BROWARD COUNTY TRANSIT

FEDERAL TRANSIT ADMINISTRATION

TITLE VI PROGRAM UPDATE

December 2023 - 2026
Broward County, Florida

BROWARD COUNTY TRANSIT

TITLE VI PROGRAM UPDATE

Submitted to:

Federal Transit Administration, Region IV

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Atlanta, GA 30303-1512

Prepared for:

The Board of County Commissioners of Broward County, Florida

Prepared by:

The Transportation Department

December 2023 - 2026

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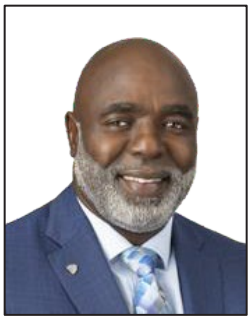

Robert McKinzie
Commissioner, District 8

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Commissioner, District 9

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I. INTRODUCTION

This Title VI Program update for December 2023 - 2026, is submitted by the Broward County Transportation Department, on behalf of Broward County, Florida.

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

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

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

Broward County, a political subdivision of the State of Florida, employs over six thousand (6,000) people throughout its departments, offices, and divisions.

The Transportation Department is one of seven (7) departments serving Broward County government. The Transportation Department has operated transit services since 1974 as Broward County Transit. The Transportation Department Director reports to the Broward County Administrator. The Broward County Administrator reports to a nine-member Board of County Commissioners (Board), elected from single-member districts. The Board serves as the policy board for Broward County Transit. Broward County and the Transportation Department's organizational charts are attached as Appendix 1.

A. Description of Broward County Transportation Department (BCT)

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

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

BCT is comprised of 1,399 employees and staff working together to deliver public transportation services and to provide and maintain the fleet vehicles to support Broward County Government's operations within the County's developable area of approximately 431 square miles to serve our 1.9 million residents.

Public transportation services are provided by BCT through a network of transit services, including the operation of a fleet of 413 buses on 43 fixed routes, with several routes connecting with Palm Tran (in Palm Beach County), Miami-Dade Transit (In Miami-Dade) counties, and Tri-Rail (commuter rail service); 337 paratransit vehicles providing contracted services for the transportation disadvantaged and persons with disabilities; 65 minibuses and mid-sized buses operated in partnerships with municipalities and other entities for Community Shuttle service, fixed-route bus service to Tri-Rail stations, and partnerships with other entities to provide alternative local public transit services. BCT, through its integrated services, provides over 22 million passenger trips annually as of FY2022.

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

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

various Federal Transportation Administration (FTA grants).

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

B. Description of BCT's ADA Complementary Paratransit Service

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

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

Hours of operation are equivalent to fixed route operating hours.

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

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

C. Description of BCT's Community Shuttle Service

BCT's Community Shuttle Program operates in partnership with seventeen (17) Broward County municipalities. This program provides service to residential areas, freeing larger fixed-route buses to travel along major thoroughfares as part of a regional bus network.

These routes are designed to complement the County's Fixed Route system and to provide increased mobility and connectivity options, passengers traveling short distances, as well as provide "first-mile" and "last-mile" connections to Broward County Transit (BCT fixed routes in

areas within the community that larger buses are unable to serve. While BCT routes serve mainly arterial corridors, community shuttles can penetrate neighborhoods and create short-distance linkages between origins and destinations.

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

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

II. GENERAL REQUIREMENTS AND GUIDELINES

A. Title VI Notice to the Public

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

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

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

Accessibility to Persons with Disabilities

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

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

Evaluate System Wide Service Changes

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

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

Table 1: Major Service Change Threshold

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

In addition, prior to the formal adoption of major service changes by the Broward County Board of County Commissioners, BCT informs the public of changes by posting notices of public hearings, public meetings in both predominantly minority/low-income and predominantly non-minority/low-income areas on proposed bus route changes, community involvement and in newspapers of general circulation and minority/cultural newspapers; and posts flyers and posters on its transit buses and at transit facilities. A sample of a BCT public notice is attached as Appendix 2.

B. Title VI Complaint Process

BCT reviews its policies and procedures for tracking and investigating Title VI complaints regularly. However, since BCT's Title VI update of December 2020, BCT has not altered its policies or procedures for tracking and investigating Title VI complaints, notices to the public regarding compliance with Title VI, and instructions to the public on how to file a discrimination complaint.

Complaint Procedures and Forms

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

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

Copies of the Complaint Procedures and Form are included in Appendix 3.

Transit Related Complaints and Lawsuits

The total number of Title VI-related alleged complaints for 2020-2023 was twenty-eight (28). Three (3) of these complaints led to appropriate administrative action. During the reporting period, there were two (2) alleging discrimination lawsuits, filed in May 2021 and April 2022, both of which were dismissed.

C. Public Outreach and Involvement Plan

BCT's website has been enhanced to be more user-friendly, resulting in over 93,800 average monthly visits. The e-newsletter is sent to nearly 5,000 email clients with service updates and links to the web page. In addition, the Public Outreach and Involvement Plan includes e-surveys with campaign incentives, the reformatting of bus schedules to ADA compliance, and the conversion of the website in multiple languages, including Spanish, Creole, and Portuguese.

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

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

The agency also has an extensive outreach effort, including participation at special events and programs. Emphasis is placed on communication with various cultural/diverse communities. Starting in March 2020, due to the COVID-19 outbreak, the number of outreach events decreased dramatically and mostly consisted of face mask giveaways. Between May 2020 and August 2021, almost 25,000 disposable masks were distributed to keep BCT's riders and operators safe.

Planned events resumed in October 2021, which included participation in various expos targeting students, mothers, and senior citizens; mobility week; and safe streets summits. Presentations and information dispersed at events are multilingual, including in Spanish and Creole.

BCT has strived to make its Customer Call Center capable of communicating with callers in different languages. Currently, there are customer service agents able to communicate in

Creole, French, and Spanish, as well as English. A copy of BCT's Public Participation Plan is attached as Appendix 4.

D. Language Assistance Plan

BCT has conducted the Four-Factor Analysis as required by the FTA and developed a Language Assistance Plan (LAP). BCT has taken measures to ensure compliance with the FTA's requirements to provide meaningful access to programs and activities for individuals who are limited-English proficient. A copy of BCT's LAP is attached as Appendix 5.

E. Monitoring Compliance with Title VI

Conduct Compliance Assessments

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

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

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

Monitoring Subcontractors

BCT monitors municipalities through the collection of Title VI Programs, quarterly meetings, and applications for service changes that require subcontractors to notify BCT in advance of any adjustment to service or fares. Additionally, through Interlocal Agreements (ILAs), BCT requires all Community Shuttle partners to hold public hearings based on predetermined service change thresholds. BCT collects public hearing notices and meeting minutes to confirm that public hearings are held according to the ILAs. Subcontractors of BCT are listed in Table 2 on the next page. Portions of BCT's ILA referencing the Title VI requirement are attached as Appendix 6.

Table 2: List of BCT's Subcontractors

Community Bus Partnering Municipality	Title VI Program Submittal to BCT	BCT Review Date
City of Coconut Creek	09/2022	09/2022
City of Coral Springs	06/2022	06/2022
City of Dania Beach	08/2023	08/2023
Town of Davie	08/2022	08/2022
City of Deerfield Beach	05/2023	06/2023
City of Hillsboro Beach	08/2023	08/2023
City of Hollywood	08/2023	08/2023
City of Lauderdale by the Sea	03/2022	03/2022
City of Lauderdale Lakes	08/2022	06/2023
City of Lauderhill	08/2023	08/2023
City of Lighthouse Point	05/2023	08/2023
City of Margate	08/2023	08/2023
City of Miramar	08/2023	08/2023
City of Pembroke Pines	08/2023	08/2023
City of Pompano Beach	06/2023	06/2023
City of Tamarac	07/2022	07/2022
City of West Park	08/2023	08/2023

F. Facility Equity Analysis

The Operations and Maintenance Facility located on West Copans Road is under evaluation for renovation, to better accommodate an increase in personal and buses. The project would include the demolition of the existing Bus Maintenance Building and construction of a new Maintenance building as well as a Training building. The Title VI Equity Analysis finds there would be no displacement of residents or businesses as there are no residential properties within the immediate surrounding area of the facility. The Equity Analysis for the West Copans Operations and Maintenance Facility is attached as Appendix 13.

III. REQUIREMENTS FOR TRANSIT PROVIDERS

A. Service Standard and Policies

BCT performs internal reviews for service delivery and capital program decisions. The Service and Strategic Planning Division is charged with the responsibility for assigning and distributing buses equitably among the various routes that serve Broward County's diverse population. BCT's Service Standards and Policies are attached as Appendix 7.

B. Major Service Change, Disparate Impact and Disproportionate Burden Policies

BCT developed major service change, disparate impact and disproportionate burden policies through evaluation of peer comparisons, and public meetings to gather public input on the proposed thresholds. These policies are also available for public review and comment through our website. BCT's policies and a snapshot of our website are attached as Appendix 8.

C. Service Monitoring Program and Report

BCT monitors performance-based data on the adopted service measures and policies. Data is collected for each of the performance measures and statistics are created that allows BCT to compare minority and non-minority routes. If performance targets are not met, especially for minority routes, BCT will develop steps that will be taken to come into compliance with the service measures. A copy of BCT's Service Monitoring Report is attached as Appendix 9.

D. Service and Fare Equity Analyses

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

In addition, BCT evaluates those proposed changes to determine whether the changes have a disproportionately high and adverse impact on minority populations and/or low-income populations. BCT's Fare History Chart is attached as Appendix 10.

E. Demographic and Service Profile

General Characteristics and Trends

There is no significant change in the racial and ethnic makeup in Broward County between the 2010 Census and the 2020 Census. As indicated by the 2020 US Census, Broward is a "minority-majority" county.

For this analysis, the 2017-2021, 5-Year American Community Survey (ACS) data was utilized. The population in Broward County was 1,934,551 of which 1,273,634 are minorities, or 65.8 percent of the total countywide population. BCT defines Service Area as "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 2021 BCT service area population is 2,535,163. This is slightly greater than the population of the County (1,934,551) due to routes that provide connectivity into the northern and southern neighboring counties. The percentage of minorities in the service area is 70.6 percent and low-income population comprises 14.2 percent.

Fixed-Route Service

BCT operates 33 local routes, two (2) limited-stop (Breeze) routes, three (3) contracted routes, and five (5) express routes. The Breeze service has limited stops along the route at major intersections only, on weekdays during morning and afternoon peak travel hours. University Breeze (Route 102)'s and Broward Breeze (Route 122)'s service have been suspended temporarily. Express Bus Service provides free commuter park and ride locations, and travel along the major interstate highways to Miami-Dade County on weekdays during morning and afternoon peak travel hours. Three (3) express routes are along I-95 and two (2) express routes are along I-595. Due to our unique location in the center of the Miami UZA, these routes are critical for providing regional connectivity throughout the metropolitan area. The I-75 Express (Route 115) has been suspended.

Demographic and Service Maps

Demographic information for BCT's service area is derived from the US Census Bureau's American Community Survey 5-Year Estimates. All data profiles are maintained in a Geographic Information Systems (GIS) file geodatabase. Using the most recent 5-year estimates for the time period 2017-2021, maps of BCT's service with minority, low-income, and limited-English proficiency (LEP) Census tracts were created. BCT's Demographic and Service maps are attached as Appendix 11.

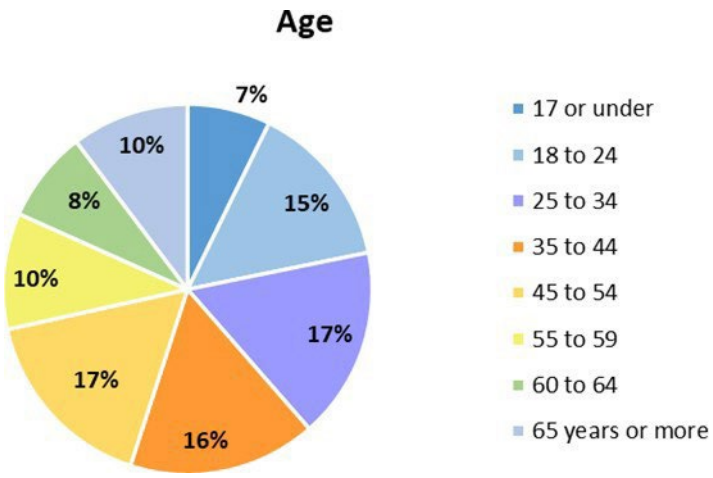
In 2018, BCT conducted a major update of the Transit Development Plan (TDP). A significant

portion of the study was focused on generating an updated BCT rider demographic profile. A total of 7,199 passenger surveys were collected on-board BCT routes during the second quarter of 2018. The system-wide results of the on-board survey are statistically significant with greater than 95% confidence and margin of error of ±3 percent. Additional information about the on-board survey effort and findings can be found in the BCT Connected 2019-2028 Transit Development Plan. Appendix B (On-Board Survey Results) from BCT's TDP is attached as Appendix 12.

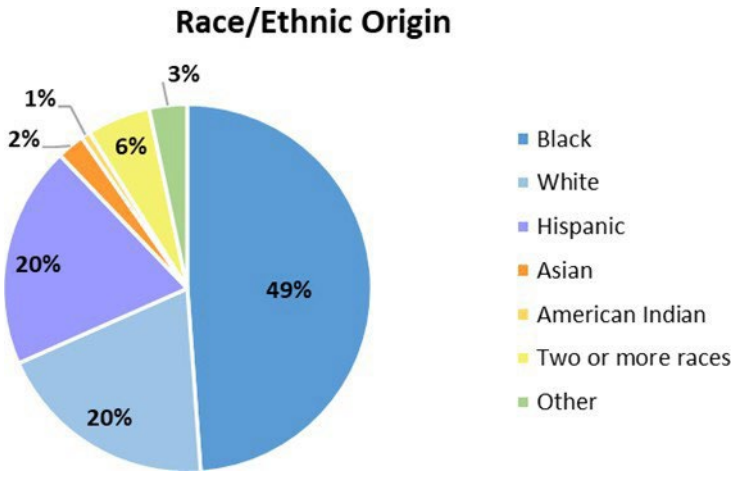
Ridership Travel Patterns

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

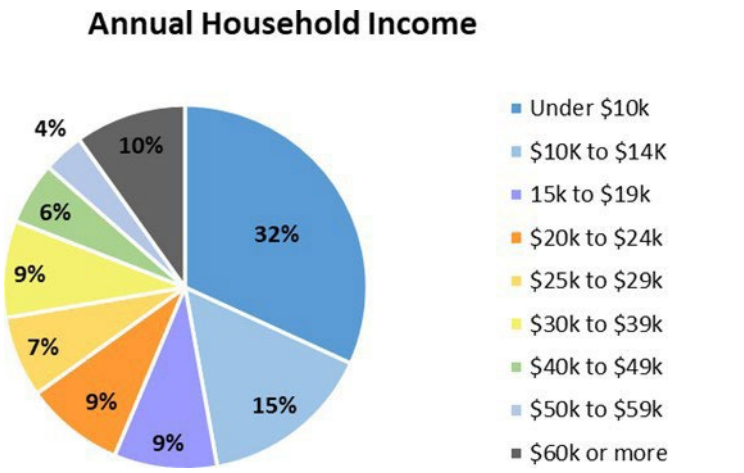
Over 83 percent of respondents are between the ages of 18-64. Seven (7) percent were under the age of 17 and 10 percent are over the age of 65. The percentage of 65+ transit passengers is well below the county proportion in the same age range.



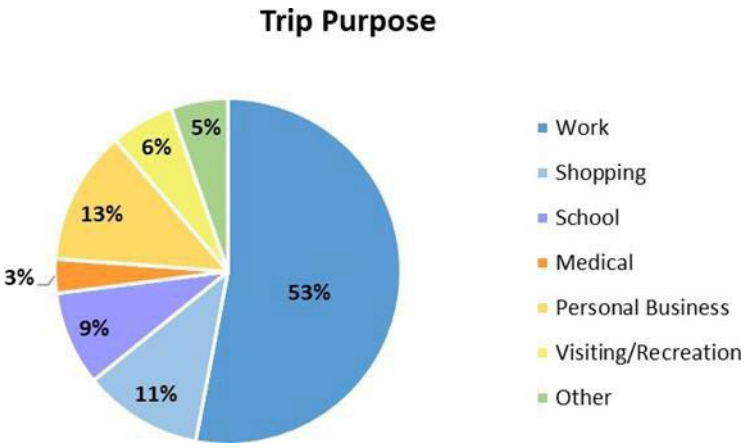
Minorities comprise 81 percent of transit passengers. Forty-nine (49) percent are Black/African American, 20 percent Hispanic, 12 percent Asian, American Indian, Multiracial or other. Non- Hispanic White passengers comprise 20 percent of BCT ridership.



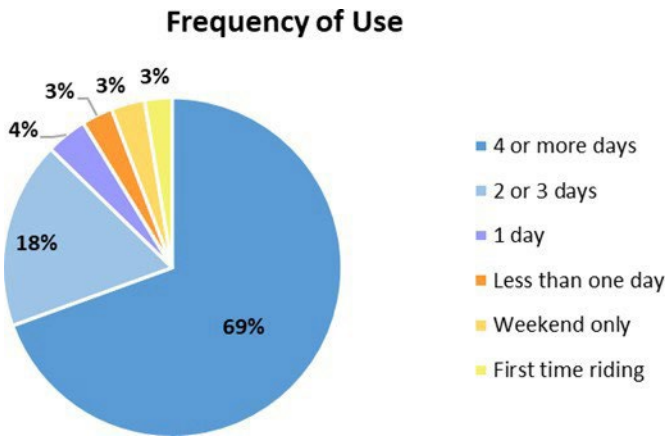
A typical BCT passenger has a very low income with 56 percent of riders reporting household incomes of less than $20,000 per year; however, the percentage of passengers in upper incomes have increased since 2008 due to the success of 95 and 595 Express Service.



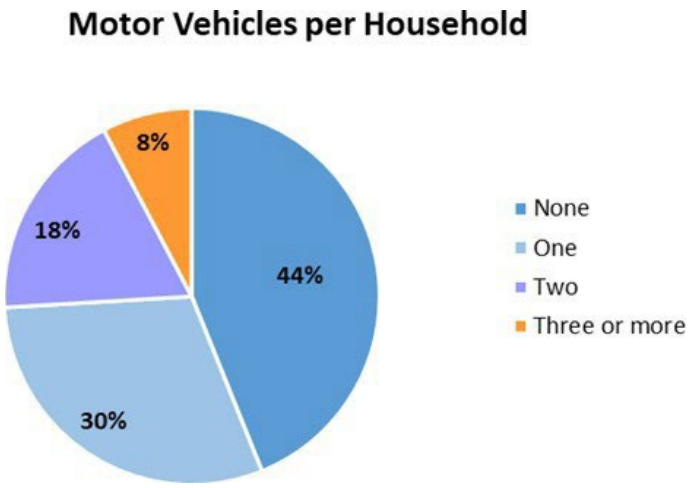
Most respondents, over 53 percent, use BCT primarily for work, with personal business following with 13 percent and school with 9 percent along with shopping at 11 percent.



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



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



Minority/Low-Income Census Tracts and Routes

Predominantly minority census tracts were determined based on minority population meeting or exceeding the total percentage of minority population (70.6%) of BCT's service area.

Predominantly low-income tracts were determined based on poverty thresholds set by the Department of Health and Human Services (HHS). Census tracts meeting or exceeding the total percentage of low-income population (14.2%) of BCT's service area were deemed predominantly low-income.

Minority routes were established using the definition in FTA Circular 4702.1B where routes that have 1/3rd of its miles in predominately minority Census tracts are classified as minority routes. Using this methodology, 74 percent of our local and limited-stop (Breeze) routes are classified as minority routes for Title VI purposes.

Express routes that offer many miles of closed-door service were evaluated using an alternate methodology. BCT created an alternate methodology to more accurately determine minority status. A 3-mile buffer from the origin park and ride lot was created to derive the minority population. If the minority population around the parking facility exceeded the system average, the routes are classified as minority for Title VI purposes. Using this methodology, 60 percent of our Express routes are Title VI minority routes.

Table 3: Title VI Minority Routes

Route	Route Miles	Minority Segment	Miles Percentage	Minority Route?
1	24.4	2.3	9.61%	NO
2	50.9	26.3	51.59%	YES
4	24.8	2.2	8.67%	NO
5	26.3	25.3	96.08%	YES
6	30.6	13.4	43.80%	YES
7	39.2	28.2	71.96%	YES
8	22.0	14.1	64.14%	YES
9	35.1	20.1	57.39%	YES
10	36.4	0.4	1.20%	NO
11	38.7	14.9	38.55%	YES
12	35.0	13.0	37.18%	YES
14	28.9	16.7	58.04%	YES
15	27.5	12.9	46.90%	YES
16	28.4	9.3	32.61%	NO

Table 3: Title VI Minority Routes (continued)

Route	Route Miles	Minority Segment	Miles Percentage	Minority
18	29.6	23.0	77.68%	YES
19	28.1	11.8	41.94%	YES
20	23.1	7.6	32.97%	NO
22	33.3	13.7	40.98%	YES
23	33.3	20.2	60.71%	YES
28	44.5	31.9	71.68%	YES
30	17.5	2.8	15.90%	NO
31	34.6	16.1	46.47%	YES
34	26.2	12.3	46.93%	YES
36	34.0	17.1	50.43%	YES
40	24.6	11.0	44.53%	YES
42	25.4	8.4	33.19%	NO
48	16.9	1.3	7.70%	NO
50	27.5	19.9	72.23%	YES
55	33.0	20.2	61.30%	YES
56	12.4	9.6	77.35%	YES
60	26.8	19.2	71.42%	YES
62	48.6	22.8	46.86%	YES
72	31.9	17.6	55.38%	YES
81	36.4	32.3	88.73%	YES
83	28.3	14.1	49.96%	YES
88	31.5	10.2	32.51%	NO
101	19.1	1.8	9.22%	NO
441	47.8	32.8	68.76%	YES

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

Table 4: Title VI Minority Routes

Express Route **	Population	Minority Population	Percent	Minority Route
106	92,463	70,114	75.8%	YES
108	197,178	168,812	85.6%	YES
109	309,620	250,457	80.9%	YES
110	263,855	181,621	68.8%	NO
114	171,392	111,507	65.1%	NO

** Express routes are classified as Title VI Minority Routes if the minority population within a 3-mile radius of the park & ride facility is greater than the system average (70.6%). Only Park & Ride Facility in Broward County was used for the calculation

IV. BROWARD COUNTY BOARD OF COMMISSIONERS APPROVALS

March 2020 – January 2022 Major Service Change – BCT conducted an equity analysis for a major service change in 2022 for Service Reductions implemented in response to the COVID-19 pandemic between March 2020 and January 2022. The Board approved the service equity analysis on April 5, 2022.

The approved Agenda Items are attached as Appendix 13.

V. CERTIFICATIONS AND ASSURANCES

On February 9, 2023, Broward's County Attorney executed the Certifications and Assurances as required by the Federal Transit Administration. A copy of the Memo Designation of Signature Authority for the Transportation Electronic Award and Management Process to the County Attorney for execution of annual Certification and Assurances is attached as Appendix 14.

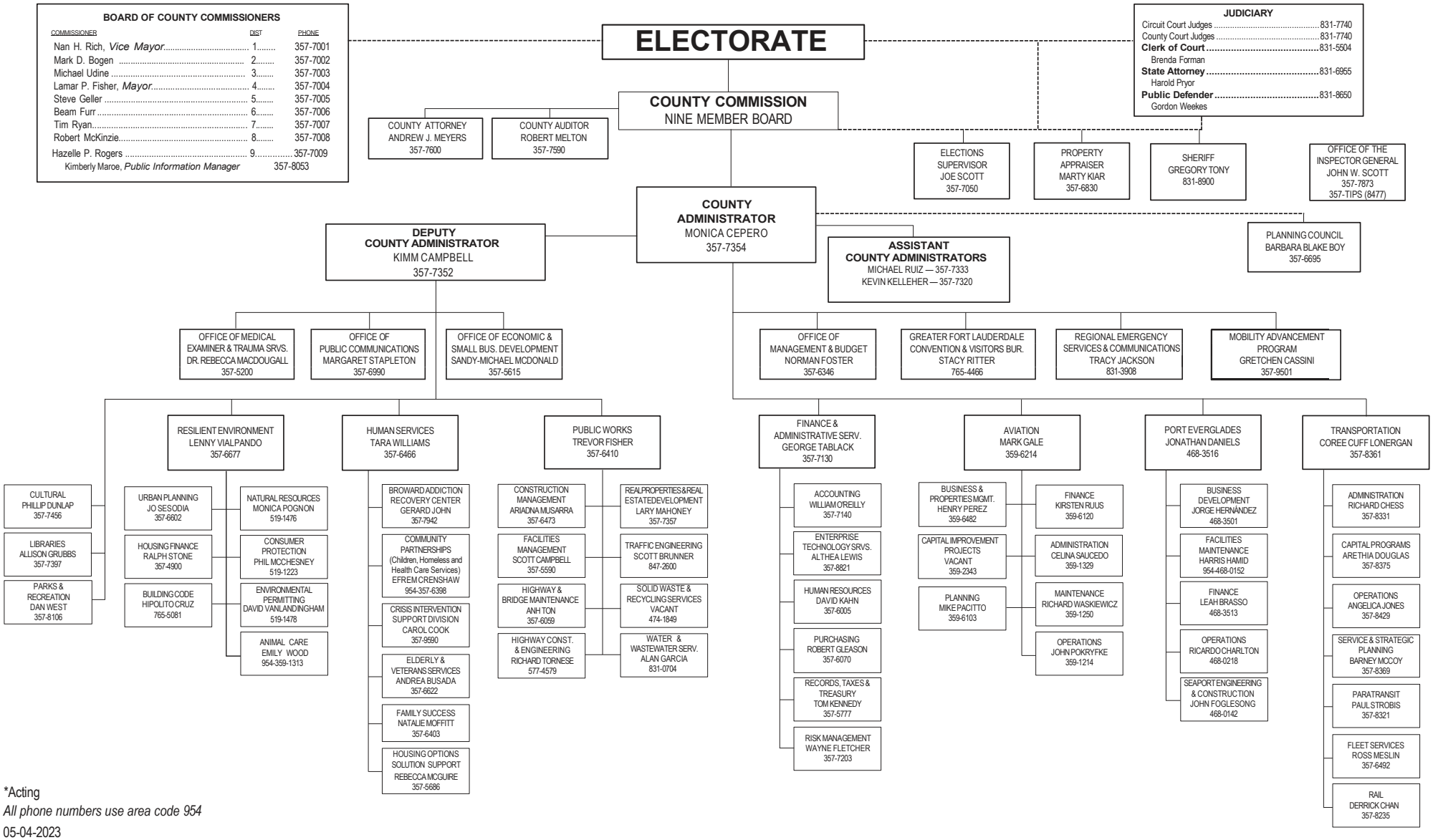
TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 1

Organizational Charts

GOVERNMENTAL STRUCTURE OF BROWARD COUNTY

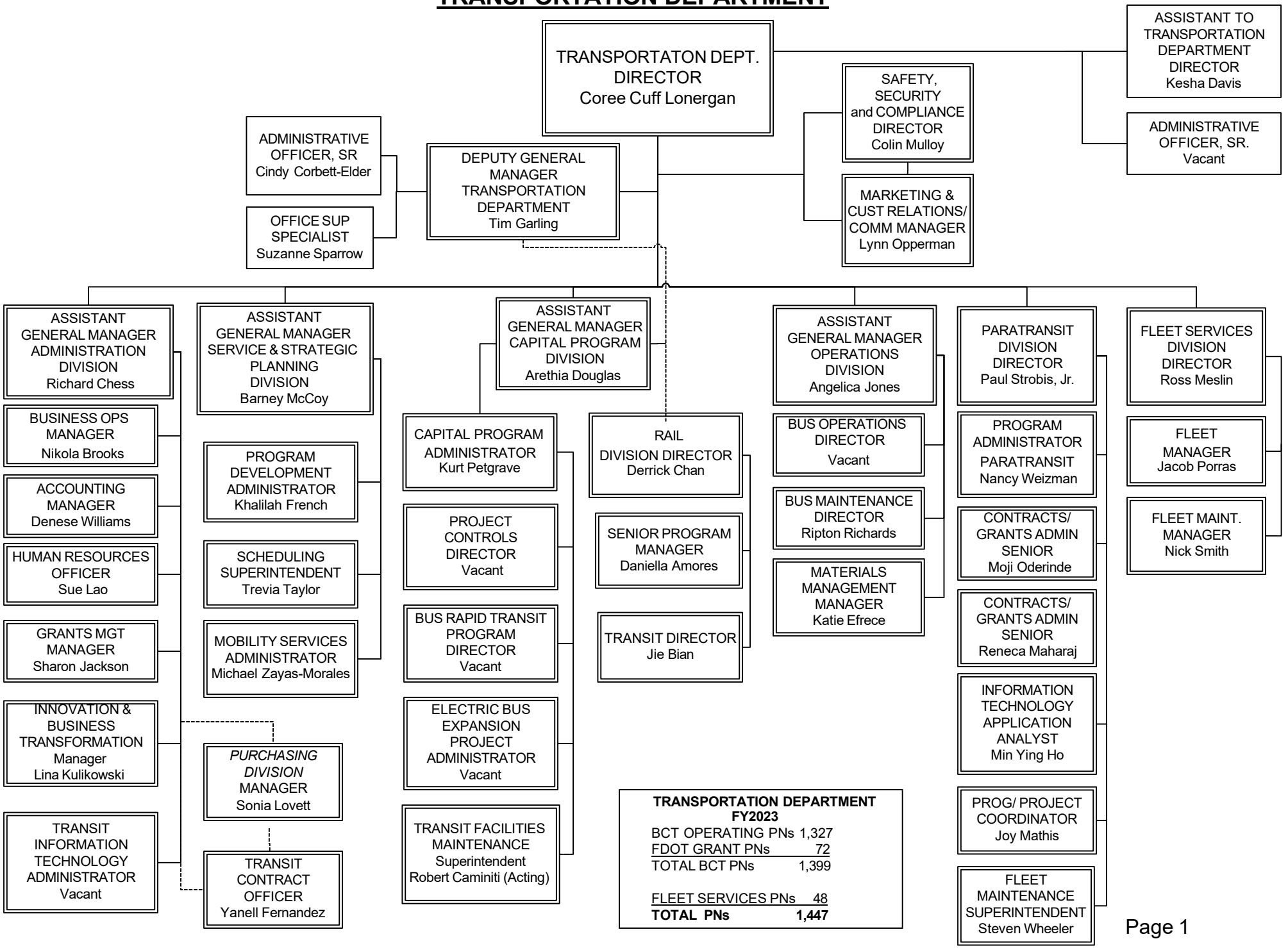


*Acting

All phone numbers use area code 954

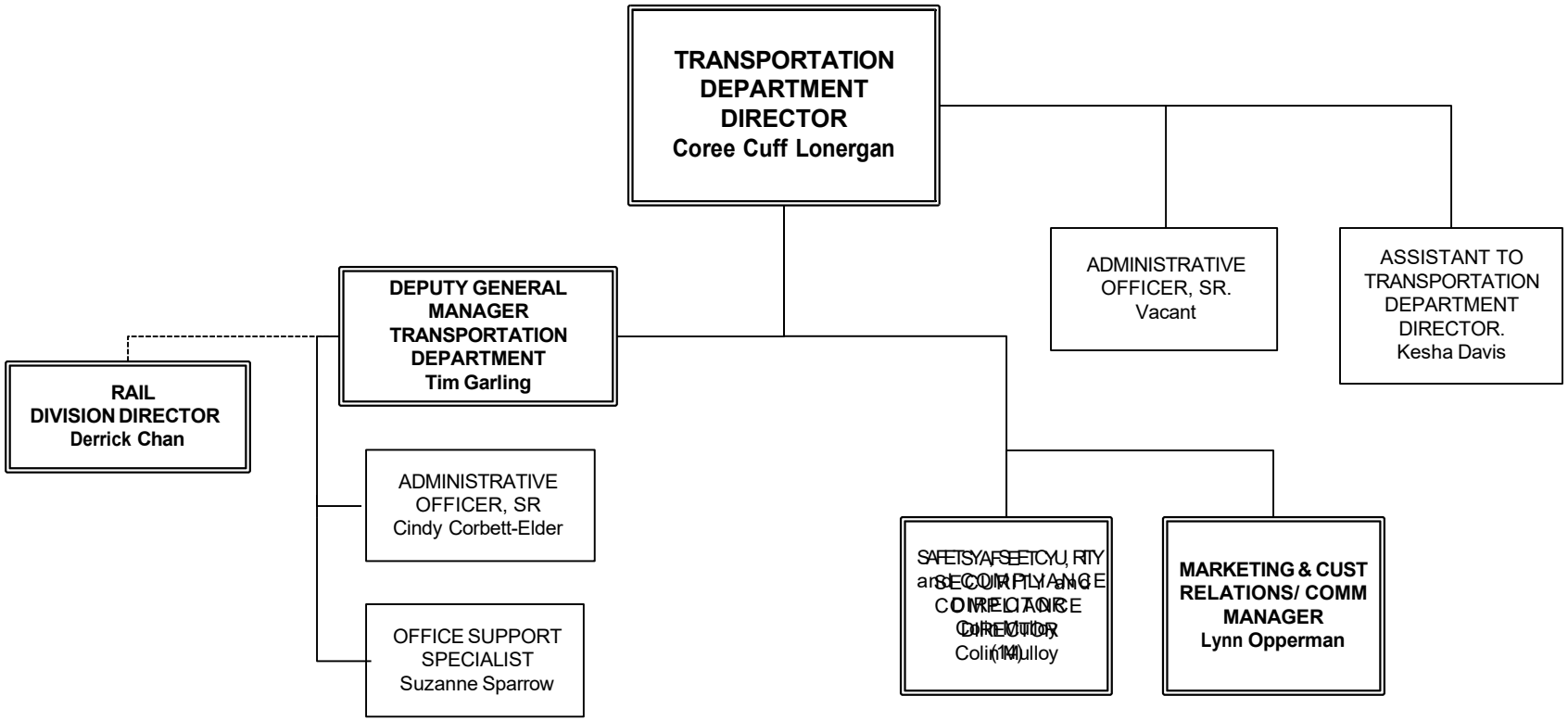
05-04-2023

TRANSPORTATION DEPARTMENT

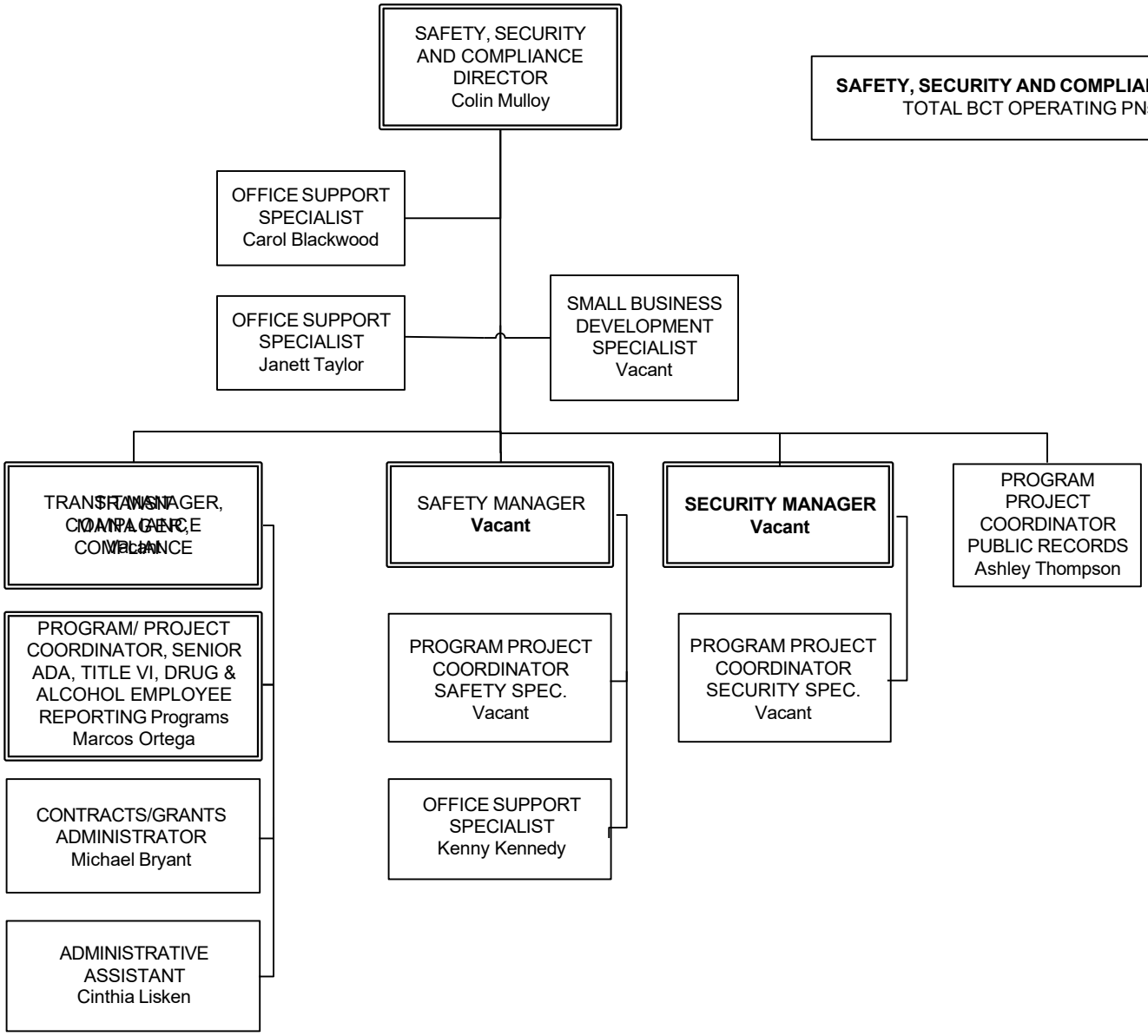


TRANSPORTATION DEPARTMENT
EXECUTIVE

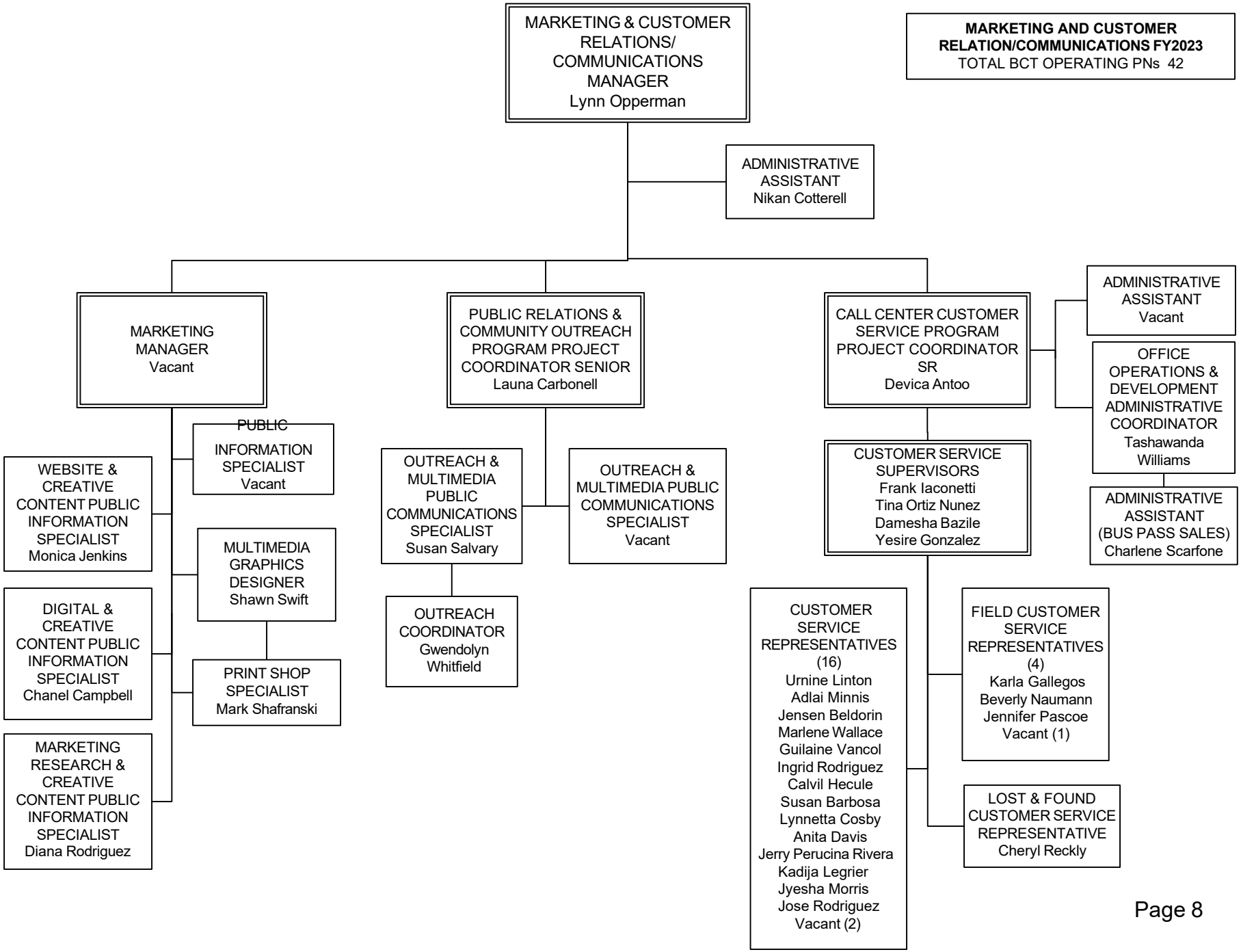
EXECUTIVE FY2023
TOTAL BCT OPERATING PNs 62



