

**COLLIER COUNTY BOARD OF COUNTY  
COMMISSIONERS  
COLLIER AREA TRANSIT (CAT)**

**TITLE VI PROGRAM**

**2020 - 2023**

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## **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 Division of Public Transit and Neighborhood Enhancement (PTNE) for the Collier County Public Services Department. 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 March 31, 2023.

This program update for 2020-2023 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, which increased ridership but limited funding. Although the economy and housing has recovered in recent years, the strong economy has too made it a challenge to continue to provide public transportation services as disposable income has increase thus private cars have become much more of an affordable mode of transportation. The challenge is now that with a reduction in ridership, CAT’s budget has remained stagnant only seeing a very slight increase to cover inflation. Consequently, those truly needing public transit are not seeing an increase in bus frequency or fixed-route coverage. The low frequency and coverage issues are also affecting CAT’s ability to attract choice riders which too hurts CAT’s revenue earning potential.

The ridership trends coupled with budget constraints has prompted service restructuring and adjustments for efficiency purposes. The CAT staff conducted annual planning and evaluation of the routes and implemented route modifications in 2018 to maximize utilization of the available budget, increase efficiency and increase ridership. 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 2015 - 2019**

Fiscal Year	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Fixed Route Budget	\$6,181,900	\$6,642,500	\$5,727,700	\$6,063,500	\$6,281,200
Paratransit Budget	\$3,451,700	\$3,916,200	\$4,222,800	\$4,036,500	\$4,242,200
Total	\$9,633,600	\$10,558,700	\$9,950,500	\$10,100,000	\$10,523,400
Percent Change	4%	9%	-6%	1.5%	4%

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 has completed three (3) Minor Transit Development Plan (TDP) Updates and is currently in the middle of a Major Transit Development Plan (TDP) Updates. The previous TDP Minor updates have allowed ample opportunity for public input into the planning, service delivery, and capital investment program process. The current Major TDP Update is doing the same but has been impacted with the challenge of reaching the public amidst a pandemic (Coronavirus – COVID-19). CAT and its consultants have improvised and are conducting several surveys, utilized social media and conducted virtual meetings in response to stay at home and social distancing orders. In addition to the public

participation efforts, 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.rideCAT.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 Nine (9) 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.rideCAT.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  
8300 Radio Road  
Naples, FL 34104

**By Phone:** CAT - (239) 252-4996

**Email :** rideCAT@colliercountyfl.gov

**Online:** <https://www.colliercountyfl.gov/your-government/divisions-f-r/public-transit-neighborhood-enhancement/our-services/collier-area-transit-cat/title-vi-program>

Form: <https://www.colliercountyfl.gov/home/showdocument?id=90136>

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: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>.

*To file a complaint directly to FTA complete the FTA complaint form (PDF). The complaint form must be signed and mailed to:*

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

*Omar De Leon*

Omar De Leon  
Transit Manager

6/9/2020

Date



## Major Accomplishments since the 2017 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:

- **Passenger Transfer Station** - located at 8300 Radio Road has been further enhanced with the construction of ADA accessible hallways to allow better passenger accessibility to the mobility manager for their paratransit interviews in a private setting.
- **Route Changes and Improvements** – In FY2018 in response to public input, operational changes were made to Route 22 and 23 so they no longer circulate on the same route. This change allowed CAT to service key destinations such as the Immokalee Technical College, Salvation Army, retail and medical offices, as well as the Department of Children and Families. Existing revenue hours were utilized to increase frequency and reduce wait time as well as provide later service hours.
- **Frequency Improvements** - In April 2018, 3 extra loops were added to the most utilized route, Route 11. This route 11 is incredibly important, because it services the major corridor where most of the businesses are located, providing employment opportunity to the transit dependent population. This route is also a major connection between Northern and Southern Collier County.
- **Bus Shelter Construction** – 13 bus shelters were installed within Collier County. In addition, the newly installed shelters incorporate solar lighting to enhance security measures.
- **ADA Bus Stop Improvements** - CAT obtained grant funding for the design and construction of bus stop improvements to meet ADA accessibility standards. 17 ADA bus stops were designed and constructed in FY2018.
- **New transit route Extension** - Route 24 was reevaluated and it was revealed that the San Marco Stop was completely unneeded, so route changes were made to better service the farm worker population within the area. Three new stops were added to Six L's Farm Rd, one stop in particular is now servicing a farm worker housing community. The housing community has approximately 400 residents with limited vehicular access and transit options to basic needs such as medical care, grocery stores, and general goods. Bus frequency was also added to this region to again better assist the farm workers.
- **New Beach Access Route** – In 2019 the CAT's Beach Bus was realigned to provide direct access to the beach. The route was shortened, running along Bluebill Ave between Delnor Wiggins State Park and Creekside, a major connection point to three other routes within the system. Fares were also eliminated to expand access to the community. These were very popular alterations with passengers.
- **Fare Study** – In March 2018 CAT conducted a Fare Study which resulted in the following changes to the Fixed Route fares:

**Table 2: CAT Fares**

Fare Category	Previous		Newly Adopted	
	Full Fare	Reduced Fare	Full Fare	Reduced Fare
One-way Fare	\$1.50	\$0.75	\$2.00	\$1.00
Children 5 years of age & under	Free	Free	Free	Free
Transfer	\$0.75	\$0.35	Free/90 min.	Free/90 min.
Day Pass	\$4.00	\$2.00	\$3.00	\$1.50
7-Day Pass	\$15.00	\$7.50	NA	NA
15-Day Pass	NA	NA	\$20.00	\$10.00
30-Day Pass	\$35.00	\$17.50	\$40.00	\$20.00
Marco Express One-way Fare	\$2.50	\$1.20	\$3.00	\$1.50
Marco Express 30-Day Pass	\$70.00	\$35.00	\$70.00	\$35.00

The paratransit fare struct was also modified to consolidate the Transportation Disadvantaged (TD) fare structure from five to three income-based categories. The maximum pre trip fare was capped at \$4 rather than \$7 under the old fare structure.

## 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:

The pending grants are listed below:

1032-2020-1 / FHWA Flex Funds Bus Shelters

1032-2020-2 / FY20 FHWA Flex Funds Bus Shelter

1032-2020-3 / 5307 and 5339 Funds; Capital, ADA, Planning

1032-2020-4 / FY20 FTA Section 5307 CARES Act Capital and Operating

FDOT USC 5311 Non-Urbanized Formula Grant

FDOT USC 5310 Transportation for Elderly Persons

FDOT USC 5339 Rural Capital Assistance Grant

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 3: CAT Active Federal Grant Assistance**

<b>GMS Grant Number</b>	<b>Grant Program</b>	<b>Award Amount</b>	<b>Balance to Expend</b>
33172-01	FTA Section 5307 - FY11	\$2,989,875	\$9,234
33243-01	FTA Section 5307 FLEX-XU	\$336,872	\$186,203
33369-01	FTA Section 5307 FLEX-XU	\$287,124	\$175,069
33371-01	FTA Section 5307 - FY14	\$3,464,582	\$227,457
33372-01	FTA Section 5307 FLEX-XU	\$294,000	\$173,707
33425-01	FTA Section 5339 RURAL (G0015)	\$217,600	\$2,898
33441-01	FTA Section 5307 - FY15	\$3,355,215	\$14,025
33447-01	SDTS State Discretionary G0575	\$100,000	\$1,362
33474-01	FTA Section 5339 RURAL	\$210,400	\$263,000
33482-01	FTA Section 5307 - FY16	\$2,843,559	\$29,439
33483-01	FTA Section 5307 FLEX-XU	\$497,000	\$30,997
33510-01	FTA Section 5339 - FY16	\$299,327	\$251,846
33511-01	FTA Section 5307 FLEX-XU	\$80,000	\$13,402
33518-01	FTA Section 5339 RURAL	\$202,400	\$202,400
33526-01	FTA Section 5307 - FY17	\$2,888,070	\$653,466
33549-01	FTA Section 5310 17/18-SFY18	\$285,518	\$356,898
33551-01	FTA Section 5339 RURAL	\$82,875	\$103,594
33552-01	FTA Section 5339 - FY17	\$299,889	\$299,889
33555-01	FTA Section 5307 FLEX-XU	\$274,000	\$274,000
33556-01	FTA Section 5307 FLEX-XU	\$316,250	\$316,250
33570-01	FTA Section 5307 - FY18	\$3,397,820	\$174,936
33590-01	FTA Section 5324 Emergency Relief	\$226,327	\$226,327
33591-01	FTA Section 5339 - FY18	\$411,466	\$260,272
33607-01	SBG State Block Grant G1577	\$940,849	\$22,998
33614-01	FTA Section 5311	\$379,787	\$759,574
33615-01	FTA Section 5310 18/19-SFY19	\$281,382	\$351,728
33623-01	FTA Section 5307 FLEX-XU	\$286,180	\$286,180
33634-01	FTA Section 5307 - FY19	\$3,410,514	\$2,249,135
33635-01	T&E Trip and Equipment (G1A20)	\$910,405	\$0
33642-01	FTA Section 5307 FLEX-XU	\$545,068	\$545,068
33664-01	FTA Section 5339 - FY19	\$372,752	\$313,272
33648-01	SC - Shirley Conroy (G1A93)	\$71,206	\$0
33652-01	Public Transit Block Grant Program	\$982,792	\$1,965,584
33665-01	FTA Section 5310 FY19-20	\$398,726	\$448,567
		<b>\$31,939,830</b>	<b>\$11,188,776</b>

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

CAT submitted the Fiscal Year 2020 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 March 3<sup>rd</sup>, 2020. 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, in public areas of the agency's office(s), and on fixed routes.

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; [rideCAT@colliercountyfl.gov](mailto:rideCAT@colliercountyfl.gov); or visit our administrative office at 8300 Radio Rd, Naples FL 34104. For more information, visit [www.rideCAT.com](http://www.rideCAT.com)
- A complainant may file a complaint directly with the Federal Transit Administration by completing the FTA complaint form. The complaint must be signed and mailed to: Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, 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.rideCAT.com](http://www.rideCAT.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 Public Transit and Neighborhood Enhancement at:

Public Transit and Neighborhood Enhancement Division  
8300 Radio Road Naples, FL 34104  
Telephone (239) 252-4996, fax (239) 252-6534  
[www.rideCAT.com](http://www.rideCAT.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 that 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

File a complaint by completing the FTA complaint form (PDF). The complaint form must be signed and mailed to:

Federal Transit Administration

Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

## **Title VI Complaint Form**

The CAT Title VI complaint form and associated procedures are available in English, Spanish, and Creole 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 June 2017 through March 2020 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 from a two-vendor system to a single vendor, consolidating transit operation services. The contract with Medical Transportation Management (MTM) Inc. was terminated and MV Contract Transportation, Inc. assumed full service for Collier County in January 2019. There have been no complaints registered to the vendors during their contract period with Collier County., 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 Metropolitan Planning Organization (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.rideCAT.com](http://www.rideCAT.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 Advisory Committee (PTAC), 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, Spanish and Creole to ensure that non-English 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 800,000 Fixed Route trips each year within the Collier County area. CAT is continually providing information to LEP residents of the community. Approximately 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 the 2018 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 Map 1. All Census Block Groups with an LEP population percentage above the Collier County average (15%) are depicted in the two darkest brown colors.

## **Public Participation Plan Performance Measures and Objectives**

- I. Goals and Objectives
  - To provide updates on current and future services
  - To obtain community feedback on services provided
  - To educate on the benefits of public transportation
  
- II. Performance Measures and Monitoring

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

  - Average Monthly Website Visits
    - Goal: 17,000
    - Latest Measure: 14,782
    - Evaluation: CAT is currently not meeting the measure, however with current decreases in transit demand as a result of Covid-19 this is expected. CAT also has begun a large social media blitz which is beginning result in an increase in website visits.
  
  - Community Outreach Presentations
    - Goal: Average 5+ per quarter
    - Latest Measure: 6.75
    - Evaluation: CAT is currently meeting our established goal for presentations.

- Assist in Languages other than English at Public outreaches and events.
  - Goal: Assist 80% of LEP customers
  - Latest Measure: 100%
  - Evaluation: CAT is currently meeting our established goal for assisting LEP customers.
  
- Percentage of Outreach Events and Presentation in Low-Income or Minority Census Tracts
  - Goal: 40%
  - Latest Measure: 50%
  - Evaluation: CAT is currently meeting this goal.

**Map 1: Limited English Proficiency**

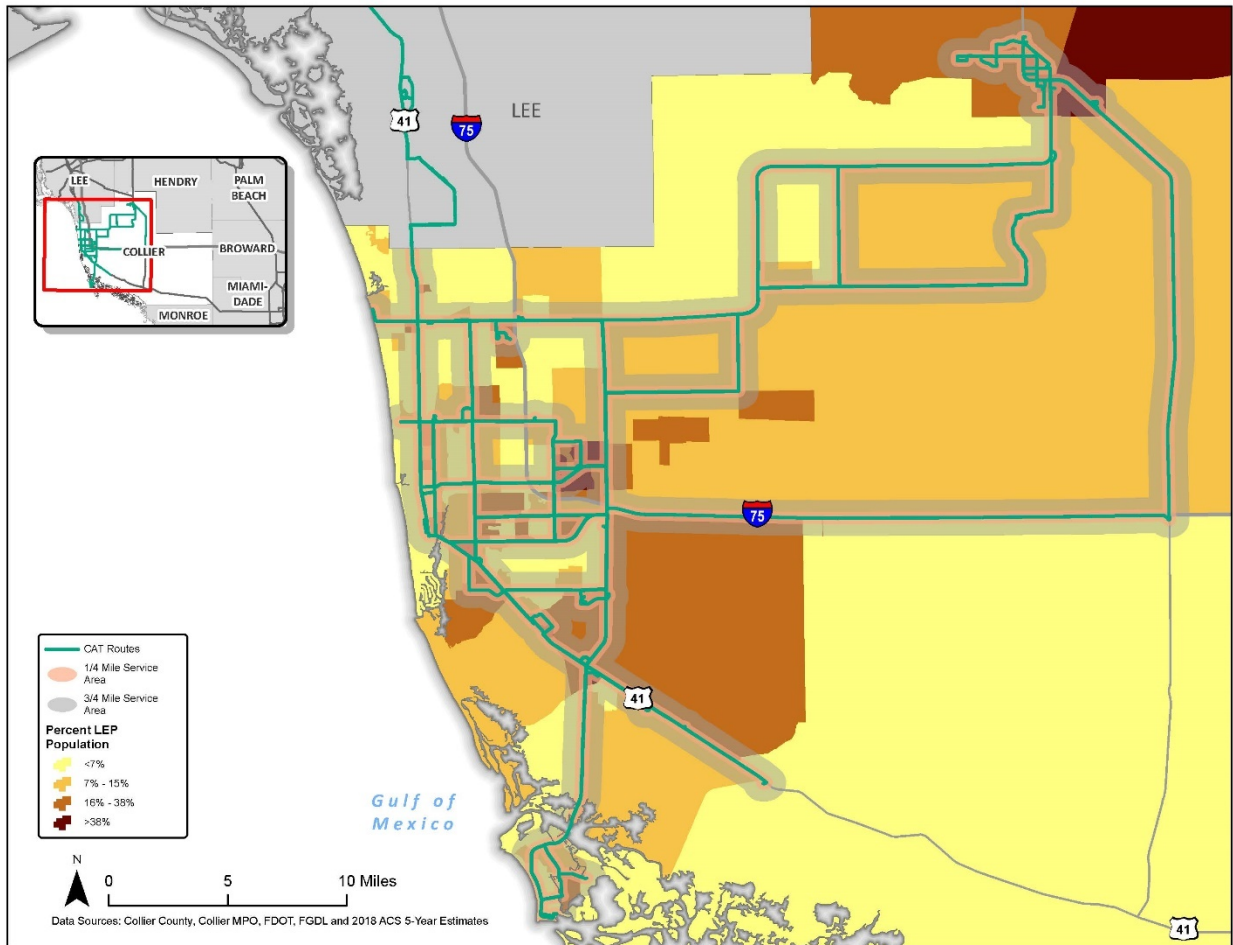


Table 4 presents the total population and LEP populations for all Census Block Groups within the CAT service area. In addition, Table 4 details the number of persons in each of the four major language categories who speak English “less than very well.” These four major language categories include Spanish, Indo-European, Asian-Pacific Island, and all other populations.

**Table 4: Percent of Limited English Proficiency Persons by Census Block Groups**

Block Group	Spanish LEP Population	Other Indo-European languages LEP Population	Asian and Pacific Island LEP Population	Other Languages LEP Population	Total LEP Population 5 Years and Over	LEP Percentage of Total Population
120210104191	618	231	0	0	849	41.7%
120210003021	0	8	0	0	8	0.9%
120210004011	11	68	0	0	79	3.8%

120210102102	175	18	0	0	193	9.2%
120210104202	851	132	0	0	983	35.3%
120210112013	290	81	32	0	403	7.9%
120210003012	0	20	0	0	20	2.3%
120210101102	138	9	39	0	186	15.8%
120210003013	0	42	31	0	73	4.4%
120210106012	582	69	0	0	651	39.9%
120210109031	1	0	110	0	111	6.0%
120210113021	419	97	0	0	516	21.5%
120210107012	126	9	0	0	135	15.6%
120210106043	254	27	0	0	281	12.8%
120210103002	215	0	0	0	215	23.4%
120210114001	368	60	0	0	428	33.2%
120210101104	13	47	0	0	60	5.3%
120210102084	0	0	0	0	0	0.0%
120210112051	337	273	0	7	617	45.9%
120210111023	0	0	0	0	0	0.0%
120210111051	69	25	0	0	94	8.6%
120210102091	0	17	10	0	27	4.0%
120210114002	403	343	9	0	755	44.0%
120210104141	100	32	0	0	132	10.9%
120210102052	17	17	0	0	34	2.9%
120210111031	0	0	0	0	0	0.0%
120210113011	117	0	0	0	117	16.3%
120210102101	25	19	0	0	44	3.1%
120210113022	304	114	0	0	418	34.0%
120210105072	19	0	0	0	19	2.1%
120210109052	0	25	0	0	25	2.4%
120210111032	425	361	0	0	786	46.1%
120210111053	38	0	0	0	38	5.0%
120210104172	225	144	54	0	423	16.7%
120210105093	0	30	0	0	30	1.0%
120210105103	0	0	0	0	0	0.0%
120210101061	0	0	0	0	0	0.0%
120210101072	0	12	0	0	12	0.5%
120210105092	0	0	0	0	0	0.0%
120210105081	428	32	102	0	562	23.8%
120210004021	0	0	0	0	0	0.0%
120210110011	0	0	0	0	0	0.0%
120210113023	720	104	0	0	824	32.7%
120210104152	636	251	63	0	950	6.6%
120210108031	69	127	0	0	196	7.4%

120210101022	131	16	28	0	175	5.6%
120210111052	55	9	0	0	64	8.0%
120210102092	0	78	0	0	78	7.4%
120210104161	0	0	29	0	29	1.3%
120210101021	13	0	0	0	13	1.2%
120210112023	555	0	0	0	555	6.8%
120210104132	599	42	0	0	641	28.8%
120210114003	1454	0	0	0	1454	68.0%
120210101023	0	0	0	0	0	0.0%
120210112022	401	422	123	0	946	13.3%
120210104203	753	48	0	0	801	39.9%
120210112011	31	0	0	0	31	1.3%
120210002001	20	18	0	0	38	3.8%
120210107011	309	7	0	0	316	19.3%
120210101071	107	11	29	0	147	8.1%
120210112021	626	6	7	0	639	7.0%
120210001021	13	6	0	0	19	2.3%
120210104144	253	53	0	0	306	18.4%
120210104143	367	16	0	0	383	18.1%
120210102131	12	8	0	0	20	3.1%
120210112012	33	16	0	0	49	1.8%
120210101062	0	0	0	0	0	0.0%
120210111062	30	41	0	0	71	12.0%
120210108032	0	0	0	0	0	0.0%
120210002002	14	5	0	0	19	1.6%
120210106062	32	0	11	0	43	3.1%
120210105091	61	0	16	0	77	10.3%
120210102151	0	10	0	75	85	8.1%
120210104052	0	0	0	0	0	0.0%
120210102152	0	0	0	0	0	0.0%
120210104081	95	38	14	0	147	8.4%
120210109022	0	0	0	0	0	0.0%
120210004022	0	0	0	0	0	0.0%
120210108021	575	597	0	0	1172	19.0%
120210104121	345	9	0	0	354	9.2%
120210001022	13	0	0	0	13	2.3%
120210106022	541	54	0	0	595	28.9%
120210111022	4	0	0	0	4	0.5%
120210109054	0	0	0	0	0	0.0%
120210102081	0	0	0	0	0	0.0%
120210104151	88	27	0	0	115	6.9%
120210101053	42	0	0	0	42	2.5%

