

FEDERAL TRANSIT ADMINISTRATION TITLE VI PROGRAM UPDATE

December 2017 - 2020
Broward County, Florida





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, Transit Division

December 2017 – 2020



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BCT TITLE VI PROGRAM

TABLE OF CONTENTS

I.	INTRODUCTION	
	a) Description of Broward County Transit (BCT)	2
	b) Description of ADA Complementary Paratransit Service	3
	c) Description of Community Bus Service	4
II.	GENERAL REQUIREMENTS AND GUIDELINES	
	a) Title VI Notice to the Public (Including locations).....	5
	b) Title VI Complaint Process	6
	1) Title VI Complaint Form	
	2) Transit-related Complaints and Lawsuits	
	c) Public Outreach and Involvement Plan.....	6
	d) Language Assistance Plan for Individuals with Limited English Proficiency.....	7
	e) Demographic Composition of Non-Elected Transit Committee	8
	f) Monitoring Compliance with Title VI.....	8
	g) Facility Equity Analysis	9
III.	REQUIREMENTS FOR TRANSIT PROVIDERS	
	a) Service Standards and Policies	10
	b) Major Service Change, Disparate Impact and Disproportionate Burden Policies	10
	c) Service Monitoring Program and Report	10
	d) Service and/or Fare Equity Analysis	11
	e) Demographic and Service Profile Maps	11
	1) Ridership Travel Patterns	
	2) Service Profile Maps	
	3) On-Board Survey Report (TDP)	
IV.	BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS APPROVALS	
	a) Fare and Service Equity Analysis	17
V.	CERTIFICATIONS AND ASSURANCES	
	a) Certifications and Assurances	17

APPENDICES

APPENDIX 1	Organizational Charts
APPENDIX 2	Notice to the Public
APPENDIX 3	Title VI Complaint Procedure
Exhibit a	Complaint Form
APPENDIX 4	Public Participation Plan
APPENDIX 5	Language Assistance Plan
APPENDIX 6	Monitoring Process for Subrecipients
APPENDIX 7	Service Standards and Policies
APPENDIX 8	Major Service Change, Disparate Impact, and Disproportionate Burden Policies
APPENDIX 9	Service Monitoring Report
APPENDIX 10	Fare History
APPENDIX 11	Demographic and Service Profile Maps
APPENDIX 12	On-Board Survey Report (TDP)
APPENDIX 13	BOARD Approvals
APPENDIX 14	Certifications and Assurances

I. INTRODUCTION

This Title VI Program update for December 2018-2020, is submitted by the Broward County Transportation Department, Transit Division, on behalf of Broward County, Florida.

The Broward County Transportation Department, Transit Division, 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 six thousand three hundred (6,300) people throughout its 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.

Broward County Transit Division has operated transit services since 1974 as Broward County Transit (BCT). The Transportation 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 BCT.

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

DESCRIPTION OF BROWARD COUNTY TRANSIT (BCT)

On March 11, 2008, the Broward County Board of County Commissioners (Board) approved a reorganization of County agencies, including creation of the Broward County Transportation Department (BCTD). BCTD now consists of three divisions: The Transit Division (BCT), the Fleet Services Division (FSD), and the Rail Division. BCTD is comprised of more than 1,100 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 1.8 million residents.

Public transportation services are provided by BCT through a network of transit services, including the operation of a fleet of 359 buses on 44 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); 238 paratransit vehicles providing contracted services for the transportation disadvantaged and persons with disabilities; 99 minibuses and mid-sized buses operated in partnerships with municipalities and other entities for community bus 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, currently provides more than 32.7 million passenger trips annually as of FY2016.

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 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. BCT does not have a dedicated source of local funds.

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.*

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 two vendors to provide paratransit service. The contractors 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.

DESCRIPTION OF BCT's COMMUNITY BUS SERVICE

BCT's Community Bus Service operates in partnership with Broward County municipalities. Community buses service residential areas, freeing larger fixed-route buses to travel along major thoroughfares as part of a regional bus network.

Community bus routes are currently operated by 19 Broward municipalities with a fleet of 99 ADA wheelchair-accessible, 25-foot and 30-foot vehicles; 67 during the peak. These routes provide local circulation to passengers traveling short distances, as well as provide "first-mile" and "last-mile" connections to BCT fixed routes. While BCT routes serve mainly arterial corridors, community buses can penetrate neighborhoods and create short-distance linkages between origins and destinations. The community bus service places the decision making closer to the people who use or may wish to use this service.

Through an Interlocal Agreement (ILA), BCT provides capital and/or operating assistance. The operating assistance is a combination of both Local Option Gas Tax Funds and Broward County General Funds. Currently five municipalities charge a fare. Nineteen-passenger wheelchair accessible vehicles are leased to the cities for \$10.00 per vehicle a year, and \$15.00 per revenue service hour, per vehicle, operating stipend to assist the municipality with maintenance and operational costs. For those municipalities that provide their own wheelchair-accessible equipped vehicle, a \$13,295.20 capital cost allowance per year, per vehicle in revenue service is provided. BCT also provides spare replacement vehicles for use by any of the municipalities on a first-come, first serve basis.

The municipality, assisted by BCT staff, determines the major origins and destinations to be served by the route. Round trip route time and distance between stops are calculated by BCT staff. Changes to routes are allowed with the approval of the Director of the Transportation Department. Bus stop signs, timetables and driver training are also provided by BCT. Buses leased to the municipalities are equipped with bike racks.

Municipalities report ridership data to BCT monthly. Certification of a drug-free workplace is required, and each municipality has the option of either implementing a drug and alcohol testing program for "safety-sensitive" employees or joining the consortium for testing under the auspices of Broward County.

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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, transit facilities, and on route and schedule timetables. 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

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 BCT's 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 2014, 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

BCT has not received any Title VI complaints alleging discrimination on the basis of race, color, or national origin with respect to transportation service or other transit-related benefits.

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 360,000 average quarterly monthly visits. The e-newsletter is sent to nearly 7,000 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.

Plans are being developed to establish an Interactive Voice Response (IVR) telephone system in Creole and Spanish where callers can be assured of having someone respond in one of the spoken languages or have the option of leaving a message in one of the languages for a return call. This proposed telephone line will enhance communications with persons for whom English is not their first language.

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. Based on the demographic breakdown, the ARC’s minority membership exceeded the service area average; however, there is a lack of Hispanic representation on the committee, despite our invitation. BCT reached out to local Hispanic organizations to find a member for the ARC, but was unable to get a commitment. The next TDP cycle will ensure the inclusion of the appropriate levels of minority membership to the ARC.

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	42%	25%	27%	3%	< 1%	2%	42%	58%
TDP Advisory Review Committee	42%	0%	50%	0%	0%	8%	38%	62%

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.

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 Bus Program are subrecipients. BCT monitors these subrecipients through the collection of Title VI Programs, quarterly meetings, and applications for service change that require subrecipients to notify BCT in advance of any adjustment to service or fares. Additionally, through Interlocal Agreements (ILA), BCT requires all community bus 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 ILA.

Subrecipients of BCT are listed in the chart below:

Community Bus Partnering Municipality	Status	Most Recent Title VI Program Submittal to BCT
City of Coconut Creek	Subrecipient	10/1/17
City of Coral Springs	Subrecipient	10/1/17
City of Dania Beach	Subrecipient	10/1/17
Town of Davie	Subrecipient	10/1/17
City of Deerfield Beach	Subrecipient	10/1/17
City of Hallandale Beach	Subrecipient	10/1/17
City of Hillsboro Beach	Subrecipient	10/1/17
City of Hollywood	Subrecipient	10/1/17
City of Lauderdale-by-The-Sea	Subrecipient	10/1/17
City of Lauderdale Lakes	Subrecipient	10/1/17
City of Lauderhill	Subrecipient	10/1/17
City of Lighthouse Point	Subrecipient	10/1/17
City of Margate	Subrecipient	10/1/17
City of Miramar	Subrecipient	10/1/17
City of Pembroke Pines	Subrecipient	10/1/17
City of Pompano Beach	Subrecipient	10/1/17
City of Tamarac	Subrecipient	10/1/17
City of West Park	Subrecipient	10/1/17

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 2014.

III. REQUIREMENTS FOR TRANSIT PROVIDERS

a) SERVICE STANDARDS AND POLICIES

BCT performs the internal review for service delivery and capital program decisions. BCT's Service and Capital Planning staff, with the concurrence of the Division and Department Directors, 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, meeting locations 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. When 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 the first time, the Non-Hispanic White population accounted for less than 50 percent of the total population. The new percentage of minorities stands at 57.9 percent. While the Non-Hispanic Black population remains the largest minority group, it is now closely followed by the Hispanic population.

BCT uses a one-quarter mile buffer around each route to establish a service area. The 2013 BCT service area population is 1,954,801. This is slightly greater than the population of the County (1,815,137) due to routes that provide connectivity into our northern and southern neighboring counties. The percentage of minorities in the service area is 57.9 percent and low-income population comprises 13.8 percent.

Fixed-Route Service

BCT operates 35 local routes, 3 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 2008-2012, 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 2013, 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 8,913 passenger surveys were collected on-board BCT routes during the first quarter of 2013. 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 2014-2023 Transit Development Plan. BCT is currently soliciting an RFP for Consultant Services to develop a Ten Year TDP for FY2019-2028.

BCT's TDP (including survey documents) is attached as Appendix 12.

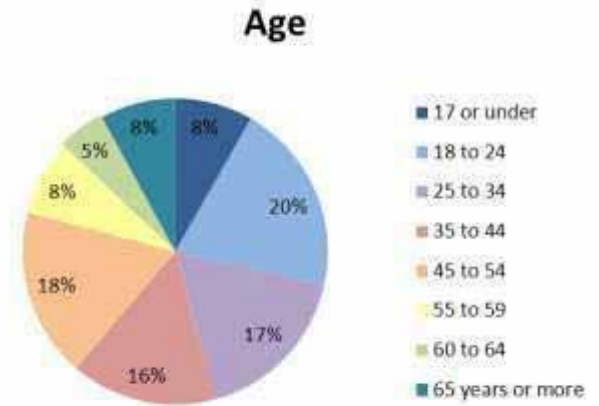
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Ridership travel patterns

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

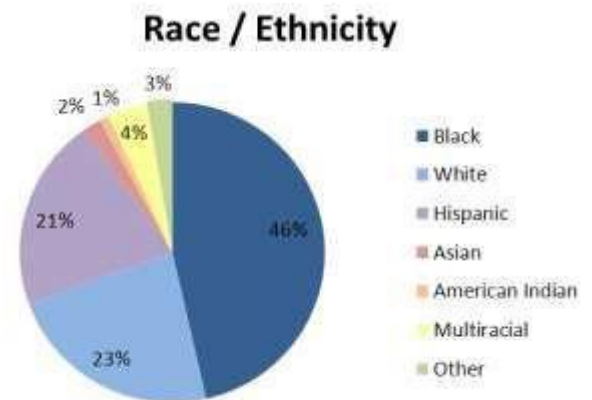
Age

Over 84 percent of respondents are between the ages of 18-64. Eight (8) percent were under the age of 17 and 8 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

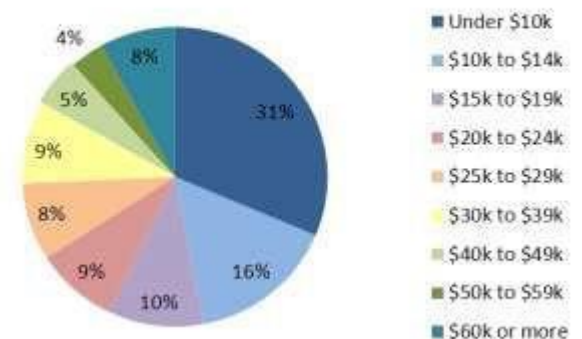
Minorities comprise 77 percent of transit passengers. Forty-six (46) percent are Black/African American, 21 percent Hispanic, 10 percent Asian, American Indian, Multiracial or other. Non-Hispanic White passengers comprise 23 percent of BCT ridership.



Income

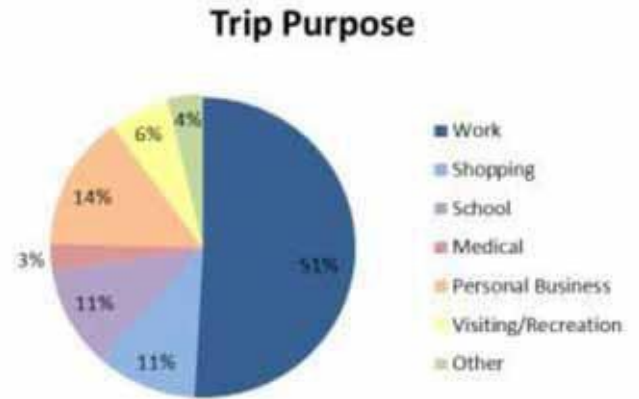
A typical BCT passenger has a very low income with 57 percent of riders reporting household incomes of less than \$20,000 per year; however, the percentage of passenger in upper incomes have increased since 2008 due to the success of 95 and 595 Express Service.

Annual Household Income



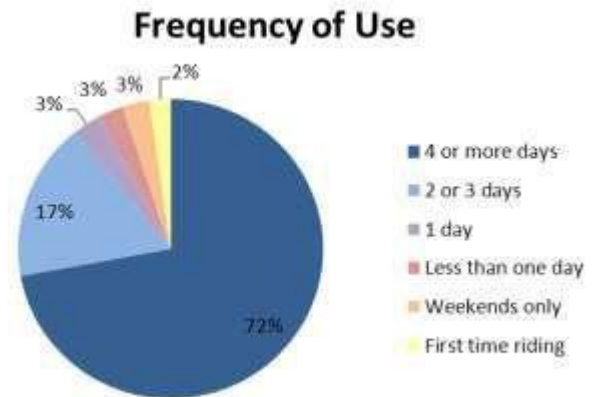
Trip Purpose

Most respondents, over 50 percent, use BCT primarily for work, with personal business following with 14 percent and school along with shopping each at 11 percent.



Frequency of Use

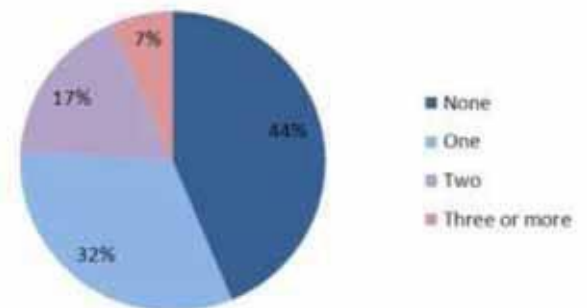
The average BCT rider is a frequent user of the system with around 72 percent of passengers using the system 4 or more days per week. Nearly 90 percent of riders use BCT at least 2 days per week.



Number of Vehicles in Household

Most BCT passengers (44 percent) surveyed live in households where there are no motor vehicles available. Thirty-three (33) 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 (57.9%) 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 (13.8%) 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, 76 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 the 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, 57 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	Title VI Minority Route
1	29.82	12.32	41.3%	YES
2	52.76	23.46	44.5%	YES
4	30.65	3.43	11.2%	NO
5	32.32	32.32	100.0%	YES
6	36.59	16.27	44.5%	YES
7	42.24	32.52	77.0%	YES
9	42.35	30.69	72.5%	YES
10	36.85	0.42	1.1%	NO
11	47.77	18.18	38.1%	YES
12	40.82	16.86	41.3%	YES
14	29.76	16.72	56.2%	YES
15	31.70	10.85	34.2%	YES
16	31.76	13.30	41.9%	YES
18	32.13	25.07	78.0%	YES
19	28.66	13.68	47.7%	YES
20	28.27	9.31	32.9%	NO
22	34.81	20.15	57.9%	YES
23	37.74	18.28	48.4%	YES
28	46.12	34.69	75.2%	YES
30	20.45	6.68	32.7%	NO
31	38.84	16.84	43.4%	YES
34	26.42	11.94	45.2%	YES
36	40.82	22.76	55.7%	YES
40	30.06	13.88	46.2%	YES
42	25.52	7.79	30.5%	NO
48	19.76	2.46	12.5%	NO
50	29.94	21.54	72.0%	YES
55	33.06	19.05	57.6%	YES
56	15.16	8.34	55.0%	YES
60	33.49	23.73	70.9%	YES
62	49.56	20.38	41.1%	YES
72	32.24	21.32	66.2%	YES
81	46.82	41.34	88.3%	YES
83	29.32	8.99	30.7%	NO
88	28.84	6.05	21.0%	NO
101	50.81	12.11	23.8%	NO
102	59.51	33.94	57.0%	YES
441	52.05	37.90	72.8%	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

ExpressRoute	Population	Minority Population	Percent	MinorityRoute
106	187,457	144,955	77.3%	YES
107	811,735	559,830	69.0%	YES
108	525,768	418,664	79.6%	YES
109	396,207	276,319	69.7%	YES
110	130,363	65,937	50.6%	NO
112	130,363	65,937	50.6%	NO
114	142,032	73,879	52.0%	NO

** 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 (57.9%)

I. BROWARD COUNTY BOARD OF COMMISSIONERS APPROVALS

2014 Major Service Change – BCT conducted an equity analysis for a major service change in 2014 for service changes that went into effect October 2014 and January 2015. The proposal concerned service changes on the US 1 Breeze, Route 36, Route 34, and 595 Express Bus service to Fort Lauderdale, and 95 Express Services to Miami. After several public meetings, an outreach campaign, and a public hearing, the proposal was approved.

2014/2015 Major Fare Changes – BCT conducted an equity analysis for a major fare change in 2014. The proposal concerned increasing bus fares and passes over a two-year period. Fare changes were approved by the Board to go into effect November 16, 2014 and October 1, 2015.

2015 Major Service Change – BCT conducted an equity analysis for a major service change which discontinued the 595 Express Fort Lauderdale (Route 112). After a public hearing and outreach efforts, the Board approved the change on September 17, 2015 to be effective October 11, 2015.

2016 Major Fare Change – BCT conducted an equity analysis for a major fare change to create a new 3-day bus pass for fixed route bus fares. After a public hearing and outreach efforts, the Board approved the change on June 14, 2016 to be effective July 1, 2016.

The approved Agenda Items are attached as Appendix 13.

II. CERTIFICATIONS AND ASSURANCES

On April 2, 2013, Broward County Board of County Commissioners approved the adoption of Resolution No. 2013-227, which authorized the Director of the Transit Division and the County Attorney to execute Certifications and Assurances as required by the Federal Transit Administration.

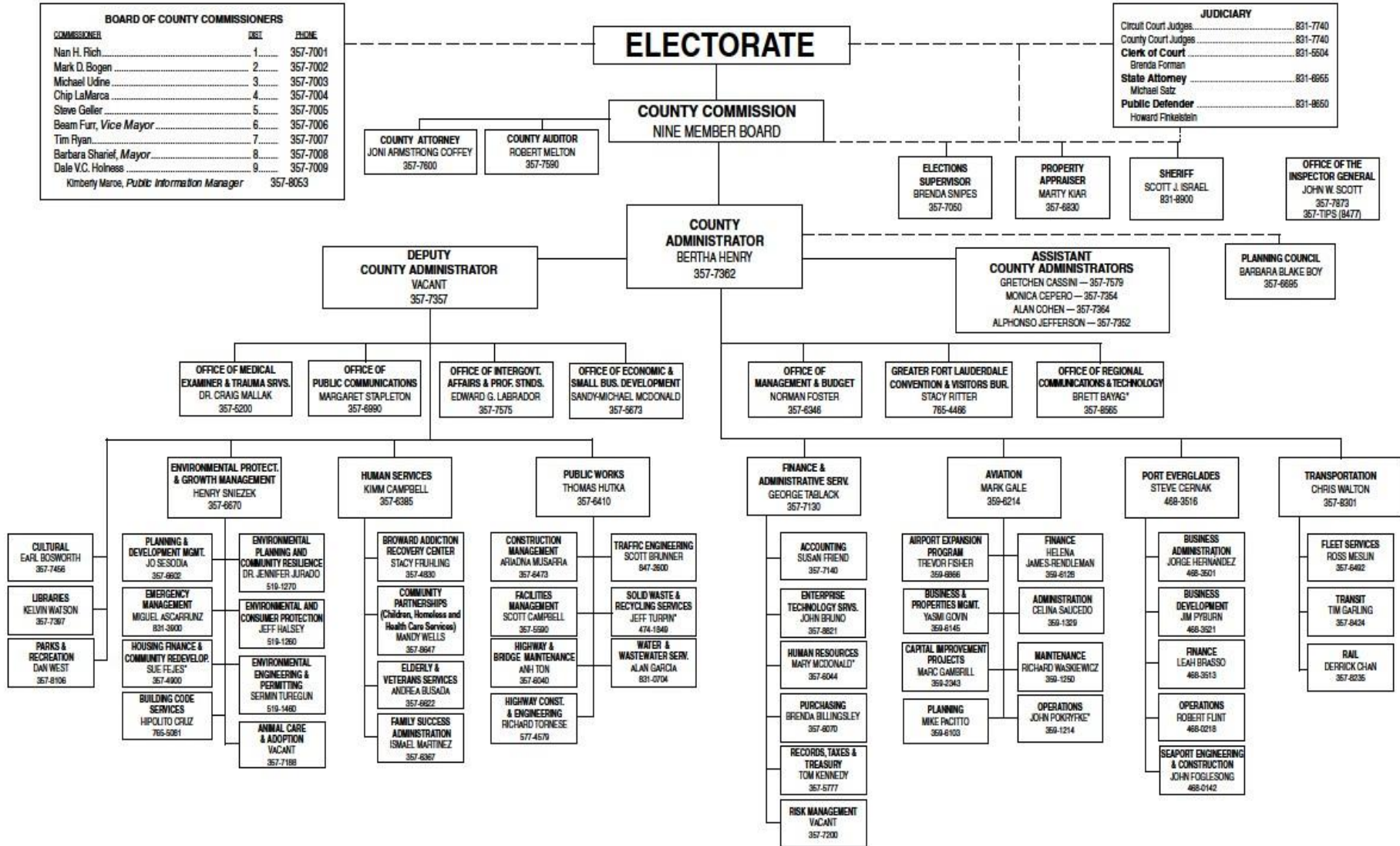
A copy of the Resolution is attached as Appendix 14.

