

**Collier County Board of County Commissioners  
Collier Area Transit (CAT)**

**Title VI Program  
2017 - 2020**

## Table of Contents

Introduction	3
Background	4
Title VI Program Policy Statement	6
Major Accomplishments Since 2014 Submittal	8
General Reporting Requirements	8
Pending Applications for Financial Assistance to FTA and Agencies Other than the FTA	9
FTA Civil Rights Assurance, DOT Title VI Assurance	9
Program Specific Requirements	10
Title VI Notice to the Public	10
Title VI Complaint Procedures	11
List of Transit-Related Title VI Investigations, Complaints or Lawsuits	12
Public Participation Plan	13
Limited English Proficiency	14
Membership Non-Elected Committees	28
Title VI Equity Analysis for New Facility Construction	30
Title VI Plan Approval	32
Requirements of Transit Providers	32
System Wide Service Standards and Policies	32
Other Areas of Title VI Considerations	39
Assessment of Compliance	39

## List of Tables

Table 1: CAT Budget Fiscal Years 2013-2017	4
Table 2: CAT Active Federal Grant Assistance	9
Table 3: Percent of Limited English Proficiency Persons by Census Tract	17
Table 4: Summary of Limited English Proficiency Persons within the CAT Service Area	19
Table 5: Percentage of Limited English Proficiency Students within Collier County Public Schools	20
Table 6: Service Changes Since the Last Title VI Update through June 2017	27
Table 7: Racial Composition of Bodies that Provide Input to Decision-Making Bodies	28
Table 8: Vehicle Load Standards	33
Table 9: CAT Service Levels by Routes	34
Table 10: On Time Performance	35
Table 11: CAT Minority Routes	36

## List of Maps

Map 1: Limited English Proficiency	16
Map 2: Bus Stop Amenity Locations for Low Income & Minority Populations Areas	38

Map 3: Minority Census Tracts and CAT Fixed Route & ADA Service Areas	41
Map 4: Low-Income Census Tracts and CAT Fixed Route & ADA Service Areas	42

### **List of Figures**

Figure 1: Distribution of Limited English Proficiency Persons within the CAT Service Area	20
Figure 2: Recent Improvements to the CAT Operations Facility	30

### **Appendix**

A: Title VI Complaint Form	43
B: Certifications and Assurances	45
C: Sub-Recipient Monitoring Form	46
D: CAT Route Fare or Service Change Policy	48
E: Transit Development Plan Capacity Analysis	52
F: Transit Development Plan Peer Review	54
G: Community Agencies	66
H: Transit Manager Resolution	68

## Introduction

Collier Area Transit, (d.b.a. "CAT") began its fixed route service in February 2001, offering service in Collier County, to include the cities of Naples, Marco Island and the Immokalee area. Collier Area Transit (CAT) operates under the supervision of the Collier County Department of Alternative Transportation Modes (ATM) for the Collier County Public Services Division. CAT provides public transit service including fixed-route bus, express bus, Americans with Disabilities (ADA) and Transportation Disadvantaged (TD) paratransit service. CAT coordinates through the State of Florida Commission for the Transportation Disadvantage with the transportation vendor providing public transportation services to Medicaid individuals.

CAT is submitting this report to the Federal Transit Administration, (FTA), providing a program to ensure that transit services made available is equitably distributed, and provides equal access and mobility to any person, without regard to race, color, or national origin. This program is updated every three (3) years and received approval by FTA through April 4, 2014.

This program update for 2017-2020 has been prepared pursuant to Title VI of the *Civil Rights Act of 1964*; Title 49, Chapter 53, Section 5332 of the United States Code; and the FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," (October 1, 2012). Additionally, this update summarizes the CAT transit service provisions since the last program was approved. This update will provide compliance with all parameters of the FTA Title VI Program Checklist for all applicable requirements of Transit Providers.

The objectives of this Title VI Program include the following:

1. Ensure that federally-assisted benefits and related services are made available and are equitably distributed.
2. Ensure that the level and quality of federally-assisted services are sufficient to provide equal access and mobility to all persons.
3. Ensure adequate opportunities for all to participate in the planning and decision-making processes.
4. Ensure that placement of transit services and facilities are equitable.
5. Ensure that corrective and remedial actions are taken for all applications and receipts of federal assistance to prevent discriminatory treatment of any beneficiary.
6. Provide procedures for investigating Title VI complaints.
7. Take responsible steps for ensuring that meaningful access to programs and activities is provided for persons with Limited English Proficiency.
8. Inform the public of their rights under Title VI.

## Background

Collier County, like most jurisdictions, has been drastically impacted by the downward housing market and the economy over the past several years. It has been a challenge to continue to provide public transportation services in an area that due to the economic downturn, the budget for CAT has decreased or remained stagnant over the recent years. The challenge is that with a reduction in disposable income the public is looking for more affordable options like public transportation. Consequently, after an initial reduction in ridership with the initial reduction in jobs, ridership on the CAT system has increased to record levels over the last 2 years.

The demand for service coupled with budget constraints has prompted service restructuring and adjustments for efficiency purposes. The greater number of service adjustments occurred in January 2011, and are described in more detail later in this document. Table 1 presents the CAT budget over the past five years. Despite these budgetary changes, CAT continues to provide public transit service aimed at serving the maximum number of persons in the most efficient and equitable manner.

**Table 1: CAT Budget  
Fiscal Years 2013 - 2017**

Fiscal Year	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
Fixed Route Budget	\$5,865,900	\$5,734,300	\$6,181,900	\$6,642,500	\$5,727,700
Paratransit Budget	\$3,491,800	\$3,542,300	\$3,451,700	\$3,916,200	\$4,222,800
Total	\$9,357,700	\$9,276,600	\$9,633,600	\$10,558,700	\$9,950,500
Percent Change	4%	-1%	4%	9%	-6%

Over the past three years, CAT has participated in a number of compliance reviews with the Collier Metropolitan Planning Organization (MPO), FDOT, and the FTA with regard to ensuring federal and state guidelines are adhered to in transportation planning and service delivery.

Over the past three years, CAT completed one Major and two (2) Minor Transit Development Plan (TDP) Updates, which have allowed ample opportunity for public input into the planning, service delivery, and capital investment program process. These planning resources have also provided CAT with significant data on its customers and the surrounding area that can be used for identification of service area populations and any necessary equity analysis prior to proceeding with decision-making activities. From the TDP on-board survey, CAT was able to identify its typical rider and determine its customers' qualitative and quantitative opinions of the service provided and focus areas for future service and capital purchases. The TDP also provides an in-depth analysis of how CAT performs in comparison with peer agencies. Many aspects of the TDP will be utilized to support compliance with Title VI guidelines and the full documents can be found on the CAT website at <http://www.goCATbus.com>.

The public transit services in Collier County, provided by CAT, are governed by the Collier County Board of County Commissioners. The commissioners are elected in accordance with the State of Florida District Designations as follows:

- District 1 – Donna Fiala
- District 2 – Andy Solis
- District 3 – Burt Saunders
- District 4 – Penny Taylor
- District 5 – William L. McDaniel Jr.

The Collier County Board of County Commissioners is the official decision-making body for Collier County and, because they are elected by the general public, CAT has no ability to ensure that there is adequate representation of minorities on this body.

## **Title VI Program Policy Statement**

CAT operates under the Public Transit & Neighborhood Enhancement (PTNE) Division which is one of eight (8) Divisions within the Public Services Department of Collier County Government. CAT is the provider of public transportation; whose purpose is to deliver quality public transportation services to the general public. CAT's employees who have extensive daily contact with the public, recognize its responsibility to the community it serves and is committed to a policy of non-discrimination. Governed by the Collier County Board of County Commissioners and serving the cities of Naples, Marco Island, Everglades City, the Immokalee community, and other areas of unincorporated Collier County, CAT complies with Title VI of the Civil Rights Act. It is CAT's policy to ensure non-discriminatory transportation practices throughout Collier County.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States 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.

The Environmental Justice (EJ) component of the Title VI requirements guarantees fair treatment for all people regardless of race and income. The requirements under EJ include CAT identifying and addressing, as appropriate, any potential disproportionate and/or adverse impact of its programs, policies, and activities on minority and low-income populations. In addition to EJ considerations in the administration of public transit, CAT will undertake reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to programs, services, and information.

The three fundamental Environmental Justice concepts are to:

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

The Public Transit Manager has been designated as the CAT Civil Rights Officer responsible for civil rights compliance and monitoring to ensure the nondiscriminatory provision of transit services and programs. In addition to the Transit Manager, the PTNE Director and all Transit agency staff share in the responsibility of making CAT's Title VI program a success. Title VI compliance is given the utmost importance by CAT and its governing board.

To request a copy of the agency's Title VI Program, contact the Public Transit & Neighborhood Enhancement (PTNE) Division at the phone number, e-mail, or physical address provided below or access it on the CAT website at <http://www.goCATbus.com>. Any person who believes that they have been denied a benefit, excluded from participation in, or discriminated against under Title VI has the right to file a

formal complaint in writing to the Public Transit Manager, responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs. File your formal complaint in writing, via e-mail, or by phone using the following contacts:

**By Mail:** Public Transit & Neighborhood Enhancement Division  
3299 East Tamiami Trail, Suite 103  
Naples, FL 34112

**By Phone:** CAT - (239) 252-5832

**Online:** <http://www.colliergov.net/index.aspx?recordid=70&page=3178>

Please be sure to include your name, address, and how to contact you (physical address, phone number, and/or e-mail address, etc.). Complaints are documented in the County's database, logged and tracked for investigation. Once the investigation is completed, the customer is notified of the outcome of the investigation.

The Title VI Policy statement is disseminated to all staff and is available on CAT's website. The Title VI Notice can be found in this Plan; posted at each transfer Station and on each bus. Implementation of the Title VI Program is considered a legal obligation accepted as part of the financial assistance agreement entered into with the U.S. Department of Transportation's Federal Transit Administration.

Individuals and organizations also have the right to file a complaint with the Federal Transit Administration's Office of Civil Rights by obtaining the complaint form from: [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html)

  
\_\_\_\_\_  
Matthew Liveringhouse  
Transit Manager

9/26/17  
\_\_\_\_\_  
Date



## Major Accomplishments since the 2014 Title VI Submittal

Collier Area Transit has made the following improvements to the system to better the operations and services provided to its passengers in accordance with FTA regulations since the last Title VI submittal:

- The **Passenger Transfer Station** located at 8300 Radio Road has been enhanced with the construction of ADA accessible passenger restrooms and an elevator to the administration building.
- The **Radio Road Transfer Station** has also been upgraded with the installation of sawtooth bus bays and overhead canopy for the passengers' protection. The operations facility was improved with the construction of a fuel island and bus wash building as well as modifications to an existing maintenance building to better accommodate buses.
- **Bus Shelter Construction** - Five Courthouse Style bus shelters and 1 of the newly designed bus shelter were installed within Collier County. CAT hired an engineering company to design 12 additional shelters throughout Collier County. The shelter infrastructure was purchased and construction is scheduled to commence in August 2017.
- **ADA Bus Stop Improvements** - CAT obtained grant funding for the design and construction of bus stop improvements to meet ADA accessibility standards. 50 stops were designed using the grant and 35 stops are currently under construction.
- **Bus Pull outs** - 4 Bus Pull out were constructed as part of a Florida Department of Transportation project along US 41 and Collier Boulevard.
- **New Shelter Design** - an engineer was hired to assist in the redesign of the existing bus shelter to provide more protection for our passengers from the elements. The goal was to develop a final design that is cost effective, low maintenance, addresses the needs of the riders and fits within the character of the community.
- **Later Service** - In January 2015 Service Extension in the evening with an additional trip added to each route. Service hours were added to Routes 11, 13 and 15.
- **New transit route** - A new Route 27 was implemented extending our service area on Collier Boulevard from Golden Gate Boulevard to Immokalee Road, and west of Immokalee Rd from Collier Boulevard to Airport Pulling Road. Route 28 was implemented to travel along Oilwell Rd and Everglades Blvd to better serve the Golden Gate Estates Area. The request was made through a petition from residents in the area. As a result of this new service, ADA complementary paratransit service was expanded within 3/4 mile of the new route.

## General Reporting Requirements

### Pending Applications for Financial Assistance to FTA and Agencies Other than the FTA

As of May 31, 2017, CAT had the following pending grant applications:

#### FTA

- 1032-2017-1 2017-18 5307 Flex Funds Bus Shelters

- 1032-2017-2 FTA 5307 Formula Funds FY17
- 1032-2017-3 FY 17 Section 5339 Urban Funds

**Agencies Other than FTA**

- FDOT – USC 5311 Non-urbanized Area Formula Grant
- FDOT – Passenger Amenities Grant (Service Development Grant)
- FDOT – USC 5310 Transportation for Elderly Persons and Persons

CAT utilizes the active grants listed in Table 2 to support public transit services in Collier County. Some of these grants cover multiple fiscal years.

**Table 2: CAT Active Federal Grant Assistance**

Grant Number	Available Funding	Program
FL-03-0264-01	\$ 2,179	FTA Section 5309 FY 03
FL-90-X766-00	\$ 2,982,115	FTA Section 5307 FY 11
FL-95-X062-00	\$ 336,872	FTA XU Funding FY 12 – FHWA
AQR01	\$ 272,797	FTA Section 5311 FY 13
AQQ16	\$ 888,278	FDOT State Block Grant FY 13
FL-95-X076-00	\$1,186,348	FHWA XU Funding FY 13
FL-90-X816-00	\$2,857,524	FTA Section 5307 FY 13
FL-34-0019-00	\$365,428	FTA Section 5339 FY 14
FL-95-X086-00	\$287,124	CMS Flex Funds FY 14
FL-95-X085-00	\$294,000	CMS Flex Funds FY 15
FL-90-X853-00	\$2,888,127	FTA Section 5307 FY 14
FL-34-0036-00	\$347,686	FTA Section 5339 FY 15
FL-2016-056-00	\$2,848,065	FTA Section 5307 FY 15
FL-2017-035-11	\$2,743,559	FTA Section 5307 FY 16
FL-2017-044-00	\$497,000	FHWA ITS XU Flex Funds FY 15
FL-2017-017-00	\$299,327	FTA Section 5339 Urban Funds FY 16
FL-2017-055-00	\$80,000	Flex Funds FY 16

**FTA Civil Rights Assurance, DOT Title VI Assurance**

CAT submitted the Fiscal Year 2017 Certifications and Assurances in FTA’s Transit Award Management System (TrAMS). A copy of the signed Certifications and Assurances is provided in Appendix A, including the 01 Assurance required for each applicant, which incorporates the following sections:

- D. Non-Discrimination Assurance
- E. Assurance of Non-Discrimination on the basis of disability

The Certifications and Assurances were electronically signed and submitted on February 9, 2017. CAT has a process in place that staff follows to prepare for the annual execution of the FTA Annual Certifications and Assurances. Transit staff prepares a request to the County Attorney’s Office for review and approval. Upon review, the Public Service Department Head is notified of the County Attorney’s approval and the

Department Head executes the document. The Collier County Board of County Commissioners has delegated the Public Services Department Head with the obligation to review and execute the Certifications and Assurances. Upon review and acceptance, the County Attorney, and the Public Service Department Head complete the requirements for execution of the Certifications and Assurances.

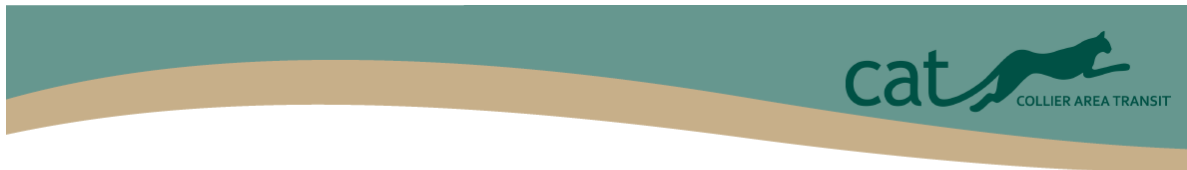
## Program Specific Requirements

The following information addresses Title VI general reporting requirements as described in FTA Circular 4702.1B.

### Title VI Notice to the Public

A Title VI Notice to the Public must be displayed to inform a recipient's customer of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting room, etc.

The following Title VI Notice to the Public is posted in the Collier Area Transit's administrative offices, on the buses, website, and terminals.



## Notifying the Public of Rights Under Title VI

The Collier Area Transit (CAT) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the CAT.

- For more information on the CAT's civil rights program, and the procedures to file a complaint, contact 239-252-5840; [goCATbus@colliergov.net](mailto:goCATbus@colliergov.net); or visit our administrative office at 3299 Tamiami Trl E, Suite 103, Naples FL 34112. For more information, visit [www.gocatbus.com](http://www.gocatbus.com)
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact 239-252-5840.
  - Si necesita información en otro idioma, llame al 239-252-5840

8300 Radio Rd, Naples FL 34104    [www.goCATbus.com](http://www.goCATbus.com)    239-252-7777

## **Title VI Complaint Procedures**

As a recipient of federal financial assistance, Collier Area Transit (CAT) has the following Title VI complaint procedures in place.

### **Filing a Discrimination Complaint**

Collier County has provided procedures for filing complaints alleging discrimination on the basis of race, color, or national origin. Information on how to file a complaint is provided through the County Manager's Office of Equal Employment Opportunity, on CAT's website, and appears routinely on publications, interior bus cards, schedules, and on other materials available at public facilities. The information is also posted at the CAT administrative facility, at the Transfer terminals, and at other public facilities frequented by transit users such as libraries and community health centers.

