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LeeTran – Lee County Transit TITLE VI PROGRAM 2021-2024

Approved – September 15, 2020

PREPARED BY

**Tindale
Oliver**



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Federal Fiscal Year 2020 Certifications and Assurances Signature Page

(Required of all applicants for FTA funding and all FTA grantees with an active Capital or Formula project)

This text refers to the application submitted to FTA independent of this document.

AFFIRMATION OF APPLICANT

Name of Applicant: LEE COUNTY TRANSIT (dba LEETRAN)

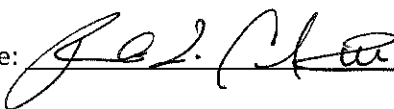
Name and Relationship of Authorized Representative: n/a

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all Federal statutes and regulations, follows applicable Federal guidance, and complies 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 (FFY) 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 Project for which it seeks now or may later seek FTA funding during FFY 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. Department of Transportation (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.

Signature:  Date: 10/9/20

Name: Robert L. Codie III
Authorized Representative of Applicant



AFFIRMATION OF APPLICANT'S ATTORNEY

For: LEE COUNTY TRANSIT

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 Project or Projects.

Signature: Andrea Fraser Date: 9-17-2020

Name: Andrea Fraser
Attorney for Applicant

Each Applicant for FTA funding and each FTA Grantee with an active Capital or Formula Project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

Introduction

LeeTran, as the public transit provider in Lee County, Florida, is required to submit to the Federal Transit Administration (FTA) a Title VI Program that documents the level and quality of transit service provided for minority and low-income areas, pursuant to Title VI of the Civil Rights Act of 1964, as amended. This report is updated and submitted to FTA every three years to demonstrate compliance with Title VI requirements that preclude discrimination in the provision of transit service and transit-related amenities. The purpose of this program is to ensure that no person, on the grounds of race, color, or national origin, is excluded from participating in, denied the benefits of, or subjected to discrimination under any program or activity receiving Federal financial assistance from FTA.

This 2021–2024 Title VI Program has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” published October 1, 2012. This document also summarizes LeeTran transit service provisions since the last program was approved. This Program provides compliance with all parameters of the FTA Title VI Compliance Checklist for transit providers operating 50 or more fixed-route vehicles in peak service and located in an urbanized area of 200,000 or more in population. LeeTran meets this threshold as of February 2020.

Title VI Program Policy Statement

Implementation of the Title VI Program is considered a legal obligation accepted as part of the financial assistance agreement entered into with the FTA. As a major provider of public transportation whose employees have extensive daily contact with the public, LeeTran recognizes its responsibility to the community it serves and is committed to a policy of nondiscrimination. The agency works to ensure non-discriminatory transportation in support of its mission to provide accessible and affordable transportation options to Lee County residents of all ages and abilities by maintaining the current level of transit service in the county and gradually enhancing existing fixed-route service to extend hours of operation and increase frequency in the most productive corridors.

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.”

Executive Order 12898 calls on each Federal agency to achieve “environmental justice ... by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations” U.S. Department of Transportation (DOT) Order 5610.2(a) sets forth the DOT policy to consider environmental justice in all DOT programs, policies, and activities. As a recipient of U.S. DOT funds, LeeTran is required to comply with Executive Order 12898 and U.S. DOT Order 5610.2(A) by

incorporating environmental justice principles into its transportation decision-making processes. Specifically, environmental justice under Executive Order 12898 requires LeeTran to:

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

LeeTran's Compliance Coordinator is responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs and for implementing all aspects of the Title VI Program. However, along with the Transit Director, all agency staff share in the responsibility for making the Title VI Program a success. Title VI compliance is given the utmost importance by LeeTran and its governing board.

To request a copy of the agency's Title VI Program, contact LeeTran at the phone number or physical address provided below or access it on the LeeTran website at <http://www.leegov.com/leetran>. Any person who believes that he/she has 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 LeeTran's Compliance Coordinator. Complaint forms are available in English, Spanish, and French Creole. Formal complaints can be made in writing or by phone via the following:

Phone: (239) 533-8726

Mail: LeeTran Headquarters, 3401 Metro Parkway, Fort Myers, FL 33901

Complaints also may be submitted via the County's Request for Action Center website at <http://www.leegov.com/rfa>.

Include complainant's name, address, and contact information (physical address, phone number, and/or e-mail address, etc.). Complaints are documented in the County's database and are logged and tracked for investigation. Once an investigation is completed, the customer will be notified of the outcome of the investigation. Individuals and organizations also have the right to file a complaint with FTA's Office of Civil Rights by obtaining the complaint form from <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>.

Title VI Program Checklist

Table 1 identifies the Title VI Program reporting requirements, as described in FTA Circular 4702.1B, with the associated location in this report. The checklist includes general requirements for all recipients of Federal funding assistance and for all fixed-route transit providers operating 50 or more fixed-route vehicles in peak service and located in an urbanized area of 200,000 or more in population.

Table 1: Federal Title VI Program Requirements

Requirement	Report Location
General Reporting Requirements	
Requirement to Provide Title VI Assurances	1
Title VI Notice to the Public	5; Appendix A
Title VI Complaint Procedures	5
Title VI Complaint Form	6; Appendix B
Title VI Investigations, Complaints, and Lawsuits	6
Public Participation Plan and Summary of Outreach Efforts	7; Appendix C; Appendix D
Meaningful Access to Limited English Proficiency (LEP) Persons	12; Appendix E
Non-elected Committee Racial Composition	20
Sub-recipient Compliance and Monitoring Procedures	20
Approval of Title VI Program	21; Appendix F
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General Reporting 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 customers of their rights under Title VI. At a minimum, recipients must post the notice on the agency’s website and in public areas of the agency’s office(s), including the reception desk, meeting room, etc.

LeeTran’s Title VI Notice to the Public is posted in English, Spanish, and Creole in its administrative offices, bus terminals, and on its Compliance & Regulations webpage at <https://www.leegov.com/leetran/compliance>. The English, Spanish, and Creole versions of the notice can be found in Appendix A.

Title VI Complaint Procedures

All FTA recipients must develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to the public. LeeTran’s Title VI complaint procedures, outlined below, are provided in English, Spanish, and Creole at

www.leegov.com/leetran. Copies of the complaint procedures in all three languages can be found in Appendix B.

1. Any person who believes he/she has been discriminated against based on race, color, or national origin by LeeTran may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. LeeTran investigates complaints received no more than 180 days after the alleged incident. LeeTran will process complaints that are complete.
2. Once the complaint is received, LeeTran will review it to determine if its office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by LeeTran.
3. LeeTran has 30 days to investigate the complaint. If more information is needed to resolve the case, LeeTran 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, LeeTran can administratively close the case. A case can be administratively closed if the complainant no longer wishes to pursue the case.
4. After the investigator reviews the complaint, he/she 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 interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member, or any other action will occur. If the complainant wishes to appeal the decision, he/she has 30 days after the date of the letter or LOF to do so.
5. A complaint may be filed directly with the FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI Complaint Form

Recipients must create and make available a Title VI Complaint Form for use by customers who wish to file a Title VI complaint. The complaint form must be available on the recipient's website. A recipient's Title VI Complaint Form must specify the three classes protected by Title VI—race, color, and national origin—and allow the complainant to select one or more of those protected classes as the basis/bases for discrimination.

LeeTran's Title VI complaint form is available in English, Spanish, and French Creole on the its website at www.leegov.com/leetran. Versions of the complaint form in all three languages can also be found in Appendix B.

List of Active Title VI Investigations, Complaints, and Lawsuits

Recipients must prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or sub-recipient that allege discrimination on the basis of race, color, or national origin. Persons who feel they have been discriminated against based on race, color, national origin, age, gender, or disability are afforded the opportunity to have their concern

investigated by LeeTran. 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, or via 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, he/she is referred to the LeeTran Transit Director for escalation.

No lawsuits or complaints alleging that LeeTran has discriminated based on race, color, or national origin with respect to service or other transit benefits have been filed since the submittal of the FY 2018–2021 Title VI Program to FTA.

Civil Rights Compliance Review Activities

FTA Region IV assessed LeeTran’s FY 2018–2021 Title VI Program during the agency’s last triennial review to determine compliance with all FTA requirements. Findings from the triennial review were submitted to LeeTran in December 2019. LeeTran’s Title VI program was found to be in compliance with the finding that LeeTran’s Title VI Notice to the Public, complaint instructions, and forms should be updated to include the right to file at any time with the FTA Office of Civil Rights in Washington DC. The applicable documents have been updated to address this finding.

LeeTran’s Title VI Internal Review process provides an opportunity for staff to review decisions related to service delivery and capital investments. In addition, LeeTran reviews and approves the use of grant funding for LeeTran-related activities as an additional step to ensure equity in capital investments. During LeeTran staff meetings to discuss service delivery, service changes, and/or capital investments, managers discuss with the Transit Director the potential implications of proposed actions prior to moving forward with implementation. As the Transit Director has ultimate responsibility for the agency’s services and compliance with Title VI guidelines, these meetings provide an opportunity to ensure equity through internal review.

Public Participation

LeeTran conducts a variety of public involvement activities to ensure a range of available opportunities for providing feedback on public transportation service. The agency recognizes that, in compliance with Title VI and environmental justice, public involvement activities should ensure access to the transportation planning process for low-income and minority populations and that these population groups are not disproportionately burdened.

Public Involvement Plan

LeeTran follows the Lee County Metropolitan Planning Organization’s (MPO) Public Involvement Plan (PIP) and completes additional public involvement activities to ensure that a wider range of opportunities are available for all persons to provide feedback on public transportation service. The LeeTran public involvement process has been designed to obtain a wide range of input from both users and non-users. The Lee County MPO PIP can be reviewed on the Lee County MPO website at

www.leemopo.com, and additional details on the public involvement techniques and completed activities are provided below. LeeTran also established internal Public Involvement Policy 900-01 to outline the specific activities to be conducted when service is adjusted. A copy of this Policy is presented in Appendix C.

Public Outreach Techniques

In accordance with the Lee County MPO PIP, the following techniques are used to solicit feedback and input from the public, including engagement of minority, low-income, and Limited English Proficiency (LEP) persons.

Media Coverage

Legal notices to advertise all public meetings are submitted to the *News Press* at least 11 days before a scheduled meeting to allow the notice to be published 7 days before the meeting. Public notices also may be submitted to *Nuevos Ecos*, a bi-weekly Spanish-language publication.

Media advertisements are submitted to local jurisdiction TV stations at least 8 days before a scheduled meeting, stating the location of the meeting along with a link to the appropriate website where the meeting agenda can be viewed, so TV stations can run the advertisement for at least 7 days before the scheduled meeting date.

Agency Websites

The LeeTran and the Lee County MPO websites provide public access to view LeeTran documents and provide input concerning issues that LeeTran currently is addressing. The LeeTran website has the functionality to translate text to more than 100 different languages to reach LEP communities.

Public Hearings

Lee County holds public hearings prior to major service reductions and fare increases. The public hearing may be held as a stand-alone meeting or as part of a regularly scheduled Board of County Commissioners (BOCC) meeting.

Public Workshops

Public workshops are held to solicit input and feedback from the public on specific issues. Copies of comments received at the workshop are provided to the Lee County BOCC and the MPO Board and its committees prior to the request for action on transit-related topics.

On-Board Surveys

Future service planning efforts may 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. LeeTran 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 helps LeeTran obtain input from low-income, LEP, and minority persons who may not attend a formal public meeting.

Public Surveys

LeeTran disseminates public online surveys in English, Spanish, and Creole to ensure that non-English-speaking customers have meaningful access to provide input in the planning process. This helps LeeTran obtain input from low-income, LEP, and minority persons in the county who do not currently use LeeTran services or for those who may not attend a formal public meeting.

Meeting Notices, Press Releases, and Public Service Announcements

As part of LeeTran's public outreach process, meeting notices, press releases, and public service announcements may be translated into other languages as requested or determined to be needed based on documentation of previous requests or if impacting a specific geographic area with higher concentrations of LEP persons. LeeTran staff refresh the printed materials monthly or sooner, as needed, and monitors the frequency of requests for non-English materials.

Recent Public Involvement and Outreach Activities

In addition to the project level activities described below, LeeTran uses its website to communicate information to the public. LeeTran staff also attend various community functions to engage and inform the public. A member of LeeTran staff also attends all MPO committee meetings to provide updates and field questions. A list of these meetings and meeting dates for the last three years can be found in Appendix D.

Transit Development Plan Public Outreach Activities

LeeTran, as part of the service and planning and capital programming process, develops and maintains a Transit Development Plan (TDP), which includes a 10-year planning horizon. Florida Statutes require transit agencies that receive State Block Grant operating funds to complete and submit to the Florida Department of Transportation (FDOT) a major TDP update every five years. In the interim years, agencies must submit annual TDP progress reports on any changes and accomplishments in implementing the 10-year plan. LeeTran's current TDP was completed in September 2016 and covers FYs 2017–2026. The agency is currently updating the plan for FYs 2021–2030. The TDP must be adopted by the Lee County BOCC and submitted to FDOT prior to September 1, 2020.

As part of the TDP process, LeeTran develops a 10-year operating and capital financial plan, which is inclusive of its Program of Projects (POP). Through the TDP public involvement process, the community has an opportunity to provide feedback on existing and future planning projects, transit services, capital investments, and the POP. Depending on the type of public involvement activity conducted, direct invitations may be sent, notices are placed in a newspaper of general circulation, flyers are placed on vehicles and at public facilities, and information is provided on the LeeTran and/or MPO websites. The adopted FY 2017–2026 TDP, including documentation of the public involvement activities conducted, can be viewed on the LeeTran website at www.leegov.com/leetrans/tdp.

As previously noted, a major update of the TDP is ongoing at this time. The public involvement activities conducted for the FY 2021–2030 TDP are shown in Table 2. Information on how LEP customers were engaged during the on-board survey and public input survey efforts can also be found below.

Table 2: Summary of TDP Public Involvement Activities

Activity	Date
Social Media/Web Outreach	February 2020 – September 2020
On-board Survey	February – March 2020
Public Input Survey (online)	April 2020 – June 2020
TDP Priorities Survey (online)	June 2020 – August 2020
Virtual Public Workshops (4)	July 2020

On-Board Survey

An on-board survey was conducted in February and March 2020 to collect sociodemographic and travel behavior information from LeeTran passengers. On-board surveys are an important service assessment tool employed by public transportation agencies and provide persons protected under Title VI and environmental justice with an opportunity to offer feedback on the services provided. This input assists LeeTran in planning for immediate service improvements and in determining future transit need in Lee County. In addition, LeeTran can use on-board survey results to determine the demographic makeup and travel characteristics of its existing customer base and the need for translated outreach materials.

On-board surveys were disseminated in English, Spanish, and Creole to ensure that Spanish-speaking and Creole-speaking customers have meaningful access to provide input. A total of 1,098 LeeTran riders responded to the survey, with 959 (87.3%) completed in English, 114 (10.4%) completed in Spanish, and 25 (2.3%) completed in Creole.

Public Input Survey

A public online survey was conducted in April 2020 to understand the needs and concerns of persons who cannot participate in the onboard survey or other outreach efforts. The survey was used to seek public input on needs and obtain information related to attitudes, latent demand, and general support of the community related to public transit services. The survey link was distributed via email blasts from LeeTran and stakeholders. The survey also offered Spanish and Creole versions to ensure that Spanish-speaking and Creole-speaking customers have meaningful access to provide input. A total of 106 people responded to the survey, with 94 (88.6%) completed in English, 7 (6.6%) completed in Spanish, and 5 (4.7%) completed in Creole.

A second public survey will be distributed later on in the TDP process after the development of potential service alternatives and will focus on public reaction to these proposed recommendations. This survey will also be distributed in English, Spanish, and Creole.

LeeTran Program of Projects (Capital Investments) – Required Public Outreach Activities

Capital investments and/or improvement projects must be programmed in the annual update of the LeeTran TDP, budget workshops, and the Lee County MPO Transportation Improvement Program (TIP). The MPO conducts a public participation process with outreach to citizens, affected public agencies, representatives of transportation agencies, private providers of transportation, and other interested parties. The Lee County MPO presents all key issues to its Technical Advisory Committee (TAC) and Citizens Advisory Committee (CAC). Public hearings also are held on the Long Range Transportation Plan (LRTP) and the TIP prior to adoption by the MPO. The MPO and LeeTran’s public involvement activities comply with the Lee County MPO’s most current PIP.

The POP public participation process includes the following elements:

1. On an annual basis, LeeTran will develop a POP included in the TDP financial plan, along with proposed Federal, State, and local funding sources.
2. LeeTran will publish notice of the POP’s availability in a newspaper of general circulation in English, Spanish, and French Creole. The publication(s) also will solicit feedback on the POP.
3. The POP will be adopted by the Lee County BOCC as part of the TDP 10-year financial plan, which provides for additional comment.
4. The POP/TDP will be submitted to FDOT for incorporation into its Five-Year Work Program and to the MPO for incorporation into its TIP.
5. The MPO will complete a public involvement process, including review through its committees, holding a public hearing, and final adoption by the MPO Board.

LeeTran Disadvantaged Business Enterprise Goal – Required Public Outreach Activities

LeeTran recently completed an update of its Disadvantaged Business Enterprise (DBE) Goal for FYs 2020-2022. As part of LeeTran’s DBE goal setting process, several outreach activities were completed to meet requirements of §26.45(g) of Title 49, CFR Part 26 related to the DBE Goal public outreach/consultation process and to encourage participation by minority business owners. These activities are listed below.

- Advertised the proposed goal in a newspaper of general circulation and on the LeeTran website in the Spanish and English languages.
- Allowed public comment for 45 days from date of publication of the proposed goal.
- Provided review of the goal at the LeeTran Administrative Office and at the Florida Gulf Coast University Small Business Development Center.
- Conducted a public meeting on September 18, 2019. Notices were placed in a Southwest Florida Spanish-language newspaper, on the LeeTran website, and provided via e-mail. A presentation was given and DBE Resource Guide provided to attendees and made available for viewing online following the meeting.

Service Changes – Required Public Outreach Activities

The Lee County BOCC, in its efforts to ensure Title VI Compliance, adopted local guidelines for service changes and fare increases as part of its Administrative Code, which are included as Appendix C.

Major Service Changes

Major service changes require an announcement in the *Fort Myers News-Press*, a public hearing at a transit accessible location, rider alerts, and BOCC approval. Determining if a modification constitutes a major change is done on a case-by-case basis, except for total elimination of service, which is automatically considered a major service reduction, as noted in the Lee County Administrative Code. Major service reductions also require a Title VI analysis of service impacts, the findings of which are provided to the BOCC through the County’s public hearing procedures.

Proposed Farebox Changes

Lee County is transitioning to a new farebox collection system called Genfare Link, a comprehensive digital fare management platform that manages all aspects of fare collection and customer service. This new system will allow LeeTran to manage revenue more quickly, more securely, and more accurately. LeeTran will also be able to better facilitate customer service and accept virtually any fare payment media.

Prior to the farebox collection system transition in August 2020, LeeTran conducted public outreach to notify customers of the impending change. For this service change, the public had an opportunity to comment at the Lee County BOCC meeting on February 18, 2020. Additionally, LeeTran notified the public and stated that any person wanting a public hearing for the proposed fare system change could request one; contact information was included in the notice.

Meaningful Access to LEP Persons

As a public transportation provider receiving Federal funding from the U.S. DOT, LeeTran 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 LeeTran. LEP persons include individuals who have a limited ability to read, write, speak, or understand English. This includes conducting a “four-factor analysis” to determine the specific language services that are appropriate to provide as part of LeeTran’s Language Assistance Plan.

Four-Factor Analysis

A four-factor analysis includes four steps that assist transit agencies in developing a cost-effective mix of language assistance measures to serve LEP persons within their service area. Factors that should be considered during the analysis include:

1. Number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.



2. Frequency with which LEP persons come into contact with the program.
3. Nature and importance of the program, activity, or service provided to people’s lives.
4. Resources available to recipient for LEP outreach, as well as costs associated with the outreach.

Factor 1 – Number or proportion of LEP persons eligible to be served or likely to be encountered by program or recipient. The number and proportion of LEP persons within the LeeTran service area was assessed using the US Census 2014–2018 American Community Survey (ACS) 5-Year Estimates. ACS data were reviewed to determine the LEP population, defined as the number of people age 5 and older who speak English less than “very well” for the county as a whole and for each Census Block Group within the LeeTran service area. In addition, community organizations that serve LEP persons provide input that confirms data collected from other sources.

According to the 2018 ACS, 9.5% of Lee County’s population is defined as LEP. Table 3 shows the number and percentage of all LEP persons in Lee County by language spoken and the percentage of the total county population. As shown, 81% of all LEP persons speak Spanish, making it the most significant LEP language group, at 8% of the county’s population. The second most common language category is French, Haitian, or Cajun, at nearly 8% of all LEP persons, representing less than 1% of the county’s total population. It should be noted that since the previous Title VI Program was conducted using the 2015 ACS 5-Year Estimates, the Census language categories have changed slightly. Most notably, the French and French Creole categories have been combined to into the French, Haitian, or Cajun category. Based on the results of the previous analysis in which French Creole accounted for nearly 0.7% of the county’s population, most of this category is assumed to be French Creole-speaking.

Table 3: LEP Persons in Lee County by Language Spoken

Language Spoken	Speak English Less than "Very Well"	% of Lee County Population	% of LEP Population
Spanish	52,609	7.68%	80.6%
French, Haitian, or Cajun	4,996	0.73%	7.65%
Other Indo-European	2,240	0.33%	3.43%
Russian, Polish, or other Slavic	1,313	0.19%	2.01%
Chinese (incl. Mandarin, Cantonese)	1,167	0.17%	1.79%
German, or other West Germanic	936	0.14%	1.43%
Other Asian and Pacific Island	688	0.10%	1.05%
Vietnamese	473	0.07%	0.72%
Tagalog	429	0.06%	0.66%
Other and unspecified	230	0.03%	0.35%
Korean	115	0.02%	0.18%
Arabic	75	0.01%	0.11%
Total	65,271	9.53%	100%

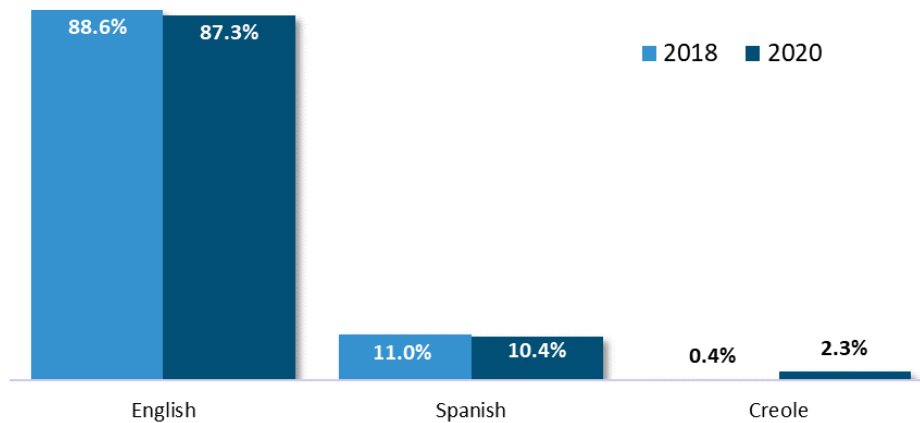
Source: ACS 2018 5-Year Estimates, Table C16001.

LeeTran’s existing routes are presented in Map 1. Also shown on the map are the Census Block Groups by percentage of LEP households. Block Groups with higher percentages of LEP populations are located primarily in Bonita Springs, downtown Fort Myers, and the eastern portion of the county in and surrounding Lehigh Acres.

Factor 2 – Frequency with which LEP persons come into contact with programs, activities, and services. Since LeeTran’s previous LEP Plan was completed in 2017 (and based on 2015 ACS data), the LEP population in Lee County has grown 9%, from 59,795 to 65,271. The size of the LEP population in the southwest Florida region likely will continue to increase, as will the number of LEP persons that come into contact with LeeTran. To quantify the frequency of LEP persons who come into contact with the agency’s programs, activities, and services, LeeTran staff track the number of requests for information in languages other than English and LeeTran website views in other languages. Tracking the language preference of the customer base allows LeeTran to better serve its customers and determine the percentage of LEP customers, enabling the agency to determine if materials are needed in languages other than English rather than solely relying on demographic data reported through the Census.