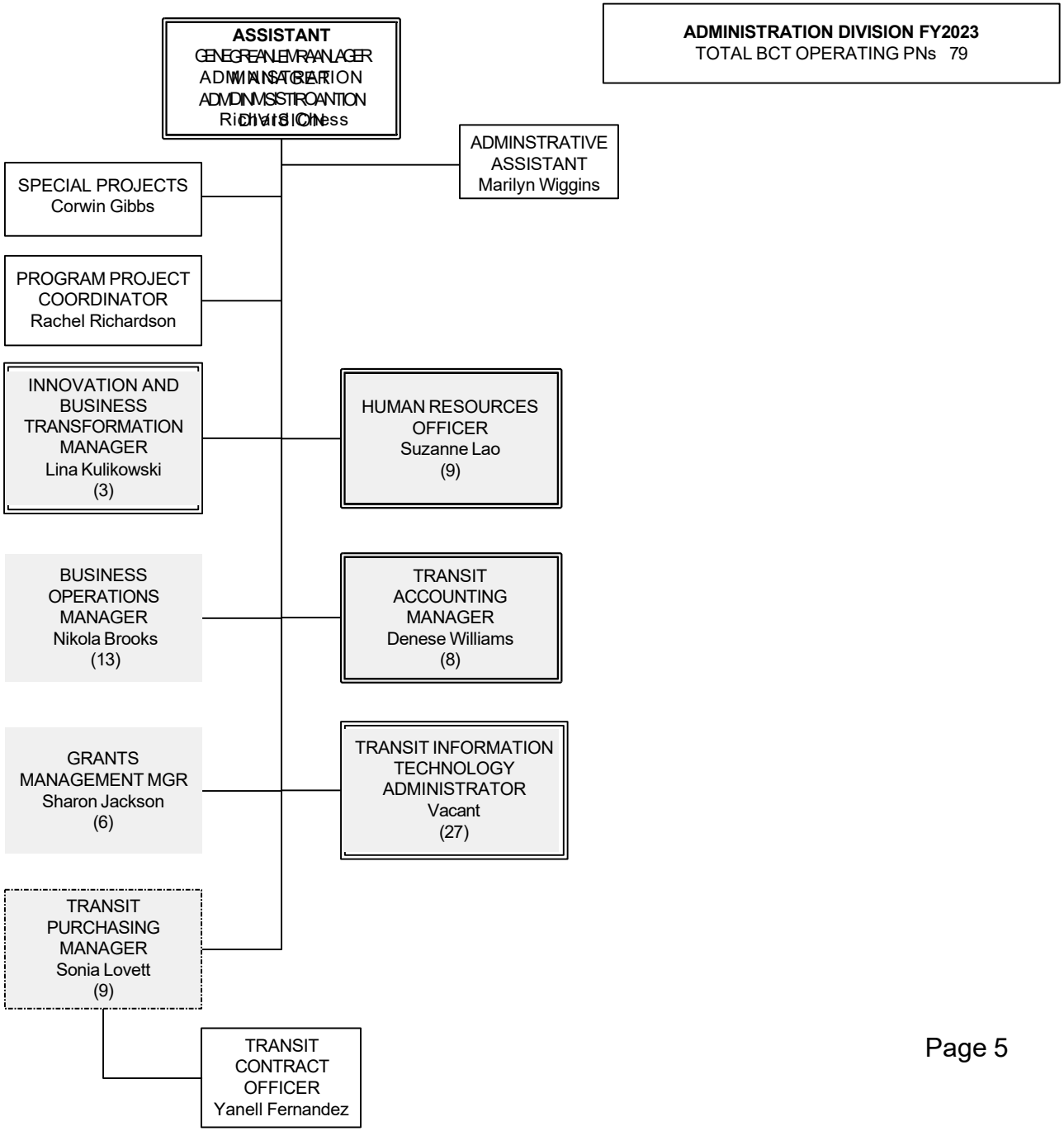
SAFETY, SECURITY AND COMPLIANCE



MARKETING & CUSTOMER RELATIONS/COMMUNICATIONS

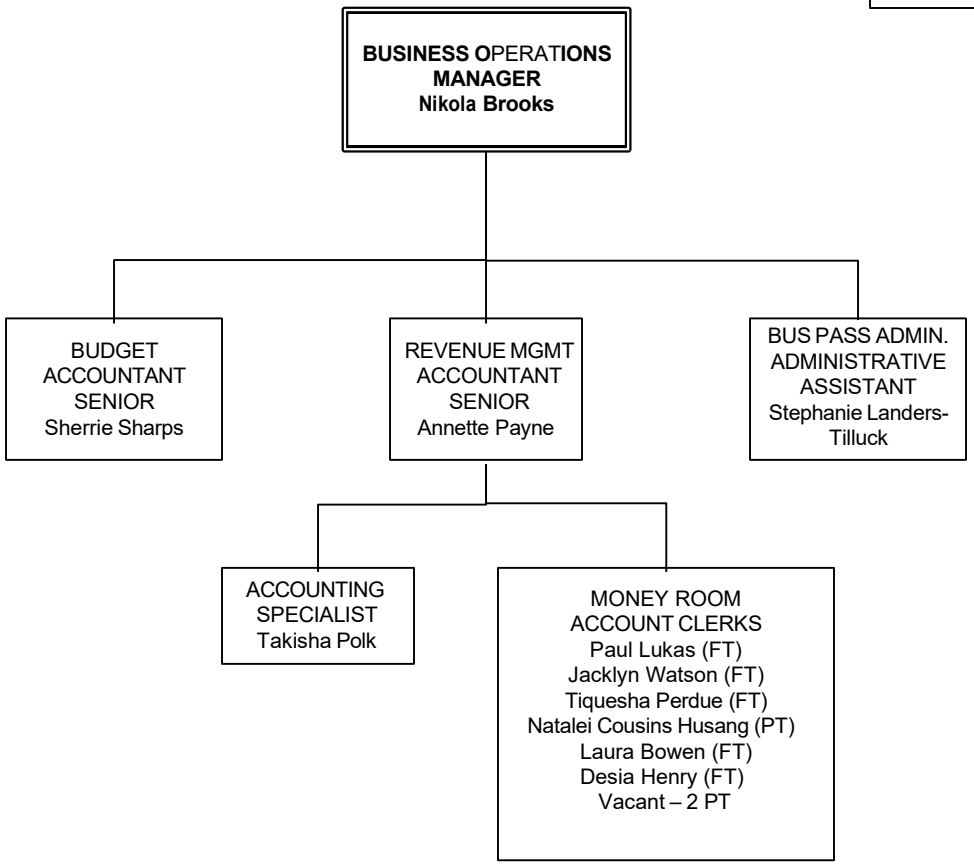


ADMINISTRATION DIVISION



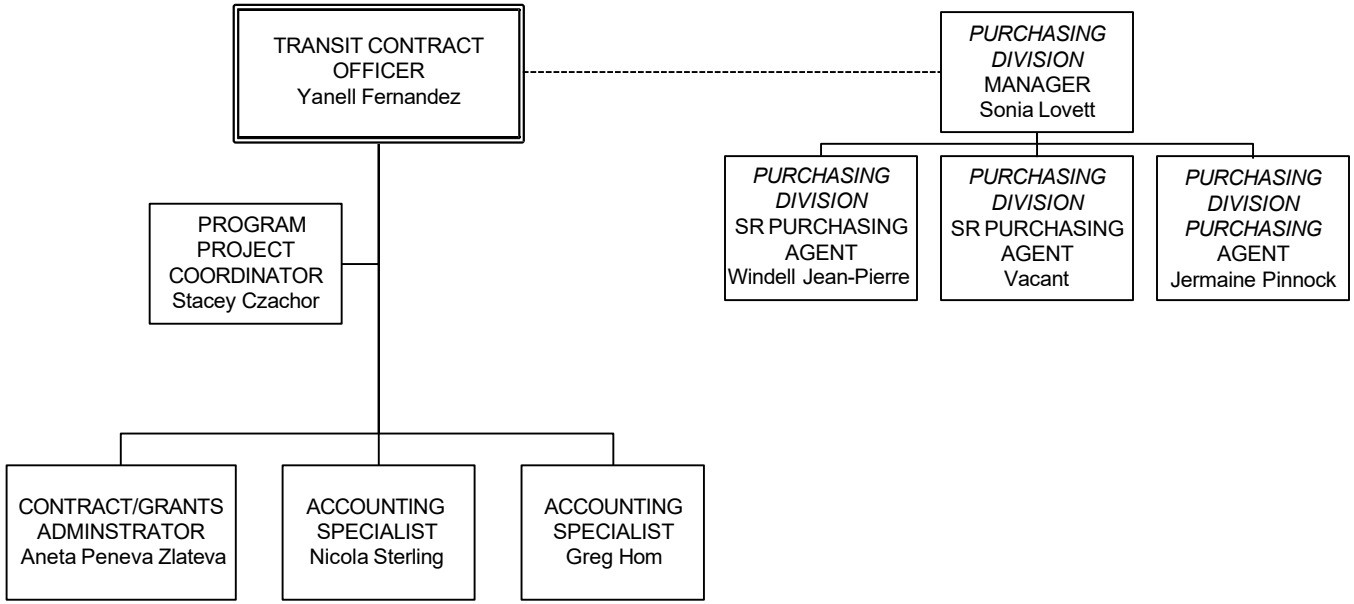
BUSINESS OPERATIONS

BUSINESS OPERATIONS FY2023
TOTAL BCT OPERATING PNs 13



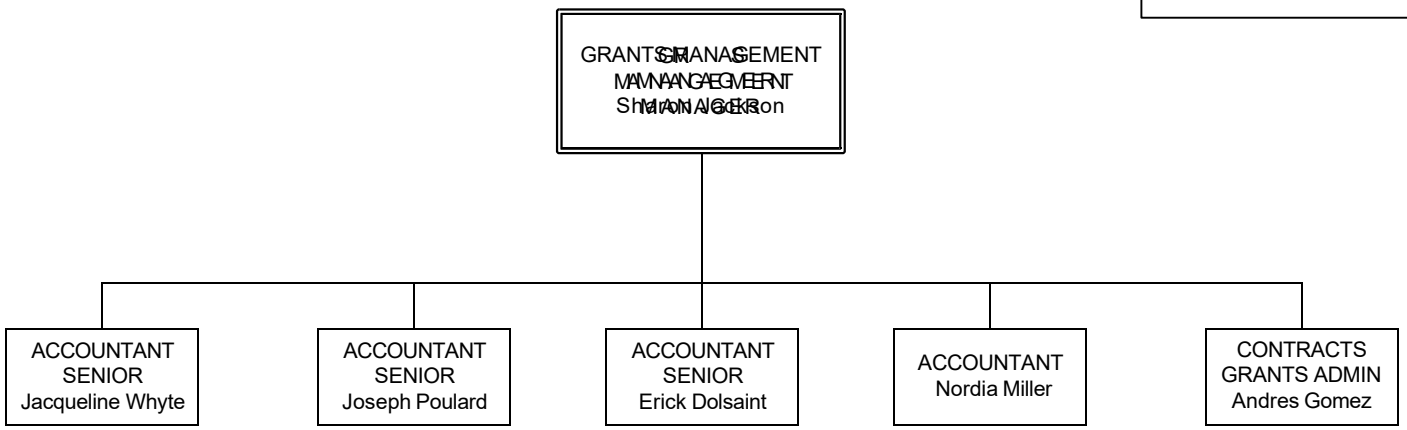
TRANSIT PURCHASING

TRANSIT PURCHASING FY2023
TOTAL BCT OPERATING PNs 9



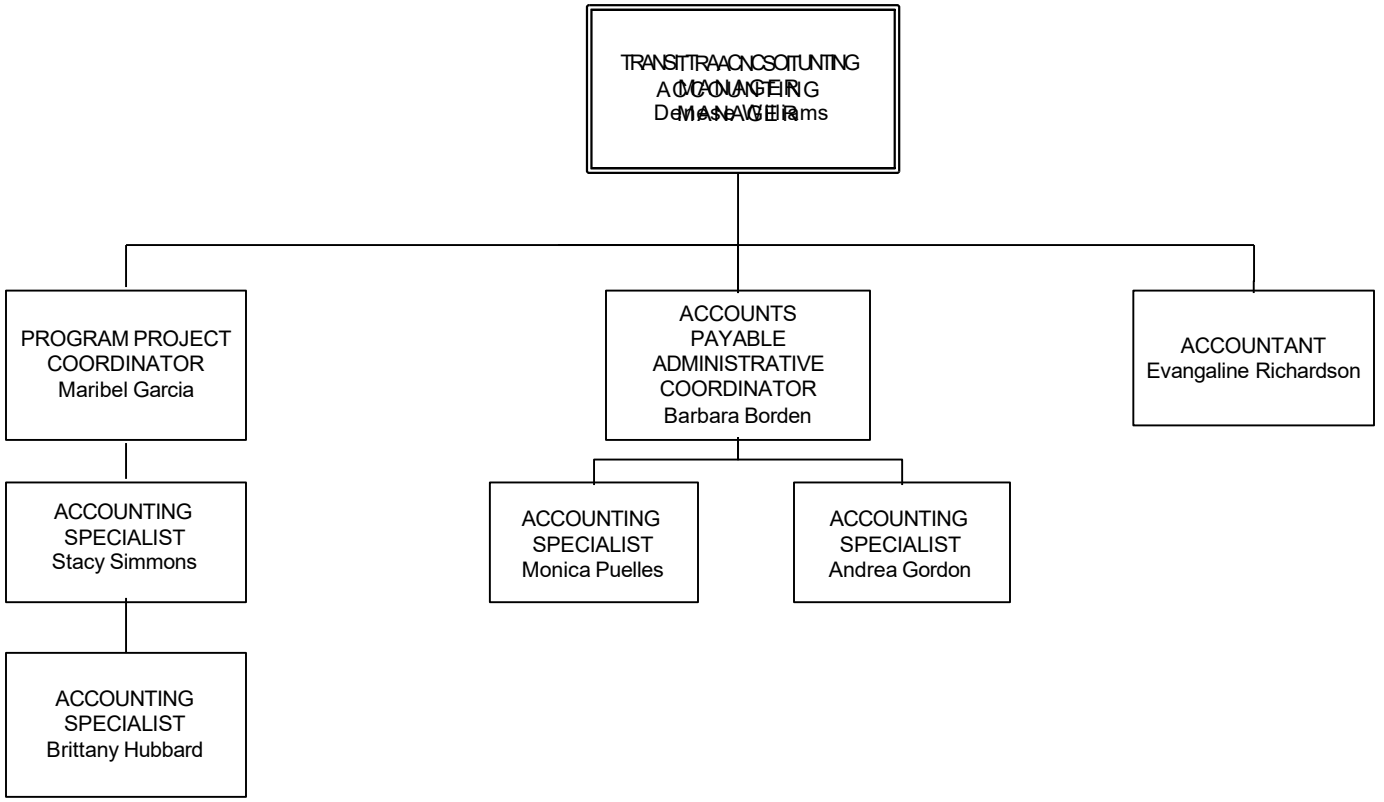
GRANTS MANAGEMENT

GRANTS MANAGEMENT FY2023
TOTAL BCT OPERATING PNs 6



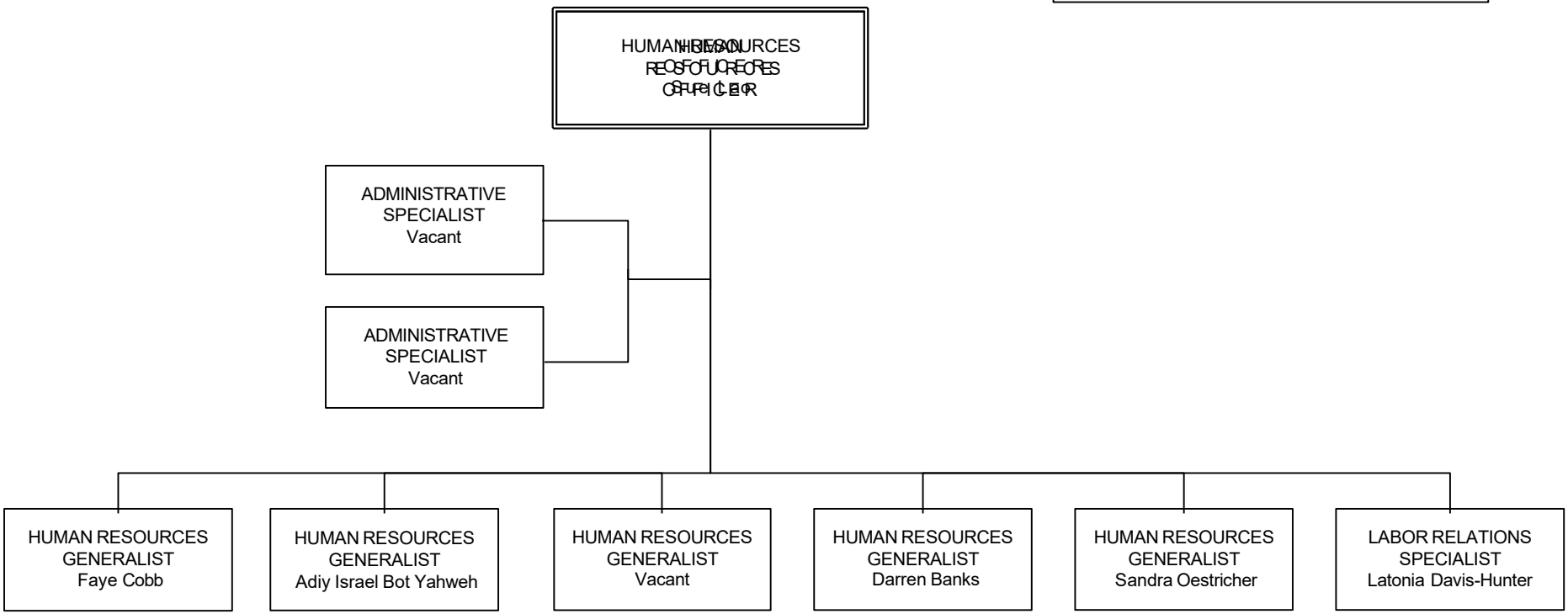
TRANSIT ACCOUNTING

TRANSIT ACCOUNTING FY2023
TOTAL BCT OPERATING PNs 8



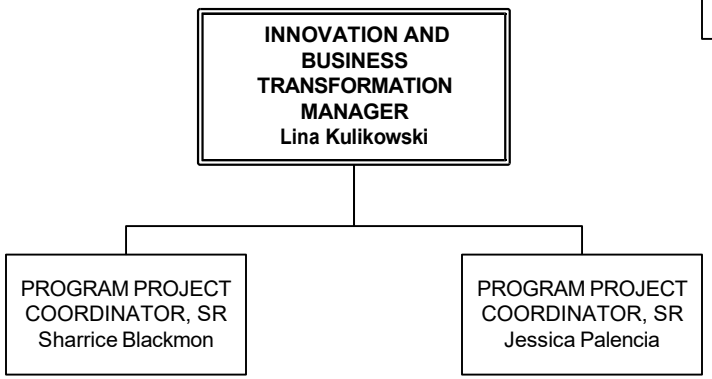
HUMAN RESOURCES

HUMAN RESOURCES FY2023
TOTAL BCT OPERATING PNs 9



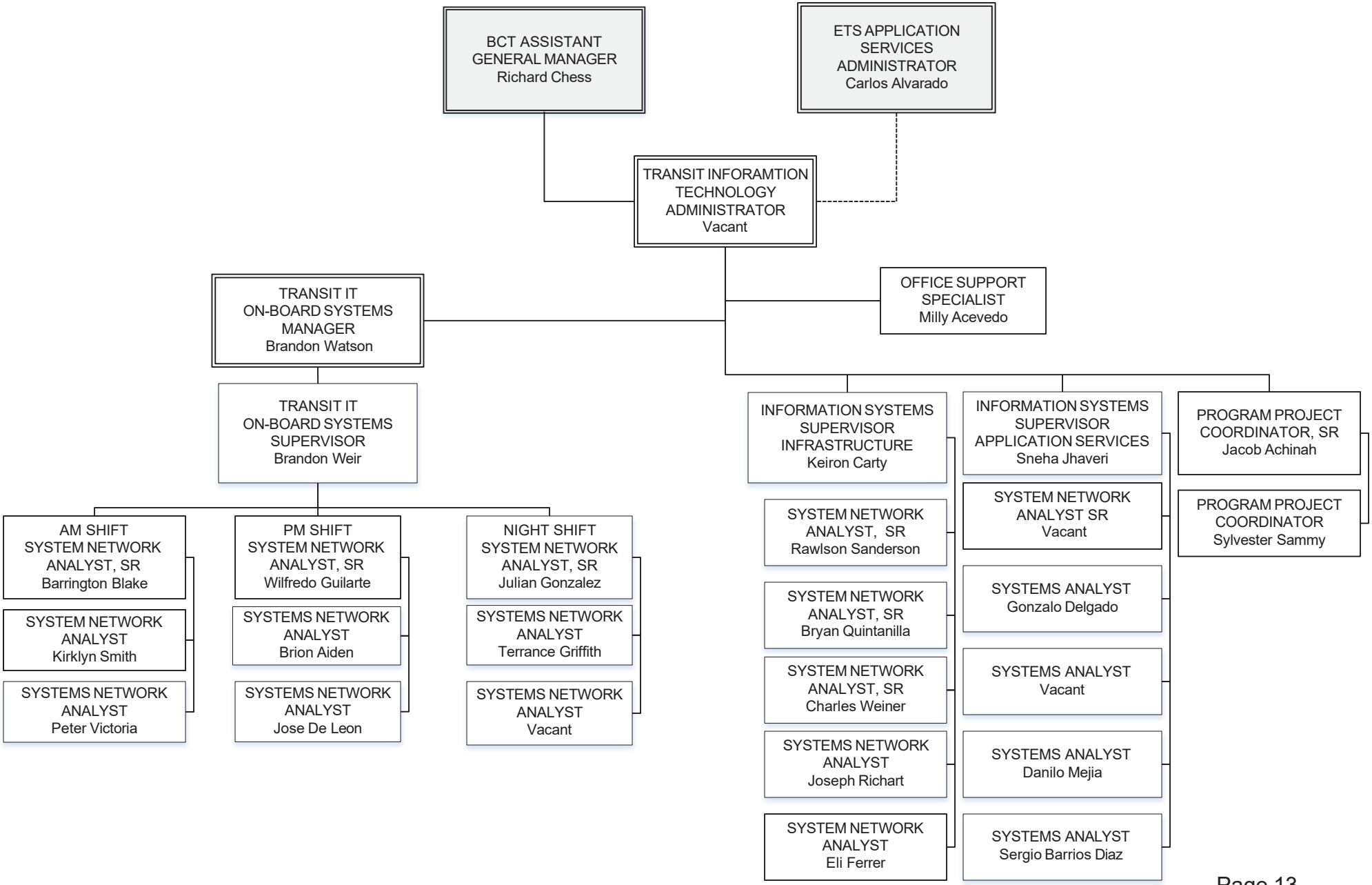
INNOVATION AND BUSINESS TRANSFORMATION

INNOVATION & BUSINESS TRANSFORMATION FY2023
TOTAL BCT OPERATING PNs 3

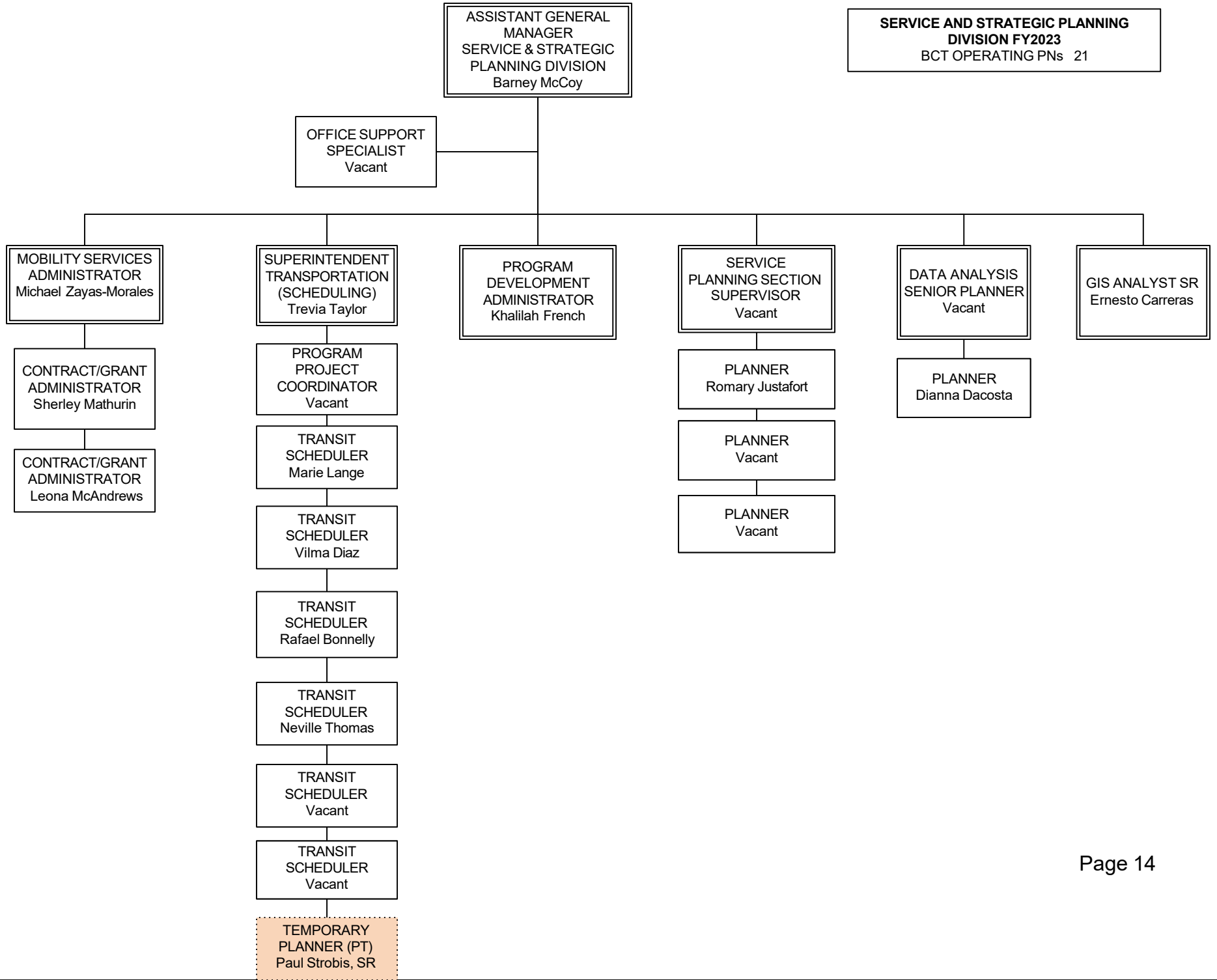


TRANSIT INFORMATION TECHNOLOGY

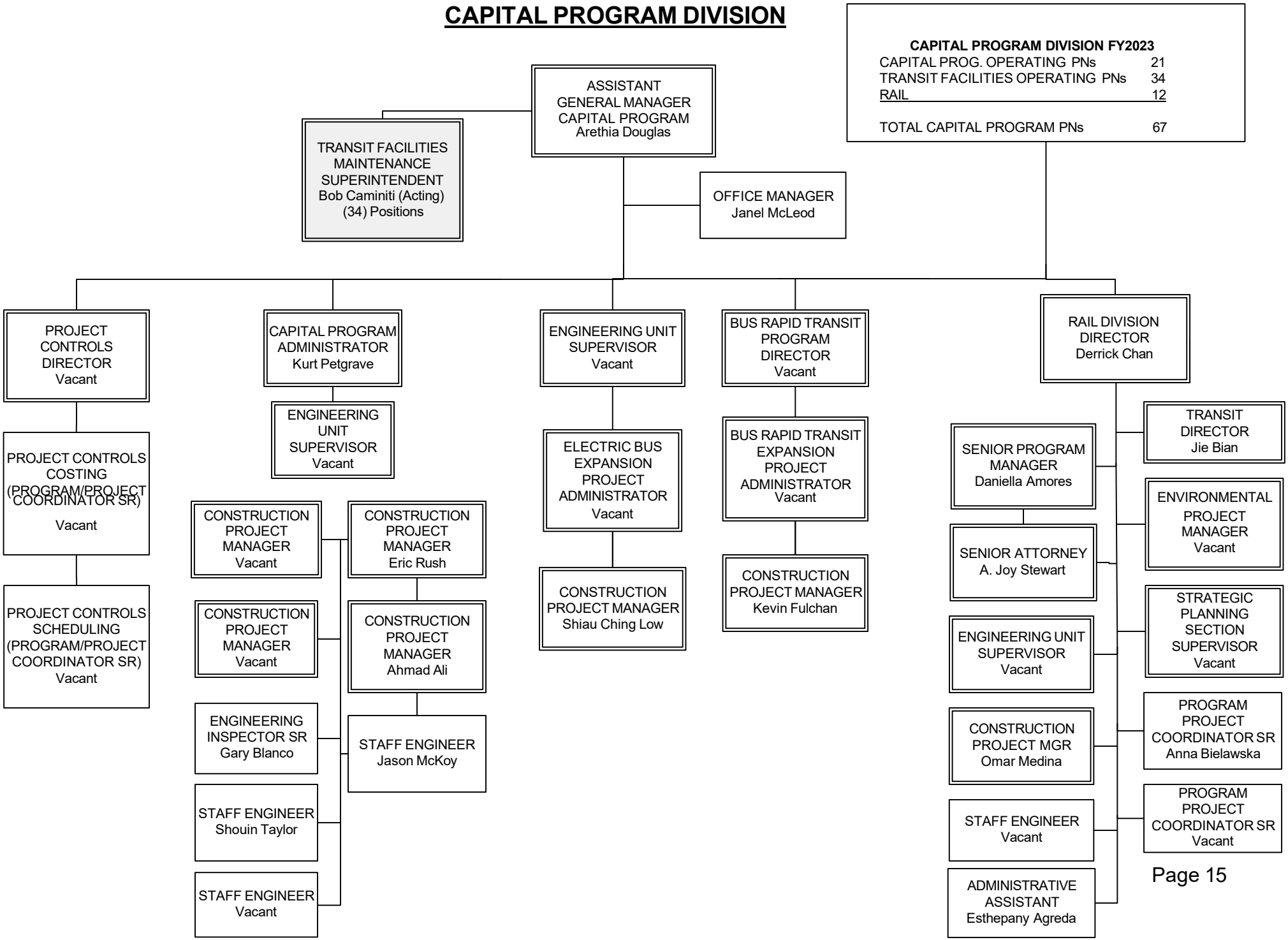
TRANSIT INFORMATION TECHNOLOGY FY2023
TOTAL BCT OPERATING PNs 27



SERVICE AND STRATEGIC PLANNING DIVISION

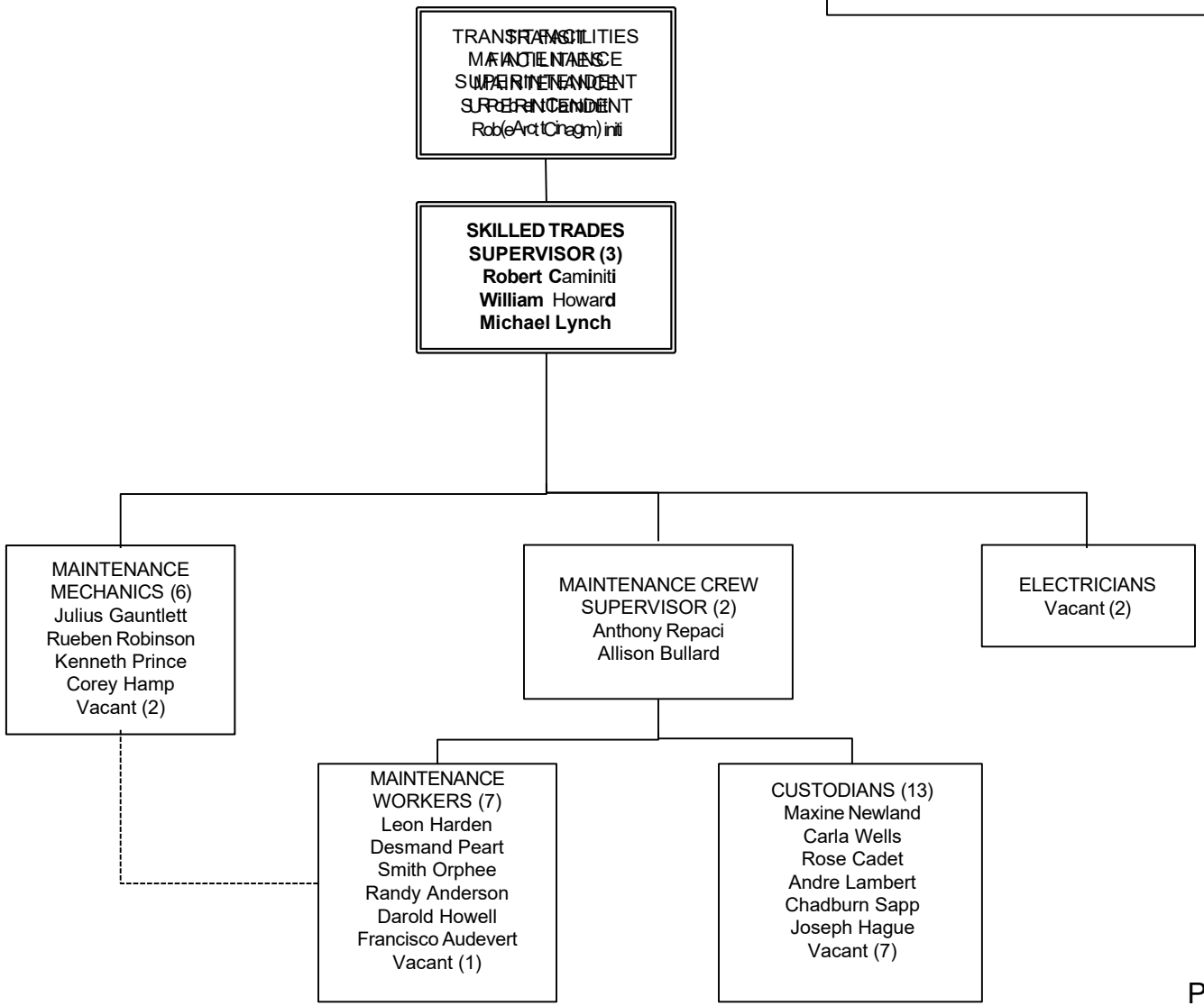


CAPITAL PROGRAM DIVISION



TRANSIT FACILITIES MAINTENANCE

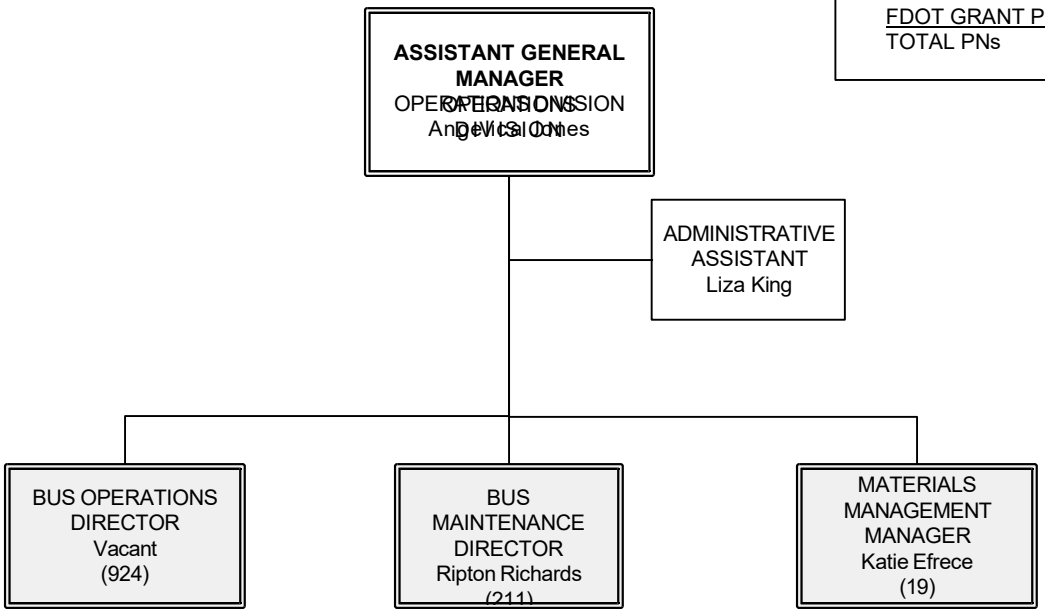
TRANSIT FACILITIES MAINTENANCE FY2023
TOTAL BCT OPERATING PNs 34



OPERATIONS DIVISION

OPERATIONS DIVISION FY2023

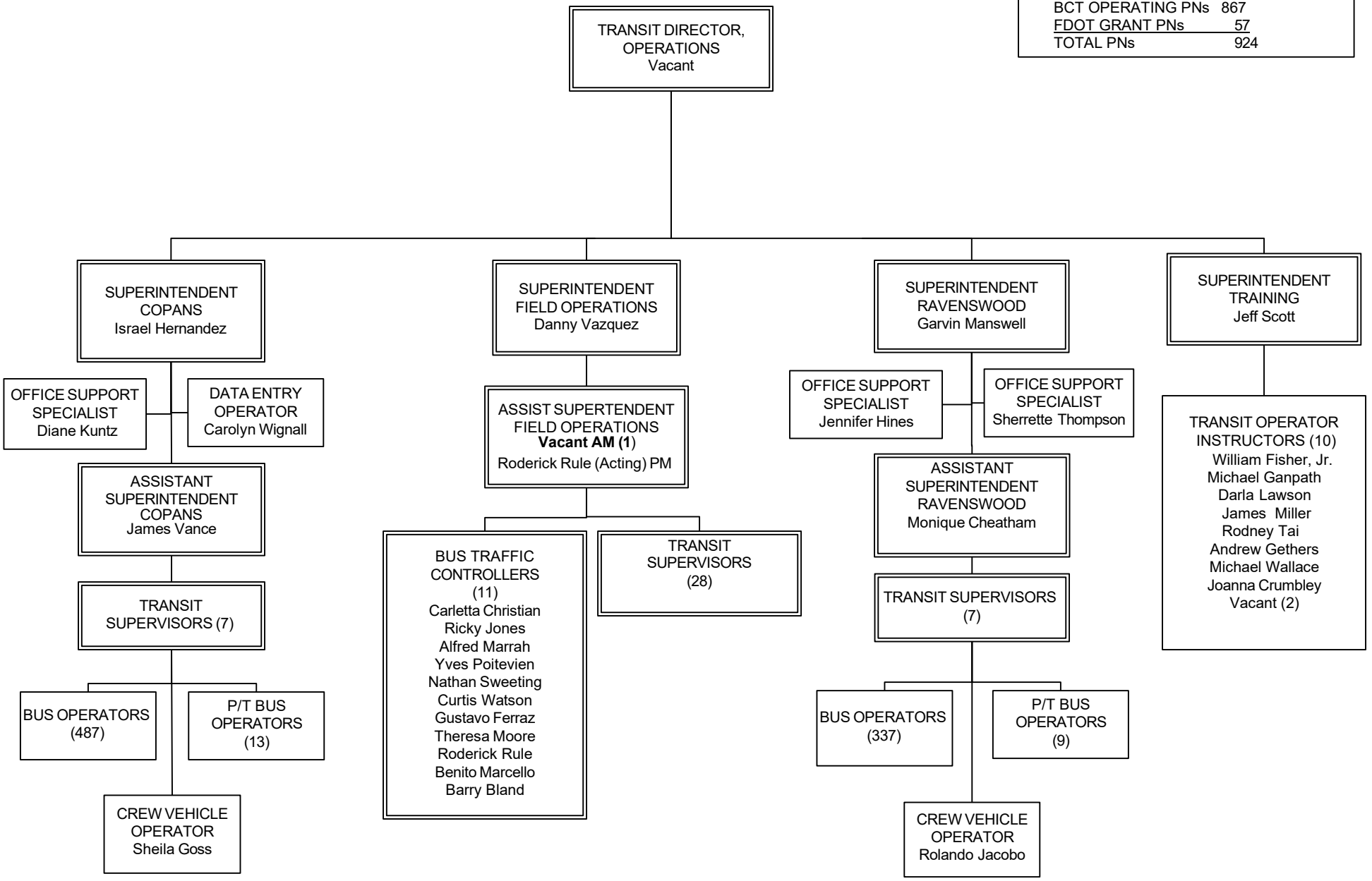
BCT OPERATING PNs	1,084
FDOT GRANT PNs	72
TOTAL PNs	1,156



BUS OPERATIONS

BUS OPERATIONS FY2023

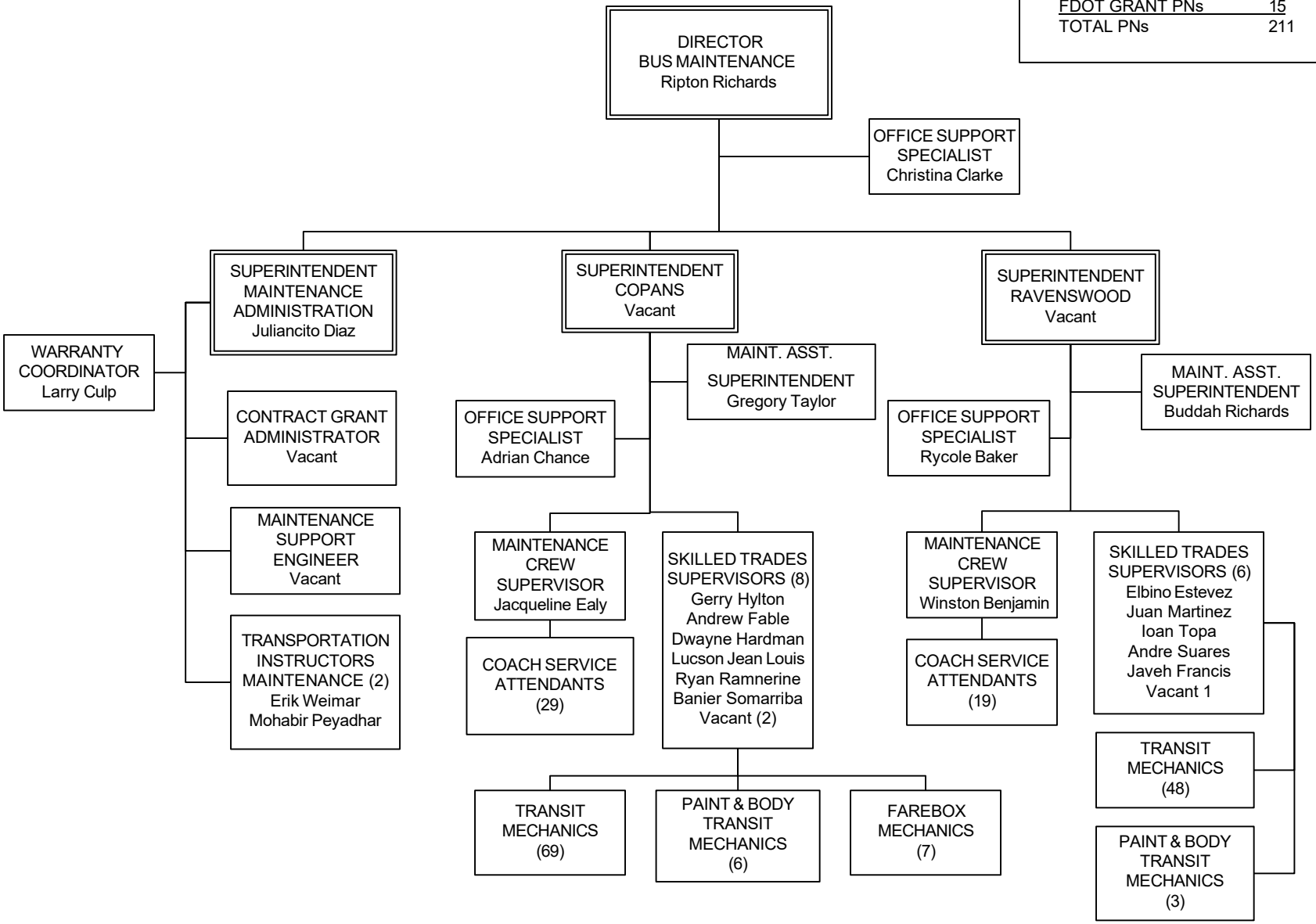
BCT OPERATING PNs	867
FDOT GRANT PNs	57
TOTAL PNs	924



BUS MAINTENANCE

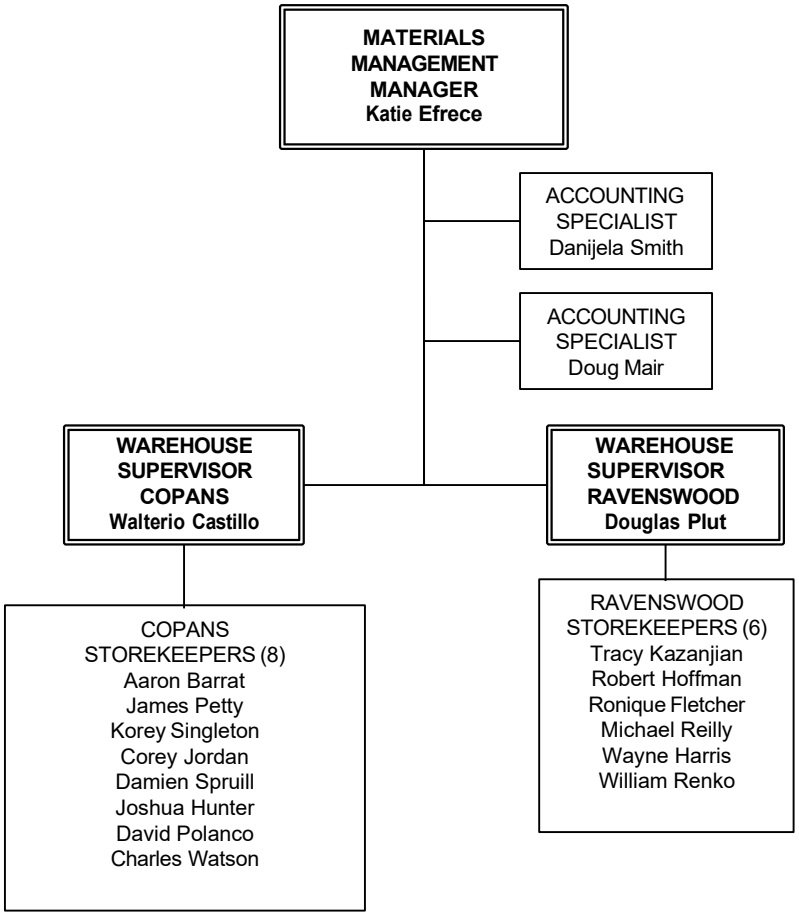
BUS MAINTENANCE FY2023

BCT OPERATING PNs	196
FDOT GRANT PNs	15
TOTAL PNs	211



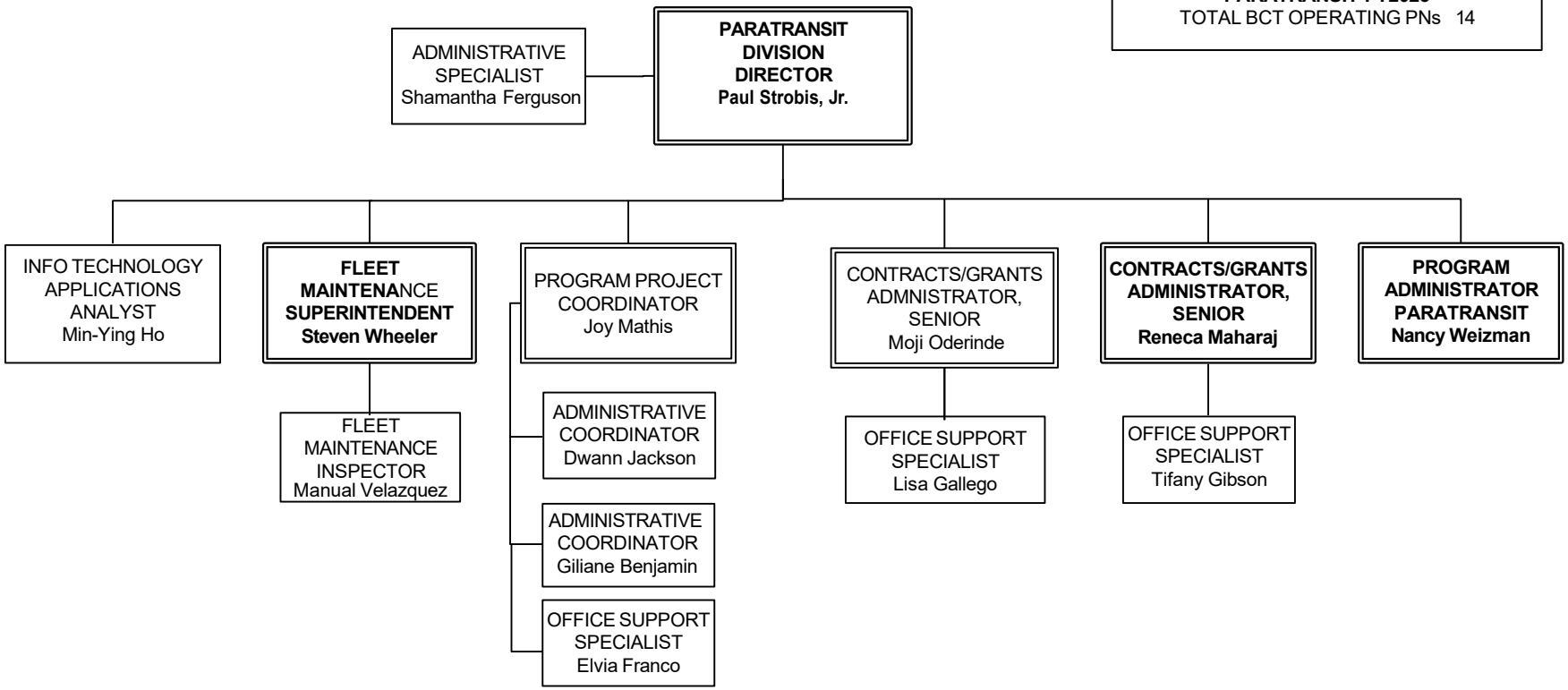
MATERIALS MANAGEMENT

MATERIALS MANAGEMENT FY2023
TOTAL BCT OPERATING PNs 19



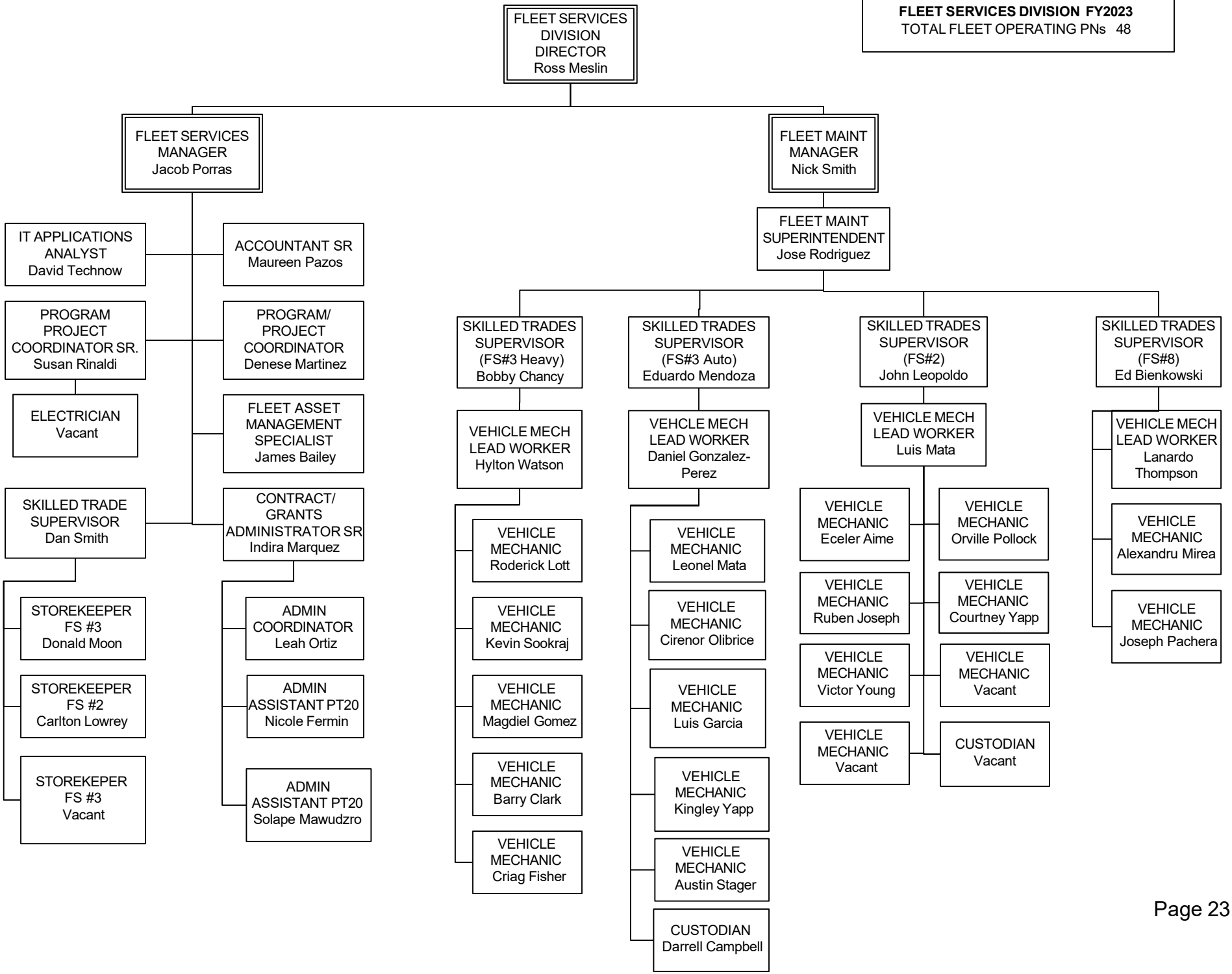
PARATRANSIT

PARATRANSIT FY2023
TOTAL BCT OPERATING PNs 14



FLEET SERVICES DIVISION

FLEET SERVICES DIVISION FY2023
TOTAL FLEET OPERATING PNs 48



TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 2

Notice to the Public

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Complaint of Title VI Discrimination

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

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

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

Broward County Transit Division

Attention: Transit Manager – Compliance

1 North University Drive, Suite 3100A

Plantation, FL 33324

Telephone: 954-357-8481

TTY: 954-357-8302

Title VI Complaint Appeals

If, after investigation, the department concludes that the agency is in compliance with Title VI regulations and the complainant disagrees, the complainant may file an appeal with the Office of Civil Rights of the Federal Transit Administration (FTA).

Office of Civil Rights

Federal Transit Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

United States

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

Reading a Timetable - It's Easy

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

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

Information: 954-357-8400

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

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

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

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

1,000 copies of this public document were promulgated at a gross cost of $170, or $.17 per copy to inform the public about the Transit Division's schedule and route information. Printed 1/22

Broward County Transit

ROUTE 88
ALL WEEK
SCHEDULE

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

Effective 1/23/22

Safety Is Our Number One Priority

Real Time Bus Information
MyRide.Broward.org

MyRide BROWARD.org

BROWARD COUNTY Transit

Broward.org/BCT
954-357-8400

Route 88

BROWARD COUNTY TRANSIT

Westfield Broward Mall to Holmberg Road and Coral Ridge Drive

via Pine Island Road and Coral Springs Drive

MONDAY - FRIDAY

There are additional bus stops in between those listed.

NORTHBOUND

To Holmberg Road & Coral Ridge Drive

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

SOUTHBOUND

To West Regional Terminal

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

NUMBERS IN BOXES REFER TO TIME POINTS ON MAP

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

SATURDAY

There are additional bus stops in between those listed.

NORTHBOUND

To Holmberg Road & Coral Ridge Drive

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

SOUTHBOUND

To West Regional Terminal

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

SUNDAY

There are additional bus stops in between those listed.

NORTHBOUND

To Holmberg Road & Coral Ridge Drive

1	2	3	4	5	6
6:50a	6:57a	7:12a	7:22a	7:35a	7:44a
7:44a	7:51a	8:06a	8:16a	8:29a	8:38a
8:32a	8:39a	8:54a	9:04a	9:17a	9:26a
9:20a	9:27a	9:42a	9:52a	10:05a	10:14a
10:08a	10:15a	10:30a	10:40a	10:53a	11:02a
10:54a	11:01a	11:16a	11:26a	11:39a	11:48a
11:44a	11:52a	12:07p	12:17p	12:30p	12:39p
12:32p	12:40p	12:55p	1:05p	1:18p	1:27p
1:20p	1:28p	1:43p	1:53p	2:06p	2:15p
2:08p	2:16p	2:31p	2:41p	2:54p	3:03p
2:54p	3:02p	3:17p	3:27p	3:40p	3:49p
3:41p	3:49p	4:04p	4:14p	4:27p	4:36p
4:28p	4:36p	4:51p	5:01p	5:14p	5:23p
5:20p	5:27p	5:42p	5:52p	6:05p	6:14p
6:08p	6:15p	6:30p	6:40p	6:53p	7:02p
6:56p	7:03p	7:18p	7:28p	7:41p	7:50p
7:44p	7:51p	8:06p	8:16p	8:29p	8:38p
8:22p	8:29p	8:44p	8:54p	9:07p	9:16p
9:05p	9:12p	9:27p	9:37p	9:50p	9:59p G

SOUTHBOUND

To West Regional Terminal

6	5	4	3	2	1
7:13a	7:23a	7:38a	7:46a	7:59a	8:07a
8:06a	8:16a	8:31a	8:39a	8:52a	9:00a
8:54a	9:04a	9:19a	9:27a	9:40a	9:48a
9:42a	9:52a	10:07a	10:15a	10:28a	10:37a
10:30a	10:40a	10:55a	11:03a	11:16a	11:25a
11:18a	11:28a	11:43a	11:51a	12:04p	12:13p
12:06p	12:16p	12:31p	12:39p	12:52p	1:01p
12:54p	1:04p	1:19p	1:27p	1:40p	1:49p
1:42p	1:52p	2:07p	2:15p	2:28p	2:37p
2:30p	2:40p	2:55p	3:03p	3:16p	3:25p
3:18p	3:28p	3:43p	3:51p	4:04p	4:13p
4:06p	4:16p	4:31p	4:39p	4:52p	5:01p
4:54p	5:04p	5:19p	5:27p	5:40p	5:49p
5:42p	5:52p	6:07p	6:15p	6:28p	6:36p
6:30p	6:40p	6:55p	7:03p	7:16p	7:24p
7:18p	7:28p	7:43p	7:51p	8:04p	8:12p
8:01p	8:11p	8:26p	8:34p	8:47p	8:55p
8:54p	9:04p	9:19p	9:27p	9:40p	9:48p G
9:22p	9:32p	9:47p	9:55p	10:08p	10:16p G

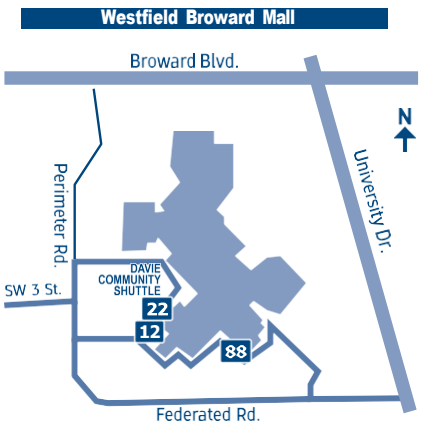
ROUTE 88

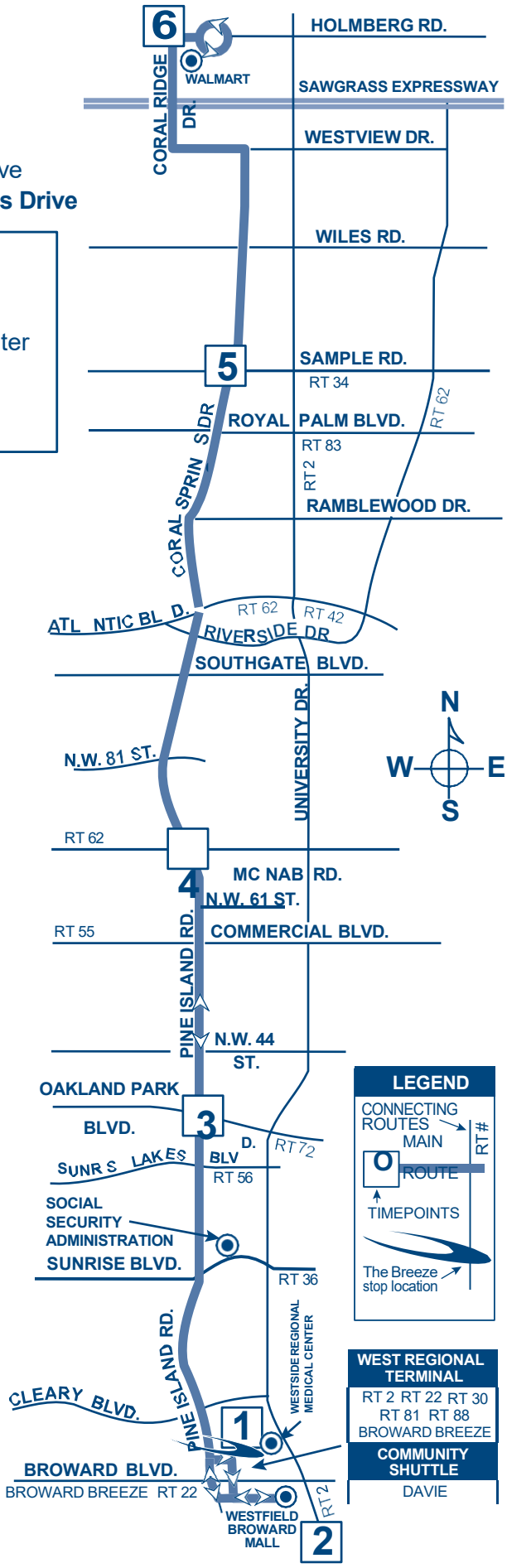
Westfield Broward Mall to
Holmberg Road and Coral Ridge Drive
via Pine Island Road/Coral Springs Drive

POINTS OF INTEREST

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

Due to COVID-19, some Breeze services may be suspended. Please contact BCT Customer Service or visit our website for the latest service updates.





Customer Service

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

Transit Operations Agents help with:

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

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

Holiday Bus Service

Sunday bus service is provided on the following observed holidays:

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

Fares

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

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

Fare Deals

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

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

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

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

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

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

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

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

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

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

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

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

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

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

TRANSFER POLICY - EFFECTIVE 7/10/11

TRANSFERS BETWEEN REGULAR BCT BUS SERVICE AND BCT EXPRESS BUS SERVICE

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

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

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

PREMIUM BUS PASS CUSTOMERS

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

TRANSFERS FROM BCT TO OTHER SOUTH FLORIDA TRANSIT SYSTEMS

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

TRANSFERS TO BCT FROM OTHER SOUTH FLORIDA TRANSIT SYSTEMS

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

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

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

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

The Premium Express Service does not connect with Palm Tran.

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

TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 3

Title VI Complaint Procedure and Complaint Form

BROWARD COUNTY GOVERNMENT

TRANSPORTATION DEPARTMENT

TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

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

- To ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin;

- To ensure that the level and quality of FTA-assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin;

- To ensure that opportunities to participate in the transit planning and decision-making process are provided to persons without regard to race, color, or national origin;

- To ensure that decisions on the location of transit services and facilities are made without regard to race, color, or national origin; and

- To ensure that corrective and remedial action is taken by all applicants and recipients of FTA assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

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

COMPLAINT PROCEDURE

A. Filing of Title VI Complaints of Discrimination

1. Any person who feels that he/she has been subjected to race, color, or national origin discrimination (under Title VI of the Civil Rights Act of 1964, as amended), based on transit programs and services provided by Broward County Transit (BCT), may file a Title VI complaint with BCT.

2. A complaint must be filed within one hundred eighty (180) days after the date of the alleged discrimination, unless the time for filing is extended by the FTA.

3. Complaints should be in writing, signed by the complainant or his/her representative(s), and must include the complainant(s) name, address, and telephone number. Allegations of discrimination received via facsimile or e-mail will be acknowledged and processed. Allegations received by telephone will be documented in writing and provided to the complainant(s) for review before processing. The complaint form can be accessed on the website: **www.broward.org/bct,** or the complainant may call (954) 357-8481, or TTY (954) 357-8301, to obtain a complaint form. **(See attached.)**

Signed complaint forms should be submitted to:

Broward County Transit
Attention: Marcos Ortega
Title VI and ADA Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
Email: mortega@broward.org

B. Complaint Investigation

1. Upon receipt of a signed complaint, the Director of BCT or his/her designee will, within five (5) working days, provide the complainant or his/her representative with a written acknowledgement of the complaint.

2. BCT will conduct a preliminary inquiry into the complaint to determine whether the complaint has sufficient merit to warrant an investigation. Should BCT determine that the evidence presented is not sufficient to proceed, the complaint will be closed, and the complainant or his/her representative will be notified in writing of the decision within fifteen (15) working days. This notification shall specifically state the reason(s) for the decision.

3. Should BCT determine that a full investigation is necessary, the complainant or his/her representative will be notified that an investigation will take place, and additional information will be requested, if necessary. The investigation should last no more than forty-five (45) working days.

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

C. Disposition

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

2. If the complainant disagrees with the decision rendered by BCT, he/she will be notified of the right to request reconsideration within thirty (30) days, or to file a complaint with the Federal Transit Administration (FTA) Office of Civil Rights, at the following address:

Federal Transit Administration
Office of Civil Rights
East Building, 5th Floor-TCR
1200 New Jersey Avenue, SE
Washington, D.C. 20590

D. Retaliation

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

ADA/504 STATEMENT

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

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

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

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

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

Broward County Transit

Attention: Marcos Ortega
Title VI and ADA Program Coordinator
1 North University Drive, Suite 3100A
Plantation, FL 33324
(954) 357-8481
Email:mortega@broward.org
TTY: (954) 357-8302

LIMITED ENGLISH PROFICIENCY (LEP)

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

Factor 1: The number or proportion of LEP persons eligible in the BCT service area who may be served or likely to encounter a BCT program, activity, or service.

Factor 2: The frequency with which LEP individuals come in contact with a BCT program, activity, or service.

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

Factor 4: The resources available to BCT and overall costs.

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

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

NOTICE OF PROTECTIONS UNDER TITLE VI

ENGLISH

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

SPANISH

Proteccion del Titulo VI de la Ley de Derechos Civiles de 1964, enmendado

Cualquier persona (s) o grupo (s) que cree que han sido objeto de discriminaci6n por motivos de raza, color u origen nacional, bajo cualquier programa o actividad de transporte proporcionado por Condado de Broward (BCT), pueden llamar al 954 a 357 - 8481 para presentar una queja del Titulo VI discriminacion o escribir en el condado de Broward Departamento de Transporte, Gerente de Cumplimiento, 115 South Andrews Avenue, Suite 433, Fort Lauderdale, Florida 33301.

HAITIAN CREOLE ALPHA

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

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

Rev. 10/20

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

Broward County Board of County Commissioners
Transportation Department

COMPLAINT OF TITLE VI DISCRIMINATION

Broward County Transit 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 Broward County Transit.

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

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

LANGUAGE TRANSLATION SERVICE AVAILABLE

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

SERVICO DE TRADUCCION LENGUA DISPONIBLE

NOTA: Si usted require de este Formulario de Queja de/ Titu/o VI de ser traducido a otro idoma, por favor haga c/ic en cualquiera de "Microsoft Translator" o *"Google Translate" en la esquina superior derecha de esta pagina web y seleccionar el idioma.*

LANG TRADIKSYON SEVIS KI DISPONIB

REMAK: Si w mande pou s *a Tit VI Fam Plent dwe tradui nan yon lot tang, tanpri klike* sou swa *"Tradikte Microsoft"* oswa *"Google Translate" nan kwen paj* sa *a web tet dwat epi chwazi fang ki apwopriye a pou tradiksyon*

TITLE VI COMPLAINT FORM
BROWARD COUNTY TRANSIT

1. Complainant Information:

Name (First, Last Name)

Street Address: _____

City, State, Zip Code _____

Telephone: _____

Email Address: _____

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

Name: _____

Street Address: _____

City, State, Zip Code: _____

Telephone: _____

Email Address: _____

3. Are you represented by an attorney for this complaint? Yes_ _ No_

If yes, please complete the following:

Attorney's Name: _____

Street Address: _____

City, State, Zip Code: _____

Telephone: _____

4. Names and contact information of witnesses:

_____

_____

_____

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

Race___ _
Color.....
National Origin, including Limited English Proficiency____ _

6. Please describe the alleged discrimination incident:

Date of incident: _____

Time of day: _____

Location: _____

Route number (if applicable): _____ Bus number (if applicable): _____

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

7. Have you filed a complaint of the alleged discrimination with any other federal, state, or local agencies; or with a state or federal court? Yes__ No_

If yes, check all that apply:

Federal._ ___Federal Court_____State__ ___State Court _____Local Court____

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

Agency Name: _____

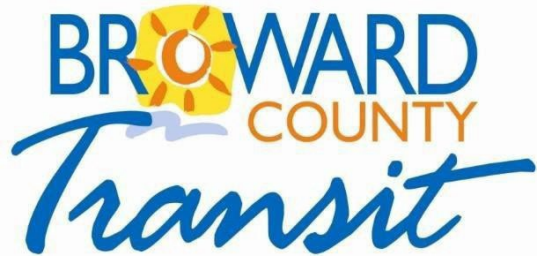
Contact Person: _____

Telephone: _____

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

_____ _____

Signature of Complainant Date



TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 4

Public Participation Plan

Public Participation Plan

Broward County Transit Public Participation Plan

A. Introduction

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

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

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

B. Public Participation Plan Activities

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

I. Educational Outreach

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

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

II. Formal and Informal Meetings

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

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

III. Business Organization Partnerships

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

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

IV. Website and Social Media

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

- Email
- X (formerly known as Twitter)– 2-way communication
- Facebook – 2-way communication
- Instagram
- LinkedIn
- Website links to regional transit partners and other resources
- E-newsletters

C. Public Participation Plan Federal Laws and Regulations

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

I. State and Local Laws and Regulations

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

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

II. Section 5307 Grant Program

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

III. Americans with Disabilities Act (ADA)

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

IV. Title VI

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

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

V. Limited English Proficiency (LEP)

BCT has developed its LEP Plan to be consistent with Title VI of the Civil Rights Act of 1964, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation

LEP Guidance. In developing the plan, BCT has taken reasonable steps to ensure individuals who are limited-English proficient have meaningful access to benefits, services, information, and other important portions of its transportation programs and activities.

VI. Environmental Justice (EJ)

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

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

D. Activities Involving Public Participation

I. Major Service Change Policy

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

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

II. Changes to Fare Policy

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

III. Major Capital Construction Projects

IV. Short and Long-Term System-wide Planning

V. Corridor Based Planning

VI. Strategies for Major Service Change Public Participation

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

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

E. Public Participation Plan Strategies

I. On Going Methods

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

II. Special Programs

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

F. Public Participation Plan Performance Measures and Objectives

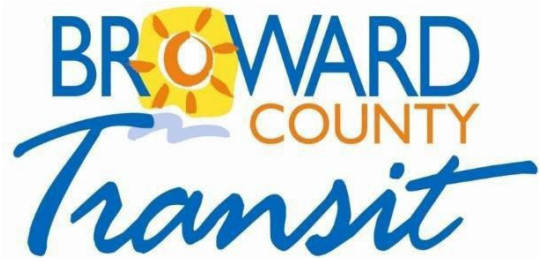
I. Goals and Objectives

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

II. Performance Measures and Monitoring

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

- Average Monthly Website Visits
  - Goal: 200,000 +
  - Latest Measure: 93,800 +
  - Evaluation: June 2022-May 2023
- Community Outreach Presentations
  - Goal: 10+ per quarter
  - Latest Measure: 17
  - Evaluation: December 2022
- Customer Assistance in Languages Other than English
  - Goal: Assist 80% of LEP customers
  - Latest Measure: 100%
  - Evaluation: June 2023
- Percentage of Outreach Events and Presentations in Low-Income or Minority Census Tracts
  - Goal: 60%
  - Latest Measure: 68%
  - Evaluation: June 2023



TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 5

Language Assistance Plan

Broward County Transit

Language Assistance Plan (LAP)

Updated 2023

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EXECUTIVE SUMMARY

This is a submittal by Broward County Transit on behalf of the Broward County Board of County Commissioners.

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

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

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

LEP Self-Assessment for BCT

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

1. Demography: identifying the number and or proportion of LEP persons served or

encountered, and languages spoken in a service area.

2. Frequency: determining the rate of contact with BCT's programs, activities, and services.

3. Importance: gauging the nature and importance of BCT's program, service, and activities to people's lives.

4. Resources: assessing current and available resources, including language assistance services.

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

INTRODUCTION

Broward County, The Organization

Broward County a political subdivision of the state of Florida employs over 6,000 people throughout its several departments, offices, and divisions.

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

Description of Broward County Transit (BCT)

The Broward County Transportation Department (BCTD), operating as Broward County Transit (BCT), is an agency of the Broward County government. BCT provides fixed-route bus service, transit facilities, and related benefits within the urbanized area of Broward County. Broward County Transportation Department consists of seven (7) divisions: Administration, Capital Program, Fleet Services, Operations, Paratransit, Rail, and Service and Strategic Planning Divisions. BCTD is comprised of more than 1,440 individuals working together to deliver public transportation services and to provide and maintain the fleet vehicles to support Broward County's government operations within the county's developable area of approximately 431 square miles to serve our 1.9 million residents.

Public transportation services are provided by BCT through a network of transit services, including the operation of a fleet of 411 buses on 43 fixed routes, with several routes connecting with Palm Tran (in Palm Beach County), Miami-Dade Transit (In Miami-Dade counties), and Tri-Rail (commuter rail service); 337 paratransit vehicles providing contracted services for the transportation disadvantaged and persons with disabilities; 65 minibuses and mid-sized buses operated in partnerships with municipalities and other entities for Community Shuttle service, fixed-route bus service to Tri-Rail stations, and partnerships with other entities to provide alternative local public transit services. BCT, through its integrated services, provides more than over 30 million passenger trips annually as of FY2022. BCT operates out of two facilities: the Copans Road Bus Facility in Pompano Beach, Florida, and the Ravenswood Road Bus Facility in Dania Beach, Florida.

BCT's operating budget is supported by operating revenues from transportation surtax, transit fares, advertising, state grants, local option gas taxes, and local ad valorem taxes. Capital funds are used to purchase new and replacement buses and vehicles, fare boxes, maintenance and support equipment and parts, information technology, facilities construction and repair, the

capital costs associated with contracting, and certain eligible preventive maintenance functions. Other than the transportation surtax, local ad valorem taxes, local concurrency funds, the County's Transportation Trust Fund (i.e., Local Option Gas Taxes), state grants, transit fares, advertising revenue, and the Board's annual allocation from General Revenue Funds, there are no additional state or local revenue sources. Federal funds are provided by various Federal Transportation Administration (FTA) grants.

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

ADA Complementary Paratransit Service

BCT provides complementary paratransit service for persons qualified under the Americans with Disabilities Act of 1990. BCT's paratransit services are for persons with physical, cognitive, emotional, visual, or other disabilities that functionally prevent them from using the Broward County transit fixed route bus system permanently, temporarily, or under certain conditions.

Paratransit service fare is up to $3.50 each way, and reservations are required one day in advance by calling 1-866-682-2258. It is an origin-to-destination, shared-ride service operating throughout Broward County. Hours of operation are equivalent to fixed route operating hours.

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

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

Community Shuttle Program

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

These routes are designed to complement the County's fixed route bus system and to provide increased mobility and connectivity options for passengers traveling short distances, as well as provide "first-mile" and "last-mile" connections to BCT fixed routes in area$_4$s within the

community that larger buses are unable to serve. While BCT routes serve mainly arterial corridors, community shuttles can penetrate neighborhoods and create short-distance linkages between origins and destinations.

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

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

AUTHORITY AND GUIDANCE

Title VI of the Civil Rights Act of 1964

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

Executive Order 13166

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

FTA Circular 4702.1B

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

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

Who is a Limited English Proficient (LEP) Person?

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

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

PLAN SUMMARY

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

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

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

Next Steps - Continuous Efforts

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

1. Obtain latest Census and American Community Survey 5-Year Estimates to determine if any demographic changes to the LEP community previously identified in BCT's service area.

2. Continue LEP outreach and summarize the comments received from LEP persons.

3. Compile a list of accomplishments based on comments and requests from LEP persons and the organizations that provide services to them.

4. Examine the feasibility of installing a dedicated phone line in its Customer Service Center for bus riders/customers who speak Spanish and Haitian Creole.

5. Continue to encourage Transit Operations Agents in BCT's Customer Service Center to take the "Rosetta Stone" Spanish-speaking course.

6. Explore the feasibility of installing a public-address system at BCT's main bus terminal to

provide service announcements in Spanish and Haitian Creole.

7. Consider contracted service to translate Paratransit Eligibility Applications into Spanish and Haitian Creole.

8. Incorporate a speech-recognition Integrated Voice Response (IVR) system in the customer service telephone information center that can also fail back to touch-tone as part of system wide 'real time' travel information in Spanish and Haitian Creole.

9. Conduct on-board surveys in 4 languages, English, Spanish, Haitian Creole and Portuguese.

FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP persons eligible in the BCT service area who may be served or likely to encounter a BCT program, activity, or service.

    A. BCT used Geographic Information Systems (GIS) and data from the US Census Bureau's 2017-2021 Five-Year American Community Survey Estimates to determine the percentage of LEP individuals within the system service area. The BCT service area includes all census tracts that intersect a one-quarter mile buffer around all routes.

    B. BCT determined that 19.8 percent of the service area population could not speak English "very well." Of the 19.8 percent 14.9 percent speak Spanish, 2.6 percent speak Haitian Creole, 1.1 percent speak other Indo-European languages (including Portuguese), and 1.3 percent speak other languages. (See EXHIBIT 1, BCT LEP Languages Spoken at Home Chart).

    C. Use of GIS allowed BCT to map concentrated LEP populations by language spoken at home. The map (see EXHIBIT 2) will be used to tailor LEP outreach, initiatives, and policy.

    D. BCT identified and offers service to LEP persons based on information gathered from the following sources or encountered by BCT in its eligible service population:

        i. US Census Bureau American Community Survey

        ii. School enrollment

        iii. Anecdotal information from bus operators and community outreach specialists

        iv. Increasing Customer Service calls by persons requesting interpreters or translators

        v. Number of transit brochures published in Spanish and Creole

        vi. Returned On-Board Surveys

2. The frequency with which LEP individuals come in contact with the BCT program, activity, or service.

    A. BCT assesses the frequency at which staff and bus operators have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying bus operators.

    B. BCT has had frequent requests for interpreters and requests for translated BCT

documents.

C. BCT currently provides language services and assistance in the following manner:

i. Customer Service calls requiring an interpreter.

ii. Participation by the Marketing and Communications staff at community/organizational events targeted to language and diverse cultures, e.g., Hispanic Fest, UniFest, World Fest, Viva Broward County, Caribbean Expressions Travel Symposium.

iii. Requests for bilingual publications including Paratransit Service (TOPS) Application and Rider's guide.

iv. Transit Operations Agents in the Customer Service Center fluent in Spanish and Haitian Creole.

v. Website translation in several languages to include Spanish, Haitian Creole, French, and Portuguese, to accommodate the changing demographic needs of passengers who may not use English as a primary language.

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

A. BCT Transit Operations Agents are aware of the importance of providing meaningful access to information and services for LEP persons.

B. Multi-lingual customer service provides assistance on the use of the system and trip planning - very important for LEP persons to access the system.

C. Automatic Vehicle Annunciation (AVA) system installed on BCT's fixed-route buses. This standardized automatic voice annunciation system provides pre-recorded passenger information in English, Spanish, and Haitian Creole. These annunciators have had a tremendous impact on the ease of travel on BCT's bus system.

D. Bilingual publications have also been most helpful in promoting BCT services and encouraging usage by LEP groups.

E. There is a large geographic concentration of Spanish, Haitian Creole, and Portuguese-speaking LEP individuals in the BCT service area. BCT will work with social service, professional, and leadership organizations within the BCT service area that focuses on outreach or membership to these LEP populations.

4. The resources available to BCT and overall costs.

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

      i. Hired bilingual Transit Operations Agents to handle customer service calls in Spanish and Haitian Creole.

      ii. Printed materials in Spanish and Haitian Creole. Cost $7000.

      iii. Automatic Vehicle Annunciation (AVA) onboard system provides bus stop and transfer messages in English, Haitian Creole and Spanish.

      iv. Print and radio advertisements in Spanish and Haitian Creole. Cost $20,000.

      v. Website translation by Google or Microsoft in over 70 languages including Spanish, Haitian Creole, Portuguese and French, to accommodate the changing demographic needs of passengers who may not use English as a primary language.

      vi. Translated selected ADA complementary paratransit forms, including TOP's Riders Guide, in Spanish and Haitian Creole

      vii. Pertinent transit information is posted to BCT's Facebook page, and Quick Response (QR) codes are included on print collateral directing the readers to transit information.

      viii. Developed and maintains an ADA comments web page at http://www.broward.org/BCT/Pages/Accessibility.aspx which allows the public to offer comments and feedback for accessibility improvements to BCT's bus system.

      ix. Installed and published TTY Telephone Service to make it easier for persons with hearing impairments to talk over telephone lines. TTY telephone numbers for County offices are posted on BCT's website, in print materials, and in the County's phone directories.

      x. Electronic newsletter is sent via email to a passenger email database to provide time-sensitive transit information on programs and services.

      xi. Two-way social media communication on BCT's Facebook page provides a forum to receive and respond to public comments and feedback on services and programs.

xii. BCT's YouTube channel provides user-generated videos of transit information.

xiii. Features to the website, such as font size and color schemes, increase accessibility and usability for all users, including those with visual impairment.

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

LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

Identify Language Assistance Measures

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

1. Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;

2. When BCT-sponsored events or community meetings are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply;

3. Have the Census Bureau's "I Speak Cards" at BCT meetings and events (contained herein as EXHIBIT 3). While staff may not be able to provide translation assistance at all meetings and events, the cards are an excellent tool to identify language needs for future meetings;

4. Frequently survey drivers and other first line staff, including staff in the telephone customer information center, of any direct or indirect contact with LEP individual; and

5. Make printed materials available in large print, audio, and other appropriate alternative formats by request.

Determine Vital Documents for Translation

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

1. Census Bureau's "I Speak Cards" that will be available at BCT meetings and events;

2. Security announcements and signage;

3. Emergency-related public announcements;

4. Public hearings and meetings – public participation in the decision-making processes involving BCT service and fare changes;

5. Materials regarding Title VI Rights and complaint procedures; and

6. Information affecting a rider's ability to access and use the BCT system safely and effectively (e.g., major bus terminal renovations).

Determine Non-Vital Materials

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

1. Bus schedules;
2. Information regarding schedules, trip-planning, inquiries, and customer feedback;
3. General advertisements;
4. General announcements;
5. Publications of internal BCT policies and procedures; and
6. Social Media sites: Facebook, Twitter, YouTube

Training on Language Assistance Measures

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

1. Understanding the Title VI policy and LEP responsibilities;
2. What language assistance services BCT offers;
3. Use of LEP "I Speak Cards";
4. How to use the Language Line interpretation and translation services;
5. Documentation of language assistance requests;
6. How to handle a Title VI and/or LEP complaint.

Outreach/Awareness

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

1. When staff is aware that they will be presenting a topic that could be of potential importance to an LEP person, or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area. As well, staff will coordinate with local community groups to have someone available who can assist to interpret information at the meeting.

2. When posting a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into: “Persons who require special language-translation or other accommodations to participate in the public meeting should call the number provided and a translator will be available.” Also, “If you are unable to attend the public meeting, mail your comments to (address is provided)”.

3. In some instances, a staff member who speaks the alternative language will accompany the lead outreach staff person at the general public meeting to provide language-translation assistance.

4. Coordination with local community groups is a key outreach component as staff identifies and seeks to engage LEP persons in BCT programs and activities.

Plan Monitoring and Updating

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

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

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

Policy Distribution and Notice to Public

BCT’s Title VI plan, including the LEP, is posted on its website at www.broward.org. Any person with Internet access, including social service, non-profit, and law enforcement agencies and other community partners, will be able to view the plan. Copies of the LEP Plan will also be provided to

interested parties upon request. Additionally, BCT's Notice of Rights under Title VI to the public is posted on BCT's website, on all BCT vehicles, bus transfer terminals, bulletin boards, selected printed materials, and also refers to the LEP Plan's availability.