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the FTA or the Secretary of Transportation. Persons are encouraged to first notify Collier County and file a complaint through the local office.

Any person who believes that he, or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by the Title VI of the Civil Rights Act of 1964, as amended, and related statutes, under CAT's program of transit service delivery or related services or programs is encouraged to file a report with Collier County's Office of Equal Employment Opportunity at:

Collier County Office of Equal Employment Opportunity  
Public Transit and Neighborhood Enhancement Division  
3299 East Tamiami Trail, Suite 103, Naples, Florida, 34112  
Telephone (239) 252-5840, fax (239) 252-6610  
[www.goCATbus.com](http://www.goCATbus.com)

CAT encourages the filing of a complaint in writing and includes a name, addresses, and other information so that the individual may be contacted regarding the matter. A copy of the Title VI Complaint Form is provided to document all pertinent information regarding the complaint.

All complaints received within 180 days of the incident are processed and investigated by CAT. A preliminary review to determine jurisdiction is conducted and if within CAT's authority and investigation is conducted. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by CAT or the OEO.

CAT has 30 days to investigate the complaint. If more information is needed to resolve the case, CAT may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, CAT can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or if any other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

### **Title VI Complaint Form**

The CAT Title VI complaint form and associated procedures are available in English and Spanish in Appendix A of this plan as well as on the CAT website. If the information is needed in other languages spoken by LEP populations CAT will accommodate that request.

### **List of Transit-Related Title VI Investigations, Complaints or Lawsuits**

Members of the public and staff who believe that they have been discriminated against based on race, color, national origin, age, gender, or disability are afforded the opportunity to have their concern documented. The public has the option to convey their concern via direct phone communication with a customer service representative, face to face during regular business hours, via the internet in the form of an email, or written correspondence. Complaints are documented and tracked for investigation. Once the investigation is completed, the customer is notified of the outcome of the investigation. If the customer is not satisfied with the outcome of the investigation, they are then referred to the Public Transit Director for escalation. Internal files have been reviewed to determine whether there were and complaints filed or concluded between submittal of the last Title VI Plan in March 2014 through May 2017 that raised to the level of a Title VI complaint.

There were no external complaints or internal complaints filed by management during this time period. During this period the County changed vendors to operate the transit system. The vendors took over operations on March 26, 2016. There have been no complaints registered to the vendors hired to operate the transit system, MV Contract Transportation, Inc. or Medical Transportation Management (MTM), Inc.

Had there been any complaints received they would have been given the highest priority and thoroughly investigated to ensure that any substantiated complaint is addressed and that appropriate follow-up actions are taken to correct discriminatory actions and prevent future discriminatory policies, practices, and environments.

## **Public Participation Plan**

The following section includes information about CAT's Public Participation plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission

### **Public Involvement**

CAT's public involvement process is two-fold in that the CAT has its own Public Participation Plan (PPP) but the agency also participated in the Collier MPO public involvement activities to ensure that a wider range of opportunities are available for all persons to provide feedback on public transit service. The CAT process has been designed to obtain a wide range of input from the community of both users and non-users. The CAT PPP can be reviewed in its entirety on the CAT website at [www.goCATbus.com](http://www.goCATbus.com) and additional details on the public involvement activities are found in the Limited English Proficiency section of this Plan.

Through participation with the community, CAT can gather public input on a daily basis. As part of the public involvement, the general public is provided an opportunity to comment on CAT's services and capital investments through the Public Transit Ad Hoc Advisory Committee, the MPO Committees and MPO Board Meetings. They also are provided an additional opportunity when those same items viewed through the MPO process are taken to the Collier County Board of County Commissioners.

CAT recognizes that in compliance with Title VI, public involvement activities must focus on low-income and minority populations and thereby ensures access to the transportation planning process for low-income and minority populations through its public involvement process.

As part of CAT's public outreach process all meeting notices, press releases, and public service announcements are translated into other languages as requested or needed based on documentation of previous requests. CAT staff refreshes the printed materials monthly or as needed and monitors the frequency of requests for other than English materials. In addition, whenever possible, CAT utilizes pictographs to display information and instructions. Bus cards and printed schedules are also utilized to convey information on CAT's Title VI requirements.

Future service planning efforts often include the dissemination of customer demographic and opinion surveys to collect information about who is using the service and how the service could be improved for those persons. CAT disseminates on-board surveys in English and Spanish to ensure that Spanish speaking customers have meaningful access to provide input in the planning process. This process also reaches out to obtain input from low-income and minority persons who may not attend a formal public meeting.

As a result of the public outreach process implemented by CAT, portions of the Golden Gate Estates and other low-income and minority areas in the eastern most portion of the county have been identified by the public as areas in need of transportation options. CAT, through its upcoming Transit Development Plan (TDP) will be defining ways to efficiently provide transportation service to these areas.

## Limited English Proficiency

Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency (LEP)*, was signed by President Clinton in August 2000. The Executive Order directs each federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Failure to ensure opportunities for LEP persons to effectively participate in or benefit from federally-assisted programs may constitute national origin discrimination.

As a public transportation provider receiving federal funding from the U.S. Department of Transportation (DOT), CAT has a responsibility, under Title VI of the Civil Rights Act of 1964, to take reasonable steps to ensure that LEP persons have meaningful access to benefits, services, information, and other important programs and activities provided by CAT. LEP persons include individuals who have a limited ability to read, write, speak, or understand English. Many LEP persons rely on public transit services to achieve greater mobility and access to employment. Creating a positive environment for LEP persons may help to retain existing riders and attract new riders who otherwise would be excluded based on language barriers. The DOT developed LEP guidance to assist public transit agencies in determining the best ways to comply with the statutory and regulatory LEP obligations. Transit agencies should conduct an LEP needs assessment based on the four-factor framework.

### Four-Factor Framework

The four-factor framework includes four steps that assist transit agencies in developing a cost-effective mix of language assistance measures. The factors that should be considered during the LEP needs assessment include:

1. The number and proportion of LEP persons served or encountered in the eligible service population;
2. The frequency with which LEP persons come into contact with the agency's programs, activities, and services;
3. The importance of the programs, activities, and services to LEP persons; and
4. The cost and resources available.

### Collier Area Transit (CAT) Service Area

CAT provides approximately 1 million Fixed Route trips each year within the Collier County area. CAT is continually providing information to LEP residents of the community. Over 15 percent of the population residing in the CAT service area who are five years of age or older speak a language other than English. Due to the number of persons speaking a language other than English, CAT has translated the system maps into Spanish and provides instructive information to the public on its website in Spanish and Creole. The County website also has a device that allows viewers to translate the information on the website into Spanish, Creole, French and German. In addition, CAT provides printed information in Spanish at all stations and public locations disseminating CAT information.

CAT has developed this LEP Plan to document the steps being taken to provide assistance for LEP persons seeking meaningful access to CAT programs and to identify any additional LEP needs that are not being met through the existing information dissemination processes.

The number and proportion of LEP persons within the CAT service area was assessed using a mix of data sources, including the 2010 Census and the 2012 American Community Survey (ACS) 5 year estimates. The ACS data were reviewed to determine the number of people who speak English “very well” and “less than very well” for each Census tract within the CAT service area. Collier County Public Schools (CCPS) enrollment data were also assessed to determine the percentage of LEP children who may encounter CAT services. In addition, community organizations that serve LEP persons can provide input that confirms the data collected from other sources.

The geographic boundaries of the CAT service area and the existing routes that have been modified based on recent recommendations from the CAT staff are presented in Maps 1. All Census tracts with an LEP population percentage above the Collier County average (16%) are depicted in yellow.



Map # 1: Limited English Proficiency

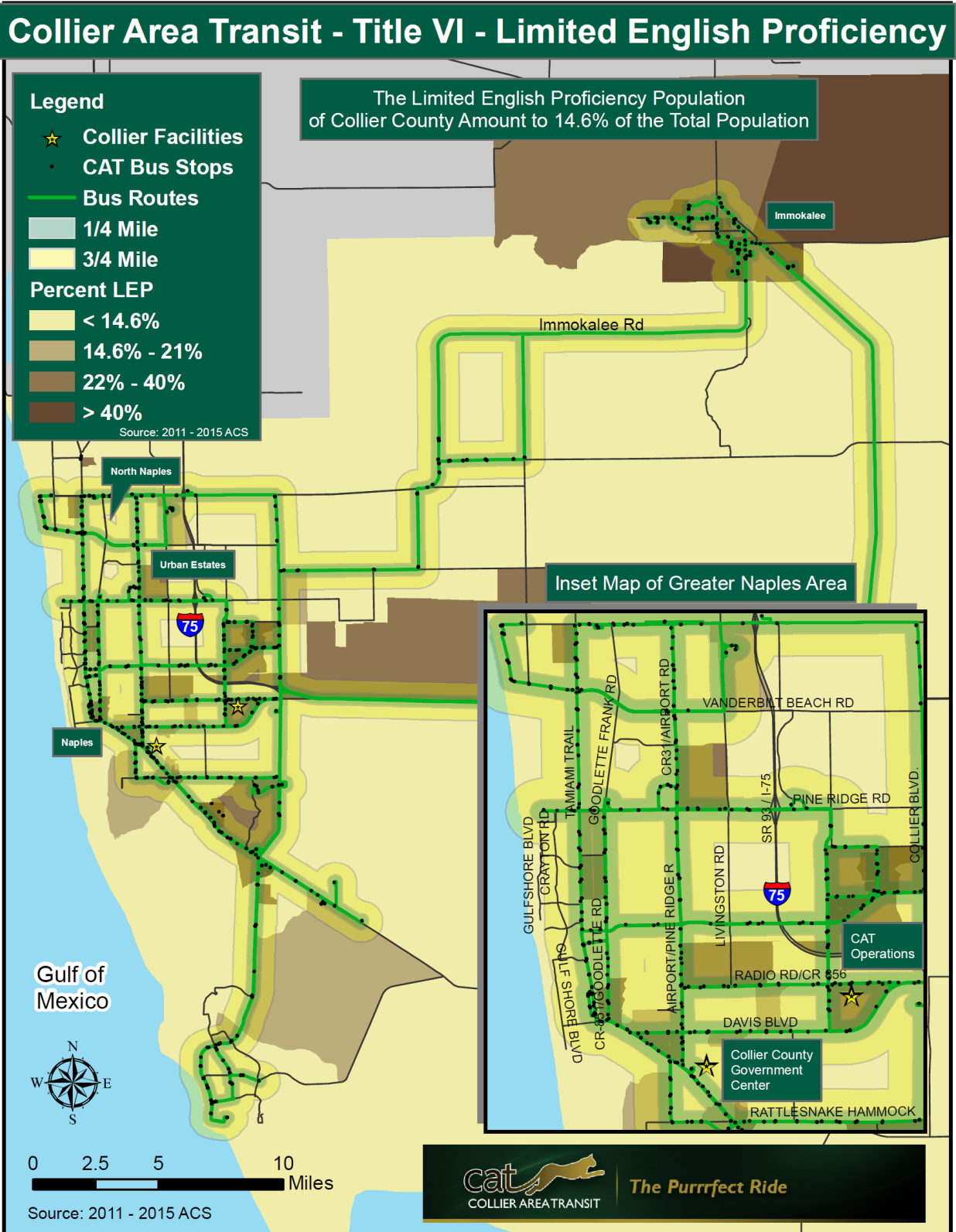


Table 3 presents the total population and LEP populations for all Census tracts within the CAT service area. In addition, Table 3 details the number of persons in each of the four major language categories who speak English “less than very well.” These four major language categories include Spanish, Indo-European, Asian-Pacific Island, and all other populations.

**Table 3: Percent of Limited English Proficiency Persons by Census Tract**

Census Tract	Total Spanish Population	Total Indo-European LEP Population	Total Asian and Island Pacific LEP Population	Total Other Language LEP Population	Total Population 5 Years and Over	Total LEP Population 5 Years and Over	LEP Percentage of Total Population 5 Years and Over
101	17	0	0	0	979	17	2%
101	0	13	0	0	700	13	2%
101	17	13	0	0	1679	30	2%
102	102	0	0	0	1726	102	6%
200	23	40	0	0	2004	63	3%
301	54	23	7	0	2935	84	3%
302	9	14	0	12	1362	35	3%
401	0	19	0	42	2823	61	2%
402	0	0	0	0	1562	0	0%
500	19	7	3	0	1598	29	2%
600	0	15	0	0	1626	15	1%
700	74	149	0	0	925	223	24%
10102	75	13	0	14	4250	102	2%
10105	165	261	0	0	3847	426	11%
10106	47	142	9	0	4056	198	5%
10107	28	39	55	0	3940	122	3%
10108	22	12	0	0	2075	34	2%
10109	5	126	64	0	2224	195	9%
10110	790	181	0	0	4851	971	20%
10205	27	6	30	0	2639	63	2%
10208	0	61	0	0	3216	61	2%
10209	13	18	0	0	1744	31	2%
10210	79	75	0	0	3721	154	4%
10211	75	27	0	0	1660	102	6%
10212	205	230	0	0	5508	435	8%
10213	51	14	0	0	4112	65	2%
10215	5	32	0	0	2633	37	1%
10300	949	298	25	0	4254	1272	30%
10401	273	14	0	0	3534	287	8%
10405	558	267	398	0	9599	1223	13%

Census Tract	Total Spanish Population	Total Indo-European LEP Population	Total Asian and Island Pacific LEP Population	Total Other Language LEP Population	Total Population 5 Years and Over	Total LEP Population 5 Years and Over	LEP Percentage of Total Population 5 Years and Over
10408	214	11	15	0	2793	240	9%
10410	3083	340	0	0	7325	3423	47%
10411	1511	209	0	0	6164	1720	28%
10412	1749	51	0	0	8751	1800	21%
10413	1890	0	0	0	7405	1890	26%
10414	989	18	14	0	7775	1021	13%
10415	700	259	135	0	12744	1094	9%
14016	138	24	36	24	5651	222	4%
10417	192	331	0	0	4611	523	11%
10418	92	9	0	0	4518	101	2%
10419	1309	78	0	0	3131	1387	44%
10420	3614	176	46	0	6768	3836	57%
10505	1052	198	41	46	6404	1337	21%
10506	569	41	0	0	5696	610	11%
10507	482	99	49	0	3634	630	17%
10508	448	165	0	0	3522	613	17%
10509	0	105	0	0	4606	105	2%
10510	36	0	14	0	3421	50	1%
10601	474	233	24	0	2777	731	26%
10602	138	416	0	0	3305	554	17%
10604	245	61	7	0	3268	313	10%
10605	44	151	0	0	3353	195	6%
10606	65	30	0	0	2053	95	5%
10701	893	0	0	0	3994	893	22%
10702	618	319	0	0	3649	937	26%
10801	33	101	0	0	3703	134	4%
10802	2319	749	0	0	9653	3068	32%
10803	279	67	0	0	4110	346	8%
10902	280	0	37	0	3188	317	10%
10903	147	16	0	0	5101	163	3%
10904	388	13	0	0	2271	401	18%
10905	6	6	0	0	2367	12	1%
11001	0	224	0	0	1834	224	12%
11002	82	0	0	0	1650	82	5%
11102	786	102	0	0	7367	888	12%
11103	492	117	0	0	2039	609	30%
11105	362	24	0	0	2653	386	15%

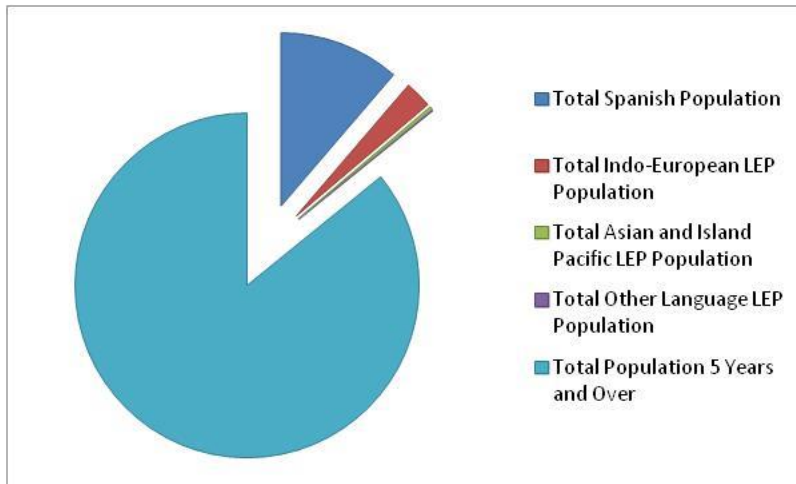
Census Tract	Total Spanish Population	Total Indo-European LEP Population	Total Asian and Island Pacific LEP Population	Total Other Language LEP Population	Total Population 5 Years and Over	Total LEP Population 5 Years and Over	LEP Percentage of Total Population 5 Years and Over
11106	312	104	0	0	2163	416	19%
11201	80	76	0	0	6656	156	2%
11202	2970	272	32	0	16336	3274	20%
11204	1481	279	0	0	2786	1760	63%
11205	694	376	0	4	2018	1074	53%
11301	1776	36	0	0	4924	1812	37%
11302	1631	395	0	0	4599	2026	44%
11400	1478	529	0	0	3763	2007	53%

Table 4 presents a summary of the total number and percentage of LEP persons for all census tracts located within the CAT service area. The LEP population accounts for approximately 16 percent of the total population. Figure 1 illustrates the distribution of all populations within the CAT geographic boundaries.

