alignment is below the systemwide proportion at 15 percent.

Trip Purpose



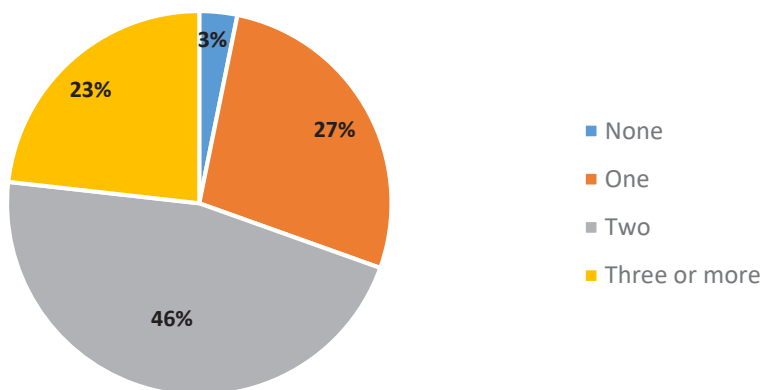
Over 53 percent of the respondents in the on-board survey use BCT primarily for work, followed by personal business with 13 percent and shopping at 11 percent.

Frequency of Use



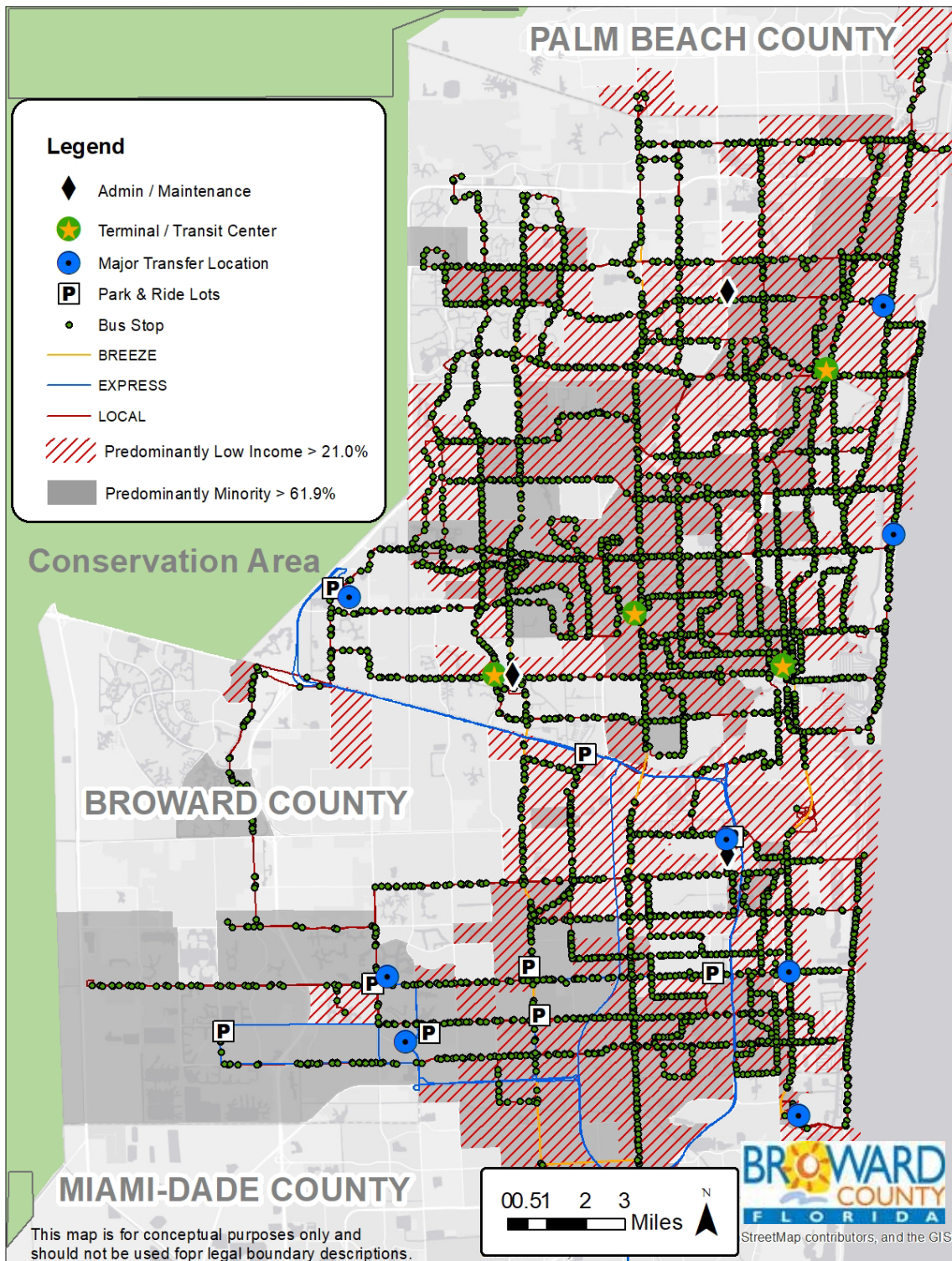
The average BCT rider is a frequent user of the system with around 69 percent of passengers using the system 4 or more days per week. Over 87 percent of riders use BCT at least 2 days per week.

Number of Vehicles Available in Household

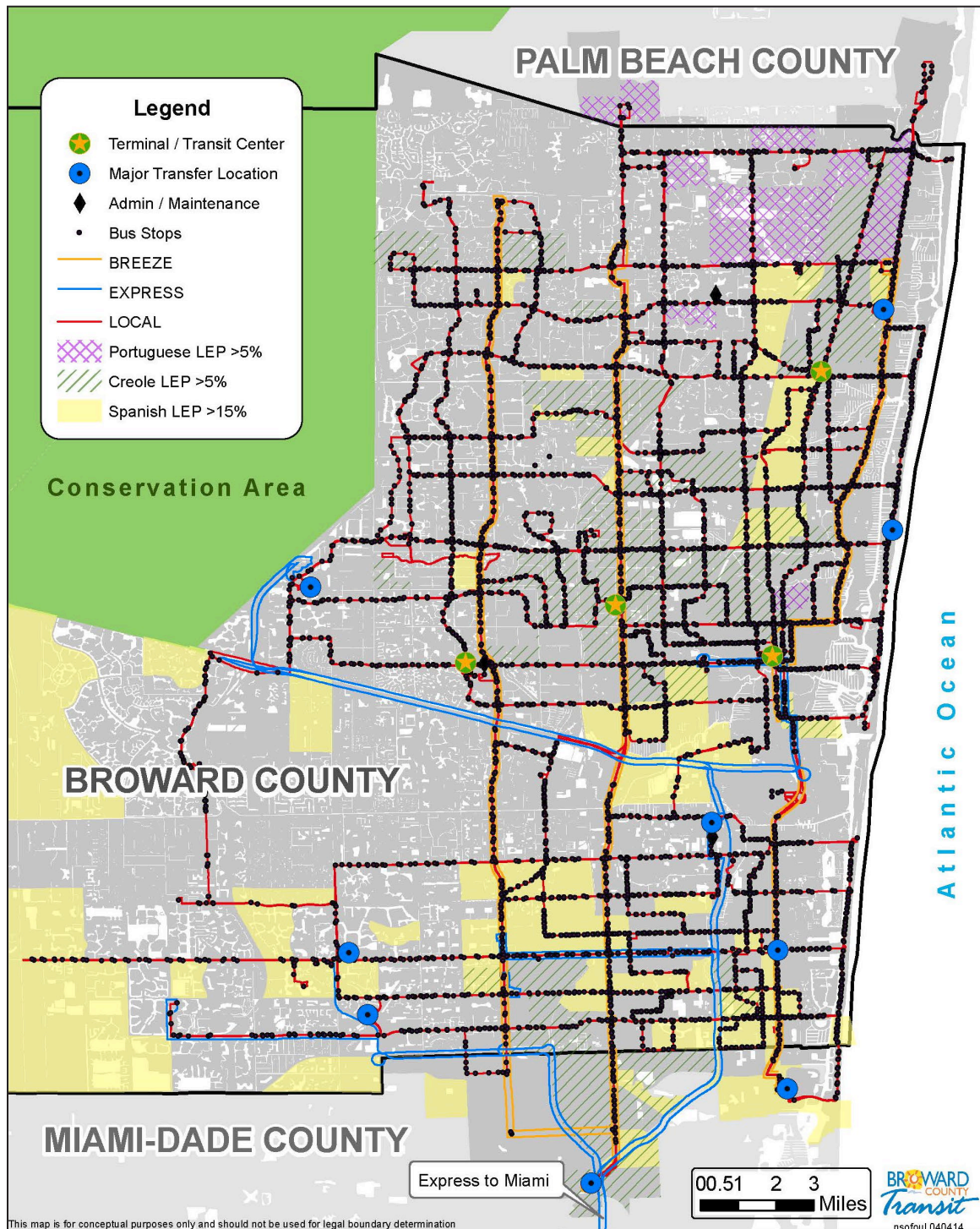


Over 3 percent of total households within the census tracts along the Route 115 alignment have no vehicle available. This percentage is smaller than the BCT systemwide average, where 7.3 percent of households have no vehicle available.

APPENDIX B: BCT TITLE VI CONTEXT MAP



APPENDIX C: BCT LEP CONTEXT MAP



APPENDIX D: PUBLIC OUTREACH PLAN

CUSTOMER EDUCATION

To introduce a new bus route and provide printed materials to attract and educate customers, marketing collateral will be created and distributed at outreach events. These materials include tri-fold brochures in four languages (English, Creole Portuguese, and Spanish), tabletop signs, large posters for the customer service booths, A-Frame signs at the bus terminals, seat drops, and interior bus placards. Outreach to inform the public of the new route changes will be done countywide, and in several locations.



CUSTOMER EDUCATION/INTERACTION

The locations below represent just a few of the face to face customer interaction outreach locations.

