



U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION IV

230 Peachtree Street, NW  
Suite 1400  
Atlanta, GA 30303

February 17, 2015

Steven L. Myers  
Transit Director  
Lee County Transit / LeeTran  
6035 Landing View Road  
Fort Myers, FL 33907

Re: Title VI Program Concurrence: Lee County Transit – Recipient ID No. 1038

Dear Mr. Myers:

This letter is to confirm that we received Lee County Transit / LeeTran's Title VI Program on December 1, 2014 and additional information on February 16, 2015 to replace the program that was set to expire on January 31, 2015. This Title VI Program submission is required pursuant to Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the FTA Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012.

We have reviewed your program and determined that it meets the requirements set out in the FTA's Title VI Circular, 4702.1B. Please plan to submit a Title VI Program by the next due date of December 1, 2017 by attaching it to your Recipient Profile in FTA's TEAM-Web. Please delete any version of the program in TEAM that this submission is replacing. Your Title VI Program will expire 60 days after the due date, on January 31, 2018. If we have not received all required information by the time your Title VI Program expires, the Lee County Transit may experience delays in processing grants or draw-down restrictions.

Thank you for your ongoing cooperation in meeting all of the FTA civil rights program requirements. A copy of this letter has been attached to your Recipient Profile in TEAM. Please contact me at (404) 865-5471 or at [Carlos.Gonzalez3@dot.gov](mailto:Carlos.Gonzalez3@dot.gov) for any questions.

Sincerely,

Carlos A. Gonzalez

cc: LaChant Barnett, Sr. Project Manager (Electronic)  
Dr. Yvette G. Taylor, Regional Administrator, FTA Region IV (Electronic)  
Monica McCallum, Regional Division Chief, FTA Civil Rights (Electronic)



# **[LEETRAN TITLE VI PROGRAM 2015-2017]**

Title VI Program Update covering February 1, 2015 through January 31, 2018. Next TEAM Upload due December 1, 2017 for Title VI Program covering February 1, 2018 through January 31, 2021.

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## Federal Fiscal Year 2014 Certifications and Assurances Signature Page

(Required of all Applicants for FTA funding and all FTA Grantees with an active Capital or Formula Project)

### AFFIRMATION OF APPLICANT

Name of the Applicant: LEE COUNTY TRANSIT

Name and Relationship of the Authorized Representative: Steven L Myers

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, and follow applicable Federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2014, 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 Federal Fiscal Year 2014.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized by 49 U.S.C. Chapter 53 or any other statute

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

Signature Steven L Myers      Date: 2/17/2014

Name Steven L Myers

Authorized Representative of Applicant

### AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): 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: John Fredyma Date:2/17/2014

Name: John Fredyma

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**

Lee County provides public transit service to include fixed-route bus, express bus, trolley service, and Americans with Disabilities Act (ADA) paratransit service through its county transit department known as Lee County Transit also known as LeeTran. LeeTran coordinates with the Florida Department of Transportation (FDOT) for the provision of vanpool and carpool commuter services. LeeTran also coordinates with the Lee County Community Transportation Coordinator (CTC), Good Wheels, Inc., which provides public transportation to Medicaid individuals and those classified by the State of Florida as transportation disadvantaged. In 2012, LeeTran submitted a report to the Federal Transit Administration (FTA) providing for a program to ensure that transit services in Lee County are made available, are equitably distributed, and provide equal access and mobility to any person without regard to race, color, or national origin. This program is updated every three years and received approval from the FTA through January 2015.

This update for 2015-2017 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 update also summarizes the LeeTran transit service provisions since the last program was approved. This update will provide 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.

## **Title VI Program Policy Statement**

LeeTran, a department of Lee County and the provider of public transportation in Lee County, whose purpose is to deliver quality public transportation services to the general public and whose employees have extensive daily contact with the public, recognizes its responsibility to the community it serves and is committed to a policy of non-discrimination. Governed by the Lee County Board of County Commissioners and serving the cities of Bonita Springs, Cape Coral, Fort Myers, the Town of Fort Myers Beach, Sanibel, and other areas of unincorporated Lee County, LeeTran complies with Title VI of the Civil Rights Act. It is LeeTran's policy to ensure non-discriminatory transportation practices throughout Lee County.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

The Environmental Justice (EJ) component of Title VI guarantees fair treatment for all people regardless of race and income. The requirements under EJ include LeeTran identifying and addressing, as appropriate, any potential disproportionate and /or adverse impact of its programs, policies, and activities on minority and low-income populations. In addition to EJ considerations in the administration of public transit, LeeTran in accordance with Executive Order 13166 will undertake reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to programs, services, and information.

The three fundamental Environmental Justice concepts are to:

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

The Lee County Office of Equal Opportunity (OEO) is the primary office to ensure compliance with Equal Employment Opportunity (EEO) regulations and is responsible for investigating employment complaints at the county level. In addition to Lee County's OEO, the Transit Director of LeeTran serves as the LeeTran EEO Officer and all agency staff share in the responsibility of making LeeTran's Title VI program

and all components relating to nondiscrimination 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 the OEO at the phone number, e-mail, or physical address provided below or access it on the LeeTran website at [www.rideleetrans.com](http://www.rideleetrans.com). Any person who believes that they have been denied a benefit, excluded from participation in, or discriminated against under Title VI has the right to file a formal complaint in writing to the Manager of Lee County's OEO, responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs. File your formal complaint in writing, via e-mail, or by phone using the following contacts:

By Mail: Lee County Office of Equal Opportunity  
2115 Second Street, 4th Floor  
Fort Myers, Florida 33901

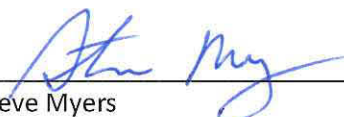
By Phone: Lee County's Office of Equal Opportunity - (239) 533-2245, or  
LeeTran - (239) 533-8726

Visit the web <http://www.leegov.com/gov/dept/equalopportunity/Pages/default.aspx>

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

The Title VI Policy statement is disseminated to all LeeTran staff and is available on LeeTran's website. Implementation of the Title VI Program is considered a legal obligation accepted as part of the financial assistance agreement entered into with the U.S. Department of Transportation's Federal Transit Administration.

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

  
\_\_\_\_\_  
Steve Myers  
Transit Director

2/11/2015  
Date

### **Major Accomplishments since the 2012 Title VI Submittal**

LeeTran has constructed facilities and continued providing service in accordance with FTA regulations achieving the following since the last Title VI submittal:

- LeeTran constructed a permanent transfer station at the Edison Mall in Fort Myers. The building has eight bus bays, plenty of covered seating, rest rooms, and is Wi-Fi equipped. The Edison Mall transfer station was constructed utilizing only local funding.
- LeeTran has installed 33 new bus shelters, with 7 more in varying stages of completion. Most are located along U.S. 41 and Palm Beach Boulevard, with the sites selected based on the number of people boarding or the need to improve transit accessibility. All shelters have solar lighting, trash receptacles and bike racks. A list of 35 additional locations has been made and LeeTran is seeking funding to continue the construction.
- LeeTran is in the process of completing a new facility on Evans Avenue that will include space for administrative, operations, and maintenance functions. The parking lot will be able to accommodate over 200 buses. The facility will also accommodate passenger transfers and customer service areas.
- LeeTran has completed and submitted its updated 2014 Equal Employment Opportunity Program to the Federal Transit Administration for review.
- In October 2014, LeeTran will be making schedule modifications and adding evening trips back into service that were eliminated last fall due to budgetary cuts.
- LeeTran plans to increase its base fare from \$1.25 to \$1.50, as well as, increase the prices of tickets and passes effective January 2015.

## Pending Financial Awards for Fiscal Year 2015

The following federal grants are currently under review.

- FL-34-0002, FY 2013, 5339 Bus and Bus Facilities - \$678,443 for 8 replacement vehicles
- FL-90-X850, FY 2014, 5307 Formula - \$5,833,046 for facility, support vehicles, PM, ADA, SIB capitalization, and bus shelters

## Title VI Program Checklist

The following checklists identify the Title VI Program reporting requirements, as described in FTA Circular 4702.1B with the associated page numbers from this report that address those requirements. The first checklist applies to all recipients of federal funding assistance, while the second checklist refers to 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.

Checklist for all Recipients:

### 1. Title VI Notice to the Public

**Requirement:** Submit a copy of the Title VI Notice to the Public, including a list of locations where the notice is posted.

Title VI Plan: Page 8

### 2. Title VI Complaint Procedure

**Requirement:** Submit a copy of the LeeTran procedures for filing a Title VI complaint.

Title VI Plan: Page 8

**3. Title VI Complaint Form**

**Requirement:** Submit a copy of the LeeTran form for filling a Title VI complaint.

Title VI Plan: Appendix A

**4. List of Transit-Related Title VI Investigations, Complaints, and Lawsuits**

**Requirement:** Submit a list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submittal.

Title VI Plan: Page 9

**5. Public Participation Plan**

**Requirement:** Submit information about outreach methods to engage minority and Limited English Proficiency (LEP) populations and a summary of outreach efforts made since the time of the last submittal.

Title VI Plan: Page 10

**6. Language Assistance Plan**

**Requirement:** Submit a copy of the agency's plan for providing language assistance to LEP persons, which is based on the Department of Transportation LEP guidance.

Title VI Plan: Page 19

**7. Minority Representation**

**Requirement:** Submit a table depicting the membership of non-elected committees and councils broken down by race and a description of the process the agency uses to encourage the participation of minorities on such committees.

Title VI Plan: Page 40

**8. Subrecipient Compliance with Title VI**

**Requirement:** Submit a description of how the agency monitors its subrecipients for compliance with Title VI and a schedule of subrecipient Title VI program submissions.

Title VI Plan: Page 41

**9. Title VI Equity Analysis**

**Requirement:** Submit a Title VI Equity Analysis if the recipient has constructed a facility (vehicle storage facility, maintenance facility, operation center, etc.) since the time of the last submittal.

Title VI Plan: Page 43

**10. Approval of Title VI Documentation**

**Requirement:** Submit a copy of meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or **officials responsible for policy decisions** reviewed and approved the Title VI Program.

Title VI Plan: Page 43 and Appendix H

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:

**1. Service Standards**

**Requirement:** Submit the agency's system-wide service standards by mode for vehicle load, vehicle headway, on-time performance, and service availability.



Title VI Plan: Page 44

**2. Service Policies**

**Requirement:** Submit the agency's system-wide policies by mode for distribution of transit amenities and vehicle assignment.

Title VI Plan: Page 48

**3. Demographic Analysis**

**Requirement:** Submit a demographic analysis of the transit provider's service area, including demographic maps and charts.

Title VI Plan: Page 51

**4. Customer Demographics and Travel Patterns**

**Requirement:** Submit passenger demographic data and travel patterns collected from passenger surveys.

Title VI Plan: Page 56 and Appendix E

**5. Monitoring Program**

**Requirement:** Submit the results of the monitoring program of service standards and policies and any action taken to verify Board approval of the monitoring results.

Title VI Plan: Page 56

**6. Major Service Policy**

**Requirement:** Submit a description of the public engagement process for setting the major service change policy and disparate impact policy, with verification of Board approval of those policies.

Title VI Plan: Page 57 and Appendix B

**7. Equity Analysis**

**Requirement:** Submit the results of any equity analysis for any major service changes and/or fare changes implemented since the last Title VI Program submission, with verification of Board approval of the equity analysis for any service or fare changes.

Title VI Plan: Page 58 and Appendix E

## 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 customer of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting room, etc.

The following Title VI Notice to the Public is posted in the LeeTran administrative offices, website, and terminals.



## Notifying the Public of Rights under Title VI

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 239-533-8726, visit us on the web at [www.rideleetrans.com/EEOPolicy.htm](http://www.rideleetrans.com/EEOPolicy.htm), or visit our administrative office at 6035 Landing View Road, Fort Myers, Florida 33907.
- ∞ Inquiries or complaints related to Title VI may be sent in writing to the LeeTran Transit Director, 6035 Landing View Road, Fort Myers, Florida 33907.
- ∞ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint 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.
- ∞ If information is needed in another language, contact 239-533-8726.



### 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 their office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by LeeTran or the OEO.

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 the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or if any other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

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

### **Title VI Complaint Form**

The LeeTran Title VI complaint form is available in English on the LeeTran website and presented in Appendix A of this report. The LeeTran website also provides access to translation of the Title VI complaint form into other languages.

### **List of Active Title VI Investigations, Complaints, and Lawsuits**

Members of the public 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 documented through 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, via the internet in the form of an email, or written correspondence. Complaints will be documented and tracked for investigation. Once the investigation is completed, the customer is notified of the outcome of the investigation. If the customer is not satisfied with the outcome of the investigation, they are then referred to the LeeTran Transit Director for escalation.

LeeTran did not have any Title VI investigations, complaints, or lawsuits during federal fiscal years 2012-2014. LeeTran has received EEO complaints as indicated in the LeeTran EEO Program.

### **Civil Rights Compliance Review Activities**

FTA Region IV conducted a triennial review in May 2011, which reviewed compliance with all FTA requirements. Results of the review were submitted to LeeTran in June 2011, with responses and any necessary corrective action provided by LeeTran in August 2011. LeeTran underwent its most recent FTA triennial review in September 2014 and is awaiting the compliance review results.

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 potential implications of proposed actions prior to moving forward with implementation. Because 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 Plan**

LeeTran's public involvement process is two-fold. 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 transit service. The LeeTran process has been designed to obtain a wide range of input from the community of both users and non-users. The Lee County MPO PIP can be reviewed in its entirety on the Lee County MPO website at [www.leemppo.com](http://www.leemppo.com) and additional details on the public involvement activities are found in the Limited English Proficiency (LEP) section of this plan. LeeTran also established an internal Public Involvement Policy Number 800-01 to outline the specific activities to be conducted when service is adjusted. The Policy is presented as Appendix B.

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

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

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

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 for those persons. LeeTran disseminates on-board surveys in both English and Spanish to ensure that Spanish-speaking customers have meaningful access to provide input in the planning process. This process also reaches out to obtain input from low-income and minority persons who may not attend a formal public meeting.

In previous years, LeeTran has conducted an extensive public outreach process to identify the transportation needs of individuals with disabilities and low-income persons without access to employment and potential projects to meet those needs using Job Access and Reverse Commute (JARC – Section 5316) and New Freedom funding (Section 5317). The public outreach activities were well attended by representatives from agencies representing low-income and minority persons. Attendees at

these meetings were added to an overall stakeholder list and made aware of future outreach activities and transportation funding opportunities.

Due to the level of outreach and JARC and New Freedom related technical support provided by LeeTran, Creative Resources Works, Inc. has been successful with procuring a vehicle and implementing and maintaining transportation service in Charleston Park that provides trips to low-income persons needing access to jobs and job-related activities. The service connects with the LeeTran fixed-route and provides mobility from Charleston Park to surrounding communities, including Alva. However, with the passing of the Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21), the JARC program has been eliminated with JARC activities eligible for 5307 and 5311 formula grant funding and the New Freedom program has been consolidated with the Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) that is administered by the Florida Department of Transportation (FDOT). Therefore, under this Title VI Program update, LeeTran will no longer have funding available to assist the previously awarded subrecipients, but will continue to work with the existing subrecipients providing assistance and oversight until the remaining funds have been expended. At that time, the community will need to be creative in identifying ways to maintain the transportation services that have been provided in the minority and low-income community through support from LeeTran as the 5316 and 5317 designated recipient.

Below are additional public involvement activities that are conducted regularly by LeeTran and specific to transportation projects.

### **Project Level 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 in an effort to reach out to the public.

### **Transit Development Plan**

LeeTran, as part of the process for planning services and determining its capital program, develops a Transit Development Plan (TDP). The TDP is a requirement of the FDOT. Statute requires Florida transit agencies to complete a major update every five years and in the interim years provide annual progress reports on any changes and accomplishments in implementing the Plan. The TDP is a requirement to receive block grant operating assistance from the FDOT. LeeTran completed its Major TDP Update in September 2011 for fiscal years 2012-2021. 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, direct invitations are sent, notices are placed in a newspaper of general circulation, flyers are placed on vehicles and at public facilities, and information is provided on the LeeTran and/or MPO websites. To view the full TDP, including the public involvement completed visit the LeeTran website at <http://rideleetrans.com/pdfs/Final%20LeeTran%202012%20TDP.pdf>.

In accordance with the MPO PIP, the annual update of the TDP will be submitted to the Transit Advisory Committee (TAC), Citizens Advisory Committee (CAC) and MPO as an informational item. The public meeting notice of the proposed draft of the major update to the TDP will be published in the News-Press fourteen (14) days prior to the scheduled meeting. The draft of the major TDP update will be posted on the Lee County MPO's website fourteen (14) days prior to the public meeting. The proposed draft of the major TDP update will be advertised via the local jurisdictions' (City of Cape Coral, City of Fort Myers and Lee County) and TV channels fourteen (14) days prior to the public meeting. The major update of the TDP will be submitted to the TAC, CAC, and MPO for endorsement prior to approval by the Lee County Board of County Commissioners.

The most recent TDP Major Update included an extensive public involvement process. The 2012- 2021 TDP Update public involvement activities were as follows:

- Review Committee Meetings - A project committee of stakeholders from throughout the community were invited to guide the TDP process and review documentation.
- Public Workshops - Two public workshops were conducted in January 2011, one at the Rosa Parks Intermodal Center and one at the Green Market on McGregor Boulevard. A short survey was administered at each of these workshops to collect participant opinions on specific transportation- and transit-related issues, as well as basic demographic information and attitudinal information regarding the importance of specific aspects of LeeTran service. A total of 85 surveys were completed at the public workshops.
- Community Group Presentations - A series of presentations to various transportation-related groups in Lee County were given in February and March 2011. The community group presentations outlined the purpose of the TDP and gave a brief overview of LeeTran's existing service and vision. The presentations were conducted in order to retrieve public input in regard to transit goals, policies, and service improvements from the TDP Vision Plan. Participants had an opportunity to comment on improvements to the existing service as well as map out specific desires for premium transit.
- Discussion Group Workshops - Six discussion group workshops were held to gather general community perceptions on transit and to help identify issues and opportunities for LeeTran. Two different "user" groups and four different "non-user" groups were identified for the conduct of the discussion group workshops.
- On-Board Survey - To solicit information from LeeTran's fixed-route bus patrons, an on-board survey was distributed in March 2010 as part of LeeTran's COA. The survey questionnaires that were utilized are similar in format and in the types of questions asked in LeeTran's other major on-board survey efforts completed in 2000, 2003, and 2006. This was done to allow for comparative analysis of current and historical survey results. A total of 7,087 LeeTran bus riders responded to the survey, with 4,983 standard surveys and 2,104 trolley surveys. For the standard survey, an average response rate by question of 76.4 percent was achieved while the trolley survey achieved an average response rate of 89.9 percent.

- Lee County MPO and Board Committees - The TDP methodologies and document are taken to the MPO for feedback and approval. The MPO's Board and Committee meetings are advertised and open to the public.
- Lee County Board of County Commissioners - Prior to submittal to the FDOT, the LeeTran governing board must adopt the TDP. The meeting for adoption of the TDP is a regular County Commission meeting noticed in accordance with the Florida Sunshine Law and open to the general public.

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

LeeTran will conduct surveying efforts, at a minimum every five years, to collect information on passenger demographics, travel patterns, fare media usage, existing system performance, and future needs.

### **LeeTran Program of Projects (Capital Investments) – Required Activities**

Capital investments and/or improvement projects shall 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 and Citizens Advisory Committee. Public hearings are also 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 will be in compliance with the Lee County MPO's most current PIP.

The Program of Projects public participation process will include the following elements.

1. Once annually, LeeTran will develop a Program of Projects (POP) included as part of the TDP financial plan, proposed to be funded with Federal, State, and local funding.
2. LeeTran will publish notice of the POP's availability in a newspaper of general circulation in both English and Spanish. The publication will also solicit feedback on the POP.
3. The POP will be adopted by the Lee County Board of County Commissioners as part of the TDP, which provides for additional comment.
4. The POP/TDP shall then be submitted to the FDOT for incorporation into the Work Program and the MPO for incorporation into the TIP.