**Table 4: Summary of Limited English Proficiency Persons within the CAT Service Area**

Total Population 5 Years and Over	Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian-Pacific Island Population	Total LEP All Other Population	Total LEP Population
320,087	39,806	8,906	1,041	142	49,895
100%	13%	3%	0.3%	.05%	16%

**Figure 1: Distribution of Limited English Proficiency Persons within the CAT Service Area**



### CAT Service Area Population Distribution

The School District of Collier County enrollment data were assessed to determine the percentage of LEP children who may encounter CAT services. According to the latest statistics provided by Collier County Public Schools, English is not the first language for nearly 15 percent of the students with more than 6,500 students enrolled in the English Language Learners (ELL) program. Collectively, these students speak 80 different heritage languages and hail from 114 different countries of origin.

More than 52 percent of the students live in non-English homes, where English is not the first language and sometimes is not even spoken. The percentage increases to more than 55 percent in grades Pre-K through 3, where learning to read is so critical. These students and their parents may rely on public transit for transportation to school and other activities. The table below presents the percentage of LEP students enrolled at the School District of Collier County. Also shown, is the distribution of diversity for the student population.

**Table 5: Percentage of Limited English Proficiency Students within Collier County Public Schools**

Total CCPS Student Population	Total LEP Student Population	Percentage of LEP Students
47,000	6,600	14%

<b>Diversity of Student Population</b>	
Hispanic	<b>47%</b>
White	<b>36%</b>
Black	<b>12%</b>
Mixed	<b>3%</b>
Asian	<b>1%</b>
Indian	<b>1%</b>
Hawaiian/Pacific Islander	<b>0%</b>

The information shown above is updated daily from the Collier County Public Schools Data Warehouse.

The number of CCPS Limited English Proficiency students very closely mirrors that of the overall population in Collier County over the age of five.

### **Language Assistance Measures**

The frequency with which LEP persons could or have come into contact with CAT programs, activities, and services can be measured based on the analysis presented in the previous section. The more frequent the contact with LEP persons, the greater the need to provide language enhanced services. The following measures were implemented by CAT to provide assistance to LEP persons and to document and measure the frequency of contact with LEP individuals.

### **Implemented Measures**

**CAT Website** – Collier County’s website had previously included the capability to translate information on the website into Spanish. As of October 2013, the Collier County website was enhanced to allow the text to be translated to German, French, and Creole by clicking on the preferred language. In addition, the website provides customers with general information about CAT, including fares and passes, announcements, ADA and TD services, and “How to Ride.”

**CAT Transfer Stations** – Paper materials provided at CAT Transfer stations, including “How to Ride” guides, fares, and schedules are available in both English and Spanish versions. CAT documents the number of printed materials requested in languages other than English to determine the frequency of LEP persons using the system.

In addition to schedules and route maps, rider alerts and notices posted at the stations are translated to Spanish and placed next to the English versions in visible locations.

**Printed Materials** – Spanish translations of the “How to Ride” guide and other notices and information are provided at all locations where bus passes are sold, including libraries and other public places that post CAT information. CAT staff refreshes the printed materials monthly or as needed and monitors the frequency of requests for other than English materials. In addition, whenever possible, CAT utilizes pictographs to display information and instructions.

**Announcements** – Safety and security announcements are provided in both English and Spanish. Radio announcements, including public service messages, rider alerts, and ads promoting transit are broadcast on both English and Spanish stations. CAT staff continues to monitor the need to provide safety and

security announcements in other languages and opportunities to provide public announcements on radio stations of other languages.

**Press and Public Relations** – All meeting notices, press releases, and public service announcements are translated into other languages as requested or needed based on documentation of previous requests.

**On-board Surveys** – Future service planning efforts often include the dissemination of customer demographic and opinion surveys to collect information about who is using the service and how the service could be improved for those persons. CAT disseminates on-board surveys in both English and Spanish to ensure that Spanish-speaking customers have meaningful access to provide input in the planning process. During the 2012 CAT COA process, a total of 2,500 on-board surveys were distributed English, Spanish and Creole. Every passenger over the age of 15 received a survey. A total of 1,033 completed surveys were analyzed, which equaled a response rate of 41 percent, which exceeded the projected response rate of 25 percent.

CAT also completes periodic surveys to explore the need for providing surveys in languages other than English and Spanish. CAT staff is made available to assist with completing surveys and taking public comment.

**Planning Meetings** – According to the Collier MPO LEP Plan, the MPO advertises the availability of Spanish interpreter services, free of charge, at least seven (7) days prior to MPO Board and Committee meetings, workshops, forums, or events that will be noticed on the MPO website, in meeting notices (packets), and using the following additional tools as appropriate:

- Signage
- Public outreach materials
- Community-based organizations
- Local newspapers
- Collier County Library System

CAT representatives are members of many of the MPO Committees, including the Technical Advisory Committee, the Congestion Management System/ Intelligent Transportation Systems (CMS/ITS), the Local Coordinating Board, and the Pathways Advisory Committee. Therefore, Spanish interpreter services are available at many of the meetings where CAT staff may participate in the transportation planning process.

**Customer Service** – CAT drivers complete the driver training program as new employees and participate in refresher training courses annually. As part of the training, drivers are reminded of the importance of conveying information to passengers, particularly assisting passengers with using the transit system, especially those with language or other barriers. CAT also makes every effort to ensure that its customer service telephone lines are staffed with persons who speak other languages. All CAT personnel complete customer service training with periodic refreshers to underscore the importance of providing assistance to persons with language and other barriers.

**Community Outreach** – CAT makes available persons who can serve as translators at all community outreach meetings. CAT strives to ensure the competency of interpreters and translation services per the DOT LEP guidance.

### **Additional Language Assistance**

CAT recognizes that based on the LEP population shown as part of the Census and CCPS analysis, special effort is necessary to communicate important transit information to some of its riders in languages other than English. In order to meet this need, CAT will continue to conduct the activities listed previously and enhance its LEP outreach by taking the additional steps listed below.

**Community Outreach** – Community organizations that serve LEP persons within the CAT service area Census tracts where the LEP populations are greater than the county average have the ability to confirm the statistical analysis completed using the Census data. During various transit planning processes, community organizations will be asked to provide information pertaining to the population(s) that they serve. The questions will focus on the number of people served, the languages spoken, age, gender, education levels, expectations for public services, public transportation inquiries, most frequently traveled destinations, locations that are difficult to access, transit needs, and travel patterns. The key concerns mentioned by the community organizations will be reviewed by CAT in an effort to improve the provision of service to LEP persons. A listing of community agencies in Collier County is presented in Appendix F.

CAT will also present outreach materials to schools in an effort to provide transit service information to LEP students and their parents who may rely on public transportation to access school and other activities.

**Staff Training and Development** – CAT will continue to train staff on the importance of assisting LEP persons with obtaining information and accessing the transit system. Staff will be provided with LEP policies and procedures. In addition, all CAT staff will complete customer service training and be provided guidance on working effectively with in-person and telephone interpreters.

**Signage** – CAT will continue to post signs to communicate language services available at initial customer contact points. As additional resources permit, CAT will enhance the availability of outreach documents, brochures, booklets, and recruitment materials in multiple languages.

**Planning** – CAT will participate in annual updates to the County’s evacuation and disaster preparedness plans to ensure that the plans include the needs of all community members and especially those in minority populations.

### **LEP Resources**

Based on the current resources available, CAT is providing the most cost-effective means of delivering competent and accurate language services within its service area. CAT will continue to monitor the need for additional language assistance, including the need for greater dissemination of information in the existing languages provided and/or translation to new languages. If additional services are needed, CAT



will determine which additional language assistance measures are cost-effective and feasible for implementation based on the current and projected financial resources.

CAT will continue to monitor the costs associated with the existing language assistance measures and the costs associated with implementing enhanced language assistance measures, including an estimate of the number of staff and the percentage of staff time necessary to provide the current and proposed LEP resources.

## **Project Level Public Involvement and Outreach Activities Since Last Title VI Plan Submission**

### **Transit Development Plan (TDP)**

CAT, as part of the process for planning services and determining its capital program, develops a Transit Development Plan (TDP). The TDP is a requirement of the FDOT. Statute requires Florida transit agencies to complete a major update every five years and in the interim years provide annual progress reports on any changes and accomplishments in implementing the Plan. The TDP is a requirement to receive block grant operating assistance from the FDOT. Since the last Title VI update CAT completed its Major TDP Update in September 2015 for fiscal years 2016-2025. As part of the TDP process, CAT develops a 10-year operating and capital financial plan, which is inclusive of its Program of Projects (POP). Through the TDP public involvement process, the community has an opportunity to provide feedback on existing and future planning projects, transit services, and capital investments and the POP. Depending on the type of public involvement activity, direct invitations are sent, notices are placed in a newspaper of general circulation, flyers are placed on vehicles and at public facilities, and information is provided on the CAT and/or MPO websites. The most recent TDP Major Update included an extensive public involvement process. The 2016-2025 TDP Update public involvement activities were as follows:

- Public Transit Advisory Review Committee Meetings - A project committee of stakeholders from throughout the community were invited to guide the TDP process and review documentation.
- Stakeholders Interviews - To assess the attitudes of key local officials and community leaders regarding the transit system, a series of stakeholder interviews were conducted during the TDP development process. The interview purpose was to assess political and community leaders' views on transit's current and future role in the community, transit funding, and other issues relevant to the transit plan. Stakeholder interviews were conducted with representatives from the Collier County Board of County Commissioners, the Collier County Planning Commission, City of Everglades City, City of Naples, NCH Healthcare System, Greater Naples Chamber of Commerce, Healthcare of Southwest Florida, and Lighthouse of Collier.
- Visioning Public Workshop - A visioning public workshop was held on September 10, 2014. The beginning of the meeting was open house style. Attendees were able to view the maps and ask questions. The meeting began with an interactive polling exercise that asked attendees to share their opinions on the existing transit service and the needed improvements for the future. Following the needs and opportunities exercise, attendees were asked to participate in an interactive exercise assigning funding to needs. As part of the exercise, attendees were told that CAT hypothetically received a dedicated funding source that generated an additional 2 million dollars in revenue that could be spent on new projects. The attendees were asked to consider the

most important needs within the county and allocate the funds after reaching consensus as a group.

- Agency Representative Discussion - An agency discussion group was held on January 14, 2015 at the Collier County Government Center. Representatives were present from the Immokalee CRA, Collier County Public School District, Collier County Tourist Department, Council for Hispanic Business Professionals, Bayshore Gateway Triangle CRA, National Association for the Advancement of Colored People (NAACP), the Florida Department of Health, Ave Maria University, the Collier Metropolitan Planning Organization (MPO), and Collier Area Transit (CAT) staff. The meeting began with a short presentation on the TDP process. Next, attendees were asked to participate in a discussion focusing on six key areas: impressions of CAT, the role of CAT, barriers to transportation, proposed improvements, funding, and marketing and advertising.
- Transit User Discussion - In lieu of a formal discussion group meeting with transit users of the CAT system, staff was present at the CAT Intermodal Transfer Station on January 15, 2015, to discuss the existing service and potential future improvements with riders. Passengers were offered a chance to enter for a free 30-day bus pass in exchange for their input. In addition to discussion on the CAT service, transit users were also asked to provide input relating to features they would like to see included in the programming of an application for smart phones, any feedback on the new Route 27, and the new advertising radio and television commercials, as well as any additional feedback on the system. A total of approximately 40 people participated in discussions with staff.
- Visioning survey (online and on-board the transit vehicles) – A visioning survey was administered both online and on CAT fixed-route buses in August 2014 to collect input on current transit services, demographics, potential future improvements, and reasons that people do and do not use the CAT transit system. In addition, the survey included a series of questions specifically for employers to obtain information on the transportation needs of Collier County employees and employer willingness to support the future expansion of transit services. 19 percent of those surveys completed was in Spanish.
- Transit Survey - A short survey was administered at each of these workshops to collect participant opinions on specific transportation- and transit-related issues, as well as basic demographic information and attitudinal information regarding the importance of specific aspects of CAT service.
- On-Board Survey - On-Board surveys were conducted during the month of February 2010. The surveys were translated into both Spanish and Creole language versions for distribution to Spanish and Creole-speaking patrons who were not able to complete the English version. A total of 1,504 CAT bus riders responded to the survey. For analysis purposes, the 23 questions on the survey were divided into three major categories. Analysis categories include travel characteristics, rider demographics, and customer service and satisfaction.
- Collier MPO and Committees - The TDP methodologies and document are taken to the MPO for feedback and approval. All MPO Board and Committee meetings are open to the public.
- Collier County Board of County Commissioners - Prior to submittal to the FDOT, the CAT governing board must adopt the TDP. The meeting for adoption of the TDP is a regular County Commission meeting noticed in accordance with the Florida Sunshine Law and open to the general public.

CAT recognizes that its operators have the majority of contact with customers who provide them with input on the system; therefore, during the update to the TDP, CAT also gathered public input through operators. Bus operators are a valuable source of information as they reflect the eyes and ears on the road for CAT's daily operation. Operator insight into public opinion and need can also supplement information that cannot be collected through other means. Information can include safety and security issues, an understanding of travel characteristics on specific routes, and representation of needs for those who may not be willing to participate in other public outreach activities. To gather feedback from operators the operators were interviewed.

The first year of the TDP financial plan is used as the agency's POP (Program of Projects). The POP is also provided to the Collier MPO for use in the development of the Transportation Improvement Plan (TIP). Through the Collier MPO's TIP process, the POP is available for additional public comment. CAT publishes the POP at the time of grant application.

### **Fare Increases and Service Changes**

The Collier County Board of County Commissioners, in its efforts to ensure Title VI Compliance, established local guidelines for service changes and fare increases as part of the Transit Development Plan. Major service changes require a public hearing announcement in a newspaper of general circulation (the Naples Daily News) and Board of County Commissioners approval. Determination as to whether or not a modification constitutes a major change is determined on a case-by-case basis, with the exception of total elimination of a specific route service which is automatically considered a major service reduction. The CAT Route Fare or Service Change Policy is provided in Appendix C of this plan.

In 2018 CAT plans on conducting a fare analysis to evaluate the fare structure for the system and determine whether a fare change would be warranted. The study will be completed to meet the FTA Title VI requirement.

In accordance with FTA Circular 4702.1B, minority and low-income populations will be examined to determine whether any disproportionate impacts would occur with a potential fare changes. In addition, if a disproportionate impact is identified, justification on how an alternate action would result in an even greater impact to these populations or actions to mitigate the potential impacts will be identified.

### **Service Changes**

CAT completes minor service changes on a regular basis related to running time adjustments to improve the efficiency and effectiveness of service. Ridership and stop-level automatic passenger counter (APC) data along with supervisor and operator input are utilized when making these minor service changes.

Prior to a service change, CAT posts notices on-board its vehicles to notify customers of the impending change. Customers are always able to comment on services and proposed changes using the CAT customer service or by through the County website by clicking on the link "Contact Us" and send their comments by email to [AltTransModes@colliergov.net](mailto:AltTransModes@colliergov.net). All comments are tracked and responded to, if warranted.

**Table 6: Service Changes Since the Last Title VI Update (December 2013 – June 2017)**

Route	Type of Change
<b>January 2015</b>	
<b>Route 11</b>	This route was changed to offer later evening service by adding one trip to the route. Route now runs until 8:50 p.m.
<b>Route 12</b>	Minor change to this route by eliminating stops on Piper Boulevard on the outbound trip. Passengers will be encouraged to ride Route 27 as it provides service along Piper Boulevard. Modification was implemented to increase on time performance and overall reliability.
<b>Route 13</b>	This route was changed to offer later evening service by adding one trip to the route. Route now runs until 7:50 p.m.
<b>Route 15</b>	This route was changed to offer later evening service by adding one trip to the route. Route now runs until 8:28 p.m.
<b>Route 16</b>	Sunday service on this route was eliminated. The route continues its regular service Monday through Saturday. Passengers are encouraged to ride Route 15 as it services the same area on Sunday.
<b>Route 20</b>	The route was changed to offer additional Sunday service to include trips at 7:30 a.m. and 4:30 p.m.
<b>Route 21</b>	This route was changed to reduce revenue hours with modifications to routing to reduce redundancies in service and increase efficiency. Staff analyzed the route information and determined that the reduction in service is during the most unproductive time on the existing route and therefore, the modifications continued to provide efficient service to the greatest number of passengers. Trips begin at Super Wal-Mart at 8:15 a.m.; 1:30 p.m.; 2:50 p.m. and 4:05 p.m.
<b>Route 22</b>	Stops at Agri Boulevard & Seeding Boulevard on the outbound trip were eliminated. The route was further modified to offer Sunday service between the hours of 7:00 a.m. and 6:55 p.m., beginning and ending at Farm Workers Way and consisting of the same schedule as Monday through Saturday.
<b>Route 23</b>	Stops at Agri Boulevard & Seeding Boulevard on the outbound trip were eliminated.
<b>Route 25</b>	A stop at Super Wal-Mart on the outbound trip was eliminated to increase on time performance and overall reliability.
<b>Route 26</b>	This route was enhanced to offer additional Sunday service to include a trip at 3:00 p.m.
<b>Route 27</b>	This route was enhanced to offer additional Sunday service to include a trip at 3:00 p.m.