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**APPENDIX
1**

Organizational Charts

GOVERNMENTAL STRUCTURE OF BROWARD COUNTY

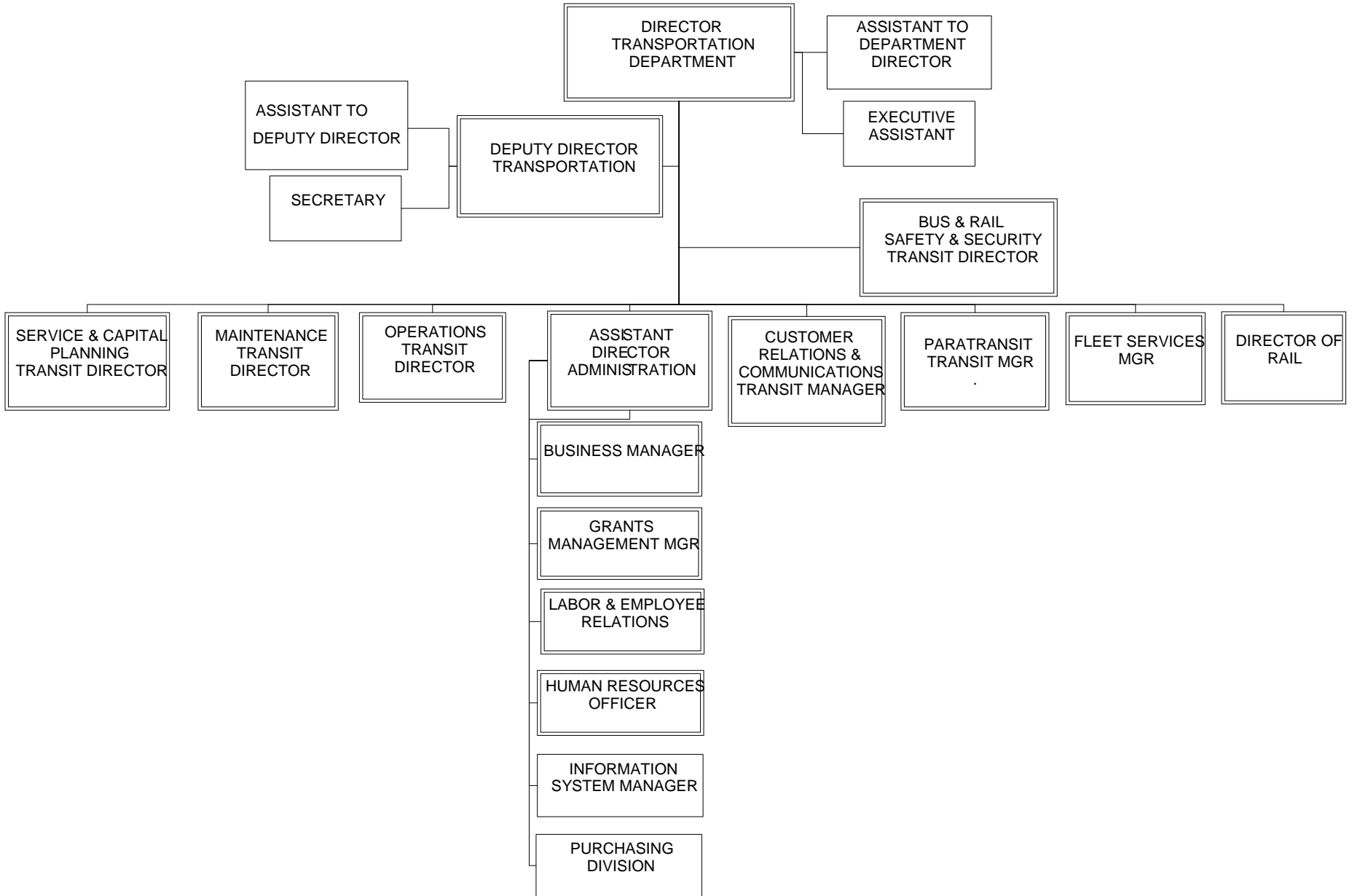


*Acting
All phone numbers use area code 954
09/25/2017

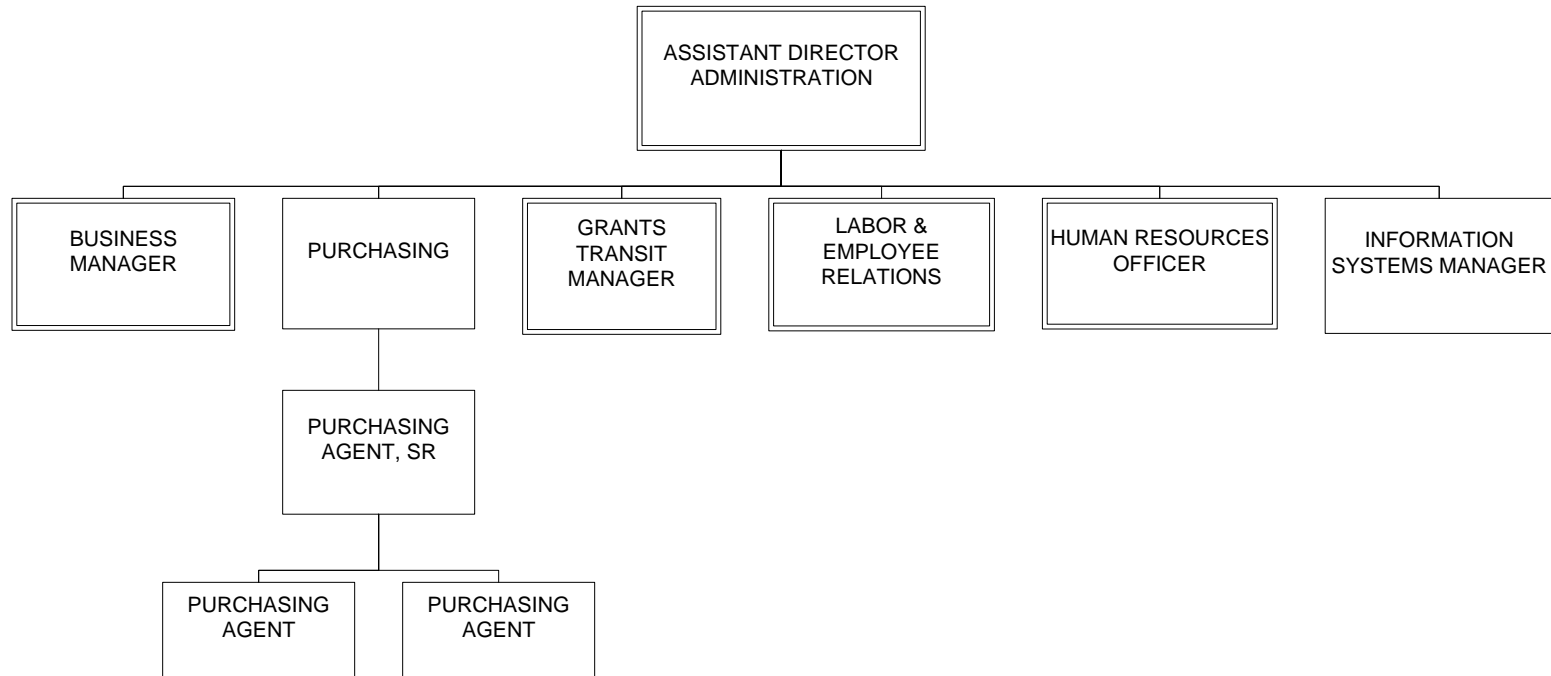


2017 Organizational Chart October 2017

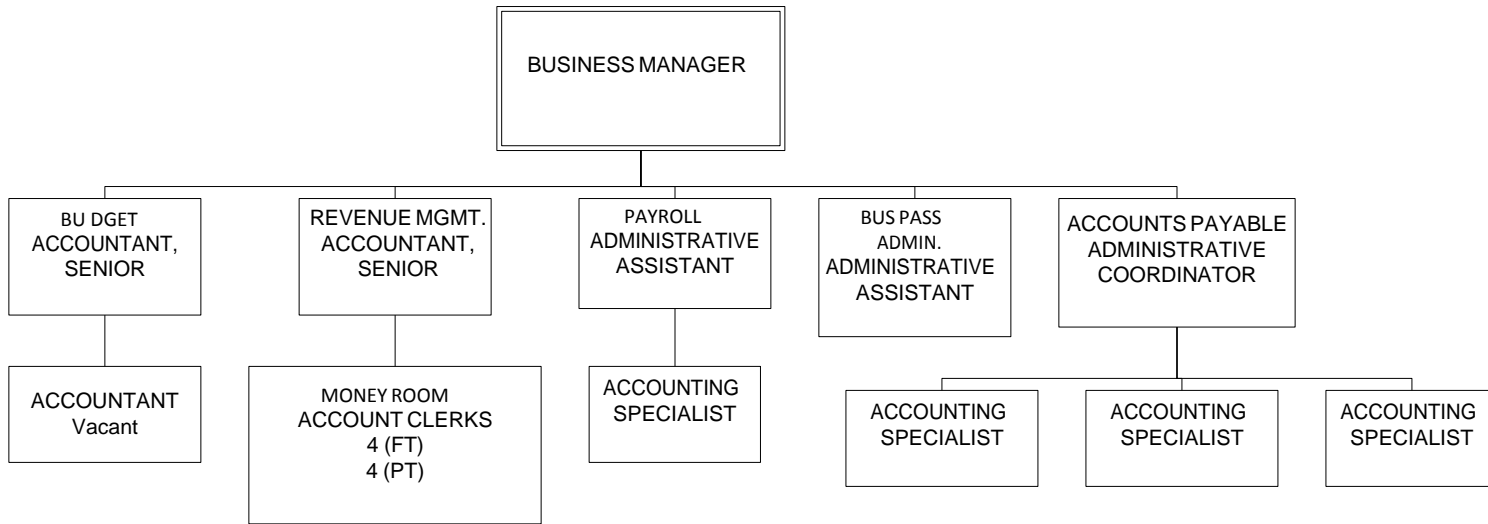
TRANSPORTATION DEPARTMENT



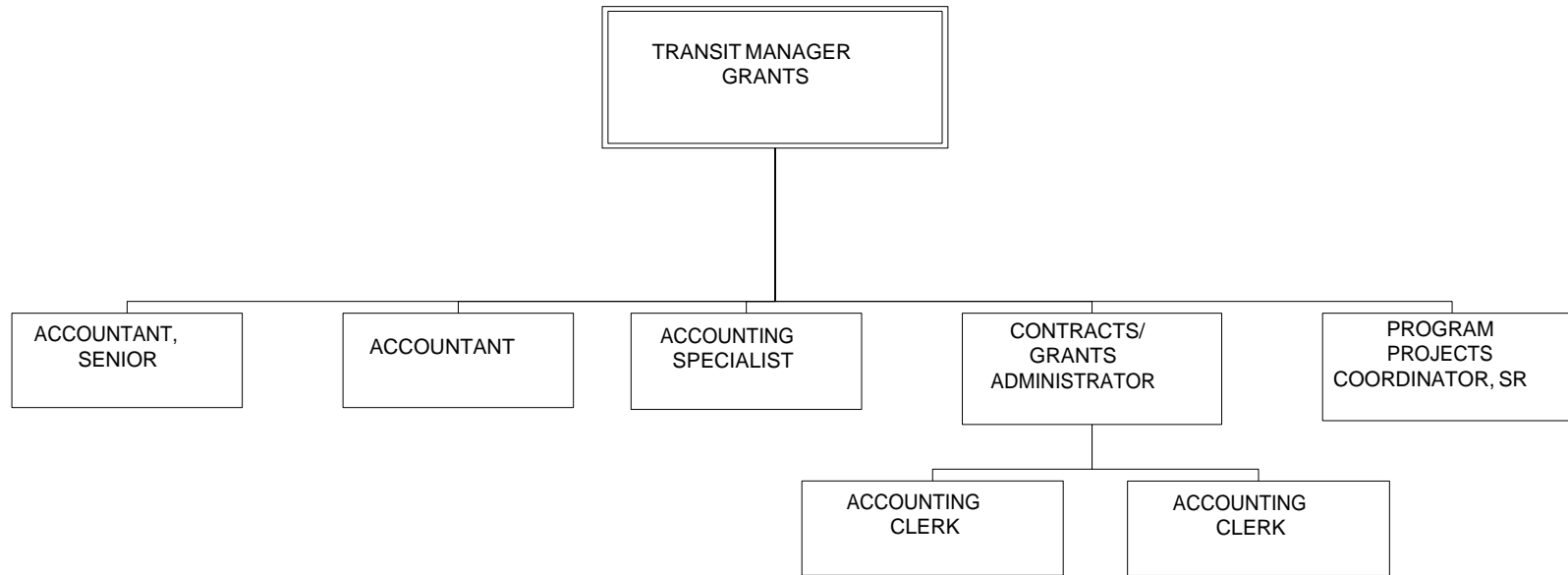
ADMINISTRATION



BUSINESS OPERATIONS



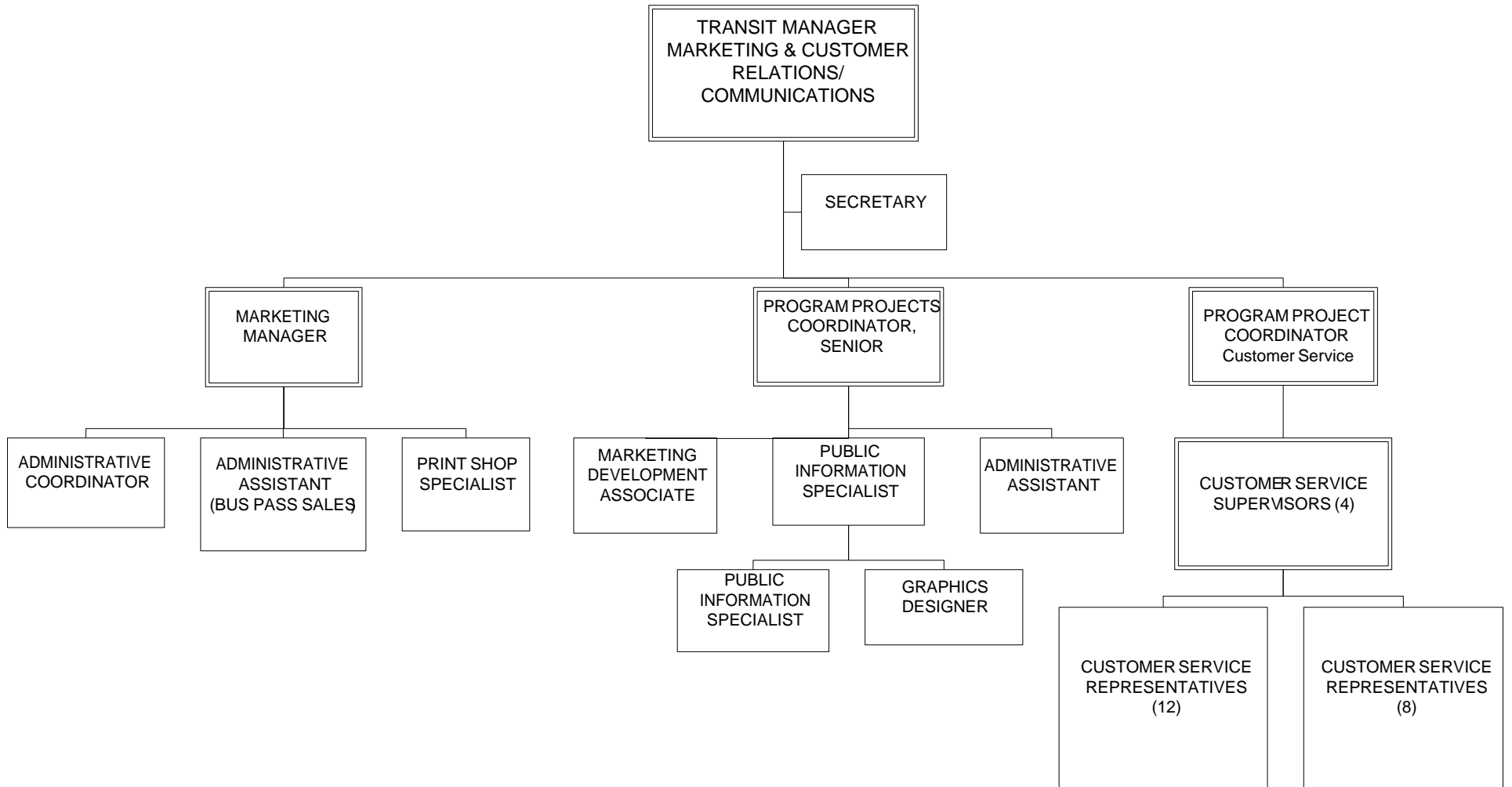
GRANTS MANAGEMENT



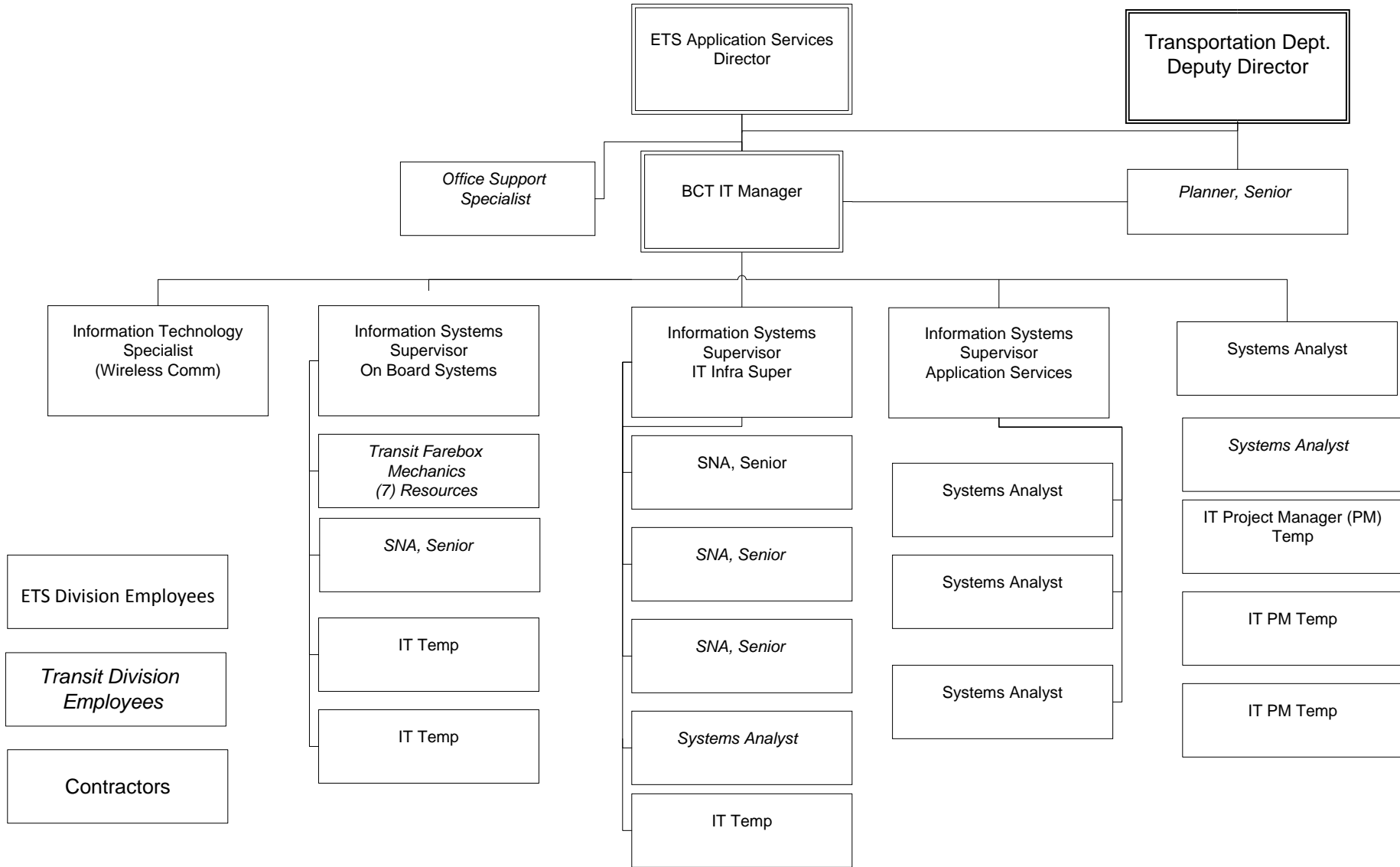
HUMAN RESOURCES



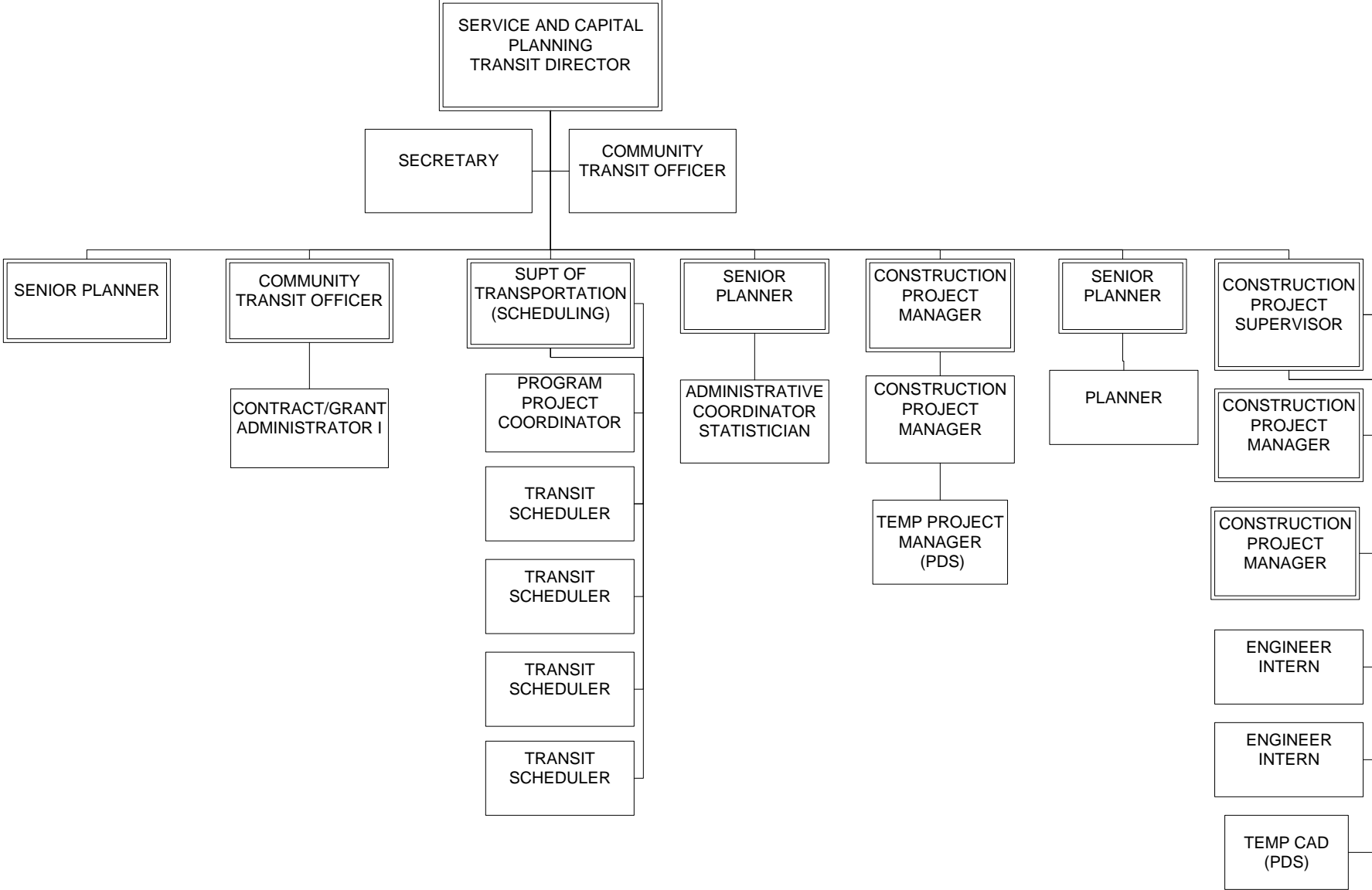
MARKETING & CUSTOMER RELATIONS/COMMUNICATIONS



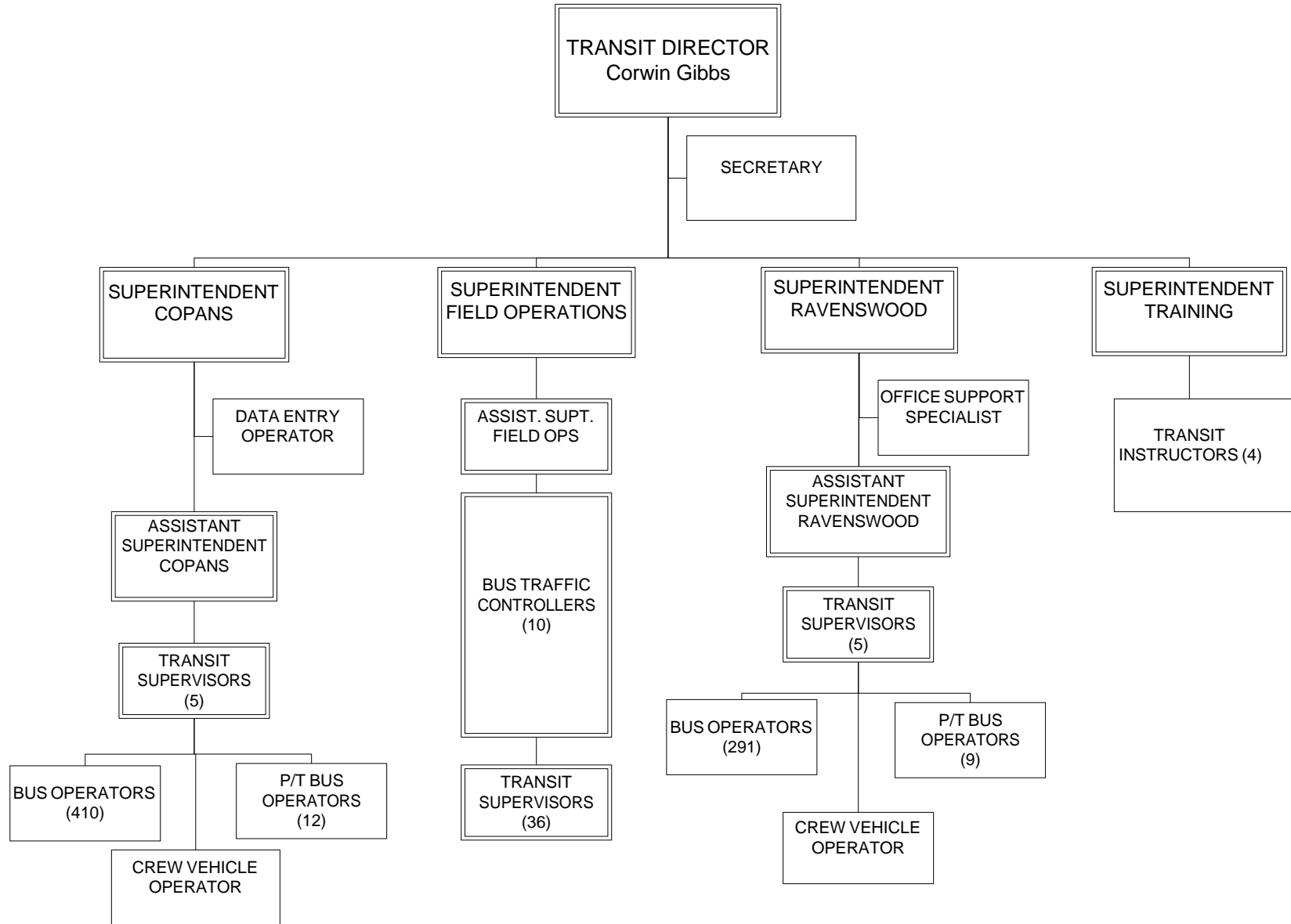
INFORMATION TECHNOLOGY



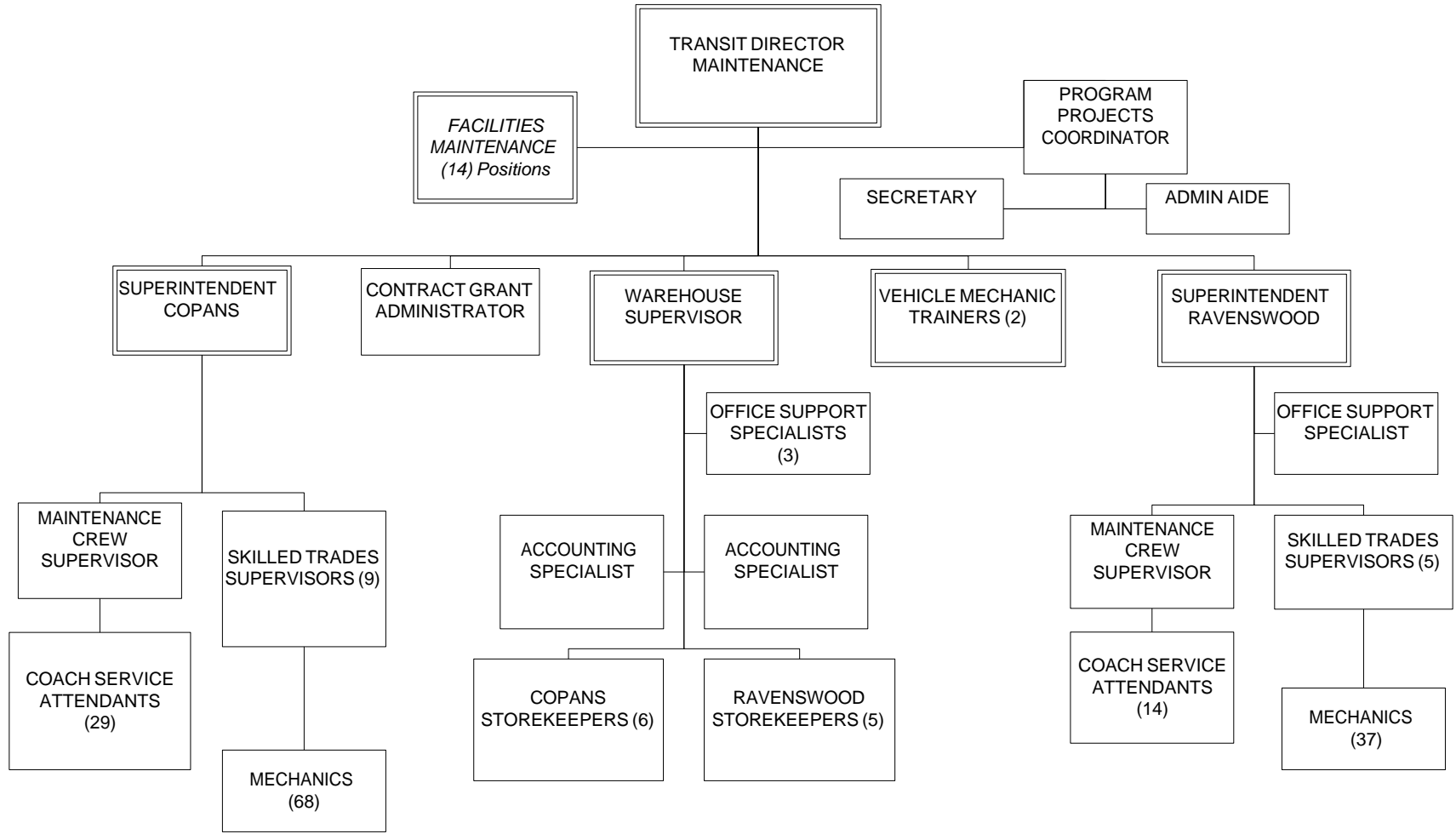
SERVICE AND CAPITAL PLANNING



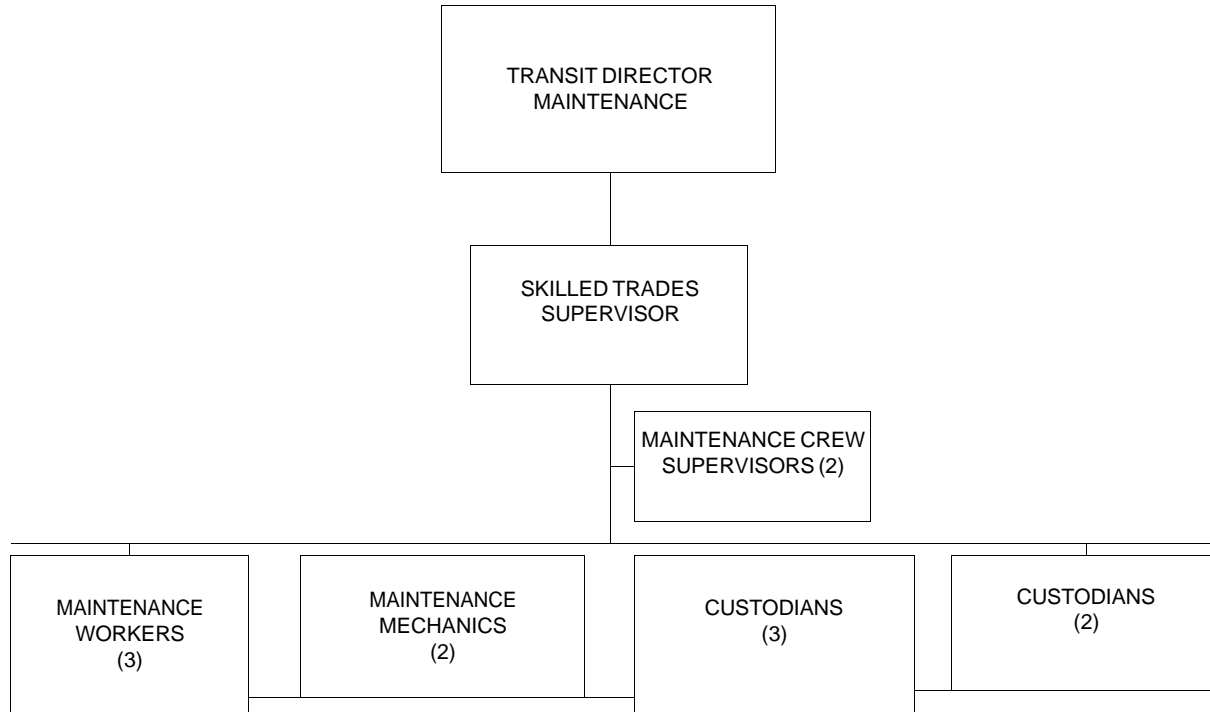
OPERATIONS



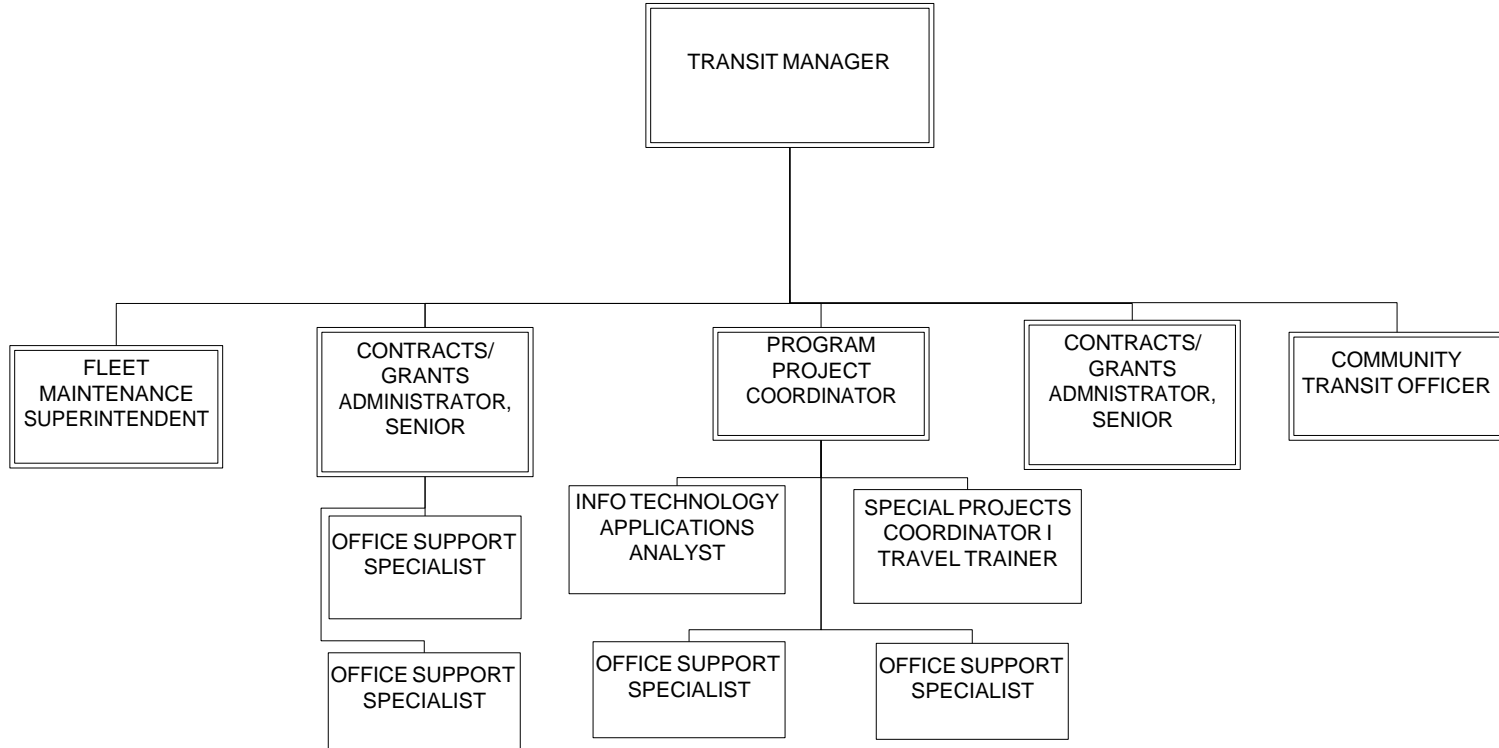
TRANSIT FACILITIES MAINTENANCE



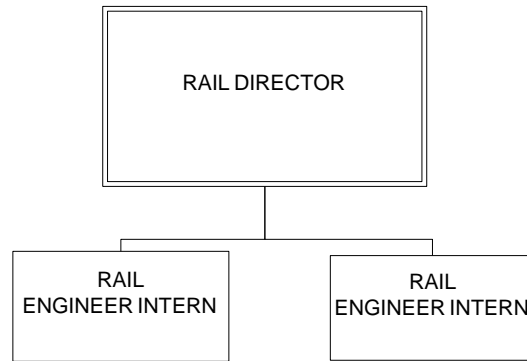
MAINTENANCE



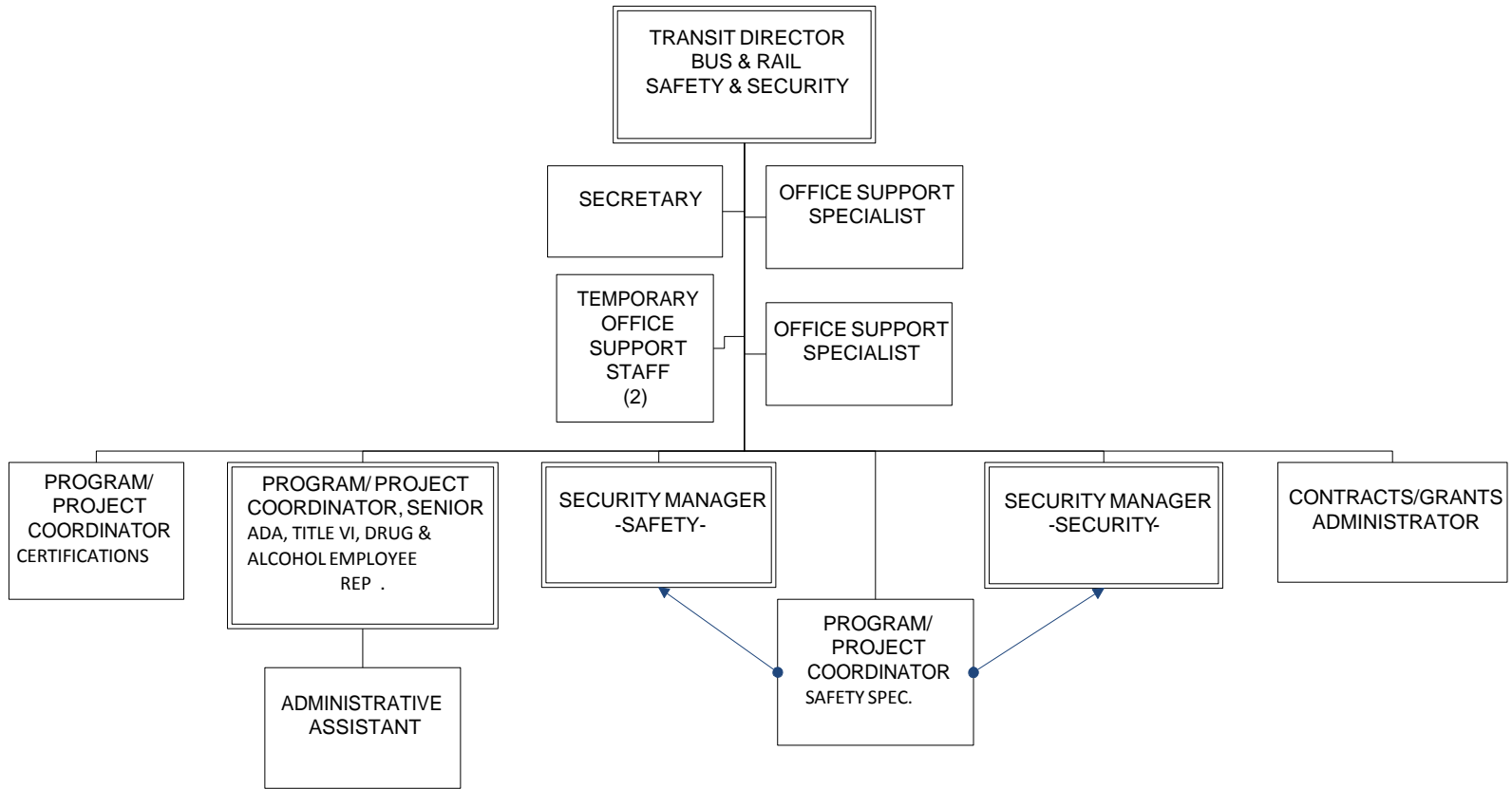
PARATRANSIT



RAIL DIVISION



BUS & RAL SAFETY and SECURITY



**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**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, 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
Title VI and ADA Program Coordinator
1 N. University Drive, Plantation, FL 33324

Customer Service

Monday - Friday7 am - 7:45 pm
Saturday, Sunday and Holidays.....8:30 am - 4:45 pm

Transit Operations Agents help with:

- Trip planning
- Identifying bus pass sales locations
- Routes, times and transfer information
- 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.

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.

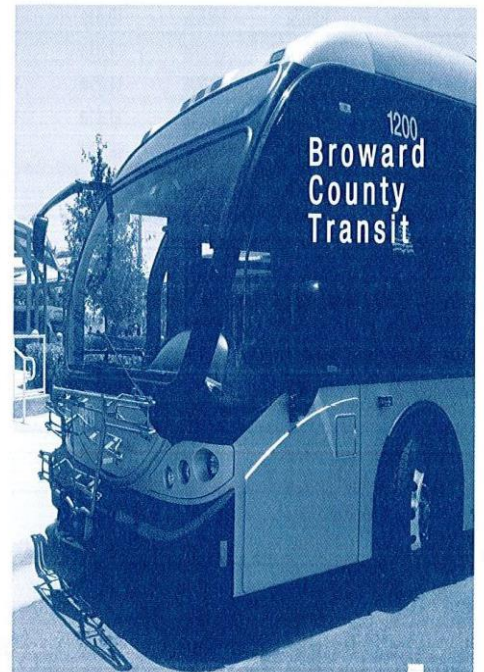


BROWARD COUNTY

BOARD OF COUNTY COMMISSIONERS

An equal opportunity employer and provider of services.

14,000 copies of this public document were promulgated at a gross cost of \$560.00, or \$.040 per copy to inform the public about the Transit Division's schedule and route information. Reprinted 4/17



ROUTE 1 Weekday Schedule

Effective 10/9/16

Aventura Mall to Broward Central Terminal
via Federal Highway/US 1



Real Time Bus Information
MyRide.Broward.org



954-357-8400
Broward.org/BCT

Route 1

Weekday

Aventura Mall to

Broward Central Terminal

via Federal Highway/US 1

BROWARD COUNTY TRANSIT



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.

MONDAY-FRIDAY

There are additional bus stops in between those listed.

NORTHBOUND

To Broward Central Terminal

AVENTURA MALL	HALLANDALE BCH BLVD. & US 1	YOUNG CIRCLE	FTL/HWD INTERNATIONAL AIRPORT	BROWARD CENTRAL TERMINAL
1	2	3	4	5
		5:11a	5:29a	5:51a
5:18a	5:30a	5:41a	6:01a	6:25a
5:38a	5:51a	6:02a	6:24a	6:48a
5:53a	6:06a	6:18a	6:40a	7:04a
6:13a	6:27a	6:39a	7:01a	7:26a
6:33a	6:47a	6:59a	7:22a	7:48a
6:53a	7:08a	7:21a	7:45a	8:11a
7:13a	7:28a	7:42a	8:06a	8:32a
7:33a	7:49a	8:03a	8:27a	8:52a
7:53a	8:09a	8:23a	8:46a	9:11a
8:13a	8:29a	8:42a	9:05a	9:29a
8:33a	8:48a	9:01a	9:23a	9:47a
8:53a	9:07a	9:19a	9:41a	10:05a
9:13a	9:27a	9:39a	10:01a	10:25a

SOUTHBOUND

To Aventura Mall

BROWARD CENTRAL TERMINAL	FTL/HWD INTERNATIONAL AIRPORT	YOUNG CIRCLE	HALLANDALE BCH BLVD. & US 1	AVENTURA MALL
5	4	3	2	1
		5:18a	5:29a	5:42a
5:05a	5:23a	5:48a	6:00a	6:14a
5:25a	5:44a	6:11a	6:24a	6:38a
5:40a	6:00a	6:28a	6:41a	6:55a
6:00a	6:22a	6:50a	7:03a	7:18a
6:20a	6:42a	7:10a	7:24a	7:40a
6:40a	7:02a	7:31a	7:46a	8:02a
7:00a	7:24a	7:54a	8:09a	8:25a
7:20a	7:45a	8:15a	8:30a	8:45a
7:40a	8:05a	8:35a	8:49a	9:04a
8:00a	8:25a	8:54a	9:07a	9:21a
8:20a	8:44a	9:13a	9:26a	9:40a
8:40a	9:04a	9:32a	9:45a	9:59a
9:00a	9:23a	9:51a	10:04a	10:18a

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.

TRANSFER POLICY 7/10/11

TRANSFERS BETWEEN REGULAR BUS ROUTE SERVICE AND PREMIUM EXPRESS BUS SERVICE

A BCT 31-Day Premium Express Bus Pass is acceptable on all BCT regular bus service. Passengers transferring from regular route bus service to express bus service with an All Day, 7-Day or 31-Day bus pass, must pay a premium upgrade fee of \$1.00. Passengers with a regular 10-Ride bus pass or paying by cash on regular service will not be able to transfer between bus services and must pay the full premium fare when boarding the Express bus.

TRANSFERS FROM BCT TO OTHER SOUTH FLORIDA TRANSIT SYSTEMS

When boarding a BCT bus, passengers may see the appropriate

9:53a	10:07a	10:19a	10:41a	11:05a
10:13a	10:27a	10:39a	11:01a	11:25a
10:33a	10:47a	10:59a	11:21a	11:45a
10:53a	11:07a	11:19a	11:41a	12:05p
11:13a	11:27a	11:39a	12:01p	12:25p
11:33a	11:47a	11:59a	12:21p	12:45p
11:53a	12:07p	12:19p	12:41p	1:05p
12:13p	12:27p	12:39p	1:01p	1:25p
12:33p	12:47p	12:59p	1:21p	1:45p
12:53p	1:07p	1:19p	1:41p	2:05p
1:13p	1:27p	1:39p	2:01p	2:25p
1:33p	1:47p	1:59p	2:21p	2:45p
1:53p	2:07p	2:19p	2:41p	3:05p
2:13p	2:27p	2:39p	3:01p	3:26p
2:33p	2:47p	2:59p	3:22p	3:47p
2:53p	3:08p	3:21p	3:44p	4:09p
3:13p	3:28p	3:41p	4:04p	4:30p
3:33p	3:48p	4:01p	4:25p	4:51p
3:53p	4:09p	4:23p	4:47p	5:13p
4:13p	4:29p	4:43p	5:07p	5:33p
4:33p	4:49p	5:03p	5:27p	5:53p
4:53p	5:09p	5:23p	5:47p	6:13p
5:13p	5:29p	5:43p	6:07p	6:32p
5:33p	5:49p	6:03p	6:26p	6:51p
5:53p	6:08p	6:21p	6:44p	7:09p
6:13p	6:28p	6:41p	7:04p	7:28p
6:33p	6:48p	7:01p	7:23p	7:47p
6:53p	7:07p	7:19p	7:41p	8:05p
7:13p	7:27p	7:39p	8:01p	8:25p
7:33p	7:47p	7:59p	8:19p	8:41p G
7:53p	8:07p	8:18p	8:38p	9:00p
8:13p	8:26p	8:37p	8:57p	9:17p G
8:33p	8:46p	8:57p	9:15p	9:35p
9:03p	9:15p	9:24p	9:41p	9:59p
9:33p	9:44p	9:53p	10:13p	10:33p
10:03p	10:14p	10:21p	10:37p	10:57p W
10:33p	10:43p	10:49p	11:04p	11:19p G
11:03p	11:14p	11:21p	11:36p	11:52p G

9:40a	10:03a	10:31a	10:44a	10:58a
10:00a	10:23a	10:51a	11:04a	11:18a
10:20a	10:43a	11:11a	11:24a	11:38a
10:40a	11:03a	11:31a	11:44a	11:58a
11:00a	11:23a	11:51a	12:04p	12:18p
11:20a	11:43a	12:11p	12:24p	12:38p
11:40a	12:03p	12:31p	12:44p	12:58p
12:00p	12:23p	12:51p	1:04p	1:18p
12:20p	12:43p	1:11p	1:24p	1:38p
12:40p	1:03p	1:31p	1:44p	1:58p
1:00p	1:23p	1:51p	2:04p	2:18p
1:20p	1:43p	2:11p	2:24p	2:38p
1:40p	2:03p	2:31p	2:44p	2:58p
2:00p	2:23p	2:51p	3:04p	3:19p
2:20p	2:43p	3:11p	3:25p	3:40p
2:40p	3:03p	3:32p	3:46p	4:01p
3:00p	3:24p	3:53p	4:08p	4:24p
3:20p	3:44p	4:13p	4:28p	4:44p
3:40p	4:04p	4:34p	4:49p	5:05p
4:00p	4:25p	4:55p	5:10p	5:26p
4:20p	4:45p	5:15p	5:30p	5:46p
4:40p	5:05p	5:35p	5:50p	6:06p
5:00p	5:25p	5:55p	6:09p	6:24p
5:20p	5:45p	6:15p	6:29p	6:44p
5:40p	6:05p	6:34p	6:48p	7:03p
6:00p	6:24p	6:53p	7:07p	7:21p
6:20p	6:44p	7:13p	7:26p	7:40p
6:40p	7:04p	7:32p	7:45p	7:59p
7:00p	7:22p	7:50p	8:03p	8:16p
7:20p	7:42p	8:09p	8:21p	8:34p G
7:40p	8:02p	8:28p	8:40p	8:53p
8:00p	8:22p	8:48p	9:00p	9:13p
8:20p	8:40p	9:06p	9:17p	9:29p G
8:45p	9:05p	9:29p	9:40p	9:52p
9:15p	9:33p	9:57p	10:08p	10:20p
9:45p	10:03p	10:27p	10:38p	10:50p
10:15p	10:33p	10:57p	11:08p	11:20p G
10:45p	11:03p	11:27p	11:38p	11:50p G
11:15p	11:33p	11:57p	12:08a	12:20a G

but 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 Express, a transfer is issued and passenger must pay appropriate MDT or Tri-Rail fare.

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

The Express does not connect with Palm Tran.

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

NUMBERS IN BOXES REFER TO TIME POINTS ON MAP

Times with the letter "G" before them indicate bus returns to garage.

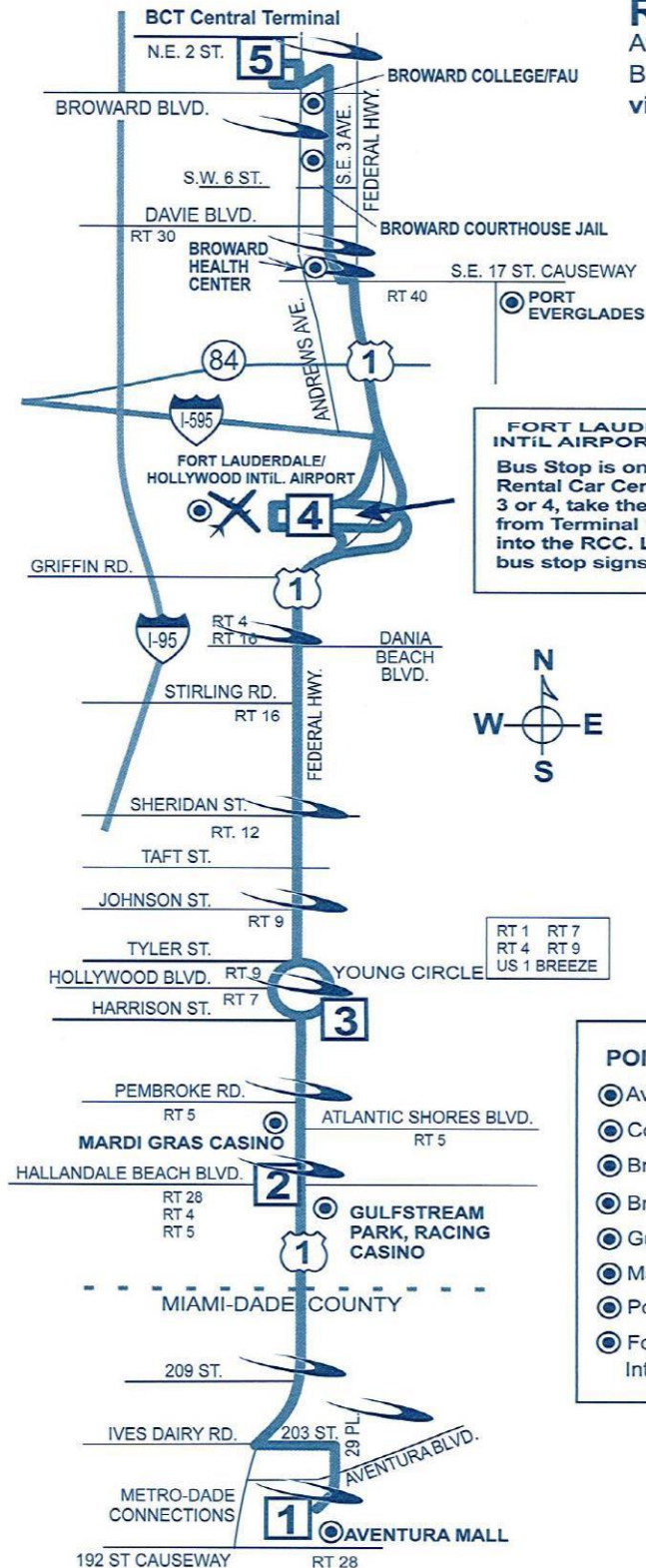
To ensure reliable and safe connections for our customers, all trips

with the "W" note will NOT depart terminal until directed

by either the terminal supervisor or radio.

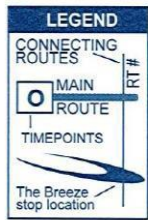
ROUTE 1

Aventura Mall to
Broward Central Terminal
via Federal Highway/US 1



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	
U.S. 1 BREEZE			

FORT LAUDERDALE/HOLLYWOOD INT'L AIRPORT TERMINAL COMPLEX
 Bus Stop is on upper departure level at the Rental Car Center (RCC). From Terminal 2, 3 or 4, take the shuttle bus to the RCC; from Terminal 1, access moving sidewalk into the RCC. Look for BCT and Stop 7 bus stop signs.



RT 1	RT 7
RT 4	RT 9
US 1 BREEZE	

- POINTS OF INTEREST**
- Aventura Mall
 - Courthouse/Jail
 - Broward Health Medical Center
 - Broward College/FAU
 - Gulfstream Park Racing Casino
 - Mardi Gras Casino
 - Port Everglades
 - Fort Lauderdale/Hollywood International Airport

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**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: Michael A. Bryant, J.D.
Title VI and ADA Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
Email: mabryant@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: Michael A. Bryant, J.D.
Title VI and ADA Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
(954) 357-8481
Email: mabryant@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: Michael A. Bryant, J.D.
Title VI and ADA Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
(954) 357-8481
Email: mabryant@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-TransitDivision**

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 Titulo 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): _____

Please explain what happened and who you believe was responsible. Please provide as much detail as possible.

7. Have you filed a complaint of the alleged discrimination with any other federal, state, or local agencies; or with a state or federal court? Yes _____ No _____

If yes, check all that apply:

Federal _____ Federal Court _____ State _____ State Court _____ Local Court _____

Please provide the name of the Agency where you filed your complaint.

Agency Name: _____ Contact

Person: _____ Telephone: _

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

Signature of Complainant

Date

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**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

II. 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

III. 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

IV. 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. Public participation is a key component of the transportation planning process and is the responsibility of the local metropolitan planning organizations (MPOs) in developing local Transportation Improvement Programs (TIP). BCT cooperates with the MPO in providing for public input and participation in the transportation planning process which is outlined in the Transportation Public Involvement Plan (TPIP) in accordance with the federal requirements described in 450.316 and 450.214 of 23 CFR 450.

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.

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: 368,976
 - Evaluation: BCT has exceeded our established goal for the average number of website visits, and set a new goal of 340,000.
- Community Outreach Presentations
 - Goal: 10+ per quarter
 - Latest Measure: 20
 - 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 exceeding 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 2017 – 2020**

**APPENDIX
5**

Language Assistance Plan



Broward County Transportation Department

Transit Division

Language Assistance Plan (LAP)

Updated: October 2017

TABLE OF CONTENTS

	<u>Page</u>
I. EXECUTIVE SUMMARY	3
II. INTRODUCTION	4
III. AUTHORITY AND GUIDANCE	6
IV. PLAN SUMMARY	6
V. FOUR-FACTOR ANALYSES	7
VI. LIMITED ENGLISH PROFICIENCY PLAN OUTLINE	11
1. Identify Language Assistance Measures	11
2. Determine Vital Documents for Translation	11
3. Determine Non-Vital Materials	11
4. Training on Language Assistance Measures	12
5. Outreach Awareness	12
6. Monitoring and Updating the LEP Plan	13
7. Policy Distribution and Notice to Public	13
EXHIBIT 1 – Languages Spoken at Home Chart	14
EXHIBIT 2 – LEP MAPS	15
EXHIBIT 3 – US Census Bureau’s “I Speak Cards”	19

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. BCT is comprised of over 1,080 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 in order to serve our 1.8 million residents. BCT has 44 bus routes, most of which operate during the weekdays, Saturday, and Sunday. BCT's hours of operation are from 4:40 a.m. (some routes) until 12:40 a.m.

Public transportation services are provided by BCT through a network of transit services, including the operation of a fleet of 359 buses on fixed routes with several routes connecting with Palm Tran (in Palm Beach County), Miami-Dade Transit, and Tri-Rail (commuter rail service); 238 contracted paratransit services for the transportation disadvantaged and persons with disabilities; BCT-owned minibuses operated in partnerships with municipalities and other entities for community bus 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, currently provides more than 32.7 million passenger trips annually. 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 transit fares, advertising, state grants, Local Option Gas Taxes, and local ad valorem taxes. The capital funds are used to purchase replacement buses and vehicles, fare boxes, maintenance and support equipment and parts, information technology, 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 of County Commissioners' annual allocation from General Funds, BCT does not have a dedicated source of local funds.

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 two vendors to provide paratransit service. The contractors 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 BUS SERVICE

BCT's Community Bus Service operates in partnership with Broward County municipalities. Community buses service residential areas, freeing larger fixed-route buses to travel along major thoroughfares as part of a regional bus network. Community bus routes are currently operated by 19 municipalities with a fleet of 99 ADA wheelchair-accessible 25-foot vehicles. During the peak, these routes provide local circulation to passengers traveling short distances, as well as provide "first-mile" and "last-mile" connections to BCT fixed routes. While BCT routes serve mainly arterial corridors, community buses can penetrate into neighborhoods and create short-distance linkages between origins and destinations. The service also places the planning, based on local ridership demand, closer to the people who use or may wish to use this service.