5. The MPO then completes a public involvement process, including review through its committees, holding a public hearing, and final adoption by the MPO Board.

### **Lee County Transit Task Force**

The Board of County Commissioners directed county administration in September 2010 to create a work plan that provides funding options for LeeTran. A Transit Task Force was formed to advise the Commission on funding options and transit issues.

The task force completed its original mission and presented its recommendations to the Board of County Commissioners in February 2012. It was agreed that the task force would continue its work with the objective of identifying a sustainable funding source for transit and developing a proposal for a transit authority.

The task force's work through 2012 included a recommendation that the group be designated an official advisory board to the Board of County Commissioners. An administrative code was drafted forming the Transit Special Management Committee. The group also created a draft of the state legislation necessary to form a Transit Authority.

The task force has been composed of 19 members of the community representing large employers, health care, social services, higher education, and transportation and planning professionals.

The taskforce has been inactive since its recommendations were provided to the Board in 2012. At this time there is no plan to reenact the taskforce.

### **Disadvantaged Business Enterprise Program**

In July 2013, LeeTran successfully updated its FY 2014-2016 Disadvantaged Business Enterprise (DBE) goal in compliance with 49 CFR, Part 26.45, Subpart C. As part of this effort, LeeTran conducted the following public involvement activities to receive input prior to submitting its updated DBE goal to FTA. The activities were selected to reach the greatest number of participants with opportunities to speak one-on-one with members of the business community.

- Advertised the proposed goal in a newspaper of general circulation and on the LeeTran website.
- 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.
- LeeTran participated at the Florida Gulf Coast University June 7, 2013 Matchmaker event, where LeeTran had a table to inform participants of proposed goal, how to sign up to be a DBE certified vendor, and potential contracting opportunities.
- Held a public workshop on the proposed goal on June 19, 2013.
- Participated with a table near the registration area at the June 20, 2013 Greater Fort Myers Chamber of Commerce General Membership Luncheon.

Participants at the outreach activities were generally pleased with the proposed goal and LeeTran's efforts to notify disadvantaged and small businesses of the upcoming contracting opportunities and the required process for DBE certification.

## **Fare Increases and Service Changes – Required Activities**

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

### **Major Service Changes**

Major service changes require an announcement in the Fort Myers Press, public hearing, and Board of County Commissioners' approval. Determination as to whether or not a modification constitutes a major change is determined on a case-by-case basis, with the exception of total elimination of service which is automatically considered a major service reduction as noted in the Administrative Code.

### **Fares**

The LeeTran fare structure was reviewed and evaluated to determine potential revenue that may be generated based on various increase scenarios, including increasing the fixed-route base fare from \$1.25 to \$1.50 and from \$2.50 to \$3.00 on the paratransit system along with restructuring of the transit bus passes and multi-ride tickets. At the time, LeeTran operated less than 50 fixed-route peak vehicles within its service area and therefore, was not required to complete an equity analysis in accordance with Title VI Circular 4702.1B; however, to evaluate any impacts on minority and low-income populations within Lee County, LeeTran elected to proceed with completing public involvement activities.

LeeTran completed an assessment of the fare structure and alternative fare scenarios that may be considered as options for implementation to assist in addressing an operating shortfall. As a result of increases in operating costs along with local funding decreases, LeeTran reviewed options to generate additional revenue. LeeTran is consistently reviewing ways to improve service efficiencies and reduce overall operating costs to contend with reduced funding while optimizing the system's operating characteristics.

Following the completion of the study, LeeTran conducted five public outreach meetings that were geographically dispersed to discuss the proposed fare increase with the customers and completed a poll on the Lee County Town Hall website. LeeTran also conducted a public hearing that was advertised in the Fort Myers News Press along with posted notices on the buses. The proposed fare increase was also reviewed and supported by the Transit Task Force, with the stipulation that the funds are used to enhance transit service in Lee County. The Lee County Board of County Commissioners approved the LeeTran fare increase at its September 16, 2014 meeting.

The fare increase-related public outreach comments and advertisement are presented in Appendix D of this document.



## Service Changes

LeeTran completes minor service changes on a regular basis related to running time adjustments to improve the efficiency and effectiveness of service. Ridership and stop-level automatic passenger counter (APC) data along with supervisor and operator input are utilized when making these minor service changes. In addition, route enhancements, including headways and realignments require the Transit Director’s approval.

LeeTran also modifies service consistent with seasonal population changes that impact the level of service provided due to increases in the population during tourist season. These changes are made to ensure that regular users of the system are accommodated by increasing service levels in areas that experience high visitor populations. Also, because of the tourism, many of the hospitality industry employees have longer schedules and the increased service assists these individuals with access to employment. Table 1 identifies the service changes that were made since the last Title VI Program update. Prior to a service change, LeeTran posts notices on-board its vehicles to notify customers of the impending change. Customers are always able to comment on services and proposed changes using the LeeTran customer service or through the on-line Citizen’s Response System (CRS). The CRS allows comments to be made with contact information or anonymously. All comments are tracked in the system utilizing a unique ticket number as an identifier. Customers may track the status of their comments and will receive feedback online. Customers wishing to make a comment anonymously can still track the status using the ticket number or can call into the customer service line.

**Table 1: Service Changes since 2012-2014 Title VI Program Update**

Route	Type of Change	Modification Date
<b>Route 140</b>	Split into two routes. Route 140 was modified to terminate at Bell Tower Mall. A new route 240 was implemented to run from Bell Tower Mall to Coconut Point Mall. Route 140 continues to serve the entire route on Sunday.	November 2013
<b>Route 20</b>	Frequency of service reduction after 6PM, Monday – Friday.	November 2013
<b>Route 30</b>	Frequency of service reduction after 6PM, Monday – Saturday.	November 2013
<b>Route 50</b>	Frequency of service reduction after 6PM, Monday – Saturday.	November 2013
<b>Route 70</b>	Frequency of service reduction after 6PM, Monday – Saturday.	November 2013
<b>Route 100</b>	Frequency of service reduction after 6PM, Monday – Saturday.	November 2013
<b>Route 110</b>	Frequency of service reduction after 6PM, Monday – Friday.	November 2013
<b>Route 130</b>	Frequency of service reduction after 6PM, Monday – Friday.	November 2013
<b>Route 140</b>	Frequency of service reduction after 6PM,	November 2013

	Monday – Sunday.	
<b>Route 400</b>	Frequency of service reduction after 6PM, Monday – Sunday.	November 2013
<b>Route 40</b>	Changes to improve operations. Route 40 service to North Nicholas High School on weekdays, with resulting schedule changes.	November 2013
<b>Route 60</b>	Schedule change to improve connections with Route 240.	November 2013
<b>Route 20</b>	Increase frequency of service after 6PM to put back in service the evening trips that were eliminated November 2013.	October 2014
<b>Route 30</b>	Increase frequency of service after 6PM to put back in service the evening trips that were eliminated November 2013.	October 2014
<b>Route 50</b>	Increase frequency of service after 6PM to put back in service the evening trips that were eliminated November 2013.	October 2014
<b>Route 70</b>	Increase frequency of service after 6PM to put back in service the evening trips that were eliminated November 2013.	October 2014
<b>Route 100</b>	Increase frequency of service after 6PM to put back in service the evening trips that were eliminated November 2013.	October 2014
<b>Route 110</b>	Increase frequency of service after 6PM to put back in service the evening trips that were eliminated November 2013.	October 2014
<b>Route 130</b>	Increase frequency of service after 6PM to put back in service the evening trips that were eliminated November 2013.	October 2014
<b>Route 140</b>	Increase frequency of service after 6PM to put back in service the evening trips that were eliminated November 2013.	October 2014
<b>Route 400</b>	Increase frequency of service after 6PM to put back in service the evening trips that were eliminated November 2013.	October 2014

Major service changes, which represent modification to a route or a route’s ridership without elimination of the route, are reviewed through LeeTran’s internal meeting process, where managers and the Transit Director review the impact of the potential route modifications. These types of service changes occur when a route is deemed to be a consistent low performer with regard to ridership, farebox recovery, and latent demand from the service area of the route (evaluated using APC data) or when the agency’s budget has been cut requiring service reductions. For these route changes, the public has an opportunity to comment at the Lee County Board of County Commissioners meeting. Additionally, for these major service changes, LeeTran will notify the public. The notice will state that

any person wanting a public hearing for the proposed change may request one with contact information included in the notice.

Service elimination is the final type of service change that might have an adverse impact to Title VI populations. Procedures for service elimination are covered in the Lee County Administrative Code and require a press announcement and public hearing prior to Board action. LeeTran held a public hearing at the September 4 Budget Public Hearing to discuss the proposed elimination of Routes 60 and 160 as part of refined proposal to balance the budget. After the public comment period, the Board voted to fund the two routes proposed for elimination. Various other modifications were made in lieu of the route elimination in an effort to balance the budget.

Service increases may be implemented with approval of the Transit Director. The final decision to implement any major service changes is made by the Lee County Board of County Commissioners.

### **Public Outreach Techniques**

In accordance with the Lee County MPO PIP, the following techniques will be used as part of this public participation plan in an effort to solicit feedback and input from the public, including minority, low-income, and LEP populations.

### ***Limited English Proficiency Plan (LEP)***

The intent of the LEP Plan is to ensure access to the planning process and information published by LeeTran where it is determined that a substantial number of residents in the LeeTran service area do not speak or read English proficiently. The production of multilingual publications and documents and/or interpretation at meetings or events will be provided to the degree that funding permits based on current laws and regulations.

### ***Media Coverage***

Legal ad notices for all public meetings should be submitted to the NewsPress at least 11 days before the scheduled meeting, so that the advertisement can be run seven (7) days before the scheduled meeting. Public notices may also be submitted to Nuevos Ecos a bi-weekly publication.

Advertisement to the Local jurisdictions television stations should be submitted at least eleven (11) days before the scheduled meetings, stating the location of the meetings along with a link to the appropriate website where the meeting agenda can be viewed, so that the televisions stations can run the advertisement for at least one (1) week before the scheduled meeting date.

### ***MPO Website***

The LeeTran and the Lee County MPO websites may provide access to the public to view and review documents and issues that LeeTran is currently addressing. The LeeTran website has the functionality to translate content to Spanish, Haitian Creole, German, French, and Italian to reach the Limited English Proficiency (LEP) communities.

### ***Public Hearings***

Public Hearings will be held by the LeeTran prior to major service reductions and fare increases. The public hearing may be held as part of a regularly scheduled Lee County Board of County Commissioners Board meeting.

### ***Public Workshops***

Public Workshops shall be held to solicit input and feedback from the public. Copies of comments received at the workshop shall be provided to the Lee County Board of County Commissioners, MPO Board, and its committee's prior to the request for action on transit-related topics.

### ***Brochures and Newspapers***

As necessary, LeeTran may distribute informational brochure and/or newsletters to the Lee County MPO Board and its Committees, to local jurisdictions, local libraries, the different Chamber of Commerce, and provide the documents on the LeeTran website.

## **Language Assistance Plan**

As a public transportation provider receiving federal funding from the U.S. Department of Transportation (DOT), LeeTran has a responsibility under Title VI of the Civil Rights Act of 1964 to take reasonable steps to ensure that Limited English Proficiency (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. LeeTran has completed the following language assistance assessment and gathered data to gain an understanding of the public transportation needs of LEP persons in Lee County.

### **Four-Factor Framework**

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

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

### ***Factor 1 – The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population***

LeeTran provides approximately 4 million passenger trips each year within the Lee County service area. LeeTran is continually providing information to LEP residents of the community. Over 10 percent of the population residing in the LeeTran service area who are five years of age or older speak a language other than English. Due to the number of persons speaking a language other than English, LeeTran has translated the system maps in to Spanish and enabled trip planning services in French, Spanish, German,

and Italian on the LeeTran website. In addition, LeeTran provides printed information in Spanish at all stations and public locations disseminating LeeTran information.

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

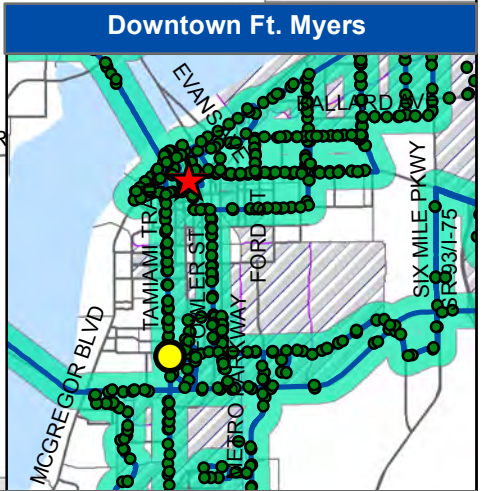
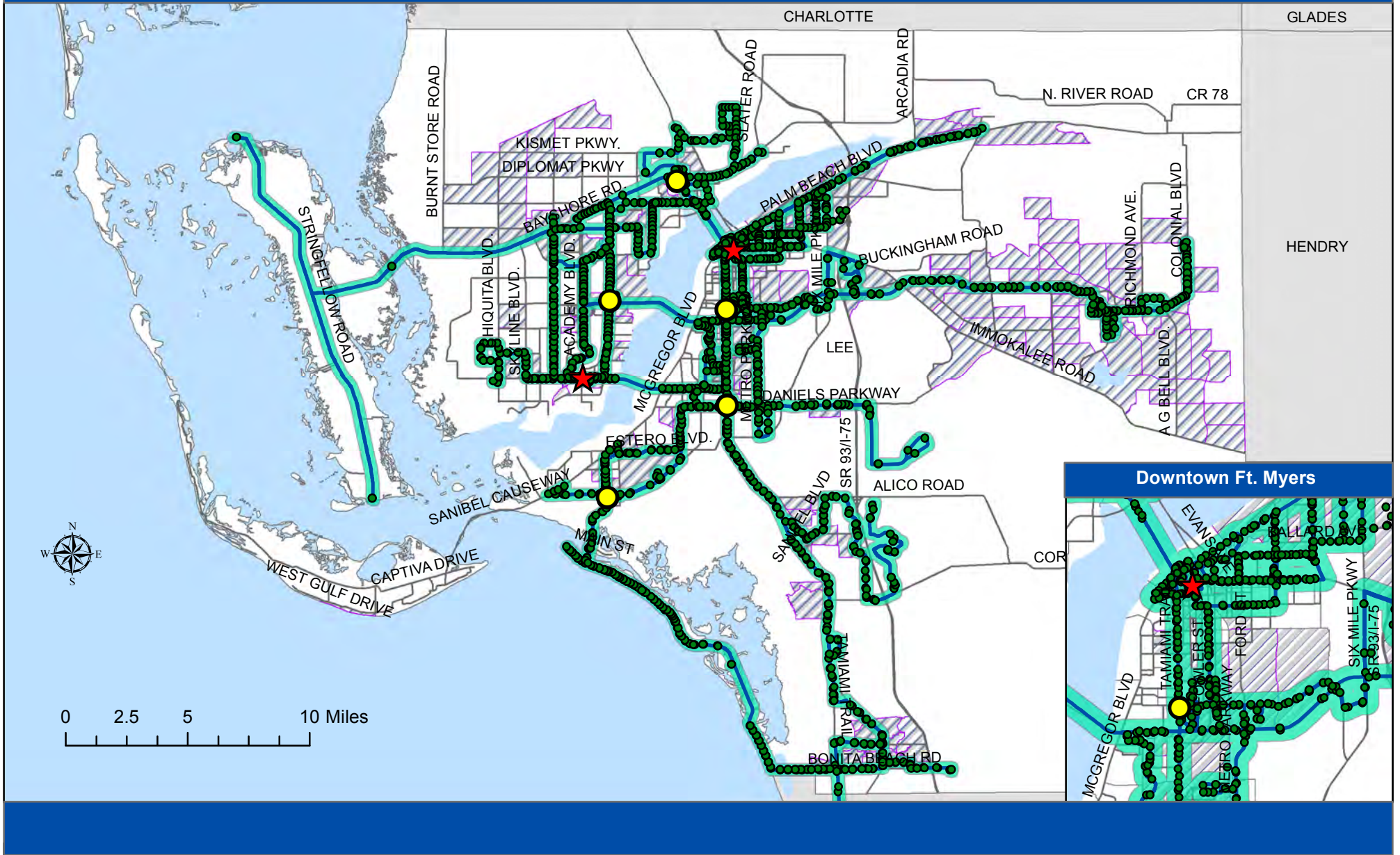
The number and proportion of LEP persons within the LeeTran service area was assessed using the 2008-2012 American Community Survey (ACS) estimates. The ACS data were reviewed to determine the number of people who speak English “very well” and “less than very well” for each Census block group within the LeeTran service area. Lee County Public Schools (LCPS) enrollment data were also assessed to determine the percentage of LEP children who may encounter LeeTran services. In addition, community organizations that service LEP persons can provide input that confirms the data collected from other sources.

LeeTran updates its Language Assistance Plan every three years consistent with the Title VI Program Update. In the interim, interactions with LEP persons are monitored annually through review of on-line, in writing, or in person requests for language translation. Review of external agencies’ LEP information, such as the FTA, FDOT, Lee County MPO, and the Lee County School Board also assists LeeTran in developing its internal LEP training and processes. LeeTran has made adjustments to their internal training procedures used with paratransit and fixed route drivers 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 our drivers treat all of our patrons respectfully and professionally. LeeTran drivers are advised of the internal Policy 300-01, which identifies the need for drivers to be professional and courteous at all times. During training drivers will be advised of the Title VI poster that is located in all fixed route buses and what each person’s rights under Title VI entail. Additionally, drivers are informed that there are brochures that assist the public in utilizing the transit system by showing them how to use the farebox system and the bike rack system on transit vehicles. All of these brochures are provided in both English and Spanish and will be translated into other languages upon request. During orientation and/or refresher operator and customer service training staff will be informed of the Voiance Interpreter program that LeeTran participates in to provide language translation services. This program allows LeeTran supervisory staff to call into the service, identify the language that is being spoken, and be put in touch with an interpreter. These measures ensure that LEP persons that are residents or visitors of Lee County will have meaningful access to public transit service and information.

The geographic boundaries of the LeeTran service area and the existing routes are presented in Map 1. The Census block groups are depicted in white. All Census block groups with an LEP population percentage above the Lee County average (10%) are depicted in gray. As shown on the map, higher proportions of LEP populations are residing to the north of Bayshore Road, along Palm Beach Boulevard, Downtown Fort Myers, Bonita Springs, and in the eastern portion of the county near Immokalee Road and in Lehigh Acres.



# Map 1: Lee County Transit Title VI Analysis - LEP Block Groups



**Legend**

- Lee County owned Transfer Centers
- Other Transfer Centers
- Bus Stops
- Lee County Transit System
- 1/4 Mile Buffer
- Lee County Major Roads
- Limited English Proficiency Block Groups
- Lee County



Table 2 presents the total population and LEP populations for all Census block groups within Lee County.