- **Tamarac Community Center** - 8601 West Commercial Boulevard, Tamarac, FL 33321
- **Miami Airport Tri-Rail Station** - 3861 Northwest 21st Street, Miami, FL 33142
- **Miami Gardens Park & Ride** - Miami Gardens Drive & NW 73 Avenue, Miami Gardens, FL 33169
- **BB&T Park & Ride** - 2091 NW 136th Ave, Plantation, FL 33323
- **Broward College** - 3501 S.W. Davie Road, Davie, FL 33314
- **FAU** - 3200 College Ave, Davie, FL 33314
- **University of Miami Medical Center** - 1400 NW 12th Ave, Miami, FL 33136
- **Miami International Airport** - 2100 NW 42nd Avenue, Miami FL33126
- **Markham Park** - 16001 W. State Road 84, Sunrise, FL 33326
- **Miramar Regional Park** - 16801 Miramar Pkwy, Miramar, FL 33027
- **Pembroke Lakes Mall** - 11401 Pines Blvd. Pembroke Pines, FL 33026



APPENDIX D: PUBLIC OUTREACH PLAN

MARKETING MATERIALS

BCT has developed an outreach/marketing plan to inform the public about this major service proposal. The plan includes educational/community outreach which will include face to face and one on one interactions with the public, marketing materials that include print collateral such as 2-sided flyers, seat drops for buses, on-board rack cards printed in four languages (English, Spanish, Creole and Portuguese), bus placards, tabletop signs and A-Frame signs at bus terminals.

We will also utilize broadcast, social, print and digital media to include on-board bus monitors, BCT's website, Transit Flash email notification and, when available, radio and television.

BROWARD COUNTY Transit
Take the Less Stress
I-75 EXPRESS
 New I-75 Express Service Coming January 2020!

- Service to and from Sunrise BB&T Center Park & Ride to Miami Airport Station with stop at Miami Gardens Drive Park & Ride West
- Weekday service every 30 minutes during morning and afternoon peak travel hours
- Comfortable, Air Conditioned Coaches
- FREE Wi-Fi service
- Easy to use bike racks

We Connect You to Life.

Broward.org/BCT • 954-357-8400

75 EXPRESS
 Route 115
 Routes to Miami Airport Station

NEW SERVICE COMING
 January 2020
 954-357-8400 • Broward.org/BCT

BROWARD COUNTY Transit connecting:
 People, Businesses, Communities

MyRide
 BROWARD.org

Facebook, YouTube, Twitter icons

MARKETING MATERIALS- ADS

RIVERSIDE TIMES (Sun-S)

BROWARD COUNTY Transit
Take the Less Stress
I-75 EXPRESS
 New I-75 Express Service Beginning January 2020!

- Service to and from Sunrise BB&T Center Park & Ride to Miami Airport Station with stop at Miami Gardens Drive Park & Ride West
- Weekday service every 30 minutes during morning and afternoon peak travel hours
- Comfortable, clean, air conditioned coaches
- Premium bus fares apply
- Easy to use bike racks
- FREE Wi-Fi service

We Connect You to Life.

Broward.org/BCT • 954-357-8400

ACHEIUSA (Portuguese)

BROWARD COUNTY Transit
Pegar o Menos Estressante!
I-75 EXPRESS
 Novo Serviço I-75 Expresso a partir de Janeiro de 2020!

- Serviço de ida e volta para Sunrise BB&T Center Park & Ride para o Estágio do Aeroporto de Miami (Miami Airport Station) com a parada em Miami Gardens Drive Park & Ride West
- Serviço todos os dias úteis a cada 30 minutos durante as horas de maior tráfego de manhã e à tarde
- Ônibus confortáveis, limpos e com ar condicionado
- Aplicam-se tarifas premium do ônibus
- Suportes para bicicletas fáceis de usar
- Serviço Wi-Fi

Nós conectamos você à vida.

Broward.org/BCT • 954-357-8400

EL SENTINEL

BROWARD COUNTY Transit
Tome el de Menor Estrés
I-75 EXPRESS
 ¡Nuevo Servicio I-75 Expresso a Partir de Enero de 2020!

- Servicio desde y hacia Sunrise BB&T Center Park & Ride a la Estación del Aeropuerto de Miami (Miami Airport Station) con parada en Miami Gardens Drive Park & Ride West
- Servicio cada 30 minutos en días laborables durante las horas pico de viaje en la mañana y en la tarde
- Autobuses cómodos, limpios y con aire acondicionado
- Aplican tarifas premium de servicio de autobús
- Perchas para bicicletas fáciles de utilizar
- Servicio de Wi-Fi

Lo Conectamos a la Vida.

Broward.org/BCT • 954-357-8400

HAITI EN MARCHÉ

BROWARD COUNTY Transit
Pran wens Presyon Avèk
I-75 EXPRESS
 Nouvo sèvis I-75 Express Apati Janvye 2020!

- Sèvis pou ale ak soti nan Sunrise BB&T Center Park & Ride rive nan Estasyon Ayewopò Miami (Miami Airport Station) avèk estaj nan Miami Gardens Drive Park & Ride West
- Sèvis chak 30 minit jou taseman nan lò gwo trafik nan maten ak nan apre midi
- Otobus konfortab, pwep ki gen li kondisyone
- Tarif siperyè (premium) pou otobus yo aplike
- Estasyonman pou bisiklet ki byen fasil pou itilize
- Sèvis Wi-Fi

Nou Konekte w ak Lavi a.

Broward.org/BCT • 954-357-8400

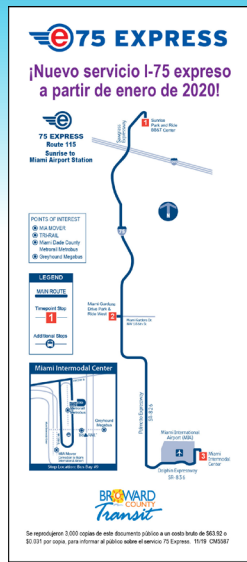


APPENDIX D: PUBLIC OUTREACH PLAN

MARKETING MATERIALS

2-Sided Rack Cards; English, Spanish, Creole and Portuguese

A Frame Signs



MARKETING MATERIALS- DIGITAL



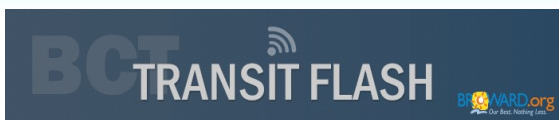
On-Board Bus Monitor



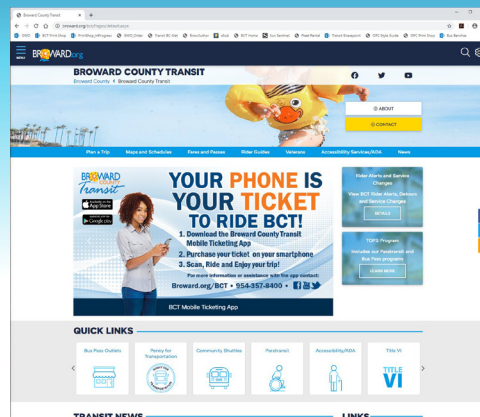
Bus Terminal Monitor



Real Time Bus Monitor



BCT Customer Newsletter



BCT's Online Website



APPENDIX E: PUBLIC MEETING NOTICES



NOTICE OF PUBLIC HEARING NEW I-75 EXPRESS ROUTE 115

BROWARD COUNTY, FL – The Broward County Commission will hold a public hearing on Tuesday, December 3, 2019, at 10:00 a.m., at the Broward County Governmental Center, Room 422, 115 South Andrews Avenue, Fort Lauderdale, to receive public input on the proposed implementation of the Broward County Transit Division's new express transit service starting January 13, 2020, that will travel on the I-75 express lanes between the City of Sunrise (BB&T Center) and the City of Miami, (Miami Airport Station) with an additional stop in the City of Miami Gardens at the newly constructed FDOT Park and Ride. The 75 Express fixed-route bus service will operate every 30 minutes during the morning and afternoon peak travel hours.

Public participation is solicited without regard to race, color, national origin, sex, religion, disability, or family status.

Persons with disabilities who require assistance should notify BCT at (954) 357-8481 or phone the TDD line at (954) 357-8302 at least two (2) business days in advance of the meeting.

If you are unable to attend the public hearing, send your written comments to:

**Broward County Transit
Customer Relations and Communications
1 North University Drive, Suite 2401B
Plantation, FL 33324**

Or, send comments online at Broward.org/BCT and click on "Contact Us."

APPENDIX F: ROUTE 115 – MIAMI AIRPORT STATION MAP



75 EXPRESS Sunrise / Miami Airport Station Route 115



LEGEND

- MAIN ROUTE** (thick blue line)
- Timepoint Stop** (red square with '1')
- Additional Stops** (bus icon)



Miami Intermodal Center

Stop Location: Bus Bay #9

APPENDIX G: SERVICE EQUITY ANALYSIS TABLES

Minority Percentage Comparison

Race/Ethnicity	Proposed Route 115	BCT Systemwide Average
Black/ African American	13.0%	29.4%
White	23.7%	36.5%
Hispanic	57.2%	28.4%
Asian	4.2%	3.3%
American Indian	0.1%	0.2%
Multiracial	1.3%	1.8%
Other	0.6%	0.5%
Total Minority	76.3%	63.5%
Predominantly Minority?	YES	N/A

Source: 2013-2017 American Community Survey 5-Year Estimates, U.S. Census Bureau

Low-Income Percentage Comparison

Household Income	Proposed Route 115	BCT Systemwide Average
Under \$10K	4.8%	6.9%
\$10K to \$14,999	3.1%	4.8%
\$15k to \$19,999	3.1%	5.2%
\$20k to \$24,999	3.8%	5.5%
\$25k to \$29,999	3.6%	5.1%
\$30k to \$39,999	7.9%	9.9%
\$40k to \$49,999	7.5%	9.3%
\$50k to \$59,999	7.8%	7.9%
\$60k or more	58.4%	45.4%
Less than \$25k	14.8%	22.4%
Predominantly Low-Income?	NO	N/A

Source: 2013-2017 American Community Survey 5-Year Estimates, U.S. Census Bureau

Title VI Major Service Changes – Disparate Impact Assessment

Route	Service Type	Adverse Effects?	Description	Minority Percentage	Systemwide Average	Deviation from Systemwide Average	Disparate Impact?
115	Commuter Express	None	New service	76.3%	63.5%		
					Total	12.8%	NO