For complete information about BCT's LEP Plan or related program activities, contact the Title VI Coordinator:

Broward County Transit
Attention: Marcos Ortega
Title VI and ADA Program Coordinator
Phone: (954) 357-8481E-
Fax: (954) 357-8327
Email: mortega@broward.org
TTY: (954) 357-8302

EXHIBIT 1: LIMITED ENGLISH PROFICIENCY BY LANGUAGES SPOKEN AT HOME

LANGUAGE	POP	% OF TOTAL POP	% OF LEP POP
Spanish	355,059	14.9%	75.2%
French, Haitian, or Cajun	61,007	2.6%	12.9%
Other Indo-European languages (incl. Portuguese)	25,977	1.1%	5.5%
Russian, Polish, or other Slavic languages	8,234	0.3%	1.7%
Chinese (incl. Mandarin, Cantonese)	5,958	0.2%	1.3%
Other and unspecified languages	3,947	0.2%	0.8%
Vietnamese	3,822	0.2%	0.8%
Other Asian and Pacific Island languages	3,045	0.1%	0.6%
Arabic	1,695	0.1%	0.4%
Korean	1,403	0.1%	0.3%
Tagalog (incl. Filipino)	1,288	0.1%	0.3%
German or other West Germanic languages	637	0.0%	0.1%
			`
LEP POP OVER 5	**472,072**	19.8%	-
TOTAL POP OVER 5	**2,390,077**	-	-

Source: US Census Bureau 2017-2021, 5-Year American Community Survey Estimates

EXHIBIT 2: LEP MAPS

Figure 1: All LEP Populations

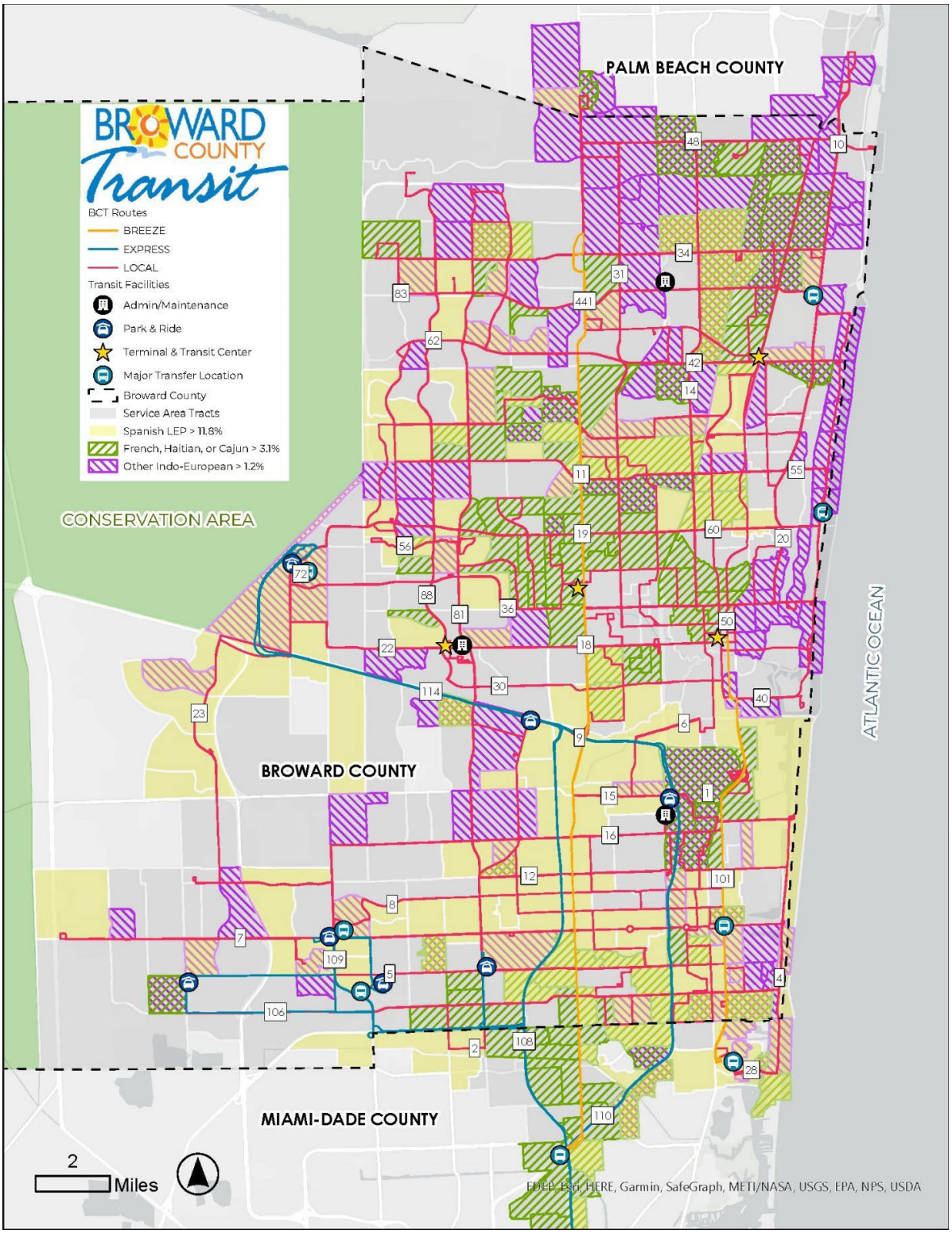


Figure 2: Spanish LEP Populations

Figure 3: French, Haitian, or Cajun LEP Population

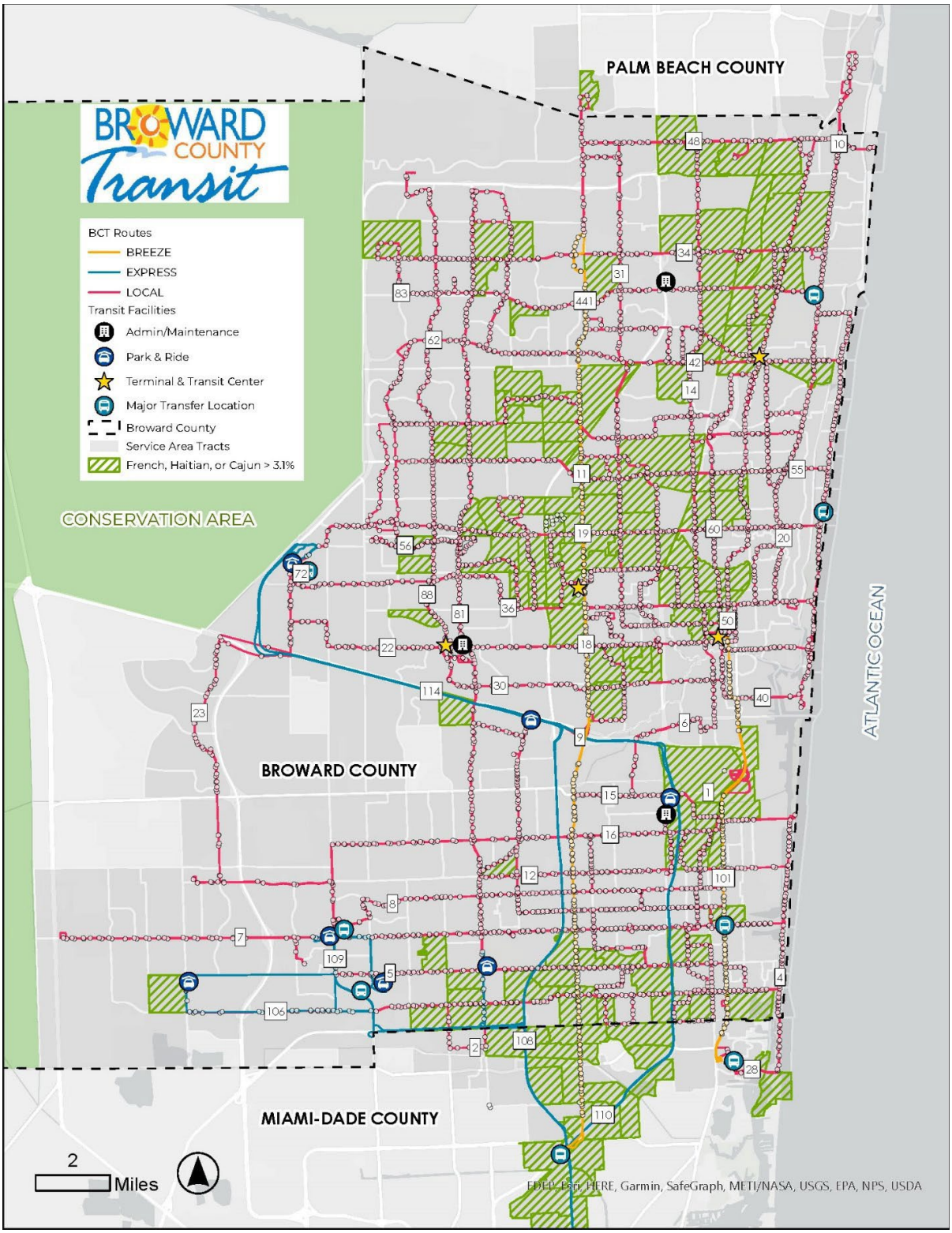


Figure 4: Other Indo-European LEP Populations

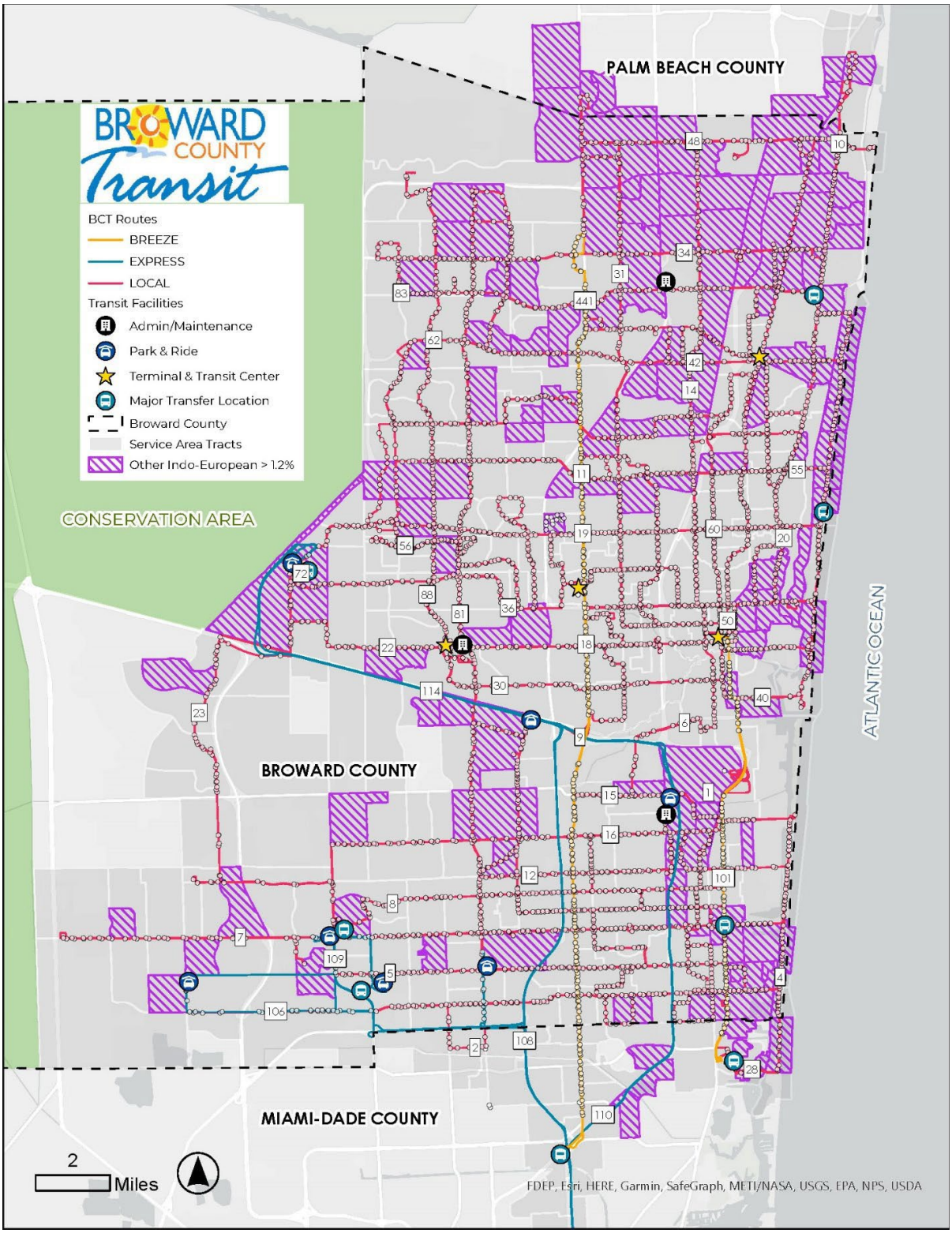
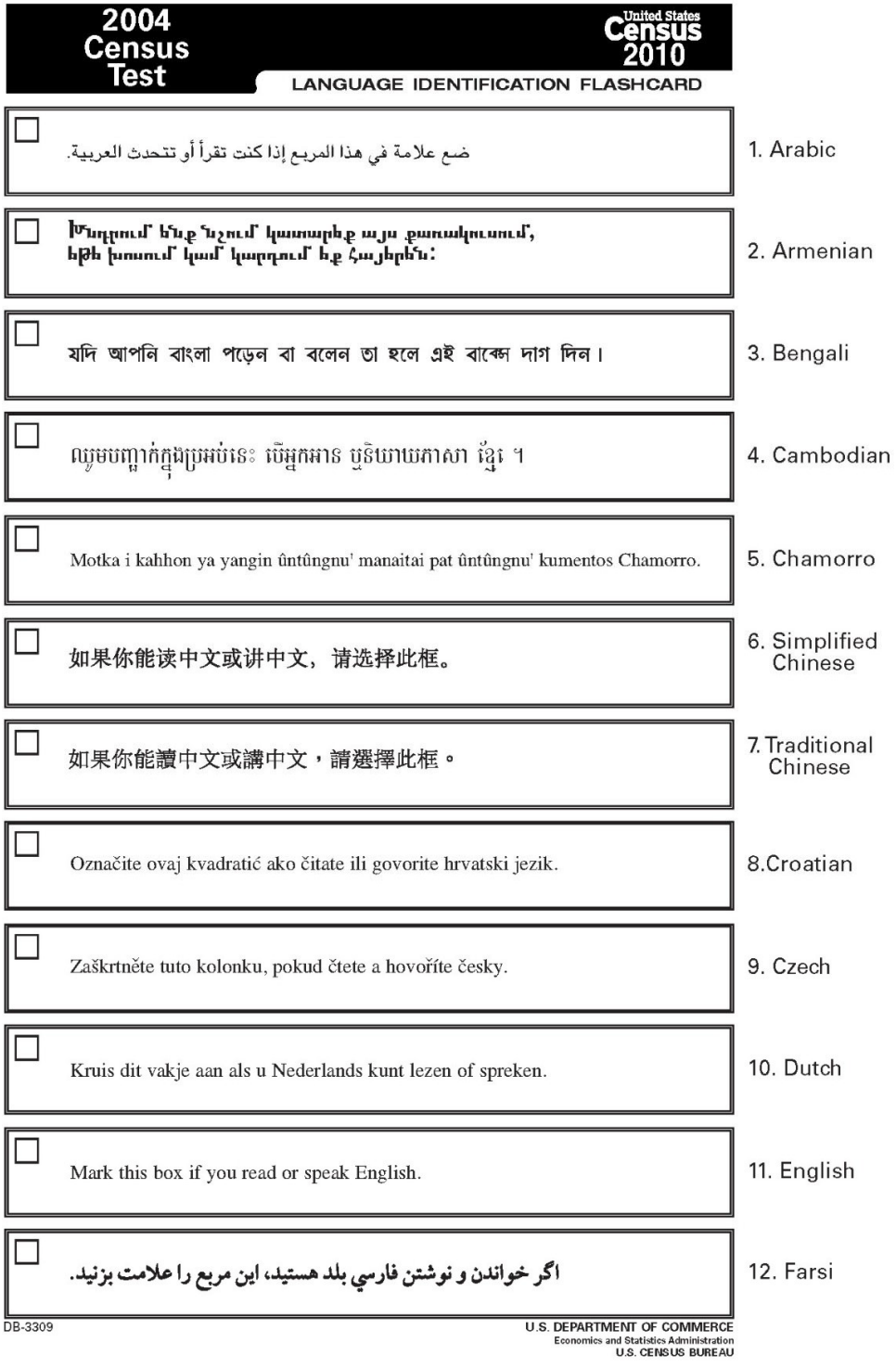
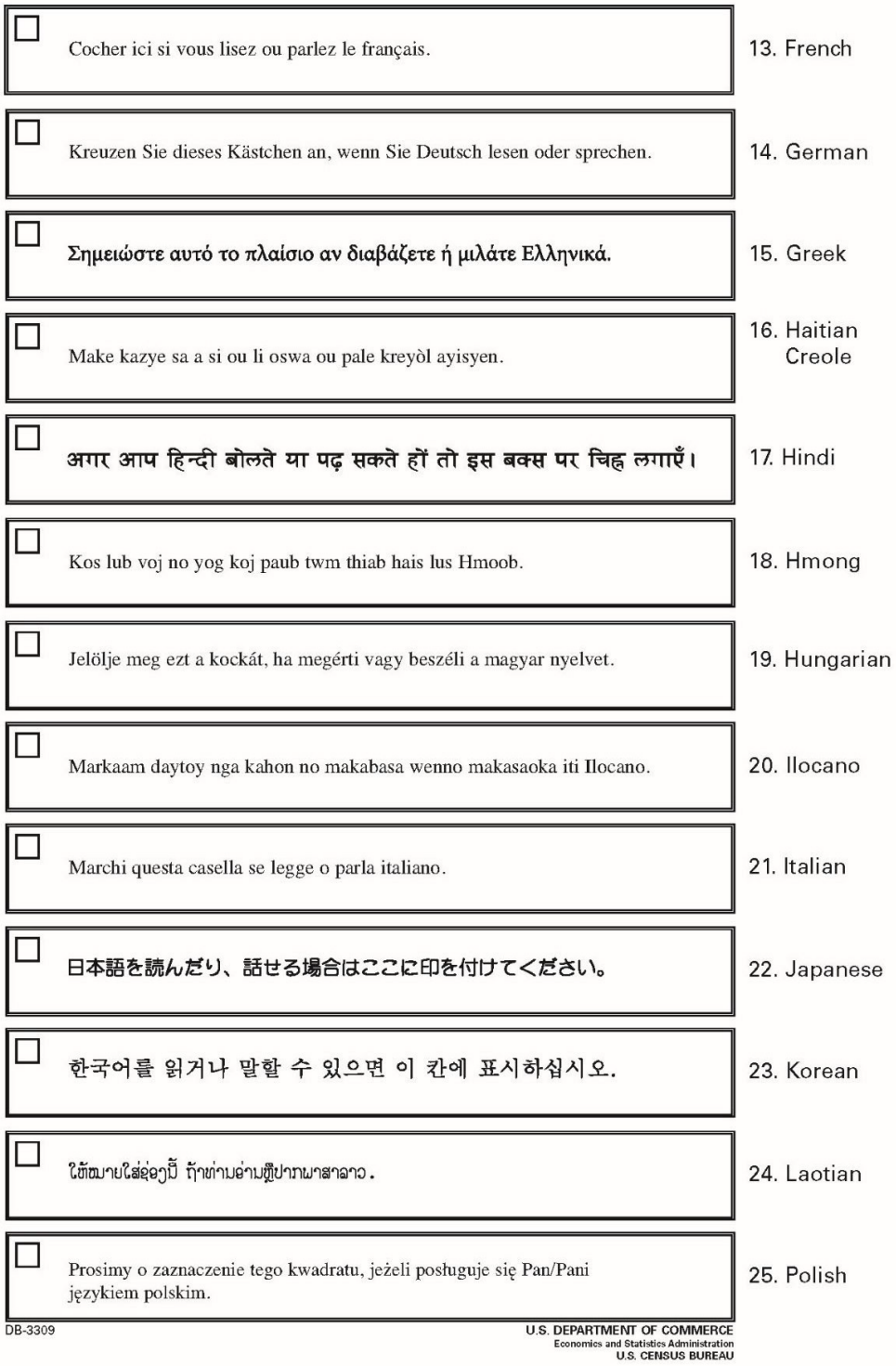


EXHIBIT 3: U.S. CENSUS BUREAU'S "I SPEAK CARDS"




Cocher ici si vous lisez ou parlez le français.
13. French
Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.
14. German
Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.
15. Greek
Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.
16. Haitian Creole
अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस बक्स पर चिह्न लगाएँ।
17. Hindi
Kos lub voj no yog koj paub twm thiab hais lus Hmoob.
18. Hmong
Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.
19. Hungarian
Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.
20. Ilocano
Marchi questa casella se legge o parla italiano.
21. Italian
日本語を読んだり、話せる場合はここに印を付けてください。
22. Japanese
한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.
23. Korean
ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.
24. Laotian
Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.
25. Polish
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☐ Assinale este quadrado se você lê ou fala português.	26. Portuguese
☐ **Înseamnaţi această căsuţă dacă citiţi sau vorbiţi româneşte.**	27. Romanian
☐ Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
☐ **Обележите овај квадратић уколико читате или говорите српски језик.**	29. Serbian
☐ Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
☐ Marque esta casilla si lee o habla español.	31. Spanish
☐ Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
☐ **ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.**	33. Thai
☐ Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
☐ Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.	35. Ukranian
☐ اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
☐ Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
☐ באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

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U.S. CENSUS BUREAU

TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 6

Monitoring Process for Subcontractors

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

ARTICLE 2. SCOPE

CITY'S OBLIGATIONS

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

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

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

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

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

(1) Nature of change requested;

(2) Reason for change including supporting documentation such as letters from the community; and

(3) Any available details and/or preliminary research or work done to support the change.

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

whether the request is approved.

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

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

(1) A senior – an individual who is 65 years of age or older;

(2) An individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability, cannot use a public transportation service or a public transportation facility effectively without special facilities, planning, or design; and

(3) An individual presenting a Medicare card issued to that individual under Title II or XVIII of the Social Security Act, 42 U.S.C. Sections 401 et seq. and 1395 et seq.

2.5.2 City shall:

(1) Provide a formal written notice to the Contract Administrator at least sixty (60) calendar days prior to the implementation date of the proposed fare or fare change;

(2) Hold a public hearing prior to the institution of any proposed fare or fare change in compliance with the procedures set forth in Section 2.6 below; and

(3) Not implement the proposed fare or fare change prior to receiving County's written approval.

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

(1) Prior to the implementation of or change in fares;

(2) Prior to any change in service affecting twenty-five percent (25%) or more of the route miles, when calculated on total route miles or on daily revenue miles. A public hearing is required if either measure is above twenty-five percent (25%);

(3) Prior to establishing a new Community Shuttle Service route;

(4) Prior to discontinuing any Community Shuttle route in its entirety; and

(5) Prior to implementing headway adjustments of more than fifteen (15) minutes.

2.6.1 At least one (1) Notice of Intent to Hold a Public Hearing must be published in a newspaper of general circulation in Broward County no less than ten (10) business days prior to the date of the public hearing. The notice shall contain, at a minimum:

(1) A description of the contemplated service or fare change, as appropriate;

(2) The date, time, and accessible location of the hearing;

(3) The location and addressee to whom written comments may be sent; and

(4) Criteria for requesting available accommodations and alternative formats.

2.6.2 If service changes are necessitated by road closures or road construction/repair, or interruptions due to hurricane or other natural disaster, the Contract Administrator may authorize service reductions on a temporary basis, without a prior public hearing, for a period not to exceed six (6) months. City shall use its best efforts to provide the public with the greatest advance notice possible through the use of flyers, handouts, or other printed material and shall include a telephone number that can be used to inquire further about the change or through which individual patrons may seek alternative format information.

2.6.3 City shall provide County with the public hearing notice and minutes of all public hearings held to satisfy the requirements of 49 U.S.C. Section 5307 within seven (7) calendar days after the public hearing.

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

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

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

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

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

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

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

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

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

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

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

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

2.13 OPERATION.

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

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

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

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

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

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

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

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

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

2.13.8 City shall:

a. Provide base of operation for Vehicle(s), operators, and Community Shuttle Service.

b. Comply with all Community Shuttle Service operations, and equipment and maintenance requirements established by BCT.

c. Comply with performance and safety standards required by Florida law and Chapter 14-90.

d. Hire, train, and supervise Vehicle operators. County shall schedule and conduct the Vehicle operators' mandatory training unless City has an approved training program.

e. Ensure that personnel working in the Community Shuttle program have the management, operations, and maintenance expertise required to carry out every obligation necessary to perform the Community Shuttle Service.

f. Supervise Community Shuttle Service operations.

g. Provide a means of direct communication between supervisors and Vehicle operators.

h. Comply with and make appropriate personnel available for County's monitoring and audits.

i. Attend and participate in quarterly Community Shuttle Service partner meetings with County staff. If City utilizes a Subcontractor to provide Community Shuttle Service, a representative from City and a representative from Subcontractor shall attend the meetings.

j. Implement the operating methods, procedures, protocols, and policies that County directs as integral to the efficient and effective operation of County's public transportation system.

k. Respond to the Contract Administrator's requests for information in a timely manner.

l. Submit annual data to the National Transit Database (NTD) as required Section 2.18 herein titled "Reporting and Recordkeeping Requirements."

m. Develop, maintain, and keep current a written procedure for the investigation and reporting of accidents and incidents.

n. Provide City's written procedure for reporting accidents and incidents to the Contract Administrator for approval prior to the start of Community Shuttle Service.

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

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

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

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

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

a. More than one (1) moving violation in the last three (3) years*.

b. An at-fault accident in the last three (3) years*.

c. Failure to Appear or a Failure to Pay in the last three (3) years*.

d. Reckless Driving in the last seven (7) years*.

e. Driving Under the Influence (DUI) within the last seven (7) years*. Two convictions (lifetime) for DUI is automatic disqualification.

f. Suspension within the last three (3) years*. One suspension for PIP permitted.

g. Manslaughter resulting from the operation of a motor vehicle.

h. Hit and Run or Hit and Run with Property Damage.

i. Reckless Driving causing injury.

j. DUI causing injury.

k. Any combination of driving violations that indicate a pattern of irresponsibility or poor judgment.

*All time periods shall be rolling.

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

a. Driving Record;

b. Background Verification Record;

c. Criminal Background information; and

d. INS Employment Eligibility Form I-9

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

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

2.15.5 City shall ensure that all Vehicle operators and supervisors performing Community Shuttle Services comply with the following:

a. Immediately prohibit any employee, who fails to meet the requirements necessary to operate a Vehicle under this Agreement, from operating any Vehicle(s) to provide the Community Shuttle Service.

b. Only allow Vehicle(s) to be operated by properly licensed operators.

c. Provide full utilization (ADA accessible) Vehicle(s) to disabled passengers.

d. Carry a valid Florida Commercial Driver's License Class A, B, or C with passenger endorsements issued by the state of Florida on their person while operating a Vehicle.

e. Immediately report any and all convictions of in-state or out-of-state moving violations and/or any loss of driving privileges due to suspension or revocation of the employee's driver's license.

f. Prohibit the use of any personal wireless communications devices while occupying the operator's seat of the Vehicle or while in the operating area of the Vehicle.

g. Prohibit reckless and unsafe driving, illegal parking, illegal stopping, or the commission of any other traffic violation while operating any Vehicle.

h. Provide County bus route timetables (schedules), maps, or other available BCT transit system information to any passenger requesting such material.

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

a. Section 504 of the Rehabilitation Act of 1973, as amended (Section 504), 29 U.S.C. Section 794, prohibits discrimination on the basis of disability by recipients of federal financial assistance.

b. The Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 et seq., prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities, as well as imposes specific requirements on public and private providers of transportation.

c. The United States Department of Transportation (DOT), Public Transportation Regulations implementing Section 504 and the ADA. These regulations include DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 C.F.R. Part 27, DOT regulations, "Transportation Services for Individuals with Disabilities (ADA)," 49 C.F.R. Part 37, and Architectural and Transportation Barriers Compliance Board (ATBCB)/DOT regulations, "Americans With Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 36 C.F.R. Part 1192 and 49 C.F.R. Part 38, all as currently enacted or as may be amended from time to time.

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

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

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

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

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

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

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

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

a. Transfer points with other fixed routes;

b. Major intersections and destination points;

c. Intervals/points of interest along a route to orient an individual with visual impairments or other disabilities to his or her location, especially if there is a long distance between other announcements; and

d. Any stop requested by a passenger with a disability, even if it does not meet any of the other criteria for announcement.

2.20 CHARTER AND SCHOOL BUS REGULATIONS.

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

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

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

2.22 STANDARDS. City shall comply with the following:

a. City, as a contracted public transit provider, shall comply with all applicable requirements of Chapter 14-90 of the Florida Administrative Code ("Chapter 14-90").

b. Develop and adopt a System Safety Program Plan ("SSPP") and Security Program Plan ("SPP") that comply with the requirements set forth in Chapter 14-90. The SSPP and the SPP shall be provided to County prior to providing Community Shuttle Service.

c. Permit inspections, and safety and security review by County and the state of Florida.

d. Comply with the adopted SSPP and SPP and ensure that safety inspections have been performed no less than biannually on all Vehicles operated pursuant to the provisions of this Agreement and in compliance with Chapter 14-90.

e. All accidents shall be reported immediately to law enforcement.

f. Report to CTO all accidents or incidents, including passenger-related occurrences, and any non-routine events within twenty-four (24) hours via phone call and follow up with written notification via e-mail correspondence within seventy-two (72) hours to include a police report, if available, and/or City accident or incident report. If any accident or incident requires a passenger to be transported from the scene, immediately call the CTO.

g. Vehicle(s) shall not be operated if the top or interior lights or the headlights or taillights are not functioning properly. Vehicle(s) shall not be driven unless the brakes, steering mechanism, tires, horn, windshield wipers, and driver's and passenger's side mirrors and rearview mirrors are in good working order.

h. Advertising, if allowed by County on any Vehicle, shall not obstruct the driver's view and shall not obstruct the Vehicle's top lights or other lights. Signs that encourage, advertise for, or otherwise solicit driver tips are strictly prohibited.

i. Speedometer shall be properly installed, in good working order, and exposed to the view of both the driver and the passenger(s).

j. The interior of the Vehicle(s) shall be clean, sanitary, and free from torn or damaged upholstery or floor coverings, or damaged or broken seats.

k. Door hinges and latches shall be in good mechanical working order and all doors shall operate easily and close securely.

l. Vehicle(s) shall be structurally sound and operate with minimum noise, vibration, and visible exhaust fumes.

m. The body, fenders, door trim, and grill of the Vehicle(s) shall be free from cracks, breaks, and dents, and the Vehicle shall be painted.

n. Vision shall be unobstructed on all four (4) sides of the Vehicle(s).

COUNTY'S OBLIGATIONS

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

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

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

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

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

ARTICLE 3. VEHICLES

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

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

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

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

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

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

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

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

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

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

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

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

a. Preventative maintenance;

b. Repair work orders; and

c. Annual/biannual inspections.

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

3.10.1 Any Vehicle that becomes inoperable must be repaired and back in Community Shuttle Service within ten (10) business days of becoming inoperable. If a Vehicle(s) will not be back in revenue service within ten (10) business days due to the unavailability of parts or due to the nature of the repair, City shall notify the Contract Administrator in writing and include the reason for the delay. City must have written approval from the Contract Administrator for any repair that will keep Vehicle(s) out of Community Shuttle Service for more than ten (10) business days.

3.10.2 All maintenance on Vehicle(s) shall be performed by persons properly licensed and qualified to perform maintenance on Vehicle(s). City shall maintain the Vehicle(s) in compliance with BCT's and the manufacturer's standards for preventive maintenance. City shall develop a preventive maintenance schedule, which shall be approved by County prior to initiating Community Shuttle Service.

3.10.3 Vehicle parts necessary to maintain and repair Vehicles shall be provided by City. Vehicle parts must be Original Equipment Manufacturer (OEM) parts. City shall receive written approval from the Contract Administrator before beginning any major maintenance and/or repair. Major maintenance and repairs shall be defined as any maintenance or repair activity in which the total cost of parts and labor exceeds Two Thousand Five Hundred Dollars ($2,500.00).

3.10.4 City shall not make any structural or other significant alterations or changes to Vehicle(s) without the prior written consent of the Contract Administrator.

3.10.5 City shall maintain any Vehicle(s) in clean appearance and safe and proper working mechanical condition at all times. Vehicle(s) shall be used in Community Shuttle Service in a manner so that any Vehicle(s) will accrue relatively equal mileage at any one time.

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

a. Above or beside the passenger entrance door(s);

b. On the exterior rear of the Vehicle;

c. On the exterior front of the Vehicle; and

d. On the interior of the Vehicle above the front windshield.

3.11.1 Vehicle(s) route identification information must contrast in color with the background color to which they are affixed.

3.11.2 Vehicle(s) shall display, at all times, destination signage specific to the Route and the direction being operated, if direction is applicable. The signage shall fit the opening as provided on the Vehicle(s). An ADA compliant route identification sign shall be displayed on the curb side of Vehicle(s) at all times.

3.11.3 City shall maintain all interior signs placed by County.

3.11.4 City shall not place advertisements of any kind or nature on any Vehicle(s) without the prior written approval of the Contract Administrator. If advertisements are allowed, all advertising shall conform to the BCT Advertising Guidelines and Regulations, as currently enacted or as may be amended from time to time.

3.11.5 City shall ensure that Vehicles conspicuously display all branding, logos, taglines, or other messaging directed by County.

3.12 DAILY CLEANING. City shall ensure that each Vehicle is clean prior to beginning Community Shuttle Service each day as follows:

a. Exterior washed;

b. Interior windows cleaned;

c. Non-carpeted floors are mopped with clean water and appropriate cleaning solution;

d. Non-upholstered seats are wiped down with clean water and appropriate cleaning solution;

e. Upholstered seats are vacuumed;

f. Pest control;

g. All handrails are wiped down with clean water and appropriate cleaning solution; and

h. Dispose of all refuse, newspapers, and other recyclable material remaining on board the Vehicle. Items remaining on the Vehicle that belong to customers shall be maintained and made available consistent with City's Lost and Found Policy which policy shall comply with Florida law. City's Lost and Found Policy must be approved by the Contract Administrator;

3.13 TITLE. Title to County-owned Vehicle(s) shall remain in County at all times, and City shall have no right, title to, or interest in the Vehicle(s) except the possessory rights expressly set forth in this Agreement. Any act of City purporting to create any claim, lien, or encumbrance shall be void. City shall keep the Vehicle(s) free and clear of any and all claims, liens, and encumbrances, and shall, at its expense, protect and defend County's title to the Vehicle(s) and shall protect and defend County's right of possession against all others. City shall return the Vehicle(s) to County free of any liens, claims, or encumbrances resulting from City's use of the Vehicle(s). City shall notify persons

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

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

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

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

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

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

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

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

a. Use of the AVL/MDC Equipment, APC Equipment, Wi-Fi Equipment or any component thereof in other than the manner for which it was installed;

b. Damage to the AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment by City, its employees, agents, or third parties;

c. Modification of the installed AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment by City which was not authorized by County; or

d. Maintenance performed by City without County's authorization.

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

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

a. City shall keep the AVL/MDC Equipment, APC Equipment, and Wi-Fi Equipment free and clear of all claims, liens, and encumbrances. Any act of City purporting to create such a claim, lien, or encumbrance shall be void;

b. City shall not use the AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment in any manner or for any purpose for which the AVL/MDC Equipment is not designed or reasonably suited;

c. City shall not permit any physical alteration of the AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment without the prior written consent of County;

d. City shall not affix, attach, or install any accessory, equipment, or device to the AVL/MDC Equipment, APC Equipment, or Wi-Fi Equipment without the prior written consent of County;

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

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

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

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

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

ARTICLE 4. COMPLAINTS

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

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

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

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

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

ARTICLE 5. TERM AND TIME OF PERFORMANCE

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

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

ARTICLE 6. FUNDING

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

6.2 METHOD OF BILLING AND PAYMENT

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

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

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

6.2.3 City shall submit its Total Vehicle Hours (Revenue Service Hours and deadhead; travel time from the yard to start of the route and from the end of the route to the yard) via invoice for payment as set forth in Exhibit G.

6.2.4 County shall pay City, in advance, the projected O&M rate for Total Vehicle Hours due through the first quarter of County's fiscal year. All payments for subsequent quarters, if applicable, shall be paid in advance on a quarterly basis. The maximum O&M rate, however, does not constitute a limitation, of any sort, upon City's obligation to perform all items of work required by, or which can be reasonably inferred from, the provisions of this Agreement. City shall provide sufficient detail regarding the factors included in its reported hourly rate and County reserves the right to audit this rate.

6.2.5 Advance quarterly payments for Funding shall be adjusted by County based on the Total Vehicle Hours calculations projected as compared to the actual Total Vehicle Hours performed in any previous quarter.

6.2.6 At the conclusion of each fiscal year, the projected budget as presented by the Contract Administrator will be reviewed for the new fiscal year to adjust for the number of days in each month and confirmation of anticipated holidays to be observed by City when service will not be provided.

6.2.7 Following the termination of this Agreement for any reason, City shall return to County any Funding paid in advance to City for any Total Vehicle Hours that were not actually performed by City. County shall conduct a reconciliation of the actual Total Vehicle Hours performed by City prior to termination compared to the amount of Total Vehicle Hours for which advanced Funding was paid. City shall return all Funding that was received in excess of the actual Total Vehicle Hours performed no later than thirty (30) days after receipt of a written notice from County demanding repayment. The obligations of this section shall survive the expiration or earlier termination of this Agreement.

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

6.4 Payment shall be made to City at:

XXXXXXXXXX
XXXXXXXXXXXXX
XXXXXXXXXXXXX

ARTICLE 7. INSURANCE

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

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

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

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

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

ARTICLE 8. TERMINATION

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

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

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

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

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

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

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

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

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

ARTICLE 9. EEO COMPLIANCE

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

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

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

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

ARTICLE 10. TITLE VI

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

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

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

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

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

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

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

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

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

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

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

ARTICLE 11. MISCELLANEOUS

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

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

11.2.1 Keep and maintain public records required by County to perform the services under this Agreement;

11.2.2 Upon request from County, provide County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time and at a cost that does not exceed that provided in Chapter 119, Florida Statutes, or as otherwise provided by law;

11.2.3 Ensure that public records that are exempt or confidential and exempt from public record requirements are not disclosed except as authorized by law for the duration of this Agreement and following completion or termination of this Agreement if the records are not transferred to County; and

11.2.4 Upon completion or termination of this Agreement, transfer to County, at no cost, all public records in possession of City or keep and maintain public records required by County to perform the services. If City transfers the records to County, City shall destroy any duplicate public records that are exempt or confidential and exempt. If City keeps and maintains the public records, City shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to County upon request in a format that is compatible with the information technology systems of County.

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

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

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

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

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

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

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

11.3.3 City shall ensure that the requirements of this section are included in all agreements with its Subcontractor(s).

TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 7

Service Standards and Policies

TITLE VI UPDATE 2023

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

VEHICLE ASSIGNMENT POLICY

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

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

DISTRIBUTION OF TRANSIT AMENITIES POLICY

Policy:

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

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

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

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

VEHICLE HEADWAYS STANDARD

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

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

VEHICLE LOAD STANDARD

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

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

ON-TIME PERFORMANCE STANDARD

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

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

TRANSIT ACCESS AND SERVICE AVAILABILITY STANDARD

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

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

- Geographical barriers and street network restrictions.
- Service alignment that is designed to serve areas of higher demand or densities.
- Outlying areas on the edge of service coverage.

SERVICE MONITORING AND REPORTING

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

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

TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 8

Major Service Change, Disparate Impact, and Disproportionate Burden Policies

TITLE VI UPDATE 2023

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

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

DEFINITION OF "MAJOR SERVICE CHANGE"

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

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

EXCEPTIONS – SERVICES CHANGES

a. Temporary route detours caused by road construction, maintenance, closures, emergencies, labor disruptions or strikes, fuel shortages or safety concerns;

b. Temporary addition of service (e.g., demonstration projects);

c. Changes on special service routes such as sporting events, seasonal, special events;

d. Route number or name designation changes;

e. Any service change that does not meet the definition of a major service change described above.

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

EXCEPTIONS – FARE CHANGES

a. "Spare the air days" or other promotional fare reductions.

b. Temporary fare reductions that are mitigating measures for other actions (e.g., construction activities may close a segment of a road for a period of time and require passengers to alter their travel patterns).

c. If a promotional or temporary fare reduction lasts longer than six (6) months, then the FTA considers the fare reduction permanent, and the transit provider must conduct a fare equity analysis.

DEFINITION OF "ADVERSE EFFECT"

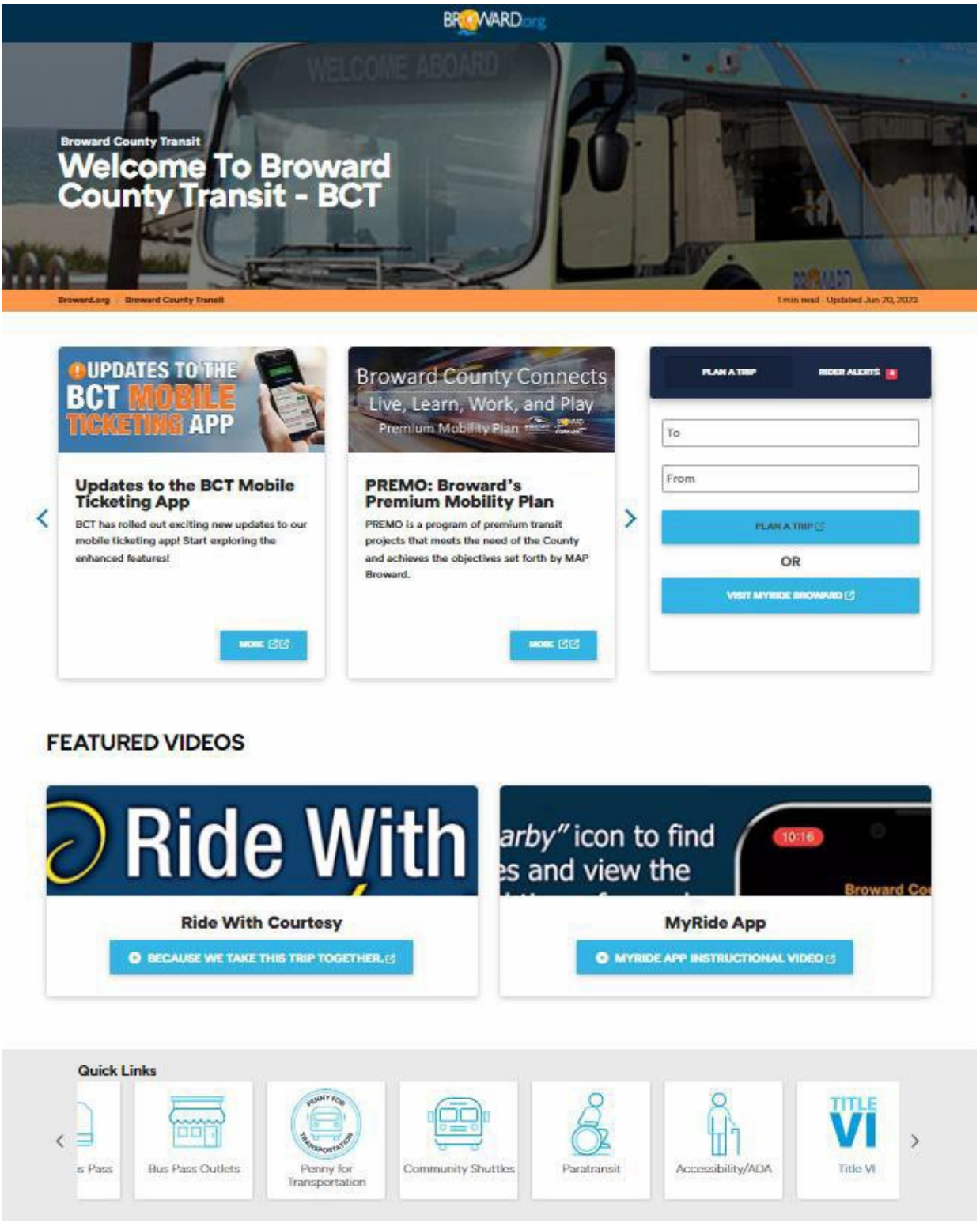
An adverse effect is defined as any change in service or fares that may negatively impact transit passengers which includes, but is not limited to, fare increases, headway changes, route segment elimination, re-routing, or route discontinuation.

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

EVALUATION OF "MAJOR SERVICE CHANGE"

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

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


BROWARD.org
Broward County Transit
Welcome To Broward County Transit - BCT
Broward.org | Broward County Transit
UPDATES TO THE BCT MOBILE TICKETING APP
Updates to the BCT Mobile Ticketing App
BCT has rolled out exciting new updates to our mobile ticketing app! Start exploring the enhanced features!
MORE
Broward County Connects
Live, Learn, Work, and Play
Premium Mobility Plan
PREMO: Broward's Premium Mobility Plan
PREMO is a program of premium transit projects that meets the need of the County and achieves the objectives set forth by MAP Broward.
MORE
PLAN A TRIP
RIDER ALERTS
To
From
PLAN A TRIP
OR
VISIT MYRIDE BROWARD
FEATURED VIDEOS
Ride With
Ride With Courtesy
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MYRIDE APP INSTRUCTIONAL VIDEO
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Bus Pass Outlets
Penny for Transportation
Community Shuttles
Paratransit
Accessibility/ADA
TITLE VI
Title VI

Title VI of the Civil Rights Act of 1964

Complaint of Title VI Discrimination

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

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

View BCT's Title VI Complaint Procedure (PDF).

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

Broward County Transit Division
Attention: Transit Manager – Compliance
1 North University Drive, Suite 3100A
Plantation, FL 33324

Telephone: 954-357-8481

TTY: 954-357-8302

with the Broward County Transit Division.

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Broward County Transit Division
Attention: Transit Manager – Compliance
1 North University Drive, Suite 3100A
Plantation, FL 33324

Telephone: 954-357-8481

TTY: 954-357-8302

Title VI Complaint Appeals

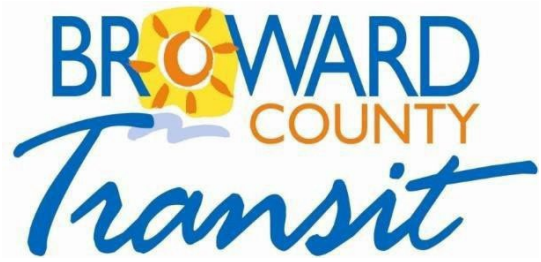
If, after investigation, the department concludes that the agency is in compliance with Title VI regulations and the complainant disagrees, the complainant may file an appeal with the Office of Civil Rights of the Federal Transit Administration (FTA).

Office of Civil Rights
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
United States

Frequently Asked Questions

- What is Title VI?
- Why is Title VI Important?
- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- Documents and Forms

Required Plug-ins: Adobe Reader



TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 9

Service Monitoring Report

Broward County Transportation Department

Service Monitoring Report

Updated 2023

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

Service standards and policies provide the framework for monitoring and assessing service. The analysis of performance for service standards on **vehicle loads, service frequency, on- time performance**, and **vehicle assignment** compare the measures for "minority" and "non-minority" routes as defined by the FTA. BCT has included all bus routes (a 100 percent sample) in the analysis comparing performance of "minority" and "non-minority" routes. Among the forty-three (43) routes, thirty-two (32) are classified as "minority" routes and eleven (11) are "non-minority" routes. Of the five (5) 95 Express and 595 Express services, four (4) are classified as "minority" routes.

The analysis of performance for **service availability** and **distribution of amenities** compares measures for "minority" and "non-minority" population in BCT's service area. BCT will continue to monitor and evaluate performance regarding established standards and policies triennially to ensure that service design and operations practices do not result in discrimination based on race, color, or national origin. Please refer to BCT's Systemwide Service Policies and Standards for a more detailed description of each respective standard and policy.

VEHICLE LOAD

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

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

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

ON-TIME PERFORMANCE

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

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

Title VI Defined	On Time Records	Total Records	Percentage
Minority	5,609,743	3,911,736	69.7%
Non-minority	1,572,534	1,103,752	70.2%
Total	7,182,277	5,015,488	69.8%

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

FINDINGS

- BCT does not meet the on-time performance standard for all routes (minority or non-minority). However, on-time performance increased by 7.2 percent from the last Title VI Program Update.
- BCT staff meets regularly to identify opportunities for service and/or schedule adjustments to reach our established on-time performance goal. The most cited causes for arrival or departure tardiness were peak hour congestion, traffic crashes, weather, and unexpected construction delays along specific routes.
- On-time performance is BCT's highest priority, and BCT works diligently to meet our established performance standard by the next Title VI Program Update.

AVERAGE HEADWAY (FREQUENCY OF SERVICE)

Headway is the interval of time between two (2) vehicles running in the same direction on the same route. It is measured in minutes and is expressed for peak and off- peak service to maintain accessibility to the transportation network within a reasonable waiting period, BCT has established minimum headway performance standards, based on ridership demand, service

type, time of day, and day of the week. BCT's standard is to have weekday peak headways of 30 minutes, weekday off-peak headways of 60 minutes, and Saturday and Sunday headways of 60 minutes.

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

Title VI Defined	Weekday Peak (6:00 a.m. – 9:00 a.m.) (3:00 p.m. – 6:00 p.m.)	Weekday Off-Peak	Saturday Service	Sunday Service
Minority	34 Minutes	32 Minutes	38 Minutes	44 Minutes
Non-minority	35 Minutes	38 Minutes	41 Minutes	48 Minutes
Total	34 Minutes	34 Minutes	39 Minutes	45 Minutes

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

FINDINGS

- Service on "minority" routes and "non-minority" routes is about the same during weekday peak hours, with slightly more frequent service on "minority" routes.
- Service on "minority" routes is more frequent than "non-minority" routes on weekday off peak hours, Saturdays, and Sundays.
- BCT is four (4) minutes shy of meeting its headway performance standard for weekday peak hours. BCT is currently meeting its headway performance standards for weekday off peak hours, Saturdays, and Sundays; therefore, there are no disparate impacts on minority population regarding the frequency of service.

TRANSIT SERVICE AVAILABILITY

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

services are available to at least 90 percent of the residents within a ¼ mile of a BCT fixed-route.

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

Title VI Defined	Within ¼ Mile [1]	Service Area Population [2]	Percentage of Service Area Population within ¼ Mile
Minority	1,476,573	1,790,405	82.5%
Non-Minority	677,154	744,758	90.9%
Total	2,153,727	2,535,163	85.0%

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

[1] For census tracts with centroid inside of the ¼ mile buffer around local routes

[2] Service Area is defined as "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 table shows the "minority" and "non-minority" service area population, including the population that live within a ¼-mile distance of fixed-route service. Minority population percentage is slightly smaller because the service area also includes census tracts within a 3-mile distance to Express Route Park-n-Ride Stations, which are not located within the ¼-mile buffer to the route lines, especially for these minority population located in Miami Dade County, which are served by Miami Dade County local bus services. BCT routinely monitors transit service availability and will continue to seek opportunities to expand access to transit services to the service area population.

FINDINGS

- BCT is not meeting its service availability standard of 90 percent within a ¼ mile of all fixed routes. However, the "minority" route percentage does not exceed the 15 percent disparate impact threshold. Therefore, there are no disparate impacts on minority population regarding transit service availability.

VEHICLE ASSIGNMENT

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

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

Transit Vehicles	Average Fleet Age	% ADA Accessible	% Bicycle Racks
Minority Routes	5.45 Years	100%	100%
Non-minority Routes	5.45 Years	100%	100%
Total Fleet	5.45 Years	100%	100%

The table shows fleet age of all transit vehicles used for revenue service for 2023. BCT uses the metric of average vehicle age to monitor vehicle assignment and ensures that the average age of vehicles on "minority" routes should be no more than the average age of vehicles on "non-minority" routes. BCT routinely monitors fleet age and through new fleet procurement will continue to purchase low-floor and bicycle rack equipped vehicles. Vehicles are replaced when they reach their useful life in years and/or miles.

FINDINGS

- The average age of BCT's vehicles is 5.45 years across all routes, Including both "minority" and "non-minority" routes.
- BCT is within its average fleet age target for all service types.
- BCT does not assign vehicles to routes or type of service based upon vehicle age or other factors; therefore, there are no disparate impacts on minority population regarding vehicle assignment.

TRANSIT AMENITIES

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

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

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

Shelter Placement and/or Real-Time Passenger Advisory Signage
The minimum threshold for shelter consideration is an average of fifteen (15) or more boardings per weekday.

Stand-alone seating options
Where shelters are not appropriate or where there are right-of-way constraints. The

minimum threshold for bench consideration is an average of ten (10) or more boardings per weekday.

Park and Ride and Transfer Stations
As needed to meet ridership demand.

Real-Time Passenger Advisory Signage
The minimum threshold is an average of twenty-five (25) or more boardings per weekday, and the need is demonstrated based on rider transfer activity.

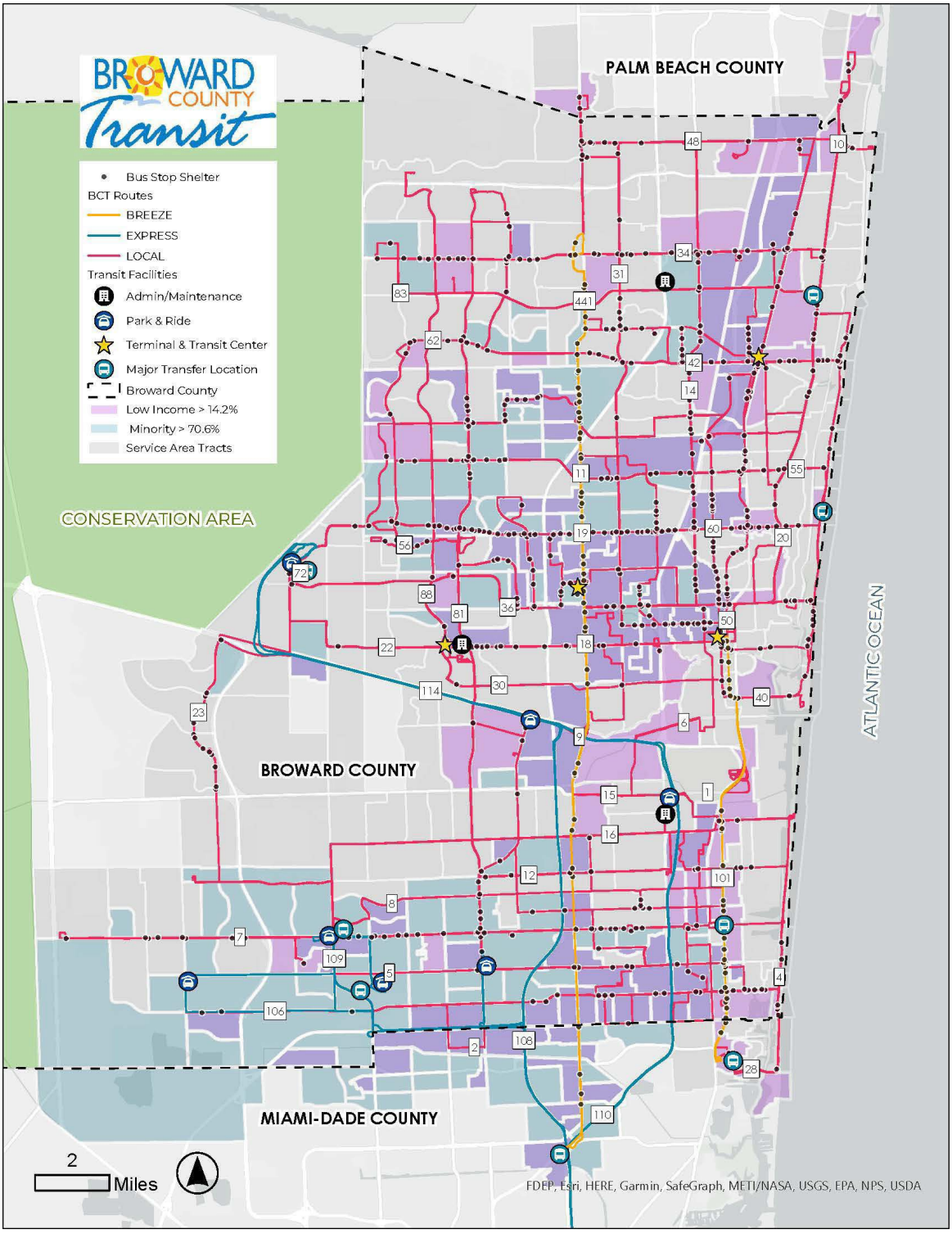
FINDINGS

- The majority of BCT's shelters (72.8 percent) are located at bus stops in or in proximity to minority populations.

- BCT uses factors other than race, color, or national origin to determine the placement of transit amenities.

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

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



TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 10

Fare History

Fare History

Between 2020 and 2023, Pandemic related fare suspension was instituted. Fares were suspended between March 24, 2020, and were reinstated on June 1, 2021. Prior to the Pandemic, BCT had plans to conduct a Zero Fare and Reduced Fare Study but decided to postpone this effort in light of the reduced service levels and the uncertain operating environment.

From April 1995 to October 2007, a one-way fare ticket on BCT remained at $1.00. Between October 2007 and October 2010, the cost of a one-way fare was increased to $1.75. The increase was in response to the weakening economy, rise in fuel/O&M costs, and preference from our riders to increase fares in lieu of additional service cuts. In November 2014, the first step in a two-step fare increase was implemented. The second step of fare increases went into effect October 1, 2015, which increased the cost of a one-way fare to $2.00. In January 2010, BCT began operation of its I-95 express service between Broward County and Downtown Miami, with a cost of $2.35 one-way and $85.00 for a monthly pass. Premium Express fares increased in November 2014 to $2.65 one-way and $95.00 for a monthly pass.

In January 1991, BCT began offering paratransit services starting at $1.00 per trip. Currently, Paratransit service is offered at $3.50 per trip.

After extensive outreach, budgetary review, and analysis of Title VI impacts to low-income and minority customers, the Broward County Board of County Commissioners (BOCC) approved a new 3-day pass as an additional fare option. The 3-Day Pass went into effect on July 1, 2016, and can be purchased for $12. The pass allows for unlimited rides during any three (3) consecutive transit service days. As of August 2019, BCT's one-way cash fare remains $2.00. Currently, BCT offers multiple transit pass options, which include an unlimited daily pass for $5, an unlimited 7-Day pass for $20, a 10-Ride pass for $20, and a 31-Day unlimited pass for $70.

Table 1 displays all current fares. Table 2 displays all mobile fares.

Table 1: BCT Current Fare Structure: FY2023

Fare Type	Current Cost	Notes
Adult		
One-way Cash Fare	$2.00	
3-Day Bus Pass	$12.00	Unlimited rides for 3 consecutive days.
7-Day Bus Pass	$20.00	Unlimited rides for 7 consecutive days.
10-Ride Bus Pass	$20.00	Expires after the 10th ride is taken.
All-Day Pass	$5.00	Unlimited rides all day on BCT fixed routes.
31-Day Adult Bus Pass	$70.00	Unlimited rides for 31 consecutive days.
Premium Express One-Way Cash Fare	$2.65	
Premium Express 10-Ride Bus Pass	$26.50	
Premium Express 31-Day Bus Pass	$95.00	
Senior, Medicare, and Disability		
One-way Cash Fare	$1.00	Senior Fare - 65 and older, proof of age required.
All-Day Bus Pass Reduced	$4.00	
31-Day Bus Pass Reduced	$40.00	Medicare or Disability Fares - Proof of disability required.
Premium Express One-Way Cash Fare Reduced	$1.30	
Youth		
One-way Cash Fare	$1.00	
All-Day Bus Pass Reduced	$4.00	
31-Day Bus Pass Reduced	$40.00	
Premium Express One-Way Cash Fare Reduced	$1.30	
College Bus Pass		
31-Day College Bus Pass	$50.00	
Veterans		
One-way Cash Fare	$1.75	
One-way Paratransit Fare	$3.50	

Table 2: BCT Current Mobile Fare Structure: FY2023

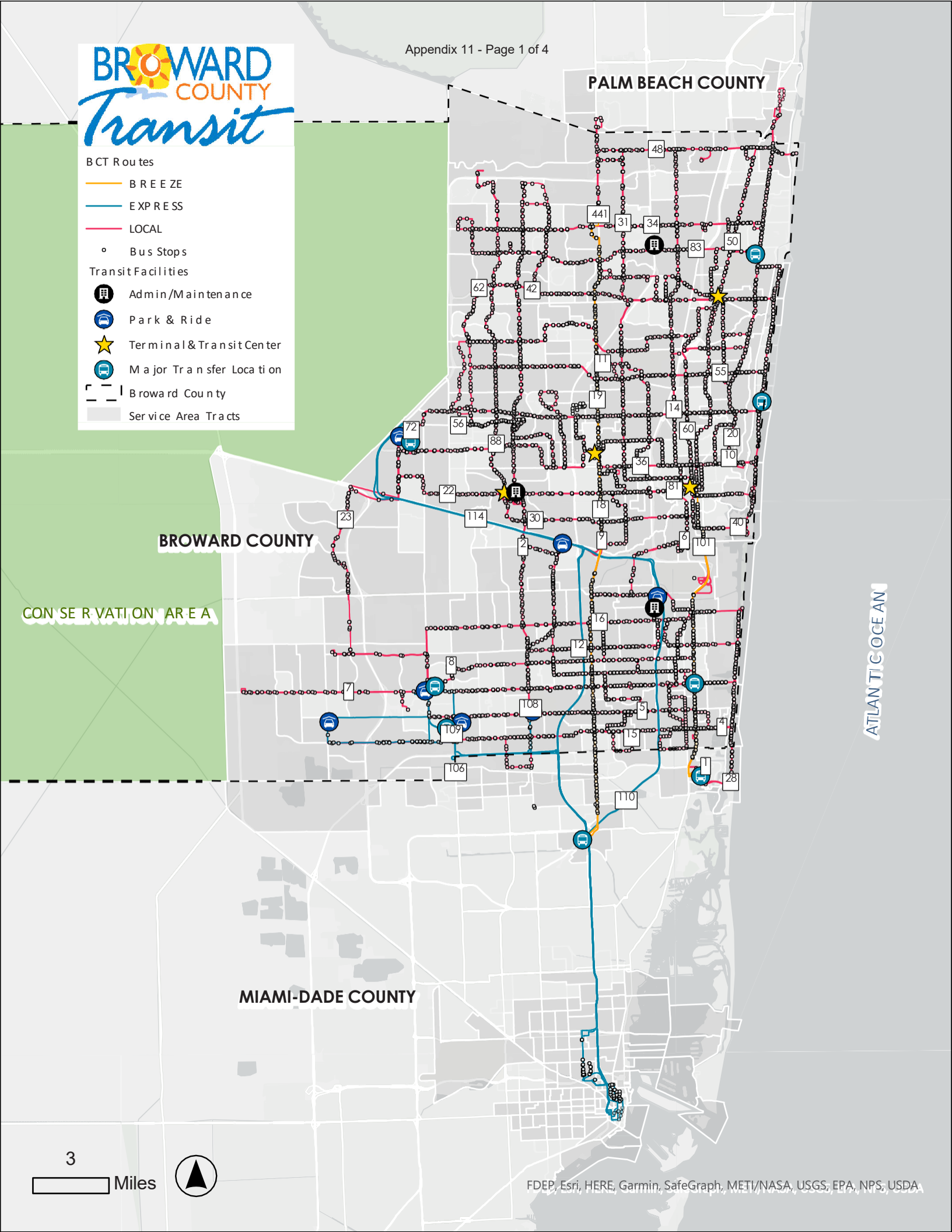
Fare Type	Current Cost	Notes
Adult		
1 Ride Regular	$2.00	
1 Ride Premium Express	$2.65	
All Day Bus Pass	$5.00	Unlimited rides all day on BCT fixed routes.
Broward Miami All Day Pass	$10.65	Unlimited rides all day on BCT & MDT fixed routes.
3 Day Pass	$12.00	Unlimited rides for 3 consecutive days.
7 Day Pass	$20.00	Unlimited rides for 7 consecutive days.
10 Ride Regular	$20.00	Expires after the 10th ride is taken.
10 Ride Premium Express	$26.50	
31 Day Pass Regular	$70.00	
31 Day Pass + Premium Express	$95.00	
Senior, Medicare, and Disability		
1 Ride Regular Disabled	$1.00	Senior Fare - 65 and older, proof of age required.
1 Ride Regular Senior	$1.00	
1 Ride Premium Disabled	$1.30	
1 Ride Premium Senior	$1.30	
All Day Bus Pass Disabled	$4.00	Medicare or Disability Fares - proof of disability required.
All Day Bus Pass Senior	$4.00	
31 Day Pass Disabled	$40.00	
31 Day Pass Senior	$40.00	
Youth		
All Day Bus Pass	$4.00	
1 Ride Regular	$1.00	
1 Ride Premium Express	$1.30	
31-Day Pass	$40.00	
College Bus Pass		
All Day Bus Pass	$4.00	
1 Ride Regular	$1.00	
1 Ride Premium Express	$1.30	
31-Day Pass	$50.00	

TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 11

Demographic and Service Profile Maps


BROWARD COUNTY Transit
BCT Routes
BREEZE
EXPRESS
LOCAL
Bus Stops
Transit Facilities
Admin/Maintenance
Park & Ride
Terminal & Transit Center
Major Transfer Location
Broward County
Service Area Tracts
PALM BEACH COUNTY
BROWARD COUNTY
MIAMI-DADE COUNTY
CONSERVATION AREA
ATLANTIC OCEAN
48
441
31
34
83
50
62
42
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72
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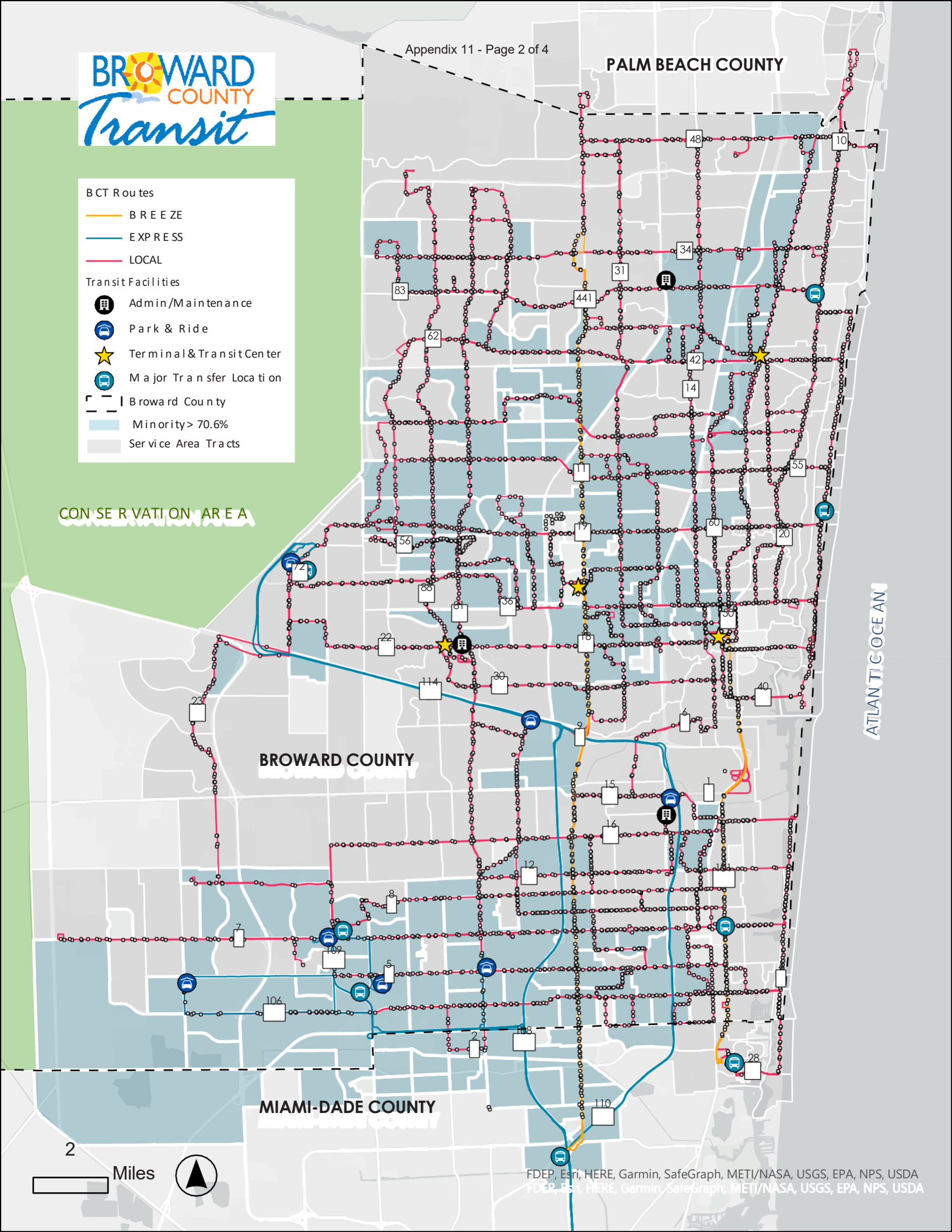
FDEP, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA


BROWARD COUNTY Transit
BCT Routes
BREEZE
EXPRESS
LOCAL
Transit Facilities
Admin/Maintenance
Park & Ride
Terminal & Transit Center
Major Transfer Location
Broward County
Minority > 70.6%
Service Area Tracts
CONSERVATION AREA
PALM BEACH COUNTY
BROWARD COUNTY
MIAMI-DADE COUNTY
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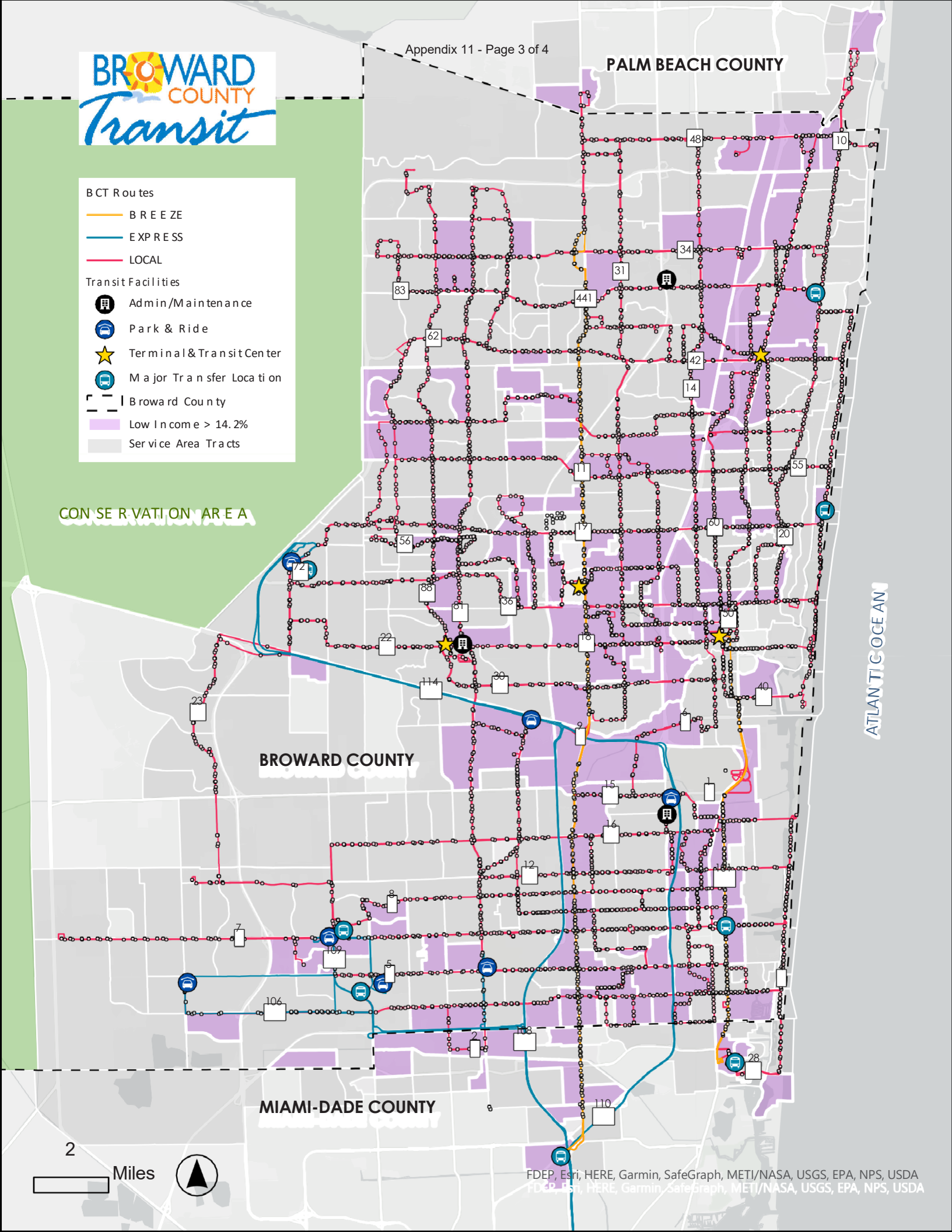
Miles
FDEP, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA


BROWARD COUNTY Transit
BCT Routes
BREEZE
EXPRESS
LOCAL
Transit Facilities
Admin/Maintenance
Park & Ride
Terminal & Transit Center
Major Transfer Location
Broward County
Low Income > 14.2%
Service Area Tracts
CONSERVATION AREA
PALM BEACH COUNTY
BROWARD COUNTY
MIAMI-DADE COUNTY
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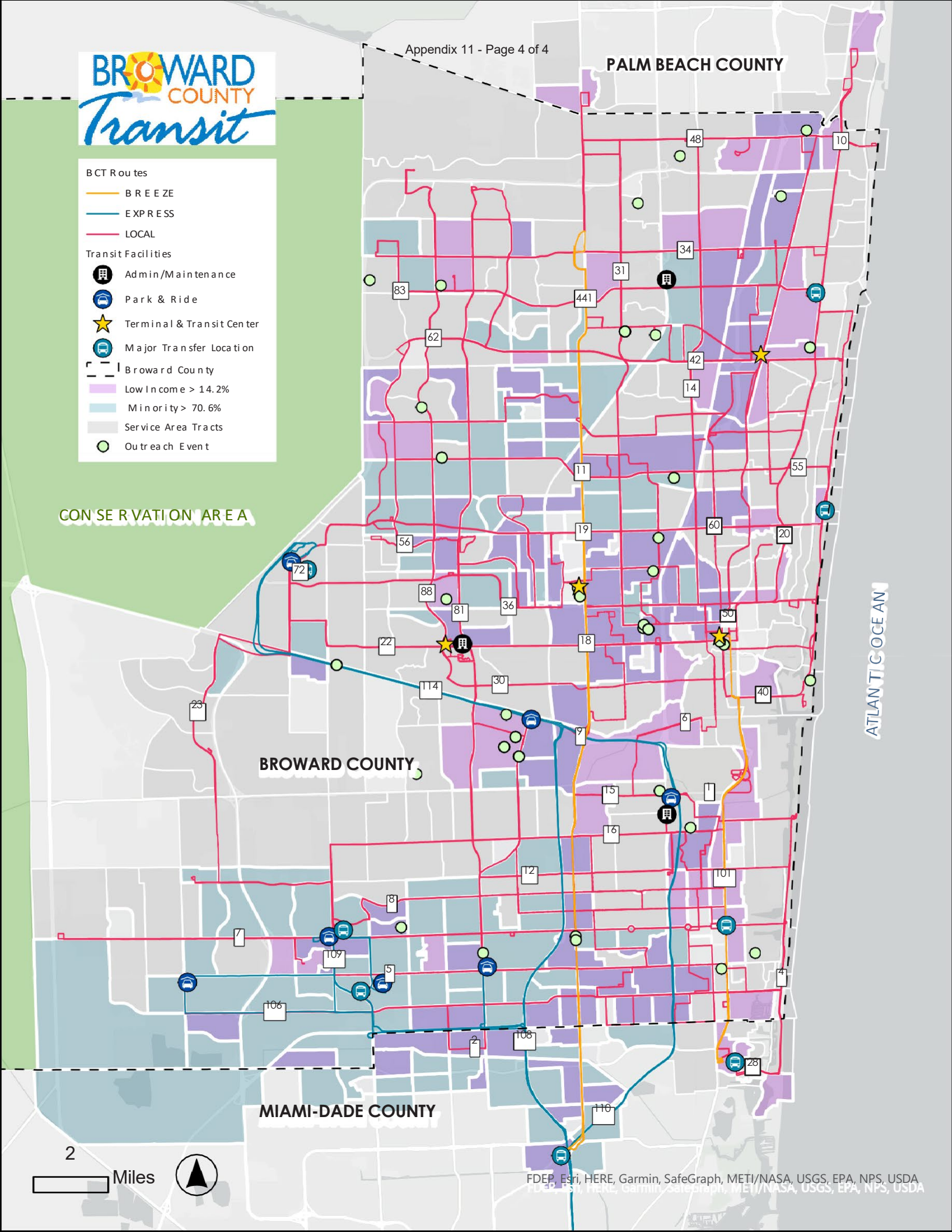
Miles
FDEP, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA


BROWARD COUNTY Transit
BCT Routes
BREEZE
EXPRESS
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Transit Facilities
Admin/Maintenance
Park & Ride
Terminal & Transit Center
Major Transfer Location
Broward County
Low Income > 14.2%
Minority > 70.6%
Service Area Tracts
Outreach Event
PALM BEACH COUNTY
BROWARD COUNTY
MIAMI-DADE COUNTY
CONSERVATION AREA
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FDEP, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA

TITLE VI PROGRAM UPDATE

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Appendix 12

On-Board Survey Report

BR ARD

CONNECTED

2019-2028 Transit Development Plan

lindale Oliver

December 2018

Appendix B: On-Board Survey Results

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

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

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

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

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

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

Completed Surveys

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

Table B-1: Completed Surveys by Service Type

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

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

Table B-2: Completed Surveys by Type of Day

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

Access to Bus Stop

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

For those who walked to the bus stop, more than 68% (see Figure B-2) of them walked three or fewer blocks.

