

BROWARD COUNTY TRANSIT

PROPOSED

TRIENNIAL TITLE VI PROGRAM PLAN UPDATE

2026-2029 Triennial Program Cycle

Submitted to:

Federal Transit Administration, Region IV, 230 Peachtree Street NW, Suite 1400
Atlanta, GA 30303-1512

Prepared for:

Broward County Board of County Commissioners

Prepared by:

Broward County Transportation Department, Broward County Transit



Revision History

Date	Description of changes
September 22, 2026	Initial adoption of the Broward County 2026–2029 Title VI Program Update, including revisions addressing the June 11, 2026, U.S. Department of Transportation rule and updates to language assistance, Community Shuttle oversight, vehicle-load monitoring, complaint filing procedures, and document control.



District 1
Nan H. Rich



District 2
Mark D. Bogen
Mayor



District 3
Michael Udine



District 4
Lamar P. Fisher



District 5
Steve Geller



District 6
Beam Furr



District 7
Alexandra P. Davis



District 8
Robert McKinzie
Vice Mayor



District 9
Hazelle P. Rogers

Contents

Revision History	2
1. Authority and Scope	6
1.1 Authorities and verification sources	7
1.2 Definitions	8
2. Responsibility and Administration	9
2.1 ADA Complementary Paratransit and Community Shuttle Service	10
2.2 Title VI Program Coordinator	10
2.3 Governance of any non-elected advisory body	11
2.4 Records and data controls	11
3. Notice and Complaint Procedures	11
3.1 Title VI Notice to the Public	11
3.2 Accessibility for Persons with Disabilities	12
3.3 Complaint Procedures and Forms	12
3.4 Complaint and Lawsuit Summary, July 1, 2023– July 30, 2026	13
4. Public Participation	13
4.1 Outreach conducted since the prior Title VI submission	14
5. Language Assistance	23
6. Third Parties: Contractors	25
6.1 Legacy interlocal agreement remediation	25
6.2 Corrective action	26
6.3 New Florida procurement certification (Section 287.139)	26
6.4 Chapter 2026-43 enterprise implementation inventory	26
6.5 Community Shuttle municipal partner schedule	27
7. Neutral Service Controls	29
7.1 Service Standards and Policies	29
7.2 Facility Siting	30
7.3 Major Service and Fare Changes	30
7.4 Service Monitoring	30
7.5 Intentional-discrimination review protocol	33
8. Required Data and Reporting	33
9. Current Evidence	35

Appendix A. Title VI Complaint Log	39
Appendix B. Vehicle Loading Guideline by Vehicle Type.....	44
Appendix C. Administrative Record Index.....	45
Appendix D. Title VI Notice.....	51
Appendix E. Title VI Complaint Procedure and Forms.....	52

1. Authority and Scope

Broward County Transit (BCT), a division of the Broward County Transportation Department, receives Federal Transit Administration (FTA) financial assistance under 49 U.S.C. § 5307 and related federal transit programs. As a condition of accepting that assistance, BCT must comply with Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq., and its implementing regulations.

This Triennial Title VI Program Update covers the 2026-2029 triennial Program Cycle and is prepared for submission to the Federal Transit Administration, Region IV. It is submitted under the authority of Title VI; 49 U.S.C. § 5332; the U.S. Department of Transportation's regulations at 49 CFR Part 21, "Nondiscrimination in Federally Assisted Programs of the Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964," including 49 CFR § 21.9(b) and Appendix C; 28 CFR § 42.405(d); and 49 U.S.C. § 5307. The Broward County Board of County Commissioners, as BCT's governing body, reviews and approves this Program before submission, consistent with 49 CFR § 21.9(b)'s requirement that recipients submit timely, complete, and accurate compliance reports in the form and with the information the Secretary determines necessary.

Where this Program addresses BCT's third-party relationships (Section 6), it applies 2 CFR § 200.1's definitions of subaward and subrecipient and the substance-over-form factors at 2 CFR § 200.331. Where this Program addresses language access (Section 5), the U.S. Department of Justice's memorandum implementing Executive Order 14224 (July 14, 2025) informs how BCT treats agency LEP guidance issued before that memorandum.

This Program reflects the U.S. Department of Transportation's final rule published June 11, 2026 (91 Fed. Reg. 35424), which amended 49 CFR § 21.5 to remove disparate-impact and affirmative-action-based regulatory provisions while preserving enforcement of intentional discrimination and the permissible use of statistics as evidence. While provisions of FTA's Circular 4702.1B (2012) premised on disparate-impact liability or rescinded affirmative-action policy are no longer enforceable on those grounds, remaining applicable program-administration and grant-compliance requirements continue to apply. FTA Circular 4702.1B continues to provide administrative and reporting guidance and is referenced in this Program only to the extent it remains consistent with current law and regulation, FTA Master Agreement v.34 (issued Nov. 26, 2025), and BCT's FY 2026 Certifications and Assurances. Where this Program departs from the 2012 Circular's suggested content, it does so because the underlying provision is no longer required by binding law or current award terms.

This Program applies to all BCT operations and services: fixed-route bus service, ADA complementary paratransit, and the Community Shuttle Program, regardless of whether a particular service or facility is directly federally funded. It governs the three-year period identified above and will be reviewed, updated, and resubmitted to FTA on BCT's next triennial cycle.

1.1 Authorities and verification sources

This Program is created from, and can be independently verified against, the following primary authorities and sources, refreshed as of the date of this Program's most recent compliance review. Where this Program cites an FTA circular, guidance page, or agency webpage, that source is administrative and reporting guidance, not binding law or regulation, and is followed only to the extent consistent with the binding authorities listed first.

#	Source
1	Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.
2	49 U.S.C. § 5332
3	49 CFR Part 21, including § 21.9 and Appendix C
4	28 CFR § 42.405
5	2 CFR § 200.1 (definitions of subaward and subrecipient)
6	2 CFR § 200.331
7	U.S. DOT final rule, 91 Fed. Reg. 35424 (June 11, 2026)
8	FTA Circular 4702.1B
9	FTA Circulars page (updated June 15, 2026)
10	FTA Master Agreement v.34 (issued Nov. 26, 2025)
11	FTA complaint filing page (current published instructions)
12	DOJ memorandum implementing Executive Order 14224 (July 14, 2025)
13	Chapter 2026-43, Laws of Florida (SB 1134)
14	SB 2502 (2025), enrolled text
15	National Transit Database
16	BCT Title VI webpage

Neutrality and scope clause

This Program implements Broward County Transit's duties under applicable nondiscrimination statutes and regulations and its current FTA award obligations, only to the extent those obligations are consistent with controlling law. It prohibits discrimination in transit programs and services on the basis of race, color, or national origin and does not authorize preferences, quotas, demographic balancing, or differential service allocation based on protected traits. BCT applies neutral operational criteria to service, fare, vehicle, amenity, facility, and outreach decisions. Demographic information is maintained only as required for federal reporting, reasonable language access, and evidence relevant to intentional-discrimination review; it does not establish service-allocation targets. Consistent with FTA Master Agreement v.34 § 12(n), BCT certifies that it does not operate programs promoting DEI initiatives that violate applicable federal antidiscrimination laws. Independently, BCT does not classify, select, or provide preferential treatment on the basis of race, color, or national origin.

This Program is written consistent with the exception, under section 125.595, Florida Statutes (as amended by Ch. 2026-43, effective January 1, 2027), for County action required by federal or state law or regulation. Ch. 2026-43 is the controlling forward-looking Florida constraint on this 2026 adoption; Senate Bill 2502 (2025), whose implementing provisions expired July 1, 2026, is relevant only as historical and audit context for BCT's FY 2024 and FY 2025 records and is not the operative rule for this Program. Provisions of the prior Program that were not compelled by binding federal or state law or regulation have been removed or narrowed to the minimum content necessary to satisfy BCT's federal Title VI and FTA award obligations.

On July 23, 2026, BCT requested a written determination from FTA Region IV, under separate cover, identifying the neutral submission materials FTA requires under 49 CFR § 21.9(b) after the June 11, 2026, final rule, including whether the omission of disparate-impact and disproportionate-burden policies and the replacement of race-based route classifications with universal neutral monitoring are consistent with current federal reporting expectations. As of Board adoption of this Program, no written response has been received. Any written FTA response will be evaluated for consistency with controlling federal law and regulations, applicable award terms, and Florida Law. BCT will not make a substantive change to the Board-approved program without appropriate legal review and, where required, further Board approval.

1.2 Definitions

Term	Meaning as used in this Program
Title VI	Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq., prohibiting discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.

Term	Meaning as used in this Program
LEP	Limited English proficiency: a reduced ability to read, write, speak, or understand English.
Contractor	An entity that provides goods or services to BCT under a procurement contract, as defined under 2 CFR § 200.331, and not treated as a subrecipient.
Major service change	A proposed service or fare change meeting or exceeding a threshold in Section 7.3, triggering the enhanced public process in Section 4.
Minority population (reporting use only)	Term used solely for the descriptive demographic reporting required by 49 CFR § 21.9(b) at Section 8. It is not used to classify routes, allocate service, or set outreach targets.
Administrative record	The body of underlying maps, surveys, agreements, workpapers, and posting proof maintained by BCT outside this Program and produced to FTA on request (Appendix C).

2. Responsibility and Administration

BCT is the public transportation provider for Broward County, Florida. The Broward County Transportation Department operates fixed-route bus service, ADA complementary paratransit, Community Shuttle service in partnership with municipalities, and related facilities and support functions within Broward County's urbanized area. The Transportation Department has operated transit service since 1974 under the BCT name.

BCT operates from two facilities: the Copans Road Bus Facility in Pompano Beach and the Ravenswood Road Bus Facility in Dania Beach. Through its integrated fixed-route, paratransit, and Community Shuttle services, BCT provided over 23.5 million passenger trips in FY2025. BCT's mission is to provide safe and reliable transportation solutions that link people, connect communities, support employment, and contribute to the overall economic growth of the region. This Title VI Program applies to all of BCT's services in furtherance of that mission, regardless of whether a particular service or facility is directly federally funded.

Broward County is a political subdivision of the State of Florida and employs more than 6,000 people across its departments, offices, and divisions. The Transportation Department is one of the County's departments. The Transportation Department Director reports to the Broward County Administrator, who reports to the nine-member Board of County Commissioners, elected from single-member districts. The Board serves as BCT's policy board and as the governing body that approves this Program.

Within the Transportation Department, seven divisions share responsibility for delivering safe and reliable transit services: Administration, Capital Program, Fleet Services, Operations, Paratransit, Rail, and Service and Strategic Planning. A current organizational chart for

Broward County government and the Transportation Department is maintained as part of the Title VI administrative record and is referenced at Section 9.

2.1 ADA Complementary Paratransit and Community Shuttle Service

BCT provides complementary paratransit service for individuals who qualify under the Americans with Disabilities Act of 1990 and whose disability functionally prevents them from using BCT's fixed-route bus system, permanently, temporarily, or under certain conditions. Paratransit fare is \$3.50 each way; trips are origin-to-destination and shared-ride, operating throughout Broward County with reservations required one day in advance by calling 1-866-682-2258. BCT contracts with private vendors to operate paratransit service and maintain the vehicles, and contracts separately for a call center that takes reservations and schedules trips.

BCT's Community Shuttle Program partners with municipalities to provide local circulator and Tri-Rail connector service using minibuses and mid-size, cutaway-type buses equipped with wheelchair securements and bicycle racks. BCT purchases these vehicles and leases them to municipalities for \$10.00 per bus annually; municipalities are responsible for route planning, including bus stop locations, in coordination with BCT staff, and route modifications must coincide with the schedule BCT approves. Because Community Shuttle service is locally operated, it is more sensitive to changes in ridership and funding than fixed-route service. Section 6 describes BCT's Title VI oversight of Community Shuttle municipal partners.

2.2 Title VI Program Coordinator

BCT has designated a Title VI Program Coordinator to oversee implementation of this Program. The Coordinator is responsible for: managing Title VI complaint intake and investigation and maintaining the Title VI complaint log; coordinating public participation and language assistance measures related to Title VI; conducting neutral operational review and intentional-discrimination review of service, fare, facility, and vehicle decisions; monitoring applicable contractor compliance; and preparing this triennial Program for submission to FTA. The Coordinator reports to Transportation Department leadership to ensure Title VI considerations are integrated into planning, operations, capital programming, and decision-making. The Coordinator's duties are limited to legally required nondiscrimination, complaint-handling, monitoring, and language-access functions and are kept distinct from any broader diversity, equity, or inclusion programming.

Role	Name / title	Contact
Title VI Program Coordinator	Marcos Ortega, Transit Compliance Officer	1 North University Dr., Suite 3100-A, Plantation, FL 33324, (954) 357-8481
Alternate Title VI Contact	Jasmine Jones, Compliance Manager	1 North University Dr., Suite 3100-A, Plantation, FL 33324, (954) 357-8576

2.3 Governance of any non-elected advisory body

As of the date of this Program, BCT has confirmed that it does not maintain a recipient-selected, non-elected transit planning or advisory body of the type described in FTA Circular 4702.1B, ch. III.10. If that changes, BCT will apply neutral, open recruitment and selection criteria and will include a demographic composition table only if FTA specifically requires it in writing.