120210005001	0	14	28	0	42	2.3%
120210107021	567	0	58	0	625	26.5%
120210105102	0	0	0	0	0	0.0%
120210104103	1906	17	0	0	1923	53.4%
120210105062	13	43	65	0	121	7.4%
120210104123	303	0	0	0	303	12.7%
120210113013	375	0	0	0	375	32.8%
120210101091	0	0	0	0	0	0.0%
120210101065	0	36	0	0	36	7.6%
120210109033	212	51	0	0	263	16.8%
120210104173	325	37	11	0	373	32.1%
120210105052	675	37	24	0	736	26.1%
120210104112	311	0	0	0	311	17.2%
120210105051	392	113	0	0	505	12.7%
120210111021	1003	160	12	0	1175	16.4%
120210101063	0	0	20	0	20	5.0%
120210101092	0	0	0	0	0	0.0%
120210104122	87	14	0	0	101	10.4%
120210104162	183	139	0	0	322	13.7%
120210104102	847	174	0	0	1021	42.2%
120210105082	0	0	0	0	0	0.0%
120210103003	83	55	0	0	138	12.6%
120210107022	68	109	0	4	181	15.6%
120210101093	73	22	8	0	103	8.9%
120210104053	24	0	0	0	24	1.3%
120210104051	860	25	42	0	927	21.0%
120210101103	247	0	0	9	256	23.7%
120210102111	0	39	73	0	112	11.0%
120210006001	0	0	0	0	0	0.0%
120210104131	617	35	87	12	751	14.2%
120210104181	60	28	98	113	299	8.7%
120210101052	0	11	0	0	11	0.8%
120210110021	0	58	0	0	58	2.5%
120210104113	1053	79	0	0	1132	40.4%
120210104082	3	0	19	0	22	1.6%
120210105061	14	13	0	0	27	2.1%
120210106051	74	20	0	0	94	9.6%
120210102112	19	18	0	0	37	4.8%
120210001011	6	24	0	0	30	3.1%
120210111061	171	91	0	0	262	10.1%
120210004023	0	8	0	0	8	1.5%
120210101081	101	15	0	0	116	5.8%

120210103001	335	15	0	0	350	17.3%
120210106011	94	5	0	0	99	10.0%
120210101051	0	38	10	0	48	3.9%
120210104111	1404	0	0	0	1404	43.4%
120210112041	292	165	0	0	457	31.9%
120210106052	76	0	0	0	76	6.4%
120210106061	69	37	63	0	169	13.9%
120210107014	115	102	0	0	217	22.7%
120210104012	72	56	0	0	128	5.1%
120210104124	9	171	14	0	194	8.9%
120210105071	652	266	27	0	945	29.4%
120210106041	0	0	0	0	0	0.0%
120210104011	74	58	42	0	174	10.2%
120210109021	378	57	0	0	435	15.6%
120210007001	194	200	0	0	394	27.4%
120210113012	1122	236	0	0	1358	32.3%
120210101082	357	0	0	0	357	31.2%
120210104171	48	0	0	34	82	4.8%
120210105063	716	14	0	0	730	30.3%
120210108022	735	0	0	0	735	38.1%
120210102132	37	0	0	0	37	2.4%
120210102153	0	3	0	0	3	0.2%
120210104182	18	0	53	0	71	2.7%
120210102083	19	10	0	0	29	3.1%
120210109042	49	94	0	0	143	11.4%
120210003011	14	0	0	0	14	1.9%
120210102093	0	0	0	0	0	0.0%
120210112052	233	328	0	0	561	43.5%
120210101064	9	8	0	0	17	2.2%
120210109053	0	0	0	0	0	0.0%
120210104192	592	163	0	7	762	45.2%
120210112043	171	260	0	0	431	46.4%
120219900000	0	0	0	0	0	0.0%
120210104054	112	37	17	0	166	4.2%
120210109032	0	18	0	0	18	0.9%
120210106053	73	89	0	0	162	15.1%
120210109051	0	12	0	0	12	1.5%
120210102123	336	0	0	0	336	9.7%
120210110012	8	22	9	0	39	3.5%
120210104163	15	10	0	0	25	1.6%
120210108011	12	0	0	0	12	1.1%
120210107013	40	7	0	0	47	11.0%

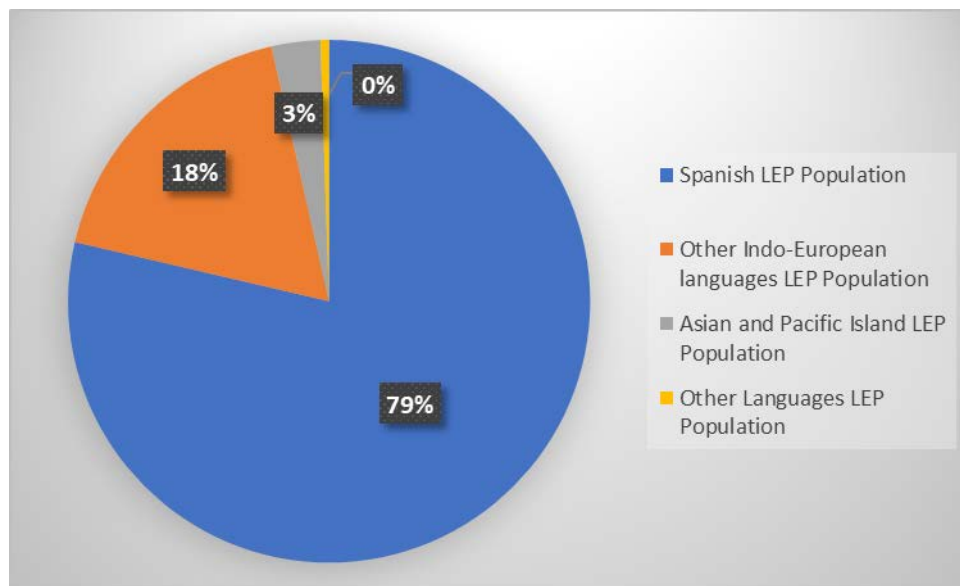


120210101101	21	0	0	8	29	4.1%
120210102082	0	20	0	0	20	2.8%
120210108033	120	100	0	0	220	20.2%
120210108013	70	69	0	0	139	9.1%
120210102122	0	0	0	0	0	0.0%
120210102051	18	9	0	0	27	2.2%
120210003022	0	0	0	0	0	0.0%
120210104101	1238	94	0	0	1332	48.1%
120210109041	16	11	0	0	27	4.8%
120210108012	4	0	0	0	4	0.5%
120210106042	0	19	0	0	19	5.5%
120210102133	11	0	0	0	11	0.6%
120210104201	672	0	0	0	672	27.0%
120210105101	0	16	0	0	16	0.8%
120210102121	32	12	0	0	44	5.2%
120210001012	0	0	0	0	0	0.0%
120210108024	628	0	0	0	628	37.4%
120210104142	303	0	41	0	344	14.5%
120210106021	7	0	0	0	7	0.6%
120210004012	0	0	0	0	0	0.0%
120210112042	1220	156	0	0	1376	65.8%
120210108023	747	167	0	0	914	35.2%

Table 5 presents a summary of the total number and percentage of LEP persons for all Census Block Groups located within the CAT service area. The LEP population accounts for approximately 15 percent of the total population. Figure 1 illustrates the distribution of all populations within the CAT geographic boundaries.

**Table 5: Summary of Limited English Proficiency  
Persons within the CAT Service Area**

Total Population 5 Years and Over	Spanish LEP Population	Other Indo-European languages LEP Population	Asian and Pacific Island LEP Population	Other Languages LEP Population	Total LEP Population
347,226	39,824	9,020	1,528	269	50,641
100%	11.5%	2.6%	0.4%	0.1%	14.6%



**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 16 percent of the students with more than 7,500 students enrolled in the English Language Learners (ELL) program. Collectively, these students speak 104 different heritage languages and hail from 76 different countries of origin.

More than 46% 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 56 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 6: Percentage of Limited English Proficiency Students within Collier County Public Schools**

Total CCPS Student	Total LEP Student	Percentage of LEP Students
48,000	7,680	16%

Diversity of Student Population	
Hispanic	52%
White	32%
Black	11%
Mixed	2%
Asian	<2%
Indian	<1%
Hawaiian/Pacific Islander	0%

The information shown above is from the Collier County Public Schools Data Warehouse, updated 1/14/2020.

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 early part of the 2020 Major Transit Development Plan, a total of 1,091 on-board surveys were distributed in English, Spanish and Creole. A total of 1,091 completed surveys were analyzed.

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.

**Social Media** – CAT uses various social media feeds (Facebook, YouTube, and Instagram) to make announcements regarding service delays, service proposals, upcoming events, and public outreach activities.

**Cell Phone App** – CAT is currently, with the help of Masabi in the process of developing a mobile ticketing application for cellular devices. This is not only a much easier and more convenient way to pay for passenger as other methods of payments will be accepted compared to the old cash only system, but it is yet another source of system information and notifications. The app will be translated into multiple prominent languages allowing for the greatest passenger inclusion.

**Electronic Signage** – CAT uses electronic signs at both transfer locations to provide service and public information in multiple languages.

### **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 with annual updates in 2016 through 2019. CAT is currently completing the 2020 Major TDP for fiscal years 2020-2030. A simple, yet key ingredient, of any good public outreach effort is the effectiveness of listening and how that information is incorporated into the study process. The most effective plans include activities and methods oriented specifically to the project study area and an understanding of the local and regional character. Collier Metropolitan Planning Organization (MPO), Collier Area Transit (CAT), and the Consultant Team recognize the importance of

public engagement and have developed strategies to engage the public, stakeholders and agencies involved in the development of the Transit Development Plan (TDP). The Public Participation Plan (PPP) for this project includes proven outreach efforts that go beyond “the minimum requirements”. The team has identified a menu of opportunities to provide the public information, listen to their concerns and suggestions, and find ways to incorporate solutions into the TDP.

Public participation activities have been designed to encourage participation throughout the entire TDP process. Our Team has identified methods of communication that best serve the needs of Collier County, but are flexible enough to make changes, if necessary, to ensure maximum feedback. Our goal is to reach and hear from as many people and organizations as possible to ensure that their voices are heard. The 2020 – 2030 TDP Major Update public involvement activities will include the following:

- **Public Workshops** - Two public workshops will be held at key milestones in the study process, first early in the process, to educate attendees about the TDP effort and collect input on gaps and unmet needs. The second public workshop will focus on obtaining feedback on the proposed improvements.

The meeting will be planned and scheduled to maximize opportunities for citizen participation by selecting venues in areas that have bus access and we will piggyback these workshops with other community events to ensure a good turnout. The meeting will be held at times to best accommodate a variety of work and personal schedules. There will be a comment period open for one week before and one week after each public meeting (7 days) where the public can submit comments, questions, and concerns via email, phone call, social media, and written letters without being required to attend the public workshops.

- **On-Board Passenger Survey** - A passenger survey has been conducted of the fixed-route patrons on-board CAT vehicles to obtain information related to the demographics, attitudes, preferences, and habits of current riders as part of the current Major Transit Development Plan research. To allow for enough valid survey responses to support statistical rigor of the results, the survey effort covered 100% of CAT’s scheduled fixed-route bus routes. The surveys too were conducted by individuals riding the buses. The survey efforts resulted in 1,091 responses.
- **Online Survey** - The Team will conduct a regional online survey of the general public in Lee and Collier Counties to help better understand their needs and concerns and, especially, persons who do not currently use the CAT services. The online survey will be posted on the County website and distributed via any current email/social media outlets and mailing lists available to Collier and Lee Counties, including opportunities to use relevant social media platforms.
- **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 mobility needs and the transit services. Stakeholder interviews were conducted with representatives from the Collier County Board of County Commissioners, City Council members from the municipalities with the County, City and County Managers, and representatives from the Greater Naples and Immokalee Chambers of Commerce.

- **Discussion Group Workshops** – Two Discussion Group meetings were held on March 31<sup>st</sup>, 2020. The sessions were conducted virtually, due to the Coronavirus restrictions and were structured in smaller groups (10-12 persons) to permit more in-depth and candid discussion about issues and needs. The focus will be on mobility needs and interests of the business community, tourists and tourism, health care access, community services, social services, Department of Labor, seniors, and students.
- **Ongoing Social Media** - In conjunction with the method of notices described above, leveraging the use of social media is cost-effective and can reach a large segment of population who are younger, trendy, and more prone to becoming involved in an issue that affects their community. Both social media and the County and MPO websites will be used appropriately to raise awareness about the project and to provide opportunities for the public to comment and used as a means to provide information and notice of the public meetings and community workshops.
- **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.

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, annually at the time of grant application.

### **Fare Study**

In 2018 CAT conducted a fare analysis to evaluate the fare structure for the bus system and determine whether a fare change would be warranted. The study met the FTA Title VI requirement.

#### *Public Outreach*

As part of this fare study, a rider intercept survey and public workshops were conducted to gather input on potential fare changes from both fixed-route and paratransit riders.



- *Rider Intercept Surveys* - CAT staff conducted an intercept survey via tablet of 80 riders at the CAT Transfer Center on January 18–19, 2018.
- *Public Workshops* - Two public workshops were held on January 30, 2018, to solicit feedback from the public on potential fare changes for CAT’s fixed-route and paratransit services. The workshops were noticed on CAT buses in English, Spanish, and Creole.

The first workshop was held at the CAT Transfer Center in Naples from 10:00 AM–2:00 PM, and the second was held at CareerSource Southwest Florida in Immokalee from 4:00–7:00 PM. Workshop participants were asked to complete an exercise sheet to provide feedback on potential fixed-route and paratransit fare change scenarios.

## Fare Increases and Service Changes

### Fare Increases

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 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 change. 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 [rideCAT@colliercountyfl.gov](mailto:rideCAT@colliercountyfl.gov) All comments are tracked and responded to, if warranted.

**Table 7: Service Changes Since the Last Title VI Update (July 2017 –March 2020)**

Route	Type of Change
FY2017 -2020	
Route 11	In April 2018, three (3) loops were added to the peak hours of the route to increase frequency to encourage ridership and access to employment/shopping opportunities.
Route 12	In April 2018, one (1) loop was added within the identified peak hours of the route.
Route 22	In November of 2017, Routes 22 was modified to serve the southeastern portion of the Immokalee community, connecting with Route 23 at the State Health Department Facility. Due to the split of a singular circulation pattern, a decline in ridership was initially noted and this past year has slightly rebound. This move to increase the serviceable area. Further education is necessary to the public within the area to provide information about the newly created routes to increase the usage of the route.
Route 23	In November of 2017, Routes 22 was modified to serve the southeastern portion of the Immokalee community, connecting with Route 23 at the State Health Department Facility. Due to the split of a singular circulation pattern, a decline in ridership was initially noted and this past year has slightly rebound. This move to increase the serviceable area. Further education is necessary to the public within the area to provide information about the newly created routes to increase the usage of the route.
Route 24	In March of 2020, the stop at San Marco Road was removed and three stops on Six L's Farm Rd was added increasing coverage in a transit dependent area of migrant farm workers. A Route alignment was adjusted to service Regal Acres. The change was incorporated as a result of a request made by the community. Staff conducted a survey within the community to evaluate the potential use of the service prior to the route alignment. Although a decline in the ridership was noted, the overall percentage of ridership loss was reduced with only a 7% decline in 2018 as compared to 10% in 2017 and 15% in 2016.
Route 26	In April 2018, an unproductive loop was eliminated from the route. With the modifications made, the route continues to experience ridership decline.
Route 29	The beach bus service was added into service in FY17 to increase access to Delnor Wiggins State Park. The original service in FY17 was a singular route with two buses. The second year was two different routes and two buses, and the third year, due to financial constraints routes were reduced as well as the number buses. The third year the service only utilized a single bus on a single route. All route modification implemented each year was done to accommodate the public and their mobility needs which resulted in ridership dramatically increased each year.

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 Division Director 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 Advisory Committee (PTAC) and if applicable, supplement with the Collier MPO process for decision-making and will encourage diversity on these committees. Efforts to encourage the participation of minorities on the committee include outreach to social service agencies and existing member promotion of vacancies to the general public including minorities and posting public notices through the County’s Communication Division.

**Table 8: Racial Composition of Bodies that Provide Input to Decision-Making Bodies**

PTAC Racial Composition	TAC Racial Composition	CAC Racial Composition	LCB Racial Composition
<b>White Male - 5</b>	White Male - 8	White Male - 8	White Male - 4
<b>White Female - 1</b>	White Female - 5	White Female - 4	White Female - 9
<b>Black Male - 0</b>	Black Male - 0	Black Male - 1	Black Male - 0
<b>Black Female - 0</b>	Black Female - 1	Black Female - 0	Black Female - 1
<b>Hispanic Male - 0</b>	Hispanic Male - 0	Hispanic Male - 1	Hispanic Male -
<b>Hispanic Female - 0</b>	Hispanic Female - 0	Hispanic Female - 0	Hispanic Female - 0
<b>Other Male - 0</b>	Other Male - 0	Other Male - 0	Other Male - 0
<b>Other Female - 0</b>	Other Female - 0	Other Female - 0	Other Female - 0
<b>Vacancy - 1</b>	Vacancy - 0	Vacancy - 0	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

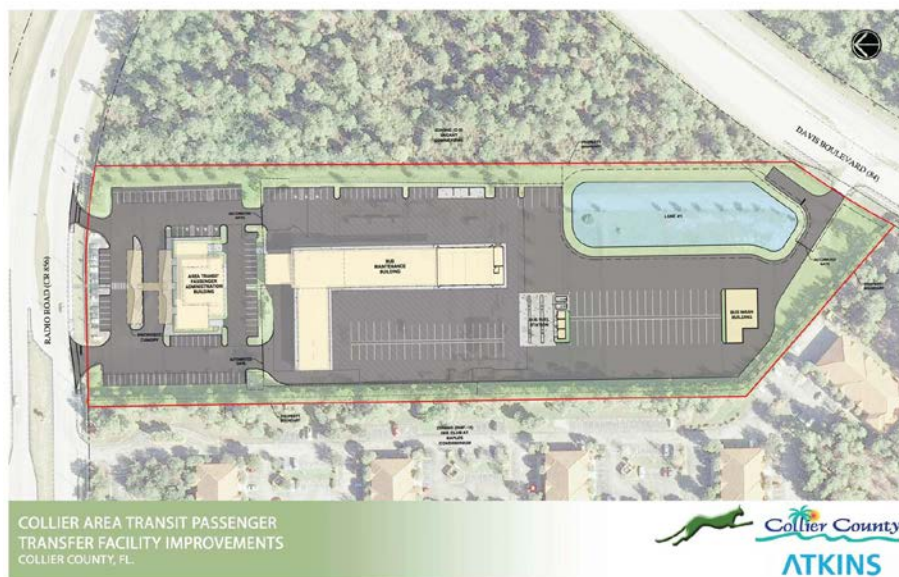
### Construction Projects

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

In 2017, the CAT Operations and Maintenance Facility was severely damaged by hurricane Irma. Although Irma was a strong hurricane, a majority of the damage could be directly related to the age and material integrity of the facility. As a result of the damage and the continual aging of the structure, CAT along with other responsible County staff believe that it is time to upgrade to ensure that the facility will remain operational for the foreseeable future. For the facility upgrades to take place CAT has to secure grant funds to help facilitate this need. CAT staff is currently pursuing the needed funds by applying for a grant. The upgraded facility will ensure an efficient and effective transit service to meet the needs of passengers.