Source: 2013-2017 American Community Survey 5-Year Estimates, U.S. Census Bureau

* New Route: In lieu of on-board survey data, demographics are based on US Census 2013-2017 American Community Survey 5-Year Estimates

Title VI Major Service Changes – Disproportionate Burden Assessment

Route	Service Type	Adverse Effects?	Description	Low-income Percentage	Systemwide Average	Deviation from Systemwide Average	Disproportionate Burden?
115	Commuter Express	None	New service	14.8%	22.4%		
					Total	-7.6%	NO

Source: 2013-2017 American Community Survey 5-Year Estimates, U.S. Census Bureau

* New Route: In lieu of on-board survey data, demographics are based on US Census 2013-2017 American Community Survey 5-Year Estimates

PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED

Any person or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity by Broward County Transit (BCT), may call (954)357-8481 to file a Title VI discrimination complaint or write to Broward County Transportation Department, Compliance Manager, One N. University Dr., Ste 3100A, Plantation, Florida 33324

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
14**

**Certifications and
Assurances**

Joni Armstrong Coffey
County Attorney



OFFICE OF THE COUNTY ATTORNEY
115 S. Andrews Avenue, Suite 423
Fort Lauderdale, Florida 33301

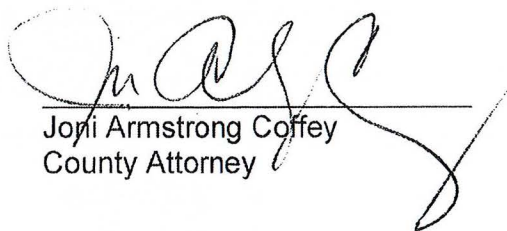
954-357-7600 · FAX 954-357-7641

November 19, 2014

Re: Designation of Signature Authority for the Transportation Electronic Award and Management Process

The Broward County Board of County Commissioners, pursuant to Broward County Resolution No. 2013-227, a certified copy of which is attached hereto, authorized the Broward County Attorney, or designee, to be assigned use of a Personal Identification Number (PIN), for the execution of annual Certifications and Assurances issued by the Federal Transit Administration (FTA), submission of all FTA grant applications, and the execution of all FTA grant awards on behalf of Broward County for the FTA's Transportation Electronic Award and Management System.

As County Attorney, I designate Angela J. Wallace, Deputy County Attorney, to be assigned use of a PIN, for the execution of annual Certifications and Assurances issued by the Federal Transit Administration (FTA), submission of all FTA grant applications, and the execution of all FTA grant awards on behalf of Broward County for the FTA's Transportation Electronic Award and Management System.



Joni Armstrong Coffey
County Attorney

AJW:wp
Attachment

Resolution 2013-227

1
2
3 A RESOLUTION OF THE BOARD OF COUNTY
4 COMMISSIONERS OF BROWARD COUNTY, FLORIDA,
5 AUTHORIZING THE DIRECTOR OF THE TRANSIT DIVISION
6 AND THE COUNTY ATTORNEY, OR THEIR DESIGNEES, TO
7 EXECUTE CERTIFICATIONS AND ASSURANCES AS
8 REQUIRED BY THE UNITED STATES FEDERAL TRANSIT
9 ADMINISTRATION (FTA) TO ENABLE BROWARD COUNTY
10 TO SUBMIT APPLICATIONS FOR FEDERAL ASSISTANCE
11 WITH THE FTA; AUTHORIZING THE DIRECTOR OF THE
12 TRANSIT DIVISION AND THE COUNTY ATTORNEY TO
13 DESIGNATE PERSONNEL WITH SIGNATURE AUTHORITY
14 FOR THE TRANSPORTATION ELECTRONIC AWARD AND
15 MANAGEMENT SYSTEM (TEAM); AND PROVIDING FOR AN
16 EFFECTIVE DATE.

17
18 WHEREAS, the Secretary of Transportation for the U.S. Department of
19 Transportation is authorized to make grants for transit projects; and

20
21 WHEREAS, it is required by the U.S. Department of Transportation that in
22 connection with the filing of applications for assistance under the Federal Transit Act, as
23 amended, that an applicant select and submit certifications and assurances, as required
24 by Federal law, NOW, THEREFORE,

BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF
BROWARD COUNTY, FLORIDA:

Section 1. The Director of the Transit Division and the County Attorney, or their
designees, are authorized to execute the annual certificates and assurances and other
documents the FTA requires before awarding a Federal assistance grant or cooperative
agreement.

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Section 2. Broward County, Florida, hereby authorizes the Director of the Transit Division and the County Attorney, or their designees, to be assigned use of a Personal Identification Number (PIN), for the execution of annual Certifications and Assurances issued by FTA, submission of all FTA grant applications, and the execution of all FTA grant awards, on behalf of Broward County for the FTA's Transportation Electronic Award and Management System (TEAM).

Section 3. EFFECTIVE DATE.

This Resolution shall become effective upon its adoption.

ADOPTED this 20th day of April, 2013. #44

SVT:slw
FTAgrant2013
02/20/13
13-114

STATE OF FLORIDA)

) SS

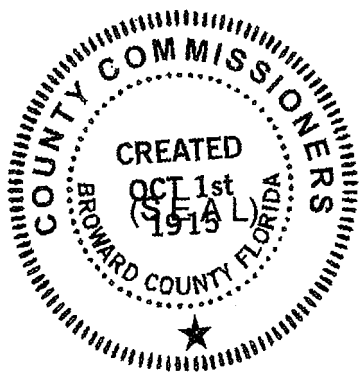
COUNTY OF BROWARD)

I, Bertha Henry, County Administrator, in and for Broward County, Florida, and Ex-Officio Clerk of the Board of County Commissioners of said County, DO HEREBY CERTIFY that the above and foregoing is a true and correct copy of Resolution 2013-227 as the same appears of record in the minutes of a said meeting of Board of County Commissioners held on the 2nd day of April, 2013.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal dated this 4th day of April, 2013.

BERTHA HENRY
COUNTY ADMINISTRATOR

By Susan Safarian
Deputy Clerk



**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2020 – 2023**

**APPENDIX
15**

**Public Works Department
Florida Department of Transportation
Local Agency Program**

FLORIDA DEPARTMENT OF TRANSPORTATION

LOCAL AGENCY PROGRAM (LAP)

December 2020

Broward County, Florida



BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS



Nan H. Rich
Commissioner, District 1



Mark D. Bogen
Commissioner, District 2



Michael Udine
Commissioner, District 3



Lamar Fisher
Commissioner, District 4



Vice Mayor Steve Geller
Commissioner, District 5



Beam Furr
Commissioner, District 6



Tim Ryan
Commissioner, District 7



Dr. Barbara Sharief
Commissioner, District 8



Mayor Dale V.C. Holness
Commissioner, District 9



A service of the Broward County Commission

**PUBLIC WORKS
FLORIDA DEPARTMENT OF TRANSPORTATION
LOCAL AGENCY PROGRAM**

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- III. TITLE VI COORDINATOR AND ADA COORDINATOR**
- IV. COMPLAINT PROCESS**
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- VII. LIMITED ENGLISH PROFICIENCY PLAN**
- VIII. PUBLIC PARTICIPATION**
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APPENDICES

- APPENDIX 1** ADA Grievance Procedures for County Services
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Complaint of ADA and Title VI Discrimination (Transportation)
- APPENDIX 3** Broward County Quick Facts
- APPENDIX 4** FDOT Title VI/Non-Discrimination Assurance

I. Overview of the County

Broward County (COUNTY) values diversity and welcomes input from all interested parties, regardless of cultural identity, background, or income level. Moreover, the COUNTY believes that the best programs and services result from careful consideration of the needs of all its communities and when those communities are involved in the transportation decision-making process. Thus, the COUNTY does not tolerate discrimination in any of its programs, services, or activities. Pursuant to Title VI of the Civil Rights Act of 1964 and other federal and state authorities, the COUNTY will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion or family status.

II. Policy Statement

The County is committed to a policy of non-discrimination in the conduct of its activities, programs and services. It is the County's policy that no person be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination in any County activity, program or service or otherwise on the basis of race, color, national origin, sex, age, religion or family status or any other legally protected status in accordance with Title VI of the Civil Rights Act of 1964 and other applicable federal and state laws.

The County is also committed to a policy of non-discrimination on the basis of disability and to providing reasonable accommodations to an individual with a disability, unless doing so would fundamentally alter the nature of the County's activity, program or service, or impose an undue financial or administrative burden on the County.

III. Title VI Coordinator and ADA Coordinator

The County has appointed a Non-Discrimination and ADA Coordinator to assist and provide information to individuals concerning the County's Non-Discrimination Policy and Disability Non-Discrimination Policy:

Title VI Coordinator

Averill L. Dorsett
Broward County Government
115 S. Andrews Avenue
Fort Lauderdale, Florida 33315
adorsett@broward.org
Phone: (954) 357-6503
Hearing Impaired: (954) 357-7888

ADA Coordinator

Jennifer DiBono
Broward County Government
115 S. Andrews Avenue
Fort Lauderdale, Florida 33315
jdibono@broward.org
Phone: (954) 357-6581
Hearing Impaired: (954) 357-7888

The County's Title VI and ADA Coordinators have easy access to the County Administrator and are not required to obtain management or other approval to discuss discrimination issues with the County Administrator.

IV. Complaint Process

The Non-Discrimination Policy (which includes the complaint procedure) and the Grievance Form are available on the County's website at <https://www.broward.org/ReportAComplaint/Pages/Default.aspx> . The Grievance Form can be submitted via fax, email or mail to the County's Title VI Coordinator, see Appendix 1.

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Title VI Coordinator for assistance. The Title VI Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the COUNTY be unable to satisfactorily resolve a complaint, the COUNTY will forward the complaint, along with a record of its disposition to the appropriate FDOT District Office.