2.4 Records and data controls

Every demographic, ridership, complaint, and performance figure reported in this Program is maintained under a data-control schedule identifying the dataset, responsible owner, data vintage, geography, formula, exclusions, retention period, privacy classification, and reviewer. The current data-control schedule and reproduction workpapers are part of the Title VI administrative record and are summarized at Section 8.

This data-control schedule is available as an actual, reviewable record upon request, whereas BCT's Service and Strategic Planning Section serves as the preparer and a separately identified reviewer reproduces each figure from BCT's Data/GIS sources.

3. Notice and Complaint Procedures

3.1 Title VI Notice to the Public

BCT informs members of the public of their rights under Title VI through a Title VI notice. The notice states that BCT, as a recipient of federal financial assistance, does not discriminate on the basis of race, color, or national origin in its programs, services, or activities, and explains how to file a complaint. Where BCT provides broader nondiscrimination protections under 49 U.S.C. § 5332, the Americans with Disabilities Act, or County law, those protections are stated separately from, and are not a substitute for, the Title VI notice.

A controlled copy of the exact notice text is at Appendix D. The version at Appendix D, not any webpage or vehicle posting, governs if a conflict is discovered. The notice is posted in English and translated into Spanish, Haitian Creole and Portuguese and is available in alternative formats upon request. It is displayed on BCT's website and displayed in all BCT vehicles' onboard information monitors on a regular rotation basis, as well as physical signage, and is posted at the following transit facilities:

- Broward Central Terminal, 101 N.W. 1st Avenue, Fort Lauderdale.
- Northeast Transit Center, 304 Dr. Martin Luther King, Jr. Blvd., Pompano Beach
- Lauderhill Transit Center, 1359 N.W. 40th Avenue, Lauderhill
- West Terminal, 100 N. Pine Island Road, Plantation

3.2 Accessibility for Persons with Disabilities

For public meetings, hearings, and other official events related to transit programs and services, BCT ensures that: the facility is accessible to persons with disabilities; sign-language interpreters and other interpreters are available at BCT's expense upon request; a point of contact for accessibility requests is identified in the public notice; and materials are available in alternative formats upon request. These measures are administered neutrally and are designed to allow full participation by individuals with disabilities.

3.3 Complaint Procedures and Forms

BCT maintains written Title VI complaint procedures and a complaint form, conforming to Title VI of 1964 and 49 CFR Part 21, and processes complaints as outlined in those regulations.

Any individual who believes they have been subjected to discrimination on the basis of race, color, or national origin in a BCT program or activity may file a complaint with the Title VI Coordinator. The complaint form is available on BCT's website at www.broward.org/bct/TitleVI in English, Spanish, Haitian Creole, and Portuguese, and in alternative formats upon request, and can be filed by mail, in person, or electronically.

Broward County Transit
Attention: Title VI Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
Telephone: 954-357-8481
TTY: 954-357-8302 | Florida Telecommunications Relay 711
email: BCTD_TitleVIComplaints@broward.org

Appeal: A complainant who disagrees with BCT's investigative findings may appeal, in writing, to the Deputy General Manager or Designee. The Transit Compliance and Small Business Administration Manager serves as the Designee for this purpose. Complaint records are kept in accordance with BCT's records retention schedule and are subject to applicable public records and privacy law.

External filing: A complainant may file an administrative complaint with FTA's Office of Program Oversight within 180 days of the alleged violation by completing the FTA Online Civil Rights Complaint Form linked at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>. Questions concerning preparation of an FTA complaint may be directed to FTA's civil-rights hotline at (888) 446-4511.

The procedures describe how to submit a complaint, the information needed to investigate it, and the timeframes for acknowledgment, investigation, and response. BCT maintains a centralized log of all transit-related Title VI investigations, complaints, and lawsuits, recording at minimum the date of complaint, basis of the alleged discrimination, a brief description of the allegation, the route or program involved (if applicable), investigation milestones, findings,

and final disposition. The log itself is maintained internally, consistent with applicable privacy protections, as part of the administrative record; a summary is provided below.

A controlled copy of the exact complaint procedure and complaint form can be found at Appendix E.

3.4 Complaint and Lawsuit Summary, July 1, 2023– July 30, 2026

The complaint log has been fully reconciled to source records for the period July 1, 2023, through July 30, 2026. The log contains 35 matters logged in this period reconciled to the underlying case files. Of the 35 matters, 24 (68.5%) are recorded as Unsubstantiated, 4 (11.5%) were closed due to lack of evidence, and 7 (20%) were upheld with resulting administrative action.

A generalized, de-identified, case-by-case log supporting this total, providing the date, basis, summary, status, and action for each matter consistent with FTA Circular 4702.1B, ch. III, is at Appendix A.

Disposition	Count	Percentage
Unsubstantiated matters	24	68.5%
Closed due to lack of evidence	4	11.5%
Upheld matters/closed with administrative action	7	20%
Total Title VI complaints	35	100%

No matters in this reporting period were classified as Sex/Gender or Employment (EEO)/religion-based; this log captures BCT's customer-facing complaint intake and does not include personnel/employment complaints, which are handled through a separate internal process. There were no lawsuits alleging Title VI discrimination during the reporting period.

4. Public Participation

BCT provides opportunities for all members of the public to participate in transit planning and decision-making, including proposed changes to services, fares, and major projects, consistent with 49 U.S.C. § 5307(b) (public information, consultation, and comment on the program of projects) and § 5307(c)(1)(I) (a locally developed public-comment process before a fare increase or major service reduction). Participation activities are accessible and open to all persons without regard to race, color, or national origin.

BCT announces proposed service and fare changes in advance and solicits comments from riders and affected communities through multiple channels, including BCT's website and e-newsletter, notices on vehicles and at transit facilities, social media, press releases, public meetings and hearings, and outreach at community events. Meetings and outreach are targeted using neutral criteria: the riders and routes a specific proposal affects, service-area geography, high-ridership corridors, documented language need, disability access, digital-

access barriers, and meeting accessibility. Outreach conducted under these criteria remains open to all interested members of the public regardless of which criterion brought BCT to a given community.

Public meetings and hearings are held in ADA-accessible facilities. Upon request, BCT provides language interpretation and translation support in Spanish and Haitian Creole and in other languages where feasible, to ensure meaningful access for individuals with limited English proficiency. Comments may be submitted electronically, by telephone, in writing, or in person, and the Board considers both staff analysis and public input before acting.

BCT tracks and reports neutral, system-wide participation measures: the number and location of meetings and hearings held, the reach of public notice (web, print, and vehicle/facility postings), and the number of comments received and how each was addressed. These measures are not reported by demographic category.

BCT's separate Public Participation Plan is maintained as an internal operating record describing outreach methods and performance measures in greater detail. That Plan is not incorporated into this Program, and this Program controls in the event of any conflict between the two. The Public Participation Plan is reviewed independently of this Program for neutral criteria, current legal authority, and consistency with the Program before it is used.

Outreach channel	Neutral performance measure tracked
BCT website and e-newsletter	Page views / subscribers reach for each proposed change notice
Vehicle and facility postings	Number of vehicles and facilities posted; posting duration before hearing date
Public meetings and hearings	Number and location of meetings held; attendance; ADA-accessibility confirmation for each venue
Social media and press releases	Number of postings/releases issued per proposed change
Comment channels (web, phone, mail, in person)	Number of comments received and disposition of each (addressed, incorporated, or explained)
Language assistance at meetings	Number of interpreter/translation requests received and fulfilled

4.1 Outreach conducted since the prior Title VI submission

The table below summarizes public-participation activity conducted since BCT's prior Title VI submission (July 1, 2023–July 30, 2026), as required to support a complete and accurate triennial report. Detailed public comments and advertisement documentation from all outreach efforts during the reporting period are available upon request. Unless otherwise specified, there were no accommodation requests and comments were addressed at the meeting.

Event Name	Date	Location	Target Audience	Notice Method	Notice Languages	Purpose / Resulting action
Broward Commuter Rail (BCR) South Public in-person Information Meeting	10/11/2023	Poinciana Park Civic Association 209 SE 21st Street Fort Lauderdale, FL 33316	City of Fort Lauderdale Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South project
Service Change	10/15/2023	Broward County Transit Terminals (101 NW 1st Avenue Fort Lauderdale, FL 33301; 1359 NW 40th Avenue Lauderhill, FL 33313; 350 North Pine Island Road Plantation, FL 33324; 304 Dr Martin Luther King Boulevard Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Inform the residents about upcoming service changes
Broward Commuter Rail (BCR) South Public in-person Information Meeting	10/28/2023	North Central Hollywood Civic Association (2349 Taylor St, Hollywood, Florida, 33020)	City of Hollywood residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South project
Broward Commuter Rail (BCR) South Public in-person Information Meeting	10/30/2023	Parkside Civic Association (1840 Jackson St, Hollywood, FL 33020)/Virtual	City of Hollywood residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South project
Broward Commuter Rail (BCR) South Public in-person Information Meeting	11/2/2023	Downtown Hollywood Property Owners Association (1948 Harrison St, Hollywood, FL 33020)	City of Hollywood residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South project
Broward Commuter Rail (BCR) South Public in-person Information Meeting	11/8/2023	Downtown Parkside Royal Poinciana (Fred Lipman Community Center, 2030 Polk Street, Hollywood, FL 33020)	City of Hollywood residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South project

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

Broward Commuter Rail (BCR) South Public in-person Information Meeting	11/16/2023	United Neighbors of South Hollywood (McNicol Center, 1411 S 28th Avenue, Hollywood, Florida 33020)	City of Hollywood residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South Project
Broward Commuter Rail (BCR) South Public in-person Information Meeting	11/20/2023	Hollywood Council of Civic Association (108 N 33rd Ct., Hollywood, FL 33021)	City of Hollywood residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South Project
Broward Commuter Rail (BCR) South Public in-person Information Meeting	11/27/2023	Broward Health Auditorium (1600 S Andrews Ave, Fort Lauderdale, 33316)	City of Fort Lauderdale 's District 4 residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South project
Broward Commuter Rail (BCR) South Public in-person Information Meeting	12/4/2023	City of Hollywood City Hall (2600 Hollywood Blvd, Hollywood, FL, 33020)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South project
Broward Commuter Rail (BCR) South Public virtual Information Meeting	12/6/2023	Virtual	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South project
Service Change	1/21/2024	Broward County Transit Terminals (101 NW 1st Avenue Fort Lauderdale, FL 33301; 1359 NW 40th Avenue Lauderhill, FL 33313; 350 North Pine Island Road Plantation, FL 33324; 304 Dr Martin Luther King Boulevard Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Inform the residents about upcoming service changes
Broward Commuter Rail (BCR) South Public in-person Information Meeting	5/22/2024	Hollywood City Hall (2600 Hollywood Blvd, Hollywood, FL, 33020)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South project

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

Broward Commuter Rail (BCR) South Public virtual Information Meeting	5/23/2024	Virtual	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR South project
Service Change	6/9/2024	Broward County Transit Terminals (101 NW 1st Avenue Fort Lauderdale, FL 33301; 1359 NW 40th Avenue Lauderhill, FL 33313; 350 North Pine Island Road Plantation, FL 33324; 304 Dr Martin Luther King Boulevard Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Inform the residents about upcoming service changes
Mobility Week	9/16/2024	Miramar/Pembroke Pines Park and Ride (10800 Pembroke Rd, Miramar, FL 33025 & 900 North Flamingo Rd., Pembroke Pines, FL 33028)	Broward County residents	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information and appreciation to our customers
I-75 Express Bus	10/1/2024	Miramar Park and Ride (10800 Pembroke Rd, Miramar, FL 33025)	Broward County residents commuting to Miami for work	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Express Bus Service to Miami
I-75 Express Bus	10/3/2024	Pembroke Pines Park and Ride (900 North Flamingo Rd., Pembroke Pines, FL 33028)	Broward County residents commuting to Miami for work	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Express Bus Service to Miami
I-75 Express Bus	10/7/2024	Pembroke Pines Park and Ride (900 North Flamingo Rd., Pembroke Pines, FL 33028)	Broward County residents commuting to Miami for work	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Express Bus Service to Miami
I-75 Express Bus	10/8/2024	Pembroke Pines Park and Ride (900 North Flamingo Rd., Pembroke Pines, FL 33028)	Broward County residents commuting to Miami for work	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Express Bus Service to Miami