Additionally, the TDP onboard survey is provided in English, Spanish, and Creole. Figure 1 compares surveys completed by language in 2018 vs. 2020. As shown, there was no significant change in the distribution of responses between the two surveys except for Creole, which had the greatest percent increase but still represents a very small percentage of the overall number of responses.

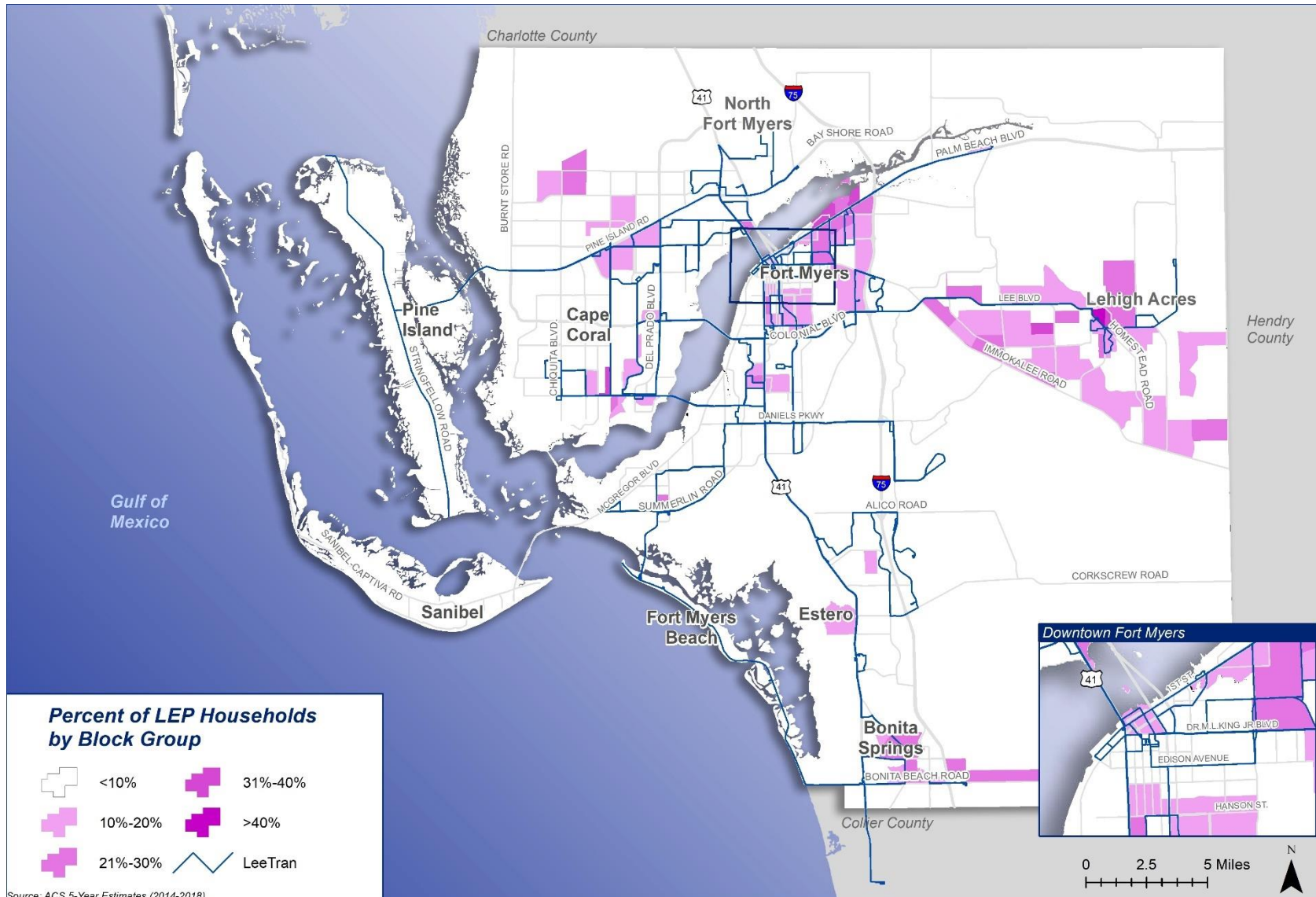
Figure 1: On-Board Survey Responses by Language, 2018 vs. 2020



Source: 2017–2026 TDP and 2021–2030 TDP Onboard Survey Results



Map 1: LEP Block Groups





Factor 3 – Nature and importance of program, activity, or service provided by program to people’s

lives. LeeTran recognizes that, based on the LEP population shown as part of the Census analysis, special effort is necessary to communicate important transit information to some of its riders in languages other than English. To meet this need, the agency will continue to enhance its LEP outreach based on the resources available. Potential efforts that may be conducted include the following:

- *Community Outreach* – LeeTran will continue to contact community organizations that serve LEP persons within the LeeTran service area to confirm the statistical analysis to quantify the number of persons in need of language assistance. During various transit planning processes, community organizations are asked to provide information pertaining to the population(s) they serve. Questions focus on the number of people served, 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 are reviewed by LeeTran to improve the provision of service to LEP persons. In addition, consideration for inclusive public participation is a priority in developing LeeTran plans, studies, and programs. The impacts of LeeTran’s programs, activities, and services have an impact on all residents.
- *Staff Training and Development* – LeeTran will continue to train staff on the importance of assisting LEP persons with obtaining information and accessing the transit system. Staff are provided with LEP policies and procedures. In addition, all LeeTran staff will complete customer service training and be provided guidance on working effectively with in-person and telephone interpreters.
- *Planning* – LeeTran will continue to participate in annual updates to the County’s evacuation and disaster preparedness to ensure that the plans consider the needs of all community members, especially minority and LEP persons.

Factor 4 – Resources available to recipient for LEP outreach and costs associated with outreach. Based on the current resources available, LeeTran is providing the most cost-effective means of delivering competent and accurate language services within its service area. LeeTran 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, LeeTran will determine which additional language assistance measures are cost-effective and feasible for implementation based on the current and projected financial resources.

LeeTran will continue to monitor costs associated with existing 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, number of hits on the LeeTran website in languages other than English, number of translated newspaper announcements, and number of Spanish and French Creole on-board surveys completed during planning efforts. LeeTran also will regularly meet with staff who are in contact with LEP persons to determine if the current language assistance measures are effective. LeeTran will also continue to monitor costs of enhanced language assistance measures as part of the overall



evaluation process. The LEP Plan will be assessed and updated based on legislative guidelines, available resources, community feedback, and modifications to the service area.

Language Assistance Plan

Building on the results of the four-factor analysis, the Language Assistance Plan includes four components, described as follows.

Component 1 – Describe how recipient provides language assistance services by language. As noted in the four-factor analysis, the LEP population in LeeTran’s service area is approximately 9.5%, with Spanish and French/Haitian/Cajun (Creole) making up a majority of the LEP population. LeeTran currently undertakes the following steps to ensure that LEP persons have access to important information prepared by the transit agency:

- *Translation of vital documents* – LeeTran identified several vital documents that relate to the Title VI Program and should be translated into, at a minimum, Spanish and Creole. These include the ADA/Paratransit (Passport) Program Application, Passenger Guide, and Appeals Procedure, Title VI Notice, Title VI Complaint Form, Public Meeting/Hearing Notices, Complaint Process, and Public Timetables.
- *LeeTran website* – LeeTran’s website provides customers with general information about LeeTran, including advertising, fares and passes, announcements, ADA services, and its *How to Ride* guide. The website includes the Google Translate function that translates the text into more than 100 different languages.
- *LeeTran stations* – Paper materials provided at LeeTran stations, including the *How to Ride* guide, fares, and schedules are available in both English and Spanish. LeeTran will continue to document the number of printed materials requested in languages other than English and Spanish to determine the frequency of LEP persons using the system. In addition to schedules and route maps, rider alerts and notices posted at stations are translated to Spanish and placed next to 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 at which bus passes are sold, including libraries and other public places that post LeeTran information. LeeTran staff refresh printed materials monthly or more frequently, as needed, and monitor the frequency of requests for non-English materials. In addition, LeeTran is currently reviewing implementing the use of pictographs into the training program. Translated materials recently distributed to the public can be found in Appendix E.
- *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. LeeTran staff continue 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.
- *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 it can be improved. LeeTran disseminates on-board surveys in English, Spanish, and Creole to ensure that affected customers have meaningful access to provide input in the planning process. During the 2020 TDP effort, 1,098 on-board surveys were received from riders on local bus routes. Of those surveys, 114 (10.4%) were completed in Spanish and 25 (2.3%) were completed in Creole. LeeTran also completes periodic surveys to explore the need for providing surveys in additional languages.
- *Customer service* – LeeTran’s operators complete a driver training program as new employees and participate in refresher training courses annually. As part of training, operators 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. LeeTran also makes every effort to ensure that its customer service telephone lines are staffed with persons who speak other languages. All LeeTran personnel complete customer service training, with periodic refreshers to emphasize the importance of aiding persons with language barriers.
- *Community outreach* – LeeTran makes available persons who can serve as translators at all community outreach meetings. LeeTran strives to ensure the competency of interpreters and translation services per U.S. DOT LEP guidance. In addition, LeeTran has attended meetings at the Hispanic Chamber of Commerce to disseminate important information, including job opportunities.

Safe Harbor Stipulation

Federal law provides a “safe harbor” stipulation so recipients of Federal funding can ensure compliance with their obligation to provide written translations in languages other than English with greater certainty. A “safe harbor” means that if a recipient has created a plan for the provision of written translations under a specific set of circumstances, such action will be considered strong evidence of compliance with written translation obligations under Title VI.

However, failure to provide written translations under some circumstances does not mean non-compliance, but rather provides recipients with a guide for greater certainty of compliance in accordance with the four-factor analysis. Evidence of compliance with the recipient’s written translation obligations under “safe harbor” includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less, of eligible persons served or likely to be affected. Translations also can be provided orally. As previously noted, LeeTran provides translations of vital Title VI-related materials in Spanish and Creole.



The “safe harbor” provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and reasonable to provide.

Component 2 – Describe how recipient provides notice to LEP persons about availability of language assistance. It is important to notify LEP persons that services are available free of charge in a language they would understand. According to the Lee County MPO LEP Plan, the MPO advertises the availability of Spanish interpreter services at no cost at least seven days prior to MPO Board and Committee meetings, workshops, forums, or events that are 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
- Lee County Library System

LeeTran representatives are members of several MPO committees, including the Technical Advisory Committee, Local Coordinating Board, Bicycle Pedestrian Coordinating Committee, and Traffic Management and Operations Committee. Spanish interpreter services are available at many of these meetings where LeeTran staff may participate.

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

Component 3 – Describe how recipient monitors, evaluates, and updates language access plan.

LeeTran provides continuing needs assessment to determine how best to communicate with LEP persons in its service area. To ensure that the intent of the LEP plan remains current, staff will continue to monitor and update the Language Assistance Plan as part of the Title VI Program triennial update; monitor interactions with LEP persons annually through review of on-line, written, or in person requests for language translation; and review external agency LEP information from FTA, FDOT, the Lee County MPO, and Lee County School Board (LCSB) for assistance in developing internal LEP training and processes.

Component 4 – Describe how recipient trains employees to provide timely and reasonable language assistance to LEP populations. LeeTran has adjusted its internal training procedures for paratransit and fixed-route operators to more directly address Title VI. Within the training agendas for both groups of operators, time has been set aside to address the intent of Title VI to ensure that operators treat all LeeTran customers respectfully and professionally. Operators are advised of Internal Policy 300-01, which requires operators to be professional and courteous at all times. During training, operators are advised of Title VI posters on all fixed-route buses and customer rights under Title VI. Additionally, operators learn about brochures that assist the public in using the transit system by showing them how to use the farebox system and the bike rack system on transit vehicles. All brochures are provided in



both English and Spanish and are translated into other languages upon request. During orientation and/or refreshers, operators and customer service training staff are informed of the Voiance Interpreter Program in which LeeTran participates to provide language translation services. This program allows LeeTran supervisory staff to call in to the service, identify the language being spoken, and be put in touch with an interpreter. These measures ensure that LEP persons who are residents or visitors of Lee County will have meaningful access to public transportation service and information.

Minority Representation on Committees and Councils

Recipients with transit-related, non-elected planning boards, advisory councils or committees, or similar bodies must provide a table showing the membership of those committees broken down by race and a description of efforts made to encourage the participation of minorities on such committees.

The Lee County BOCC is the official decision-making body for LeeTran. Each County Commissioner is elected at-large for a four-year term of office and represents and resides in one of the five Commission Districts.

The Lee County MPO, which is administratively attached to Lee County, has three transit-related non-elected advisory committees. The Citizens Advisory Committee (CAC) consists of appointed citizens who make recommendations to the MPO Board from the public's perspective on proposed long-range transportation plans, project plans, priorities for State and Federal funding, and other transportation issues. The Technical Advisory Committee (TAC) consists of local and State agency planners, engineers, and transit operators who make recommendations to the MPO Board on transportation plans, programs, and priorities on behalf of the agencies they represent. Local Coordinating Board (LCB) members are appointed by the MPO and provide information, advice, and direction to the CTC, currently Lee County, about coordinating transportation disadvantaged (TD) services. Table 4 provides a breakdown of minority representation of the CAC, TAC, and LCB. Although LeeTran does not appoint these committees, it will continue to use the Lee County MPO process for decision-making and will encourage diversity on the MPO committees.

Table 4: Race/Ethnicity of Lee County MPO Committees

Committee	White	Black or African American	Asian	American Indian and/or Alaska Native	Native Hawaiian/ Other Pacific Islander	Other	Hispanic or Latino
Population	67.8 %	8.2%	1.6%	0.0%	0.0%	1.5%	20.9%
TAC	100%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
CAC	100%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
LCB	66.7%	6.7%	6.7%	0.0%	0.0%	20.0%	26.7%

Sub-recipient Compliance with Title VI

Title 49 CFR Section 21.9(b) states that if “a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part.”



Subrecipients shall submit Title VI Programs to the primary recipient from whom they receive funding, in order to assist the primary recipient in its compliance efforts, on a schedule to be determined by the primary recipient. Subrecipients may choose to adopt the primary recipient’s notice to beneficiaries, complain procedures and complaint form, public participation plan, and language assistance plan when appropriate.

Currently, LeeTran does not provide Federal or State financial assistance to any subrecipients. If this should change, the agency will monitor all subrecipients to ensure that they meet all applicable Federal and State regulations.

Approval of Title VI Documentation

A copy of board meeting minutes, resolution, or other appropriate documentation demonstrating the Board of Directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program must be included.

The Lee County BOCC, the body responsible for ensuring that LeeTran’s policies are developed and followed, approved the 2020 Title VI Program at the BOCC meeting held on September 15, 2020. A copy of the Agenda Item Report is provided in Appendix F.

Program-Specific Requirements

Chapter IV of FTA Circular 4702.1B provides program-specific guidance for recipients that operate 50 or more fixed-route vehicles in peak service and are in an urbanized area 200,000 or more in population.

System-Wide Service Standards

To comply with 49 CFR Section 21.5(b)(2) and (7), Appendix C to 49 CFR part 21, recipients to which this chapter applies must adopt quantitative system-wide service standards necessary to guard against discriminatory service designs or operations decisions.

Standards and policies have been set for each mode of service operated by LeeTran, including local fixed-route bus, express bus service (express service to Collier County), trolley service (service along Fort Myers Beach), and Passport paratransit demand-response service. Quantitative standards for vehicle loads, vehicle headways, on-time performance, and service availability are described below. These standards are the desired targets for LeeTran, and any deviation from the standard will be reviewed in accordance with the monitoring program to ensure adequate and equitable system performance.

Vehicle Load

The average vehicle load during the off-peak period should not exceed the vehicle’s designed seating capacity, which is, on average, 32 seats for 35-ft vehicles and 40 seats for 40-ft vehicles. Express bus service should be scheduled to allow for no standees at any time. LeeTran provides express bus service between Lee and Collier counties using a 35-ft vehicle provided by Collier Area Transit (CAT). LeeTran’s 23- and 25-ft vehicles hold, on average, 10 seated passengers and 4 wheelchairs and are used primarily



to provide Americans with Disabilities Act (ADA) paratransit service. ADA paratransit vehicle load cannot exceed available seating capacity at any time. The average vehicle load during the peak period for local fixed-route and trolley services should allow for 1.25 passengers per seat during the peak hour. Routes that 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 5 provides a summary of vehicle load standards.

Table 5: LeeTran Vehicle Load

Vehicle Type/Service	Seated Capacity	Standing Capacity – Off-Peak	Standing Capacity – Peak	Max. Vehicle Load – Off-Peak	Max. Vehicle Load – Peak	Max. Load Factor – Peak
Local bus 40-ft low-floor bus (fixed-route, trolley)	40	0	8	40	50	1.25
Local bus 35-ft low-floor bus (fixed-route, trolley)	32	0	8	32	40	1.25
Express bus 35-ft low-floor bus (express-route)	32	0	0	32	32	1.0

Source: LeeTran

Vehicle Headways

Local bus service should be scheduled with headways of 60 minutes or less during peak periods and 90 minutes or less during off-peak. The current LeeTran service span is shown later in this section.

On-Time Performance

LeeTran’s goal is to achieve 95% on-time performance for fixed-routes. If a bus arrives more than one minute ahead of schedule, it is classified as “early”; if more than five minutes behind schedule, it is classified as “late.” The paratransit on-time performance goal is 85% within the allotted pick-up window of 30 minutes from the scheduled pick-up time with scheduled drop-off time maintained. Table 6 provides the quantitative on-time performance standards.

Table 6: LeeTran On-time Performance Standards

Mode	On-Time Performance Target (%)	On-Time Performance Measure (Time)
Local bus	95%	Less than 1 min early, up to 5 min late
Express bus	95%	Less than 1 min early, up to 5 min late
Trolley bus	95%	Less than 1 min early, up to 5 min late
Paratransit	85%	Up to 30 min late with scheduled drop-off time maintained

Source: LeeTran



Service Availability

LeeTran aims to ensure access to public transportation for those who depend on the service and to attract choice riders. To reach the maximum number of users within the approved budget, LeeTran provides service from approximately 5:00 AM to 11:00 PM Monday through Sunday. LeeTran 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. LeeTran's span of service is shown in Table 7.

Paratransit service for ADA customers is provided within $\frac{3}{4}$ -mile of a fixed-route bus line. LeeTran's current ADA paratransit service area, which is based on a $\frac{3}{4}$ -mile buffer around the fixed-routes, is shown in Map 2.

System-Wide Service Policies

To comply with 49 CFR Section 21.5(b)(2) and (7), Appendix C to 49 CFR Part 21, recipients to which this chapter applies must adopt quantitative system-wide service policies necessary to guard against discriminatory service designs or operations decisions. FTA requires that all providers of fixed-route public transportation develop qualitative policies for two indicators—transit amenities and vehicle assignment. These policies are set by individual transit providers and apply to the individual agencies rather than across the entire transit industry.

Table 7: LeeTran Span of Service (Headways and Availability)

Route	Monday - Friday		Saturday		Sunday	
	Service Span	Frequency	Service Span	Frequency	Service Span	Frequency
Route 5	6:05 AM–8:35 PM	80 min	6:05 AM–8:35 PM	80 min		
Route 10	6:45 AM–10:00 PM	80 min	6:45 AM–10:00 PM	80 min		
Route 15	5:45 AM–9:30 PM	60 min	5:45 AM–9:30 PM	60 min	6:05 AM–6:55 PM	60 min
Route 20	5:00 AM–9:07 PM	30 min	5:30 AM–8:22 PM	60 min		
Route 30	6:00 AM–9:24 PM	60 min	6:00 AM–9:24 PM	60 min		
Route 40	5:40 AM–8:40 PM	84 min	5:40 AM–7:35 PM	130 min		
Route 50	6:20 AM–9:30 PM	70 min	6:20 AM–9:30PM	70 min	6:45 AM–7:18 PM	135 min
Route 60	6:20 AM–9:45 PM	85 min	6:20 AM–9:45 PM	85 min		
Route 70	5:30 AM–10:15 PM	65 min	5:45 AM–9:25 PM	65 min	6:40 AM–8:10 PM	65 min
Route 80	6:40 AM–7:31 PM	97 min				
Route 100	5:25 AM–10:00 PM	30 min	5:30 AM–9:35 PM	40 min	7:35 AM–8:10 PM	90 min
Route 110	5:00 AM–10:04 PM	60 min	5:00 AM–10:04 PM	60 min	6:10 AM–9:03 PM	60 min
Route 120	6:00 AM–9:10 PM	80 min	6:00 AM–9:10 PM	80 min	8:30 AM–6:25 PM	100 min
Route 130	6:25 AM–9:07 PM	60 min	6:25 AM–8:25 PM	120 min	8:35 AM–6:30 PM	120 min
Route 140	5:00 AM–9:55 PM	20 min	5:00 AM–9:55 PM	20 min	6:05 AM–8:55 PM	65 min
Route 150	6:52 AM–5:58 PM	95 min	6:52 AM–5:58 PM	95 min	7:36 AM – 5:58 PM	95 min
Route 160*	8:00 AM–5:50 PM	150 min				
Route 240	6:00 AM–10:12 PM	45 min	6:00 AM–10:12 PM	45 min		
Route 400	6:05 AM–8:55 PM	20 min	6:05 AM–8:55 PM	20 min	6:05 AM–8:55 PM	20 min
Trolley 410	6:35 AM-10:06 PM	30 min	6:35 AM-10:06 PM	30 min	6:35 AM-10:06 PM	30 min
Trolley 420	8:00 AM - 7:50 PM	20 min	8:00 AM - 7:50 PM	20 min	8:00 AM - 7:50 PM	20 min
Trolley 490	5:30 AM - 10:23 PM	15 min	5:30 AM - 10:23 PM	15 min	5:30 AM - 10:23 PM	15 min
Route 515	5:10 AM–9:04 PM	60 min	5:10 AM–9:04 PM	60 min		
Route 590	5:15 AM–9:05 PM	60 min	5:15 AM–9:05 PM	60 min	9:14 AM–6:30 PM	100 min
Route 595	5:05 AM - 8:45 PM	60 min	5:05 AM - 8:45 PM	60 min	10:00 AM–6:45 PM	120 min
Trolley 500	11:00 AM – 10:55 PM ¹	25 min	11:00 AM - 7:52 PM ²	25 min	11:00 AM - 7:52 PM	25 min
Trolley 505	11:00 AM - 10:50 PM ¹	30 min	11:00 AM - 7:50 PM ²	30 min	11:00 AM - 10:50 PM	30 min
Route 600	5:35 AM–7:19 PM	90 min	5:35 AM–7:19 PM	90 min	7:35 AM–4:25 PM	100 min

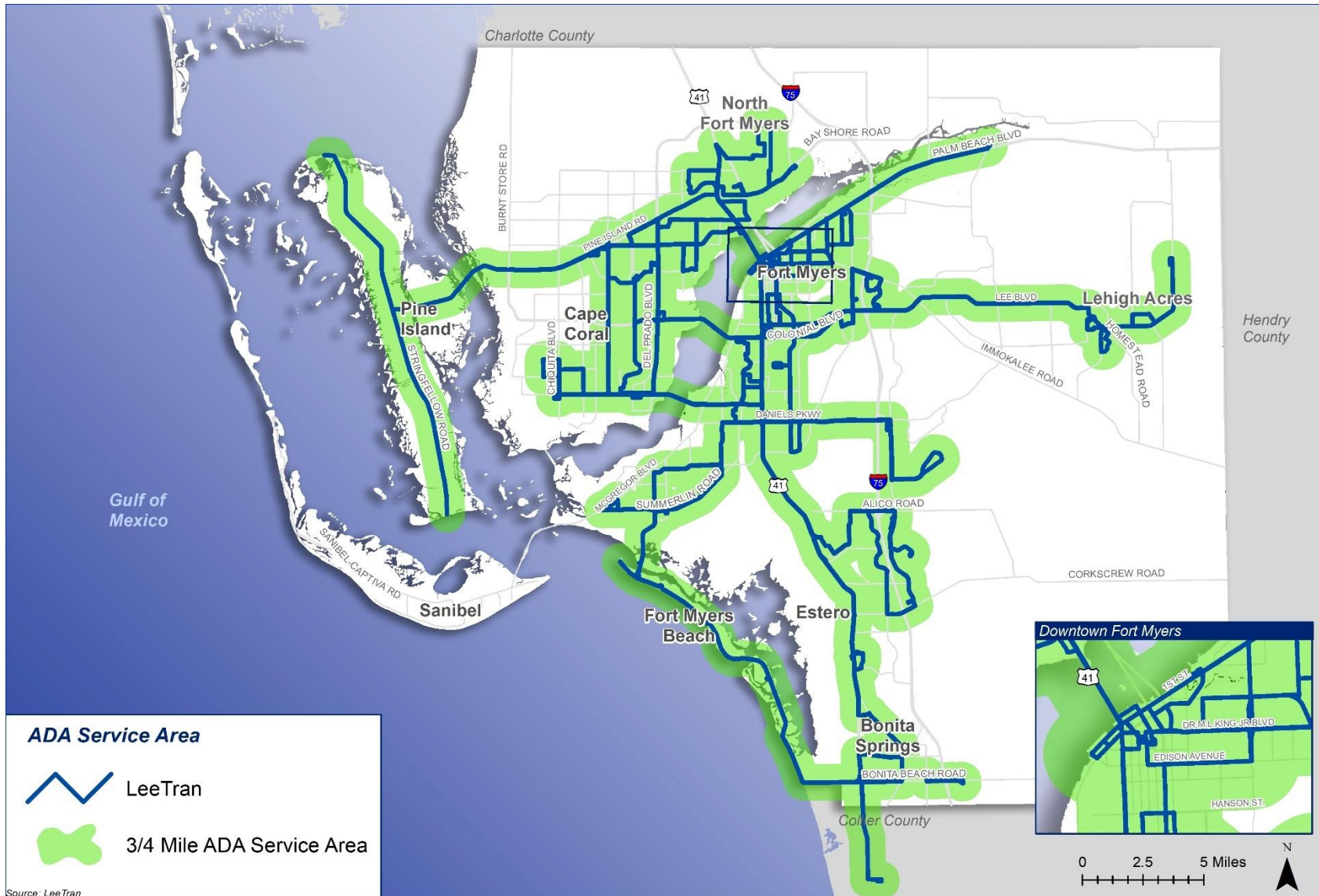
*Thursday Service Only

¹Thursday-Saturday; ²Sunday-Wednesday

Source: LeeTran



Map 2: LeeTran ADA Service Area





Distribution of Transit Amenities for Each Mode

LeeTran currently provides fixed-route and trolley services that perform similarly in operation, one express route to Collier County, and paratransit service. Paratransit service does not require shelter and stop amenities, as it is a door-to-door reservation-based service.