Major service changes, which represent modification to a route or a route’s ridership without elimination of the route, are reviewed through CAT’s internal meeting process, where managers, the Department Director, and the Mobility Manager (serving as the secondary Title VI contact) review the impact of the potential route modifications. These types of service changes occur when a route is deemed to be a consistent low performer with regard to ridership, farebox recovery, and latent demand from the service area of the route (evaluated using APC data) or when the agency’s budget has been cut requiring service reductions. For these route changes, the public has an opportunity to comment consistent with the adopted CAT PPP.

Service elimination is the final type of service change that might have an adverse impact to Title VI populations. Extensive analysis and public input is required for the elimination of a route. To ensure compliance with Title VI requirements, public meetings are to be conducted in locations that are convenient and accessible for minority and LEP communities. Coordination with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities. Multiple means of communication will be offered to the public and notices of such communication efforts will be consistent with the adopted CAT PPP.

Service increases may be implemented with approval of the Division Director with final decision to implement any major service changes (as defined Appendix D of this report) made by the Collier County Board of County Commissioners.

### Membership of Non-Elected Committees

CAT utilizes an appointed Public Transit Advisory Committee (PTAC) as well as the Collier MPO and its committees to assist in decision-making. The MPO has a Technical Advisory Committee (TAC), a Citizen’s Advisory Committee (CAC) and the Local Coordinating Board (LCB) who are consulted for transit decisions. The racial composition of the committees is provided below in Table 7.

### Minority Representation on Decision-Making Bodies

CAT will continue to utilize the Collier Public Transit Ad-Hoc Advisory Committee (PTAC) and if applicable, supplement with the Collier MPO process for decision-making and will encourage diversity on these committees.

**Table 7: Racial Composition of Bodies that Provide Input to Decision-Making Bodies**

PTAC Racial Composition	TAC Racial Composition	CAC Racial Composition	LCB Racial Composition
White Male - 4	White Male - 7	White Male - 6	White Male - 4
White Female - 0	White Female - 1	White Female - 2	White Female - 8
Black Male - 1	Black Male - 0	Black Male - 1	Black Male - 0
Black Female - 0	Black Female - 1	Black Female - 0	Black Female - 1
Hispanic Male - 0	Hispanic Male - 0	Hispanic Male - 1	Hispanic Male - 2
Hispanic Female - 0	Hispanic Female - 0	Hispanic Female - 0	Hispanic Female - 0
Other Male - 0	Other Male - 0	Other Male - 0	Other Male - 0
Other Female - 0	Other Female - 0	Other Female - 0	Other Female - 0
Vacancy - 2	Vacancy - 2	Vacancy - 3	Vacancy - 2

### Description of the Agency’s Criteria for Selecting Transit Providers to Participate in any FTA Grant Program

The Collier County Public Transit & Neighborhood Enhancement (PTNE) Division is responsible for planning, operating, and managing CAT public transportation services through a contract operator. CAT utilized the Collier County procurement process to ensure that the procurement process is fair and open to all providers. CAT transit services have always been contracted since its inception in 2001 and have not

affected the level of service for the system. If any changes in the contracted provision of service results in a change to the level of service provided, an analysis of such change on Title VI populations will be conducted and submitted to FTA as an addendum to this plan. If any adverse impact is found through the analysis, appropriate and swift action will be taken to remedy or mitigate the impact. In addition, the CAT Disadvantaged Business Enterprise Program is incorporated into the procurement to allow disadvantaged businesses an opportunity to provide service. There have been no Transit providers that receives grant funding through CAT however in the event that occurs CAT requires Transit providers to complete CAT's customer service and ADA training course and agree to the same FTA Certifications and Assurances as CAT. Having the Certifications and Assurances as well as the sub-recipient monitoring allows CAT to ensure that contract transit providers are delivering service in an equitable and non-discriminatory manner. Final approval of any selected transit provider is completed by the Collier County Board of County Commissioners at County Commission meetings, which are advertised and open to the public.

#### **Process for Ensuring that all Sub-recipients are Complying with the General Reporting Requirements of this Circular**

As previously stated, CAT will complete sub-recipient training and monitoring to ensure that sub-recipients are complying with all Certifications and Assurances, including those regarding nondiscrimination.

The monitoring would be randomly scheduled for all sub-recipients to ensure compliance.

#### **A Description of the Procedures the Agency uses to Pass-through FTA Financial Assistance in a Non-Discriminatory Manner**

The following procedure has been established to be utilized when FTA funds are pass-through to sub-recipients. CAT utilizes an independent selection committee comprised of various racial backgrounds to assist in the decision making regarding FTA financial assistance. CAT will confirm that the agency is valid to operate in the state and is registered with the Central Contractor Registration (CCR). Applications for assistance from CAT are then provided to the independent selection committee for review and comment. The selection committee is provided a form for rating contractors and guidance on each rating category. The selection committee is not allowed to discuss the applications until the advertised selection committee meeting, which is open to the public. For all uses of FTA financial assistance the Collier County procurement process and federal purchasing guidelines are utilized. Whenever, there is a conflict between the Collier County Procurement Policy and the Federal Procurement Guidelines and FTA funding is being utilized the Federal Procurement Guidelines are utilized throughout the purchasing process. Collier County provides vendor of all procurement opportunities to allow open and non-discriminatory access on its website. The full procurement policies for Collier County can be found on their website at: <http://www.colliergov.net/index.aspx?page=762>

## Title VI Equity Analysis for New Facility Construction

### Construction Projects

#### ***CAT Operations and Transfer Station – 8300 Radio Road***

The existing CAT administration facility is located on the south side of Radio Road, east of Santa Barbara Boulevard within the Gallman Olds Dealership Planned Unit Development (PUD). The CAT Operations Facilities have utilized Federal Funding for renovations but the location of the facility was purchased by Collier County with local funding in 2006. On March 23, 2010, Collier County was granted a conditional use which allowed CAT to utilize the site as a secondary transfer center. Collier County resolution 2010-70 authorizing the conditional use is attached for reference. Collier County commissioned an environmental assessment for the future development of the site which evaluated the impacts and feasibility of developing the site. The assessment also addressed EJ and Title VI compliance, including analysis of potential impacts on minority communities and minority-owned businesses. CAT held public hearings and issued a public notice. All public comments were considered and included in the environmental document submitted to the FTA on October 10, 2011. FTA reviewed the document and submitted and issued a final declaration of Categorical Exclusion Concurrence on March 16, 2012.

The 8300 Radio Road passenger transfer facility also houses the administrative and operational services for the Transit system. The facility functions as a transfer point for public transportation services, including local bus, express bus, and the potential for alternative transportation modes for passengers. Recent transfer site improvements include sawtooth bus bays with sheltered boarding platforms that allows four buses to stage at one time. Other recent improvements include constructing a secure ticketing area, accessible public restrooms, a secure farebox drop location, and an elevator to provide access to the second floor. A permanent bus washing facility and fueling island were added to the site which required the reconfiguration of the bus circulation and the addition of an egress driveway.

**Figure 2: Recent Improvement to CAT Operations Facility**



### ***CAT Intermodal Transfer Facility***

CAT was operating its main transfer facility in a parking lot located adjacent to the Collier County Museum on the Collier County Government Center property. The transfer site was temporary while the County constructs a permanent transfer facility nearby on the government campus.

CAT was awarded two grants to design and build a permanent multimodal passenger transfer station at the Collier County Government Center adjacent to US 41 (Tamiami Trail). The Florida Department of Transportation (FDOT) has partnered with Collier County by providing an Intermodal Hub Capacity Grant in the amount of \$1.3 million and a Transportation Regional Incentive Program (TRIP) grant in the amount of \$1.4 million. Construction of the permanent Intermodal Transfer Facility was completed in July 2013. The facility was creatively built as a component of the existing parking garage and provides a place for passengers to come out of the elements. The facility consists of six bus bays, air-conditioned and exterior covered waiting areas, restrooms, customer service area, and ATM machine, and real-time route and scheduling information. The Intermodal station was constructed in an area with a proportionately high concentration of low income populations and households with no vehicles.



There have been no new facilities completed in the past three years utilizing federal funding. No new construction of facilities is planned at this time. All new facility construction will comply with Title VI requirements in the future and staff will hire engineers to oversee engineering and construction projects for compliance with Title VI and Environmental Justice regulations are met. Bus shelters are the only active federally funded construction projects that are ongoing.

CAT is committed to monitoring the effects of its projects on minority and low-income

communities, and will continue to document compliance. Monitoring of future projects will include:

- The potential impact on minority communities and minority-owned businesses during and after construction.
- The potential of negative environmental impacts, such as noise, air, or water pollution.
- A detailed list of minority-owned businesses and households that will be affected by the construction project.
- The potential for significant changes or impacts on minority communities such as increased traffic, reductions in the amount of available parking, and other impacts as warranted.
- The applicability of relocation programs and/or other measures adopted to mitigate any identified adverse social, economic, or environmental effects of the proposed construction project.



## **Title VI Plan Approval**

The Title VI Program Update has been approved by the Transit Manager who is responsible for ensuring that CAT policies are developed and followed accordingly. The Transit Manager has been granted the authority by the governing body, to sign any and all assurances, certifications and other documents that may be required in connection with the Title VI Program. The Transit Manager is also granted authority to make necessary modifications to the Title VI Program to ensure compliance with 49 C.F.R., part 53. The resolution granting such authority is provided in Appendix H of this document.

## **Requirements of Transit Providers**

Chapter IV of FTA Circular 4702.1B provides program specific guidance for recipients that provide public transportation that operate fixed route and demand response service. Additionally, the circular provides specific requirements for transit providers that operate 50 or more fixed-route vehicles in peak service and are located in a geographic area with a population of 200,000 or greater. CAT meets the requirements for a transit provider that operates with fewer than 50 fixed route therefore only the system-wide standards and policies are required.

## **System-wide Service Standards and Policies**

Service standards and policies have been set for each mode of service operated by CAT, including local fixed-route bus, express bus service (service between Immokalee and Marco Island), trolley service (service along Gulfshore Drive for the Vanderbilt Beach area), and CAT Connect paratransit demand response service. Quantitative standards for vehicle loads, vehicle headways, on-time performance, and service availability are listed below. These standards are the desired targets for CAT and any deviation from the standard will be reviewed in accordance with the monitoring program to ensure adequate and equitable system performance.

### **Vehicle Load**

Vehicle load is defined as the ratio of passengers to the total number of seats on a vehicle with a standard established for peak and off-peak times.

Routes which are experiencing capacity issues for three consecutive trips, at least two days per week may be candidates for increased frequency or a larger vehicle with additional seating capacity.

**Table 8: Vehicle Load Standards**

Vehicle Type/Service	Seating Capacity	Standing Capacity	Maximum Vehicle Load – Off-Peak	Maximum Vehicle Load – Peak	Maximum Load Factor – Off-Peak	Maximum Load Factor - Peak
Low-Floor 40' Bus (Fixed-Route)	38	41	79	79	2.08	2.08
Low-Floor 40' Bus (Express-Route)	38	41	79	79	2.08	2.08
Low Floor 35' Bus (Fixed-Route and Trolley)	32	44	76	76	2.38	2.38
Low Floor 30' Bus	28	17	45	45	1.61	1.61
Low Floor 24' Bus (Paratransit)	12	0	12	12	1.00	1.00
Low Floor 23' Bus (Paratransit)	14	0	14	14	1.00	1.00

### Vehicle Headways

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., 4 buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination.

Local bus service should be scheduled with headways of not more than 60 minutes during the peak periods and 90 minutes during off-peak. The current CAT service span is shown in Table 9 below.

**Table 9: CAT Service Levels by Routes**

Route	Route Description/Geographic Location	Monday - Saturday		Sunday	
		Service Span	Frequency	Service Span	Frequency
Route 11	US 41 to Creekside Park of Commerce	6:00 AM-7:20 PM	90 minutes	7:30 AM-5:50 PM	90 minutes
Route 12	Airport Rd. to Creekside Park of Commerce	6:00 AM-7:19 PM	90 minutes	7:30 AM-5:49 PM	90 minutes
Route 13	NCH & Coastland Mall	6:00 AM-6:46 PM	60 minutes	7:00 AM-5:46 PM	60 minutes
Route 14	Bayshore Dr. & Coastland Mall	6:30 AM-6:19 PM	60 minutes	No service	N/A
Route 15	Golden Gate City via Santa Barbara Blvd.	5:35 AM-6:51 PM	90 minutes	6:51 AM-5:21 PM	90 minutes
Route 16	Golden Gate City via Golden Gate Pkwy	4:35 AM-5:49 PM	90 minutes	7:19 AM-5:49 PM	90 minutes
Route 17	Rattlesnake & Florida Southwestern College	6:00 AM-6:57 PM	90 minutes	7:30 AM-5:45 PM	90 minutes
Route 18	US 41 & Naples Manor	6:30 AM-6:15 PM	90 minutes	No service	N/A
Route 19	Golden Gate Estates to Immokalee City	3:45 AM-8:08 PM	60 minutes	7:15 AM & 5:00 PM	2 runs
Route 20	Pine Ridge Road to Goodlette-Frank Rd.	6:00 AM-5:44 PM	90 minutes	9:00 AM-2:44 PM	90+ minutes
Route 21	Marco Circulator*	7:40 AM-4:55 PM	90 minutes	7:40 AM-4:55 PM	90 minutes
Route 22	Immokalee Circulator*	7:00 AM-6:55 PM	90 minutes	No service	N/A
Route 23	Immokalee Circulator*	7:30 AM-7:25 PM	90 minutes	No service	N/A
Route 24	US 41 East to Charlee Estates	7:00 AM-6:44 PM	90 minutes	8:30 AM-5:14 PM	90 minutes
Route 25	Golden Gate Pkwy & Goodlette-Frank Rd.	6:00 AM-5:52 PM	90 minutes	12:00 AM-4:22 PM	180 minutes
Route 26	Pine Ridge Rd. to Clam Pass Beach	9:00 AM-4:20 PM	90 minutes	9:00 AM-4:20 PM	90 minutes
Route 27	CR 951 & Immokalee Rd to Creekside POC	6:00 AM-7:50 PM	90 minutes	7:30 AM-6:22 PM	90 minutes
Route 28	Golden Gate Estates to Immokalee City via Everglades Blvd.	3:40 AM-7:35 PM	3 runs	5:00 PM-7:35 PM	90+minutes
Seasonal Route(s)					
Route 29	Vanderbilt Beach & Gulfshore Drive Beach Trolley	9:00 AM-3:00 PM	60 minutes	9:00 AM-3:00 PM	60 minutes
Express Route(s)					
Route 121	Immokalee to Marco Island (Express)	5:25 AM-6:45 PM	2 runs	5:25 AM-6:45 PM	2 runs

**On-Time Performance**

On-time performance is a measure of runs completed as scheduled. Fixed Route trips are measured by both its early departure and late arrival. Certain trips provided on the paratransit demand response service also are evaluated based on the early arrival time (work and medical trips cannot be dropped off earlier than 30-minutes of the scheduled time).

The on-time performance standard for all bus modes operated by CAT is measured by the arrival time not exceeding 5 minutes later than the schedule time. The goal for CAT is to achieve 95 percent on-time performance for all bus transit. Routes performing with an on-time performance of less than 95 percent, which is not the direct impact of weather, traffic incidents, detours, and/or events over a consistent period of two or more weeks, will be reviewed to determine if schedule modifications are necessary to meet the on-time performance standard. The paratransit mode on-time performance goal is 90 percent within the

allotted drop-off window of 60-minutes from the scheduled drop-off time. Additionally, certain trips may not be dropped-off earlier than 30 minutes from the scheduled drop-off time. Table 10 provides the quantitative on-time performance standards.

**Table 10: On-Time Performance**

Mode	On-Time Performance Measure (Percent)	On-Time Performance Measure (Time)
Local Bus	95 %	Up to 5 minutes late
Express Bus	95%	Up to 5 minutes late
Trolley Bus	95%	Up to 5 minutes late
Paratransit Bus	90%	0 minutes late

**Service Availability**

Service availability is a general measure of the distribution of routes within a service area. The basis of providing public transportation is to ensure access to those who need the service and attract choice riders. In an effort to reach the maximum number of users, within the available budget, CAT provides service from approximately 5:00 a.m. to 8:00 p.m., Monday through Saturday and 7:00 a.m. until 6:30 p.m. on Sundays. CAT determines service availability based on financial resources, public input, performance of existing routes, transit orientation index (population and employment density, income, age, and zero-car households), safety guidelines, and development patterns. CAT minority routes are shown in Table 11, and are those routes that have at least 1/3 of their revenue miles in a minority census block group. CAT service is available as shown in Table 9. Routes are concentrated in the urban area to allow the highest level of access to community resources, with additional routes providing linkages to suburban and rural areas.

Paratransit service for ADA customers is provided within ¼-mile of a fixed-route bus line. The current service including the ¾-mile ADA paratransit service buffer is displayed in Map 2.