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

Service Change	10/27/2024	Broward County Terminals (101 NW 1st Avenue Fort Lauderdale, FL 33301; 1359 NW 40th Avenue Lauderhill, FL 33313; 350 North Pine Island Road Plantation, FL 33324; 304 Dr Martin Luther King Boulevard Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Inform the residents about upcoming service changes
I-75 Express Bus	10/28/2024	Miramar Park and Ride (10800 Pembroke Rd, Miramar, FL 33025)	Broward County residents commuting to Miami for work	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Express Bus Service to Miami
I-75 Express Bus	10/29/2024	Pembroke Pines Park and Ride (900 North Flamingo Rd., Pembroke Pines, FL 33028)	Broward County residents commuting to Miami for work	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Express Bus Service to Miami
I-75 Express Bus	10/30/2024	Pembroke Pines Park and Ride (900 North Flamingo Rd., Pembroke Pines, FL 33028)	Broward County residents commuting to Miami for work	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Express Bus Service to Miami
Service Change	1/19/2025	Broward County Terminals (101 NW 1st Avenue Fort Lauderdale, FL 33301; 1359 NW 40th Avenue Lauderhill, FL 33313; 350 North Pine Island Road Plantation, FL 33324; 304 Dr Martin Luther King Boulevard Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Inform the residents about upcoming service changes
Broward Commuter Rail (BCR) North in-person information Meeting	2/19/2025	Emma Lou Olson Civic Center, Pompano Beach (1801 NE 6th St, Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR North project

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

Broward Commuter Rail (BCR) North virtual information meeting	2/20/2025	Virtual	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR North project
Broward Commuter Rail (BCR) North virtual information meeting	2/25/2025	Virtual	City of Oakland Park Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Provide information on BCR North project
595 Express Park and Relocation	4/18/2025	Sheridan Tri-Rail Station (2900 Sheridan St, Hollywood, FL 33021)	Broward County residents using the Tri-Rail Park and Ride	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Park and Ride Location
595 Express Park and Relocation	4/19/2025	Griffin Tri-Rail Station (500 Gulf Stream Way, Dania, FL 33004)	Broward County residents using the Tri-Rail Park and Ride	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Park and Ride Location
595 Express Park and Relocation	4/20/2025	Sheridan Tri-Rail Station (2900 Sheridan St, Hollywood, FL 33021)	Broward County residents using the Tri-Rail Park and Ride	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Park and Ride Location
595 Express Park and Relocation	4/20/2025	Griffin Tri-Rail Station (500 Gulf Stream Way, Dania, FL 33004)	Broward County residents using the Tri-Rail Park and Ride	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Park and Ride Location
Service Change	4/27/2025	Broward County Transit Terminals (101 NW 1st Avenue Fort Lauderdale, FL 33301; 1359 NW 40th Avenue Lauderhill, FL 33313; 350 North Pine Island Road Plantation, FL 33324; 304 Dr Martin Luther King Boulevard Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Inform the residents about upcoming service changes

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

Broward & Beyond Business Conference 2025	5/9/2025	Broward County Convention Center (1950 Eisenhower Blvd, Fort Lauderdale, FL 33316)	Business community	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Showcase contracting opportunities
Route 48 running on sundays	7/19/2025	Northeast Focal Point at Braithwaite Center For Active Aging (325 NW 2nd Ave, Deerfield Beach, FL 33441)	Coconut Creek, Deerfield Beach and Hillsboro Beach residents	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Sunday service
Route 48 running on sundays	8/2/2025	Johnny L. Tigner Community Center (435 SW 2nd St, Deerfield Beach, FL 33441)	Coconut Creek, Deerfield Beach and Hillsboro Beach residents	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Sunday service
Route 48 running on sundays	8/12/2025	Century Plaza/ Leon Slatin Branch (Library) (856A W Hillsboro Blvd, Deerfield Beach, FL 33442)	Coconut Creek, Deerfield Beach and Hillsboro Beach residents	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Sunday service
Route 48 running on sundays	8/22/2025	Deerfield Beach Tri-Rail Station (1300 W Hillsboro Blvd, Deerfield Beach, FL 33442)	Coconut Creek, Deerfield Beach and Hillsboro Beach residents	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Sunday service
Route 48 running on sundays	8/25/2025	Deerfield Beach Percy White Branch (Library) (837 E Hillsboro Blvd, Deerfield Beach, FL 33441)	Coconut Creek, Deerfield Beach and Hillsboro Beach residents	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information on new Sunday service
Service Change	8/31/2025	Broward County Transit Terminals (101 NW 1st Avenue Fort Lauderdale, FL 33301; 1359 NW 40th Avenue Lauderhill, FL 33313; 350 North Pine Island Road Plantation, FL 33324; 304 Dr Martin Luther King Boulevard Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Inform the residents about upcoming service changes

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

Mobility Week	9/22/2025	Miramar/Pembroke Pines Park and Ride	Broward County residents	TransitFlash (email), Website, Social Media and Mass Media.	English and Spanish	Provide information and appreciation to our customers
Service Change	10/26/2025	Broward County Transit Terminals (101 NW 1st Avenue Fort Lauderdale, FL 33301; 1359 NW 40th Avenue Lauderhill, FL 33313; 350 North Pine Island Road Plantation, FL 33324; 304 Dr Martin Luther King Boulevard Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Inform the residents about upcoming service changes
The Connector Public Meeting	1/15/2026	Broward County Convention Center (1950 Eisenhower Blvd, Fort Lauderdale, FL 33316)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Share project updates and gather public feedback
Service Change	1/18/2026	Broward County Transit Terminals (101 NW 1st Avenue Fort Lauderdale, FL 33301; 1359 NW 40th Avenue Lauderhill, FL 33313; 350 North Pine Island Road Plantation, FL 33324; 304 Dr Martin Luther King Boulevard Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Inform the residents about upcoming service changes
Bus Rapid Transit Industry Day	2/20/2026	Government Center West (1 North University Dr., Plantation, FL 33324)	Contractors, consultants, engineering firms, and technology providers	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Present project opportunities in relation to the BRT project
Transit Forward 2040	3/10/2026	Miramar Cultural Center (2400 Civic Center Pl, Miramar, FL 33025)	Broward County District 7 residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	To discuss upcoming initiatives to improve transit.

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

Transit Forward 2040	4/20/2026	Weston Branch Library (4210 Bonaventure Blvd, Weston, FL 33332)	Broward County District 1 residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	To discuss upcoming initiatives to improve transit.
Transit Forward 2040	4/21/2026	Wilton Manors City Hall (2020 Wilton Dr, Wilton Manors, FL 33305)	Broward County District 4 residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	To discuss upcoming initiatives to improve transit.
Transit Forward 2040	4/27/2026	Hollywood Public Library (2600 Hollywood Blvd, Hollywood, FL 33020)	Broward County District 6 residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	To discuss upcoming initiatives to improve transit.
Transit Forward 2040	4/29/2026	Lauderhill Public Library (6399 W Oakland Park Blvd, Lauderhill, FL 33313)	Broward County District 9 residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	To discuss upcoming initiatives to improve transit.
Transit Forward 2040	5/5/2026	Davie Public Library (4600 SW 82nd Ave, Davie, FL 33328)	Broward County District 5 residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	To discuss upcoming initiatives to improve transit.
Transit Forward 2040	5/6/2026	African-American Research Library and Cultural Center (2650 Sistrunk Blv, Ft. Lauderdale, FL 33311)	Broward County District 8 residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	To discuss upcoming initiatives to improve transit.
Transit Forward 2040	5/11/2026	Coconut Creek Public Library (1100 Coconut Creek Blvd, Coconut Creek, FL 33066)	Broward County District 2 residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	To discuss upcoming initiatives to improve transit.
Transit Forward 2040	5/18/2026	Tamarac Public Library (8701 W Commercial Blvd, Tamarac, FL 33351)	Broward County District 3 residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	To discuss upcoming initiatives to improve transit.

Service Change	5/24/2026	Broward County Transit Terminals (101 NW 1st Avenue Fort Lauderdale, FL 33301; 1359 NW 40th Avenue Lauderhill, FL 33313; 350 North Pine Island Road Plantation, FL 33324; 304 Dr Martin Luther King Boulevard Pompano Beach, FL 33060)	Broward County Residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	Inform the residents about upcoming service changes
Transit Forward 2040 (virtual)	5/27/2026	Virtual	Broward County residents	TransitFlash (email), Website, Social Media and Mass Media.	Spanish, English, Haitian Creole and Portuguese	To discuss upcoming initiatives to improve transit.

5. Language Assistance

BCT maintains a Language Assistance Plan (LAP) to provide reasonable language access to individuals with limited English proficiency (LEP), consistent with 28 CFR § 42.405(d) and FTA Master Agreement § 12(j). BCT uses a four-factor analysis as its own evidence-based method for implementing that regulatory duty, not as an independent federal mandate, considering: (1) the number and proportion of LEP persons served or likely to be served by BCT; (2) the frequency with which LEP persons come into contact with BCT's services; (3) the nature and importance of BCT's programs and activities to those persons' lives; and (4) the resources available to BCT and the associated costs of language assistance measures.

Based on that analysis, BCT provides translated vital documents and interpreter services in Spanish and Haitian Creole, the two languages BCT has determined, applying the safe-harbor guidance historically referenced by DOT as a reasonable benchmark (not as an independently binding current federal command), warrant translation given their size and concentration within BCT's service area. Consistent with these determinations, BCT provides vital documents, including the Title VI notice, translated into Spanish, Haitian Creole and Portuguese, and the complaint form, translated into Spanish, Haitian Creole, and Portuguese; maintains Customer Call Center staff who communicate in these languages in addition to English; and offers its website in these languages. Interpreter services are available at public meetings and for customer interactions upon request.

Item	Status
Service-area population age 5 and over	2,015,032
Persons with limited English proficiency	352,490 (17.5% of population age 5 and over)
Languages BCT has determined warrant translation	Spanish, Haitian Creole and Portuguese.
Current Translated Title VI Materials	Title VI Notice: English, Spanish, Haitian Creole and Portuguese Title VI Complaint form: English, Spanish, Haitian Creole and Portuguese
Data source and geography	2020–2024 American Community Survey, 5-Year Estimates, Table C16001, applied to BCT's defined service-area geography (¼-mile route buffer / 3-mile express Park-n-Ride buffer). The methodology of calculation for Limited English Speaking by language Over 5, is calculated by summing the data of each census tracts in service area. Percentage is calculated by comparing with Service Area Total Population Over 5.

ACS Table C16001 reports language spoken at home for population age 5 and over. Based on BCT's defined service-area geography, the service-area population age 5 and over is 2,015,032. This differs from the overall BCT service-area population of 2,129,891, which includes population of all ages and is used for general service-area reporting.

ACS Table C16001 reports 56,452 persons with limited English proficiency in the combined category "French, Haitian, or Cajun." Because Table C16001 does not disaggregate the component languages, BCT uses detailed ACS data and operational-contact information to determine the specific languages for which translated materials and other language assistance are provided.

BCT reviews this Language Assistance Plan at least once every triennial reporting cycle to confirm that language-assistance measures remain aligned with current service-area demographics and operational experience. Staff training associated with language access is limited to recognizing a language-access request; using interpreter and translation tools; the vital-document translation workflow; and complaint routing and documentation. It does not include cultural-event programming or training organized around racial or ethnic identity.

BCT's separate, full Language Assistance Plan (including detailed data tables and implementation procedures) is maintained as an internal operating record. That Plan is not incorporated into this Program, and this Program's concise language-access framework controls in the event of any conflict. The full Plan, along with BCT's website, forms, and staff

training materials, is reviewed independently to confirm none contains cultural-event programming, demographic targeting, equity or affinity framing, or other trait-referenced content inconsistent with this Program before it is used.

6. Third Parties: Contractors

As an FTA recipient, BCT is responsible for ensuring that contractors carrying out transit service on its behalf comply with Title VI, consistent with 49 CFR §§ 21.7 and 21.9(b) and FTA Master Agreement § 12. This includes requiring appropriate assurances, monitoring compliance, providing technical assistance, and taking corrective action where necessary.

BCT classifies each third-party relationship as a procurement contract by applying the factors at 2 CFR § 200.331 to the substance of the relationship, not merely its contractual label. BCT has completed this analysis for its Community Shuttle interlocal agreements and determined that they are funded through the local Transportation Surtax for operating and maintenance assistance, and do not pass through FTA-funded vehicles, other FTA award property, or any other portion of a federal award to the participating municipalities. Community Shuttle municipalities are therefore not treated as subrecipients for Title VI purposes.

Because no federal financial assistance or federally assisted property is passed through, BCT does not require Community Shuttle municipalities to prepare or submit a full Title VI program. BCT nonetheless requires each municipal partner to comply with the nondiscrimination provisions in its interlocal agreement and to cooperate with BCT on Title VI-related complaints or inquiries touching Community Shuttle service; this is a matter of local contract administration. The current schedule of Community Shuttle municipal partners and their most recent nondiscrimination compliance attestation dates are below; it replaces wholesale incorporation of the underlying interlocal agreements into this Program.

Vendors that provide paratransit transportation, call-center, and similar services under procurement contracts are treated as contractors. For these entities, BCT includes tailored nondiscrimination clauses in the contract requiring compliance with Title VI and related law, cooperation with BCT's complaint and investigation process, and participation in compliance-limited training; BCT does not require these contractors to prepare or submit a separate, full Title VI program.

6.1 Legacy interlocal agreement remediation

Certain existing Community Shuttle interlocal agreements include provisions requiring equitable distribution of service, minority LEP outreach commitments, future racial-breakdown reporting, and facility-equity analysis. Two distinct Florida statutes govern the timing and scope of remediation, and this Program does not treat them interchangeably.