Bus stops and shelters are provided along fixed routes throughout the service area to maximize access to the most users. LeeTran currently has 1,716 bus stops throughout its service area. Shelter placement is largely based on available funding, municipal codes, accessible land, and passenger activity. LeeTran provides bus stops and bus stop amenities along each route based on the following factors:

- Fixed-route bus stops are provided based on the number of passengers boarding and alighting at nearby stops, availability of right-of-way, surrounding infrastructure, safety of the stop location, and provision of ADA access. Roadway speed impacts customer safety when accessing stops and the safety of vehicles when the bus is entering and exiting the travel lane to pick up and drop off customers. Bus bays and or pull offs are considered for roads where speeds are 45 mph or higher.
- Shelters are placed at locations in the same manner as bus stops but are prioritized at higher ridership stops identified through Automated Passenger Counter (APC) data.
- Trolley stops are placed in a similar manner to fixed-route bus stops. Shelters are also located at park-and-ride locations along the route.

Map 3 identifies the current bus stop locations for LeeTran bus, express bus, and trolley service and the locations of the LeeTran transfer centers.

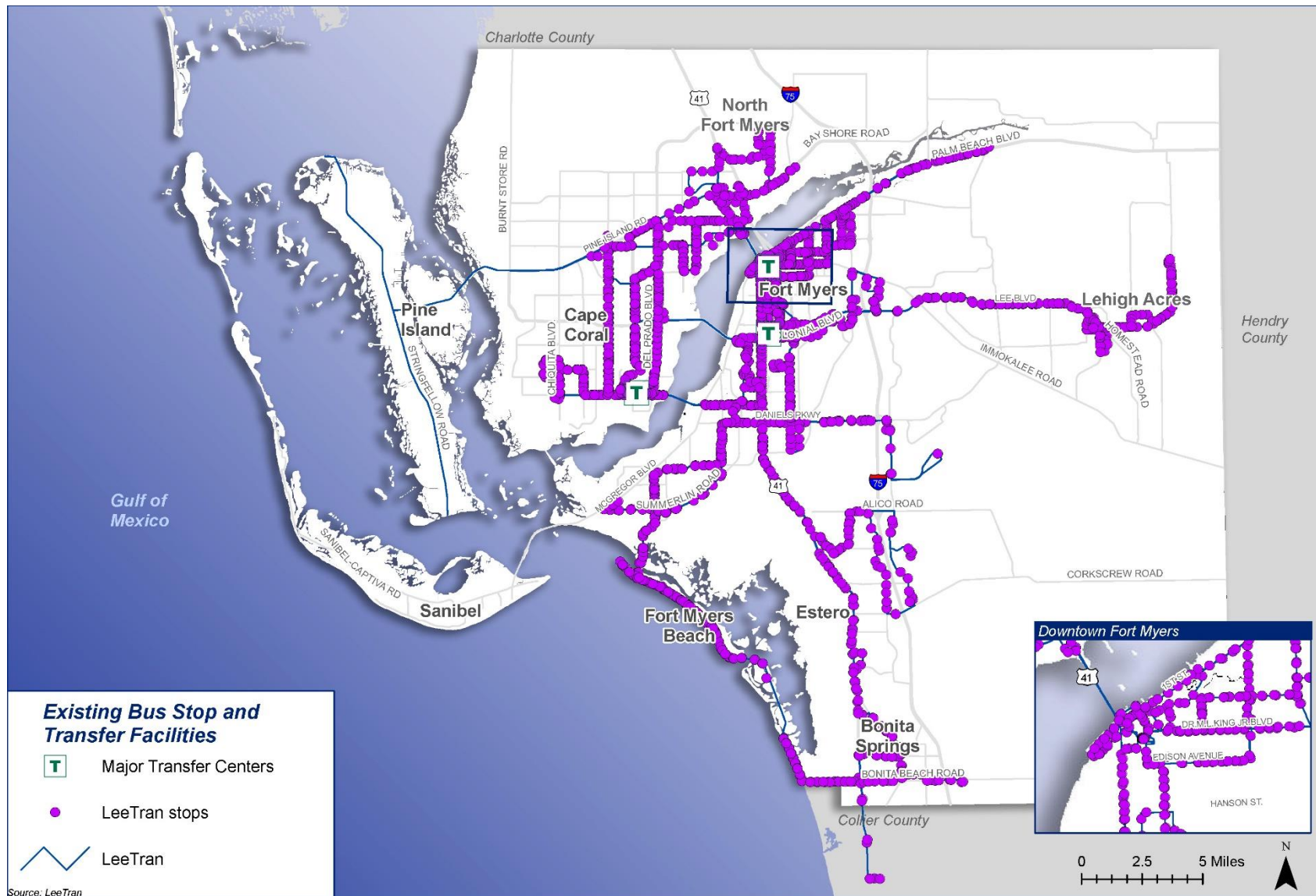
Vehicle Assignment for Each Mode

Routes are classified based on vehicle size to meet passenger capacity needs and ensure that the appropriate vehicle is used to navigate the operating environment. Within each size category, vehicles are randomly assigned to a route daily.

Transit Security

LeeTran makes every effort to ensure that its vehicles and facilities are safe for the public and staff. As a County department, LeeTran works with the Lee County Division of Public Safety on campaigns and efforts that increase the safety and security of the transit system. Other transit security efforts completed by LeeTran include regular training sessions with the Lee County Fire Department and SWAT Team, provision of solar lighting at bus shelters, and installation of cameras on buses. LeeTran also maintains a preventive maintenance schedule in accordance with FTA guidelines to ensure the safe performance of vehicles.

Map 3: LeeTran Existing Bus Stops and Transfer Facilities



Demographic Analysis

FTA requires that all providers of fixed-route public transportation that operate 50 or more fixed-route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more in population collect and analyze racial and ethnic data to determine the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance from FTA.

Demographic data from the 2018 ACS were used to map the minority and low-income populations throughout LeeTran’s service area at the Census Block Group level to determine populations in Lee County that may be impacted by major service changes and/or fare increases.

Minority Population

Table 8 shows the percentage of the minority population countywide and within ¼-mile of LeeTran fixed routes. Approximately 32% of the population in Lee County identifies as minority, and 74% of the minority population lives within ¼ mile of LeeTran fixed-route service.

Table 8: Lee County Minority Population, 2018

Total County Population	County Minority Population	% Minority of Total Population	Total Population within ¼-mile of LeeTran Routes	Minority Population within ¼-mile of Lee Tran Routes	% of Minority Population within ¼-mile of LeeTran Routes
718,679	231,301	32.18%	551,147	171,654	74.2%

Source for demographic data: ACS 2014–2018 5-Year Estimates

The racial/ethnic distribution of Lee County residents is shown in Figure 2. Based on 2018 ACS data, minority populations include persons of Hispanic/Latino ethnicity and non-White races including Black/African American, American Indian/Alaska Native, Asian, Native Hawaiian/Pacific Islanders, or Other. Of the 32% minority, nearly 21% identify as being of Hispanic/Latino ethnicity.

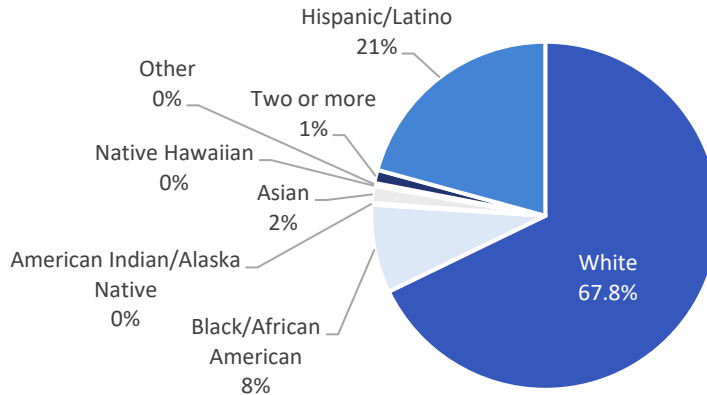
A comparison of the ACS data from 2010 and 2018, as presented in Table 9, shows that the racial and ethnic make-up of Lee County is changing. The total population increased by 112,514 (18.5%) between 2010 and 2018, and the minority population increased by 50,949 (12%). The distribution of the White alone population decreased by 4.2%, Black/African American population increased by 0.5%, and the population identifying as Hispanic ethnicity across all races increased by 3.1% during the 8-year time span.

LeeTran “minority routes” shown in Table 10 are defined as routes with at least one-third of route miles located in one or more minority Census Block Groups. A minority Census Block Group is a Block Group for which the percentage of minority population exceeds the countywide average of 32%. All LeeTran routes serve a minority Block Group, and nearly 70% of the minority Block Groups are served by transit.



Map 4 shows the Block Groups with higher proportions of minority persons in the LeeTran service area compared to the county average. Higher-than-average concentrations of minority populations are present in Lehigh Acres, Bonita Springs, Fort Myers, Boca Grande, and northwest of Cape Coral.

Figure 2: Racial Composition of Lee County, 2018



Source: ACS 2014–2018 5-Year Estimates

Table 9: Lee County Minority Population Trends, 2010-2018

Race/Ethnicity	2010	2018	2010%	2018%	Change
Race					
White alone	436,429	487,378	72.0%	67.8%	-4.2%
Black or African American alone	46,553	58,965	7.7%	8.2%	0.5%
American Indian and Alaska Native alone	871	1,181	0.1%	0.2%	0.1%
Asian alone	8,341	11,224	1.4%	1.6%	0.2%
Native Hawaiian and Other Pacific Islander alone	15	211	0.0%	0.0%	0.0%
Other alone	1,889	1,814	0.3%	0.3%	0.0%
Two or more races alone	5,371	8,790	0.9%	1.2%	0.3%
Hispanic Ethnicity by Race					
White-Hispanic	73,976	121,748	12.2%	16.9%	4.7%
Black or African American-Hispanic	1,655	2,864	0.3%	0.4%	0.1%
American Indian and Alaska Native-Hispanic	749	149	0.1%	0.0%	-0.1%
Asian-Hispanic	187	157	0.0%	0.0%	0.0%
Native Hawaiian/Other Pacific Islander-Hispanic	71	210	0.0%	0.0%	0.0%
Other-Hispanic	26,520	19,892	4.4%	2.8%	-1.6%
Two or more races-Hispanic	3,538	4,096	0.6%	0.6%	0.0%
Total Minority	169,736	231,301	28.0%	32.2%	4.2%

Source: 2010 Census and ACS 2014-2018 5-Year Estimates

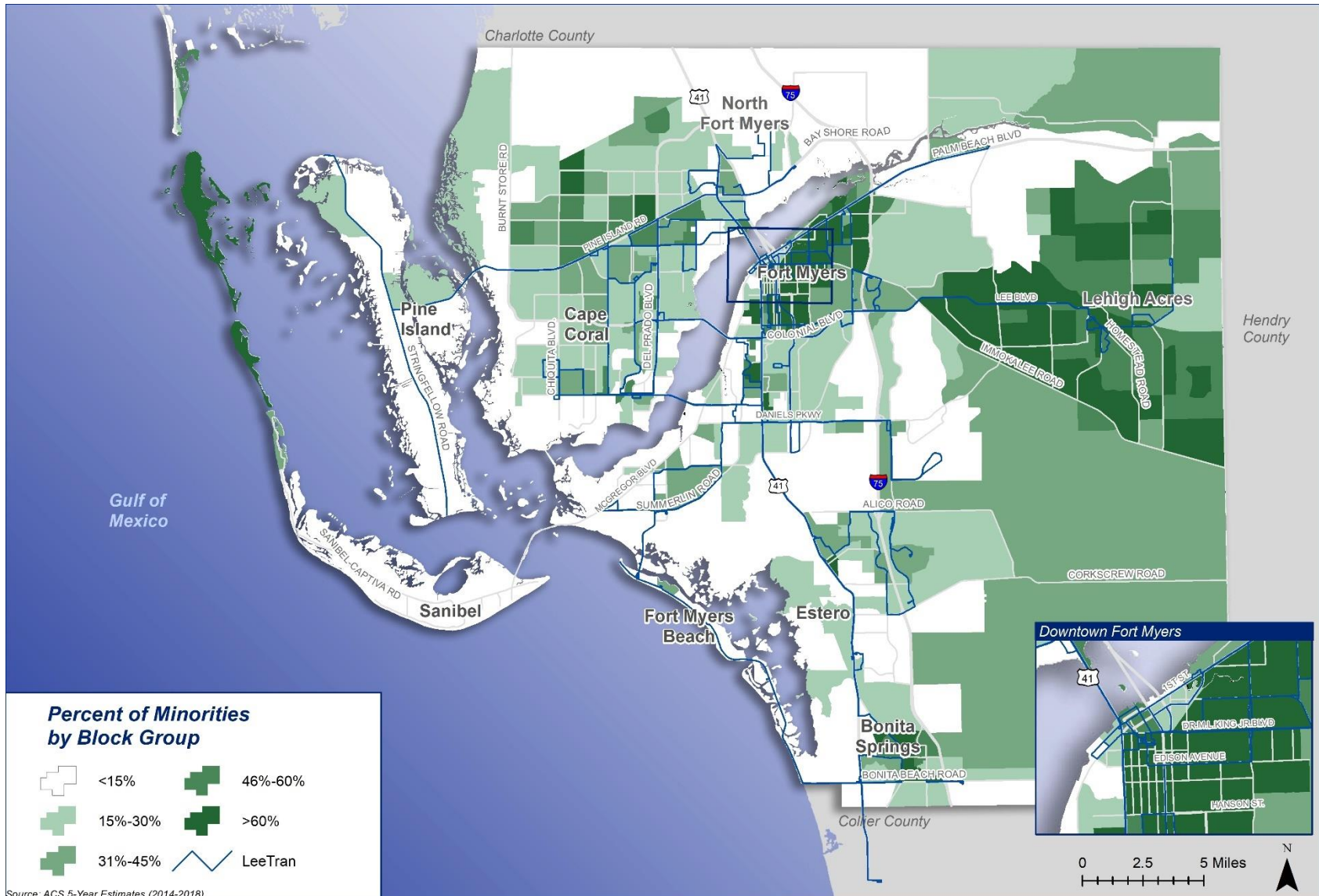


Table 10: LeeTran Minority Routes

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 of Miles in Minority Block Groups by Route
Route 5	22.89	11.44	15.59	7.79	68%
Route 10	15.66	7.83	9.23	4.62	59%
Route 15	12.79	6.40	11.45	5.72	90%
Route 20	13.87	6.93	8.45	4.23	61%
Route 40	39.87	19.94	18.01	9.00	45%
Route 50	17.13	8.56	6.22	3.11	36%
Route 100	26.74	13.37	13.20	6.6	49%
Route 110	32.99	16.49	28.20	14.10	85%
Route 140	25.19	12.60	15.84	7.92	63%
Route 515	16.93	8.47	7.99	3.99	47%



Map 4: Minority Block Groups





Low-Income Population

The percentage of the county’s population and households below the poverty level are shown in Tables 11 and 12, respectively. Approximately 14% of the population in Lee County is below the poverty level, with nearly 77% residing within ¼ mile of LeeTran fixed-route service. Approximately 12% of households in Lee County are below the poverty level, of which approximately 80% are located within ¼ mile of LeeTran fixed-route service.

Table 11: Population Below Poverty Level, Lee County, 2018

Total County Population	Population for whom Poverty Status Determined	Total Population Below Poverty	% Below Poverty	Total Population within ¼-mile Buffer	Population Below Poverty within ¼-mile Buffer	% of Below Poverty Population within ¼-mile Buffer
718,679	708,633	98,969	13.96%	541,925	75,953	76.75%

Source for demographic data: ACS 2014–2018 5-Year Estimates

Table 12: Households Below Poverty Level, Lee County, 2018

Total Households	Households Below Poverty	% Below Poverty	Total Households within ¼-mile Buffer	Households Below Poverty within ¼-mile Buffer	% of Below Poverty Households within ¼-mile Buffer
271,861	33,472	12.31%	213,481	26,694	79.75%

Source for demographic data: ACS 2014–2018 5-Year Estimates

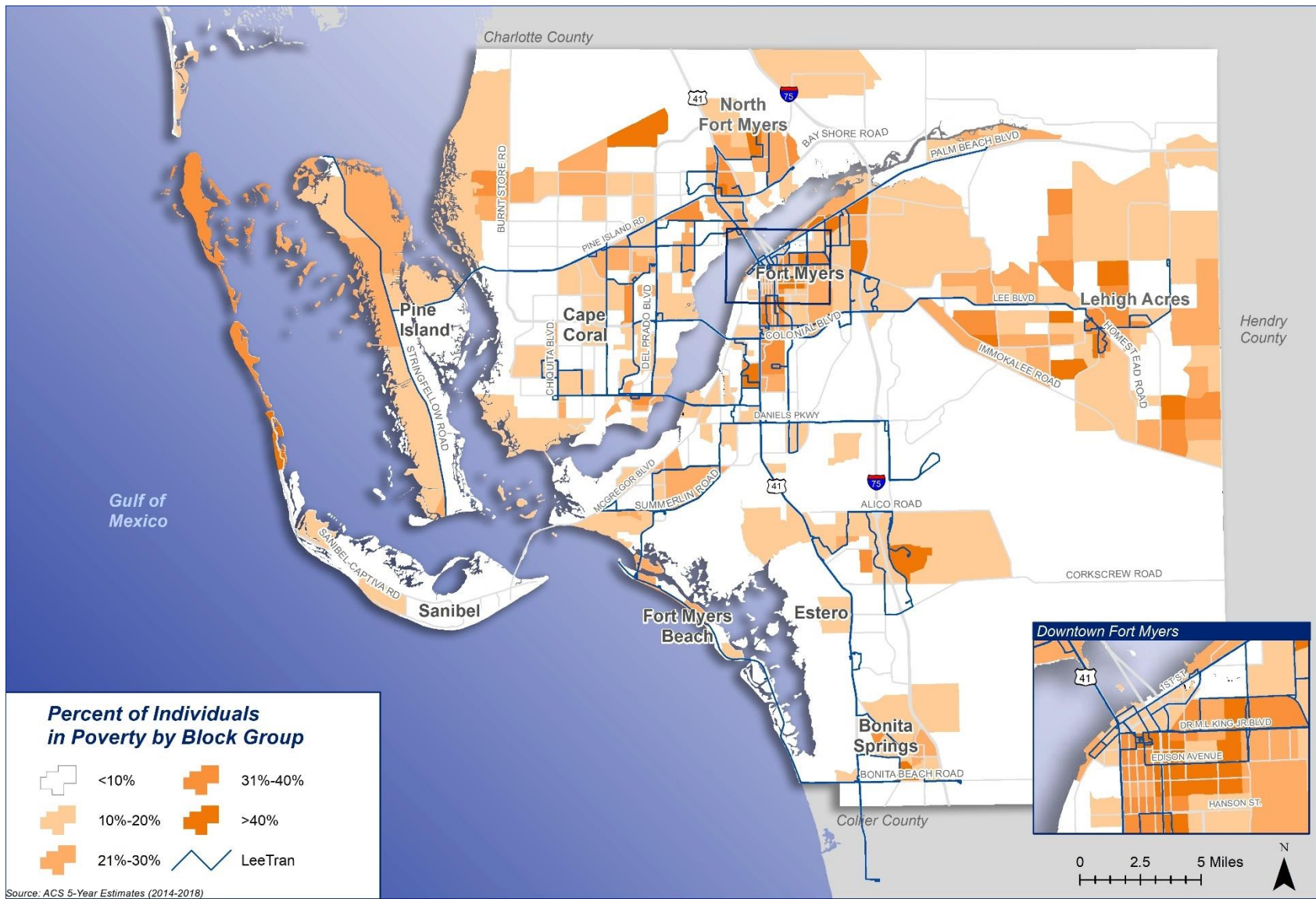
Map 5 presents the Block Groups with higher-proportions of low-income individuals compared to the county average in the LeeTran service area; the majority are located in the northern portion of the county just north of Pine Island Road, downtown Fort Myers, Lehigh Acres, and the south portion of the county east of Tamiami Trail between Alico Road and Bonita Beach Road.

Map 6 shows the Census Block Groups with higher-than-average proportions of households below the poverty level. As shown, those Block Groups are in areas similar to those shown on Map 5. Although LeeTran fixed-route service covers many of the higher poverty areas shown on the maps, other areas without transit service are located in the northern portion of the county, south Lee County to the east of Bonita Springs, and on Sanibel Island.