Through an interlocal agreement (ILA), BCT provides capital and/or operating assistance. The operating assistance is a combination of both Local Option Gas Tax Funds and Broward County General Funds. Eighteen (18)-passenger wheelchair-accessible vehicles are leased to the municipality for \$10.00 a year and \$15.00 per revenue hour operating stipend to assist the municipality with maintenance and operational costs. For those cities that provide their own wheelchair-accessible equipped vehicle, a \$13,295.20 capital cost allowance per year, per vehicle in revenue service is provided. BCT also provides spare replacement vehicles for use by any of the municipalities on a first-come, first serve basis.

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 2008-2012 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 15.1 percent of the service area population could not speak English “very well.” Of the 15.1 percent, 8.9 percent speak Spanish, 2.9 percent speak Haitian Creole, 0.7 percent speak Portuguese, and 2.6 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: \$10,000.
 - 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 and Portuguese, 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 bus service, 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: Michael A. Bryant, J.D., Title VI and ADA Program Coordinator
Phone: (954) 357-8481
E-Fax: (954) 357-8327
Email: mabryant@broward.org
TTY: (954) 357-8302

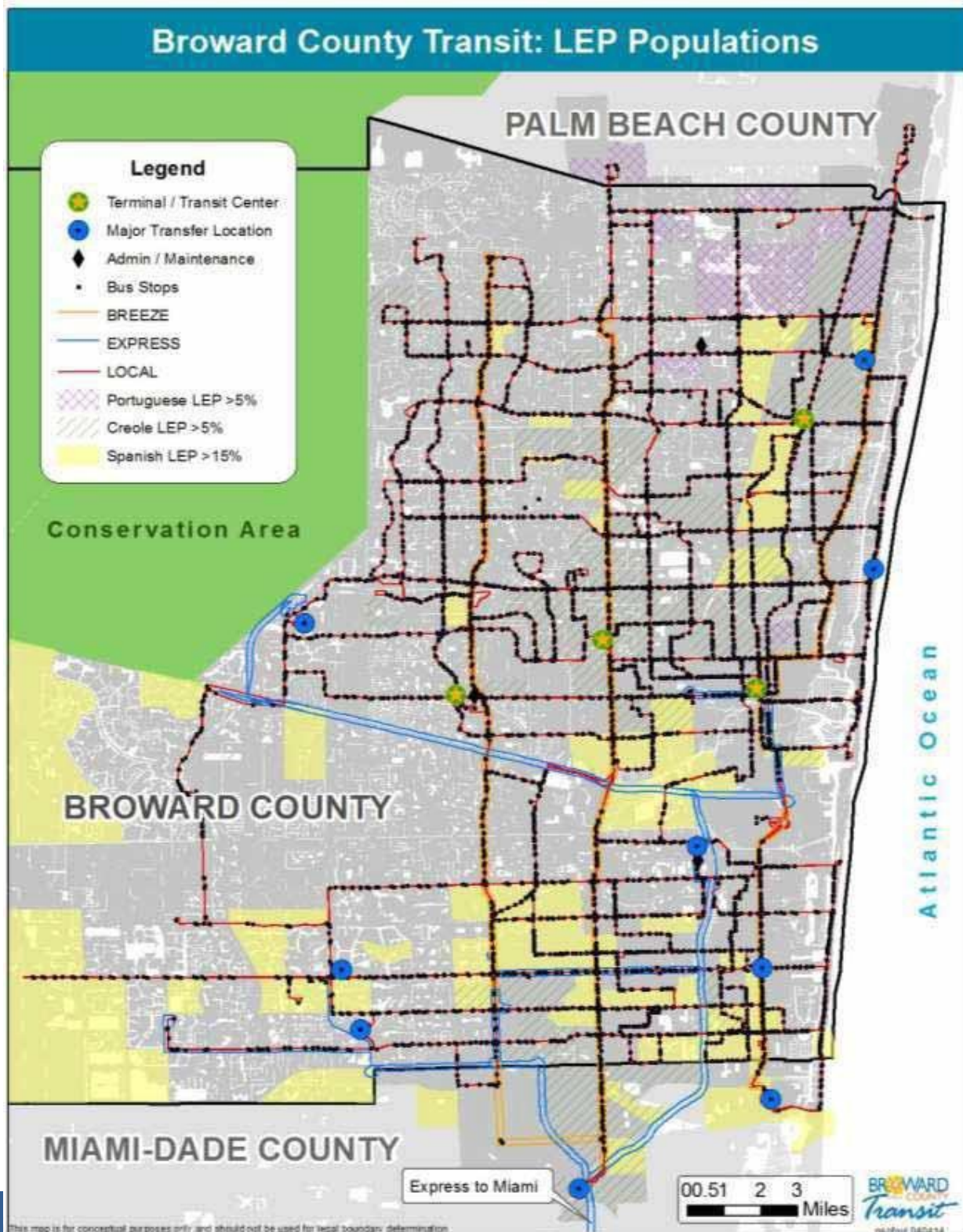
EXHIBIT 1

Limited English Proficiency by Languages Spoken at Home Chart

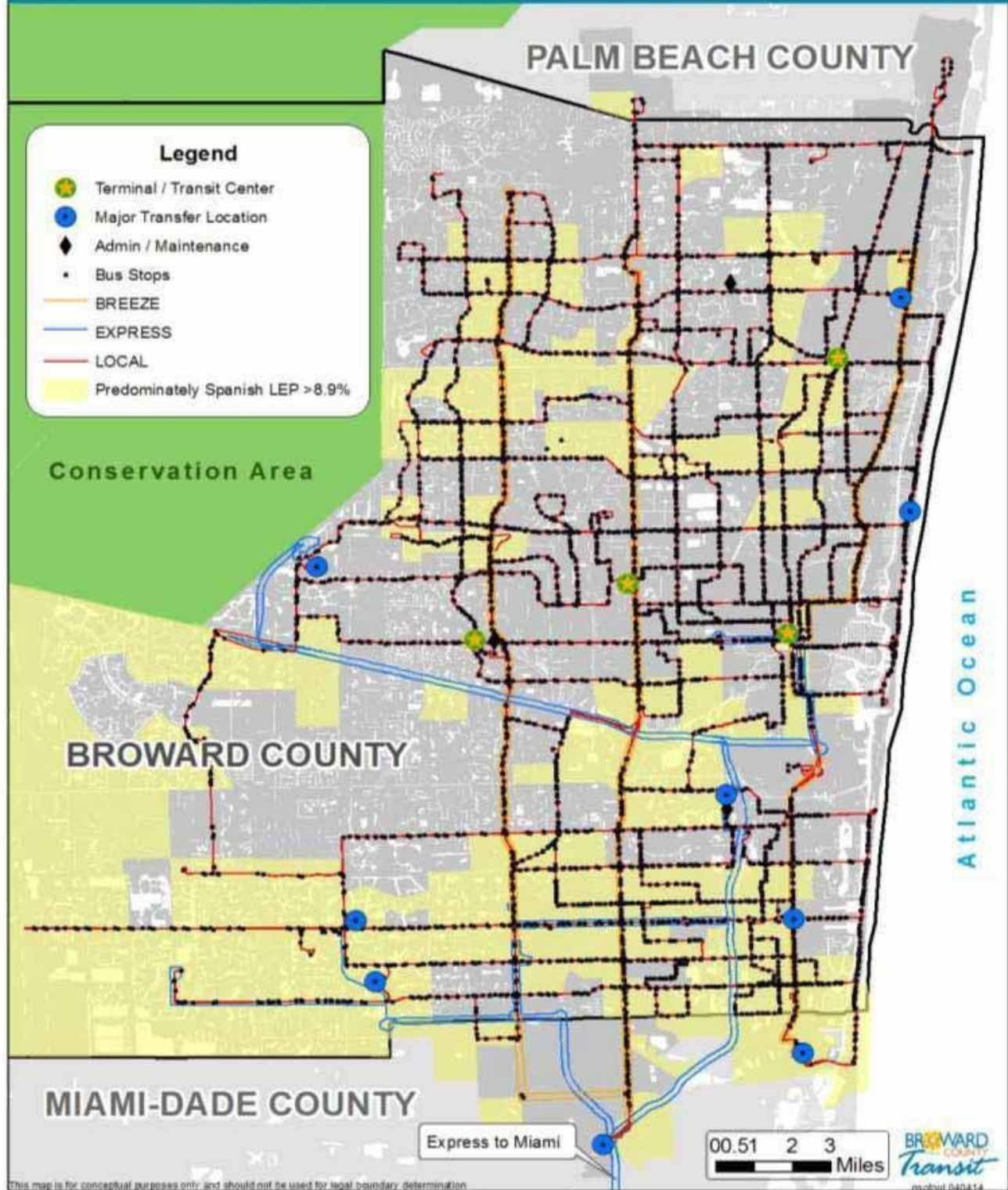
Percentage of Service Area LEP Age 5+ by Language Spoken at Home			
Language Spoken at Home	ACS Locator	Estimate	Percentage
Spanish	B16001e5	164,242	8.9%
French Creole	B16001e11	53,521	2.9%
Portuguese	B16001e17	13,122	0.7%
French (incl. Patois, Cajun)	B16001e8	10,002	0.5%
Chinese	B16001e68	3,783	0.2%
Russian	B16001e35	3,710	0.2%
Vietnamese	B16001e89	3,326	0.2%
Italian	B16001e14	2,718	0.1%
Other Indo-European	B16001e65	2,492	0.1%
Other Asian	B16001e92	2,115	0.1%
Hebrew	B16001e113	2,109	0.1%
Tagalog	B16001e95	1,713	0.1%
Urdu	B16001e59	1,601	0.1%
Arabic	B16001e110	1,551	0.1%
Polish	B16001e38	1,227	0.1%
Korean	B16001e74	1,220	0.1%
Other Indic	B16001e62	1,085	0.1%
Other Slavic	B16001e44	992	0.1%
German	B16001e20	889	0.0%
Hungarian	B16001e107	782	0.0%
Hindi	B16001e56	729	0.0%
Greek	B16001e32	676	0.0%
Thai	B16001e83	585	0.0%
Persian	B16001e50	572	0.0%
Japanese	B16001e71	406	0.0%
African Languages	B16001e116	401	0.0%
Gujarati	B16001e53	300	0.0%
Other West Germanic	B16001e26	281	0.0%
Aremenian	B16001e47	234	0.0%
Serbo-Croatian	B16001e41	229	0.0%
Yiddish	B16001e23	227	0.0%
Laotian	B16001e86	150	0.0%
Mon-Khmer, Cambodian	B16001e77	110	0.0%
Other Pacific Island	B16001e98	110	0.0%
Other, Unspecified	B16001e119	101	0.0%
Scandinavian	B16001e29	87	0.0%
Other Native North American	B16001e104	20	0.0%
Total LEP Age 5+ Population		277,418	15.1%
Total Age 5+ Population		1,839,376	
Source: US Census Bureau 2008-2012 5Yr American Community Survey Estimates			

EXHIBIT 2

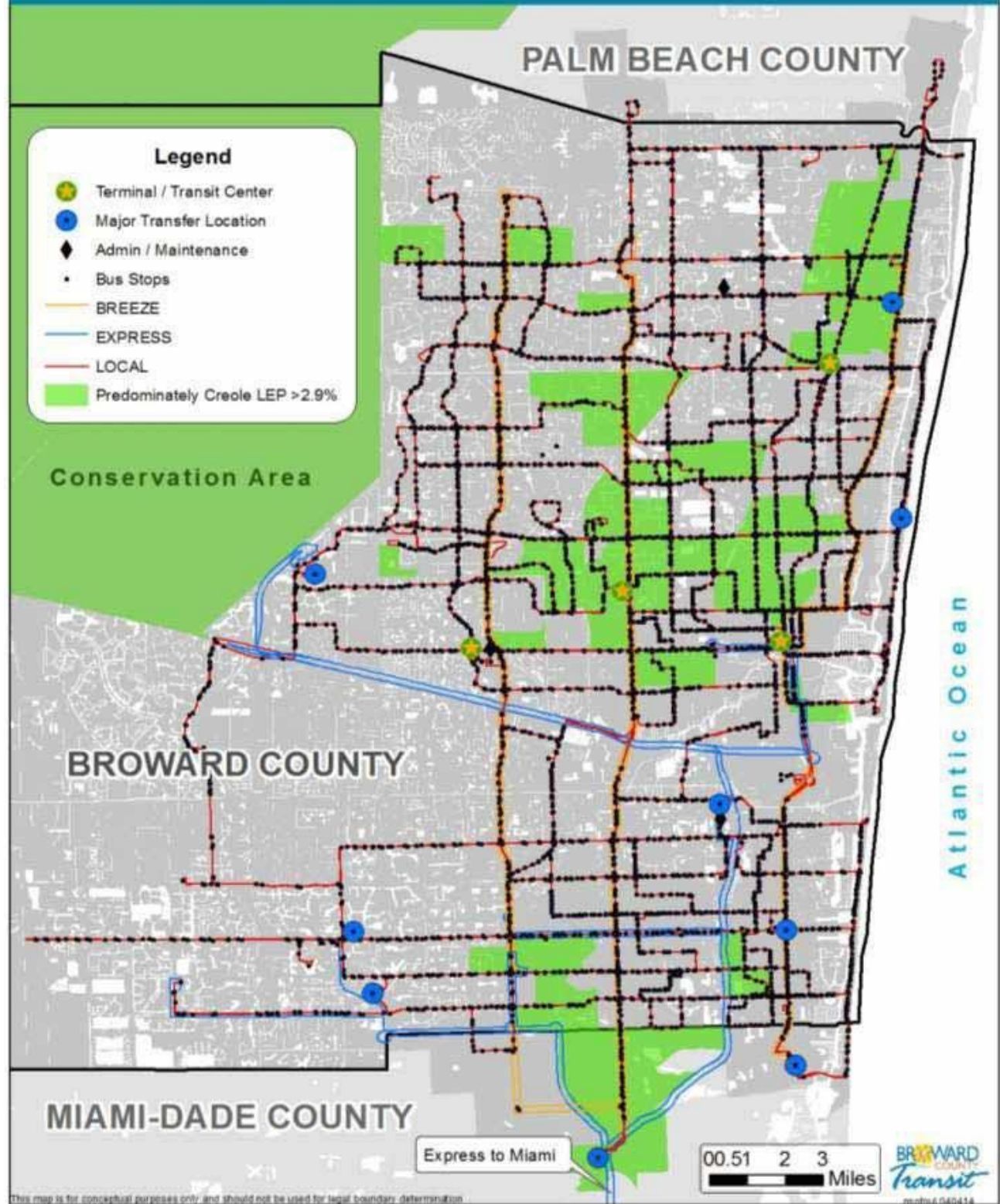
Limited English Proficiency Maps



Broward County Transit: Spanish LEP



Broward County Transit: French Creole LEP



Broward County Transit: Portuguese LEP

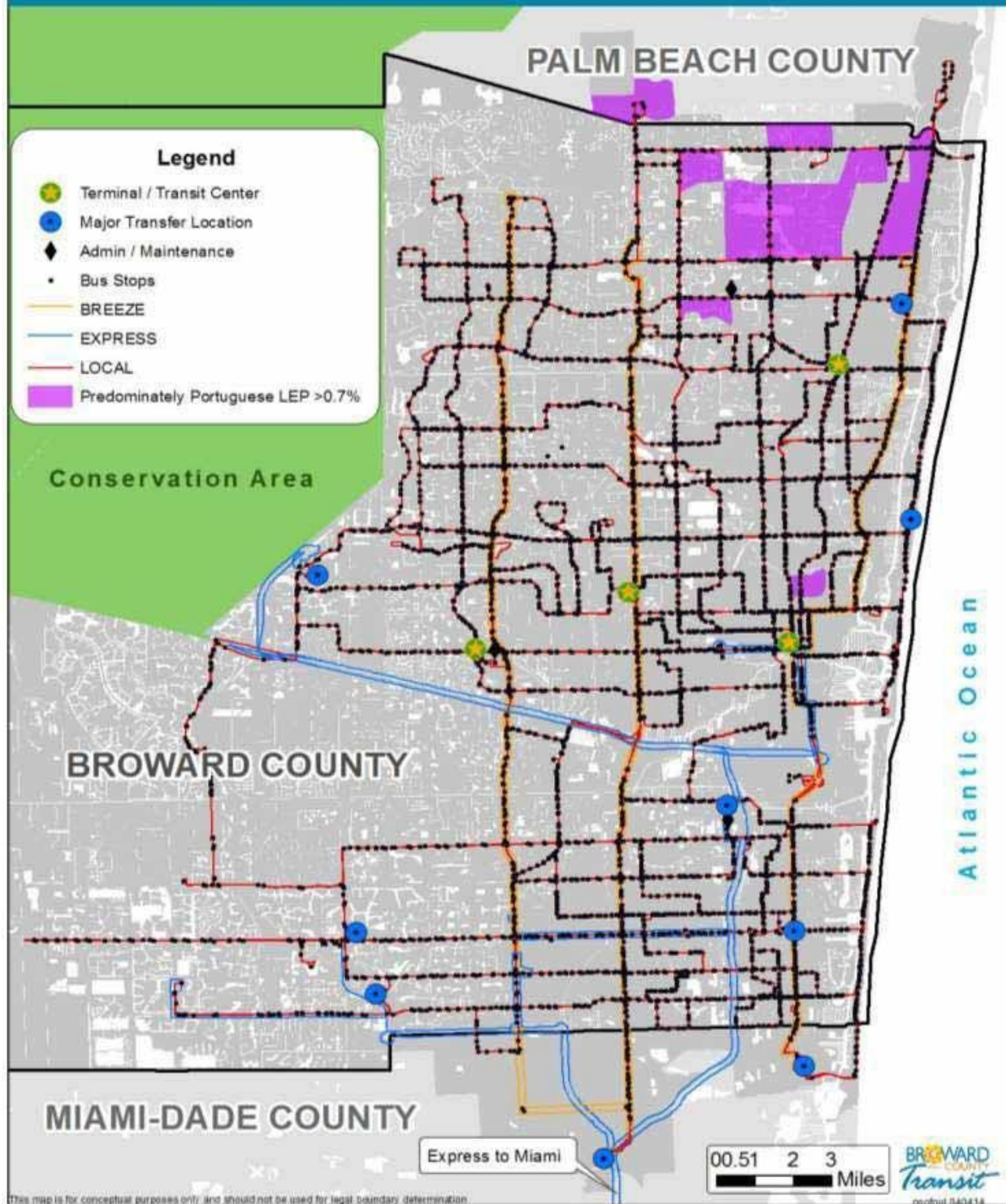


EXHIBIT 3

US Census Bureau's "I Speak

<div style="display: flex; justify-content: space-between;"> 2004 Census Test United States Census 2010 </div> <div style="text-align: center; font-weight: bold; font-size: small;">LANGUAGE IDENTIFICATION FLASHCARD</div>	
<input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/> Խարդում ենք նշում կատարեք այս քանակում, 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"/> ល្អប្រសើរណាស់ប្រសិនបើ៖ អ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/> Motka i kakhon ya yangin untungnu' manaitai pat untungnu' 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

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- | | |
|---|--------------------|
| <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 διαβάζετε ή μιλάτε Ελληνικά. | 15. Greek |
| <input type="checkbox"/> Make kazye 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 beszél 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"/> ໃຫ້ໝາຍໃສ່ອ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກມາສາຂາວ. | 24. Laotian |
| <input type="checkbox"/> Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | 25. Polish |

08-3309

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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 casuță 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 štvorček, 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"/> | ให้กาเครื่องหมายลงในช่องสี่เหลี่ยมที่พูดภาษาไทย. | 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 |

DB-3309

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**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**APPENDIX
6**

Monitoring Process for Subrecipients

BCT's Process for Monitoring Subrecipients is to monitor and to enforce the Inter Local Agreement. This Appendix consists of the pertinent excerpts from an Inter Local Agreement for the Community Bus Program.

2.4 CHANGES IN ROUTES. CITY acknowledges and agrees that it shall not deviate 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 Contract Administrator. CITY further acknowledges and agrees that compensation 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" without the prior written consent of Contract Administrator.

2.4.1 The Contract Administrator may approve changes to Routes including changes that result in an increase or decrease in Revenue Service Hours; provided, the increase or decrease does not exceed ten percent (10%) of the total annual financial assistance established in Exhibit "F". In the event that the Contract Administrator approves any change to Routes as authorized in this Section, Exhibit "A" shall be updated by the Contract Administrator.

2.5 FARES. If CITY determines a fare to be appropriate, CITY may institute such fare; provided, the fare shall not exceed COUNTY's fixed-route base one-way fare. Additionally, CITY's fare policies shall comply with the provisions of 49 U.S.C. 5307(c)(1)(D) commonly referred to as the "half fare" requirement. Prior to instituting a fare or changing a current fare CITY shall:

- (1) Provide a formal written notice to the Contract Administrator sixty (60) calendar days prior to the implementation date of the proposed fare or fare change; and
- (2) CITY shall hold a public hearing prior to the institution of any proposed fare or fare change in compliance with the procedures set forth in Section 2.5 below; and
- (3) Receive COUNTY's written approval prior to the implementation of the fare or fare change.

2.6 PUBLIC HEARING REQUIREMENTS. CITY, in compliance with the provisions of 49 U.S.C. Section 5307(c)(1)(I), shall hold a public hearing before its governing body as follows:

- (1) Prior to the implementation or change in fares.
- (2) Prior to any change in service affecting twenty-five percent (25%) or more to the Route miles, when calculated on total route miles or on daily revenue miles.
- (3) Prior to establishing a new Community Bus Route.
- (4) Prior to discontinuing any Community Bus Route in its entirety.
- (5) Prior to implementing headway adjustments of more than fifteen (15) minutes.

At least one 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.
- (4) Criteria for requesting available accommodations and alternative formats.

2.6.1 In the event that service changes are necessitated by road closures or road construction/repair, interruptions due to hurricane or other natural disaster, 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 to inquire further about the change or through which individual patrons may seek alternative format information.

2.6.2 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(d)(1)(I) within seven (7) calendar days of 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 Bus Services.

2.8 MINIMUM REQUIRED PASSENGERS PER REVENUE HOUR. Within twelve (12) months from the commencement of Community Bus Service, CITY shall maintain a minimum average of 7.1 passengers per Revenue Service Hour per Route operated by CITY. CITY shall monitor trends relating to any reductions in passengers per Revenue Service Hour and shall promptly notify COUNTY of possible conditions or remedies which 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 passengers per Revenue Service Hour per Route during any rolling twelve (12) month period shall constitute a breach of this Agreement, entitling COUNTY to terminate this

- b. CITY shall not use the AVL/MDC 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 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 without the prior written consent of COUNTY.
- e. CITY shall not remove the AVL/MDC Equipment from the vehicle in which it was originally installed without the prior written consent of COUNTY, except in the event of an emergency.

3.14.6 Reservation of Title: This Agreement does not provide CITY with title or ownership of the AVL/MDC Equipment, but only a right of limited use for the duration of the Agreement. COUNTY shall retain title and ownership of the AVL/MDC Equipment at all times.

3.14.7 Training: COUNTY shall provide CITY's employees with initial training in the operation of AVL/MDC Equipment at no cost to CITY, provided, however, CITY shall be responsible for the payment of any and all salary costs for those employees that participate in the training. COUNTY may provide additional training to CITY's personnel at no cost to CITY, provided, however, CITY shall be responsible for the payment of any and all salary costs for those employees that participate in the training.

3.14.8 CITY shall ensure that its personnel utilizing the AVL/MDC Equipment have been properly trained in the operation of the AVL/MDC Equipment.

- 3.15 DAMAGE. CITY shall bear the entire risk of loss or damage to all Vehicle(s). Any and all damage to Vehicle(s), including, but not limited to, damage resulting from storage, vandalism, theft, or from the provision of Community Bus 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 Public Transportation Services 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. CITY shall display the signs conspicuously on each Vehicle. The signs shall inform persons to contact Broward County's Customer Service Center regarding questions, comments, or schedule information. CITY shall respond to complaints (excluding Title VI complaints) brought by persons or by COUNTY on its own initiative or otherwise. In the event that complaints regarding CITY's Community Bus Service are received by COUNTY's Customer Service Center, the Contract Administrator shall forward the complaint to the CITY upon receipt.
- 4.1.1 Upon the 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 Contract Administrator within three (3) business days.
- 4.2 COUNTY shall provide CITY with COUNTY's formally adopted Title VI Notice and Complaint procedures. The 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. In the event that CITY shall receive any Title VI complaints, the CITY shall forward the complaint to the Broward County Transit Division Compliance Manager.
- 4.3 CITY shall submit a monthly report to Contract Administrator summarizing all complaints received during the past month.
- 4.4 At the request of COUNTY, CITY shall meet with Contract Administrator to review any complaints or concerns relating to the Community Bus Service and to promptly correct any deficiencies. Contract Administrator's determination as to quality of operation or services shall be conclusive, and curative measures shall be implemented by CITY as expeditiously as possible.

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, 2017; the term may be extended for up to two (2) additional one (1) year renewal periods upon written approval of the Contract Administrator 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.

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 11

TITLE VI

By execution of this Agreement, CITY, as a subrecipient of FTA financial assistance, adopts Exhibit "H" as their Title VI Program. CITY shall ensure that Community Bus Services 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. §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 which may be required to maintain compliance with Title VI.

ARTICLE 12

MISCELLANEOUS

12.1 RIGHTS IN DOCUMENTS AND WORK

Any and all reports, photographs, surveys, and other data and documents provided or created in connection with this Agreement are and shall remain the property of COUNTY, and, if a copyright is claimed, CITY grants to COUNTY a non-exclusive license to use the copyrighted item(s) indefinitely, to prepare derivative works, and to make and distribute copies to the public. 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 of termination of this Agreement by either party. Any compensation due to CITY shall be withheld until all documents are received as provided herein.

EXHIBIT "H"

City of _____ Title VI

Program Under Title VI of the Civil Rights Act of 1964, as amended, and 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 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 Title VI Program for the CITY, a subrecipient of the COUNTY, 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 2, 2012.

Title VI Notice and Complaint Procedures

All subrecipients use the 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 followed:

NOTICE OF PROTECTIONS UNDER TITLE VI OF THE CIVIL RIGHTS ACT

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 the Broward County Transportation Department, Compliance Manager, 1 N. University Drive Suite 3100A Plantation, Florida 33324.

Title VI Investigations, Complaints and Lawsuits

The 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.

Public Participation and Language Assistance Plans The CITY shall in the absence of their own plans use the COUNTY's Public Participation and Language Assistance Plans in formulating public outreach strategies to engage minority, low-income, and Limited English Proficient (LEP) populations.

Planning or Advisory Boards

The 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, the CITY will provide the COUNTY with the racial breakdown of the board and a description of how minority participation is encouraged, as required by FTA.

Monitoring Subrecipients

The CITY is monitored by our primary recipient, the COUNTY. The monitoring process outlined by the COUNTY includes the collection of Title VI Programs, reviews of service change proposals, and attendance at quarterly Community Bus meetings.

Facility Equity Analysis

The 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 the CITY will collaborate with the COUNTY to ensure that the appropriate analysis is conducted in compliance with FTA specifications.

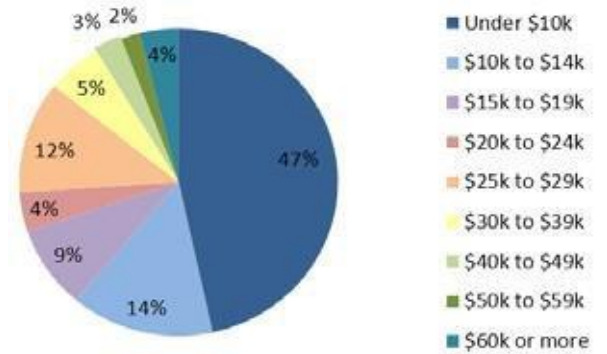
Service Standards

The CITY in agreement with the COUNTY will use the following service standards for community bus service. The CITY will collaborate with COUNTY to monitor service standards as necessary per FTA Circular 4702.1B.

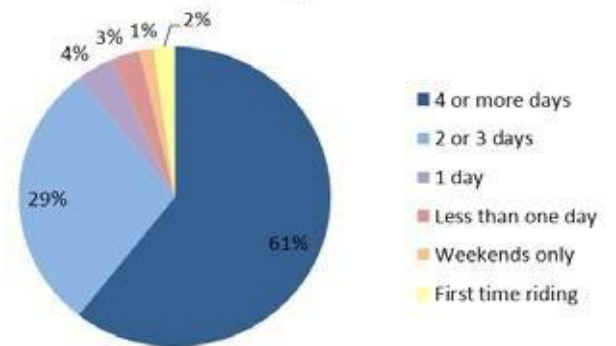
Type	Standard Description
Vehicle Load	1.25 capacity ratio for all vehicles.
Vehicle Headway	75-minute average headway all day.
On-Time Performance	80% On-Time Performance is expected of community bus routes. On-time is

	defined based on departures of 1 minute early to 5 minutes late.
Service Availability	Community bus routes operate to complement COUNTY local, breeze, express, and paratransit services. To the greatest extent possible community bus will fill gaps in COUNTY service coverage and offer local circulation to neighborhood destinations.
Transit Amenities	The CITY collaborates with the COUNTY in the siting of transit amenities in accordance with a criteria based on ridership, community need, and available right-of-way. For passenger convenience, Community Bus stops are generally placed in close proximity of shopping plazas, grocery stores, hospitals, parks, and offices.
Vehicle Assignment	Vehicles in service for 5 years or 150,000 miles are prioritized for replacement. Routes regularly exceeding the capacity threshold that cannot be addressed through additional service will be leased larger vehicles. The COUNTY is generally responsible for the procurement and replacement of transit vehicles.

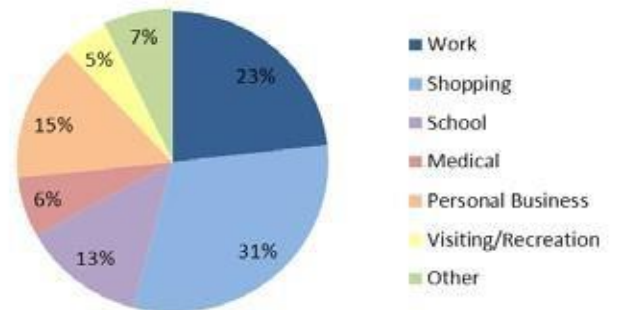
Annual Household Income



Frequency of Use



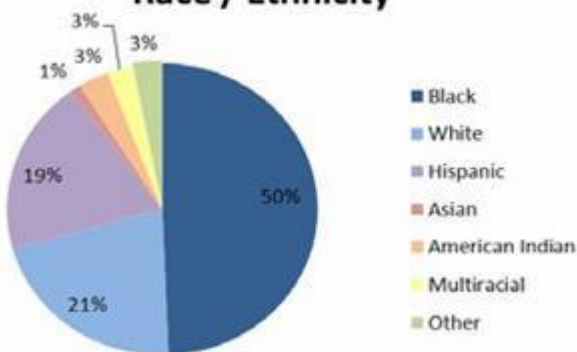
Trip Purpose



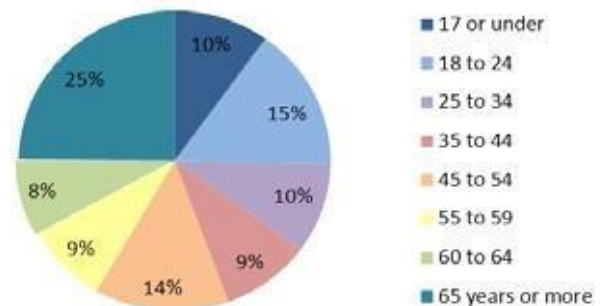
Community Bus Service Demographics

As a component of BCT's *Broward Connected 10 Year Transit Development Plan (TDP)*, on-board surveys were conducted in March 2013 from randomly selected community bus trips. The charts below characterize the demographics of the entire community bus system. The CITY supports the COUNTY'S initiative to conduct on-board surveys every 5-years during the TDP process and understands that additional surveys are encouraged prior to a major service or fare change.

Race / Ethnicity



Age



**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**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 all fixed-route buses. All are ADA accessible, low-floor designed, and equipped with bicycle racks.

Revenue vehicles are assigned to routes based on contractual obligations. At a minimum, they are rotated every four months to manage the accumulation of mileage. Certain vehicle types such as articulated buses are used on high 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 same route to minimize operating characteristic deviations.

DISTRIBUTION OF TRANSIT AMENITIES POLICY

Policy:

- Shelter Placement– minimum threshold is an average of 25 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 15 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 2017 – 2020**

**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 2017

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:

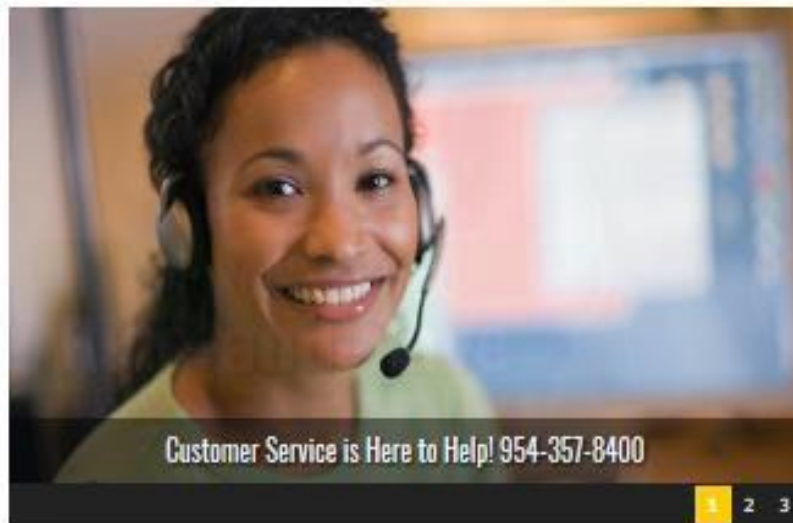
1. Consider the adverse effects of the proposed fare or service changes.
2. Conduct the appropriate equity analysis, and determine if proposals would have a disproportionately high and/or adverse effect on minority and/or low-income riders.
3. Assess the alternatives available for people affected by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

Broward County Transit








Welcome To Broward County Transit - BCT

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Headlines

-  [Attention Route 109 Express Riders - Update on Ansin Sports Complex Lighting](#)
-  [BCT Bus Passes Temporarily Not Being Sold at Sunrise Dan Pearl Branch Library](#)
-  [MyRide.Broward.org - Real Time Bus Arrival Information](#)
-  [Door-to-Door Transportation for Veterans to William "Bill" Kling VA Clinic](#)
-  [Be Alert. Call 954-357-LOOK \(5665\). Tell Us.](#)

Downtown Miami Construction Express Route Alerts

-  [Rider Alert: 95 Express Pembroke Pines/Miramar \(Route 109\); and 595 Express BB&T Center to Miami/Brickell \(Route 110\), Miami, Effective Thursday, August 3, 2017 until further notice](#)
-  [Rider Alert: Routes 109 and 110 Morning and Afternoon Service, Miami, Effective Friday, May 5, 2017 Until Further Notice](#)

Fare Information

Effective 10/1/15

- Regular One Way Fare - \$2
- Reduced One Way Fare - \$1
- Premium Regular One Way Fare - \$2.65
- Premium Reduced One Way Fare - \$1.30
- All Day Pass - \$5

Passes

-  [BUY ONLINE](#) 31 Day Adult Pass - \$70
-  [BUY ONLINE](#) Premium 31 Day Adult Pass \$95
-  [BUY ONLINE](#) 10 Ride Pass - \$20
-  [BUY ONLINE](#) Premium 10 Ride Pass - \$26.50
-  [BUY ONLINE](#) 7 Day Pass - \$20
-  [BUY ONLINE](#) 3 Day Pass - \$12

⚠ Downtown Miami Construction Express Route Alerts

- Rider Alert: 95 Express Pembroke Pines/Miramar (Route 109); and 595 Express BB&T Center to Miami/Brickell (Route 110), Miami, Effective Thursday, August 3, 2017 until further notice
- Rider Alert: Routes 109 and 110 Morning and Afternoon Service, Miami, Effective Friday, May 5, 2017 Until Further Notice
- Rider Alert: Express Customers, Miami, Effective Monday, February 13, 2017 Until Further Notice, Bus Stop at SW 1st Street before S. Miami Avenue

Service Changes and Detours

- Service Changes Effective Sunday, August 27, 2017, Routes 4, 11, 16, 36, 42, 48, 83, and 441 Breeze
- Rider Alert: Routes 6 and 16, Dania Beach, Effective Wednesday, June 21, 2017, Anglers Avenue Construction




BUY ONLINE **PREMIUM 10**
 Ride Pass - \$26.50


BUY ONLINE **7 Day Pass** - \$20


BUY ONLINE **3 Day Pass** - \$12


FIND OUTLET **31 Day Reduced Pass*** - \$40


FIND OUTLET **31 Day College Pass*** - \$50


All Day Reduced Pass* - \$4

*Senior, Youth, Disabled/Medicare, College Student



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Title VI of the Civil Rights Act of 1964

Rider Information

Service Changes and Detours

Hours of Operation

Community Buses

Paratransit

Bus Your Bike

Frequently Asked Questions

Lost and Found

Airport Information

Safety

Transit Watch Transcript

Keep Your Bus On-Time

How To Ride

Accessibility Services

ADA Notice of Compliance

ADA Policy

ADA Public Comments

ADA Accommodation Process

ADA Grievance Procedures

Title VI of the Civil Rights Act of 1964

Title VI Complaint Form

Veterans

What is Title VI?

Title VI of the Civil Rights Act of 1964 addressed discrimination in most areas of public life in the U.S.

- **Title VI states:**
"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."
- **Federal Transit Administration (FTA):**
Monitors transit providers for Title VI compliance; new circular issued October 1, 2012 provides guidance for transit agencies receiving federal funds

Why is Title VI Important?

- Ensures that public services, including transportation, are provided in an equitable and nondiscriminatory manner
- Requires opportunities for public participation in decision-making without regard to race, color, or national origin, including populations with Limited English Proficiency (LEP)
- Provides access to public services by LEP populations

Major Service Change Policy

Broward County Transit considers a change in transit service to be a Major Service Change when any of the following criteria are met:

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 weekly 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.

If any of the above is met, Broward County Transit shall:

- Conduct an equity analysis, and determine if proposals would have a disproportionately high and/or adverse effect on minority and/or low-income riders.
- Assess the alternatives available for people affected by the change.
- Describe actions to minimize, mitigate, or offset any adverse effects.
- Equity analysis must be reviewed and approved by Board of County Commissioners of Broward County prior to implementation.

Disparate Impact Policy

- Determines the point when adverse effects of a fare or service change(s) are felt by minority populations
- Adopted threshold: 15 percent cumulative impact
- When threshold met, Broward County Transit shall take steps to avoid, minimize or mitigate impacts where practicable then re-analyze to determine whether impacts were removed

Disproportionate Burden Policy

- Determines the point when adverse effects of a fare or service change(s) are felt by low-income populations
- Adopted threshold: 15 percent cumulative impact
- When threshold met, Broward County Transit shall take steps to avoid, minimize or mitigate impacts where practicable then re-analyze to determine whether impacts were removed

Documents

- [Title VI Program Update December 2014 - 2017 \(PDF, 11.5 MB\)](#)
- [Fare Equity Analysis for Fares Effective July 1, 2016 \(PDF, 2.5 MB\)](#)

Questions or Comments

Contact: Transit Manager – Safety and Compliance Section, 954-357-8481



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**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**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.

December 2017



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 44 routes, 29 are classified as “minority” routes and 9 are “non-minority” routes. Of the seven (7) 95 Express and 595 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 System wide 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
40 Foot Low Floor*	38	19	57	1.5
42 Foot Low Floor*	40	20	60	1.5
60 Foot Low Floor (Articulated)*	57	28	85	1.5
55 Foot Low Floor (MCI)	55	0	55	1.5

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

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

Title VI Defined	Peak Load Factor (6:00 a.m. – 9:00 a.m.) (3:00 p.m. – 6:00 p.m.)	Off-Peak Load Factor	Meeting Target
Minority Local Routes	0.65	0.47	100%
Non-minority Local Routes	0.55	0.36	100%
Minority Breeze Routes	0.65	0.47	100%
Non-minority Breeze Routes	0.55	0.36	100%
Minority Premium Express Routes	0.56	N/A	100%
Non-minority Premium Express Routes	0.56	N/A	100%
Total	0.62	0.42	100%

Vehicle Load Factors based on available systemwide APC samples

The table above shows passenger capacity as the average maximum numbers of persons seated and standing during peak and off-peak hours. Maximum load factors of for the Local and Breeze routes and 1.0 for Premium Express routes, represents the maximum allowable passenger capacity, and are calculated by dividing the total actual capacity by the seated capacity of the vehicle. Data is derived from available samples from Automatic Passenger Counters (APC) and by customer reports. BCT routinely monitors vehicle load and capacity, and will continue to monitor and adjust schedules as necessary if vehicle loads surpass the adopted standard.

FINDINGS:

- Observed load and seat ratios range from .55 to .65 among all routes and across all time periods.
 - The vehicle load values for the Local, Breeze, and Premium routes classified as minority routes are compared with BCT’s Maximum Vehicle Load Standards. On the Local routes, the observed load is .65 for the peak period, and .47 for the non-peak period. The values are well within BCT’s standard.
 - BCT is currently within or meeting the vehicle load standards for “minority” and “non-minority” route types; therefore, there are no disparate impacts on minority population in regard to vehicle loads on the Local, Breeze and Premium routes.
-

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 continuously monitors on-time performance using Automatic Passenger Counters (APC), and system results are reported quarterly to the Broward County Board of County Commissioners.