**Table 11: CAT Minority Routes**

Route	Total Route Miles (Round Trip)	Total Route Miles (one-Way)	Route Miles within Minority Block Group (Round Trip)	Route Miles within Minority Block Group (One-Way)	Percent Route within Minority Block Group
11	25.0	12.5	6.8	3.4	27.2
12	24.6	12.3	9	4.5	36.6
13	26.8	13.4	18.4	9.2	68.7
14	27.0	13.5	16.8	8.4	62.2
15	48.6	24.3	36.8	18.4	75.7
16	48.6	24.3	29.8	14.9	61.3
17	43.0	21.5	30.8	15.4	71.6
18	42.4	21.2	30.4	15.2	71.7
19	168.2	84.1	61.4	30.7	36.5
20	24.2	12.1	7.2	3.6	29.8
21	56.0	28	13.6	6.8	24.3
22	42.6	21.3	42.6	21.3	100
23	42.4	21.2	42.4	21.2	100
24	24.0	12	17.6	8.8	73.3
25	28.6	14.3	10.2	5.1	35.6
26	23.4	11.7	7.2	3.6	30.8
27	61.6	30.8	27.4	13.7	44.4
28	169.0	84.5	58.2	29.1	34.4
121 A	138.6	69.3	57.8	28.9	41.7
121 B	129.4	64.7	51.8	25.9	40.0

All of CAT routes serve a minority census block group, while approximately 45 percent of the service provided has the majority (50 percent or more) of the service within minority census block groups.

Based on the urbanized area characteristics service could be extended to major commercial/ employment uses based on overall square footage and/or number of employees/patrons, including the following thresholds.

- Individual businesses of 200 or more employees
- Shopping centers of more than 1,000 square feet of leased retail space
- Medical facilities with more than 100 beds
- Academic institutions with an enrollment of 1,000 full time students
- Government agencies that attract substantial daily patrons

The bus stop spacing standards for the network will be implemented based on population density along the route and based on roadway speed as listed below.

- An average of 4 bus stops per mile where roadway speeds are 35 miles per hour or lower.
- An average of 2 bus stops per mile where roadway speeds are 45 miles per hour or higher.

The roadway speed impacts customer safety when accessing stops and also the safety of vehicles when the bus is entering and exiting the travel lane to pick up and drop off customers. Stops will also be placed closest to signalized intersections, as appropriate on higher speed roadways.

## **Service policies**

### **Transit Amenities for Each Mode**

CAT currently provides fixed-route service throughout the urban area, one express route, and paratransit service. Paratransit service does not provide shelter and stop amenities since it is a door-to-door reservation based service and stops may be made throughout the ADA and Transportation Disadvantages (TD) paratransit service area. The bus service stops and shelters are provided throughout the service area to give the greatest level of access to the majority of system users. CAT currently has 605 bus stops throughout their service area. Shelter placement is largely based on funding available, accessible land, and passenger boardings and alightings. CAT provides amenities related to service along each route based on the following:

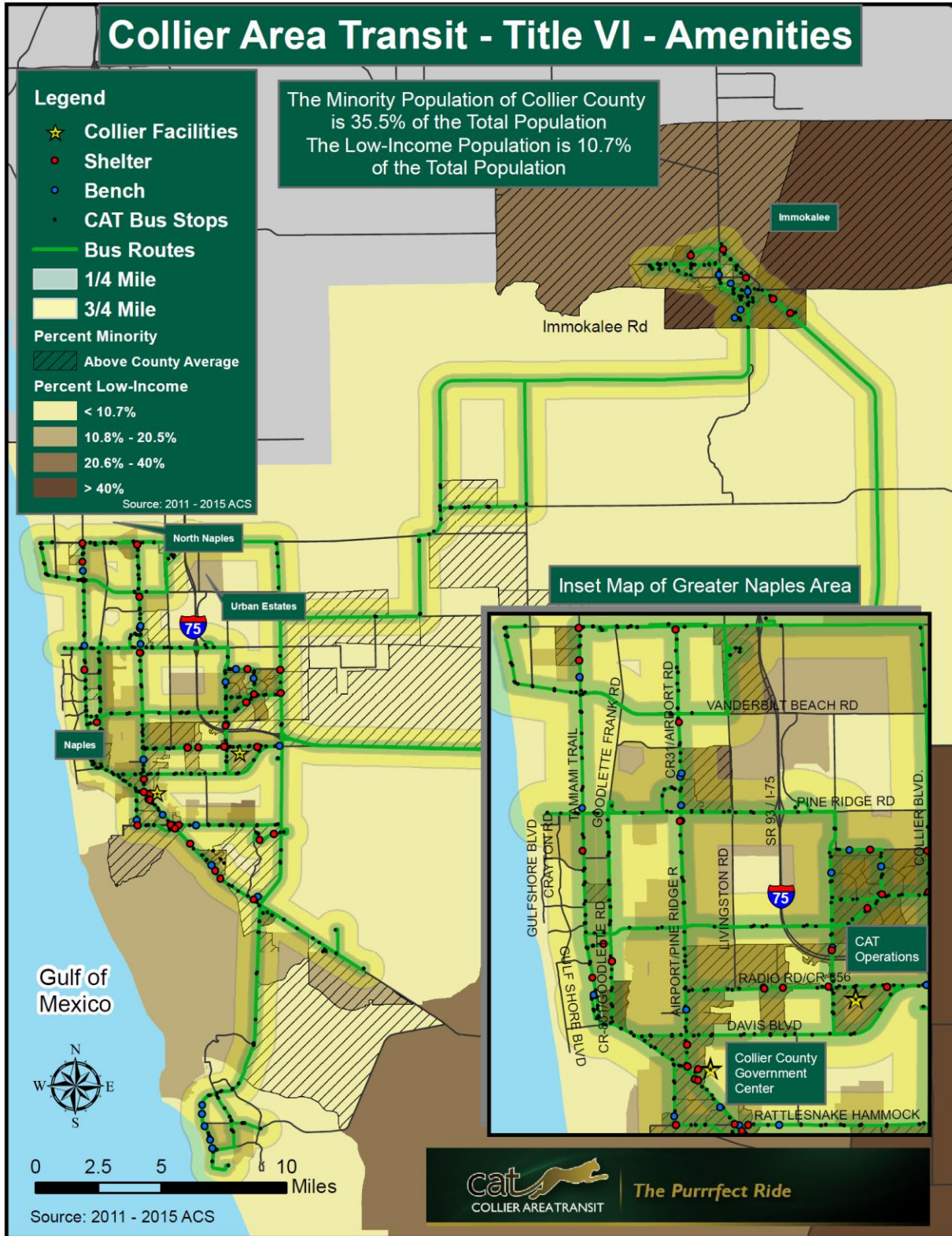
- Fixed-route bus stops are provided based on the number of passengers boarding and alighting at stops; availability of right of way, and provision of ADA access. Stops are placed approximately every two blocks on lower speed roadways and in more population dense areas and every ¼-mile along higher speed roadways. Shelters are placed at locations in the same manner as bus stops, but geared toward stops with higher patronage as identified through the use of automatic passenger counter (APC) data.
- Express bus stops and shelters are located at the origin, midpoint, and destination of the express bus route.

Map #2 identifies the current bus stop locations for CAT bus and express bus, along with the locations of the CAT transfer centers.

### **Vehicle Assignment for Each Mode**

Vehicles are randomly assigned on a daily basis. The only caveat to random vehicle assignment is a determination based on vehicle size to ensure that the vehicles can handle the passenger capacity and navigate the operating environment. Within the size category vehicles still receive random assignment.

Map # 2: Bus Stop Amenities Locations for Low Income and Minority Population Areas



## Other Areas of Title VI Considerations

### Transit Security

CAT makes every effort to ensure that its vehicles and facilities are safe for the general public and staff. As a department of Collier County, CAT works with the Collier County's Security Personnel on campaigns and efforts that increase the safety and security of the transit system. Other transit security efforts completed by CAT include regular training sessions with the Collier County Emergency Management Staff in coordination with local Fire and Law Enforcement Departments on Tabletop sessions, and the installation of cameras on buses. CAT also maintains a preventative maintenance schedule in accordance with FTA guidelines to ensure the safe performance of vehicles.

## Assessment of Compliance

### Monitoring

As stated earlier in this Plan, CAT conducts several efforts to monitor the quality of the service it provides. Regular monitoring efforts including service review and amenities placement, are conducted by CAT. Quarterly monitoring efforts to review service for Title VI compliance include, but are not limited to, various planning studies such as the TDP and COA. As part of the monitoring activities, CAT also reviews travel patterns and journey to work characteristics of the County population. CAT utilizes staff input and public feedback to monitor performance as well as conduct a review of statistical data reported to the National Transit Database. As part of its monitoring, CAT also reviews the performance of peer agencies to ensure that it is on par with the performance of similarly-sized or adjacent area transit systems. The peer review is included as Appendix E.

As part of CAT's monitoring process, the following procedures and guidelines are carried out to monitor compliance with Title VI. Periodic compliance assessments are undertaken to determine whether transit service provided by CAT to minority communities and minority users is consistent with the objectives of this Plan. The assessments will identify possible areas of noncompliance and implement corrective actions to include the following:

- Establish procedures for developing and maintaining standards for compliance with Title VI.
- Establish internal guidelines for making determinations of compliance with Title VI as part of the local decision-making processes and continue project management and contract administration responsibilities.
- Establish internal guidelines for making determinations.
- Evaluate system-wide service changes and proposed improvements at the planning and programming stages to determine whether the overall benefits and costs of such changes or improvements are distributed equitably and are not discriminatory.
- Conduct compliance assessments of transit services and benefits to assure compliance with the spirit and intent of Title VI.
- Take action on findings and recommendations made by review officials to remedy such findings.

### Information Dissemination



CAT will continue to provide information to minority communities and the general public using its website, public notices, meetings, workshops, hearings, presentations, and posting information on vehicles. Additional public information dissemination to minority and low-income populations is covered in the LEP section of this Plan. CAT staff will also continue to participate at various community events throughout Collier County to disseminate information.

### **Customer Service Surveys**

CAT from time to time will conduct customer surveys to assess its performance and gather information on market demands. Customer survey information can be a useful tool in assessing performance and guiding future direction.

### **Incorporating Corrective Action**

Upon identification of the need for corrective action by the FTA, CAT will commence corrective actions to remedy identified deficiencies and incorporate the corrective actions into the Transportation Improvement Plan to assure compliance with Title VI.

### **Procedures**

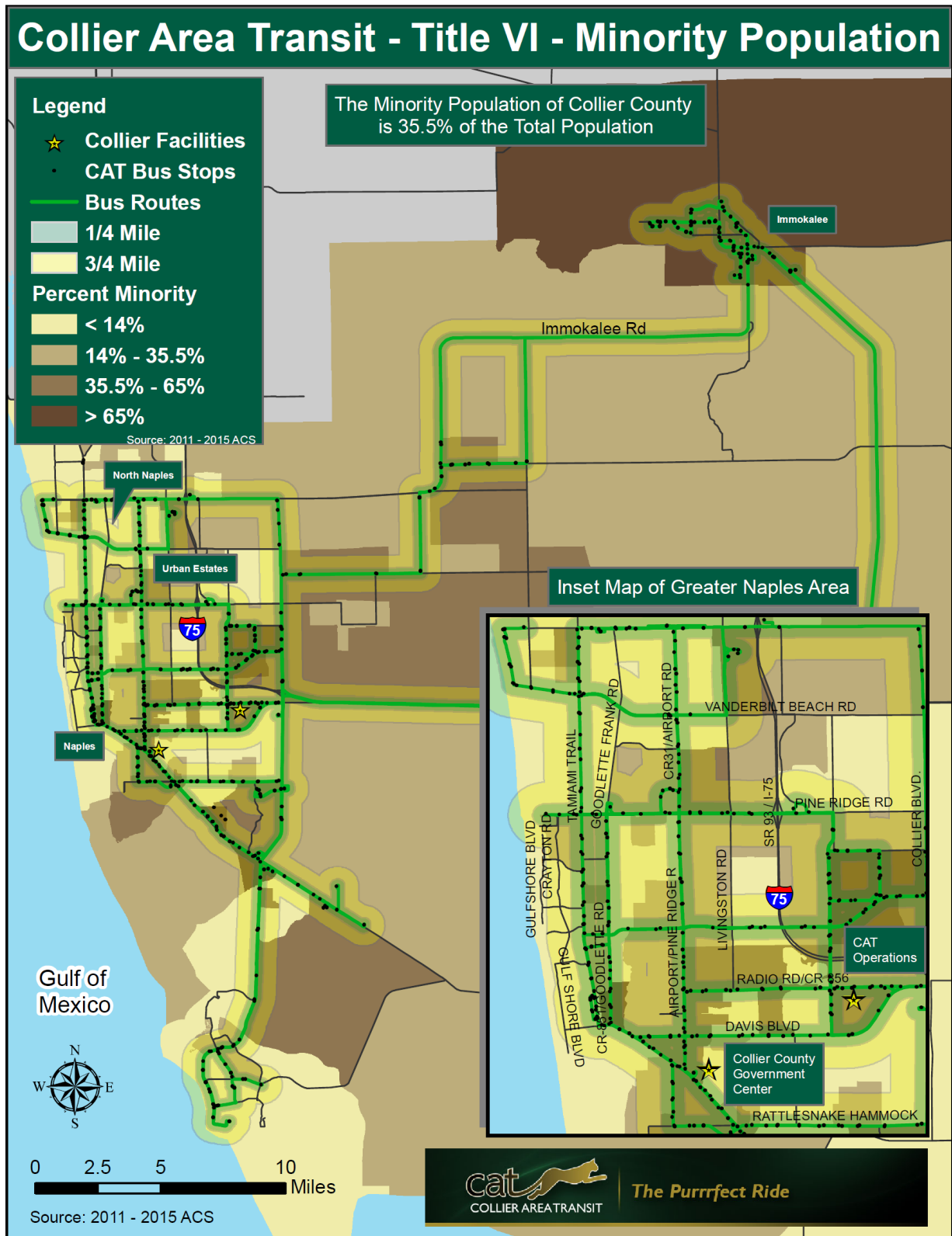
CAT will maintain procedures identified in this Plan to assure continued compliance with Title VI. These procedures will allow for comparing the level and quality of transit services against overall system averages. These procedures will document both the Level of Service Methodology and the Quality of Service Methodology used.

### **Public Information**

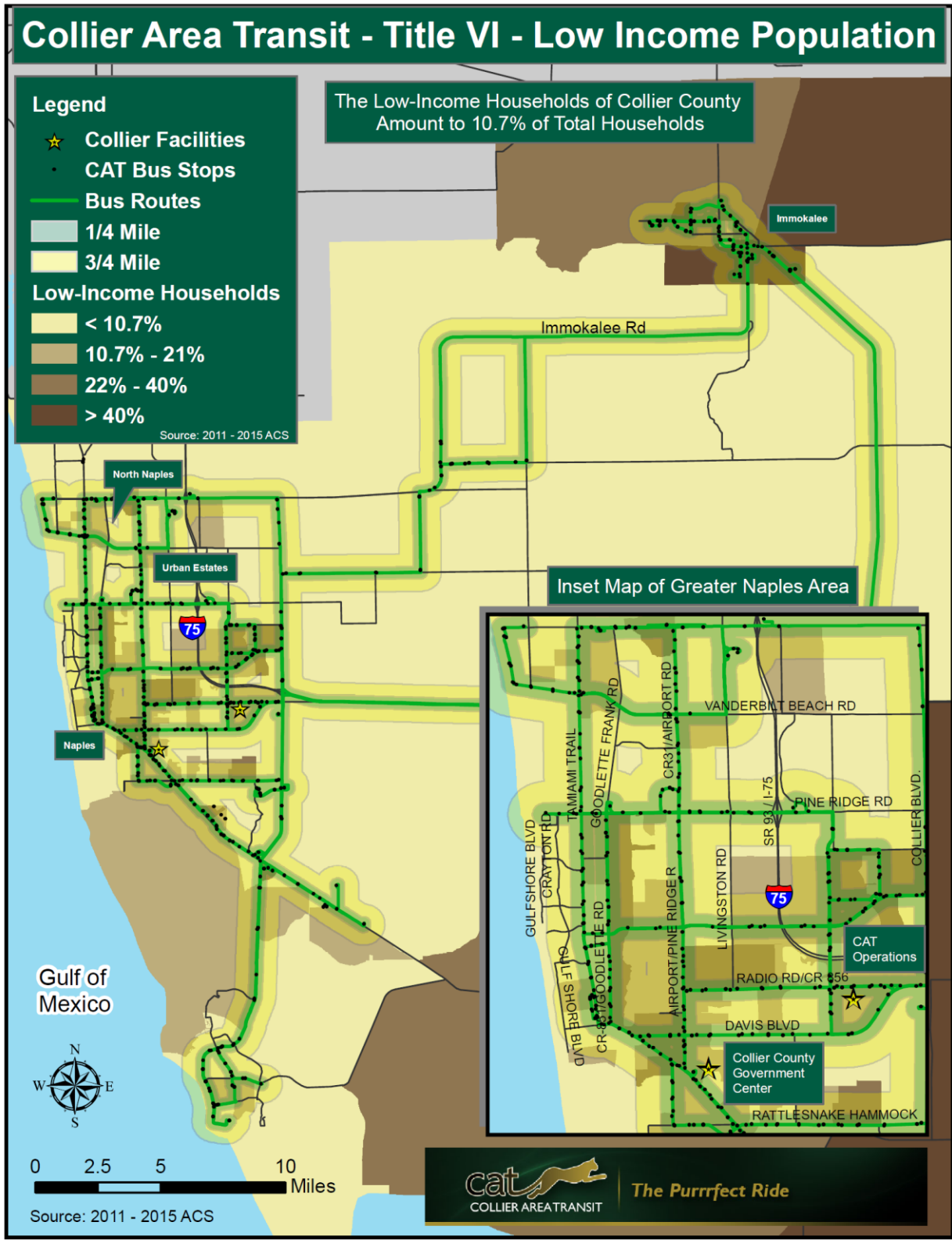
In compliance with the requirement of the U.S. Department of Justice, the Department of Transportation, and the FTA, the following information will be disseminated and made available to the public upon request.