In addition to construction projects, CAT staff is amending the current conditional use (CU) on the 8300 Radio Road Facility which currently limits the total number of allowable routes to converge at this location. The amendment is to eliminate the limit on the number of allowable routes. The elimination of the cap will open the CAT system up to connect with regional bus companies, allowing greater regional access for transit dependent populations.

**Figure 2: CAT Operations and Maintenance Facility**

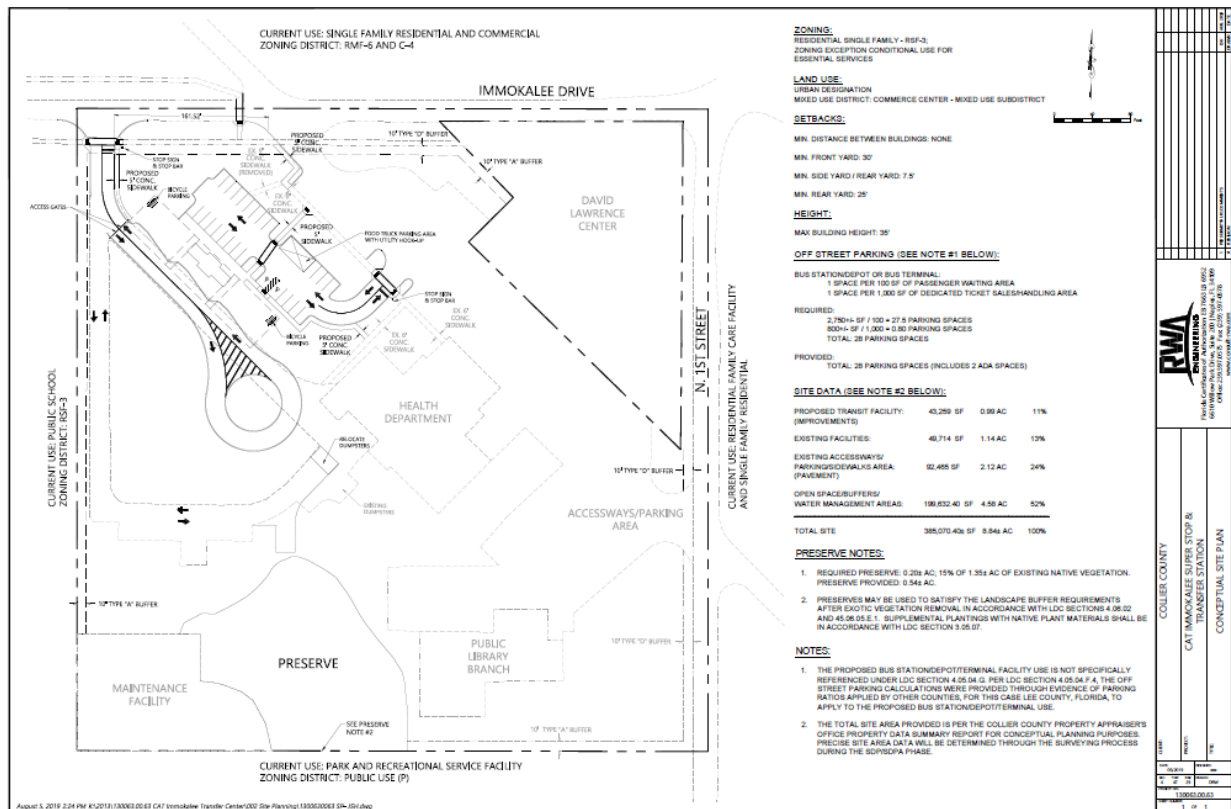


# CAT Intermodal Transfer Facility

Collier County is planning to construct a transfer facility in the Immokalee Community on a vacant parcel owned by Collier County. The proposed project site is a grassed field adjacent to a green wooded area with an asphalt/concrete driveway providing vehicular access to the Health Department and a maintenance shed. The property is approximately 1.7 acres in size and is zoned Residential Single Family-3 with a conditional use providing for governmental facilities. The facility does not meet the requirement for an equity analysis because it will not require land acquisition and the displacement of persons from their residences and businesses.

The **bus transfer station** will include passenger and transit efficiency enhancements including new bays for the buses to pull off the street; canopy cover for the sheltered transfer of passengers; waiting platform with benches and trash receptacles; vending machines for food and possible fare media; restroom facilities for drivers; cover for passengers; and ADA improvements. Figure 3 below depicts the site plan for the proposed improvements. Currently passengers transferring at this location are using a shelter that is located in the parking lot shared by visitors to the Health Department, County Library and the David Lawrence Center.

**Figure 3: Recent Conceptual Site Plan of the Immokalee Transfer Facility**





## 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 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 vehicles, 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), Beach Bus service (service along Bluebill Avenue 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 9: 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)	31	44	75	75	2.38	2.38
Low Floor 30' Bus	26	17	43	43	1.61	1.61
Low Floor 24' Bus (Paratransit)	12	0	12	12	1.00	1.00
Low Floor 23' Bus (Paratransit)	12	0	12	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 10: CAT Service Levels by Routes**

Route	Route Description/G eographic Location	Monday - Saturday		Sunday	
		Service Span	Frequency	Service Span	Frequency
Route 11	US 41 to Creekside Park of Commerce	6:00 AM-8:52 PM	90 minutes	7:30 AM-5:56 PM	90 minutes
Route 12	Airport Rd. to Creekside Park of Commerce	6:05 AM-7:20 PM	90 minutes	7:30 AM-5:50 PM	90 minutes



Route 13	NCH & Coastland Mall	6:05 AM-7:50 PM	60 minutes	7:05 AM-5:50 PM	60 minutes
Route 14	Bayshore Dr. & Coastland Mall	6:35 AM-6:25 PM	60 minutes	No service	N/A
Route 15	Golden Gate City via Santa Barbara Blvd.	5:35 AM-8:28 PM	90 minutes	6:58 AM-5:28 PM	90 minutes
Route 16	Golden Gate City via Golden Gate Pkwy	4:35 AM-5:58 PM	90 minutes	No service	N/A
Route 17	Rattlesnake & Florida Southwestern College	6:00 AM-7:22 PM	90 minutes	7:30 AM-5:52 PM	90 minutes
Route 18	US 41 & Naples Manor	6:30 AM-6:20 PM	90 minutes	No service	N/A
Route 19	Golden Gate Estates to Immokalee City	4:45 AM-8:27 PM	60 minutes	7:50 AM-9:25 AM	1 run
Route 20	Pine Ridge Road to Goodlette-Frank Rd.	6:00 AM-6:00 PM	90 minutes	7:30 AM-6:00 PM	90+ minutes
Route 21	Marco Circulator*	7:40 AM-4:50 PM	90 minutes	7:40 AM-4:50 PM	90 minutes
Route 22	Immokalee Circulator*	5:45 AM-8:52 PM	90 minutes	9:00 AM-5:52 PM	120 minutes
Route 23	Immokalee Circulator*	7:00 AM-7:50 PM	90 minutes	8:00 AM- 6:50 PM	120 minutes
Route 24	US 41 East to Charlee Estates	6:45 AM-6:47 PM	90 minutes	8:45 AM-4:42 PM	90 minutes
Route 25	Golden Gate Pkwy & Goodlette-Frank Rd.	6:00 AM-6:00 PM	90 minutes	12:05 AM-4:29 PM	180 minutes
Route 26	Pine Ridge Rd. to Clam Pass Beach	9:05 AM-4:23 PM	90 minutes	9:05 AM-4:23 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.	3:35 AM-7:35 PM	3 runs	5:05 PM-7:51 PM	90+minutes (1 run)
<b>Seasonal Route(s)</b>					
Route 29	Bluebill Avenue Beach Bus	9:00 AM-3:00 PM	60 minutes	9:00 AM-3:00 PM	60 minutes
<b>Express Route(s)</b>					
Route 121	Immokalee to Marco Island (Express)	5:30 AM-6:48 PM	2 runs	5:30 AM-6:48 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. Paratransit On- time Performance is defined as the percent of trip late as defined by the trip timing preference. 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 85 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 95 percent. Passengers are offered “negotiated times” or options of pick up times based on vehicle availability, the distance of the trip, and passengers requested pick-up or drop-off time. These scheduling windows are dependent on the trip length of the pick-up and drop-off points. Trips lengths that are less than 9 miles will have a 60-minute scheduling window. Trips lengths that are between 9 miles to 18 miles will have a 75-minute scheduling window and trip lengths of over 18 miles will have a scheduling window of up to 120-minutes. Once the passenger accepts one of the “negotiated times” this will serve as an estimated arrival time with a 30-minute window. Medical appointments and employment must follow the “30 minutes early to zero minutes late” policy. Table 10 provides the quantitative on-time performance standards.

**Table 11: On-Time Performance**

Mode	On-Time Performance Measure (Percent)	On-Time Performance Measure (Time)
<b>Local Bus</b>	95 %	Up to 5 minutes late
<b>Express Bus</b>	95%	Up to 5 minutes late
<b>Trolley Bus</b>	95%	Up to 5 minutes late
<b>Paratransit Bus</b>	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 3:45 a.m. to 8:52 p.m., Monday through Saturday and 5:30 a.m. until 7:51 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 12: 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 591 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:

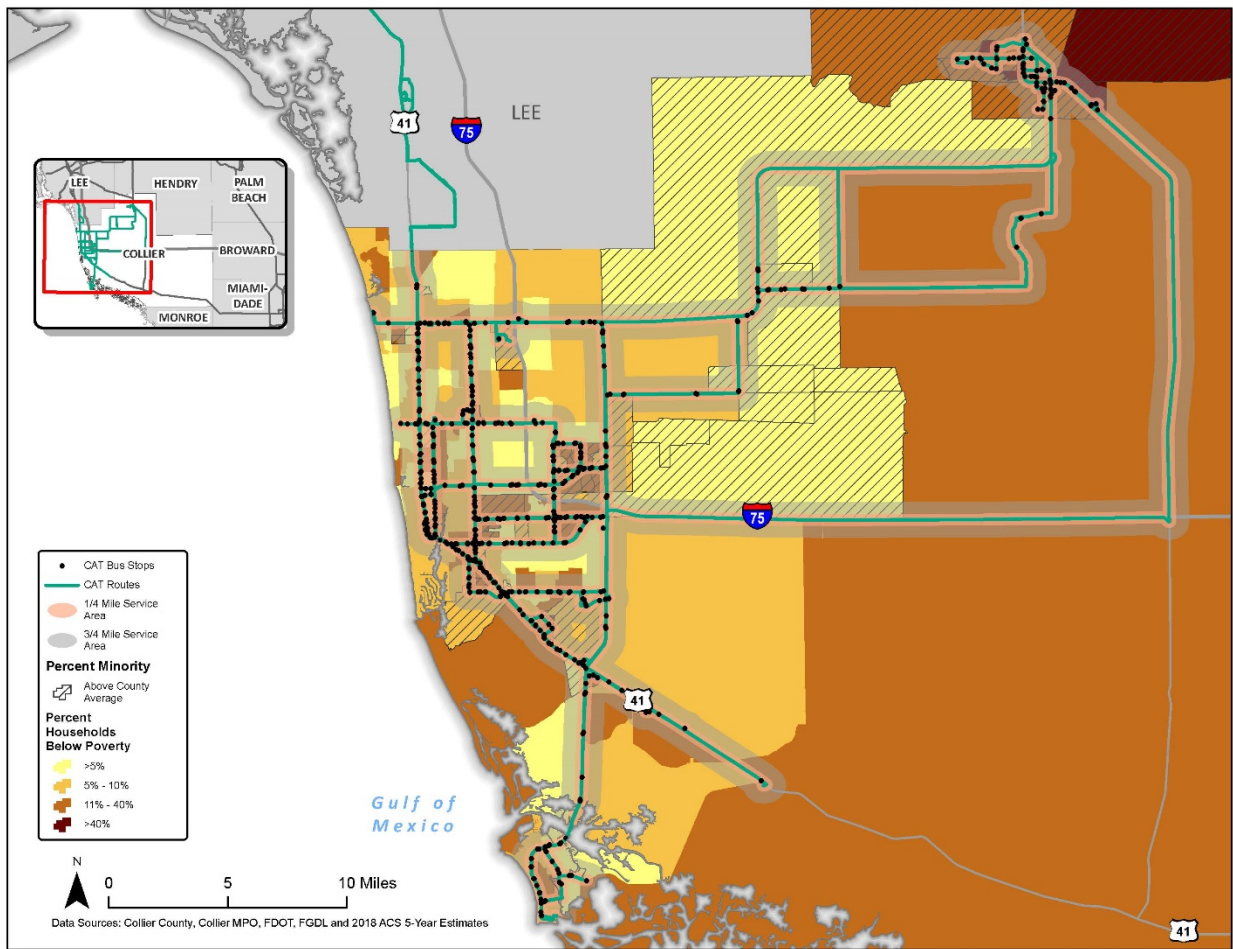
- Fixed-route bus stops are provided based on the number of passengers boarding and alighting at stops; availability of right of way, and provision of ADA access. Stops are placed approximately every two blocks on lower speed roadways and in more population dense areas and every ¼-mile along higher speed 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 division 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. Newly installed shelters contain solar lighting and CAT is in the process of retrofitting shelters with lighting to enhance security at bus stops.

## **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.

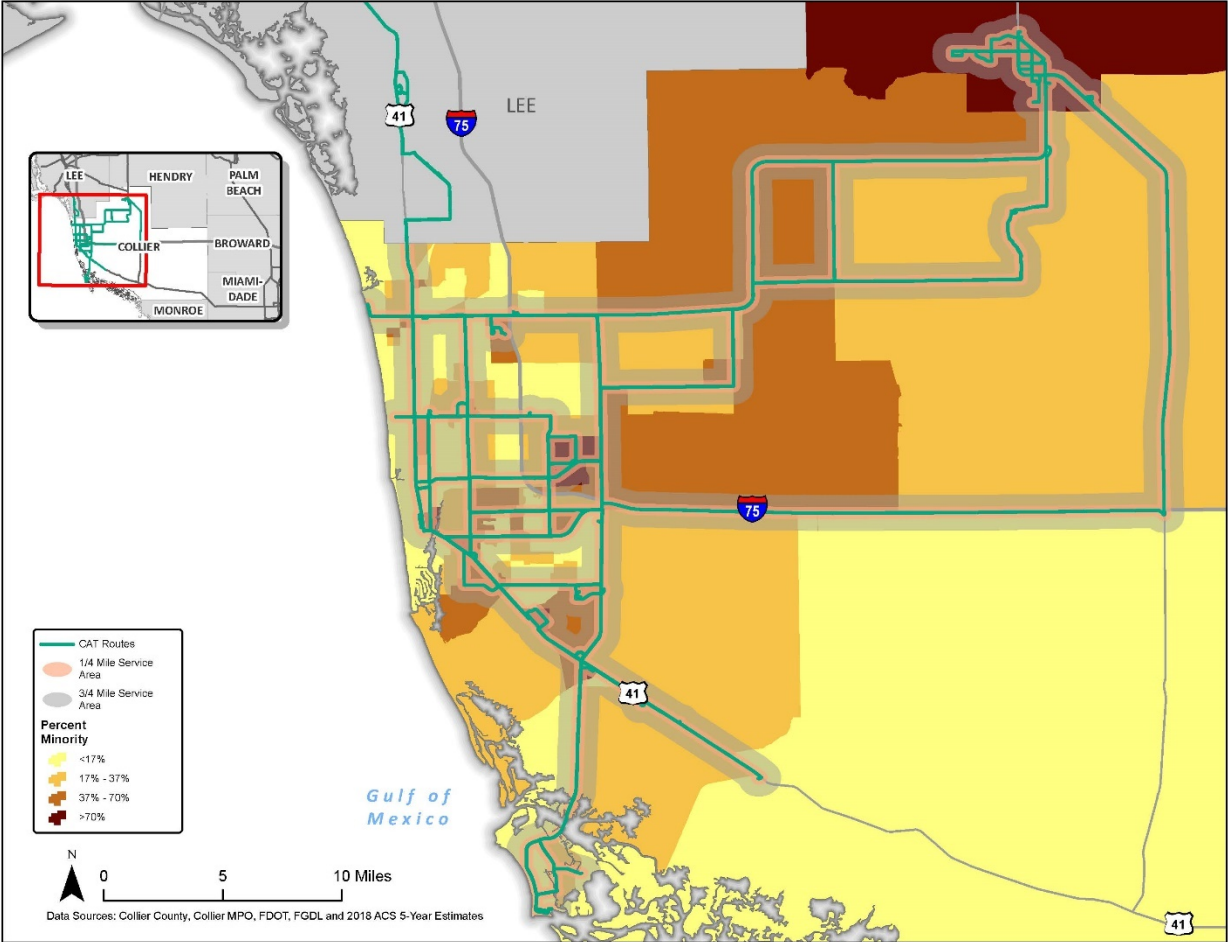
### **Public Information**

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.

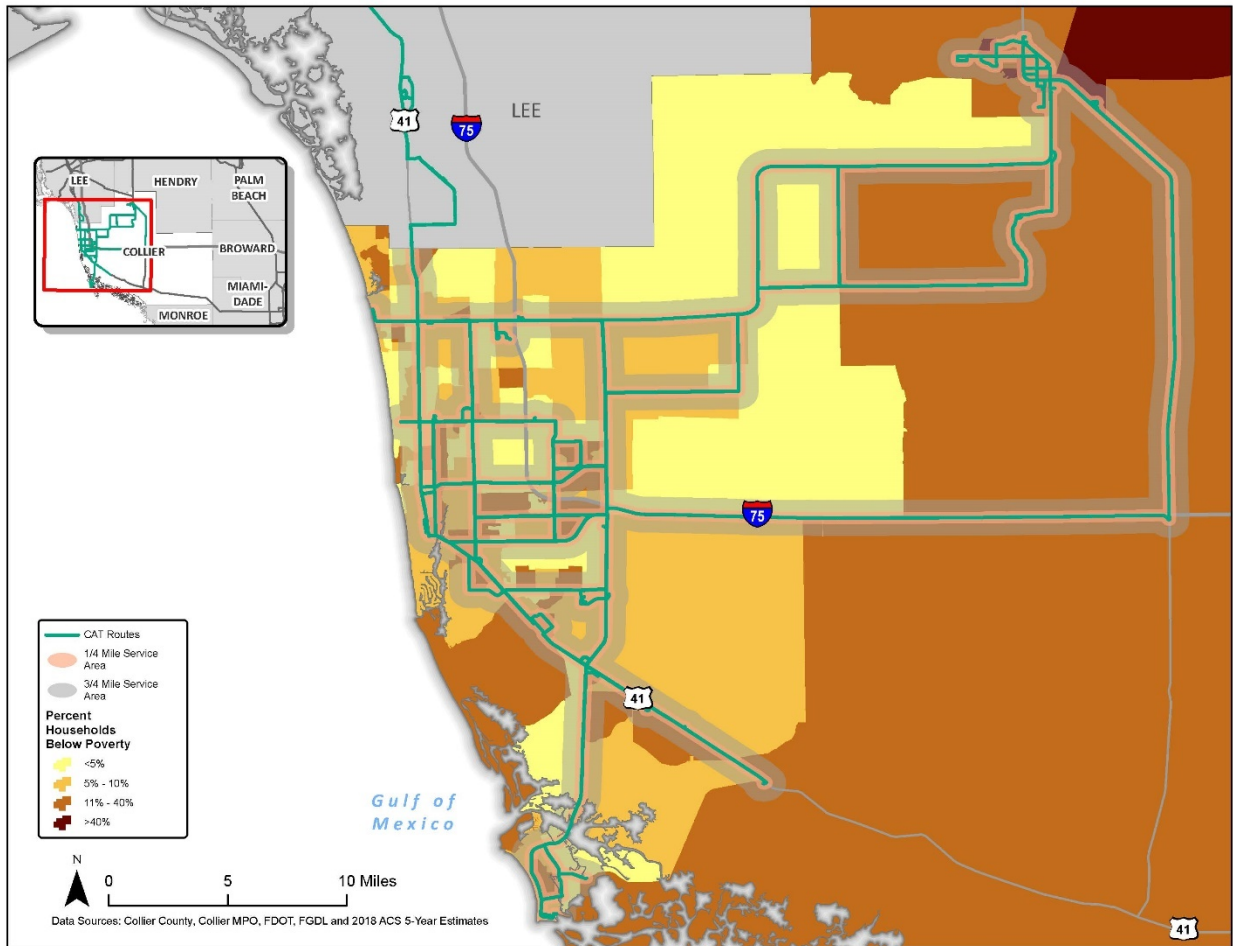


**Map 3: Minority Census Tract and CAT Fixed Route and ADA (3/4 Mile) Service Area**





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



## Appendix A

### Title VI Complaint Form

<b>Section I:</b>							
Name:							
Address:							
Telephone (Home/Cell):				Telephone (Work):			
Email Address:							
		Large Print		Audio Tape			
		TDD		Other			
<b>Section II:</b>							
Are you filing this complaint on your own behalf?						Yes*	No
If you answered "yes" to this question, go to Section III.							
If not, please supply the name and relationship of the person for whom you are complaining:				Name:			
				Relationship:			
Please explain why you have filed for a third party:							
Please confirm that you have obtained the permission to file this complaint on behalf of the aggrieved party.						Yes	No
<b>Section III:</b>							
I believe the discrimination I experienced was based on (check all that apply):							
<input type="checkbox"/> Race		<input type="checkbox"/> Color		<input type="checkbox"/> National Origin			
Date of Alleged Discrimination (Month, Day, Year):							
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.							
<b>Section IV:</b>							
Have you previously filed a Title VI complaint with this agency?						Yes	No
<b>Section V:</b>							
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?							
<input type="checkbox"/> Yes		<input type="checkbox"/> No					
If yes, check all that apply:							
<input type="checkbox"/> Federal Agency: _____				<input type="checkbox"/> State Agency: _____			
<input type="checkbox"/> Federal Court: _____				<input type="checkbox"/> State Court: _____			
<input type="checkbox"/> Local Agency: _____				<input type="checkbox"/> Equal Opportunity Commission			