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	445,662	749,836	59.4%
Non-minority	106,971	163,477	65.4%
Total	552,633	913,313	60.5%

On-Time Performance based on APC time point departure records

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. Additionally, in January 2014, BCT made improvements to routes 18, 72, and US 441 Breeze that have increased on-time performance along the busiest corridors. These routes provide service to a predominately “minority” ridership. The improvements included:
 - Route 18 (US 441) – this route was split into two (2) routes, 18 and 19. These adjustments improved service reliability and on-time performance on route 18 by 23 percent.
 - Route 72 (Oakland Park Road) – passenger capacity was by using articulated buses, which increased the maximum passenger load capacity. On-time performance was improved by 7.4 percent.
 - Route 441 (US 441) – this route only provided service during peak hours. Providing additional mid-day service five (5) days a week increased ridership by 131 percent.
- BCT is in the process of implementing a comprehensive Computer Aided Dispatch – Automatic Vehicle Location (CAD-AVL) system that is improving the ability of managers and supervisors to manage the 359 fixed-route bus fleet. With the implementation of the CAD/AVL system BCT will have better data to monitor and improve schedule reliability.
- 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	1,086,898	1,131,907	96.0%
Non-minority	783,202	822,894	95.1%
Total	1,870,100	1,954,801	95.7%

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

The table above 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:

- Service availability on “minority” routes is higher than on “non-minority” routes.
- BCT is exceeding its service availability standard of 90 percent for all service types; 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 Rack Equipped
Minority Routes	5.1 Years (-12.1%)	100%	100%
Non-minority Routes	5.8 Years (0%)	100%	100%
Unassigned (Spare)	7.5 Years (29.3%)	100%	100%
Total Fleet	5.8 Years	100%	100%

BCT Vehicle Assignment based on June 2014 assignments

The table shows fleet age of all transit vehicles used for revenue service. 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 25 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 15 or more boardings per weekday.

Park and Ride and Transfer Stations

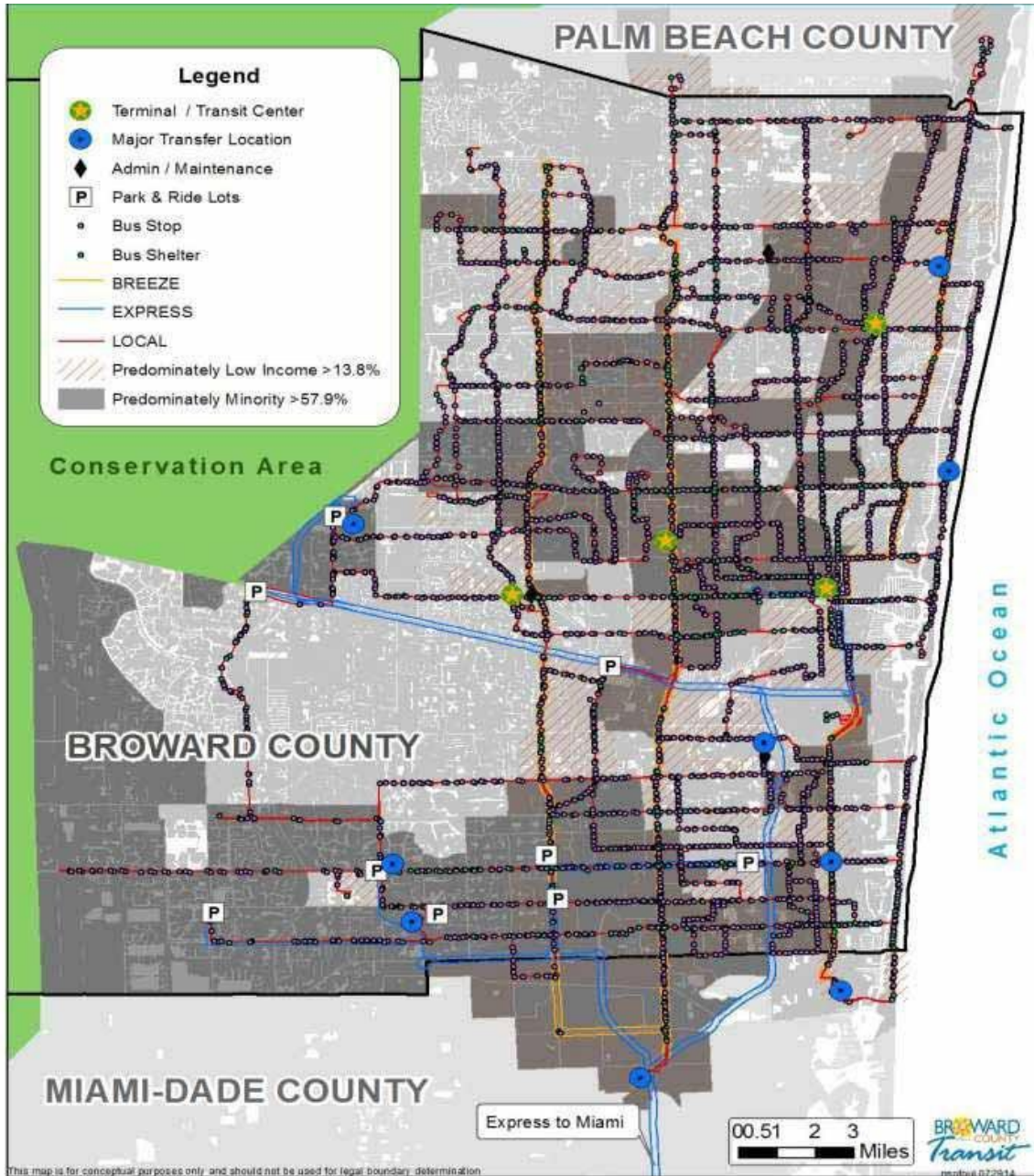
As needed to meet ridership demand.

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 (71 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 2017 – 2020**

**APPENDIX
11**

Fare History

Broward County Transit Division Fare History

	January 10, 1987	January 21, 1991	April 9, 1985	January 1, 1997	October 1, 2000	October 1, 2007	May 1, 2008	October 1, 2008	October 1, 2009	January 25, 2010	October 1, 2010	November 16, 2014	October 01, 2015	June 1, 2016
Full Fare	\$0.75	\$0.85	\$1.00	\$1.00	\$1.00	\$1.25	\$1.25	\$1.25	\$1.50	\$1.50	\$1.75	\$1.75	\$2.00	\$2.00
Discount Fare	\$0.35	\$0.40	\$0.50	\$0.50	\$0.50	\$0.60	\$0.60	\$0.60	\$0.75	\$0.75	\$0.85	\$0.85	\$1.00	\$1.00
Transfers	\$0.10	\$0.10	\$0.15	\$0.15	Disc.	Disc.	Disc.	Disc.	Disc.	Disc.	Disc.	Disc.	Disc.	Disc.
Monthly Regular	\$30.00	\$30.00	\$30.00	\$32.00	\$32.00	\$40.00	\$40.00	\$40.00	\$52.00	\$52.00	\$66.00	\$66.00	\$70.00	\$70.00
Monthly Youth	\$15.00	\$15.00	\$15.00	\$16.00	\$16.00	\$20.00	\$20.00	\$20.00	\$26.00	\$26.00	\$39.00	\$39.00	\$40.00	\$40.00
Monthly Senior	\$15.00	\$15.00	\$15.00	\$16.00	\$16.00	\$20.00	\$20.00	\$20.00	\$26.00	\$26.00	\$39.00	\$39.00	\$40.00	\$40.00
Monthly Disabled	\$15.00	\$15.00	\$15.00	\$16.00	\$16.00	\$20.00	\$20.00	\$20.00	\$26.00	\$26.00	\$39.00	\$39.00	\$40.00	\$40.00
Monthly College	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$23.00	\$26.00	\$26.00	\$40.00	\$60.00	\$50.00	\$50.00
Weekly Pass	\$8.00	\$8.00	\$8.00	\$9.00	\$9.00	\$11.00	\$11.00	\$12.00	\$13.00	\$13.00	\$16.00	\$18.00	\$20.00	\$20.00
One Day Pass	N/A	N/A	N/A	N/A	\$2.50	\$3.00	\$3.00	\$3.00	\$3.50	\$3.50	\$4.00	\$4.00	\$5.00	\$5.00
One Day Disc	N/A	N/A	N/A	N/A	1.25	\$2.00	\$2.00	\$2.00	\$2.50	\$2.50	\$3.00	\$3.00	\$4.00	\$4.00
Three Day Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$12.00
10 Ride Tickets/Pass	N/A	N/A	N/A	\$9.00	\$9.00	\$10.00	\$10.00	\$11.50	\$13.00	\$13.00	\$16.00	\$18.00	\$20.00	\$20.00
Paratransit Co-pay	N/A	\$1.00	\$1.50	\$2.00	\$2.00	\$2.00	\$2.50	\$2.50	\$3.00	\$3.00	\$3.50	\$3.50	\$3.50	\$3.50
95 Exp. Full Fare	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$2.35	\$2.35	\$2.65	\$2.65	\$2.65
95 Exp. Discount Fare	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$1.15	\$1.15	\$1.30	\$1.30	\$1.30
95 Exp. 10 Ride Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$23.50	\$23.50	\$26.50	\$26.50	\$26.50
95 Exp. 31 Day Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$85.00	\$85.00	\$95.00	\$95.00	\$95.00

Significant Fare Increases









**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**APPENDIX
11**

Demographic and Service Profile Maps

Broward County Transit: Systemwide Context

Legend

-  Terminal / Transit Center
-  Major Transfer Location
-  Admin / Maintenance
-  Bus Stops
-  BREEZE
-  EXPRESS
-  LOCAL
-  Service Area

Conservation Area

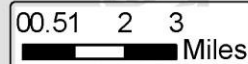
PALM BEACH COUNTY

BROWARD COUNTY

MIAMI-DADE COUNTY

Atlantic Ocean

Express to Miami

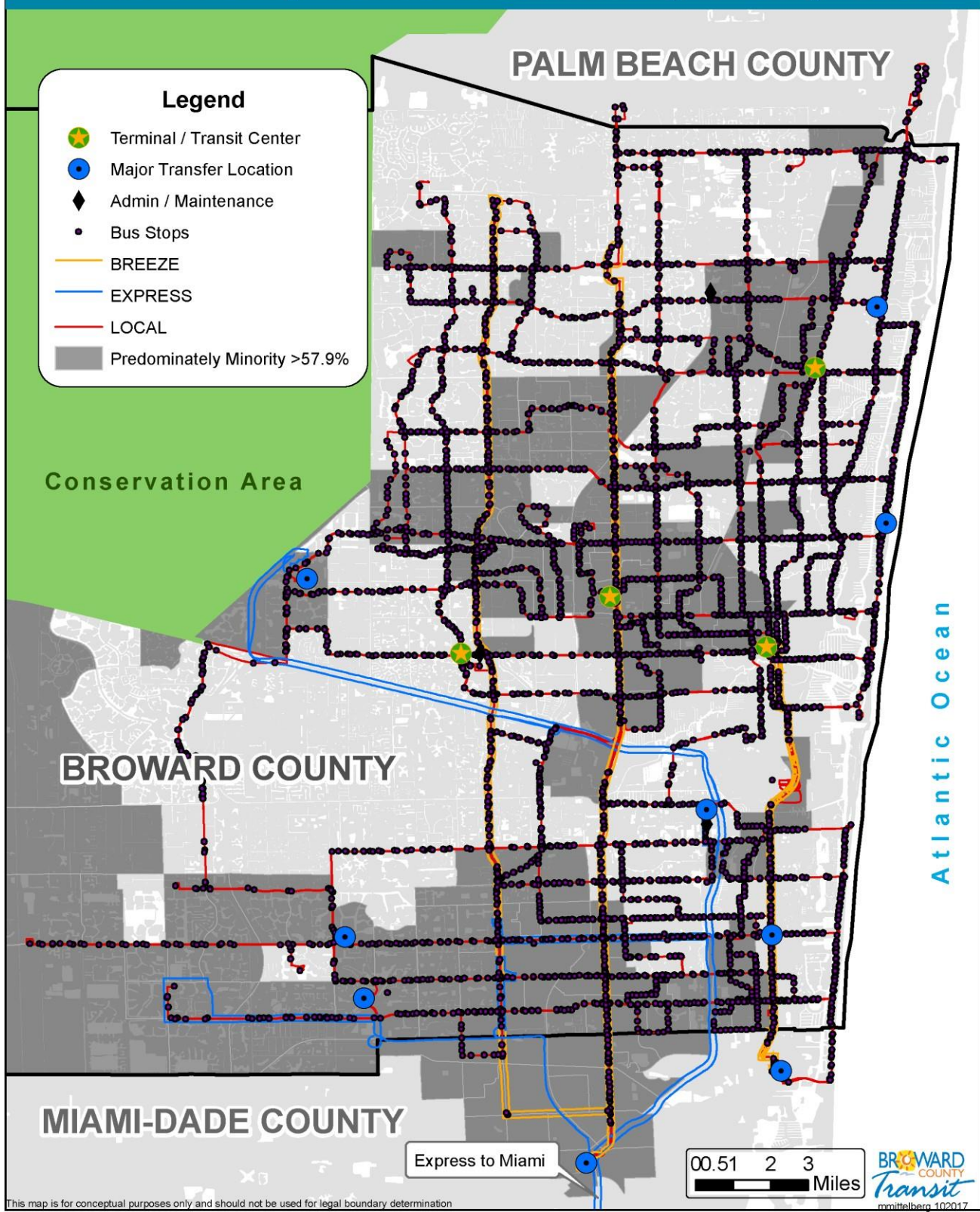


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This map is for conceptual purposes only and should not be used for legal boundary determination

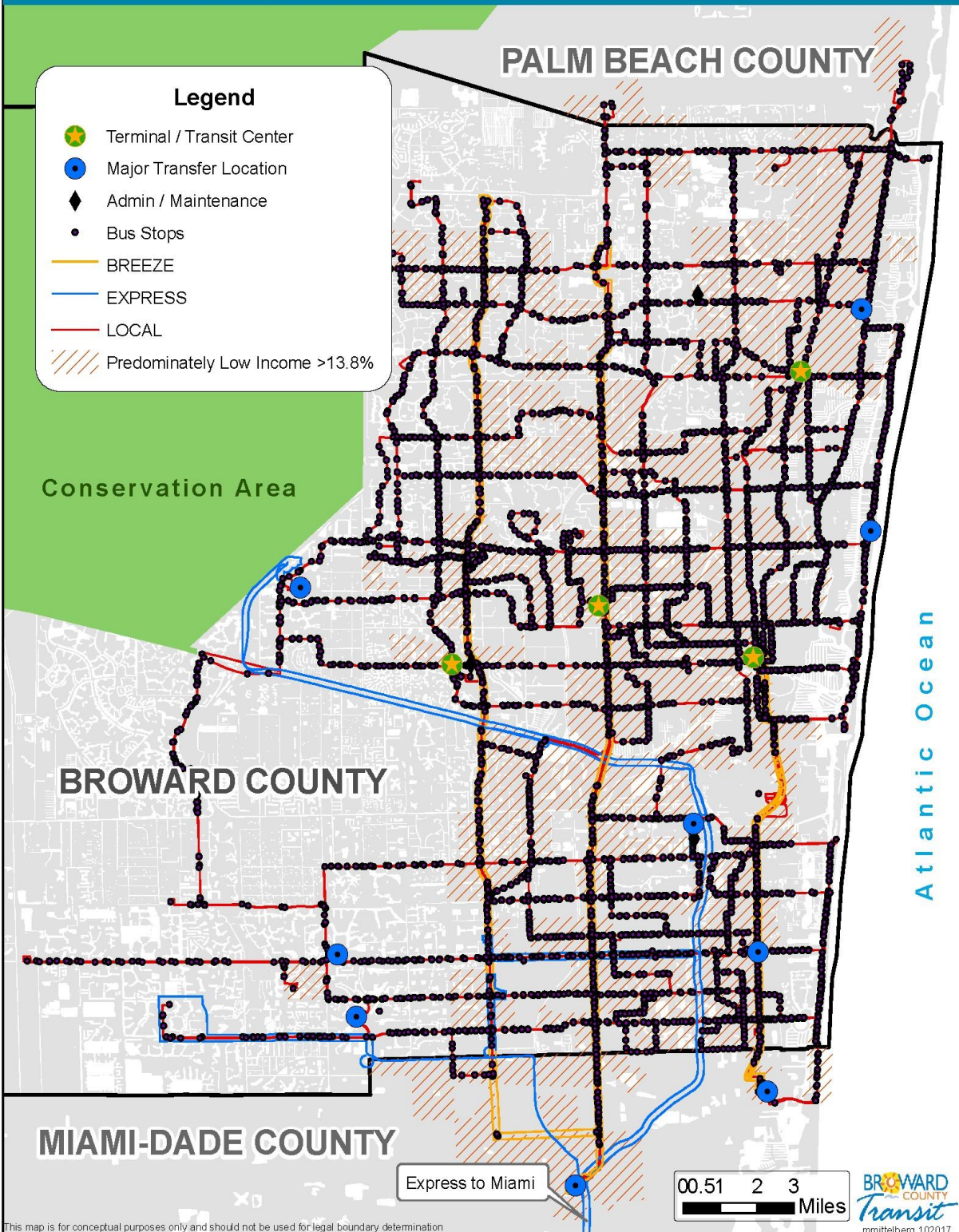
Broward County Transit: Title VI Populations

Broward County Transit: Predominately Minority Tracts

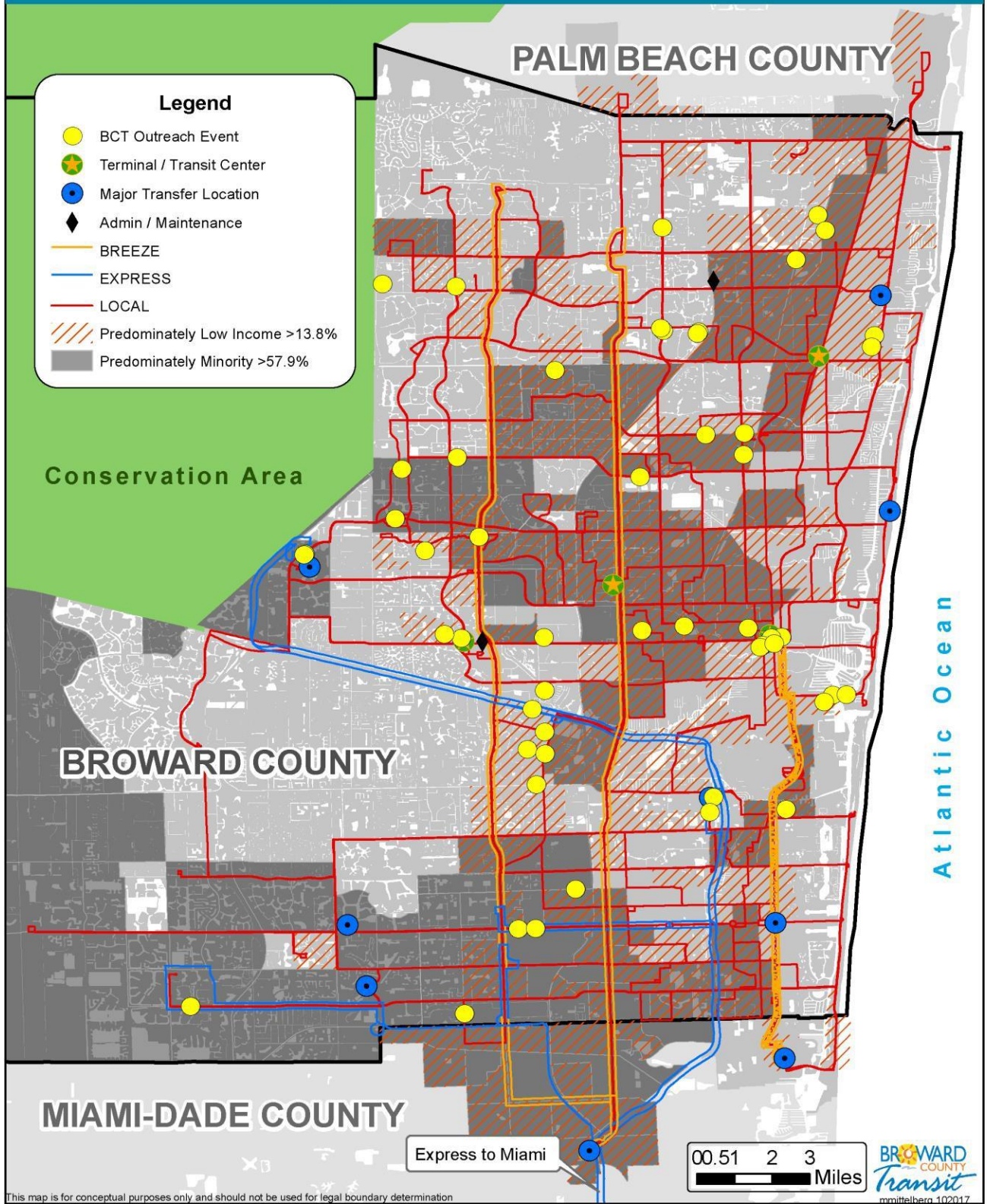


This map is for conceptual purposes only and should not be used for legal boundary determination.

Broward County Transit: Predominately Low Income Tracts



Broward County Transit: Outreach Events



**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**APPENDIX
12**

TDP: On-Board Survey Report

On-Board Survey Report

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2014 - 2023 Transit Development Plan

On-Board Survey Report FINAL REPORT



Tin dale-Oliver
&
Associates, Inc.
Planning and Engineering

April 2013

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TABLE OF CONTENTS

Section 1: INTRODUCTION **1-1**
 Organization of Report 1-1

Section 2: ON-BOARD SURVEY METHODOLOGY **2-1**

Section 3: ON-BOARD SURVEY RESULTS..... **3-1**
 Trip Purpose 3-1
 Access to Bus Stop 3-2
 Origin and Desintation 3-4
 Fare Payment..... 3-4
 Transfers 3-9
 Frequency of Ridership..... 3-11
 Transit Dependency 3-13
 Transit Preferences..... 3-14
 Passenger Demographics..... 3-16

Appendix A: ON-BOARD SURVEY INSTRUMENT **A-1**

LIST OF TABLES

Table 2-1: Survey Count by Type of Day	2-1
Table 2-2: Surveys by Language.....	2-2
Table 3-1: Completed Surveys by Service Type	3-1

LIST OF MAPS

Map 3-1: Transit Trip Intensity by ZIP Code	3-5
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LIST OF FIGURES

Figure 3-1: Trip Purpose	3-2
Figure 3-2: Access to Bus Stop	3-3
Figure 3-3: Blocks Walked to Bus Stop.....	3-4
Figure 3-4: Fare Payment	3-6
Figure 3-5: Fare Payment by Age Cohort.....	3-7
Figure 3-6: Fare Payment by Income Cohort.....	3-8
Figure 3-7: Transfers	3-9
Figure 3-8: Transfers by Type of Day.....	3-10
Figure 3-9: Weekly Ridership Frequency.....	3-11
Figure 3-10: Ridership History.....	3-12
Figure 3-11: Transit Dependency.....	3-13
Figure 3-12: Transit Preferences	3-14
Figure 3-13: Income Demographics.....	3-16
Figure 3-14: Household Vehicle Ownership Demographics.....	3-17
Figure 3-15: Ethnicity Demographics.....	3-18
Figure 3-16: Gender Demographics.....	3-19
Figure 3-17: Age Demographics.....	3-20
Figure 3-18: Frequency of Language Other than English Spoken at Home	3-21
Figure 3-19: Language Spoken at Home by Mode.....	3-22

Section 1: INTRODUCTION

The 2014–2023 Transit Development Plan (TDP) for Broward County Transit (BCT), known as BCT *Connected*, serves as the strategic guide for public transportation in Broward County over the next 10 years. Development of the TDP requires a number of activities, including an on-board survey. This technical report provides an overview of the on-board methodology and results.

Organization of Report

This technical report, which was compiled to support BCT’s 10-year TDP Major Update, is composed of three major sections, including this introduction.

Section 2, On-Board Survey Methodology, details the process undertaken to develop the survey instrument and surveying plan. **Section 3, On-Board Survey Results**, section includes charts and graphs providing the analysis of the results from the on-board survey.

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Section 2: ON-BOARD METHODOLOGY

The on-board survey was completed between February 26 and March 10, 2013. Weekday surveying was conducted on February 26, 27, 28, and March 1. Weekend surveying was conducted on March 2, 3, 9, and 10. Additional surveying to reach all Community Bus routes was conducted May 2 through 18. Surveys returned by type of day are provided in Table 2-1. The survey targeted 10 percent of BCT’s fixed-route service, including community bus service. Surveying was conducted on every fixed route and community bus route.

**Table 2-1
Survey Count by Type of Day**

Day	Count	Percent
Weekday	5,096	57.2%
Saturday	2,252	25.3%
Sunday	1,565	17.6%
Total	8,913	100.0%

The purpose of the survey is to obtain information related to the attitudes, preferences, and habits of current riders for market research purposes (i.e., the survey is not specifically designed for model input or validation).

Trained surveyors were stationed on buses to distribute surveys. Passengers could complete surveys in English, Spanish, Haitian Creole, or Portuguese. Copies of the survey instruments in each of the four languages can be found in Appendix A. Table 2-2 provides an overview of the number of surveys completed in each language.

**Table 2-2
Surveys by Language**

Language	Completed Surveys	Language Distribution of Completed Surveys
English	8,226	92.3%
Spanish	563	6.3%
Haitian Creole	117	1.3%
Portugese	7	0.1%
Total	8,913	100.0%

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Section 3: ON-BOARD SURVEY RESULTS

This section contains the survey results. Results were tabulated for all routes regardless of type and then by each type of route: Breeze, express, local, and community bus. Table 3-1 displays the number of surveys returned by service type.

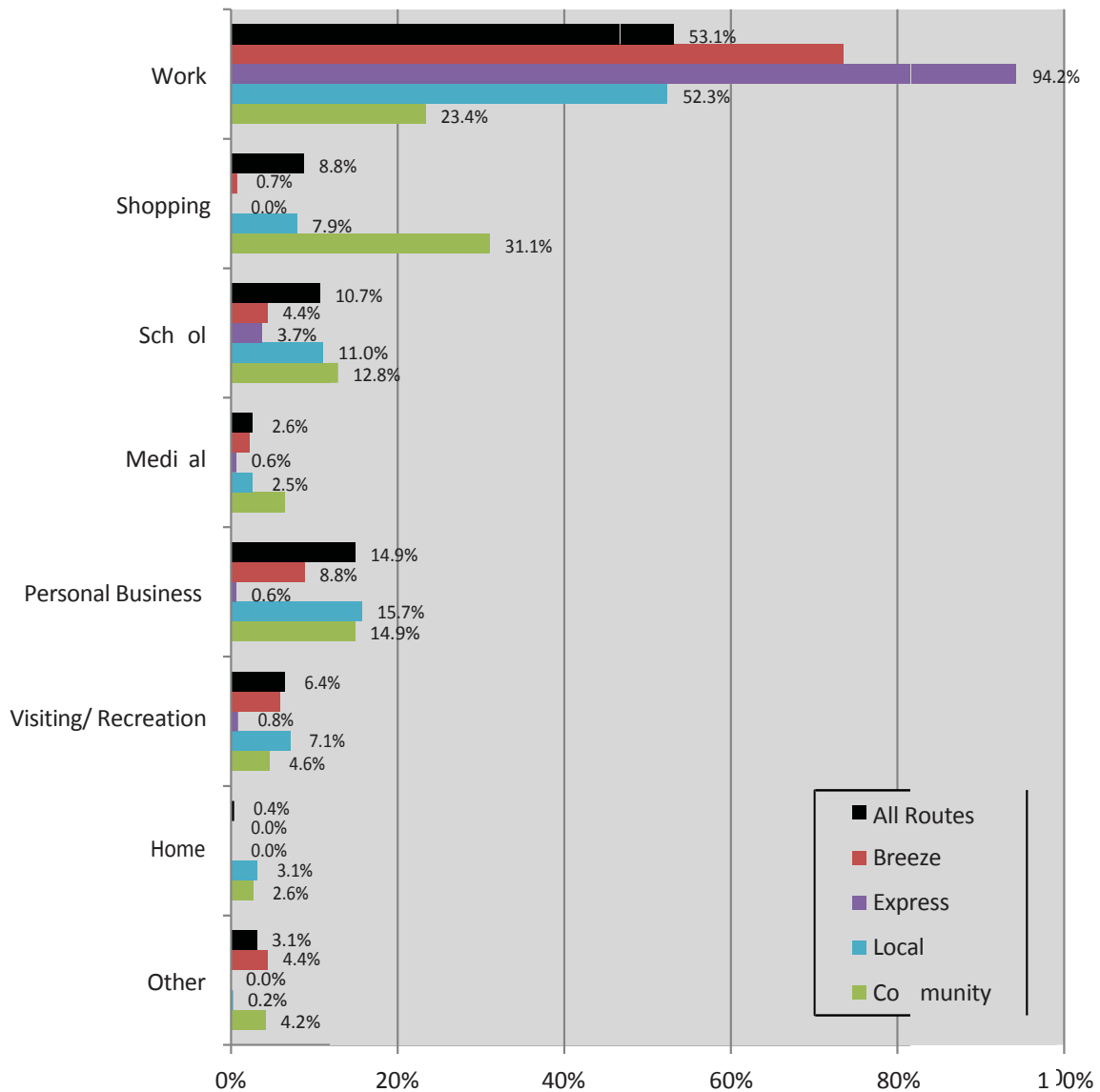
**Table 3-1
Completed Surveys by Service Type**

Service Type	Count	Percent
Breeze	136	1.5%
Community	1,274	14.3%
Express	491	5.5%
Local (Fixed-Route)	7,012	78.7%
Total	8,913	100.0%

Trip Purpose

Respondents were asked what the main purpose of their trip was. For most respondents, work is the reason they are riding the bus. For the overall system, just over 53 percent of trips are for work purposes. Over 94 percent of express bus trips are for work purposes while 73.5 percent of Breeze trips are for work purposes. Local and community bus service are more likely to have a variety of trip purposes. For local service, almost 16 percent of trips are for personal business. For community bus, shopping, personal business and school are also popular trip purposes. For those respondents indicating “Other” as a trip purpose responses included interviews, beach, church, gym, and jury duty.

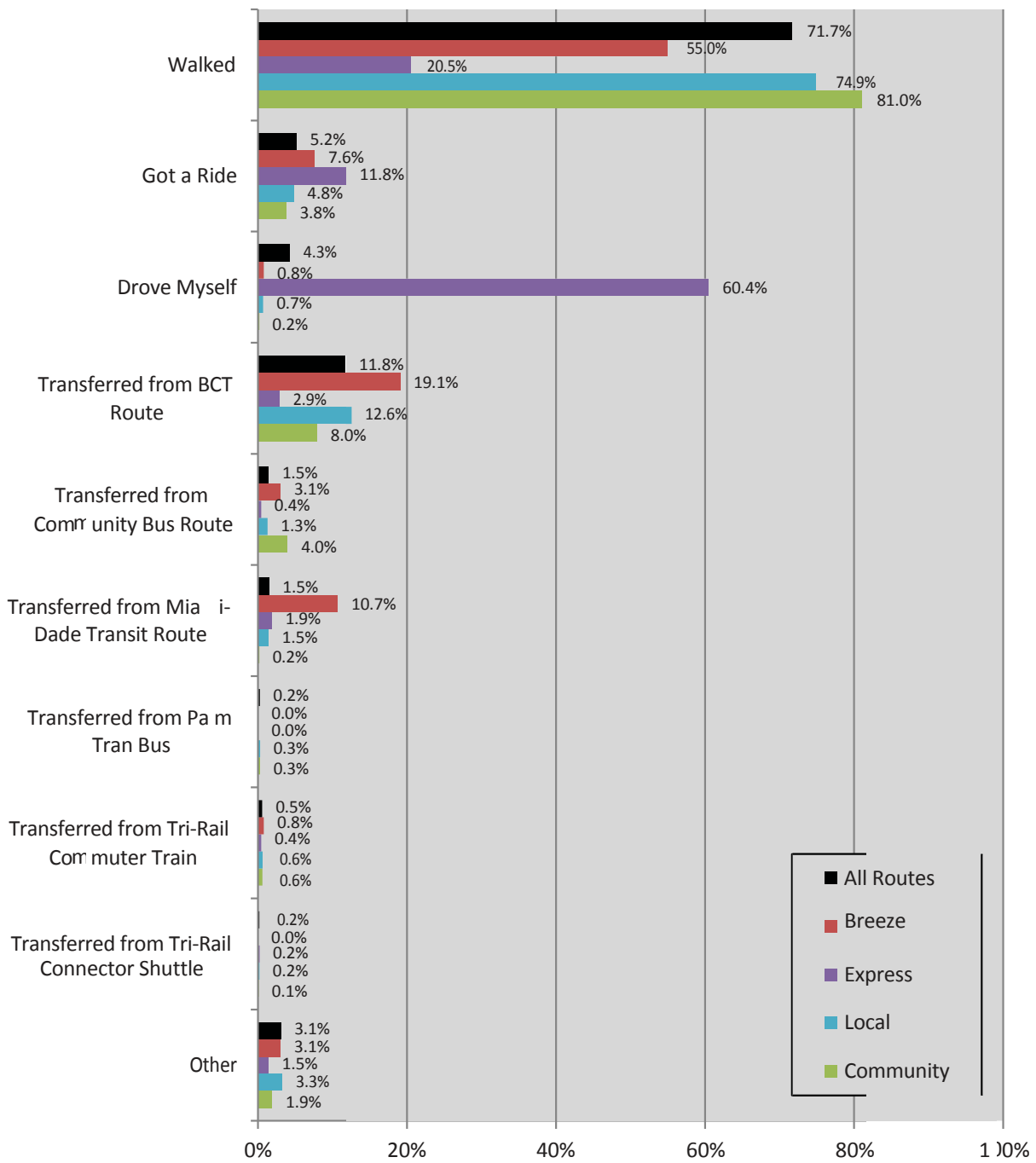
**Figure 3-1
Trip
Purpose**



Access to Bus Stop

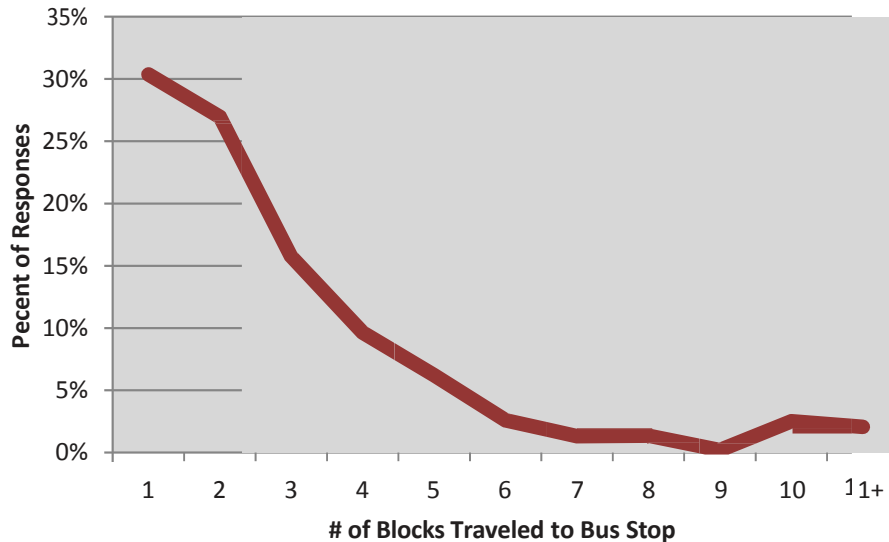
Respondents were asked how they traveled to the bus stop. For the overall system, approximately 72 percent walked to the bus stop. Express passengers were more likely to drive themselves to the bus stop and park. Overall, just under 12 percent of passengers transferred from another BCT route. Almost 11 percent of Breeze riders transferred from Miami-Dade Transit. For those respondents indicating “Other,” the primary means of accessing the stop was by bicycle.

**Figure 3-2
Access to Bus Stop**



For those who walked to the bus stop, over half of them walked two or fewer blocks.

Figure 3-3
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 3-1 displays the trip intensity between various ZIP codes using the ZIP code centroid. Strong movement is seen between downtown Fort Lauderdale and areas around it, especially to the north and west. There are also strong connections between south Broward County and downtown Miami.

Fare Payment

Figure 3-4 shows how respondents paid for their transit travel. Overall, almost 40 percent of respondents paid the regular fare with cash. Breeze riders were the most likely to use the 7-day pass. Express riders were the most likely to use the 31-day or the 10-ride pass. Since many community buses do not charge a fee, these passengers indicated “other” as a response. For respondents who chose “Other,” the following reasons were also given: government employee passes, family passes, annual passes, transit employee passes, or transfers.

**Figure 3-4
Fare Payment**

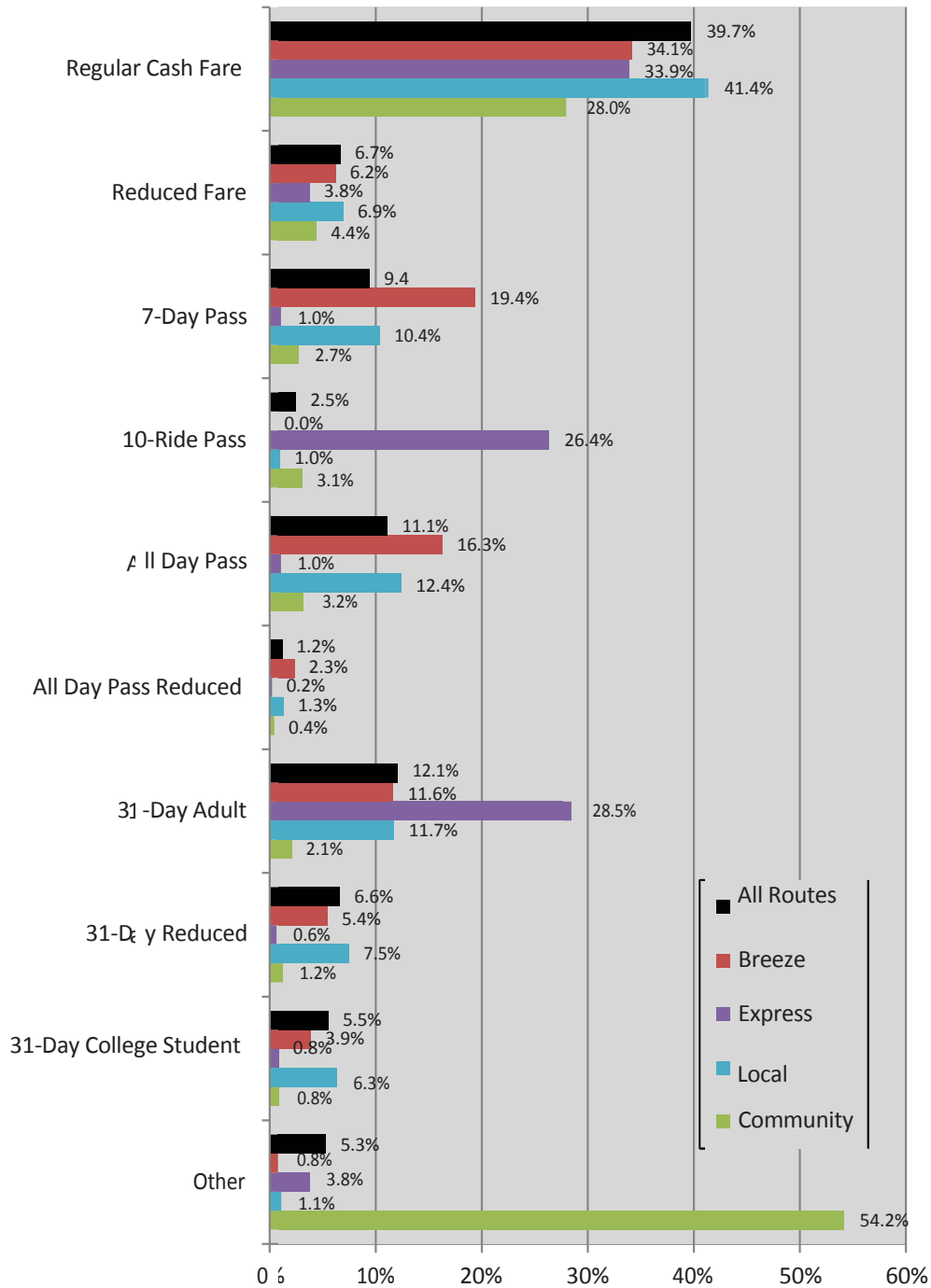


Figure 3-5 provides a breakdown of payment type based on age. Younger riders were more likely to pay full cash fare than older patrons. Seniors were more likely to pay a reduced fare or use a free community bus. Thirty-one day passes were more popular with respondents 25 to 64.