1. This plan and its requirements will be made available to the public upon request and will be available for review from the CAT website or in the CAT offices during regular business hours.
2. CAT will maintain records and submit compliance reports and assessments as required and make available such information to the general public upon request.

Map # 3: Minority Census Tract and CAT Fixed Route and ADA (3/4 Mile) Service Area



Map # 4: Low Income Census Tract and CAT Fixed Route and ADA (3/4 Mile) Service Area



# Appendix B

## Certifications and Assurances

### Certifications & Assurances | FY 2017 C&A Affirmations

#### Recipient Profile Information

Recipient ID 1032 Recipient Name COLLIER, COUNTY OF

#### Certification and Assurance Information

Fiscal Year 2017 Assigned Date 12/20/2016  
Due Date 3/20/2017  
Certified Date 2/9/2017

#### Published Certifications and Assurances Document

 [FTA FISCAL YEAR 2017 CERTIFICATIONS AND ASSURANCES](#)  
463.4 KB

#### Certifications and Assurances

Category	Title
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 federal fiscal year 2017, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2017.

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.

I Accept the above

Official's Name Steve Camell

Certification Date Feb 07, 2017

#### 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.

I Accept the above

Attorney's Name Scott Teach

Certification Date Feb 09, 2017

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## Appendix C

### Sub-recipient Monitoring Form



### Sub-recipient Monitoring Form

Agency Name: \_\_\_\_\_

Date: \_\_\_\_\_

Funding: (Place an "✓" next to the appropriate grant source and type of funding.)

Capital \_\_\_\_\_ Operating \_\_\_\_\_ Both \_\_\_\_\_

1. Verify Sub-recipient has registered with the SAM (System for Award Management) to determine whether sub-recipients were registered before the award?
  - a. Registered \_\_\_\_\_
  - b. Not Registered \_\_\_\_\_ date by which registration will be completed \_\_\_\_\_. Access site at <https://www.sam.gov/portal/public/SAM/>
2. Is Sub-recipient aware of the following:
  - a. CFDA title and number Yes \_\_\_\_\_ No \_\_\_\_\_
  - b. Award name and number Yes \_\_\_\_\_ No \_\_\_\_\_
  - c. The name of the Federal awarding agency Yes \_\_\_\_\_ No \_\_\_\_\_
  - d. Requirements imposed by laws, regulations Yes \_\_\_\_\_ No \_\_\_\_\_
  - e. Provisions of grant agreements Yes \_\_\_\_\_ No \_\_\_\_\_
3. Can Sub-recipient show proof of matching funds? Yes \_\_\_\_\_ No \_\_\_\_\_
4. Does Sub-recipient have documentation that shows how the grant award was utilized?
  - a. Copies of expenses Yes \_\_\_\_\_ No \_\_\_\_\_
  - b. Copies of payment (may need to show electronic transfers to document payment from CAT) Yes \_\_\_\_\_ No \_\_\_\_\_
  - c. If not available date that documentation can be produced \_\_\_\_\_
5. Does sub-recipient have a completed audit? Yes \_\_\_\_\_ No \_\_\_\_\_
  - a. Are there audit findings? Yes \_\_\_\_\_ No \_\_\_\_\_

b. If yes, have findings been addressed? Yes \_\_\_\_\_ No \_\_\_\_\_

6. If Sub-recipient has a vehicle, verify the following:

a. Sub-recipient has manifest or system to separately track grant related trips?

Yes \_\_\_\_\_ No \_\_\_\_\_

b. Sub-recipient has preventative maintenance policy? Yes \_\_\_\_\_ No \_\_\_\_\_

c. Sub-recipient has valid vehicle insurance? Yes \_\_\_\_\_ No \_\_\_\_\_

d. Sub-recipient has accident reporting policy? Yes \_\_\_\_\_ No \_\_\_\_\_

7. How does Sub-recipient notify the public or customers about the vehicle, program, or resource?

\_\_\_\_\_

8. Is a follow-up visit needed to verify compliance with above required items?

Yes \_\_\_\_\_ No \_\_\_\_\_

**Agency Signature:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

**Signature of Monitor:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

## **Appendix D**

### **Collier Area Transit**

### **Route Fare or Service Change Policy**

In accordance with the Federal Transit Administration (FTA) Circular 4702.1A Title VI of the Civil Rights Act of 1964, Transit providers within service areas containing more than 200,000 residents to evaluate service and fare changes and their corresponding impacts to ensure transit service is planned operated and distributed in an equitable manner without regard to race, color or national origin. The required policies fall in the following three categories:

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

#### **Major Service Change Policy**

The FTA requires that funding recipients prepare and submit service and fare equity analyses for public comment in consideration of proposed major service or fare changes. The purpose of this policy is to establish thresholds that define a “major service change”, and the definition of an adverse impact created by a “major service change”.

As contained within this policy, a major service change is defined as meeting one of the following criteria:

1. Proposed service expansions and reductions including all routing and timetable changes remaining in effect after 12 months that exceed 25 percent of the current configurations.
2. Total elimination of service on a specific route.
3. All proposed fare changes, excluding ride free promotional events and temporary fare reductions, that in effect after 6 months.

If a proposed major service change falls within one of the three categories above, CAT will conduct a Title VI service and/or fare equity analysis for review and consideration by the Board of County Commissioners and the public prior to implementing changes.

An adverse effect is defined as a major geographical or time-based reduction in service which may include, but is not limited to, span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. CAT shall consider the degree of adverse effects in the form of an equity analysis when planning major service changes.

The following types of service changes are exempt:

- Minor route alignment, frequency, span, or time point adjustments;

- Routing or bus stop changes due to temporary road detours caused by construction, maintenance, closures, emergencies, labor disruptions or strikes, fuel shortages, or safety concerns;
- Any temporary service addition, change, or discontinuation of a route with less than twelve months of operation;
- Changes on special service routes serving sporting events, special events, or service contracted through other cities or agencies;
- Any service change that does not meet the definition of a major service change described above.

### **Disparate Impact Policy**

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service or fare change are borne disproportionately by minority populations. For the purpose of this policy, a minority population is defined as any readily identifiable group of minority persons who live in geographical proximity, and if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed program, policy, or activity.

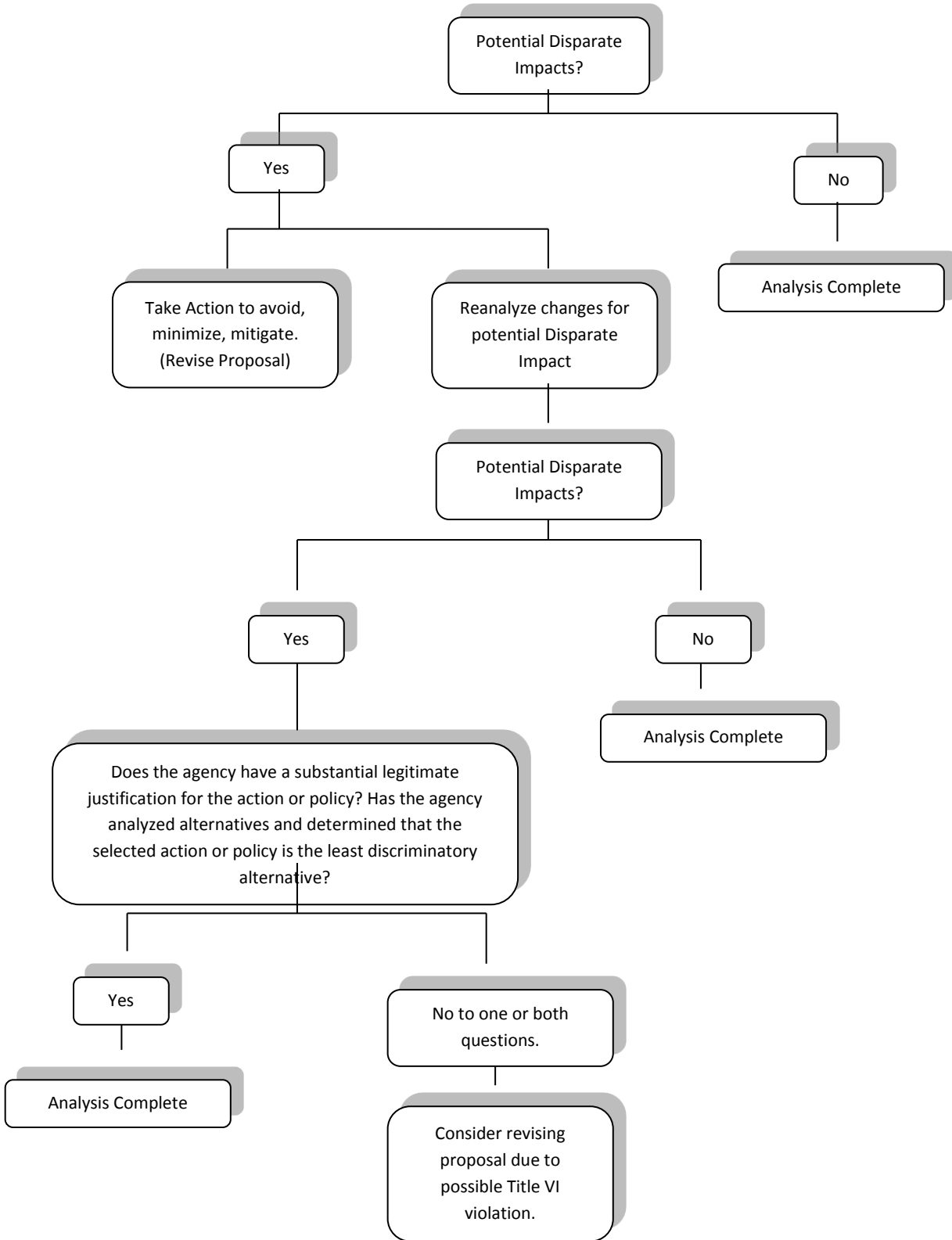
A “disparate impact” is defined as occurring when an adverse effect of a major service or fare change on minority populations is at least 20 percent greater than the adverse effect on the average minority population of CAT’s service area. In order to identify a potential impact, CAT will follow the process illustrated within the flow chart below.

Should a proposed major service change result in a disparate impact, CAT will consider modifying the proposed change to avoid, minimize, or mitigate the disparate impact of the change. The modified proposed change due to potential disparate impacts will then be reanalyzed in order to determine whether the modifications actually removed the potential disparate impacts of the changes.

If the CAT chooses not to alter the proposed changes, they may implement the service or fare change if there is substantial legitimate justification for the change and it can be shown that there are no alternatives that would have less impact on the minority population and would still accomplish program goals.



## Title VI Service and Fare Equity Analysis Process to Identify Potential Disparate Impacts



## Disproportionate Burden Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service or fare change are borne disproportionately by low-income populations. For purposes of this policy, low-income population is defined as any readily identifiable group or households who are at or below 150 percent of the U.S. Department of Health and Human Services Poverty Guidelines listed below.

### 2017 Poverty Guidelines - Annual

» 48 Contiguous States and D.C.

Persons in Household	48 Contiguous States and D.C. Poverty Guidelines (Annual)							
	100%	133%	138%	150%	200%	250%	300%	400%
1	\$12,060	\$16,040	\$16,643	\$18,090	\$24,120	\$30,150	\$36,180	\$48,240
2	\$16,240	\$21,599	\$22,411	\$24,360	\$32,480	\$40,600	\$48,720	\$64,960
3	\$20,420	\$27,159	\$28,180	\$30,630	\$40,840	\$51,050	\$61,260	\$81,680
4	\$24,600	\$32,718	\$33,948	\$36,900	\$49,200	\$61,500	\$73,800	\$98,400
5	\$28,780	\$38,277	\$39,716	\$43,170	\$57,560	\$71,950	\$86,340	\$115,120
6	\$32,960	\$43,837	\$45,485	\$49,440	\$65,920	\$82,400	\$98,880	\$131,840
7	\$37,140	\$49,396	\$51,253	\$55,710	\$74,280	\$92,850	\$111,420	\$148,560
8	\$41,320	\$54,956	\$57,022	\$61,980	\$82,640	\$103,300	\$123,960	\$165,280

Add \$4,180 for each person over 8

Source: Department of Health and Human Services, Office of the Secretary, Annual Update of the HHS Poverty Guidelines

A “disproportionate burden” is defined as occurring when the low-income population adversely affected by a major service or fare change is 20 percent more than the average low-income population of CAT’s service area.

Similar to the approach in identifying a potential disparate impact, should a proposed major service or fare change result in a disproportionate burden, CAT will consider modifying the proposed change to avoid, minimize, or mitigate the disproportionate burden of the change. The modified proposed change due to a potential disproportionate burden will then be reanalyzed in order to determine whether the modifications actually removed the potential disproportionate burden of the changes.

If the CAT chooses not to alter the proposed changes, they may implement the service or fare change if there is substantial legitimate justification for the change and it can be shown that there are no alternatives that would have less impact on the low-income population and would still accomplish program goals.

## Appendix E

### Transit Development Plan (TDP) Capacity Analysis

Revenue Miles	Average Vehicle Capacity	Estimated Annual Seat Miles	Vehicle Column1	County	Seats	Total Seat
1318931	31	40,886,861	40'	3	38	114
			35'	12	32	384
			30'	9	28	252
Passenger Trps	Average Trip Length	Annual Passenger Miles	30' (freitliner)			
973981	7.40	7,211,130	1	14	14	
			<b>Total</b>	<b>25</b>		<b>764</b>
			Average Amoun of Seats		31	
Percent of Capacity Being Used			Vehicle Column1	County	Seats	Total Seat
18%			24'	13	12	156
			23'	11	14	154
			<b>Total</b>	<b>24</b>		<b>310</b>
			Average Amoun of Seats		13	

Route	Revenue Mil	Average Vehicle Capacity	Estimated Annual Seat Miles	Average Trip Length	FY 2016 Annual Ridership	Annual Passenger Mil	Percent of Capacity	Estimated Excess Capacity
11	79,566	31	2,466,546	7.4	111,407	824,411.80	33%	67%
12	72,647	31	2,252,057	7.4	107,316	794,138.40	35%	65%
13	64,400	31	1,996,400	7.4	79,859	590,956.60	30%	70%
14	47,646	31	1,477,031	7.4	65,531	484,929.40	33%	67%
15	83,158	31	2,577,898	7.4	113,238	837,961.20	33%	67%
16	66,227	31	2,053,037	7.4	56,673	419,380.20	20%	80%
17	62,747	31	1,945,157	7.4	52,401	387,767.40	20%	80%
18	48,111	31	1,491,441	7.4	36,041	266,703.40	18%	82%
19	165,010	31	5,115,310	7.4	67,502	499,514.80	10%	90%
20	33,780	31	1,047,180	7.4	10,133	74,984.20	7%	93%
21	43,203	31	1,339,293	7.4	13,528	100,107.20	7%	93%
22	83,011	31	2,573,341	7.4	47,234	349,531.60	14%	86%
23	91,212	31	2,827,572	7.4	42,653	315,632.20	11%	89%
24	65,737	31	2,037,847	7.4	56,206	415,924.40	20%	80%
25	72,917	31	2,260,438	7.4	38,367	283,915.80	13%	87%
26	30,661	31	950,489	7.4	8,955	66,267.00	7%	93%
27	92,448	31	2,865,877	7.4	27,114	200,643.60	7%	93%
28	68,300	31	2,117,300	7.4	21,213	156,976.20	7%	93%
121	48,150	31	1,492,650	7.4	18,610	137,714.00	9%	91%

Demand Response - Purchased							
Revenue Miles	Average Vehicle Capacity*	Estimated Annual Seat Mile	Average Trip Length**	FY 2016 Annual Ridership	Annual Passenger Miles	Percent of Capacity	Estimated Excess Capacity
1,044,873	13	13,583,349	30.94	100,647	3,113,627	23%	77%

### **Fixed-Route Capacity Analysis Summary**

Based on the estimated capacity analysis, CAT was using approximately 18 percent of its possible capacity in 2016. This shows that the existing bus service has substantial capacity remaining. Routes with the least amount of excess capacity include Routes 12, 11, 14, 15, and 13. Routes with the largest amount of excess capacity include Routes 26, 27, 20, 28, 21, and 121. Excess capacities for these routes are 93 percent and 91 percent. It should be noted that the NTD reported average trip length is used to determine excess capacity and Route 121, 19, and 28 operate as routes from Immokalee to Marco Island and Naples; therefore, these routes travel a greater distance than 7.4 miles per trip. When calculating excess capacity using a greater average trip length, the excess capacity would be much less on Routes 19, 28, and 121.

Excess capacity is not necessarily a weakness in the system. The ridership-to-capacity ratio should be monitored over time as part of future major updates to the TDP. In addition, route-by-route average trip length estimates are needed in order to provide a more accurate reflection of unused capacity along fixed-routes.