Section VI:	
Name of Agency complaint is against:	
Contact person:	
Title:	Telephone:
Email:	Other:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

Please submit this form in person at the address below, or mail this form to:

# Appendix B

## Certifications and Assurances

Records / TrAMS | Recipient Organizations

### Collier, County Of | COLLIER COUNTY | 1032

[Summary](#) [Applications/Awards](#) [TrAMS Users](#) [Locations](#) [Designated Recipient](#) [Suballocations](#) [News](#) [Related Actions](#)

#### Certifications & Assurances | FY 2020 C&A Affirmations

##### Recipient Details

<b>Recipient ID</b>	<b>Recipient Name</b>
1032	Collier, County Of

##### Certification and Assurance Information

<b>Fiscal Year</b> 2020	<b>Original Certification Date</b> 3/3/2020
<b>Assigned Date</b> 2/28/2020	<b>Latest Certification Date</b> 3/3/2020
<b>Due Date</b> 5/28/2020	

##### Published Certifications and Assurances

FTA CERTIFICATIONS AND ASSURANCES

##### Public Transportation Agency Safety Plan (PTASP)

On or before July 20, 2020, applicants and recipients of Section 5307 grants and rail transit agencies that are subject to the State Safety Oversight Program must certify to Category 2: Public Transportation Agency Safety Plans

[List of All Applicable Agencies](#)

[PTASP Technical Assistance Center](#)

##### Certifications and Assurances

###### Certification History

Certification Date: 3/3/2020 | Official: Steve Carnell | Attorney: Scott Teach

Category	Title	Certified
01	Certifications and Assurances Required of Every Applicant	✓
02	Public Transportation Agency Safety Plans	✓
03	Tax Liability and Felony Convictions	✓
04	Lobbying	✓
05	Private Sector Protections	✓
06	Transit Asset Management Plan	✓
07	Rolling Stock Buy America Reviews and Bus Testing	✓
08	Urbanized Area Formula Grants Program	✓

Category	Title	Certified
09	Formula Grants for Rural Areas	<input checked="" type="checkbox"/>
10	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<input checked="" type="checkbox"/>
11	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	<input checked="" type="checkbox"/>
12	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	<input checked="" type="checkbox"/>
13	State of Good Repair Grants	<input checked="" type="checkbox"/>
14	Infrastructure Finance Programs	<input checked="" type="checkbox"/>
15	Alcohol and Controlled Substances Testing	<input checked="" type="checkbox"/>
16	Rail Safety Training and Oversight	<input checked="" type="checkbox"/>
17	Demand Responsive Service	<input checked="" type="checkbox"/>
18	Interest and Financing Costs	<input checked="" type="checkbox"/>
19	Construction Hiring Preferences	<input checked="" type="checkbox"/>
20	Cybersecurity Certification for Rail Rolling Stock and Operations	<input checked="" type="checkbox"/>

1 - 20 of 20

### Documents

#### Existing Documents

Document	Description	Uploaded By	Date
No items available			

### Affirmation of Applicant

**Affirmation of Applicant** BY SIGNING BELOW, on behalf of the Applicant, I declare that I have 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 2020, 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 2020.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 et seq., and Implementing U.S. DOT

regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute.

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

**Official's Name** Steve Carnell

I accept the above

**Certification Date** Mar 03, 2020

### Affirmation of Attorney

**Affirmation of Applicant's Attorney** As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

**Attorney's Name** Scott Teach

I accept the above

**Certification Date** Mar 03, 2020

CANCEL

**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.

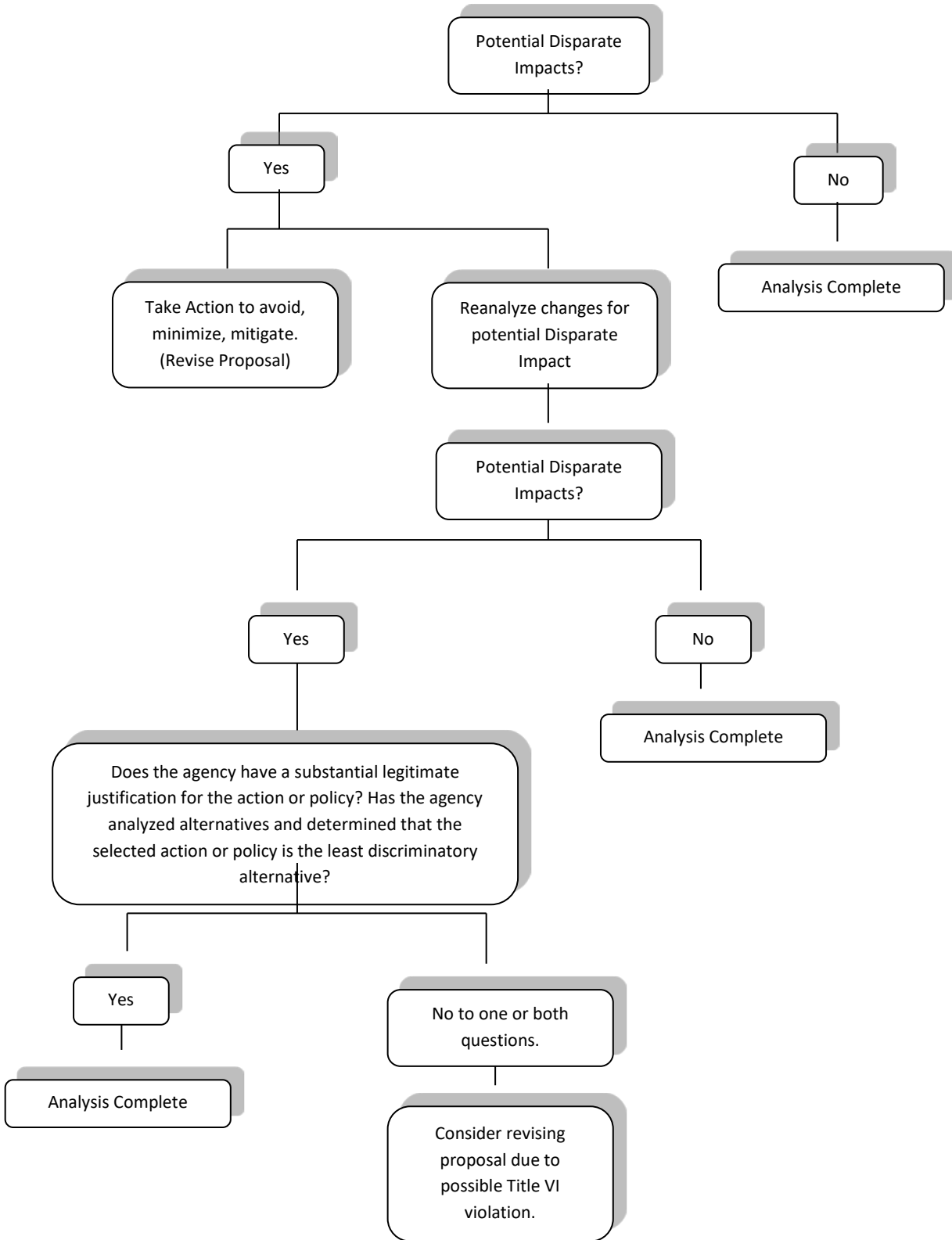
A “disparate impact” is defined as occurring when an adverse effect of a major service or fare change on minority populations is at least 20 percent greater than the adverse effect on the average minority population of CAT’s service area. In order to identify a potential impact, CAT will follow the process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

Collier County utilizes Remix Software Title VI Analysis tool to ensuring equitable public service for protected populations

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.

**Table 13: Annual Update of the HHS Poverty Guidelines**

Poverty Guidelines, all states (except Alaska and Hawaii)		2019 Annual												
Household /Family Size	50%	*100%*	125%	130%	133%	135%	138%	150%	175%	185%	200%	250%	300%	400%
1	6,245	\$12,490	15,613	16,237	16,612	16,862	17,236	18,735	21,858	23,107	24,980	31,225	37,470	49,960
2	8,455	\$16,910	21,138	21,983	22,490	22,829	23,336	25,365	29,593	31,284	33,820	42,275	50,730	67,640
3	10,665	\$21,330	26,663	27,729	28,369	28,796	29,435	31,995	37,328	39,461	42,660	53,325	63,990	85,320
4	12,875	\$25,750	32,188	33,475	34,248	34,763	35,535	38,625	45,063	47,638	51,500	64,375	77,250	103,000
5	15,085	\$30,170	37,713	39,221	40,126	40,730	41,635	45,255	52,798	55,815	60,340	75,425	90,510	120,680
6	17,295	\$34,590	43,238	44,967	46,005	46,697	47,734	51,885	60,533	63,992	69,180	86,475	103,770	138,360
7	19,505	\$39,010	48,763	50,713	51,883	52,664	53,834	58,515	68,268	72,169	78,020	97,525	117,030	156,040
8	21,715	\$43,430	54,288	56,459	57,762	58,631	59,933	65,145	76,003	80,346	86,860	108,575	130,290	173,720
9	23,925	\$47,850	59,813	62,205	63,641	64,598	66,033	71,775	83,738	88,523	95,700	119,625	143,550	191,400
10	26,135	\$52,270	65,338	67,951	69,519	70,565	72,133	78,405	91,473	96,700	104,540	130,675	156,810	209,080

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

**Table 14: Fixed Route Capacities**

Route	Revenue Mil	Average	Estimated Annual	Average Trip Length	FY 2019		Percent of Capacity	Estimated Excess Capacity
		Vehicle Capacity			Seat Miles	Annual Ridership		
11	97,273	30	2,945,979	7.25	96,554	700,016.50	24%	76%
12	72,466	30	2,173,968	7.25	74,053	536,884.25	25%	75%
13	62,116	30	1,863,494	7.25	66,365	481,146.25	26%	74%
14	45,083	30	1,352,489	7.25	51,111	370,554.75	27%	73%
15	78,064	30	2,341,913	7.25	86,683	628,451.75	27%	73%
16	60,807	30	1,824,225	7.25	43,509	315,440.25	17%	83%
17	65,257	30	1,957,722	7.25	41,221	298,852.25	15%	85%
18	50,105	30	1,503,136	7.25	27,836	201,811.00	13%	87%
19	155,734	30	4,672,027	7.25	64,392	466,842.00	10%	90%
20	25,788	30	773,639	7.25	6,545	47,451.25	6%	94%
21	39,963	30	1,198,900	7.25	11,688	84,738.00	7%	93%
22	103,912	30	3,117,375	7.25	49,650	359,962.50	12%	88%
23	116,692	30	3,500,749	7.25	27,918	202,405.50	6%	94%
24	65,274	30	1,958,233	7.25	49,751	360,694.75	18%	82%
25	55,883	30	1,676,480	7.25	15,986	115,898.50	7%	93%
26	24,387	30	731,621	7.25	5,730	41,542.50	6%	94%
27	85,424	30	2,562,727	7.25	29,857	216,463.25	8%	92%
28	88,865	30	2,665,952	7.25	27,697	200,803.25	8%	92%
29	39,876	30	1,196,294	7.25	6,738	48,850.50	4%	96%
121	46,375	30	1,391,235	7.25	22,229	161,160.25	12%	88%
	1,379,346		41,408,157		805,513	5,839,969.25	14%	86%

**Table 15: Demand Response Capacities**

Demand Response - Purchased							
Revenue Miles	Average Vehicle Capacity*	Estimated Annual Seat Miles	Average Trip Length**	FY 2019 Annual Ridership	Annual Passenger Miles	Percent of Capacity	Estimated Excess Capacity
1,406,149	11	15,051,002	12.52	108,214	1,355,296	9%	91%

**Table 16: Total Capacity Analysis and Total Vehicle Counts**

Revenue Miles	Average Vehicle Capacity	Estimated Annual Seat Miles	Vehicle Column1	Vehicle County	Seats	Total Seats
1,379,346	30	41,408,157	40'	3	38	114
			35'	12	32	384
			30'	12	28	336
Passenger Trps	Average Trip Length	Annual Passenger Miles	30' (freitliner)	1	14	14
805,513	7.25	5,839,969	<b>Total</b>	<b>28</b>		<b>848</b>
			Average Amoun of Seats		30	
Percent of Capacity Being Used						
14%			Vehicle Column1	Vehicle County	Seats	Total Seats
			Para Glaval	13	14	182
			MVI	5	3	15
			Para - Oddessey	5	12	60
			Para-Transit	4	8	32
			<b>Total</b>	<b>27</b>	<b>37</b>	<b>289</b>
			Average Amoun of Seats		11	

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

Based on the estimated capacity analysis, CAT was using approximately 14 percent of its possible capacity in FY2019. This shows that the existing bus service has substantial capacity remaining. Routes with the least amount of excess capacity include Routes 11, 12, 13, 14, and 15. Routes with the largest amount of excess capacity include Routes 20,21, 23, 25, 26, and 29. Excess capacities for these routes range between 96 percent to 93 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 7.25 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 9 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

This section presents the results of the peer and trend analysis conducted as part of Collier County's 10-year TDP to examine transit system performance. The evaluation was conducted using data available from the Florida Transit Information System (FTIS), which derives its data from the National Transit Database (NTD). As part of the overall performance review of the system, this analysis assists with assessing the extent to which CAT's service is meeting its goals and objectives. Analyses include statistical tables and graphs that summarize selected performance indicators and effectiveness and efficiency measures. These measures are designed to review various trend components, as follows:

- Performance measures report absolute data for the selected categories; these tend to be key indicators of overall system performance.
- Effectiveness measures refine the data further and indicate the extent to which various service-related goals are being achieved.
- Efficiency measures involve reviewing the level of resources required to achieve a given level of output; it is possible to have very efficient service that is not effective or to have highly effective service that is inefficient.

Seven peer systems were selected for the peer analysis that represent transit systems with service areas characteristics and services similar to CAT. The peer selection methodology is described in the

The peer systems are:

- City of Montgomery – Montgomery Area Transit System, AL
- Tri-State Transit Authority – Huntington, WV
- The Wave Transit System – Mobile, AL
- ART (Asheville Redefines Transit) – Asheville, NC
- Gwinnett County – Lawrenceville, GA
- Pasco County Public Transportation – Port Richey, FL
- Cape Fear Public Transit Authority – Wilmington, NC

Table 17 shows the peer system sizes in terms of the number of routes and route miles compared to CAT. As shown, CAT has the highest number of routes compared to the peer group and falls above the peer average of 14 routes. CAT also has the highest number of route miles of compared to the peer systems and supplies 57.1% more route miles than the peer average of 278 route miles.



**Table 17: Peer System Characteristics**

System	Location	# of Routes	Route Miles (2018)
CAT	Collier County	19	436
The M	Montgomery, AL	14	305
TTA (Tri-State Transit)	Huntington, WV	14	289
The Wave Transit System	Mobile, AL	12	259
ART	Asheville, NC	18	179
GCT (Gwinnett Transit)	Lawrenceville, GA	11	187
PCPT, (Pasco Transit)	Port Richey, FL	11	371
The Wave (Cape Fear Transit)	Wilmington, NC	14	195

Source: Agency websites for number of routes, 2018 NTD data for route miles

Table 18 reflects the measures used in this performance peer and trend analysis. A review of the trend and peer analysis for each measure is presented, followed by highlights of the analyses.

**Table 18: CAT’s Performance Review Measures**

General Measures	Effectiveness Measures	Efficiency Measures
Passenger Trips	Vehicle Miles per Capita	Operating Expense per Capita
Passenger Miles	Passenger Trips per Capita	Operating Expense per Passenger Trip
Vehicle Miles	Passenger Trips per Revenue Hour	Operating Expense per Passenger Mile
Revenue Miles	Passenger Trips per Revenue Mile	Operating Expense per Revenue Mile
Vehicle Hours		Farebox Recovery Ratio
Route Miles		Revenue Miles per Vehicle Mile
Operating Expenses		Revenue Miles per Vehicle
Vehicles Available for Maximum Service		Vehicle Miles per Gallon
Fuel Consumption		Average Fare

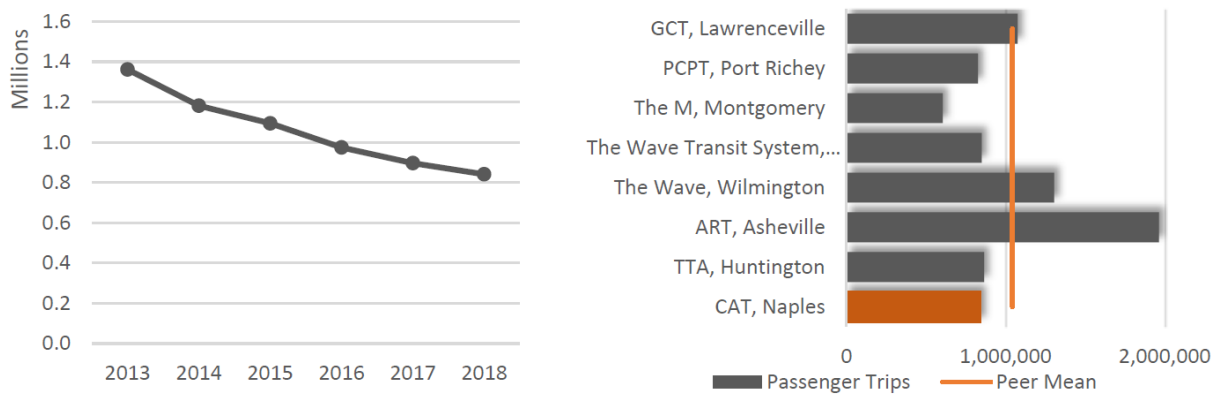
**Table 19: CAT’s General Indicator Peer Comparison**

Indicator	CAT	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	CAT % from Mean
<b>Service Area Population</b>	262,699	88,512	920,260	320,228	-18.0%
<b>Service Area Pop. Density (persons/sq. mile)</b>	847	654	2,106	1,534	-44.8%
<b>Passenger Trips</b>	896,201	654,474	2,125,214	1,102,154	-18.7%
<b>Revenue Miles</b>	1,285,354	1,017,879	1,724,047	1,220,154	5.3%
<b>Revenue Hours</b>	72,018	63,524	85,636	74,035	-2.7%
<b>Average Speed (RM/RH)</b>	17.85	14.04	20.75	16.47	8.4%
<b>Operating Expenses</b>	\$5,557,686	\$5,148,844	\$9,143,524	\$6,495,939	-14.4%
<b>Vehicles Operated in Max. Service</b>	18	17	27	23	-21.7%

Selected performance indicators for the peer review are presented in the above table, table 19. 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 19 and Figures 4 through 25 present the performance indicators for CAT’s peer review analysis.