However, should the complainant be unable or unwilling to complain to the COUNTY, the written complaint may be submitted directly to Florida Department of Transportation (FDOT):

Florida Department of Transportation
Equal Opportunity Office
ATTN: Title VI Complaint Processing
605 Suwannee Street, MS 65
Tallahassee, FL 32399

The Florida Department of Transportation serves as a statewide clearinghouse for Title VI purposes and will either assume jurisdiction over the complaint or forward it to the appropriate federal or state authority for continued processing.

V. ADA (Americans with Disabilities Act)/504 Statement

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal-aid recipients and other government entities to take affirmative steps to reasonably accommodate those with disabilities and ensure that their needs are equitably represented in transportation programs, services, and activities.

The COUNTY will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The COUNTY will also make every effort to ensure that its advisory committees, public involvement activities and all other programs, services and activities include representation by communities with disabilities and disability service groups.

The COUNTY encourages the public to report any facility, program, service, or activity that appears inaccessible to the disabled. Furthermore, the COUNTY will provide reasonable accommodation to disabled individuals who wish to participate in public

involvement events or who require special assistance to access COUNTY facilities, programs, services, or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the COUNTY asks that requests be made at least FIFTEEN (15) calendar days prior to the need for accommodation.

Questions, concerns, comments, or requests for accommodation should be made to the COUNTY's ADA Coordinator.

VI. RETALIATION

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the COUNTY that persons filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion, or fear of reprisal. Anyone who feels they have been subjected to retaliation should report such incident to the Title VI Coordinator.

VII. LIMITED ENGLISH PROFICIENCY (LEP) ANALYSIS

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal-aid recipients to take reasonable steps to ensure meaningful access to programs, services and activities by those who do not speak English proficiently. To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four factors:

- The number or proportion of LEP persons eligible to be served or likely to be encountered by the County's programs, services or activities;
 - The frequency with which LEP individuals come in contact with these programs, services or activities;
 - The nature and importance of the program, service, or activity to people's lives; and,
 - The resources available to the County and the likely costs of the LEP services.
1. Using census data, the COUNTY has determined that LEP individuals speaking English less than well represent approximately 40.8% of the community. The COUNTY realizes that such statistical data can become outdated or inaccurate. Therefore, the COUNTY contacted local law enforcement, social services agencies and the school board to validate the proportion of LEP served by those entities. Spanish and Creole were reported to be the prevalent LEP language with an estimate of 31% eligible to be served. Broward County Quick Facts is attached at Appendix 2.
 2. The COUNTY has received requests for translation or interpretation of its programs, services or activities into Spanish and Creole or other languages. In addition, COUNTY sponsored community outreach or public events are attended by significant numbers of LEP speakers. Thus, the COUNTY estimates its contact with LEP individuals to be moderate.

3. The COUNTY believes that transportation is of critical importance to its public, as access to health care, emergency services, employment, and other essentials would be difficult or impossible without reliable transportation systems. In that spirit, the COUNTY defines as essential any document that advises the public of how to access nondiscrimination and public involvement policies, as well as those that impact public safety, health and welfare and emergency services. A full list of translated documents is available on the COUNTY website or by contacting the COUNTY Title VI/Nondiscrimination Coordinator.
4. The COUNTY is fortunate to house within/near its jurisdiction one or more institutions of higher education which have extensive language resources. Further, the COUNTY maintains cordial relationships with faith based and/or community organizations that offer competent language services at low or no cost to the COUNTY. Finally, the COUNTY employs a number of proficient Spanish and Creole speakers that are able to interpret and/or provide translation services.

The analyses of these factors suggest that LEP services are required at this time. At a minimum, the COUNTY commits to:

- Maintain a list of employees who competently speak the LEP language(s) and who are willing to provide translation and/or interpretation services.
- Distribute this list to staff that regularly has contact with the public.
- Provide public notification in the LEP language of the availability of language assistance, free of charge.

In addition, the COUNTY will:

- Post notifications of meeting, events, office closures, election information and other materials in Spanish and Creole.
- Provide over the phone translation and have documents translated on an as needed basis.
- For transit services, bus stop announcements are made in Spanish and Creole. Additionally, maps, timetables and brochures are available in different languages upon request.
- The COUNTY's website (published in English) allows for users to translate the information into Spanish, French, Creole, or Portuguese by clicking the "Translate" button located in the top right corner of the webpage.

The COUNTY understands that its community characteristics change and that the four-factor analysis may reveal the need for more or varied LEP services in the future. As such, it will at least triennially examine its LEP plan to ensure that it remains reflective of the community's needs.

Anyone who requires special language services should contact the COUNTY's Title VI Coordinator.

VIII. Public Participation

The County values input from residents and other members of the public concerning its activities, programs and services. To that end, the County seeks to engage the public in its planning and decision-making processes. The communication methods are:

- Public meetings, workshops and other events
- Website
- Social media
- 311 – multilingual Call Center

The COUNTY sponsors, attends and participates in other community events to promote its services to the public. Finally, the COUNTY is constantly seeking ways of measuring the effectiveness of its public involvement.

Persons wishing to request special presentations by the COUNTY; volunteer in any of its activities; offer suggestions for improvement; or to simply learn more about COUNTY programs and services should contact the Title VI Coordinator.

IX. Data Collection

In accordance with federal and/or state regulations, the County collects racial, ethnic and other demographic data regarding its residents, who are beneficiaries of or affected by the County's transportation programs, services and activities, through the use of census data, American Community Survey reports, driver and ridership surveys, and other methods. From time to time, the County may request voluntary self-identification of racial, ethnic data and other data from individuals who participate in County programs, services, or activities, including the County's transportation and public works-related programs. Self-identification of personal data to the County will always be voluntary and anonymous. Moreover, the County will not release or otherwise use this data in any manner inconsistent with applicable federal or state regulations.

X. NON-DISCRIMINATION ASSURANCE

Attached as Appendix 3 is a copy of the "Title VI/Non-Discrimination Assurance" for the County, which was executed by County Administration in July 2020. The assurance is a certification of the County's commitment to a policy of nondiscrimination in its activities, programs and services. The assurance will be approved by the Board and submitted to the Florida Highway Administration and Florida Department of Transportation every three years or in connection with a change in leadership of the County Administrator position of the County.

APPENDIX

1

ADA Grievance Procedures for County Services

ADA Grievance Procedures for County Services, Programs, Activities or Facilities

[Human Resources Division](#) [\(/Agencies/humanresources/Pages/default.aspx\)](#) [Employment Issues Policies](#)

[\(/Agencies/humanresources/policies/Pages/default.aspx\)](#) **ADA Grievance Procedures for County Services, Programs, Activities or Facilities**

Broward County established the following internal procedure to ensure the prompt and equitable resolution of complaints alleging discrimination on the basis of disability in the provision of services, programs, activities or benefits by the County. This grievance procedure is adopted pursuant to the regulations implementing Title II of the Americans with Disabilities Act (ADA), as amended. 28 C.F.R. § 35.107

Any complaints relating to County employment practices should be directed to the Office of Intergovernmental Affairs and Professional Standards (OIAPS) in accordance with the Broward County Equal Employment Opportunity Policy.

If a County Department/Office/Division ADA designee (designee) has been identified, complaints of alleged discriminatory behavior may be filed with that Department / Office / Division. Otherwise, complaints related to County services, programs, activities or facilities should be addressed to:

Office of Intergovernmental Affairs and Professional Standards

115 S. Andrews Avenue, Suite 427

Fort Lauderdale, FL 33301

ATTN: ADA Administrator

954-357-6500

954-357-7888 TTY

Grievance Procedure

1. All complaints shall include:

a. Name, address and contact number of the person(s) making the complaint;

b. Names, addresses and contact numbers of witnesses;

c. A narrative or statement describing the alleged violation of the ADA, including date and time of the alleged violation and county program or facility where the alleged violation occurred;

d. A narrative or statement identifying the recommended corrective actions to solve the alleged violation(s); and

e. Any other documentation that may provide an additional explanation or identification of the alleged violation.

All ADA designees must notify OIAPS within five (5) business days of receipt of any and all ADA complaints filed directly with a County Department/Office/Division. The notification must provide the OIAPS with the name, telephone and address of the person(s) making the complaint, date the complaint was received, and a summary of the allegation(s).

2. All complaints shall be filed no later than 180 days from the date of the alleged discrimination, unless the time for filing is extended by the OIAPS or designee upon a showing of good cause.

3. Within fifteen (15) calendar days after receipt of the complaint, the ADA Administrator or designee will meet with the complainant to discuss the complaint and possible resolution.

4. Within thirty (30) calendar days of the meeting, the ADA Administrator or designee will complete an investigation/review of the allegations and respond in writing to the person(s) who filed the complaint. Where appropriate, the written response will be in a format accessible to the person(s) who filed the complaint, such as large print, Braille, compact disc (CD) or audio tape. An ADA designee will forward a copy of the written response to the OIAPS at the same time it is sent to the person(s) who filed the complaint. The response will explain the position of the County and offer options for substantive resolution of the complaint.

5. The person(s) who filed the complaint may appeal the written response if it does not satisfactorily resolve the issue. Appeals must be submitted in writing, or where appropriate, in a format accessible to the person(s) who filed the complaint, within fifteen (15) calendar days after receipt of written response to the Director of the OIAPS or designee. Appeals received by an ADA designee must be forwarded to the OIAPS within three (3) days after receipt of the appeal.

6. Within fifteen (15) calendar days after receipt of the appeal, the Director of the OIAPS or designee will meet with complainant to discuss the appeal and possible resolutions.

7. Within fifteen (15) calendar days after the meeting, the Director of the OIAPS or designee will respond in writing, and where appropriate, in a format accessible to the person(s) who filed the complaint, with a final resolution. The OIAPS must be provided with a copy of any and all written responses prepared by an ADA designee.

This Grievance Procedure shall be construed to protect the substantive rights of interested persons and to assure that the County meets the spirit and guidelines of the Americans with Disabilities Act, as amended.

Note: Alternative means of filing complaints, such as personal interviews or a recording of the complaint will be made available for persons with a disability(s) upon request.