Figure B-1: Access to Bus Stop

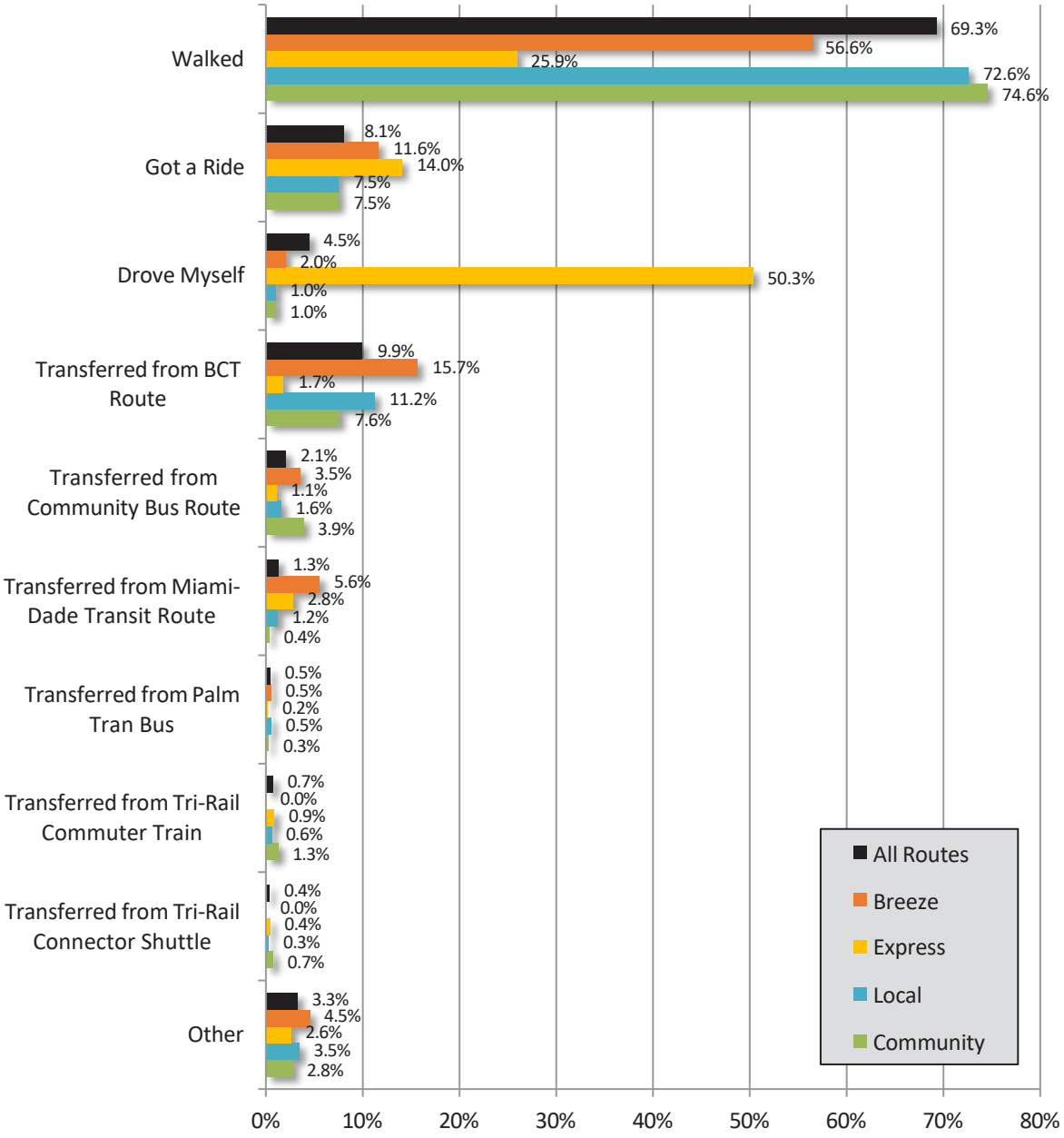
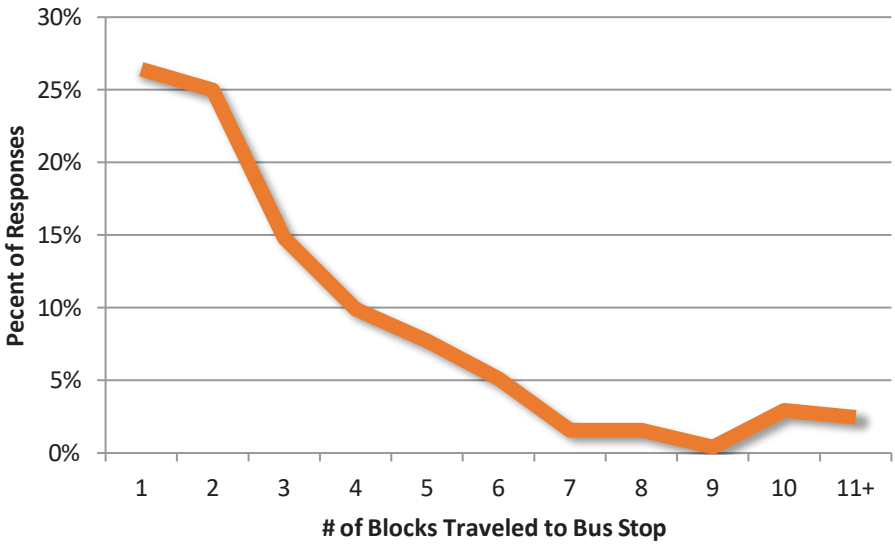


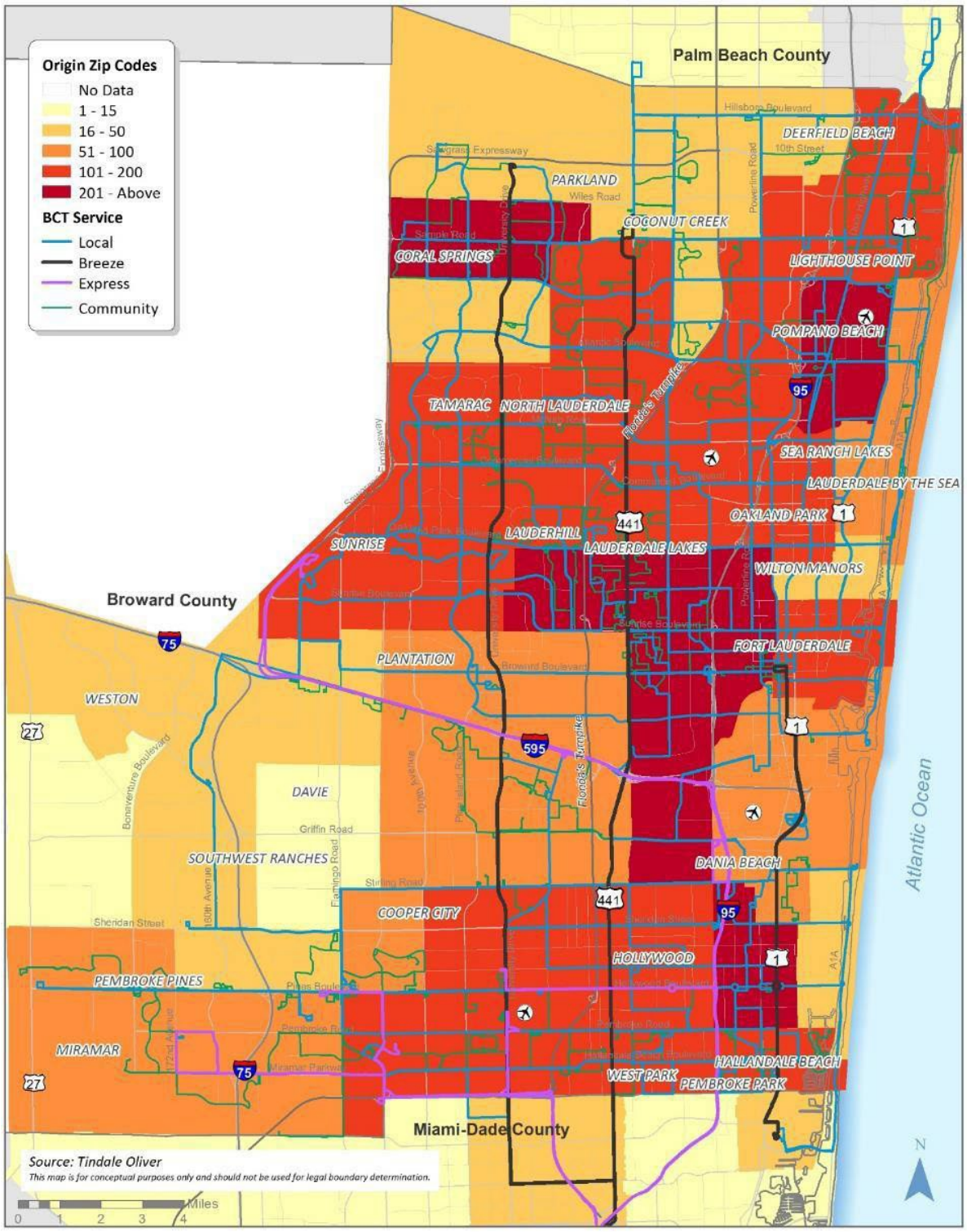
Figure B-2: Blocks Walked to Bus Stop



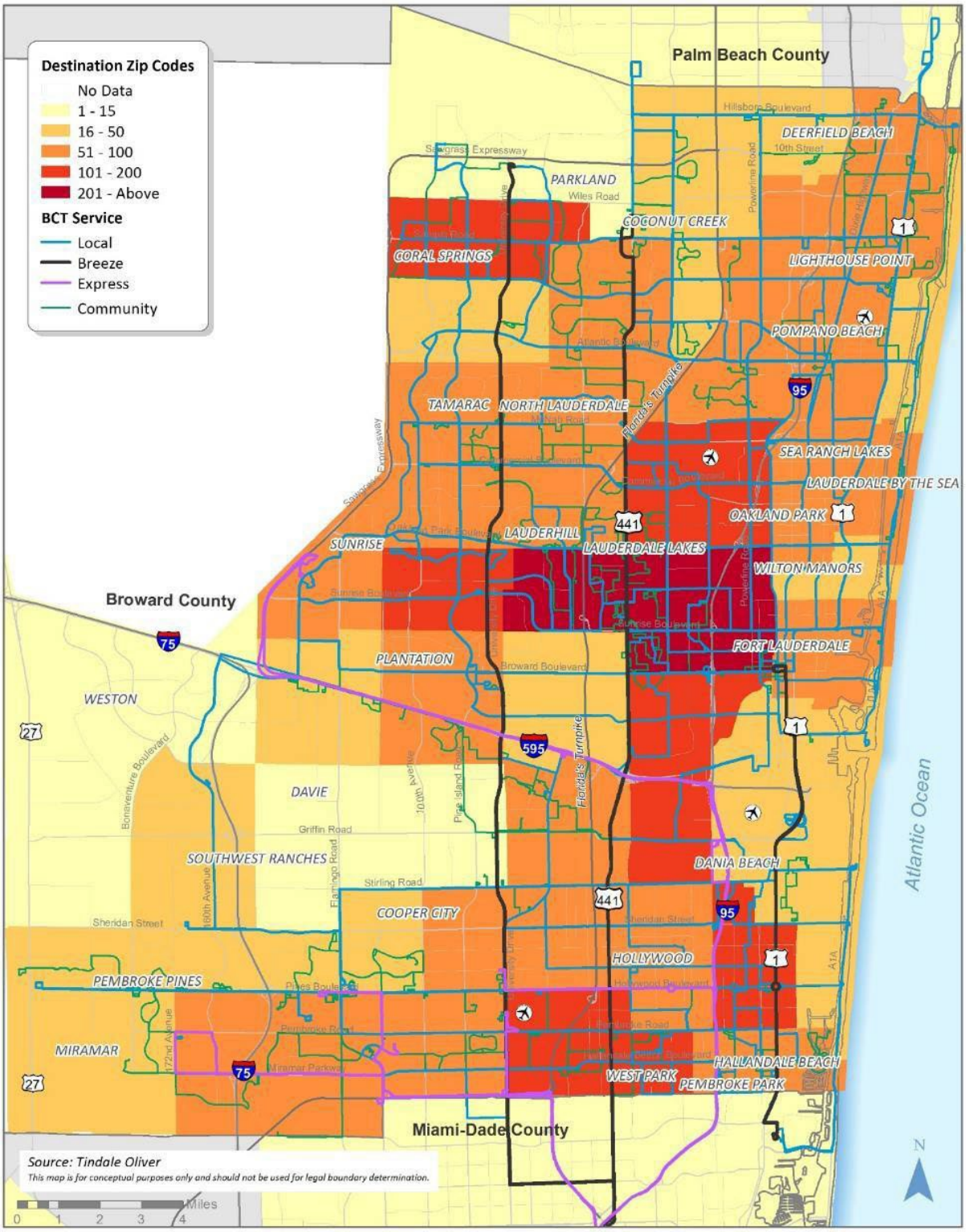
Origin and Destination

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

Map B-1: Origin ZIP Codes



Map B-2: Destination ZIP Codes



Fare Payment

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

Figure B-3: Fare Payment

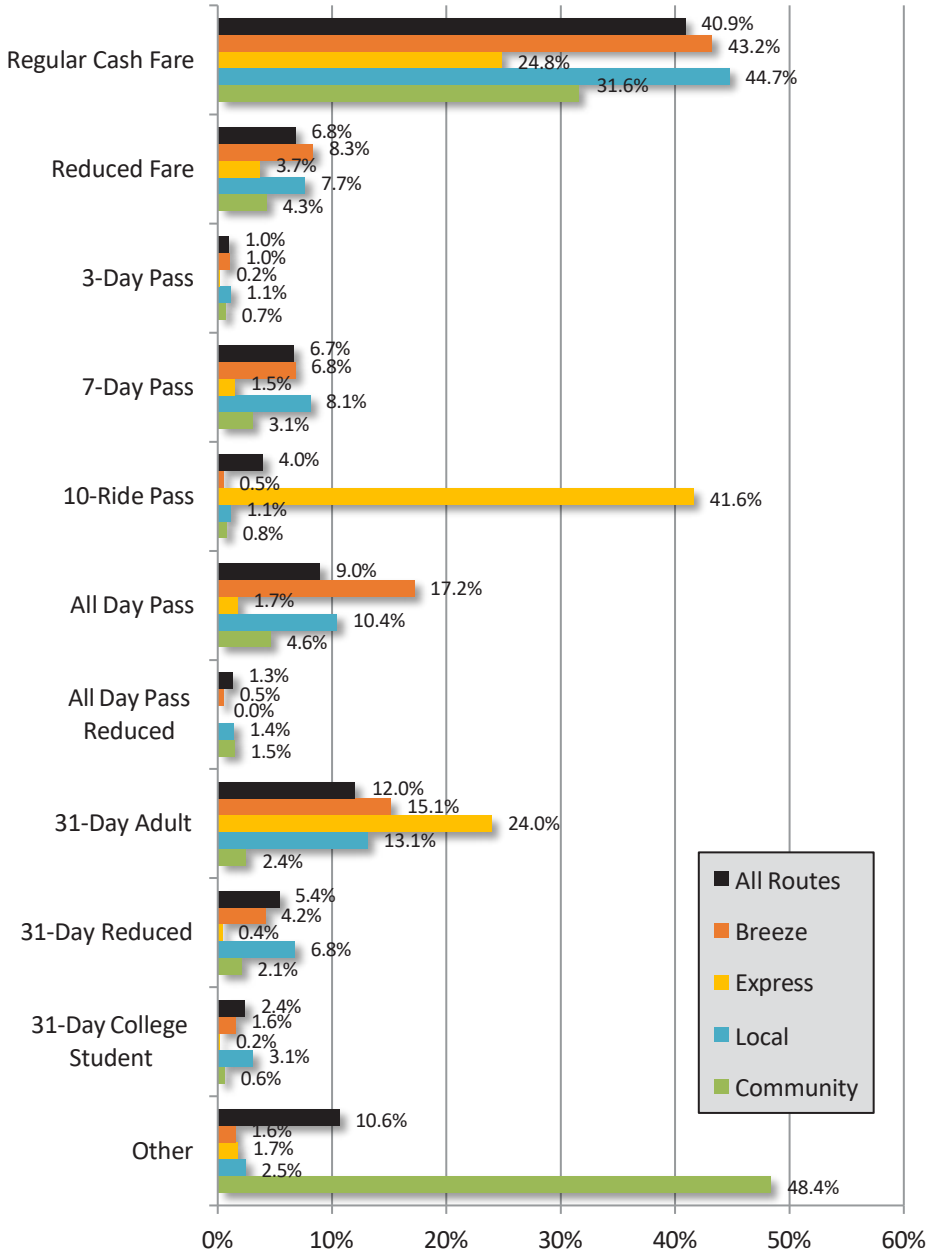
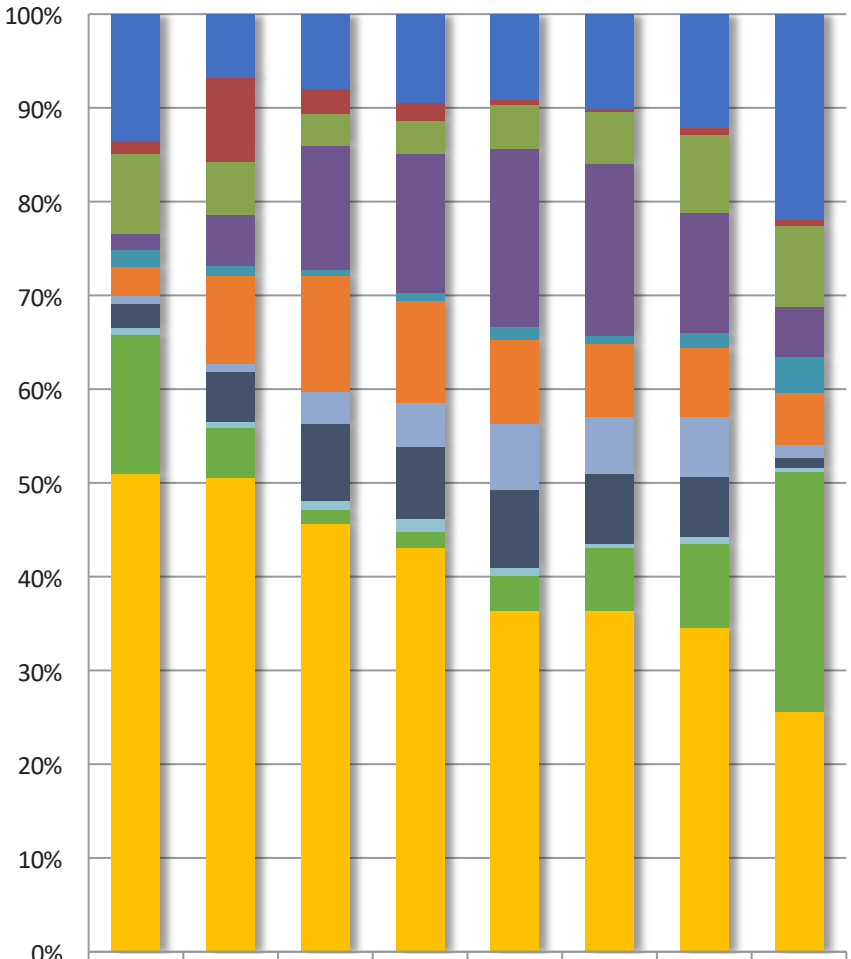


Figure B-4 provides a breakdown of fare payment type based on age. Based on the survey results, younger riders are more likely to pay full cash fare than older patrons. Seniors are more likely to pay a reduced fare or use a free community shuttle (e/g/, Other)/ Payment with one of the 31-day adult passes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

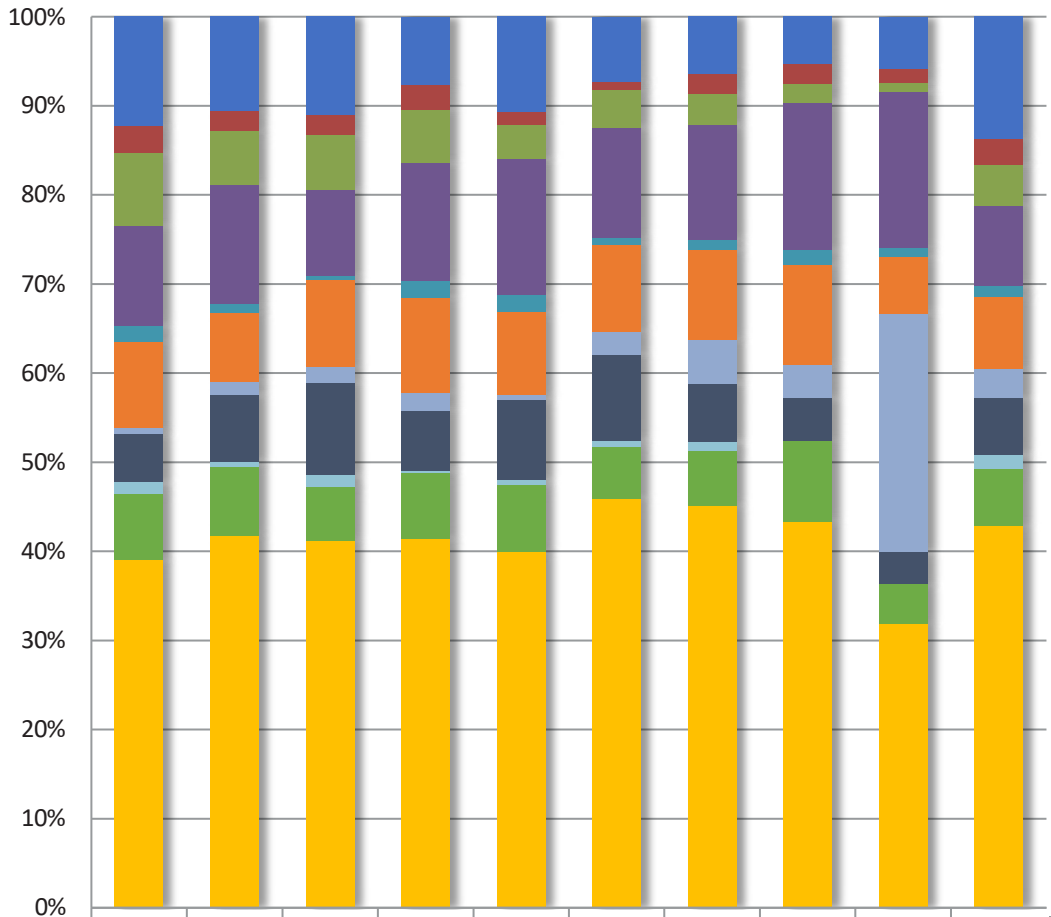
Figure B-4: Fare Payment by Age Cohort



	17 or Younger	18 to 24	25 to 34	35 to 44	45 to 54	55 to 59	60 to 64	65+
Other	13%	7%	8%	9%	9%	10%	12%	22%
31-Day College Student	1%	9%	3%	2%	1%	0%	1%	1%
31-Day Reduced	9%	6%	3%	4%	5%	6%	8%	9%
31-Day Adult	2%	5%	13%	15%	19%	18%	13%	5%
All Day Pass Reduced	2%	1%	1%	1%	1%	1%	2%	4%
All Day Pass	3%	10%	12%	11%	9%	8%	7%	5%
10-Ride Pass	1%	1%	3%	5%	7%	6%	6%	1%
7-Day Pass	3%	5%	8%	8%	8%	8%	6%	1%
3-Day Pass	1%	1%	1%	1%	1%	0%	1%	0%
Reduced Fare	15%	5%	1%	2%	4%	7%	9%	26%
Regular Cash Fare	51%	51%	46%	43%	36%	36%	35%	26%

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

Figure B-5: Fare Payment by Income Cohort



	Under $10k	$10k to $14k	$15k to $19k	$20k to $24k	$25k to $29k	$30k to $39k	$40k to $49k	$50k to $59k	$60k+	No Response
Other	12%	11%	11%	8%	11%	7%	6%	5%	6%	14%
31-Day College Student	3%	2%	2%	3%	1%	1%	2%	2%	2%	3%
31-Day Reduced	8%	6%	6%	6%	4%	4%	4%	2%	1%	5%
31-Day Adult	11%	13%	10%	13%	15%	12%	13%	17%	17%	9%
All Day Pass Reduced	2%	1%	0%	2%	2%	1%	1%	2%	1%	1%
All Day Pass	10%	8%	10%	11%	9%	10%	10%	11%	6%	8%
10-Ride Pass	1%	1%	2%	2%	1%	3%	5%	4%	27%	3%
7-Day Pass	5%	8%	10%	7%	9%	10%	6%	5%	4%	6%
3-Day Pass	1%	1%	1%	0%	1%	1%	1%	0%	0%	2%
Reduced Fare	7%	8%	6%	7%	8%	6%	6%	9%	4%	6%
Regular Cash Fare	39%	42%	41%	41%	40%	46%	45%	43%	32%	43%

Trip Purpose

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

Transfers

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

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

Figure B-6: Trip Purpose by Service Type

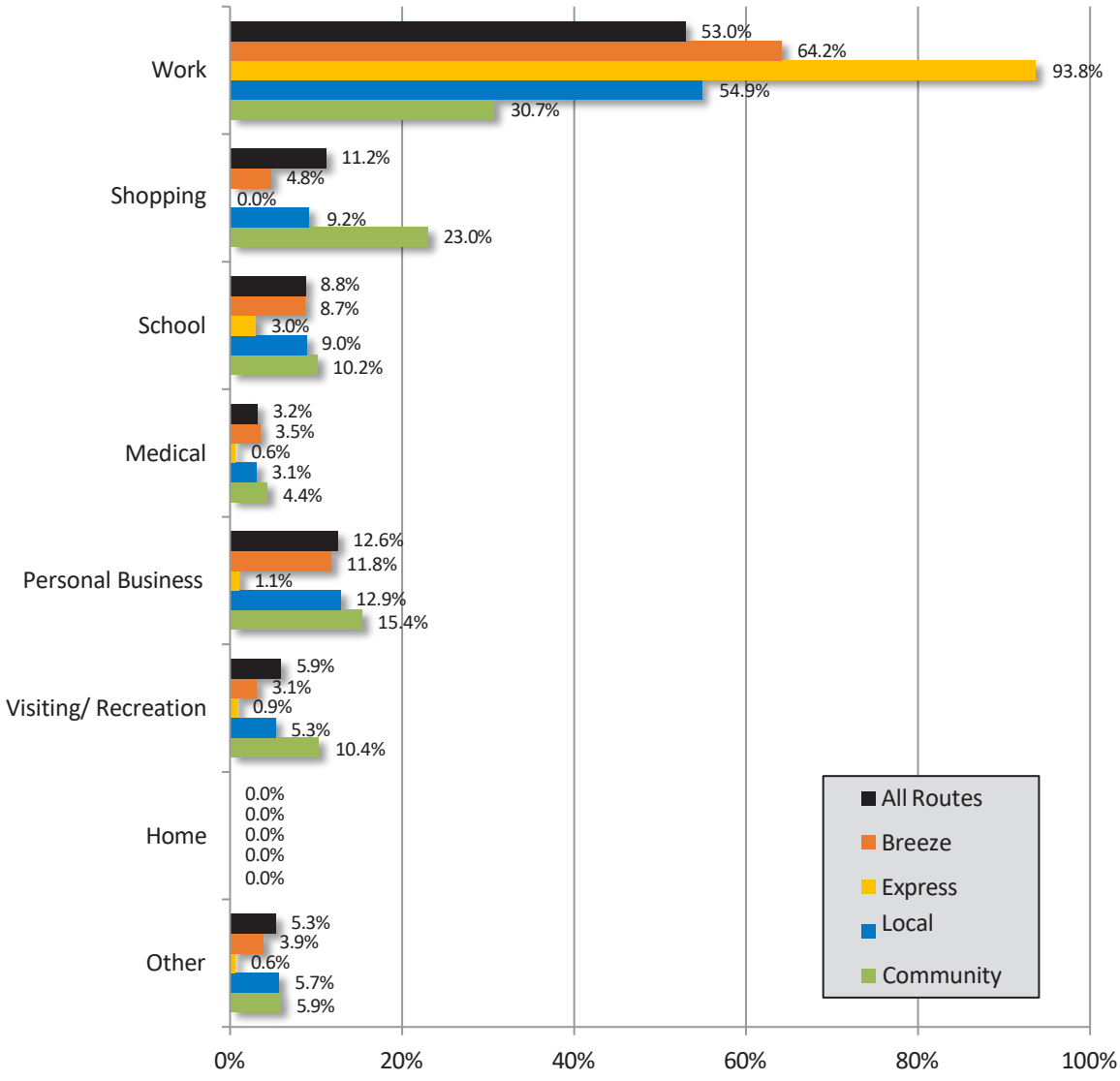


Figure B-7: Number of Transfers per Trip

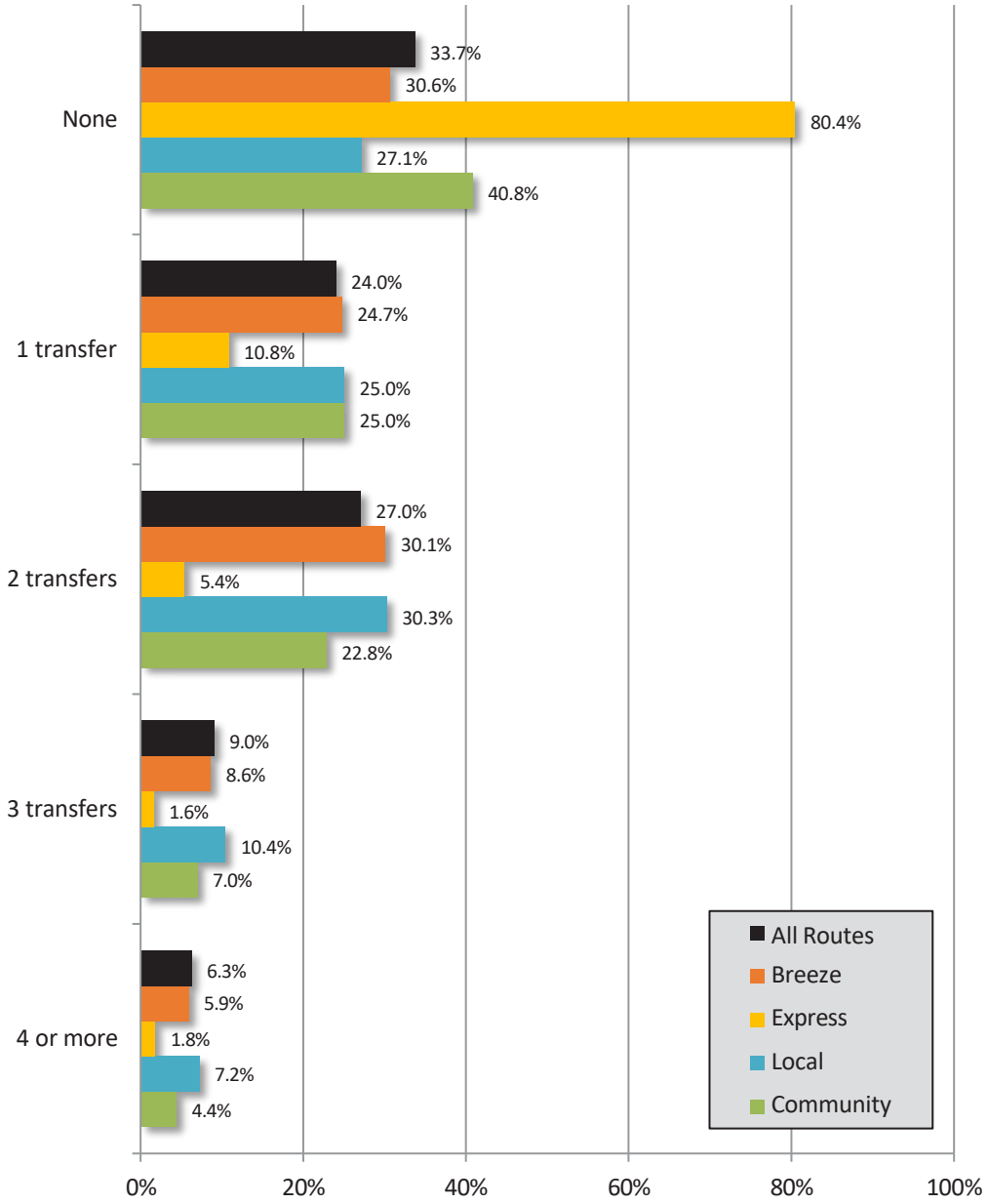
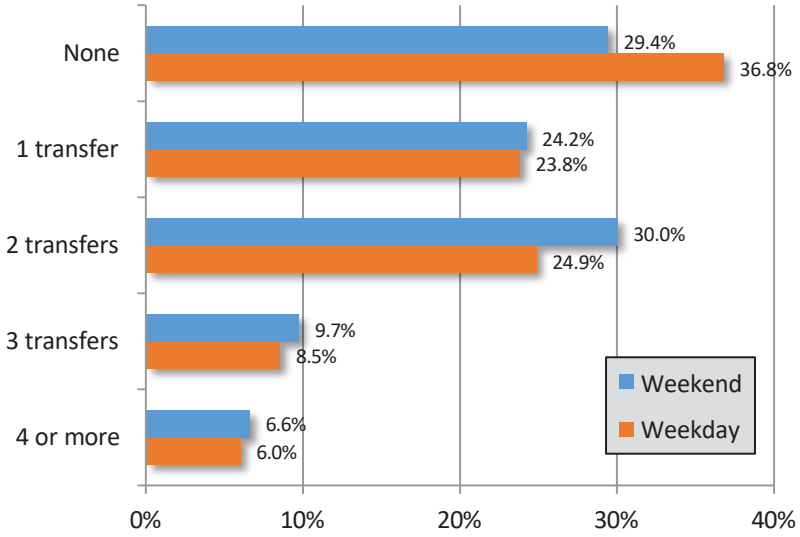


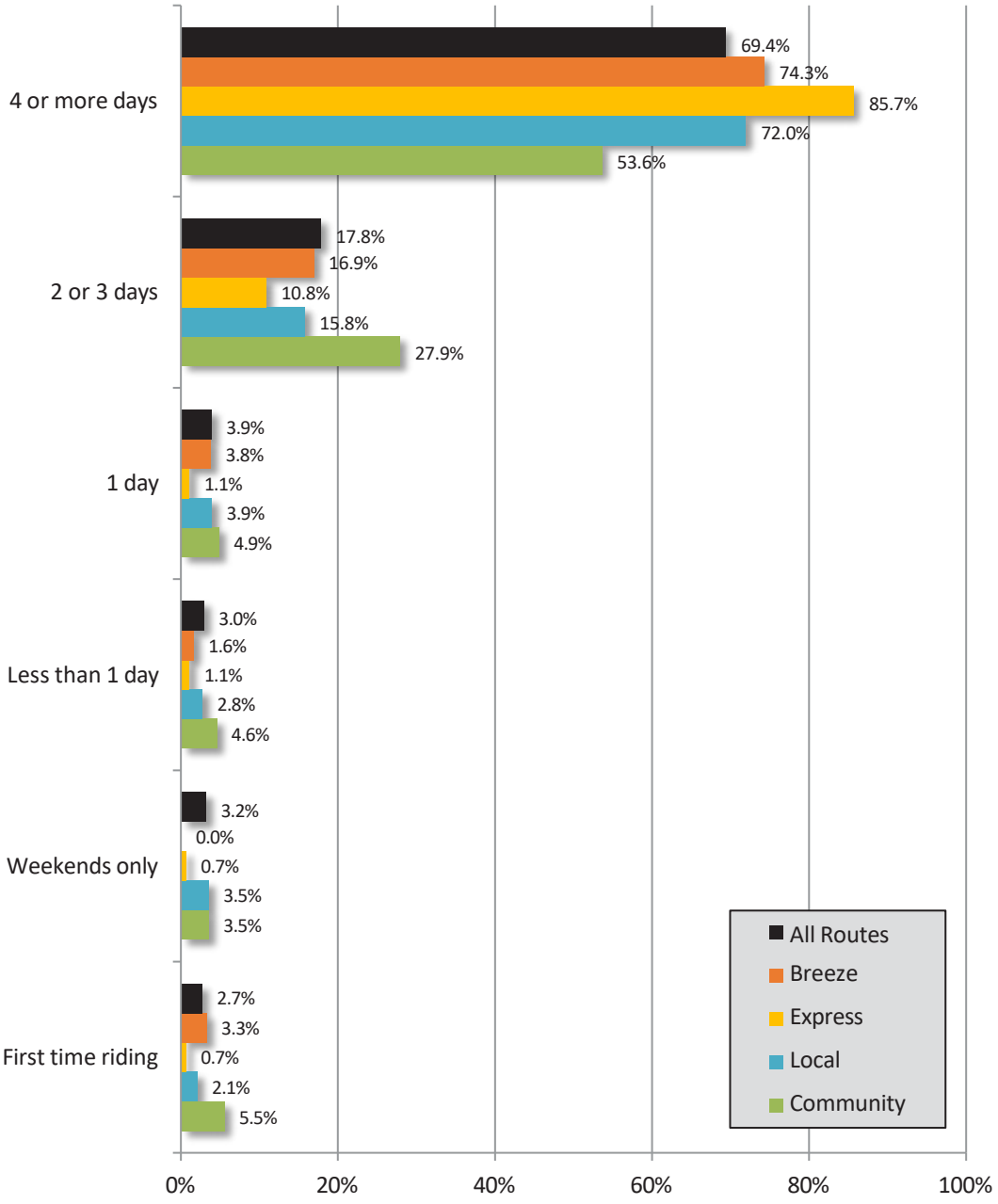
Figure B-8: Transfers by Type of Day



Ridership Frequency

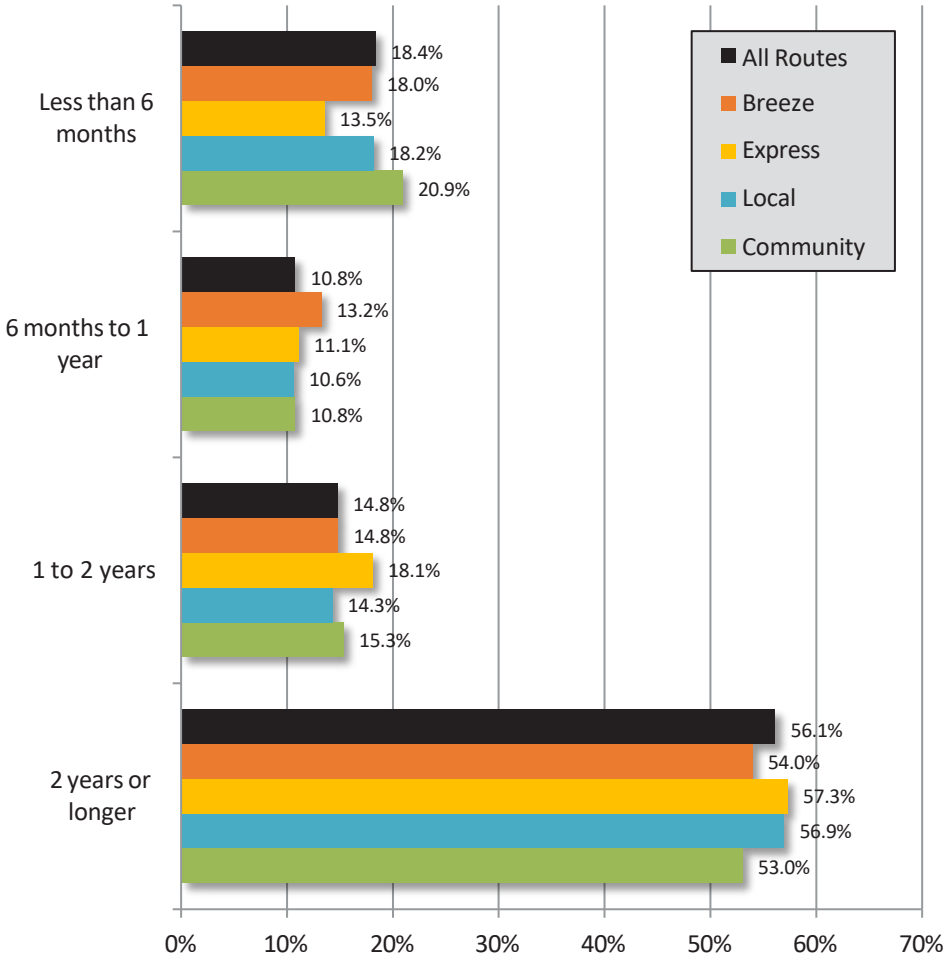
When asked about the frequency in which respondents use BCT services, approximately 69% ride four or more days per week across all service types (see Figure B-9). Express riders are the most likely to ride four or more days per week on average, with over 85% of respondents reporting that they do so.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

Figure B-9: Weekly Ridership Frequency



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

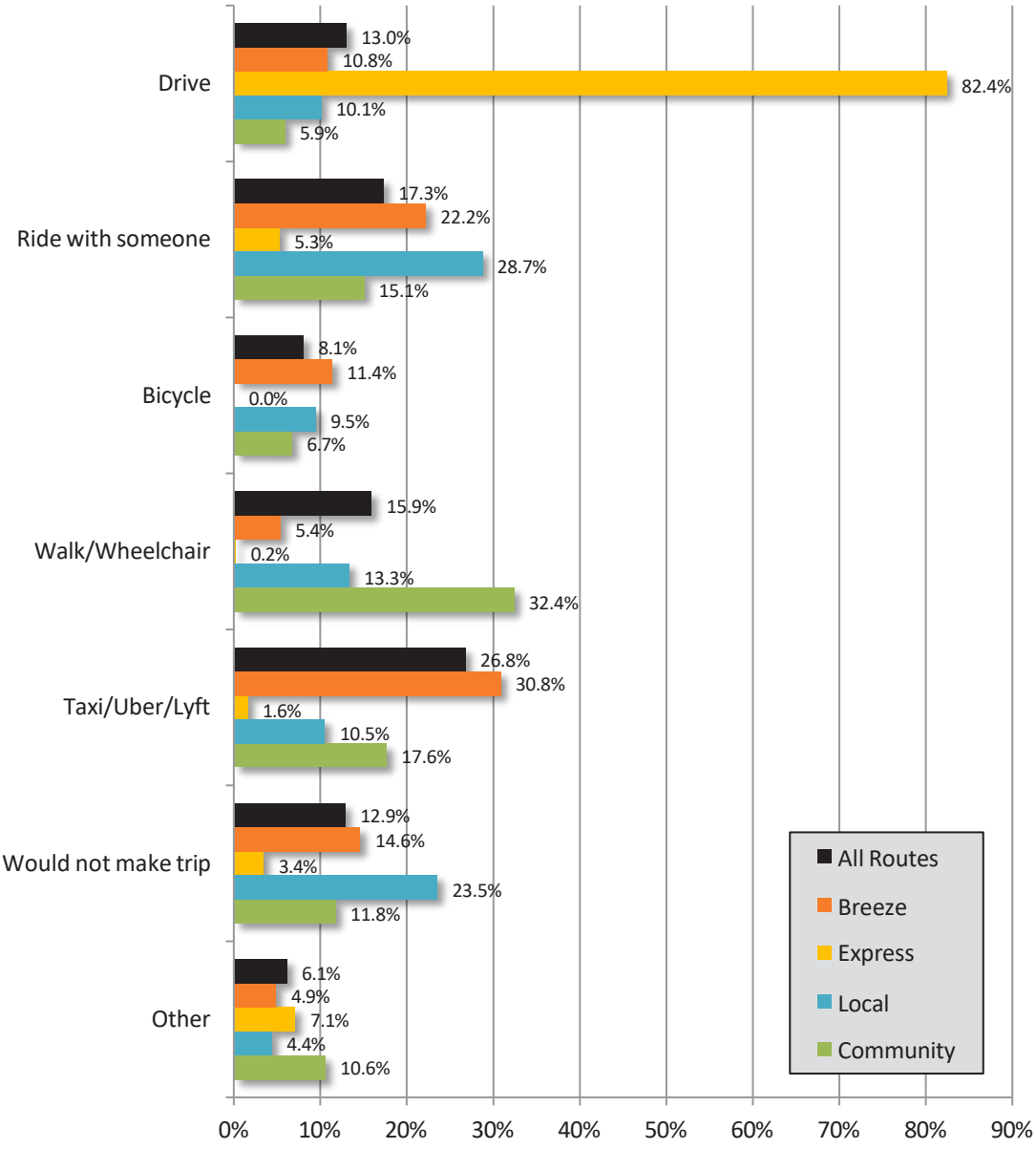
Figure B-10: Ridership History



Transit Dependency

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

Figure B-11: Transit Dependency

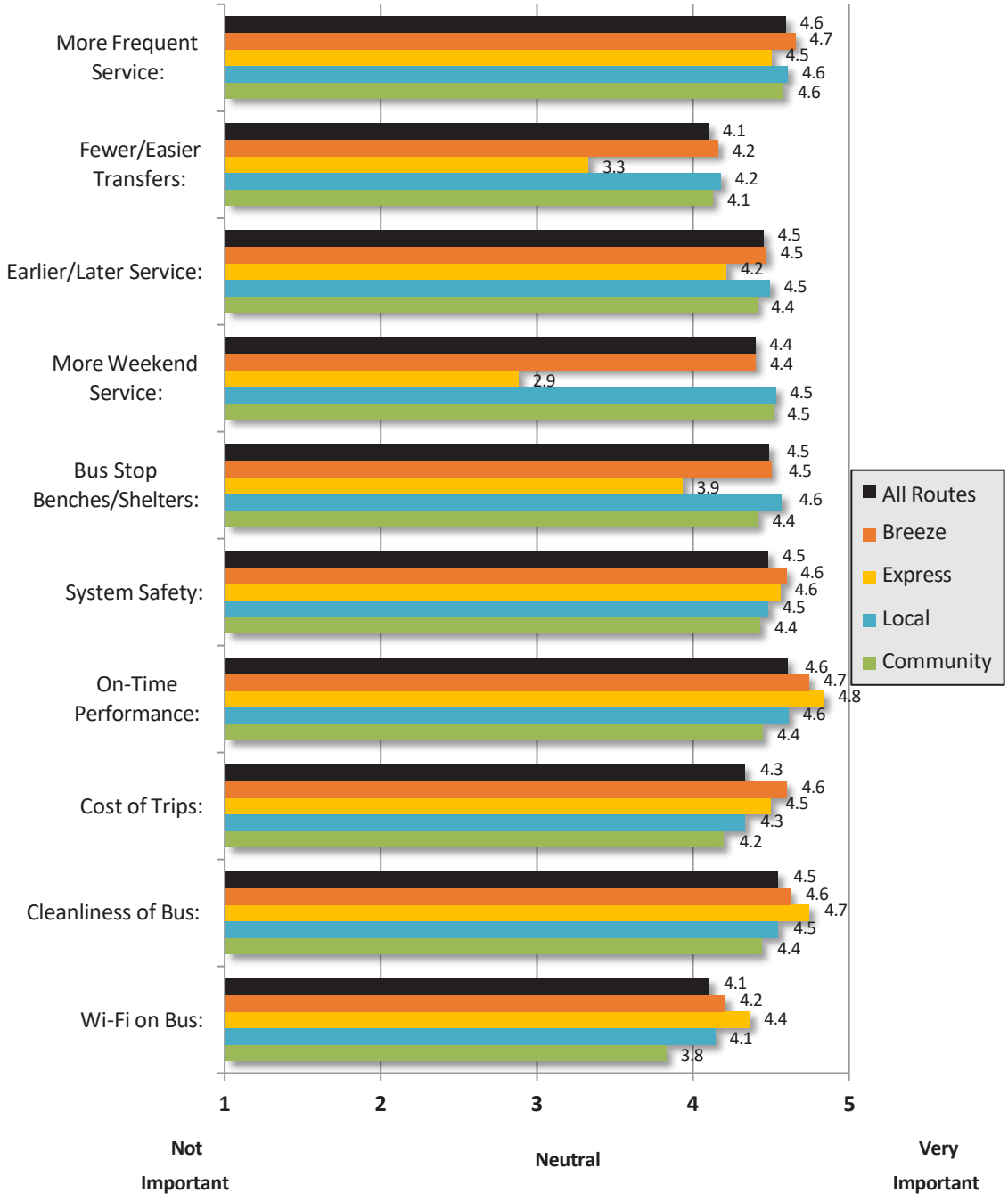


Transit Services/Amenity Improvements

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

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

Figure B-12: Transit Preferences (Average)



Passenger Demographics

Respondents were asked to provide information about the following categories:

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

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

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

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

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

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

Figure B-13: Annual Household Income

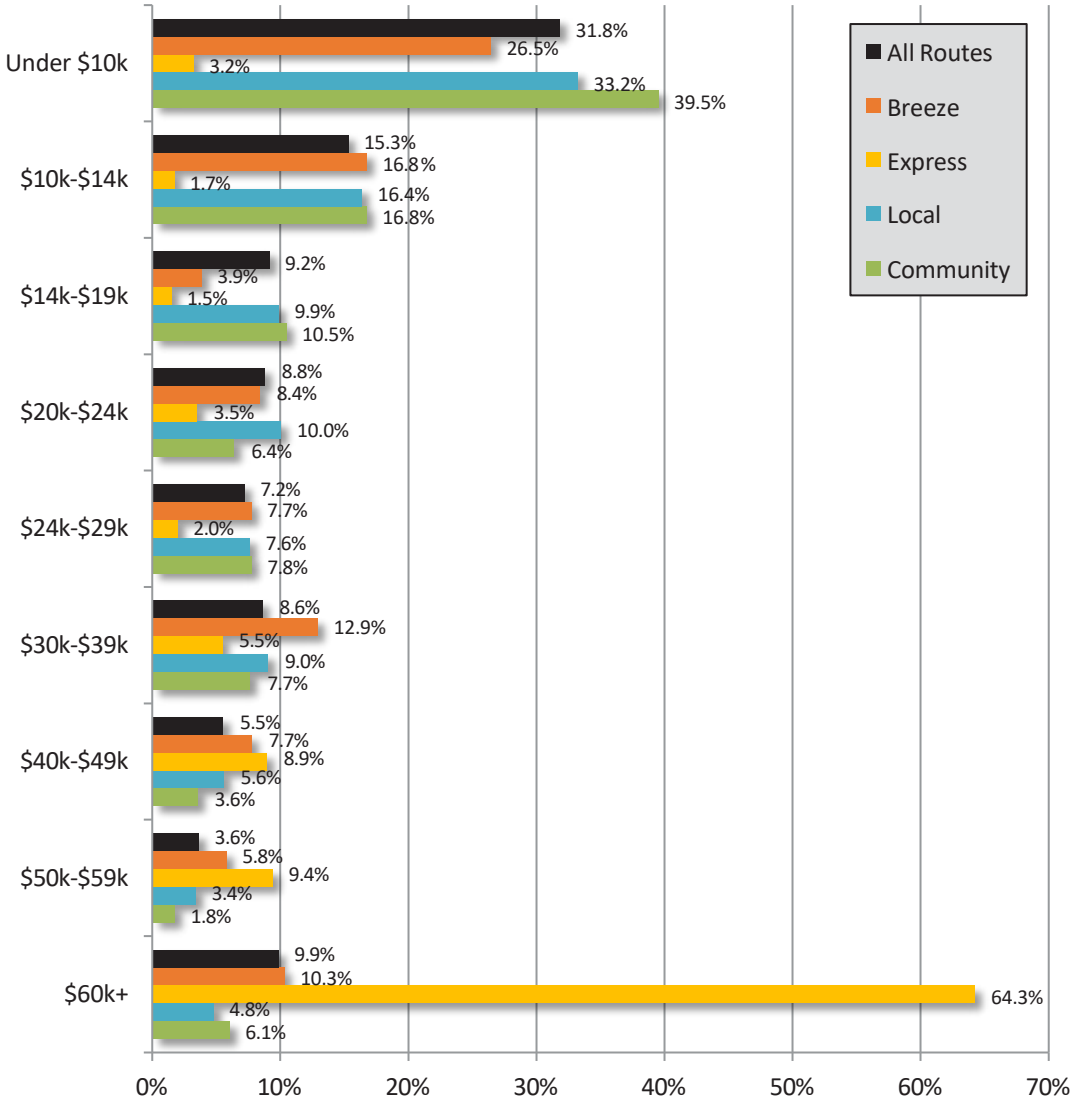


Figure B-14: Household Vehicle Ownership

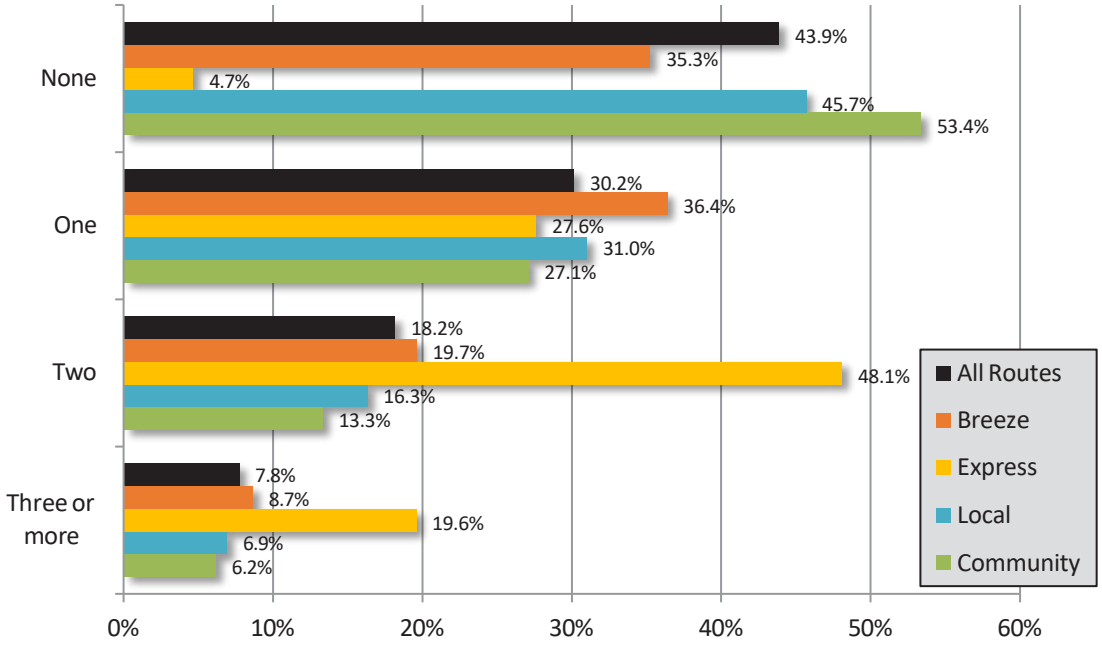


Figure B-15: Race/Ethnicity

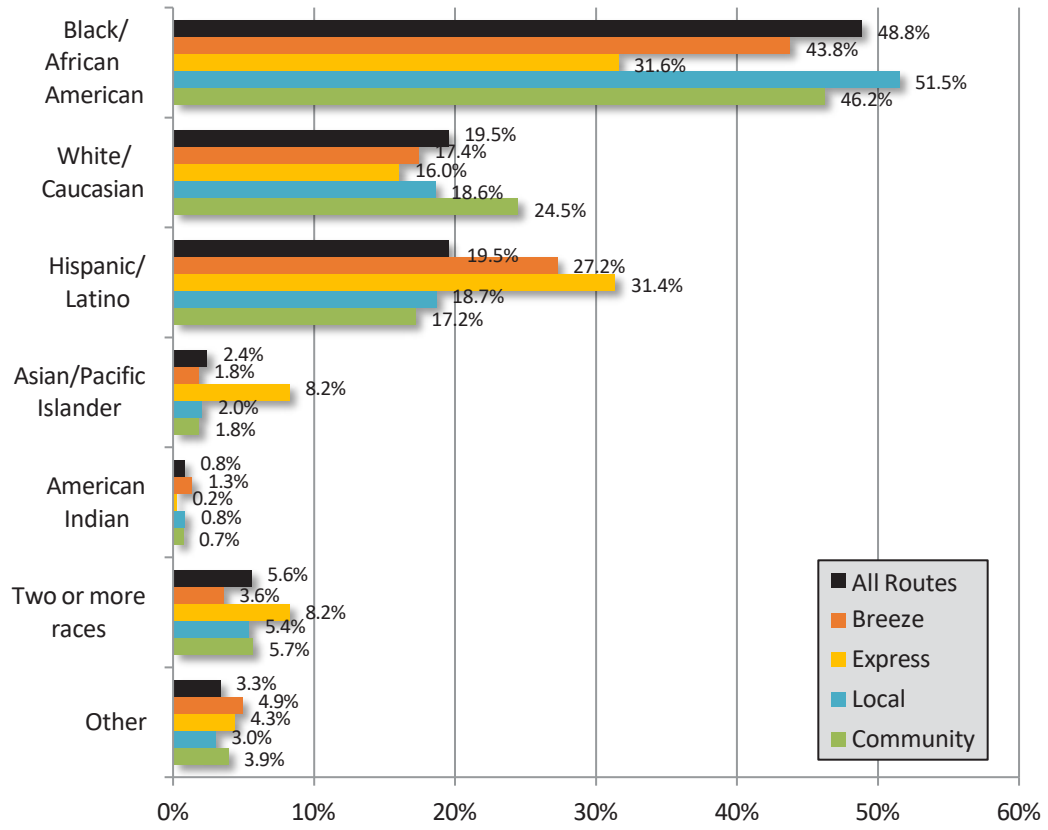


Figure B-16: Gender

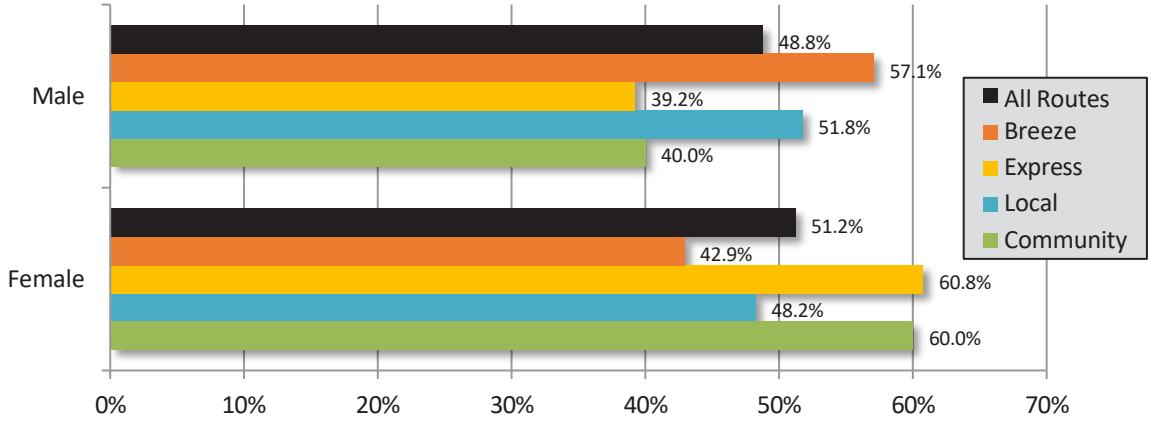


Figure B-17: Age

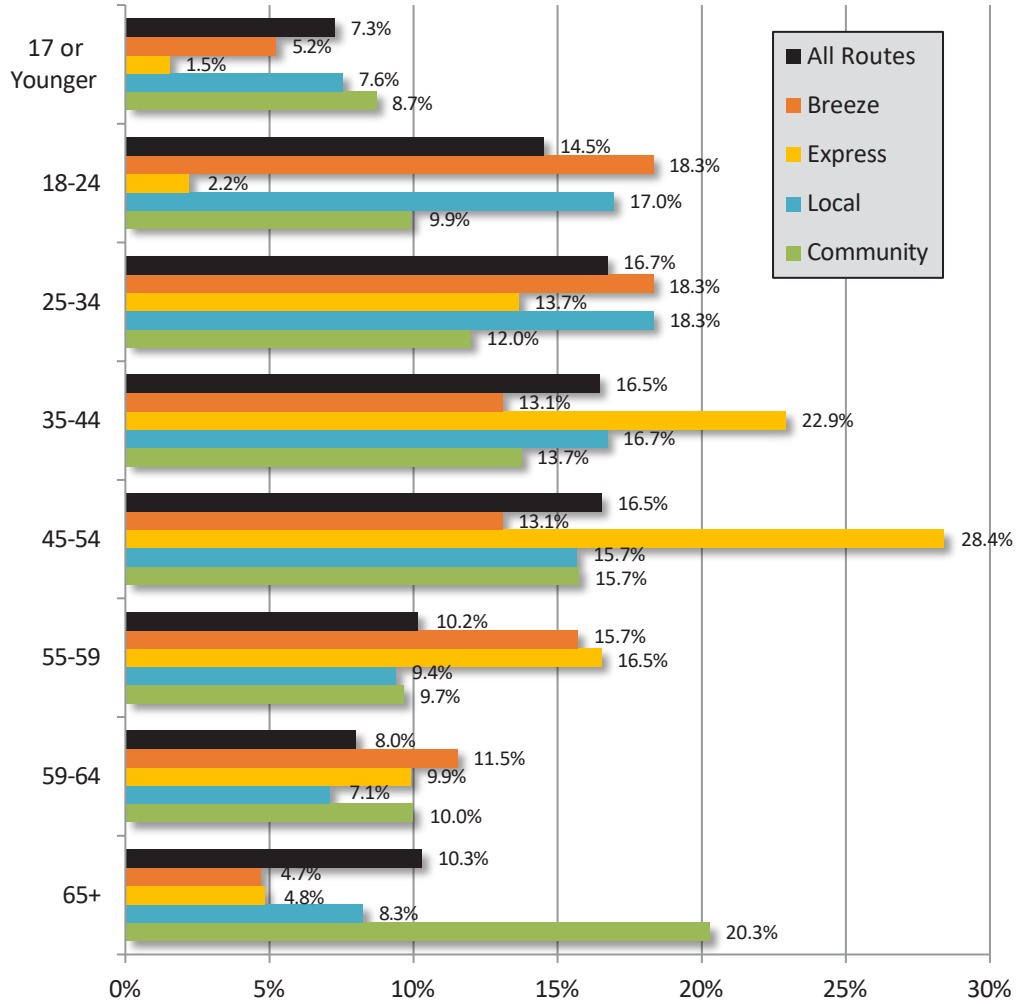


Figure B-18: Frequency of Language Other than English Spoken at Home

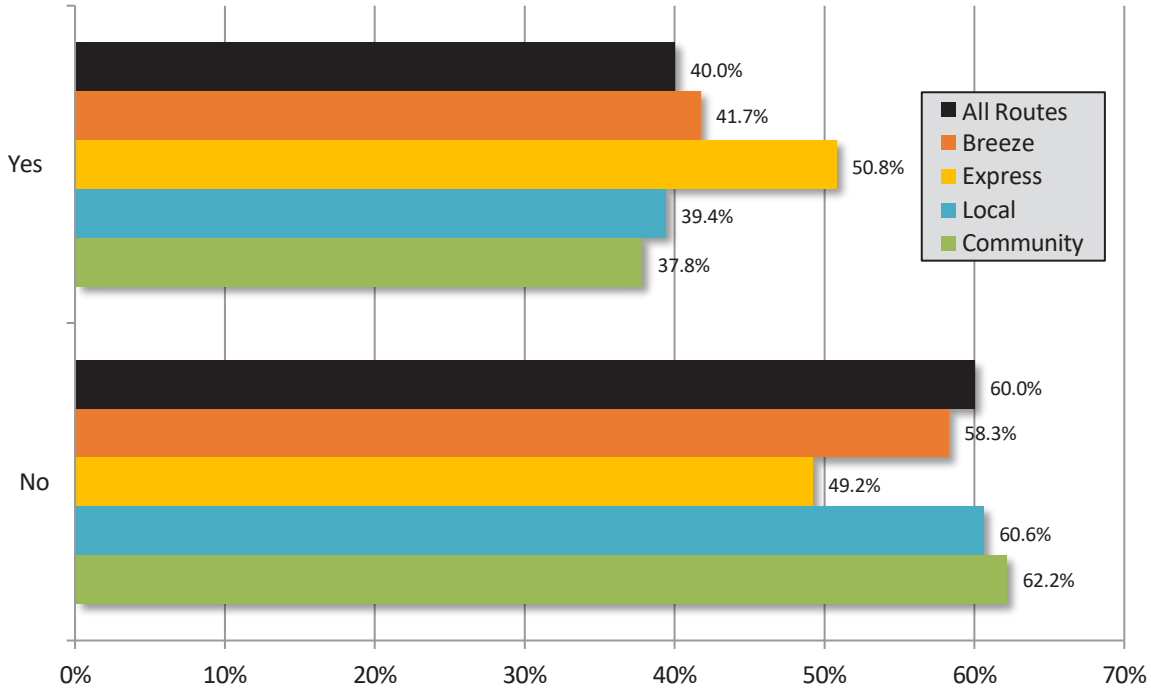
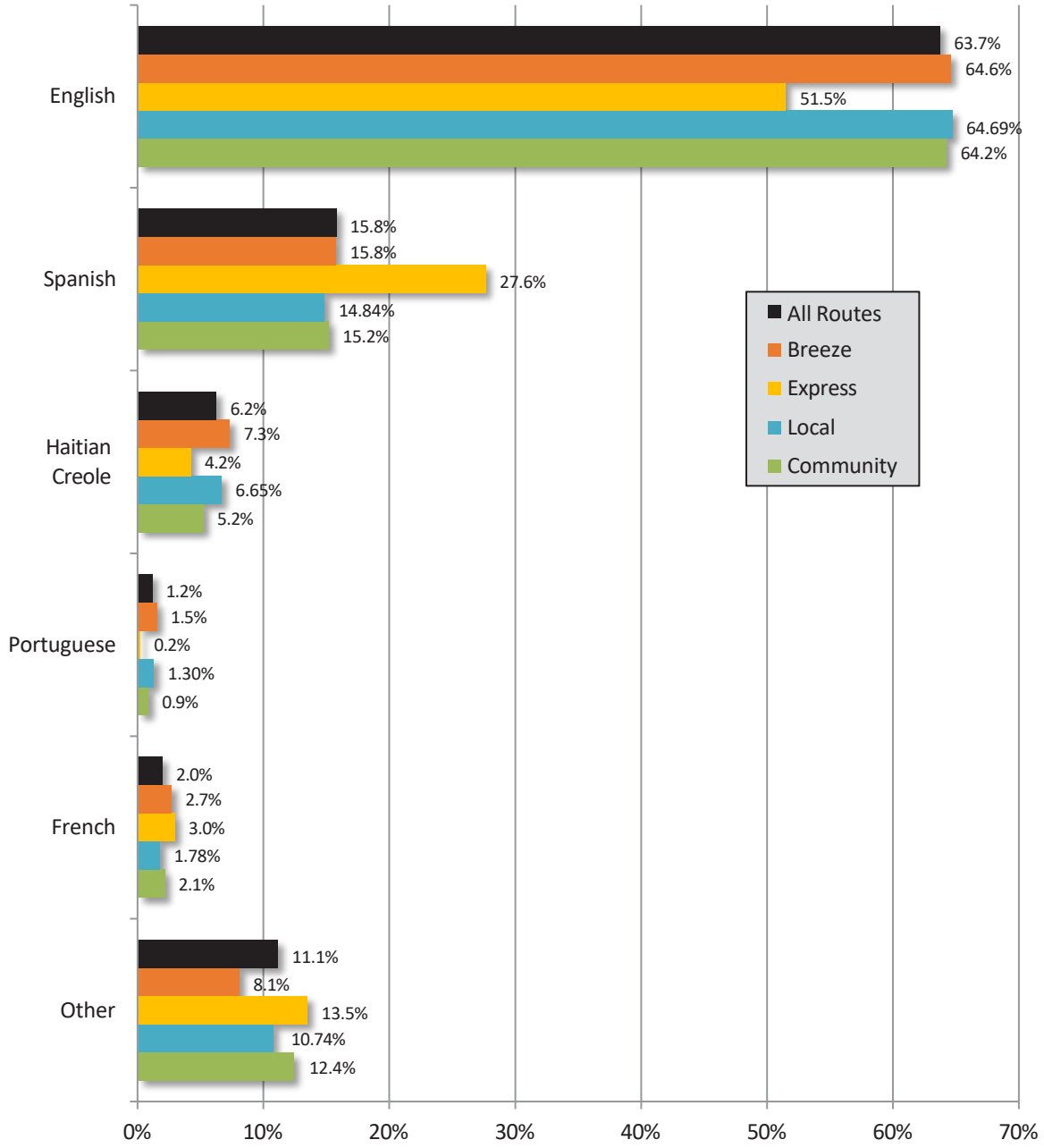


Figure B-19: Language Spoken at Home by Mode



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

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

BCT RIDER SURVEY

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

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

1___ Work
2___ Shopping
3___ School
4___ Medical
5___ Personal Business
6___ Visiting/Recreation
7___ Other_____

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

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

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

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

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

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

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

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

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

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

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

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

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

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

9. How long have you been riding BCT?

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

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

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

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

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

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

12. Your age is...

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

13. You are: 1___ Female 2___ Male

14. Your ethnic origin is...

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

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

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

16. Your total annual household income is...

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

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

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

THANK YOU FOR COMPLETING THE SURVEY

ENCUESTA A USUARIOS DE AUTOBÚS DE BCT

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

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

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

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

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

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

_____ O ⌊⌊⌊⌊⌊
Nombre del lugar (ej: Holy Cross Hospital) Codigo postal

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

_____ O ⌊⌊⌊⌊⌊
Nombre del lugar (ej: Holy Cross Hospital) Codigo postal

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

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

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

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

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

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

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

1___ Manejando
2___ Viajaria con alguien
3___ Bicicleta
4___ Caminando/Silla de ruedas
5___ Taxi/Uber/Lyft
6___ No haria el viaje
7___ Otro_____

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

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

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

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

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

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

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

12. Su edad es...

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

13. Usted es: 1___ Mujer 2___ Hombre

14. Su origen étnico és...

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

15. ¿Cuántos vehículos están disponibles en su casa?