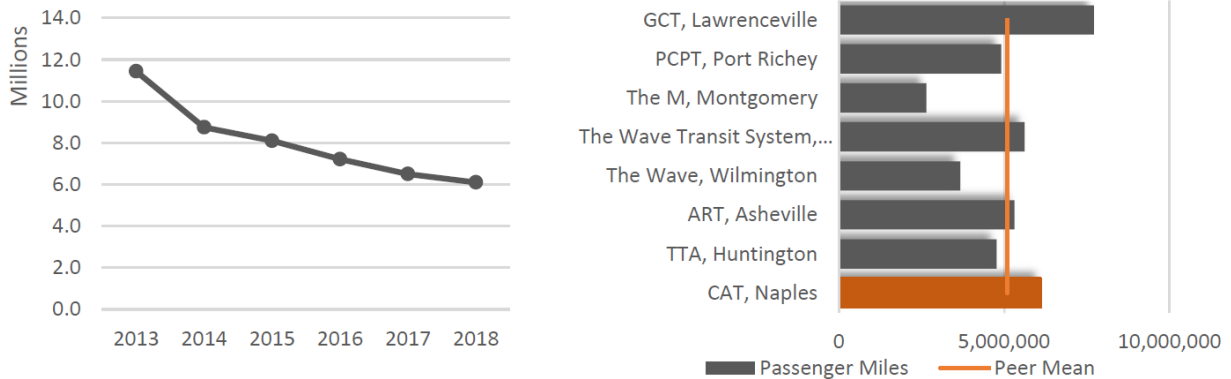
Passenger trips, or ridership, are the number of passengers who board public transit vehicles and are counted each time they board the vehicles, no matter how many vehicles they transfer to. It is a measure of the market demand for the service. A higher number of passenger trips is a positive metric. The total number of passenger trips in Collier County decreased from approximately 1.3 million in 2013 to 0.84 million in 2018, a 38% decrease. Ridership decline has been seen consistently in the transit industry since the end of the Great Recession. CAT ridership is 19.3% below the peer mean of about 1.0 million trips.

**Figure 4: Peer and Trend Comparison for Passenger Trips**



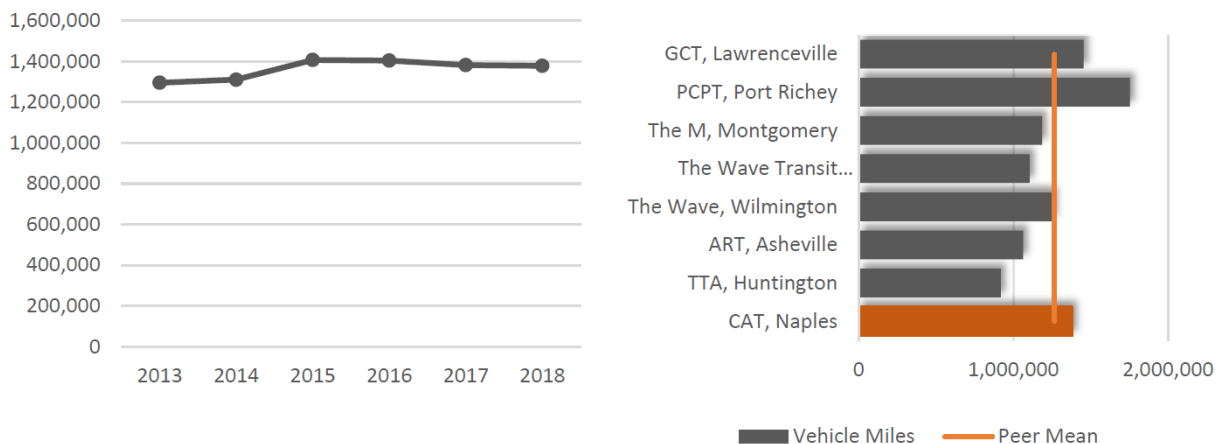
Passenger miles is a measure of passengers served over miles of service operated. Passenger miles are calculated through randomized and statistically-valid survey sampling that counts elapsed miles traveled for each passenger boarding and alighting. Higher passenger miles is a positive metric. For CAT, passenger miles decreased since 2013, from 11.4 million in 2013 to 6.1 million in 2018. Overall, passenger miles decreased by 46.7% from 2013 to 2018. CAT compares favorably to the peer mean, ranking second in the peer group.

**Figure 5: Peer and Trend Comparison for Passenger Miles**



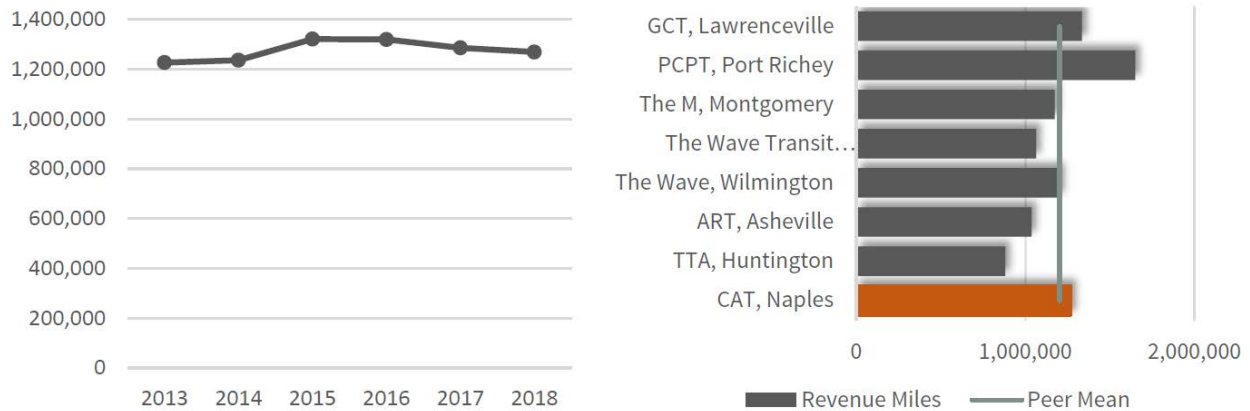
Vehicle miles are the miles that transit vehicles travel while in revenue service plus deadhead miles. This is a measure of how much service coverage is provided or the supply of service. Vehicle miles as a metric by itself is not positive or negative but should be viewed in relation to productivity and cost effectiveness measures. CAT’s total vehicle miles of service increased 6.4% overall, from 1.3 million in 2013 to 1.4 million in 2018. CAT’s vehicle miles are 9% higher than the peer mean.

**Figure 6: Peer and Trend Comparison for Vehicle Miles**



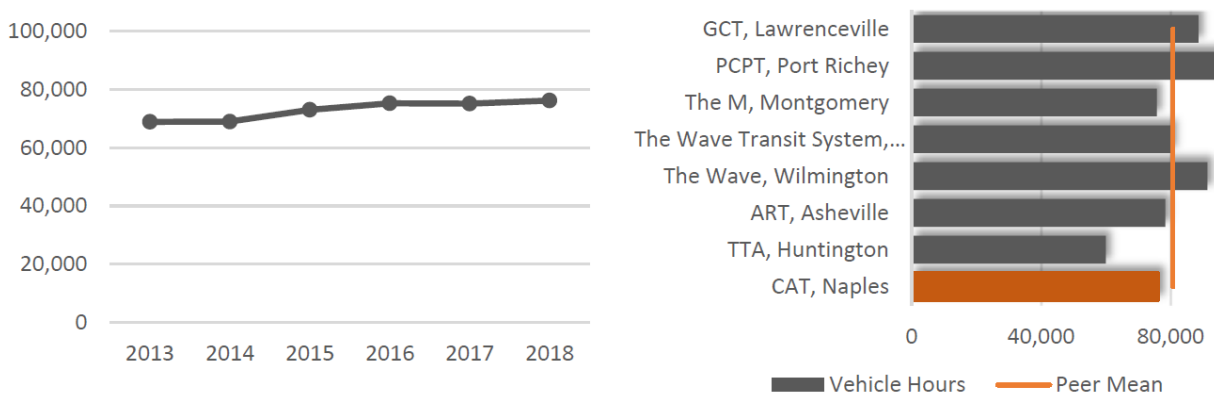
Revenue miles are the total number of miles for which the public transit service is scheduled or that are operated while in revenue service. This excludes miles traveled when passengers are not on board (deadhead travel), training operations, and charter services. Revenue miles increasing faster than total vehicle miles generally indicates a positive operational trend and points to a decreasing proportion of deadhead miles over time relative to total miles. Revenue miles as a metric by itself is not positive or negative but should be viewed in relation to productivity and cost-effectiveness measures. Revenue miles is a measure of service provided and should be slightly lower than vehicles miles to reflect efficiency in service. CAT experienced an increase in revenue miles of 3.5% for 2013-2018. CAT’s revenue miles were 5.6% higher than the peer mean and ranks third in the peer group.

**Figure 7: Peer and Trend Comparison for Revenue Miles**



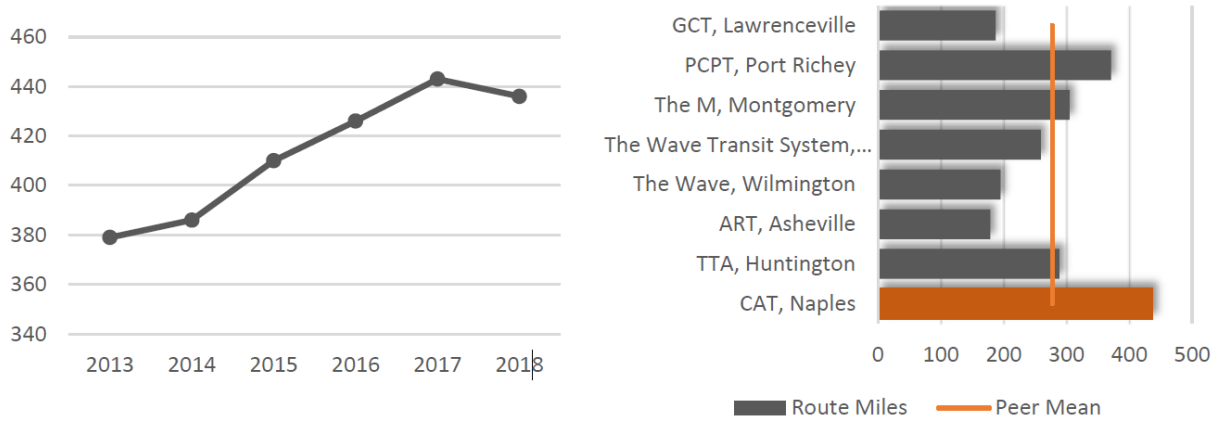
Vehicle hours are the total hours of travel a transit vehicle is being operated, including both revenue service and deadhead travel and are a measure of service provided. Vehicle hours as a metric by itself is not positive or negative but should be viewed in relation to productivity and cost-effectiveness measures. CAT had a plateauing increase in vehicle hours, with an overall 10.6% increase in vehicle hours from 2013 to 2018. CAT's vehicle hours metric was 5.6% lower than the peer mean.

**Figure 8: Peer and Trend Comparison for Vehicle Hours**



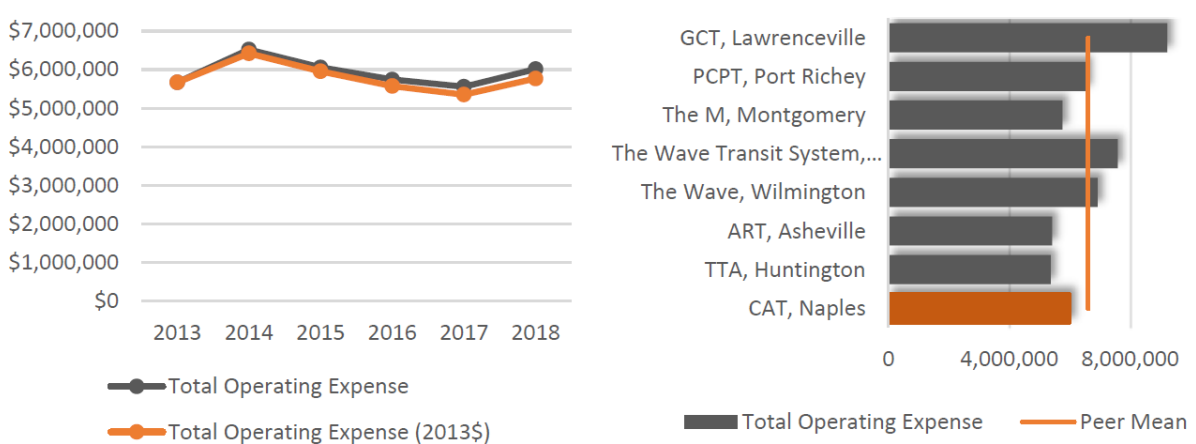
Route miles represent the total length of all routes in the network and are a measure of the linear extent of the transit network. Route miles for CAT increased from 279 to 436 miles in 2013 to 2018, respectively, representing a 15% increase overall. CAT ranked the highest in the peer group for the route miles metric.

**Figure 9: Peer and Trend Comparison for Route Miles**



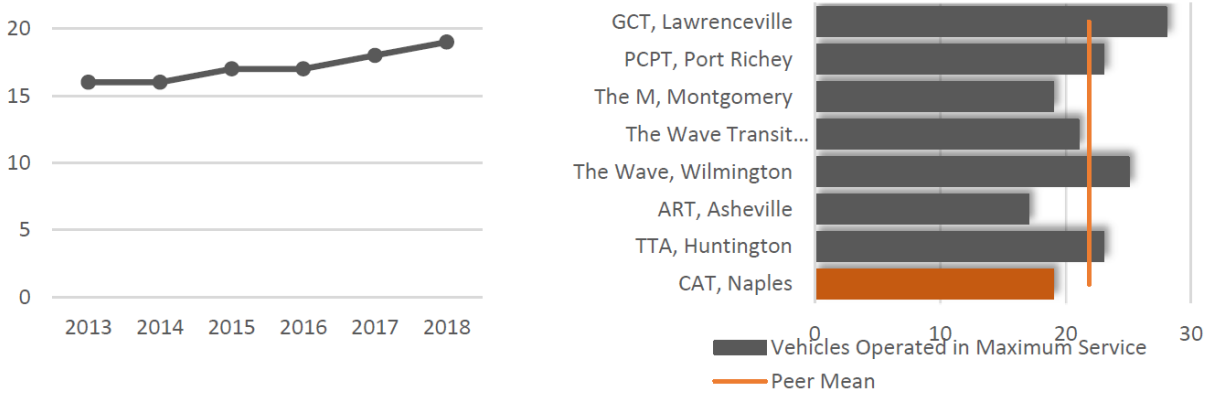
Total operating expense includes all costs associated with operating the transit agency (i.e., vehicle operations, maintenance, and administrative costs). CAT’s total operating expense increased by 6% in 2013 to 2018. However, when considering the effects of inflation, the actual total operating expense measured in 2013 dollars increased by only 2% in the six-year period, indicating that overall operating expenses increased annually. CAT had the third lowest total operating expense in the peer group, 9% below the peer mean.

**Figure 10: Peer and Trend Comparison for Operating Expenses**



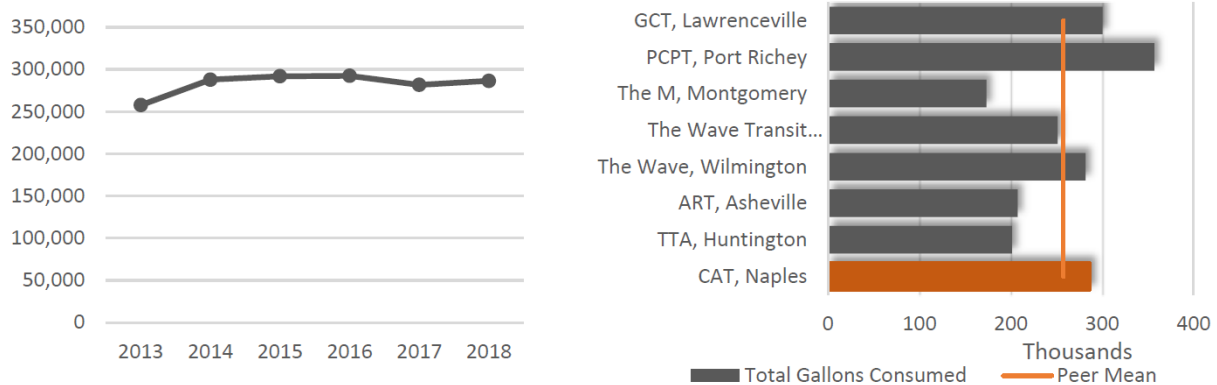
Vehicles operated in maximum service (VOMS) are a measure of the fleet required to operate at the peak of full service and are an important metric when assessing fleet size, as it is directly related to the network structure, number of routes, and frequency of service of each transit agency. CAT increased its supply of vehicles operating in maximum service from 23 vehicles in 2013 to 28 in 2018, an approximate 22% increase. CAT is below the group mean of 30 vehicles.

**Figure 11: Peer and Trend Comparison for Vehicle Available for Maximum Service Maximum**



Generally, fuel consumption is tied to vehicle miles of service and type of vehicle power employed. CAT’s gas consumption fluctuated since 2013, but overall decreased by 11% in the six-year period. For this performance measure, CAT is 11.3% above the group mean.

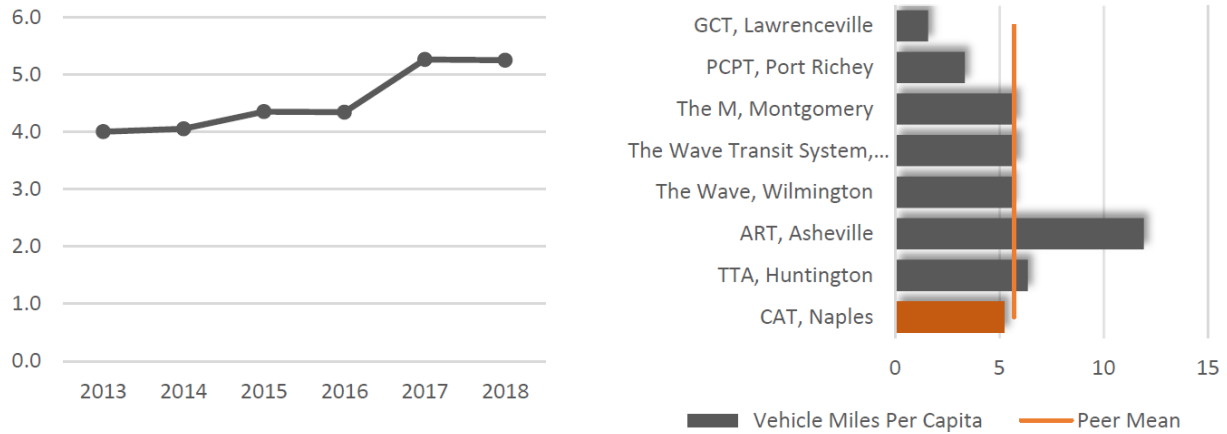
**Figure 12: Peer and Trend Comparison for Fuel Consumption**



Effectiveness measures indicate the extent to which service-related goals are being met and include service supply, service consumption, and quality of service and are represented by variables such as vehicle miles per capita, passenger trips per revenue hour, and average age of fleet.