### **Demand Response Service Capacity Analysis Summary**

Based on the estimated capacity analysis, CAT is using approximately 23 percent of the possible capacity. This shows that demand response service has substantial capacity remaining. Excess capacity is not necessarily a weakness in the system, given the nature of the requested trips. Expecting full paratransit vans is unrealistic since the service operates on the basis of advanced trip reservations, and multiloading is often difficult to accommodate given the often diverse nature of origins and destinations for each patron.

## Appendix F

### Transit Development Plan (TDP) Peer Review

#### Peer Review Analysis

A peer review analysis was conducted for CAT to compare its performance at a given point in time with other transit systems having similar characteristics. The review was conducted using validated NTD data available from the Florida Transit Information System (FTIS) for a set of peer systems selected for the CAT fixed-route transit service. Performance indicators and effectiveness and efficiency measures are provided throughout this section in tabular and graphical formats to illustrate the performance of CAT relative to the peer group. For each selected indicator and measure, the tables provide CAT's value, the minimum value among the peer group, the maximum value among the peer group, the mean of the peer group, and the percent that CAT's values are away from the mean.

#### Peer System Selection Methodology

The peer selection was conducted using the most recent 2012 NTD data available from the FTIS database. The peers were identified through two assessments of variables and input from CAT staff. The first peer selection process used the Transit Cooperative Research Program (TCRP) methodology an objective assessment of the following variables.

- Population density
- Total vehicle miles operated
- Total operating budget
- Whether the agency is located in a state capital
- Percent of college students in the service area
- Population growth rate (2000-2011)
- Percent of population with income below the poverty level
- Percent demand response service (number of vehicles operated in maximum service)
- Percent purchased service

The second peer selection process used to identify the potential peer group first selected transit systems within the southeastern portion of the United States. The systems meeting this criterion then were analyzed based on the remaining criteria.

- Geography (southeastern U.S.)
- Service area population
- Service area population density
- Passenger trips
- Operating expense
- Revenue Hours
- Revenue miles
- Average speed
- Vehicles operated in maximum service

A potential peer received 1 point for each measure when its value was within  $\pm 10$  percent of CAT's performance value. In addition, 0.5 points were given for each measure that fell within  $\pm 20$  percent of CAT's value. Table 17 presents the final listing of transit systems that were selected for the peer review analysis using a combination of the two methodologies previously described and discussions with CAT staff. After selecting the peer systems, the peer review analysis was conducted using 2012 NTD data, the most recent validated NTD data available for all of the peer systems. The peer review is summarized in the remainder of this section.

**Table 17: Selected Peer Systems - CAT's Peer Review Analysis (2012)**

<b>System</b>	<b>Location</b>
Cape Fear Public Transportation Authority (WAVE)	Wilmington, NC
Lakeland Area Mass Transit District (LAMTD)	Lakeland, FL
Pasco County Public Transportation (PCPT)	Port Richey, FL
Manatee County Area Transit (MCAT)	Bradenton, FL
Escambia County Area Transit (ECAT)	Pensacola, FL

**Performance Indicators**

Selected performance indicators for the peer review are presented in this section. Categories of performance indicators include service area population, population density, ridership, revenue and vehicle miles, revenues hours, operating expense, fuel consumption, and the number of vehicles operated in maximum service. Table 18 and Figures 35 through 42 present the performance indicators for CAT's peer review analysis.

**Table 18: Performance Indicators - CAT's Peer Review Analysis (2012)**

Indicator	CAT	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	CAT % from Mean
Service Area Population	323,785	55,530	464,697	269,768	20.0%
Service Area Pop. Density (persons/sq.m)	162	162	1,735	972	-83.3%
Passenger Trips	1,207,866	956,591	1,767,086	1,340,041	-9.9%
Revenue Miles	1,231,778	987,379	1,451,900	1,250,874	-1.5%
Revenue Hours	67,318	67,318	104,760	82,047	-18.0%
Operating Expenses	\$5,779,387	\$4,284,245	\$8,126,624	\$6,339,048	-8.8%
Vehicles Operated in Max. Service	16	16	31	22	-28.4%
Fuel Consumption (gallons)	230,575	230,575	319,700	279,050	-17.4%

Source: FTIS

The following is a summary of the peer review analysis performance indicators, based on the information previously presented. Service area population for Collier County is 20 percent more than the peer group mean; the service area population density is 83 percent less than the peer group mean. Based on the size of Collier County and the existing development patterns, the service area population density will continue to be a challenge when compared to other transit systems.

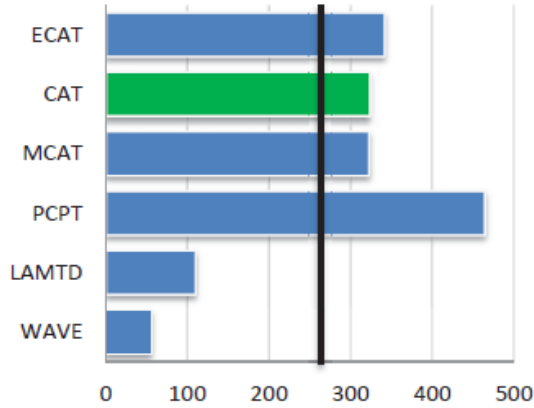
The passenger trips for CAT are nearly 10 percent below the peer group mean of 1,340,041. CAT provided 1,207,866 passenger trips in 2012. Providing fewer passenger trips than the peer systems is considered a challenge; however, with CAT's population density being much lower than the peer group systems, CAT's passenger trips may be considered a strength, with CAT's performance measuring only 10 percent below the peer group average. The revenue miles for CAT are slightly below the peer group mean by nearly 2 percent. This measure is considered to be neutral based on the percentage and indicating that CAT is providing comparable service in comparison to the peer group systems. The revenue hours of service for CAT are 18 percent below the peer group mean. While the revenue miles are comparable to the peer groups, the hours of service for CAT are below the

average. Operating expense for CAT is 9 percent below the peer group mean. In comparison to the peer group systems, CAT is providing equivalent revenue miles of service, but operating with lower operating expenses. This measure would be considered a strength for the CAT system in comparison to its peers.

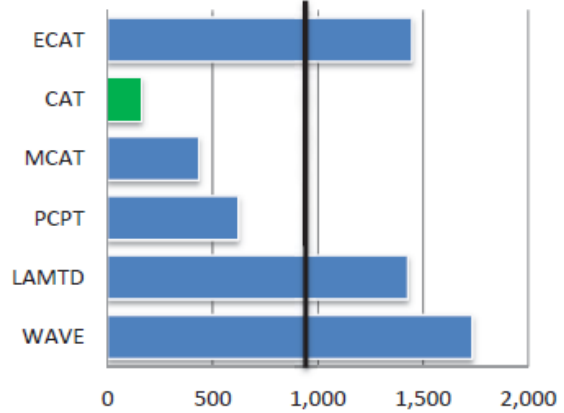
The number of vehicles operated in maximum service for Collier County is 28 percent below the peer group mean. CAT is operating fewer vehicles than the peer groups; however, the systems revenue miles of service are comparable and the passenger trips are only 10 percent below the peer group. This measure

may indicate that the CAT system is operating efficiently with the resources available; however, CAT may be presented with a challenge to increase the number of vehicles and revenue hours of service in an effort to provide levels of service equivalent to its peers. The fuel consumption for CAT is 17 percent below the peer group mean. This measure is consistent with CAT operating fewer vehicles in maximum service.

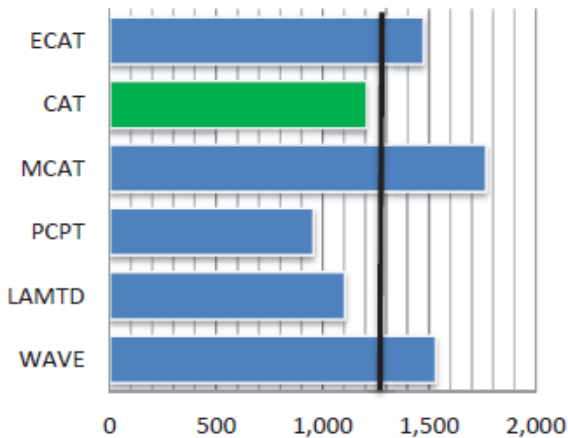
**Figure 35**  
Service Area Population (000)



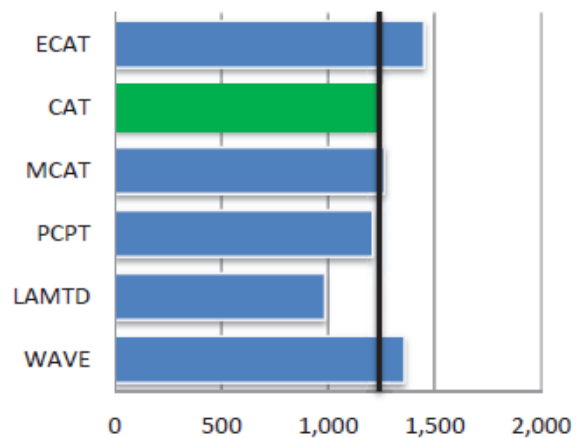
**Figure 36**  
Service Area Population Density (persons/square mile)



**Figure 37**  
Passenger Trips (000)

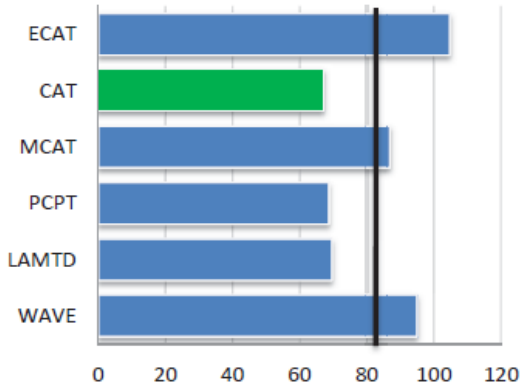


**Figure 38**  
Revenue Miles (000)

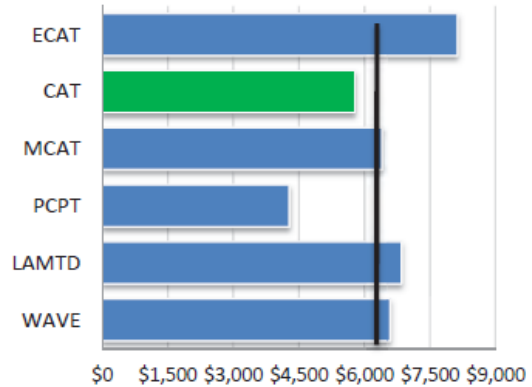




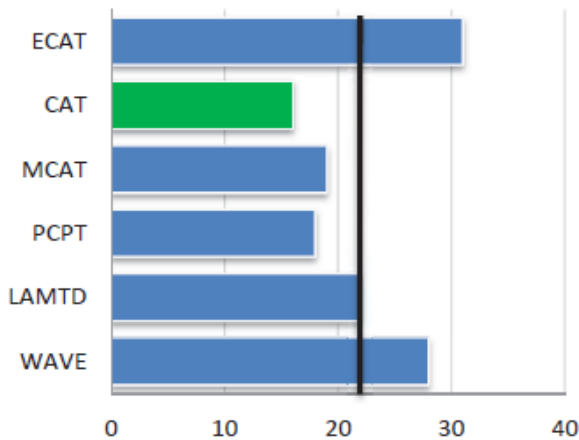
**Figure 39**  
Revenue Hours (000)



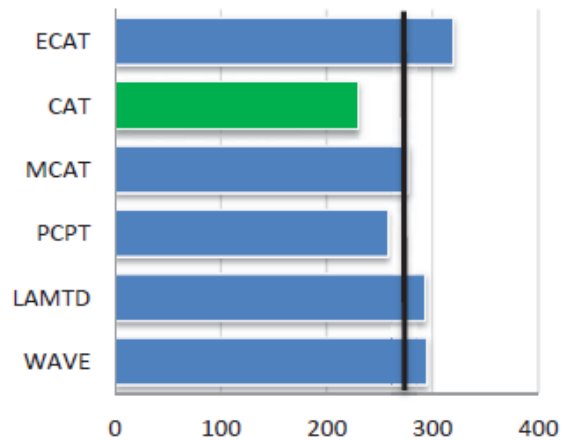
**Figure 40**  
Operating Expense (\$000)



**Figure 41**  
Vehicles Operated in Maximum Service



**Figure 42**  
Gallons of Fuel Consumed



**Effectiveness Measures**

Categories of effectiveness measures include service supply, measured by vehicle miles per capita; service consumption, measured by passenger trips per revenue mile; and quality of service, measured by weekday span of service. Table 19 and Figures 43 through 46 present the effectiveness measures for CAT’s peer review analysis. The following is a summary of the effectiveness measures for the peer review analysis.

Passenger trips per revenue mile for CAT are nearly 9 percent below the peer group mean of 1.1 passenger trips per revenue mile. This measure indicates that CAT is providing fewer passenger trips than its peers in comparison to the amount of transit service provided. This measure is consistent with the passenger trips measure presented in the previous section.

CAT's passenger trips per revenue hour in 2012 were 17.9, nearly 10 percent above the peer group mean. This measure is a strength for CAT in comparison to its peers. While CAT provides less revenue hours than its peers, the system is providing more passenger trips during its hours of service.

Passenger trips per capita for CAT were 3.7 in 2012, which is nearly 58 percent below the peer group mean. This measure is a challenge for CAT, indicating that fewer persons in the service area are using the system in comparison to other peer group areas. The size of the county, population density, and development patterns may all be contributors to CAT's performance along with the existing hours of service and/or frequencies.

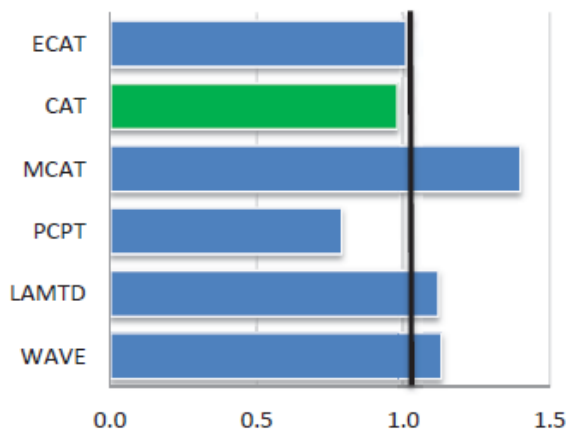
Weekday span for CAT is nearly 8 percent above the peer group mean of 15 hours. While CAT provides fewer revenue hours than the peer groups, its weekday span of service is above the peer group average by nearly 8 percent.

**Table 19: Effectiveness Measures - Collier County's Peer Review (2012)**

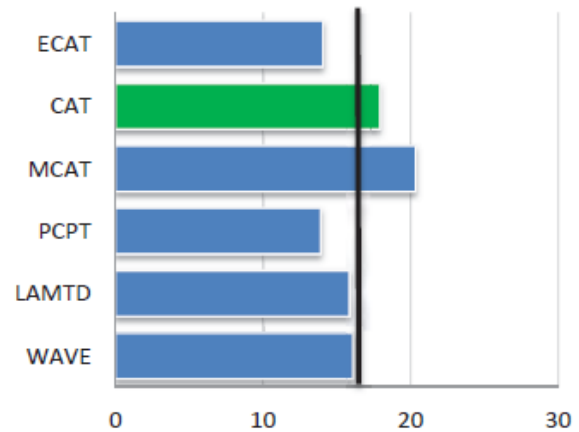
Measure	CAT	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	CAT % from Mean
Passenger Trips per Revenue	1.0	0.8	1.4	1.1	-8.6%
Passenger Trips per Revenue	17.9	13.9	20.3	16.4	9.6%
Passenger Trips per Capita	3.7	2.1	27.6	8.9	-57.9%
Weekday Span of Service (hours)	16	14	17	15	7.5%

Source: FTIS

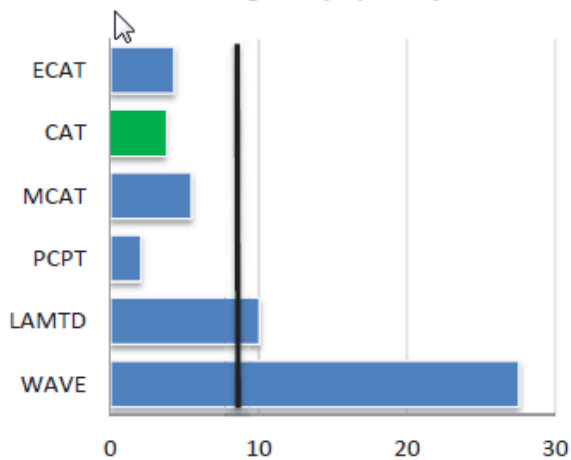
**Figure 43**  
**Passenger Trips per Revenue Mile**



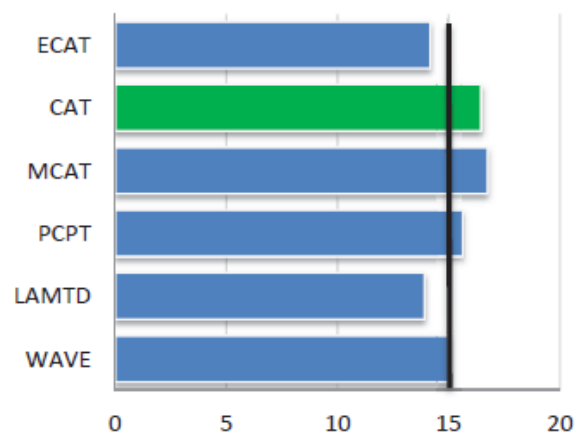
**Figure 44**  
**Passenger Trips per Revenue Hour**



**Figure 45  
Passenger Trips per Capita**



**Figure 46  
Weekday Span of Service**



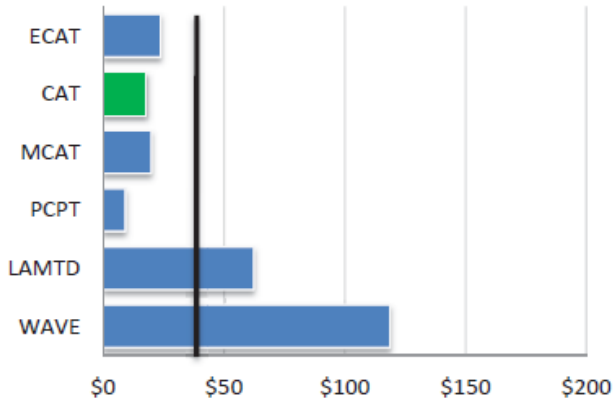
### Efficiency Measures

Categories for efficiency measures include cost efficiency and operating ratios. Table 20 and Figures 47 through 53 present the efficiency measures for CAT’s peer review analysis. The following is a summary of efficiency measures for peer review. Operating expense per capita for CAT is 57 percent below the peer group mean. This measure is considered a strength for CAT, with a significantly lower number of passenger trips per capita than the peer groups, CAT’s operating expense in comparison to the service area population may indicate that the CAT service is efficiently providing trips to those persons in the service area that do use the transit system. Operating expense per passenger trip for CAT is nearly 1 percent below the peer group mean. This measure is considered neutral, with the operating expense per passenger trip consistent with the peer group mean. Operating expense per revenue mile is 8 percent below the mean while operating expense per revenue hour is 10 percent above the mean. In comparison to the peers, CAT is providing equivalent revenue miles at a lower operating cost; however, CAT provides fewer revenue hours than the peer system resulting in an operating expense per revenue hours that is above the peer group mean. Farebox recovery for CAT is 20 percent below the peer group mean.