**Figure 3-5
Fare Payment by Age Cohort**

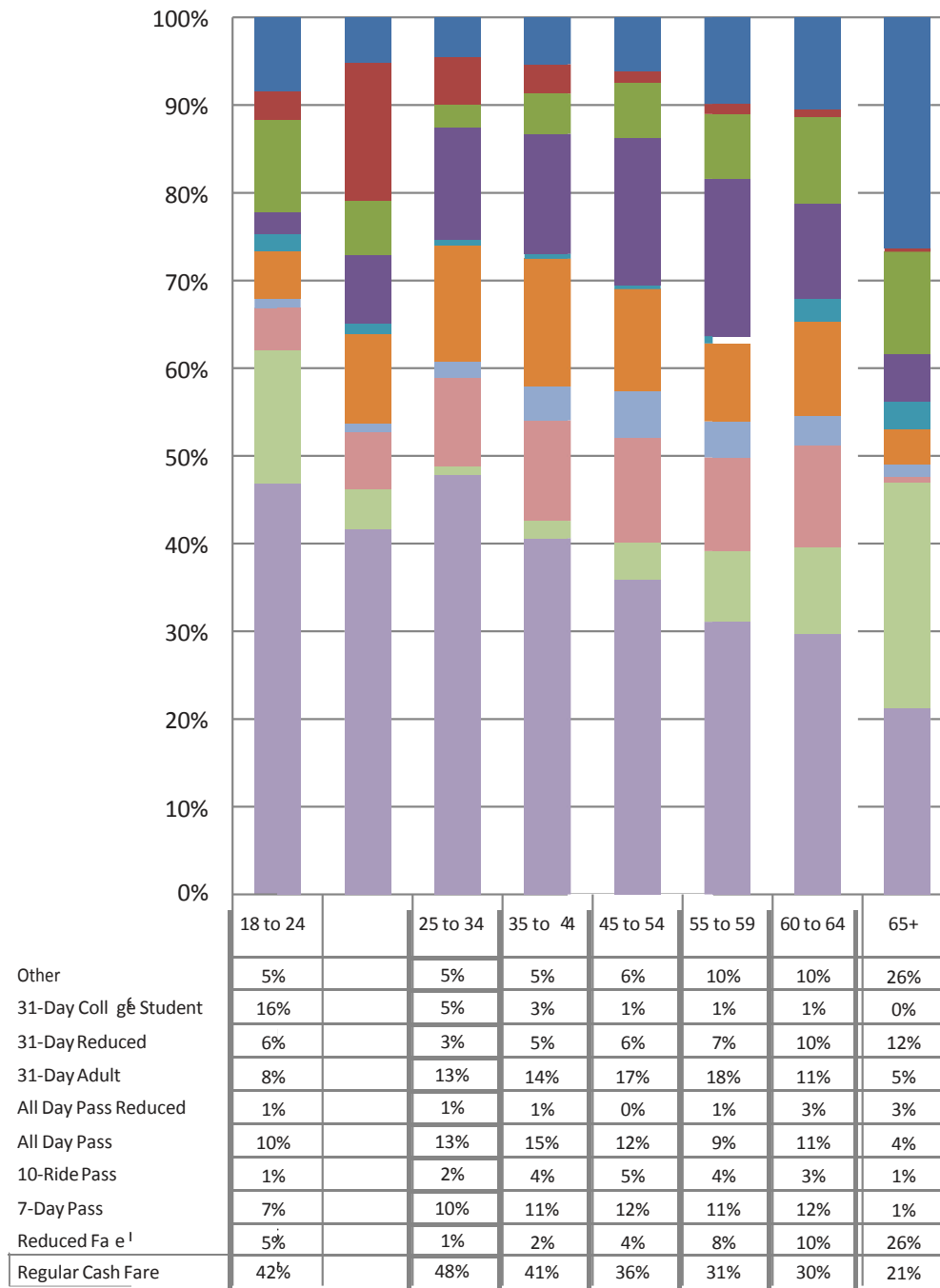
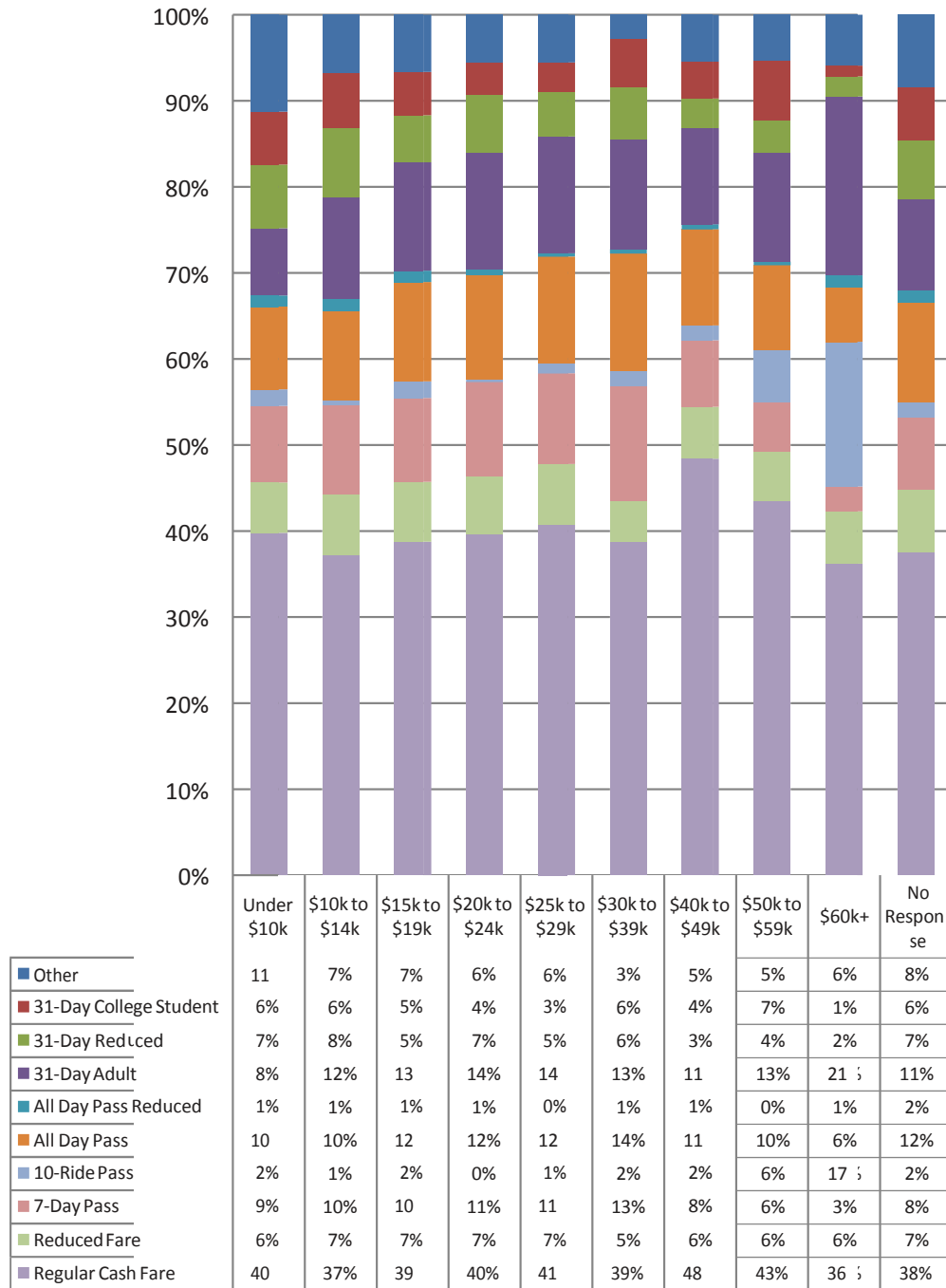


Figure 3-6 provides a breakdown of payment type based on household income level. For the most part, income did not affect fare payment type. Those in the higher income brackets were slightly more likely to use the 31-day pass and 10-ride passes.

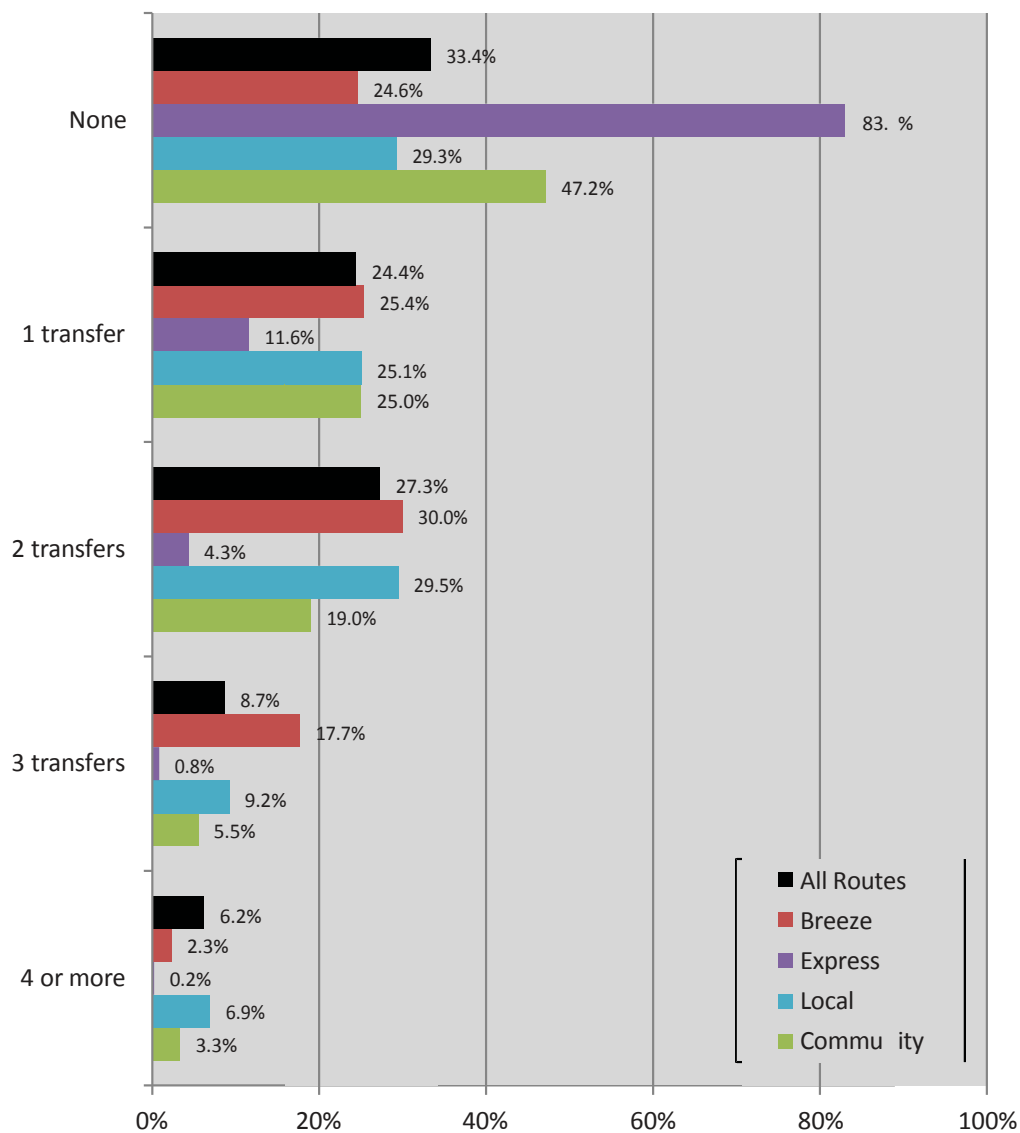
Figure 3-6
Fare Payment by Income Cohort



Transfers

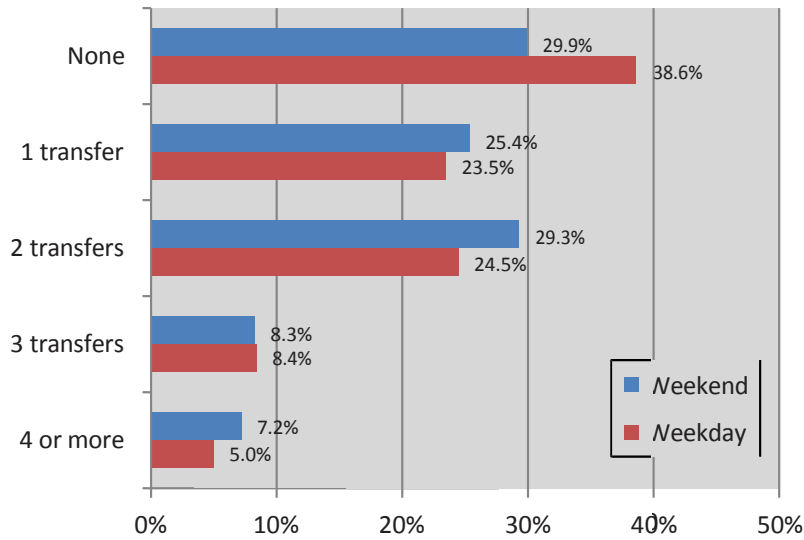
Respondents were asked how many transfers they would make to complete their trip. System wide, over 33 percent of respondents had no transfers while over 24 percent had one transfer. Express riders were the least likely to have a transfer; only 17 percent had a transfer. Thirty percent of Breeze riders had two transfers while 75 percent had at least one transfer. Local bus passengers were more likely at 29 percent to have no transfers than the average system user while community bus users were more likely to have a transfer. Thirty-nine percent of community bus users have no transfer.

Figure 3-7
Transfers



The transfer data was sorted to determine if weekend passengers transferred more or less frequently than weekday passengers. Weekend passengers were more likely to have to transfers than weekday passengers.

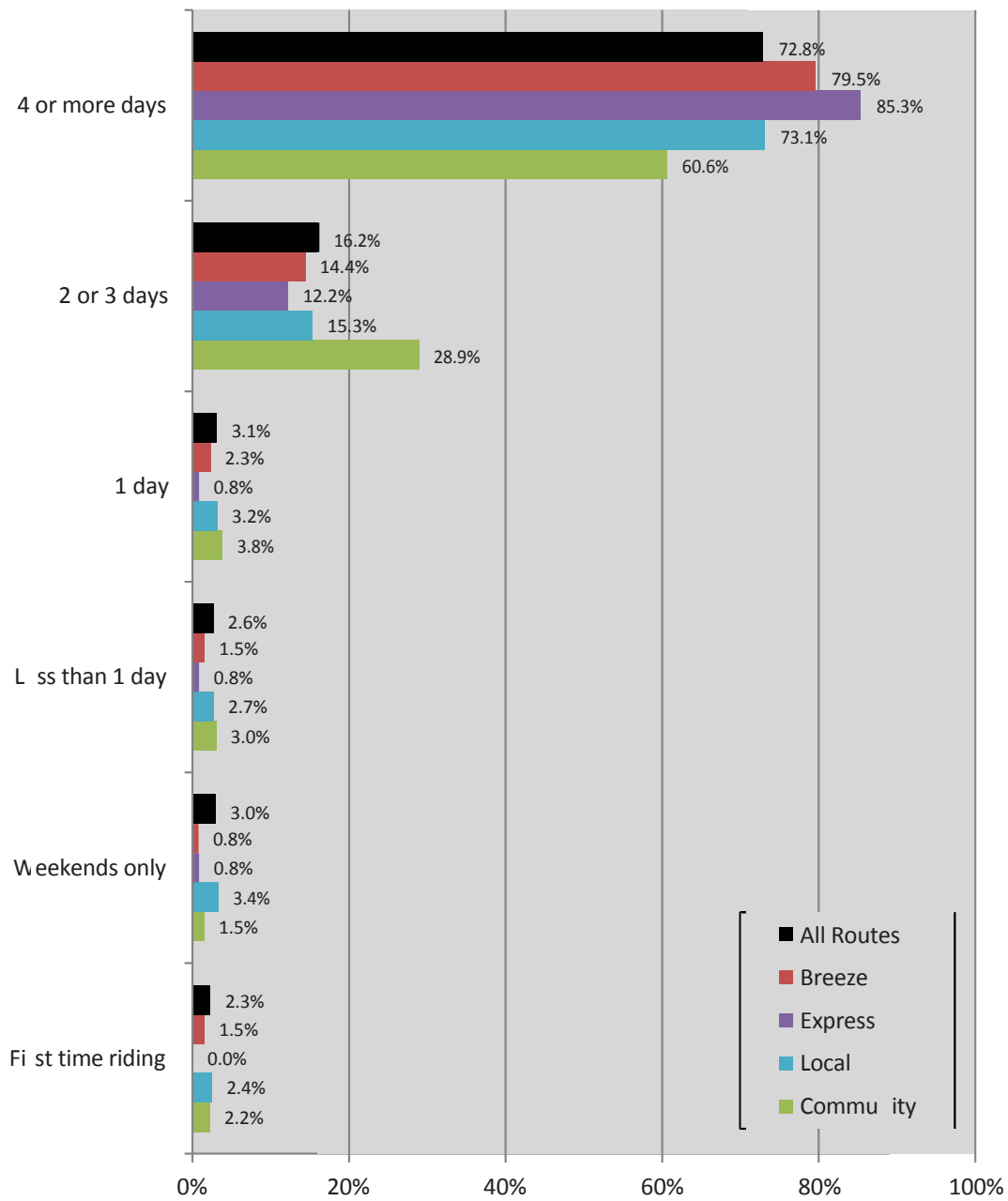
Figure 3-8
Transfers by Type of Day



Frequency of Ridership

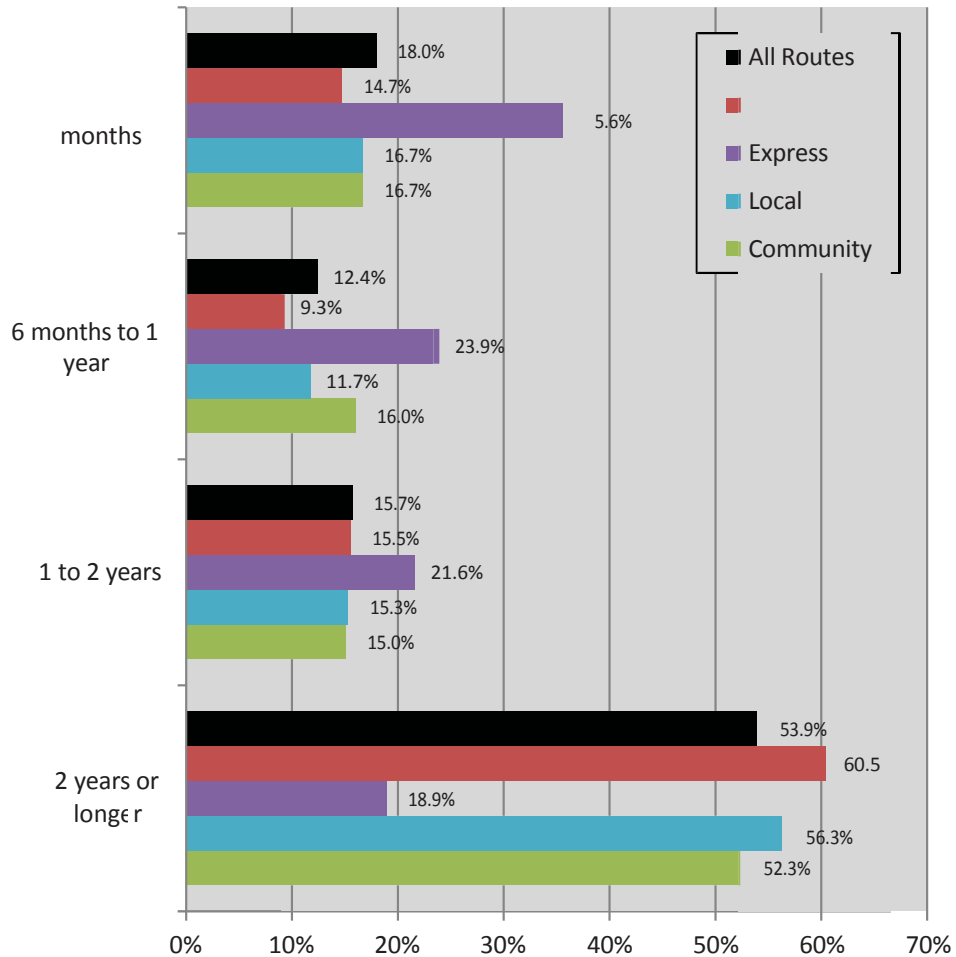
When asked about the frequency of their use of BCT services, almost 73 percent ride four or more days per week across service type. Express riders are the most likely to ride four or more days per week with over 85 percent of them doing so. Community bus riders were the most likely to be riding two or three days per week.

Figure 3-9
Weekly Ridership Frequency



The survey also inquired about the number of months and years passengers have been using BCT services. The majority of passengers throughout the system indicated they have been using BCT for two or more years. Express bus passengers were the least likely to have been riding for a long time, but since many of the express services are new this is logical.

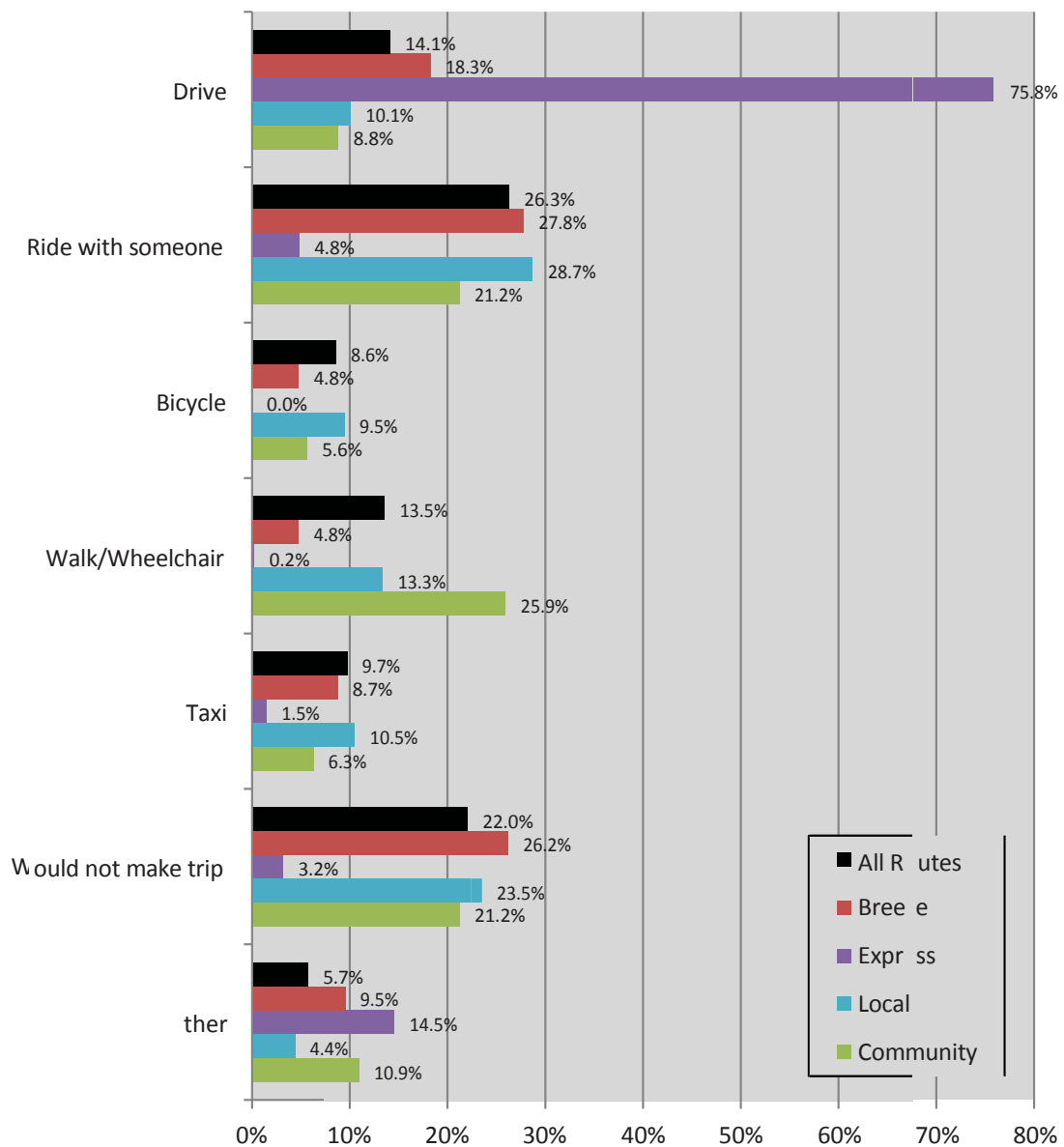
**Figure 3-10
Ridership History**



Transit Dependency

Respondents were asked how they would make the trip if the bus were not available. Across modes, 6 percent indicated they would ride with someone else if the bus were not available. System wide, only 14 percent indicated they would drive themselves. Express bus users were the most likely to drive themselves at almost 76 percent. Twenty-two percent of passengers indicated they would not make the trip without the bus. For those respondents indicating “Other,” responses included Tri-Rail, skateboarding, and I don’t know.

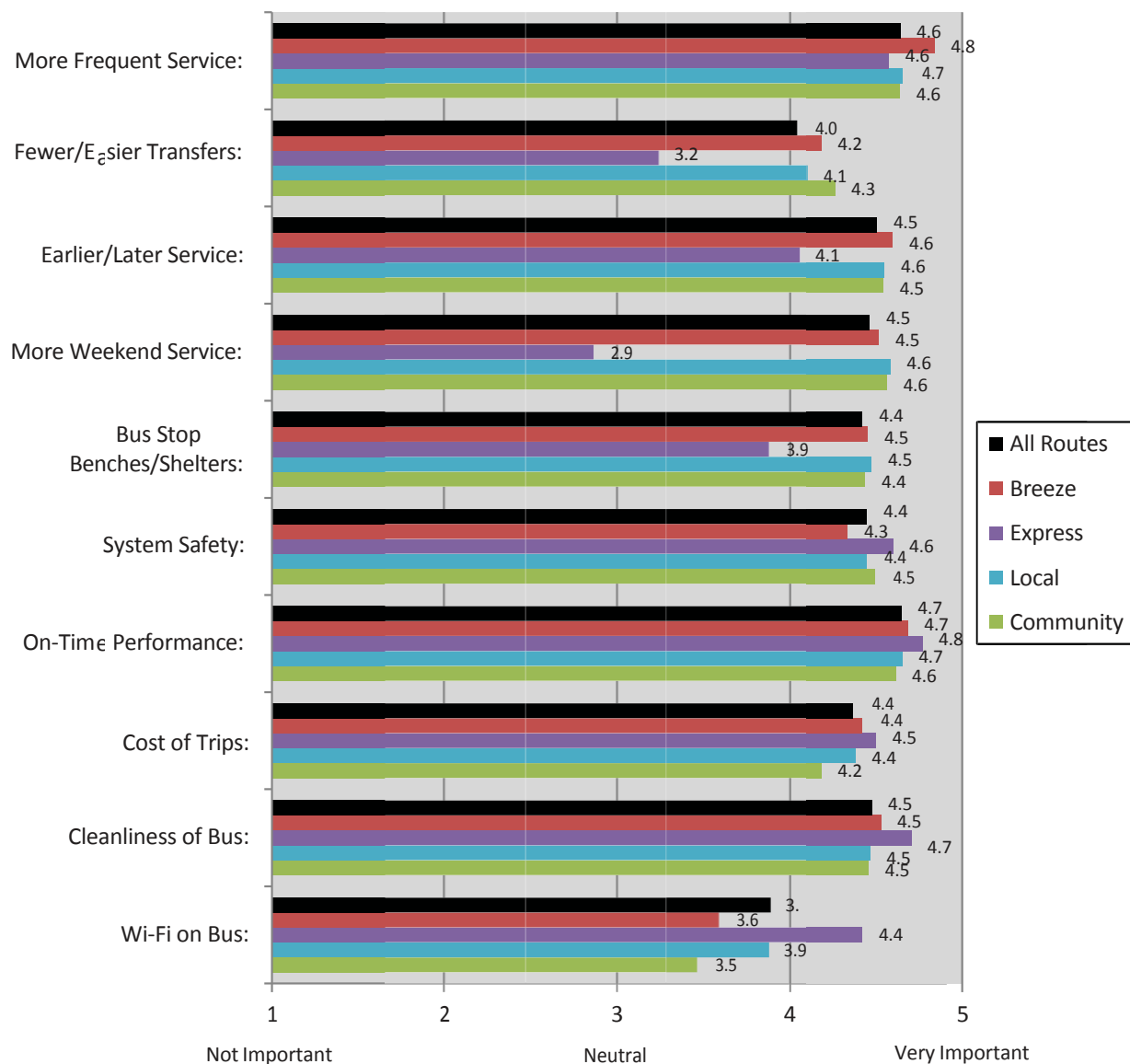
Figure 3-11
Transit Dependency



Transit Preferences

Respondents were asked to indicate how important certain transit amenities are to them. Using a scale from 1 to 5, respondents indicated the level of importance of ten different transit amenities. On-time performance was rated as the number one most important improvement system wide slightly edging out more frequent service. Given the nature of express service, respondents on express buses were less likely to be worried about reducing the number of transfers or weekend service and more interested in having wireless internet access on the buses and bus cleanliness.

Figure 3-12
Transit Preferences



Passenger Demographics

Respondents were asked to provide information about the following categories:

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

Figures 3-14 to Figure 3-18 display the results of these questions. Respondents using local and community bus service were more likely to be in the lower income brackets than those using Breeze or express services. 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 to them.

System wide, Black/African American was a more prevalent response than other ethnicities. Express riders are more likely to be Hispanic than any other ethnicity. For those responding “Other,” responses included West Indian, Jamaican, Indian, Haitian, Caribbean, and Brazilian among others. System wide, the male/female split is about equal with slightly more women using the service. Express and community bus users are more likely to be women. Local bus users are more likely to be male.

As for the breakdown of passengers by age, express riders were more likely to be between 45 and 54. Breeze riders also tended to fall into this category. Many community bus riders were in the 65+ category.

Figure 3-18 displays answers to the question, “Do you speak a language other than English at home?” System wide, over 37 percent responded in the affirmative to this question. Figure 3-19 breaks down the languages spoken at home by mode. System wide, English is spoken at 67.6 percent of the homes. Spanish is spoken at a greater rate on express service than any other mode, at over 35 percent. Other languages included Jamaican, French, Italian, German, and Tagalog.