Revised: May 2012

BROWARD EMPLOYEE



USEFUL LINKS

- > [Broward.org](http://www.broward.org)
(<http://www.broward.org>)
- > [Human Resources](/Agencies/humanresources)
(</Agencies/humanresources>)
- > [Resources](/resources/Pages/default.aspx)
(</resources/Pages/default.aspx>)
- > [Planning Resources](/resources/Pages/BusinessPlanning.aspx)
(</resources/Pages/BusinessPlanning.aspx>)
- > [Purchasing](/Agencies/purchasing/Pages/default.aspx)
(</Agencies/purchasing/Pages/default.aspx>)

USEFUL LINKS

WEBSITE SUPPORT

- 🏠 Office of Public Communications
- ✉ publicinfo@broward.org
(<mailto:publicinfo@broward.org>)
- ☎ 954.357.6990

APPENDIX

2

Compliant Forms



PUBLIC ACCOMMODATIONS DISCRIMINATION CHARGE QUESTIONNAIRE

BROWARD COUNTY HUMAN RIGHTS SECTION

115 S. ANDREWS AVENUE, ROOM 427

FORT LAUDERDALE, FLORIDA 33301

TELEPHONE: (954) 357-7800 FAX: (954) 357-7817 TTY (954) 357-6181

HTTP://WWW.BROWARD.ORG/HUMANRIGHTS

IMPORTANT NOTICE TO POTENTIAL CHARGING PARTY: Completion of this form is necessary in order for the Human Rights Section (Section) to determine if you have sufficient legal grounds to initiate the filing of a charge of public accommodations discrimination.

Completion and submission of this questionnaire does not constitute the filing of a charge of discrimination.

Upon receipt of the completed questionnaire, we will determine if you have stated sufficient factual allegations to proceed further. If the facts are not sufficient, we will either contact you for further information or notify you of our determination that the facts are not sufficient. If the facts are sufficient, a charge will be prepared for you to sign, notarize and return to the Section for filing and investigation. You must return the signed and notarized charge document so that it is received by the Section within 365 days of the date of the most recent act of alleged discrimination.

When completing this form, please print legibly or use a typewriter.

Please do not write on the back of the page. Use additional sheets if necessary.

1. PERSONAL INFORMATION:

Last Name: _____ First Name: _____ MI: _____

Street/Mailing Address: _____ Apt./Unit # _____

City: _____ County: _____ State: _____ Zip: _____

Phone Numbers: Home: () _____ Work: () _____

Cell: () _____ Email Address: _____

Date of Birth: _____ Sex: Male Female

National Origin/Ethnicity: _____ Do you have a disability? Yes No

How did you hear of our office? _____

PROVIDE THE NAME OF A PERSON WE CAN CONTACT IF WE ARE UNABLE TO REACH YOU:

Name: _____ Relationship: _____

Address: _____ City: _____ State: _____ Zip: _____

Home: () _____ Other: () _____

2. INFORMATION ABOUT YOUR DISCRIMINATION CLAIM:

What is the name of the Public Accommodations provider that you believe discriminated against you?

Name: _____

Address: _____ County: _____

City: _____ State: _____ Zip: _____ Telephone: _____

INFORMATION ABOUT YOUR DISABILITY: IF YOU ARE CLAIMING DISCRIMINATION BASED ON DISABILITY, PLEASE ANSWER THE FOLLOWING QUESTIONS:

12. DO YOU (OR THE PERSON YOU ARE ASSISTING) HAVE A PHYSICAL OR MENTAL IMPAIRMENT? Yes No

13. WHAT IS THE NAME OF YOUR DISABILITY? HOW DOES YOUR DISABILITY AFFECT OR LIMIT YOUR DAILY LIFE OR WORK ACTIVITIES? (Example: lifting, sleeping normally, breathing normally, pulling, walking, climbing, caring for oneself, working, seeing, hearing, speaking, performing manual tasks, other, etc.)

14. IS YOUR DISABILITY PERMANENT? Yes No If no, how long is your disability expected to persist?

15. DO YOU BELIEVE THAT THE PUBLIC ACCOMMODATIONS PROVIDER KNOWS ABOUT YOUR DISABILITY? Yes No

16. DID YOU REQUEST AN ACCOMODATION BECAUSE OF YOUR DISABILITY? Yes No
If you answered yes, when did you make the request? Was it written or verbal? To whom did you make the request? What was the public accommodations provider's response to your request for an accommodation?

- A. I have been advised by a representative of the Broward County Human Rights Section (Section) that completion of this questionnaire is necessary in order for the Section to determine if I have sufficient legal grounds to initiate the filing of a charge of public accommodations discrimination. I understand that completion and submission of this questionnaire does not constitute the filing of a charge of public accommodations discrimination and that upon receipt and review of this completed questionnaire, the Section will determine if I have stated sufficient factual allegations to proceed with the actual filing of a charge of public accommodations discrimination.
- B. I understand that to be timely filed, a charge of public accommodations discrimination must be signed and received by the Section within 365 days of the date of the most recent act of alleged discrimination.

Under penalty of perjury, I declare that I have read the entire contents of this questionnaire and that my answers and statements contained herein are true and correct.

Signed: _____
Printed Name: _____
Date Signed: _____



Transportation Department

TRANSIT DIVISION / Administration

1 N. University Drive, Suite 3100A • Plantation, Florida 33324 • 954-357-8300 • FAX 954-357-8305

LANGUAGE TRANSLATION SERVICE AVAILABLE

NOTE: If you require this Title VI Complaint Form to be translated into another language, please log onto www.broward.org/bct. Click on either “Microsoft Translator” or “Google Translate” at the top right corner of the web page and select the appropriate language for your translation.

SERVICIO DE TRADUCCIÓN LENGUA DISPONIBLE

NOTA: Si usted requiere de este Formulario de Queja del Título VI de ser traducido a otro idioma, por favor haga clic en cualquiera de “Microsoft Translator” o “Google Translate” en la esquina superior derecha de esta página web y seleccionar el idioma.

LANG TRADIKSYON SÈVIS KI DISPONIB

REMAK: Si w mande pou s a Tit VI Fòm Plent dwe tradui nan yon lòt lang, tanpri klike sou swa “Tradiktè Microsoft” oswa “Google Translate” nan kwen paj sa a web tèt dwat epi chwazi lang ki apwopriye a pou tradiksyon ou.

**Broward County Board of County Commissioners
Transportation Department**

COMPLAINT OF ADA and TITLE VI DISCRIMINATION

The Broward County Transit Division, as a recipient of federal financial assistance, is required to ensure that its transit service and related benefits are distributed in a manner consistent with Title VI of the Civil Rights Acts of 1964, as amended.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination under Title VI, on the basis of race, color, or national origin, may file a written complaint with the Broward County Transit Division.

We are asking for the following information to assist us in processing your complaint. If you need help in completing this form, please contact us at **(954) 357-8481** or TTY: **(954) 357-8302**.

NOTE: Alternate means of filing complaint, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

1. Complainant Name: _____
Street Address: _____
City, State, Zip Code: _____
Telephone: _____
Email Address: _____

2. Person you believe discriminated against you (if known):
Name: _____

3. Location of incident: _____

4. Are you represented by an attorney for this complaint?

Yes _____ No _____

If yes, please complete the following:

Attorney's Name: _____
Street Address: _____
City, State, Zip Code: _____
Telephone: _____

5. Which of the following best describes the reason you believe the discrimination took place? Please circle.

Race Color National Origin Sex Income Status Age
Disability Retaliation Sexual Orientation Political Affiliation Marital Status

6. Date(s) of the alleged discrimination: _____

APPENDIX

3

Broward County Quick Facts

QuickFacts
Broward County, Florida

QuickFacts provides statistics for all states and counties, and for cities and towns with a *population of 5,000 or more*.

Table
W PEOPLE
Population

Population estimates, July 1, 2019, (V2019)	1,952,778
Population estimates base, April 1, 2010, (V2019)	1,748,146
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	11.7%
Population, Census, April 1, 2010	1,748,066

Age and Sex

Persons under 5 years, percent	a 5.7%
Persons under 18 years, percent	a 21.0%
Persons 65 years and over, percent	a 17.1%
Female persons, percent	a 51.3%

Race and Hispanic Origin

White alone, percent	a 63.1%
Black or African American alone, percent (a)	a 30.2%
American Indian and Alaska Native alone, percent (a)	a 0.4%
Asian alone, percent (a)	a 3.9%
Native Hawaiian and Other Pacific Islander alone, percent (a)	a 0.1%
Two or More Races, percent	a 2.3%
Hispanic or Latino, percent (b)	a 31.1%
White alone, not Hispanic or Latino, percent	a 34.8%

Population Characteristics

Veterans, 2014-2018	76,823
Foreign born persons, percent, 2014-2018	33.7%

Housing

Housing units, July 1, 2019, (V2019)	828,521
Owner-occupied housing unit rate, 2014-2018	62.1%
Median value of owner-occupied housing units, 2014-2018	\$243,100
Median selected monthly owner costs -with a mortgage, 2014-2018	\$1,793
Median selected monthly owner costs -without a mortgage, 2014-2018	\$610
Median gross rent, 2014-2018	\$1,332
Building permits, 2019	5,130

Families & Living Arrangements

Households, 2014-2018	682,088
Persons per household, 2014-2018	2.77
Living in same house 1 year ago, percent of persons age 1 year+, 2014-2018	84.3%
Language other than English spoken at home, percent of persons age 5 years+, 2014-2018	40.7%

Computer and Internet Use

Households with a computer, percent, 2014-2018	91.6%
Households with a broadband Internet subscription, percent, 2014-2018	82.7%

Education

High school graduate or higher, percent of persons age 25 years+, 2014-2018	88.8%
Bachelor's degree or higher, percent of persons age 25 years+, 2014-2018	31.9%

Health

With a disability, under age 65 years, percent, 2014-2018	6.7%
Persons without health insurance, under age 65 years, percent	a 16.8%