**Table 2: Percent of Limited English Proficiency Persons by Census Block Group**

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710104061	84	0	16	0	2027	100	4.93%
120710402053	8	0	0	0	357	8	2.24%
120710402055	10	43	0	0	851	53	6.23%
120710402054	0	52	0	0	323	52	16.10%
120710203003	16	0	0	0	1903	16	0.84%
120710205021	8	0	0	0	430	8	1.86%
120710206005	64	0	0	0	293	64	21.84%
120710205011	39	52	0	0	1390	91	6.55%
120710205012	0	10	0	0	1119	10	0.89%
120710208006	117	0	0	14	834	131	15.71%
120710208004	0	0	0	0	578	0	0.00%
120710208005	0	0	0	0	685	0	0.00%
120710206002	0	0	0	0	471	0	0.00%
120710401111	12	12	0	0	1050	24	2.29%
120710401152	14	0	0	0	1312	14	1.07%
120710502052	0	0	58	0	155	58	37.42%
120710402056	140	19	29	0	1155	188	16.28%
120710802021	0	14	0	0	607	14	2.31%
120710503142	33	0	0	0	1451	33	2.27%
120710503141	0	0	0	0	1094	0	0.00%
120710503143	11	17	0	0	1314	28	2.13%
120710104111	327	0	178	0	2015	505	25.06%
120710104072	0	0	0	0	1440	0	0.00%
120710802023	0	0	0	0	379	0	0.00%
120710019122	0	0	0	0	830	0	0.00%
120710401121	9	36	0	0	2843	45	1.58%
120710019061	35	0	0	0	1577	35	2.22%
120710019112	0	11	0	0	391	11	2.81%
120710402073	13	0	0	0	654	13	1.99%
120710402074	173	34	0	0	1079	207	19.18%
120710402072	46	0	0	0	1342	46	3.43%
120710010003	9	0	0	0	583	9	1.54%
120710701023	0	0	0	0	1253	0	0.00%

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710701013	0	0	0	0	570	0	0.00%
120710011014	59	164	0	0	897	223	24.86%
120710011023	133	19	0	0	981	152	15.49%
120710202011	36	0	0	0	694	36	5.19%
120710204001	0	0	0	0	893	0	0.00%
120710205024	12	52	0	0	1602	64	4.00%
120710202012	37	0	0	0	517	37	7.16%
120710203002	92	0	0	0	1046	92	8.80%
120710701011	62	18	0	0	888	80	9.01%
120710801001	0	0	0	0	97	0	0.00%
120710801003	0	0	0	0	128	0	0.00%
120710207002	37	19	0	0	2300	56	2.43%
120710801002	0	0	0	0	33	0	0.00%
120710201022	37	0	0	0	640	37	5.78%
120710802022	0	0	0	0	364	0	0.00%
120710302021	0	0	0	0	333	0	0.00%
120710302024	303	0	0	0	1422	303	21.31%
120710302011	0	0	0	0	816	0	0.00%
120710017061	50	25	0	16	2153	91	4.23%
120710603002	0	0	0	0	509	0	0.00%
120710019102	0	32	0	0	1562	32	2.05%
120710019063	166	0	0	0	616	166	26.95%
120710102041	0	0	0	0	1619	0	0.00%
120710403132	44	48	0	0	302	92	30.46%
120710501063	13	0	0	0	526	13	2.47%
120710401243	173	82	0	0	1679	255	15.19%
120710401091	403	61	0	0	3377	464	13.74%
120710204002	51	26	0	0	2206	77	3.49%
120710202022	7	0	0	0	1374	7	0.51%
120710503101	20	0	0	8	3407	28	0.82%
120710802043	0	18	0	0	795	18	2.26%
120710205023	0	0	0	0	1033	0	0.00%
120710206004	0	14	0	0	318	14	4.40%
120710206001	55	0	0	0	617	55	8.91%
120710602032	0	18	0	0	290	18	6.21%
120710011013	24	190	0	0	571	214	37.48%
120710012023	26	0	0	0	536	26	4.85%



Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710012021	0	0	0	0	1985	0	0.00%
120710201011	0	0	0	0	1376	0	0.00%
120710201023	15	0	0	0	1267	15	1.18%
120710101041	0	0	0	0	1478	0	0.00%
120710101051	32	0	0	0	447	32	7.16%
120710401232	0	0	0	0	244	0	0.00%
120710017075	0	0	0	0	390	0	0.00%
120710017074	0	48	0	0	1755	48	2.74%
120710501064	0	0	0	0	650	0	0.00%
120710403112	422	10	0	0	2438	432	17.72%
120710503133	0	106	0	0	1899	106	5.58%
120710206003	14	0	0	18	726	32	4.41%
120710208001	13	0	0	0	377	13	3.45%
120710401161	233	9	20	0	4653	262	5.63%
120710207001	49	0	0	0	286	49	17.13%
120710203001	0	0	0	0	798	0	0.00%
120710203004	99	0	0	0	1421	99	6.97%
120710701021	26	0	0	0	884	26	2.94%
120710702002	12	0	0	0	1071	12	1.12%
120710012013	351	0	12	0	1955	363	18.57%
120710012024	241	95	0	0	5758	336	5.84%
120710012011	227	738	0	39	3752	1004	26.76%
120710101023	23	33	0	0	2330	56	2.40%
120710201013	44	0	0	0	1255	44	3.51%
120710503131	0	0	0	0	1592	0	0.00%
120710104074	0	0	0	0	721	0	0.00%
120710701012	0	0	0	0	364	0	0.00%
120710802041	0	0	0	0	558	0	0.00%
120710015012	0	7	0	0	1098	7	0.64%
120710401251	543	79	0	0	2145	622	29.00%
120710402032	169	0	0	0	945	169	17.88%
120710402091	2	27	0	0	1054	29	2.75%
120710702005	12	0	0	0	907	12	1.32%
120710702003	0	0	0	0	547	0	0.00%
120710702004	0	0	0	0	222	0	0.00%
120710107012	27	11	36	0	1683	74	4.40%
120710014011	0	29	0	0	404	29	7.18%

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710014015	338	0	0	0	732	338	46.17%
120710014022	0	0	0	0	263	0	0.00%
120710011012	0	51	0	0	315	51	16.19%
120710013002	188	27	0	0	1781	215	12.07%
120710101053	12	0	15	0	645	27	4.19%
120710105011	38	0	0	0	599	38	6.34%
120710103072	78	0	0	0	1271	78	6.14%
120710014021	0	0	0	0	785	0	0.00%
120710602013	0	0	0	0	386	0	0.00%
120710602022	0	0	0	0	347	0	0.00%
120710011021	0	0	0	0	419	0	0.00%
120710403141	0	0	0	0	291	0	0.00%
120710403036	110	25	0	0	797	135	16.94%
120710403111	156	48	0	0	684	204	29.82%
120710403085	51	0	0	0	586	51	8.70%
120710401101	31	47	147	0	1453	225	15.49%
120710401083	3	0	0	0	1587	3	0.19%
120710014023	30	21	0	0	1778	51	2.87%
120710012022	0	0	0	0	355	0	0.00%
120710104113	15	25	23	0	1955	63	3.22%
120710104122	53	14	0	0	2417	67	2.77%
120710402092	36	0	0	0	735	36	4.90%
120710501062	0	14	0	0	1299	14	1.08%
120710503123	0	93	15	0	1206	108	8.96%
120710403123	5	40	0	0	277	45	16.25%
120710503132	440	0	21	0	1907	461	24.17%
120710701022	25	0	0	0	1007	25	2.48%
120710102034	111	0	12	0	1224	123	10.05%
120710403144	97	8	0	0	492	105	21.34%
120710401172	36	42	0	0	3013	78	2.59%
120710012012	72	18	0	0	1600	90	5.63%
120710401191	39	0	0	0	663	39	5.88%
120710401081	41	0	0	11	1250	52	4.16%
120710104123	105	0	0	0	1043	105	10.07%
120710301001	15	0	0	0	670	15	2.24%
120710601025	0	0	0	0	281	0	0.00%
120710302023	106	0	0	0	917	106	11.56%

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710303003	21	11	0	0	711	32	4.50%
120710301004	0	0	0	0	254	0	0.00%
120710501041	21	0	0	0	964	21	2.18%
120710014013	102	137	0	12	722	251	34.76%
120710015025	133	11	50	0	535	194	36.26%
120710208002	0	0	0	0	576	0	0.00%
120710702001	0	13	0	0	638	13	2.04%
120710403101	176	336	0	0	2042	512	25.07%
120710019073	0	39	0	0	959	39	4.07%
120710019072	0	0	0	0	49	0	0.00%
120710019071	0	36	0	0	1774	36	2.03%
120710019081	0	0	0	0	817	0	0.00%
120710015024	201	0	0	0	1299	201	15.47%
120710016022	0	0	0	0	854	0	0.00%
120710302041	0	0	0	0	333	0	0.00%
120710302022	36	19	0	0	378	55	14.55%
120710901001	11	12	0	0	301	23	7.64%
120710017034	53	0	0	0	706	53	7.51%
120710503083	4	0	0	0	1761	4	0.23%
120710102046	0	0	0	0	242	0	0.00%
120710502082	202	13	0	0	2781	215	7.73%
120710506012	0	16	8	15	1642	39	2.38%
120710506013	8	7	149	0	693	164	23.67%
120710803001	17	5	0	0	818	22	2.69%
120710017032	0	0	0	0	562	0	0.00%
120710019074	19	19	0	0	2217	38	1.71%
120710017052	28	0	12	0	1126	40	3.55%
120710017062	48	0	0	12	900	60	6.67%
120710019142	49	0	0	0	2258	49	2.17%
120710802033	0	0	0	0	1037	0	0.00%
120710402081	77	0	0	0	1652	77	4.66%
120710402051	50	0	0	0	1059	50	4.72%
120710802044	0	15	0	0	638	15	2.35%
120710401082	0	48	0	0	443	48	10.84%
120710802024	0	0	0	0	1096	0	0.00%
120710107022	178	0	45	0	1293	223	17.25%
120710019141	0	0	0	0	1117	0	0.00%

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710019121	18	33	0	0	1056	51	4.83%
120710019151	0	0	0	0	1156	0	0.00%
120710019131	0	0	0	0	611	0	0.00%
120710019132	310	0	0	0	1105	310	28.05%
120710019111	0	16	0	0	535	16	2.99%
120710019101	0	16	0	0	725	16	2.21%
120710401141	11	18	0	0	3514	29	0.83%
120710401211	119	239	0	0	1382	358	25.90%
120710501031	78	0	0	0	885	78	8.81%
120710502092	105	0	0	0	920	105	11.41%
120710502093	85	0	387	0	3028	472	15.59%
120710401151	8	7	0	0	1292	15	1.16%
120710503122	78	8	0	0	1014	86	8.48%
120710502041	32	21	45	10	2200	108	4.91%
120710017072	20	70	0	0	863	90	10.43%
120710108014	0	0	0	0	1286	0	0.00%
120710104102	215	71	0	0	3042	286	9.40%
120710401272	485	20	0	0	2295	505	22.00%
120710401273	330	0	0	0	754	330	43.77%
120710602012	0	0	0	0	151	0	0.00%
120710302031	196	0	11	0	1597	207	12.96%
120710401132	0	49	0	0	843	49	5.81%
120710401131	0	0	0	3	997	3	0.30%
120710104091	61	28	0	0	3434	89	2.59%
120710104092	4	0	0	0	730	4	0.55%
120710102042	130	15	0	22	4214	167	3.96%
120710502071	0	39	0	0	1658	39	2.35%
120710401261	32	29	0	0	1106	61	5.52%
120710401262	269	0	0	0	1446	269	18.60%
120710401222	108	368	0	0	2046	476	23.26%
120710401221	133	106	0	0	1210	239	19.75%
120710104101	0	0	0	0	494	0	0.00%
120710017053	0	0	0	0	451	0	0.00%
120710014016	102	0	0	0	1088	102	9.38%
120710503084	527	0	0	0	1319	527	39.95%
120710502081	628	26	0	0	2507	654	26.09%
120710402093	90	0	0	0	1124	90	8.01%

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710402102	36	35	0	0	899	71	7.90%
120710403016	410	69	0	0	2264	479	21.16%
120710201012	0	8	0	0	2070	8	0.39%
120710103061	56	0	0	0	847	56	6.61%
120710201021	163	17	0	0	2162	180	8.33%
120710802032	0	24	0	6	223	30	13.45%
120710103032	46	0	0	0	1678	46	2.74%
120710401201	99	0	8	0	1255	107	8.53%
120710403121	8	0	0	0	296	8	2.70%
120710503111	7	28	0	0	4168	35	0.84%
120710401181	0	0	0	0	1041	0	0.00%
120710016023	0	0	0	0	876	0	0.00%
120710501052	0	0	8	0	1493	8	0.54%
120710506022	508	0	0	0	1923	508	26.42%
120710506023	72	25	0	0	1857	97	5.22%
120710401171	0	0	0	0	684	0	0.00%
120710202021	0	10	0	0	1252	10	0.80%
120710802031	0	0	0	0	468	0	0.00%
120710803002	14	0	0	0	924	14	1.52%
120710502062	17	15	0	0	1095	32	2.92%
120710502061	110	0	0	0	1213	110	9.07%
120710502063	0	0	0	0	604	0	0.00%
120710402052	16	57	0	0	735	73	9.93%
120710019143	120	5	0	0	1309	125	9.55%
120710401162	152	0	44	0	1460	196	13.42%
120710501043	17	0	0	0	870	17	1.95%
120710403093	374	104	0	0	2310	478	20.69%
120710302042	0	0	0	0	257	0	0.00%
120710401233	15	8	0	16	2991	39	1.30%
120710401212	158	14	0	0	957	172	17.97%
120710401112	0	20	0	0	1578	20	1.27%
120719800001	0	0	0	0	0	0	0.00%
120710007002	17	176	0	0	1143	193	16.89%
120710402061	88	0	0	0	1066	88	8.26%
120719900000	0	0	0	0	0	0	0.00%
120710403131	89	0	0	0	873	89	10.19%
120710105021	52	0	0	0	293	52	17.75%

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710403143	11	15	0	0	370	26	7.03%
120710901002	0	0	0	0	448	0	0.00%
120710401271	0	0	0	0	568	0	0.00%
120710402101	125	26	0	0	859	151	17.58%
120710205022	0	13	0	0	609	13	2.13%
120710402035	20	28	0	0	681	48	7.05%
120710402034	235	18	0	0	876	253	28.88%
120710402037	123	8	0	0	2048	131	6.40%
120710901003	0	0	0	0	177	0	0.00%
120710403014	521	0	0	0	1525	521	34.16%
120710403012	16	0	0	0	649	16	2.47%
120710403024	26	34	13	0	469	73	15.57%
120710403023	106	33	0	0	478	139	29.08%
120710403035	58	0	0	0	663	58	8.75%
120710403084	35	163	0	0	524	198	37.79%
120710403083	380	36	0	0	813	416	51.17%
120710403082	117	13	0	0	551	130	23.59%
120710402031	40	0	0	0	1368	40	2.92%
120710402071	13	112	0	0	1179	125	10.60%
120710403034	112	0	0	0	1038	112	10.79%
120710403031	416	107	0	0	1275	523	41.02%
120710403122	11	0	0	0	491	11	2.24%
120710403142	7	16	0	0	174	23	13.22%
120710403081	62	63	0	0	705	125	17.73%
120710403041	168	0	0	0	1027	168	16.36%
120710403042	49	11	0	0	1122	60	5.35%
120710403044	311	0	0	0	879	311	35.38%
120710403043	132	0	0	0	584	132	22.60%
120710403054	137	0	0	0	951	137	14.41%
120710403053	284	11	0	0	1312	295	22.48%
120710403052	41	0	39	0	641	80	12.48%
120710403091	33	0	0	0	1222	33	2.70%
120710303001	10	0	0	0	520	10	1.92%
120710303004	7	0	0	0	842	7	0.83%
120710303002	0	0	0	0	596	0	0.00%
120710302025	489	0	0	0	1378	489	35.49%
120710017031	0	0	0	0	568	0	0.00%

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710018014	13	0	0	0	898	13	1.45%
120710301003	0	0	0	0	470	0	0.00%
120710401241	237	9	0	0	2100	246	11.71%
120710401242	225	57	0	0	1674	282	16.85%
120710401231	27	65	0	0	939	92	9.80%
120710401223	860	52	0	0	2120	912	43.02%
120710502032	10	70	18	0	2317	98	4.23%
120710601023	0	0	0	0	418	0	0.00%
120710601022	0	18	0	0	881	18	2.04%
120710601012	11	30	0	0	715	41	5.73%
120710017073	0	0	0	0	506	0	0.00%
120710108023	5	7	0	0	432	12	2.78%
120710503082	45	0	24	0	2728	69	2.53%
120710505004	18	0	0	0	955	18	1.88%
120710004022	186	10	0	0	1434	196	13.67%
120710502051	167	170	62	0	1646	399	24.24%
120710501042	10	36	0	0	441	46	10.43%
120710502031	31	20	0	0	1941	51	2.63%
120710502091	0	116	0	0	1384	116	8.38%
120710503051	0	29	14	0	3058	43	1.41%
120710506011	14	0	0	0	724	14	1.93%
120710504003	470	20	0	0	1903	490	25.75%
120710504005	417	26	0	0	1165	443	38.03%
120710101034	39	0	0	0	1171	39	3.33%
120710101022	77	0	0	0	902	77	8.54%
120710101024	31	0	0	0	516	31	6.01%
120710101025	60	0	39	0	947	99	10.45%
120710101032	214	0	0	0	1385	214	15.45%
120710104041	161	30	0	0	2093	191	9.13%
120710103063	613	5	100	0	3426	718	20.96%
120710103031	93	46	0	0	1308	139	10.63%
120710103033	28	65	0	0	1511	93	6.15%
120710103034	114	9	0	0	1293	123	9.51%
120710505003	1277	0	0	0	2093	1277	61.01%
120710505002	196	0	0	0	1208	196	16.23%
120710101033	60	0	0	0	1103	60	5.44%
120710101031	177	0	15	0	1533	192	12.52%

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710102012	158	57	0	0	1405	215	15.30%
120710102011	119	0	0	0	1153	119	10.32%
120710102014	49	0	0	0	1134	49	4.32%
120710103042	128	14	0	0	1453	142	9.77%
120710103041	65	34	0	0	2015	99	4.91%
120710103051	48	0	0	0	1964	48	2.44%
120710104103	2	34	0	0	3733	36	0.96%
120710104073	0	35	0	0	1288	35	2.72%
120710104063	0	0	0	0	300	0	0.00%
120710105014	15	0	0	0	560	15	2.68%
120710105013	161	10	0	0	1040	171	16.44%
120710108022	188	0	0	0	1116	188	16.85%
120710108026	11	8	0	0	477	19	3.98%
120710108025	0	0	0	0	505	0	0.00%
120710108024	13	19	0	0	273	32	11.72%
120710108021	36	37	0	0	367	73	19.89%
120710006001	190	281	0	0	1244	471	37.86%
120710018022	40	0	19	0	1104	59	5.34%
120710802042	0	0	0	0	370	0	0.00%
120710503121	35	0	0	0	375	35	9.33%
120710504004	109	39	0	0	1428	148	10.36%
120710504001	227	0	0	0	1335	227	17.00%
120710504002	1357	44	28	0	2542	1429	56.22%
120710104094	66	14	0	0	1509	80	5.30%
120710104093	51	12	0	0	1549	63	4.07%
120710104104	193	116	0	0	1770	309	17.46%
120710104105	9	26	0	0	3295	35	1.06%
120710104052	97	0	0	0	1869	97	5.19%
120710105024	0	14	0	0	453	14	3.09%
120710105025	19	0	0	0	257	19	7.39%
120710105023	10	0	0	0	460	10	2.17%
120710105027	19	61	0	0	1155	80	6.93%
120710105026	40	0	0	0	413	40	9.69%
120710105022	11	12	0	0	897	23	2.56%
120710106014	12	13	0	0	1024	25	2.44%
120710106012	0	19	42	0	778	61	7.84%
120710401153	6	7	39	0	1821	52	2.86%



Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710005022	35	0	0	0	654	35	5.35%
120710005023	0	0	0	0	602	0	0.00%
120710602011	0	0	0	0	150	0	0.00%
120710602031	0	5	0	0	1410	5	0.35%
120710103071	89	75	22	0	2314	186	8.04%
120710103073	233	10	0	0	1878	243	12.94%
120710005042	586	0	0	0	1286	586	45.57%
120710503061	36	4	29	0	1903	69	3.63%
120710004021	165	0	0	0	880	165	18.75%
120710505001	548	5	0	0	1763	553	31.37%
120710506021	119	0	0	0	875	119	13.60%
120710502094	924	0	82	0	3620	1006	27.79%
120710101052	87	24	0	0	1837	111	6.04%
120710103043	486	41	24	0	4622	551	11.92%
120710103044	63	51	0	0	1002	114	11.38%
120710104053	98	52	84	0	2621	234	8.93%
120710107021	25	25	0	0	703	50	7.11%
120710102017	244	16	0	0	1079	260	24.10%
120710102016	61	0	0	0	662	61	9.21%
120710102013	284	0	27	0	1487	311	20.91%
120710102015	125	0	0	0	1264	125	9.89%
120710103052	0	7	0	0	1417	7	0.49%
120710501051	8	0	0	0	663	8	1.21%
120710003012	106	0	0	0	741	106	14.30%
120710602021	0	35	0	0	1150	35	3.04%
120710603001	0	0	13	0	332	13	3.92%
120710603003	0	0	0	0	228	0	0.00%
120710503071	42	47	0	0	4171	89	2.13%
120710005043	0	0	11	0	474	11	2.32%
120710005041	284	0	0	24	710	308	43.38%
120710005024	33	0	0	0	1288	33	2.56%
120710006004	0	0	0	0	1631	0	0.00%
120710006003	21	9	0	0	989	30	3.03%
120710003024	435	0	12	70	751	517	68.84%
120710004012	139	0	0	0	817	139	17.01%
120710803003	0	0	0	0	847	0	0.00%
120710003013	623	0	0	0	1149	623	54.22%

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710003011	58	7	0	34	643	99	15.40%
120710003023	740	0	37	0	1649	777	47.12%
120710008003	0	0	0	0	253	0	0.00%
120710010006	0	0	0	0	650	0	0.00%
120710010005	0	34	0	0	768	34	4.43%
120710014012	0	0	0	0	89	0	0.00%
120710018012	29	107	0	0	2039	136	6.67%
120710005031	0	0	0	0	648	0	0.00%
120710005032	291	57	0	0	1247	348	27.91%
120710005033	275	0	0	0	1635	275	16.82%
120710601011	0	0	0	0	262	0	0.00%
120710601021	0	0	0	0	270	0	0.00%
120710101021	0	0	0	0	764	0	0.00%
120710101036	136	0	13	0	1380	149	10.80%
120710101035	182	0	0	0	1312	182	13.87%
120710107023	0	21	0	0	520	21	4.04%
120710107011	0	51	0	0	1181	51	4.32%
120710108034	10	0	0	0	606	10	1.65%
120710108032	11	8	0	0	564	19	3.37%
120710108031	8	28	0	0	516	36	6.98%
120710102045	0	0	0	0	490	0	0.00%
120710102044	71	0	0	0	716	71	9.92%
120710103023	196	0	0	0	1654	196	11.85%
120710104121	32	0	0	0	1025	32	3.12%
120710104051	172	0	0	0	3302	172	5.21%
120710016014	38	0	0	0	829	38	4.58%
120710104043	127	0	0	0	1486	127	8.55%
120710106013	85	0	0	0	1300	85	6.54%
120710106011	0	15	0	0	957	15	1.57%
120710106023	39	0	0	0	626	39	6.23%
120710106021	0	0	0	0	481	0	0.00%
120710009003	0	0	0	0	849	0	0.00%
120710009002	0	0	0	0	1129	0	0.00%
120710013001	139	14	0	0	913	153	16.76%
120710016021	50	33	0	0	1247	83	6.66%
120710017071	70	69	0	0	773	139	17.98%
120710004011	711	0	0	0	1385	711	51.34%

Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710005021	0	0	0	0	726	0	0.00%
120710006002	0	0	0	0	661	0	0.00%
120710009001	0	0	0	0	746	0	0.00%
120710007003	7	35	0	0	674	42	6.23%
120710007001	104	28	0	0	334	132	39.52%
120710008001	7	23	15	0	516	45	8.72%
120710010002	357	0	16	0	1655	373	22.54%
120710010004	51	0	0	0	557	51	9.16%
120710010001	0	0	0	0	1412	0	0.00%
120710011011	84	0	0	0	870	84	9.66%
120710011022	48	222	0	0	1338	270	20.18%
120710014014	111	61	0	0	1121	172	15.34%
120710016011	89	33	0	0	951	122	12.83%
120710017011	11	0	0	0	804	11	1.37%
120710017013	14	12	16	0	587	42	7.16%
120710301002	10	31	0	0	1027	41	3.99%
120710403022	119	31	0	0	1022	150	14.68%
120710403032	107	41	0	0	648	148	22.84%
120710403033	210	0	0	0	533	210	39.40%
120710403051	0	0	0	0	574	0	0.00%
120710403092	261	41	0	0	2035	302	14.84%
120710208003	0	0	0	0	336	0	0.00%
120710601024	0	15	0	0	643	15	2.33%
120710501061	15	23	0	0	1317	38	2.89%
120710102043	203	0	0	0	913	203	22.23%
120710103021	85	0	0	0	901	85	9.43%
120710103022	267	0	0	0	2432	267	10.98%
120710108033	0	9	0	0	329	9	2.74%
120710101054	37	0	0	0	502	37	7.37%
120710101055	0	0	0	0	1204	0	0.00%
120710101026	331	11	0	0	1650	342	20.73%
120710102031	74	21	22	0	1760	117	6.65%
120710102033	0	0	0	0	501	0	0.00%
120710102032	54	0	0	0	1944	54	2.78%
120710104042	66	20	0	0	2060	86	4.17%
120710104062	219	102	34	0	3664	355	9.69%
120710104071	353	111	0	0	2898	464	16.01%

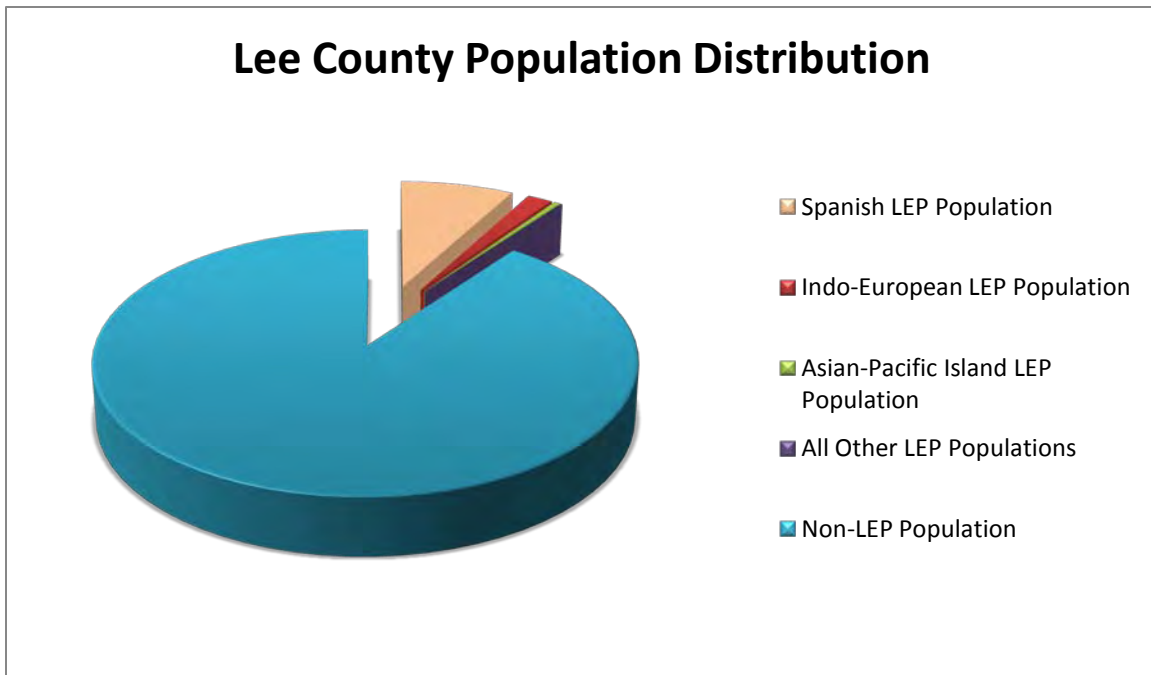
Census Block Group	Spanish Population	Indo-European Population	Asian-Pacific Islander Population	All Other Populations	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
120710105012	96	10	10	0	719	116	16.13%
120710106022	46	9	22	0	997	77	7.72%
120710107014	101	20	0	0	596	121	20.30%
120710107013	68	50	0	0	903	118	13.07%
120710108011	0	16	0	0	267	16	5.99%
120710108012	10	0	0	0	393	10	2.54%
120710108013	44	28	0	0	457	72	15.75%
120710003021	68	47	0	0	755	115	15.23%
120710503081	0	15	72	0	998	87	8.72%
120710004013	283	0	0	0	575	283	49.22%
120710503102	0	0	0	0	650	0	0.00%
120710003014	308	14	0	0	1219	322	26.42%
120710003022	328	0	0	0	1417	328	23.15%
120710103062	117	47	0	0	991	164	16.55%
120710008002	0	0	0	0	458	0	0.00%
120710019152	3	0	0	0	1311	3	0.23%
120710019062	413	143	0	0	4330	556	12.84%
120710018011	0	0	0	0	624	0	0.00%
120710402036	641	17	0	0	1979	658	33.25%
120710402033	69	110	0	0	1084	179	16.51%
120710403011	9	0	0	0	533	9	1.69%
120710403015	523	8	0	0	1261	531	42.11%
120710403013	13	0	0	0	206	13	6.31%
120710403021	111	0	0	0	959	111	11.57%
120710018021	45	6	0	0	1116	51	4.57%
120710018013	23	0	0	0	1019	23	2.26%
120710015021	47	16	33	0	356	96	26.97%
120710015022	320	0	16	0	647	336	51.93%
120710015011	0	0	23	0	1359	23	1.69%
120710015023	488	0	0	0	1806	488	27.02%
120710016012	85	9	39	0	614	133	21.66%
120710016013	48	64	0	0	1441	112	7.77%
120710104112	0	0	0	0	517	0	0.00%
120710017033	25	25	0	0	2473	50	2.02%
120710017051	35	13	0	0	1507	48	3.19%
120710019031	0	21	0	0	2696	21	0.78%
120710017012	17	0	0	0	1260	17	1.35%

Table 3 presents a summary of the total number and percentage of LEP persons for all Census block groups located within Lee County. The LEP population accounts for 10 percent of the total population. Figure 1 illustrates the distribution of all populations within the Lee County geographic boundaries.

**Table 3: Summary of Limited English Proficiency Persons within Lee County**

Total Census Block Group Population	Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian-Pacific Islander Population	Total LEP All Other Population	Total LEP Population
590,835	46,557	10,193	2,473	330	59,553
100%	7.88%	1.73%	0.42%	0.06%	10.08%

**Figure 1: Distribution of Limited English Proficiency Persons within Lee County**



According to the latest statistics provided by LCPS, the total number of enrolled LEP students or English for Speakers of Other Languages, E.S.O.L (a program for students, prekindergarten through grade 12, whose native language is other than English and who are classified as less than proficient in English) is 8,600. The E.S.O.L students represent 159 different countries and speak approximately 98 different languages. Spanish-speaking students represent the largest limited English proficiency population, followed by Haitian Creole speaking students, and then Portuguese speaking students.

Each limited English proficient student is identified, placed and monitored for performance. Whenever possible, at school sites with 15 limited English students speaking the same native language, a native language speaker is provided to assist students in receiving comprehensible instruction. Parent

involvement activities are also conducted. These students and their parents may rely on public transit for transportation to school and other activities. Table 4 displays the quantitative data on the LEP student population within Lee County.

**Table 4: Percentage of Limited English Proficiency Students within Lee County Public Schools**

Total LCPS Student Population	Total LEP Student Population	Percentage of LEP Students
85,333	8,600	10.1%

LeeTran will reach out to community organizations that serve LEP populations to better understand the number of LEP persons in the service area. The community organizations will be identified by reviewing information from the Internet and using LeeTran’s existing contacts and stakeholder list.

***Factor 2 – The Frequency of with which LEP Persons come into Contact with the Agency’s Programs, Activities, and Services***

To quantify the frequency of LEP persons that come into contact with the agency’s programs, activities, and services, LeeTran staff will track the number of requests for information in languages other than English and the LeeTran website views in other languages. Tracking the language preference of the customer base will allow LeeTran to better serve its customers and determine the percentage of LEP persons using LeeTran services. Therefore, LeeTran will know if materials are needed in languages other than English based on a high number of requests rather than relying on demographic data reported through the Census.

The Lee County MPO LEP Plan was reviewed as part of this four-factor framework analysis. The MPO indicated in its 2010 analysis that no requests have been made by either individuals or groups directly to the MPO for Spanish or other language interpreters or publications.

The following measures were implemented by LeeTran to provide assistance to LEP persons and to document and measure the frequency of contact with LEP persons.

**Implementation Measures**

LeeTran Website – In July 2011 the LeeTran website was upgraded to include a jump page to Google Translate that allows the text to be translated to Spanish, German, French, Haitian Creole, and Italian by clicking on the preferred language. In addition, the website provides customers with general information about LeeTran, including advertising, fares and passes, announcements, ADA services, and “How to Ride.” From 2012 to 2014, 1,141 persons visited the Google Translate page from the LeeTran website.

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

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

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

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

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

On-board Surveys – Future service planning efforts often include the dissemination of customer demographic and opinion surveys to collect information about who is using the service and how the service could be improved for those persons. LeeTran disseminates on-board surveys in both English and Spanish to ensure that Spanish-speaking customers have meaningful access to provide input in the planning process. During the 2010 LeeTran Comprehensive Operational Analysis (COA) process, a total of 4,983 standard on-board surveys were received from riders on local bus service. Of those surveys, 686 or 14 percent were completed in Spanish. The Spanish survey response rate is similar to the percentage of LEP persons indicated during the analysis of Lee County census tracts.

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

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

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

LeeTran representatives are members of many of the MPO Committees, including the Local Coordinating Board, the Bicycle Pedestrian Coordinating Committee, and the Traffic Management and



Operations Committee. Therefore, Spanish interpreter services are available at many of the meetings where LeeTran staff may participate in the transportation planning process.

Customer Service – LeeTran’s drivers complete the driver training program as new employees and participate in refresher training courses annually. As part of the training, drivers are reminded of the importance of conveying information to passengers, particularly assisting passengers with using the transit system, especially those with language or other barriers. 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 underscore the importance of providing assistance to persons with language and other 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 the DOT LEP guidance. In addition, LeeTran has attended meetings at the Hispanic Chamber of Commerce to disseminate important information, including job opportunities.

### ***Factor 3 – The Importance of the Programs, Activities, and Services to LEP Persons***

LeeTran recognizes that based on the LEP population shown as part of the Census and LCPS analysis, special effort is necessary to communicate important transit information to some of its riders in languages other than English. In order to meet this need, LeeTran will continue to conduct the activities listed previously and enhance its LEP outreach based on the resources available. Some potential efforts that may be conducted are listed below.

Community Outreach – LeeTran will continue to contact community organizations that serve LEP persons within the LeeTran service area to confirm the statistical analysis in an effort to quantify the number of persons in need of language assistance. During various transit planning processes, community organizations will be asked to provide information pertaining to the population(s) that they serve. The questions will focus on the number of people served, public transportation inquiries, most frequently traveled destinations, locations that are difficult to access, transit needs, and travel patterns. The key concerns mentioned by the community organizations will be reviewed by LeeTran in an effort to improve the provision of service to LEP persons. LeeTran continues to coordinate with many community agencies through administration of its JARC and New Freedom programs.

In addition, inclusive public participation is a priority consideration in LeeTran plans, studies, and programs. The impacts of LeeTran’s programs, activities, and services have an impact on all residents.

Signage – LeeTran will continue to post signs to communicate language services available 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.

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 plans to ensure that the plans include the needs of all community members and especially those in minority populations.

#### ***Factor 4 – The Cost and Resources Available***

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 the cost associated with the existing language assistance measures and the cost associated with implementing enhanced language assistance measures, including an estimate of the number of staff and the percentage of staff time necessary to provide the current and proposed LEP resources, the number of hits on the LeeTran website in languages other than English, the number of translated newspaper announcements, and the number of Spanish on-board surveys completed during planning efforts. LeeTran will also periodically meet with staff that are in contact with LEP persons to determine whether the language assistance measures are effective. The LEP Plan will be assessed and updated based on legislative guidelines, available resources, community feedback, and modifications to the service area.

#### **Conclusion**

The LEP four-factor framework analysis indicates that the percentage of LEP persons within the LeeTran service area in comparison to the language assistance resources being provided by both LeeTran and the Lee County MPO are acceptable based on the identified needs and resources available. LeeTran will continue to monitor the need for additional language assistance based on Census data, LCPS data, community organization input, and data available through the MPO. LeeTran will make necessary changes to its LEP Plan to account for any growth in the LEP population or the need to alter the mix of services being provided in accordance with the Safe Harbor stipulation.

#### **Minority Representation on Committees and Councils**

The Lee County Board of County Commissioners is the official decision making body for LeeTran. The composition of the Board of County Commissioners is determined through an election. Each County Commissioner is elected at large for a four-year term of office, and each Commissioner represents and resides in one of the five Commission Districts; therefore, LeeTran has no ability to ensure that there is adequate representation of minorities on this body.

Listed below in Table 5 are the breakdown of minority representation among the CAC and the TAC. The CAC consists of up to 24 appointed citizens who make recommendations to the MPO from the public's perspective on proposed long-range transportation plans, project plans, priorities for state and federal funding, and other transportation issues. The TAC consists of local and state agency planners, engineers, and transit operators who make recommendations to the MPO on transportation plans, programs, and

priorities on behalf of the agencies they represent. While 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.

The JARC and New Freedom project selection committee is the only non-elected, advisory committee appointed by LeeTran. The previous membership of the selection committee is broken down by race in Table 5. Efforts to encourage the participation of minorities on the committee include outreach to minority members of the community and social service agencies. However, the grant programs previously used to award funding through the JARC and New Freedom selection committee have been repealed and consolidated; therefore, without the availability of additional funds under those programs, the committee will not be reconvened to review and rank applications.

**Table 5: Racial Composition of Committees**

<b>Body</b>	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>	<b>Native American</b>	<b>Other</b>
<b>Population</b>	70.8%	18.4%	7.8%	1.5%	0.2%	1.3%
<b>Technical Advisory Committee</b>	18 – Male (55%)	0 – Male (0%)	0 – Male (0%)	0 – Male (0%)	0 – Male (0%)	1 – Male (3%)
	12 – Female (36%)	2 – Female (6%)	0 – Female (0%)	0 – Female (0%)	0 – Female (0%)	0 – Female (0%)
<b>Citizen’s Advisory Committee</b>	18 – Male (72%)	1 – Male (4%)	1 – Male (4%)	0 – Male (0%)	0 – Male (0%)	0 – Male (0%)
	4 – Female (16%)	0 – Female (0%)	1 – Female (4%)	0 – Female (0%)	0 – Female (0%)	0 – Female (0%)
<b>JARC and New Freedom Project Selection Committee</b>	2 – Male (40%)	1 – Male (20%)	0 – Male (0%)	0 – Male (0%)	0 – Male (0%)	0 – Male (0%)
	1 – Female (20%)	0 – Female (0%)	0 – Female (0%)	0 – Female (0%)	0 – Female (0%)	1 – Female (20%)

### Sub-recipient Compliance with Title VI

LeeTran has extended federal financial assistance to subrecipients through the competitive selection process. The subrecipients that have received funding over the last three years are listed below along with the type of federal assistance received.

- Cape Coral Mini-Bus – Job Access and Reverse Commute
- Creative Resources, Inc. – Job Access and Reverse Commute
- Hope Clubhouse – Job Access and Reverse Commute
- LARC, Inc. – Job Access and Reverse Commute
- Quality of Life Center – Job Access and Reverse Commute

- Lighthouse – Job Access and Reverse Commute
- LinC – Job Access and Reverse Commute
- VPSI – Job Access and Reverse Commute
- Bluebird Taxi Services – New Freedom
- Creative Resources, Inc. – New Freedom
- Dr. Piper Center – New Freedom
- GoodWheels – New Freedom
- Hope Hospice – New Freedom
- Senior Friendship – New Freedom

Through the sub-recipient agreements that LeeTran executes with all of its JARC and New Freedom sub-recipients, which outlines the Federal clauses, certifications, required record keeping, and mandatory quarterly reporting, LeeTran monitors its sub-recipients.