Vehicle miles per capita are derived from the total system vehicle miles divided by the service area population within a ¼-mile distance of service provided and measure the supply of service provided based on the population of the service area. For CAT, vehicle miles per capita experienced an increase from a low of 4.0 miles per capita to 5.2 in 2018, a growth of 31%. Vehicle miles per capita for CAT are close to the peer group mean of 5.7, an indication that the supply of service is similar to what is typically experienced by peer agencies.

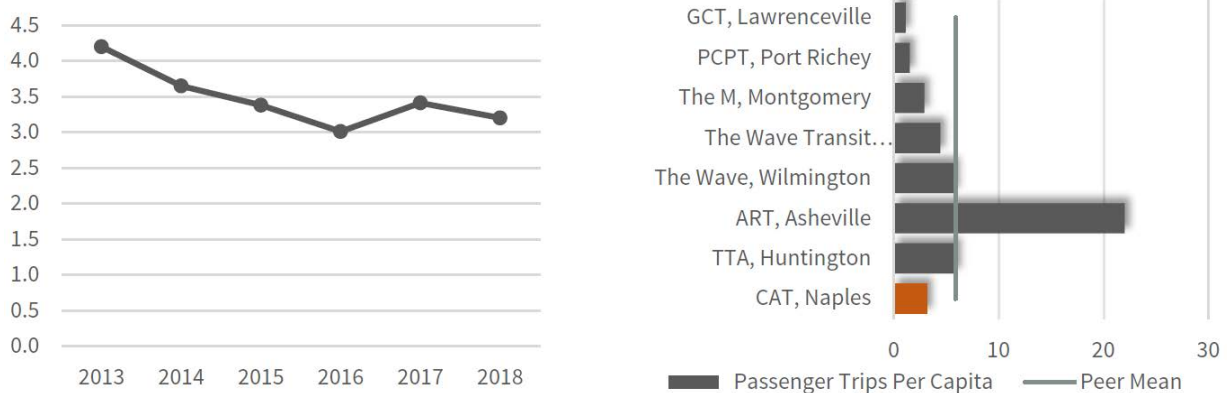
**Figure 13: Peer and Trend Comparison for Vehicle Miles per Capita**



Note: 2017 and 2018 updated using service area population manually calculated using TBEST 2019 Land Use Model.

Passenger trips per capita are calculated by dividing the total transit boardings by service area population. This measure of service effectiveness quantifies transit utilization within the service area. It is desirable that trips per capita are high, meaning greater utilization of the service. Passenger trips per capita in Collier County experienced a 24% decrease between 2013 and 2018. CAT ranks sixth in the peer group, 46% below the peer mean, suggesting a need for service consumption improvement.

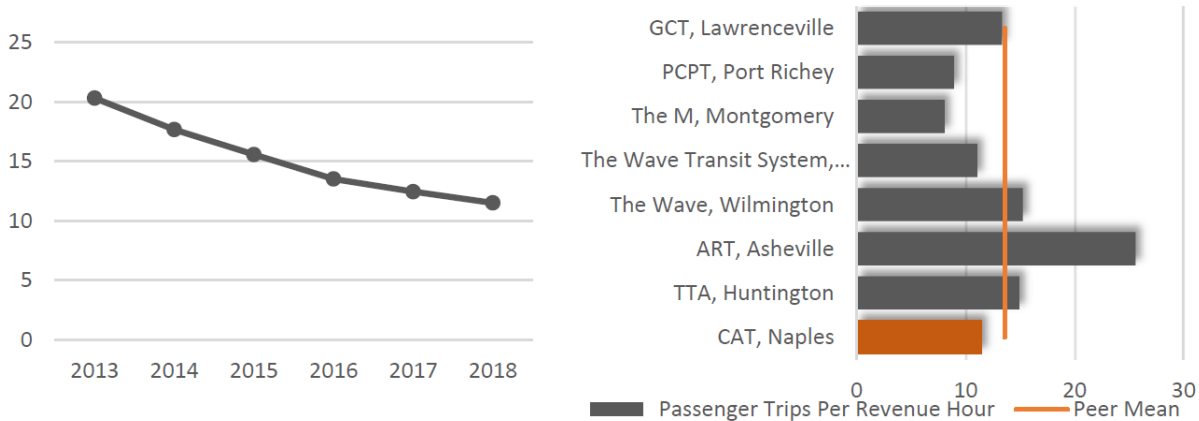
**Figure 14: Peer and Trend Comparison for Passenger Trips per Capita**



Note: 2017 and 2018 updated using service area population manually calculated using TBEST 2019 Land Use Model.

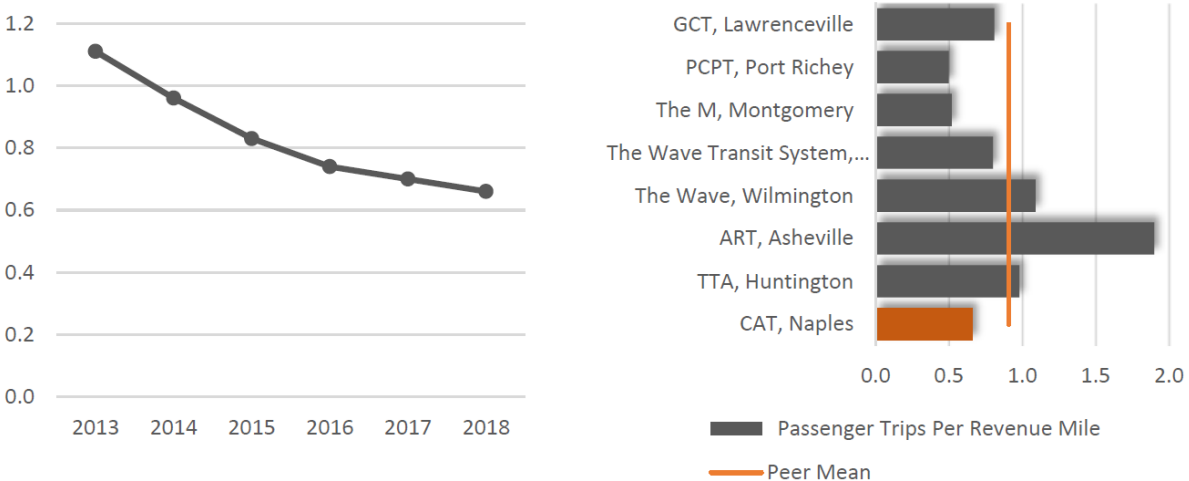
Passenger trips per revenue hour are a measure used to quantify productivity and service consumption and can help evaluate the amount of resources consumed in providing service. It is desirable for this metric to be high, reflecting greater utilization of the service per unit of service provided. From 2013 to 2018, CAT's passenger trips per revenue hour decreased by 43%. The decline in passenger trips per revenue hours is consistent with the increase in revenue miles and hours of service and the decrease in ridership. CAT is 15% below the peer mean for this metric.

**Figure 15: Peer and Trend Comparison for Passenger Trips per Revenue Hour**



Passenger trips per revenue mile are calculated by dividing transit boardings by revenue miles and are a measure of the productivity of the revenue service provided. It is desirable for this metric to be high, meaning greater utilization of the service per unit of service supplied. In Collier County, passenger trips per revenue mile experienced a decrease of 41% during the six-year period, indicating that the agency experienced lessening ridership productivity during the time period. The decreasing trend is driven by the decrease in ridership during that time period. CAT is 27% below the peer mean for this metric, indicating a need for improvement in service consumption.

**Figure 16: Peer and Trend Comparison for Passenger Trips per Revenue Mile**



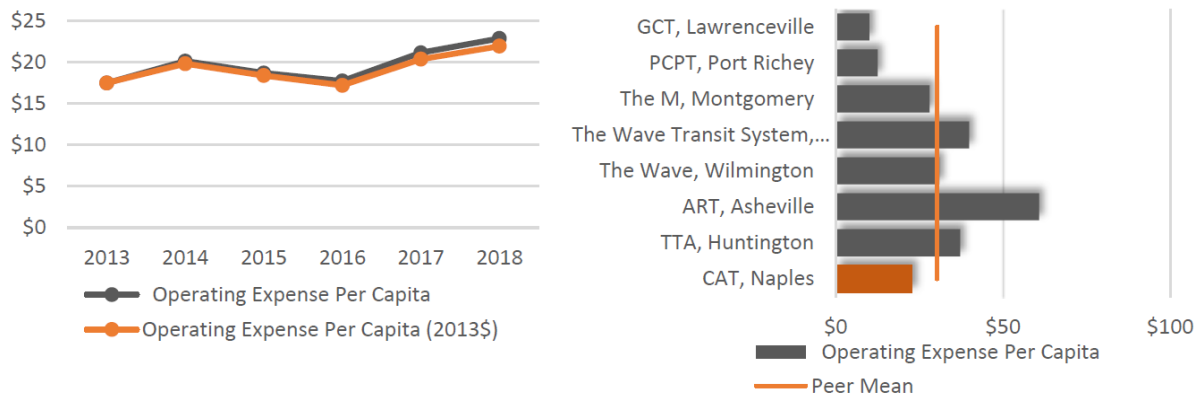
Efficiency measures focus on costs and other measures of efficiency. Figure 3-16 through Figure 3-24 present the efficiency measures for CAT's peer review and trend analysis. Similarities between CAT and the peers in this category may be related to the peer selection process, which is largely based on



transit service characteristics. The following section summarizes the trend and peer analysis by efficiency measure type.

Operating expense per passenger trip measures the investment in providing public transport relative to the population within the service area. This metric is more complex, in that although a higher cost reflects a greater investment in transit, it must be viewed in context of direct costs per unit of service relative to peers. When excluding inflation, the operating expense per capita for Collier County increased from \$17.51 in 2013 to \$22.89 in 2018, an increase of 31%. CAT is 25% below the peer group mean, suggesting that it is achieving a greater cost efficiency compared to its peer group.

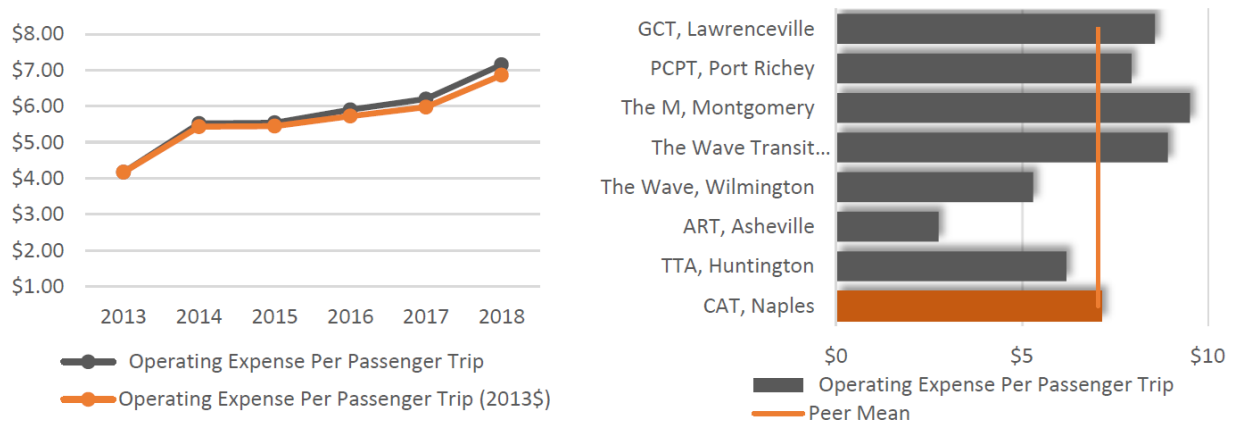
**Figure 17: Peer and Trend Comparison for Operating Expense per Capita**



Note: 2017 and 2018 updated using service area population manually calculated using TBEST 2019 Land Use Model.

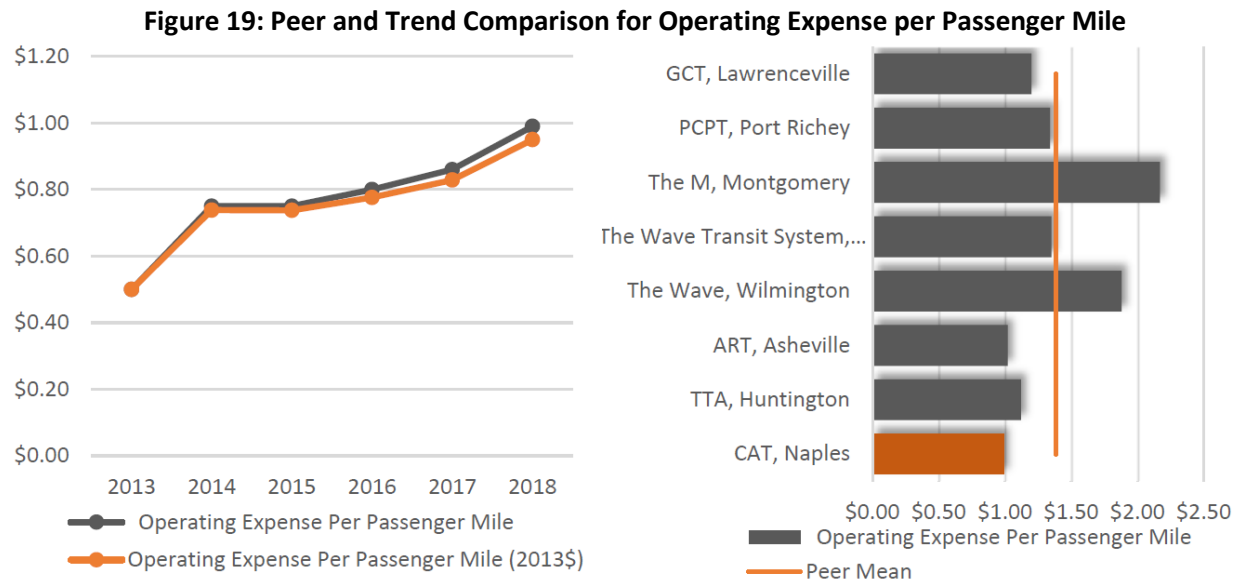
Operating expense per passenger trip measures the efficiency of transporting riders and the cost of operations relative to the resulting ridership and reflects on how service is delivered and the market demand for the service. The goal is to minimize cost per passenger trip. The operating expense per passenger trip in Collier County increased from \$14.17 in 2013 to \$6.86 (2013\$) in 2018, an increase of 65% overall. The decline in this metric is driven primarily by the declining trend in passenger trips during that time period. CAT is performing just above the peer mean of \$7.01 (2019\$).

**Figure 18: Peer and Trend Comparison for Operating Expense per Passenger Trip**

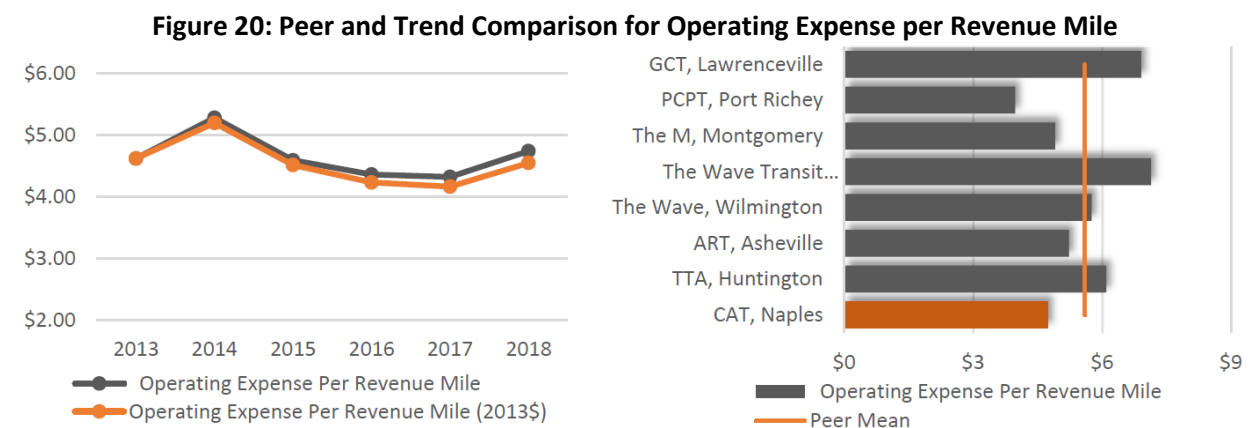


Operating expense per passenger mile measures the impact of ridership, average trip length, and operating cost. The goal is to minimize cost per passenger miles. CAT's operating expense per

passenger mile nearly doubled between 2013 and 2018. Despite this trend, CAT is 28% below the peer mean for this measure and is performing more efficiently than the peer group.



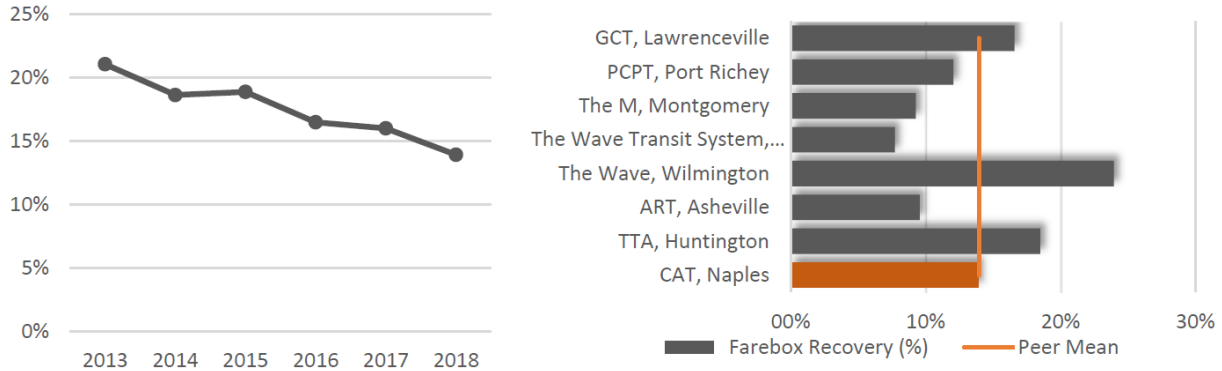
Operating expense per revenue mile indicates how efficiently a transit service is delivered. The goal is to minimize cost per revenue mile. Overall, the metric has remained stable, with an overall increase of 3%. CAT is 15% below the peer mean, indicating more efficient transit service delivery than its peers for this measure.



The farebox recovery ratio is a measure of the percentage of the transit system's total operating expenses that are funded with fares paid by passengers and is calculated by dividing the total fare revenue collected by the total operating expenses. The goal is to increase farebox recovery, meaning

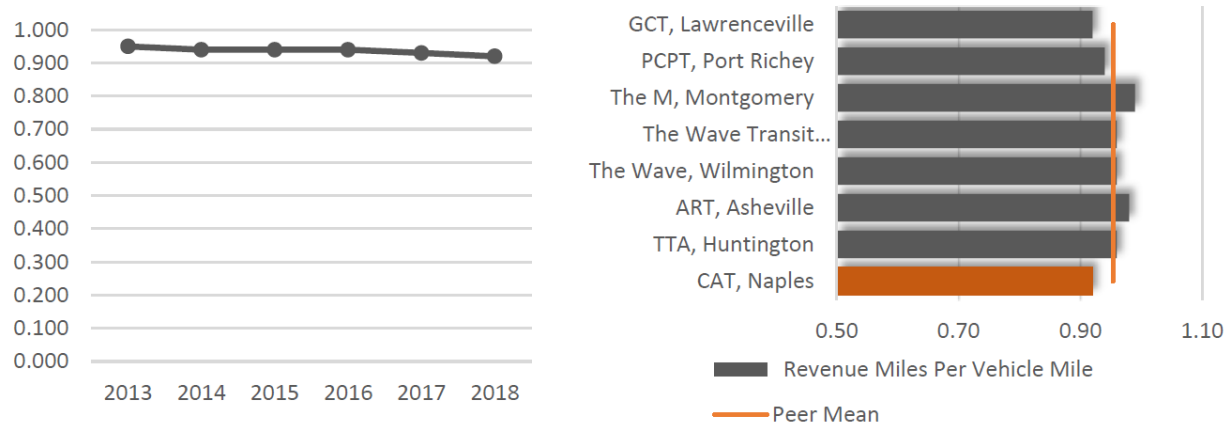
more of the costs are absorbed by users. CAT's farebox recovery declined from 21% in 2013 to 33.4% in 2018, 34% overall. The farebox recovery ratio for CAT is at the peer group mean.