Figure 3-13
Income Demographics

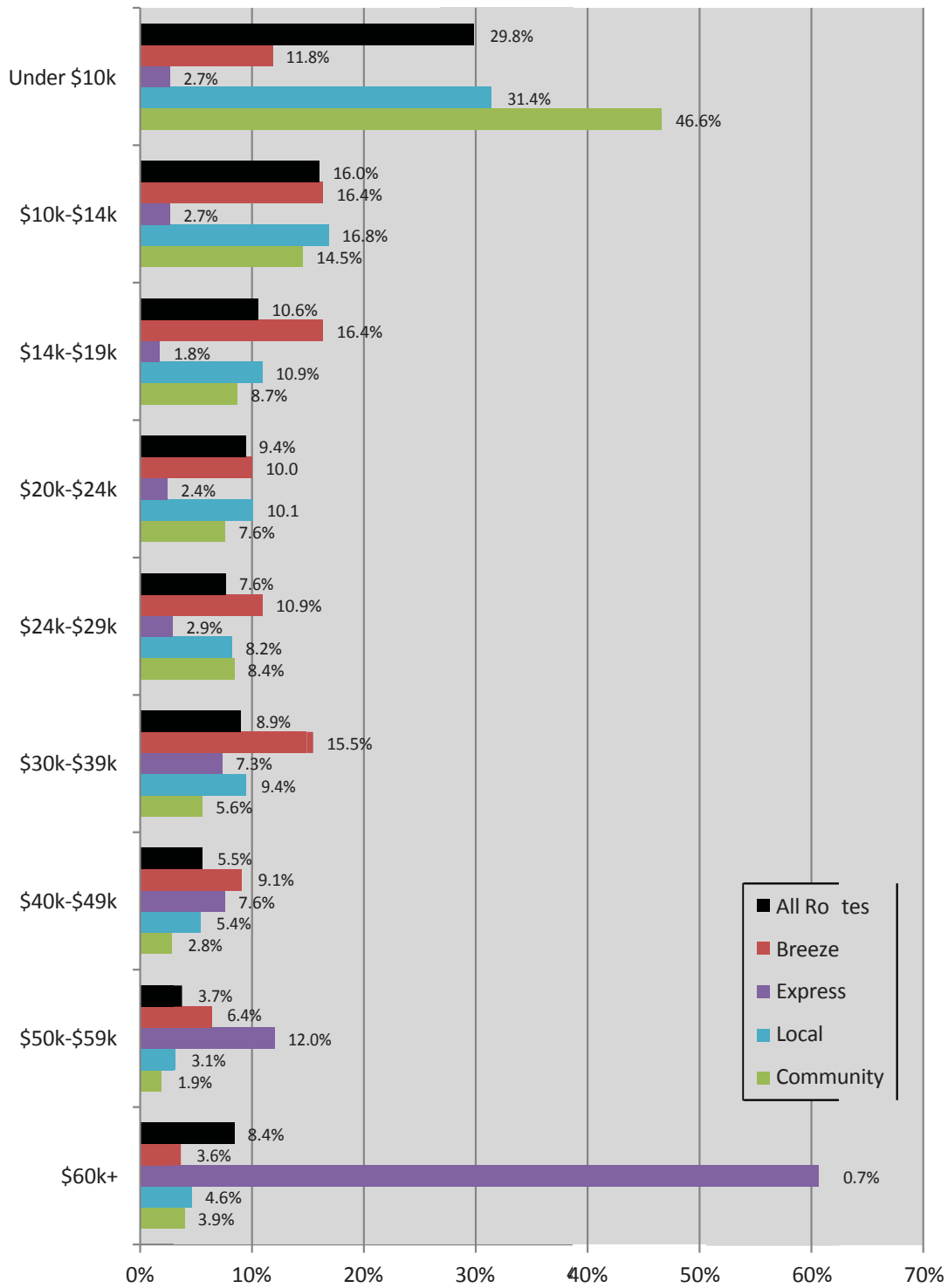


Figure 3-14
Household Vehicle Ownership Demographics

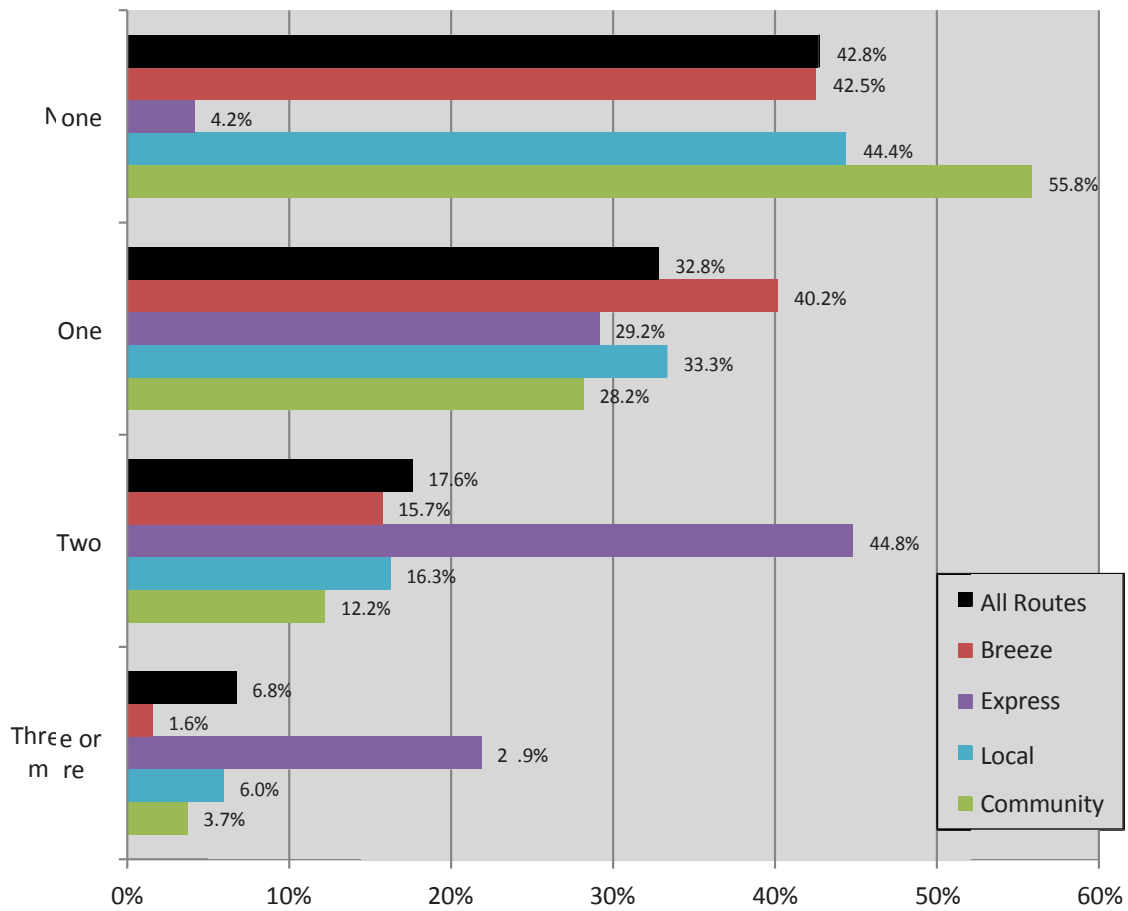


Figure 3-15
Ethnicity Demographics

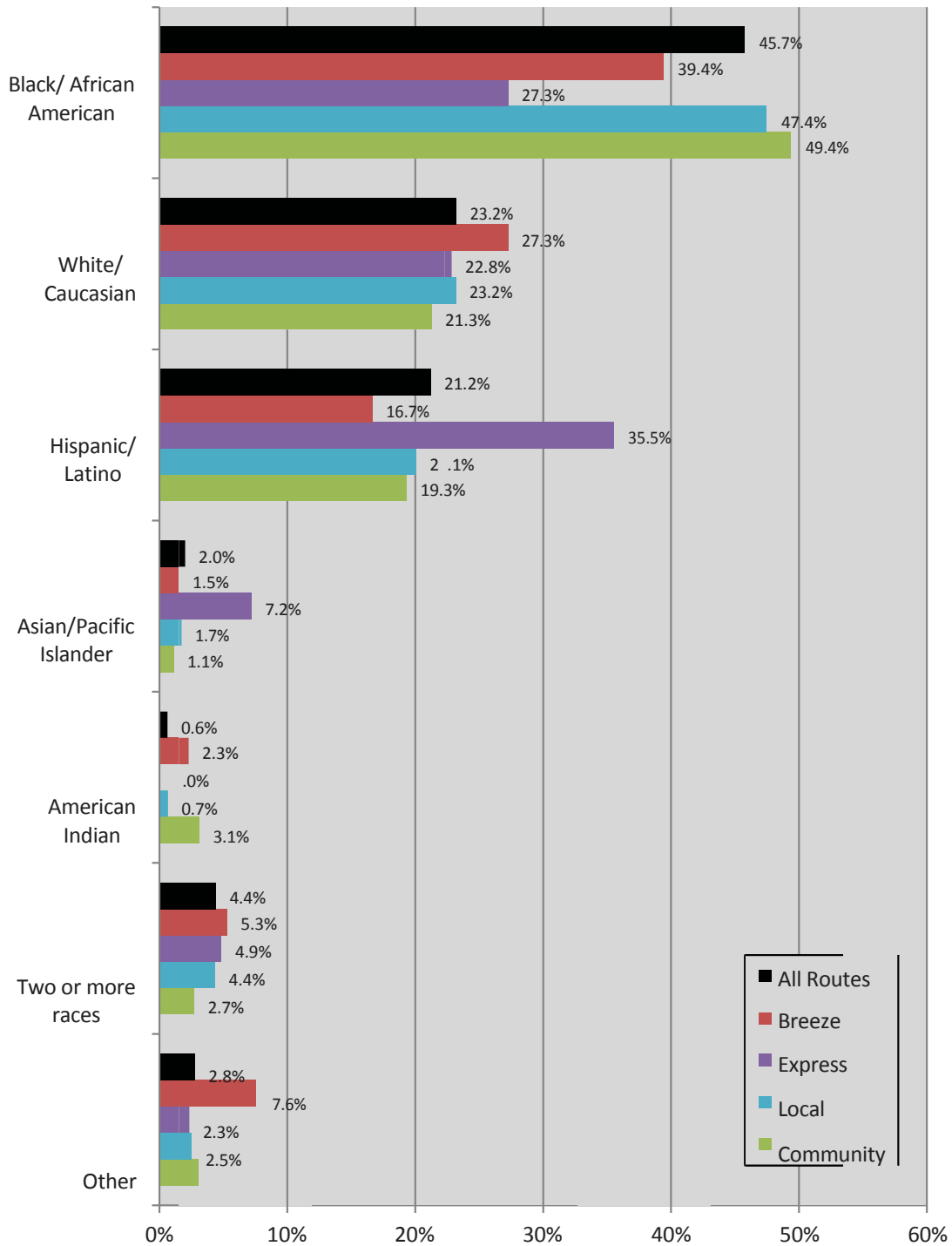


Figure 3-16
Gender Demographics

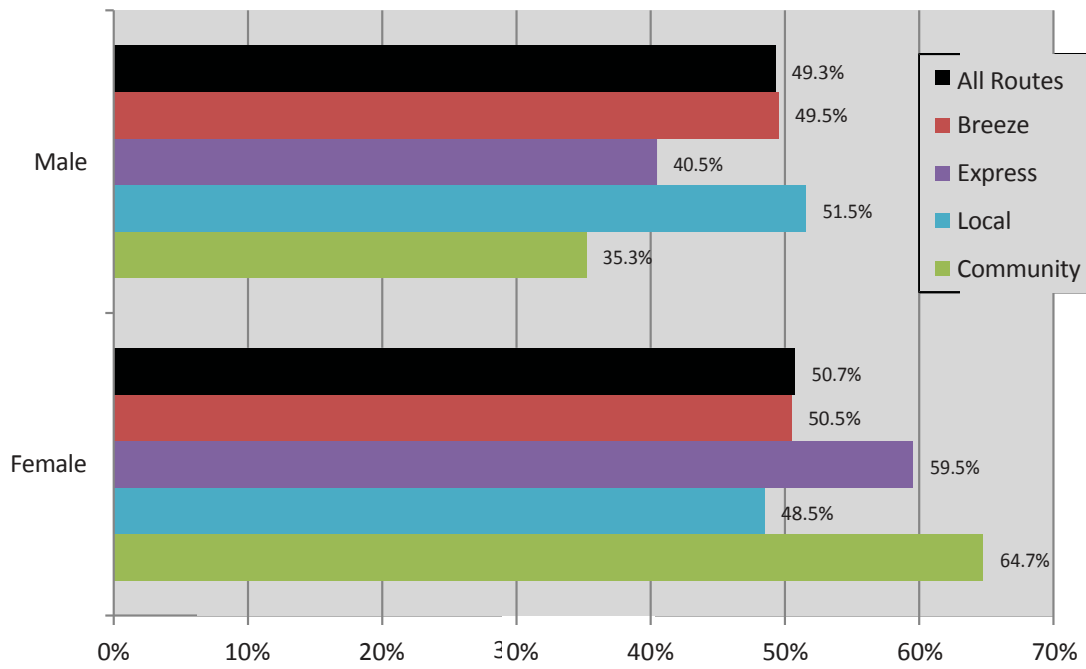


Figure 3-17
Age Demographics

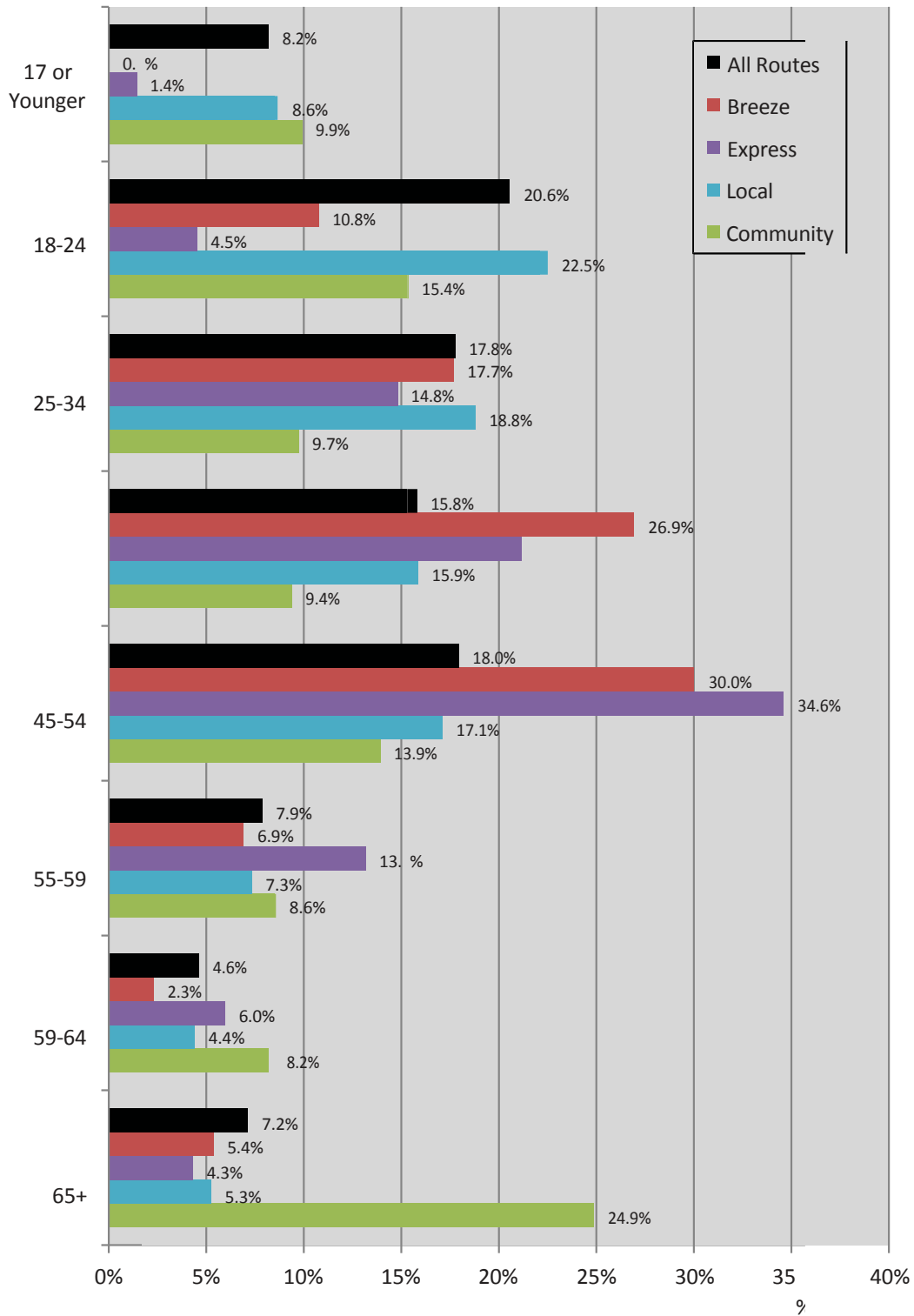


Figure 3-18
Frequency of Language Other than English Spoken at Home

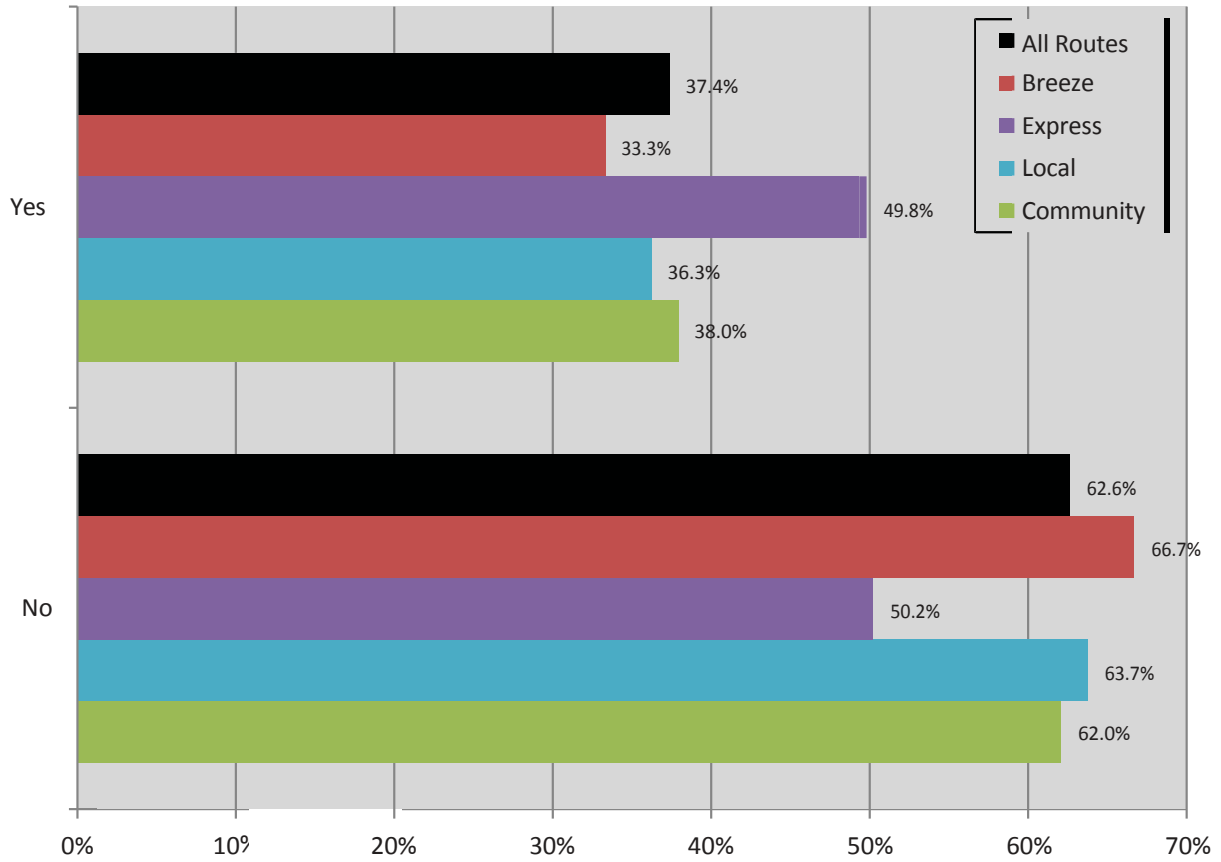
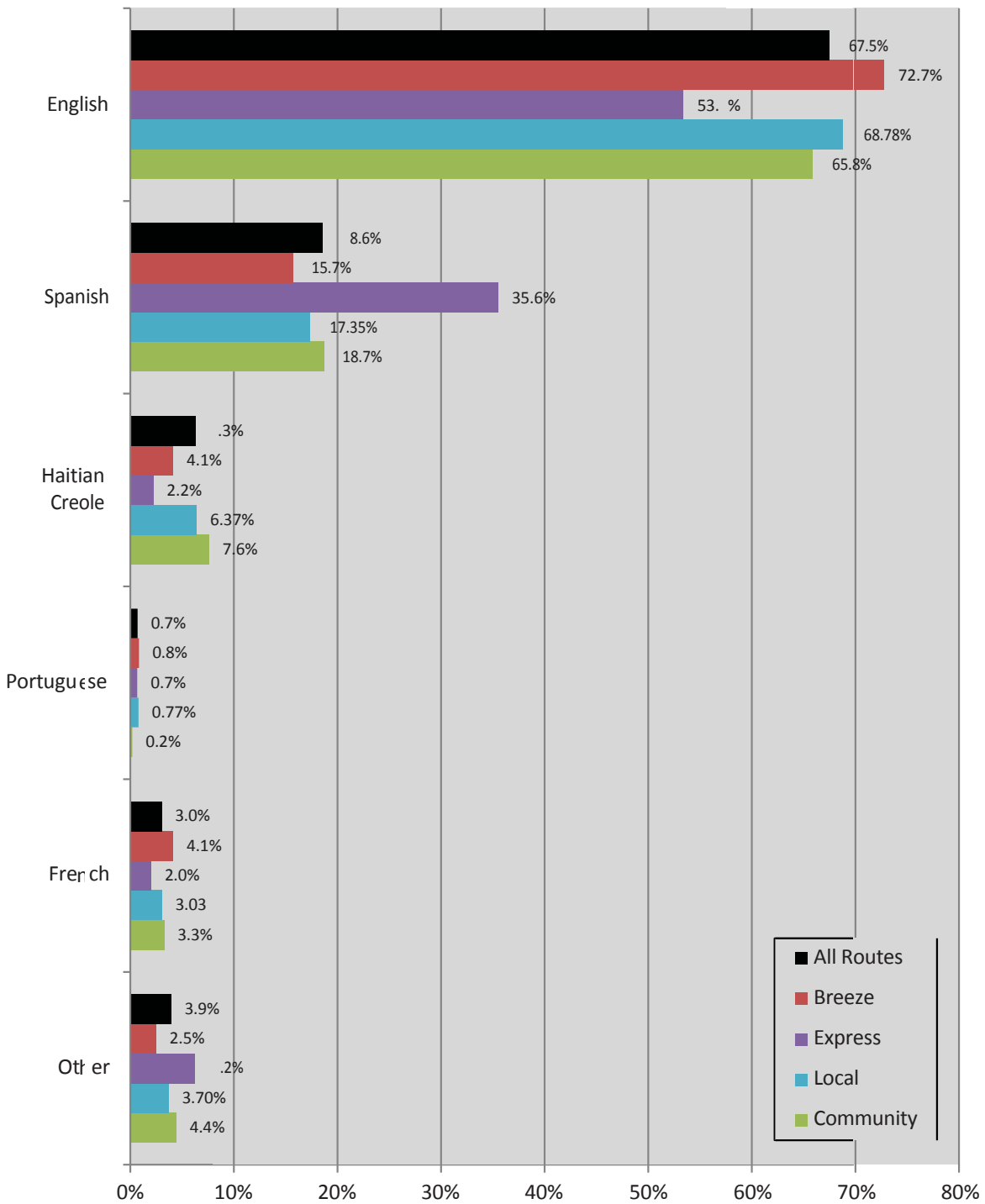


Figure 3-19
Language Spoken at Home by Mode



Appendix A: ON-BOARD SURVEY INSTRUMENTS

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12. Your age is...

- 1___17 years or under 5___45 to 54 years
2___18 to 24 years 6___55 to 59 years
3___25 to 34 years 7___60 to 64 years
4___35 to 44 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 3___Three or more
2___Two 4___None

16. Your total annual household income is...

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

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

- 1___No
2___Yes (specify language): _____

THANK YOU FOR COMPLETING THE SURVEY

- 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): _____

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

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

5. ¿Cuántos vehículos están disponibles en su casa?

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

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 otobis

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 fe sondaj la. Si w te deja ranpli yon sondaj, ou pa bezwen ranpli yon lòt

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

- | | |
|----------------|--------------------------|
| 1 ___ Travay | 5 ___ Pesonel Biznis |
| 2 ___ Fe maket | 6 ___ Vizite/Rekreyasyon |
| 3 ___ Lekol | 7 ___ Lot Rezon _____ |
| 4 ___ Medikal | |

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

- Te mache _____ blòk
- Te resevwa yon woulib
- Te kondwi tèt mwen
- Transfere nan Route ki soti nan BCT _____
- Transfere nan Route ki soti Kominote Otobis
- Transfere nan Route Tranzit ki soti nan Miami-Dade
- Transfere nan trans Otobis ki soti nan Palm Beach _____
- Transfere nan traje tren ki soti nan Tri-Rail _____
- Transfe ki soti nan Tri-Rail navet konekte _____
- Lot mwayin _____ (presize, tankou bisiklèt, elatriye)

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

<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	OSWA	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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?

<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	OSWA	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Non Plas la oswa Biznis la (e.g., Holy Cross Hospital)		Kod Postal

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

- Lajan kach pri regilye
- Pri redwi aje/Jèn/ moun ki andikape/ Medicare
- 7-jou pas
- 10-monte pas
- Tout jou pas
- Tout jou pas redwi (aje/jen/moun ki andikape/Medicare)
- 31-Jou granmoun
- 31-jou redwi (aje/jen/moun ki andikape/Medicare)
- 31-Jou elev kolej
- Lot jou (Presiz) _____

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

- 1 ___ 1 2 ___ 2 3 ___ 3 4 ___ 4 oswa plis 5 ___ Okenn

7. Konbyen jou nan yon semèn ou monte BCT?

- | | |
|------------------------------|----------------------------|
| 1 ___ 4 oswa plis jou | 4 ___ pi piti ke yon jou |
| 2 ___ 2 oswa 3 jou nan semen | 5 ___ wikenn selman |
| 3 ___ 1 jou | 6 ___ Monte pou premye fwa |

8. Kouman ou ta fè vwayaj 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 Empotan	Net	Pa Enpotan		
Sevis plis souvan	5	4	3	2	1
Mwens transfè pli fasil	5	4	3	2	1
Pi bone/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
Pefomans tan otobis la	5	4	3	2	1
Pri vwayaj 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?

- Sevis Rapid de _____ a _____
- Sevi Nouvo de _____ a _____
- Nouvo oswa amelyorée katye sirkulateur sèvis
Ki Kote? _____
- Le pli souvan. Ki rwout? _____, _____, _____
- Lot moyen _____

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

12. Laj ou se.....

- | | | | |
|---|---------------------|---|---------------|
| 1 | 17 Tan 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 ___ Gacon

14. Orijin etnik ou a se...

- Nwa Afrikin Amerikin
- Blan/Blan Net
- Panyòl / Latino
- Azyatik / Abitan Zil Pasifik
- Endyen Ameriken oswa Natifnatal Alaska
- de Oswa plis ras
- Lot ras (Presize) _____

15. Konbyen machin kap travay ki disponib nan kay la?

- | | |
|-----------|---------------------|
| 1 ___ Yon | 3 ___ Twa oswa plis |
| 2 ___ De | 4 ___ Okenn |

16. Total ou revni anyèl nan kay la se...

- | | |
|---------------------------|---------------------------|
| 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. Eske Ou pale yon lòt lang ke angle nan kay la?

1 ___ Non

2 ___ Wi (Presize lang la): _

MÈSI POU
SONDAJ
LA OU
RANPLI

4___\$20.000 a \$24.999 9___\$60.000 ou mais
5___\$25.000 a \$29.999

17. Você fala outro idioma além do inglês na sua casa?

1___Não

2___Sim (especifique-os): _____

OBRIGADO POR CONCLUIR A PESQUISA

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**APPENDIX
13**

Commission Approvals



Broward County Commission Public Hearing

15.

Meeting Date: 09/23/2014

Director's Name: Chris Walton

Department: Transportation Division: Transit

Requested Action

MOTION TO APPROVE proposed bus service changes on several Broward County Transit ("BCT") fixed-route bus routes; improving service frequency on BCT Route 1; improving service frequency during weekday peak periods on BCT Route 10; eliminating limited stop service on BCT Route 101 (US 1 Breeze) north of Broward Boulevard; improving weekday limited stop frequency on BCT Route 101 (US 1 Breeze) south of Broward Boulevard; improving service frequency during weekday mid-day service on BCT Route 2; improving service frequency during weekday peak periods and on Saturdays on BCT Route 36; improving service frequency weekdays during peak periods and weekday mid-day service on BCT Route 34; effective January 18, 2015.

ACTION: (T-3:31 PM) Approved.

VOTE: 7-0. Commissioner LaMarca was not present during the vote. Commissioner Jacobs was not present.

Why Action is Necessary

In accordance with the Federal Transit Administration (FTA) and County policies, a public hearing is required prior to permanent fixed-route changes affecting 25% or more of route miles, and/or frequency changes greater than ten minutes during peak hours or more than 20 minutes in off-peak hours.

What Action Accomplishes

Holds a public hearing to receive public input on proposed fixed-route bus service changes to be effective in January 2015.

Is this Action Goal Related



Established Commission Goal

Previous Action Taken

None

Summary Explanation/ Background

THE TRANSPORTATION DEPARTMENT AND TRANSIT DIVISION RECOMMEND APPROVAL OF ABOVE MOTION

This item supports the Board's Vision for an "Efficient and Accessible Regional Intermodal Transportation Network" and its Goal No. 2, "enhance our efficient, safe, clean, attractive, and interconnected multi-modal transportation systems" by improving and enhancing the transit system.

The proposed changes to the Broward County Transit (BCT) fixed-route bus system are included in the proposed Fiscal Year 2015 budget and represent improvements that will address overcrowding and improve on-time performance on five of BCT's busiest routes. BCT routes 1, 2, 10, 34 and 36, currently provide 23.1% of BCT's total system ridership. Maps of the affected routes are attached as Exhibit 1.

In compliance with federal and county regulations, policies and procedures, this public hearing will allow public comment on the following proposed changes to fixed-route bus service with an effective date of January 18, 2015:

US 1 Breeze (Limited Stop - Sample Road to Aventura) - This route currently provides weekday (Monday through Friday)

limited stop service along the US 1/Federal Highway corridor from Sample Road (north) to the Downtown Broward Terminal (BT) on Broward Boulevard in Fort Lauderdale to the Aventura Mall in Miami-Dade County (south) during peak travel hours only. Limited stop service provided by the US 1 Breeze will be discontinued north of Broward Boulevard between the BT and Mizner Park. However, south of Broward Boulevard, the US 1 Breeze will be improved and operate weekdays (Monday through Friday) all day long at 20-minute intervals in order to address overcrowding issues along the corridor.

Route 10 (Broward Terminal to Boca Raton) - This route provides service along the US 1/Federal Highway corridor between the BT in Fort Lauderdale (south) and Mizner Park in Palm Beach County (north) weekdays. In order to alleviate the concerns of passengers affected by the discontinuation of the US 1 Breeze north of the BT to Sample Road, service will be improved by increasing the weekday (Monday through Friday) frequency intervals from 30 minutes to 20 minutes during peak travel hours.

Route 1 (Broward Boulevard South to Aventura) - This route provides service on the US 1/Federal Highway corridor between the Downtown Broward Terminal and Aventura Mall in Miami-Dade County. In order to address overcrowding and on-time performance issues, frequency of service will improve on Saturdays from 22 minutes to 15 minutes and on Sundays from 22 minutes to 20 minutes.

Route 2 - University Drive - This route provides service along University Drive from Westview Drive (north) to NW 207 Street in Miami-Dade County. In order to address overcrowding and on-time performance issues, weekday mid-day service frequency will improve from 30 minutes to 20 minutes.

Route 36 - Sunrise Boulevard - This route provides service along the Sunrise Boulevard corridor from the Sawgrass Mills Mall (west) to the Galt Ocean Mile (east). In order to address overcrowding and on-time performance issues, weekday peak service frequency will improve from 20 minutes to 15 minutes and Saturday service frequency will improve from 30 minutes to 20 minutes.

Route 34 - Sample Road - This route provides service along the Sample Road corridor from Coral Ridge Drive (west) to US 1/Federal Highway (east). In order to address overcrowding and on-time performance issues, weekday peak service frequency will improve from 20 minutes to 15 minutes and weekday mid-day service frequency will improve from 30 minutes to 20 minutes.

The public was notified in advance of the time and date of the public hearing and the proposed changes to the bus service. Information was published in the newspaper, posted on Broward County Transit's website and Facebook page, e-blasts and e-newsletters, distributed on all BCT buses, posted at major transit facilities, county libraries and bus pass sales vendor locations, shared with all city Public Information Officers (PIOs) along the affected routes for dissemination to their respective communities, provided on the BCT customer service "on-hold" voice messaging system, advertised in targeted radio, newspaper and online media, and discussed at community meetings.

Fiscal Impact

Attachments

[Exhibit 1 - Route Maps](#)



Broward County Commission Regular Meeting

43.

Meeting Date: 09/23/2014

Director's Name: Chris Walton

Department: Transportation

Division: Transit

Information

Requested Action

A. MOTION TO APPROVE Broward County Transit Title VI Fare Equity Analysis for proposed two-year phased in increase to fixed-route bus service fares beginning on October 1, 2014.

(A member of the public pulled this item.)

ACTION: (T-10:47 AM) Approved. (Refer to minute for full discussion.)

VOTE: 7-1. Commissioner LaMarca voted no. Commissioner Jacobs was not present.

B. MOTION TO APPROVE Broward County Transit Title VI Service Equity Analysis for proposed major service changes to several Broward County Transit (BCT) fixed-route bus routes including: BCT 95 Express Miramar (Route 106) and 95 Express- Pembroke Pines (Route 108) that went into effect March 2, 2014, and will now become permanent under Federal Transit Administration (FTA rules); BCT 595 Express - Sunrise to Fort Lauderdale (Route 112) scheduled for October 12, 2014; and US 1 Breeze (Route 101), and Routes 36 and 34 scheduled for January 18, 2015.

(A member of the public pulled this item.)

ACTION: (T-10:47 AM) Approved. (Refer to minute for full discussion.)

VOTE: 7-1. Commissioner LaMarca voted no. Commissioner Jacobs was not present.

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, prepared in accordance with FTA regulations, for proposed major changes to BCT's fixed-route bus service.

Is this Action Goal Related

Previous Action Taken

None

Summary Explanation/ Background

THE TRANSPORTATION DEPARTMENT AND THE TRANSIT DIVISION RECOMMEND APPROVAL.

This item supports the Board's Vision for an "Efficient and Accessible Regional Intermodal Transportation Network" and its Goal No. 2, "enhance our efficient, safe, clean, attractive, and interconnected multi-modal transportation systems" by improving and enhancing the transit system.

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 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 a service equity analysis when planning a major service or fare change. This report must be approved by the Transit agency's governing Board.

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

Exhibit 1 is the Fare Equity Analysis for the changes to the fixed-route bus fares with an effective date of October 1, 2014.

Exhibit 2 is the Service Equity Analysis for the proposed major service changes to BCT fixed-route bus routes including: 95 Express Miramar (Route 106), and 95 Express Pembroke Pines (Route 108) that went into effect March 2, 2014 that will now become permanent under FTA rules. 595 Express Fort Lauderdale (Route 112) scheduled for October 12, 2014. US 1 Breeze (Route 101), Route 36, Route 34 scheduled for January 18, 2015.

Using methodologies consistent with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," the results of Title VI Fare and Service Equity Analyses indicate that no disparate impacts or disproportionate burdens on minority or low-income passengers will result from the proposals.

In compliance with federal and county regulations, policies and procedures, Public hearings are scheduled today September 23, 2014, at 2:00 p.m. to allow the public to comment on the proposed changes to fixed-route bus fares (Chapter 41 of the Broward County Administrative Code) and the proposed October 12, 2014, and January 18, 2015 changes to above BCT fixed-route bus routes.

Exhibit 1 and 2 were posted online for public review and comment on Friday, September 12, 2014.

Fiscal Impact

Fiscal Impact/Cost Summary:
None for this action.

Attachments

- [Exhibit 1 - Title VI Fare Equity Analysis](#)
 - [Exhibit 2 - Title VI Service Equity Analysis](#)
-

EXHIBIT 1

BROWARD COUNTY TRANSIT FARE CHANGE PROPOSAL EFFECTIVE OCTOBER 1, 2014

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 Fare
Equity Analysis



Contents

INTRODUCTION	171
ABOUT BROWARD COUNTY TRANSIT	171
DEFINITIONS.....	172
FARE EQUITY ANALYSIS	172
MAJOR SERVICE / FARE CHANGE	173
PUBLIC PARTICIPATION	173
LEP CONSIDERATIONS.....	174
FARE CHANGE PROPOSAL.....	175
METHODOLOGY	176
RESULTS	177
APPENDIX A: DEMOGRAPHIC PROFILE	179
APPENDIX B: BCT TITLE VI CONTEXT MAP.....	182
APPENDIX C: BCT LEP CONTEXT MAP.....	183
APPENDIX D: PUBLIC OUTREACH PLAN	184
APPENDIX E: PUBLIC MEETING NOTICES	186
APPENDIX F: FARE EQUITY ANALYSIS FORMULA GUIDE.....	192
APPENDIX G: FARE USE BY TITLE VI CATEGORY	193
APPENDIX H: FARE EQUITY ANALYSIS TABLES.....	194

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 Fare Equity Analysis was conducted by the Broward County Transportation Department, Transit Division for a fare change proposed to go into effect October 1, 2014. The 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 950 individuals working together to deliver public transportation services within a 410 square mile service area in Broward County that serves approximately 1.8 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 (TriRail). BCT operates out of two facilities: Pompano Beach, Florida, and Dania Beach, Florida. As of August 2014, BCT operates 34 fixed routes, 3 limited-stop (Breeze) routes, 7 express routes, and 50 community bus routes with a fleet of approximately 395 vehicles. This network of services currently provides more than 41.5 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 16.3 million fixed route revenue miles per year at 37.6 passengers per hour and \$2.71 cost per unlinked trip¹. When compared to its peers, BCT consistently leads in this performance measure. 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 2013 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 at or below US Department of Health and Human Services poverty guidelines or a passenger that has indicated a household income below \$25,000 on a BCT on-board passenger survey.

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.

Title VI Category: Used in Title VI Equity Analysis to define a group of passengers as minority or nonminority and low-income or non-low-income.

FARE EQUITY ANALYSIS

In compliance with FTA requirement under Title VI, a fare 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 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 fare changes, methodology, and analysis used to determine impacts of the fare 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 threshold (outlined) to determine whether or not a service change constitutes a major service change. This policy 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 fare 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. Five community outreach meetings are 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.

Location	Date	Minority	Low-Income	Limited English Proficient	Near Major Transfer Center
Emma Lou Olsen Civic Center, Pompano Beach	9/10/2014		X	French Creole	
Hallandale Beach Library, Hallandale Beach	9/13/2014	X	X	Spanish	
Broward Main Library, Fort Lauderdale	9/15/2014				X
Lauderhill Mall, Lauderhill	9/17/2014	X	X	French Creole	X
Imperial Point Library, Fort Lauderdale	9/18/2014				

Summary of Community Outreach Meeting Locations

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 for Service Change and Fare Increases

The public hearing on the service proposal is scheduled before the Broward County Board of County Commissioners on September 23, 2014, 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 online³. BCT has documented all public comments received in relation to this fare 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 accordance with the LEP plan, if fare changes are approved BCT will provide detailed information about the change in formats accessible to our LEP passengers⁴.

³ Appendix E: Public Meeting / Outreach Notices

⁴ Appendix C: Map of BCT Limited English Proficient Population by Language Spoken at Home

FARE CHANGE PROPOSAL

Service improvements enacted in FY14 were extremely successful resulting in increases to ridership and on-time performance. BCT plans to continue making service enhancements that benefit our riders while maintaining farebox recovery. Peer comparison studies to monitor performance and operations are conducted by BCT at regular intervals. The results of the most recent analysis showed that BCT's fare structure is not competitive with the rest of the transit agencies within the Miami UZA. The fare proposal outlined below is designed to allow BCT to enhance transit services while maintaining consistent farebox recovery percentage and following regional fare trends. Research and guidance from FTA have shown that smaller, phased increases in fares are preferred to larger one-time fare increases. BCT is recommending a phased approach to this fare change. Data from on-board surveys indicates that over 50 percent of passengers use cash on-board to pay for one-way fares or day passes. The first step of the fare change is proposed to increase Premium Express and off-board payment pass fares. The second step will increase on-board payment fares, including the base fare, and selected off-board payment pass fares.

Broward County Transit FY15/FY16 Fare Increase Proposals					
Transit Fare Types	Current Fares	Proposed Transit Fare Increases		Current Regional Fares	
		Step 1 10/1/2014	Step 2 10/1/2015	PalmTran	Miami Dade Transit
Regular Base one-way "Cash Fare"	\$1.75	\$1.75	\$2.00	\$2.00	\$2.25
Cash Fare-Reduced-Senior & Disabled	\$0.85	\$0.85	\$1.00	\$1.00	\$1.10
Cash Fare-Reduced Youth/Student K-12	\$0.85	\$0.85	\$1.00	\$1.00	\$1.10
Child under designated height/age	Free	Free	Free	Free	Free
Transit Fare Tickets (Book of 25) (one bus ride sold to social service agencies)	\$40.00	\$40.00	\$50.00	N/A	N/A
Premium Express Base one-way	\$2.35	\$2.65	\$2.65	N/A	\$2.65
Disabled/Medicare	\$1.15	\$1.30	\$1.30	N/A	\$1.30
Premium Express-Reduced Youth	\$1.15	\$1.30	\$1.30		\$1.30
All Day Pass	\$4.00	\$4.00	\$5.00	\$5.00	\$5.65
All Day Pass-Reduced Senior & Disabled	\$3.00	\$3.00	\$4.00	\$3.50	\$2.80
All Day Pass-Reduced Youth	\$3.00	\$3.00	\$4.00	\$3.50	\$2.80
7-Day Bus Pass	\$16.00	\$18.00	\$20.00	N/A	\$29.65
10-Ride Bus Pass	\$16.00	\$18.00	\$20.00	N/A	N/A
Premium Express 10-Ride pass	\$23.50	\$26.50	\$26.50	N/A	N/A
31-Day Adult Pass	\$58.00	\$65.00	\$70.00	\$70.00	\$112.50
31-Day Reduced Pass-Senior & Disabled	\$29.00	\$35.00	\$40.00	\$55.00	\$56.25
31-Day Reduced Youth Pass	\$29.00	\$35.00	\$40.00	\$55.00	\$56.25
31-Day Reduced College Pass	\$40.00	\$50.00	\$50.00	N/A	\$56.25
Premium 31-day	\$85.00	\$95.00	\$95.00	N/A	\$112.50
31-Day County Employees	\$29.00	\$35.00	\$40.00	N/A	N/A
Paratransit -per trip	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50

Note: Bolded fares denote fiscal year that fare will increase.

METHODOLOGY

BCT uses a methodology for fare equity analysis that is consistent with guidance found in FTA Circular 4702.1B. On-board survey data collected during the TDP major update in the 1st quarter of 2013 is the primary data source for all equity analyses⁵. The following steps are used in completing the Title VI Fare Equity Analysis⁶:

- I- The percentage breakdown of fare type use by Title VI Category is calculated⁷. As an initial step, this information is important to ascertain the distribution of each fare use among Title VI protected populations.
- II- The monetized impact of each fare change by Title VI Category is assessed using a calculation that includes:
 - a. Absolute change by fare type
 - b. Percentage use by Title VI Category
 - c. Total number passengers per Title VI Category
- III- The sum of the monetized fare change impacts for each Title VI Category divided by the total number of passengers for each specific Title VI Category. This metric used to compare cumulative impact across Title VI Categories.
- IV- The percentage share of Title VI impact is calculated between Title VI Category pairs to evaluate the relative fare impact within Title VI Categories.
- V- The percentage deviation between the cumulative impact by Title VI Category and the BCT systemwide impact is used to determine if disparate impacts or disproportionate burdens result from the fare change proposal.
- VI- If disparate impacts or disproportionate burdens are found then alternatives will be analyzed to see if legitimate program goals can be met with a less impactful proposal.

⁵ Appendix A: BCT Demographic Profile

⁶ Appendix F: Title VI Equity Analysis Formula Guide

⁷ Appendix G: Graph of Fare Use by Title VI Category

RESULTS

The fare equity analysis found that 1-step and 2-step of the fare change proposal **do not cause disparate impacts or disproportionate burdens on Title VI protected populations**⁸. No additional analysis or alternatives are necessary to implement this fare change proposal.

Disparate Impact		Disproportionate Burden	
Minority	Non-Minority	Low-Income	Non-Low-Income
> 15%	< -15%	>15%	< -15%

Disparate Impact and Disproportionate Burden Thresholds

Fare Change Proposal	Minority	Non-Minority	Low-Income	Non-Low-Income
1-Step Fare Increase	1.8%	-2.9%	-2.1%	4.4%
2- Step Fare Increase	-0.2%	3.3%	1.9%	-3.7%

Percent Burden/Impact of Title VI Category from BCT Systemwide Impact

⁸ Appendix H: Completed Fare Equity Analysis Tables

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APPENDIX A: DEMOGRAPHIC PROFILE

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 increasing minority cohort.

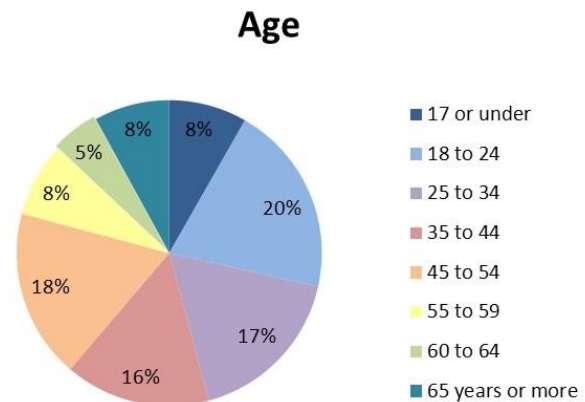
BCT uses a one-quarter mile buffer around local and limited stop routes to establish a service area. The 2014 BCT service area population is 1,839,376. The percentage of minorities in the service area is 57.9 percent and low-income population comprises 13.8 percent.

In 2013, 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 8,913 passenger surveys were collected on-board BCT routes during the first quarter of 2013. 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 2014-2023 Transit Development Plan⁹.

A demographic summary BCT fixed route services is provided below:

Age

Over 84 percent of respondents are between the ages of 18-64. Eight (8) percent were under the age of 17 and 8 percent are over the age of 65. The percentage of 65+ transit passengers is well below the county proportion in the same age range.

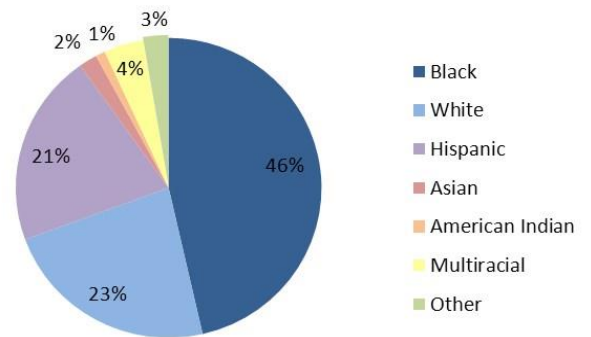


⁹ BCT Connected Transit Development Plan: <http://www.broward.org/bct/pages/transitdevelopmentplan.aspx>

Ethnic Origin

Minorities comprise 77 percent of transit passengers. Forty-six (46) percent are Black/African American, 21 percent Hispanic, 10 percent Asian, American Indian, Multiracial or other. Non-Hispanic White passengers comprise 23 percent of BCT ridership.

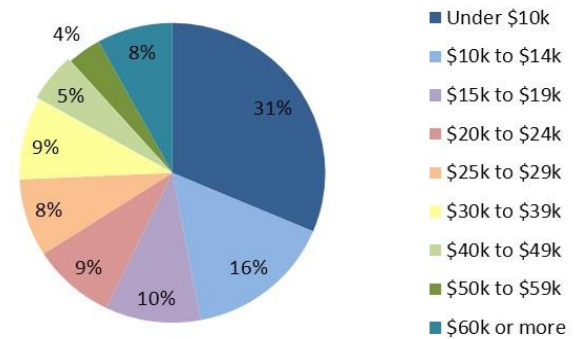
Race / Ethnicity



Income

A typical BCT passenger has a very low income with 57 percent of riders reporting household incomes of less than \$20,000 per year; however, the percentage of passengers in upper incomes have increased since 2008 due to the success of Premium Express Services.

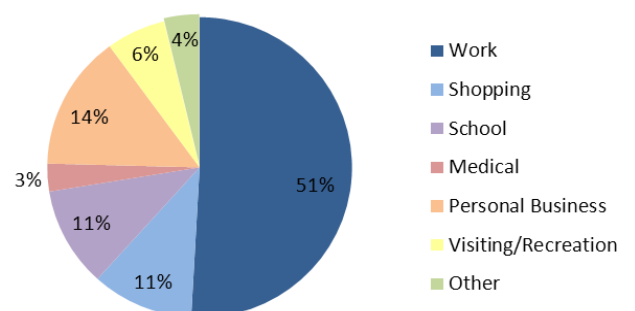
Annual Household Income



Trip Purpose

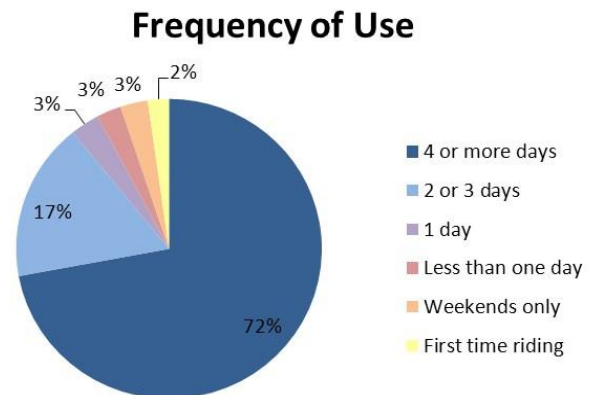
Most respondents, over 50 percent, use BCT primarily for work, with personal business following with 14 percent and school along with shopping each at 11 percent.

Trip Purpose



Frequency of Use

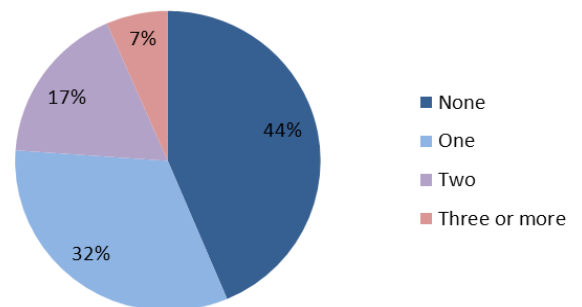
The average BCT rider is a frequent user of the system with around 72 percent of passengers using the system 4 or more days per week. Nearly 90 percent of riders use BCT at least 2 days per week.



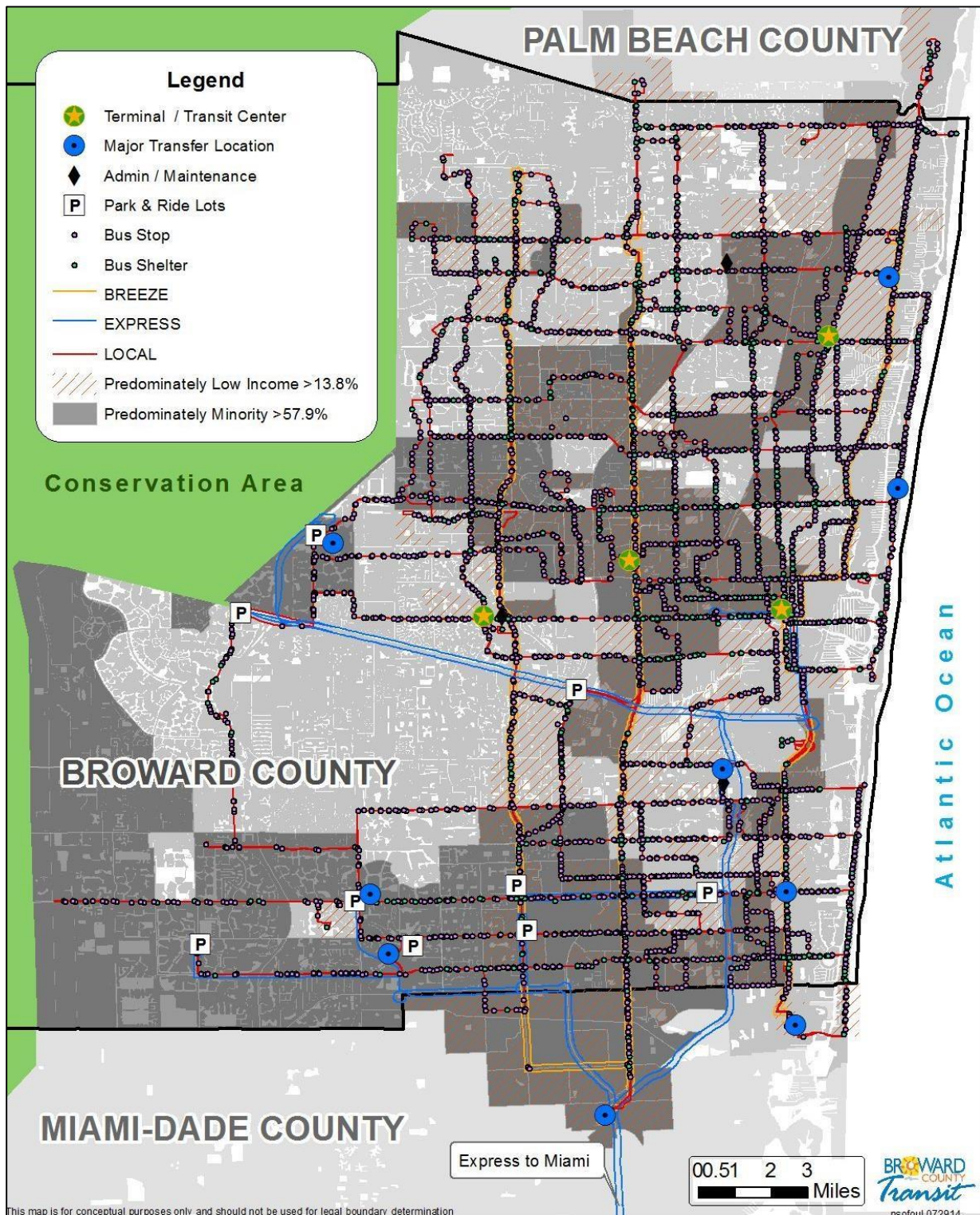
Number of Vehicles in Household

Most BCT passengers (44 percent) surveyed live in households where there are no motor vehicles available. Thirty-three (33) 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.