Section 287.139, Florida Statutes, addresses a specific certification and, for an ordinary contract already in existence on January 1, 2027, applies only when that contract is executed or renewed after that date; it does not by itself require reopening existing ILAs solely to add the certification. Section 125.595, Florida Statutes, is broader: beginning January 1, 2027, it

independently prohibits the County from funding, promoting, or taking official action relating to DEI subject to the law-or-regulation exception, and it renders inconsistent County ordinances, resolutions, rules, regulations, programs, and policies void; it does not expressly void an existing ordinary contract. Even so, BCT will not use an existing ILA after the effective date to require, fund, or enforce conduct the County is prohibited from supporting.

Before January 1, 2027, BCT will: (1) inventory every Community Shuttle ILA and identify any legacy provision that would require prohibited County funding, promotion, enforcement, reporting, training, or other official action after that date; (2) seek a mutual amendment removing or narrowing each such provision where an amendment is legally available before that date; and (3) where amendment is not legally available in time, document severability, waiver, suspension, or non-enforcement authority and place a formal non-enforcement control into effect by January 1, 2027, so that no prohibited provision is implemented after the effective date. Until each agreement is amended or controlled, this Program does not restate the optional legacy terms, and BCT's Title VI oversight of each municipal partner proceeds under the neutral standards described in this Program.

6.2 Corrective action

BCT uses a graduated approach to corrective action. Where monitoring identifies deficiencies, BCT provides technical assistance and sets a reasonable deadline for corrective measures. Continued or serious noncompliance may result in conditioning funding or approvals, or termination of an agreement for cause, consistent with the agreement's terms and applicable law.

6.3 New Florida procurement certification (Section 287.139)

Section 287.139, Florida Statutes, as added by Ch. 2026-43, requires certification before a contract or grant award. Chapter 2026-43 expressly applies its ordinary-contract transition rule to contracts executed or renewed after January 1, 2027. Grants newly awarded on or after the effective date must conform to County-wide implementation language.

6.4 Chapter 2026-43 enterprise implementation inventory

Section 125.595, Florida Statutes, applies beginning January 1, 2027, and reaches beyond this Program and BCT's Community Shuttle ILAs. Before that date, BCT, in coordination with County Purchasing and Grants, will complete an implementation inventory covering: BCT policies and procedures; public-facing webpages and forms; staff training materials; procurements, contracts, and grants; interlocal agreements; templates; and contractor requirements, each with a responsible owner and a closure date before January 1, 2027.

6.5 Community Shuttle municipal partner schedule

Community Shuttle provider	Nondiscrimination attestation received	BCT review completed
City of Coconut Creek	04/2026	04/2026
City of Coral Springs	06/2026	06/2026
City of Dania Beach	05/2026	05/2026
Town of Davie	05/2026	05/2026
City of Deerfield Beach	11/2025	11/2025
City of Fort Lauderdale	04/2026	04/2026
City of Hallandale Beach	07/2024	07/2024
City of Hillsboro Beach	06/2026	06/2026
City of Hollywood	08/2024	08/2024
City of Lauderdale Lakes	06/2026	06/2026
City of Lauderhill	07/2026	07/2026
City of Lighthouse Point	05/2026	05/2026
City of Margate	06/2026	06/2026
City of Miramar	03/2025	03/2025
City of Pembroke Pines	06/2026	06/2026
City of Pompano Beach	05/2026	05/2026
City of Tamarac	05/2026	05/2026
City of North Lauderdale	04/2026	04/2026

Based on BCT's current funding and asset review, BCT does not currently treat the participating Community Shuttle municipalities as subrecipients of federal financial assistance.

Community Shuttle Provider	ILA Execution Date	ILA end date	Contract Manager
City of Coconut Creek	10/14/19	9/30/27	Vincent Tamagna
City of Coral Springs	8/20/19	9/30/27	Vincent Tamagna
City of Dania Beach	10/3/19	9/30/27	Vincent Tamagna
Town of Davie	11/19/19	9/30/27	Vincent Tamagna
City of Deerfield Beach	9/30/19	9/30/27	Vincent Tamagna
City of Fort Lauderdale	10/23/19	9/30/27	Vincent Tamagna
City of Hallandale Beach	8/20/19	9/30/27	Vincent Tamagna
City of Hillsboro Beach	10/3/19	9/30/27	Vincent Tamagna
City of Hollywood	6/13/24	9/30/27	Vincent Tamagna
City of Lauderdale Lakes	9/26/19	9/30/27	Vincent Tamagna
City of Lauderhill	9/30/19	9/30/27	Vincent Tamagna
City of Lighthouse Point	9/26/19	9/30/27	Vincent Tamagna
City of Margate	10/11/19	9/30/27	Vincent Tamagna
City of Miramar	11/19/19	9/30/27	Vincent Tamagna
City of Pembroke Pines	10/28/19	9/30/27	Vincent Tamagna
City of Pompano Beach	9/30/19	9/30/27	Vincent Tamagna
City of Tamarac	10/28/19	9/30/27	Vincent Tamagna
City of North Lauderdale	6/20/22	9/30/27	Vincent Tamagna

Interlocal Agreement (ILA) inventory as of August 12, 2026

7. Neutral Service Controls

7.1 Service Standards and Policies

BCT maintains service standards and policies that guide the planning and delivery of fixed-route, express, and Community Shuttle service. These standards are applied uniformly and neutrally across every route and service category, consistent with 49 CFR Part 21, Appendix C, which prohibits routing, scheduling, service-quality, vehicle, station, and route-location decisions made on the basis of race, color, or national origin.

Standard	Target
Weekday peak headway	30 minutes (scheduled interval between consecutive trips on the same route, 6:00–9:00 a.m. and 4:00–7:00 p.m. weekdays)
Weekday off-peak / Saturday / Sunday headway	60 minutes (scheduled interval outside the peak windows above)
On-time performance	80% of trips departing a timepoint no more than 1 minute early and no more than 5 minutes late; on-time performance and systemwide headway was calculated using the schedule adherence and transit characteristics data provided by BCT.
Transit service availability	90% of service-area population within a ¼-mile buffer of fixed-route service; Transit service availability population within ¼ mile is calculated by sum of population in block groups intersecting with a ¼-mile buffer around BCT Local Route.
Vehicle load factor	1.5 maximum (total seated capacity plus half seated capacity standing) for local fixed route and Community Shuttle service; 1.0 maximum (total seated capacity, no standees) for premium express service; applied uniformly by vehicle type per Appendix B

BCT's automatic passenger counter (APC) system is currently deployed on a subset of the active fleet. The data received is based on sampling plans developed by the vendor and approved by staff and awaiting final validation once the APC system is deployed fleet-wide by December 2028. The sampling plan, however, does provide for a statistically reliable, system-wide vehicle load factor result. The standard above is applied as an operational ceiling governing vehicle assignment and scheduling decisions, consistent with the neutral operational criteria described in this section.

Vehicle assignment, stop spacing, and passenger-amenity decisions (shelters, benches, lighting, and information at stops and facilities) are made using neutral operational criteria: boardings, transfer function, wait time, weather exposure, ADA need, safety, right-of-way, asset lifecycle, depot compatibility, capacity, and vehicle/asset condition.

7.2 Facility Siting

Decisions to site new transit facilities, including PREMO stations, are documented in a neutral siting memorandum addressing: the purpose of the facility; alternatives considered; operational and engineering criteria; cost; ridership; property and environmental constraints; public comments received; and an affirmative statement that race, color, or national origin did not motivate the siting decision. This replaces the disparate-impact-based facility equity analysis used in prior Program cycles, which is no longer required following the June 2026 final rule's amendment of 49 CFR § 21.5(b)(3) and (d).

7.3 Major Service and Fare Changes

BCT applies the following thresholds, uniformly to route additions and reductions, to determine whether a proposed change is a “major service change” triggering the enhanced public process described in Section 4:

Type of change	Major service change threshold
Local 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
Headway / frequency	More than 15 minutes
Route	Establishment or discontinuation of a route
Fares	Any change in fares

When a proposed change meets or exceeds a threshold above, BCT prepares a major service and fare change review documenting: the proposal and the riders/routes affected; operational and fiscal effects; alternatives considered and the neutral reasons for the selected option; the § 5307 public notice and comment record; consistency with the neutral standards in Section 7.1; and an intentional-discrimination review. This replaces the disparate-impact/disproportionate-burden analysis (including the 15% disparity threshold and minority/non-minority route comparisons) used in prior Program cycles, which the June 2026 final rule identifies as no longer required in Title VI submissions.

7.4 Service Monitoring

BCT conducts regular, system-wide monitoring of service against the standards in Section 7.1. Results are reported as system-wide totals, not split by route demographic classification.

Where performance does not meet a standard, BCT investigates using neutral operational factors (demand, safety, workforce availability, traffic, infrastructure, maintenance, and cost) and documents any resulting corrective action, such as schedule or resource-deployment adjustments.

BCT has a continuous service review process that consists of reviewing comments, complaints, and requests from our customers related to service; internal Open Houses conducted to gather comments, complaints, or requests from Operators and other staff related to service; weekly inter-agency service-related meetings, monthly inter-agency OTP meetings, and data analysis that includes route performance relative to OTP and demand. The result of this process identifies routes where interim adjustments can be made and others that feed into our major service changes. Major service changes are made as needed, but at a minimum of three (3) times per year in accordance with our Collective Bargaining Agreement.

Standard	Current system-wide result
Weekday peak headway (standard: 30 min.)	37 minutes (standard not met) systemwide headway is based on BCT's May 2026 schedule pick, effective May 24, 2026, and was calculated as an average of all routes for weekday peak service period.
Weekday off-peak / Saturday / Sunday headway (standard: 60 min.)	33 / 38 / 42 minutes (standard met) systemwide headway is based on BCT's May 2026 schedule pick, effective May 24, 2026, and was calculated as an average of all routes for weekday off-peak / Saturday / Sunday service periods
On-time performance (standard: 80%)	76.4% (standard not met) on-time performance was calculated as $[(\text{Total Time Points On-Time} \div \text{Total Time Points Sampled}) \times 100]$ for all routes for the 10/01/2024 – 09/30/2025 reporting period.
Service availability (standard: 90% within ¼ mile)	88.9% (standard not met) transit service availability population within 1/4 mile is calculated by sum of population in block groups intersecting with 1/4 mile buffer around BCT Local Routes. Nested block groups for the numerator provides a higher-precision reflection of the population immediately adjacent to service corridors.

Vehicle load factor (standard: 1.5 maximum)	Preliminary sampled data indicate that the 1.5 maximum vehicle-load standard was met, subject to final validation. BCT will report a final measured systemwide result following fleetwide APC deployment, targeted for December 2028
---	--

Corrective-action schedule for standards not currently met:

Standard not met	Responsible division	Corrective-action commitment
Weekday peak headway (37 min. actual vs. 30 min. standard)	Service and Strategic Planning	Schedule and resource-deployment review; BCT continuously monitors service looking for areas to improve based on available funding, resources and demand. BCT will establish a target date and milestone schedule for closing this gap tentatively by March 31, 2027, informed by the schedule and resource-deployment review currently underway.
On-time performance (76.4% actual vs. 80% standard)	Operations	BCT will continue corridor-level running-time analysis and dispatch adjustments. BCT will establish a target date and milestone schedule for closing this gap tentatively by March 31, 2027, informed by the corridor-level running-time analysis and dispatch adjustments currently underway.

Service availability (88.9% actual vs. 90% standard)	Service and Strategic Planning	Route/coverage gap analysis; BCT continuously monitors service looking for areas to improve based on available funding, resources and demand. BCT will establish a target date and milestone schedule for closing this gap tentatively by March 31, 2027, informed by the route/coverage gap analysis currently underway.
Vehicle load factor (APC coverage incomplete)	Service and Strategic Planning; Procurement	BCT has initiated procurement for real-time, fleet-wide automatic passenger counting and vehicle tracking equipment, with full fleet deployment targeted for December 2028. BCT will report a final measured systemwide result following fleetwide APC deployment.

System-wide averages can conceal deviations on individual routes even where no protected-trait classification is used. BCT accordingly maintains route-level data and analysis, applying the same neutral operational criteria to every route, and documents the neutral basis and closure of each material route-level exception. This route-level control is maintained as an operational record by Service and Strategic Planning; consistent with Section 7's neutral approach, it is not organized by demographic route classification, and aggregate system-wide results remain the figures reported in this Program.

7.5 Intentional-discrimination review protocol

Where a complaint, monitoring result, or other information raises a question of intentional discrimination in a service, fare, facility, vehicle, or amenity decision, BCT's review considers: the stated purpose for the decision; the decision-making history; treatment of similarly situated comparators; departures from BCT's own neutral policy; the sequence of events; and the credibility of the stated reasons. Statistical disparities may inform this review as evidence, consistent with the June 2026 final rule, but do not by themselves establish a Title VI violation or dictate a particular remedy.

8. Required Data and Reporting

Consistent with 49 CFR § 21.9(b), BCT compiles and maintains a concise demographic and service profile of its service area and riders. This information supports Title VI compliance

reporting and transit planning; it is not used to determine service allocation, facility siting, outreach targets, or corrective action. BCT defines its service area as the census tracts intersecting a ¼-mile buffer around local routes and a 3-mile buffer around express Park-n-Ride stations.