**Figure 21: Peer and Trend Comparison for Farebox Recovery Ratio**



Revenue miles per vehicle miles are a measure of vehicle utilization. A higher ratio of revenue miles traveled to total vehicle mile generally indicates higher system productivity. The goal is to maximize the ratio of operations in revenue service to total operations. For CAT, the revenue miles per vehicle mile remained stable, with a slight decrease of 3% over the six-year period. Revenue miles per vehicle mile for CAT is 3.5% below the peer group mean, which indicates a near-average use of fixed-route bus vehicles within the peer group mean.

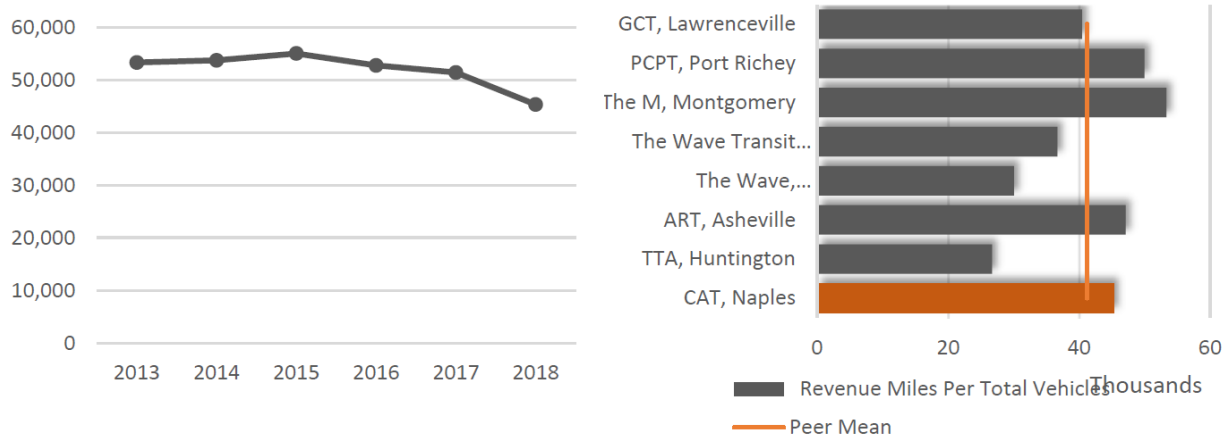
**Figure 22: Peer and Trend Comparison for Revenue Miles per Vehicle Mile**



Revenue miles per total vehicles are another measure of vehicle utilization. Interpretation of this metric is complex, as it must be taken in context of the fleet size, revenue miles, and age of the fleet.

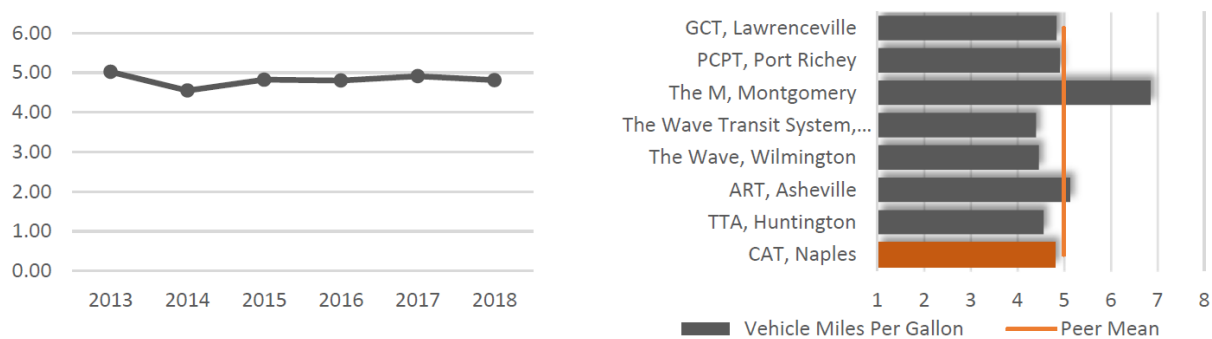
CAT experienced an overall decrease of approximately 15% over the six-year period and ranks 9th above the peer mean of 41,207 revenue miles per total vehicles.

**Figure 23: Peer and Trend Comparison for Revenue Miles per Total Vehicle**



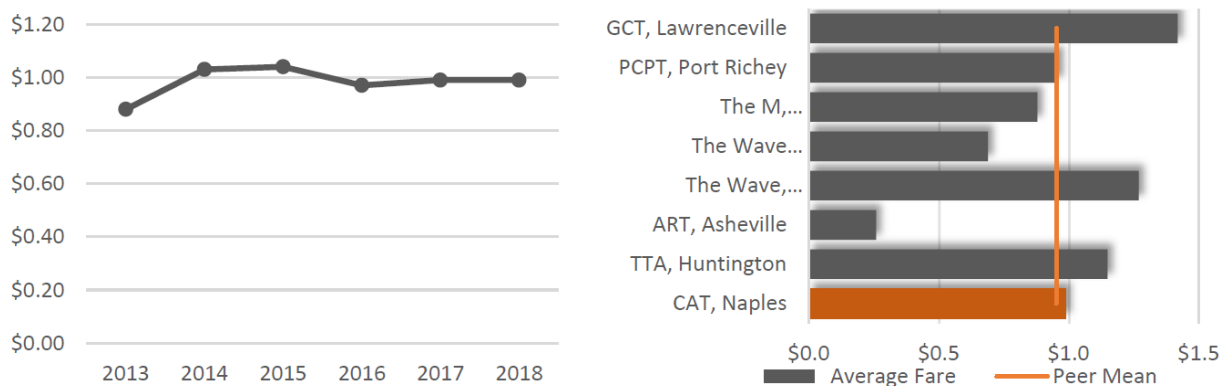
Vehicle miles per gallon, the ratio between fuel consumed and distance traveled, are an indication of fuel efficiency and apply only to diesel- and gasoline-powered vehicles. It is desirable to maintain a higher fuel economy, i.e., more miles per gallon. For CAT, vehicle miles per gallon (or fuel efficiency) remained relatively constant, from 5.02 in 2013 to 4.8 in 2018, a decrease of 4% overall. CAT is 4% below the peer mean.

**Figure 24: Peer and Trend Comparison for Vehicle Miles per Gallon**



Average fare is calculated by dividing total passenger fare revenue collected by ridership. The average can be lowered by systems that offer free transfers or discounted/free rides. CAT's average fare increased from \$0.88 in 2013 to \$0.99 in 2018, 12% overall. The mean average fare for the peer systems is \$0.95. This means that, on average, CAT riders pay close to the mean fare of the peers.

**Figure 25: Peer and Trend Comparison for Average Fare**



The trend analysis is only one aspect of transit performance evaluation. When combined with the peer review analysis (summarized later in this section), the results provide a starting point for understanding the transit system’s operating environment over time when compared to other systems with similar characteristics. Key trends observed from 2013 to 2018 are summarized as follows:

- The amount of service has increased with respect to total vehicle miles, revenue miles, vehicle hours and route miles, and vehicle miles per capita. CAT placed above average for passenger miles, vehicle miles, revenue miles, and route miles.
- Passenger trips and passenger miles have declined over the six-year period, which mirrors the national trend in transit ridership decline. CAT performed 19.3% below the peer mean for passenger trips and 19.6% above the peer mean for passenger miles.
- Total operating expenses have increased moderately by 6% over the six-year period. Operating expense per passenger trip and operating expense per passenger mile have seen dramatic increases that were driven largely by decreasing passenger trips and passenger miles, suggesting a decline in efficiency. CAT performed better than the peer mean with respect to total operating expenses, operating expense per passenger mile, and operating expense per revenue mile, suggesting that CAT has a better cost efficiency compared to its peer group. Operating expense per revenue mile fluctuated between 2013 and 2018, but only with a slight increase of 2.6% overall.
- Passenger trips per capita, passenger trips per revenue mile, and passenger trips per revenue hour have decreased over the six-year period, indicating a negative trend in service consumption. CAT performed below the peer group mean for these measures.
- The farebox recovery ratio decreased 34% but, compared to the peer group, CAT is performing

near the peer mean.

Table 20 summarizes the peer and trend analysis showing the positive and negative trends identified in the analysis.

**Table 20: Summary of Collier County’s Peer and Trend Analysis (2013–2018)**

	Indicators	Trend Change	Percent from Mean
General	Service Area Population*	-18.9%	-18.0%
	Service Area Size (sq. mi)*	-84.5%	18.4%
	Passenger Trips	-38.2%	-19.3%
	Passenger Miles	-46.7%	19.6%
	Vehicle Miles	6.4%	9.0%
	Revenue Miles	3.5%	5.6%
	Vehicle Hours	10.6%	-5.6%
	Route Miles	15.0%	57.0%
	Total Operating Expense	6.1%	-9.0%
	Vehicles Available for Maximum Service	21.7%	-6.7%
	Total Gallons Consumed	11.1%	11.3%
Effectiveness	Vehicle Miles Per Capita*	31.1%	-8.1%
	Passenger Trips Per Capita	-23.8%	-45.8%
	Passenger Trips Per Revenue Mile	-40.5%	-27.3%
	Passenger Trips Per Revenue Hour	-43.3%	-15.3%
	Number of Vehicle System Failures	181.5%	-18.0%
	Revenue Miles Between Failures	-63.2%	-54.6%
Efficiency	Operating Expense Per Capita*	30.7%	-24.4%
	Operating Expense Per Passenger Trip	71.5%	1.4%
	Operating Expense Per Passenger Mile	98.0%	-28.5%
	Operating Expense Per Revenue Mile	2.6%	-15.3%
	Farebox Recovery (%)	-33.9%	-0.3%
	Revenue Miles Per Total Vehicles	-15.0%	10.0%
	Vehicle Miles Per Gallon	-4.2%	-3.7%
	Average Fare	12.5%	3.9%

\*2017-2018 service area population calculated using TBEST

Source: FTIS

## Appendix G: Ridership Survey

### On-board Survey

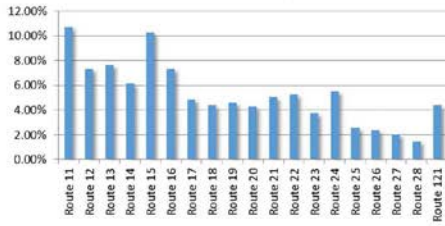
- Twenty-five question on-board rider survey
- Provided in English, Spanish, Haitian Creole
- Conducted January 15<sup>th</sup>-16<sup>th</sup> and 18<sup>th</sup>-19<sup>th</sup>
- Surveyed all routes, mostly using tablets
- Completed 1,091 surveys
- Questions covered
  - Travel behavior
  - User satisfaction
  - Rider profile



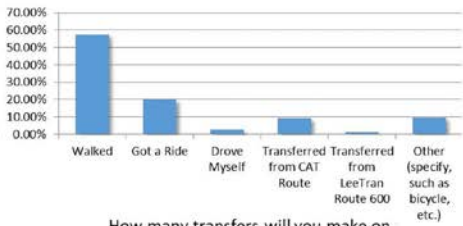
Tindale Oliver

# On-board Survey

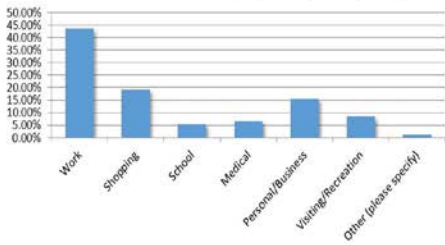
Please choose your route:



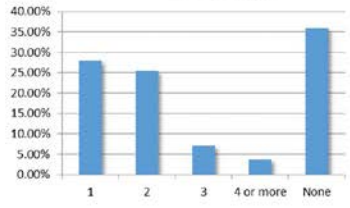
How did you get to the bus stop where you got on bus?



What is the main purpose of your trip today?



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

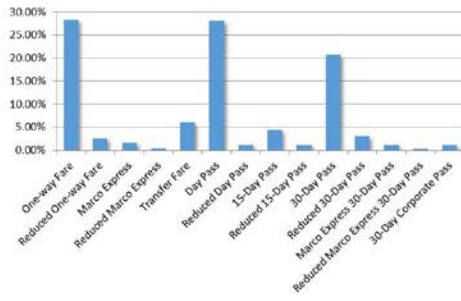


Tindale Oliver

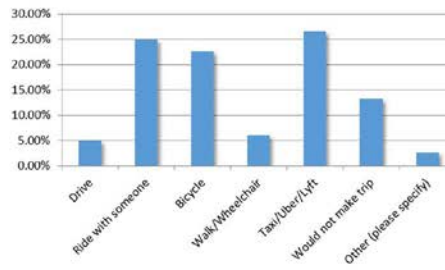


# On-board Survey

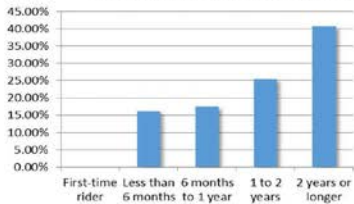
How did you pay for your fare on this bus?



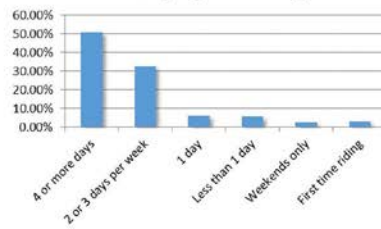
How would you make this trip if the bus were not available?



How long have you been riding CAT?

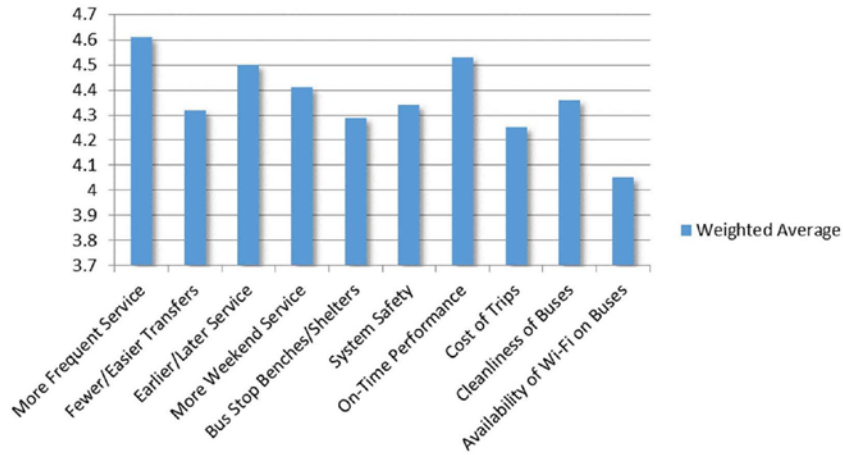


How many days a week do you ride CAT?



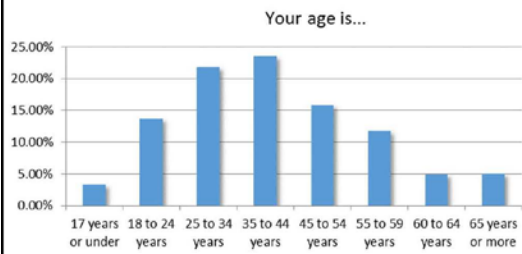
# On-board Survey

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



# On-board Survey – Rider Profile

- 52% speak a language other than English at home
- 53% do not have access to a vehicle, 47% have at least one
- 53% are male, 46% female, 1% non-binary
- 38% Hispanic, 28% White, 25% Black



## Appendix H

### 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)

## 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.



## **Appendix I Fare Study**

**The link below is the recently completed fare study.**

<http://sp16/sites/PSD/Operations/PTNE%20Files/CAT%20Fare%20Study%20Final%20Report.pdf>

## **Appendix J Latest TDP**

**The link below is a link to the recently completed TDP.**

[http://sp16/sites/PSD/Operations/PTNE%20Files/CAT%20FY16-25%20TDP\\_6%2015%2015\\_Red.pdf](http://sp16/sites/PSD/Operations/PTNE%20Files/CAT%20FY16-25%20TDP_6%2015%2015_Red.pdf)



**Appendix K**  
**Staff Training Documents on Title VI**

Completed 5/19/2020



# Title VI Program

CAT's 2020-2023 Revision

# List of Contents

- Title VI Overview
- Introduction
- Requirements
- Public Participation Plan (PPP)
- Limited English Proficiency (LEP)
- Environmental Justice
- System Wide Service Standards
- Minority Routes
- Title VI Complaint Procedures
- Questions and Comments

# Title VI Overview

Statute Based on **Civil Rights Act of 1964**

Nondiscrimination Statement:

"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."

Title VI:

- Updated every three years
- Applies to CAT as a recipient of federal funding and its subrecipients
- Federal Transit Administration (FTA) regulating agency for CAT

# Introduction

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.**

# Requirements

**CAT's Title VI Program must contain the following:**

- Notice of rights under Title VI
- List of Title VI investigations and complaints or lawsuits
- Public Participation Plan
- Language Assistance Plan (Limited English Proficiency)
- Racial breakdown of non-elected advisory boards/councils
- Narrative describing subrecipient monitoring
- Service Standards and Policies
- Demographic Analysis
- Customer Demographics and Travel Patterns **\*\* This one I'm not sure about\*\***
- Major Service Change Policy
- Board Resolution or Meeting minutes demonstrating board approval of Title VI Program
- How to file a complaint and copy of complaint form

# Requirements

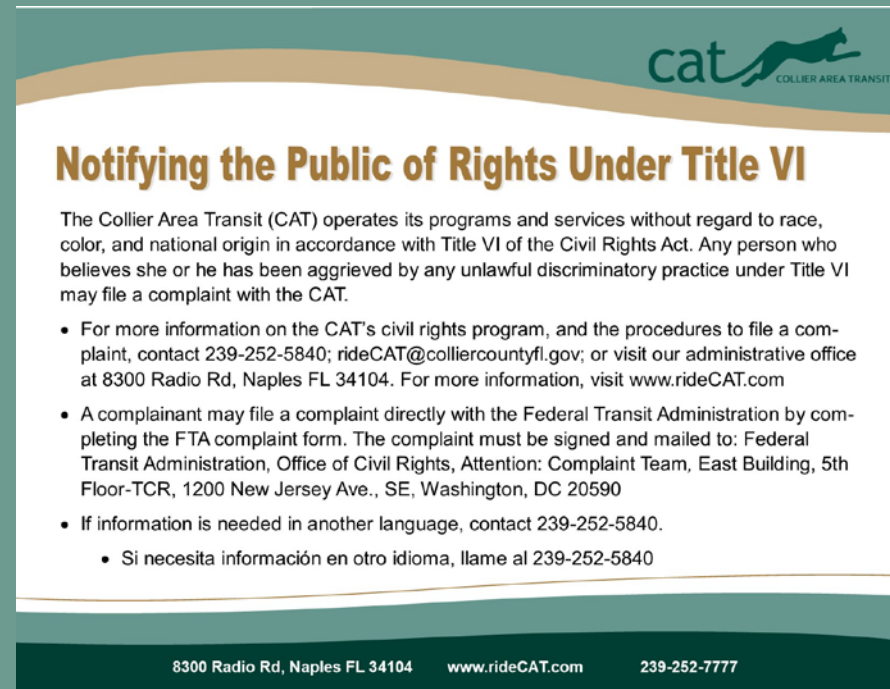
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- **Customer Demographics and Travel Patterns**
- **Major Service Change Policy**
- **Board Resolution or Meeting minutes demonstrating board approval of Title VI Program**
- **How to file a complaint and copy of complaint form**

# Requirements

## Notice of rights under Title VI

- A Title VI Notice to the Public must be displayed to inform a recipient's customer of their rights under Title VI.