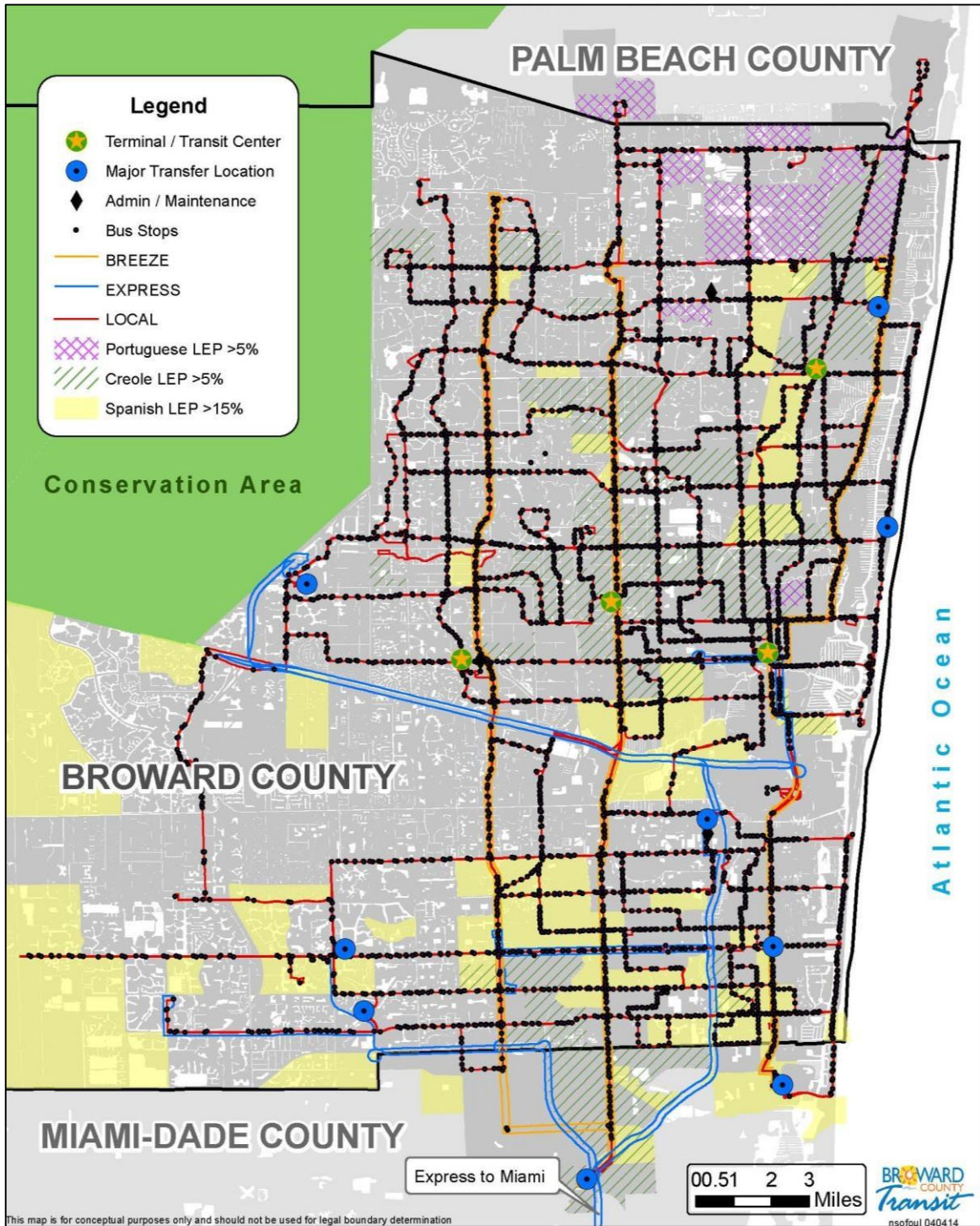
Motor Vehicles per Household



APPENDIX B: BCT TITLE VI CONTEXT MAP



APPENDIX C: BCT LEP CONTEXT MAP



APPENDIX D: PUBLIC OUTREACH PLAN

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 and fare increase changes, effective October 1, 2014.

I. Educational Outreach

- Brochures and Rack Cards: Provided detailed information on proposed service and fare changes and the public hearing date/location.
- Bus Terminal Signage: Placed at all bus terminals, customer service information windows at terminals.
- Direct Mail: Bus pass vendor notices to retailers, small businesses, libraries, social service organizations.
- Seat drops: Placed on proposed service change bus routes
- Customer Service Center: Recorded Message-on-Hold
- Posters: Displayed at all public meeting locations

II. Community Meetings

Public information meetings were held in advance of the public hearing and prior to effective date of service and fare changes at various locations and to demographically-diverse audiences.

The meetings provided information on the proposed service and fare changes and allowed for public comment through a question-and-answer segment. Public comments were recorded of those participants who expressed an interest in attending the public hearing but who would not be able to attend and wanted their comments submitted to the Board at the public hearing. A designated e-mail and postal address was provided for public comment submission.

The public information meetings were scheduled in the evening and afternoon hours, depending upon location and audience, and all locations located along a BCT bus route:

- Emma Lou Olson Civic Center, Pompano Beach
- Hallandale Beach Library, Hallandale Beach
- Main Library, Fort Lauderdale
- Lauderhill Mall, Lauderhill
- Imperial Point Library, Fort Lauderdale

III. Social Media

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

IV. Media and Advertisements

- Press Releases – announcing public hearing, community meeting locations and details on proposed service and fare changes
- Public Outreach Notices for Public Relations Partners – All city PIOs received various outreach materials for display and or distribution in their cities to increase audience coverage
- Newspaper Advertisements: Westside Gazette (African-American/Black), en USA (Hispanic/ Spanish-language), Caribbean Today (French Creole/Caribbean-American)
- Radio Advertisements: WKIS (Country), WQAM (Talk, Sports); WPOW (Urban, Young Adult)

APPENDIX E: PUBLIC MEETING NOTICES



Broward County News Release

A Service of the Board of County Commissioners, Broward County, Florida

Public Hearing to be Held September 23rd on Proposed Bus Service Adjustments and Increases to Bus Fares and Passes

- Community Meetings Scheduled to Provide Details -

DATE: September 10, 2014
CONTACT: Doris Williams, Broward County Transit Division
PHONE: 954-357-6786
EMAIL: dwilliams@broward.org

BROWARD COUNTY, FL - The Broward County Commission will hold a public meeting at 2PM on Tuesday, September 23, 2014, at the Broward County Governmental Center, Room 422, 115 South Andrews Avenue, Fort Lauderdale, to receive public comments on Broward County Transit (BCT) proposed bus service adjustments and bus fares and pass increases.

If approved, the proposed increase to bus fares and passes would become effective over two fiscal year periods: October 1, 2014 and October 1, 2015. The proposed bus service adjustments will become effective October 13, 2014 for the 595 Express Bus Service, and in January 2015 for the US 1 Breeze Limited-Stop service.

Following is a description of the proposed fare and pass increases:

The regular, one-way cash fare will increase from \$1.75 to \$2 and the reduced, one-way cash fare will increase from \$.85 to \$1 in October 2015. The regular, All-Day pass will increase from \$4 to \$5 and the reduced, All-Day pass will increase from \$3 to \$4 in October 2015.

The 7-Day and 10-Ride passes will increase from \$16 to \$18 in October 2014 and to \$20 in October 2015. The 31-Day Adult pass will increase from \$58 to \$65 in October 2014 and to \$70 in October 2015. The 31-Day Reduced pass will increase from \$29 to \$35 in October 2014 and to \$40 in October 2015. The 31-Day Reduced College Student pass will increase from \$40 to \$50 in October 2014.

The Premium Express one-way cash fare will increase from \$2.35 to \$2.65 in October 2014 and the Premium Express reduced one-way cash fare will increase from \$1.15 to \$1.30. The Premium Express 31-Day bus pass will increase from \$85 to \$95 in October 2014. The Premium Express 10-Ride bus pass will increase from \$23.50 to \$26.50 in October 2014. There are no proposed increases to the Premium Express cash and bus passes in October 2015.

All current bus passes will continue to work through their expiration date. BCT's transfer fee structures to and from Miami-Dade, Palm Tran and Tri-Rail transit systems will remain the same.

Below is a brief description of the proposed service adjustments, effective October 13, 2014:

595 Express Sunrise (BB&T Center) to downtown Miami/Brickell

- Service improved from 30 to every 15 minutes at select travel times due to ridership demand
- Route will deviate to downtown Miami/Brickell; morning buses will access the Brickell

Metrorail Station via Southwest 2nd Avenue.

- Service along South Miami Avenue will be provided during afternoon and evening hours only
- Sawgrass Mills Mall bus stop will be discontinued

595 Express –Sunrise (BB&T Center) to Fort Lauderdale

- Trips during morning peak travel hours reduced from 6 to 3 trips
- Trips during afternoon peak travel hours reduced from 7 to 3 trips
- Westbound reverse trips will be discontinued
- Fort Lauderdale Tri-Rail Station and Sawgrass Mills Mall bus stops will be discontinued

595 Express – Westgate Square to Miami Civic Center

- Service improved from 30 to every 15 minutes at select travel times due to ridership demand
- Griffin Road Tri-Rail Station bus stop will be discontinued
- New, Davie Park-and-Ride location added at State Road 84 and Davie Road Extension; 108 commuter parking spaces will be available
- Civic Center/Health District afternoon routing revised to same as the morning peak hour routing

Below is a brief description of the proposed service adjustment, effective in January 2015:

US 1 “Breeze” Limited-Stop

- Service will be discontinued north of Broward Boulevard due to low ridership
- Service will be improved south of Broward Boulevard all-day from 30 to every 20 minutes

Community meetings will be held to allow bus passengers to review and comment on the proposed service changes on Wednesday, September 10, 6PM, Emma Lou Olson Civic Center, Pompano Beach; Saturday, September 13, 2PM, Imperial Point Branch Library, Fort Lauderdale; Monday, September 15, 6:30PM, Hallandale Beach Branch Library, Hallandale; Wednesday, September 17, 6PM, Main Library, Fort Lauderdale and Thursday, September 18, 6PM, Lauderhill Mall, Lauderhill.

Persons with disabilities who require special accommodations to participate in the public hearing or community meetings should call 954-357-8355 or 954-357-8302 (TTY) at least 48 hours prior to the meetings.

For more information, including details on the proposed bus fare and service changes, call the BCT Customer Service Center at 954-357-8400 or visit Broward.org/BCT.

Release Properties

Date: 9/10/2014 2:42 PM
Keywords: Community, Transportation, District 1, District 5, District 7
News Type: News Release

ATTENTION PASSENGERS

PUBLIC HEARING ON PROPOSED COST INCREASES TO FARES AND BUS PASSES AND SERVICE CHANGES ON 595 EXPRESS BUS AND US 1 "BREEZE"

Date: Tuesday, September 23, 2014

Time: 2 p.m.

Location: Broward County Governmental Center,
Commission Chambers, 4th floor
115 S. Andrews Avenue, Fort Lauderdale

The public is invited to comment on the proposed cost increases to bus fares and passes, and proposed service changes to the US 1 "Breeze" and 595 Express Bus Service.

If approved by the Board of County Commissioners, bus fares and passes increases will start on Wednesday, October 1, 2014, service changes to 595 Express Bus Service will start on Monday, October 13, 2014 and US 1 "Breeze" changes will start in January 2015.

*Persons with disabilities who require special accommodations to participate in the public hearing should call 954-357-8355 or 954-357-8302 (TTY) **at least 48 hours prior to the public hearing 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."



FARE TYPE	CURRENT FARE	PROPOSED FARE INCREASES	
		Step 1 10/1/2014	Step 2 10/1/2015



Information on the proposed cost increase to bus fares and passes and service changes will be available at the following community meeting locations:

Wednesday, September 10

Emma Lou Olson Civic Center
Pompano Beach, 6 p.m.
Routes 10, 42

Saturday, September 13

Imperial Point Branch Library
Imperial Point
Bus Routes 10, 34

Monday, September 15

Hallandale Beach Branch Library
Hallandale Beach, 6:30 p.m.
Routes 1, 4, 5, 28, US 1 "Breeze"

Wednesday, September 17

Broward County Main Library
Fort Lauderdale, 6 p.m.
Main Terminal Routes

Thursday, September 18

Lauderhill Mall (Inside)
Lauderhill, 6 p.m.
Routes 18, 19, 36, 40, 81, 441 Breeze

SERVICE CHANGES (PROPOSED)
595 Express Sunrise (BB&T Center) to downtown Miami/Brickell

- Due to growing ridership demand, service frequency will improve from 30 to every 15 minutes in the

**PUBLIC HEARING
ON PROPOSED COST INCREASES
TO FARES AND BUS PASSES
AND SERVICE CHANGES ON
595 EXPRESS BUS
AND US 1 "BREEZE"**

The Broward County Commission will hold a public hearing at 2 p.m. on Tuesday, September 23, 2014, at the Broward County Governmental Center, Commission Chambers, 1115 S. Andrews Avenue, 4th floor, Fort Lauderdale, to receive public comments on proposed cost increases to the bus fares and passes, and on proposed service changes on the US 1 Breeze and 595 Express Bus service to Miami Civic Center, Fort Lauderdale and Miami/Brickell.

If approved by the Board, fare increases would be effective October 1, 2014, 595 Express Bus service changes effective October 13, 2014, and US 1 "Breeze" changes effective January 2015.

Persons with disabilities who require special accommodations to participate in the public hearing should call 954-357-8355 or 954-357-8302 (TTY) at least 48 hours prior to the meeting.

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

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

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



US 1 "Breeze" Limited-Stop

- Due to low ridership, service will be discontinued north of Broward Boulevard
- Service frequency will be improved south of Broward Boulevard all-day from 30 to every 20 minutes



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

PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED
Any person or persons who 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 954-357-8351 to file a Title VI discrimination complaint or write to Broward County Transit Division, Compliance Manager, 1 N. University Drive, Suite 9100A, Plantation, FL 33324.

5,000 copies of this public document were promulgated at a gross cost of \$44,93, or \$ 0.008 per copy, to inform the public about proposed fare and service changes.
9/14 CM2964



Broward County Transit shared a link.

1 hour ago ·

Broward County Commission Public Hearing, September 23, on Proposed Service Adjustments and Bus Fare and Pass Increases

- Let's Talk Transit' Community Meetings Will Provide Details -

If approved, the proposed increase to bus fares and passes would become effective over two, fiscal year periods: October 1, 2014 and October 1, 2015. The proposed bus service adjustments will become effective October 13, 2014 for the 595 Express Bus Service, and in January 2015 for the US 1 Breeze Limited-Stop service.

<http://www.broward.org/BCT/Pages/PublicHearingFareIncreases.aspx>

www.broward.org

2 Likes · 2 Comments



Like



Comment



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TRANSIT_FLASH



Transit Flash

NEWS

Broward County Commission Board Will Hold a Public Hearing, September 23, on Proposed Service Adjustments and Bus Fare and Pass Increases

- Let's Talk Transit' Community Meetings Will Provide Details-

If approved, the proposed increase to bus fares and passes would become effective over two, fiscal year periods: October 1, 2014 and October 1, 2015. The proposed bus service adjustments will become effective October 13, 2014 for the 595 Express Bus Service, and in January 2015 for the US 1 Breeze Limited-Stop service.

[Click here for more information](#)



[Facebook.com/BrowardCountyTransit](https://www.facebook.com/BrowardCountyTransit)

APPENDIX F: FARE EQUITY ANALYSIS FORMULA GUIDE

The fare equity analysis uses formulas based on recommendations from the FTA. The formulas are essential to completing a tabular dataset that is used to assess the impacts of a fare proposal on minority and low-income passengers. The formulas below allow BCT to determine if disparate impacts or disproportionate burdens will result from a fare change proposal.

$$\omega = (\alpha\gamma)\psi$$

$$\eta = \frac{\sum \omega(\text{title VI category})}{\alpha}$$

$$\rho = \frac{\sum \eta(\text{title VI category pairs})}{\eta}$$

$$\chi = \frac{\eta - \epsilon}{\epsilon}$$

If $0.15 < \chi < -0.15$ then disparate impacts and/or disproportionate burdens exist **Key**

ω = Monetized Fare Change Impact (\$) α = Daily riders specific to each Title VI Category

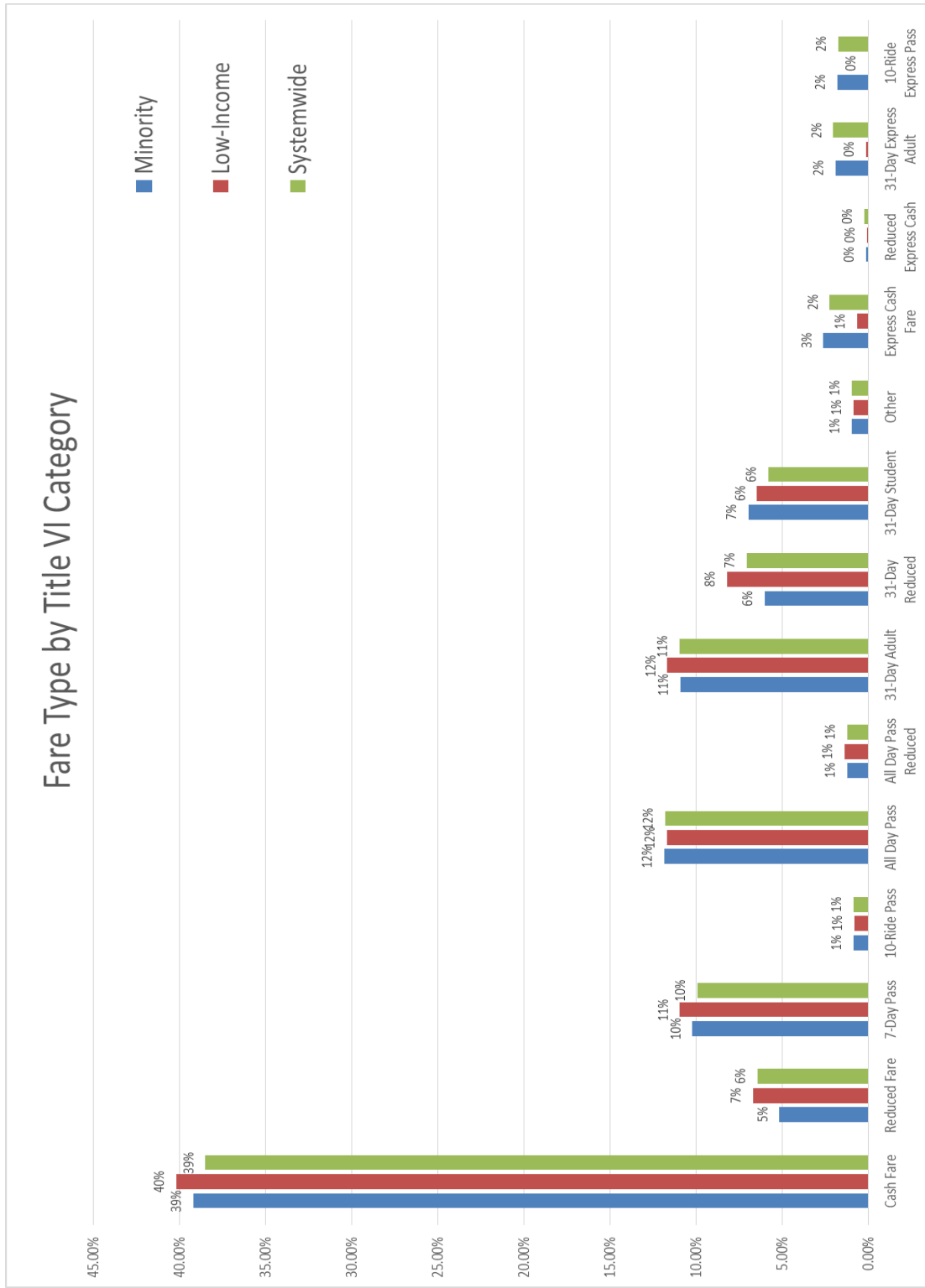
γ = Percentage Use of a Fare Type by Title VI Category ψ = Absolute Change of a Fare

Type (\$) η = Cumulative Fare Change Impact specific to each Title VI Category (\$) ρ =

Percent Share of Fare Change Burden/Impact by Title VI Category ϵ = Systemwide Monetized Fare Change Impact (\$)

χ = Percent Burden/Impact of Title VI Category from Systemwide Impact

APPENDIX G: FARE USE BY TITLE VI CATEGORY



APPENDIX H: FARE EQUITY ANALYSIS TABLES

TITLE VI FARE EQUITY ANALYSIS: STEP-1 FARE INCREASE

% of Total	Fare		Change		Usage by Title VI Category				
	Existing	Proposed	Absolute	Percentage	Minority	Non-Minority	Low-Income	Non-Low-Income	Systemwide
1 Cash Fare	\$1.75	\$1.75	\$0.00	0.0%	39.2%	35.3%	40.2%	35.2%	38.5%
2 Reduced Fare	\$0.85	\$0.85	\$0.00	0.0%	5.2%	10.0%	6.7%	5.4%	6.4%
3 7-Day Pass	\$16.00	\$18.00	\$2.00	12.5%	10.2%	8.7%	10.9%	8.6%	9.9%
4 10-Ride Pass	\$16.00	\$18.00	\$2.00	12.5%	0.9%	0.8%	0.8%	0.9%	0.9%
5 All Day Pass	\$4.00	\$4.00	\$0.00	0.0%	11.9%	12.0%	11.7%	11.5%	11.8%
6 All Day Pass Reduced	\$3.00	\$3.00	\$0.00	0.0%	1.2%	1.1%	1.4%	0.7%	1.2%
7 31-Day Adult	\$58.00	\$65.00	\$7.00	12.1%	10.9%	11.5%	11.7%	9.7%	11.0%
8 31-Day Reduced	\$29.00	\$35.00	\$6.00	20.7%	6.0%	10.8%	8.2%	4.6%	7.1%
9 31-Day Student	\$40.00	\$50.00	\$10.00	25.0%	7.0%	2.3%	6.5%	4.0%	5.8%
10 Other	N/A	N/A	N/A	N/A	1.0%	1.1%	0.9%	1.2%	1.0%
11 Express Cash Fare	\$2.35	\$2.65	\$0.30	12.8%	2.6%	1.4%	0.7%	5.8%	2.3%
12 Reduced Express Cash	\$1.15	\$1.30	\$0.15	13.0%	0.1%	0.6%	0.1%	0.6%	0.3%
14 31-Day Express Adult	\$85.00	\$95.00	\$10.00	11.8%	1.9%	2.6%	0.1%	6.3%	2.0%
15 10-Ride Express Pass	\$23.50	\$26.50	\$3.00	12.8%	1.8%	1.8%	0.1%	5.4%	1.8%
Total					100.0%	100.0%	100.0%	100.0%	100.0%

% of Total	Fare		Change		Monetized Fare Change Impact				
	Existing	Proposed	Absolute	Percentage	Minority	Non-Minority	Low-Income	Non-Low-Income	Systemwide
1 Cash Fare	\$1.75	\$1.75	\$0.00	0.0%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2 Reduced Fare	\$0.85	\$0.85	\$0.00	0.0%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3 7-Day Pass	\$16.00	\$18.00	\$2.00	12.5%	\$19,653.33	\$5,048.93	\$17,699.09	\$7,617.96	\$24,862.65
4 10-Ride Pass	\$16.00	\$18.00	\$2.00	12.5%	\$1,678.18	\$439.04	\$1,318.92	\$757.59	\$2,203.02
5 All Day Pass	\$4.00	\$4.00	\$0.00	0.0%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6 All Day Pass Reduced	\$3.00	\$3.00	\$0.00	0.0%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
7 31-Day Adult	\$58.00	\$65.00	\$7.00	12.1%	\$73,485.57	\$23,433.60	\$66,116.33	\$30,050.95	\$96,320.90
8 31-Day Reduced	\$29.00	\$35.00	\$6.00	20.7%	\$34,682.35	\$18,768.83	\$39,822.96	\$12,247.66	\$53,082.28
9 31-Day Student	\$40.00	\$50.00	\$10.00	25.0%	\$66,940.67	\$6,585.55	\$52,331.46	\$17,887.47	\$72,909.45
10 Other	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
11 Express Cash Fare	\$2.35	\$2.65	\$0.30	12.8%	\$755.18	\$126.22	\$165.93	\$776.53	\$849.74
12 Reduced Express Cash	\$1.15	\$1.30	\$0.15	13.0%	\$19.58	\$24.70	\$12.76	\$37.88	\$47.21
14 31-Day Express Adult	\$85.00	\$95.00	\$10.00	11.8%	\$18,459.96	\$7,683.15	\$1,063.65	\$27,778.19	\$25,527.05
15 10-Ride Express Pass	\$23.50	\$26.50	\$3.00	12.8%	\$5,258.29	\$1,536.63	\$127.64	\$7,197.08	\$6,661.51

RESULTS OF FARE EQUITY ANALYSIS

Cumulative Fare Change Impact (\$)	\$2.30	\$2.19	\$2.21	\$2.36	\$2.26
Percent Share of Fare Change Burden/Impact by Title VI Category	51.2%	48.8%	48.4%	51.6%	-
Percent Burden/Impact of Title VI Category from Systemwide Impact*	1.8%	-2.9%	-2.1%	4.4%	-
Disparate Impact or Disproportionate Burden Threshold Exceeded?	NO	NO	NO	NO	-

Ridership Information by Title VI Category									
Overall Weekday Riders	Minority		Non-Minority		Low-Income		Non-Low-Income		
125,135	96,104	76.8%	29,031	23.2%	80,837	64.6%	44,298	35.4%	

* Indicates that this metric is used to determine Title VI disparate impact and disproportionate burdens

TITLE VI FARE EQUITY ANALYSIS TABLES: STEP-2 FARE INCREASE

% of Total	Fare		Change		Usage by Title VI Category				
	Existing	Proposed	Absolute	Percentage	Minority	Non-Minority	Low-Income	Non-Low-Income	Systemwide
1 Cash Fare	\$1.75	\$2.00	\$0.25	14.3%	39.2%	35.3%	40.2%	35.2%	38.5%
2 Reduced Fare	\$0.85	\$1.00	\$0.15	17.6%	5.2%	10.0%	6.7%	5.4%	6.4%
3 7-Day Pass	\$16.00	\$20.00	\$4.00	25.0%	10.2%	8.7%	10.9%	8.6%	9.9%
4 10-Ride Pass	\$16.00	\$20.00	\$4.00	25.0%	0.9%	0.8%	0.8%	0.9%	0.9%
5 All Day Pass	\$4.00	\$5.00	\$1.00	25.0%	11.9%	12.0%	11.7%	11.5%	11.8%
6 All Day Pass Reduced	\$3.00	\$4.00	\$1.00	33.3%	1.2%	1.1%	1.4%	0.7%	1.2%
7 31-Day Adult	\$58.00	\$70.00	\$12.00	20.7%	10.9%	11.5%	11.7%	9.7%	11.0%
8 31-Day Reduced	\$29.00	\$40.00	\$11.00	37.9%	6.0%	10.8%	8.2%	4.6%	7.1%
9 31-Day Student	\$40.00	\$50.00	\$10.00	25.0%	7.0%	2.3%	6.5%	4.0%	5.8%
10 Other	N/A	N/A	N/A	N/A	1.0%	1.1%	0.9%	1.2%	1.0%
11 Express Cash Fare	\$2.35	\$2.65	\$0.30	12.8%	2.6%	1.4%	0.7%	5.8%	2.3%
12 Reduced Express Cash	\$1.15	\$1.30	\$0.15	13.0%	0.1%	0.6%	0.1%	0.6%	0.3%
14 31-Day Express Adult	\$85.00	\$95.00	\$10.00	11.8%	1.9%	2.6%	0.1%	6.3%	2.0%
15 10-Ride Express Pass	\$23.50	\$26.50	\$3.00	12.8%	1.8%	1.8%	0.1%	5.4%	1.8%
				Total	100.0%	100.0%	100.0%	100.0%	100.0%

% of Total	Fare		Change		Monetized Fare Change Impact				
	Existing	Proposed	Absolute	Percentage	Minority	Non-Minority	Low-Income	Non-Low-Income	Systemwide
1 Cash Fare	\$1.75	\$2.00	\$0.25	14.3%	\$9,421.11	\$2,561.05	\$8,126.27	\$3,903.68	\$12,046.67
2 Reduced Fare	\$0.85	\$1.00	\$0.15	17.6%	\$746.79	\$433.55	\$813.69	\$356.70	\$1,209.04
3 7-Day Pass	\$16.00	\$20.00	\$4.00	25.0%	\$39,306.67	\$10,097.85	\$35,398.19	\$15,235.91	\$49,725.30
4 10-Ride Pass	\$16.00	\$20.00	\$4.00	25.0%	\$3,356.36	\$878.07	\$2,637.85	\$1,515.17	\$4,406.04
5 All Day Pass	\$4.00	\$5.00	\$1.00	25.0%	\$11,411.61	\$3,494.00	\$9,466.46	\$5,113.71	\$14,774.22
6 All Day Pass Reduced	\$3.00	\$4.00	\$1.00	33.3%	\$1,193.37	\$329.28	\$1,127.47	\$315.66	\$1,556.10
7 31-Day Adult	\$58.00	\$70.00	\$12.00	20.7%	\$125,975.25	\$40,171.88	\$113,342.28	\$51,515.91	\$165,121.55
8 31-Day Reduced	\$29.00	\$40.00	\$11.00	37.9%	\$63,584.31	\$34,409.52	\$73,008.76	\$22,454.03	\$97,317.51
9 31-Day Student	\$40.00	\$50.00	\$10.00	25.0%	\$66,940.67	\$6,585.55	\$52,331.46	\$17,887.47	\$72,909.45
10 Other	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
11 Express Cash Fare	\$2.35	\$2.65	\$0.30	12.8%	\$755.18	\$126.22	\$165.93	\$776.53	\$849.74
12 Reduced Express Cash	\$1.15	\$1.30	\$0.15	13.0%	\$19.58	\$24.70	\$12.76	\$37.88	\$47.21
14 31-Day Express Adult	\$85.00	\$95.00	\$10.00	11.8%	\$18,459.96	\$7,683.15	\$1,063.65	\$27,778.19	\$25,527.05
15 10-Ride Express Pass	\$23.50	\$26.50	\$3.00	12.8%	\$5,258.29	\$1,536.63	\$127.64	\$7,197.08	\$6,661.51

RESULTS OF FARE EQUITY ANALYSIS

Cumulative Fare Change Impact (\$)	\$3.60	\$3.73	\$3.68	\$3.48	\$3.61
Percent Share of Fare Change Burden/Impact by Title VI Category	49.1%	50.9%	51.4%	48.6%	-
Percent Burden/Impact of Title VI Category from Systemwide Impact*	-0.2%	3.3%	1.9%	-3.7%	-
Disparate Impact or Disproportionate Burden Threshold Exceeded?	NO	NO	NO	NO	-

Ridership Information by Title VI Category

Overall Weekday Riders	Minority		Non-Minority		Low-Income		Non-Low-Income	
125,135	96,104	76.8%	29,031	23.2%	80,837	64.6%	44,298	35.4%

* Indicates that this metric is used to determine Title VI disparate impact and disproportionate burdens

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 MAJOR SERVICE CHANGE TO ROUTES 106, 108, 112, 101, 36, & 34

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



Contents

INTRODUCTION	199
ABOUT BROWARD COUNTY TRANSIT	199
DEFINITIONS.....	200
SERVICE EQUITY ANALYSIS	201
MAJOR SERVICE / FARE CHANGE	201
PUBLIC PARTICIPATION	201
LEP CONSIDERATIONS.....	202
SERVICE CHANGE PROPOSAL.....	203
METHODOLOGY	204
RESULTS	205
APPENDIX A: DEMOGRAPHIC ANALYSIS.....	207
APPENDIX B: BCT TITLE VI CONTEXT MAP.....	210
APPENDIX C: BCT LEP CONTEXT MAP.....	211
APPENDIX D: PUBLIC OUTREACH PLAN	213
APPENDIX E: PUBLIC MEETING NOTICES	214
APPENDIX F: 95 EXPRESS REALIGNMENT AND ROUTE 106 MAPS.....	219
APPENDIX G: SERVICE EQUITY ANALYSIS TABLES	220

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 changes to several BCT fixed-route bus routes including 95 Express Miramar (Route 106), and 95 Express Pembroke Pines (Route 108) that went into effect March 2, 2014 and will now become permanent under FTA rules, 595 Express Fort Lauderdale (Route 112) scheduled for October 12, 2014, US 1 Breeze (Route 101), Route 36, and Route 34 scheduled for January 18, 2015. 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 950 individuals working together to deliver public transportation services within a 410 square mile service area in Broward County that serves approximately 1.8 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 (TriRail). BCT operates out of two facilities: Pompano Beach, Florida, and Dania Beach, Florida. As of August 2014, BCT operates 34 fixed routes, 3 limited-stop (Breeze) routes, 7 express routes, and 50 community bus routes with a fleet of approximately 395 vehicles. This network of services currently provides more than 41.5 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 16.3 million fixed route revenue miles per year at 37.6 passengers per hour and \$2.71 cost per unlinked trip¹⁰. When compared to its peers, BCT consistently leads in this performance measure. 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.

¹⁰ National Transit Database (NTD) Report Year 2013 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 at or below US Department of Health and Human Services poverty guidelines or a passenger that has indicated a household income below \$25,000 on a BCT on-board passenger survey.

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 implementation¹¹. 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 is outlined in the table below:

Service Change	Major Service Change Threshold
Service Miles	25% route or weekly revenue miles
Express Service Miles	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. Five community outreach meetings are 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.

¹¹ 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 for Service Change and Fare Increases

Location	Date	Minority	Low-Income	Limited English Proficient	Near Major Transfer Center
Emma Lou Olsen Civic Center, Pompano Beach	9/10/2014		X	French Creole	
Hallandale Beach Library, Hallandale Beach	9/13/2014	X	X	Spanish	
Broward Main Library, Fort Lauderdale	9/15/2014				X
Lauderhill Mall, Lauderhill	9/17/2014	X	X	French Creole	X
Imperial Point Library, Fort Lauderdale	9/18/2014				

Summary of Community Outreach Meeting Locations

The public hearing on the service proposal is scheduled before the Broward County Board of County Commissioners on September 23, 2014. 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 online¹². 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 accordance with the LEP plan, if fare changes are approved BCT will provide detailed information about the change in formats accessible to our LEP passengers¹³.

¹² Appendix E: Public Meeting / Outreach Notices

¹³ Appendix C: Map of BCT Limited English Proficient Population by Language Spoken at Home

SERVICE CHANGE PROPOSAL

Service improvements enacted in FY14 were extremely successful resulting in increases to ridership and on-time performance. BCT plans to continue making service enhancements that benefit our riders while maintaining farebox recovery. For the FY2015 budget, BCT proposes to add 51,000 annual revenue hours of service to address overcrowding and schedule adherence issues. BCT also plans to make service changes to realign 95-Express service due to the loss of the Miramar Town Center and remove unproductive trips from 595-Express routes¹⁴. Descriptions of each proposal that exceed the Title VI Major Service Threshold is outlined below:

Title VI Major Service Changes				
Route	Service Type	Proposed Change	Title VI Threshold Exceeded	Effective Date
95 Express Pembroke Pines (Rte 108)	Express	Route split due to loss of primary park and ride facility. Temporary park and ride facilities have been very successful and route is expected to service these location for more than 12 months.	38.1% reduction in revenue miles and route split to service relocated park and ride facilities	March 2014*
95 Express Miramar (Rte 106)	Express	New route created from splitting Express Route 108. This new route has been successful and is expected to continue to service temporary park and ride facilities for more than 12 months.	New route created to meet passenger demand at relocated park and ride facilities	March 2014*
595 Express Fort Lauderdale (Rte 112)	Express	Route ridership has been weak due to lack of passenger demand. Only the most productive trips will be saved to improve route efficiency.	72.4% reduction in revenue miles	October 2014
34	Local	Adjust headways to address overcrowding and schedule adherence issues. Weekday peak from 20 to 15 minutes, Weekday off-peak from 30 to 20 minutes, Saturday from 40 to 45 minutes, and Sunday from 60 to 45 minutes.	33.8% increase in revenue miles	January 2015
36	Local	Adjust headways to address overcrowding and schedule adherence. Weekday peak from 20 to 15 minutes and Saturday from 30 to 20 minutes.	26.3% increase in revenue miles	January 2015
US 1 Breeze (Rte 101)	Breeze	This is a part of a larger set of service improvements along the Federal Highway corridor. The 101 Breeze will be truncated north of Broward Central Terminal however, additional weekday peak service hours will be added to Route 10 that covers the same alignment. Service will be added to the southern portion of the 101 Breeze where rider demand is high. Weekday headways will be adjusted from 30 to 20 minutes along with the addition of midday service.	69.5% increase in revenue miles on the alignment south of Broward Central Terminal and segment elimination north of Broward Central Terminal	January 2015

* These Express service changes were established as temporary solutions in March 2014 to service relocated park and ride facilities. This analysis acknowledges that these route changes will become permanent per FTA 12-month rule.

¹⁴ Appendix F: 95 Express Realignment and Route 106 Maps

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 analyses¹⁵. 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.
- 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 proposal¹⁶.
- 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.

¹⁵ Appendix A: BCT Demographic Profile

¹⁶ 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 fare equity analysis found that the service change proposals **do not cause disparate impacts or disproportionate burdens on Title VI protected populations**¹⁷. No additional analysis or alternatives are necessary to implement this service change.

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%

Disparate Impact and Disproportionate Burden Thresholds

Service Change Proposal	Minority Deviation from System Average	Disparate Impact?	Low-income Deviation from System Average	Disproportionate Burden?
Route Changes with Adverse Effects (Reductions)	-5.3%	NO	-42.3%	NO
Route Changes without Adverse Effects (Improvements)	3.4%	NO	-11.0%	NO

Title VI Service Equity Analysis Results

¹⁷ Appendix G: Completed Service Equity Analysis Tables

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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.

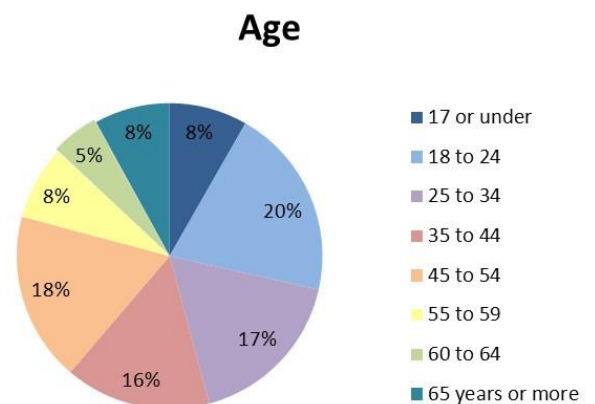
BCT uses a one-quarter mile buffer around local and limited stop routes to establish a service area. The 2014 BCT service area population is 1,839,376. The percentage of minorities in the service area is 57.9 percent and low-income population comprises 13.8 percent.

In 2013, 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 8,913 passenger surveys were collected on-board BCT routes during the first quarter of 2013. 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 2014-2023 Transit Development Plan¹⁸.

A demographic summary BCT fixed route services is provided below:

Age

Over 84 percent of respondents are between the ages of 18-64. Eight (8) percent were under the age of 17 and 8 percent are over the age of 65. The percentage of 65+ transit passengers is well below the county proportion in the same age range.

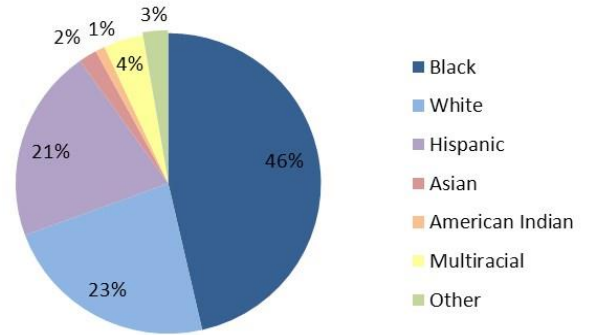


¹⁸ BCT Connected Transit Development Plan: <http://www.broward.org/bct/pages/transitdevelopmentplan.aspx>

Ethnic Origin

Minorities comprise 77 percent of transit passengers. Forty-six (46) percent are Black/African American, 21 percent Hispanic, 10 percent Asian, American Indian, Multiracial or other. Non-Hispanic White passengers comprise 23 percent of BCT ridership.