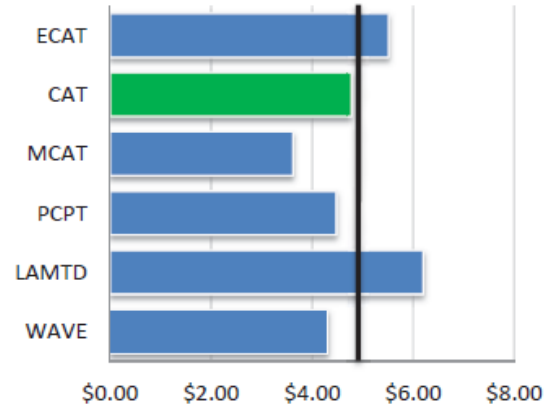
While farebox recovery is showing that CAT is 20 percent below the peer group average when reviewing the amount of passenger fares collected in comparison to the system’s operating expense, one of the peer group systems collects contract revenue for the provision of transit service and the additional revenue increases its farebox recovery ratio. If the system were removed from the analysis, CAT’s farebox recovery ratio would measure 4 percent above the peer group mean. This measure indicates the benefit of partnership for the provision of transit service based on the farebox recovery that the peer system was able to achieve through its contract revenue.

The average fare for CAT is nearly 19 percent below the peer group mean. This measure is also the result of contract revenue received by one of the peer group systems through partnerships for transit resulting in higher fare collection. While the average fare measure appears to be a challenge for the CAT system, if the peer with the additional revenue was removed from the analysis, the distance of CAT’s average fare from the peer group would be neutral.

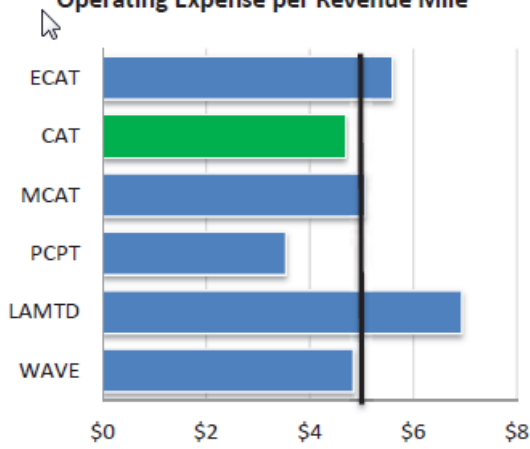
**Figure 47**  
**Operating Expense per Capita**



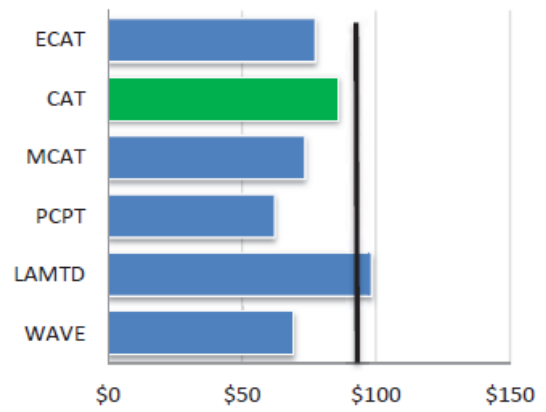
**Figure 48**  
**Operating Expense per Passenger Trip**



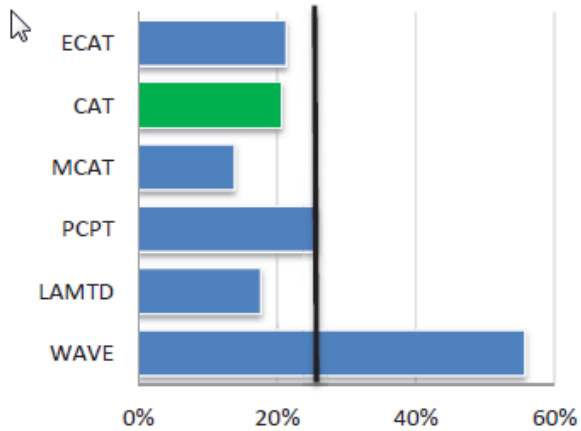
**Figure 49**  
**Operating Expense per Revenue Mile**



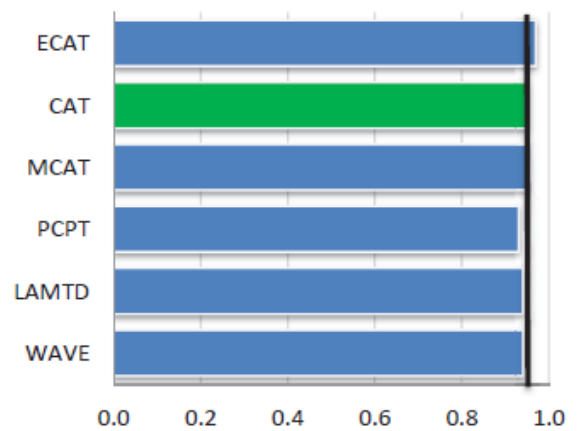
**Figure 50**  
**Operating Expense per Revenue Hour**



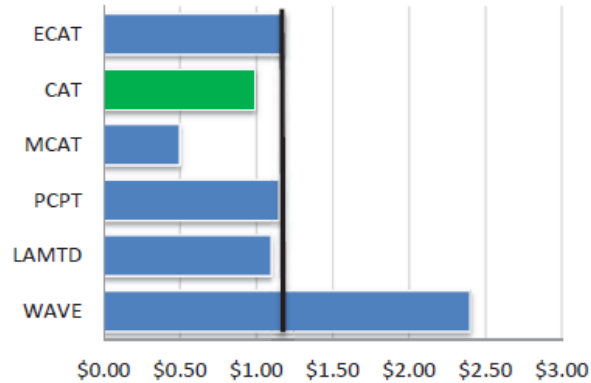
**Figure 51**  
**Farebox Recovery (%)**



**Figure 52**  
**Revenue Miles per Vehicle Miles**



**Figure 53**  
**Average Fare**



**Summary Results of Peer Review Analysis**

Table 21 provides a summary of the peer review analysis for the CAT’s transit system. The summary includes the percent that CAT is away from the peer group mean for each performance measure.

**Table 21: CAT’s Peer Review Analysis Summary (2012)**

<b>Performance Indicators/Measures</b>	<b>Percent from Mean</b>
<b>Indicators</b>	
Service Area Population	20%
Service Area Population Density	-83.3%
Passenger Trips	-9.9%
Revenue Miles	-1.5%
Revenue Hours	-18.0%
Vehicle Miles	-1.4%
Vehicles Operated in Maximum Service	-28.4%
Total Operating Expense	-8.8%
<b>Service Compensation</b>	
Passenger Trip per Revenue Mile	-8.6%
Passenger Trip per Revenue Hour	9.6%
Passenger Trip per Capita	-57.9%
<b>Quality of Service</b>	
Weekday Spann of Service (hours)	7.5%
<b>Cost Efficiency</b>	
Operating Expense per Capita	-57.4%
Operating Expense per Passenger Trip	-0.8%
Operating Expense per Revenue Mile	-8.3%
Operating Expense per Revenue Hour	10.2%
<b>Operating Ratio</b>	
Farebox Recovery Ratio	-20.0%
<b>Vehicle Utilization</b>	
Revenue Miles per Vehicle Mile	0.4
<b>Fare</b>	
Average Fare	-18.9%

**Table 21: CAT's Peer Review Analysis Summary (2012)**

<b>Performance Indicators/Measures</b>	<b>Percent from Mean</b>
<b>Indicators</b>	
Service Area Population	20.0%
Service Area Population Density	-83.3%
Passenger Trips	-9.9%
Revenue Miles	-1.5%
Revenue Hours	-18.0%
Vehicle Miles	-1.4%
Vehicles Operated in Maximum Service	-28.4%
Total Operating Expense	-8.8%
<b>Service Consumption</b>	
Passenger Trips per Revenue Mile	-8.6%
Passenger Trips per Revenue Hour	9.6%
Passenger Trips per Capita	-57.9%
<b>Quality of Service</b>	
Weekday Span of Service (hours)	7.5%
<b>Cost Efficiency</b>	
Operating Expense per Capita	-57.4%
Operating Expense per Passenger Trip	-0.8%
Operating Expense per Revenue Mile	-8.3%
Operating Expense per Revenue Hour	10.2%

Performance Indicators/Measures	Percent from Mean
<b>Operating Ratio</b>	
Farebox Recovery Ratio	-20.0%
<b>Vehicle Utilization</b>	
Revenue Miles per Vehicle Mile	0.4
<b>Fare</b>	
Average Fare	-18.9%

Source: FTIS

## Appendix G

### List of Community Agencies

#### Leadership Council, LCA

Mayflower Congregational Church,  
2900 County Barn Road,  
Naples, Florida

[www.collierseniorresources.org](http://www.collierseniorresources.org)

#### Healthy Communities Program Consultant

Florida Department of Health in Collier County  
Deborah Chesna

Phone: (239) 252-2594

Fax: (239) 774-5653

[www.healthycollier.org](http://www.healthycollier.org)



#### Jewish Family and Community Services (JFCS)

Dr. Jaclynn Faffer, President/CEO

5025 Castello Drive, Suite 101

Naples FL 34103

Phone: 239-325-4444

Fax: 239-330-7947

[www.jfcsswfl.org](http://www.jfcsswfl.org)

#### Catholic Charities, Diocese of Venice, Inc.

P.O. Box 2116

Venice, Florida 34284

[www.catholiccharitiesdov.org](http://www.catholiccharitiesdov.org)

#### Refugee Coalition

Department of Children and Families

Hiram A. Ruiz, Director, Refugee Services

401 NW 2nd Ave., Suite N-812

Miami, FL 33128

Office: (786) 257-5189

Cell: (305) 763-9040

[hiram\\_ruiz@dcf.state.fl.us](mailto:hiram_ruiz@dcf.state.fl.us)

#### Collier 211

Phone: 211 (IN FL) or (239)-263-4211

[www.collier211.org](http://www.collier211.org)

#### Lighthouse of Collier, Inc.

2685 Horseshoe Drive South, Suite 211

Naples, FL 34104

Phone: 239-430-3934

Fax: 239-430-9213

[www.lighthouseofcollier.org](http://www.lighthouseofcollier.org)



#### Neighborhood Health Clinic

121 Goodlette Road North

Naples, FL 34102

Phone: 239-261-6600

Fax: 239-261-6582

Email: [info@neighborhoodhealthclinic.org](mailto:info@neighborhoodhealthclinic.org)

[www.neighborhoodhealthclinic.org](http://www.neighborhoodhealthclinic.org)

#### Senior Friendship Center Health Clinic

2171 Pine Ridge Rd Suite F

Naples, FL 34109

Phone: 239.566.7425

Fax 239.593.3430

[www.friendshipcenters.org/Locations/Collier.aspx](http://www.friendshipcenters.org/Locations/Collier.aspx)

#### Physician Led Access Network (PLAN) of Collier County

2500 Tamiami Trail North, Suite 212

Naples FL 34103

Phone: (239) 776-3016

FAX: (239) 435-1297

E-mail: [info@plancc.org](mailto:info@plancc.org)

[www.plancc.org](http://www.plancc.org)

#### United Way of Collier County

9015 Strada Stell Ct. #204

Naples, FL 34109

Phone: (239) 261-7112

Fax: (239) 261-3955

[www.unitedwayofcolliercounty.org](http://www.unitedwayofcolliercounty.org)

#### Harry Chapin Food Bank

2221 Corporation Blvd

Naples, FL 34109

Phone: (239) 334-7007

[fighthunger@harrychapinfoodbank.org](mailto:fighthunger@harrychapinfoodbank.org)



**United Cerebral Palsy (UCP) of Southwest FL  
(Sunrise Community)**

4277 Exchange Ave

Naples, FL 34104

Phone: (239) 643-5338 ext 101

FAX: (239) 643-4937

E-Mail: [Naples@sunrisegroup.org](mailto:Naples@sunrisegroup.org)

**Care Club of Collier, Inc.**

1800 Santa Barbara Blvd

Naples, FL 34116

Phone: (239) 353-1994

FAX: (239) 455-8507

E-Mail: [careclub1@aol.com](mailto:careclub1@aol.com)

## Appendix H

### Transit Manager Resolution

#### RESOLUTION NO. 2014- 110

**A RESOLUTION BY THE COLLIER COUNTY BOARD OF COUNTY COMMISSIONERS AUTHORIZING THE SUBMISSION OF BOARD APPROVED FEDERAL TRANSIT ADMINISTRATION (“FTA”) GRANT APPLICATIONS, AWARDS AND AGREEMENTS, THROUGH THE FTA’S TRANSPORTATION ELECTRONIC AWARD AND MANAGEMENT SYSTEM BY ITS PUBLIC TRANSIT MANAGER.**

**WHEREAS**, the Board of County Commissioners of Collier County is the governing body in and for Collier County, Florida, a political subdivision of the State of Florida; and

**WHEREAS**, the Federal Transit Administration is an operating administration of the United States Department of Transportation, for transportation assistance authorized by 49 U.S.C. chapter 53, title 23 of the United States Code and other Federal statutes administered by the FTA; and

**WHEREAS**, the Federal Transportation Administrator has been delegated authority to award federal financial assistance for transportation projects; and

**WHEREAS**, Collier County understands that the submission of grant applications, the receipt of grant awards and/or cooperative agreements for FTA federal financial assistance imposes certain obligations and may require Collier County to fund the local share of project costs; and

**WHEREAS**, Collier County desires to authorize its Public Transit Manager to submit Board of County Commissioner approved FTA grant applications, awards and agreements through the FTA’s Transportation Electronic Award and Management System.

**NOW THEREFORE, BE IT RESOLVED** by the Board of County Commissioners, Collier County, Florida, that:

1. Authorization to Execute and File Applications. The County’s Transit Manager is hereby authorized to submit Board of County Commissioner approved FTA grant applications, awards and agreements on behalf of Collier County, for federal assistance with the Federal Transit Administration for federal assistance authorized by 49 U.S.C. § 5307 and Title 23 of the United States Code, or other federal statutes authorizing projects administered by the Federal Transit Administration, through the FTA’s Transportation Electronic Award and Management (“TEAM”) System.
2. Authorization to Make Minor FTA Required Updates or Modifications to Grant Applications and to Access the FTA Production and Quality Assurance Database: The County’s Transit Manager is hereby authorized to make minor FTA requires updates or modifications to Grant Applications through the TEAM System and to access the FTA’s Production and Quality Assurance Database.

3. Effective Date of Resolution. This Resolution adopted after motion, second and majority vote favoring same, this 10th day of June, 2014.

ATTEST:  
DWIGHT E. BROCK, Clerk

BOARD OF COUNTY COMMISSIONERS,  
COLLIER COUNTY, FLORIDA.

By: *[Signature]*  
Deputy Chairman's  
signature only.

By: *[Signature]*  
Tom Henning, Chairman

Approved as to form and legality:

By: *[Signature]*  
Scott R. Teach  
Deputy County Attorney

State of Florida  
County of COLLIER

I HEREBY CERTIFY THAT this is a true and correct copy of a document on file in Board Minutes and Records of Collier County WITNESS my hand and official seal this 17<sup>th</sup> day of June, 2014.

DWIGHT E. BROCK, CLERK OF COURTS

*[Signature]* D.C.