Economy**ALL TOPICS**

In civilian labor force, total, percent of population age 16 years+, 2014-2018	65.7%
In civilian labor force, female, percent of population age 16 years+, 2014-2018	60.9%
Total accommodation and food services sales, 2012 (\$1,000) (c)	5,129,202
Total health care and social assistance receipts/revenue, 2012 (\$1,000) (c)	12,193,730
Total manufacturers shipments, 2012 (\$1,000) (c)	6,010,559
Total merchant wholesaler sales, 2012 (\$1,000) (c)	33,606,619
Total retail sales, 2012 (\$1,000) (c)	32,042,879
Total retail sales per capita, 2012 (c)	\$17,653

Transportation

Mean travel time to work (minutes), workers age 16 years+, 2014-2018	28.4
--	------

Income & Poverty

Median household income (in 2018 dollars), 2014-2018	\$57,333
Per capita income in past 12 months (in 2018 dollars), 2014-2018	\$31,464
Persons in poverty, percent	a 12.6%

BUSINESSES**Businesses**

Total employer establishments, 2018	61,995
Total employment, 2018	718,985
Total annual payroll, 2018 (\$1,000)	35,603,588
Total employment, percent change, 2017-2018	1.9%
Total nonemployer establishments, 2018	297,518
All firms, 2012	259,431
Men-owned firms, 2012	132,599
Women-owned firms, 2012	101,837
Minority-owned firms, 2012	134,232
Nonminority-owned firms, 2012	117,938
Veteran-owned firms, 2012	19,885
Nonveteran-owned firms, 2012	232,477

d GEOGRAPHY**Geography**

Population per square mile, 2010	1,444.9
Land area in square miles, 2010	1,209.79
FIPS Code	12011

About datasets used in this table

ALL TOPICS

Value Notes

Population estimates, July 1, 2019, (V2019)

^ Estimates are not comparable to other geographic levels due to methodology differences that may exist between different data sources.

Some estimates presented here come from sample data, and thus have sampling errors that may render some apparent differences between geographies statistically indistinguishable. Click the Quick Info icon in TABLE view to learn about sampling error.

The vintage year (e.g., V2019) refers to the final year of the series (2010 thru 2019). *Different vintage years of estimates are not comparable.*

Fact Notes

- (a) Includes persons reporting only one race
- (b) Hispanics may be of any race, so also are included in applicable race categories
- (c) Economic Census - Puerto Rico data are not comparable to U.S. Economic Census data

Value Flags

- Either no 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 or open ended distribution.
- D Suppressed to avoid disclosure of confidential information
- F Fewer than 25 firms
- FN Footnote on this item in place of data
- N Data for this geographic area cannot be displayed because the number of sample cases is too small.
- NA Not available
- S Suppressed; does not meet publication standards
- X Not applicable
- Z Value greater than zero but less than half unit of measure shown

QuickFacts data are derived from: Population Estimates, American Community Survey, Census of Population and Housing, Current Population Survey, Small Area Health Insurance Estimates, Small Area Income Estimates, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits.

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- Explore Census Data
- 2020 Census
- 2010 Census
- Economic Census
- Interactive Maps
- Training & Workshops
- Data Tools
- Developers
- Publications

BUSINESS & ECONOMY

- Help With Your Forms
- Economic Indicators
- Economic Census
- E-Stats
- International Trade
- Export Codes
- NAICS
- Governments
- Longitudinal Employer-Household Dynamics (LEHD)
- Survey of Business Owners

PEOPLE & HOUSEHOLDS

- 2020 Census
- 2010 Census
- American Community Survey
- Income
- Poverty
- Population Estimates
- Population Projections
- Health Insurance
- Housing
- International
- Genealogy

SPECIAL TOPICS

- Advisors, Centers and Research Programs
- Statistics in Schools
- Tribal Resources (AIAN)
- Emergency Preparedness
- Special Census Program
- Data Linkage Infrastructure
- Fraudulent Activity & Scams
- USA.gov

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ENGLISH FLUENCY

More than 40% of Broward County's population speaks a language other than English. Twenty-five percent (25%) of the County's population is bilingual, fluent in English and another language. Spanish is the most widely spoken foreign language (25%), followed by Haitian Creole (6%). "Linguistically isolated" households account for 10% of the total and are scattered throughout Broward. Lack of fluency in English can pose communication problems, particularly during emergencies.

ENGLISH SPEAKING POPULATION

A greater number of Broward County residents are speaking languages other than English. Between 2006 and 2016, the share of population that speaks other languages increased from 35% to 41%. At the same time, the number of people that speak only English in the County has slightly declined.

	2006	%	2016	%
Speak only English	1,085,194	65.0	1,064,726	59.2
Speak a Language other than English	584,686	35.0	733,559	40.8

*Population ages 5 years and over.

Source: U.S. Census Bureau, American Community Survey 1-Year Estimates, Years 2006, 2016; Table S1601, B16001

ENGLISH FLUENCY

Overall, English fluency is fairly stable in Broward. Between 2006 and 2016, the share of residents that speak English well dropped slightly from 86% to 84%. Over a third (38%) of new residents are not fluent in English. Even though an increasing number of residents speak other languages, English may be their second language.

POPULATION TOTALS* BY ENGLISH FLUENCY - 2006 & 2016				
	2006 Estimate*	%	2016 Estimate*	%
Fluent	1,431,440	85.7	1,510,551	84.0
Not Fluent	238,440	14.3	287,734	16.0

*Population ages 5 years and over.

Source: U.S. Census Bureau, American Community Survey 1-Year Estimates, Years 2006, 2016; Table B16001

BILINGUAL POPULATION

Bilinguals are fluent in at least two languages. Bilinguals in Broward have increased between 2006 and 2016, from 21% to 25%. At the same time, lack of fluency in English has also increased, from 14% to 16%. Not speaking English well poses challenges in communication and the provision of services, particularly during emergencies. Local governments often translate forms and websites into Spanish and Haitian Creole, among others, and have staff that can communicate in other languages.

LANGUAGE DATA

"Primary language" has multiple definitions and often refers to their most dominant or preferred language at any moment in time. Today, when many people are bilingual (fluent in two languages), the language spoken at home may not be the primary language. The survey excludes people who know other languages and do not speak them at home or use them infrequently.

DEFINITIONS

FLUENCY

A person's ability to speak a language, as reported on the ACS on a scale from 'very well' to 'not at all'. Respondents who select less than 'very well' have some difficulty with English and are not considered fluent.

HOUSEHOLD LANGUAGE

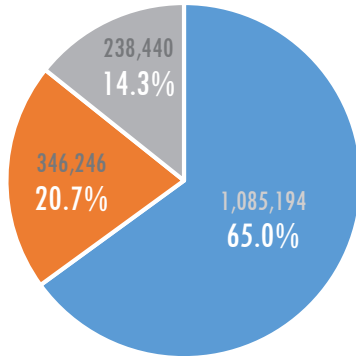
Language assigned to a housing unit based upon a hierarchy of household members, beginning with the language spoken by the householder.

LINGUISTIC ISOLATION

Household where no one age 14 and over speaks English only or 'very well'.

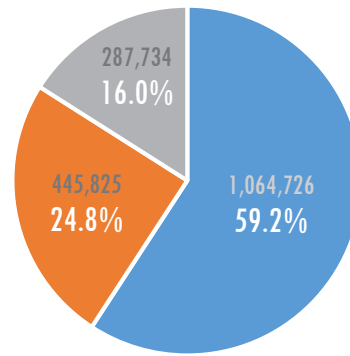
¹ ACS 1-Year Estimates are calculated at a 90% confidence level that includes a margin of error (see appendix).

English Fluency in Broward
(ages 5 and over) **2006**



■ English Only ■ Bilingual ■ Limited English

English Fluency in Broward
(ages 5 and over) **2016**



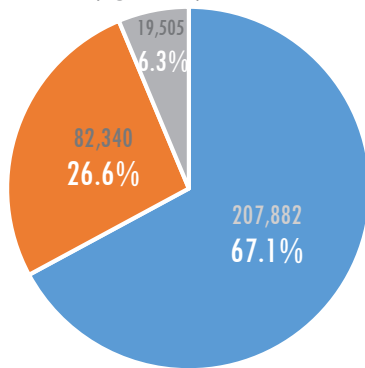
■ English Only ■ Bilingual ■ Limited English

Source: U.S. Census Bureau, American Community Survey 1-Year Estimates, Years 2006, 2016; Table B16001

ENGLISH FLUENCY IN YOUNG POPULATION

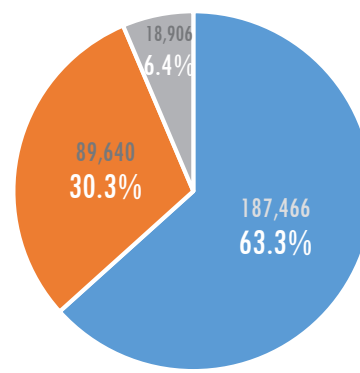
English fluency and bilingualism are more common among Broward's young population. Since 2006, the total population between the ages of 5 and 17 has remained roughly the same, but an increased share is now bilingual. Only 6% of the young population is not fluent in English, compared to 16% for the County's overall population. English exposure through school, among other factors, plays a role towards higher English fluency. Children may speak the language of their parents at home but prefer English in other environments. Almost one third of children 5 -17 years are bilingual (2016).

Broward English Fluency in Youth
(Ages 5-17) **2006**



■ English Only ■ Bilingual ■ Limited English

Broward English Fluency in Youth
(Ages 5-17) **2016**



■ English Only ■ Bilingual ■ Limited English

Source: U.S. Census Bureau, American Community Survey 1-Year Estimates, Years 2006, 2016; Table B16004

FLUENCY AND CITIZENSHIP

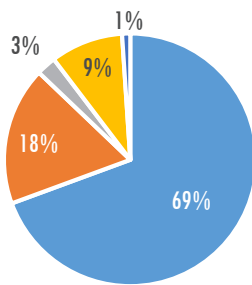
English fluency and bilingualism are higher for naturalized citizens over non-citizen residents, for both children (ages 5-17) and adults (18+ years). In both groups, English fluency and bilingualism is more frequent among young people. As expected, English fluency in the native population is greatest (both age groups) and bilingualism is lowest (for both). Children are still more bilingual than adults, regardless of citizenship status. Children who are born here (whether

immigrant parents or not) prefer to speak only English and tend to lose fluency in the second language. Naturalized youth who are brought here with immigrant parents are the most bilingual of all groups. Children brought here who aren't citizens still demonstrate high rates of English fluency (70% - blue, orange and yellow) and bilingualism (52% - orange and yellow).