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

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

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

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

1___ No
2___ Sí (especifique): _____

GRACIAS POR COMPLETAR LA ENCUESTA

BCT sondaj sou moun ki monte

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

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

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

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

1___ Te mache ___ blòk
2___ Te resevwa yon woulib
3___ Te kondwi tèt mwen
4___ Transfere nan Route ki soti nan BCT_____
5___ Transfere nan Route ki soti Kominote Otobis _____
6___ Transfere nan Route Tranzit ki soti nan Miami-Dade Otobis ___
7___ Transfere nan trans Otobis ki soti nan Palm Beach ___
8___ Transfere nan traje tren ki soti nan Tri-Rail____
9___ Transfe ki soti nan Tri-Rail navet konekte ____
10___ Lot mwayin_____(presize, tankou bisiklèt, elatriye)

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

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

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

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

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

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

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

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

7. Konbyen jou nan semèn la ou monte BCT?

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

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

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

9. Depi konbyen tan ou ap monte BCT?

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

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

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

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

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

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

12. Laj ou se……

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

13. Ou se: 1___Fi 2___Gason

14. Orijin etnik ou a se...

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

15. Konbyen machin ki disponib nan kay la?

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

16. Total revni anyèl nan kay la

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

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

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

MÈSI POU SONDAJ LA OU RANPLI

PESQUISA COM USUÁRIOS DE ÔNIBUS DA BCT

PREZADO USUÁRIO DE ÔNIBUS: A BCT precisa da sua colaboração para prestar um serviço ainda melhor no Condado de Broward. Favor concluir esta pesquisa e devolvê-la ao pesquisador. **Se você já preencheu uma pesquisa desta, não é necessário preencher outra.**

1. Qual é o principal propósito da sua viagem de hoje?

1___ Trabalho
2___ Compras
3___ Estudos
4___ Médico
5___ Negócios pessoais
6___ Visitação/Recreação
7___ Outro_____

2. Como você chegou ao ponto de ônibus onde você embarcou hoje?

1___ Caminhei ___ quadras
2___ Peguei uma carona
3___ De carro
4___ Transferido da rota do ônibus ____do BCT
5___ Transferido da rota do ônibus comunitário ____
6___ Transferido da rota do ônibus ____de Trânsito de Miami-Dade
7___ Transferido do ônibus da Palm Tran___
8___ Transferido do trem interurbano Tri-Rail
9___ Transferido do ônibus circular conector Tri-Rail
10___Outro (especificar, tipo, bicicleta, etc.)

3. Qual é o nome ou o CEP do lugar de onde você está VINDO agora?

_____ ⌊⌊⌊⌊⌊
Nome do lugar ou empresa (ex: Holy Cross Hospital) OU CEP

4. Qual é o nome ou o CEP do lugar para onde você está INDO agora?

_____ ⌊⌊⌊⌊⌊
Nome do lugar ou empresa (ex: Holy Cross Hospital) OU CEP

5. Como você pagou pela passagem deste ônibus?

1__ Tarifa à vista normal
2__ Tarifa reduzida (Idoso/Criança/Deficiente/Saúde Pública)
3__ Passe de 3 dias
4__ Passe de 7 dias
5__ Passe para 10 viagens
6__ Passe para todos os dias
7__ Passe reduzido para todos os dias (Idoso/Criança/Deficiente/Saúde Pública)
8__ Adulto, 31 dias
9__ Reduzido__ 31 dias (Idoso/Criança/Deficiente/Saúde Pública)
10__ Estudante universitário 31 dias
11__ Outro (especifique) _____

6. Quantas tranferências você fará nesta viagem de ida?

1___ 1 2___ 2 3___ 3 4___ 4 ou mais 5___ Nenhum

7. Quantos dias por semana você usa o transporte da BCT?

1___ 4 ou mais
2___ 2 ou 3/semana
3___ 1 dia
4___ Menos de um
5___ Só fins de semana
6___ É a 1ª vez que uso

8. Como você faria esta viagem se o ônibus não estivesse disponível?

1___ De carro
2___ De carona
3___ De bicicleta
4___ A pé/Cadeira de rodas
5___ Táxi/Uber/Lyft
6___ Não faria a viagem
7___ Outro_____

9. A quanto tempo você usa o transporte da BCT?

1___ Menos de 6 meses
2___ 6 meses a 1 ano
3___ 1 a 2 anos
4___ 2 anos ou mais

10. Favor indicar qual a importância de cada um dos recursos abaixo para você nos serviços da BCT.

Favor indicar. . . .	Muito importante		Neutro		Não é importante
Serviços mais frequentes	5	4	3	2	1
Menos e mais fáceis transferências	5	4	3	2	1
Serviço mais cedo/mais tarde	5	4	3	2	1
Mais serviço nos fins de semana	5	4	3	2	1
Ponto de ônibus com bancos e teto	5	4	3	2	1
Segurança no sistema	5	4	3	2	1
Desempenho pontual	5	4	3	2	1
Custo das viagens	5	4	3	2	1
Limpeza dos ônibus	5	4	3	2	1
Wi Fi nos ônibus	5	4	3	2	1

11. Para cada tipo de serviço abaixo, favor indicar onde você gostaria de ver novos serviços ou melhorados?

1___ Serviço expresso de _____a _____
2___ Novo serviço de _____a_____
3___ Novo serviço ou ampliado do ônibus comunidade
Onde? _____
4___ Mais frequêntes. Quais rotas? _____ , _____ , _____
5___ Estenda o serviço até mais tarde
6___ Outro _____

Para fins de estatística, fale um pouco sobre si mesmo. Todas as respostas são confidenciais.

12. Sua idade é...

1___ 17 anos ou menos
2___ 18 a 24 anos
3___ 25 a 34 anos
4___ 35 a 44 anos
5___ 45 a 54 anos
6___ 55 a 59 anos
7___ 60 a 64 anos
8___ 65 anos ou mais

13. Você é: 1___ Mulher 2___ Homem

14. Sua origem étnica é...

1___ Negra/Afro-americano
2___ Branca/Caucasiana
3___ Hispânico/Latino
4___ Asiática/Habitante das ilhas do Pacifico
5___ Índio Americano ou nativo do Alaska
6___ Duas ou mais raças
7___ Outra (especifique)_____

15. Quantos veículos de trabalho há na sua casa?

1___ Um
2___ Dois
3___ Três ou mais
4___ Nenhum

16. A renda total familiar por ano é de...

1___ Menos de $10.000
2___ $10.000 a $14.999
3___ $15.000 a $19.999
4___ $20.000 a $24.999
5___ $25.000 a $29.999
6___ $30.000 a $39.999
7___ $40.000 a $49.999
8___ $50.000 a $59.999
9___ $60.000 ou mais

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

1___ Não
2___ Sim (especifique-os): _____

OBRIGADO POR CONCLUIR A PESQUISA

TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 13

Board Approvals

Meeting Date: October 24, 2023

Broward County Commission Regular Meeting
Director's Name: Coree Cuff Lonergan
Department: Transportation

Information

Requested Action

MOTION TO ADOPT Resolution approving and adopting the Broward County 2023-2026 Title VI Program Plan, and authorizing the County Administrator to submit documents required by the Federal Transit Administration and to sign and submit documents required by the Florida Department of Transportation.

ACTION: (T-11:06 AM) Approved Resolution No. 2023-444. (Refer to minutes for full discussion.)

VOTE: 9-0.

Why Action is Necessary

The Title VI Program must be approved and adopted by Broward County's governing body after a public hearing prior to submission to the Federal Transit Administration and Florida Department of Transportation.

What Action Accomplishes

Holds Public Hearing to receive public input and Board approval and adoption of the Broward County Transit Title VI 2023-2026 Program Plan.

Goal Related Icon(s)

☒County Commission
☐Go Green
☐MAP Broward

Previous Action Taken

October 10, 2023, Item No. 19

Summary Explanation/Background

THE TRANSPORTATION DEPARTMENT AND PUBLIC WORKS DEPARTMENT RECOMMEND APPROVAL OF THE ABOVE MOTION.

This item supports the Board's Connected Community Goal of an "Efficient and Accessible Regional Intermodal Transportation Network" and its Accountable Government Goal of "Consistently delivering responsive, efficient, inclusive, and

equitable quality services to the public and internal customers while providing a safe community to live, work and visit."

This public hearing will allow public comment on the Broward County 2023-2026 Title VI Program Plan.

Pursuant to Federal Transit Administration (FTA) Circular 4702.1B, Chapter III, General Requirements and Guidelines, Section 8, any changes to the Title VI Program must comply with the public participation requirements in (FTA) Circular 4703.1, "Environmental Justice Policy Guidelines for Federal Transit Administration Recipients," and 49 U.S.C. Sections 5307(b) and (c)(1), which require public participation and a locally developed process to consider public comment. Public participation must include outreach, opportunity for public comment, a public hearing, and a method to engage minority, limited English proficient, and low-income populations.

In accordance with Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, "Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients," dated October 1, 2012, transit providers are required to submit Title VI program updates on a triennial basis to the FTA. The Broward County 2023-2026 Title VI Program Plan document is posted on BCT's website at https://www.broward.org/BCT/Pages/TitleVI.aspx . This plan has been updated with recent census data. It also includes the West Copans Road Transit Operations and Maintenance Facility Equity Analysis (2023) and Mobile Ticketing Equity Analysis (2019), both of which indicated that no disparate impacts or disproportionate burdens on minority or low-income individuals (Title VI protected populations) would result from implementation of those projects.

The primary objectives of the FTA's Title VI Program are to ensure, without regard to race, color, or national origin, that recipients of federal financial assistance provide services for all persons that meet the following requirements: 1) plan for and operate transit services so that transit benefits and related services are made available and distributed equitably; 2) transit services are sufficient to provide equal access and mobility; 3) opportunities to participate in transit planning and decision-making process; 4) decisions on the locations of transit facilities and services are carried out equitably; and 5) that remedial and corrective actions are undertaken to prevent discriminatory treatment of any beneficiary.

The Florida Department of Transportation (FDOT) is the direct recipient of Federal Highway Administration (FHWA) funds that it distributes to sub-recipients to fund local project priorities. In the context of the Local Agency Program (LAP) certified sub-recipients are defined as a Local Agency and the Local Agency's contractors or consultants. In order to receive FHWA funds, the Local Agency and their contractors and consultants must comply with Federal and State nondiscrimination authorities, including the Florida Statutes; US Department of Justice, US Department of Transportation and FHWA regulations, orders and notices. Broward County is a sub-recipient of FHWA funds. Pursuant to 23 CFR Part 200 and to maintain LAP Certification, Broward County

is required to document its compliance with applicable regulatory requirements once every three years, or at the request of FDOT or FHWA.

No fiscal impact will occur resulting from this action. However, if Broward County does not comply with mandated requirements, it may be deemed deficient, and any pending federal grants cannot be approved by the FTA or FDOT until the deficiency is corrected.

Source of Additional Information
Coree Cuff Lonergan, Director, Transportation Department (954) 357-8361

Fiscal Impact

Fiscal Impact/Cost Summary
None for this action

Attachments
Exhibit 1 - Resolution

STATE OF FLORIDA)

) SS

COUNTY OF BROWARD)

I, Monica Cepero, County Administrator, in and for Broward County, Florida, and Ex-Officio Clerk of the Board of County Commissioners of said County, DO HEREBY CERTIFY that the above and foregoing is a true and correct copy of the Action Agenda of the Board of County Commissioners Meeting of October 24, 2023, for Agenda Item number 42.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal this 25th day of October, 2023.

COUNTY COMMISSIONERS
CREATED
OCT 1st
1915
BROWARD COUNTY FLORIDA

(S E A L)

Monica Cepero
COUNTY ADMINISTRATOR

Ariel Walker, Deputy Clerk

Item # 9.

Meeting Date: April 5, 2022

Broward County Commission Regular Meeting
Director's Name: Tim Garling (Deputy General Manager)
Department: Transportation

Information

Requested Action

MOTION TO APPROVE Broward County Transit Title VI Service Equity Analysis for Service Reductions implemented in response to the COVID-19 pandemic between March 2020 and January 2022.

ACTION: (T-10:56 AM) Approved.

VOTE: 9-0. Commissioner Ryan voted in the affirmative telephonically.

ACTION: (T-11:02 AM) Commissioner Geller made motion to reconsider the Consent Agenda. The motion was seconded by Vice-Mayor Fisher. (Refer to minutes for full discussion.)

VOTE: 9-0. Commissioner Ryan voted in the affirmative telephonically.

ACTION: (T-11:02 AM) Commissioner Geller made motion to approve the Consent Agenda as previously read, with the exception of Item Number 55. The motion was seconded by Vice-Mayor Fisher. (Refer to minutes for full discussion.)

VOTE: 9-0. Commissioner Ryan voted in the affirmative telephonically.

Why Action is Necessary

Federal Transit Administration (FTA) regulations, Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012, requires the approval by the Board of County Commissioners (Board), as the governing entity for the Broward County transit system, of a service equity analysis when implementing service changes that affect more than 25% of route miles or weekly revenue miles.

What Action Accomplishes

Approves the Transportation Department's (BCT) Title VI Service Equity Analysis only. The document was prepared in accordance with FTA regulations and was prepared for COVID Service Changes implemented between March 2020 and January 2022.

Is this Action Goal Related

No

Previous Action Taken
None

Summary Explanation/Background
THE TRANSPORTATION DEPARTMENT RECOMMENDS APPROVAL.

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

Due to the COVID-19 pandemic, beginning in March 2020, BCT implemented major service changes due to public safety concerns. Given the unprecedented nature of the public health emergency and the need for ongoing and rapid reassessment of conditions, these service changes were implemented over a period of 22 months.

BCT modified fixed route bus service across its network. Service changes included weekly service mileage reductions, headway adjustments and the suspension of service on limited stop “Breeze” routes and the I-75 “Express” Commuter Route (Route 115). These service adjustments allowed daily transit service to continue throughout the pandemic while meeting the needs of our customers, including essential workers, while balancing the constraints of an available workforce.

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

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

Using methodologies consistent with FTA Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” the result of Title VI Service Equity Analysis indicated, for the vast majority of COVID-19 service changes, no disparate impacts or disproportionate burdens on minority or low-income passengers (Title VI protected populations) resulted from the COVID-19 Emergency Service Reductions. The only exception was a disparate impact due to the suspension of the I-

75 Express commuter service (Route 115). BCT Route 115 Service was suspended on August 21, 2020, until further notice due to extremely low ridership. Service to the Miami Intermodal Center remains available through our regional transportation providers: Miami -Dade Transit and South Florida Regional Transportation Authority (Tri-Rail). BCT continues to work with the Florida Department of Transportation (FDOT), our funding partner, and the South Florida Commuter Services in monitoring demand along the corridor for potential reinstatement of the I-75 Express Commuter Route later this calendar year.

As background, the I-75 Express Commuter Route (Route 115) began operating in January 2020 in the I-75 managed high occupancy toll (HOT) lanes and Palmetto managed HOT lanes providing service between the City of Sunrise (FLL Live Park and Ride), connecting to the City of Miami Gardens at a newly constructed FDOT Park and Ride, and the Miami Airport Intermodal Center. This new service did not have an opportunity to establish ridership before the impacts of the COVID-19 pandemic which began in March 2020.

Source of Additional Information
Tim Garling, Deputy General Manager, Transportation Department (954) 357-8424

Fiscal Impact

Fiscal Impact/Cost Summary
None

Attachments
Exhibit 1 - Title VI Service Equity Analysis for COVID Changes

BROWARD COUNTY TRANSIT MAJOR SERVICE CHANGE

COVID SERVICE CHANGE MARCH 2020 – JANUARY 2022

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

A Title VI Service Equity Analysis

Prepared March 2022

BROWARD COUNTY Transit

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INTRODUCTION

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

This Title VI Service Equity Analysis was conducted by the Broward County Transportation Department due to service adjustments made necessary by the COVID-19 pandemic beginning in March 2020 and continuing through January 2022. Service levels have been adjusted more than usual as part of BCT's response to COVID-19. A comparison between March 2020 and January 2022 reveals Major Service changes on Routes 20, 34, 48, 88, 101, 102, 115 and 122. This report was prepared in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012.

ABOUT BROWARD COUNTY TRANSIT

Broward County Transit (BCT) is composed of more than 1,194[1] individuals working together to deliver public transportation services within a 428 square mile service area in Broward, Palm Beach and Miami-Dade Counties' that serves approximately 2 million residents.

BCT operates four distinct transportation services. These modes include BCT fixed route, fixed route community shuttle, fixed route commuter express, and paratransit services. Fixed route service connects with local transit systems in neighboring counties in addition to the commuter rail system (Tri-Rail). BCT operates out of two facilities: Pompano Beach, Florida, and Dania Beach, Florida. As of January 2022, BCT operates 36 fixed routes, 2 limited-stop (Breeze) routes, 5 express routes, and 51 community shuttle routes. This network of services currently provides more than 28.5 million passenger trips annually. Due to Broward County's location in the center of the Miami Urbanized Area (UZA) these routes are critical for providing connectivity throughout the metropolitan area, including Miami-Dade and Palm Beach counties.

BCT operates approximately 14.6 million fixed route revenue miles per year at 15.8 passengers per hour and $7.48 cost per unlinked trip[2]. BCT is responsible for transit system development, planning, and operations to promote a convenient user-friendly transit system, allowing for expanded transportation alternatives for Broward County residents and visitors.

[1] As of August 24, 2020.

[2] National Transit Database (NTD) Report Year 2020 Statistics

DEFINITIONS

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

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

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

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

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

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

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

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

Low-Income: A person that has indicated a household income of $26,200 or below is considered to meet poverty guidelines according to the US Department of Health and Human Services.

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

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

SERVICE EQUITY ANALYSIS

In compliance with Title VI, a service equity analysis is required to evaluate potential disparate impacts or disproportionate burdens on Title VI protected populations before implementation of a major service change. The major service changes noted in this report were prompted by the COVID-19 pandemic beginning in March 2020. Given the unprecedented nature of the public health emergency and need for rapid reassessment of conditions, BCT implemented a series of service changes over a 22-month period. Consequently, the traditional Title VI analysis process was not conducted prior to the service changes. This analysis documents all service changes and mitigation efforts that BCT undertook to ensure transit service during this unprecedented public health situation.

MAJOR SERVICE / FARE CHANGE

In accordance with Title VI, BCT conducts service and/or fare equity analyses when a major service change is proposed. BCT used the following thresholds (outlines) to determine whether a service change constitutes a major service change. This policy, as approved by the Board in 2014, is outlined in the table below:

BCT Major Change Thresholds

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

PUBLIC PARTICIPATION

BCT engaged in numerous outreach activities to support BCT riders as they used the service during the COVID-19 pandemic. The BCT marketing team provided constant updates on service changes, fare policy and social distancing protocols necessary to deal with riding transit during the pandemic. Over 23,000 face masks were distributed to the public for free throughout 2020 and early 2021, at the largest bus terminal locations. All locations were accessible to BCT transit routes including areas identified in BCT's Title VI Program as predominately minority, low-income, or having high proportions of residents with limited English proficiency.

Summary of Community Outreach Events

Location	Date	Location	Date
Broward Central Terminal	5/28/20	Lauderhill Transit Center	11/4/20
Northeast Transit Center	6/2/20	Broward Central Terminal	11/5/20
Lauderhill Transit Center	6/3/20	West Regional Terminal	11/5/20
Broward Central Terminal	7/8/20	Broward Central Terminal	3/10/21
West Regional Terminal	7/15/20	West Regional Terminal	3/10/21
Northeast Transit Center	7/16/20	Lauderhill Transit Center	3/17/21
Lauderhill Transit Center	7/22/20	Northeast Transit Center	3/17/21
Northeast Transit Center	7/22/20	Broward Central Terminal	3/24/21
Broward Central Terminal	7/28/20	West Regional Terminal	3/24/21
West Regional Terminal	7/28/20	Lauderhill Transit Center	3/31/21
Northeast Transit Center	7/29/20	Northeast Transit Center	3/31/21
Lauderhill Transit Center	7/29/20	Broward Central Terminal	4/14/21
Broward Central Terminal	8/5/20	West Regional Terminal	4/14/21
West Regional Terminal	8/5/20	Lauderhill Transit Center	4/21/21
Lauderhill Transit Center	8/6/20	Northeast Transit Center	4/21/21
Northeast Transit Center	8/6/20	West Regional Terminal	5/6/21
Broward Central Terminal	8/18/20	Lauderhill Transit Center	5/7/21
West Regional Terminal	8/18/20	Broward Mall	5/10 & 5/11/21
Lauderhill Transit Center	8/19/20	West Regional Terminal	5/13/21
Northeast Transit Center	8/19/20	Lauderhill Transit Center	5/14/21
Broward Central Terminal	8/25/20	West Regional Terminal	5/17/21
West Regional Terminal	8/25/20	Lauderhill Transit Center	5/18/21
Lauderhill Transit Center	8/26/20	West Regional Terminal	5/20/21
Northeast Transit Center	8/26/20	Lauderhill Transit Center	5/21/21
Broward Central Terminal	9/1/20	West Regional Terminal	5/24/21
West Regional Terminal	9/1/20	Lauderhill Transit Center	5/25/21
Lauderhill Transit Center	9/2/20	West Regional Terminal	5/27/21
Northeast Transit Center	9/2/20	Lauderhill Transit Center	5/28/21
Broward Central Terminal	10/22/20	West Regional Terminal	5/31/21
West Regional Terminal	10/22/20	Lauderhill Transit Center	6/1/21
Lauderhill Transit Center	10/28/20	West Regional Terminal	6/2 & 6/4/21

BCT engaged in email alerts sent to registered customers regardin
transit flashes related to BCT's response to the COVID-19 pandem
the number of registered customers that received the message:

Summary of Transit Flashes

Date Sent	# of Recipients	Transit Flash Messag
3/24/2020	5,737	BCT COVID-19 Update
3/25/2020	5,740	BCT Express Routes a
3/27/2020	5,747	BCT Service Reduction
3/31/2020	5,751	BCT Rider Alert: Comm
4/13/2020	5,773	BCT Alert - Cloth Face
4/23/2020	5,761	BCT Alert - Additional
4/24/2020	5,755	BCT Alert - Additional
5/27/2020	5,710	Don't Let Your Guard
8/14/2020	5,644	BCT Alert - 75 Express
8/20/2020	5,641	BCT Alert - 75 Express

On the interior of buses, BCT placed COVID-19 information and r
within buses and terminals for customer use, displayed in English,

Title VI Major Service Changes as of January 2022 (when compared to March 2020).

Route	Corridor	Description	Major Service Change?
20	NE 18th Ave.	Headways reduced from 60 to 45 minutes on Sundays.	YES- Requires Service Equity Analysis
34	Sample Rd.	Headways increased by 22 minutes during the week. Weekly service miles reduced by 41.6%.	YES- Requires Service Equity Analysis
48	Hillsboro Blvd.	Headway reduced by 15 minutes during weekdays. Weekly service miles increased by 38.4%.	YES- Requires Service Equity Analysis
88	Pine island Road/Coral Springs Dr.	Headways increased by 20 minutes during weekdays. Weekly service miles decreased by 25%.	YES-Requires Service Equity Analysis
101	US 1	Weekly service miles decreased by 33.2%.	YES-Requires Service Equity Analysis
102	University Dr.	Service Suspended.	YES- Requires Service Equity Analysis
115	I-75 Express	Service Suspended.	YES- Requires Service Equity Analysis
122	Broward Blvd.	Service Suspended.	YES- Requires Service Equity Analysis

SERVICE CHANGE TIMELINE

On March 9, 2020, Governor Ron DeSantis declared a State of Emergency for the State of Florida due to the COVID-19 Pandemic. The following is a timeline of the measures Broward County and BCT implemented for the safety and wellbeing of its operators and passengers over the duration of the pandemic, including service changes, fare collection policy and safety measures implemented by BCT from March 2020 to January 2022:

- March 23, 2020- Social distancing guidelines were implemented; with 50% capacity on buses
- March 24, 2020- Farebox was suspended with customers using rear door boarding

- March 28, 2020- Service reductions were implemented; a modified Saturday schedule, suspension of all Breeze routes, and Express service was expanded to a 30-minute schedule for Routes 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14, 16, 18, 19, 20, 22, 28, 30, 31, 34, 36, 40, 42, 48, 50, 55, 60, 62, 72, 81, 83, 88, 101, 102, 106, 108, 109, 110, 114, 115, 122, 441
- April 13, 2020- Broward County mandates that all riders must wear a facial covering in order to ride the bus
- April 20, 2020 – To help maintain social distancing, service was added on Routes 18, 19, 72
- April 27, 2020 – To help maintain social distancing, service was added on Routes 1, 22, 60
- May 18, 2020- Phase 1 reopening for Broward County, consistent with state mandate
- June 15, 2020 – To help maintain social distancing, service was added on Routes 1, 18, 19, 72
- July 26, 2020 – To help maintain social distancing, service was added on Routes 1, 2, 5, 6, 7, 10, 14, 18, 19, 20, 22, 28, 34, 36, 42, 48, 50, 60, 62, 72, 83, 108, 116
- August 21, 2020 – Route 115 was launched in January 2020 and was unable to build its ridership with the start of the pandemic in March 2020. As such, this route was suspended until further notice due to low ridership. BCT worked with the Florida Department of Transportation (FDOT) and South Florida Commuter Service (SFCS) on monitoring demand along the corridor for potential reinstatement[4]
- September 20, 2020 – To help maintain social distancing, service was added on Routes 1, 14, 19, 34, 40, 60, 72, 106, 114, 441
- April 4, 2021 – To help maintain social distancing and to maintain on-time performance, service was added or modified on Routes 1, 5, 8, 10, 18, 19, 20, 30, 31, 36, 40, 50, 55, 81, 83, 441
- June 1, 2021- Fare collection and front door boarding resumes
- August 8, 2021 – To help maintain social distancing and to maintain on-time performance, service was added or modified on Routes 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14, 16, 18, 19, 20, 22, 28, 30, 31, 34, 36, 40, 42, 48, 50, 55, 60, 62, 72, 81, 83, 88, 101, 106, 108, 109, 110, 114, 441
- October 25, 2021- Buses returned to 100% capacity
- January 23, 2022 –To realign service with ridership demand and operator availability as well as to maintain on-time performance, service was added or modified on Routes 1, 2, 7, 10, 14, 18, 19, 22, 28, 36, 42, 50, 60, 72, 81, 83, 88, 101, 106, 114, 441

Service Changes by Pick

The current operating environment is unchartered territory for every transit operator across the country. BCT has continually modified service to meet customer needs since significant systemwide reductions were implemented in March 2020. As part of the Southeast Florida region, Broward County was put on a phased reopening of businesses. As businesses reopened, BCT continually readjusted its schedule to reflect the new levels of ridership by route to accommodate the 50% capacity on buses with the competing needs of operator availability and eventually vehicle breakdown as the global supply chain was hampered with vehicle parts. What follows is a brief summary of service changes from March 2020 to January 2022 and whether the change constituted a Major Service Change and which routes were impacted. Specific details of the changes that occurred for all service implementations can be found in Appendix F.

[4] Low Ridership shown in Appendix G: Monthly Ridership of Express Routes for January 2020 to August 2020

Service Implemented	Routes	Major Service Change?	Impacted Routes
March 28, 2020	1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14, 16, 18, 19, 20, 22, 28, 30, 31, 34, 36, 40, 42, 48, 50, 55, 60, 62, 72, 81, 83, 88, 101, 102, 106, 108, 109, 110, 114, 115, 122, 441	YES	1, 2, 5, 6, 14, 18, 19, 22, 30, 31, 34, 36, 42, 50, 55, 60, 72, 83, 101, 102, 441
April 20, 2020	18, 19, 72	NO	N/A
April 27, 2020	1, 22, 60	NO	N/A
June 15, 2020	1, 18, 19, 72	NO	N/A
July 26, 2020	1, 2, 5, 6, 7, 10, 14, 18, 19, 20, 22, 28, 34, 36, 42, 48, 50, 60, 62, 72, 83, 108, 116	YES	1, 2, 14, 18, 19, 20, 22, 36, 42, 48, 50, 72, 83
August 21, 2020	115	YES	115
September 20, 2020	1, 14, 19, 34, 40, 60, 72, 106, 114, 441	YES	441
April 4, 2021	1, 5, 8, 10, 18, 19, 20, 30, 31, 36, 40, 50, 55, 81, 83, 441	YES	31, 441
August 8, 2021	1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14, 16, 18, 19, 20, 22, 28, 30, 31, 34, 36, 40, 42, 48, 50, 55, 60, 62, 72, 81, 83, 88, 101, 106, 108, 109, 110, 114, 441	YES	6, 20, 31, 101, 441
January 23, 2022	1, 2, 7, 10, 14, 18, 19, 22, 28, 36, 42, 50, 60, 72, 81, 83, 88, 101, 106, 114, 441	YES	42, 83, 101

METHODOLOGY

BCT uses a methodology consistent with FTA guidance in Circular 4702.1B to conduct service equity analyses. On-board survey data collected during the TDP major update in the 2nd quarter of 2018 is the primary data source for all equity analyses[5]. New routes created after the 2018 survey effort use the US Census Bureau's *2015-2019 American Community Survey 5-Year Estimates.* The following steps are used in completing the Title VI Service Equity Analysis:

I- The adverse effects of the service change are identified. Adverse effects include but are not limited to:

a. Route discontinuation
b. Segment elimination, truncation, or re-routing
c. Headway increases
d. Reduction of service span

II- If adverse effects are identified BCT will outline steps taken to mitigate the impact of the service change.

[5] Appendix A: Demographic Analysis

III- Routes with no adverse effects will also be identified. The service changes pro routes will enhance or benefit riders.

IV- The percentage breakdown of minority and low-income passengers from the o will be calculated and applied to the average weekday ridership for each rout

V- The cumulative percentage of minority and low-income passengers will be cal categories:

a. Routes changes with adverse effects (reductions)
b. Route changes without adverse effects (improvements)

VI- The percentage deviation between the minority and low-income levels of ea compared to the BCT systemwide average to determine if dispara disproportionate burdens result from the service change proposal[6].

VII- If disparate impacts or disproportionate burdens are found then alternatives see if legitimate program goals can be met with a less impactful proposal.

DEMOGRAPHIC ANALYSIS

On-board survey data from the BCT Connected 2018-2028 Transit Development Plan was u age, race/ethnic origin, annual household income, trip purpose, frequency of use, and veh per household in the existing routes impacted by the proposed fixed-bus service improve data is included as part of Appendix A, Demographic Analysis. The *2015-2019 American Co 5-Year Estimates* was utilized to analyze the demographics of the census tracts within alignments. This dataset provided the necessary data to examine the demographic infor

suspension and that there are other means of public transportation available to access all the destination offered by the route.

RESULTS

The equity analysis found that most of the routes were not predominantly minority when compared to the BCT systemwide average. Most of the routes were found to not be predominantly low-income when compared to BCT systemwide, though it must be noted that BCT service ridership is highly low-income when compared to ACS demographics. The table below details the Title VI predominantly minority and low-income routes.

Title VI Predominantly Minority and Low-Income Route Percentage

Route	Predominantly Minority	Predominantly Low-Income
20	NO (75%)	YES (70.8%)
34	NO (78.7%)	YES (69.2%)
48	NO (78.1%)	NO (58.8%)
88	NO (77.5%)	NO (52.1%)
101	NO (79.2%)	NO (56.3%)
102	NO (75.1%)	NO (18.9%)
TDP On-Board Systemwide	80.5%	65.1%
New Routes[7]	**Predominantly Minority**	**Predominantly Low-Income**
115	YES (76.9%)	NO (13%)
122	YES (63.8%)	NO (18%)
ACS Systemwide	61.6%	20.2%

Disparate Impact and Disproportionate Burden Thresholds

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

[7] Route 115 was implemented in August 2020 and Route 122 was implemented in Fall 2018 and was not surveyed in the 2018 TDP Survey, as such ACS data was used to determine minority and low-income populations along the alignment pursuant to BCT's Major Title VI Program methodology.

Title VI Service Equity Analysis Results - Route Changes with Adverse Effects (Reductions)

Route	Minority Deviation from System Average	Disparate Impact?	Low-income Deviation from System Average	Disproportionate Burden?
34	-1.8%	NO	4.1%	NO
88	-3%	NO	-13%	NO
101	-1.3%	NO	-8.8%	NO
102	-5.4%	NO	-46.2%	NO
115	15.3%	YES	-7.1%	NO
122	2.2%	NO	-2.2%	NO

Title VI Service Equity Analysis Results - Route Changes without Adverse Effects (Improvements)

Route	Minority Deviation from System Average	Disparate Impact?	Low-income Deviation from System Average	Disproportionate Burden?
20	-5.5%	NO	5.7%	NO
48	-2.4%	NO	-6.3%	NO

The pandemic put unprecedented pressure on BCT's resources. The service reductions on Routes 34, 88, and 101 were necessary to maintain a baseline level of service and were consistent with observed ridership once the COVID-19 restrictions were relaxed. The temporary suspension of the Route 102 and Route 122 is mitigated by the local routes operating in the same alignment. Express Route 115 is being reviewed for a relaunch with updated schedules to align with market conditions and improve ridership. BCT is collaborating with FDOT and SFCS to ensure successful reimplementation of service.

Based on an analysis of the proposed service changes on each of the routes, BCT has documented steps to avoid, minimize, and mitigate all potential adverse effects. It should be noted that Route 20 has a higher population of low-income population that has benefitted from the additional service provided on the route throughout the pandemic. In response to the public health situation, the substantial loss of ridership and the resource-constrained operating environment, BCT managed to minimize impacts despite an overall reduction in service levels.

RECOMMENDATIONS

The service equity analysis concluded the vast majority COVID-19 emergency service changes did not pose a disparate impact or disproportionate burden on our Title VI protected passengers. The exception being a disparate impact with the suspension of Express Route 115. Though the Express Route 115 is a Title VI predominantly Minority route (76.9%) based on the latest ACS data. However, BCT is working with its partners to relaunch the route later this calendar year with revised schedules to improve the ridership. BCT believes that there is a substantial legitimate justification for the Route 115 service change and that there are no other alternatives that would have a less disparate impact on minority passengers. Additionally, there are existing public transit services available (operated by BCT, MDT, and SFRTA) that can be used to reach the primary destination (Miami Intermodal Center) served by the Route 115 as well as vanpool options through South Florida Commuter Services. As a result, BCT is comfortable that all requirements under FTA Circular 4702.1B were satisfied to implement the COVID-19 service changes. These changes were necessary to fulfill BCT's commitment of providing safe and reliable transportation solutions that link people, connect communities, support employment, and contribute to the overall economic growth of our region.

APPENDIX A: DEMOGRAPHIC ANALYSIS

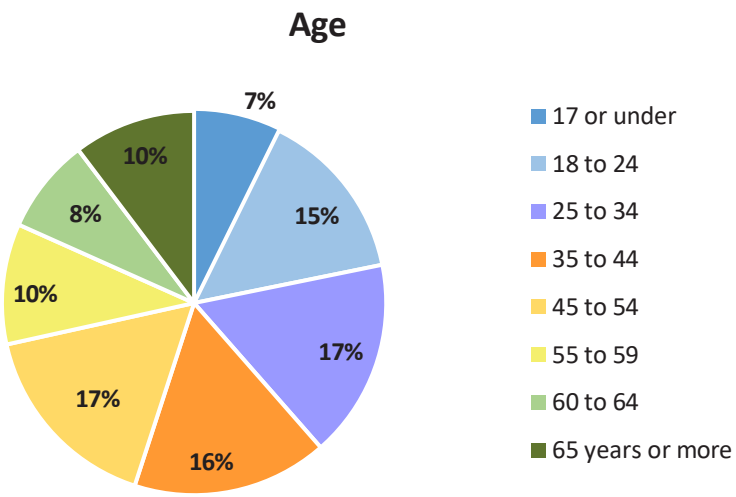
There has been a significant change in the racial and ethnic makeup in Broward County between the 2000 and the 2020 US Census. As indicated by the 2020 US Census, Broward continues to be a "minority-majority" county. Meaning, the Non-Hispanic White population accounted for less than 50 percent of the total population. While the Non-Hispanic Black/African-American population still remains the largest minority group, it is now closely followed by the Hispanic population. The trend in Broward County reflects the national trend of an ever-increasing minority population cohort.

BCT uses a one-quarter mile buffer around local and limited stop routes and a three-mile buffer around park and ride lots to establish the service area. The 2018 BCT service area population is 1,935,878. The percentage of minorities in the service area is 63.5 percent and low-income population comprises 22.4 percent.

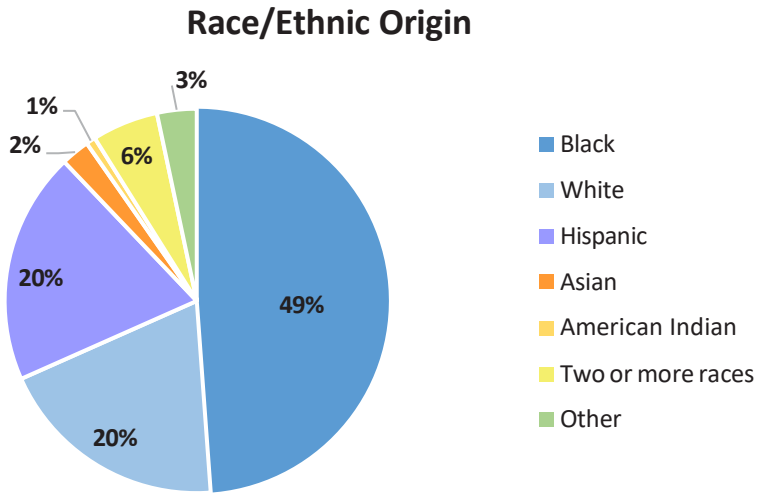
In 2018, BCT conducted a major update of the 10-year Transit Development Plan (TDP). A significant portion of the TDP was focused on generating an updated BCT rider demographic profile. A total of 7,199 passenger surveys were collected on-board BCT routes during the second quarter of 2018. The system-wide results of the on-board survey are statistically significant with greater than 95% confidence and margin of error of ±3 percent. Additional information about the on-board survey effort and findings can be found in the BCT Connected 2018-2028 Transit Development Plan[8]. The responses of the on-board survey data were used to determine the age, ethnic origin, annual household income, trip purpose, frequency of use, and number of vehicles in a household.

A summary of the demographic characteristics of BCT passengers is provided below:

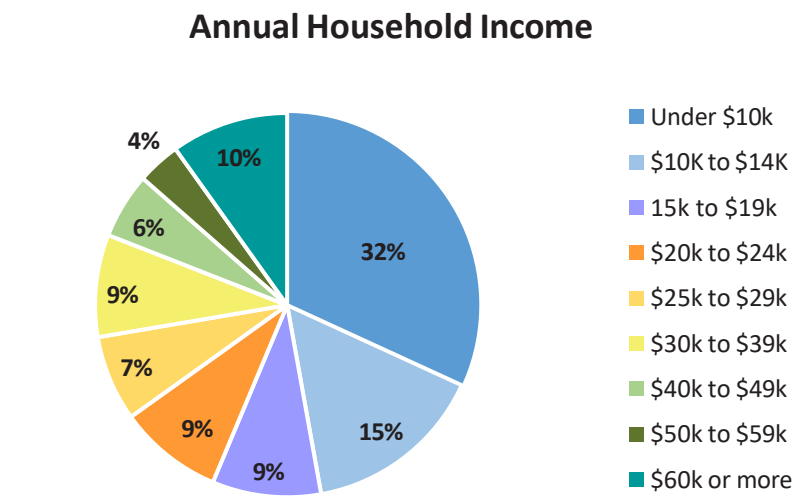
[8] *BCT Connected* Transit Development Plan: http://www.broward.org/bct/pages/transitdevelopmentplan.aspx



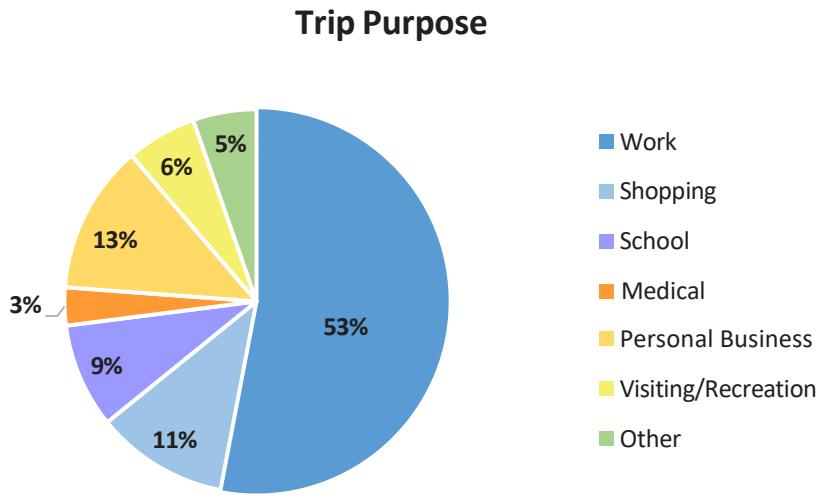
A total of 82 percent of BCT passengers are between the ages of 18 to 64. Seniors (65 years or older) are 10 percent of the passengers while those 17 or younger are 7 percent of passengers.



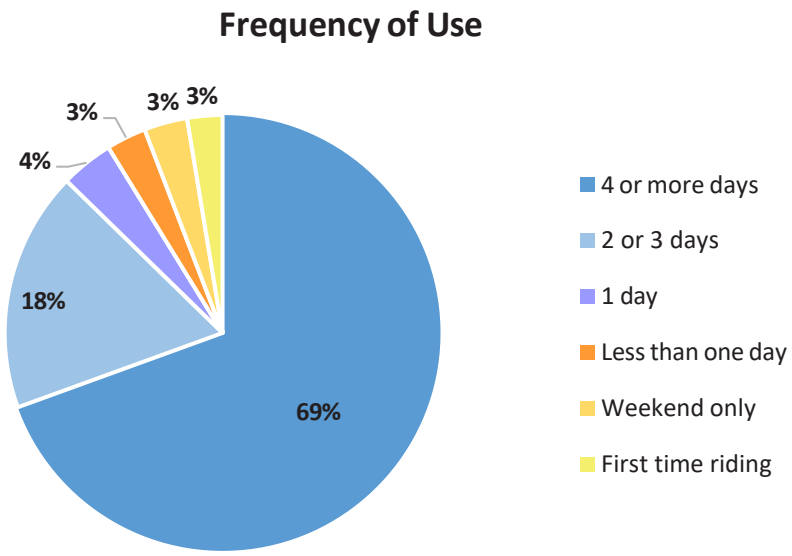
Minorities comprise nearly 80 percent of the BCT systemwide ridership. Of this percentage, 49 percent are Black/African American, 20 percent are Hispanic, and 12 percent are Asian, American Indian, Multiracial, or other. Non-Hispanic White compose 20 percent of the systemwide ridership.



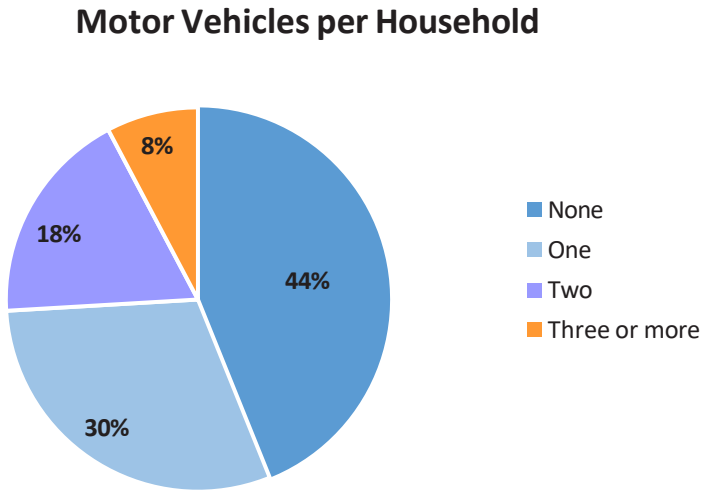
The majority of BCT passengers (65 percent) earn an annual household income below $25,000. It should be noted that the percentage of passengers in upper incomes have continued to increase since 2008 due to the success of the Premium Express Services.



The majority of passengers (53 percent) use BCT primarily for work, followed by personal business (13 percent), shopping (11 percent), and school (9 percent).

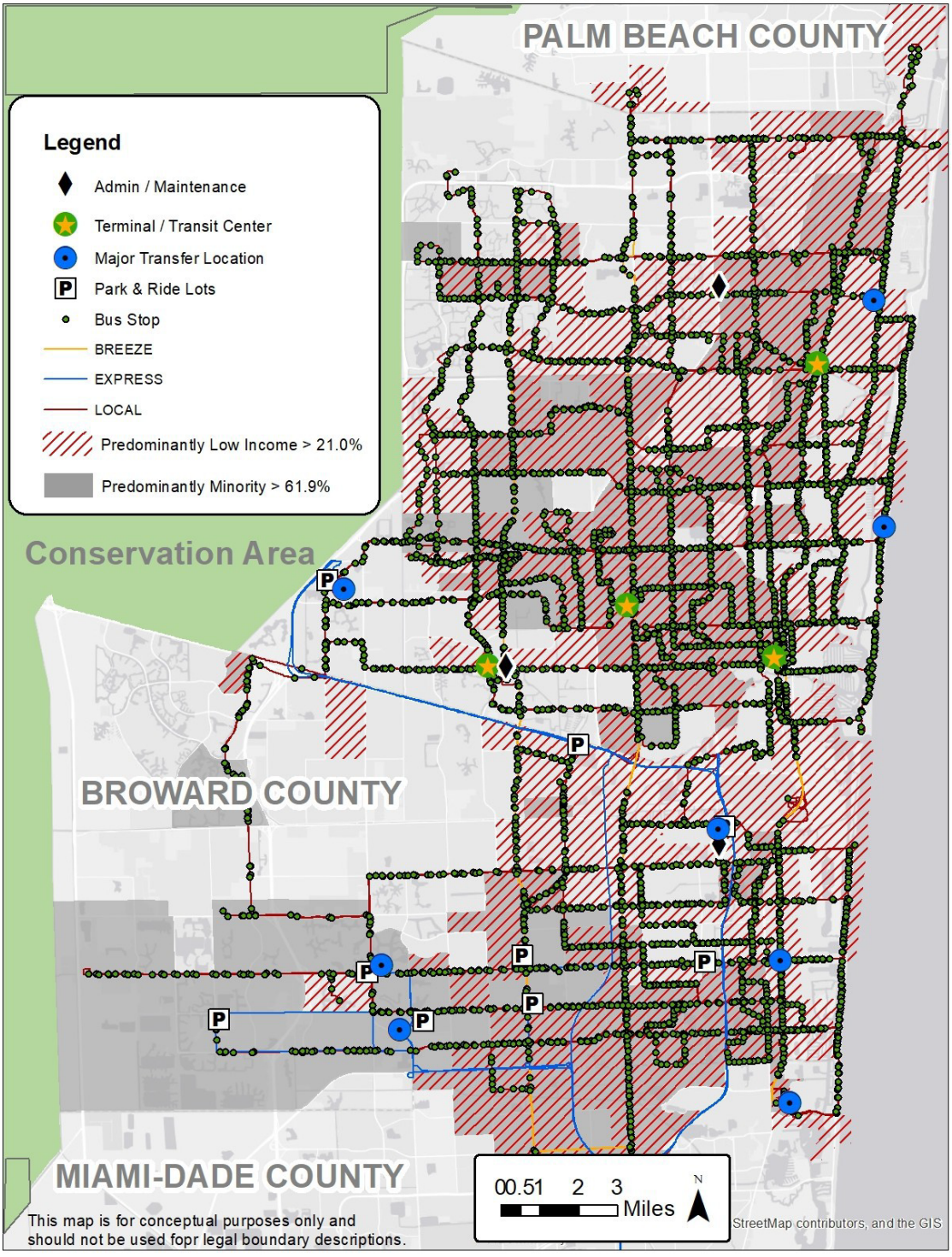


The average BCT passenger is a frequent user of the system; 69 percent of passengers use the system 4 or more days per week. Over 87 percent of passengers use BCT at least 2 days per week.

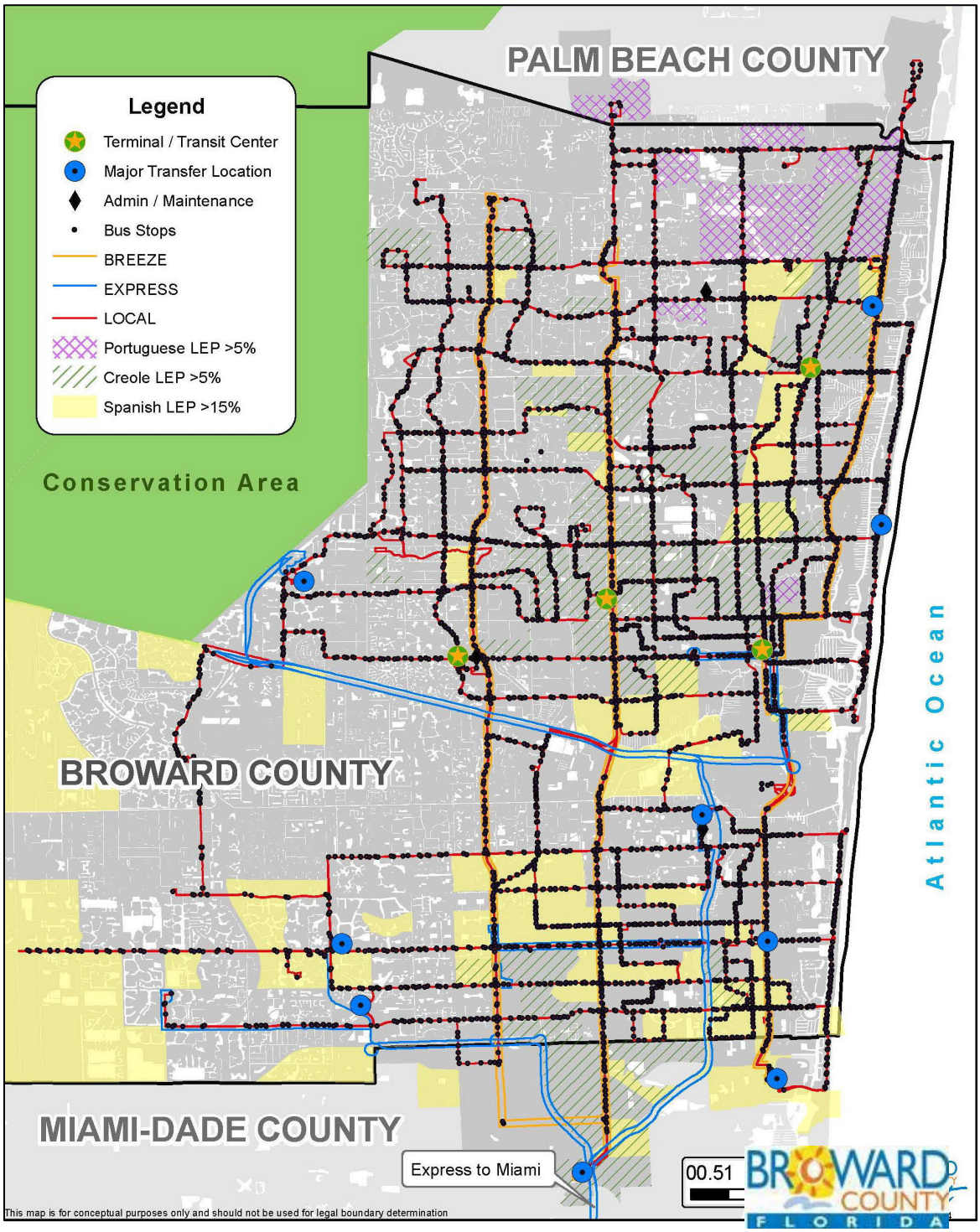


A significant number of BCT passengers (44 percent) do not have a vehicle available in their household. Close to one-third of passengers have only one vehicle available.

APPENDIX B: BCT TITLE VI CONTEXT MAP



APPENDIX C: BCT LEP CONTEXT MAP



APPENDIX D: PUBLIC OUTREACH PLAN

Bus and Terminal Monitor Messages// Interior Bus Placards

COVID Stay Alert- English// Interior Bus Placard

COVID Stay Alert- Creole// Interior Bus Placard

COVID Stay Alert- Portuguese// Interior Bus Placard

COVID Stay Alert- Spanish// Interior Bus Placard

COVID-19

Tout pasaje yo oblije mete yon kouvèti figi twal.

Pasaje ki pa gen yon moso twal kouvri pa pral pèmèt nan bis la.

Mèsi pou koperasyon ou.

Se pou nou tout fè pati nou yo rete an sekirite.

Visit Broward.org/Coronavirus for more information.

Broward.org/BCT
954-357-8400

BROWARD COUNTY Transit

COVID-19

All passengers are required to wear a cloth face covering.

Riders without a cloth face covering will not be allowed on the bus.

Thank you for your cooperation.

Let's all do our part to stay safe.

Visit Broward.org/Coronavirus for more information.

Broward.org/BCT
954-357-8400

BROWARD COUNTY Transit

Facemask- English

COVID-19

Todos os passageiros são obrigados a usar uma cobertura facial de pano.

Os passageiros sem uma cobertura de pano para o rosto não serão permitidos no ônibus

Obrigado pela sua cooperação.

Vamos todos fazer a nossa parte para ficarmos seguros.

Visit Broward.org/Coronavirus for more information.

Broward.org/BCT
954-357-8400

BROWARD COUNTY Transit

COVID-19

Todos los pasajeros deben usar una cubierta facial de tela.

Los pasajeros sin una cubierta de tela para la cara no serán permitidos en el autobús.

Gracias por su cooperación.

Hagamos todos nuestra parte para mantenernos a salvo.

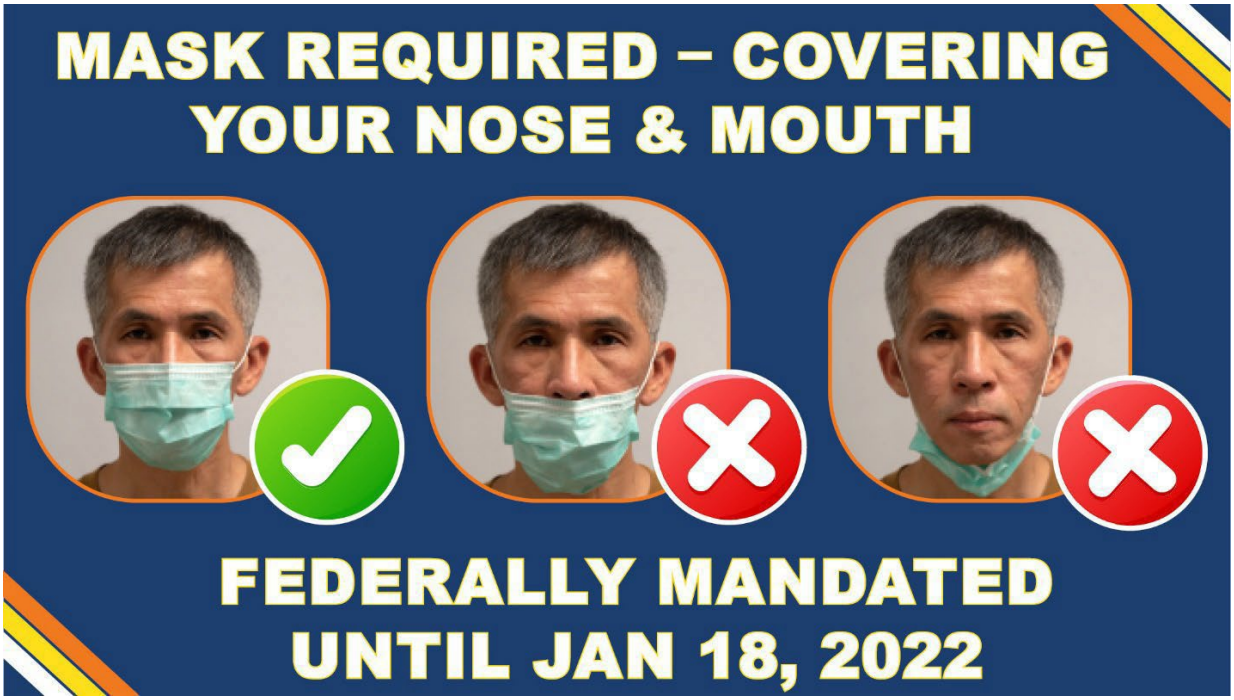
Visit Broward.org/Coronavirus for more information.

Broward.org/BCT
954-357-8400

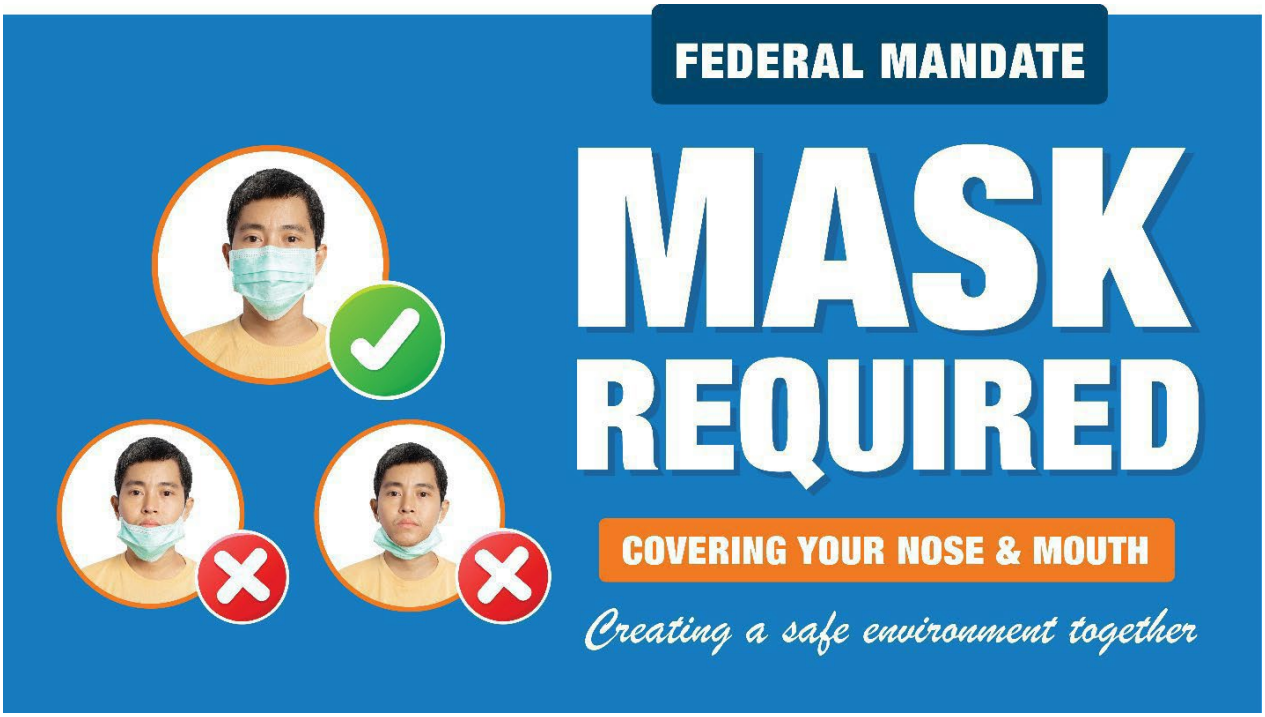
BROWARD COUNTY Transit

Facemask- Spanish

Two-Way Street Slide// Interior Bus Placard



Wear it Correctly Slide// Interior Bus Placard



Mask Mandate Slide// Interior Bus Placard

Transit Flashes

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

Fare collection has been temporarily suspended on all bus service, including TOPS! Paratransit.