49 CFR § 21.9(b) generally supports collection of racial and ethnic beneficiary data; it does not by itself specifically require low-income or income-based reporting. This Program does not report a separate low-income population figure as a Title VI necessity. Any income-related planning data BCT maintains elsewhere is retained under independent planning or grant authority, not as a Title VI § 21.9(b) requirement, and is not part of this Program.

Field	Value / source
County population	1,977,129 (2020–2024 ACS 5-Year Estimates, Table B01003, Broward County, FL)
BCT service-area population (2024)	2,129,891 (BCT-defined service-area geography; see Section 5 for the LEP-specific service-area figure and methodology); Service Area is captured based on BCT definition "census tracts intersecting with the ¼-mile buffer around local routes and/or 3-mile buffer around Park-n-Ride stations of express routes" The service area calculation includes census tracts associated with routes that extend beyond Broward County to provide connectivity to neighboring counties.
Fixed-route fleet / routes	375 buses on 44 routes: 36 local, 2 limited-stop Breeze, 6 express (3 on I-95, 2 on I-595, 1 on I-75)
ADA paratransit fleet	337 vehicles, contracted service
Community Shuttle fleet	65 minibuses / mid-size buses, operated with municipal partners
Ridership	23.5 million passenger trips, FY2025 (BCT FY2025 operating statistics)
Employees	1,381
Service area (developable land)	Approximately 410 square miles; approximately 2.07 million residents
Facilities	Copans Road Bus Facility (Pompano Beach); Ravenswood Road Bus Facility (Dania Beach)

The ridership figure above is BCT's own FY2025 operating statistic and is used consistently throughout this Program as the single reported ridership universe. It is distinct from BCT's National Transit Database (NTD) annual submission, which follows NTD's own reporting form, field definitions, and submission schedule.

BCT periodically conducts onboard passenger surveys to understand rider demographics, trip purposes, travel patterns, and vehicle availability. The most recent survey, conducted as part of BCT's 2023 Transit Development Plan update, collected 3,871 responses system-wide between August 7 and September 30, 2023 (excluding Labor Day and the surrounding days). The full survey instrument and results are maintained in the administrative record; this Program summarizes only the Title VI-relevant methodology, response rate, and limitations, and does not use rider demographic shares as a service-benefit target.

Detailed maps, tables, and survey reports, LEP statistics, and route-level information, are maintained in the administrative record described at Appendix C and are available to FTA and other agencies upon request. Every figure in this Program is governed by a data-control schedule identifying the dataset, responsible owner, vintage, geography, formula, exclusions, retention period, privacy classification, and reviewer, maintained by BCT's Service and Strategic Planning unit.

Base maps are created using data provided by BCT, including BCT Routes, BCT Stations, Event Locations, and Recent improvements. All Demographic data is from US Census Bureau, 2020-2024 America Community Survey 5-year estimate.

9. Current Evidence

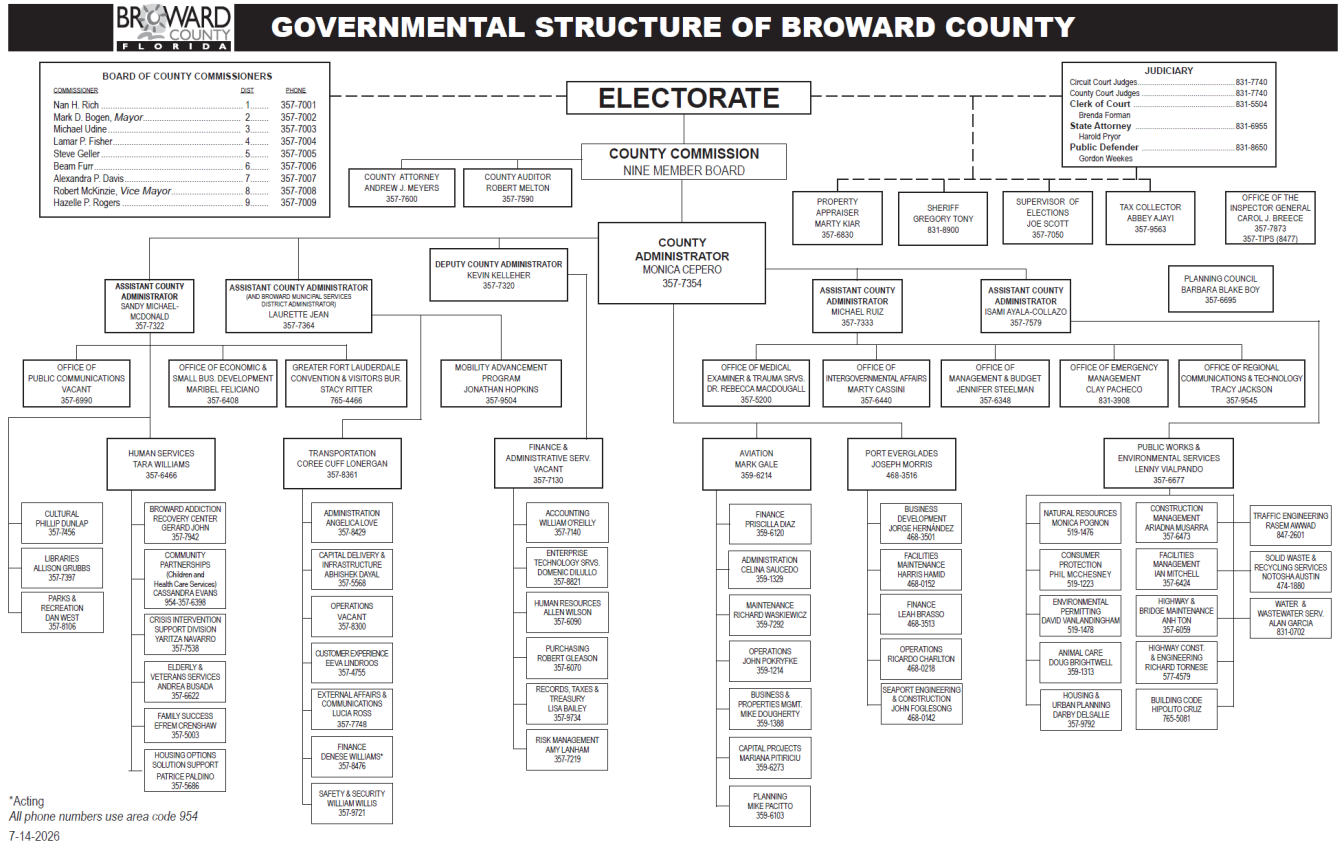
This Title VI Program Update for December 2026 through December 2029 is submitted by the Broward County Transportation Department on behalf of Broward County, Florida. The Broward County Board of County Commissioners, as of July 22, 2026, currently composed of Nan H. Rich (District 1), Mayor Mark D. Bogen (District 2), Michael Udine (District 3), Lamar P. Fisher (District 4), Steve Geller (District 5), Beam Furr (District 6), Alexandra P. Davis (District 7), Vice-Mayor Robert McKinzie (District 8), and Hazelle P. Rogers (District 9), serves as BCT's governing body and policy board.

This Program must be complete and final at the time it is presented to the Board; no additional substantive document is added between Board presentation and FTA submission. Once the Board acts, the submission package will be supplemented only with the executed Board resolution, approved meeting minutes, applicable public-hearing record, and publication evidence for this Program. Except for changes authorized by the adopting Resolution, the version presented to the Board is the version transmitted to FTA.

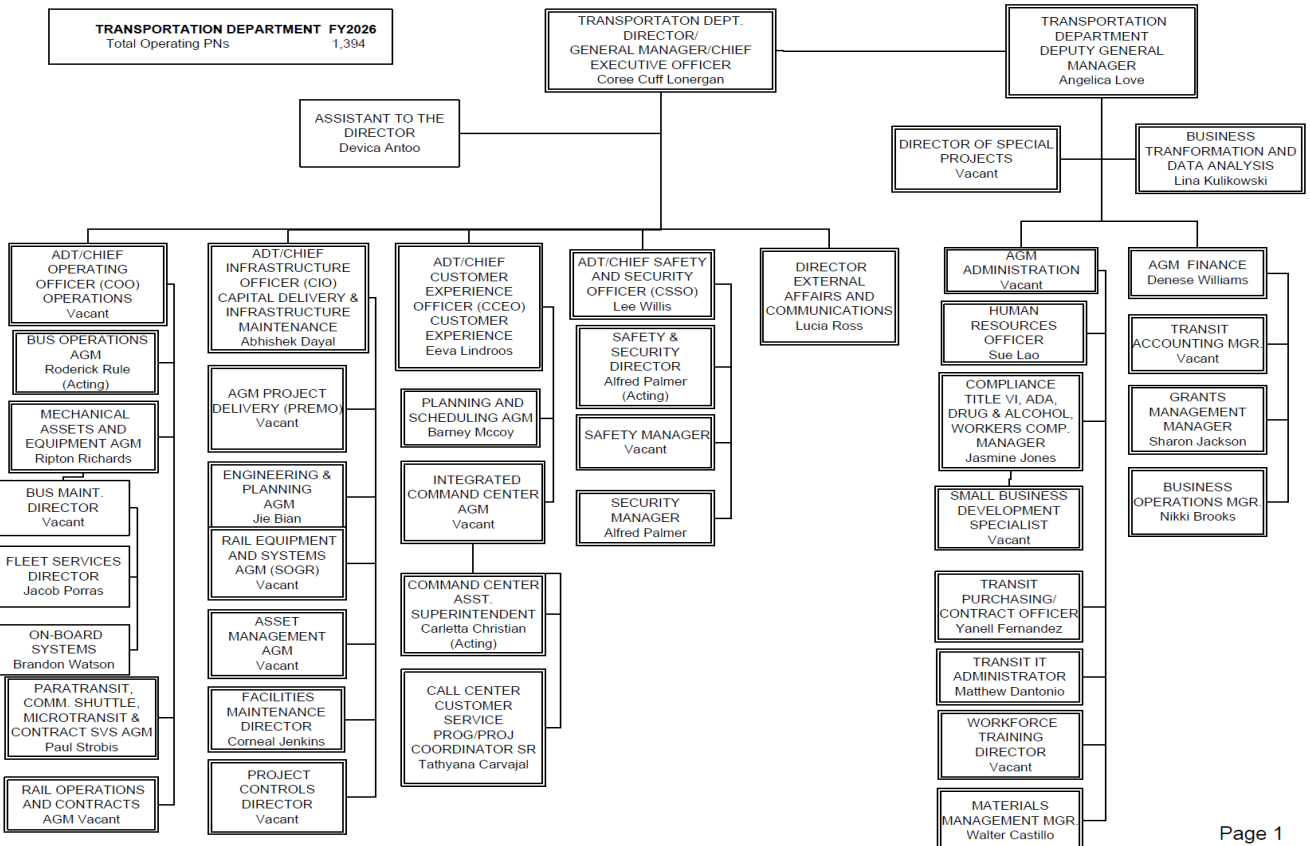
BCT will preserve a controlled file hash or comparable version-identification record demonstrating that the Program version presented to the Board, the version reflected in the resolution and hearing notice, and the version transmitted to FTA are the identical file, except for changes authorized by the adopting Resolution. No material policy change will be made to

this Program after Board approval without returning the revised version for Commission approval before submission.

Certifications and Assurances			▼
Certification History			
Certification Date: 4/23/2026 Official: Denese Williams Attorney: Nathaniel Klitsberg			▼
Category	↑ Title	Certified	
01	Certifications and Assurances Required of Every Applicant	✔	
02	Public Transportation Agency Safety Plans	✔	
03	Tax Liability and Felony Convictions	✔	
04	Private Sector Protections	✔	
05	Transit Asset Management Plan	✔	
06	Rolling Stock Buy America Reviews and Bus Testing	✔	
07	Urbanized Area Formula Grants Program	✔	
08	Formula Grants for Rural Areas	✔	
09	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	✔	
10	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	✔	
11	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	✔	
12	State of Good Repair Grants	✔	
13	Infrastructure Finance Programs	✔	
14	Alcohol and Controlled Substances Testing	✔	
15	Rail Safety Training and Oversight	✔	
16	Demand Responsive Service	✔	
17	Interest and Financing Costs	✔	
18	Cybersecurity Certification for Rail Rolling Stock and Operations	✔	
19	Tribal Transit Programs	✔	
20	Emergency Relief Program	✔	
			1 – 20 of 20



TRANSPORTATION DEPARTMENT ORGANIZATION CHART



The following evidence is used to support this Program:

- Executed Board resolution, approved meeting minutes, applicable public-hearing record, and publication evidence for this Program.
- Current FY 2026 FTA Certifications and Assurances and Master Agreement acceptance.
- Current Broward County / Transportation Department / BCT organizational chart.
- Community Shuttle municipal partner schedule (Section 6.5).
- Title VI complaint and lawsuit summary (Section 3.4).
- Service monitoring (Section 7.4).