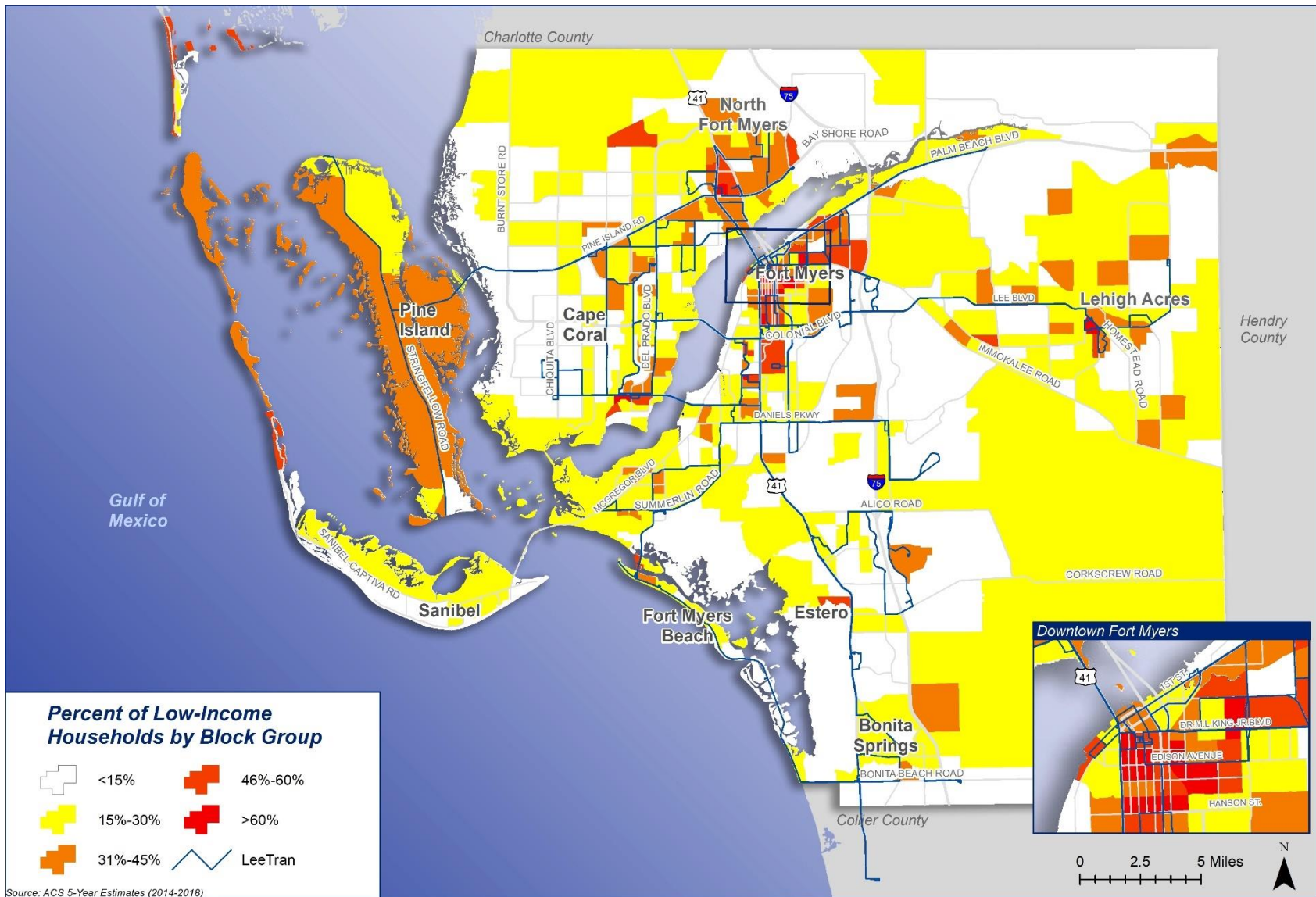
Customer Demographics and Travel Patterns

LeeTran evaluates the needs of its customers through various means, including surveys, operational reviews, and planning efforts. The LeeTran TDP Major Update completed in FY 2016 and the ongoing 2020 TDP Major Update included a passenger survey and a review of demographic and journey-to-work characteristics. A TDP Major Update evaluating demographics within LeeTran’s service area is required by FDOT every five years for LeeTran to qualify for Block Grant funding. The TDP effort is used to collect demographic, service, and capital investment information along with customer travel pattern information. LeeTran’s 2017–2026 TDP can be found online at www.leegov.com/leetran/tdp. The supporting information regarding customer demographics and travel patterns from this document is included in Appendix G.

Map 5: Below Poverty Block Groups (Individuals), Lee County



Map 6: Below Poverty Block Groups (Households), Lee County





Monitoring Program

FTA requires transit providers that operate 50 or more fixed-route vehicles in peak service and are located in a UZA of 200,000 or more in population to monitor the performance of their transit system relative to their system-wide service standards and service policies no less than every three years.

As previously noted, “minority routes” are defined as those in which at least one-third of the revenue miles are located in one or more Census Block Groups where the percentage of minority population exceeds the average countywide percentage of minority population. An assessment of sample routes that meet the definition of a minority route was completed to monitor if any disparities exist in current operations using the established service standards and policies. LeeTran routinely reviews the miles, hours, and frequencies of its minority and its non-minority routes to determine if equitable service is being provided throughout the county. As previously shown in Table 8, LeeTran provides service within ¼ mile of 74% of the County’s minority population. The service span and frequency are based on demand for service and in accordance with the service standards identified above. The weekday, Saturday, and Sunday service span and headways are equitable, as shown in Table 6. The service span and headway for routes serving minority communities is equivalent to or better than service operating in block groups with minority populations below the countywide average.

LeeTran monitors service on a regular basis using a combination of planning studies, technology, and community outreach. To ensure adherence with this Title VI Program, LeeTran will continue to monitor vehicle on-time performance and load capacities using APC data that is gathered and reviewed monthly to track capacity and performance data.

Service and Fare Changes

FTA requires transit providers that operate 50 or more fixed-route vehicles in peak service and are located in a UZA of 200,000 or more in population to prepare and submit service and fare equity analyses for major service and fare changes, evaluating the impacts to minority and low-income populations.

Major Service Change Policy

Major service changes include the reduction of an entire route or the addition of a new route, as defined in Lee County’s Administrative Code 11-15. Total elimination of service on a specific route requires BOCC action and an announcement of a public hearing in the *News-Press*. New routes to provide service to an area with no existing mass transit requires BOCC approval. The following steps should be followed as part of any major service change:

1. Route changes identified under Administrative Code 11-15 will use said code for guidance.
2. Elimination of a route will require Title VI analysis of service impacts. The findings of this analysis will be provided to the BOCC through the County’s public hearing procedures.



3. In addition to the Administrative Code 11-15 requirements, LeeTran will complete the steps laid out in LeeTran Policy #900-01, included in Appendix C.

Disparate Impact Policy

Any time there is a difference in impacts between minority and non-minority populations of $\pm 10\%$, such difference is considered disparate (applied to all modes). For example, if the minority population makes up 40% of the overall population but would bear 65% of the impacts of any proposed service or fare change, a disparate impact may be concluded since the minority group bears 25% more than its expected share of the change. The Disparate Impact Policy will be applied uniformly to all modes of service operated by LeeTran.

Should LeeTran find that minority populations or riders experience disproportionate impacts from the proposed change, LeeTran should take steps to avoid, minimize, or mitigate disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority populations, pursuant to FTA Circular 4702.1B, LeeTran may proceed with the proposed major service or fare change only if LeeTran can show that:

- A substantial legitimate justification for the proposed major service or fare change exists.
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on minority populations.

Disproportionate Burden Policy

The Disproportionate Burden Policy applies to adverse effects on low-income populations because of service changes, fare changes, and all fare changes that result from a capital project. Any time there is a difference in impacts between low-income and non-low-income populations of $\pm 10\%$, such difference will be considered disproportionate (applied to all modes), similar to the example provided under the Disparate Impact Policy. The Disproportionate Burden Policy will be applied uniformly to all modes of service operated by LeeTran.

Should LeeTran find that low-income populations or riders experience disproportionate impacts from proposed major service or fare changes, pursuant to FTA Circular 4702.1B, LeeTran should take steps to avoid, minimize, or mitigate impacts where practicable. LeeTran shall also describe alternatives available to low-income populations affected by service or fare changes

Title VI Equity Analysis

In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the groups of race, color, or national origin. LeeTran has not completed an equity analysis for service changes or fare increases under the FY 2018–2021 Title VI Program. LeeTran will complete necessary equity analyses going forward for



any proposed service changes or elimination and fare modifications as required under the established disparate impact or disproportionate burden policies.

Conclusion

This LeeTran Title VI Program has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, “Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients (October 1, 2012).” The objectives detailed in this Title VI program include ensuring the following:

- Federally-assisted benefits and related services are made available and are equitably distributed.
- Level and quality of Federally-assisted services are sufficient to provide equal access and mobility to all persons.
- Adequate opportunities are available for all to participate in planning and decision-making processes regarding equitable placement of transit services and facilities (where applicable).
- Corrective and remedial actions are taken for all applications and receipts of Federal assistance to prevent discriminatory treatment of any beneficiary.
- Procedures are provided for investigating Title VI complaints.
- Meaningful access to programs and activities is provided for LEP populations.
- Steps are provided for informing the public of their rights under Title VI.

According to the criteria described in this document, LeeTran is in compliance with Title VI requirements.



Appendix A: Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

Lee County Transit – LeeTran

- LeeTran 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 LeeTran.
- For more information on LeeTran’s civil rights program, and the procedures to file a complaint, contact Lee County’s Title VI Nondiscrimination Coordinator: Joan LaGuardia, 2155 Second Street, Fort Myers, Florida 33902, email jlaguardia@leegov.com.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, contact Lee County’s Title VI Nondiscrimination Coordinator: Joan LaGuardia, (239) 533-2314 (Florida Relay Service – Dial 711 for TTY) 2155 Second Street, Fort Myers, Florida 33902, email jlaguardia@leegov.com.

Notificación al Público de los Derechos bajo el Título VI

Tránsito del Condado de Lee – LeeTran

- LeeTran opera sus programas y servicios sin tener en cuenta la raza, el color o nacionalidad de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ella o él ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante LeeTran.
- Para más información respecto del programa de derechos civiles de LeeTran, y los procedimientos para presentar una queja, contacte al Coordinador de Practicas anti discriminación del Título VI del Condado de Lee: Joan LaGuardia, 2155 Second Street, Fort Myers, Florida 33902, correo electrónico jlguardia@leegov.com.
- Quien presente una queja deberá hacerlo directamente ante la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles, Referencia: Título VI Coordinador del Programa, Edificio Este, 5to Piso-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.
- Si fuera necesaria información en otro idioma sírvase contactar al Coordinador de Prácticas anti discriminación del Titulo VI del Condado de Lee Joan LaGuardia, (239) 533-2314 (Servicios de Relevo del Estado de Florida – Marque 711 para TTY) 2155 Second Street, Fort Myers, Florida 33902, correo electrónico jlguardia@leegov.com.

Enfòm Piblik la sou Dwa yo dapre Tit VI Transpòtasyon Konte Lee – LeeTran

- LeeTran opere pwogram ak sèvis li yo san li pa konsidere ras, koulè, ak orijin nasyonal annakò avèk Lwa sou Dwa Sivil Tit VI. Nenpòt moun ki kwè ke li te leze pa nenpòt pratik diskriminatwa ilegal dapre Tit VI ka depoze yon plent avèk LeeTran.
- Pou w jwenn plis enfòmasyon sou pwogram dwa sivil LeeTran, ak pwosedi pou depoze yon plent, kontakte Kowòdonatè Non-Diskriminasyon Tit VI Konte Lee [Lee County's Title VI Nondiscrimination Coordinator]: Joan LaGuardia, 2155 Second Street, Fort Myers, Florida 33902, imèl jlguardia@leegov.com.
- Yon moun kap pote yon plent ka depoze plent lan dirèkteman nan Administrasyon Transpòtasyon Federal lè li depoze yon plent avèk Biwo Dwa Sivil, Atansyon: Kowòdonatè Pwogram Tit VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- Si ou bezwen enfòmasyon an nan yon lòt lang, kontakte Kowòdonatè Non-Diskriminasyon Tit VI Konte Lee: Joan LaGuardia, (239) 533-2314 (Florida Relay Service – Konpoze 711 pou TTY) 2155 Second Street, Fort Myers, Florida 33902, imèl jlguardia@leegov.com.



Appendix B: Title VI Complaint Form

Title VI Complaint Procedures

The following Title VI complaint procedures are located on the LeeTran website and are in compliance with Title VI requirements.

As a recipient of federal financial assistance, LeeTran has in place the following Title VI complaint procedure.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by LeeTran may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. LeeTran investigates complaints received no more than 180 days after the alleged incident. LeeTran will process complaints that are complete.

Once the complaint is received, LeeTran will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

LeeTran has 30 days to investigate the complaint. If more information is needed to resolve the case, LeeTran 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, LeeTran can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

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

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

LeeTran Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (home/cell):			Telephone (work):	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
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:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No	
Section III:				
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 any 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.				

Section IV:				
Have you previously filed a Title VI complaint with this agency?		Yes	No	

LeeTran Title VI Complaint Form

Section V:	
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"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____ <input type="checkbox"/> State Court: _____ <input type="checkbox"/> Local Agency: _____	
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name: _____	
Title: _____	
Agency: _____	
Address: _____	
Telephone: _____	
Section VI:	
Name of agency complaint is against: _____	
Contact person: _____	
Title: _____	
Telephone number: _____	

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:
Lee County Transit - LeeTran
Ranice Monroe, Compliance Coordinator
3401 Metro Parkway
Fort Myers, Florida 33901

Título VI Procedimientos de Queja

El siguiente Título VI de procedimientos de queja esta ubicado en la página de Internet de LeeTran y se ajustan a los requisitos del Título VI.

Como un receptor de asistencia financiera federal, LeeTran tiene a disposición el siguiente procedimiento de queja del Título VI.

Cualquier persona que crea que ella o él ha sido discriminada con base en su raza, color o nacionalidad por LeeTran puede presentar una queja del Título VI completando y presentando el formulario de queja del Título VI de la agencia. LeeTran investiga las quejas recibidas dentro de los 180 días del acontecimiento del incidente. LeeTran dara curso a las quejas que sean presentadas de forma completa.

Una vez recibida la queja, LeeTran la revisará para determinar si nuestra oficina tiene jurisdicción. Quien presente la queja recibirá un aviso de recibo informandole si la queja será investigada por nuestra oficina.

LeeTran tiene 30 días para investigar la queja. Si se requiere de más información para resolver el caso, LeeTran podrá contactar al presentante de la queja. El presentante tiene 30 días hábiles desde la fecha de la carta para enviar la información al investigador asignado al caso. Si el investigador no es contactado por el presentante de la queja o no recibe información adicional dentro de los 30 días hábiles, LeeTran puede cerrar el caso administrativamente. Un caso puede así mismo cerrarse administrativamente si el presentante de la queja no desea seguir adelante con el caso.

Una vez que el investigador haya revisado la queja, él o ella enviará una de las siguientes cartas al presentante de la queja: una carta de cierre o una carta de conclusiones (CDC). La carta de cierre resume los alegatos y establece que no hubo una violación del Título VI y que el caso será cerrado. Una CDC resume los alegatos y las entrevistas relacionadas con el incidente alegado y explica si una acción disciplinarian, entrenamiento adicional del miembro del personal, o si otra acción ha acontecido. Si el presentante de la queja desea apelar la decisión, él o ella tiene 30 días de la fecha de la carta de cierre o de la CDC para hacerlo.

La persona afectada también puede presentar una queja directamente ante la Administracion Federal de Transito, en la AFT Oficina de Derechos Civiles, Referencia: Título VI Coordinador del Programa, Edificio Este, 5to Piso – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

LeeTran Título VI - Formulario de Queja

Sección I:				
Nombre:				
Dirección:				
Telefono (casa/celular):			Telefono (laboral):	
Dirección de Correo Electrónico:				
¿Necesita adaptaciones por discapacidad?	Letra Grande		Grabación de Audio	
	TDD* ¹		Otra	
Sección II:				
¿Está haciendo esta presentación por derecho propio?	Sí*	No		
*Si usted respondió "sí" a esta pregunta, vaya a la Sección III.				
Si no, por favor indique el nombre y relación que tiene con la persona por la que esta presentando esta queja				
Por favor, sírvase explicar por qué hace una presentación por un tercero:				
Por favor confirme que ha obtenido permiso de la parte agraviada si usted esta realizando esta presentación en nombre de un tercero.	Sí	No		
Sección III:				
Creo que la discriminación de la que fui victim se basó en (marque todas las que apliquen):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Nacionalidad de Origen				
Fecha del hecho de discriminación alegado (Mes, Día y Año): _____				
Explique tan claramente como le sea posible qué sucedió y por qué usted cree que ha sido discriminado. Describa a las personas que estuvieron involucradas. Incluya el nombre e información de contacto de la(s) persona(s) que lo han discriminado (si los conoce) así como también información de contacto de los testigos. Si usted necesita más espacio, por favor sírvase utilizar el reverse de este formulario.				
Sección IV:				
¿Ha usted presentado con anterioridad una queja bajo el Título VI ante esta agencia?	Sí	No		

¹ Dispositivo de Comunicación para Sordos

LeeTran Título VI – Formulario de Queja

Sección V:	
¿Ha usted presentado esta queja ante cualquier otra agencia federal, estatal o local o con cualquier corte federal o estatal?	
[] Sí [] No	
Si marcó "Sí", marque todas las que apliquen:	
[] Agencia Federal: _____	[] Agencia Estatal: _____
[] Corte Federal: _____	[] Corte Estatal: _____
[] Corte Estatal: _____	[] Agencia Local: _____
Por favor provea información sobre la persona de contacto en la agencia / corte en la que presentó su queja.	
Nombre:	
Título:	
Agencia:	
Dirección:	
Teléfono:	
Sección VI:	
Nombre de la agencia contra la cual el presentante se quejó:	
Persona de Contacto:	
Título:	
Número de Teléfono:	

Usted puede adjuntar cualquier material por escrito y otra información que usted crea es relevante para su queja.

Se requiere la Firma y Fecha a continuación

Firma

Fecha

Por favor sírvase presentar este formulario en persona en la dirección a continuación o envíe este formulario a:
Tránsito del Condado de Lee - LeeTran
Ranice Monroe, Coordinador de Servicio al Cliente
3401 Metro Parkway
Fort Myers, Florida 33901

Pwosedì Plent Tit VI

Pwosedì plent Tit VI ki annaprè a lokalize sou sit entènèt LeeTran an konfòmite avèk egzijans Tit VI.

Antanke yon benefisyè asistans finansye federal, LeeTran gen anplas pwosedì plent Tit VI ki annaprè a.

Nenpòt moun ki kwè ke li te sibi diskriminasyon nan LeeTran sou baz ras, koulè, oswa orijin nasyonal ka depoze yon plent Tit VI lè li ranpli ak soumèt Fòm Plent Tit VI ajans lan. LeeTran ankete plent li resevwa yo nan lespas pa plis pase 180 jou apre swadizan ensidan an. LeeTran pral trete plent ki konplè yo.

Lè li fin resevwa yon plent, LeeTran pral egzamine l pou detèmine si biwo nou an gen jiridiksyon. Moun ki pote plent lan pral resevwa yon lèt rekonesans ki enfòm l si wi ou non biwo nou an pral ankete sou plent lan.

LeeTran gen 30 jou pou l fè ankèt sou plent lan. Si li bezwen plis enfòmasyon pou rezoud ka a, LeeTran ka kontakte moun ki pote plent lan. Moun ki pote plent lan gen 30 jou ouvrab apati dat lèt la pou l voye enfòmasyon ki nesèsè a bay anketè ki asiye sou dosye a. Si moun ki pote plent lan pa kontakte anketè a oswa li pa resevwa enfòmasyon siplemantè a nan lespas 30 jou ouvrab, LeeTran ka fèmen dosye a administrativman si moun ki pote plent lan pa vle pouswiv dosye a ankò.

Apre anketè a fin egzamine plent lan, li pral voye youn oswa de lèt bay moun ki pote plent lan: yon lèt fèmti oswa yon lèt konsta (LOF). Yon lèt fèmti rezime akizasyon yo epi deklare pa t genyen vyolasyon Tit VI epi dosye a pral fèmen. Yon LOF rezime akizasyon yo ak entèvyou osijè swadizan ensidan an, ak esplike si pral gen nenpòt aksyon disiplinè, fòmasyon adisyonèl manm pèsònèl la, oswa si nenpòt lòt aksyon pral rive. Si moun ki pote plent lan vle konteste desizyon an, li gen 30 jou apre dat lèt la oswa LOF pou l fè sa.

Yon moun ka depoze yon plent tou dirèkteman avèk Administrasyon Transpòtasyon Federal, nan Biwo Dwa Sivil FTA, Atansyon: Kowòdonatè Pwogram Tit VI, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Fòm Plent Tit VI LeeTran

Seksyon I:				
Non:				
Adrès:				
Telefòn (kay/selilè):			Telefòn (travay):	
Adrès Imèl:				
Kondisyon Fòm Aksesib?	Gwo karaktè		Kasèt Odyo	
	TDD		Lòt	
Section II:				
Èske wap depoze plent sa a nan pwòp non w?		Wi*	Non	
*Si ou reponn "wi" nan kesyon sa a, ale nan Seksyon III.				
Si non, tanpri bay non ak lyen ou genyen avèk moun wap pote plent pou li a:				
Tanpri esplike poukisa wap depoze yon plent pou yon tyès pati:				
<hr style="border: 0; border-top: 1px solid black;"/>				
Tanpri konfime ke ou te jwenn otorizasyon pati ki leze a si wap depoze yon plent nan non yon tyès pati.		Wi	Non	
Seksyon III:				
Mwen panse diskriminasyon mwen te sibi a te baze sou (tcheke tout sa ki aplike):				
<input type="checkbox"/> Ras <input type="checkbox"/> Koulè <input type="checkbox"/> Orijin Nasyonal				
Dat Swadizan Akizasyon (Mwa, Jou, Ane): _____				
Esplike nan fason ki pi klè ke posib sa ki te pase poukisa ou kwè ou te sibi diskriminasyon. Dekri tout moun ki te enplike. Ajoute non ak enfòmasyon kontak moun(yo) ki te fè diskriminasyon kont ou (si ou konnen) ansanm avèk enfòmasyon kontak nenpòt temwen. Si ou bezwen plis plas, tanpri itilize do fòm sa a.				
<hr style="border: 0; border-top: 1px solid black;"/> <hr style="border: 0; border-top: 1px solid black;"/> <hr style="border: 0; border-top: 1px solid black;"/> <hr style="border: 0; border-top: 1px solid black;"/> <hr style="border: 0; border-top: 1px solid black;"/>				
Seksyon IV:				
Èske ou te depoze yon plent Tit VI anvansa avèk ajansa sa a?		Wi	Non	

Fòm Plent Tit VI LeeTran

Seksyon V:	
Èske ou te depoze plent sa a avèk nenpòt lòt ajans lokal oswa Eta, Federal, oswa avèk nenpòt Tribinal Eta oswa Federal?	
<input type="checkbox"/> Wi <input type="checkbox"/> Non	
Si wi, tcheke tout sa ki aplike:	
<input type="checkbox"/> Ajans Federal: _____	
<input type="checkbox"/> Tribinal Federal: _____	<input type="checkbox"/> Ajans Eta: _____
<input type="checkbox"/> Tribinal Eta: _____	<input type="checkbox"/> Ajans Lokal: _____
Tanpri bay enfòmasyon sou yon moun kontak nan ajans/tribinal kote yo te depoze plent lan.	
Non:	
Tit:	
Ajans:	
Adrès:	
Telefòn:	
Seksyon VI:	
Non ajans ki konfòm nan kont:	
Moun kontak:	
Tit:	
Nimewo Telefòn:	

Ou ka ajoute nenpòt materyèl alekri oswa lòt enfòmasyon ou panse ki enpòtan pou plent ou an.

Siyati ak dat ki endike anba la a

 Siyati

 Dat

Tanpri soumèt fòm sa a anpèsan nan adrès ki anba, oswa voye fòm sa a pa lapòs nan:
Lee County Transit - LeeTran
Ranice Monroe, Compliance Coordinator
3401 Metro Parkway
Fort Myers, Florida 33901



Appendix C: LeeTran Public Involvement Policy #900-01

900-01 Public Involvement / System Changes / Adding or Removing Service

Effective Date

September 11, 2014, Revised November 15, 2019, Revised February 21, 2020

Purpose

The purpose of this procedure is to provide staff with guidelines to follow when transit service is being adjusted to either add or eliminate service. Service changes can be applied through changes that are defined under *Lee County Administrative Code (AC) 11-15*, as a part of a Board of County Commissioner's (BOCC) Budget Cycle, or as service adjustments to existing service levels. The changes to the transit system that fall under actions taken by the Lee County Board of County Commissioners which use public hearings as a requirement will follow under these requirements. Changes to the transit system can also be implemented without BOCC public hearing requirements; in cases such as these LeeTran may take other actions based on the impacts of the service changes.