Beginning Saturday, March 28, BCT will operate a Saturday schedule daily, Monday through Saturday.
Limited Stop (the "Breeze") service will be eliminated, and Express buses will operate on 30 minute schedules.

Sunday schedules will continue as they currently are.

Broward County asks that members of the public limit their use of bus and TOPS! Paratransit services to essential travel only, and that riders please **practice safe social distancing** to protect yourself, other passengers and our bus operators.

BROWARD COUNTY Transit

TRANSIT FLASH

BCT Rider Alert: All Express Routes

95 Express Routes 106, 108, 109

595 Express Routes 110, 114

75 Express Route 115

Effective Monday, March 30, 2020, all Express buses will operate on 30 minute schedules.

Effective Thursday, March 26th, until further notice, 595 Express and 75 Express customers who utilize the Park and Ride lot at the BB&T Center will only be able to access the lot through Gate 5.

Effective Sunday, March 29, 2020, Broward County Transit will reduce bus service due to COVID-19.

Click here for more information and to view the new timetables.

BCT Rider Alert:

Community Shuttle Service

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

Click here for more information

BROWARD COUNTY Transit TRANSIT FLASH

Effective April 13, 2020

All passengers are required to wear a cloth face covering, in accordance with the County's **Emergency Order 20-07**.

Riders without a cloth face covering
will not be allowed on the bus.
Thank you for your cooperation.
Let's all do our part to stay safe.

BCT Alert

BCT has added extra buses to routes 18, 19 and 72 (Monday through Saturday).

Beginning **Monday, April 27, 2020,** BCT will add peak hour service to routes 1 and 22, and extra trips to route 60 (Monday through Saturday).

Click here for more information and to view the new timetables.

BROWARD COUNTY Transit

TRANSIT FLASH

BCT Rider Alert

To increase access to transportation for essential travel, and to maintain social distancing, BCT has added extra buses to routes 18, 19 and 72 (Monday through Saturday).

Beginning **Monday, April 27, 2020,** BCT will add more buses to routes 1 and 22 during peak hours (6AM-9AM, 3PM-6PM), and extra trips to route 60 (Monday through Saturday).

View the new timetables.

TRANSIT FLASH

Stay Alert. Stay Safe. Stop the Spread.

Wear A Facial Covering

at all times while riding the bus or out in public.

Practice Social Distancing

by staying at least six feet from others.

Avoid Unnecessary Travel

use public transit only for essential trips.

Wash Your Hands

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

Cough And Sneeze Into Your Elbow

not your hands; avoid touching your eyes, nose and mouth.

Visit Broward.org/coronavirus

for the latest County and Federal guidelines

BROWARD COUNTY Transit

TRANSIT FLASH

BCT Rider Alert

75 Express - Route 115

Sunrise Park & Ride - BB&T Center to Miami Gardens Drive Park & Ride West and Miami Airport Station

Due to low ridership, BCT is suspending service on 75 Express Route 115 until further notice.

The last day of service will be **Friday, August 21, 2020.**

For alternate transportation between Sunrise Park & Ride (BB&T Center), Miami Gardens Drive Park & Ride West, and Miami Airport Station, passengers can contact South Florida Commuter Services at 800-234-RIDE (800-234-7433) for information about their carpool and vanpool programs.

BCT Customer Service: 954-357-8400

BROWARD COUNTY Transit TRANSIT FLASH

BCT Rider Alert

75 Express - Route 115

Sunrise Park & Ride - BB&T Center to Miami Gardens Drive Park & Ride West and Miami Airport Station

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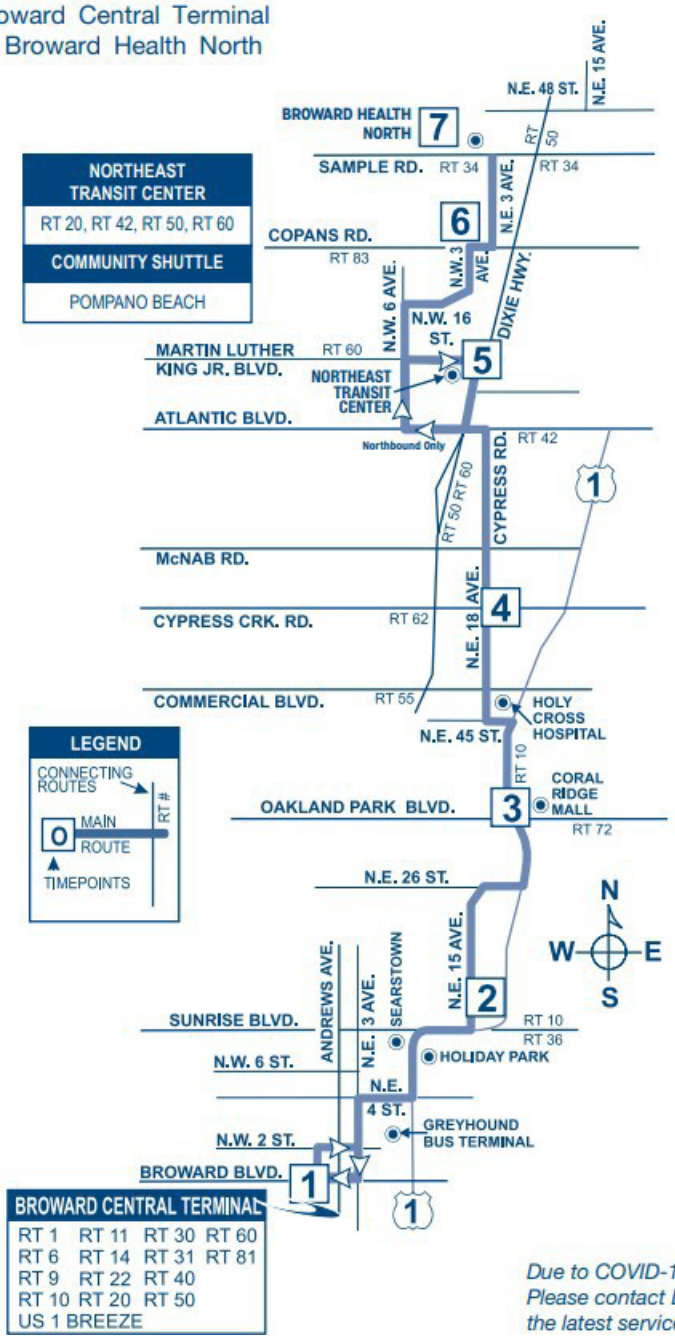
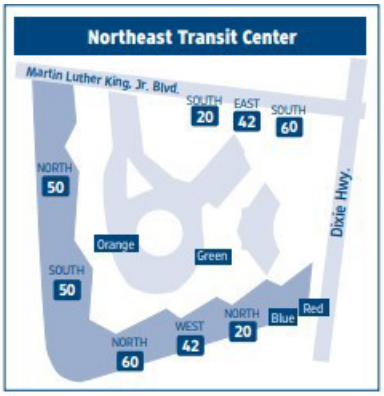
BCT Customer Service: 954-357-8400

APPENDIX E: EFFECTED SERVICE MAPS

ROUTE 20

Broward Central Terminal
to Broward Health North





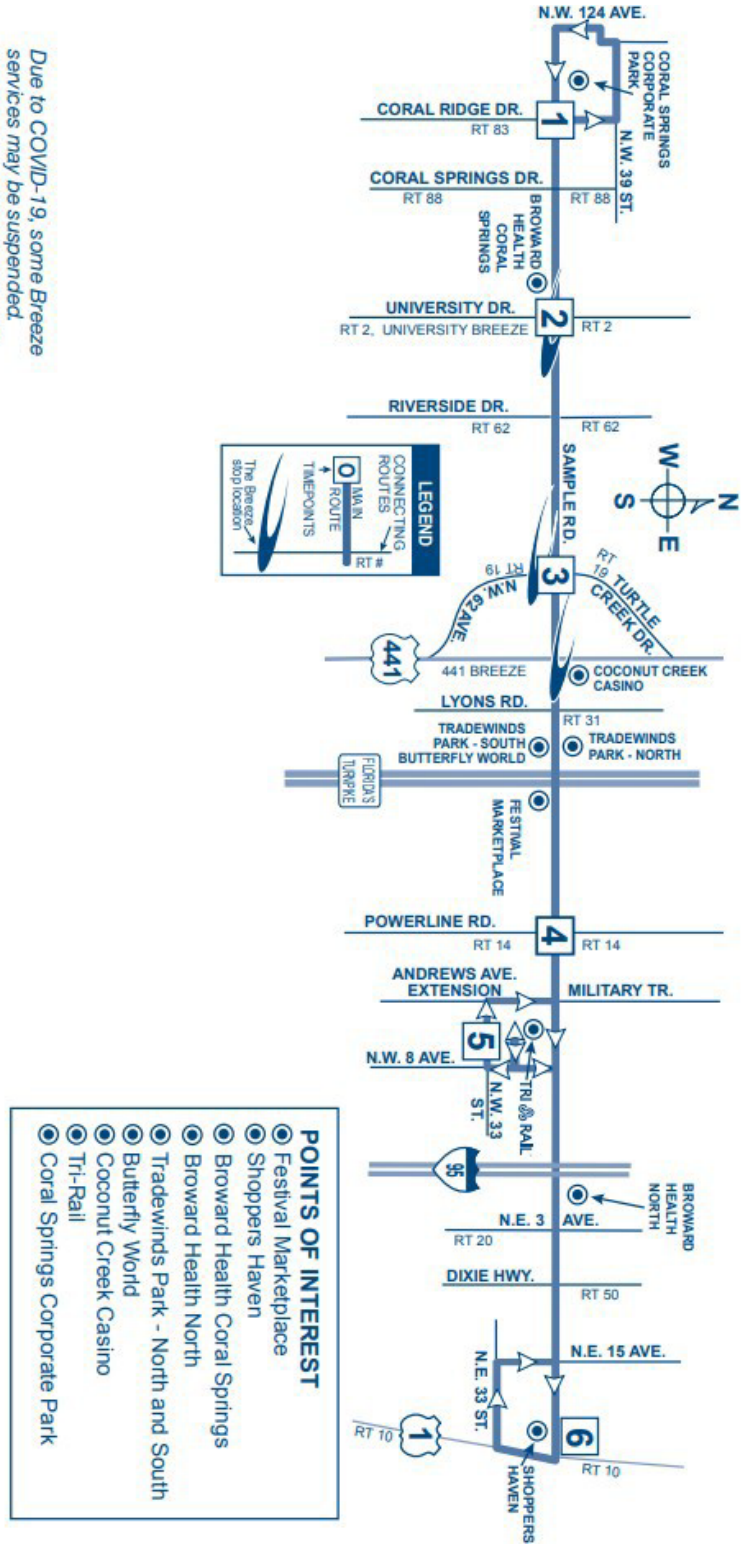
POINTS OF INTEREST

- North Broward Medical Center
- Northeast Transit Center
- Holy Cross Hosptial
- Coral Ridge Mall
- Searstown
- Holiday Park
- Greyhound Bus Terminal

Due to COVID-19, some Breeze services may be suspended. Please contact BCT Customer Service or visit our website for the latest service updates.

ROUTE 34

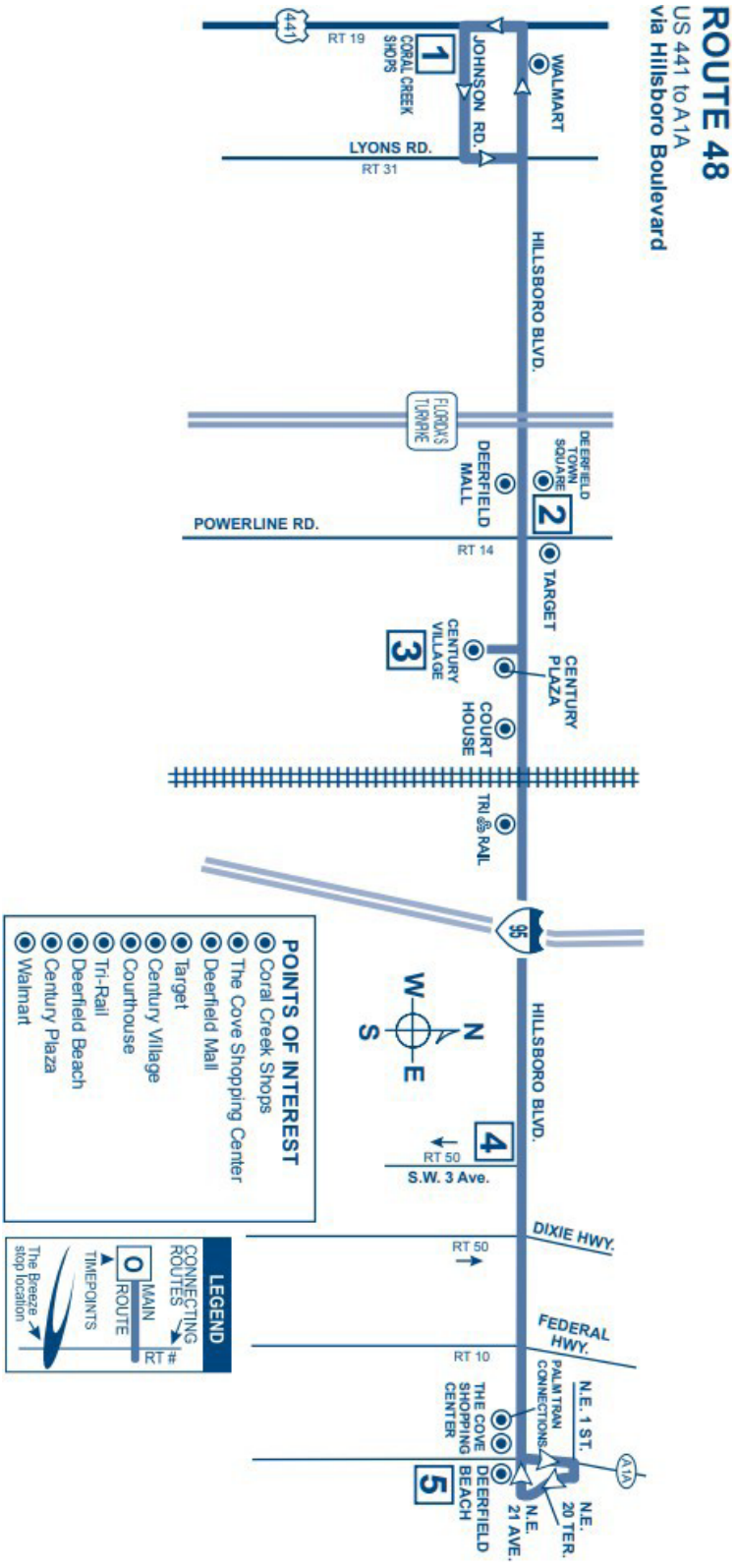
Coral Ridge Drive
to Federal Highway
via Sample Road



POINTS OF INTEREST

- Festival Marketplace
- Shoppers Haven
- Broward Health Coral Springs
- Broward Health North
- Tradewinds Park - North and South
- Butterfly World
- Coconut Creek Casino
- Tri-Rail
- Coral Springs Corporate Park

Due to COVID-19, some Breeze services may be suspended. Please contact BCT Customer Service or visit our website for the latest service updates.

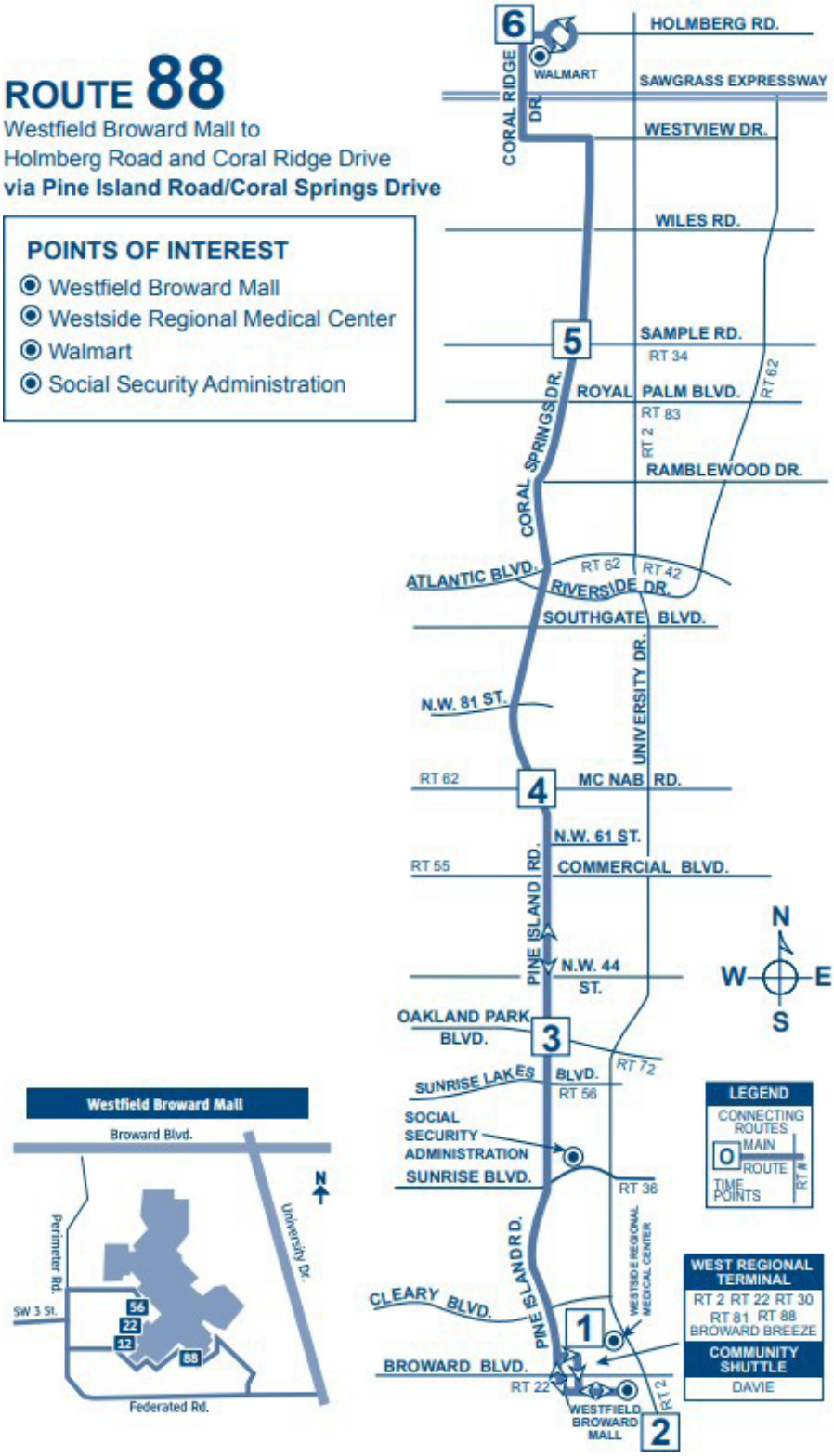

ROUTE 48
US 441 to A1A
via Hillsboro Boulevard
441
RT 19
1
CORAL CREEK SHOPS
JOHNSON RD.
WALMART
LYONS RD.
RT 31
HILLSBORO BLVD.
FLORIDA'S TURNPIKE
DEERFIELD MALL
DEERFIELD TOWN SQUARE
2
POWERLINE RD.
RT 14
TARGET
CENTURY VILLAGE
3
CENTURY PLAZA
COURT HOUSE
TRI & RAIL
95
HILLSBORO BLVD.
N
W
E
S
4
RT 50
S.W. 3 Ave.
DIXIE HWY.
RT 50
FEDERAL HWY.
RT 10
N.E. 1 ST.
PALM TRAN CONNECTIONS
THE COVE SHOPPING CENTER
DEERFIELD BEACH
5
A1A
N.E. 21 AVE.
N.E. 20 TER.
POINTS OF INTEREST
Coral Creek Shops
The Cove Shopping Center
Deerfield Mall
Target
Century Village
Courthouse
Tri-Rail
Deerfield Beach
Century Plaza
Walmart
LEGEND
CONNECTING ROUTES
RT #
MAIN ROUTE
TIMEPOINTS
The Breeze stop location

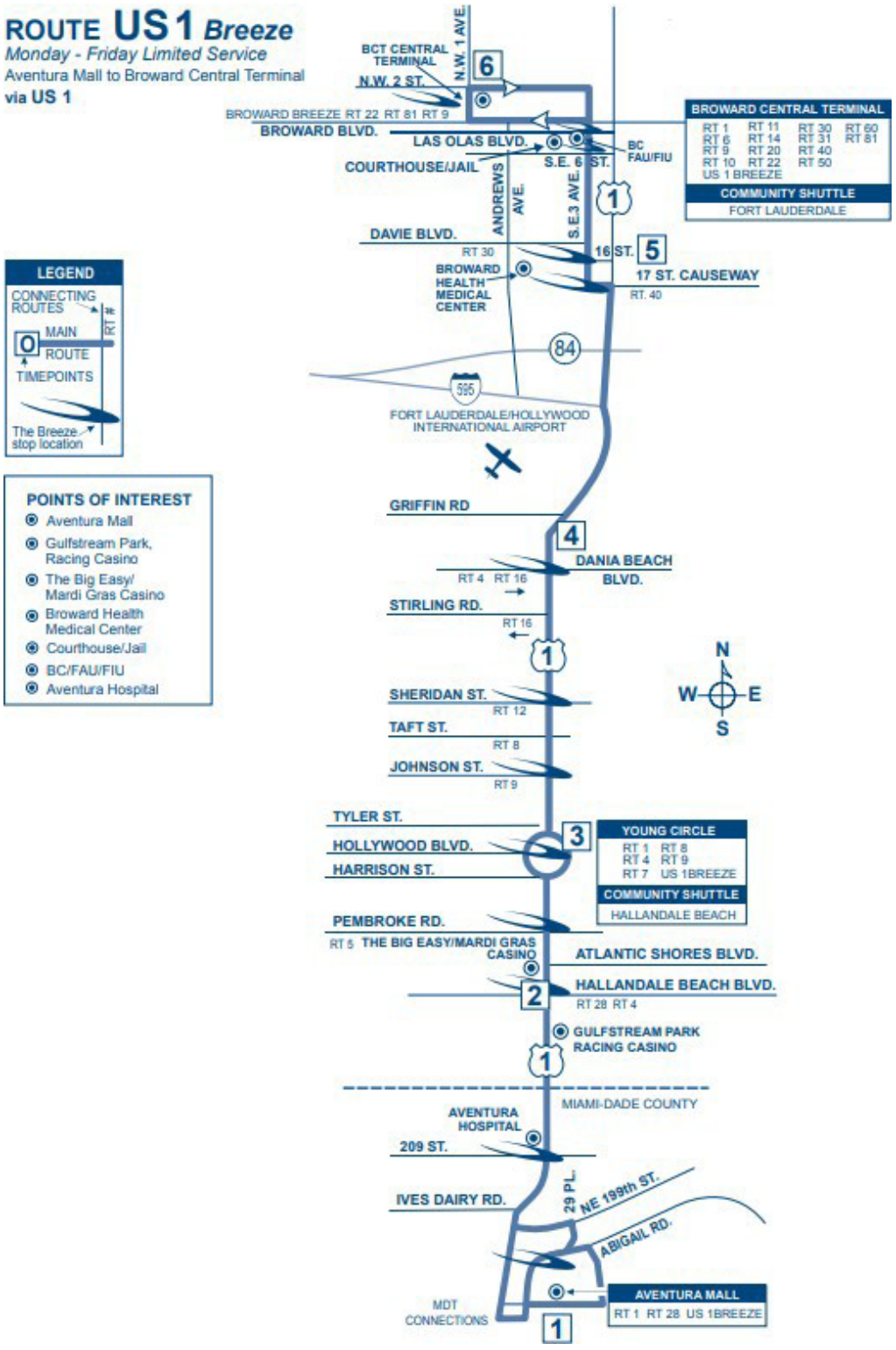
ROUTE 88

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

POINTS OF INTEREST

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


 COMMUNITY SHUTTLE
DAVIE
WEST REGIONAL TERMINAL
RT 2 RT 22 RT 30
RT 81 RT 88
BROWARD BREEZE
LEGEND
CONNECTING ROUTES
MAIN ROUTE
TIME POINTS
RT #
HOLMBERG RD.
WALMART
SAWGRASS EXPRESSWAY
CORAL RIDGE DR.
WESTVIEW DR.
WILES RD.
SAMPLE RD.
RT 34
ROYAL PALM BLVD.
RT 83
RT 2
RT 62
CORAL SPRINGS DR.
RAMBLEWOOD DR.
ATLANTIC BLVD.
RT 62
RT 42
RIVERSIDE DR.
SOUTHGATE BLVD.
UNIVERSITY DR.
N.W. 81 ST.
RT 62
MC NAB RD.
N.W. 61 ST.
RT 55
COMMERCIAL BLVD.
PINE ISLAND RD.
N.W. 44 ST.
OAKLAND PARK BLVD.
RT 72
SUNRISE LAKES BLVD.
RT 56
SOCIAL SECURITY ADMINISTRATION
SUNRISE BLVD.
RT 36
PINE ISLAND RD.
WESTSIDE REGIONAL MEDICAL CENTER
CLEARY BLVD.
BROWARD BLVD.
RT 22
RT 2
WESTFIELD BROWARD MALL
N
W
E
S
Westfield Broward Mall
Broward Blvd.
Perimeter Rd.
University Dr.
SW 3 St.
Federated Rd.
N
54
22
12
88
6
5
4
3
2
1


ROUTE US 1 Breeze
Monday - Friday Limited Service
Aventura Mall to Broward Central Terminal
via US 1
BCT CENTRAL TERMINAL
N.W. 1 AVE.
N.W. 2 ST.
6
BROWARD BREEZE RT 22 RT 81 RT 9
BROWARD BLVD.
LAS OLAS BLVD.
S.E. 6 ST.
BC FAU/FIU
COURTHOUSE/JAIL
ANDREWS AVE.
S.E.3 AVE.
1
BROWARD CENTRAL TERMINAL
RT 1 RT 11 RT 30 RT 60
RT 6 RT 14 RT 31 RT 81
RT 9 RT 20 RT 40
RT 10 RT 22 RT 50
US 1 BREEZE
COMMUNITY SHUTTLE
FORT LAUDERDALE
DAVIE BLVD.
RT 30
16 ST.
5
BROWARD HEALTH MEDICAL CENTER
17 ST. CAUSEWAY
RT. 40
84
595
FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL AIRPORT
LEGEND
CONNECTING ROUTES
RT #
MAIN ROUTE
TIMEPOINTS
The Breeze stop location
POINTS OF INTEREST
Aventura Mall
Gulfstream Park, Racing Casino
The Big Easy/ Mardi Gras Casino
Broward Health Medical Center
Courthouse/Jail
BC/FAU/FIU
Aventura Hospital
GRIFFIN RD
4
DANIA BEACH BLVD.
RT 4 RT 16
STIRLING RD.
RT 16
1
N
W
E
S
SHERIDAN ST.
RT 12
TAFT ST.
RT 8
JOHNSON ST.
RT 9
TYLER ST.
HOLLYWOOD BLVD.
HARRISON ST.
3
YOUNG CIRCLE
RT 1 RT 8
RT 4 RT 9
RT 7 US 1BREEZE
COMMUNITY SHUTTLE
HALLANDALE BEACH
PEMBROKE RD.
RT 5 THE BIG EASY/MARDI GRAS CASINO
ATLANTIC SHORES BLVD.
HALLANDALE BEACH BLVD.
RT 28 RT 4
2
GULFSTREAM PARK RACING CASINO
1
MIAMI-DADE COUNTY
AVENTURA HOSPITAL
209 ST.
29 PL.
NE 199th ST.
IVES DAIRY RD.
ABIGAIL RD.
AVENTURA MALL
RT 1 RT 28 US 1BREEZE
MDT CONNECTIONS
1

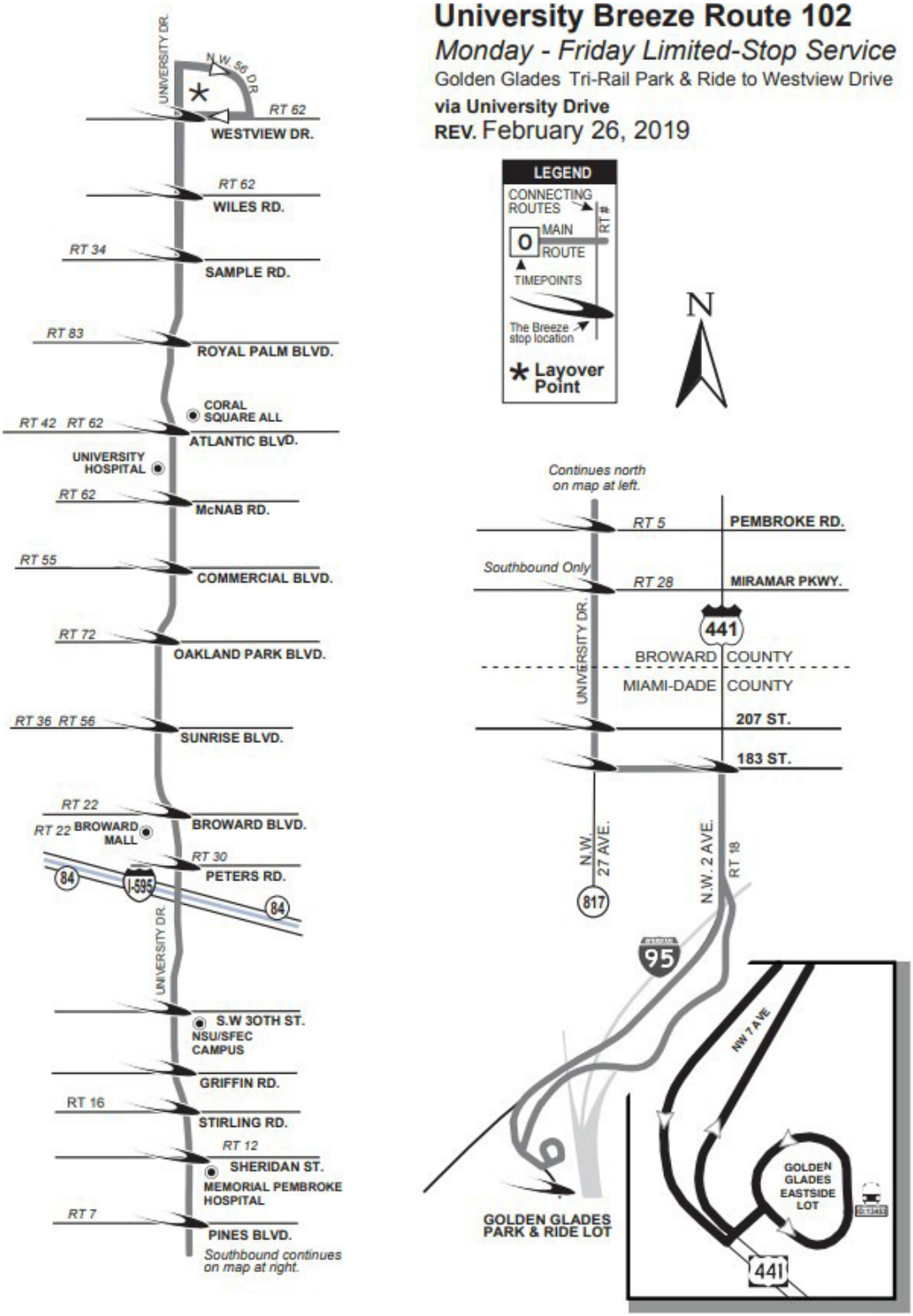
University Breeze Route 102

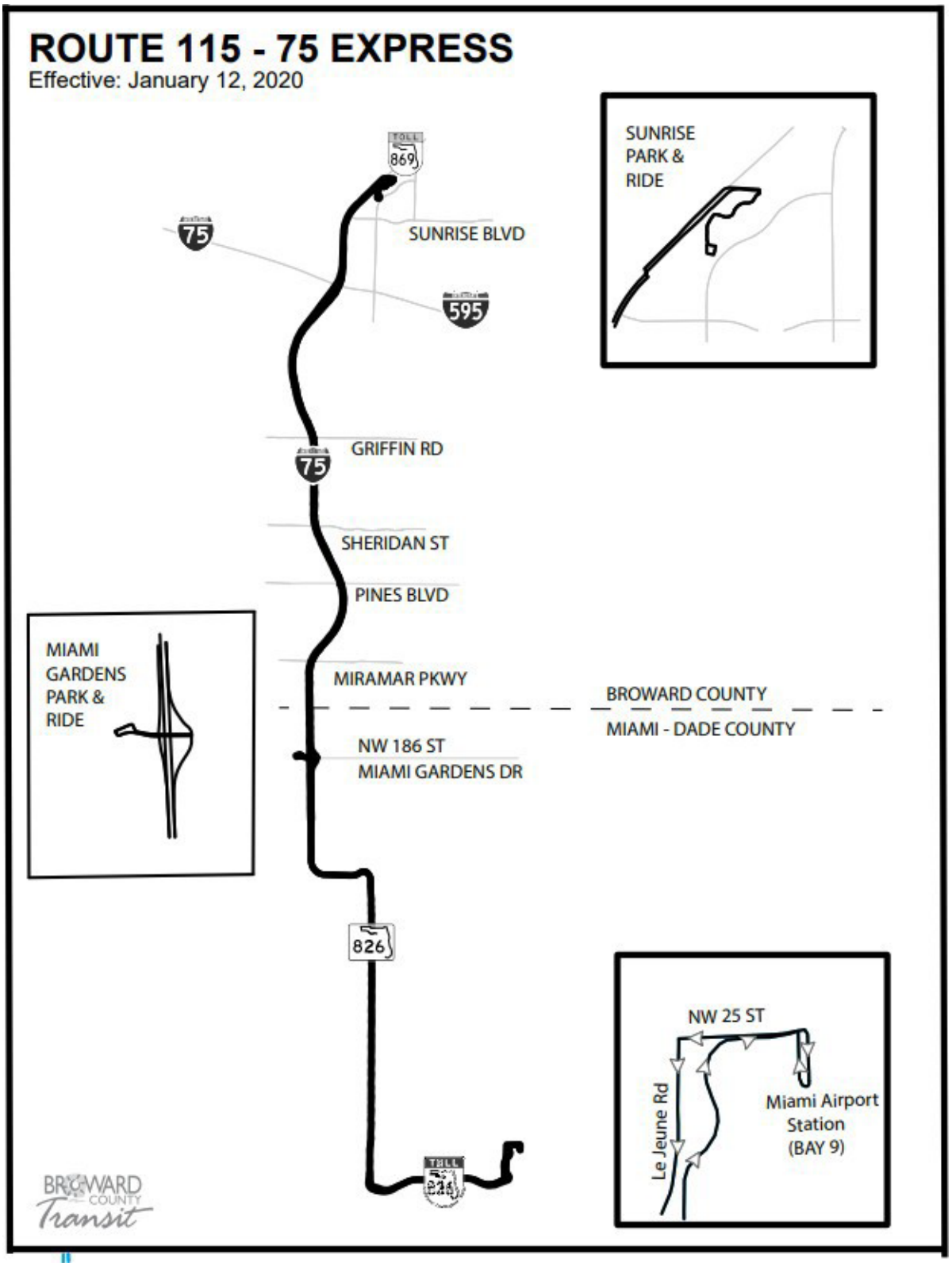
Monday - Friday Limited-Stop Service

Golden Glades Tri-Rail Park & Route to Westview Drive

via University Drive

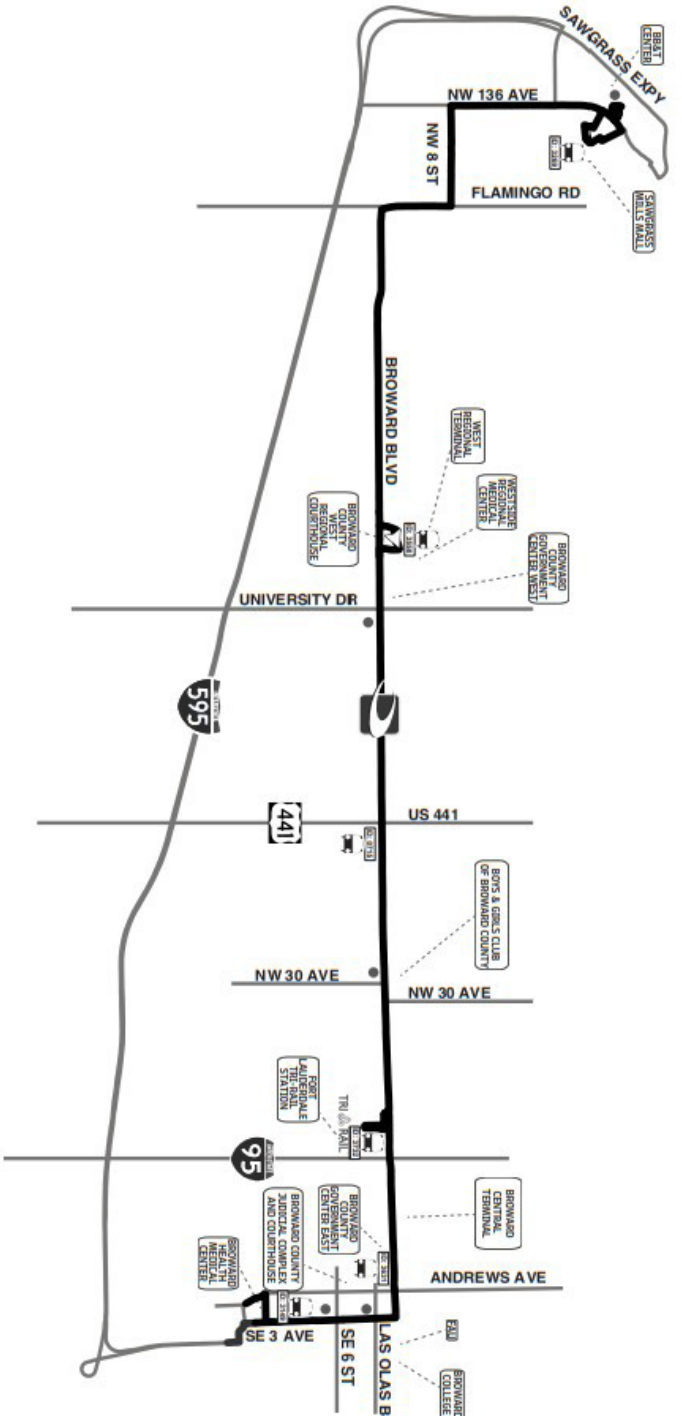
REV. February 26, 2019




ROUTE 115 - 75 EXPRESS
Effective: January 12, 2020
SUNRISE PARK & RIDE
869
75
SUNRISE BLVD
595
GRIFFIN RD
75
SHERIDAN ST
PINES BLVD
MIAMI GARDENS PARK & RIDE
MIRAMAR PKWY
BROWARD COUNTY
MIAMI - DADE COUNTY
NW 186 ST
MIAMI GARDENS DR
826
NW 25 ST
Le Jeune Rd
Miami Airport Station (BAY 9)
BROWARD COUNTY Transit

ROUTE 122 - BROWARD BREEZE

Effective: July 14, 2019



● = Additional Stops

APPENDIX F: SERVICE CHANGES FROM MARCH 2020 TO JANUARY 2022

March 28, 2020 – BCT commences a Saturday schedule during the week, suspended all Breeze routes and began operating Express buses on a 30-minute schedule.

Route	Corridor	Description	Major Service Change?
1	US 1 to Aventura Mall	– Weekday – Headways increased by 10 minutes. – Saturday – Headways increased by 15 minutes. – Sunday – Headways increased by 9 minutes. – Weekly service miles decreased by 32.8%.	YES
2	University Dr.	– Weekday – Headways increased by 14 minutes. – Weekly service miles decreased by 28.3%.	YES
4	Hallandale Beach Blvd to Fort Lauderdale Hollywood Airport Tri-Rail Station via A1A	– Weekday – Headways increased by 12 minutes.	NO
5	Pembroke Rd.	– Weekday – Headways increased by 20 minutes. – Weekly service miles decreased by 37.8%.	YES
6	County Line Road and Dixie Highway to Broward Central Terminal	– Weekday – Headways increased by 21 minutes. – Weekly service miles decreased by 32.1%.	YES
7	Pines/Hollywood Blvd	– Weekly service miles decreased by 17.3%.	NO
8	Taft Street	– Weekly service miles decreased by 6.9%	NO
9	Young Circle to Broward Central Terminal	– Weekday – Headways increased by 8 minutes. – Weekly service miles decreased by 8.6%.	NO
10	US 1 to Camino Real and Dixie Highway	– Weekday – Headways increased by 8 minutes. – Weekly service miles decreased by 19.3%.	NO
11	Broward Central Terminal to Copans Rd and US 1 (EB) and to Commercial Blvd and US 441/SR 7 (WB)	– Weekday – Headways increased by 11 minutes. – Weekly service miles decreased by 17.2%.	NO
12	Sheridan Street	– Weekday – Headways increased by 13 minutes. – Weekly service miles decreased by 20.5%.	NO

Route	Corridor	Description	Major Service Change?
14	Powerline Rd.	– Weekday – Headways increased by 21 minutes. – Weekly service miles decreased by 37.7%.	YES
16	Stirling Rd.	– Weekday – Headways increased by 11 minutes. – Weekly service miles decreased by 13.1%.	NO
18	US 441 to Golden Glades P&R	– Weekday – Headways increased by 10 minutes. – Saturday – Headways increased by 15 minutes. – Sunday – Headways increased by 10 minutes. – Weekly service miles decreased by 34.3%.	YES
19	US 441 to Sandalfoot Blvd.	– Weekday – Headways increased by 13 minutes. – Saturday – Headways increased by 15 minutes. – Sunday – Headways increased by 10 minutes. – Weekly service miles decreased by 35.7%.	YES
20	NE 18th Ave.	– Weekday – Headways increased by 10 minutes. – Weekly service miles decreased by 17.4%.	NO
22	Broward Blvd.	– Weekly service miles decreased by 28.4%.	YES
28	Miramar Pkwy./Hallandale Beach Blvd.	– Weekly service miles decreased by 2.7%.	NO
30	Peters Road/Davie Boulevard	– Weekday – Headways increased by 11 minutes. – Weekly service miles decreased by 27.7%.	YES
31	NW 31 Ave/Lyons Road	– Weekday – Headways increased by 9 minutes. – Weekly service miles decreased by 25.4%.	YES
34	Sample Rd.	– Weekday – Headways increased by 27 minutes. – Weekly service miles decreased by 51.7%.	YES
36	Sunrise Blvd.	– Weekday – Headways increased by 13 minutes. – Saturday – Headways increased by 12 minutes. – Weekly service miles decreased by 30.4%.	YES
40	Sistrunk Blvd./17th Street Causeway/A1A	– Weekday – Headways increased by 13 minutes. – Weekly service miles decreased by 22.5%.	NO

Route	Corridor	Description	Major Service Change?
42	Atlantic Rd.	– Weekday – Headways increased by 27 minutes. – Weekly service miles decreased by 37.3%.	YES
48	Hillsboro Blvd.	– Saturday – Headways increased by 3 minutes. – Weekly service miles decreased by 3.7%.	NO
50	Dixie Highway	– Weekday – Headways increased by 10 minutes. – Weekly service miles decreased by 31.2%.	YES
55	Commercial Blvd.	– Weekday – Headways increased by 10 minutes. – Weekly service miles decreased by 25%.	YES
60	MLK King Jr. Bld/ Coconut Creek Pkwy	– Weekday – Headways increased by 10 minutes. – Weekly service miles decreased by 29.4%.	YES
62	Westview Dr. and University Dr. to McNab Rd and US 1	– Weekday – Headways increased by 6 minutes. – Weekly service miles decreased by 17.7%.	NO
72	Oakland Park Blvd.	– Weekday – Headways increased by 15 minutes. – Saturday – Headways increased by 11 minutes. – Weekly service miles decreased by 36.8%.	YES
81	Broward Central Terminal to West Regional Terminal	– Weekly service miles decreased by 5.4%.	NO
83	Royal Palm Blvd./Copans Rd.	– Weekday – Headways increased by 26 minutes. – Weekly service miles decreased by 35.8%.	YES
88	Pine island Road/Coral Springs Dr.	– Weekday – Headways increased by 12 minutes. – Weekly service miles decreased by 23.6%.	NO
101	US 1	– Service Suspended.	YES
102	University Dr.	– Service Suspended.	YES
106	95 Express Miramar	– Weekday – Headways increased by 5 minutes. – Weekly service miles decreased by 15.5%.	NO
108	95 Express Pembroke Pines	– Weekday – Headways increased by 4 minutes. – Weekly service miles decreased by 15.7%.	NO
109	95 Express Pembroke Pines	– Weekday – Headways increased by 10 minutes. – Weekly service miles decreased by 34.7%.	NO
110	595 Express Miami/Brickell	– Weekday – Headways increased by 7 minutes. – Weekly service miles decreased by 32%.	NO

Route	Corridor	Description	Major Service Change?
114	595 Express Miami Civic Center	– Weekday – Headways increased by 8 minutes. – Weekly service miles decreased by 15.4%.	NO
115	75 Express Miami Intermodal Center	– N/A	NO
122	Broward Blvd.	– Service Suspended.	YES
441	US 441	– Service Suspended.	YES

April 20, 2020 – To help maintain social distancing, BCT added services on the following routes:

Route	Corridor	Description	Major Service Change?
18	US 441 to Golden Glades P&R	– Additional service placed to accommodate increase in ridership on select trips	NO
19	US 441 to Sandalfoot Blvd.	– Additional service placed to accommodate increase in ridership on select trips	NO
72	Oakland Park Blvd.	– Additional service placed to accommodate increase in ridership on select trips	NO

April 27, 2020 – To help maintain social distancing, BCT added services on the following routes:

Route	Corridor	Description	Major Service Change?
1	US 1 to Aventura Mall	– Additional service placed to accommodate increase in ridership on select trips	NO
22	Broward Blvd.	– Additional service placed to accommodate increase in ridership on select trips	NO
60	MLK King Jr. Bld/ Coconut Creek Pkwy	– Additional service placed to accommodate increase in ridership on select trips	NO

June 15, 2020 – To help maintain social distancing, BCT added services on the following routes:

Route	Corridor	Description	Major Service Change?
1	US 1 to Aventura Mall	– Additional service placed to accommodate increase in ridership on select trips	NO
18	US 441 to Golden Glades P&R	– Additional service placed to accommodate increase in ridership on select trips	NO
19	US 441 to Sandalfoot Blvd.	– Additional service placed to accommodate increase in ridership on select trips	NO
72	Oakland Park Blvd.	– Additional service placed to accommodate increase in ridership on select trips	NO

July 26, 2020 – To help maintain social distancing, BCT added services on the following routes:

Route	Corridor	Description	Major Service Change?
1	US 1 to Aventura Mall	– Weekday – Headways decreased by 15 minutes. – Saturday – Headways decreased by 15 minutes. – Weekly service miles increased by 66.9%.	YES
2	University Dr.	– Weekday – Headways decreased by 18 minutes. – Weekly service miles increased by 40.9%.	YES
5	Pembroke Rd.	– Weekday – Headways decreased by 10 minutes. – Saturday - Headways decreased by 10 minutes. – Weekly service miles increased by 20.8%.	NO
6	County Line Road and Dixie Highway to Broward Central Terminal	– Weekday – Headways deceased by 10 minutes. – Weekly service miles increased by 7.8%.	NO
7	Pines/Hollywood Blvd	– Weekly service miles increased by 6.4%.	NO
10	US 1 to Camino Real and Dixie Highway	– Weekday – Headways decreased by 3 minutes. – Weekly service miles increased by 8.7%.	NO
14	Powerline Rd.	– Weekday – Headways decreased by 15 minutes. – Weekly service miles increased by 38.7%.	YES
18	US 441 to Golden Glades P&R	– Weekday – Headways decreased by 15 minutes. – Saturday – Headways decreased by 15 minutes. – Weekly service miles increased by 64.8%.	YES
19	US 441 to Sandalfoot Blvd.	– Weekday – Headways decreased by 16 minutes. – Saturday – Headways decreased by 14 minutes. – Weekly service miles increased by 72.7%.	YES
20	NE 18th Ave.	– Weekday – Headways decreased by 14 minutes. – Saturday – Headways decreased by 14 minutes. – Weekly service miles increased by 28.5%.	YES
22	Broward Blvd.	– Weekly service miles increased by 39.2%.	YES

Route	Corridor	Description	Major Service Change?
28	Miramar Pkwy./Hallandale Beach Blvd.	– Weekly service miles increased by 2.8%.	NO
34	Sample Rd.	– Weekly service miles increased by 3.6%.	NO
36	Sunrise Blvd.	– Weekday – Headways decreased by 16 minutes. – Weekly service miles increased by 22.5%.	YES
42	Atlantic Rd.	– Weekday – Headways decreased by 15 minutes. – Saturday – Headways decreased by 15 minutes. – Weekly service miles increased by 27.7%.	YES
48	Hillsboro Blvd.	– Weekday – Headways decreased by 15 minutes. – Saturday – Headways decreased by 15 minutes. – Weekly service miles increased by 39.9%.	YES
50	Dixie Highway	– Weekday – Headways decreased by 10 minutes. – Weekly service miles increased by 40%.	YES
60	MLK King Jr. Bld/ Coconut Creek Pkwy	– Weekday – Headways decreased by 8 minutes. – Saturday – Headways decreased by 8 minutes. – Weekly service miles increased by 11.1%.	NO
62	Westview Dr. and University Dr. to McNab Rd and US 1	– Weekly service miles increased by 1.5%.	NO
72	Oakland Park Blvd.	– Weekday – Headways decreased by 16 minutes. – Saturday – Headways decreased by 15 minutes. – Weekly service miles increased by 61%.	YES
83	Royal Palm Blvd./Copans Rd.	– Weekday – Headways decreased by 18 minutes. – Saturday – Headways decreased by 18 minutes. – Weekly service miles increased by 34.9%.	YES
108	95 Express Pembroke Pines	Weekly service miles increased by 6.6%.	NO
114	595 Express Miami Civic Center	Weekly service miles increased by 6.1%.	NO

August 21, 2020 – Route was launched in January 2020 and was unable to build its ridership with the start of the pandemic in March 2020. As such, this route was suspended until further notice due to low ridership. BCT to continue to work with the Florida Department of Transportation (FDOT) and South Florida Commuter Service (SFCS) on monitoring demand along the corridor for potential reinstatement.

Route	Corridor	Description	Major Service Change?
115	75 Express Miami Intermodal Center	– Route suspended	YES

September 20, 2020 – To help maintain social distancing, BCT added services on the following routes:

Route	Corridor	Description	Major Service Change?
1	US 1 to Aventura Mall	– Weekday – Headways decreased by 1 minutes. – Weekly service miles increased by 4%.	NO
14	Powerline Rd.	– Weekday – Headways decreased by 5 minutes. – Weekly service miles increased by 4.5%.	NO
19	US 441 to Sandalfoot Blvd.	– Saturday – Headways decreased by 2 minutes.	NO
34	Sample Rd.	– Weekly service miles increased by 9.5%.	NO
40	Sistrunk Blvd./17th Street Causeway/A1A	– Weekly service miles increased by 3%.	NO
60	MLK King Jr. Bld/ Coconut Creek Pkwy	– Weekday – Headways increased by 1 minute. – Saturday – Headways increased by 1 minute. – Sunday – Headways increased by 5 minutes. – Weekly service miles decreased by 4.7%.	NO
72	Oakland Park Blvd.	– Saturday – Headways increased by 1 minute. – Weekly service miles increased by 1.4%.	NO
106	95 Express Miramar	– Weekly service miles increased by 5.9%.	NO
114	595 Express Miami Civic Center	– Weekly service miles increased by 5.8%.	NO
441	US 441	– Service Resumption. – Weekday – Headways set to 25 minutes.	YES

April 4, 2021 – To help maintain social distancing and to improve on-time performance, BCT added or modified services on the following routes:

Route	Corridor	Description	Major Service Change?
1	US 1 to Aventura Mall	– Weekday – Headways decreased by 2 minutes. – Weekly service miles increased by 5.1%.	NO

Route	Corridor	Description	Major Service Change?
5	Pembroke Rd.	– Weekday – Headways increased by 1 minute. – Saturday – Headways decreased by 1 minute. – Weekly service miles increased by 6.7%.	NO
8	Taft Street	– Sunday – Headways increased by 2 minutes. – Weekly service miles decreased by 5.5%.	NO
10	US 1 to Camino Real and Dixie Highway	– Weekday – Headways increased by 1 minute. – Weekly service miles increased by 0.5%.	NO
18	US 441 to Golden Glades P&R	– Weekly service miles increased by 0.6%.	NO
19	US 441 to Sandalfoot Blvd.	– Weekday – Headways increased by 1 minute. – Saturday – Headways increased by 1 minute. – Weekly service miles decreased by 0.6%.	NO
20	NE 18th Ave.	– Weekday – Headways increased by 4 minutes. – Saturday – Headways increased by 4 minutes. – Weekly service miles decreased by 4.4%.	NO
30	Peters Road/Davie Boulevard	– Sunday– Headways increased by 5 minutes.	NO
31	NW 31 Ave/Lyons Road	– Weekday – Headways increased by 15 minutes. – Saturday – Headways increased by 13 minutes. – Sunday – Headways decreased by 6 minutes.	YES
36	Sunrise Blvd.	– Weekday – Headways increased by 3 minutes. – Saturday – Headways increased by 2 minutes. – Weekly service miles decreased by 5.9%.	NO
40	Sistrunk Blvd./17th Street Causeway/A1A	– Weekday – Headways increased by 2 minutes. – Saturday – Headways decreased by 4 minutes. – Sunday – Headways decreased by 5 minutes. – Weekly service miles increased by 7.8%.	NO
50	Dixie Highway	– Weekday – Headways decreased by 1 minute. – Sunday – Headways increased by 5 minutes. – Weekly service miles increased by 0.4%.	NO
55	Commercial Blvd.	– Weekday – Headways increased by 3 minutes. – Weekly service miles decreased by 1.2%.	NO
81	Broward Central Terminal to West Regional Terminal	– Sunday – Headways increased by 1 minute.	NO

Route	Corridor	Description	Major Service Change?
83	Royal Palm Blvd./Copans Rd.	– Sunday – Headways increased by 14 minutes.	NO
441	US 441	– Weekly service miles decreased by 31.8%.	YES

August 8, 2021 – To help maintain social distancing and to maintain on-time performance, BCT added or modified services on the following routes:

Route	Corridor	Description	Major Service Change?
1	US 1 to Aventura Mall	– Weekday – Headways increased by 8 minutes. – Weekly service miles decreased by 20.2%.	NO
2	University Dr.	– Weekday – Headways increased by 5 minutes. – Weekly service miles increased by 1%.	NO
4	Hallandale Beach Blvd to Fort Lauderdale Hollywood Airport Tri-Rail Station via A1A	– Weekday – Headways decreased by 5 minutes. – Saturday – Headways increased by 5 minutes. – Sunday – Headways increased by 5 minutes. – Weekly service miles increased by 11.9%.	NO
5	Pembroke Rd.	– Weekday – Headways increased by 3 minutes. – Weekly service miles increased by 5.3%.	NO
6	County Line Road and Dixie Highway to Broward Central Terminal	– Weekday – Headways decreased by 3 minutes. – Weekly service miles increased by 27.5%.	YES
7	Pines/Hollywood Blvd	– Weekly service miles increased by 0.9%.	NO
8	Taft Street	– Weekday – Headways increased by 1 minute. – Weekly service miles increased by 0.5%	NO
9	Young Circle to Broward Central Terminal	– Weekday – Headways decreased by 5 minutes. – Weekly service miles increased by 9.5%.	NO
10	US 1 to Camino Real and Dixie Highway	– Weekday – Headways decreased by 1 minutes. – Saturday – Headways increased by 2 minutes. – Sunday – Headways increased by 1 minute. – Weekly service miles increased by 6.4%.	NO
11	Broward Central Terminal to Copans Rd and US 1 (EB) and to Commercial Blvd and US 441/SR 7 (WB)	– Weekday – Headways increased by 3 minutes. – Saturday – Headways increased by 5 minutes. – Sunday – Headways decreased by 2 minutes.	NO

Route	Corridor	Description	Major Service Change?
		– Weekly service miles increased by 2.5%.	
12	Sheridan Street	– Weekly service miles increased by 0.9%.	NO
14	Powerline Rd.	– Weekday – Headways decreased by 5 minutes. – Saturday – Headways decreased by 1 minute. – Weekly service miles increased by 14.1%.	NO
16	Stirling Rd.	– Weekly service miles increased by 0.6%.	NO
18	US 441 to Golden Glades P&R	– Weekday – Headways increased by 1 minute. – Weekly service miles decreased by 1.9%.	NO
19	US 441 to Sandalfoot Blvd.	– Weekly service miles increased by 0.4%.	NO
20	NE 18th Ave.	– Sunday – Headways decreased by 15 minutes. – Weekly service miles increased by 4.9%.	YES
22	Broward Blvd.	– Weekly service miles increased by 8.7%.	NO
28	Miramar Pkwy./Hallandale Beach Blvd.	– Weekday – Headways decreased by 7 minutes. – Sunday – Headways increased by 1 minute. – Weekly service miles increased by 11.8%.	NO
30	Peters Road/Davie Boulevard	– Saturday – Headways increased by 3 minutes. – Sunday – Headways decreased by 4 minutes. – Weekly service miles increased by 5%.	NO
31	NW 31 Ave/Lyons Road	– Weekday – Headways decreased by 15 minutes. – Saturday – Headways decreased by 13 minutes. – Sunday – Headways increased by 9 minutes. – Weekly service miles decreased by 0.2%.	YES
34	Sample Rd.	– Weekday – Headways decreased by 5 minutes. – Weekly service miles increased by 8.9%.	NO
36	Sunrise Blvd.	– Weekday – Headways decreased by 2 minutes. – Weekly service miles increased by 21.5%.	NO
40	Sistrunk Blvd./17th Street Causeway/A1A	– Weekday – Headways decreased by 11 minutes. – Weekly service miles increased by 12.8%.	NO
42	Atlantic Rd.	– Weekday – Headways decreased by 1 minute.	NO
48	Hillsboro Blvd.	– Weekly service miles increased by 2.8%.	NO
50	Dixie Highway	– Weekday – Headways decreased by 3 minutes. – Weekly service miles increased by 4.1%.	NO

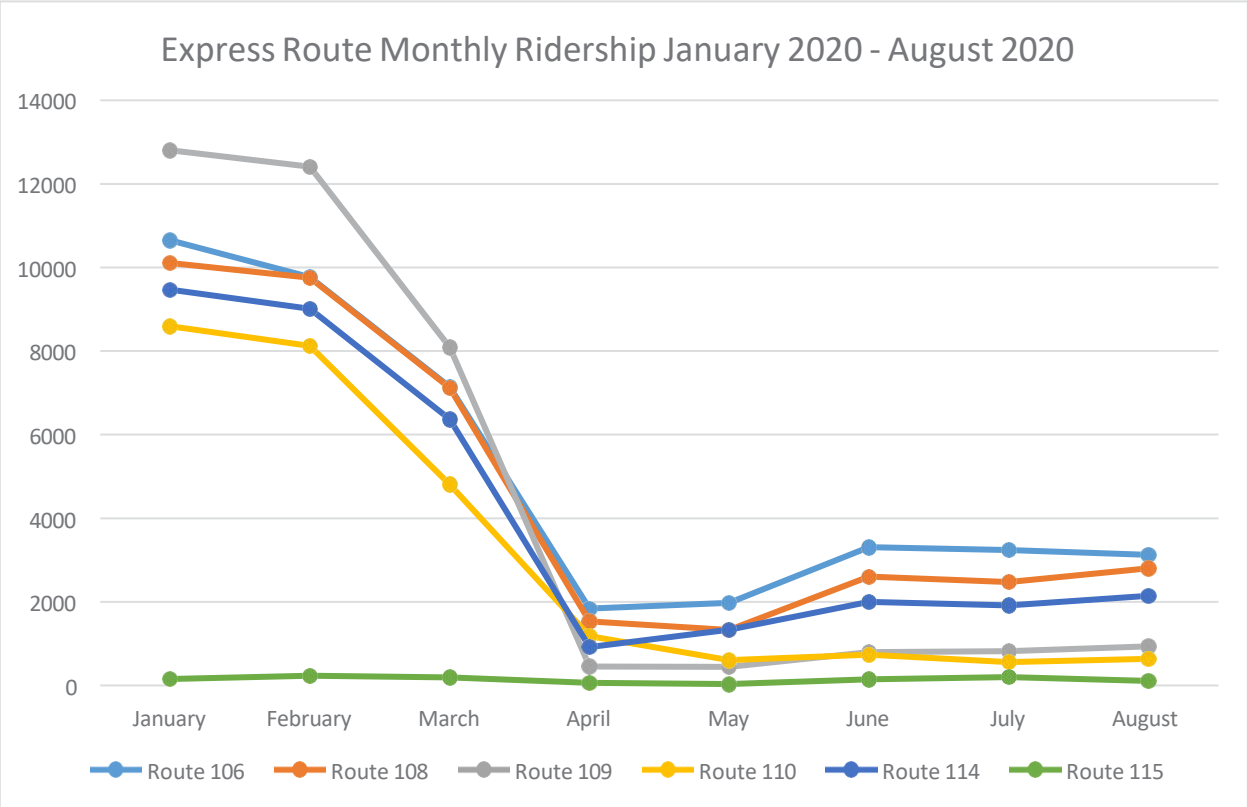
Route	Corridor	Description	Major Service Change?
55	Commercial Blvd.	– Weekday – Headways decreased by 3 minutes. – Weekly service miles increased by 12.5%.	NO
60	MLK King Jr. Bld/ Coconut Creek Pkwy	– Weekday – Headways decreased by 5 minutes. – Weekly service miles increased by 4%.	NO
62	Westview Dr. and University Dr. to McNab Rd and US 1	– Weekly service miles increased by 8%.	NO
72	Oakland Park Blvd.	– Weekday – Headways decreased by 1 minute. – Weekly service miles increased by 3.9%.	NO
81	Broward Central Terminal to West Regional Terminal	– Sunday – Headways increased by 3 minutes. – Weekly service miles increased by 5.1%.	NO
83	Royal Palm Blvd./Copans Rd.	– Sunday – Headways increased by 14 minutes. – Weekly service miles increased by 6.5%.	NO
88	Pine island Road/Coral Springs Dr.	– Weekly service miles increased by 3.6%.	NO
101	US 1	– Service Resumes. – Weekdays - Headways set at 19 minutes.	YES
106	95 Express Miramar	– Weekday – Headways decreased by 5 minutes. – Weekly service miles increased by 15.4%.	NO
108	95 Express Pembroke Pines	– Weekday – Headways decreased by 4 minutes. – Weekly service miles increased by 6.6%.	NO
109	95 Express Pembroke Pines	– Weekday – Headways decreased by 6 minutes. – Weekly service miles increased by 6.9%.	NO
110	595 Express Miami/Brickell	– Weekly service miles increased by 0.5%.	NO
114	595 Express Miami Civic Center	– Weekday – Headways decreased by 6 minutes. – Weekly service miles increased by 22.1%.	NO
441	US 441	– Weekday – Headways decreased by 3 minutes. – Weekly service miles increased by 50.9%.	YES

January 23, 2022 –To help maintain social distancing and to maintain on-time performance, BCT added or modified services on the following routes:

Route	Corridor	Description	Major Service Change?
1	US 1 to Aventura Mall	– Weekday – Headways increased by 6 minutes. – Saturday – Headways increased by 8 minutes. – Weekly service miles decreased by 17%.	NO
2	University Dr.	– Weekday – Headways increased by 2 minutes. – Saturday – Headways increased by 2 minutes. – Sunday – Headways increased by 9 minutes. – Weekly service miles decreased by 8.8%.	NO
7	Pines/Hollywood Blvd	– Weekday – Headways increased by 5 and 10 minutes. – Weekly service miles decreased by 5.3%.	NO
10	US 1 to Camino Real and Dixie Highway	– Weekday – Headways increased by 7 minutes. – Weekly service miles decreased by 18.1%.	NO
14	Powerline Rd.	– Weekday – Headways increased by 5 minutes. – Sunday – Headways increased by 10 minutes. – Weekly service miles decreased by 5.7%.	NO
18	US 441 to Golden Glades P&R	– Weekday – Headways increased by 4 minutes. – Saturday – Headways increased by 9 minutes. – Weekly service miles decreased by 16.7%.	NO
19	US 441 to Sandalfoot Blvd.	– Weekday – Headways increased by 5 minutes. – Saturday – Headways increased by 8 minutes. – Weekly service miles decreased by 22.1%.	NO
22	Broward Blvd.	– Weekday – Headways increased by 5 and 10 minutes. – Weekly service miles decreased by 20.5%.	NO
28	Miramar Pkwy./Hallandale Beach Blvd.	– Weekday – Headways increased by 9 minutes. – Saturday – Headways increased by 2 minutes. – Weekly service miles decreased by 10.2%.	NO
36	Sunrise Blvd.	– Weekday – Headways increased by 4 minutes. – Weekly service miles decreased by 4.6%.	NO
42	Atlantic Rd.	– Saturday – Headways increased by 15 minutes. – Weekly service miles decreased by 2.4%.	YES
50	Dixie Highway	– Weekday – Headways increased by 7 minutes. – Saturday – Headways increased by 7 minutes. – Weekly service miles decreased by 15.8%.	NO
60	MLK King Jr. Bld/ Coconut Creek Pkwy	– Weekday – Headways increased by 8 minutes. – Saturday – Headways increased by 10 minutes. – Weekly service miles decreased by 2.7%.	NO
72	Oakland Park Blvd.	– Weekday – Headways increased by 6 minutes. – Saturday – Headways increased by 6 minutes. – Sunday – Headways increased by 6 minutes. – Weekly service miles decreased by 20.5%.	NO

Route	Corridor	Description	Major Service Change?
81	Broward Central Terminal to West Regional Terminal	– Weekly service miles decreased by 1%.	NO
83	Royal Palm Blvd./Copans Rd.	– Weekday – Headways increased by 4 minutes. – Saturday – Headways increased by 18 minutes. – Weekly service miles decreased by 6.1%.	YES
88	Pine island Road/Coral Springs Dr.	– Weekday – Headways increased by 8 minutes. – Saturday – Headways increased by 6 minutes. – Sunday – Headways increased by 6 minutes. – Weekly service miles decreased by 5.2%.	NO
101	US 1	– Weekday – Headways increased by 12 minutes. – Weekly service miles decreased by 33.2%.	YES
106	95 Express Miramar	– Weekly service miles decreased by 8.6%.	NO
114	595 Express Miami Civic Center	– Weekday – Headways increased by 3 minutes. – Weekly service miles decreased by 13.3%.	NO
441	US 441	– Weekday – Headways increased by 5 minutes. – Weekly service miles decreased by 16.7%.	NO

APPENDIX G: MONTHLY RIDERSHIP OF EXPRESS ROUTES JANUARY 2020 TO AUGUST 2020



APPENDIX H: SERVICE EQUITY ANALYSIS TABLES

Minority Percentage Comparison

Race/Ethnicity	Route 20	Route 34	Route 48	Route 88	Route 101	Route 102	Route 115	Route 122	BCT Systemwide Average
White	25%	21.3%	21.9%	22.6%	20.7%	24.9%	23.1%	36.2%	19.5%
Black	55.2%	50%	37%	45.2%	33.3%	38.0%	12.1%	34.8%	48.8%
Hispanic	8.6%	22.3%	24.7%	19.4%	34.8%	30.3%	57.9%	23.1%	19.5%
Asian	0.9%	0%	4.1%	3.2%	2.2%	3.6%	4.6%	2.8%	2.4%
American Indian	1.7%	0%	0%	0%	1.5%	0.3%	0.1%	0.1%	0.8%
Multiracial	6.9%	6.4%	6.8%	9.7%	2.2%	2.3%	1.7%	2.6%	5.6%
Other	1.7%	0%	5.5%	0%	5.2%	0.7%	0.5%	0.5%	3.3%
Total Minority	**75%**	**78.7%**	**78.1%**	**77.5%**	**79.2%**	**75.1%**	**76.9%**	**63.8%**	**80.5%**
Predominantly Minority?	**NO**	**NO**	**NO**	**NO**	**NO**	**NO**	**YES***	**NO**	**N/A**

Source: 2018 on-board survey data for BCT Systemwide Average

*All other routes most recent US Census American Community Survey 5-Year Estimates (2015-2019 ACS 5-Year Estimates)

Low-Income Percentage Comparison

Household Income	Route 20	Route 34	Route 48	Route 88	Route 101	Route 102	Route 115	Route 122	BCT Systemwide Average
Under $10K	32.3%	28.4%	38.2%	21.7%	26.9%	6.6%	4.2%	6.7%	31.8%
$10K to $14,999	22.9%	17.3%	10.3%	26.1%	14.1%	3.3%	2.7%	3.8%	15.3%
$15k to $19,999	8.3%	13.6%	4.4%	4.3%	3.8%	4.4%	3%	3.8%	9.2%
$20k to $24,999	7.3%	9.9%	5.9%	0%	11.5%	4.5%	3.2%	3.7%	8.8%
$25k to $29,999	7.3%	4.9%	7.4%	4.3%	6.4%	5.1%	2.9%	3.9%	7.2%
$30k to $39,999	7.3%	14.8%	14.7%	17.4%	9%	9.5%	7.3%	8.6%	8.6%
$40k to $49,999	6.3%	6.2%	8.8%	21.7%	9%	9.6%	7.7%	8.7%	5.5%
$50k to $59,999	3.1%	2.5%	8.8%	4.3%	5.1%	8.2%	8.1%	7.4%	3.6%
$60k or more	5.2%	2.5%	1.5%	0%	14.1%	48.7%	61%	53.3%	9.9%
Less than $25k	**70.8%**	**69.2%**	**58.8%**	**52.1%**	**56.3%**	**18.9%**	**13.1%**	**18%**	**65.1%**
Predominantly Low-Income?	**YES**	**YES**	**NO**	**NO**	**NO**	**NO**	**NO**	**NO**	**N/A**

Source: 2018 on-board survey data for BCT Systemwide Average

*All other routes most recent US Census American Community Survey 5-Year Estimates (2015-2019 ACS 5-Year Estimates)

Title VI Major Service Changes – Disparate Impact Assessment

Route	Service Type	Adverse Effects?	Mitigation	Minority Percentage	Systemwide Average	Deviation from Systemwide Average	Disparate Impact?
20	Local	No	--	75%	80.5%	**-5.5%**	**NO**
34	Local	Yes – Headways increased; weekly service miles reduced	Some service miles restored July 2020, September 2020 and August 2021. Headways improved in August 2021.	78.7%	80.5%	**-1.8%**	**NO**
48	Local	No	--	78.1%	80.5%	**-2.4%**	**NO**
88	Local	Yes – Headways increased; weekly service miles reduced	Some service miles restored in August 2021.	77.5%	80.5%	**-3%**	**NO**
101	Breeze	Yes - Weekly service miles reduced	Local bus service retained in the corridor during service suspension. Service resumed August 2021.	79.2%	80.5%	**-1.3%**	**NO**
102	Breeze	Yes – service suspended	Local bus service retained in the corridor during service suspension.	75.1%	80.5%	**-5.4%**	**NO**
115	Express	Yes – service suspended	Plan to restore service in Spring of 2022. Other public transit options to reach Miami Intermodal Center.	76.9%*	61.6%*	**15.3%***	**YES**
122	Breeze	Yes – service suspended	Local bus service retained in the corridor during service suspension.	63.8%*	61.6%*	**2.2%***	**NO**

Source: 2018 on-board survey data for BCT Systemwide Average

*All other routes most recent US Census American Community Survey 5-Year Estimates (2015-2019 ACS 5-Year Estimates)

Title VI Major Service Changes – Disproportionate Burden Assessment

Route	Service Type	Adverse Effects?	Mitigation	Low-income Percentage	Systemwide Average	Deviation from Systemwide Average	Disproportionate Burden?
20	Local	No	--	70.8%	65.1%	**5.7%**	**NO**
34	Local	Yes – Headways increased; weekly service miles reduced	Some service miles restored July 2020, September 2020 and August 2021. Headways improved in August 2021.	69.2%	65.1%	**4.1%**	**NO**
48	Local	No	--	58.8%	65.1%	**-6.3%**	**NO**
88	Local	Yes – Headways increased; weekly service miles reduced	Some service miles restored in August 2021.	52.1	65.1%	**-13%**	**NO**
101	Breeze	Yes - Weekly service miles reduced	Local bus service retained in the corridor during service suspension. Service resumed August 2021.	56.3%	65.1%	**-8.8%**	**NO**
102	Breeze	Yes – service suspended	Local bus service retained in the corridor during service suspension.	18.9%	65.1%	**-46.2%**	**NO**
115	Express	Yes – service suspended	Plan to restore service in Spring of 2022.	13.1%*	20.2%*	**-7.1%**	**NO**
122	Breeze	Yes – service suspended	Local bus service retained in the corridor during service suspension.	18%*	20.2%*	**-2.2%**	**NO**

Source: 2018 on-board survey data for BCT Systemwide Average

*All other routes most recent US Census American Community Survey 5-Year Estimates (2015-2019 ACS 5-Year Estimates)

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

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

Title VI Equity Analysis

WEST COPANS OPERATIONS AND MAINTENANCE FACILITY

May 19, 2023

PREPARED BY GANNETT FLEMING INC.