As needed, sub-recipients are instructed to attend orientation meetings onsite at the LeeTran facilities in order to ensure compliance with the agreements in place. When applicable, LeeTran has conducted site visits to the sub-recipients' facilities to verify compliance with the grant requirements.

When the existing JARC and New Freedom funds are exhausted LeeTran will not have any active subrecipients. The FTA 5310 Grant Program funding will be administered by the FDOT; therefore, LeeTran will not have any subrecipients under the 5310 Program.

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

LeeTran provides all existing services directly; however, if and when contract transit providers are utilized, the Lee County procurement process is used to ensure that the process is fair and open to all providers. If LeeTran services are contracted and it results in a change to the level of service provided, an analysis of such change on Title VI populations will be conducted and submitted to FTA as an addendum to this plan. If any adverse impact is found through the analysis, appropriate and swift action will be taken to remedy or mitigate the impact. The only exception is service provided by contractors that were chosen through the JARC and New Freedom competitive selection process. In addition, the Lee County / LeeTran Disadvantaged Business Enterprise Process is incorporated into the procurement to allow disadvantaged businesses an opportunity to provide service. Transit providers that receive grant funding via LeeTran are required to complete LeeTran's customer service and ADA training course and agree to the same FTA Certifications and Assurances as LeeTran. Having the Certifications and Assurances as well as the sub-recipient monitoring allows LeeTran to ensure that contract transit providers are delivering service in an equitable and non-discriminatory manner. Final approval of any selected transit provider is completed by the Lee County Board of County Commissioners at County Commission meetings, which are advertised and open to the public.

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

As previously stated, LeeTran completes sub-recipient training and monitoring to ensure that sub-recipients are complying with all Certifications and Assurances, including those regarding non-discrimination. The monitoring is randomly scheduled for all sub-recipients to ensure compliance.

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

LeeTran utilizes an independent selection committee comprised of various racial backgrounds to assist in the decision making regarding FTA financial assistance. LeeTran confirms that the agency is valid to operate in the state and is registered with the Central Contractor Registration (CCR). Applications for assistance from LeeTran are then provided to the independent selection committee for review and comment. The selection committee is provided a form for rating contractors and guidance on each rating category. The selection committee is not allowed to discuss the applications until the advertised selection committee meeting, which is open to the public.

For all uses of FTA financial assistance not related to JARC and New Freedom funding, the Lee County procurement process and federal purchasing guidelines are utilized. Whenever, there is a conflict between the Lee County Procurement Policy and the Federal Procurement Guidelines and FTA funding is being utilized the Federal Procurement Guidelines are utilized throughout the purchasing process. Lee County also has a procurement open projects RSS feed to notify any registered vendor of all procurement opportunities to allow open and non-discriminatory access. The full procurement policies for Lee County can be found on their website at <http://www.leegov.com/gov/dept/ProcurementManagement/Pages/DoingBusiness.aspx>.

### **New Facilities Equity Analysis**

There have been no new facilities completed in the past three years utilizing federal funding. The new administrative and operations facility included an equity analysis in 2006 when the initial process for the facility began. Due to funding and other project circumstances, the facility is still being constructed with anticipated completion in fiscal year 2015. LeeTran hired an engineer that oversees engineering and construction projects and is responsible for ensuring that compliance with Title VI and Environmental Justice regulations are met. Bus shelters are the only active federally funded construction projects that are ongoing outside of the administrative and operations facility.

### **Approval of Title VI Documentation**

The Title VI Program Update has been approved by the Transit Director who is responsible for ensuring that LeeTran policies are developed and followed as shown in Appendix H. The LeeTran Director also provides direction on service and fare increases.

## 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 located in a geographic area with a population of 200,000 or greater. LeeTran meets the threshold for fixed-route transit providers that are required to meet all requirements documented in Chapter IV of the circular (i.e., setting service standards and policies, collecting and reporting data, monitoring transit service, and evaluating fare and service changes).

## System-Wide Service Standards and Policies

Service 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 listed 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 of all vehicle loads during the off-peak period should not exceed the vehicle’s achievable seating capacities, which are on average for 35-foot vehicles 32 seats and are 40 seats for the 40-foot buses. Express bus service should be scheduled to allow for no standees at all times. LeeTran provides express bus service on a 35-foot vehicle provided by Collier County. The 23- and 25-foot vehicles hold on average 18-20 seated passengers and are utilized primarily to provide ADA paratransit service. The ADA paratransit vehicle load will not exceed available seating capacity at any time. The average vehicle load during the peak period should allow for 1.25 passengers per seat during the peak hour. Routes which are experiencing capacity issues for three consecutive trips, at least two days per week may be candidates for increased frequency or a larger vehicle with additional seating capacity.

**Table 6: Vehicle Load**

Vehicle Type/Service	Seated Capacity	Standing Capacity– Off-Peak	Standing Capacity– Peak	Maximum Vehicle Load – Off-Peak	Maximum Vehicle Load – Peak	Maximum Load Factor – Peak
Local Bus 40’ Low-Floor Bus (Fixed-Route and Trolley)	40	0	8	40	50	1.25
Local Bus 35’ Low-Floor Bus (Fixed-Route and Trolley)	32	0	8	32	40	1.25
Local Bus 35’ Low-Floor Bus (Express-Route)	32	0	0	32	32	1.0

## Vehicle Headways

Local bus service should be scheduled with headways of not more than 60 minutes during the peak periods and 90 minutes during off-peak. The current LeeTran service span is shown later in this section.

## On-Time Performance

The on-time performance standard for all bus modes operated by LeeTran is measured by arriving up to 5 minutes late of the schedule. The goal for LeeTran is to achieve 95 percent on-time performance for all bus transit. Routes performing with an on-time performance of less than 95 percent, which is not the direct impact of weather, traffic incidents, detours, and/or events over a consistent period of two or more weeks, will be reviewed to determine if schedule modifications are necessary to meet the on-time performance standard. The paratransit mode on-time performance goal is 90 percent within the allotted pick-up window of 30-minutes from the scheduled pick-up time. Table 7 provides the quantitative on-time performance standards.

**Table 7: On-time Performance**

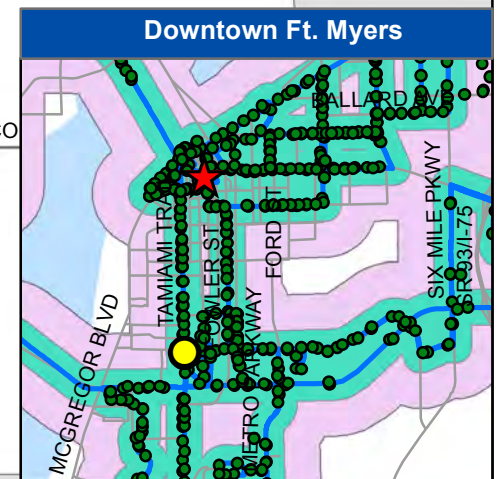
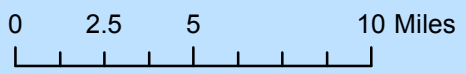
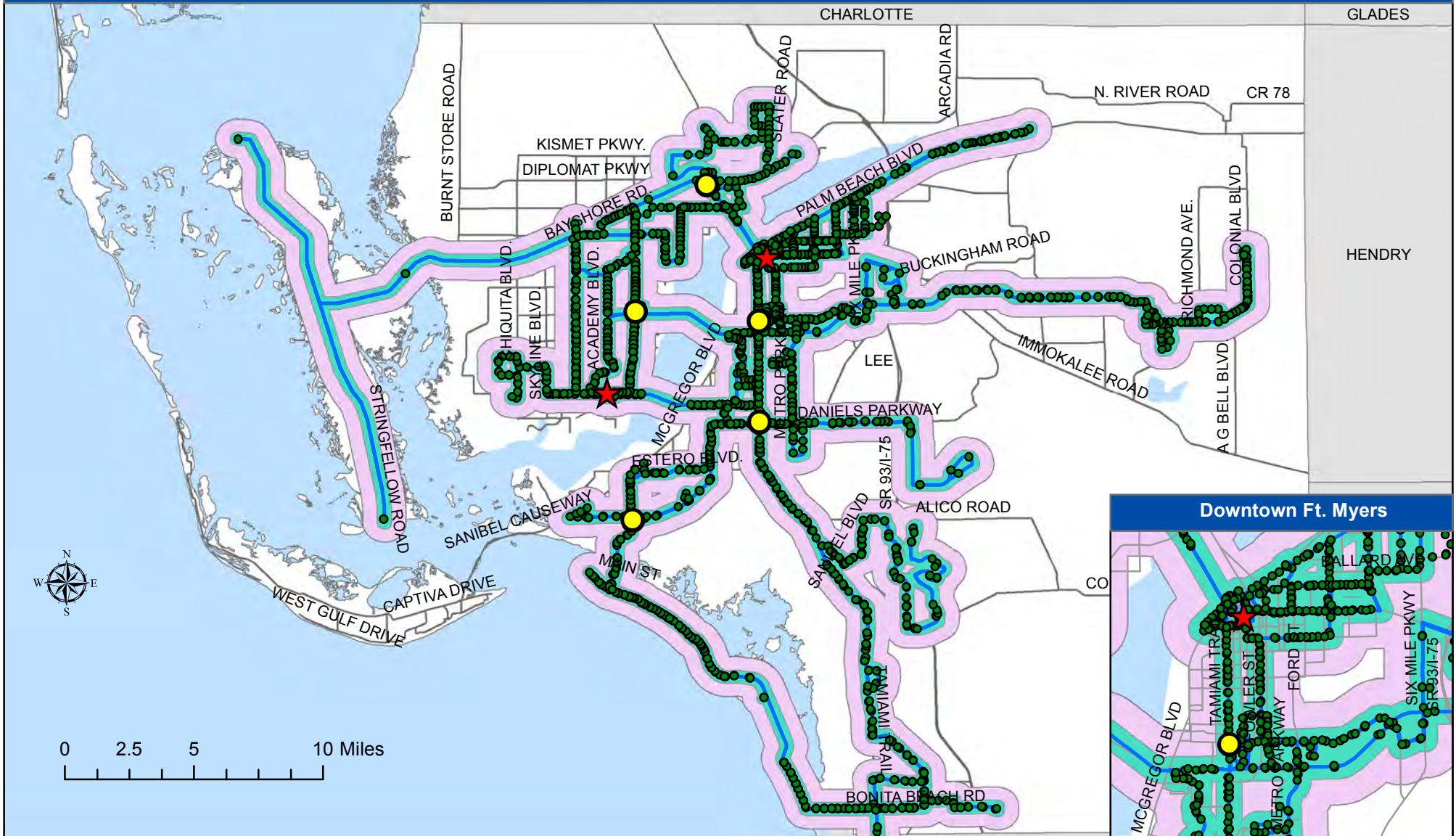
<b>Mode</b>	<b>On-Time Performance Measure (Percent)</b>	<b>On-Time Performance Measure (Time)</b>
<b>Local Bus</b>	95%	Up to 5 minutes late
<b>Express Bus</b>	95%	Up to 5 minutes late
<b>Trolley Bus</b>	95%	Up to 5 minutes late
<b>Paratransit</b>	90%	Up to 30 Minutes Late with Drop-Off Time Maintained to Schedule

## Service Availability

The basis of providing public transportation is to ensure access to those who need the service and attract choice riders. LeeTran in an effort to reach the maximum number of users, within the approved budget, provides service from approximately 5:00 AM to 10:00 PM, Monday through Saturday and 6:00 AM until 9:00 PM on Sundays. 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 minority routes are shown in Table 8, and are those routes that have at least 1/3 of their revenue miles in a minority census block group. LeeTran service is available as shown in Table 9. Routes are concentrated in the urban area to allow the highest level of access to community resources, with additional routes providing linkages to suburban and rural areas. Paratransit service for ADA customers is provided within ¼-mile of a fixed-route bus line. The current service including the ¾-mile ADA paratransit service buffer is displayed in Map 2.



# Map 2: Lee County Transit Title VI Analysis - ADA Service Area



Legend	
	Lee County owned Transfer Centers
	Other Transfer Centers
	Bus Stops
	Lee County Transit System
	1/4 Mile Buffer
	3/4 Mile ADA Buffer
	Lee County Major Roads
	Lee County



**Table 8: LeeTran Minority Routes**

<b>Route</b>	<b>Total Route Miles (Round Trip)</b>	<b>Total Route Miles (One-Way)</b>	<b>Route Miles within Minority Block Group (Round Trip)</b>	<b>Route Miles within Minority Block Group (One-Way)</b>	<b>Percent Minority by Route</b>
<b>Route 5</b>	40.37	20.18	37.73	18.87	93%
<b>Route 10</b>	17.67	8.83	17.67	8.83	100%
<b>Route 15</b>	21.04	10.52	21.04	10.52	100%
<b>Route 20</b>	14.74	7.37	12.18	6.09	83%
<b>Route 40</b>	38.26	19.13	16.34	8.17	43%
<b>Route 70</b>	34.77	17.39	11.51	5.75	33%
<b>Route 80</b>	26.20	13.10	12.28	6.14	47%
<b>Route 100</b>	37.28	18.64	29.20	14.60	78%
<b>Route 110</b>	33.78	16.89	32.99	16.50	98%
<b>Route 120</b>	26.00	13.00	12.56	6.28	48%
<b>Route 240 (140 ext.)</b>	54.01	27.01	20.82	10.41	39%
<b>Route 500</b>	9.78	4.89	4.60	2.30	47%
<b>Route 515</b>	23.76	11.88	17.36	8.68	73%
<b>Route 595</b>	19.81	9.91	9.53	4.76	48%
<b>Route 600</b>	30.60	15.30	12.06	6.03	39%

All of LeeTran routes serve a minority census block group, while approximately 47 percent of the service provided has the majority (50 percent or more) of the service within minority census block groups.

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

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

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

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

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

## **Service Policies**

### **Distribution of Transit Amenities for Each Mode**

LeeTran currently provides fixed-route and trolley services that perform similarly in their operation, one express route, and paratransit service. Paratransit service does not provide shelter and stop amenities since it is a reservation based service and stops may be made throughout the ADA paratransit service area. The bus service stops and shelters are provided throughout the service area to give the greatest level of access to the majority of system users. LeeTran currently has 1,752 bus stops throughout their service area. Shelter placement is largely based on funding available, municipal codes, accessible land, and passenger alightings and boardings. LeeTran provides amenities related to service along each routes based on the following:

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

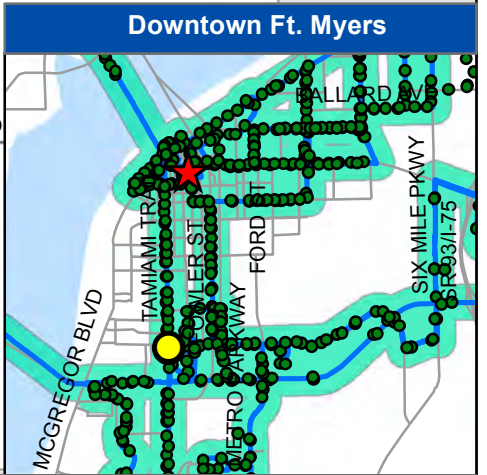
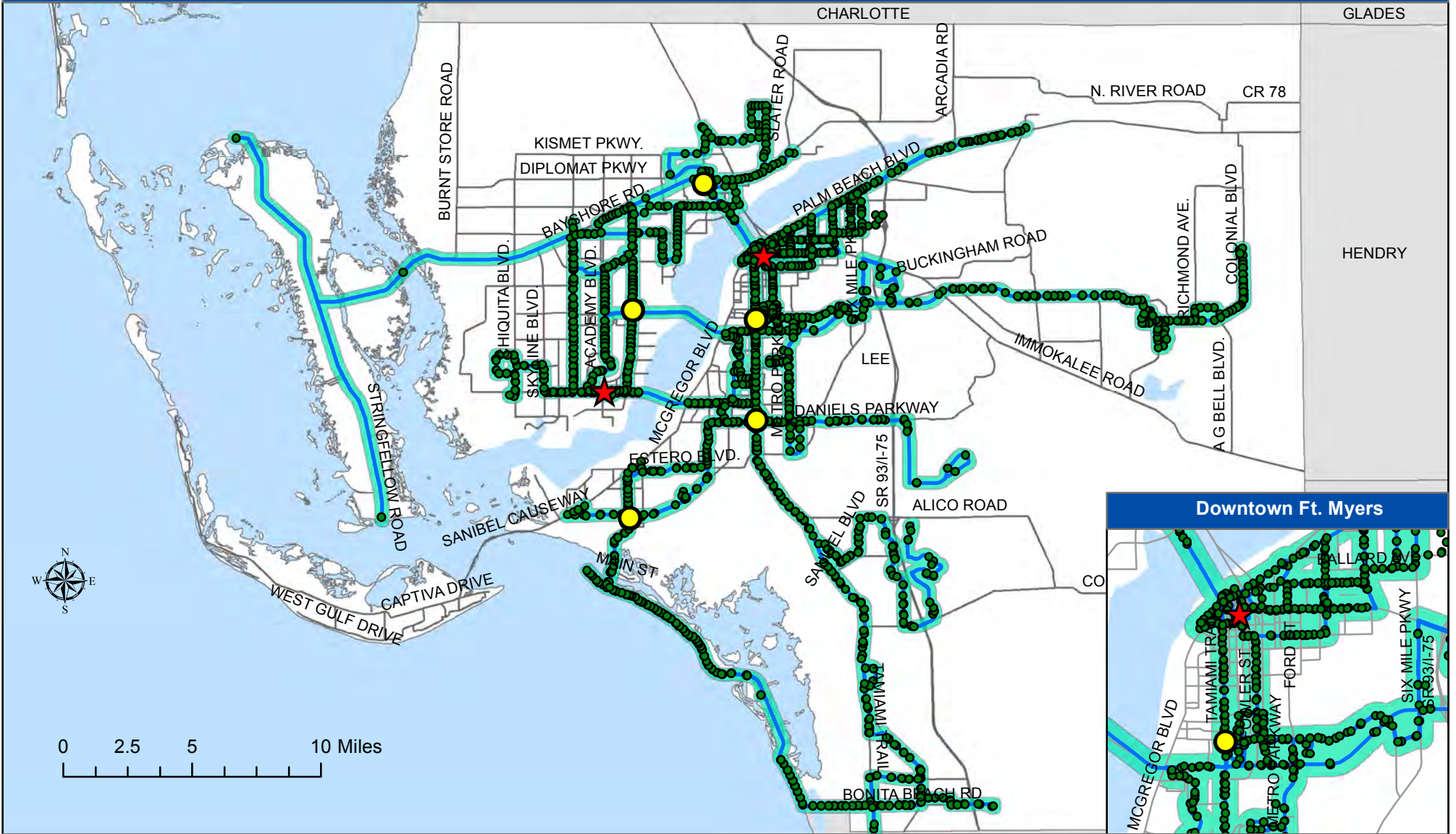
Map 3 identifies the current bus stop locations for LeeTran bus, express bus, and trolley service, along with the locations of the LeeTran transfer centers.