Major Service Adjustments (Defined under Administrative Code 11-15)

The reduction of an entire route or the addition of a new route is defined under *Lee County's AC 11-15* as an item that will require BOCC action. A major service reduction is defined as total elimination of service on a specific route and will require the announcement of a public hearing in the Fort Myers Press; elimination of Service Development projects are exempt. New routes to provide service to an area with no existing mass transit requires Board approval.

1. Route changes identified under AC 11-15 will utilize said code for guidance.
2. Elimination of a route will require a Title VI analysis of service impacts. The findings of this analysis will be provided to the BOCC through the County's Public Hearing procedures.
3. In addition to the AC 11-15 requirements LeeTran will complete the following steps:
 - a. Public Outreach Meetings will be scheduled in a manner to provide adequate coverage of the existing LeeTran service coverage area.
 - b. Advertising will consist of but will not be limited to meeting times being posted on LeeTran's website; Rider Alerts posted on buses operating on routes that will be directly affected; Rider Alerts at the Rosa Parks Multi-Modal Center.
 - c. Meeting locations will be selected with accessibility to transit service as a factor.
 - d. Public Outreach meetings will take place at a time similar to Public Hearings conducted by the BOCC.

4. Comments, questions, and concerns will be documented at these Public Outreach meetings and will be compiled and presented to the BOCC at the Public Hearing as is required through AC 11-15.
 - a. Public outreach meeting minutes will be taken and compiled by LeeTran staff.
 - b. Public Hearing minutes (associated with BOCC meetings) will be compiled by the Lee County Clerk of Courts.

5. At the discretion of the Lee County Transit Director, additional public outreach efforts may be deemed necessary:
 - a. Public outreach efforts will be established based on LeeTran's best efforts to meet with the affected public (i.e., face to face interaction at locations to be determined; questionnaires, surveys).
 - b. Comments, questions, and concerns brought up through these additional outreach efforts will be compiled by LeeTran staff and presented to the Board of County Commissioner's at the Public Hearing meeting as is required through AC 11-15.

6. Final determination of potential route eliminations will be made by the Board of County Commissioners through the AC 11-15 procedure.

Adjustment to a Route (Not defined under AC 11-15)

The purpose of this procedure is to provide staff with guidelines to follow when transit service is being adjusted to either add or eliminate service that does not fall under the guidance of AC 11-15. Service adjustments of this type will fall under annual Lee County budget cycle changes; as a part of a BOCC budget cycle Lee County has established Public Hearing requirements. Adjustments to the transit system could consist of either elimination or adding of trips.

1. Adjustments to transit routes as a part of Lee County budget cycle will have Public Hearing requirements. If any changes to the transit system are enacted through a Lee County budget cycle, as required by the County Budget Procedures the existing Budget Public Hearing requirement notifications set forth by the BOCC will be followed. LeeTran may conduct the following public outreach efforts as well.

2. Public Outreach Meetings will be scheduled in a manner to provide adequate coverage of the existing LeeTran service coverage area.
 - a. Advertising will consist of but will not be limited to meeting times being posted on LeeTran's website; Rider Alerts posted on Routes that will be directly affected; Rider Alerts at the Rosa Parks Multi-Modal Center.
 - b. Meeting locations will be selected with accessibility to transit service as a factor.

- c. Public Outreach meetings will take place at a time similar to Public Hearings conducted by the BOCC.
3. Comments, questions, and concerns will be documented at these Public Outreach meetings; and will be compiled and presented to the Board of County Commissioner's (BOCC) at the Public Hearing required as a part of the Lee County Budget Public Hearing process.
 - a. Public outreach meeting minutes will be taken and compiled by LeeTran staff.
 - b. Public Hearing minutes (associated with BOCC meetings) will be compiled by the Lee County Clerk of Courts.
4. At the discretion of the Lee County Transit Director, additional public outreach efforts may be deemed necessary.
 - a. Public outreach efforts will be established based on LeeTran's best efforts to meet with the affected public (i.e., face-to-face interaction at locations to be determined; questionnaires, surveys).
 - b. Comments, questions, and concerns brought up through these additional outreach efforts will be compiled by LeeTran staff and presented to the Board of County Commissioner's at the Public Hearing meeting as is required through the Lee County Budget Public Hearing process.
5. Changes to any proposed trip additions or deletions will be based on comments received, hardships created, and any constraints that would have initiated the potential change (changes in funding, elimination of generators or attractors) and will be presented to the BOCC through the budget Public Hearing process.
6. Final determination of potential transit system changes will be made by the BOCC through the budgetary process

Addition or Deletion of Service

The purpose of this procedure is to provide staff with guidelines to follow when transit service is being adjusted to either add or eliminate service that does not fall under the guidance of AC 11-15 and is not part of a budgetary cycle change. Adjustments to the transit system could consist of either elimination or adding of trips (Adjustments to the transit system based on Comprehensive Operations Analysis reports, Transit Development Reports, internal system enhancements, and adjustments for efficiency).

Procedures will be enacted at the discretion of the Lee County Transit Director and will be based on the potential impact to the transit system as a whole.

1. Public notification of the potential system changes will be provided through the use of Rider Alerts posted on Routes that will be directly affected; Rider Alerts at the Rosa Parks Multi-Modal Center; and on LeeTran's website.
2. Public Outreach Meetings may be scheduled in an effort to educate the general public about the proposed change(s), at the discretion of the Transit Director.
 - a. Should a public outreach meeting be scheduled it will be done in a manner to provide adequate coverage of the existing LeeTran service coverage area.
 - i. Advertising will consist of but not be limited to meeting times being posted on LeeTran's website; Rider Alerts posted on Routes that will be directly affected; Rider Alerts at the Rosa Parks Multi-Modal Center.
 - ii. Meeting locations will be selected with accessibility to transit service as a factor.
 - iii. Public Outreach meetings will take place at a time similar to Public Hearings conducted by the BOCC.
3. Comments, questions, and concerns will be documented at these Public Outreach meetings and will be compiled and presented to the Transit Director.
 - a. Meeting minutes will be taken and compiled by LeeTran staff
4. At the discretion of the Lee County Transit Director, additional public outreach efforts may be deemed necessary.
 - a. Public outreach efforts will be established based on LeeTran's best efforts to meet with the affected public (i.e., face-to-face interaction at locations to be determined; questionnaires, surveys).
 - b. Comments, questions, and concerns brought up through these additional outreach efforts will be compiled by LeeTran staff and presented to the Transit Director.
5. Changes to any proposed trip additions or deletions will be based on comments received, hardships created, and any constraints that would have initiated the potential change (changes in funding, elimination of generators or attractors).
6. Final determination of potential changes will be made by the Transit Director.



Appendix D: Lee County MPO Meeting Schedule



2017 Meeting Schedule

Lee County Metropolitan Planning Organization
 P.O. Box 150045, Cape Coral 33915-0045
www.leempo.com
 239-244-2220

STRIKETHROUGH = CANCELLED MEETING

Metropolitan Planning Organization (MPO) – Monthly at 9:00 a.m.

All MPO Meetings will be held at Lee County Admin East Facility, 2201 Second Street, Room 118, Fort Myers, unless noted below.

January 20, 2017	February 17, 2017	March 17, 2017	April 21, 2017
May 19, 2017	June 16, 2017	July 21, 2017	August 25, 2017
September 22, 2017	**October 20, 2017	November 17, 2017	December 15, 2017

**This is a JOINT MEETING with Collier MPO held at Collier County School Board, 5775 Osceola Trail, Naples, FL 34109 (this is tentative and subject to change)

Metropolitan Planning Organization Executive Committee (MEC) – Monthly at 2:00 p.m.

All MEC Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral, unless noted below.

January 11, 2017	February 8, 2017	March 8, 2017	April 12, 2017
May 10, 2017	June 14, 2017	July 12, 2017	August 9, 2017
September 13, 2017	October 11, 2017	November 8, 2017	December 13, 2017

Technical Advisory Committee (TAC) – Monthly at 9:30 a.m.

All TAC Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral, unless noted below.

January 5, 2017	February 2, 2017	March 2, 2017	April 6, 2017
May 4, 2017	June 1, 2017	July 6, 2017	August 3, 2017
September 7, 2017	*October 5, 2017	November 2, 2017	December 7, 2017

*This is a JOINT MEETING with Collier TAC at the North Collier Regional Park, Exhibit Hall, 15000 Livingston Road, Naples, FL

Citizen Advisory Committee (CAC) – Monthly at 3:00 p.m.

All CAC Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral, unless noted below.

January 5, 2017	February 2, 2017	March 2, 2017	April 6, 2017
May 4, 2017	June 1, 2017	July 6, 2017	August 3, 2017
September 7, 2017	*October 5, 2017	November 2, 2017	December 7, 2017

*This is a JOINT MEETING with Collier TAC at the North Collier Regional Park, Exhibit Hall, 15000 Livingston Road, Naples, FL

Bicycle Pedestrian Coordinating Committee (BPCC) – Monthly at 10:00 a.m.

All BPCC Meetings will be held at the Fort Myers Regional Library, Room A, 1651 Lee Street, Fort Myers, FL 33901, unless noted below.

January 24, 2017	*February 28, 2017	March 28, 2017	April 25, 2017
May 23, 2017	June 27, 2017	July 25, 2017	August 22, 2017
September 26, 2017	October 24, 2017	November 28, 2017	December 26, 2017

*This is a JOINT MEETING with Collier PAC at the North Collier Regional Park, Exhibit Hall, 15000 Livingston Road, Naples, FL

Traffic Management and Operations Committee (TMOC) – Bi-Monthly at 1:00 p.m.

All TMOC Meetings will be held at the Fort Myers Regional Library, Room A, 1651 Lee Street, Fort Myers, FL 33901, unless noted below.

February 8, 2017	April 12, 2017	*June 14, 2017	August 9, 2017
*October 11, 2017	December 13, 2017	*LeeTran,3401 Metro Parkway	

Transportation Disadvantaged Local Coordinating Board (LCB) – Quarterly at 10:00 a.m.

All LCB Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral

March 3, 2017	May 5, 2017	June 2, 2017 (as needed)	September 1, 2017	December 1, 2017
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2018 Meeting Schedule

Lee County Metropolitan Planning Organization
 P.O. Box 150045, Cape Coral 33915-0045

www.leempo.com
 239-244-2220

STRIKETHROUGH = CANCELLED MEETING

Metropolitan Planning Organization (MPO) – Monthly at 9:00 a.m.

All MPO Meetings will be held at Lee County Admin East Facility, 2201 Second Street, Room 118, Fort Myers, unless noted below.

January 19, 2018	*February 16, 2018	March 16, 2018	April 20, 2018
May 18, 2018	June 22, 2018	July 20, 2018	August 24, 2018
September 21, 2018	**October 19, 2018	November 16, 2018	December 21, 2018

*This is a JOINT MEETING with Charlotte County-Punta Gorda MPO **This is a JOINT MEETING with Collier MPO, location TBA

Metropolitan Planning Organization Executive Committee (MEC) – Monthly at 2:00 p.m.

All MEC Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral

January 10, 2018	February 14, 2018	March 14, 2018	April 11, 2018
May 9, 2018	June 13, 2018	July 11, 2018	August 8, 2018
September 12, 2018	October 10, 2018	November 14, 2018	December 12, 2018

Technical Advisory Committee (TAC) – Monthly at 9:30 a.m.

All TAC Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral, unless noted below.

January 4, 2018	February 1, 2018	March 1, 2018	April 5, 2018
May 3, 2018	June 7, 2018	July 12, 2018	August 2, 2018
September 6, 2018	*October 4, 2018	November 1, 2018	December 6, 2018

*This is a JOINT MEETING with Collier TAC, South County Regional Library, 21100 Three Oaks Parkway, Estero, FL 33928

Citizen Advisory Committee (CAC) – Monthly at 3:00 p.m.

All CAC Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral, unless noted below.

January 4, 2018	February 1, 2018	March 1, 2018	April 5, 2018
May 3, 2018	June 7, 2018	July 12, 2018	August 2, 2018
September 6, 2018	*October 4, 2018	November 1, 2018	December 6, 2018

*This is a JOINT MEETING with Collier CAC, South County Regional Library, 21100 Three Oaks Parkway, Estero, FL 33928

Bicycle Pedestrian Coordinating Committee (BPCC) – Monthly at 10:00 a.m.

All BPCC Meetings will be held at the Fort Myers Regional Library, Room A, 1651 Lee Street, Fort Myers, FL 33901, unless noted below.

January 23, 2018	February 20, 2018	March 27, 2018	April 24, 2018
May 29, 2018	June 26, 2018	July 24, 2018	*August 28, 2018
September 25, 2018	October 23, 2018	November 27, 2018	December 18, 2018

*This is a JOINT Collier PAC Meeting from 11 a.m. to 1 p.m., Lee Health, 23190 Fashion Center Drive, Suite 105, Estero, FL 33928

Traffic Management and Operations Committee (TMOC) – Bi-Monthly at 1:00 p.m.

All TMOC Meetings will be held at the Fort Myers Regional Library, Room A, 1651 Lee Street, Fort Myers, FL 33901, unless noted below.

February 14, 2018	April 11, 2018	*June 13, 2018	August 8, 2018
October 10, 2018	December 12, 2018		

*This meeting will be held at 1500 Monroe Street, Ft. Myers, FL

Transportation Disadvantaged Local Coordinating Board (LCB) – Quarterly at 10:00 a.m.

All LCB Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral

March 2, 2018	May 4, 2018	June 1, 2018(as needed)	September 7, 2018	December 7, 2018
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2019 Meeting Schedule

Lee County Metropolitan Planning Organization
 P.O. Box 150045, Cape Coral 33915-0045
www.leempo.com
 239-244-2220

STRIKETHROUGH = CANCELLED MEETING

Metropolitan Planning Organization (MPO) – Monthly at 9:00 a.m.

All MPO Meetings will be held at Lee County Admin East Facility, 2201 Second Street, Room 118, Fort Myers, unless noted below.

January 18, 2019	*February 22, 2019	March 22, 2019	May 17, 2019
June 21, 2019	September 20, 2019	**October 18, 2019	November 22, 2019
*Possible JOINT MEETING with Charlotte County-Punta Gorda MPO **Possible JOINT MEETING with Collier MPO			

Metropolitan Planning Organization Executive Committee (MEC) – Monthly at 2:00 p.m.

All MEC Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral

January 9, 2019	February 13, 2019	March 13, 2019	May 8, 2019
June 12, 2019	August 14, 2019	September 11, 2019	October 9, 2019
November 13, 2019	December 11, 2019		

Technical Advisory Committee (TAC) – Monthly at 9:30 a.m.

All TAC Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral, unless noted below.

January 3, 2019	February 7, 2019	March 7, 2019	May 2, 2019
June 6, 2019	August 1, 2019	September 5, 2019	October 3, 2019
November 7, 2019	December 5, 2019		

Citizen Advisory Committee (CAC) – Monthly at 3:00 p.m.

All CAC Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral, unless noted below.

January 3, 2019	February 7, 2019	March 7, 2019	May 2, 2019
June 6, 2019	August 1, 2019	September 5, 2019	October 3, 2019
November 7, 2019	December 5, 2019		

Bicycle Pedestrian Coordinating Committee (BPCC) – Monthly at 10:00 a.m.

All BPCC Meetings will be held at the Fort Myers Regional Library, Room A, 1651 Lee Street, Fort Myers, FL 33901, unless noted below.

January 29, 2019	*February 26, 2019	March 26, 2019	April 23, 2019
May 28, 2019	June 25, 2019	August 27, 2019	September 24, 2019
*October 29, 2019	November 26, 2019		
*This meeting will be held at 815 Nicholas Parkway East			

Traffic Management and Operations Committee (TMOOC) – Bi-Monthly at 1:00 p.m.

All TMOOC Meetings will be held at the Fort Myers Regional Library, Room A, 1651 Lee Street, Fort Myers, FL 33901, unless noted below.

February 13, 2019	April 10, 2019	June 12, 2019	August 14, 2019
October 9, 2019	December 11, 2019		

Transportation Disadvantaged Local Coordinating Board (LCB) – Quarterly at 10:00 a.m.

All LCB Meetings will be held at the Cape Coral Public Works Building, Room 200, 815 Nicholas Pkwy E, Cape Coral

March 1, 2019	May 3, 2019	September 6, 2019	November 1, 2019
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Appendix E: LeeTran Translated Advertisements



NO FREE RIDES

No hay paseos gratis

Pa gen okenn parcours gratis

Deja que LeeTran te lleve a tu destino!

Ya sea que quieras ir de compras, ir a la playa, o ir al trabajo o escuela, deja que LeeTran te lleve a tu destino!
Es solo \$1.50 por viaje! Encuentra las rutas, mapas, horarios y pasajes en descuento en rideleetran.com.



LeeTran, tu transporte está aquí.

DESCARGUE LA APLICACIÓN



transit

Lo invitamos a conocer a
LeeTran
y a su
Comunidad



*Acompañe a LeeTran y a varias
organizaciones del condado y la comunidad
en un día de diversión, información, palomitas
de maíz gratis y grandes obsequios.
Recuerda, ¡a LeeTran le importa!*



Visite **RideLeeTran.com**
para obtener más información



VIERNES
Nov. 2, 2018
10am-2pm

Rosa Parks Transportation Center
2250 Widman Way, Fort Myers



RIDER ALERT

ALERTA PARA PASAJEROS
ATTENTION PASAJÈ

MOVING BUS STOP

REUBICANDO PARADA DE BUS • REMPLACÈ BUS STOP

Moving bus stop effective Monday, Oct. 14th
See map for details



Download the
Transit app for
real-time bus
information



For the latest service
alerts please go to:

RideLeeTran.com

1083-2019-1

Anuncio Público

El anuncio dado por este medio es que Lee County recibió una subvención 49 USC Sección 5307 Programa de Fondo de la Flexión con la Administración Federal de grants analyst Transporte Público (Federal Transit Administration, FTA en ingles), que proveerá asistencia a proyectos capitales y operacionales al Departamento de Tránsito de Lee County o LeeTran.

Cualquier parte interesada puede solicitar una audiencia pública con la Junta de Comisionados del Condado de Lee sobre el Programa de Proyectos, para esta aplicación de subvención de Programa de Formula del Área Urbanizada. Para solicitar una audiencia pública, por favor presente una petición escrita dentro de diez (10) días de este anuncio a: LeeTran, 3401 Metro Parkway, Fort Myers, Florida 33901.

Cualquier parte interesada puede obtener una copia de esta aplicación de subvención en LeeTran, 3401 Metro Parkway, Fort Myers, Florida 33901 durante las horas de servicio al cliente, 8:00 a.m. a 5:00 p.m., lunes a viernes.

Descripción del Proyecto: El costo total de esta subvención 49 USC Sección 5307 Programa de Fondo de la Flexión es \$1,500,000. Los fondos del programa se igualarán con los créditos del desarrollo de transporte del estado de Florida. Esta cantidad fue disponible mediante una transferencia del programa de Fondo de la Flexión de la Administración de Autopistas Federales del Departamento de Transporte de Florida.

Los proyectos propuestos serán para los reemplazos de autobuses de ruta fija.

Si no hay cambios en la lista de proyectos previamente explicados, este documento se considerará el anuncio final del Programa de Proyectos. Todas las preguntas pueden ser dirigidas al Analista de Subvenciones de LeeTran al (239) 533-0326 o por correo electrónico a clove@leegov.com o en www.rideleetrans.com.

LeeTran cumple con los requisitos aplicables del programa de la Administración Federal de Transporte Público y asegura que los servicios están disponibles y son distribuidos equitativamente sin basarse en lo que respecta a la raza, el color u origen nacional, incapacidad, sexo, o edad. El programa completo de Título VI puede ser visto en www.rideleetrans.com.

IMAGEN

Published Date:

1083-2019-2

Anuncio Público

El anuncio dado por este medio es que Lee County recibió una subvención 49 USC Sección 5307 Programa de Fondo de la Flexión con la Administración Federal de Transporte Público (Federal Transit Administration, FTA en inglés), que proveerá asistencia a proyectos capitales y operacionales al Departamento de Tránsito de Lee County o LeeTran.

Cualquier parte interesada puede solicitar una audiencia pública con la Junta de Comisionados del Condado de Lee sobre el Programa de Proyectos, para esta aplicación de subvención de Programa de Formula del Área Urbanizada. Para solicitar una audiencia pública, por favor presente una petición escrita dentro de diez (10) días de este anuncio a: LeeTran, 3401 Metro Parkway, Fort Myers, Florida 33901.

Cualquier parte interesada puede obtener una copia de esta aplicación de subvención en LeeTran, 3401 Metro Parkway, Fort Myers, Florida 33901 durante las horas de servicio al cliente, 8:00 a.m. a 5:00 p.m., lunes a viernes.

Descripción del Proyecto: El costo total de esta subvención 49 USC Sección 5307 Programa de Fondo de la Flexión es \$1,500,000. Los fondos del programa se igualarán con los créditos del desarrollo de transporte del estado de Florida. Esta cantidad fue disponible mediante una transferencia del programa de Fondo de la Flexión de la Administración de Autopistas Federales del Departamento de Transporte de Florida.

Los proyectos propuestos serán para los reemplazos de autobuses de ruta fija.

Si no hay cambios en la lista de proyectos previamente explicados, este documento se considerará el anuncio final del Programa de Proyectos. Todas las preguntas pueden ser dirigidas al Analista de Subvenciones de LeeTran al (239) 533-0326 o por correo electrónico a clove@leegov.com o en www.rideleetrans.com.

LeeTran cumple con los requisitos aplicables del programa de la Administración Federal de Transporte Público y asegura que los servicios están disponibles y son distribuidos equitativamente sin basarse en lo que respecta a la raza, el color u origen nacional, incapacidad, sexo, o edad. El programa completo de Título VI puede ser visto en www.rideleetrans.com.

IMAGEN

Published Date:

TRY TRANSIT DAY RADIO SCRIPTS:

ENGLISH VERSION:

THEY SAY NOTHING IN LIFE IS FREE, BUT SATURDAY, APRIL 20TH, LEE TRAN IS WAVING ALL FIXED ROUTE AND TROLLEY FARES FOR THE ENTIRE DAY!

SEE FOR YOURSELF WHY LEE TRAN IS KNOWN FOR ITS FRIENDLY, SKILLED, DRIVERS AND AFFORDABLE, CLEAN AND COMFORTABLE TRANSPORTATION.

SO JOIN US ON "TRY TRANSIT DAY"- SATURDAY, APRIL 20TH, WHERE EVERYONE RIDES FREE- ALL DAY ON LEE TRAN FIXED ROUTE BUSES AND TROLLEYS.

FOR BUS SCHEDULES AND ROUTE INFORMATION VISIT RIDELEETRAN.COM.

SPANISH VERSION:

DICEN QUE NADA EN LA VIDA ES GRATIS!!!

PERO EL SABADO 20 DE ABRIL LEE TRAN NO COBRARA EN TODAS LAS RUTAS FIJAS DURANTE TODO EL DIA!

COMPRUEBA TU MISMO POR QUE LEE TRAN ES CONOCIDO POR SUS CONDUCTORES AMIGABLES Y CAPACITADOS, Y POR SU SERVICIO ACCESIBLE, LIMPIO Y CÓMODO.

ACOMPÁÑANOS EN EL "TRY TRANSIT DAY"- (DÍA DE PROBAR EL TRANSPORTE PÚBLICO) EL SABADO 20 DE ABRIL, CUANDO TODOS VIAJAN GRATIS DURANTE TODO EL DIA EN LAS RUTAS FIJAS DE BUSES Y TROLLEYS DE LEE TRAN . PARA HORARIO DE BUSES E INFORMACION DE RUTAS VISITA RIDELEETRAN.COM.