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1. Project Description

The existing West Copans Operations and Maintenance Facility consists of approximately 27 acres, including 25.5 acres for the existing facility and 1.5 undeveloped acres and is zoned County Owned Land – Improved. The Broward County Transportation Department began operating at this property in 1988. The property is now in need of updates to the buildings and grounds based on an increase in personnel and buses. The security and energy efficiency of the property are also proposed to be updated for continued operations at this facility.

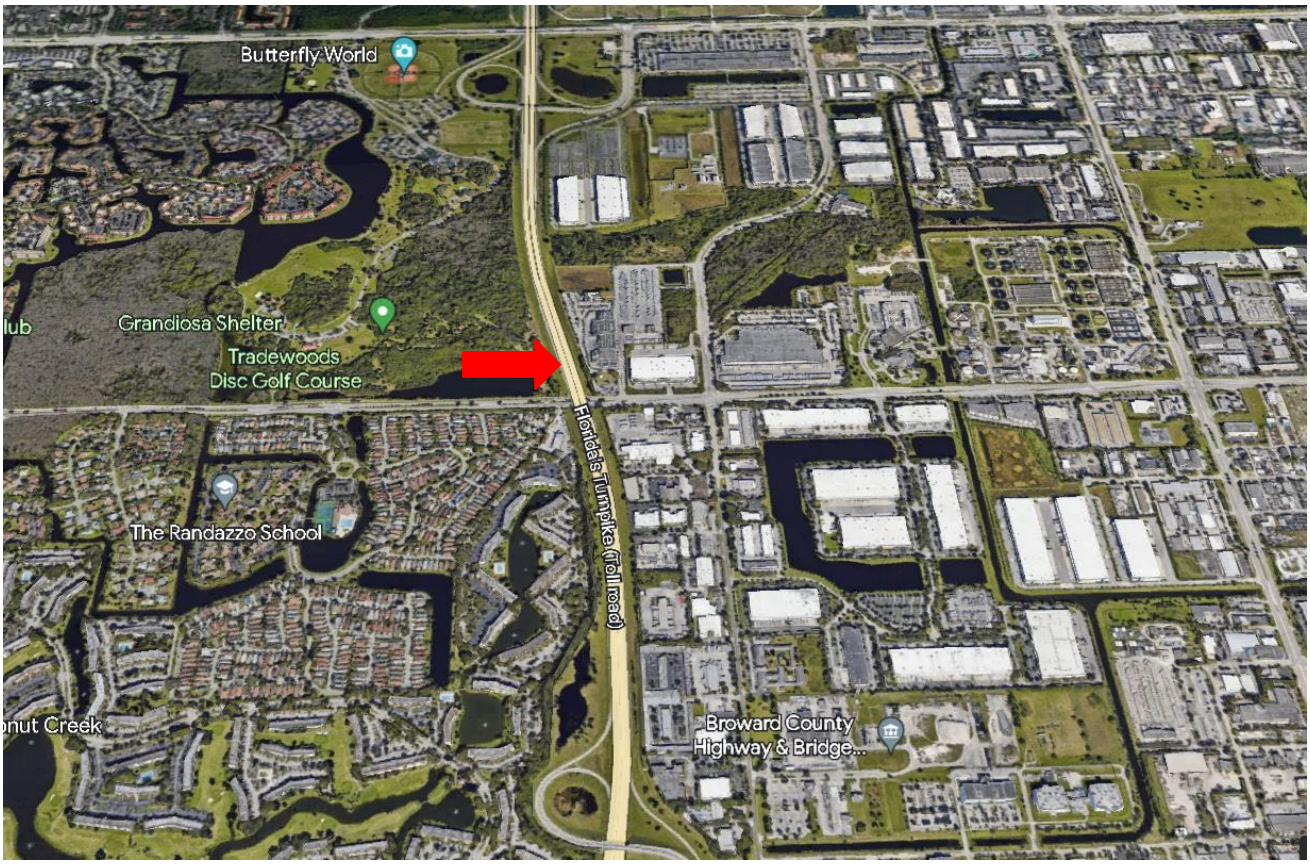
The West Copans Operations and Maintenance Facility is located at 3201 W. Copans Rd., Pompano Beach, FL 33066. It is bordered on the south by West Copans Road and a private industrial property, to the west by the Florida Turnpike, to the east by Blount Road, and to the north by an adjacent natural area. A USGS topographic map, with approximate property boundaries, is included as Figures 1 and 2.

There are four existing buildings on-site that uses vary from bus maintenance and business operations to transit scheduling and information technology to fueling and wash services. There is an existing two-story Maintenance and Operations Building. An existing Bus Wash Building and Refueling Building both of which are one-story in height. Additionally, there is an existing two-story building where administration, IT and transit scheduling staff are currently housed. Two buildings have already been demolished in preparation for this site redevelopment project. The buildings previously demolished were an Administration Building and the other an Operations Building. A 1.5-acre cypress wetland area is located on the east side of the property that will not be developed or impacted by the proposed site improvements.

The proposed project shall include the following: demolition of the existing Bus Maintenance Building and a new Maintenance Building shall be constructed to provide improved ventilation and exhaust systems at the maintenance bay areas, electrical upgrades throughout and the additional square footage necessary to accommodate the scheduled maintenance for the fleet of 60’ long articulated buses. In addition to construction of a new Maintenance Building, a new Training Building is also proposed.
The existing Operations Building, Bus Wash, and Refueling Buildings shall be renovated (as required) to address the agency’s latest operational needs and standards. The existing stormwater retention/management area (located to the Northwest of site) will be upgraded where required to improve the existing site drainage. Additionally, the existing stormwater retention/management area (located to the Northeast of site) shall be decommissioned and leveled for future construction. The replacement stormwater retention/management area will be relocated and constructed to the southern end of the property.

Extensive site work and regrading; site perimeter fencing; site access improvements; complete site and interior building security enhancements consistent with Crime Prevention Through Environment Design (CPTED) Guidelines (including incorporation of CCTV technology); pavement markings and surface parking upgrades (bus, visitors and employee); site lighting improvements; landscaping enhancements; storm water drainage improvements; site circulation improvements (pedestrian and vehicular); required utility upgrades; lightning protection advancement; irrigation and incorporation of rainwater collection system,

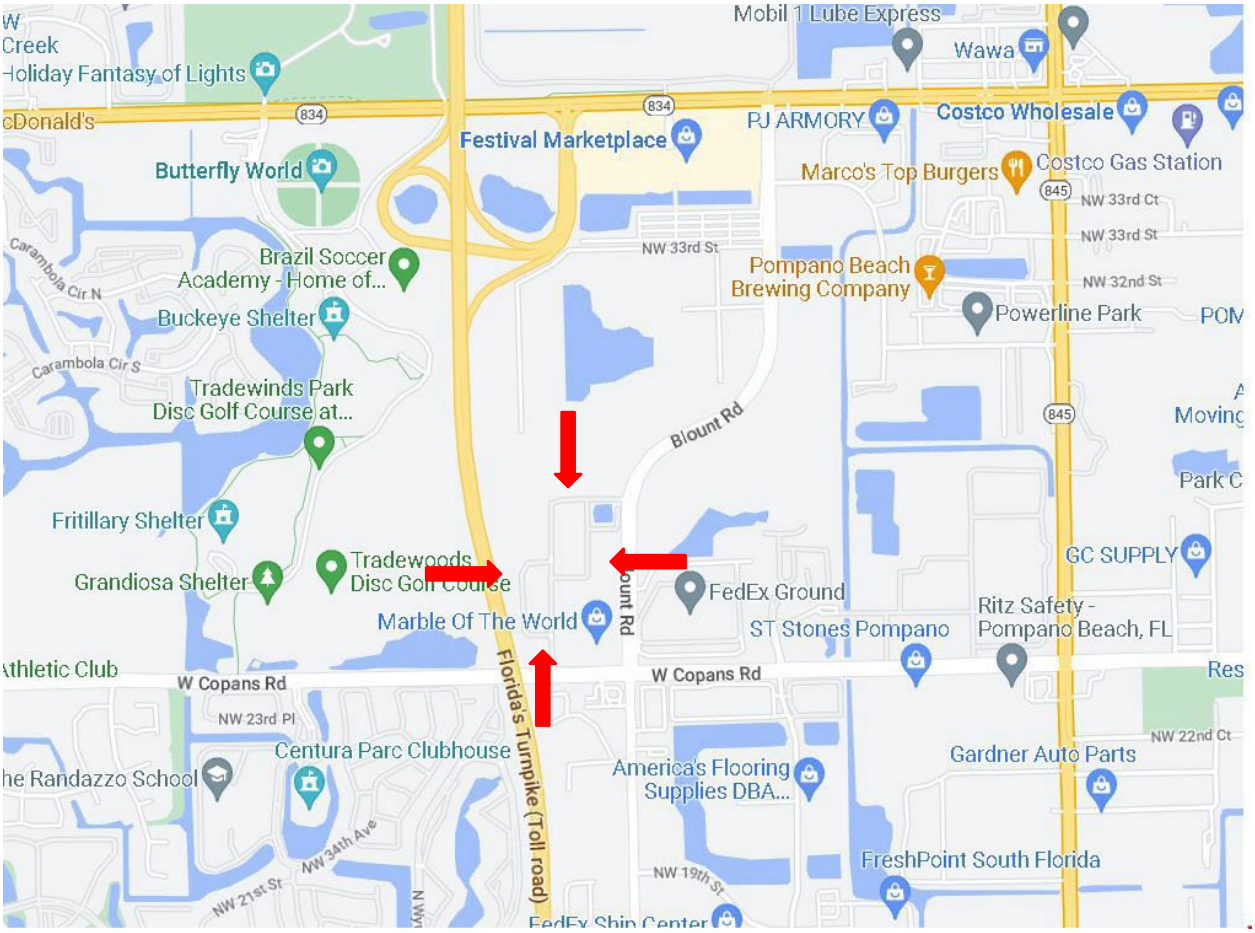
Figure 1: Copans garage Location Map



including above or below grade collection tanks (as applicable); incorporation of photo-voltaic panels; electrical improvements, and any other improvement that is needed[1].

[69] EPAC ENVIRONMENTAL SERVICES, INC. March 10,

Figure 2 : Copans garage Location Map



2. Title VI Compliance

Broward County is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

> 13. DETERMINATION OF SITE OR LOCATION OF FACILITIES. Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part." Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, "The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin." For purposes of this requirement, "facilities" does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

Title VI requires an equity analysis to ensure the location is selected without regard to race, color, or national origin. Per the guidance in the FTA Circular, this analysis must:

- Include outreach to persons potentially impacted by the siting of the facility.
- Compare impacts of various siting alternatives.
- Determine if cumulative adverse impacts might result due to the presence of other facilities with similar impacts in the area.
- Occur before the selection of the preferred site.

If any disparate impacts or disproportionate burdens are identified through the analysis, the least discriminatory alternative must be implemented.

3. Benefits and Burdens Analysis

Broward County reviewed the benefits and burdens of the site's surrounding area to determine any impacts that might adversely affect the community (Table 1 below). In summary, there would be no displacement of residents or businesses at the current site selection. Additionally, this site has some residential properties near the sites, but not within the immediate surrounding area. Therefore, it was determined that a facility at this site would not have any adverse impact on people. The current zoning, as per the City of Pompano Beach Official Zoning Map, is I-1 – General Industrial for the project site. The current use of the property is not proposed to change with the improvements[2].

[71] EPAC ENVIRONMENTAL SERVICES, INC. March 10,

Table 1: Benefits and Burdens Analysis		
Site	Benefits/Positive Impacts	Burdens/Adverse Impacts
Current Copans Garage location	- No right of way cost - Less construction activity (renovating some existed buildings) - Located on an Industrial Census Tract, so no impact on minorities or residential units - Located near/adjacent to other industrial users - compatible land use - No residential units within the immediate surrounding area - Enhances overall transit operations	- Demolition of some buildings
Choosing an alternative location		- Higher right of way cost - Potential greater impact on minority communities

4. Equity Analysis

As explained in detail in the first section, some of the existing buildings need improvement and other improvements include the demolition of the existing building and construction of a new one. Since all the infrastructure needed is already there on-site, from a benefit-cost analysis point of view, the current location would be the best option. However, in order to comply with Title VI requirements, the demographics of the Census Block Group in which the site is located was analyzed to ensure that the Copans garage improvements would have no disparate impact due to race, color, or national origin. The site is located within the 2020 Census Tract 306.01 and Block Group 2. An aerial image of the site (red circle) and its surrounding Block Group (blue line) is provided below (Figure 3).

Based on 2020 Census data, there are no households living in this Census Block Group as this area contains industrial development and a large County Park. There is only 1 Group Quarter facility within this Block Group which is a “Correctional facility for adults”. So, any changes in the existing site location would not result on impacts on the general population within this Block Group.

The Copans site’s three adjacent Block Groups’ socioeconomic data was also analyzed to determine if any other possible impacts on minorities in these Block Groups might occur due to the site improvements. The data for the three adjacent Block Groups and Broward County’s average are provided in the table below (Table 2) to allow for a comparison the demographic characteristics. Aerial images which highlight the three Block Groups as listed in Table 2, are shown in Figure 4.

Figure 3: Copans Garage's Census Block Group

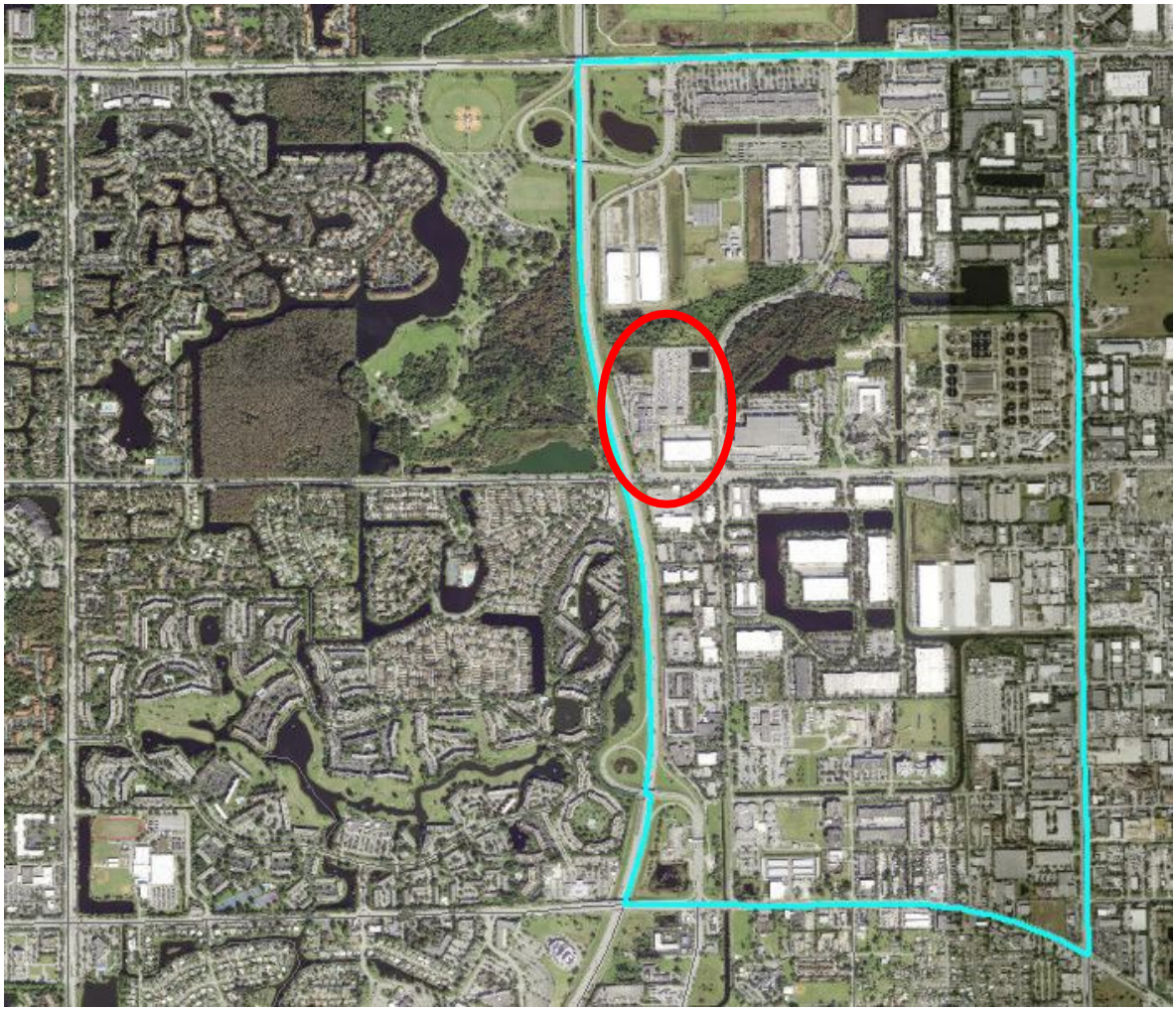


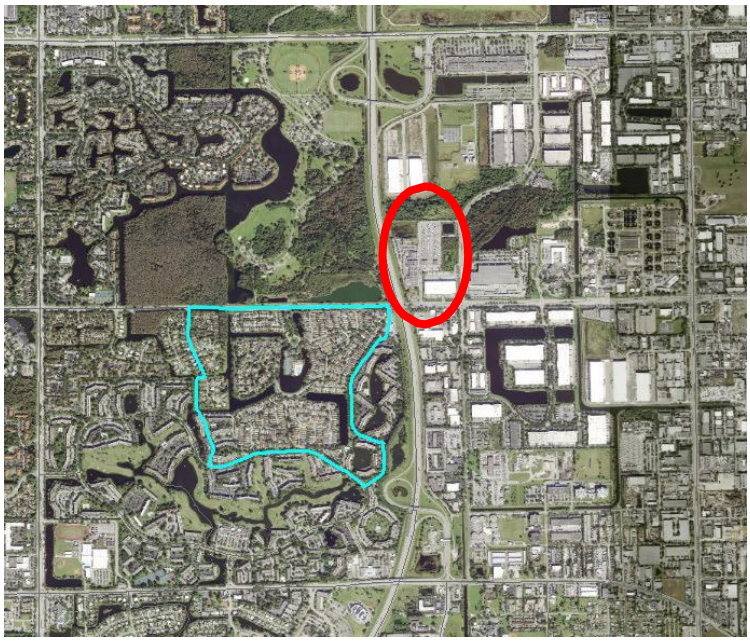
Table 2: Demographic Data				
	Census Tract 307.04 Block Group 2	Census Tract 307.04 Block Group 3	Census Tract 307.03 Block Group 2	Broward County
Total Population	2,648	559	2,470	1,944,375
Population of one race	2,127	503	1,842	1,559,585
White	1,278	450	1,162	776,174
Non-White	849	53	680	531,910
Non-White %	40%	11%	37%	50%
Median Income (Households) (Data in CT level)	57,625	57,625	53,773	60,922
Percentage under Poverty line (Data in CT level)	5.6%	5.6%	13.9%	12.7%
Limited English-speaking households (LEP)	8.1%	8.1%	5.7%	9.4%

Source: Data from U.S. Census 2020 American Community Survey 5 Year Estimates

Figure 4

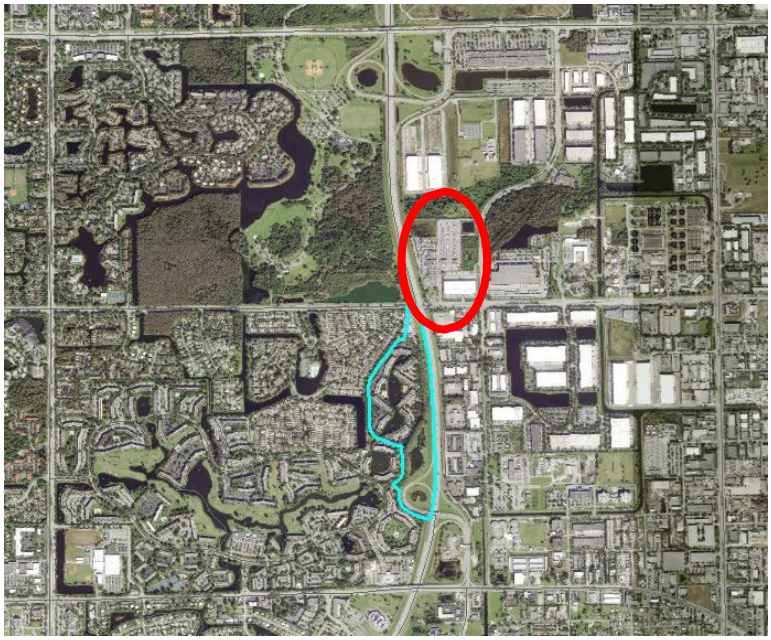
Census Tract 307.04

Block Group 2



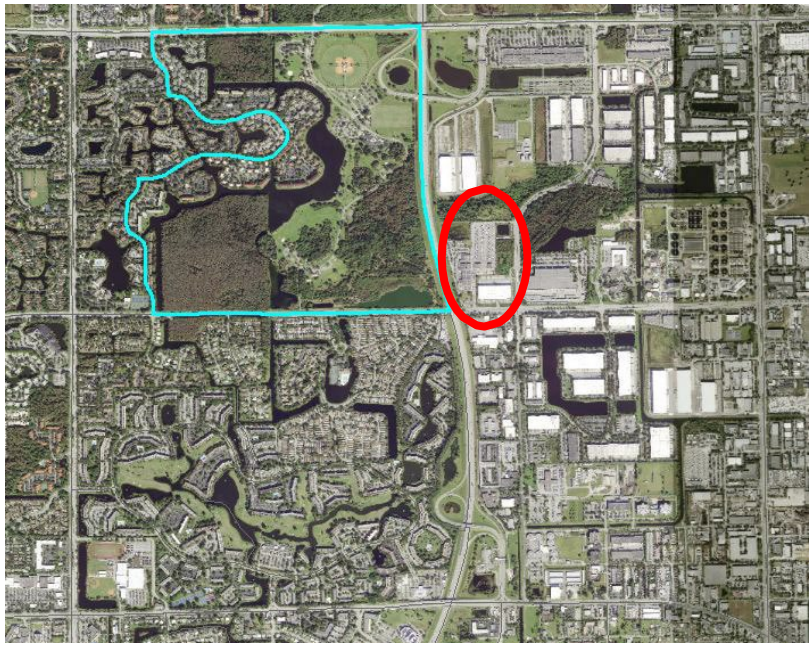
Census Tract 307.04

Block Group 3



Census Tract 307.03

Block Group 2



5. Conclusion

As there is no population in the Census Block Group in which the Copans garage is currently located, building improvements and the construction of the other new buildings in the current location is preferred. An evaluation of the poverty rate, minority population rate, and limited English proficiency rate in the current site shows that no disparate impacts should occur with the current buildings being renovated and the new replacement buildings being constructed.

Also, the socioeconomic status of adjacent Block Groups in the area near the site shows a lower percentage of non-white and black or African American people than Broward County as a whole. The same situation is observed regarding people in the area which may be living under the poverty line. Furthermore, in these adjacent Block Groups, there are fewer people by percentage with limited English proficiency than the County's average.

In addition, the new buildings are being constructed to the northeast of the current site, which is even further from the residential units in the neighborhoods in the adjacent Block Groups. The immediate area surrounding the Copans garage site has no population in its Census Block Group. In this analysis, neighboring Block Groups were also analyzed to ensure that no minorities populations would be adversely impacted.

BROWARD COUNTY TRANSIT MAJOR FARE CHANGE: MOBILE TICKETING

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

A Title VI Service Equity Analysis

Prepared October 2019

BROWARD COUNTY Transit

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INTRODUCTION

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

This Title VI Service Equity Analysis was conducted by the Broward County Transportation Department, Transit Division for the introduction of a new mobile ticketing system, allowing transit riders to use their mobile device to purchase bus fares with no additional fee. The system is planned to be launched in late 2023. This report was prepared in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012.

ABOUT BROWARD COUNTY TRANSIT

Broward County Transit (BCT) is composed of more than 1,176 individuals working together to deliver public transportation services within a 428 square mile service area in Broward County that serves approximately 1.9 million local residents.

BCT operates four distinct transportation services. These modes include BCT fixed route, fixed route community bus, fixed route commuter express, and paratransit services. Fixed route service connects with local transit systems in neighboring counties in addition to the tri-county commuter rail system (Tri-Rail). BCT operates out of two facilities: Pompano Beach, Florida, and Dania Beach, Florida. As of December 2019, BCT operates 36 fixed routes, 4 limited-stop (Breeze) routes, 5 express routes, and 52 community bus routes with a fleet of approximately 417 vehicles. This network of services currently provides more than 27.8 million passenger trips annually. Due to Broward County's location in the center of the Miami Urbanized Area (UZA) these routes are critical for providing connectivity throughout the metropolitan area, including Miami-Dade and Palm Beach counties.

BCT operates approximately 15.1 million fixed route revenue miles per year at 24 passengers per hour and $4.15 cost per unlinked trip[1]. BCT is responsible for transit system development, planning, and operations to promote a convenient user-friendly transit system, allowing for expanded transportation alternatives for Broward County residents and visitors.

[1] National Transit Database (NTD) Report Year 2018 Statistics

DEFINITIONS

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

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

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

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

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

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

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

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

Low-Income: A person that has indicated a household income of $25,750 or below is considered to meet poverty guidelines according to the US Department of Health and Human Services.

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

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

FARE EQUITY ANALYSIS

In compliance with Title VI, a fare equity analysis is required to evaluate potential disparate impacts or disproportionate burdens on Title VI protected populations before implementation of a fare change. If such impacts are identified, a plan to mitigate these impacts or analysis of less impactful alternative must be identified prior to implementation[2]. This section will address major service change threshold, public participation, proposed fare changes, methodology, and analysis used to determine impacts of the fare change proposal.

MAJOR SERVICE / FARE CHANGE

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

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

PUBLIC PARTICIPATION

BCT has conducted public outreach[3] to inform the public of the mobile ticketing initiative. The public outreach includes Educational Outreach, Email Blasts, Seat Drops, Social Media, Print Media, and TV Media[4].

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

[3] Appendix D: Public Outreach Plan

[4] Appendix E: Public Outreach

Outreach Activity	Date
Email Blasts	8/2/19, 8/13/19, 8/22/19, 10/25/19
Mobile App Carousel Image	8/9/19
Seat Drops	8/19/19
Express Bus TV Advertising	8/30/19
TV Interview	12/5/19
Bus Interior Advertisement	12/9/19

Summary of Outreach Activities

The public hearing on the service proposal is scheduled before the Broward County Board of County Commissioners on Month, Date, Year. The public hearing will be held at the Broward County Governmental Center in downtown Fort Lauderdale. This location is easily accessible to transit due to its proximity to the BCT Central Terminal. BCT will document all public comments received in relation to this service change proposal.

LEP CONSIDERATIONS

On December 1, 2011, BCT adopted its Limited English Proficiency (LEP) Plan. The plan identified reasonable steps to provide language assistance for LEP persons seeking meaningful access to BCT service as required by Executive Order 13166. BCT has included efforts in the public outreach plan for this proposal that are designed to inform LEP Spanish, French Creole, and Portuguese speaking passengers. In accordance with the LEP plan, if route changes are approved BCT will provide detailed information about the change in formats accessible to our LEP passengers[5].

FARE CHANGE PROPOSAL

BCT launched an option to purchase select fare media on a mobile payment application. The mobile application (mobile app) is available on products that utilize the Android and Apple operating systems. No changes will be made to other fare media and there will be no price adjustments made to existing fares.

Features include:

1. Fares purchased on the mobile app are scanned by BCT's new fareboxes using QR codes. The QR code scan is associated with improving boarding times.
2. The selection of fare categories included on the mobile application, excepting ADA and reduced-fare tickets which require proof of disability, include:
   - 3 day pass
   - 7 day pass

[5] Appendix C: Map of BCT Limited English Proficient Population by Language Spoken at Home

- 10 ride regular
- 10 ride premium express
- 1 ride premium express
- 1 ride regular
- 31 day pass regular
- 31 day pass premium express

3. An account must be created, which can store card information, if desired by the user.
4. A credit or debit card is required to use the application. The application will accept:
   - Visa/Mastercard/Discover/America Express/United Community Bank (UCB}
   - Pre-paid cards will be accepted
5. There are no fees or additional costs are associated with setting up an account or downloading the mobile app

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

Title VI Major Fare Change

Major Service Change	Description	Major Service Change?
Any permanent change in transit fares or fare media	Mobile ticketing	YES- Requires Fare Equity Analysis

METHODOLOGY

BCT uses a methodology consistent with FTA guidance in Circular 4702.1B to conduct fare equity analyses. On-board survey data collected during the TDP update in the 2nd quarter of 2018 is the primary data source for all equity analyses[6]. New routes created after the 2018 survey effort use the US Census Bureau's American Community Survey 5-Year Estimates. The following steps are used in completing the Title VI Fare Equity Analysis:

I- The percentage breakdown of fare type use by Title VI Category is calculated[7]. As an initial step, this information is important to ascertain the distribution of each fare use among Title VI protected populations.

II- The monetized impact of each fare change by Title VI Category is assessed using a calculation that includes:

a. Absolute change by fare type
b. Percentage use by Title VI Category
c. Total number of affected passengers per Title VI Category

[6] Appendix A: BCT Demographic Profile

[7] Appendix F: Graph of Fare Use by Title VI Category

III- The sum of the monetized fare change impacts for each Title VI Category divided by the total number of affected passengers for each specific Title VI Category. This metric used to compare cumulative impact across Title VI Categories.

IV- The percentage share of Title VI impact is calculated between Title VI Category pairs to evaluate the relative fare impact within Title VI Categories.

V- The percentage deviation between the cumulative impact by Title VI Category and the BCT systemwide impact is used to determine if disparate impacts or disproportionate burdens result from the fare change proposal.
   a. Routes changes with adverse effects (reductions)
   b. Route changes without adverse effects (improvements)

VI- The percentage deviation between the cumulative impact by Title VI Category and the BCT systemwide impact is used to determine if disparate impacts or disproportionate burdens result from the fare change proposal[8].

VII- If disparate impacts or disproportionate burdens are found then alternatives are analyzed to see if legitimate program goals can be met with a less impactful proposal.

DEMOGRAPHIC ANALYSIS

This fare equity analysis is based on data from BCT's 2018 On-Board Survey and from the May 2019 Monthly Ridership report. The 2018 On-Board survey collected information regarding fare usage from a sampling of BCT riders. BCT staff prepared a fare comparison using trip data from the May 2019 monthly report using the fare type, low-income and minority percentages based on 2018 On-Board survey for the analysis. BCT staff extrapolated the on-board survey data percentages, in which 7,199 responses were received with the May 2019 average weekly ridership of 77,018.

Fare type was determined from question 5 of the survey. Minority was determined by the ethnicity responses from question 14 of the survey. Low-income for this analysis was based on question 16 of the survey, using the combined responses for $25,000 of less total household income.

The 2018 On-Board survey received responses from ten categories, as shown in the table below. However, not all categories are applicable for this analysis. All reduced tickets are not available on the mobile application as they require proof of eligibility. Likewise, the 2018 On-board survey did not ask if riders had paid premium fare types, which was grouped into the "Other" category of the "How did you pay for your fare on this bus?" question.

[8] Note: Systemwide, the cumulative fare change proposal for adverse effects (reductions) the disparate impact or disproportionate burden threshold is 15% or greater. Systemwide, the cumulative fare change proposal without adverse effects (benefits) the disparate impact or disproportionate burden threshold is -15% or less.

Fare Categories in 2018 On-Board Survey

Regular Cash Fare
Reduced Fare (Senior/Youth/Disabled/Medicare)
7-Day Pass
10-Ride Pass
All Day Pass
All Day Reduced (Senior/Youth/Disabled/Medicare)
31-Day Adult
31-Day Reduced (Senior/Youth/Disabled/Medicare)
31-Day College Student
Other (specify)

No fare categories are proposed to be removed as part of the launch of the mobile application. However, it is expected that riders will migrate from using paper passes to the mobile application. According to the Pew Research Center survey conducted January 8 through February 7, 2019; it was found that blacks and Hispanics own smartphones at similar rates to whites. The survey indicated that smartphone ownership plays a larger role for online access options for blacks and Hispanics compared to whites. That same survey found that low-income Americans, making less than $30,000 in annual household income, rely more on smartphones for online access than those that reside in households that make more. This income group was found to be “smartphone dependent”, meaning they own a smartphone, and have no broadband internet at home, and use their smartphone for more tasks traditionally reserved for desktops/laptops, including applying for jobs.

Since minority and low-income communities tend to have an equivalent rate of smartphone ownership, BCT does not expect there will be a substantial difference in use of the application. There could be some concerns regarding data restrictions on smartphone plans for low-income and minorities, which could lead to lower access to BCT’s mobile application, however BCT has plans to implement free wi-fi on all its buses in the future which will allow riders the opportunity to load their mobile ticket while boarding the bus.

The results indicated that although BCT service is predominantly utilized by minority and low-income patronage, as there is no fare change and no new fare category introduced, there is are no disparate impact or disproportionate burdens on minority and low-income ridership.

As a result, the fare change proposal to implement mobile ticketing will not cause a disparate impact of disproportionate burden on Title VI protected populations. No additional analysis or alternatives are necessary to implement this fare change.

RESULTS

The fare equity analysis found that the introduction of mobile ticketing, in which there are no fare changes or new fares introduced, **does not cause disparate impacts or disproportionate burdens on Title VI protected populations**[9]. No additional analysis or alternatives are necessary to implement this service change.

Disparate Impact and Disproportionate Burden Thresholds

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

Mobile Ticketing Disparate Impact and Disproportionate Burden Comparison

Service Change Proposal	Minority Deviation from System Average	Disparate Impact?	Low-income Deviation from System Average	Disproportionate Burden?
Mobile Ticketing Proposal with Adverse Effects (Reductions}	N/A	N/A	N/A	N/A
Mobile Ticketing Proposal without Adverse Effects (Improvements}	0.0%	NO	0.0%	NO

Title VI Service Equity Analysis Results

[9] Appendix H: Fare Equity Analysis Tables

RECOMMENDATIONS

Based on the results of the fare equity analysis, mobile ticketing does not have a disparate impact or disproportionate burden in any single fare category.

As BCT expects that mobile application usage will closely reflect use patterns in cash fare and pass usage and the implementation of the mobile application will not result in the discontinuation of any fare media, no adverse condition exists.

A potential barrier of use does exist in the availability of data for mobile devices. However, BCT has plans to implement free wi-fi on all buses in the future, which will allow for users who do not have access to data to auto-connect to the wi-fi and load their trip ticket while boarding the bus.

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APPENDIX A: DEMOGRAPHIC ANALYSIS

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

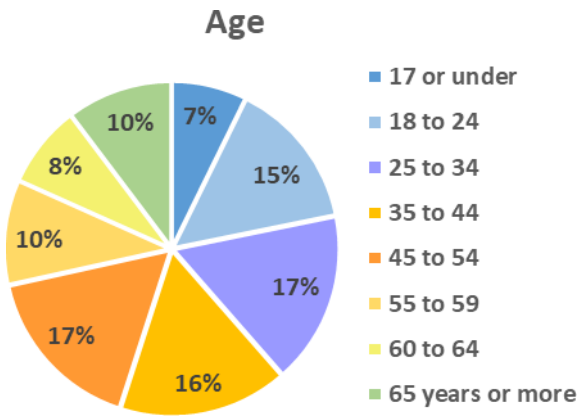
BCT uses a one-quarter mile buffer around local and limited stop routes and a three-mile buffer around park and ride lots to establish the service area. The 2018 BCT service area population is 1,935,878. The percentage of minorities in the service area is 63.5 percent and low-income population comprises 22.4 percent.

In 2018, BCT updated its 10-year Transit Development Plan (TDP}. A significant portion of the TDP focused on generating an updated BCT rider demographic profile. A total of 7,199 passenger surveys were collected on-board BCT routes during the second quarter of 2018. Additional information about the on-board survey effort and findings can be found in the BCT Connected 2019-2028 Transit Development Plan[10]. On-board survey data was used for trip purpose and frequency of use. Since Route 175 is a new route, the 2012-2017 American Community Survey 5-Year Estimates was utilized to determine the age, ethnic origin, income, and number of vehicles in a household for the population within the service area.

A demographic summary of the findings related to BCT fixed route service is provided below:

Age

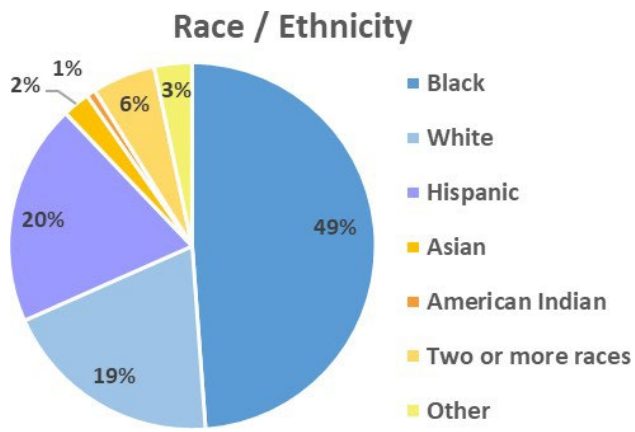
Over 82 percent of respondents are between the ages of 18 – 64. Seven (7} percent were under the age of 17 and ten percent are over the age of 65.



[10] *BCT Connected* Transit Development Plan: http://www.broward.org/bct/pages/transitdevelopmentplan.aspx

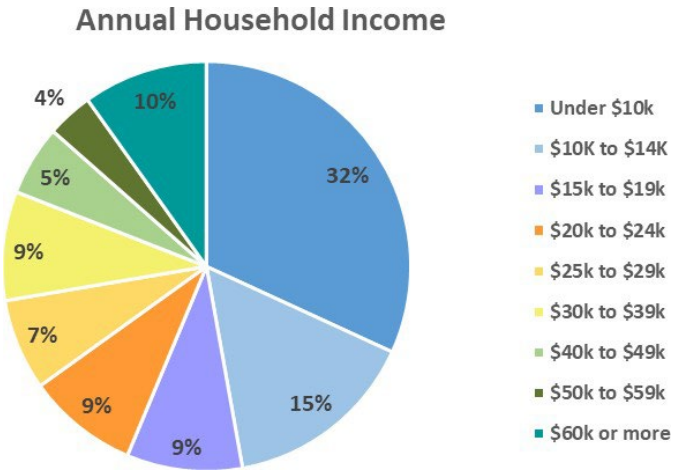
Ethnic Origin

Minorities comprise over 80 percent of the transit passengers. Forty-nine (49} percent are Black/African American, 20 percent Hispanic, 12 percent Asian, American Indian, Multiracial or other. Non-Hispanic White passengers comprise 19 percent of BCT ridership.



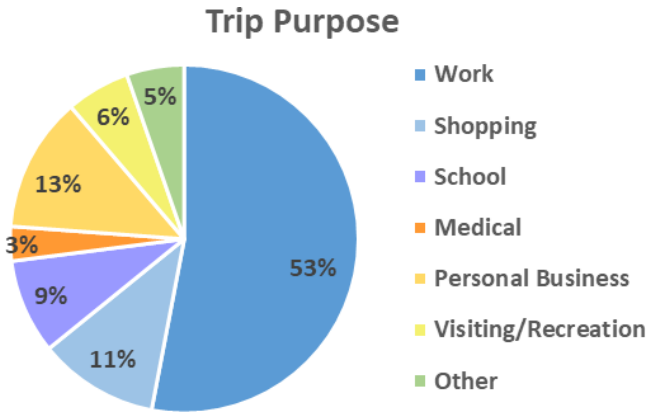
Income

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



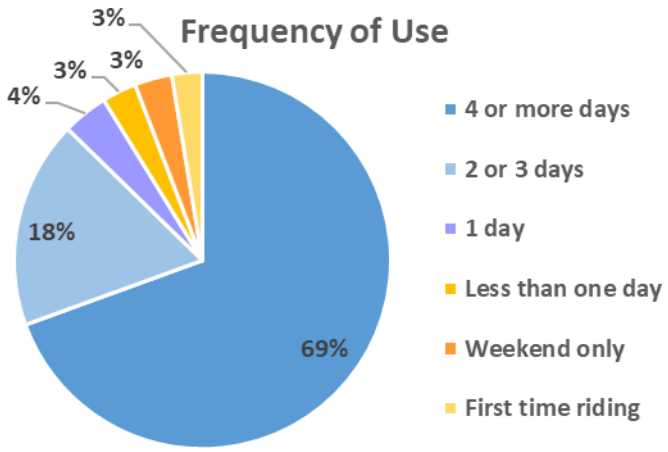
Trip Purpose

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

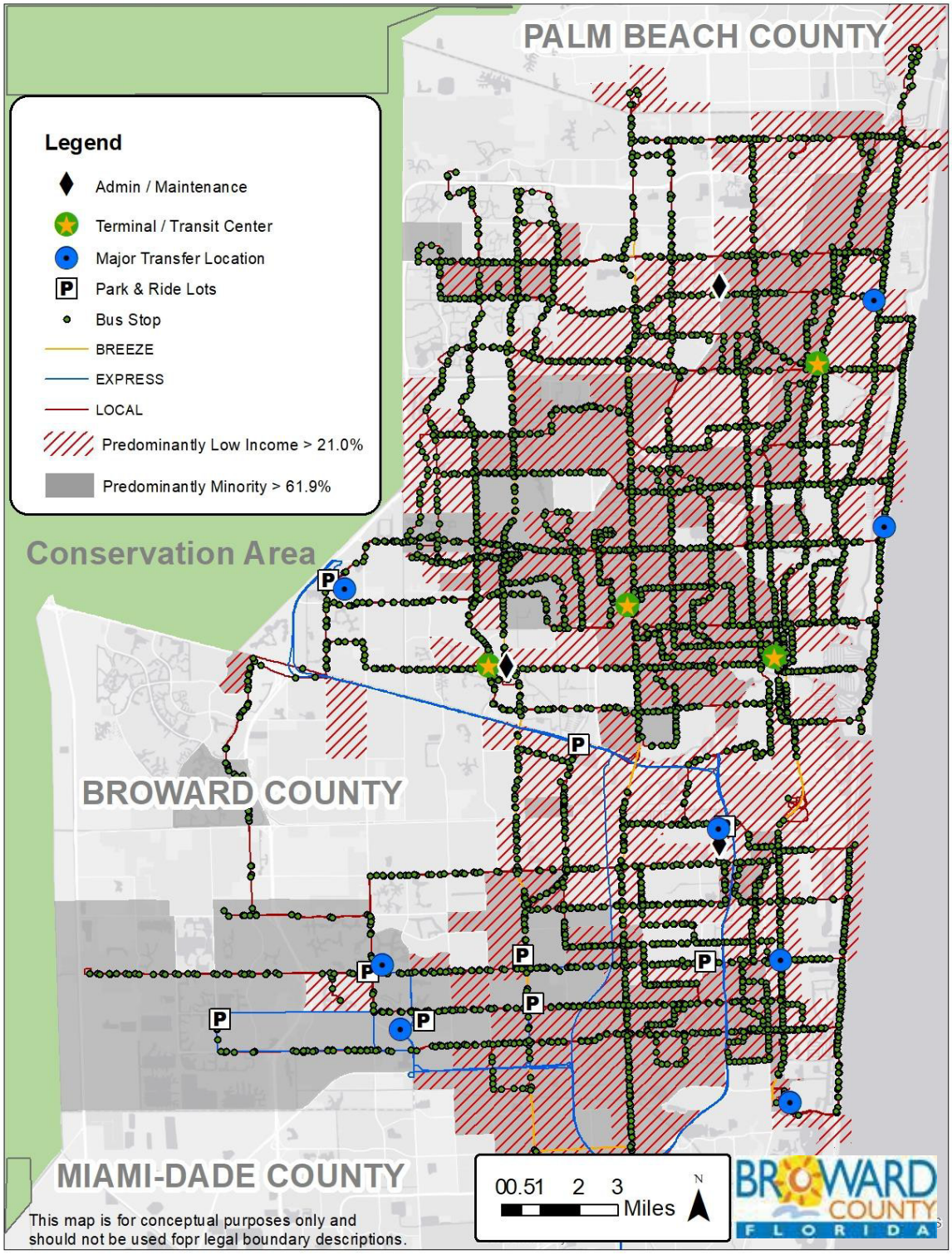


Frequency of Use

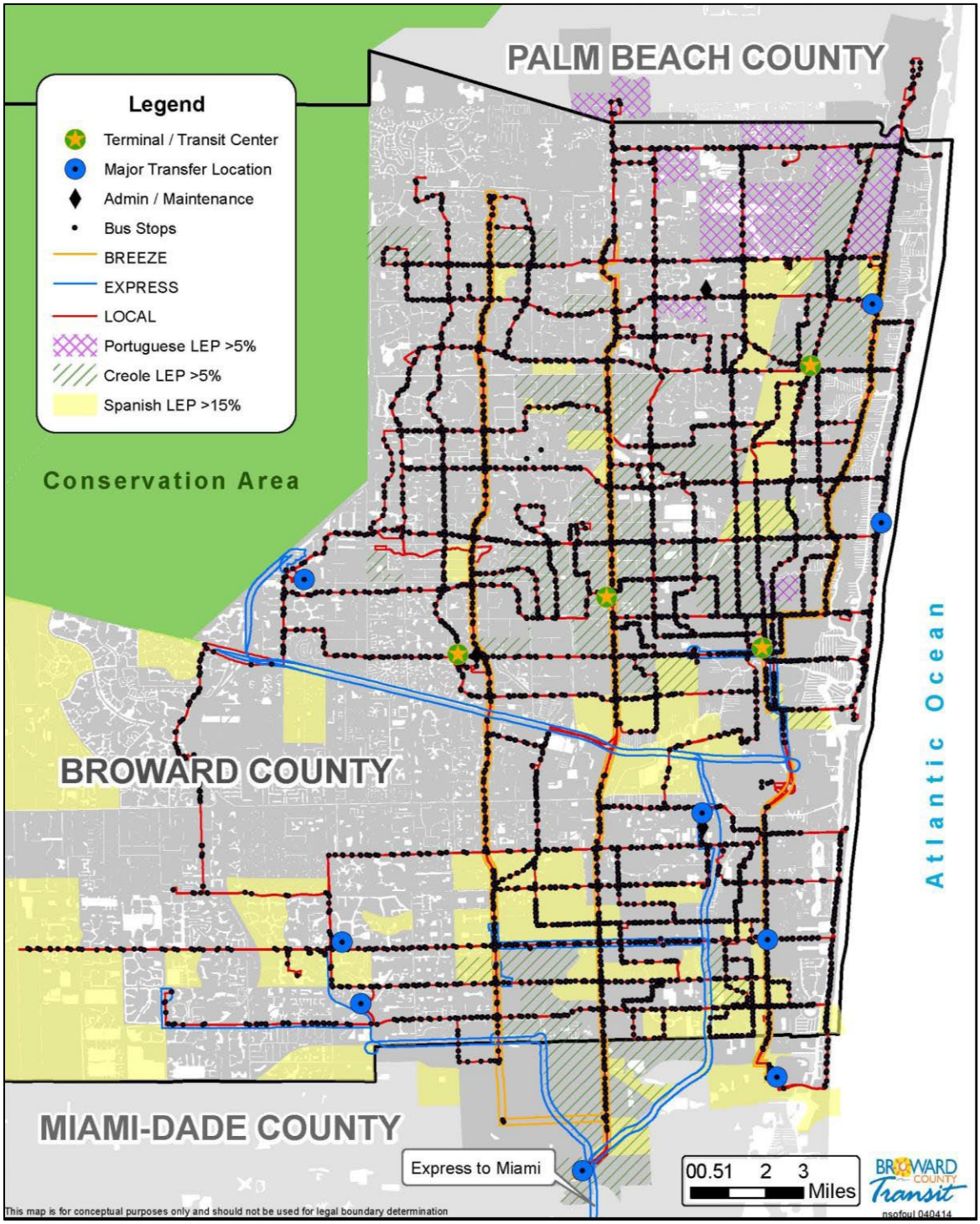
The average BCT rider is a frequent user of the system with around 69 percent of passengers using the system 4 or more days per week. Over 87 percent of riders use BCT at least 2 days per week.



APPENDIX B: BCT TITLE VI CONTEXT MAP



APPENDIX C: BCT LEP CONTEXT MAP



APPENDIX D: PUBLIC OUTREACH PLAN

The following public outreach activities were conducted for the dissemination of information and to provide for public comments and participation in the decision-making process on the mobile ticketing changes, effective January 6, 2020.

I. Educational Outreach
- Seat drops – Distributed on buses at Copans Garage and Ravenswood Garage beginning 8/19/19
- Interior Bus TV Advertisement – Advertising slide was uploaded to Gillig buses with TVs on 8/30/19
- Posters – Test signs were places inside MCI buses on 12/9/19

II. Social Media

- Website – Information posted with mobile ticketing information, including an instructional video
- Transit Flash e-newsletter – Email blasts were sent on 8/2/19, 8/13/19, 8/22/19, and 10/25/19
- Mobile App – Carousel image uploaded on 8/9/19

III. Media and Advertisements
- TV Advertisement – Interview on Channel 6 Show in the Mix on 12/5/19

APPENDIX E: PUBLIC OUTREACH

Seat Drops examples

BROWARD COUNTY Transit
YOUR PHONE IS YOUR TICKET TO RIDE BCT!
1. Download the Broward County Transit Mobile Ticketing App
2. Purchase your ticket on your smartphone
3. Scan, Ride and Enjoy your trip!
Available on the App Store
ANDROID APP ON Google play
For more information or assistance with the app contact:
Broward.org/BCT • 954-357-8400

BROWARD COUNTY Transit
YOUR PHONE IS YOUR TICKET TO RIDE BCT!
1. Download the Broward County Transit Mobile Ticketing App
2. Purchase your ticket on your smartphone
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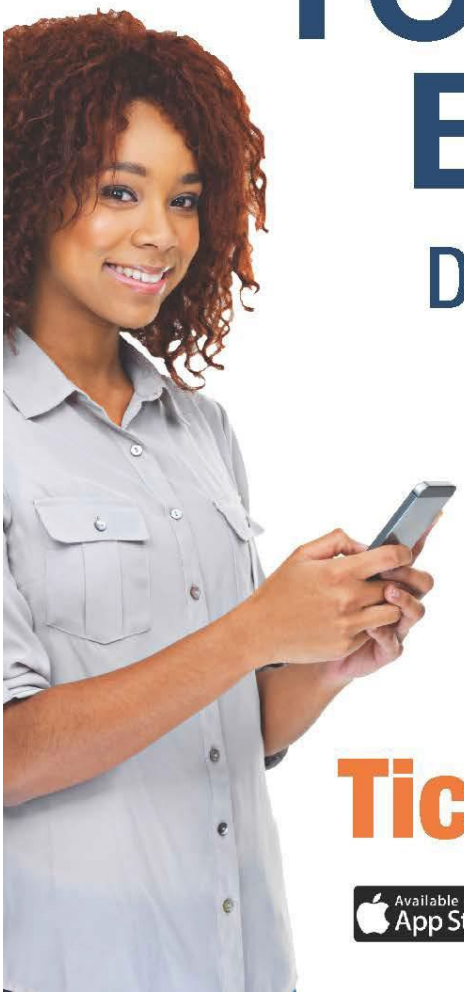
Available on the App Store
ANDROID APP ON Google play
For more information or assistance with the app contact:
Broward.org/BCT • 954-357-8400

Carousel image placed on mobile app

Test signs placed on MCI buses

YOUR PHONE IS YOUR TICKET TO RIDE BCT!



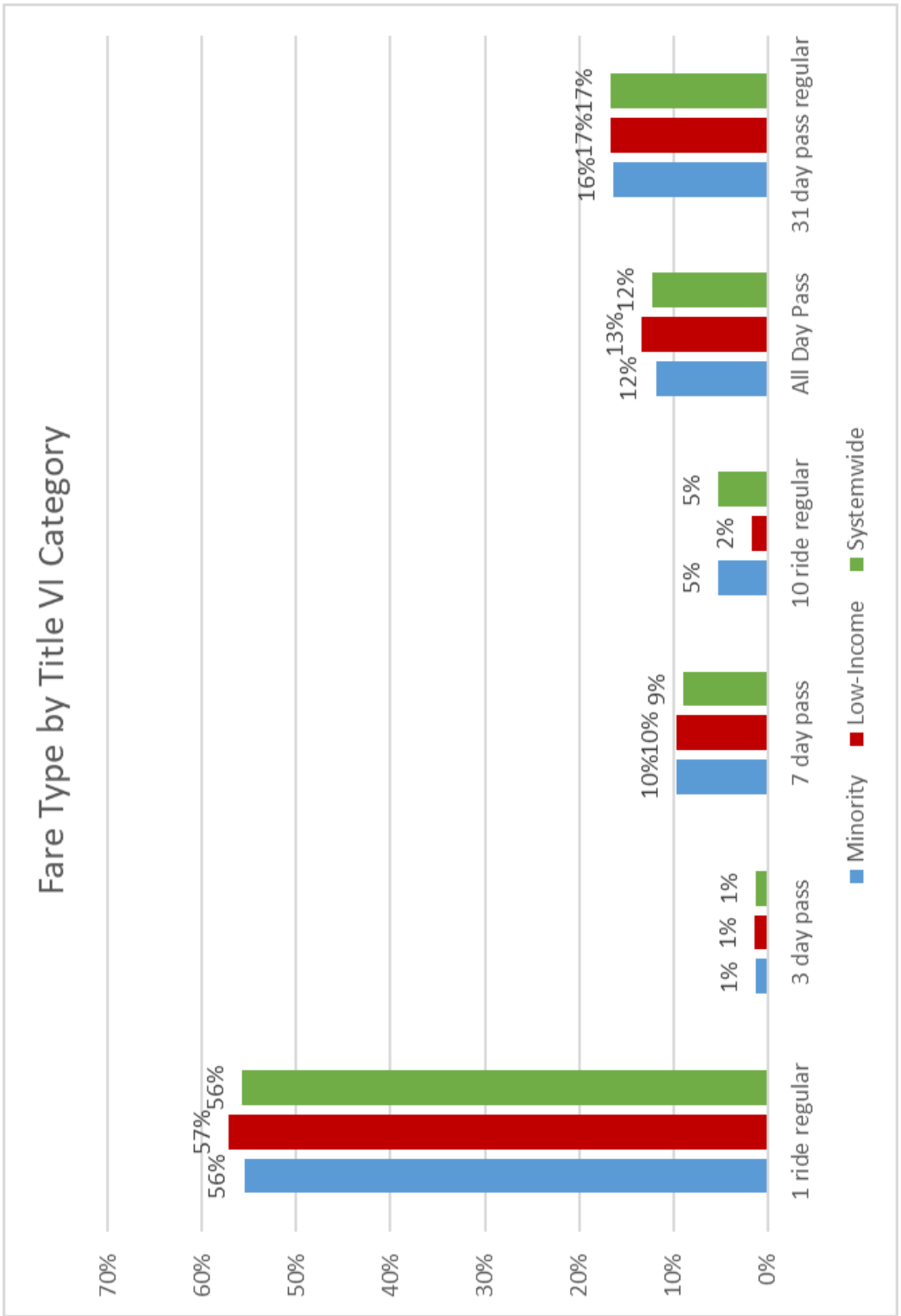
Download the Broward County Transit **Mobile Ticketing App**

Available on the App Store

ANDROID APP ON Google play

YOUR PHONE
IS YOUR
TICKET
TO RIDE
BCT!
BROWARD COUNTY Transit
Download the
Broward
County Transit
Mobile
Ticketing App
Broward.org/BCT • 954-357-8400
Available on the App Store
ANDROID APP ON Google play
You Tube

APPENDIX F: FARE USE BY TITE VI CATEGORY



APPENDIX G: FARE EQUITY ANALYSIS FORMULA GUIDE

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

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

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

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

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

If 0.15 < V < -0.15 Then disparate impacts and/or disproportionate burdens exist

Key

ω = Monetized Fare Change Impact ($)
α = Affected Daily Passengers Specific to each Title VI Category
γ = Percentage Use of Fare Type by Title VI Category
ψ = Absolute Change of a Fare Type ($)
η = Cumulative Fare Change Impact Burden/Impact by Title VI Category
ρ = Percent Share of Fare Change Burden/Impact by Title VI Category
ε = Systemwide Monetized Fare Change Impact of Affected Passengers ($)
χ = Percent Burden/Impact of Title VI Category from Systemwide Impacts

APPENDIX H: FARE EQUITY ANALYSIS TABLES

Title VI Fare Equity Analysis: No fare increase, no new fare proposed

Minority Percentage Comparison

Fare Type	Existing Fare	Proposed Fare	Change Percentage	Minority Percentage	Non-Minority Percentage	BCT Systemwide Average
1 ride regular	$2.00	$2.00	0.00%	55.6%	56.6%	55.7%
3 day pass	$12.00	$12.00	0.00%	1.3%	0.9%	1.2%
7 day pass	$20.00	$20.00	0.00%	9.7%	5.6%	8.9%
10 ride regular	$20.00	$20.00	0.00%	5.3%	5.2%	5.2%
All Day Pass	$5.00	$5.00	0.00%	11.9%	13.6%	12.2%
31 day pass regular	$70.00	$70.00	0.00%	16.4%	18.1%	16.7%
				100.0%	**100.0%**	**100.0%**

Source: 2018 On-Board Survey

Low-Income Percentage Comparison

Fare Type	Existing Fare	Proposed Fare	Change Percentage	Low-Income Percentage	Non-Low-Income Percentage	BCT Systemwide Average
1 ride regular	$2.00	$2.00	0.00%	57.2%	49.8%	54.4%
3 day pass	$12.00	$12.00	0.00%	1.4%	0.6%	1.1%
7 day pass	$20.00	$20.00	0.00%	9.6%	8.3%	9.1%
10 ride regular	$20.00	$20.00	0.00%	1.7%	11.8%	5.6%
All Day Pass	$5.00	$5.00	0.00%	13.3%	11.0%	12.5%
31 day pass regular	$70.00	$70.00	0.00%	16.7%	18.5%	17.4%
				100.0%	**100.0%**	**100.0%**

Source: 2018 On-Board Survey

Title VI Major Service Changes – Disparate Impact Assessment

Route	Existing Fare	Proposed Fare	Change Percentage	Monetized Fare Change Impact	Minority Percentage	Systemwide Average	Deviation from Systemwide Average	Disparate Impact?
1 ride regular	$2.00	$2.00	0.00%	$0.00	55.6%	55.7%	-0.2%	No
3 day pass	$12.00	$12.00	0.00%	$0.00	1.3%	1.2%	0.1%	No
7 day pass	$20.00	$20.00	0.00%	$0.00	9.7%	8.9%	0.7%	No
10 ride regular	$20.00	$20.00	0.00%	$0.00	5.3%	5.2%	0.0%	No
All Day Pass	$5.00	$5.00	0.00%	$0.00	11.9%	12.2%	-0.3%	No
31 day pass regular	$70.00	$70.00	0.00%	$0.00	16.4%	16.7%	-0.3%	No

Source: 2018 On-Board Survey

Title VI Major Service Changes – Disproportionate Impact Assessment

Route	Existing Fare	Proposed Fare	Change Percentage	Monetized Fare Change Impact	Low-Income Percentage	Systemwide Average	Deviation from Systemwide Average	Disparate Impact?
1 ride regular	$2.00	$2.00	0.00%	$0.00	57.2%	54.4%	2.9%	No
3 day pass	$12.00	$12.00	0.00%	$0.00	1.4%	1.1%	0.3%	No
7 day pass	$20.00	$20.00	0.00%	$0.00	9.6%	9.1%	0.5%	No
10 ride regular	$20.00	$20.00	0.00%	$0.00	1.7%	5.6%	-3.9%	No
All Day Pass	$5.00	$5.00	0.00%	$0.00	13.3%	12.5%	0.9%	No
31 day pass regular	$70.00	$70.00	0.00%	$0.00	16.7%	17.4%	-0.7%	No

Source: 2018 On-Board Survey

Results of Fare Equity Analysis

	Minority	Non-Minority	Low-Income	Non-Low-Income	Systemwide
Cumulative Fare Change Impact ($)	$0.00	$0.00	$0.00	$0.00	$0.00
Percent Share of Fare Change Burden/Impact by Title VI Category	0.0%	0.0%	0.0%	0.0%	-
Percent Burden/Impact of Title VI Category from Systemwide Impact	0.0%	0.0%	0.0%	0.0%	-
Disparate Impact or Disproportionate Burden Threshold Exceeded?	No	No	No	No	-

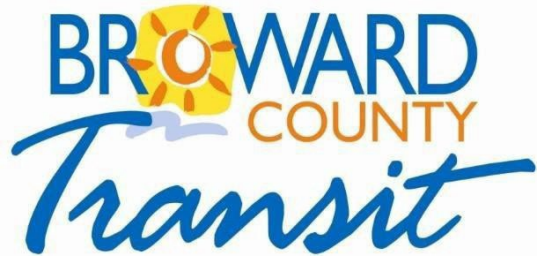
Ridership Information by Title VI Category

Average Weekday Riders	Minority Ridership	Minority Percentage	Non-Minority Ridership	Non-Minority Percentage	Low-Income Ridership	Low-Income Percentage	Non- Low-Income Ridership	Non- Low-Income Percentage
77,018	61,999	80.5%	15,019	19.5%	50,139	65.1%	26,879	34.9%

Source: 2018 On-Board Survey, and May 2019 ridership

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

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



TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 14

Certifications and Assurances

Joni Armstrong Coffey
County Attorney

OFFICE OF THE COUNTY ATTORNEY
115 S. Andrews Avenue, Suite 423
Fort Lauderdale, Florida 33301

954-357-7600 • FAX 954-357-7641

November 19, 2014

Re: Designation of Signature Authority for the Transportation Electronic Award and Management Process

The Broward County Board of County Commissioners, pursuant to Broward County Resolution No. 2013-227, a certified copy of which is attached hereto, authorized the Broward County Attorney, or designee, to be assigned usefof a Personal Identification Number (PIN), for the execution of annual Certifications and Assurances issued by the Federal Transit Administration (FTA), submission of all FTA grant applications, and the execution of all FTA grant awards on behalf of Broward County for the FTA's Transportation Electronic Award and Management System.