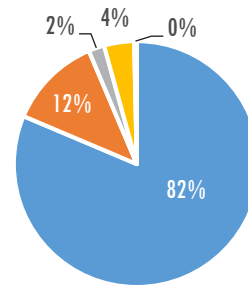
English Fluency by Age and Place of Birth

- Speak only English
- Spanish & English Fluent
- Spanish & Not English Fluent
- Other Language & English Fluent
- Other Language & Not English Fluent

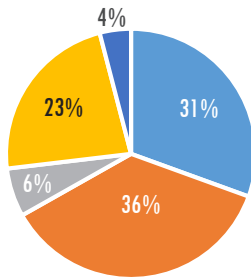
Native Population 5-17



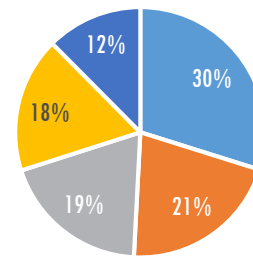
Native Population 18+



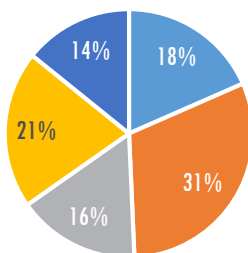
Naturalized Citizen 5-17



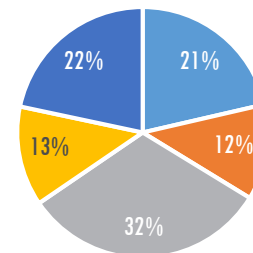
Naturalized Citizen 18+



Not a Citizen 5-17



Not a Citizen 18+



Source: U.S. Census Bureau, American Community Survey 5-Year Estimates, Years 2012 - 2016; Table B16008

According to the Public Policy Institute (PPI) of California, English language skills increase with years of residency in the United States. On the other hand, bilingualism in children is lost through generations. The third generation of immigrants tend to speak mostly English and generally speak very little of their grandparent's language. English fluency is also tied

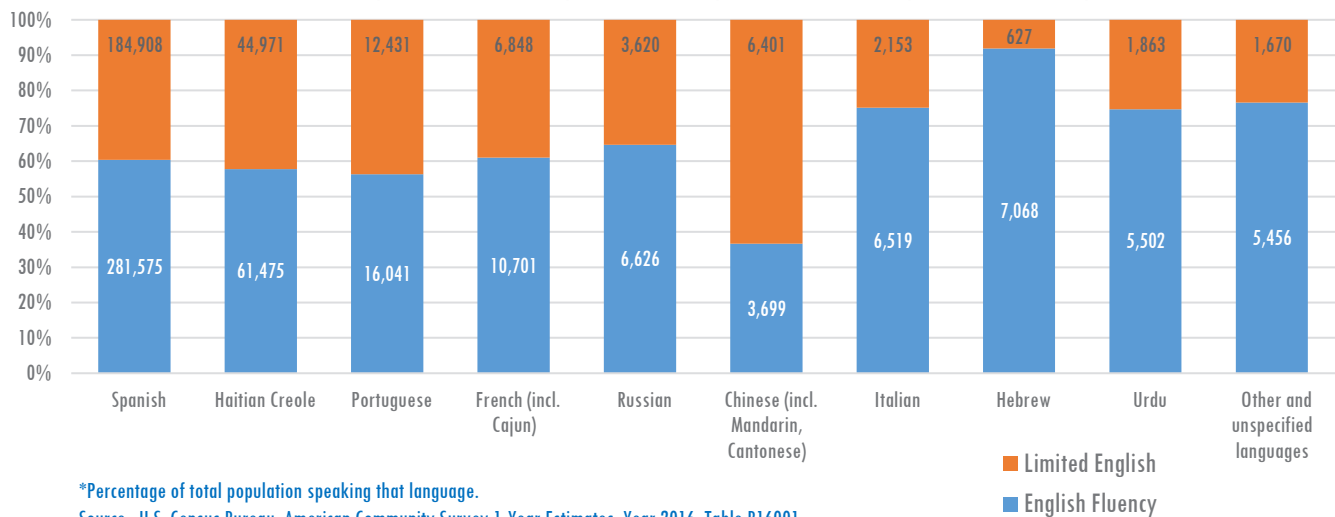
to educational attainment and 71% of US immigrants with college degrees are fluent in English. Among immigrants without high school degrees, 67% are not fluent in English.

TOP LANGUAGES SPOKEN

The US Census Bureau collects data on 42 languages and language groups, of which many are spoken in Broward County. The top languages spoken are Spanish (26%), Haitian Creole² (6%), Portuguese (2%), and French (1%) (including Cajun and Canadian derivatives). Spanish spoken in Broward’s large Hispanic/Latino population derives from various regions in South and Central America, which often differ in expression and meaning of common words.

For bilinguals, English fluency is consistently 60% or higher across of the most top 10 languages spoken in Broward. Of the 466,483 people who speak Spanish as their primary language, 40% are not fluent in English. English fluency is lowest for people whose primary language is Chinese.

Broward County -- Number of Speakers of Top 10 Languages by English Fluency - 2016



*Percentage of total population speaking that language.

Source: U.S. Census Bureau, American Community Survey 1-Year Estimates, Year 2016; Table B16001
ACS data on all languages for year 2016 can be viewed in the appendix.

LANGUAGE DISTRIBUTION BY HOUSEHOLD

English fluency generally improves when viewed at the household level. While 60% of the Spanish speaking population is fluent in English, 76% live in households where some family members are fluent. Households where no one above the age of 14 is fluent in English are known as “linguistically isolated”. Linguistically isolated (LI) households in Broward County account for 10% (69,426) of all households. LI households that speak Spanish make up 6.3% (43,062) of the total. French, Haitian, or Cajun LI households make up 2% of all households. Languages with the lowest rates of English fluency such as Chinese (including Mandarin and Cantonese) also demonstrate higher rates of linguistic isolation. (See appendix).

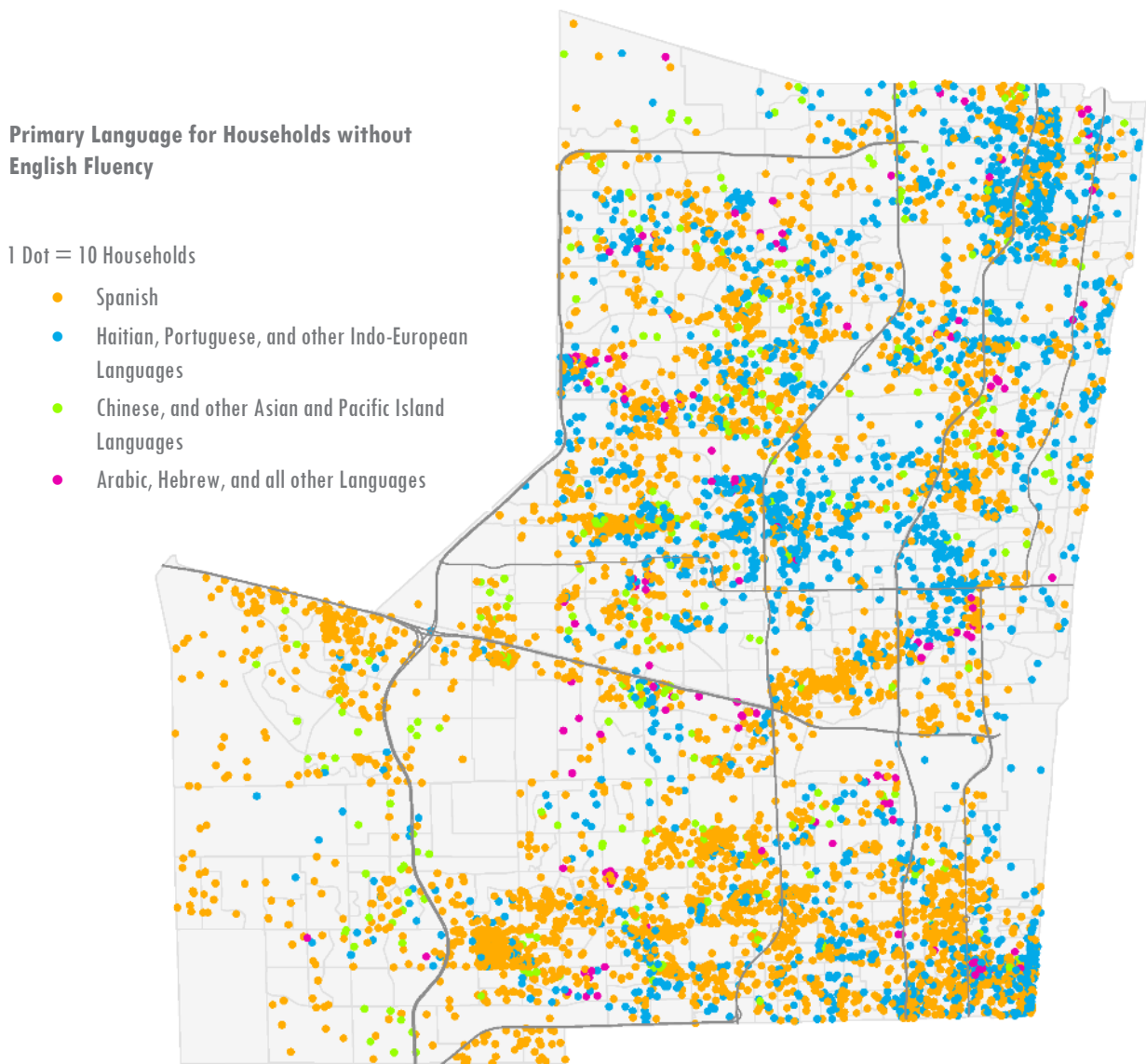
CONCENTRATIONS OF NON-ENGLISH SPEAKERS

While concentrations of non-English speaking households are present, LI households are found throughout the County. These households face additional barriers receiving goods and services. They are also placed at increased risk during the

² French-based creole languages that are not Haitian are grouped in “Other and unspecified languages”.

event of an emergency or disaster as they cannot understand emergency communications in English. Local foreign language radio stations are generally limited to Spanish and Haitian. While there are many foreign language radio websites, local news may be more difficult to access. Word of mouth is often the source of news for many LI household members, as well as places of worship and informal newspapers found at local ethnic restaurants.