Appendix F: Title VI Program Approval

**AGENDA ITEM REPORT**

DATE: September 15, 2020
DEPARTMENT: Transit
REQUESTER: Robert Codie
TITLE: Adopt LeeTran's Title VI- Civil Rights Act of 1964 Program Compliance for 2021-2024

I. MOTION REQUESTED

Adopt LeeTran's Title VI- Civil Rights Act of 1964 Program Compliance effective February 1, 2021 to January 31, 2024

II. ITEM SUMMARY

This item provides LeeTran compliance with the Title VI Program requirements pursuant to Title VI of the Civil Rights Act of 1964, Federal Transit Administration (FTA), Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." FTA requires updates to the Title VI Program every three years.

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, or national origin including the denial of meaningful access for limited English proficient (LEP) persons. Environmental Justice, a required component of the Title VI Program, guarantees fair treatment for all people regardless of race and income and requires LeeTran to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority populations and low-income populations.

LeeTran's Title VI Program (2021-2024) has a deadline submission to FTA of November 30, 2020.

III. BACKGROUND AND IMPLICATIONS OF ACTIONA) Board Action and Other History

Prior versions of the Title VI Program have been submitted to the BOCC for adoption. This is a continuing effort to stay compliant with Federal regulations.

The Title VI Program is prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."

B) Policy IssuesC) BoCC GoalsD) AnalysisE) Options**IV. FINANCIAL INFORMATION**

A)	Current year dollar amount of item:	
B)	Is this item approved in the current budget?	N/A
C)	Is this a revenue or expense item?	N/A
D)	Is this Discretionary or Mandatory?	Mandatory Federal Transit Administration
E)	Will this item impact future budgets? If yes, please include reasons in III(D) above.	No
F)	Fund: Enterprise Program: LeeTran Project: Transit Capital & Operating Account Strings: 11112448640	
G)	Fund Type?	Enterprise
H)	Comments:	

V. RECOMMENDATION

Approve

VI. TIMING/IMPLEMENTATION

The Title VI Program (February 2, 2021 - January 31, 2024) has a deadline submission to FTA on November 30, 2020.

VII. FOLLOW UP

ATTACHMENTS:

Description	Upload Date	Type
LeeTran's Title VI Program 2021-2024	8/26/2020	Backup Material

REVIEWERS:

Department	Reviewer	Action	Date
Transit	Codie, Robert	Approved	9/2/2020 - 1:49 PM
Budget Services	Henkel, Anne	Approved	9/3/2020 - 9:09 AM
Budget Services	Winton, Peter	Approved	9/4/2020 - 10:18 AM
County Attorney	Trank, Mark A.	Approved	9/4/2020 - 10:51 AM
County Manager	Mora, Marc	Approved	9/4/2020 - 1:01 PM



Appendix G: Customer Demographic and Travel Patterns Monitoring

LEETRAN

MOBILE LEE (Transit Development Plan)

September 2016

Prepared for



Prepared by



Progress reports on this TDP will be due to FDOT each year. A major update to this TDP will be due to FDOT on September 1, 2021.



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Sanibel

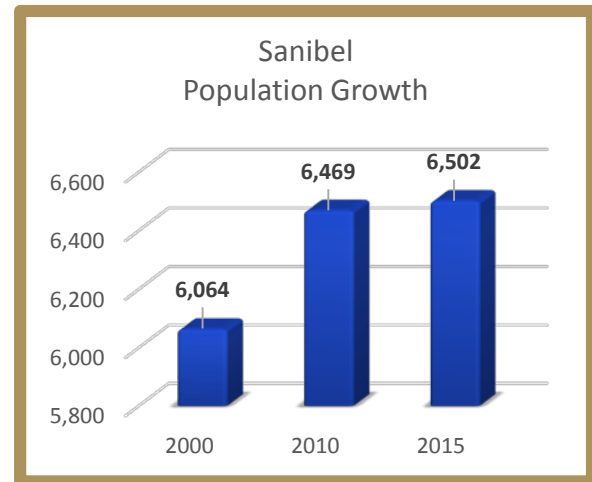
Area Description

Sanibel is located on a barrier island most well-known for its shell beaches and wildlife refuges. More than half of the island is made up of J.N. “Ding” Darling National Wildlife Refuge. In addition to the beaches and wildlife refuges, major attractors on the island include art galleries, restaurants, and resorts.

LeeTran’s fixed-route transit service currently does not operate on Sanibel. However, private transportation providers are available.

Demographics

The population in Sanibel has slightly increased from 6,064 in 2000 to 6,502 in 2015, an overall increase of 7 percent. In 2010, the Sanibel land area was approximately 16 square miles and the population per square mile was 401. According to the ESRI community profiles provided by the Lee County Economic Development Data Center, the beaches and barrier islands are projected to have 28,403 households with a median household income of \$54,387 and a median age of 64.7.



Local Planning Initiatives and Land Uses

Local planning initiatives in Sanibel include water quality and traffic mitigation.

Demographic and Journey-to-Work Characteristics

Table 3 lists some of the demographical characteristics of Lee County and the State of Florida based on 2014 ACS data. The table shows that proportions of male and female residents in Lee County closely mirror the gender distribution for the entire state. Lee County’s population is 85 percent white with 80 percent not being of Hispanic or Latino origin. The majority of the population is between the ages of 35 to 64, similar to the demographics of Florida. The educational level of those 25 years and older are also similar in comparison to the state, with 36.4 percent of Lee County residents obtaining some level of a degree from an Associate degree to professional school compared to 36.9 percent of Florida residents. Approximately 28 percent of Lee County households earn \$75,000 or more which is slightly lower than the Florida average of 29.5 percent. However, a greater percentage of Lee County residents own one or more vehicles in comparison to Florida, 94.9 percent and 93.1 percent, respectively. Similar to the state, approximately 84 percent of Lee County’s population is above the poverty level. However, only 49 percent of the labor force was employed in 2014, denoting the older population with sources of income not directly from current employment.

Table 3: Demographic Characteristics, Lee County (2014)

	Characteristics	Lee County	Florida
Gender	Male	49.0%	48.9%
	Female	51.0%	51.1%
Race	White	85.1%	76.0%
	Black or African American	8.9%	16.2%
	Other	6.0%	7.8%
Ethnicity	Not of Hispanic/Latino origin	80.4%	75.9%
	Hispanic or Latino origin	19.6%	24.1%
Age	<15 years	15.40%	16.80%
	15–34 years	21.2%	25.2%
	35–64 years	37.1%	38.9%
	65+ years	26.3%	19.1%
Educational Level (25 years and over)	Less than 9th grade	5.6%	5.2%
	9th–12th grade, no diploma	8.1%	7.6%
	High school graduate	30.4%	29.6%
	Some college, no degree	19.5%	20.7%
	Associate degree	10.0%	9.7%
	Bachelor degree	16.8%	17.4%
	Professional school, Master's or Doctorate	9.6%	9.8%
Household Income	Under \$10,000	7.00%	7.90%
	\$10,000–\$14,999	5.00%	5.50%
	\$15,000–\$24,999	12.00%	12.10%
	\$25,000–\$34,999	11.10%	11.60%
	\$35,000–\$49,999	15.80%	15.10%
	\$50,000–\$74,999	20.70%	18.30%
	\$75,000–\$99,999	11.00%	10.80%
	\$100,000 or more	17.40%	18.70%
Poverty Status	Above poverty level	83.7%	83.5%
	Below poverty level	16.3%	16.5%
Auto Ownership by Household	No vehicle available	5.1%	6.9%
	One vehicle available	45.4%	41.2%
	Two vehicles available	38.6%	38.2%
	Three or more vehicles available	10.9%	13.7%
Labor Force	% of population in labor force	53.0%	58.6%
	% of labor force employed	49.2%	53.6%

Source: 2014 ACS One-Year Estimate

Table 4 shows the majority of Florida residents work inside the state, with 86 percent of Lee County residents working and living within Lee County. The mode share for transportation to work using alternatives to the single-occupancy vehicle are fewer for Lee County in comparison to the state, with only about one percent of Lee County residents either walking or using public transportation to access employment. In addition, the commute times in Lee County are higher than the state average, with nearly 42 percent of the residents travelling 30 minutes or more to work.

Table 4: Journey-to-Work Characteristics, Lee County (2014)

Characteristics	Lee	Florida
Place of Work		
Worked in Florida State		98.8%
Worked inside county of residence	86.1%	
Worked outside county of residence	11.9%	
Worked outside Florida State	2.0%	1.2%
Means of Transportation to Work (Workers 16 years and over)		
Car, truck, or van – drove alone	81.5%	79.7%
Car, truck, or van – carpooled	8.5%	9.1%
Public transportation	0.9%	2.1%
Walked	0.9%	1.4%
Other means	2.9%	2.3%
Worked at home	5.3%	5.4%
Travel Time to Work (Workers 16 years and over who did not work at home)		
Less than 10 minutes	8.1%	9.4%
10–14 minutes	12.4%	12.3%
15–19 minutes	16.0%	15.6%
20–24 minutes	15.4%	16.5%
25–29 minutes	6.2%	6.8%
30 or more minutes	41.9%	39.4%

Labor Force and Employment

Table 5 presents the most recent available employment data for Lee County and the State of Florida; therefore, the data only represents a snapshot of the employment trends. As shown in the table, Lee County’s unemployment rate is slightly lower than the state at 4.3 percent. The unemployment rate in Lee County continues to decrease from 4.7 percent in January 2016 and 5.1 percent in February 2015. Similar trends are occurring in the state, with the unemployment rate having decreased from 5.1 percent in January 2016 and 5.6 percent in February 2015.

Table 5: Labor Force Statistics (February 2016), Not Seasonally Adjusted

Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Lee County	327,216	313,043	14,173	4.3%
Florida	9,721,773	9,264,208	457,565	4.7%

Source: Labor Market Statistics, Local Area Unemployment Statistics Program.

Travel Patterns

An analysis of commuting patterns for Lee County residents and employees was completed using the U.S. Census Bureau, Center for Economic Studies, On the Map tool. As shown in Table 6, the comparison of 2008 and 2014 data indicates that the total number of Lee County residents in the labor force increased by 10.5 percent. The distribution of counties where Lee County residents work increased for all counties, with 30 percent more residents commuting to Charlotte County for work, 29 percent more residents commuting to Miami-Dade County for work, and 27 percent more residents commuting to Broward County. The majority of Lee County residents continue to work and live in Lee County, followed by Lee County residents that commute to “Other” and Collier County for employment. “Other” includes those counties that are not in the top 10 employment locations listed in the table.

Table 6: County of Work for Workers Residing in Lee County, 2008 and 2014

Lee County Residents		Lee County (2008)		Lee County (2014)		Percent Change (2008-2014)
		# of Workers	% Distribution	# of Workers	% Distribution	
County of Work	Lee County	133,519	63.9%	145,470	63.0%	9.0%
	Collier County	19,161	9.2%	21,792	9.4%	13.7%
	Miami-Dade County	5,052	2.4%	6,528	2.8%	29.2%
	Hillsborough County	6,129	2.9%	6,292	2.7%	2.7%
	Broward County	4,988	2.4%	6,339	2.7%	27.1%
	Palm Beach County	3,991	1.9%	4,547	2.0%	13.9%
	Orange County	4,477	2.1%	4,673	2.0%	4.4%
	Sarasota County	3,755	1.8%	4,016	1.7%	7.0%
	Pinellas County	3,761	1.8%	3,988	1.7%	6.0%
	Charlotte County	2,851	1.4%	3,709	1.6%	30.1%
	Other	21,196	10.1%	23,439	10.2%	10.6%
Total	208,880	100.0%	230,793	100%	10.5%	

Source: “On the Map” online application, all jobs.

An analysis was also completed to review where Lee County’s labor force resides to determine if the percentage of the county’s workers live in Lee County as well as the top neighboring counties where the county’s employees live. The results of the analysis are shown in Table 7 with similar results to those presented in Table 6. The majority of Lee County’s labor force both live and work in Lee County. Following Lee County, the highest distribution of employees commute to Lee County for employment and reside in

“Other” and Collier County. “Other” includes those counties that are not included in the top 10 locations listed in the table.

Table 7: Commuting from Neighboring Counties to Lee County, 2008 and 2014

County of Work		Lee County (2008)		Lee County (2014)		Percent Change (2008-2014)
		# of Workers	% Distribution	# of Workers	% Distribution	
County of Residence	Lee County	133,519	67.5%	145,470	67.6%	9.0%
	Collier County	11,774	6.0%	15,019	7.0%	27.6%
	Charlotte County	6,088	3.1%	6,680	3.1%	9.7%
	Miami-Dade County	5,762	2.9%	5,318	2.5%	-7.7%
	Palm Beach County	4,571	2.3%	4,757	2.2%	4.1%
	Broward County	5,260	2.7%	4,754	2.2%	-9.6%
	Hillsborough County	3,750	1.9%	3,559	1.7%	-5.1%
	Sarasota County	2,946	1.5%	3,107	1.4%	5.5%
	Pinellas County	2,411	1.2%	2,551	1.2%	5.8%
	Manatee County	2,278	1.2%	2,466	1.1%	8.3%
	Other	19,339	9.8%	21,534	10.0%	11.4%
	Total	197,698	100.0%	215,215	100%	8.9%

Source: “On the Map” online application, all jobs.

Lee County Economic Trends

Major Employers

The largest employers in Lee County are shown in Table 8. More than 10,000 people are employed by Lee Memorial Health System and the Lee County School District. While these employers are the largest in Lee County, employees are not concentrated in one location, so providing transit access to capture these employee trips is not specific to a central area. As of 2015, the highest distribution of jobs by industry were in the fields of trade, transportation and utilities, government, leisure and hospitality, professional and business services, and education and health care services. According to Lee County Economic Development, over the next ten years job creation will increase in the industries of agriculture and forestry, construction and real estate development, water transportation, data processing and hosting, and education and health care services.

have served LeeTran for six years or less. Twenty-six percent of the drivers interviewed had served for more than 10 years. A total of 13 operators represented the Passport paratransit service. The following summarizes the key findings from the collective feedback provided by the operators. Additional comments are provided in Appendix B of this technical memorandum.

- *Overall Operations* – Operators think that LeeTran is dedicated to providing excellent customer service
- *Service* – The frequency of the service was cited as a common complaint among passengers. Operators commented that scheduling improvements are needed to improve connectivity among the routes and on-time performance. Overall, operators believe that LeeTran staff pull together to meet the requests of the passengers.
- *Routes that are Difficult to Maintain* – The operators cited several routes that can be difficult to maintain, especially during the rush hour and/or during the season.
- *Suggested Route Modifications* – Route modifications suggested by the operators largely revolved around the need to add frequency to a route, efficiency with regards to time on a route, or adding a service to an underserved area by altering a route.
- *Safety Concerns* – The most common safety concerns cited by operators were at bus stops and shelters. The specific locations mentioned can be found in Appendix B. However, operators also suggested improving visibility at shelters including motion-triggered lighting and maintenance of shrubbery around shelters.
- *Technology* – Operators’ comments on technology were positive. The most commonly cited technology need was upgrades to the fareboxes, with the ability to accept alternative methods of payment including debit cards.
- *Issues facing Lee County Transit Riders* – Frequency was most often mentioned as the biggest issue facing LeeTran riders.
- *Other Comments* – Operators would like to see more communication with the passengers and information disseminated included messages relating to safety and bus etiquette

On-Board Survey

This section discusses the on-board survey that was conducted in March and April 2016 to collect socio-demographic information and travel behavior of LeeTran passengers. On-board surveyors were used to help facilitate the survey administration process and ensure a higher response rate. An on-board survey instrument was prepared and administered to bus riders. The survey was translated into Spanish and Creole for distribution to those who were not able to complete the English version. The English, Spanish, and Creole versions of the survey instrument can be found in Appendix B. The on-board survey was distributed by a team of trained survey personnel. Prior to sending surveyors out on LeeTran buses, a training session was conducted to instruct surveyors about their duties and responsibilities and to address any issues or concerns that they may have had about the survey process.

On-Board Survey Results

A total of 3,279 LeeTran patrons participated in completing the on-board survey. Of those 3,279 LeeTran patrons that responded, 2,904 completed the English survey, 361 completed the Spanish survey, and 14 completed the Creole survey. Fifty-one percent of the respondents identify as female, and 49 percent

identify as male. The on-board survey results are reported by the following categories: travel characteristics, rider demographics, and customer service and satisfaction.

Passenger Travel Characteristics

This section identifies characteristics of passenger travel habits, trip origins and destinations, and history of using LeeTran bus services.

Passengers were asked the type of place they had just come from prior to starting their one-way trip on the bus (Figure 59) and the place that they were going to on the same one-way trip (Figure 60). As shown in Figure 59, a total of 41 percent responded that they were coming from home and 23 percent that they were coming from work. Similarly, the two highest destinations, demonstrated in Figure 60 were work and home.

Figure 59: Trip Origin

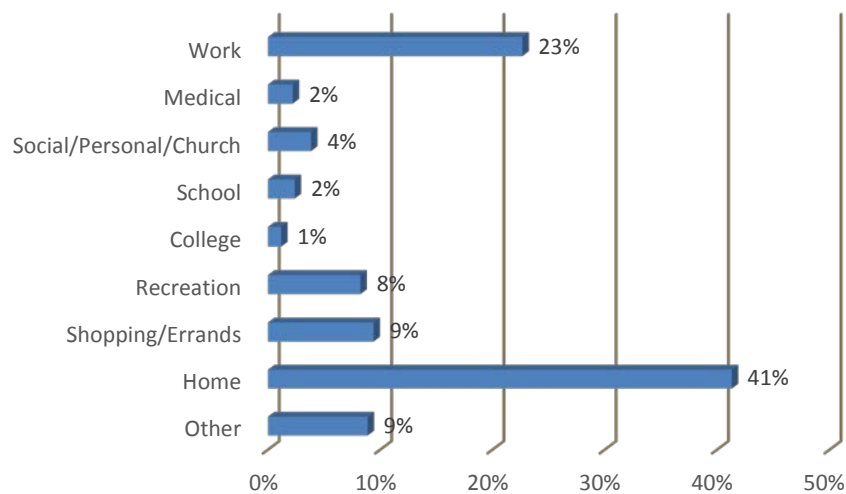
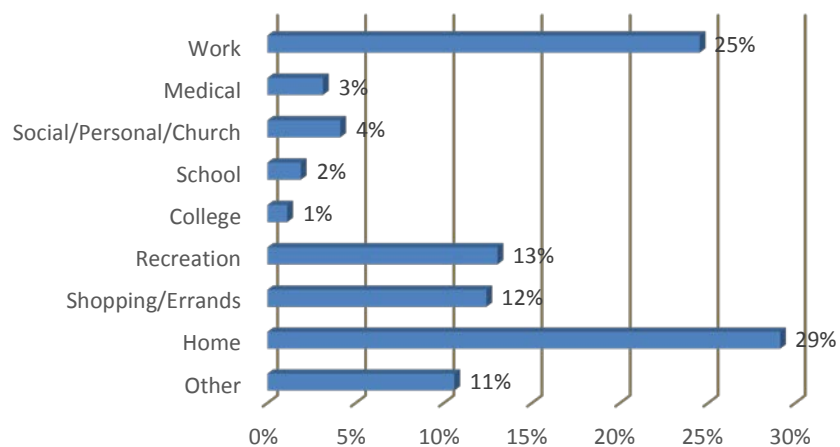
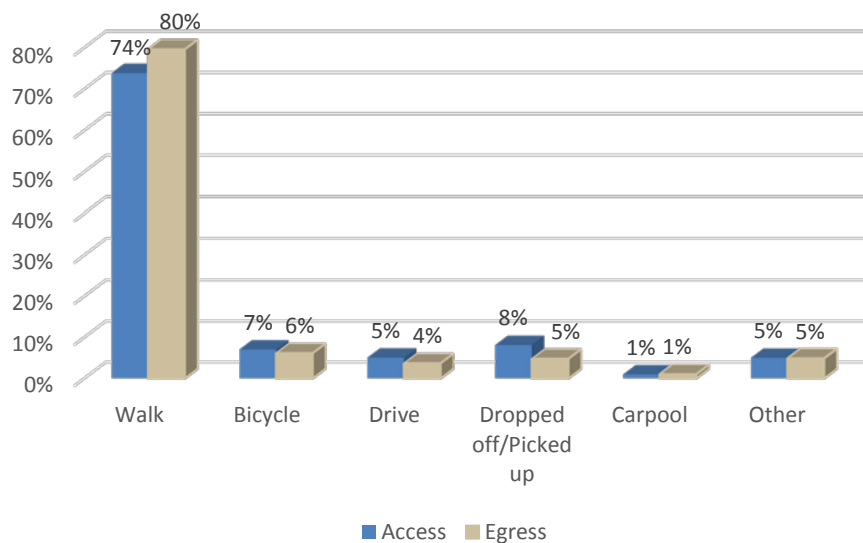


Figure 60: Trip Destination



Passengers were asked which transportation mode they used to access the transit system and how they reach their final destination (Figure 61). If respondents indicated walking or bicycling, they were asked to note the number of blocks they traveled (Figures 62 and 63). If driving was selected, respondents were asked to indicate the number of miles they drove to access the transit system. The responses reveal how transit users often must combine various modes of travel in order to complete their individual trip. As shown in Figures 61, LeeTran patrons that participated in the survey reported that walking was their primary mode of transportation used to access and egress LeeTran services. Passenger drop off and bicycling, respectively, were the 2nd and 3rd most reported mode to access transit, while bicycling was the second highest transportation method selected to reach their final destination.

Figure 61: Transit Access and Egress



Figures 62 through 64, demonstrate how far respondents traveled to and from transit. As shown in Figure 62, respondents who walk to and from the bus stop/station traveled approximately 1 to 2 blocks, while those who bicycled traveled up to 10 blocks (Figure 63). As shown in Figure 64, for those who reported driving, the number of miles reported most by respondents to and from transit were 2 and 5 miles, respectively.