As County Attorney, I designate Angela J. Wallace, Deputy County Attorney, to be assigned use of a PIN, for the execution of annual Certifications and Assurances issued by the Federal Transit Administration (FTA), submission of all FTA grant applications, and the execution of all FTA grant awards on behalf of Broward County for the FTA's Transportation Electronic Award and Management System.

\"---
Jo i Armstrong Coffey
County Attorney

AJW:wp
Attachment

Broward•C◊uriiy/ (d·ot,County Commissioners
Beam Furr• Dale V.C Holness• Martin,P id 1$ial•'Cfiii)tiirv,t (qt/.§t_act i\ter '.*Jim* Ryan• Barbara Sharie!· Lois Wexler
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IEXIHIBBT 1

Resolution 2013-227

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

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

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

BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF BROWARD COUNTY, FLORIDA:_

Section 1. The Director of the Transit Division and the County Attorney, or their designees, are authorized to execute the annual certificates and assurances and other documents the FTA requires before awarding a Federal assistance grant or cooperative agreement.

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

Section 3. - EFFECTIVE DATE.

This Re olution shall bec<>m.e. effectiye. upo11Jts adqpti9n.

ADOPTED this d (9. day of [illegible] ,2013. -#c../#

SVT:slw
FTAgrant2013
02/20/13
13-114

,,

STATE OF FLORIDA)

) ss

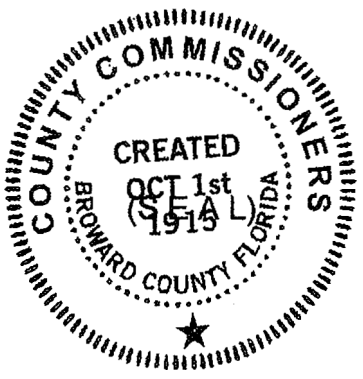
COUNTY OF BROWARD)

I, Bertha Henry, County Administrator, in and for Broward County, Florida, and Ex-Officio Clerk of the Board of County Commissioners of said County, DO HEREBY CERTIFY that the above and foregoing is a true and correct copy of Resolution 2013-227 as the same appears of record in the minutes of a said meeting of Board of County Commissioners held on the 2nd day of April, 2013.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal dated this **4th** day of April, 2013.

BERTHA HENRY
COUNTY ADMINISTRATOR

By _____
Deputy Clerk



BROWARD, COUNTY OF | BCT | 1082

Summary Applications/Awards TrAMS Users Locations Designated Recipient Related Actions

Certifications & Assurances | FY 2023 C&A Affirmations

Recipient Details

Recipient ID

1082

Recipient Name

BROWARD, COUNTY OF

Certification and Assurance Information

Fiscal Year 2023

Assigned Date 1/27/2023

Due Date 4/27/2023

Original Certification Date 2/9/2023

Latest Certification Date 2/9/2023

Published Certifications and Assurances

FTA CERTIFICATIONSAND ASSURANCES

Public Transportation Agency Safety Plan (PTASP)

Applicants and recipients of Section 5307 grants and rail transit agencies that are subject to the State Safety Oversight Program must certify to Category 2: Public Transportation Agency Safety Plans (PTASP). The deadline for certification was July 20, 2020, however, in light of the extraordinary challenges presented by the COVID-19 public health emergency, FTA issued a Notice of Enforcement Discretion for the PTASP regulation (49 CFR Part 673). FTA will refrain from taking enforcement action until July 21, 2021 for applicants and recipients unable to certify compliance with the PTASP regulation before July 20, 2021. While applicants and recipients are encouraged to certify compliance as soon as reasonably practicable under the current circumstances caused by the COVID-19 public health emergency, those who do not certify compliance until July 20, 2021 remain eligible for Chapter 53 grant funds.

List of All Applicable Agencies

PTASP Technical Assistance Center

Certifications and Assurances

Certification History

Certification Date: 2/9/2023 | Official: Richard Chess | Attorney: Angela Wallace

Category	f	Title	Cer
01		Certifications and Assurances Required of Every Applicant	<
02		Public Transportation Agency Safety Plans	<
03		Tax Liability and Felony Convictions	<
04		Lobbying	<
OS		Private Sector Protections	<
06		Transit Asset Management Plan	<
07		Rolling Stock Buy America Reviews and Bus Testing	<
08		Urbanized Area Formula Grants Program	<
09		Formula Grants for Rural Areas	<

Category	f	Title	Cer
11		Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	
12		Enhanced Mobility of Seniors and Individuals with Disabilities Programs	
13		State of Good Repair Grants	
14		Infrastructure Finance Programs	
15		Alcohol and Controlled Substances Testing	
16		Rail Safety Training and Oversight	
17		Demand Responsive Service	
18		Interest and Financing Costs	
19		Cybersecurity Certification for Rail Rolling Stock and Operations	
20		Tribal Transit Programs	
21		Emergency Relief Program	

1 - **21** of 21

vDocuments

Existing Documents

Document	Description	Uploaded By	Date

No items available

Affirmation of Applicant

Affirmation of Applicant BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute.

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Official's Name Richard Chess

Affirmation of Attorney

Affirmation of Applicant's Attorney

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Attorney's Name Angela Wallace

[I accept the above

Certification Date Feb 09, 2023

CANCEL

BEGIN RECERTIFICATION

TITLE VI PROGRAM UPDATE

2023 - 2026

Appendix 15

Public Works, FDOT Local Agency Program

BROWARD COUNTY PUBLIC WORKS

FLORIDA DEPARTMENT OF TRANSPORTATION

LOCAL AGENCY PROGRAM (LAP)

2023
Broward County, Florida

BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS

Vice Mayor Nan H. Rich
Commissioner, District 1

Mark D. Bogen
Commissioner, District

Michael Udine
Commissioner, District 3

Mayor Lamar P. Fisher
Commissioner, District 4

Steve Geller
Commissioner, District 5

Beam Furr
Commissioner, District 6

Tim Ryan
Commissioner, District 7

Robert McKinzie
Commissioner, District 8

Hazelle P. Rogers
Commissioner, District 9

PUBLIC WORKS
FLORIDA DEPARTMENT OF TRANSPORTATION
LOCAL AGENCY PROGRAM

TABLE OF CONTENTS

I. INTRODUCTION

II. POLICY STATEMENT

III. TITLE VI COORDINATOR AND ADA COORDINATOR

IV. COMPLAINT PROCESS

V. ADA/504 STATEMENT

VI. RETALIATION

VII. LIMITED ENGLISH PROFICIENCY PLAN

VIII. PUBLIC PARTICIPATION

IX. DATA COLLECTION

X. NONDISCRIMINATION ASSURANCE

APPENDICES

EXHIBIT 1 ADA Grievance Procedures for County Services

EXHIBIT 2 Complaint Forms Public Accommodations Discrimination Charge Questionnaire Complaint of ADA and Title VI Discrimination (Transportation)

EXHIBIT 3 Broward County Quick Facts

EXHIBIT 4 FDOT Title VI/Non-Discrimination Assurance

I. OVERVIEW OF THE COUNTY

Broward County (COUNTY) values diversity and welcomes input from all interested parties, regardless of cultural identity, background, or income level. Moreover, the COUNTY believes that the best programs and services result from careful consideration of the needs of all its communities and when those communities are involved in the transportation decision-making process. Thus, the COUNTY does not tolerate discrimination in any of its programs, services, or activities. Pursuant to Title VI of the Civil Rights Act of 1964 and other federal and state authorities, the COUNTY will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion or family status.

II. POLICY STATEMENT

The County is committed to a policy of non-discrimination in the conduct of its activities, programs and services. It is the County's policy that no person be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination in any County activity, program or service or otherwise on the basis of race, color, national origin, sex, age, religion or family status or any other legally protected status in accordance with Title VI of the Civil Rights Act of 1964 and other applicable federal and state laws.

The County is also committed to a policy of non-discrimination on the basis of disability and to providing reasonable accommodations to an individual with a disability, unless doing so would fundamentally alter the nature of the County's activity, program or service, or impose an undue financial or administrative burden on the County.

III. TITLE VI AND ADA COORDINATOR

The County has appointed a Non-Discrimination and ADA Coordinator to assist and provide information to individuals concerning the County's Non-Discrimination Policy and Disability Non-Discrimination Policy:

Title VI Coordinator
Averill Dorsett
Broward County Government
115 S. Andrews Avenue
Fort Lauderdale, Florida 33301
adorsett@broward.org
Office: (954) 357-6503
Hearing Impaired: (954) 357-7888

ADA Coordinator
Danay Cravey
Broward County Government
115 S. Andrews Avenue
Fort Lauderdale, Florida 33301
dcravey@broward.org
Office: (954) 357-6003
Hearing Impaired: (954) 357-7888

The County's Title VI and ADA Coordinators have easy access to the County Administrator and are not required to obtain management or other approval to discuss discrimination issues with the County Administrator.

IV. COMPLAINT PROCESS

The Non-Discrimination Policy (which includes the complaint procedures - Exhibit 1) and the Grievance Form are available on the County's website at https://www.broward.org/ReportAComplaint/Pages/Default.aspx . The Grievance Form can be submitted via email or mail to the County's Title VI Coordinator - Exhibit 2)

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Title VI Coordinator for assistance. The Title VI Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the COUNTY be unable to satisfactorily resolve a complaint, the COUNTY will forward the complaint, along with a record of its disposition to the appropriate FDOT District Office.

However, should the complainant be unable or unwilling to complain to the COUNTY, the written complaint may be submitted directly to Florida Department of Transportation (FDOT):

Florida Department of Transportation Equal Opportunity Office
ATTN: Title VI Complaint Processing
605 Suwannee Street, MS 65 Tallahassee, FL 32399

The Florida Department of Transportation serves as a statewide clearinghouse for Title VI purposes and will either assume jurisdiction over the complaint or forward it to the appropriate federal or state authority for continued processing.

V. ADA (AMERICANS WITH DISABILITIES ACT)/504 STATEMENT

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal-aid recipients and other government entities to take affirmative steps to reasonably accommodate those with disabilities and ensure that their needs are equitably represented in transportation programs, services, and activities. The COUNTY will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The COUNTY will also make every effort to ensure that its advisory committees, public involvement activities and all other programs, services and activities include representation by communities with disabilities and disability service groups.

The COUNTY encourages the public to report any facility, program, service, or activity that appears inaccessible to the disabled. Furthermore, the COUNTY will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access COUNTY facilities, programs, services, or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the COUNTY asks that requests be made at least FIFTEEN (15) calendar days prior to the need for accommodation.

Questions, concerns, comments, or requests for accommodation should be made to the COUNTY's ADA Coordinator (listed under Section III, on page 4.)

VI. RETALIATION

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the COUNTY that persons filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion, or fear of reprisal. Anyone who feels they have been subjected to retaliation should report such an incident to the Title VI Coordinator.

VII. LIMITED ENGLISH PROFICIENCY (LEP) ANALYSIS

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

- The number or proportion of LEP persons eligible to be served or likely to be encountered by the County's programs, services or activities;
- The frequency with which LEP individuals come in contact with these programs, services or activities;
- The nature and importance of the program, service, or activity to people's lives; and,
- The resources available to the County and the likely costs of the LEP services.

1. Using the four-factor analysis, BCT used Geographic Information Systems (GIS) and data from the US Census Bureau's 2021 One-Year American Community Survey Estimates to determine the percentage of LEP individuals within the system service area. The BCT service area includes all census tracts that intersect a one-quarter mile buffer around all routes.

2. It was determined that 42.8 percent of the service area population speak a language other than English. Of this, 27.4 percent speak Spanish, 3.4 percent speak Haitian Creole, .33 percent speak other Indo-European languages. Broward County Quick Facts is attached (Exhibit 3) and the LEP data related to BCT service area is contained with the Title VI Plan.

3. The COUNTY has received requests for translation or interpretation of its programs, services or activities into Spanish and Creole or other languages. In addition, COUNTY sponsored community outreach or public events are attended by significant numbers of LEP speakers. Thus, the COUNTY estimates its contact with LEP individuals to be moderate.

4. The COUNTY believes that transportation is of critical importance to its public, as access to health care, emergency services, employment, and other essentials would be difficult or impossible without reliable transportation systems. In that spirit, the COUNTY defines as essential any document that advises the public of how to access nondiscrimination and public involvement policies, as well as those that impact public safety, health and welfare and emergency services. A full list of translated documents is available on the COUNTY website or by contacting the COUNTY Title VI/Nondiscrimination Coordinator.

5. The COUNTY is fortunate to house within/near its jurisdiction one or more institutions of higher education which have extensive language resources. Further, the COUNTY maintains cordial relationships with faith based and/or community organizations that offer competent language services

at low or no cost to the COUNTY. Finally, the COUNTY employs a number of proficient Spanish and Creole speakers that are able to interpret and/or provide translation services.

The analyses of these factors suggest that LEP services are required at this time. At a minimum, the COUNTY commits to:

- Maintain a list of employees who competently speak the LEP language(s) and who are willing to provide translation and/or interpretation services.
- Distribute this list to staff that regularly has contact with the public.
- Provide public notification in the LEP language of the availability of language assistance, free of charge.

In addition, the COUNTY will:

- Post notifications of meeting, events, office closures, election information and other materials in Spanish and Creole.
- Provide over the phone translation and have documents translated on an as needed basis.
- For transit services, bus stop announcements are made in Spanish and Creole. Additionally, maps, timetables and brochures are available in different languages upon request.
- The COUNTY's website (published in English) allows for users to translate the information into Spanish, French, Creole, or Portuguese by clicking the "Translate" button located in the top right corner of the webpage.

The COUNTY understands that its community characteristics change and that the four- factor analysis may reveal the need for more or varied LEP services in the future. As such, it will at least triennially examine its LEP plan to ensure that it remains reflective of the community's needs.

Anyone who requires special language services should contact the COUNTY's Title VI Coordinator.

VIII. PUBLIC

The County values input from residents and other members of the public concerning its activities, programs and services. To that end, the County seeks to engage the public in its planning and decision-making processes. The communication methods are:

- Public meetings, workshops and other events
- Website
- Social media
- 311 – multilingual Call Center

The COUNTY sponsors, attends and participates in other community events to promote its services to the public. Finally, the COUNTY is constantly seeking ways of measuring the effectiveness of its public involvement.

Persons wishing to request special presentations by the COUNTY; volunteer in any of its activities; offer suggestions for improvement; or to simply learn more about COUNTY programs and services should contact the Title VI Coordinator.

IX. DATA COLLECTION

In accordance with federal and/or state regulations, the County collects racial, ethnic and other demographic data regarding its residents, who are beneficiaries of or affected by the County's transportation programs, services and activities, through the use of census data, American Community Survey reports, Environmental Screening tools, driver and ridership surveys, and other methods. From time to time, the County may request voluntary self-identification of racial, ethnic data and other data from individuals who participate in County programs, services, or activities, including the County's transportation and public works-related programs. Self-identification of personal data to the County will always be voluntary and anonymous. Moreover, the County will not release or otherwise use this data in any manner inconsistent with applicable federal or state regulations.

X. NON-DISCRIMINATION ASSURANCE

Every three (3) years, or commensurate with a change in executive leadership, the County must certify to the Federal Highway Administration (FHWA) and to the Florida Department of Transportation (FDOT) that its programs, services and activities are being conducted in a nondiscriminatory manner. Attached as Exhibit 4 is a copy of the "Title VI/Non-Discrimination Assurance" for the County, which was executed by County Administration in July 2022.

The assurance is a certification of the County's commitment to a policy of nondiscrimination in its activities, programs and services and serves two (2) important purposes. First, it documents the County's commitment to nondiscrimination and equitable service to its community, and second, it serves as a legally enforceable agreement by which the County may be held liable for breach. The assurance will be approved by the Board and submitted to FHWA and FDOT every three years or in connection with a change in leadership of the County Administrator position of the County.

EXHIBIT 1

ADA Grievance Procedures for County Services

Broward County Transit

ADA Grievance Procedures

Broward.org · Broward County Transit
3 min read · Updated Nov 30, 2021

ADAGrievance Procedures

The Americans with Disabilities Act
Grievance Procedure for County Services, Programs, Activities or Facilities

Broward County established the following internal procedure to ensure the prompt and equitable resolution of complaints alleging discrimination on the basis of disability in the provision of services, programs, activities or benefits by the County. This grievance procedure is adopted pursuant to the regulations implementing Title II of the Americans with Disabilities Act (ADA), as amended. 28 C.F.R. § 35.107

Any complaints relating to County employment practices should be directed to the Office of Intergovernmental Affairs and Professional Standards (OIAPS) in accordance with the Broward County Equal Employment Opportunity Policy.

If a County Department/Office/Division ADA designee (designee) has been identified, complaints of alleged discriminatory behavior may be filed with that Department/Office/Division. Otherwise, complaints related to County services, programs, activities or facilities should be addressed to:

Office of Intergovernmental Affairs and Professional Standards
115 S. Andrews Avenue, Suite 427
Fort Lauderdale, FL 33301
ATTN: ADA Administrator
(954) 357-6500
(954) 357-7888 TTY

GRIEVANCE PROCEDURE

1. All complaints shall include:

Name, address and contact number of the person(s) making the complaint;

Names, addresses and contact numbers of witnesses;

A narrative or statement describing the alleged violation of the ADA, including date and time of the alleged violation and county program or facility where the alleged violation occurred;

A narrative or statement identifying the recommended corrective actions to solve the alleged violation(s); and

Any other documentation that may provide an additional explanation or identification of the alleged violation.

. All complaints shall be filed no later than 180 days from the date of the alleged discrimination, unless the time for filing is extended by the OIAPS or designee upon a showing of good cause.

3. Within fifteen (15) calendar days after receipt of the complaint, the ADA Administrator or designee will meet with the complainant to discuss the complaint and possible resolution.

4. Within thirty (30) calendar days of the meeting, the ADA Administrator or designee will complete an investigation/review of the allegations and respond in writing to the person(s) who filed the complaint. Where appropriate, the written response will be in a format accessible to the person(s) who filed the complaint, such as large print, Braille, compact disc (CD) or audio tape. An ADA designee will forward a copy of the written response to the OIAPS at the same time it is sent to the person(s) who filed the complaint. The response will explain the position of the County and offer options for substantive resolution of the complaint.

5. The person(s) who filed the complaint may appeal the written response if it does not satisfactorily resolve the issue. Appeals must be submitted in writing, or where appropriate, in a format accessible to the person(s) who filed the complaint, within fifteen (15) calendar days after receipt of written response to the Director of the OIAPS or designee. Appeals received by an ADA designee must be forwarded to the OIAPS within three (3) days after receipt of the appeal.

6. Within fifteen (15) calendar days after receipt of the appeal, the Director of the OIAPS or designee will meet with complainant to discuss the appeal and possible resolutions.

7. Within fifteen (15) calendar days after the meeting, the Director of the OIAPS or designee will respond in writing, and where appropriate, in a format accessible to the person(s) who filed the complaint, with a final resolution. The OIAPS must be provided with a copy of any and all written responses prepared by an ADA designee.

This Grievance Procedure shall be construed to protect the substantive rights of interested persons and to assure that the County meets the spirit and guidelines of the Americans with Disabilities Act, as amended.

Note: Alternative means of filing complaints, such as personal interviews or a recording of the complaint will be made available for persons with a disability(s) upon request.

Revised May 2012

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EXHIBIT 2

Complaint Forms

BROWARD COUNTY FLORIDA

PUBLIC ACCOMMODATIONS DISCRIMINATION

COMPLAINT QUESTIONNAIRE

PROFESSIONAL STANDARDS/HUMAN RIGHTS SECTION
115 S. ANDREWS AVENUE, ROOM 427
FORT LAUDERDALE, FLORIDA 33301
TELEPHONE: (954) 357-6500 FAX: (954) 357-7817 TTY (954) 357-7888

IMPORTANT NOTICE TO POTENTIAL COMPLAINANT: Completion of this form is necessary in order for the Professional Standards/Human Rights Section (Section) to determine if you have sufficient legal grounds to initiate the filing of a complaint of public accommodations discrimination.

Completion and submission of this questionnaire does not constitute the filing of a complaint of discrimination.

Upon receipt of the completed questionnaire, we will determine if you have stated sufficient factual allegations to proceed further. If the facts are not sufficient, we will either contact you for further information or notify you of our determination that the facts are not sufficient. If the facts are sufficient, a complaint will be prepared for you to sign, notarize and return to the Section for filing and investigation. You must return the signed and notarized complaint document so that it is received by the Section within 365 days of the date of the most recent act of alleged discrimination.

When completing this form, please print legibly or use a typewriter.
Please do not write on the back of the page. Use additional sheets if necessary.

1. PERSONAL INFORMATION:

Last Name: _____ First Name: _____ MI: _____

Street/Mailing Address: _____ Apt./Unit # _____

City: _____ County: _____ State: _____ Zip: _____

Phone Numbers: Home: (____) _____ Work: (____) _____

Cell: (____) _____ Email Address: _____

Date of Birth: _____ Sex: Male ☐ Female ☐

National Origin/Ethnicity: _____ Do you have a disability? Yes ☐ No ☐

How did you hear of our office? _____

PROVIDE THE NAME OF A PERSON WE CAN CONTACT IF WE ARE UNABLE TO REACH YOU:

Name: _____ Relationship: _____

Address: _____ City: _____ State: _____ Zip: _____

Home: (____) _____ Other: (____) _____

2. INFORMATION ABOUT YOUR DISCRIMINATION CLAIM:

What is the name of the Public Accommodations provider that you believe discriminated against you?

Name: _____

Address: _____ County: _____

City: _____ State: _____ Zip: _____ Telephone: _____

The person named above operates a business, which serves the public. The type of business is:

☐ An inn, hotel, motel or other establishment providing lodging.
☐ A restaurant, bar, cafeteria, lunchroom, lunch counter, soda fountain or other facility principally engaged in selling food for consumption on the premises.
☐ A gasoline station.
☐ A movie theater, performance venue, concert, sports arena, stadium or other place of exhibition or entertainment.
☐ Other: _____

3. WHAT IS THE REASON (BASIS) FOR YOUR CLAIM OF PUBLIC ACCOMMODATIONS DISCRIMINATION?

EXAMPLE: Were you denied dining services because of your race? Were you turned down lodging because of your gender? Were you subjected to different terms and conditions? Check the factor(s) below that you believe apply.

Note: If your claim is based on disability, please complete questions 12 – 16 located on page 4.

Race ☐ Color ☐ National Origin ☐ Sex ☐ Age ☐ Religion ☐ Disability ☐ Pregnancy ☐
Gender Identity/Expression ☐ Sexual Orientation ☐ Political Affiliation ☐ Marital Status ☐
Retaliation ☐

4. BRIEF STATEMENT REGARDING YOUR DISCRIMINATION CLAIM:

The most recent act of discrimination took place on: _____
(**Month**) (**Day**) (**Year**)

(Briefly describe the action that was taken against you that you believe to be discriminatory and why you believe the action was discriminatory. Indicate what harm, if any, was caused to you and/or others in your party or family, as a result of this alleged action. **Use additional sheets if necessary. Please do not write on the reverse side of the page.**

5. **WHAT REASON(S), IF ANY, DID THE PUBLIC ACCOMMODATIONS PROVIDER GIVE FOR THE ALLEGED DISCRIMINATORY TREATMENT?**

6. **ARE THERE ANY WITNESSES TO THE ALLEGED DISCRIMINATORY INCIDENT(S)?** Yes ☐ No ☐ If yes, please provide the names, addresses and contact numbers for all persons who have knowledge about the alleged discriminatory treatment and indicate what each person knows about this matter.

7. **WHAT RELIEF ARE YOU SEEKING IN THIS MATTER OR WHAT WOULD YOU BE WILLING TO ACCEPT TO RESOLVE THIS MATTER IMMEDIATELY?**

8. **ARE YOU WILLING TO PARTICIPATE IN MEDIATION TO SEEK AN EARLY RESOLUTION OF YOUR CLAIM(S)?**

   Yes ☐ No ☐

9. **HAVE YOU SOUGHT ASSISTANCE FROM ANY OTHER AGENCY, ATTORNEY, ETC?** Yes ☐ No ☐ If yes, please provide the name of the person or organization you spoke with, the date of assistance and the results, if any

10. **HAVE YOU PREVIOUSLY FILED A COMPLAINT WITH THE HUMAN RIGHTS SECTION OR ANOTHER AGENCY?** Yes ☐ No ☐ If yes, when did you file?

    _____ Complaint No. (if known): _____
    (**Month**) (**Day**) (**Year**)

11. **ADDITIONAL COMMENT(S)**:

INFORMATION ABOUT YOUR DISABILITY: IF YOU ARE CLAIMING DISCRIMINATION BASED ON DISABILITY, PLEASE ANSWER THE FOLLOWING QUESTIONS:

12. DO YOU (OR THE PERSON YOU ARE ASSISTING) HAVE A PHYSICAL OR MENTAL IMPAIRMENT? Yes ☐ No ☐

13. WHAT IS THE NAME OF YOUR DISABILITY? HOW DOES YOUR DISABILITY AFFECT OR LIMIT YOUR DAILY LIFE OR WORK ACTIVITIES? (Example: lifting, sleeping normally, breathing normally, pulling, walking, climbing, caring for oneself, working, seeing, hearing, speaking, performing manual tasks, other, etc.)

14. IS YOUR DISABILITY PERMANENT? Yes ☐ No ☐ If no, how long is your disability expected to persist?

15. DO YOU BELIEVE THAT THE PUBLIC ACCOMMODATIONS PROVIDER KNOWS ABOUT YOUR DISABILITY? Yes ☐ No ☐

16. DID YOU REQUEST AN ACCOMODATION BECAUSE OF YOUR DISABILITY? Yes ☐ No ☐
If you answered yes, when did you make the request? Was it written or verbal? To whom did you make the request? What was the public accommodations provider's response to your request for an accommodation?

A. I have been advised by a representative of the Broward County Professional Standards/Human Rights Section (Section) that completion of this questionnaire is necessary in order for the Section to determine if I have sufficient legal grounds to initiate the filing of a complaint of public accommodations discrimination. I understand that completion and submission of this questionnaire does not constitute the filing of a complaint of public accommodations discrimination and that upon receipt and review of this completed questionnaire, the Section will determine if I have stated sufficient factual allegations to proceed with the actual filing of a complaint of public accommodations discrimination.

B. I understand that to be timely filed, a complaint of public accommodations discrimination must be signed and received by the Section within 365 days of the date of the most recent act of alleged discrimination.

Under penalty of perjury, I declare that I have read the entire contents of this questionnaire and that my answers and statements contained herein are true and correct.

Signed: _____

Printed Name: _____

Date Signed: _____

Transportation Department
TRANSIT DIVISION / Administration
1 N. University Drive, Suite 3100A • Plantation, Florida 33324 • 954-357-8300 • FAX 954-357-8305

LANGUAGE TRANSLATION SERVICE AVAILABLE

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

SERVICO DE TRADUCCIÓN LENGUA DISPONIBLE

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

LANG TRADIKSYON SÈVIS KI DISPONIB

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

Broward County Board of County Commissioners
Transportation Department

COMPLAINT OF ADA and TITLE VI DISCRIMINATION

The Broward County Transit Division, as a recipient of federal financial assistance, is required to ensure that its transit service and related benefits are distributed in a manner consistent with Title VI of the Civil Rights Acts of 1964, as amended.

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

We are asking for the following information to assist us in processing your complaint. If you need help in completing this form, please contact us at **(954) 357-8481 or TTY: (954) 357-8302**.

NOTE: Alternate means of filing complaint, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

---

1. **Complainant Name:** _____
   Street Address: _____
   City, State, Zip Code: _____
   Telephone: _____
   Email Address: _____
2. **Person you believe discriminated against you (if known):**
   Name: _____
3. **Location of incident:** _____
4. **Are you represented by an attorney for this complaint?**
   Yes_____ No_____
   If yes, please complete the following:
   Attorney's Name: _____
   Street Address: _____
   City, State, Zip Code: _____
   Telephone: _____
5. **Which of the following best describes the reason you believe the discrimination took place? Please circle.**

   Race Color National Origin Sex Income Status Age

   Disability Retaliation Sexual Orientation Political Affiliation Marital Status

6. **Date(s) of the alleged discrimination:** _____

7. **In the space below, please describe the alleged discrimination. Explain what happened and who you believe was responsible.** ***(Include bus number, route number, name of transit employee(s) involved in the incident, date, location, and time of the incident, if applicable.)*** **Attach additional sheet if necessary.**

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

8. **Have you filed a complaint of the alleged discrimination with a federal, state, or local agency; 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: _____

_____ _____

Complainant Signature Date of Signature

You may attach any additional information you think is relevant to your complaint.

Submit your signed complaint and any attachments to:

Broward County Transit Division
Attention: Transit Manager – Compliance
1 North University Drive, Suite 3100A, Box 306
Plantation, FL 33324

EXHIBIT 3

Broward County Quick Facts

Languages Spoken (at Home) in 2021

	Broward County, Florida		
Language	Population Est.	Margin of Error	%
Total:	**1,825,455**	**±157**	
Speak only English	1,043,888	±15,940	57.19%
Spanish:	500,409	±10,087	27.41%
Speak English "very well"	305,445	±11,006	16.73%
Speak English less than "very well"	194,964	±9,318	10.68%
French (incl. Cajun):	21,056	±3,872	1.15%
Speak English "very well"	15,459	±3,189	0.85%
Speak English less than "very well"	5,597	±1,683	0.31%
Haitian:	108,889	±11,532	5.97%
Speak English "very well"	62,636	±8,466	3.43%
Speak English less than "very well"	46,253	±7,105	2.53%
Italian:	5,246	±1,650	0.29%
Speak English "very well"	3,956	±1,410	0.22%
Speak English less than "very well"	1,290	±611	0.07%
Portuguese:	33,969	±6,255	1.86%
Speak English "very well"	19,080	±3,351	1.05%
Speak English less than "very well"	14,889	±4,097	0.82%
German:	3,944	±1,368	0.22%
Speak English "very well"	3,638	±1,262	0.20%
Speak English less than "very well"	306	±287	0.02%
Yiddish, Pennsylvania Dutch or other West Germanic languages:	1,671	±1,055	0.09%
Speak English "very well"	1,418	±911	0.08%
Speak English less than "very well"	253	±377	0.01%
Greek:	2,061	±1,055	0.11%
Speak English "very well"	1,482	±1,101	0.08%
Speak English less than "very well"	579	±553	0.03%
Russian:	15,561	±3,533	0.85%
Speak English "very well"	7,785	±2,040	0.43%
Speak English less than "very well"	7,776	±2,803	0.43%
Polish:	2,970	±1,602	0.16%
Speak English "very well"	2,038	±1,205	0.11%
Speak English less than "very well"	932	±574	0.05%
Serbo-Croatian:	755	±742	0.04%
Speak English "very well"	617	±709	0.03%
Speak English less than "very well"	138	±170	0.01%

Languages Spoken (at Home) in 2021

	Broward County, Florida		
Language	Population Est.	Margin of Error	%
Total:	**1,825,455**	**±157**	
Ukrainian or other Slavic languages:	3,295	±1,370	0.18%
Speak English "very well"	2,862	±1,369	0.16%
Speak English less than "very well"	433	±324	0.02%
Armenian:	239	±313	0.01%
Speak English "very well"	174	±296	0.01%
Speak English less than "very well"	65	±108	0.00%
Persian (incl. Farsi, Dari):	887	±602	0.05%
Speak English "very well"	748	±516	0.04%
Speak English less than "very well"	139	±172	0.01%
Gujarati:	2,032	±1,142	0.11%
Speak English "very well"	1,679	±945	0.09%
Speak English less than "very well"	353	±381	0.02%
Hindi:	5,243	±1,971	0.29%
Speak English "very well"	4,869	±1,826	0.27%
Speak English less than "very well"	374	±332	0.02%
Urdu:	2,228	±1,326	0.12%
Speak English "very well"	2,112	±1,285	0.12%
Speak English less than "very well"	116	±154	0.01%
Punjabi:	0	±242	0.00%
Speak English "very well"	0	±242	0.00%
Speak English less than "very well"	0	±242	0.00%
Bengali:	2,253	±1,573	0.12%
Speak English "very well"	992	±580	0.05%
Speak English less than "very well"	1,261	±1,134	0.07%
Nepali, Marathi, or other Indic languages:	329	±375	0.02%
Speak English "very well"	329	±375	0.02%
Speak English less than "very well"	0	±242	0.00%
Other Indo-European languages:	6,019	±2,364	0.33%
Speak English "very well"	4,374	±1,927	0.24%
Speak English less than "very well"	1,645	±1,004	0.09%
Telugu:	2,181	±1,344	0.12%
Speak English "very well"	2,077	±1,330	0.11%
Speak English less than "very well"	104	±123	0.01%
Tamil:	915	±713	0.05%
Speak English "very well"	744	±601	0.04%
Speak English less than "very well"	171	±202	0.01%

Languages Spoken (at Home) in 2021

	Broward County, Florida		
Language	Population Est.	Margin of Error	%
Total:	**1,825,455**	**±157**	
Malayalam, Kannada, or other Dravidian languages:	1,509	±1,099	0.08%
Speak English "very well"	956	±906	0.05%
Speak English less than "very well"	553	±624	0.03%
Chinese (incl. Mandarin, Cantonese):	10,992	±3,655	0.60%
Speak English "very well"	4,867	±2,300	0.27%
Speak English less than "very well"	6,125	±2,151	0.34%
Japanese:	1,680	±1,327	0.09%
Speak English "very well"	1,388	±1,259	0.08%
Speak English less than "very well"	292	±220	0.02%
Korean:	1,920	±840	0.11%
Speak English "very well"	1,336	±619	0.07%
Speak English less than "very well"	584	±464	0.03%
Hmong:	0	±242	0.00%
Speak English "very well"	0	±242	0.00%
Speak English less than "very well"	0	±242	0.00%
Vietnamese:	5,824	±2,197	0.32%
Speak English "very well"	1,586	±1,076	0.09%
Speak English less than "very well"	4,238	±1,914	0.23%
Khmer:	404	±561	0.02%
Speak English "very well"	296	±386	0.02%
Speak English less than "very well"	108	±181	0.01%
Thai, Lao, or other Tai-Kadai languages:	1,281	±678	0.07%
Speak English "very well"	702	±542	0.04%
Speak English less than "very well"	579	±347	0.03%
Other languages of Asia:	1,573	±1,151	0.09%
Speak English "very well"	1,108	±800	0.06%
Speak English less than "very well"	465	±440	0.03%
Tagalog (incl. Filipino):	7,622	±2,163	0.42%
Speak English "very well"	5,849	±2,104	0.32%
Speak English less than "very well"	1,773	±981	0.10%
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	921	±545	0.05%
Speak English "very well"	687	±482	0.04%
Speak English less than "very well"	234	±311	0.01%

Languages Spoken (at Home) in 2021

	Broward County, Florida		
Language	**Population Est.**	**Margin of Error**	**%**
Total:	**1,825,455**	**±157**	
Arabic:	6,264	±2,165	0.34%
Speak English "very well"	4,277	±1,487	0.23%
Speak English less than "very well"	1,987	±1,133	0.11%
Hebrew:	5,932	±2,172	0.32%
Speak English "very well"	4,370	±1,833	0.24%
Speak English less than "very well"	1,562	±812	0.09%
Amharic, Somali, or other Afro-Asiatic languages:	45	±75	0.00%
Speak English "very well"	45	±75	0.00%
Speak English less than "very well"	0	±242	0.00%
Yoruba, Twi, Igbo, or other languages of Western Africa:	1,510	±866	0.08%
Speak English "very well"	1,313	±824	0.07%
Speak English less than "very well"	197	±233	0.01%
Swahili or other languages of Central, Eastern, and Southern Africa:	400	±465	0.02%
Speak English "very well"	333	±390	0.02%
Speak English less than "very well"	67	±112	0.00%
Navajo:	0	±242	0.00%
Speak English "very well"	0	±242	0.00%
Speak English less than "very well"	0	±242	0.00%
Other Native languages of North America:	430	±285	0.02%
Speak English "very well"	377	±275	0.02%
Speak English less than "very well"	53	±69	0.00%
Other and unspecified languages:	11,108	±3,858	0.61%
Speak English "very well"	9,333	±3,507	0.51%
Speak English less than "very well"	1,775	±1,260	0.10%

* Population age 5 and over.

Source: U.S. Census Bureau, American Community Survey 1-Year Estimates, Year 2021; Table B16001

Find data for this place

Search by table or column name..

Hover for margins of error and contextual data.

Demographics

Age

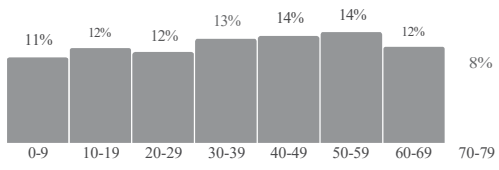
41.3

Median age

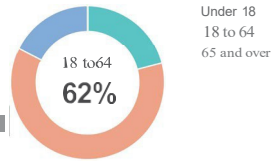
a little less than the figure in Florida: 42.8

a little higher than the figure in United States: 38.8

Population by age range



Population by age category



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Population by age category (Table B01001) View table

Column	Broward County				Florida				United States			
Under 18	21%	±0.4%	404,711	±7,485.8	19.7%	±0.1%	4,287,823	±25,482	22.1%	±0%	73,475,278	±105,977
18to64	61.5%	±0.6%	1,187,981	±12,371.4	59.2%	±0.2%	12,894,309	±46,841.1	61%	±0.1%	202,526,453	±167,321.2
65 and over	17.5%	±0.5%	338,291	±9,179.3	21.1%	±0.2%	4,598,996	±32,263.2	16.8%	±0%	55,892,014	±94,455.1

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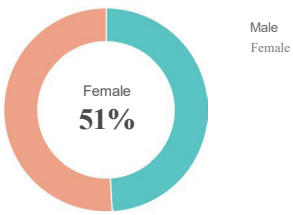
t Margin of error is at least 10 percent of the total value. Take care with this statistic.

Sex



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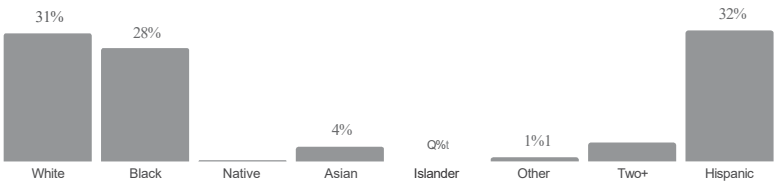
Race & Ethnicity



* Hispanic includes respondents of any race. Other categories are non-Hispanic.

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Table B03002 View table

Column	Broward County				Florida				United States			
White	31.4%	±0.4%	606,540	±7,458	51.1%	±0.1%	11,139,831	±18,949	58.1%	±0%	192,753,890	±51,353
Black	27.6%	±0.3%	533,161	±6,112	14.6%	±0.1%	3,186,335	±24,331	11.8%	±0%	39,269,296	±75,127
Native	o.1%t	±0%	2,077	±696	0.1%1	±0%	20,354	±2,313	0.5%	±0%	1,749,871	±19,372
Asian	3.5%	±0.1%	67,822	±2,305	2.8%	±0%	605,613	±7,959	5.7%	±0%	18,889,050	±44,721
Islander	o.1%t	±0%	965	±512	o.1%t	±0%	10,500	±3,334	0.2%	±0%	558,717	±13,214

Column	Broward County				Florida				United States			
Other	0.7%[t]	±0.2%	14,220	±3,133	0.7%	±0.1%	148,780	±13,280	0.6%	±0%	1,845,426	±41,715
Two+	4.5%[t]	±0.5%	87,755	±9,492	3.9%	±0.1%	838,800	±28,333	4.3%	±0%	14,298,433	±87,621
Hispanic	32%	±0%	618,443	±0	26.8%	±0%	5,830,915	±0	18.8%	±0%	62,529,064	±8,134

Hide data

Economics

Income

$36,754
Per capita income

about the same as the amount in Florida: $36,196

a little less than the amount in United States: $38,332

$65,747
Median household income

a little higher than the amount in Florida: $63,062

a little less than the amount in United States: $69,717

Household income

Hide data / Embed

Household income (Table 819001) View table

Column	Broward County				Florida				United States			
Under$50K	39.2%	±1.5%	292,855	±11,182.2	39.8%	±0.4%	3,408,230	±35,614.2	36.5%	±0.1%	46,510,495	±128,378.1
$SOK-$100K	29%	±1.2%	217,117	±8,820.1	31%	±0.3%	2,657,370	±30.016.9	29.6%	±0.1%	37,720,152	±107,083.7
$100K-$200K	22.7%	±1%	170,031	±7,345.1	21.4%	±0.3%	1,835,732	±26,559.3	24.2%	±0.1%	30,837,651	±97,102.1
Over$200K	9.1%	±0.6%	67,712	±4,474	7.8%	±0.2%	663,997	±17,588	9.8%	±0.1%	12,476,432	±60,207

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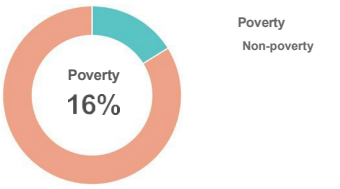
Poverty

12.6%
Persons below poverty line

a little less than the rate in Florida: 13.1%

about the same as the rate in United States: 12.8%

Children (Under 18)



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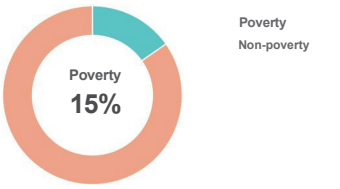
Seniors (65 and over)



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Seniors (65 and over) (Table 817001) View table

Column	Broward County				Florida				United States			
Poverty	15.3%	±1.3%	51,223	±4,408.5	11%	±0.3%	498,861	±12,042.5	10.3%	±0.1%	5,623,616	±38,389.1
Non-poverty	84.7%	±2.1%	283,692	±4,447.6	89%	±0.5%	4,037,941	±13,330.9	89.7%	±0.1%	49,118,178	±44,581.4

Hide data

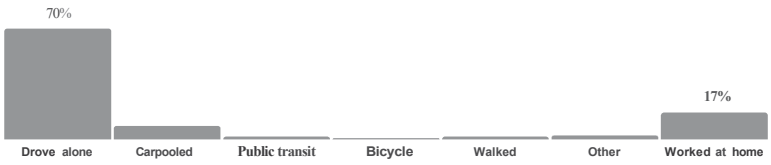
Transportation to work

28 minutes
Mean travel time to work

a little higher than the figure in Florida: 27.1

about 10 percent higher than the figure in United States: 25.6

Means of transportation to work



- Universe: Workers 16 years and over

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Means of transportation to work (Table 808006) View table

Column	Broward County				Florida				United States			
Drove alone	69.5%	±1.1%	663,995	±12,738	70.5%	±0.3%	6,949,890	±44,455	67.8%	±0.1%	104,650,120	±137,202
Carpooled	8.4%t	±0.9%	80,436	±8,873	8.5%	±0.2%	835,194	±21,944	7.8%	±0.1%	12,018,354	±70,749
Public transit	1.7%1	±0.3%	16,329	±2,666	1%	±0.1%	96,122	±6,180	2.5%	±0%	3,793,329	±36,923
Bicycle	0.3%t	±0.1%	3,031	±1,190	0.4%1	±0.1%	43,306	±4,498	0.4%	±0%	616,153	±16,425
Walked	1%1	±0.3%	9,751	±2,402	1.3%	±0.1%	127,926	±7,587	2.2%	±0%	3,399,405	±37,071
Other	2.1%[1]	±0.3%	20,050	±3,225	1.7%	±0.1%	166,971	±9,065	1.5%	±0%	2,268,719	±30,628

t Margin of error is at least 10 percent of the total value. Take care with this statistic.

Column	Broward County				Florida				United States			
Worked at home	16.9%	±0.8%	161,208	±8,044	16.6%	±0.3%	1,640,295	±26,595	17.9%	±0.1%	27,568,098	±105,493

Hide data

Families

Households

747,715

Number of households

Florida: 8,565,329

United States: 127,544,730

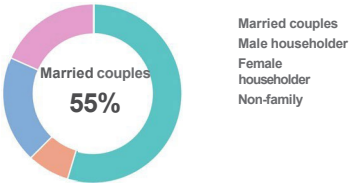
2.6

Persons per household

a little higher than the figure in Florida: 2.5

about the same as the figure in United States: 2.5

Population by household type



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Population by household type (Table 811002) View table

Column	Broward County				Florida				United States			
Married couples	54.7%	±1.4%	1,047,490	±26,994	57.6%	±0.4%	12,312,912	±90,752	59.9%	±0.1%	194,254,000	±329,890
Male householder	7.6%	±0.7%	145,676	±13,427	6.7%	±0.2%	1,424,568	±49,959	6.4%	±0.1%	20,792,710	±178,517
Female householder	19.4%	±1.2%	371,371	±22,747	17.5%	±0.3%	3,746,674	±70,402	16.1%	±0.1%	52,269,764	±253,899
Non-family	18.4%	±0.7%	352,000	±12,924	18.2%	±0.2%	3,884,515	±43,864	17.5%	±0%	56,816,420	±135,260

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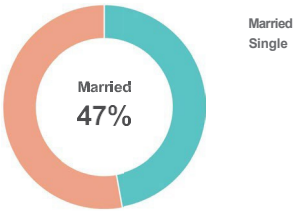
Marital status

t Margin of error is at least 10 percent of the total value. Take care with this statistic.



• Universe: Population 15 years and over

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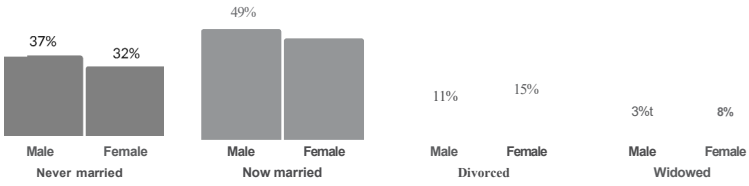
Marital status, by sex



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Marital status, by sex (Table 812001) View table

Column	Broward County				Florida				United States			
Never married: Male	36.8%	±1.1%	286,263	±8,302	34.8%	±0.3%	3,103,657	±22,410	37.1%	±0.1%	49,530,132	±84,172
Never married: Female	31.7%	±0.8%	260,162	±6,577	28.6%	±0.3%	2,674,389	±23,066	31.3%	±0.1%	43,214,904	±85,060
Now married: Male	49.1%	±1.2%	382,153	±9,523	51.4%	±0.3%	4,577,783	±30,035	51.1%	±0.1%	68,196,910	±107,464
Now married: Female	45.2%	±1.1%	370,912	±9,224	47.4%	±0.4%	4,429,133	±33,858	48.4%	±0.1%	66,811,044	±120,362
Divorced: Male	11.3%	±0.7%	87,745	±5,666	10.8%	±0.2%	957,271	±17,596	9.2%	±0%	12,219,281	±59,911
Divorced: Female	14.6%	±0.7%	119,349	±6,053	14.3%	±0.2%	1,332,904	±22,137	12%	±0.1%	16,599,616	±63,024
Widowed: Male	2.8%1	±0.4%	21,525	±2,837	3%	±0.1%	268,990	±10,049	2.6%	±0%	3,411,896	±30,302
Widowed: Female	8.5%	±0.5%	69,393	±4,383	9.7%	±0.2%	907,444	±14,632	8.3%	±0%	11,416,414	±49,904

Hide data

Fertility

t Margin of error is at least 10 percent of the total value. Take care with this statistic.

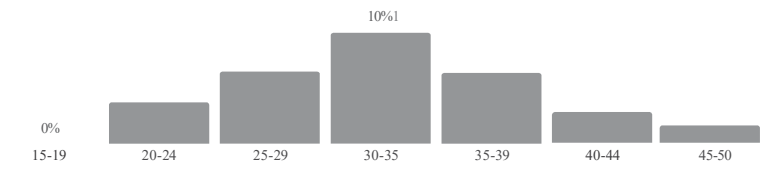
4.3%

Women 15-50 who gave birth during past year

a little less than the rate in Florida: 4.5%

about 80 percent of the rate in United States: 5.1%

Women who gave birth during past year, by age group



Universe: Women 15 to 50 years

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Women who gave birth during past year, by age group (Table 813016) View table

Column	Broward County				Florida				United States			
15-19	0%	±0%	0	±242	0.4%t	±0.1%	2,118	±814	0.8%	±0.1%	87,906	±5,646

Column	Broward County				Florida				United States			
20-24	[illegible]	[illegible]	1,912	±1,017	[illegible]	±0.7%	28,137	±3,998	[illegible]	±0.2%	559,508	±17,146
25-29	6.2%†	±2.1%	3,700	±1,278	8.4%	±0.7%	54,341	±4,737	9.2%	±0.2%	999,461	±21,565
30-35	9.6%†	±2.4%	6,340	±1,564	9%	±0.7%	63,276	±5,216	10.4%	±0.2%	1,180,988	±17,372
35-39	6.2%†	±1.9%	3,975	±1,216	6.1%†	±0.6%	40,748	±4,224	6.7%	±0.2%	736,681	±17,167
40-44	2.7%†	±1.1%	1,861	±796	1.9%†	±0.4%	13,108	±2,516	2.3%	±0.1%	239,334	±10,517
45-50	1.5%†	±0.6%	1,214	±505	1.2%†	±0.2%	9,387	±1,677	1%	±0.1%	118,310	±6,877

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Housing

Units & Occupancy

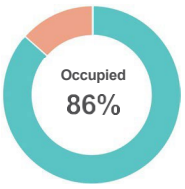
864,468

Number of housing units

Florida: 10,054,509

United States: 142,148,050

Occupied vs. Vacant



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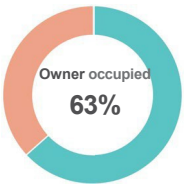
Ownership of occupied units



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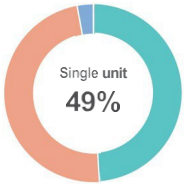
Types of structure



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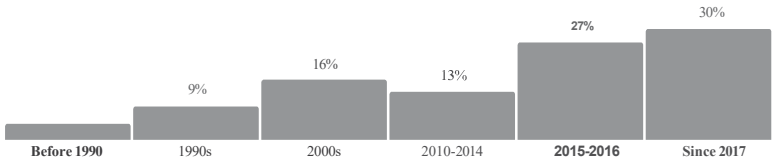
Year moved in, by percentage of population



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Year moved in, by percentage of population (Table B25026) View table

Column	Broward County				Florida				United States			
Before 1990	4.4%t	±0.5%	83.801	±9.812.7	5.1%	±0.2%	1,086,792	±31,246.1	8.1%	±0%	26,159.552	±138,745
1990s	9.2%	±0.7%	175,836	±13.338.3	8%	±0.2%	1,714.986	±37.398.4	9.4%	±0.1%	30,499.471	±168,915.2
2000s	16.2%	±1.1%	310.581	±21,539.6	16.7%	±0.3%	3,561.355	±54,937.1	18.2%	±0.1%	59.083.969	±255,610.8
2010-2014	13.1%	±1%	251,612	±18,743.4	13.6%	±0.3%	2,904,308	±60.756.1	14.2%	±0.1%	45,980,055	±242,493.8
2015-2016	26.8%	±1.4%	513,245	±26,108.4	26.3%	±0.4%	5,614,678	±81,087.8	23.9%	±0.1%	77,431.834	±303,854
Since2017	30.3%	±1.5%	581,462	±27.837.8	30.4%	±0.4%	6,486,550	±88,695.6	26.2%	±0.1%	84,978.004	±374,016.5

Hide data

Value

$346,100

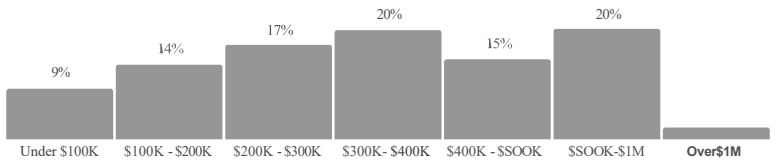
Median value of owner-occupied housing units

about 20 percent higher than the amount in Florida: $290,700

about 25 percent higher than the amount in United States: $281,400

t Margin of error is at least 10 percent of the total value. Take care with this statistic.

Value of owner-occupied housing units



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Value of owner-occupied housing units (Table B25075) View table

Column	Broward County				Florida				United States			
Under$100K	9.4%	±0.9%	44,328	±4,149	11.5%	±0.3%	662,734	±15,528.8	13.9%	±0.1%	11,604,129	±59,366
$100K-$200K	13.9%	±1%	65,757	±4,897.2	16.9%	±0.3%	973.069	±17,516.7	20%	±0.1%	16,705.771	±68,694.1
$200K-$300K	17.4%	±1.2%	82,340	±5,648	23.9%	±0.3%	1,380.942	±19,687.6	19.5%	±0.1%	16,283.130	±73,915
$300K - $400K	20.3%	±1.3%	95.795	±6.422	19.4%	±0.3%	1.119.446	±19,733	14.9%	±0.1%	12.419.326	±58,191
$400K - $SOOK	14.7%	±0.9%	69.745	±4,267	10.9%	±0.3%	627.000	±15,148	9.6%	±0.1%	8.036.844	±48,498
$500K-$1M	20.3%	±1.1%	96,152	±5,617.2	14%	±0.2%	805,046	±14,145.7	17%	±0.1%	14,149,578	±60,705.5
Over$1M	2.2%t	±0.4%	10,509	±1,733	1.8%	±0.1%	102.006	±5,369	2.7%	±0%	2,272.758	±25,636

Hide data

t Margin of error is at least 10 percent of the total value. Take care with this statistic.

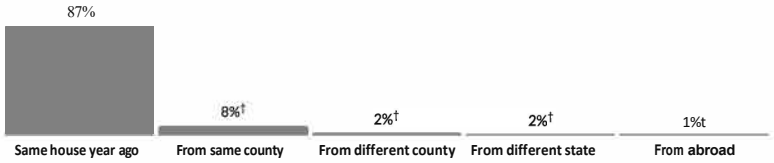
Geographical mobility

12.8%
Moved since previous year

about 90 percent of the rate in Florida: 14%

about the same as the rate in United States: 12.8%

Population migration since previous year



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Population migration since previous year (Table B07003) View table

Column	Broward County				Florida				United States			
Same house year ago	87.2%	±1%	1,670,726	±18.421	86%	±0.2%	18,571,568	±47,265	87.2%	±0.1%	286,552,930	±190,336
From same county	7.9%t	±0.8%	150.425	±15,283	7.1%	±0.2%	1,530,583	±36,247	6.7%	±0%	21,878,668	±132,624
From different county	2.4%t	±0.3%	45,311	±6,308	3.1%	±0.1%	675,983	±22,636	3.3%	±0%	10,698,453	±92,346
From different state	1.7%t	±0.3%	33,385	±5,695	3.1%	±0.1%	674,740	±25,002	2.4%	±0%	7,859,837	±75,123
From abroad	0.9%t	**±0.2%**	17,044	**±3,970**	0.6%	**±0.1%**	137,811	±11.410	0.5%	±0%	1.474,657	**±34,636**

Hide data

Social

Educational attainment

90.4%
High school grad or higher

about the same as the rate in Florida: 89.8%

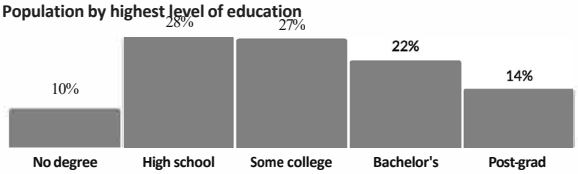
about the same as the rate in United States: 89.4%

35.9%
Bachelor's degree or higher

about 10 percent higher than the rate in Florida: 33.2%

a little higher than the rate in United States: 35%

Population by highest level of education



• Universe: Population 25 years and over

Hide data / Embed

Population by highest level of education (Table B15002) View table

Column	Broward County				Florida				United States			
No degree	9.6%	±0.6%	132,847	±7,572.4	10.2%	±0.2%	1,608,543	±26,905.7	10.6%	±0%	24,272,481	±96,015.4
High school	27.5%	±0.8%	380.496	±11,061.3	27.7%	±0.3%	4,363,466	±39,277.5	26.3%	±0.1%	59,996,344	±138,160.2
Some college	27%	±0.9%	372,463	±11,782.9	**29%**	±0.3%	4,563,267	±43,186.4	28.1%	±0.1%	64,021,176	±151,882.1
Bachelor's	21.5%	±0.7%	297,575	±9,276.4	20.6%	±0.2%	3,248,221	±31,680	21.3%	**±0.1%**	48,482,060	±131,798.1
Post-grad	14.4%	±0.6%	198,827	±8,173.7	12.6%	±0.2%	1,978,625	±26,023	13.8%	±0%	31.421,403	±102.466.5

Hide data

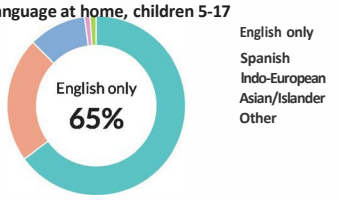
Language

42.8%
Persons with language other than English spoken at home

about 1.4 times the rate in Florida: 30%

about double the rate in United States: 21.6%

language at home, children 5-17



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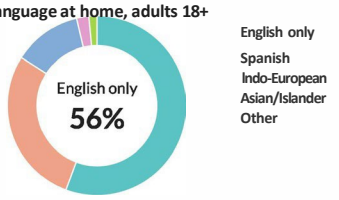
language at home, adults 18+



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Language at home, adults 18+ (Table B16007) Viewtable

Column	Broward County				Florida				United States			
English only	55.7%	±0.8%	849,652	±11,940.6	69.8%	±0.2%	12,209,515	±34,200.1	78.3%	±0.1%	202,355,308	±144,991.6
Spanish	28.4%	±0.4%	433,069	±6,698.2	22.1%	±0.1%	3,873,602	±21,304.9	**12.8%**	±0%	33,136,131	±91,241.9
Inda-European	12.3%	±0.7%	187,310	±11,095.2	5.5%	±0.1%	962,453	±25,036.8	3.9%	±0%	10,140,516	±74,685.4
Asian/Islander	2.2%t	±0.3%	33,808	±3,823.8	1.8%	±0.1%	311,006	±10,720.6	3.7%	±0%	9,671,724	±54,463.1
Other	1.5%t	±0.2%	22.433	±3,655.5	0.8%	±0.1%	136,729	±10,741.9	1.2%	±0%	3,114,788	±48,256.8

Hide data

Place of birth

t Margin of error is at least 10 percent of the total value. Take care with this statistic.

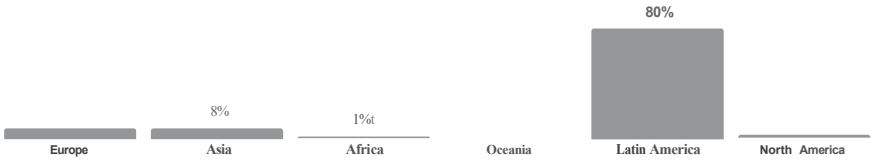
35.6%

Foreign-born population

more than 1.5 times the rate in Florida: 21.2%

more than double the rate in United States: 13.6%

Place of birth for foreign-born population



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Place of birth for foreign-born population (Table B05006) View table

Column	Broward County				Florida				United States			
Europe	s.1%t	±0.9%	55,392	±6,076	9.9%	±0.4%	453,894	±17,534	10.8%	±0.1%	4,865,317	±52,731
Asia	8.2%	±0.5%	56,540	±3,700	10.8%	±0.2%	495,908	±11,103	31%	±0.1%	14,034,338	±58,540
Africa	1%t	±0.3%	6,802	±2,005	1.6%	±0.2%	71,787	±6,878	5.7%	±0.1%	2,597,894	±48,512
Oceania	o.1%t	±0.1%	851	±357	o.2%t	±0.1%	8,962	±3,360	0.7%	±0%	292,766	±12,639
Latin America	80.3%	±1%	552,489	±14,347	75.6%	±0.6%	3,481,881	±42,118	50.1%	±0.2%	22,691,728	±109,962
North America	2.3%t	±0.4%	15,772	±2,610	2.1%	±0.2%	96,169	±7,850	1.7%	±0%	787,602	±15,496

Hide data

Veteran status

t Margin of error is at least 10 percent of the total value. Take care with this statistic.

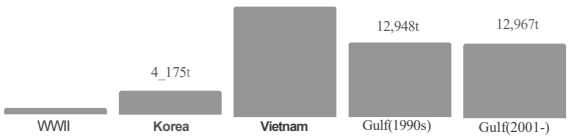
3.8%

Population with veteran status

about half the rate in Florida: 7.8%

about three-fifths of the rate in United States: 6.4%

Veterans by wartime service



58,026 Total veterans
51,418 Male
6,608 Female

* Civilian veterans who served during wartime only

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Veterans by wartime service (Table B21002) View table

Column	Broward County		Florida		United States	
WWII	1,024t	±566.4	19,89st	±2,332.3	182,603	±6,365.8
Korea	4,175t	±1,000.3	76,911	±4,432	804,919	±12,072.7
Vietnam	19,357t	±2,303.3	470,832	±9,573.5	5,647,920	±30,928.3
Gulf (1990s)	12,948t	±2,235.8	335,102	±10,809.8	3,922,778	±38,036.2
Gulf (2001-)	12,96?t	±2,419	302,120	±11,187.7	4,062,031	±42,779.8

Hide data

Hover for margins of error and contextual data.

Citation: U.S. Census Bureau (2021). *American Community Survey 1-year estimates.* Retrieved from *Census Reporter Profile page for Broward County, FL* <http://censusreporter.org/profiles/05000US12011- broward -county-fl/>

EXHIBIT 4

Non-Discrimination Assurance

TITLE VI/ NONDISCRIMINATION ASSURANCE

Pursuant to Section 9 of US DOT Order 1050.2A, the Broward County "Subrecipient" assures the Florida Department of Transportation (FOOT) that no person shall on the basis of race, color, national origin, sex, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Florida Civil Rights Act of 1992 and other nondiscrimination authorities be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

The Subrecipient further assures FOOT that it will undertake the following with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the Subrecipient's Chief Executive Officer.
2. Issue a policy statement signed by the Chief Executive Officer, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Subrecipient's organization and to the general public. Such information shall be published where appropriate in languages other than English.
3. Insert the clauses of *Appendices A and E* of this assurance in every contract subject to the Acts and the Regulations
4. Develop a complaint process and attempt to resolve complaints of discrimination against sub-recipients. Complaints against the Subrecipient shall immediately be forwarded to the FOOT District Title VI Coordinator.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by FOOT or USDOT, take affirmative action to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) calendar days.
7. Have a process to collect racial and ethnic data on persons impacted by your agency's programs.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the Subrecipient.

Dated 7-12-2022

by _____, Chief Executive Officer

APPENDICES A and E

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") agrees as follows:

(1.) **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.

(2.) **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

(3.) **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.

(4.) **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Florida Department of Transportation,* the *Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the *Florida Department of Transportation,* the *Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* as appropriate, and shall set forth what efforts it has made to obtain the information.

(5.) **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, the *Florida Department of Transportation* shall impose such contract sanctions as it or the *Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* may determine to be appropriate, including, but not limited to:

a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
b. cancellation, termination or suspension of the contract, in whole or in part.

(6.) **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the