Together, this Program and the administrative record described at Appendix C are intended to provide a timely, complete, and accurate picture of BCT's Title VI compliance, consistent with applicable federal statutes, regulations, and current FTA award terms.

Appendix A. Title VI Complaint Log

This appendix restates BCT's Title VI complaint log for the reporting period at Section 3.4 (July 1, 2023 – July 30, 2026) in generalized, de-identified form. It omits complainant names, contact information, operator identity, and vehicle and route numbers. Consistent with FTA Circular 4702.1B, ch. III, each entry states the date, basis, a generalized summary, the status, and the action taken. Complaint content is summarized into standard categories rather than reproduced verbatim; the underlying case file for each entry is maintained in the administrative record (Appendix C) and is available to FTA upon request. This log is BCT's customer-facing Title VI complaint record; it does not include employment-related discrimination complaints, which are handled through BCT's separate personnel process and are outside the scope of this Program.

Executive Data Summary

Between July 1, 2023, and July 30, 2026, BCT logged and reconciled a total of 35 complaints across its Title VI intake process; this log captures BCT's customer-facing complaint intake and does not include personnel/employment or Americans with Disabilities Act complaints which are handled through a separate internal process. The log contains 35 matters logged in this period reconciled to the underlying case files. Of the 35 matters, 24 (68.5%) are recorded as unsubstantiated, 4 (11.5%) were closed due to lack of evidence, and 7 (20%) were upheld with resulting administrative action.

Methodology

This log was developed consistent with FTA Circular 4702.1B, ch. III, which calls for a matter-level list containing date, basis, summary, status, and action. The disposition field distinguishes upheld, unsubstantiated, and administratively closed matters; the separate basis and program/jurisdiction fields identify the protected basis and applicable nondiscrimination program. Source reference numbers referring to internal case-management software have been replaced with a uniform CC-#### public-facing reference. Each Action Taken entry provides a concise, neutral description of the substantive finding and outcome, with investigative timelines and interim dates omitted where unnecessary for the public schedule.

Source Record Ref #	Date Filed	Basis	Summary of Allegations	Program/ Jurisdiction	Action(s) Taken / Resolution	Status
CC-07202023	7/20/2023	Race, color, national origin	Complainant alleged that hostile treatment on the part of the operator was based on race, color and national origin	Title VI	Video was reviewed on 7/21/23: no evidence of disparate treatment.	Unsubstantiated
CC-71668	7/20/2023	Race	Complainant alleged that hostile treatment on the part of the bus driver was based on race	Title VI	Video reviewed 8/21/23, no evidence of disparate treatment	Unsubstantiated
CC-08252023	8/25/2023	National origin	Complainant alleged that hostile treatment on the part of the bus driver was based on national origin.	Title VI	No video available	Closed
CC-09232023	9/23/2023	National origin	Complainant alleged that bus operator did not pick them up, alleged that it was based on national origin.	Title VI	No evidence available	Closed
CC-12052023	12/5/2023	Race	Complainant alleged that excessive paratransit trip lengths were based on race	Title VI	Investigation did not support claim	Unsubstantiated
CC-02132024	2/13/2024	Race	Complainant alleged that bus operator did not pick them up, alleged that it was based on race	Title VI	No video available	Closed
CC-76806	4/28/2024	National origin	Complainant alleged that bus operator did not pick them up, alleged that it was based on national origin	Title VI	Video reviewed 5/14/24, no evidence of discrimination	Unsubstantiated
CC-78366	9/24/2024	Race	Complainant alleged that hostile treatment on the part of a security guard was based on race	Title VI	Employee followed established procedures	Unsubstantiated
CC-10232024	10/23/2024	Race	Complainant alleged discrimination on the basis of race	Title VI	Video reviewed 10/31/24; no evidence of disparate treatment.	Unsubstantiated

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

CC-79906	12/18/2024	Race	Complainant alleged that hostile treatment on the part of the bus driver was based on race.	Title VI	Video reviewed 12/30/24, no evidence of disparate treatment.	Unsubstantiated
CC- 80385	1/18/2025	Race, color, national origin	Complainant alleged that bus operator did not pick them up, alleged that it was based on race, color and national origin	Title VI	Video reviewed 2/3/25; no evidence of disparate treatment	Unsubstantiated
CC- 80885	2/14/2025	Color	Complainant alleged fare discrimination due to color	Title VI	Video reviewed 3/5/25, no evidence of disparate treatment	Unsubstantiated
CC- 82139	4/7/2025	Race, color, national origin	Complainant alleged fare discrimination based on race, color or national origin	Title VI	Video reviewed 4/28/25; no evidence of disparate treatment	Unsubstantiated
CC-82141	4/22/2025	Race, color, national origin	Complainant alleged fare discrimination based on race, color or national origin	Title VI	Video reviewed 4/25/25; evidence supported complaint. Administrative action was taken.	Upheld
CC- 82586	5/15/2025	National origin	Complainant alleged that hostile treatment on the part of the bus driver was based on national origin	Title VI	Video reviewed 5/19/25, no evidence of disparate treatment	Unsubstantiated
CC- 82846	5/29/2025	Color	Complainant alleged fare discrimination on the basis of color	Title VI	Video reviewed 6/16/25, no evidence of disparate treatment.	Unsubstantiated
CC- 83292	6/16/25-6/20/25	Color	Complainant alleged that service cancellations constituted discrimination on the basis of color	Title VI	Investigation did not support claim.	Unsubstantiated
CC- 83644	7/16/2025	Color	Complainant alleged fare discrimination on the basis of color	Title VI	Video reviewed 8/11/25; no evidence of disparate treatment.	Unsubstantiated
CC- 83992	8/1/2025	National origin	Complainant alleged fare discrimination on the basis of national origin	Title VI	Video reviewed 8/15/25; evidence supports claim. Administrative action was taken.	Upheld

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

CC-84257	8/15/2025	Race	Complainant alleged that bus operator did not pick them up; alleged that it was based on race	Title VI	Video reviewed 8/22/25; no evidence of disparate treatment	Unsubstantiated
CC- 84964	9/11/2025	Color	Complainant alleged fare discrimination on the basis of color	Title VI	Video reviewed 9/17/25; evidence supports claim. Administrative action was taken.	Upheld
CC- 85479	9/30/2025	Color	Complainant alleged fare discrimination on the basis of color	Title VI	Video reviewed 10/10/25; evidence supports claim. Reprimand issued.	Upheld
CC-88138	12/4/2025	Color	Complainant alleged that bus operator did not pick them up; alleged that it was based on race	Title VI	Video reviewed 12/16/25; no evidence of disparate treatment	Unsubstantiated
CC-88649	12/20/2025	National origin	Complainant alleged that hostile treatment on the part of the bus driver was based on national origin	Title VI	Video reviewed 1/5/26; evidence supports claim. Reprimand issued.	Upheld
CC-01242026	1/24/2026	National origin	Complainant alleged that hostile treatment on the part of the bus driver was based on national origin.	Title VI	Investigation showed that procedures were followed.	Unsubstantiated
CC-022626	2/26/2026	National origin	Complainant alleged fare discrimination on the basis of national origin	Title VI	Investigation showed that claim was unsubstantiated	Unsubstantiated
CC-90675	3/4/2026	Color/ National origin	Complainant alleged that hostile treatment on the part of the bus driver was based on color and national origin	Title VI	Video reviewed 3/11/26; no evidence of disparate treatment.	Unsubstantiated
CC-91246	3/24/2026	National origin	Complainant alleged that hostile treatment on the part of the bus driver was based on national origin	Title VI	Video reviewed 4/6/26; no evidence of disparate treatment.	Unsubstantiated
CC-91359	3/31/2026	Color	Complainant alleged that bus operator did not pick them up; alleged that it was based on color	Title VI	Video reviewed 4/6/26; evidence supports claim. Record of Counseling issued.	Upheld

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

CC-91847	4/22/2026	Race	Complainant alleged that hostile treatment on the part of the bus driver was based on race	Title VI	Video reviewed 4/29/26; no evidence of disparate treatment.	Unsubstantiated
CC-92033	4/30/2026	Race	Complainant alleged that hostile treatment was based on race	Title VI	Video reviewed 5/22/26: no evidence of incident seen	Unsubstantiated
CC-92588	5/22/2026	Color	Complainant alleged that bus operator did not pick them up; alleged that it was based on color	Title VI	Investigation showed that procedures were followed.	Unsubstantiated
CC-92956	6/8/2026	Color	Complainant alleged fared discrimination on the basis of color	Title VI	No additional information provided by customer	Closed
CC-93435	6/10/2026	Color	Complainant alleged that hostile treatment on the part of the bus driver was based on color	Title VI	No additional information provided by customer	Unsubstantiated
CC-93391	6/28/2026	Race/ National Origin	Complainant alleged that hostile treatment on the part of the bus driver was based on race and national origin.	Title VI	Video reviewed 7/6/26; evidence supports claim. Suspension was issued to operator.	Upheld

Appendix B. Vehicle Loading Guideline by Vehicle Type

The table below shows the vehicle loading guidelines, based on industry best practice, adopted by BCT. The methodology used for Maximum Load Factor is calculated as Total Capacity (Seated Capacity + Standing Capacity) divided by Seated Capacity.

Vehicle type	Seated capacity	Standing capacity	Total capacity	Maximum load factor
35-foot low floor	32	16	48	1.5
40-foot low floor	40	20	60	1.5
45-foot over-the-road coach (MCI)	55	0	55	1.0
60-foot low floor (articulated)	60	30	90	1.5

Appendix C. Administrative Record Index

The following materials are maintained separately from this Program as the Title VI administrative record and are produced to FTA on request. They are not adopted Board policy and are not incorporated as substantive Program text. Each item below should carry a file identifier, date, named owner, stated legal or operational purpose, privacy classification, and retention rule; the owner column below reflects the appropriate BCT section currently responsible for maintaining the record.

Record	Owner/Responsible BCT Unit	Index #	Status
Demographic and Service Area maps	Barney McCoy/Service and Strategic Planning	1	On file
BCT's Service Standards and Policies	Barney McCoy/Service and Strategic Planning	2	On file
Language Assistance Plan Exhibits	Barney McCoy/Service and Strategic Planning	3	On file
Full onboard survey instrument and results (2023 Transit Development Plan update)	Barney McCoy/Service and Strategic Planning	4	On file
Title VI Program Data and Analysis Workbook: tract list, GTFS date, buffer/intersection methodology, ACS file, formulas, analyst and supervisor sign-off	Barney McCoy/Service and Strategic Planning	5	On file
Data-control schedule for every demographic, ridership, complaint, and performance figure in this Program	Barney McCoy/Service and Strategic Planning	6	On file
Notification of rights under Title VI Transit Poster	Jasmine Jones/Compliance and Small Business Administration	7	In report and on file
BCT's Public Participation Plan	Barney McCoy/BCT Service and Strategic Planning	8	On file
BCT's Language Assistance Plan	Barney McCoy/BCT Service and Strategic Planning	9	On file
Chapter 2026-43 enterprise implementation inventory	Paul Strobis/Paratransit, Community Shuttle, Microtransit and Contract Services	10	To be completed by January 1, 2027

Community Shuttle ILA nondiscrimination Attestation Log (local contract administration, see Section 6)	Paul Strobis/Paratransit, Community Shuttle, Microtransit and Contract Services	11	To be completed by January 1, 2027
Complete interlocal agreements with Community Shuttle municipalities	Paul Strobis/Paratransit, Community Shuttle, Microtransit and Contract Services	12	On file
Route-level data and analysis	Barney McCoy/Service and Strategic Planning	13	On file
Case-level Title VI complaint log (privilege- and PII-conscious version without complainant names)	Jasmine Jones/Compliance and Small Business Administration	N/A	In report
Historic assurance and delegation documents superseded by current FY 2026 evidence	Jasmine Jones/Compliance and Small Business Administration	N/A	In report and on file

The table in the next page serves as an index of the source documents, exhibits, and supporting materials referenced throughout this Title VI Plan, including responsible authors, reviewers, and owning sections.