Figure 62: Number of Blocks Walked for Transit Access/Egress

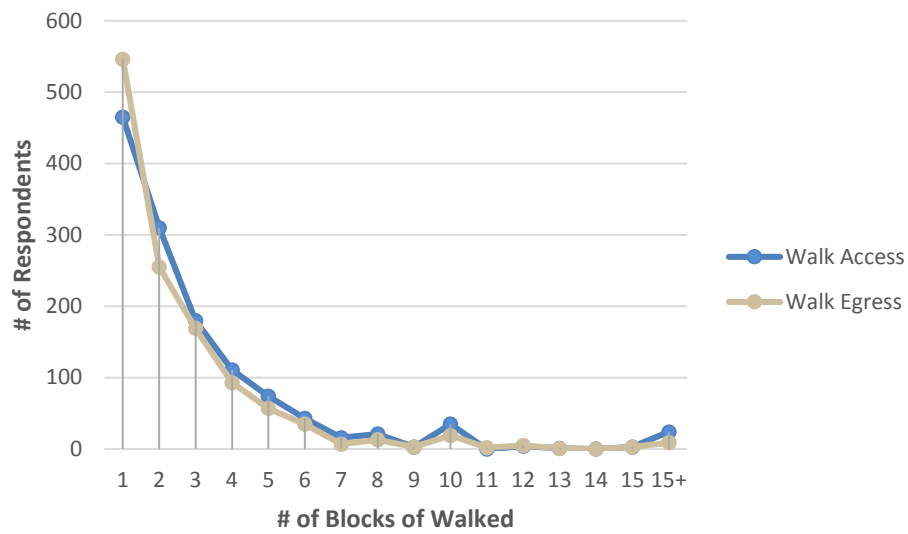


Figure 63: Number of Blocks Bicycled for Transit Access/Egress

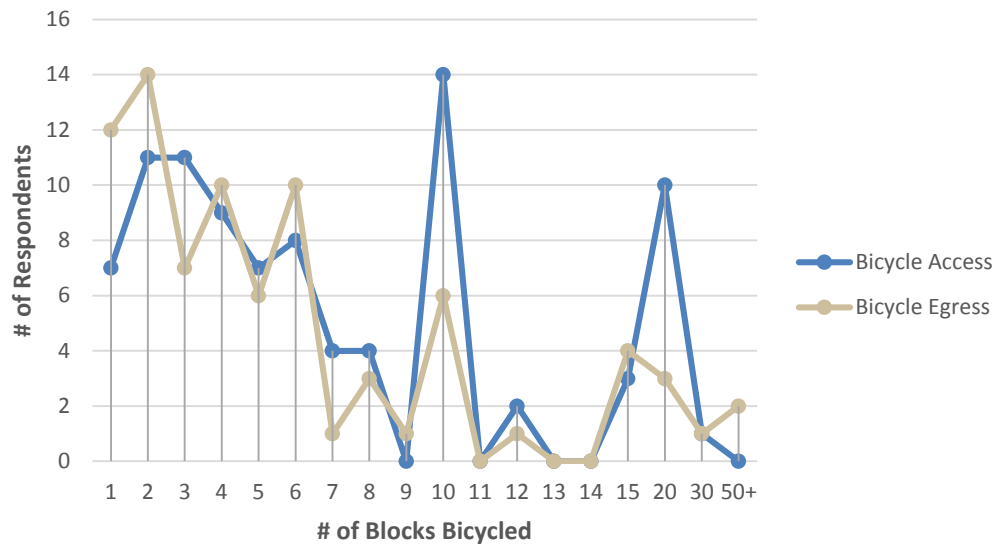
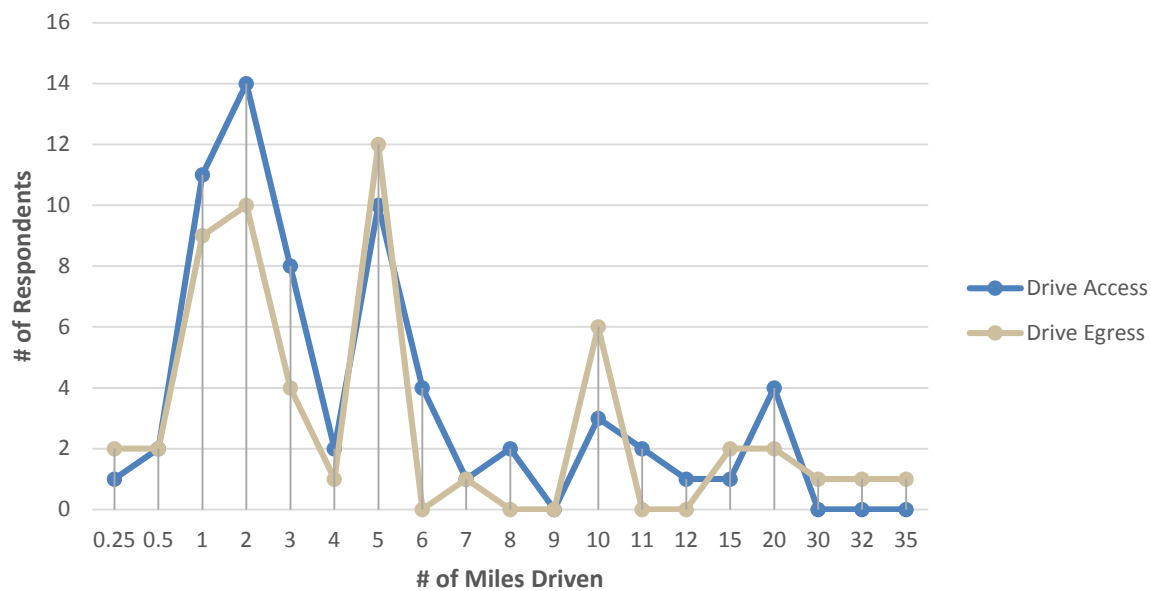
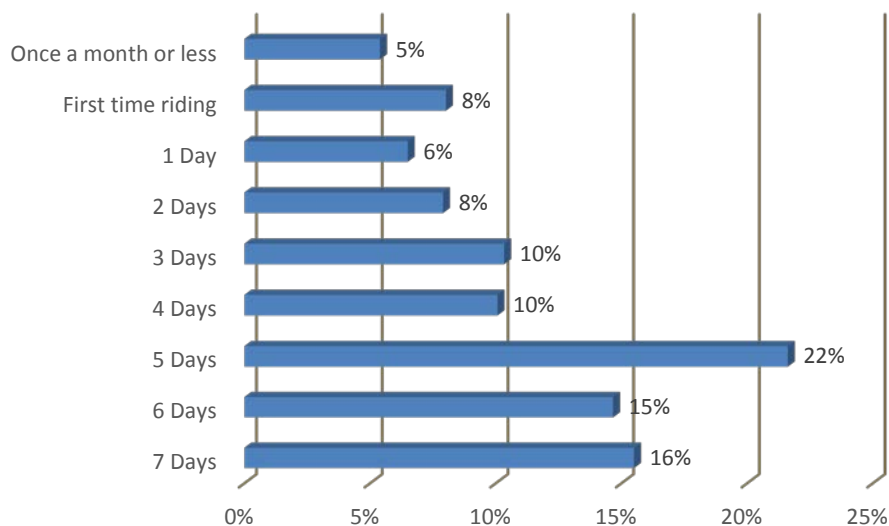


Figure 64: Number of Miles driven to/from the Bus Stop/Station



In order to identify the overall use of LeeTran services, respondents were asked how many days a week they ride the bus. Most respondents reported using LeeTran services 5 days a week, while the second highest reported category was 7 days a week. Figure 65 illustrates the frequency respondents use LeeTran services.

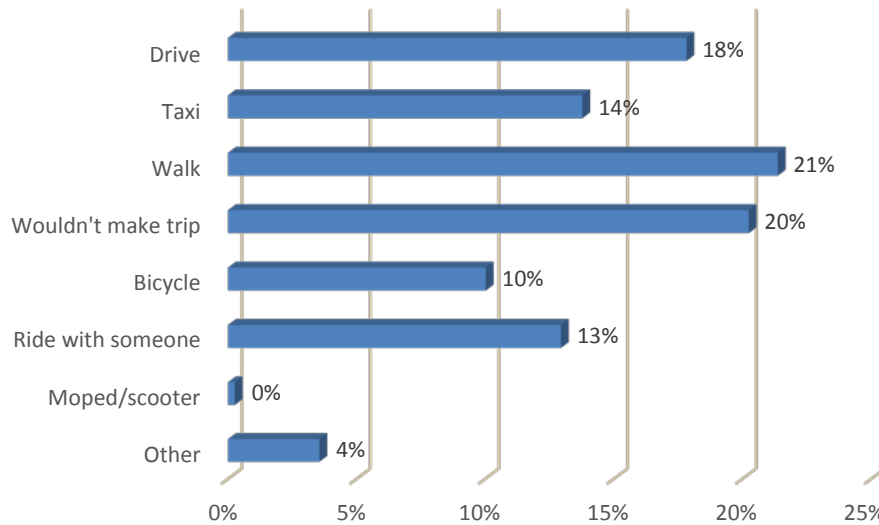
Figure 65: Frequency of Use



Respondents were asked which mode of transportation they would utilize if bus services were not available. The survey found that 21 percent of respondents would walk to their destination, while 20 percent would not be able to make the trip. Other alternative mode choices include, driving (18%), taxi

(14%), ride with someone (13%), bicycle (10%), and other (4%). Figure 66 demonstrates how respondents would travel if LeeTran services were not available.

Figure 66: Transit Alternative Mode Choice



To assess the utilization rates of fare media and payment methods, a question about how bus riders paid their fare was included in the survey. The survey found that the most popular fare payment methods among respondents were cash fare, 31-day pass, and all-day pass. Figure 67 shows the distribution of fare payment methods among respondents.

Figure 67: Fare Payment Method

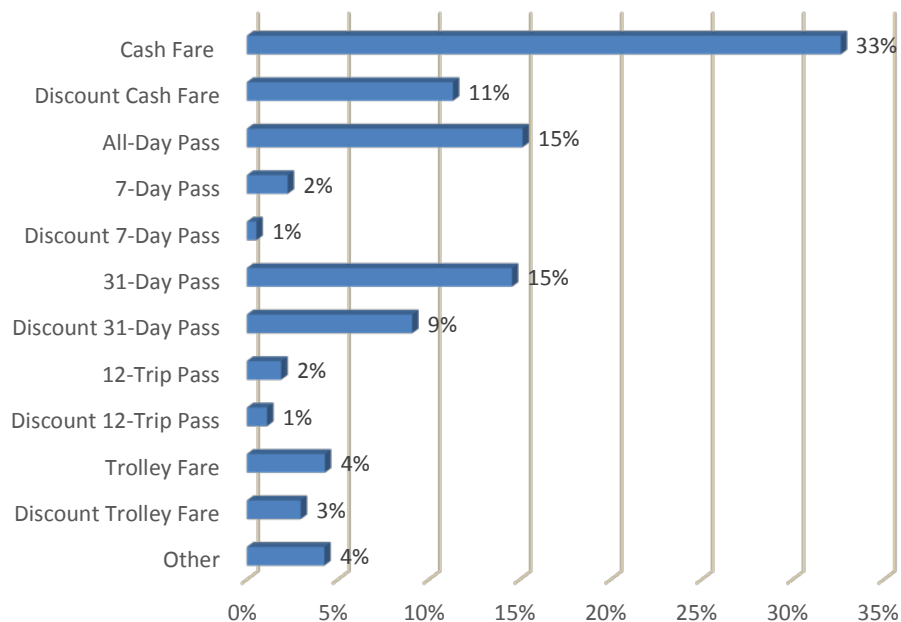


Figure 68 shows the method of fare payment used by riders in different age groups. A higher percentage of respondents between the ages of 15 to 64 are paying a cash fare, while riders over the age of 65 mostly use the discounted fare types, including passes.

Figure 68: Fare Type Paid by Respondent Age

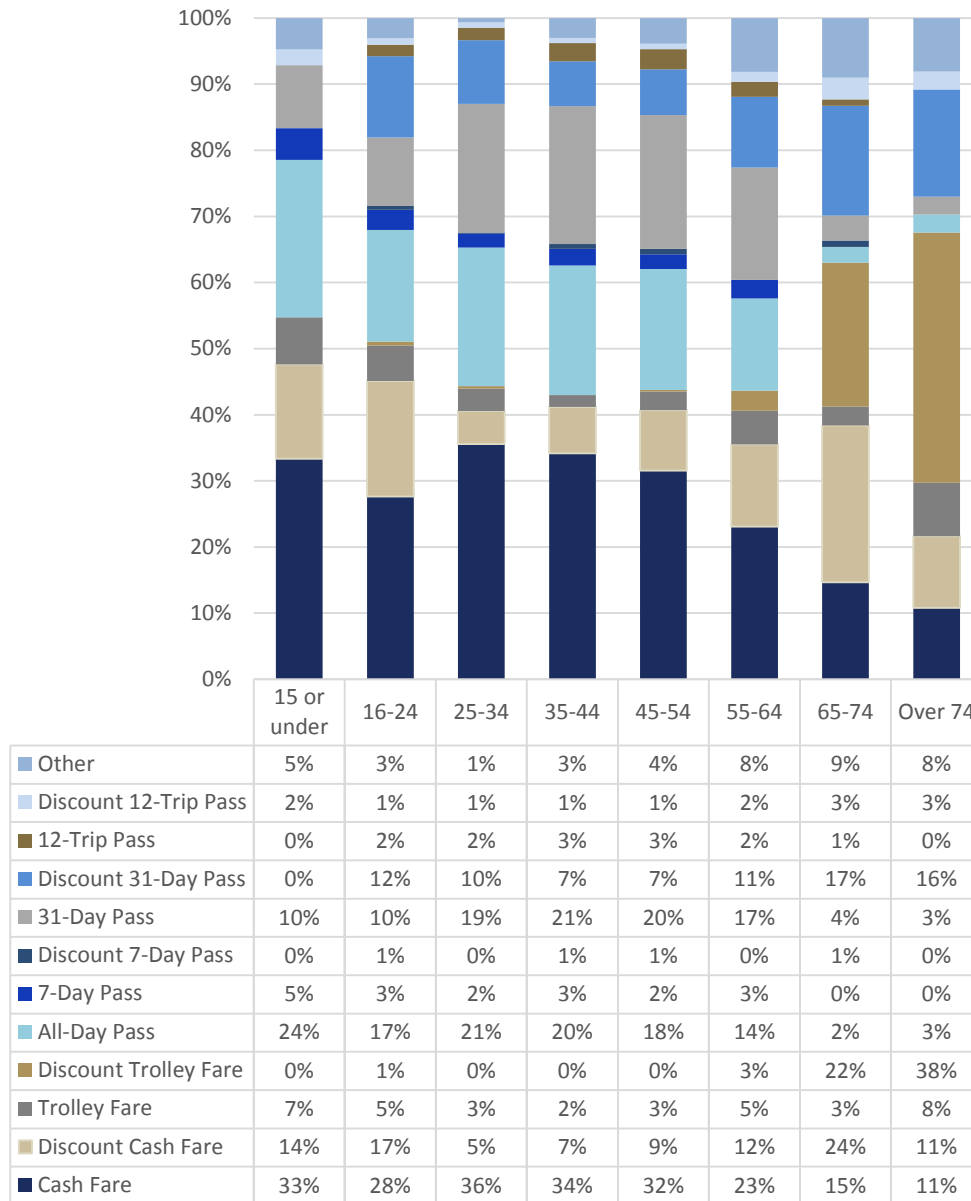
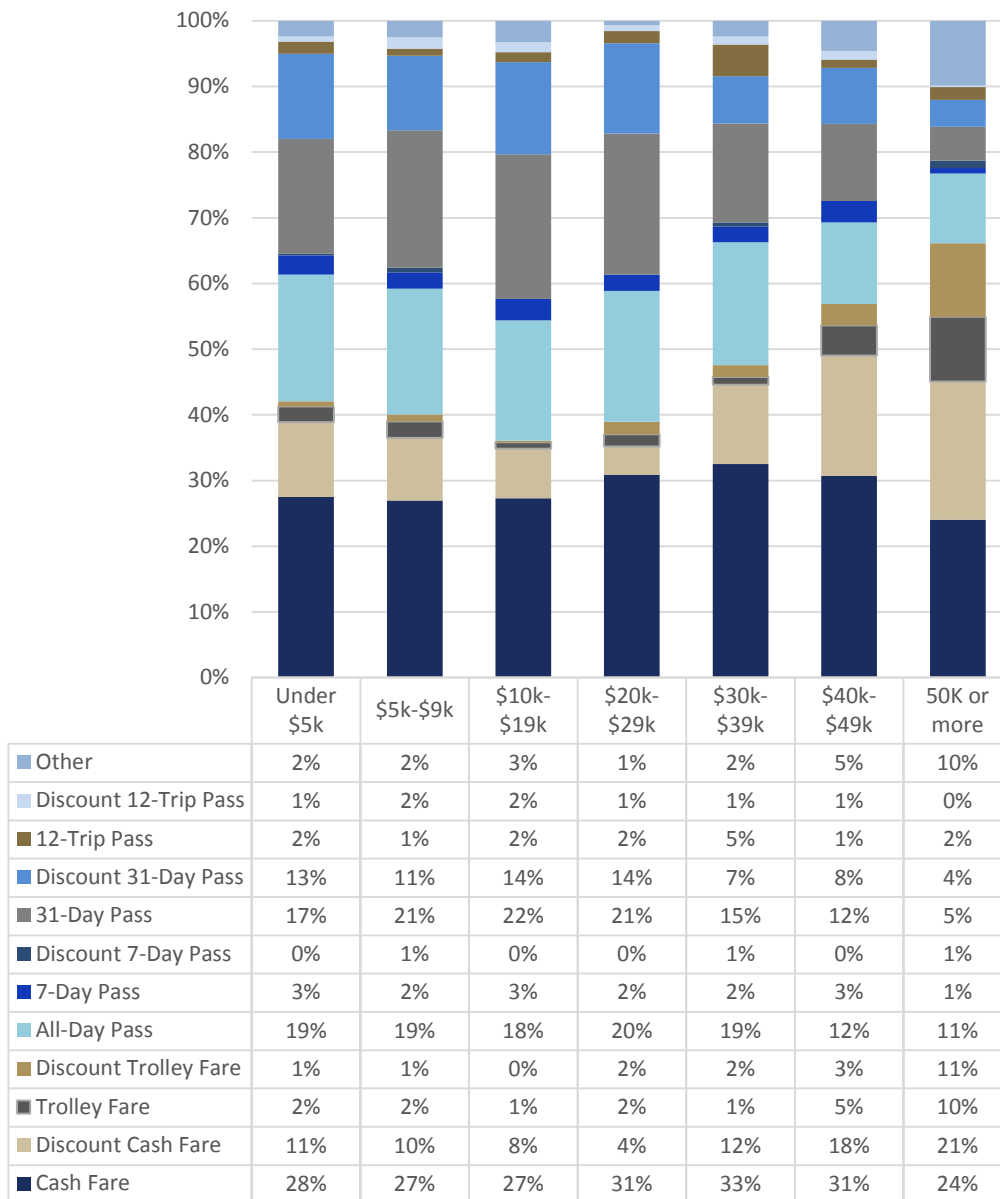


Figure 69 shows the method of fare payment used by riders with different incomes. Cash fare payment is the preferred fare payment method for all riders, regardless of income. According to the survey results, the 31-Day pass is the second most popular fare payment method among respondents with household incomes between \$5,000 and \$29,000, followed by the All-Day pass. Respondents earning \$40,000 or more a year identified discount cash fares as their second highest fare payment method.

Figure 69: Fare Paid by Respondent Household Income



Passenger Socio-Demographic Information

This section identifies socio-demographic characteristics of passengers that use LeeTran services, including ethnicity, household income, county of residency, primary language, and possession of valid driver’s license. Information with regards to rider demographics were collected through the survey to learn more about LeeTran patrons and their needs. These types of questions enable LeeTran to construct a profile of the typical passenger.

As shown in Figure 70, more than a quarter of respondents attributed lack of vehicle ownership as the reason for using the transit system. No available car and non-driver each attributed to 16 percent of

respondents reasoning for using transit. As shown in Figure 71, of the passengers that participated in the on-board survey 55 percent have valid driver’s licenses. Figure 72 illustrates that 40 percent of respondents reported not having a working vehicle and 33 percent reported having one working vehicle.

Figure 70: Reasons to Ride Transit

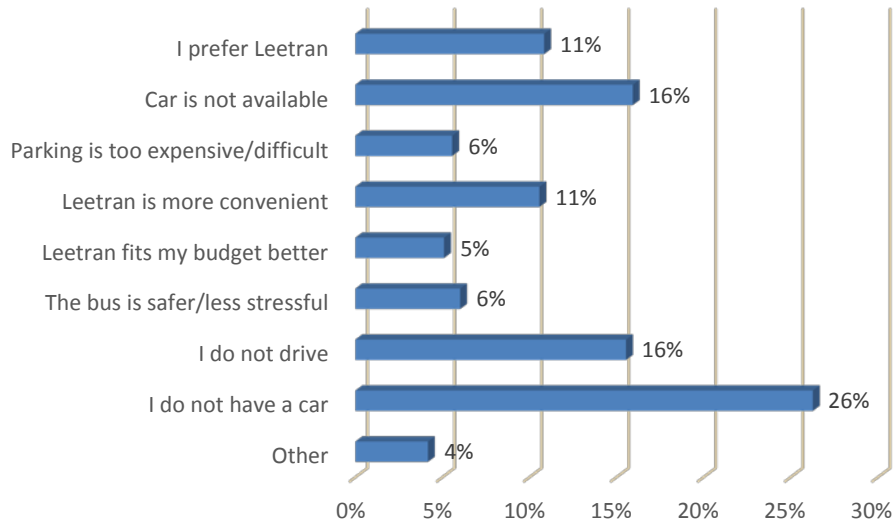


Figure 71: Valid Driver’s License

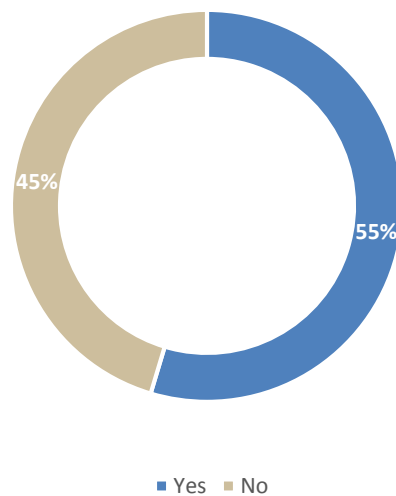
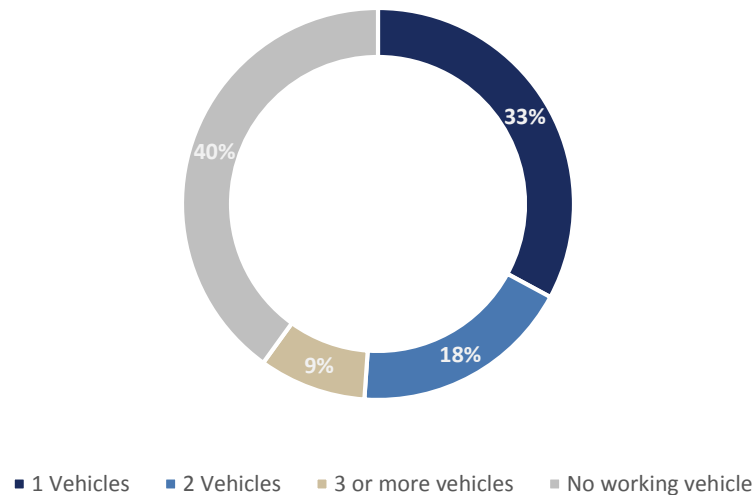


Figure 72: Working Vehicles per Household



As shown in Figure 73, respondents primarily reside in Lee County representing 84 percent of all survey participants, while 14 percent reside in counties other than Collier, Hendry, or Charlotte County. According to analyses, as demonstrated in Figure 74, nearly three quarters of respondents reside in Lee County for 6 or more months out of the year, while 17 percent reside in Lee County for less than one month per year.

Figure 73: County Residency Distribution

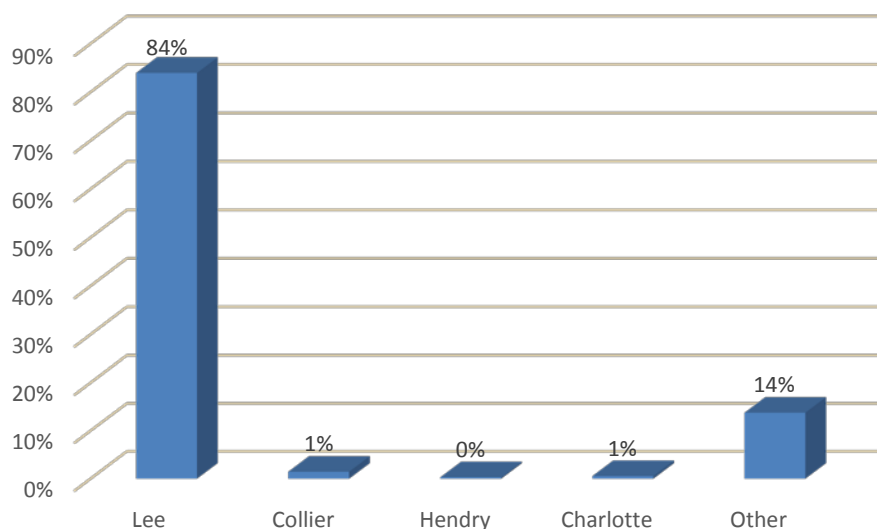
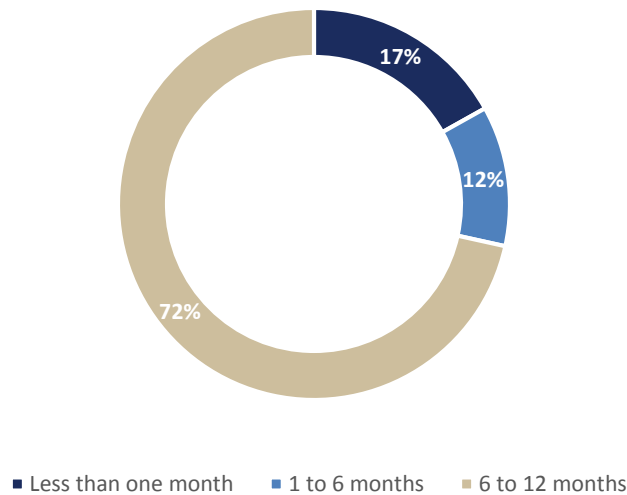


Figure 74: Annual Length of Residency in Lee County



Figures 75 through 80 graphically illustrate the demographic profile of the passengers that completed the survey, including age, gender, race/ethnic heritage, primary language, and household income. When observing results from the survey with regards to age, Figure 75 shows that the 16 to 24 year old age group had the highest representation among respondents accounting for 21 percent of all respondents followed by the 25 to 34 year age group at 20 percent. Slightly more females participated in the on-board surveys than males representing 51 percent and 49 percent, respectively. Figure 76 demonstrates the distribution of male and female respondents.