ENCLAVES of LINGUISTICALLY ISOLATED HOUSEHOLDS³



Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates; Table C16002, Census Block Group Level

³ Languages at the household level are simplified into 4 group classifications at the local level, shown colorized here and in the appendix tables. At the County level, languages at the household level are simplified into 12 groups plus English. (See “Language Distribution by Household in 2016” in the appendix for data at the County level).

TECHNICAL APPENDIX

Languages Spoken (at Home) in 2016								
Language Spoken	Group Classification	Population Estimate*	Margin of Error ⁴	%	English Fluency	%**	Limited English	%**
Total:		1,798,285						
English only		1,064,726	+/-18,007	59.2				
Spanish	<i>Spanish</i>	466,483	+/-8,577	25.9	281,575	60.4	184,908	39.6
Haitian	<i>Indo-European</i>	106,446	+/-11,273	5.9	61,475	57.8	44,971	42.2
Portuguese	<i>Indo-European</i>	28,472	+/-4,561	1.6	16,041	56.3	12,431	43.7
French (incl. Cajun)	<i>Indo-European</i>	17,549	+/-2,887	1.0	10,701	61.0	6,848	39.0
Russian	<i>Indo-European</i>	10,246	+/-2,469	0.6	6,626	64.7	3,620	35.3
Chinese (incl. Mandarin, Cantonese)	<i>Asian and Pacific Island</i>	10,100	+/-3,018	0.6	3,699	36.6	6,401	63.4
Italian	<i>Indo-European</i>	8,672	+/-2,783	0.5	6,519	75.2	2,153	24.8
Hebrew	<i>All Other Languages</i>	7,695	+/-2,074	0.4	7,068	91.9	627	8.1
Urdu	<i>Indo-European</i>	7,365	+/-2,886	0.4	5,502	74.7	1,863	25.3
Other and unspecified languages	<i>All Other Languages</i>	7,126	+/-2,627	0.4	5,456	76.6	1,670	23.4
Arabic	<i>All Other Languages</i>	6,351	+/-2,611	0.4	2,577	40.6	3,774	59.4
Other Indo-European languages	<i>Indo-European</i>	6,068	+/-2,534	0.3	3,824	63.0	2,244	37.0
Tagalog (incl. Filipino)	<i>Asian and Pacific Island</i>	5,043	+/-1,663	0.3	4,104	81.4	939	18.6
Vietnamese	<i>Asian and Pacific Island</i>	4,480	+/-1,519	0.2	1,537	34.3	2,943	65.7
German	<i>Indo-European</i>	4,167	+/-968	0.2	3,235	77.6	932	22.4
Hindi	<i>Indo-European</i>	3,813	+/-1,847	0.2	2,890	75.8	923	24.2
Yiddish, Pennsylvania Dutch or other West Germanic languages	<i>Indo-European</i>	3,802	+/-2,085	0.2	3,170	83.4	632	16.6
Polish	<i>Indo-European</i>	3,296	+/-2,345	0.2	1,884	57.2	1,412	42.8
Ukrainian or other Slavic languages	<i>Indo-European</i>	2,547	+/-1,165	0.1	1,783	70.0	764	30.0
Gujarati	<i>Indo-European</i>	2,247	+/-1,486	0.1	1,929	85.8	318	14.2
Tamil	<i>Indo-European</i>	2,204	+/-1,280	0.1	1,344	61.0	860	39.0
Persian (incl. Farsi, Dari)	<i>Indo-European</i>	2,124	+/-1,238	0.1	1,399	65.9	725	34.1
Greek	<i>Indo-European</i>	1,794	+/-1,005	0.1	1,339	74.6	455	25.4
Serbo-Croatian	<i>Indo-European</i>	1,727	+/-764	0.1	1,092	63.2	635	36.8
Bengali	<i>Indo-European</i>	1,617	+/-1,357	0.1	1,252	77.4	365	22.6
Nepali, Marathi, or other Indic languages	<i>Indo-European</i>	1,606	+/-1,043	0.1	1,077	67.1	529	32.9
Malayalam, Kannada, or other Dravidian languages	<i>Indo-European</i>	1,527	+/-929	0.1	981	64.2	546	35.8
Other languages of Asia	<i>Asian and Pacific Island</i>	1,331	+/-890	0.1	863	64.8	468	35.2
Yoruba, Twi, Igbo, or other languages of Western Africa	<i>All Other Languages</i>	1,030	+/-611	0.1	908	88.2	122	11.8

⁴ To view fluency margins of error for all languages, view the full table at <https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

Thai, Lao, or other Tai-Kadai languages	<i>Asian and Pacific Island</i>	984	+/-530	0.1	589	59.9	395	40.1
Telugu	<i>Indo-European</i>	923	+/-640	0.1	795	86.1	128	13.9
Korean	<i>Asian and Pacific Island</i>	915	+/-766	0.1	356	38.9	559	61.1
Japanese	<i>Asian and Pacific Island</i>	800	+/-498	0.0	404	50.5	396	49.5
Other Native languages of North America	<i>All Other Languages</i>	696	+/-479	0.0	444	63.8	252	36.2
Swahili or other languages of Central, Eastern, and Southern Africa	<i>All Other Languages</i>	682	+/-713	0.0	170	24.9	512	75.1
Punjabi	<i>Indo-European</i>	608	+/-848	0.0	322	53.0	286	47.0
Armenian	<i>Indo-European</i>	483	+/-380	0.0	425	88.0	58	12.0
Ilocano, Samoan, Hawaiian, or other Austronesian languages	<i>Asian and Pacific Island</i>	399	+/-279	0.0	329	82.5	70	17.5
Amharic, Somali, or other Afro-Asiatic languages	<i>All Other Languages</i>	141	+/-170	0.0	141	100.0	0	0.0
Hmong	<i>Asian and Pacific Island</i>	0	+/-221	0.0	0	N/A	0	N/A
Khmer	<i>Asian and Pacific Island</i>	0	+/-221	0.0	0	N/A	0	N/A
Navajo	<i>All Other Languages</i>	0	+/-221	0.0	0	N/A	0	N/A
Total:					445,825		287,734	

*Population ages 5 and over.

**Percentage of total population speaking that language.

Source: U.S. Census Bureau, American Community Survey 1-Year Estimates, Year 2016; Table B16001

Language Distribution by Household in 2016

Household Language	Group Classification	Household Estimate	English Fluency	%*	Limited English	%*
Total:		681,474				
English only		385,574				
Spanish	<i>Spanish</i>	182,837	139,775	76.4	43,062	23.6
French, Haitian, or Cajun	<i>Indo-European</i>	47,679	35,312	74.1	12,367	25.9
Other Indo-European	<i>Indo-European</i>	27,381	21,288	77.7	6,093	22.3
Russian, Polish, or other Slavic	<i>Indo-European</i>	8,853	6,791	76.7	2,062	23.3
Other and unspecified languages	<i>All Other Languages</i>	8,372	7,387	88.2	985	11.8
German or other West Germanic	<i>Indo-European</i>	5,832	5,072	87.0	760	13.0
Chinese (incl. Mandarin, Cantonese)	<i>Asian and Pacific Island</i>	4,525	2,706	59.8	1,819	40.2
Other Asian and Pacific Island	<i>Asian and Pacific Island</i>	4,345	3,754	86.4	591	13.6
Arabic	<i>All Other Languages</i>	2,429	1,518	62.5	911	37.5
Tagalog (incl. Filipino)	<i>Asian and Pacific Island</i>	1,614	1,562	96.8	52	3.2
Vietnamese	<i>Asian and Pacific Island</i>	1,547	877	56.7	670	43.3
Korean	<i>Asian and Pacific Island</i>	486	432	88.9	54	11.1
Total:			226,474		69,426	

*Percentage of total households speaking that language.

Source: U.S. Census Bureau, American Community Survey 1-Year Estimates, Year 2016; Tables B16002, S1602

APPENDIX

4

Non-Discrimination Assurance

TITLE VI/ NONDISCRIMINATION ASSURANCE

Pursuant to Section 9 of US DOT Order 1050.2A, the Broward County assures the Florida Department of Transportation (FDOT) that no person shall on the basis of race, color, national origin, sex, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Florida Civil Rights Act of 1992 and other nondiscrimination authorities be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

The Broward County further assures FDOT that it will undertake the following with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the Recipient's Chief Executive Officer.
2. Issue a policy statement signed by the Chief Executive Officer, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in languages other than English.
3. Insert the clauses of *Appendices A and E* of this agreement in every contract subject to the Acts and the Regulations
4. Develop a complaint process and attempt to resolve complaints of discrimination against sub-recipients. Complaints against the Recipient shall immediately be forwarded to the FDOT District Title VI Coordinator.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or USDOT, take affirmative action to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) calendar days.
7. Have a process to collect racial and ethnic data on persons impacted by your agency's programs.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the Recipient.

Dated ____ -

, Chief Executive Officer

APPENDICES A and E

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") agrees as follows:

- (1.) **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
- (2.) **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
- (3.) **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
- (4.) **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* as appropriate, and shall set forth what efforts it has made to obtain the information.
- (5.) **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, the *Florida Department of Transportation* shall impose such contract sanctions as it or the *Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* may determine to be appropriate, including, but not limited to:
 - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
 - b. cancellation, termination or suspension of the contract, in whole or in part.
- (6.) **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (7) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the

Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. In the event a Contractor becomes involved in, or is threatened with, litigation with a sub-contractor or supplier as a result of such direction, the Contractor may request the *Florida Department of Transportation* to enter into such litigation to protect the interests of the *Florida Department of Transportation*, and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

- (7.) **Compliance with Nondiscrimination Statutes and Authorities:** Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21; The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects); Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex); Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27; The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age); Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex); The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not); Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38; The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex); Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations; Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100); Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).