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

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



# Map 3: Lee County Transit Title VI Analysis - Transit Amenities



**Legend**

- Lee County owned Transfer Centers
- Other Transfer Centers
- Bus Stops
- Lee County Transit System
- 1/4 Mile Buffer
- Lee County Major Roads
- Lee County



**Table 9: LeeTran Span of Service (Headways and Availability)**

Route	Route Description/Geographic Location	Monday - Friday		Saturday		Sunday	
		Service Span	Frequency	Service Span	Frequency	Service Span	Frequency
LinC Route 600	Coconut Point Mall to Immokalee Rd. in Collier County	5:50 AM - 7:15 PM	90 minutes	5:50 AM - 7:15 PM	90 minutes	7:25 AM - 5:45 PM	90 minutes
Route 5	Edison Mall to the Forum via Winkler & Ortiz Avenues	6:05 AM - 8:35 PM	80 minutes	6:05 AM - 8:35 PM	80 minutes		
Route 10	Michigan & Marsh to Edison Mall	6:45 AM - 10:00 PM	80 minutes	6:45 AM - 10:00 PM	80 minutes		
Route 15	Tice St & Ortiz Ave to Rosa Parks, downtown Ft Myers	5:45 AM - 9:30 PM	55-60 minutes	5:45 AM - 9:30 PM	55-60 minutes	5:45 AM - 6:55 PM	55-60 minutes
Route 20	Dunbar to Rosa Parks, downtown Ft Myers	5:30 AM - 9:00 PM	30-40 minutes	5:30 AM - 9:00 PM	60-70 minutes		
Route 30	Camelot Isles to Bell Tower Shoppes	6:05 AM - 9:24 PM	30-65 minutes	6:05 AM - 9:24 PM	30-65 minutes		
Route 40	Cape Transfer Center to Coralwood Mall	5:45 AM - 6:54 PM	36-140 minutes	5:45 AM - 6:01 PM	60-114 minutes		
Route 50	SW FL Airport to Summerlin Square	6:30 AM - 9:40 PM	35-95 minutes	6:30 AM - 9:40 PM	40-135 minutes	6:45 AM - 7:18 PM	110-120 minutes
Route 60	San Carlos Park to Gulf Coast Town via FGCU	6:20 AM - 9:57 PM	42-130 minutes	7:05 AM - 8:48 PM	49-128 minutes		
Route 70	Cape Transfer Center to Rosa Parks	5:30 AM - 10:31 PM	15-80 minutes	5:45 AM - 9:11 PM	43-65 minutes		
Route 80	Bell Tower Shoppes to Edison Mall via Metro Pkwy	6:40 AM - 6:15 PM	100 minutes				
Route 100	Rosa Parks to Riverdale via Palm Beach Blvd	5:25 AM - 10:00 PM	30-60 minutes	5:30 AM - 9:35 PM	40-85 minutes	8:15 AM - 8:10 PM	90 minutes
Route 110	Edison Mall to Homestead Plaza, Lehigh Acres	5:05 AM - 10:04 PM	44-70 minutes	5:13 AM - 9:47 PM	109-130 minutes		
Route 120	Edison Mall to Cape Transfer Center	6:00 AM - 9:10 PM	35-80 minutes	6:00 AM - 9:10 PM	35-80 minutes	8:30 AM - 6:25 PM	100 minutes
Route 130	Edison Mall to Summerlin Square	6:25 AM - 9:05 PM	55-60 minutes	6:25 AM - 8:30 PM	60-70 minutes		
Route 140	Merchants Crossing to Bell Tower via US 41	5:00 AM - 10:07 PM	15-55 minutes	5:00 AM - 10:07 PM	15-55 minutes	6:05 AM - 8:55 PM	45-70 minutes
Route 150	Bonita Grande to Lovers Key in Bonita Springs	6:49 AM - 6:44 PM	90 minutes	6:49 AM - 6:44 PM	90 minutes	12:03 PM - 6:44 PM	90 minutes
Route 160 *	Pine Island to Cape Coral <b>(THURSDAY SERVICE ONLY)</b>	8:00 AM - 5:50 PM	150 minutes				
Route 240 (Extension of 140)	Bell Tower to Coconut Point Mall via US 41	6:00 AM - 10:12 PM	37-45 minutes	6:00 AM - 10:12 PM	37-45 minutes		
Route 400 (Trolleys 410 & 490 combined)	Summerlin Square on the mainland to Bowditch Park on Ft Myers Beach, then south to Lovers Key State Park	5:50 AM - 9:00 PM	40-45 minutes	5:50 AM - 9:00 PM	40-45 minutes	6:50 AM - 9:00 PM	45 minutes
Route 515	Lehigh Circulator, Homestead Plaza to Joel Blvd	5:15 AM - 9:04 PM	38-60 minutes	5:15 AM - 9:04 PM	38-60 minutes		
Route 590	North Fort Myers, Suncoast Estates Loop	5:15 AM - 9:10 PM	60-65 minutes	5:15 AM - 9:10 PM	60-65 minutes	9:25 AM - 6:30 PM	110 minutes
Route 595	North Fort Myers, Pondella Loop	5:00 AM - 8:50 PM	60 minutes	5:00 AM - 8:50 PM	60 minutes	9:25 AM - 6:30 PM	110 minutes

\*Route 160 only operates on Thursdays.

## Transit Security

LeeTran makes every effort to ensure that its vehicles and facilities are safe for the general public and staff. As a department of Lee County, LeeTran can work 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 the SWAT Team, providing solar lighting at bus shelters, and installation of cameras on buses. LeeTran also maintains a preventative maintenance schedule in accordance with FTA guidelines to ensure the safe performance of vehicles.

## Demographic Analysis

The 2012 American Community Survey (ACS) was used to map the minority and low income populations throughout the LeeTran service area at the Census block group level in order to review the populations in Lee County that may be impacted by major service changes and/or fare increases. In addition, the most recent LeeTran on-board survey results that included income and fare usage data were reviewed to understand the demographics of the LeeTran riders as well as the typical patron fare type.

Table 10 shows the percent of the county's population and the LeeTran service area population that is below the poverty level. Table 11 shows the percent of the county's households and the households within the LeeTran service area that are below the poverty level. Approximately 14.5 percent of the population in Lee County is below the poverty level, with 18 percent of persons below the poverty level residing within  $\frac{1}{4}$  mile of the LeeTran fixed-route service. Approximately 11.8 percent of households in Lee County are below the poverty level. Of those households below the poverty level, approximately 15 percent are located within  $\frac{1}{4}$  mile of the LeeTran fixed route service.

Table 12 shows the minority population within Lee County and within  $\frac{1}{4}$ -mile of LeeTran fixed-routes. The minority population in Lee County is approximately 29 percent of the total population, with 33 percent of the minority population residing within  $\frac{1}{4}$ -mile of LeeTran fixed-route bus service.

Maps 4 through 6 present the Census block groups with higher-than-average proportions of low-income and minority persons in the LeeTran service area. Map 4 shows that the majority of above average Census block groups with persons below the poverty level are located in the northern portion of the county just north of Bayshore Road, Downtown Fort Myers, Sanibel Island, along Palm Beach Boulevard, Immokalee Road, and Colonial Boulevard, and the south portion of the county east of Tamiami Trail between Alico Road and Bonita Beach Road. Map 5 presents the Census block groups with above average proportions of households below the poverty level. As shown on the map, those higher-than-average block groups for below poverty households are located in similar areas as shown on Map 4 for persons below the poverty level. While the LeeTran fixed-route service covers many of the below poverty areas shown on the maps, areas without transit service are located in the northern portion of the county, along Immokalee Road, south Lee County to the east of Bonita Springs, and on Sanibel Island.

Map 6 presents the higher-than-average minority Census block groups. As shown on the map, the above average minority Census blocks are located in Downtown Fort Myers, along Palm Beach Boulevard,

north of Bayshore Road, Bonita Springs, Captiva Island, and the eastern portion of the county near Lehigh Acres and along Immokalee Road. Most of the areas shown on the map are within the LeeTran service area or surrounding area of the fixed-route network, with the exception of the east portion of the county and Immokalee Road, north of Bayshore Road, and Captiva Island.

**Table 10: Population Below Poverty Level**

County	Total Population	Population for whom poverty status is determined	Total Population Below Poverty	% Below Poverty (of pop for whom poverty status is determined)	Total Population (for whom poverty status is determined) within 1/4 mile buffer	Population Below Poverty within 1/4 mile buffer	% of Below Poverty Population within 1/4 mile buffer
Lee	624,155	615,768	89,176	14.48%	202,034	35,457	17.55%

**Table 11: Households Below Poverty Level**

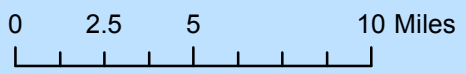
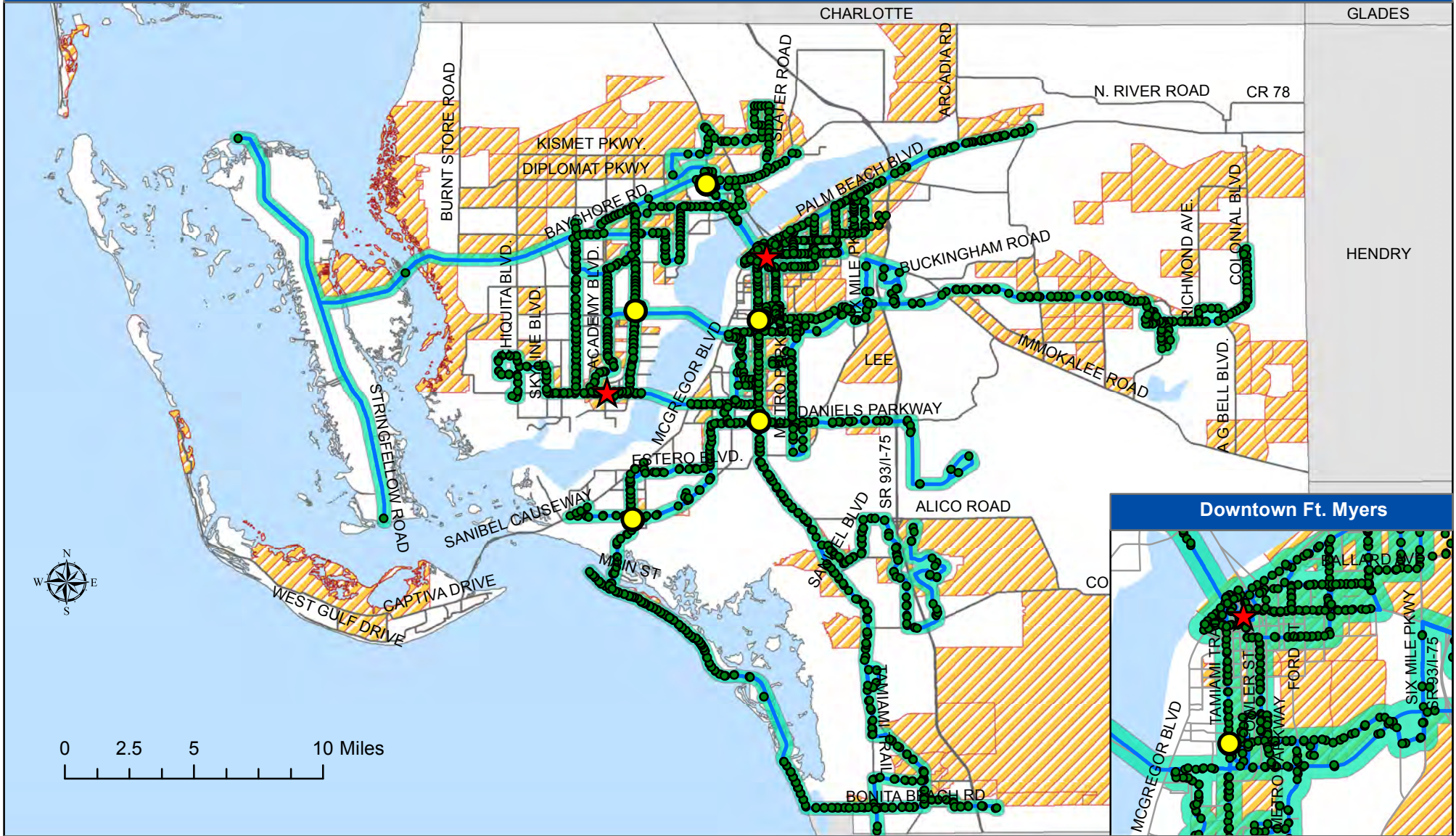
County	Total Households	Total Households Below Poverty	% of Total Households below poverty	Total households within 1/4 mile buffer	% of Total Households within 1/4 mile buffer	Total households below poverty within 1/4 mile buffer	% of Households Below Poverty within 1/4 mile buffer
Lee	242,091	28,668	11.84%	80,908	33.42%	11,826	14.62%

**Table 12: Minority Population**

County	Total Population	Minority Population	% of Minority Population	Minority Population within 1/4 Mile Buffer	% of Minority Population within 1/4 Mile Buffer
Lee	624,155	179,537	28.76%	69,066	33.43%



# Map 4: Lee County Transit Title VI Analysis - Below Poverty Block Groups (Individuals)



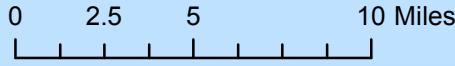
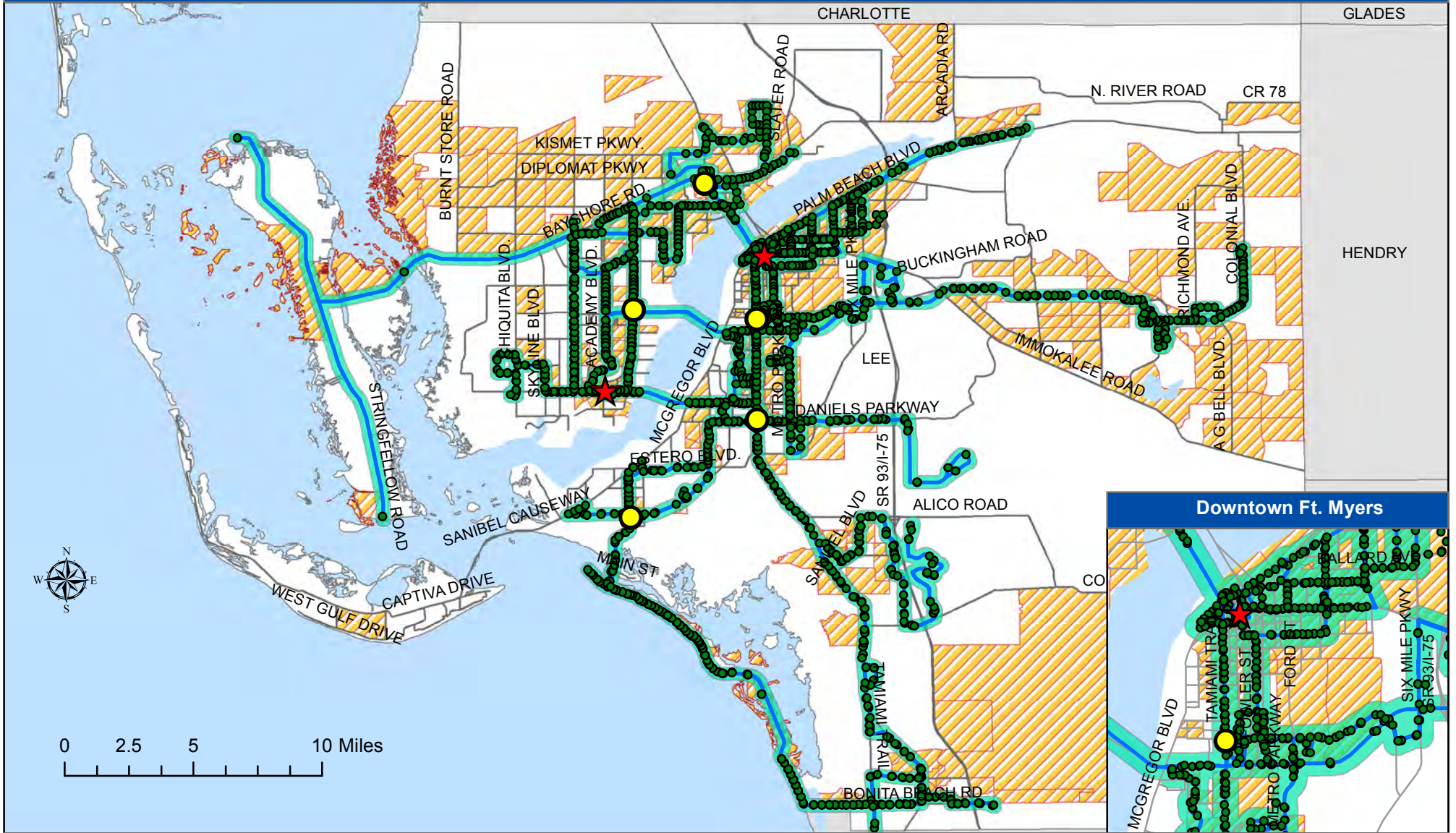
**Legend**

- Lee County owned Transfer Centers
- Other Transfer Centers
- Bus Stops
- Lee County Transit System
- 1/4 Mile Buffer
- Lee County Major Roads
- Below Poverty Block Groups (Individuals)
- Lee County





# Map 5: Lee County Transit Title VI Analysis - Below Poverty Block Groups (Households)



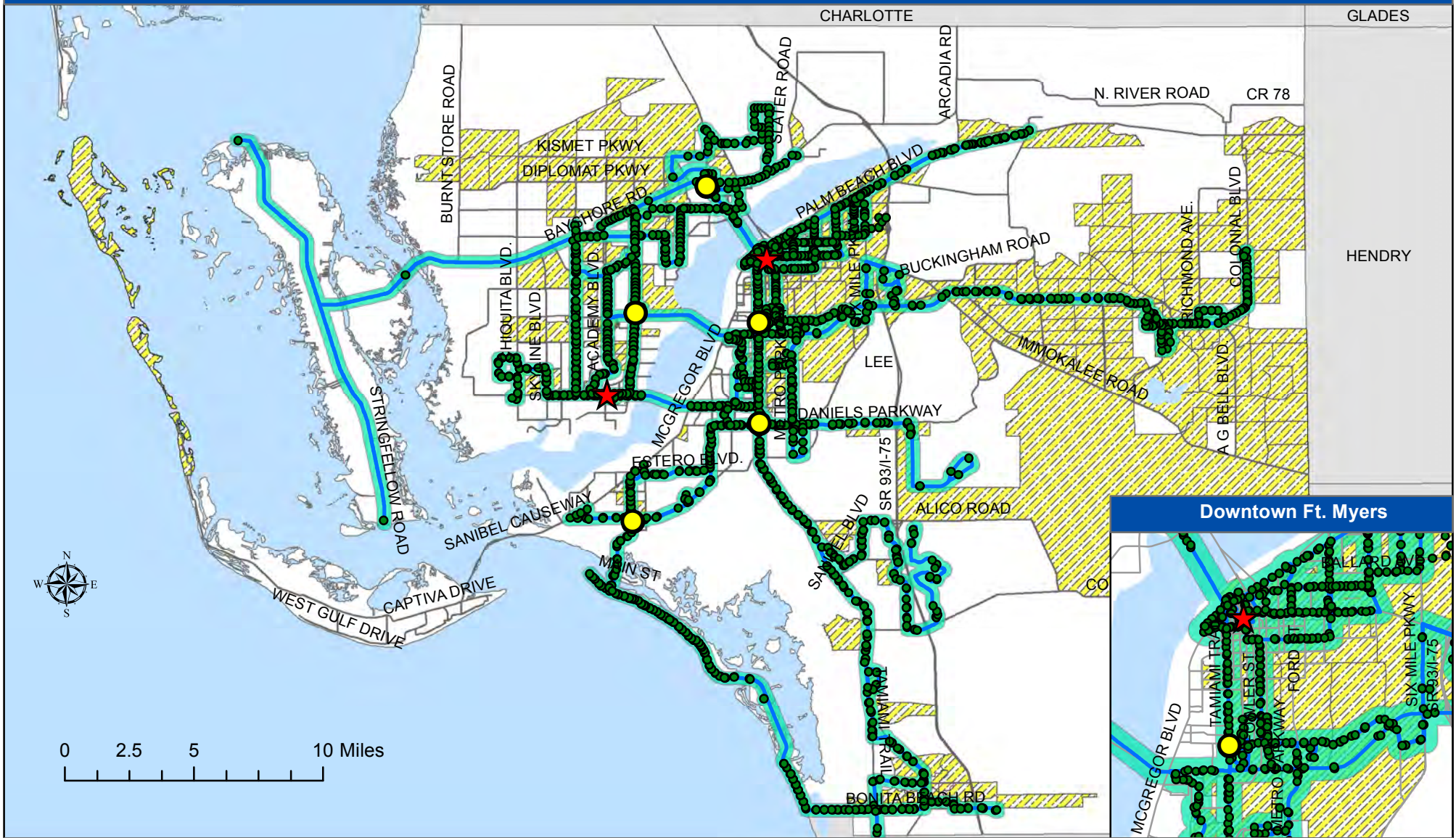
**Legend**

- Lee County owned Transfer Centers
- Other Transfer Centers
- Bus Stops
- Lee County Transit System
- 1/4 Mile Buffer
- Lee County Major Roads
- Below Poverty Block Groups (Households)
- Lee County





# Map 6: Lee County Transit Title VI Analysis - Minority Block Groups



**Legend**

- ★ Lee County owned Transfer Centers
- Other Transfer Centers
- Bus Stops
- Lee County Transit System
- 1/4 Mile Buffer
- Lee County Major Roads
- Minority Block Groups
- Lee County



## 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 was completed in fiscal year 2012 and included a passenger survey, as well as, review of journey-to-work characteristics, and a transit supply and capacity analysis. A TDP Major update including the mentioned components is required to be completed every five years by the FDOT for LeeTran to qualify for block grant funding. The TDP effort will be utilized to collect demographic, service, and capital investment information along with customer travel pattern information. The LeeTran COA was completed in 2009 and also reviewed customer travel patterns, route network performance and potential Title VI impacts from proposed service change recommendations. Both the TDP and the COA can be found online at <http://rideleetrans.com/>. Supporting information regarding customer demographics and travel patterns from these two documents are included in Appendix E.