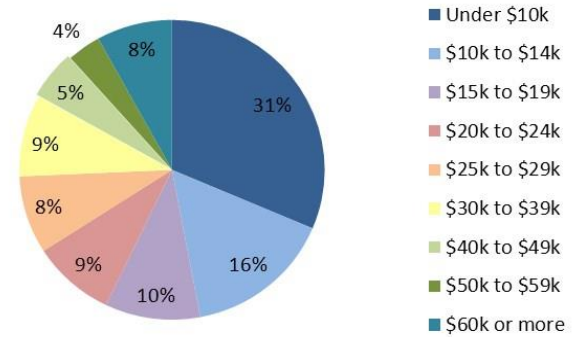
Race / Ethnicity



Income

A typical BCT passenger has a very low income with 65 percent of riders reporting household incomes of less than \$25,000 per year; however, the percentage of passengers in upper incomes have increased since 2008 due to the success of Premium Express Services.

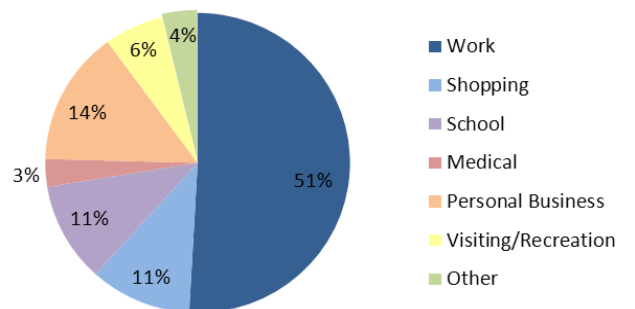
Annual Household Income



Trip Purpose

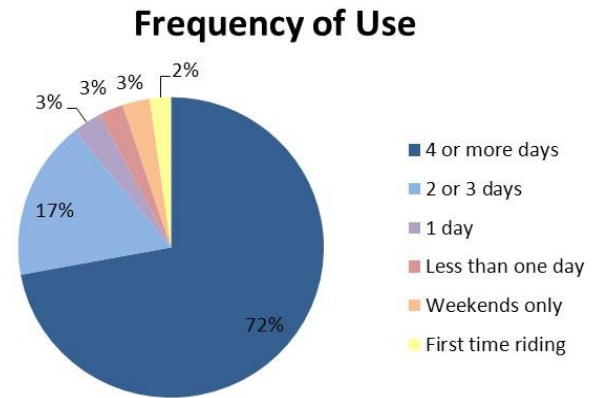
Most respondents, over 50 percent, use BCT primarily for work, with personal business following with 14 percent and school along with shopping each at 11 percent.

Trip Purpose



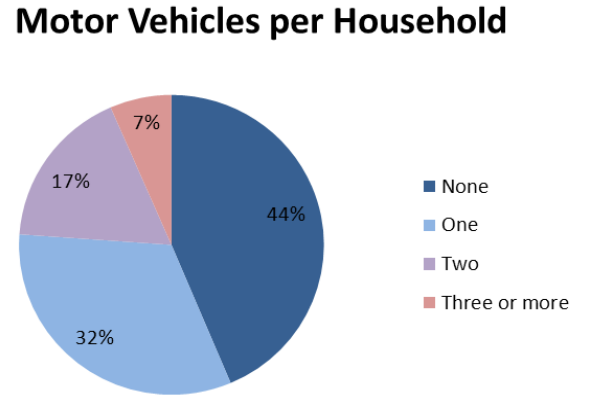
Frequency of Use

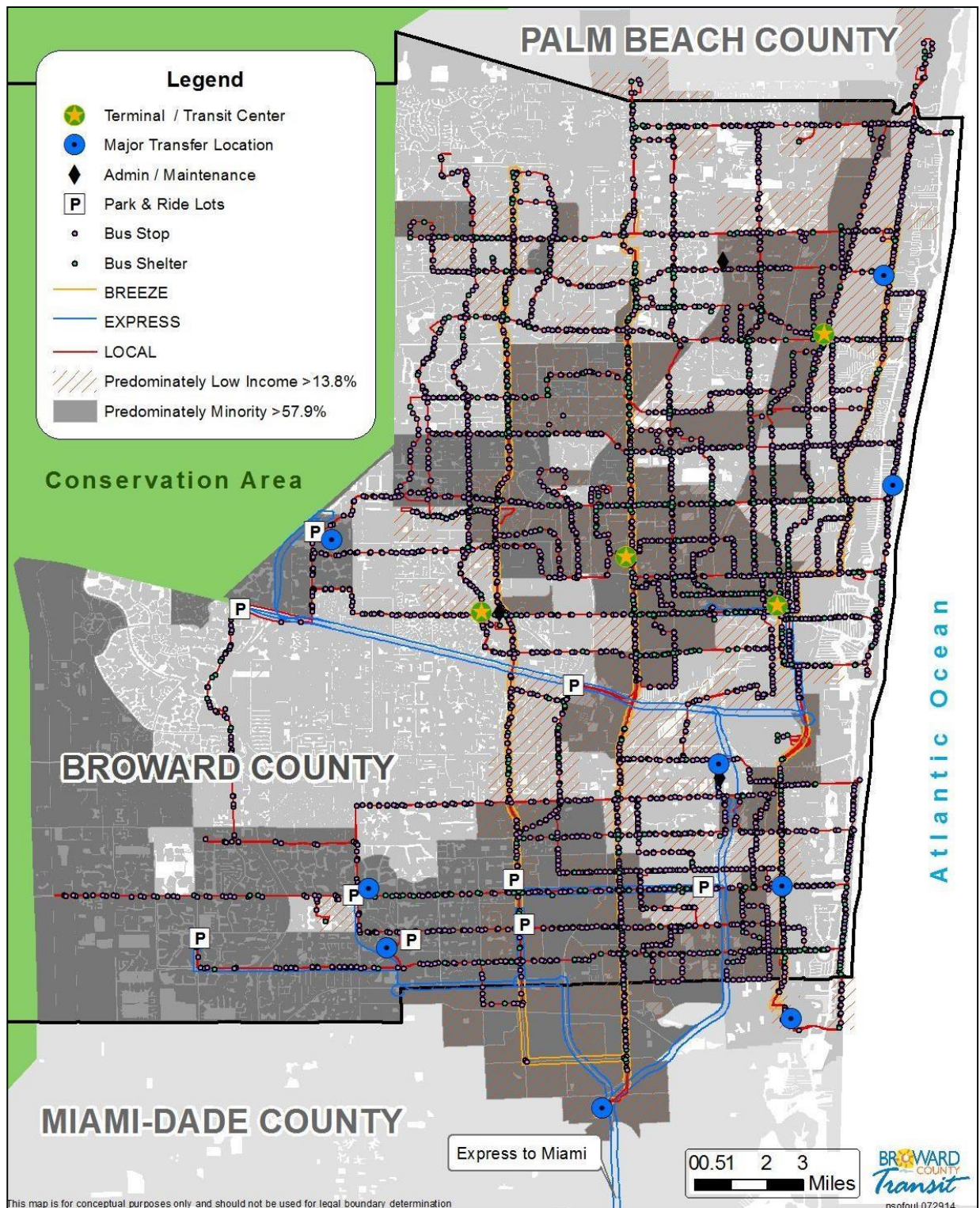
The average BCT rider is a frequent user of the system with around 72 percent of passengers using the system 4 or more days per week. Nearly 90 percent of riders use BCT at least 2 days per week.



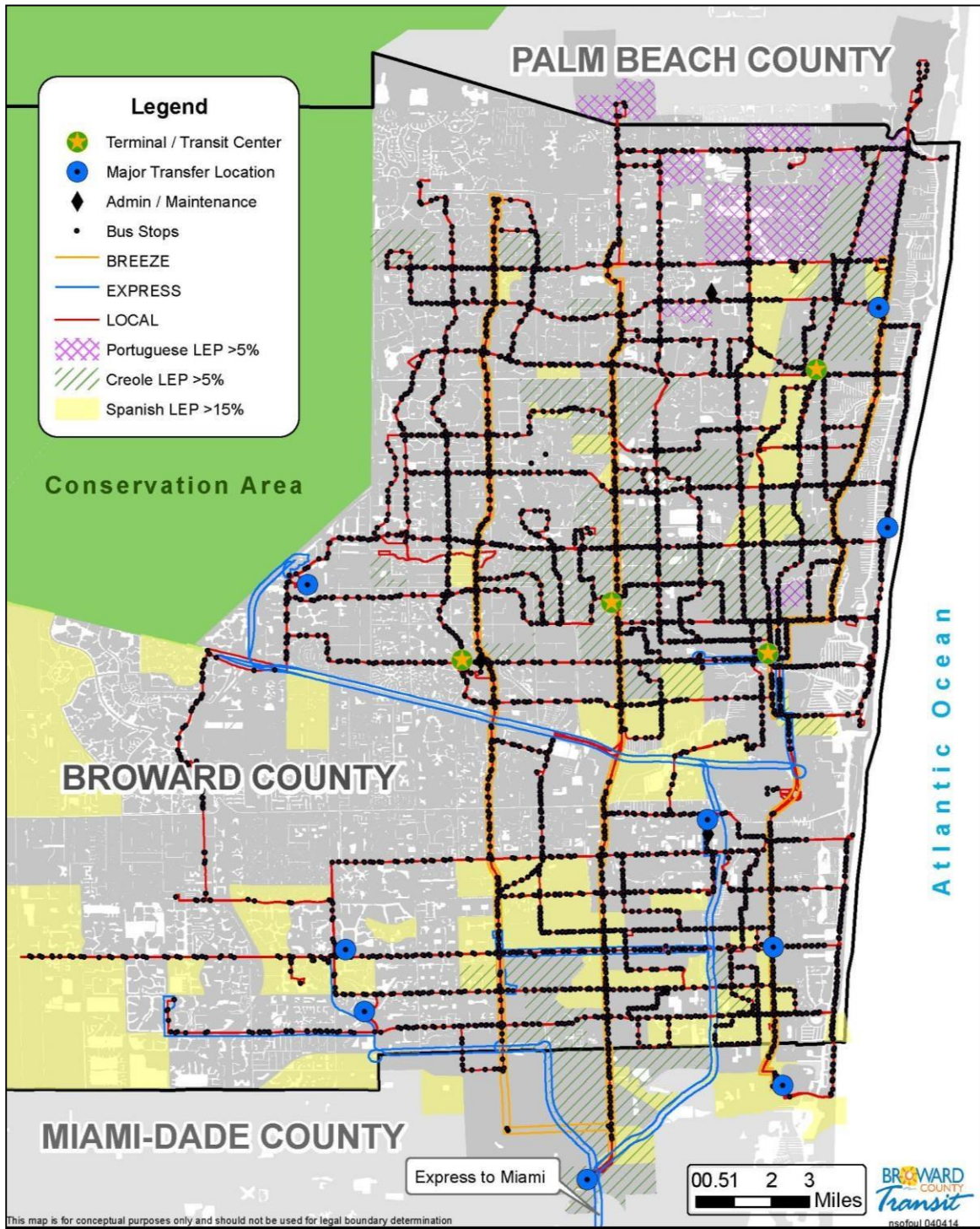
Number of Vehicles in Household

Most BCT passengers (44 percent) surveyed live in households where there are no motor vehicles available. Thirty-three (33) 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.





APPENDIX B: BCT TITLE VI CONTEXT MAP



APPENDIX C: BCT LEP CONTEXT MAP

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 and fare increase changes, effective October 1, 2014.

I. Educational Outreach

- Brochures and Rack Cards: Provided detailed information on proposed service and fare changes and the public hearing date/location.
- Bus Terminal Signage: Placed at all bus terminals, customer service information windows at terminals.
- Direct Mail: Bus pass vendor notices to retailers, small businesses, libraries, social service organizations.
- Seat drops: Placed on proposed service change bus routes
- Customer Service Center: Recorded Message-on-Hold
- Posters: Displayed at all public meeting locations

II. Community Meetings

Public information meetings were held in advance of the public hearing and prior to effective date of service and fare changes at various locations and to demographically-diverse audiences.

The meetings provided information on the proposed service and fare changes and allowed for public comment through a question-and-answer segment. Public comments were recorded of those participants who expressed an interest in attending the public hearing but who would not be able to attend and wanted their comments submitted to the Board at the public hearing. A designated e-mail and postal address was provided for public comment submission.

The public information meetings were scheduled in the evening and afternoon hours, depending upon location and audience, and all locations located along a BCT bus route:

- Emma Lou Olson Civic Center, Pompano Beach
- Hallandale Beach Library, Hallandale Beach
- Main Library, Fort Lauderdale
- Lauderhill Mall, Lauderhill
- Imperial Point Library, Fort Lauderdale

III. Social Media

- Website – notice posted with link to service/fare 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, community meeting locations and details on proposed service and fare changes

- Public Outreach Notices for Public Relations Partners – All city PIOs received various outreach materials for display and or distribution in their cities to increase audience coverage
- Newspaper Advertisements: Westside Gazette (African-American/Black), en USA (Hispanic Spanish-language), Caribbean Today (French Creole/Caribbean-American)
- Radio Advertisements: WKIS (Country), WQAM (Talk, Sports); WPOW (Urban, Young Adult)



Broward County News Release

A Service of the Board of County Commissioners, Broward County, Florida

Public Hearing to be Held September 23rd on Proposed Bus Service Adjustments and Increases to Bus Fares and Passes

- Community Meetings Scheduled to Provide Details -

DATE: September 10, 2014

CONTACT: Doris Williams, Broward County Transit Division

PHONE: 954-357-6786

EMAIL: dwilliams@broward.org

BROWARD COUNTY, FL - The Broward County Commission will hold a public meeting at 2PM on Tuesday, September 23, 2014, at the Broward County Governmental Center, Room 422, 115 South Andrews Avenue, Fort Lauderdale, to receive public comments on Broward County Transit (BCT) proposed bus service adjustments and bus fares and pass increases.

If approved, the proposed increase to bus fares and passes would become effective over two fiscal year periods: October 1, 2014 and October 1, 2015. The proposed bus service adjustments will become effective October 13, 2014 for the 595 Express Bus Service, and in January 2015 for the US 1 Breeze Limited-Stop service.

Following is a description of the proposed fare and pass increases:

The regular, one-way cash fare will increase from \$1.75 to \$2 and the reduced, one-way cash fare will increase from \$.85 to \$1 in October 2015. The regular, All-Day pass will increase from \$4 to \$5 and the reduced, All-Day pass will increase from \$3 to \$4 in October 2015.

The 7-Day and 10-Ride passes will increase from \$16 to \$18 in October 2014 and to \$20 in October 2015. The 31-Day Adult pass will increase from \$58 to \$65 in October 2014 and to \$70 in October 2015. The 31-Day Reduced pass will increase from \$29 to \$35 in October 2014 and to \$40 in October 2015. The 31-Day Reduced College Student pass will increase from \$40 to \$50 in October 2014.

The Premium Express one-way cash fare will increase from \$2.35 to \$2.65 in October 2014 and the Premium Express reduced one-way cash fare will increase from \$1.15 to \$1.30. The Premium Express 31-Day bus pass will increase from \$85 to \$95 in October 2014. The Premium Express 10-Ride bus pass will increase from \$23.50 to \$26.50 in October 2014. There are no proposed increases to the Premium Express cash and bus passes in October 2015.

All current bus passes will continue to work through their expiration date. BCT's transfer fee structures to and from Miami-Dade, Palm Tran and Tri-Rail transit systems will remain the same.

Below is a brief description of the proposed service adjustments, effective October 13, 2014:

595 Express Sunrise (BB&T Center) to downtown Miami/Brickell

APPENDIX E: PUBLIC MEETING NOTICES

- Service improved from 30 to every 15 minutes at select travel times due to ridership demand
- Route will deviate to downtown Miami/Brickell; morning buses will access the Brickell

Metrorail Station via Southwest 2nd Avenue.

- Service along South Miami Avenue will be provided during afternoon and evening hours only
- Sawgrass Mills Mall bus stop will be discontinued

595 Express –Sunrise (BB&T Center) to Fort Lauderdale

- Trips during morning peak travel hours reduced from 6 to 3 trips
- Trips during afternoon peak travel hours reduced from 7 to 3 trips
- Westbound reverse trips will be discontinued
- Fort Lauderdale Tri-Rail Station and Sawgrass Mills Mall bus stops will be discontinued

595 Express – Westgate Square to Miami Civic Center

- Service improved from 30 to every 15 minutes at select travel times due to ridership demand
- Griffin Road Tri-Rail Station bus stop will be discontinued
- New, Davie Park-and-Ride location added at State Road 84 and Davie Road Extension; 108 commuter parking spaces will be available
- Civic Center/Health District afternoon routing revised to same as the morning peak hour routing

Below is a brief description of the proposed service adjustment, effective in January 2015:

US 1 “Breeze” Limited-Stop

- Service will be discontinued north of Broward Boulevard due to low ridership
- Service will be improved south of Broward Boulevard all-day from 30 to every 20 minutes

Community meetings will be held to allow bus passengers to review and comment on the proposed service changes on Wednesday, September 10, 6PM, Emma Lou Olson Civic Center, Pompano Beach; Saturday, September 13, 2PM, Imperial Point Branch Library, Fort Lauderdale; Monday, September 15, 6:30PM, Hallandale Beach Branch Library, Hallandale; Wednesday, September 17, 6PM, Main Library, Fort Lauderdale and Thursday, September 18, 6PM, Lauderhill Mall, Lauderhill.

Persons with disabilities who require special accommodations to participate in the public hearing or community meetings should call 954-357-8355 or 954-357-8302 (TTY) at least 48 hours prior to the meetings.

For more information, including details on the proposed bus fare and service changes, call the BCT Customer Service Center at 954-357-8400 or visit Broward.org/BCT.

Release Properties

Date: 9/10/2014 2:42 PM
Keywords: Community, Transportation, District 1, District 5, District 7
News Type: News Release

ATTENTION PASSENGERS

PUBLIC HEARING ON PROPOSED COST INCREASES TO FARES AND BUS PASSES AND SERVICE CHANGES ON 595 EXPRESS BUS AND US 1 "BREEZE"

Date: Tuesday, September 23, 2014

Time: 2 p.m.

Location: Broward County Governmental Center,
Commission Chambers, 4th floor
115 S. Andrews Avenue, Fort Lauderdale

The public is invited to comment on the proposed cost increases to bus fares and passes, and proposed service changes to the US 1 "Breeze" and 595 Express Bus Service.

If approved by the Board of County Commissioners, bus fares and passes increases will start on Wednesday, October 1, 2014, service changes to 595 Express Bus Service will start on Monday, October 13, 2014 and US 1 "Breeze" changes will start in January 2015.

*Persons with disabilities who require special accommodations to participate in the public hearing should call 954-357-8355 or 954-357-8302 (TTY) **at least 48 hours prior to the public hearing 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."



CM2965



Broward County Transit shared a link.

1 hour ago ·

Broward County Commission Public Hearing, September 23, on Proposed Service Adjustments and Bus Fare and Pass Increases

- Let's Talk Transit' Community Meetings Will Provide Details -

If approved, the proposed increase to bus fares and passes would become effective over two, fiscal year periods: October 1, 2014 and October 1, 2015. The proposed bus service adjustments will become effective October 13, 2014 for the 595 Express Bus Service, and in January 2015 for the US 1 Breeze Limited-Stop service.

<http://www.broward.org/BCT/Pages/PublicHearingFareIncreases.aspx>

www.broward.org

2 Likes · 2 Comments

Like

Comment

Share

TRANSIT_FLASH



Transit Flash

NEWS

Broward County Commission Board Will Hold a Public Hearing, September 23, on Proposed Service Adjustments and Bus Fare and Pass Increases

- Let's Talk Transit' Community Meetings Will Provide Details-

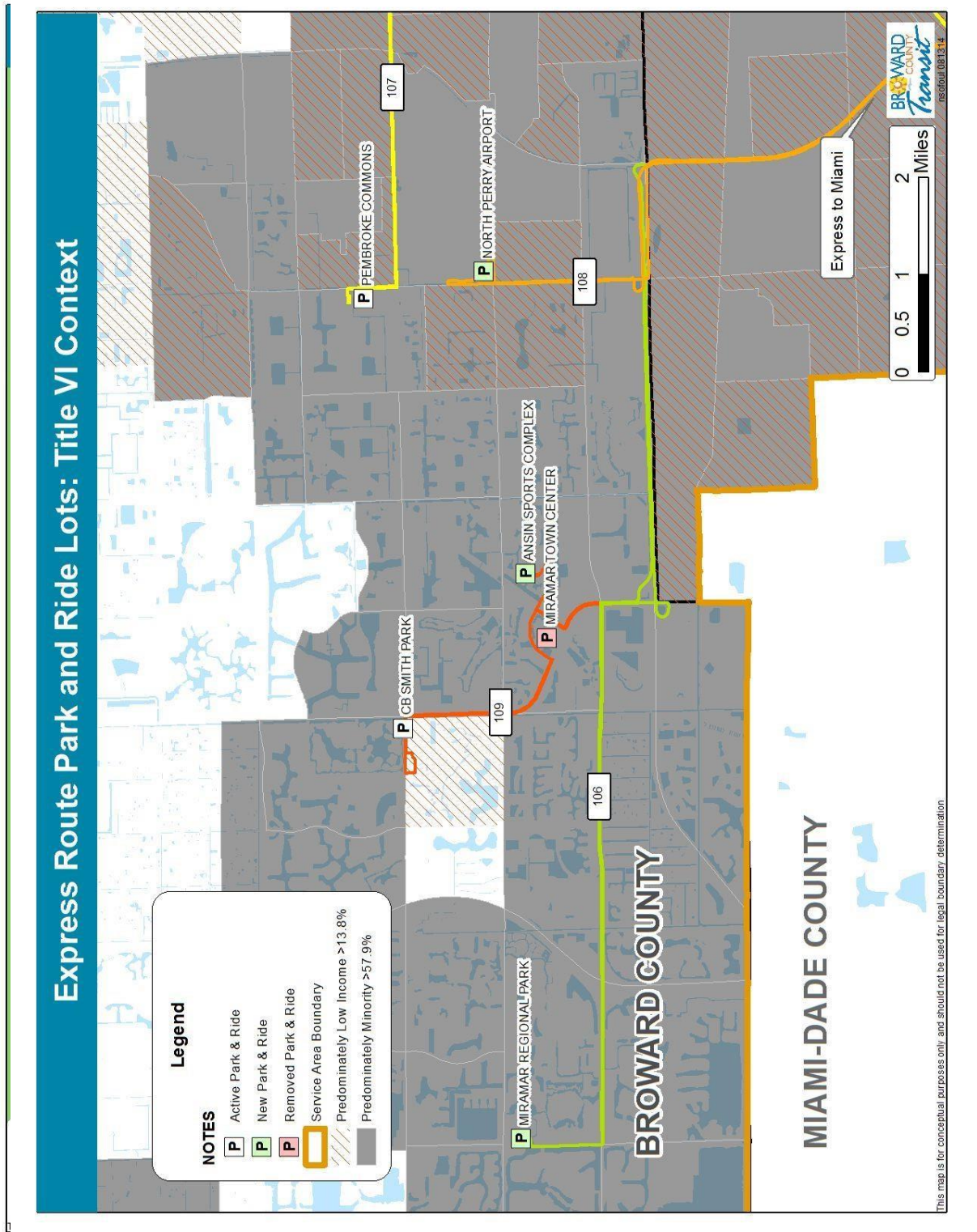
If approved, the proposed increase to bus fares and passes would become effective over two, fiscal year periods: October 1, 2014 and October 1, 2015. The proposed bus service adjustments will become effective October 13, 2014 for the 595 Express Bus Service, and in January 2015 for the US 1 Breeze Limited-Stop service.

[Click here for more information](#)

facebook.

[Facebook.com/BrowardCountyTransit](https://www.facebook.com/BrowardCountyTransit)

APPENDIX F: 95 EXPRESS REALIGNMENT AND ROUTE 106 MAPS



Express Route Park and Ride Lots: Title VI Context

Legend

NOTES

- P Active Park & Ride
- P New Park & Ride
- P Removed Park & Ride
- Service Area Boundary
- Predominately Low Income >13.8%
- Predominately Minority >57.9%

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



APPENDIX G: SERVICE EQUITY ANALYSIS TABLES

Title VI Major Service Changes - Disparate Impact Assessment									
Route	Service Type	Adverse Effects?	Mitigation	Minority Riders	Total Riders	Minority Percentage	Systemwide Average	Deviation from	
								Systemwide Disparate Impact? Type	Average
108	Express	Yes - Route Split and reduction of service hours	Route 106 created to provide service for passengers affected from this service change	474	578	82.0%	76.7%		
106	Express	None	N/A	N/A	N/A	75.5%*	57.9%*		
112	Express	Yes - Reduction of service hours/miles and service span	Most productive trips were saved from elimination	59	88	66.7%	76.7%		
34	Local	None	N/A	2,511	3,551	70.7%	76.7%		
36	Local	None	N/A	4,806	5,588	86.0%	76.7%		
101	Breeze	Yes- Route segment elimination north of Broward Central Terminal	Weekday peak service headway will be reduced on Route 10 (local)	803	1,204	66.7%	76.7%		
Total - Route Changes with Adverse Effects (Reductions)				1,336	1,870	71.4%	76.7%	-5.3%	No
Total - Route Changes without Adverse Effects (Improvements)				7,317	9,139	80.1%	76.7%	3.4%	No

Data Source: BCT Connected Transit Development Plan On-Board Survey, 2013

* 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									
Route	Service Type	Adverse Effects?	Mitigation	Low-Income Riders	Total Riders	Low-Income Percentage	Systemwide Average	Deviation from	
								Systemwide Average	Disproportionate Burden?
108	Express	Yes - Route split and reduction of service hours/miles	Route 106 created to provide service for passengers affected from this service change	6	578	1.1%	64.6%		
106	Express	None	N/A	N/A	N/A	4.9%*	13.8%*		
112	Express	Yes - Reduction of service hours/miles and service span	Most productive trips were retained	7	88	7.9%	64.6%		
34	Local	None	N/A	2,330	3,551	65.6%	64.6%		
36	Local	None	N/A	3,671	5,588	65.7%	64.6%		
101	Breeze	Yes- Route segment elimination north of Broward Central Terminal	Weekday peak service headway will be reduced on Route 10 (local)	630	1,204	52.30%	64.6%		
Total - Route Changes with Adverse Effects (Reductions)				643	1,870	34.4%	76.7%	-42.3%	No
Total - Route Changes without Adverse Effects (Improvements)				6,001	9,139	65.7%	76.7%	-11.0%	No

Data Source: BCT Connected Transit Development Plan On-Board Survey, 2013

* New Route: In lieu of on-board survey data, demographics are based on US Census 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 Commission Regular Meeting**

11.

Meeting Date: 09/17/2015**Director's Name:** Chris Walton**Department:** Transportation**Division:** Transit

Information**Requested Action**

MOTION TO APPROVE Broward County Transit Title VI Service Equity Analysis for proposed major service change to Broward County Transit (BCT) 595 Express - Sunrise for Fort Lauderdale (Route 112) that is planned for discontinuation effective October 11, 2015.

ACTION: (T-10:19 AM) Approved.

VOTE: 9-0.

ACTION: (T-10:25 AM) The Board reconsidered the Consent Agenda to pull Item Number 20; Item Number 19 had been pulled in error. (Refer to minutes for full discussion.)

VOTE: 9-0.

ACTION: (T-10:26 AM) Approved. (Refer to minutes for full discussion.)

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 BCT's 595 Express - Sunrise to Fort Lauderdale fixed-route bus service proposed to be effective October 11, 2015. At today's September 17, 2015, 2:00 p.m. Public Hearing, the Board will decide whether to discontinue the 595 Express Sunrise to Fort Lauderdale Route 112 with an effective date of October 11, 2015, as proposed by BCT, 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.

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 discontinuation of the 595 Express Fort Lauderdale (Route 112) scheduled for October 11, 2015. The discontinuation 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:

<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 will result from the proposal.

In compliance with federal and county regulations, policies and procedures, a public hearing is scheduled today, September 17, 2015, at 2:00 p.m. to allow the public to comment on the proposed October 11, 2015 discontinuation of the 595 Express Sunrise - Fort Lauderdale (Route 112).

Exhibit 1 was posted online for public review and comment on Friday, September 4, 2015.

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 595 Express Sunrise-Fort Lauderdale Bus Route

**Broward County Commission Regular Meeting**

5.

Meeting Date: 06/14/2016**Director's Name:** Chris Walton**Department:** Transportation**Division:** Transit

Information**Requested Action**

MOTION TO APPROVE Broward County Transit Title VI Fare Equity Analysis for Fare Changes Effective July 1, 2016.

ACTION: (T-11:03 AM) Approved.

VOTE: 8-0. Commission District 3 is open.

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 analysis prior to implementing those changes.

What Action Accomplishes

Approves BCT's Title VI fare equity analysis for the proposed fare changes, prepared in accordance with FTA regulations.

Is this Action Goal Related

Established Commission Goal

Previous Action Taken

None.

Summary Explanation/Background

THE TRANSPORTATION DEPARTMENT AND THE TRANSIT DIVISION RECOMMEND APPROVAL.

This item supports the Board's 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".

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 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 a service or fare equity analysis when planning a major service or fare change. This report must be approved by the Transit agency's governing Board.

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

Exhibit 1 is the Fare Equity Analysis for the proposed bus fare changes with an effective date of July 1, 2016. The proposed fare code changes include creation of a new three-day bus pass for fixed route bus fares; replacing one-ride paper transit tickets with a One-ride and an All-Day bus pass with a magnetic strip; changes to provisions related to the sale of bus passes to homeless individuals to reflect the replacement of transit tickets; and clarifying language related to ADA paratransit trip fares which replaces the word "Prescheduled" with "ADA Paratransit."

Using methodologies consistent with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," the results of Title VI Fare Equity Analyses indicate that no disparate impacts or disproportionate burdens on minority or low-income passengers will result from the fare proposal. A passenger survey was conducted between March 16 and March 22, 2016, at transfer centers and online to collect data on potential users of the proposed three-day pass. The results of the passenger survey indicated overwhelming (87%) support for a new three-day pass at a cost of \$12.

Additionally, public service agencies and those serving persons experiencing homelessness were surveyed regarding the transition from one-ride paper transit tickets to magnetic strip fare media for passes. Initially, BCT was proposing to eliminate one-ride transit tickets and replace them with an All-Day pass with a magnetic strip; however, many social service agencies quickly expressed concern as they preferred distributing single ride passes versus an All-Day pass which cost more. As a result of the survey and comments from the agencies, a one-ride pass and an all-day pass are proposed to be sold to the agencies.

In compliance with federal and county regulations, policies and procedures, a public hearing is scheduled today June 14, 2016, at 2:00 p.m. to allow the public to comment on the proposed changes to fixed-route bus fares (Chapter 41 of the Broward County

Administrative Code).

Source of Additional Information

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

Fiscal Impact

Fiscal Impact/Cost Summary:

None.

Attachments

Exhibit 1 - Title VI Fare Equity Analysis

**BROWARD COUNTY TRANSIT
TITLE VI PROGRAM UPDATE
DECEMBER 2017 – 2020**

**APPENDIX
14**

**Certifications and
Assurances**



Broward County Commission Regular Meeting

4.

Meeting Date: 04/02/2013

Director's Name: Chris Walton

Department: Transportation

Division: Transit

Information

Requested Action

A. MOTION TO ADOPT Resolution No. 2013-227 of the Board of County Commissioners of Broward County, Florida, authorizing the Director of the Transit Division and the County Attorney, or their Designees, to execute Certifications and Assurances as required by the United States Federal Transit Administration (FTA) to enable Broward County to submit applications for federal assistance with the FTA; authorizing the Director of the Transit Division and the County Attorney to designate personnel with signature authority for the Transportation Electronic Award and Management System (TEAM); and providing for an effective date.

ACTION: (T-10:36 AM) Approved.

VOTE: 9-0.

ACTION: (T-10:37 AM) The Board reconsidered the Consent Agenda to allow pulls from the Board. (Refer to minutes for full discussion.)

VOTE: 9-0.

ACTION: (T-10:38 AM) Approved. (Refer to minutes for full discussion.)

VOTE: 9-0.

B. MOTION TO ADOPT Resolution No. 2013-228 of the Board of County Commissioners of Broward County, Florida, authorizing the filing of an application for federal assistance for Fiscal Year 2012 with the Federal Transit Administration (FTA) pursuant to 49 U.S.C., Section 5307, in the amount of \$25,079,253, under the Federal Transit Act as amended.

ACTION: (T-10:36 AM) Approved.

VOTE: 9-0.

ACTION: (T-10:37 AM) The Board reconsidered the Consent Agenda to allow pulls from the Board. (Refer to minutes for full discussion.)

VOTE: 9-0.

ACTION: (T-10:38 AM) Approved. (Refer to minutes for full discussion.)

VOTE: 9-0.

C. MOTION TO ADOPT Resolution No. 2013-229 of the Board of County Commissioners of Broward County, Florida, authorizing the filing of an application for federal assistance for Fiscal Year 2012 with the Federal Transit Administration (FTA) pursuant to 49 U.S.C., Section 5309, in the amount of \$76,716, under the Federal Transit Act as amended.

ACTION: (T-10:36 AM) Approved.

VOTE: 9-0.

ACTION: (T-10:37 AM) The Board reconsidered the Consent Agenda to allow pulls from the Board. (Refer to minutes for full discussion.)

VOTE: 9-0.

ACTION: (T-10:38 AM) Approved. (Refer to minutes for full discussion.)

VOTE: 9-0.

D. MOTION TO ADOPT unanticipated revenue Resolution No. 2013-230 to increase the FY12 Capital Grant Fund (9705) for the Transit Division, in the amount of \$1,679,253 for replacement buses, bringing the total grant amount for FY12 to \$25,079,253.

ACTION: (T-10:36 AM) Approved.

VOTE: 9-0.

ACTION: (T-10:37 AM) The Board reconsidered the Consent Agenda to allow pulls from the Board. (Refer to minutes for full discussion.)

VOTE: 9-0.

ACTION: (T-10:38 AM) Approved. (Refer to minutes for full discussion.)

VOTE: 9-0.

E. MOTION TO ADOPT unanticipated revenue Resolution No. 2013-231 to increase the FY2012 5309 Capital Grant Fund (XXXX) for the Transit Division, in the amount of \$76,716 for preventative maintenance.

ACTION: (T-10:36 AM) Approved.

VOTE: 9-0.

ACTION: (T-10:37 AM) The Board reconsidered the Consent Agenda to allow pulls from the Board. (Refer to minutes for full discussion.)

VOTE: 9-0.

ACTION: (T-10:38 AM) Approved. (Refer to minutes for full discussion.)

VOTE: 9-0.

F. MOTION TO ADOPT budget Resolution No. 2013-232 transferring funds within the FY12 Transit Capital Grant Fund (9705) for the Transit Division in the amount of \$358,700 from rent/leases to replacement buses.

ACTION: (T-10:36 AM) Approved.

VOTE: 9-0.

ACTION: (T-10:37 AM) The Board reconsidered the Consent Agenda to allow pulls from the Board. (Refer to minutes for full discussion.)

VOTE: 9-0.

ACTION: (T-10:38 AM) Approved. (Refer to minutes for full discussion.)

VOTE: 9-0.

Why Action is Necessary

A, B & C. The Board of County Commissioners (Board), as the grant applicant and recipient of federal financial assistance, is required by the U.S. Department of Transportation to take official action to authorize the Director of the Transit Division and the County Attorney, or designated personnel, to execute and file necessary grant applications and all FTA required documents for Federal assistance on the FTA's Internet-based TEAM system.

D & E. Unanticipated revenue requires Board action by Resolution to accept and allocate the funds.

F. Transfers between capital projects exceeding 5% of the project value require Board approval.

What Action Accomplishes

A. Authorizes the Transit Division to submit required Certifications & Assurances to the Federal Transit Administration for the receipt of grant funds.

B through E. Increases capital funding allocated to the Transit Division for Fiscal Year 2012 FTA 5307 capital assistance projects by a total of \$1,755,969 (additional \$1,679,253 FTA 5307 funds and \$76,716 FTA 5309 Funds.)

F. Amends the budget within the FY2012 Transit Capital Grant Fund (9705) to transfer \$358,700 in funding from rent/leases to replacement buses.

Is this Action Goal Related



Established Commission Goal

Previous Action Taken

None

Summary Explanation/ Background

THE TRANSPORTATION DEPARTMENT AND TRANSIT DIVISION RECOMMEND APPROVAL OF THE ABOVE MOTIONS

This item supports the Board's Vision and Goals for Transportation by increasing capital funding for the improvement and enhancement of the transit system.

Federal funds from the Federal Transit Administration (FTA) 5307 program are for transit capital assistance and are utilized for the replacement, rehabilitation, and purchase of buses and related equipment, and the construction of bus-related facilities. Grant funds are allocated by formula to the "Miami Urbanized Area," which consists of Miami-Dade County, Broward County, and Palm Beach County. For areas with populations in excess of 200,000, the FTA formula is based on a combination of factors; bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, fixed guideway route miles, population and population density.

In order to submit FTA grant applications, execute federal grants received, submit quarterly status reports, annual certifications and assurances (Exhibit 2), and other FTA- required documentation, BCT is required to use FTA's internet-based electronic award and management system (TEAM). These actions authorize the Transit Division Director and the County Attorney to designate personnel with signature authority for the TEAM system for FY2012 and for future grant submittals.

The County's Capital Grant budget for FY2012 was approved in October 2011; at that time, the Transit Division's (BCT's) Capital budget included the estimated FTA allocation for FY12 based on prior years FTA 5307 grant. The FTA annually publishes one or more notices apportioning funds appropriated by law. If less than a full year of funds is available, FTA publishes multiple partial apportionment notices. The 2012 FTA initial formula award was published on January 11, 2012 and the remainder was published on May 9, 2012. The final full FTA Fiscal Year (FY) 2012 Apportionments were published in the Federal Register/Vol. 77, No. 138 on Wednesday, July 18, 2012. The notices included the total Section 5307 apportionment for the Miami UZA in the amount of \$100,539,583. Additionally, they included Section 5309 (m)(1) (A) Fixed Guideway Modernization funds for the Miami UZA in the total amount of \$24,938,954.

The three county transit agencies (PalmTran, BCT and Miami-Dade Transit) and the South Florida Regional Transportation Authority (SFRTA) met and discussed the division of funds based on their counties data. After several meetings, the agencies agreed on the share of the total allocation to each FTA sub-recipient, as indicated in the attached letters, dated January 28, 2013 from the SFRTA to the FTA Region 4 Regional Administrator (Exhibit 5).

The FTA 5307 apportionment for FY 2012 to Broward is \$25,079,253 and increases BCT's adopted FY2012 capital budget of \$23,400,000 by \$1,679,253. The FTA 5309 apportionment for FY2012 for Broward is \$76,716 and funds will be used for preventative maintenance. Staff is also requesting to amend the budget within the FY2012 Transit Capital Grant Fund (9705) to transfer \$358,700 in funding from rent/leases to replacement buses.

Fiscal Impact

Fiscal Impact/Cost Summary:

Increases the Transit Division's Capital Grant fund (9705) by \$1,679,253 for replacement buses and transfers \$358,700 within the fund from rent/leases to replacement buses. Additionally, increases the Transit Division's Capital Grant fund (XXXX) by \$76,716 for preventative maintenance.

Attachments

[Exhibit 1 - Resolution for FTA Certifications & Assurances](#)

[Exhibit 2 - FTA Certifications and Assurances](#)

[Exhibit 3 - Resolution for FTA 5307 FY12 grant](#)

[Exhibit 4 - Resolution for FTA 5309 FY12 Grant](#)

[Exhibit 5 - Miami UZA Sub Allocation letters dated January 28, 2013, from SFRTA to FTA Regional Administrator](#)

[Exhibit 6 - Budget Resolution for \\$1,679,253](#)

[Exhibit 7 - Budget Resolution for \\$76,716](#)

[Exhibit 8 - Budget Resolution Transferring \\$358,700](#)

Resolution 2013-227

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A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF BROWARD COUNTY, FLORIDA, AUTHORIZING THE DIRECTOR OF THE TRANSIT DIVISION AND THE COUNTY ATTORNEY, OR THEIR DESIGNEES, TO EXECUTE CERTIFICATIONS AND ASSURANCES AS REQUIRED BY THE UNITED STATES FEDERAL TRANSIT ADMINISTRATION (FTA) TO ENABLE BROWARD COUNTY TO SUBMIT APPLICATIONS FOR FEDERAL ASSISTANCE WITH THE FTA; AUTHORIZING THE DIRECTOR OF THE TRANSIT DIVISION AND THE COUNTY ATTORNEY TO DESIGNATE PERSONNEL WITH SIGNATURE AUTHORITY FOR THE TRANSPORTATION ELECTRONIC AWARD AND MANAGEMENT SYSTEM (TEAM); AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the Secretary of Transportation for the U.S. Department of Transportation is authorized to make grants for transit projects; and

WHEREAS, it is required by the U.S. Department of Transportation that in connection with the filing of applications for assistance under the Federal Transit Act, as amended, that an applicant select and submit certifications and assurances, as required 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.

1 Section 2. Broward County, Florida, hereby authorizes the Director of
the
2 Transit Division and the County Attorney, or their designees, to be assigned use
of a
3 Personal Identification Number (PIN), for the execution of annual Certifications
and
4 Assurances issued by FTA, submission of all FTA grant applications, and the
execution
5 of all FTA grant awards, on behalf of Broward County for the FTA's
Transportation
6 Electronic Award and Management System (TEAM).

7 Section 3. EFFECTIVE DATE.

8 This Resolution shall become effective upon its adoption.

ADOPTED