No.	Document Title	Date Created	Author	Reviewer	Owner / Responsible Section
1	MAP - Service Profile Maps	06/03/2026	Tong Wu	Barney McCoy	Barney McCoy/Service and Strategic Planning
2	Service Standards and Policies	06/03/2026	Kelsey Peterson	Barney McCoy	Barney McCoy/Service and Strategic Planning
3	Language Assistance Plan Exhibits	06/04/2026	Tong Wu	Barney McCoy	Barney McCoy/Service and Strategic Planning
4	2023 - 2033 Transit Development Plan - Customer Survey	09/18/2023	Khalilah Ffrench	Jayne Pietrowsky, FDOT	Barney McCoy/Service and Strategic Planning
5	Title VI Program Data and Analysis Workbook	08/06/2026	Tong Wu and Vamshi Meriga	Brittany Goode	Barney McCoy/Service and Strategic Planning
6	Data/GIS Dataset Formulas	08/05/2026	Vamshi Meriga	Kelsey Peterson	Barney McCoy/Service and Strategic Planning
7	Title VI Transit Poster	08/10/2026	Sergio Camelo	Jasmine Jones	Director/External Affairs & Communications
8	Public Participation Plan	06/05/2026	Marcos Ortega	Barney McCoy	Barney McCoy/Service and Strategic Planning
9	Language Assistance Plan	06/05/2026	Marcos Ortega	Barney McCoy	Barney McCoy/Service and Strategic Planning

10	Chapter 2026-43 Enterprise Implementation Inventory	To be implemented by 1/1/2027	Vincent Tamagna	Paul Strobis	Paul Strobis/Paratransit, Community Shuttle, Microtransit and Contract Services
11	Community Shuttle ILA Nondiscrimination Attestation Log	To be implemented by 1/1/2027	Vincent Tamagna	Paul Strobis	Paul Strobis/Paratransit, Community Shuttle, Microtransit and Contract Services
12	Interlocal Agreements with Community Shuttle Municipalities	08/12/2026	Vincent Tamagna	Paul Strobis	Paul Strobis/Paratransit, Community Shuttle, Microtransit and Contract Services

Appendix D. Title VI Notice

This appendix contains the controlled copy of BCT's Title VI notice referenced at Section 3.1. This version governs if a conflict is found with any webpage, vehicle posting, or facility posting; BCT will conform all other versions to this text.

NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

Broward County Transit (BCT) operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with BCT's Title VI Program Coordinator.

A complainant may file a complaint directly with the Federal Transit Administration within 180 days after the date of the alleged discrimination by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 • If information is needed in another language, contact 954-357-8481.

For more information on BCT's Civil Rights program, and the procedures to file a complaint, contact the Title VI Program Coordinator at 1 North University Dr., Suite 3100-A, Plantation, FL 33324, (954) 357-8481, or email bctd_titlevicomplaints@broward.org or visit BCT's website www.broward.org/BCT

SPA - NOTIFICACIÓN AL PÚBLICO SOBRE LOS DERECHOS BAJO EL TÍTULO VI

Broward County Transit (BCT) opera sus programas y servicios sin distinción de raza, color u origen nacional, de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que considere que ha sido afectada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Coordinador del Programa del Título VI de BCT.

El reclamante puede presentar una queja directamente ante la Administración Federal de Transporte dentro de los 180 días posteriores a la supuesta discriminación, presentando una queja ante la Office of Civil Rights, Atención: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Si necesita información en otro idioma, comuníquese al 954-357-8481.

Para más información sobre el programa de Derechos Civiles de BCT y los procedimientos para presentar una queja, comuníquese con el Coordinador del Programa del Título VI en 1 North University Dr., Suite 3100-A, Plantation, FL 33324, (954) 357-8481, o envíe un correo electrónico a bctd_titlevicomplaints@broward.org o visite el sitio web de BCT www.broward.org/BCT

CRE - AVIS PIBLIK SOU DWA ANBA TIT VI

Broward County Transit (BCT) bay pwogram ak sèvis li yo san diskriminasyon sou ras, koulè, oswa orijin nasyonal, an akò ak Tit VI nan Civil Rights Act of 1964. Nenpòt moun ki kwè yo te sibi yon pratik diskriminatwa ilegal anba Tit VI ka depoze yon plent ak Kowòdonatè Pwogram Tit VI BCT a.

Yon moun ki depoze yon plent ka depoze yon plent dirèkteman ak Federal Transit Administration nan 180 jou apre dat diskriminasyon an swadizan, lè yo depoze yon plent ak Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Si ou bezwen enfòmasyon nan yon lòt lang, kontakte 954-357-8481.

Pou plis enfòmasyon sou pwogram Dwa Sivil BCT a, ak pwosedir pou depoze yon plent, kontakte Kowòdonatè Pwogram Tit VI a nan 1 North University Dr., Suite 3100-A, Plantation, FL 33324, (954) 357-8481, oswa voye yon imèl bay bctd_titlevicomplaints@broward.org oswa vizite sit entènèt BCT a www.broward.org/BCT

POR - NOTIFICANDO O PÚBLICO DOS DIREITOS SOB O TÍTULO VI

O Broward County Transit (BCT) opera seus programas e serviços sem discriminação de raça, cor ou origem nacional, de acordo com o Título VI da Lei dos Direitos Cíveis de 1964. Qualquer pessoa que acreditar ter sido prejudicada por uma prática discriminatória ilegal sob o Título VI pode registrar uma reclamação com o Coordenador do Programa do Título VI do BCT.

O reclamante pode apresentar uma reclamação diretamente à Administração Federal de Trânsito dentro de 180 dias após a data da alegada discriminação, apresentando uma reclamação ao Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Se precisar de informações em outro idioma, ligue para 954-357-8481.

Para mais informações sobre o programa de Direitos Cíveis do BCT e os procedimentos para registrar uma reclamação, entre em contato com o Coordenador do Programa do Título VI em 1 North University Dr., Suite 3100-A, Plantation, FL 33324, (954) 357-8481, ou envie um e-mail para bctd_titlevicomplaints@broward.org ou visite o site do BCT www.broward.org/BCT

Legend: Notice languages are from top to bottom, English, Spanish (SPA), Haitian Creole (CRE) and Portuguese (POR); sign is printed on a plastic/vandal resistant material, and its measurements are 24 by 36 inches.

Appendix E. Title VI Complaint Procedure and Forms

This appendix contains the controlled copy of BCT's Title VI complaint procedure and the required elements of its complaint form, referenced at Section 3.3. This version governs if a conflict is found with the live website version; BCT will reconcile the website to this text.

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 provided without regard to race, color, or national origin.
- To ensure that the level and quality of FTA-assisted transit services are sufficient to provide 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 Broward County Transportation Department'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 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 Broward County Transportation Department (commonly known as Broward County Transit or "BCT") because of race, color, or national origin.

COMPLAINT PROCEDURE

A. Filing of Title VI Complaints of Discrimination

1. Any person who feels that they have been subjected to race, color, or national origin discrimination (under Title VI of the Civil Rights Act of 1964, as amended) in the provision of transit programs and services by the Broward County Transit Division (BCT), may file a Title VI complaint with BCT. The deadline to file a complaint should be no later than 180 calendar days after the alleged discrimination occurred.

2. Complaints can be made in writing or by telephone and must include the complainant(s) name, address, telephone number, and may include any available evidence to support the claim of discrimination. Allegations of discrimination will be acknowledged and processed by the Title VI Program Coordinator. Allegations received by telephone will be documented in writing and provided to the complainant(s) for review before processing. The complainant may call (954) 357-8481, TTY (954) 357-8302, or Florida Telecommunications Relay's 711 to obtain a paper complaint form.

The complaint form can also be completed electronically and can be accessed on BCT's website at: www.broward.org/bct/TitleVI

Once completed the form may be submitted to: BCTD_TitleVIComplaints@broward.org.

Alternatively, complaint forms may be mailed or delivered to:

Broward County Transportation Department

Title VI Program Coordinator

1 North University Drive, Suite 3100A Plantation, FL 33324

B. Complaint Investigation

1. Upon receipt of a Title VI complaint, Broward County Transit's Title VI Program Coordinator will, within five (5) working days, provide the complainant or their 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. If a complaint is found to have sufficient merit to warrant investigation, BCT's Title VI Coordinator will proceed with an investigation. If the complaint does not warrant investigation, BCT's Title VI Coordinator will then respond within thirty (30) working days to the Complainant and so state.

3. Should BCT determine that a full investigation is necessary, the complainant or their 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.

Disposition

Upon completion of the investigation, a written notification of disposition will be sent by certified mail to the complainant or their representative within sixty (60) working days of filing the complaint.

If the complainant disagrees with the decision made by the Title VI Program Coordinator, they will be notified of the right to request an appeal within thirty (30) days of the response with BCT's Deputy General Manager or Designee. The appeal request must be filed in writing via email at TitleVIComplaintAppeals@broward.org, or may be mailed or delivered at the following address:

Broward County Transportation Department

BCT Deputy General Manager or Designee

1 North University Drive, Suite 3100A Plantation, FL 33324

A complainant may file an administrative complaint with FTA's Office of Program Oversight within 180 days of the alleged violation by completing the FTA Online Civil Rights Complaint Form linked at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>. Questions concerning preparation of an FTA complaint may be directed to FTA's civil-rights hotline at (888) 446-4511.

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 individuals filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion, or fear of reprisal. Anyone who feels they have been subjected to retaliation should report such incident to:

Broward County Transportation Department

Title VI Program Coordinator

1 North University Drive, Suite 3100A

Plantation, FL 33324

(954) 357-8481 | TTY 954-357-8302 | Florida Telecommunications Relay 711

Email: BCTD_TitleVIcomplaints@broward.org

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 prohibit discrimination against individuals with disabilities. Furthermore, these laws require federal aid recipients and other government entities to take affirmative steps to reasonably accommodate individuals with disabilities and ensure that their needs are met in the transit service and planning processes.

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

BCT encourages the public to report any facility, program, service, or activity that appears inaccessible to individuals with disabilities. Furthermore, BCT will provide reasonable accommodation to individuals with disabilities 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 Transportation Department

Marcos Ortega-ADA Program Coordinator

1 North University Drive, Suite 3100A Plantation, FL 33324

(954) 357-8232 | TTY: (954) 357-8302 | Florida Telecommunications Relay: 711

Email: bctadacomments@broward.org

LIMITED ENGLISH PROFICIENCY (LEP)

Title VI, applicable federal regulations and FTA requirements require BCT to take reasonable steps to provide meaningful access to persons with limited English proficiency. BCT uses the following four factors to determine appropriate language assistance:

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 Transportation Department

Title VI Program Coordinator

1 North University Drive, Suite 3100A Plantation, FL 33324

(954) 357-8481 | TTY: (954) 357-8302 | Florida Telecommunications Relay: 711

Email: BCTD_TitleVIComplaints@broward.org

NOTICE OF PROTECTIONS UNDER TITLE VI

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, TTY 954-357-8302 or Florida Telecommunications Relay (711) to file a Title VI discrimination complaint or write to:

Broward County Transportation Department

Title VI Program Coordinator

1 North University Drive, Suite 3100A

Plantation, FL 33324

Email: BCTD_TitleVIComplaints@broward.org

Broward County Board of County Commissioners
Transportation Department – Transit Division

COMPLAINT OF TITLE VI DISCRIMINATION

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

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

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

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

Complainant Information:

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

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

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

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: _____

Names and contact information of witnesses:

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

Race _____

Color _____

National Origin, including Limited English Proficiency _____

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.

[illegible]

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

Junta de Comisionados del Condado de Broward
Departamento de Transporte – División de Tránsito

QUEJA POR DISCRIMINACIÓN BAJO EL TÍTULO VI

La División de Tránsito del Condado de Broward se compromete a garantizar que ninguna persona sea excluida de participar en sus servicios ni se le nieguen los beneficios de los mismos por motivos de raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964, y sus enmiendas.

Cualquier persona que considere que, individualmente o como miembro de un grupo específico de personas, ha sido objeto de discriminación bajo el Título VI por motivos de raza, color u origen nacional, puede presentar una queja por escrito ante la División de Tránsito del Condado de Broward.

Para procesar su queja, complete el formulario adjunto. Si necesita ayuda para completar este formulario, llame al Coordinador del Título VI al 954-357-8481. El formulario completo puede devolverse a:

División de Tránsito del Condado de Broward

Atención: Title VI Coordinator

1 North University Drive, Suite 3100A

Plantation, FL 33324

Telephone: (954) 357-8481

TTY: (954) 357-8302

Información del denunciante:

Nombre (Nombre, Apellido): _____

Dirección: _____

Ciudad, Estado, Código Postal: _____

Teléfono: _____

Correo electrónico: _____

Persona discriminada (si no es el denunciante):

Nombre: _____

Dirección: _____

Ciudad, Estado, Código Postal: _____

Teléfono: _____

Correo electrónico: _____

¿Tiene un abogado que lo represente en esta denuncia?

Sí _____ No _____

En caso afirmativo, complete lo siguiente:

Nombre del abogado: _____

Dirección: _____

Ciudad, estado, código postal: _____

Teléfono: _____

Nombres e información de contacto de los testigos:

¿Cuál de las siguientes opciones describe mejor el motivo de la presunta discriminación? (Marque una o más)

Raza _____

Color _____

Origen nacional, incluyendo dominio limitado del inglés _____

Describe el supuesto incidente de discriminación:

Fecha del incidente: _____

Hora del día: _____

Ubicación: _____

Número de ruta (si corresponde): _____ Número de autobús (si corresponde): _____

Explique qué sucedió y quién cree que fue el responsable. Proporcione la mayor cantidad de detalles posible.

¿Ha presentado una queja por la presunta discriminación ante alguna otra agencia federal, estatal o local, o ante un tribunal estatal o federal?

Sí _____ No _____

En caso afirmativo, marque todas las opciones que correspondan:

Federal _____ Tribunal Federal _____ Estatal _____ Tribunal Estatal _____ Tribunal Local _____

Indique el nombre de la agencia donde presentó su queja.

Nombre de la agencia: _____

Persona de contacto: _____

Teléfono: _____

Afirmo haber leído la acusación anterior y que es veraz según mi leal saber y entender.