## Monitoring Program

An assessment of sample routes that meet the definition of a “minority route” and non-minority routes was completed to monitor whether any disparities exist in the review of current operations using the established service standards and policies. Minority routes are defined as ones in which at least one-third of the revenue miles are located in a Census block, Census block group, or Traffic Analysis Zone where the percentage of minority population exceeds the percentage minority population in the service area. LeeTran reviews the miles, hours, and frequencies of its minority routes and its non-minority routes to determine if equitable service is being provided throughout Lee County. As shown in Table 8, LeeTran is providing a great deal of its service in the minority community. The service span and frequency is based on demand for service and in accordance with the service standards as identified above in this Title VI Program. The weekday, Saturday, and Sunday service span and headways are equitable as shown in Table 9. The service span and headway for routes serving minority communities is on par or better than service operating in non-minority areas.

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. Appendix F contains the annual reporting of APC data from fiscal years 2012-2014 that is gathered and reviewed quarterly to track capacity and performance data.

Stop placement and shelter availability will be monitored by the LeeTran Senior Engineer and Supervisor of Transit Facilities quarterly to ensure stop and shelter placement are administered in accordance with this program and to ensure equitable placement throughout the community. Geographic Information Systems (GIS) mapping similar to what is shown on Map 3 will be overlaid on the minority and low-income Census block groups annually to ensure there are no disparities in the location of transit amenities.

During future Title VI Program updates, LeeTran will conduct public involvement activities, such as those conducted during this update to determine if the service standards and corresponding monitoring program is viewed positively by the public or to determine if changes are needed.

The LeeTran Title VI Officer will be responsible for coordinating future monitoring efforts with staff at a minimum of every six months to ensure that adherence to the Title VI Program is being achieved. This monitoring will include meetings with planning, engineering, finance, and transportation management staff to review how actual service and capital investments compare to the service standards established in this Title VI Program and to determine if modifications are necessary to correct any deficiencies.

LeeTran will maintain the procedures identified in this Program, the Administrative Codes of Lee County, and the LeeTran Policies and Procedures Manual available online at <http://rideleetrans.com/> to assure continued compliance with Title VI. These procedures will allow for comparing the level and quality of transit services against overall system averages.

### **Major Service Policy**

Major services changes include the reduction of an entire route or the addition of a new route as defined under Lee County's AC 11-15. Total elimination of service on a specific route will require Board of County Commissioner action and an announcement of a public hearing in the Fort Myers Press. New routes to provide service to an area with no existing mass transit requires Board approval. The following steps should be followed as part of any major service change:

1. Route changes identified under AC 11-15 will utilize 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 Board through the County's Public Hearing procedures.
3. In addition to the AC 11-15 requirements, LeeTran will complete the steps laid out in LeeTran Policy #800-01, included in Appendix B.

### **Disparate Impact Policy**

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

During LeeTran's public meeting the premise of disparate impact was discussed, as well as the proposed service standards and monitoring activities. Appendix G contains the PowerPoint presentation given to the public and the summary of the meeting. The meeting was noticed in accordance with the guidelines contained in this Title VI Program.



## Disproportionate Burden Policy

The Disproportionate Burden Policy applies to adverse effects on low-income populations as a result 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 plus or minus ten percent such difference will be considered disproportionate (applied to all modes). For example, if the low-income population makes up 40 percent of the overall population, but would bear 65 percent of the impacts, there may be a disproportionate impact since the low-income group bears 25 percent more than its expected share. The Disproportionate Burden Policy will be applied uniformly to all modes of service operated by LeeTran.

During LeeTran's public meeting the premise of disparate impact was discussed, as well as the proposed service standards and monitoring activities. Appendix G contains the PowerPoint presentation given to the public and the summary of the meeting. The meeting was noticed in accordance with the guidelines contained in this Title VI Program.

## Equity Analysis

LeeTran, under the currently adopted Title VI Plan did not complete an equity analysis for service changes under the previous Title VI Program because they operated less than 50 fixed-route vehicles in peak service. There were no fare increases completed during the timeframe of the previous Title VI Program and the next fare change is scheduled for January 2015. LeeTran in a proactive approach to ensure equity in the provision of their service has actively reviewed impacts of or coordinated with the public on service and fare modifications to ensure they do not have an adverse impact on protected groups as demonstrated in their fare increase public outreach contained in Appendix D COA Title VI review and contained in Appendix E. Under this Title VI Program, LeeTran will complete necessary equity analyses going forward for any proposed service changes or eliminations and fare modifications that meet this Title VI Program's established thresholds. Any future major capital projects that are implemented will include an environmental justice analysis.

## Conclusion

The LeeTran Title VI Program Update 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 Update include the following:

- Ensure that federally-assisted benefits and related services are made available and are equitably distributed.
- Ensure that the level and quality of federally-assisted services are sufficient to provide equal access and mobility to all persons.
- Ensure adequate opportunities for all to participate in the planning and decision-making processes.
- Ensure that placement of transit services and facilities are equitable.

- Ensure that corrective and remedial actions are taken for all applications and recipients of federal assistance to prevent discriminatory treatment of any beneficiary.
- Provide procedures for investigating Title VI complaints.
- Take responsible steps for ensuring that meaningful access to programs and activities is provided for persons with Limited English Proficiency.
- Inform the public of their rights under Title VI.



## **Appendix A: Title VI Complaint Form**



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**Section IV**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes                       No

If yes, check all that apply.

Federal Agency

Federal Court                       State Agency

State Court                       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

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Date

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

LeeTran

Steve Myers, Transit Director

3401 Metro Parkway

Fort Myers Florida 33901

## **Appendix B: LeeTran Public Involvement Policy #800-01**

**Effective Date**

**September 11, 2014**

**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 action 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 (ie, 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 and presented to the Board of County Commissioner's at the Public Hearing meeting as is required through AC 11-15.

- i) Public Outreach comments will be compiled by LeeTran staff.
- 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 (ie, 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 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.
    - i) Public Outreach comments will be compiled by LeeTran staff.
- 6) 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.

- 5) 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 (ie, 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 and presented to the Transit Director.
    - i. Public Outreach comments will be taken and compiled by LeeTran staff.
- 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 C: Lee County Administrative Code 11-15**

**ADMINISTRATIVE CODE**  
**BOARD OF COUNTY COMMISSIONERS**

**CATEGORY:**

Transportation and Traffic Management,

**CODE NUMBER:**

AC-11-15

**TITLE:**

Lee County Transit Route Fate or Service Changes

**ADOPTED:**

8/4/93

**AMENDED:**

**ORIGINATING DEPARTMENT:**

Transit Division

**PURPOSE/SCOPE:**

The purpose of this Administrative Code is to define and set forth local guidelines to follow when changes to service or fares are needed or requested as required by the Federal Transit Administration.

**POLICY/PROCEDURE:**

Definition and Authorization Requirements:

1. A major service reduction is defined as total elimination of service on a specified route. Requires in the Fort Myers Press an announcement, public hearing and Board of County Commissioners' approval. Service development projects are exempt since they are evaluated at specified intervals by FDOT and Lee County Transit to determine if demand warrants continuing the service.
2. Route enhancements - headways - realignments require Transit Director approval.
3. New routes proposed to service an area with no existing mass transit require Board approval.
4. Increase in fares for service will require a media announcement in the Fort Myers Press, public hearing and approval by the Board of County Commissioners.

**Appendix D: LeeTran Proposed Fare Increase Public Involvement  
Advertisement & Documentation**

**THE NEWS-PRESS**

Published every morning  
Daily and Sunday  
Fort Myers, Florida

**Affidavit of Publication**

STATE OF FLORIDA  
COUNTY OF LEE

Before the undersigned authority, personally appeared **Kathy Allebach** who on oath says that he/she is the **Legal Assistant** of the News-Press, a daily newspaper, published at Fort Myers, in Lee County, Florida; that the attached copy of advertisement, being a

**Display**

In the matter of:

**Notice of Public Hearing on August 19, 2014**

In the court was published in said newspaper in the issues of

**August 3, 2014**

Affiant further says that the said News-Press is a paper of general circulation daily in Lee, Charlotte, Collier, Glades and Hendry Counties and published at Fort Myers, in said Lee County, Florida and that said newspaper has heretofore been continuously published in said Lee County, Florida, each day, and has been entered as a second class mail matter at the post office in Fort Myers in said Lee County, Florida, for a period of one year next preceding the first publication of the attached copy of the advertisement and affiant further says that he/she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Sworn to and subscribed before me this 4th day of August, 2014.

by **Kathy Allebach**

personally known to me

as identification, and who did or did not take an oath.

Notary Public

*Jessica Hanft*

Print Name: **Jessica Hanft**

My commission Expires: **February 12, 2017**



**TO WHOM IT MAY CONCERN:**

NOTICE IS HEREBY GIVEN that on Tuesday, the 19th Day of August, 2014, at 5:00 o'clock p.m. in the County Commissioners Meeting Room at the Old Lee County Courthouse, 2120 Main Street, Fort Myers, Florida, the Board of County Commissioners of Lee County, Florida, will conduct a public hearing to consider a proposed increase to the cash fare and pass structure for transit services. (Details provided below)

1. The public hearing satisfies the requirements of Lee County Administrative Code 11-15, "Lee County Transit Route, Fare or Service Change Code." This code sets forth guidelines for the solicitation of public comment prior to the implementation of service reductions and fare increases.
2. Interested parties may appear at the meeting in person or through counsel, and be heard with respect to the adoption of the proposed fare structure.
3. Anyone wishing to appeal the decision(s) made by the Board with respect to any matter considered at this meeting will need a record of the proceedings for such appeal, and may need a verbatim transcript to include all testimony and evidence upon which the appeal is to be based.
4. If the proposed fare structure is subsequently approved, it will go into effect on January 1, 2015.

Persons with disabilities who need an accommodation to participate at the hearing should contact the Lee County Division of Public Resources at 2115 Second Street, Fort Myers, Florida 33901 (239/533-2737). To ensure availability of services, please request accommodations as soon as possible, but preferably five or more business days prior to the event.

PLEASE GOVERN YOURSELF ACCORDINGLY.

BOARD OF COUNTY COMMISSIONERS  
OF LEE COUNTY, FLORIDA

Type	Fare Type-Fixed Route	Current Fare	Proposed Fare
Regular	Cash Fare	\$1.25	\$1.50
	All-Day Pass	\$3.50	\$4.00
	12-Trip Pass	\$12.50	\$13.50
	7-Day Pass	\$12.50	\$15.00
	31-Day Pass	\$35.00	\$40.00
	Cash Fare Trolley	\$0.50	\$0.75
	All Day Trolley Pass	\$1.50	\$2.00
	3-Day Trolley Pass	\$3.00	\$4.00
Discount	Student Cash Fare	\$0.60	\$0.75
	Elderly & Disabled Cash Fare	\$0.60	\$0.75
	Student 12-Trip Pass	\$6.00	\$6.75
	Elderly & Disabled 12-Trip Pass	\$6.00	\$6.75
	Student 7-Day Pass	\$10.00	\$12.00
	Elderly & Disabled 7-Day Pass	\$10.00	\$12.00
Discount	Student 31-Day Pass	\$20.00	\$25.00
	Elderly & Disabled 31-Day Pass	\$20.00	\$25.00
	Student Cash Fare - Trolley	\$0.25	\$0.35
	Elderly & Disabled -Trolley	\$0.25	\$0.35
	Summer Youth Pass	\$35.00	\$35.00

Type	Fare Type-Paratransit	Current Fare	Proposed Fare
Paratransit	Cash Fare	\$2.50	\$3.00

**Lee County Board Of County Commissioners  
Agenda Item Summary**

**Blue Sheet No.** DRAFT

**1. ACTION REQUESTED/PURPOSE:**

This Public Hearing is to gather input on a fare increase for LeeTran Fixed Route and Paratransit users from \$1.25 to \$1.50 on Fixed Route and \$2.50 to \$3.00 on Paratransit along with the restructuring of the transit bus passes and multi-ride tickets. After receiving Public Input, direct Staff to schedule this item for Board action.

**2. WHAT ACTION ACCOMPLISHES:**

Request Board gather input to consider a rate increase for Lee Tran Fixed Route and Paratransit Users. LeeTran has conducted five public outreach meetings in advance of the public hearing to discuss the proposed fare increase with our customers. The action complies with Administrative Code AC-11-15 to hold a public hearing, media announcement, and consideration by the BOCC to increase the passenger fares and associated multi-ride tickets and passes. The proposed fare increase, if implemented, is estimated to have an initial decline in ridership of 6% or 220,730 passenger trips and will increase revenue by \$728,633 annually.

**FUNDING SOURCE:** No funds required.

**3. MANAGEMENT RECOMMENDATION:**

Management recommends an increase in Fixed route fares from \$1.25 to \$1.50, and an increase in Paratransit Fares from \$2.50 to \$3.00, and restructuring the bus passes and multi ride tickets effective January 1, 2015.

**4. Departmental Category:**

**5. Meeting Date: August 19, 2014**

**6. Agenda:**

- Consent
- Administrative
- Appeals
- Public 5:05 p.m.
- Walk-On

**7. Requirement/Purpose: (specify)**

- Statute
- Ordinance
- Admin. Code 11-15
- Other

**8. Request Initiated:**

**Commissioner** \_\_\_\_\_  
**Department** Independent  
**Division** Transit  
**By:** Steve Myers, Director

**9. Background:**

Administrative Code AC-11-15 defines and sets forth the guidelines for solicitation of public comment prior to an increase in transit fares. As a recipient of federal funding, Lee County Transit is required to conduct a public hearing soliciting comments from the public and to consider these comments before raising transit fares. Transit passenger fares were last increased on October 1, 2008, and fixed route cash fares increased from \$1.00 to \$1.25 and Paratransit fares increased from \$2.00 to \$2.50. LeeTran has completed a Fare Study and Title VI Analysis to increase LeeTran passenger fares and associated multi-ride tickets and passes. The Fare Study was completed in September 2013 by Tindale-Oliver and Associates and it recommends an increase in passenger fares from \$1.25 to \$1.50 for fixed route passengers and associated multi-ride tickets and passes, and increase ADA Passport door to door transportation users from \$2.50 to \$3.00. Based on the study, a 6% decline in ridership or 220,730 less trips will occur in the first year, and fares are anticipated to increase \$728,633 annually.

(Continued on Page 2)

**10. Review for Scheduling:**

Department Director	Purchasing or Contracts	Human Resources	Other	County Attorney	Budget Services				County Manager/P.W. Director
					Analyst	Risk	Grants	Mgr.	
	n/a	n/a	n/a						

**11. Commission Action:**

- Approved
- Deferred
- Denied
- Other

Prior to the Public Hearing date, LeeTran conducted five (5) public outreach meetings to discuss the proposed fare increase with our customers. LeeTran has advertised this public hearing in the Fort Myers News Press and has posted notices regarding the Public Hearing and the proposed fare increase on the buses. In addition, LeeTran will comply with the Lee County Metropolitan Planning Organization Public process for a fare increase.

The Transit Task Force has reviewed the Tindale Oliver Study and supports the fare increase with the stipulation that the funds are used to enhance Transit Services in Lee County.

Board authorization to conduct this Public Hearing was granted on June 17, 2014. After receiving Public Input at the meeting of August 19, 2014, the Board is asked to direct Staff to schedule this item for Board action.

- Attachments:
1. Proposed Fare Structure
  2. Fare Study prepared by Tindale Oliver and Associates dated September 2013
  3. Florida Transit Agencies Current Cash Fare
  4. Peer Agency Current Cash Fare
  5. Power Point Presentation

Leetran Public Meeting  
 July 17, 2014

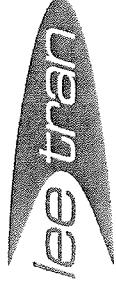


SIGN-IN SHEET

Name	Address	Town	E-Mail or Telephone
MAURIS SATTNER	4635 Laurens Drive RJ		wgaith@leegov.com
Anna Bielawska			ABielawska@leegov.com
Sarah Layman			SLayman@leegov.com
LAnnus Rivere	6635 Landings Blvd		LRivere@leegov.com
Tyrse Fernandez	" " "		TFernandez@leegov.com
GREGG MAKEPENCE	15121 Saw Spout Ln		Bopisto@leegov.com
Bridget Robbins	6901 Marina Ln	MET. NYERS	
Michael Mischell	" "	" "	



LeeTran Public Meeting  
July 22, 2014



SIGN-IN SHEET

Name	Address	Town	E-Mail or Telephone
STEVE MYERS	LEE TRAN		s/myerse@leegov.com
WANDA GANTZER	LEETRAN		wgantzer@leegov.com
Deborah Svelnis	8431 Heron Pond Dr #A309	Lehigh Acres	239-368-1658
Sarah Layman	Lee Tran		Slayman@leegov.com
Jorge L Fernandez	Lee Tran	LI	Fernandez@leegov.com
Joann Haley	Lee Tran		jhalys@leegov.com
HAROLD B. WALKER	1501 SENIOR COURT	LEHIGH ACRES	SAME
DON RUANE	18180 Fichter Creek Lane	Alice	Ruane@leegov.com
Jean Patterson	18409 Orangecrest	Lehigh Acres	369-3129
Rebecca Basso	10303 Cargill Crescent	Lehigh	478-7934
Lisvet Luceno	5454 19th PL S.W.	Naples	239-384-1409
Donna Smart	612 Prospect Ave	Estimote	239 297-0020
Nate Smith	---	Lehigh Acres	239-314-9572
D. Peters		Lehigh	

LeeTran Public Meeting  
 July 22, 2014



297-8708

SIGN-IN SHEET

Name	Address	Town	E-Mail or Telephone
M. Vasio	3312 17 <sup>th</sup> St W	Lehigh Acres	292-2088 New York
Dobbie Jordan	3049 Cleveland Ave	FL Myers	239-229-9826
C. Hughes	2821 SE 17th Ave	Cape Coral FL	239-226-0344

LeeTran Public Meeting  
 July 23, 2014



SIGN-IN SHEET

Name	Address	Town	E-Mail or Telephone
DAVID B. GARTNER	LEE TRAD		wsgaither@lee.gov.com
STEVE MYERS	LEE TRAD		
JOANN HALBY	LeeTran		
Sarah Chapman	LeeTran		
Carlos Rivera	Lee Tran		C.Rivera@lee.gov.com
James Castaneda	Lee Tran		J.Castaneda@lee.gov.com
Jann Osborne	Kings Dairy News		
John Giacchino		Bonita	

LeeTran Public Meeting  
 July 29, 2014



SIGN-IN SHEET

Name	Address	Town	E-Mail or Telephone
Marybeth GATHER			mgather@lee.gov.com
Anna Bielewska			
RON WALTERS			
Steve MYERS	Lee Tran		
Jorge L Fernandez	Lee Tran		
Deles Schmid	Lee Tran		
KATH LEIGH HUBBARD	SOUTH		
Paul LEWIS	SOUTH		
David L. Ruppilus	12322 Apollo Dr.	FF. MYERS	LEWIS.D@LEEBOARD.MICHIGAN.COM
Dawn Sam	Nashboro		
Richard Bault	4010 Grand Ave	FF Myers	
Tracey Wondt	4010 Grand Ave	FF Myers	X

LeeTran Public Meeting

July 29, 2014

30



SIGN-IN SHEET

Name	Address	Town	E-Mail or Telephone
WAYNE GATHER	LEETRAN		wgathere@leegov.com
MARY ANN ALEXANDER	161 SE 29th TER	C.C., FL.	MARYANNA0477@GMAIL.COM
William Grignon	1611 SE 29th ter	C.C., FL	wgrignon13@GMAIL.COM
Mike Vrick	4648 Coronado *Ald	CC, FL	SWFECB1@GMAIL.COM
			MJleicke@centrilink.ca
Kirk Buchman	LEETRAN		
Glenn Harris		CC, FL	
Pete Schmid	LeeTran		
James Castaneda	LeeTran	C.C. FL.	
Marcie Stevens	703 SW 47th Ter	CC FL	mousemrs@gadw.com
Anna Bielawska	LeeTran		ABielawska@leegov.com
Steve Myers	LEETRAN		
Joann Holby	leeTran		

## **Fare Increase Public Meeting**

*Thursday, July 17, 2014*

Suncoast Estates Community Center  
2241 Case Lane, North Fort Myers

### **LeeTran staff present included:**

Steve Myers                      Joann Haley  
Wayne Gaither                  Carlos Rivera  
Anna Bielawska                Jorge L. Fernandez  
Sarah Layman

### **Members of the public in attendance included:**

Gregg Makepeace  
Bridget Robbins  
Michael Mischik

Wayne Gaither began the presentation on the proposed fare increase at 5:32 p.m. Following the presentation those in attendance were invited to provide comments or ask questions. The public meeting ended at 5:55 p.m.