Figure 75: Age Group Distribution

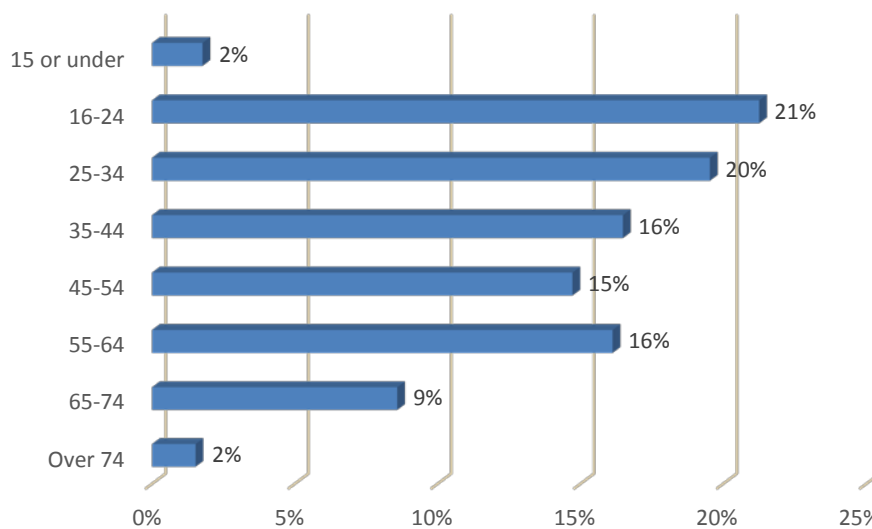
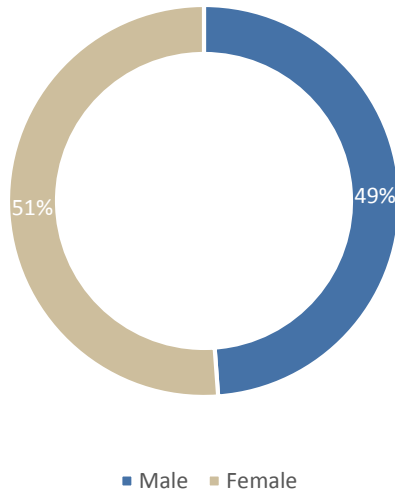


Figure 76: Gender Distribution



As shown in Figures 77 through 79, the majority of passengers (82%) spoke English and identified as white (66%), black (19%), or not of Hispanic, Latino, or Spanish origin (74%). Approximately 26 percent of respondents reported to be of Hispanic, Latino, or Spanish Origin, with 15 percent of respondents indicating Spanish as their primary language. Asian and American Indian or Alaska Native had the lowest representation among respondents accounting for 1 percent and 2 percent, respectively. The remaining survey respondents selected other races not identified on the survey.

Figure 77: Primary Language

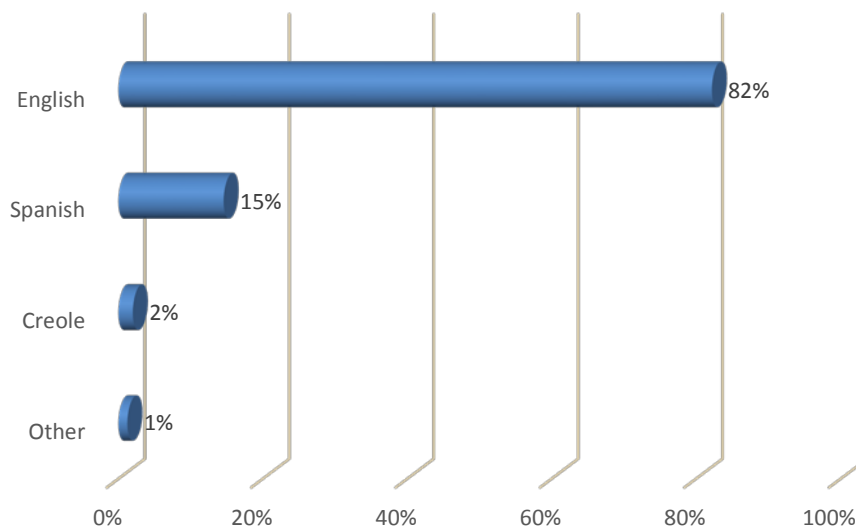


Figure 78: Race/Ethnicity

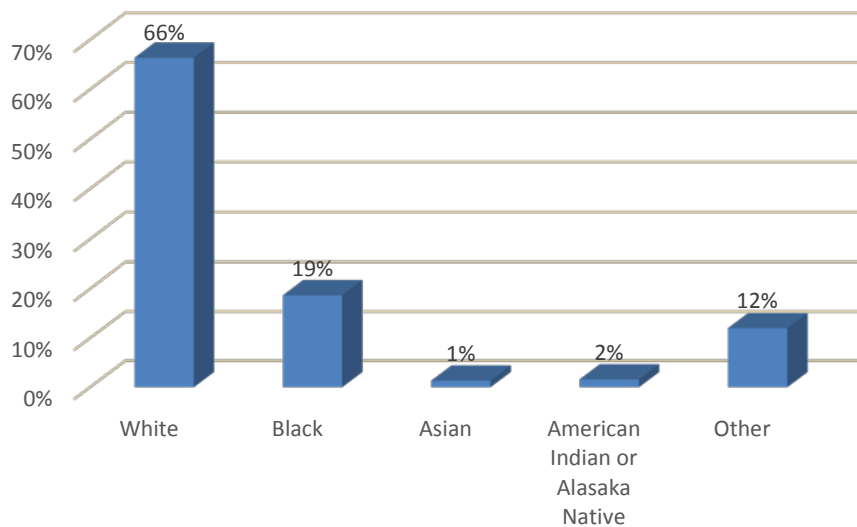
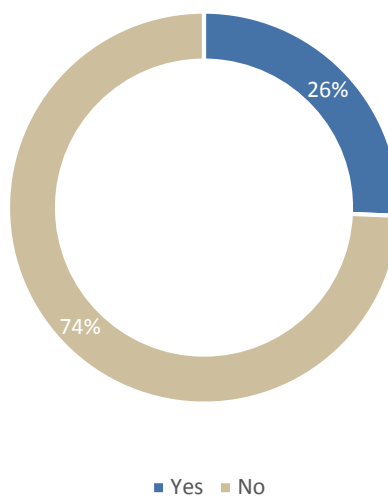
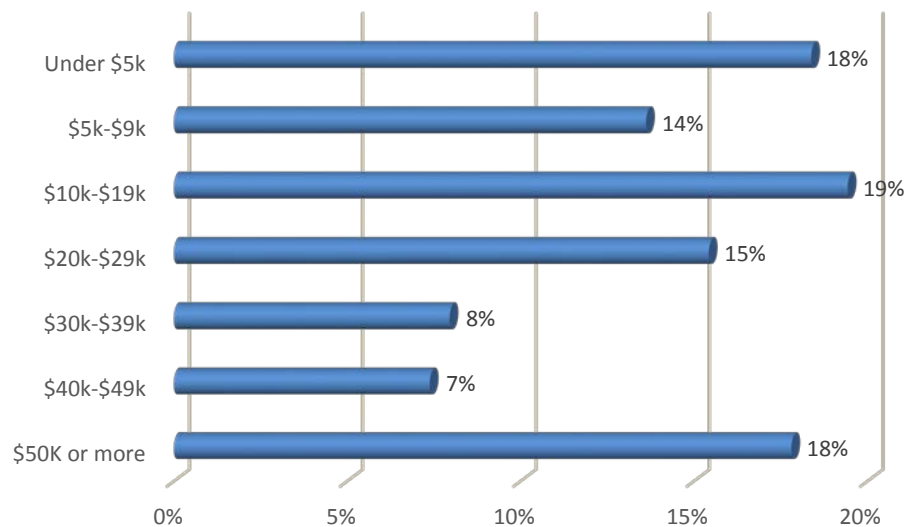


Figure 79: Hispanic, Latino, or Spanish Origin Distribution



The largest household income groups represented among survey respondents include those with household incomes of \$10k to \$19k (19%), less than \$5k (18%), and \$50k or more (18%). Figure 80 shows the distribution of household incomes among respondents.

Figure 80: Household Income



Customer Service and Satisfaction

Customer service and satisfaction questions inquired about which improvements could be made to enhance service and how satisfied respondents are with current services. A cross-tabulated analysis was also conducted to identify how demographic groups rank their satisfaction.

Survey respondents were asked to select three service improvements that would enhance the service they receive from LeeTran. As shown in Figure 81, the top four responses were more frequent service on existing routes, followed by bus stop improvements (shelters and benches), extending service hours on the existing routes to include later evening and more weekend service. Additionally, as shown in Figure 82, the majority of respondents (64%) believe that bus stops are accessible for disabled persons.

Figure 81: Service Improvements

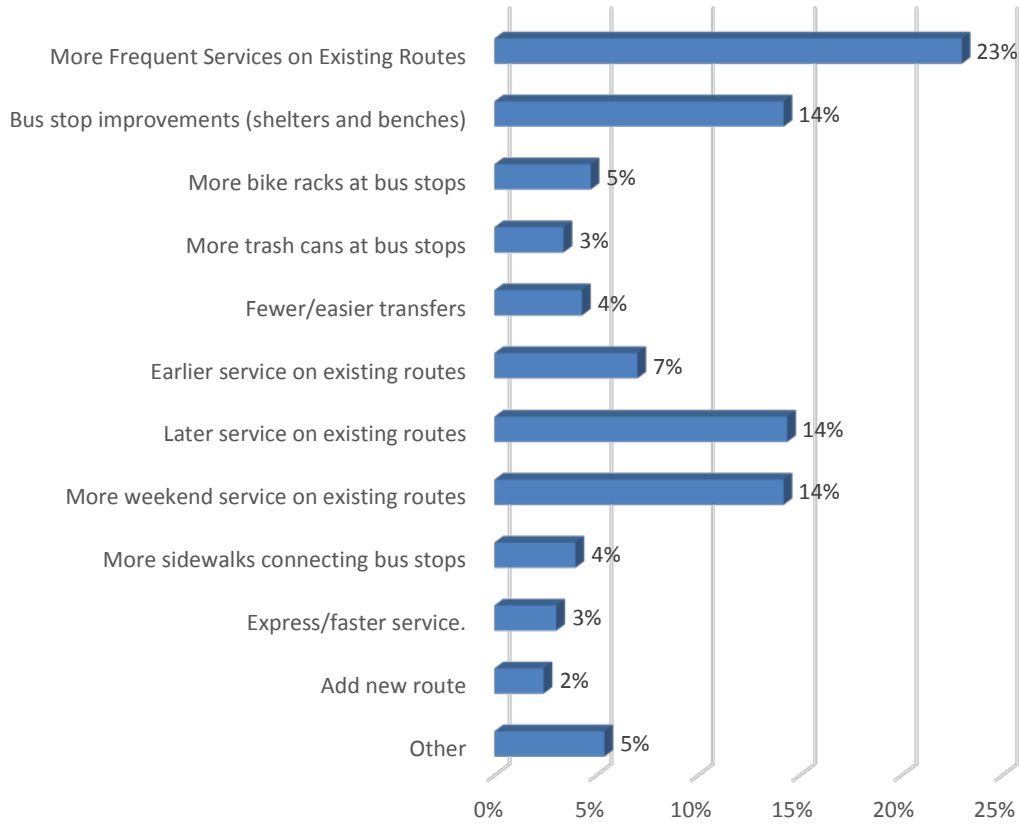
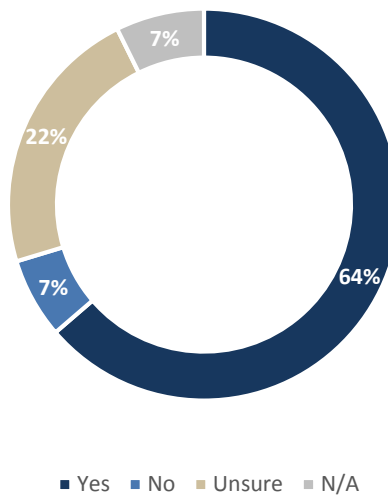
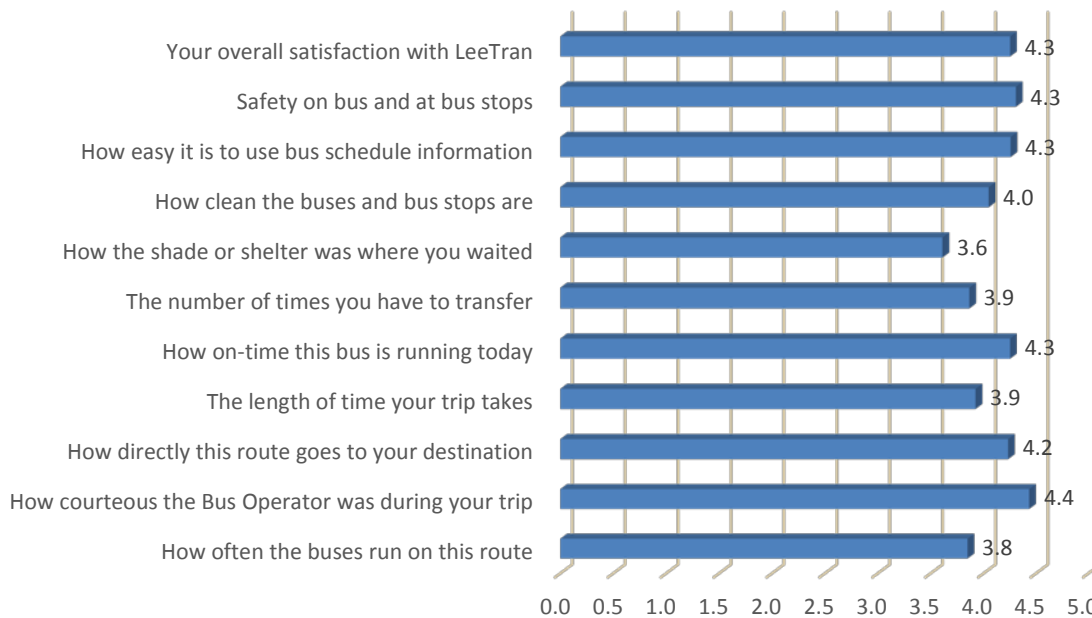


Figure 82: Are Bus Stops Accessible for Individuals with Disabilities?



Passengers were asked to rate their satisfaction with various aspects of LeeTran’s services (see Figure 83). When asked about the quality of services, survey respondents indicated an overall satisfaction with the service. Passengers also indicated that they were most satisfied with courteousness of the bus operators, and the least satisfied with the amount of shade or availability of shelters where they waited.

Figure 83: Service Rating



Figures 84 through 87 present the rider satisfaction by age, gender, race or ethnic heritage, and household income. All age groups indicated a satisfaction level of 4.1 or higher, with 1 being “Very Unsatisfied” and 5 being “Very Satisfied,” demonstrating an overall higher level of satisfaction among passengers. However, respondents over the age of 74 were the most satisfied with LeeTran services. Male respondents also rated LeeTran services higher than females, with satisfaction responses of 4.3 for males and 4.2 for females. All races/ethnic heritage ranked their satisfaction as 4.1 or higher, with white and American Indian or Alaskan Native providing the highest rankings of 4.3. When reviewing passenger satisfaction with LeeTran service by income levels, the majority of income levels scored their satisfaction with LeeTran as 4.2; however, persons with household incomes of \$50,000 or more ranked LeeTran the highest with a rating of 4.5.

Figure 84: Rider Satisfaction and Age

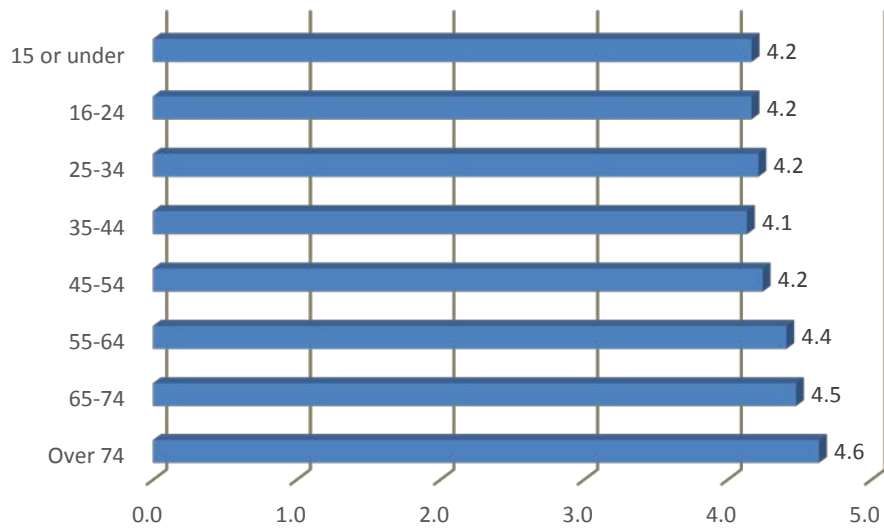


Figure 85: Rider Satisfaction and Gender

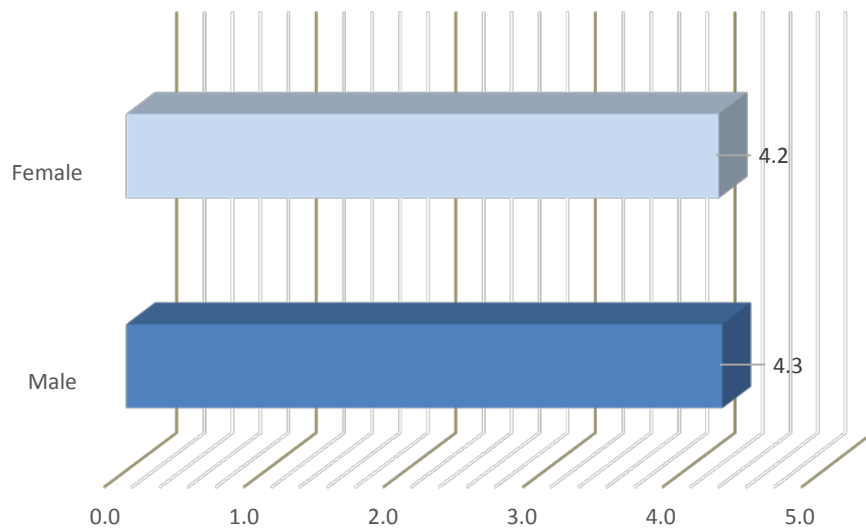


Figure 86: Rider Satisfaction and Race/Ethnic Heritage

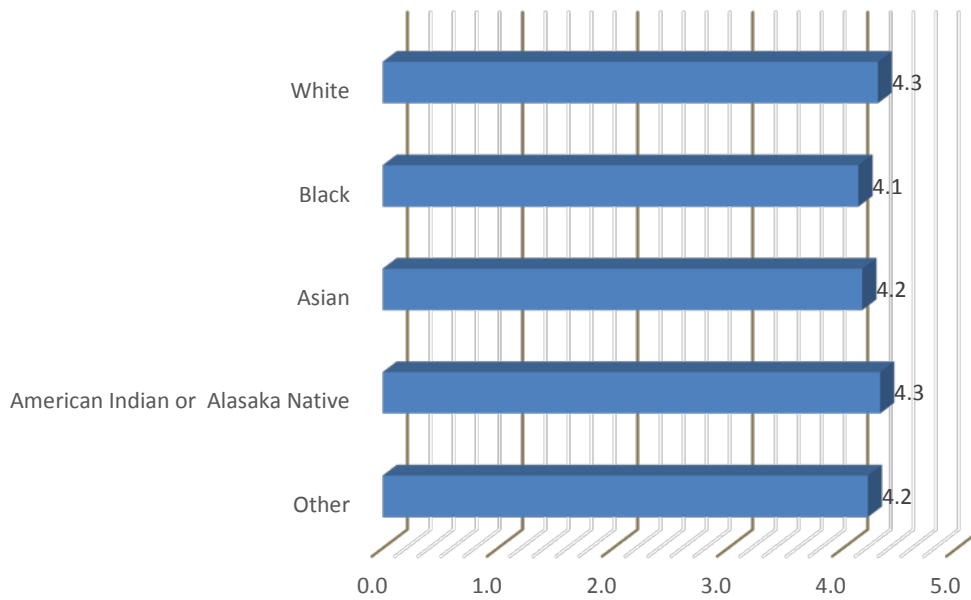
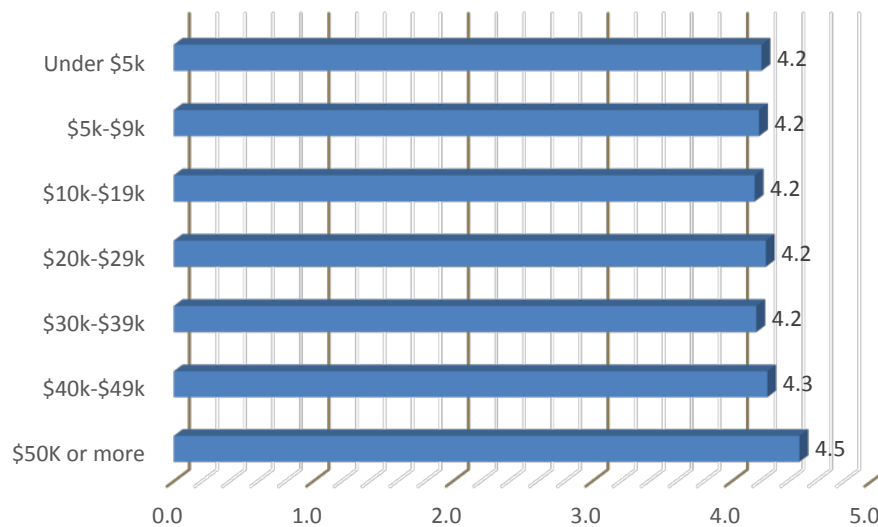


Figure 87: Rider Satisfaction and Household Income



On-Board Survey General Conclusions

Results from the on-board survey provided insight into various aspects of LeeTran bus service. Conclusions drawn from the on-board survey analysis are summarized as follows:

- Overall, most LeeTran riders were “somewhat satisfied” with various aspects of the transit service being provided. However, they believed that focus should be placed on increasing frequency, bus stop improvements (shelters and benches), later evening hours, and expanded weekend service.
- Approximately 22 percent of passengers used the bus five or more days per week.
- A lack of access to a working vehicle or valid driver’s license were noted as primary reasons why many passengers used LeeTran for their transportation needs.
- Approximately 20 percent of passengers indicated that they were transit-dependent in that they would not be able to make this trip if not for the bus.
- Full-fare single trip payment was used by approximately 33 percent of respondents. The full cash fare was the preferred method of payment by passengers in age ranges from 15 to 74 and the majority of income levels.
- Based on the responses to the survey, the average LeeTran rider profile is a white, English speaking, female, between the ages of 16 and 24, with a household income of \$19,000 or less.

Lee County MPO Committee Meetings

On August 4, 2016, the draft TDP was presented for acceptance to the Lee County MPO Technical Advisory Committee (TAC) and Citizens Advisory Committee (CAC). The same presentation used for the public meetings, included in Appendix B, was given to each of the MPO committees. Committee members asked questions regarding various aspects of the TDP, but did not request any modifications. Both the TAC and CAC accepted the draft TDP document as presented. A presentation was also given to the Bicycle and Pedestrian Coordinating Committee on August 23, 2016.