**cat** COLLIER AREA TRANSIT

### 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; [rideCAT@colliercountyfl.gov](mailto:rideCAT@colliercountyfl.gov); or visit our administrative office at 8300 Radio Rd, Naples FL 34104. For more information, visit [www.rideCAT.com](http://www.rideCAT.com)
- A complainant may file a complaint directly with the Federal Transit Administration by completing the FTA complaint form. The complaint must be signed and mailed to: Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, 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.rideCAT.com](http://www.rideCAT.com)    239-252-7777

## List of Title VI investigations and complaints or lawsuits

- CAT has no investigations, complaints or lawsuits.



# Requirements

**CAT's Title VI Program must contain the following:**

- Notice of rights under Title VI
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# Public Participation Plan

## **The Public Participation Plan (PPP):**

- CAT has its own PPP, and also participated in the Collier Metropolitan Planning Organization (MPO) public involvement activities to ensure that a wider range of opportunities are available for all persons
- Designed to engage both transit users and non-transit users
- Staff regularly gathers input via online surveys in multiple languages, English, Spanish, and Creole
- General Public can comment on CAT's services and capital investments through the Public Transit Advisory Committee (PTAC), the MPO Committees and MPO Board Meetings.
- 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 utilizes pictographs to display information and instructions.

# Requirements

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# Limited English Proficiency (LEP)

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.

- Vital Documents are readily translated from English to Spanish as well as Creole, and upon request other languages.
- CAT's website provides translation to other languages: Spanish, Creole, German, and French
- CAT also provides translation for public meetings

# Limited English Proficiency (LEP)

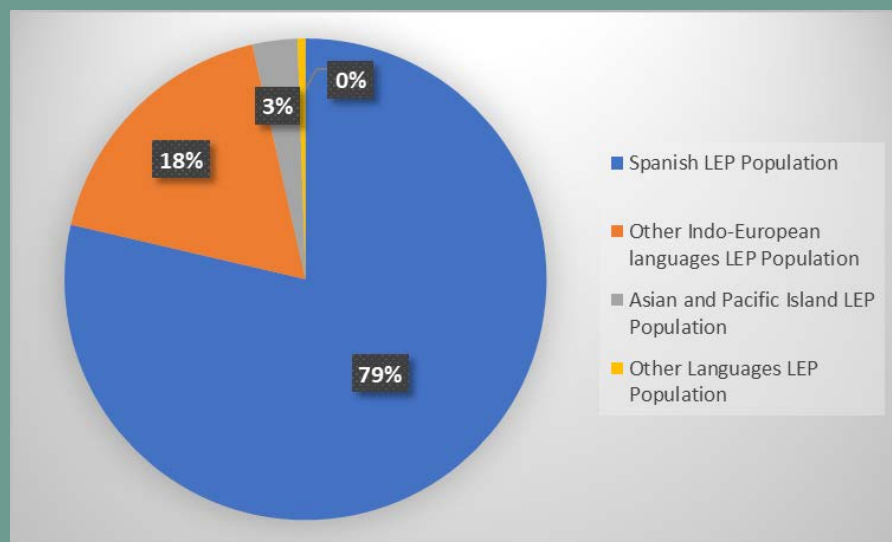
## **Four Factor Framework Analysis**

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.

# Limited English Proficiency (LEP)

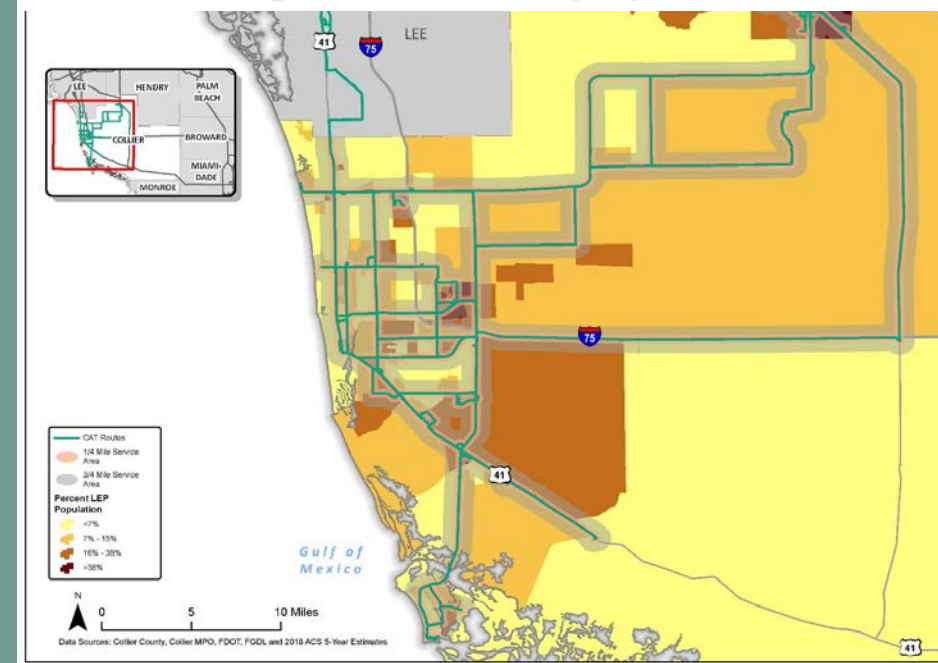
Total Population 5 Years and Over	Spanish LEP Population	Other Indo-European languages LEP Population	Asian and Pacific Island LEP Population	Other Languages LEP Population	Total LEP Population
347,226	39,824	9,020	1,528	269	50,641
100%	11.5%	2.6%	0.4%	0.1%	14.6%

Distribution of Limited English Proficiency Persons within the CAT Service Area



LEP Population  
=  
15% of the Total Service Area Population

Limited English Proficiency By Census Block



# Requirements

**CAT's Title VI Program must contain the following:**

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# Requirements

## Racial breakdown of non-elected advisory boards/councils

<b>PTAC Racial Composition</b>	<b>TAC Racial Composition</b>	<b>CAC Racial Composition</b>	<b>LCB Racial Composition</b>
<b>White Male - 5</b>	White Male - 8	White Male - 8	White Male - 4
<b>White Female - 1</b>	White Female - 5	White Female - 4	White Female - 9
<b>Black Male - 0</b>	Black Male - 0	Black Male - 1	Black Male - 0
<b>Black Female - 0</b>	Black Female - 1	Black Female - 0	Black Female - 1
<b>Hispanic Male - 0</b>	Hispanic Male - 0	Hispanic Male - 1	Hispanic Male - 0
<b>Hispanic Female - 0</b>	Hispanic Female - 0	Hispanic Female - 0	Hispanic Female - 0
<b>Other Male - 0</b>	Other Male - 0	Other Male - 0	Other Male - 0
<b>Other Female - 0</b>	Other Female - 0	Other Female - 0	Other Female - 0
<b>Vacancy - 1</b>	Vacancy - 0	Vacancy - 0	Vacancy - 2

### Narrative describing sub-recipient monitoring

- CAT is required to complete sub-recipient training and monitoring to ensure compliance with all Certifications and Assurances, including those regarding non-discrimination.
- The monitoring would be randomly scheduled to capture the everyday operations.



# Requirements

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# System-Wide Service Standards

## 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)	31	44	75	75	2.38	2.38
Low Floor 30' Bus	26	17	43	43	1.61	1.61
Low Floor 24' Bus (Paratransit)	12	0	12	12	1.00	1.00
Low Floor 23' Bus (Paratransit)	12	0	12	14	1.00	1.00

# System-Wide Service Standards

## Vehicle Headways

- Average of **90 minute Frequencies** on both Monday – Saturday and Sunday
- Route 13, 14, 19 are the only routes with **60 minute frequencies**

# System-Wide Service Standards

## On-Time Performance

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

# System-Wide Service Standards

## Service Availability

CAT provides service from 3:45 a.m. to 8:52 p.m., Monday through Saturday and 5:30 a.m. until 7:51 p.m. on Sundays.

## Service Delivery Factors:

1. Financial resources
2. Public input
3. Performance of existing routes
4. Transit Orientation Index (population and employment density, income, age, and zero-car households)
5. Safety guidelines
6. Development patterns

# Policies

Ensure Transit Amenities are provided equitably for each Mode

- 591 bus stops throughout their service area.

Vehicle Assignments are distributed among all routes

- Randomized Vehicle Selection

Fare or Service Change are evaluated so to not adversely impact any group and are categorized as follows:

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

# Minority Routes

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.

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

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# Environmental Justice

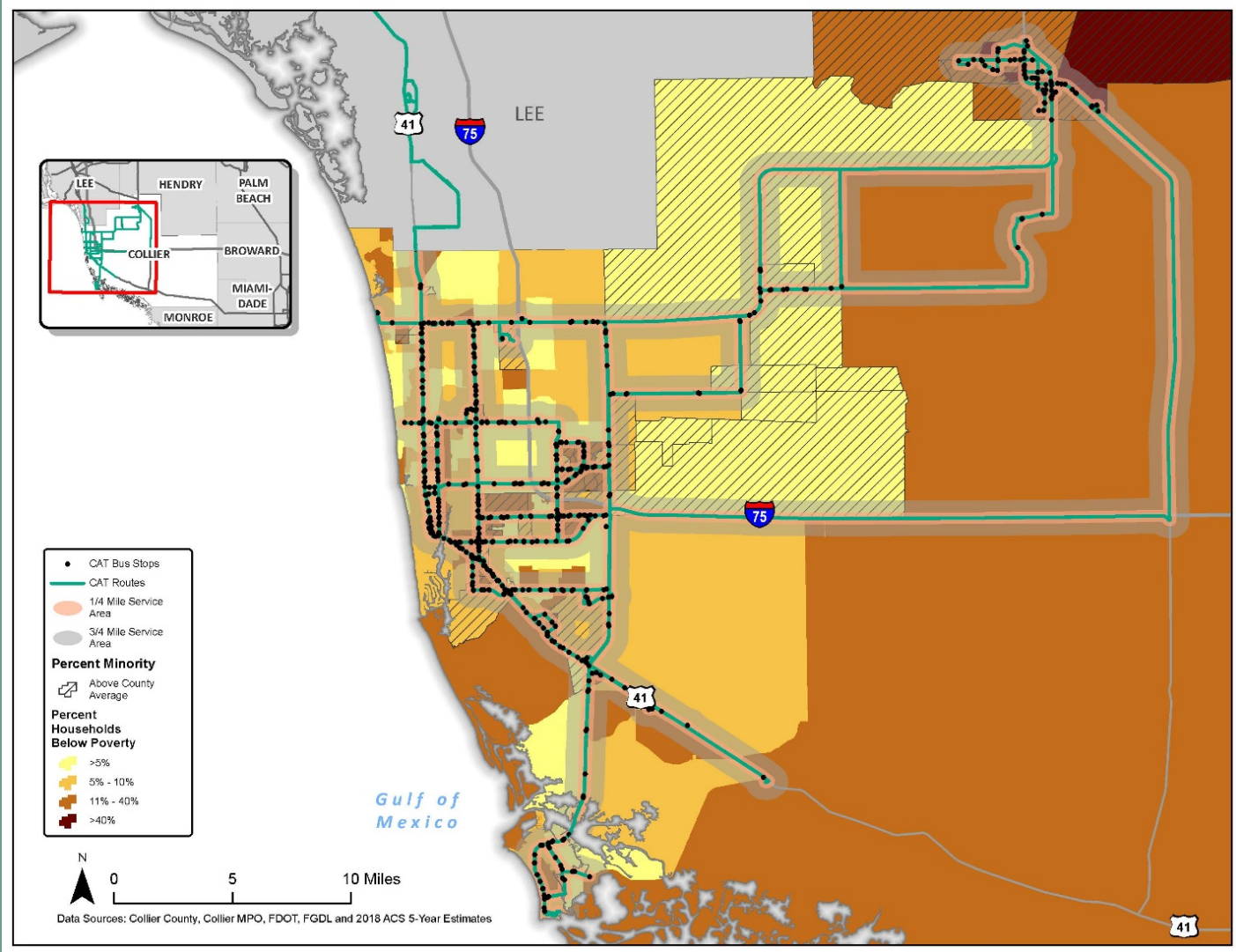
Executive Order 12898 passed in February 1994

Department of Transportation EJ Order 5610.2 (a) May  
2012

Executive branch internal management to protect minority  
and low-income populations

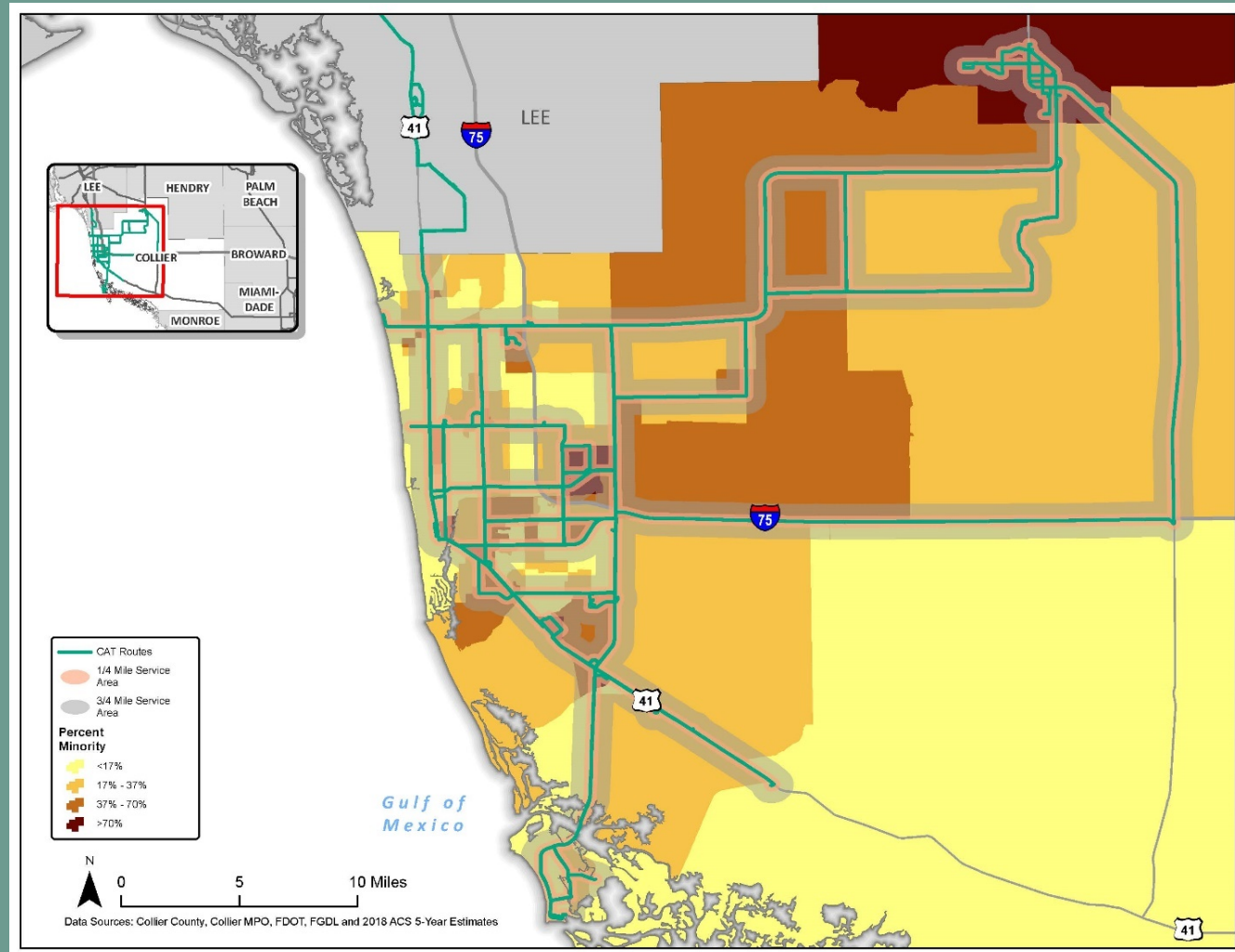
# Environmental Justice

**Bus Stop Amenities Locations for Low Income and Minority Population Areas**



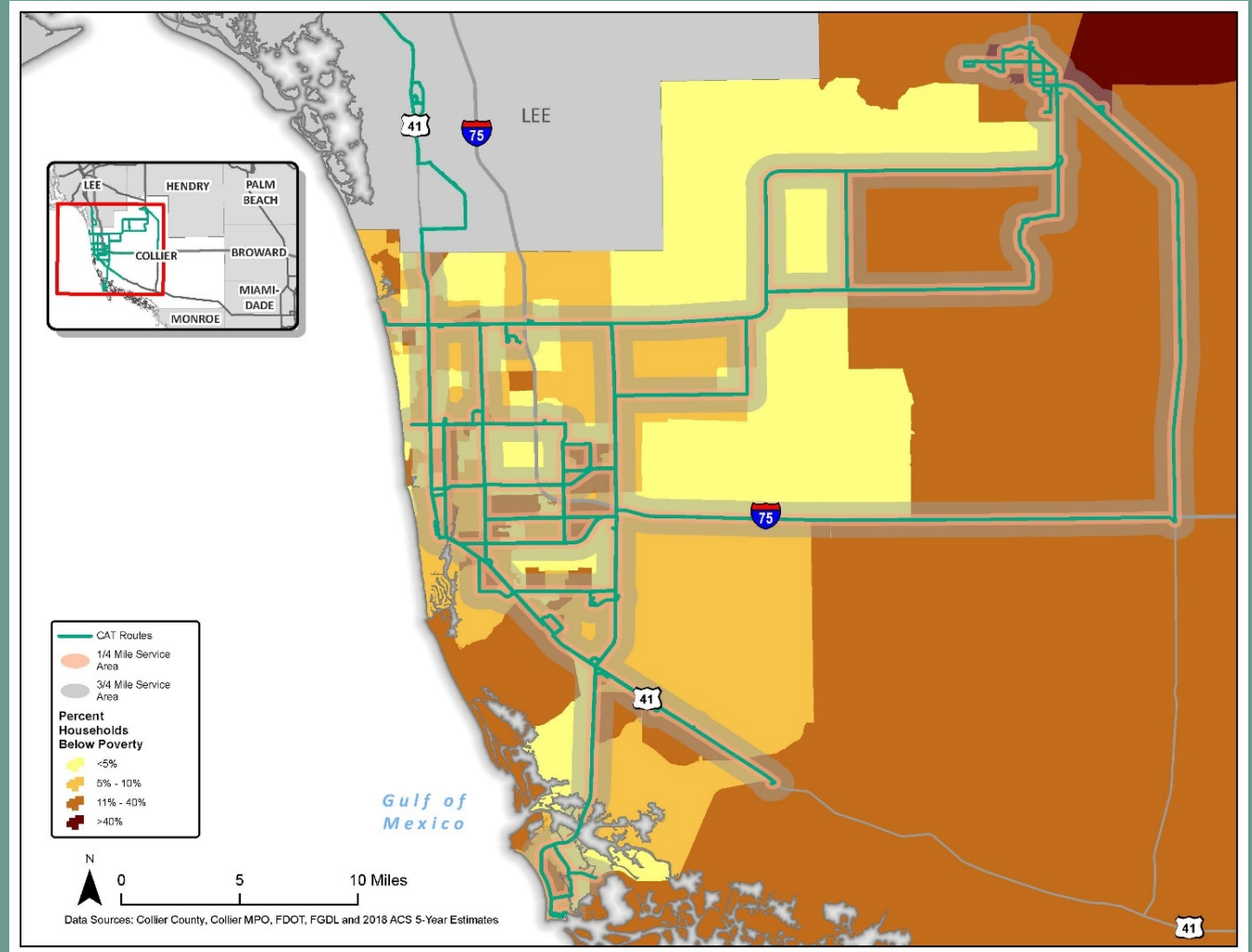
# Environmental Justice

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



# Environmental Justice

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



# Requirements

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# Title VI Complaint Procedures

As a recipient of federal financial assistance, CAT has Title VI Complaint procedures in place.

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.

The CAT Title VI complaint form and associated procedures are available in **English, Spanish, and Creole** and any other language upon request.





# Comments & Questions?