Firma del denunciante

Fecha

**Konsèy Komisyonè Konte Broward la
Depatman Transpò – Divizyon Transpò**

PLENT DISKRIMINASYON ANBA TIT VI

Divizyon Transpò Konte Broward la angaje l pou asire ke pèsonn pa eskli nan patisipasyon oswa refize benefis sèvis li yo sou baz ras, koulè, oswa orijin nasyonal, ann akò avèk Tit VI Lwa sou Dwa Sivil 1964 yo, jan yo te amande l.

Nenpòt moun ki kwè ke li menm, endividyèlman, oswa kòm yon manm nan nenpòt klas moun espesifik, te sibi diskriminasyon anba Tit VI, sou baz ras, koulè, oswa orijin nasyonal, ka depoze yon plent alekri bay Divizyon Transpò Konte Broward la.

Pou nou ka trete plent ou a, tanpri ranpli fòm ki atache a. Si ou bezwen èd pou ranpli fòm sa a, tanpri rele Kowòdinatè Tit VI a nan 954-357-8481. Ou ka retounen fòm konplè a nan adrès sa a:

Divizyon Transpò Konte Broward

Atansyon: Title VI Coordinator

1 North University Drive, Suite 3100A

Plantation, FL 33324

Telephone: (954) 357-8481

TTY: (954) 357-8302

Enfòmasyon sou Moun ki pote plent lan:

Non (Premye, Non fanmi) _____

Adrès: _____

Vil, Eta, Kòd Postal: _____

Telefòn: _____

Adrès imel: _____

Moun ki viktim diskriminasyon an (si se yon lòt moun apa moun ki pote plent lan):

Non: _____

Adrès: _____

Vil, Eta, Kòd Postal: _____

Telefòn: _____

Adrès imel: _____

Èske yon avoka reprezante w pou plent sa a? Wi _____ Non _____

Si wi, tanpri ranpli sa ki annapre yo:

Non Avoka a: _____

Adrès lari a: _____

Vil, Eta, Kòd Postal: _____

Telefòn: _____

Non ak enfòmasyon pou kontakte temwen yo:

Kilès nan sa ki annapre yo ki pi byen dekri rezon ki fè yo swadizan diskriminasyon an? (Tcheke youn oubyen plis)

Ras _____

Koulè _____

Orijin Nasyonal, ki gen ladan Konpetans Limite nan Lang Angle _____

Tanpri dekri swadizan ensidan diskriminasyon an:

Dat ensidan an: _____

Lè nan jounen an: _____

Kote: _____

Nimewo wout (si sa aplikab): _____ Nimewo bis (si sa aplikab): _____

Tanpri eksplike sa ki te pase ak ki moun ou kwè ki responsab. Tanpri bay otan detay ke posib.

Èske ou te depoze yon plent pou swadizan diskriminasyon an nan nenpòt lòt ajans federal, leta, oswa lokal; oswa nan yon tribinal leta oswa federal?

Wi _____ Non _____

Si wi, tcheke tout sa ki aplike:

Federal _____ Tribinal Federal _____ Eta _____ Tribinal Eta _____ Tribinal Lokal _____

Tanpri

Nou bay non Ajans kote ou te depoze plent ou a.

Non Ajans lan: _____

Moun pou kontakte: _____

Telefòn: _____

Mwen afime ke mwen li akizasyon ki anwo a epi ke li vre nan limit konesans mwen, enfòmasyon mwen, ak kwayans mwen.

Siyati Moun ki pote plent lan

Dat

Conselho de Comissários do Condado de Broward
Departamento de Transportes – Divisão de Trânsito

RECLAMAÇÃO DE DISCRIMINAÇÃO CONFORME O TÍTULO VI

A Divisão de Trânsito do Condado de Broward está comprometida em garantir que nenhuma pessoa seja excluída da participação ou tenha negados os benefícios de seus serviços com base em raça, cor ou nacionalidade, em conformidade com o Título VI da Lei dos Direitos Civis de 1964, conforme alterada.

Qualquer pessoa que acredite ter sido, individualmente ou como membro de qualquer classe específica de pessoas, vítima de discriminação nos termos do Título VI, com base em raça, cor ou nacionalidade, pode apresentar uma reclamação por escrito à Divisão de Trânsito do Condado de Broward.

Para processar sua reclamação, preencha o formulário em anexo. Se precisar de ajuda para preencher este formulário, ligue para o Coordenador do Título VI pelo telefone 954-357-8481. O formulário preenchido pode ser devolvido para:

Divisão de Trânsito do Condado de Broward

Aos cuidados de: Title VI Coordinator

1 North University Drive, Suite 3100A

Plantation, FL 33324

Telephone: (954) 357-8481

TTY: (954) 357-8302

Informações do Reclamante:

Nome (Primeiro, Sobrenome) _____

Endereço: _____

Cidade, Estado, CEP: _____

Telefone: _____

Endereço de e-mail: _____

Pessoa discriminada (se for outra pessoa que não o reclamante):

Nome: _____

Endereço: _____

Cidade, Estado, CEP: _____

Telefone: _____

Endereço de e-mail: _____

Você é representado por um advogado nesta denúncia?

Sim _____ Não _____

Em caso afirmativo, preencha o seguinte:

Nome do Advogado: _____

Endereço: _____

Cidade, Estado, CEP: _____

Telefone: _____

Nomes e informações de contato das testemunhas:

Qual das seguintes opções descreve melhor o motivo da suposta discriminação? (Marque uma ou mais)

Raça _____

Cor _____

Origem nacional, incluindo proficiência limitada em inglês _____

Descreva o suposto incidente de discriminação:

Data do incidente: _____

Horário: _____

Local: _____

Número da linha (se aplicável): _____ Número do ônibus (se aplicável): _____

Explique o ocorrido e quem você acredita ser o responsável. Forneça o máximo de detalhes possível.

Você registrou alguma queixa sobre a suposta discriminação em alguma outra agência federal, estadual ou local; ou em um tribunal estadual ou federal?

Sim _____ Não _____

Em caso afirmativo, marque todas as opções aplicáveis:

Federal _____ Tribunal Federal _____ Estadual _____ Tribunal Estadual _____ Tribunal Local _____

Indique o nome da Agência onde você registrou sua reclamação.

Nome da Agência: _____

Pessoa para Contato: _____

Telefone: _____

Afirmo que li a acusação acima e que ela é verdadeira, de acordo com meu conhecimento, informação e crença.

Assinatura do Reclamante

Data

Title VI

[Broward.org](#) / [BCT](#) / [Title VI](#)

[ACCESSIBILITY SERVICES](#)
[COMMUNITY SHUTTLES](#)
[DESTINATIONS](#)
[FARES](#)
[LATE SHIFT CONNECT](#)
[PARATRANSIT](#)
[PUBLIC HEARING](#)
[RIDERS](#)
[SCHEDULES](#)

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 provided without regard to race, color, or national origin.
- To ensure that the level and quality of FTA-assisted transit services are sufficient to provide 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 Broward County Transportation Department'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 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 Broward County Transportation Department (commonly known as Broward County Transit or "BCT") because of race, color, or national origin.

COMPLAINT PROCEDURE

A. Filing of Title VI Complaints of Discrimination

- Any person who feels that they have been subjected to race, color, or national origin discrimination (under Title VI of the Civil Rights Act of 1964, as amended) in the provision of transit programs and services by the Broward County Transit Division (BCT), may file a Title VI complaint with BCT. The deadline to file a complaint should be no later than 180 calendar days after the alleged discrimination occurred.
- Complaints can be made in writing or by telephone and must include the complainant(s) name, address, telephone number, and may include any available evidence to support the claim of discrimination. Allegations of discrimination will be acknowledged and processed by the Title VI Program Coordinator. Allegations received by telephone will be documented in writing and

Accessibility Menu (CTRL+U)

English (USA)

Accessibility Profiles

XL Oversized Widget

Screen Reader

Contrast +

Smart Contrast

Highlight Links

Bigger Text

Text Spacing

Pause Animations

Hide Images

Dyslexia Friendly

Cursor

Tooltips

Page Structure

Line Height

Text Align

Dictionary

Accessibility Statement

Manage

USERWAY

Level Access company

COMPLAINT PROCEDURE

A. Filing of Title VI Complaints of Discrimination

- Any person who feels that they have been subjected to race, color, or national origin discrimination (under Title VI of the Civil Rights Act of 1964, as amended) in the provision of transit programs and services by the Broward County Transit Division (BCT), may file a Title VI complaint with BCT. The deadline to file a complaint should be no later than 180 calendar days after the alleged discrimination occurred.
- Complaints can be made in writing or by telephone and must include the complainant(s) name, address, telephone number, and may include any available evidence to support the claim of discrimination. Allegations of discrimination will be acknowledged and processed by the Title VI Program Coordinator. Allegations received by telephone will be documented in writing and provided to the complainant(s) for review before processing. The complainant may call (954) 357-8481, TTY (954) 357-8302, or Florida Telecommunications Relay's 711 to obtain a paper complaint form.

Complaint of Title VI Discrimination Form

Once completed the form must be submitted to: BCTD_TitleVIComplaints@broward.org.

Complaint forms must be submitted to:

Broward County Transportation Department
 Title VI Program Coordinator
 1 North University Drive, Suite 3100A Plantation, FL 33324
 Email: BCTD_TitleVIComplaints@broward.org

B. Complaint Investigation

- Upon receipt of a Title VI complaint, Broward County Transit's Title VI Program Coordinator will, within five (5) working days, provide the complainant or their representative with a written acknowledgement of the complaint.
- BCT will conduct a preliminary inquiry into the complaint to determine whether the complaint has sufficient merit to warrant an investigation. If a complaint is found to have sufficient merit to warrant investigation, BCT's Title VI Coordinator will proceed with an investigation. If the complaint does not warrant investigation, BCT's Title VI Coordinator will then respond within thirty (30) working days to the Complainant and so state.
- Should BCT determine that a full investigation is necessary, the complainant or their 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.
- 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.

Broward County Transit: Triennial Title VI Program Plan Update 2026–2029

Disposition

Upon completion of the investigation, a written notification of disposition will be sent by certified mail to the complainant or their representative within sixty (60) working days of filing the complaint.

If the complainant disagrees with the decision made by the Title VI Program Coordinator, they will be notified of the right to request an appeal within thirty (30) days of the response with BCT's Deputy General Manager or Designee. The appeal request must be filed in writing at the following address:

Broward County Transportation Department

BCT Deputy General Manager or Designee
1 North University Drive, Suite 3100A Plantation, FL 33324

Email: TitleVIComplaintAppeals@broward.org

A complainant may file an administrative complaint with FTA's Office of Program Oversight within 180 days of the alleged violation by completing the FTA Online Civil Rights Complaint Form linked at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>. Questions concerning preparation of an FTA complaint may be directed to FTA's civil-rights hotline at (888) 446-4511.

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 individuals filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion, or fear of reprisal. Anyone who feels they have been subjected to retaliation should report such incident to:

Broward County Transportation Department

Title VI Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
(954) 357-8481 | TTY 954-357-8302 | Florida Telecommunications Relay 711

Email: BCTD_TitleVIcomplaints@broward.org

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 prohibit discrimination against individuals with disabilities. Furthermore, these laws require federal aid recipients and other government entities to take affirmative steps to reasonably accommodate individuals with disabilities and ensure that their needs are met in the transit service and planning processes.

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

BCT encourages the public to report any facility, program, service, or activity that appears inaccessible to individuals with disabilities. Furthermore, BCT will provide reasonable accommodation to individuals with disabilities 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 Transportation Department

ADA Program Coordinator
1 North University Drive, Suite 3100A Plantation, FL 33324
(954) 357-8232 | TTY: (954) 357-8302 | Florida Telecommunications Relay: 711
Email: bctadacomment@broward.org

LIMITED ENGLISH PROFICIENCY (LEP)

Title VI, applicable federal regulations and FTA requirements require BCT to take reasonable steps to provide meaningful access to persons with limited English proficiency. BCT uses the following four factors to determine appropriate language assistance:

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 Transportation Department
Title VI Program Coordinator
1 North University Drive, Suite 3100A Plantation, FL 33324
(954) 357-8481 | TTY: (954) 357-8302 | Florida Telecommunications Relay: 711
Email: BCTD_TitleVIComplaints@broward.org

NOTICE OF PROTECTIONS UNDER TITLE VI

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, TTY 954-357-8302 or Florida Telecommunications Relay (711) to file a Title VI discrimination complaint or write to:

Broward County Transportation Department

Title VI Program Coordinator

1 North University Drive, Suite 3100A

Plantation, FL 33324

Email: BCTD_TitleVIComplaints@broward.org

TITLE VI COMPLAINT FORMS

- [COMPLAINT OF TITLE VI DISCRIMINATION \(English, PDF\)](#)
- [QUEJA POR DISCRIMINACIÓN BAJO EL TÍTULO VI \(Español, PDF\)](#)
- [PLENT DISKRIMINASYON ANBA TIT VI \(Kreyól, PDF\)](#)
- [RECLAMAÇÃO DE DISCRIMINAÇÃO CONFORME O TÍTULO VI \(Português, PDF\)](#)