Discussion ensued about the fare increase and transit service in the North Fort Myers area.

LeeTran staff stayed at the community center till 6:20 p.m. to answer any questions.

## **Fare Increase Public Meeting**

*Tuesday, July 22, 2014*

East Sheriff's Office

1300 Homestead, Lehigh Acres

### **LeeTran staff present included:**

Steve Myers	Joann Haley
Wayne Gaither	Sarah Layman
Robert Southall	Peter Schmid
Jorge Fernandez	

### **Members of the public in attendance included:**

Deborah Svelnis	Harold P. Walker
Don Ruance	Joan Patterson
Rebecca Bongo	Lisvet Luceno
Donna Smart	Matt Smith
P. Peters	M. Yasin
Debbie Jordan	Catherine Hughes

Wayne Gaither began the presentation on the proposed fare increase at 5:42 p.m. Following the presentation those in attendance were invited to provide comments or ask questions. The public meeting ended at 6:41 p.m.

### **Comments made in regards to the proposed fare increase:**

- The majority of the group was in favor of the fare increase if it meant there would be an increase in service.
- An individual expressed their opposition to a fare increase and suggested Lee County should make Transit a priority.
- Those in agreement with the proposed fare increase also expressed their worry of the inability to afford an additional fare increase in the future.
- A suggestion was made to find alternative sources of funding through marketing instead of increasing fares.
- Providing special trips to the Fare Increase meeting at 5:00 p.m. on August 19<sup>th</sup>, 2014 with the Board of County Commissioners.

### **Comments made relating to LeeTran services in the Lehigh Acres area:**

- The addition of Sunday service.
- Extending evening hours.
- Increasing frequency.
- Providing express service or additional trips during peak hours. Especially during seasonal months due to the spike in student passengers.
- Extending Route 110 north to reach Heron Pond Apartments.
- Providing a connection between Lehigh Acres (Route 110) and Palm Beach/Riverdale (Route 100). This would provide a connection between the two areas and also shorten their trip to downtown Fort Myers.
- Providing more amenities including, lighting, benches, shelters and charging stations.



**Fare Increase Public Meeting**

*Wednesday, July 23, 2014*

Bonita Springs City Hall

9101 Bonita Beach Road, Bonita Springs

**LeeTran staff present included:**

Steve Myers

Wayne Gaither

Carlos Rivera

Joann Haley

Sarah Layman

James Castenada

**Others in attendance included:**

John Gucciardo (Employee of The City of Bonita Springs)

John Osborne (Reporter from the Naples Daily News.)

No members of the public were in attendance and a presentation was not given.

## **Fare Increase Public Meeting**

*Tuesday, July 29, 2014*

Lee County Administration Building - Downtown Fort Myers

2115 Second St., Fort Myers

### **LeeTran staff present included:**

Steve Myers	Joann Haley
Wayne Gaither	Peter Schmid
Anna Bielawska	Jorge L. Fernandez
Bob Southall	

### **Members of the public in attendance included:**

Ron Walters	Kathleen Hoover
Paul Lewis	Ashley Smith
Tracey W.	Richard Biel

Wayne Gaither began the presentation on the proposed fare increase at 5:30 p.m. Following the presentation those in attendance were invited to provide comments or ask questions. The public meeting ended at 6:29 p.m.

### **Comments made in regards to the proposed fare increase:**

- An individual from the Southwest Florida Council of the Blind (SWFCB) supported the fare increase and stated that the SWFCB supports the fare increase, as long as the revenue will be used for operating expenses.
- Those in favor of the fare increase said they wanted to see improvements to the service and reinstatement of evening services that were cut in last year's budget.
- Three other individuals at the fare increase meeting were opposed to the fare increase. They made comments that people do not have money to afford increased fares, and incomes are going down instead of up.
- Those opposed to the fare increase also said that the fare increase will cause a loss of ridership.
- One of the individuals said that he is reliant on LeeTran paratransit services due to his disability. He commented that the increased fare will be a failed mandate to the community and hoped that the commissioners will hear comments concerning the fare increase. He expressed his concern that an increased fare will ruin his quality of life, and he will no longer be able to do his daily activities in the county.

### **Comments made relating to LeeTran services in the Ft Myers area:**

- More fixed route service.
- Need for reinstatement of evening service.
- Increased service availability of paratransit services on weekends; Passport buses load up fast on weekends due to more stops.

## **Fare Increase Public Meeting**

*Wednesday, July 30, 2014*

Cape Coral – Lee County Public library  
921 SW 39<sup>th</sup> Terrace, Cape Coral

### **LeeTran staff present included:**

Steve Myers                      Peter Schmid  
Wayne Gaither                  James Castenada  
Anna Bielawska                Kirk Buchwar

### **Members of the public in attendance included:**

Mary Ann Alekandie          Glenn Harris  
William Grignon                Marcia Stevens  
Mike Ulrick

Wayne Gaither began the presentation on the proposed fare increase at 5:33 p.m. Following the presentation those in attendance were invited to provide comments or ask questions. The public meeting ended at 6:15 p.m.

### **Comments made in regards to the proposed fare increase:**

- The chairman of Southwest Florida Council of the Blind (SWFCB) thanked LeeTran for efficient and inexpensive paratransit services. He said that he hopes the services will be made even better with the revenue made from increased fares.
- Another individual also commended LeeTran on their paratransit services and spoke in favor of the fare increase.
- There were comments made that LeeTran's Passport fare is cheaper in comparison to others in the state of Florida.
- There were also remarks made that fares have not been increased since 2008, and other costs such as fuel have gone up.
- Overall, the participants of this meeting were in favor of the fare increase provided that there would be improvements to both the fixed route and paratransit services in the future. They also wanted to see reinstatement of evening services that were cut in last year's budget.

### **Comments made relating to LeeTran services in the Cape Coral area:**

- Positive comments were made about LeeTran Passport drivers, and suggestions were made to have them work with the SWFCB to improve training with visually impaired persons.
- Improved fixed route bus frequency in the Cape Coral area and more meets with other routes.
- Later service for Passport.

## Public Comment Detail

### Proposed LeeTran Fare Increase

Four LeeTran employees conducted outreach at Rosa Parks Transportation Center and Edison Mall Station from Aug. 4-8 and recorded the following opinions from passengers:

I think it's fair/reasonable and it will not cause me to change my use of LeeTran

Caucasian males:	14
Caucasian females:	7
African-American males:	15
African-American females:	12
Hispanic males:	14
Hispanic females:	6

I can accept an increased fare if service is increased also.

Caucasian males:	4
Caucasian females:	3
African-American males:	1
African-American females:	2
Hispanic males:	4
Hispanic females:	3

Requested service increases: later evening service (8), more Sunday service (10), more frequent service (9), earlier service (2), holiday service, service in North Cape Coral, more service to Lehigh (5), more bus shelters

I am not in favor of it; it will be harder for me, but I will still ride:

Caucasian males:	4
Caucasian females:	12
African-American males:	13
African-American females:	4
Hispanic males:	1
Hispanic females:	3

I can't afford an increase.

Caucasian males:	4
Caucasian females:	2
African-American males:	3
African-American females:	5
Hispanic males:	7
Hispanic females:	4

#### Other comments:

The \$2.50 increase for the 7-day pass is too much.

The \$5 increase for a 31-day pass (both regular and discount) is too much.

The day pass at \$4.00 is too much.  
Transit is becoming too expensive, especially since transfer fares aren't offered any more.  
The fares will be increased regardless of how many people are against them.

### **A summary of e-mails received:**

I think it's fair/reasonable and it will not cause me to change my use of LeeTran: 7

I can accept an increased fare if service is increased also: 5

I am not in favor of it; it will be harder for me, but I will still ride: 7

I can't afford an increase: 3

#### **Comments:**

Need more service to/from Lehigh (2); Riverdale (1)

Increase to the disabled 31-day pass is too high

Should offer a discounted all-day pass (2)

Bring back transfers

Get buses that run on solar power

More routes

Later service

More frequency

### **Outreach Meetings**

Five outreach meetings were held in July, in Bonita Springs, Lehigh Acres, North Fort Myers, Cape Coral, and Fort Myers. Key comments from these meetings are:

- The majority of attendees were in favor of the fare increase if the revenue is used to improve service.
  - Requests for improved service include more frequency, later service, Sunday service to Lehigh, more peak hour service, reinstatement of evening service cut last fall; more passenger amenities.
- Several elderly and/or disabled individuals expressed strong opposition to the increase, stating that they are on a fixed income and it would create a severe hardship for them.

### **LeeCountyTownHall.com**

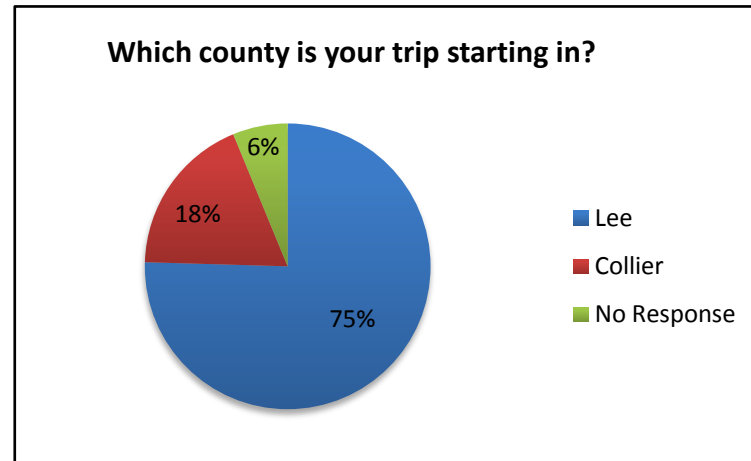
The issue was polled on the Lee County Town Hall website and received 26 responses. Ten said that they would ride LeeTran less frequently if the fare increased; two said they would stop riding LeeTran altogether. Opposition came from those on a fixed or low income; several commented that they believe the increase in pass prices is too steep. Several respondents said they would support the increase if service were improved.

## **Appendix E: Customer Demographic and Travel Patterns Monitoring**

## LinC Survey Question Results - 546 Responses

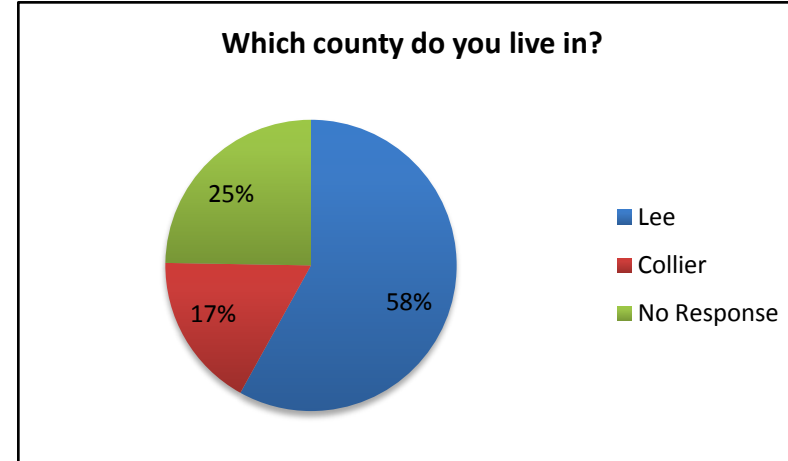
### 1. Which county is your trip starting in ?

Lee	75%	412
Collier	18%	100
No Response	6%	34



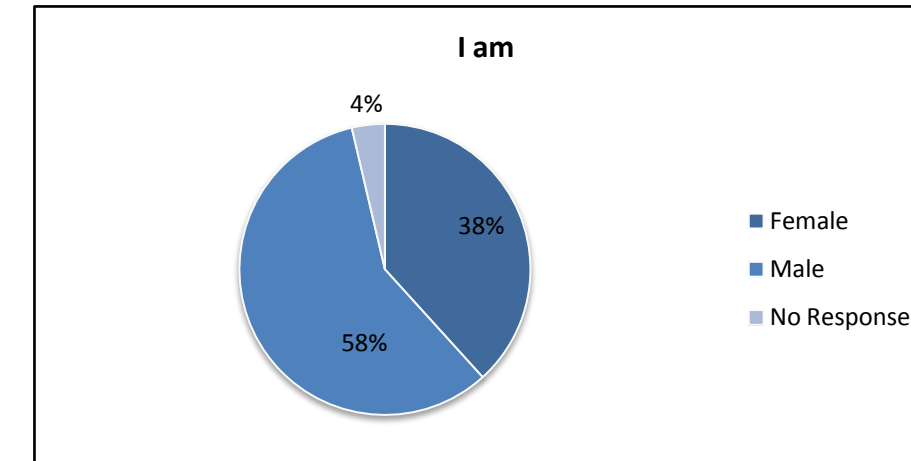
### 2. Which county do you live in ?

Lee	58%	317
Collier	17%	94
No Response	25%	135



### 3. I am

Female	38%	209
Male	58%	317
No Response	4%	20



### 4. What is your race or ethnic heritage?

White	31%	168
Black	8%	41
Hispanic	56%	308
Asian	1%	5
Other	3%	14
No Response	2%	10

### 5. My age is

Under 15	1%	3
15-18	6%	33
19-24	21%	114
25-34	24%	132
35-49	28%	154
50-64	15%	82
65 or more	3%	18
No Response	2%	10

### 6. What was your total household income in 2012?

under \$20,000	54%	294
\$20,000 to \$29,999	13%	70
\$30,00 to \$39,999	7%	37
\$40,000 to \$49,999	5%	29
above \$50,000	5%	29
No Response	16%	87

### 7. Where are you going to NOW?

Work	48%	263
Home	18%	97
School	4%	20
Medical	5%	26
Shopping	7%	37
Social/Personal	4%	23
College/Univ	1%	3
Other	4%	20
< 1 choice	10%	54
No Response	1%	3

### 9. Will You be transferring to other routes to reach your destination?

Yes	45%	248
No	46%	250
No Response	9%	48

### 10. How many times a week do you use the LinC route?

1x/week	8%	41
2-4x/week	17%	92
4-6x/week	23%	125
6-10x/week	24%	131
more than 10x/week	22%	121
No Response	7%	36

### 11. Please check the most important item that we can do to improve the LinC route service

More frequent bus service	27%	148
Better on-time performance	5%	28
More comfortable buses	1%	5
Bus stops/shelters	6%	31
More evening/weekend service	11%	62
Other	6%	34
< 1 choice	21%	115
No Response	23%	123



## Route 80 Survey Results

The Route 80 Survey was conducted from Thursday, June 26, 2014 through Wednesday, July 2, 2014.

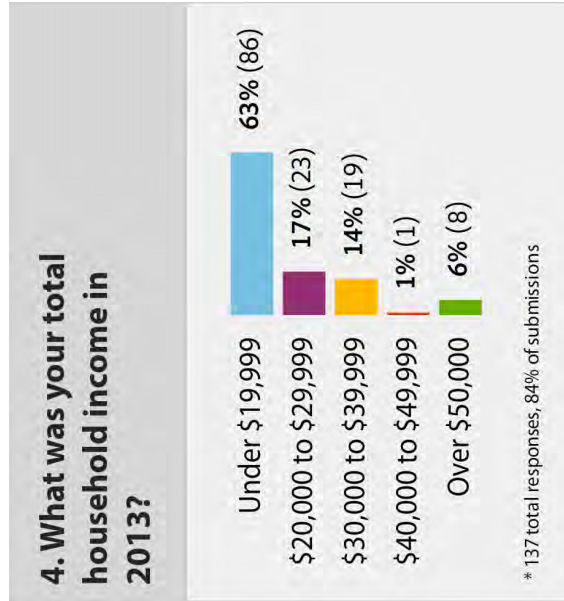
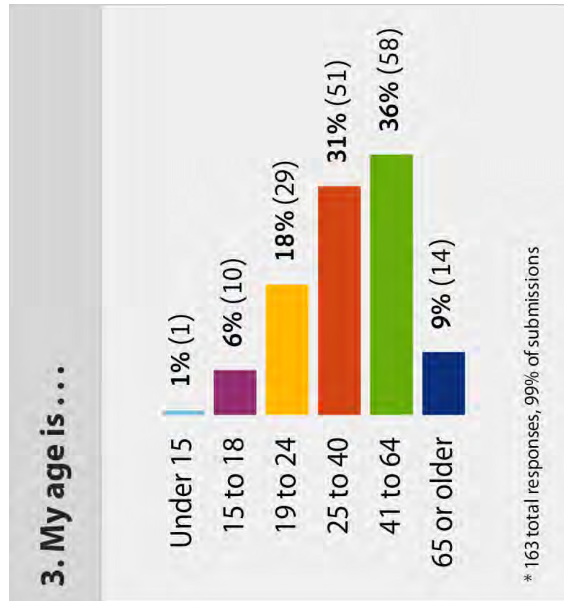
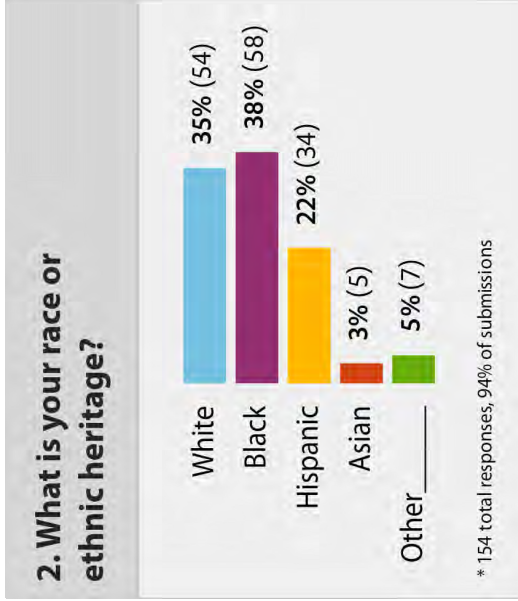
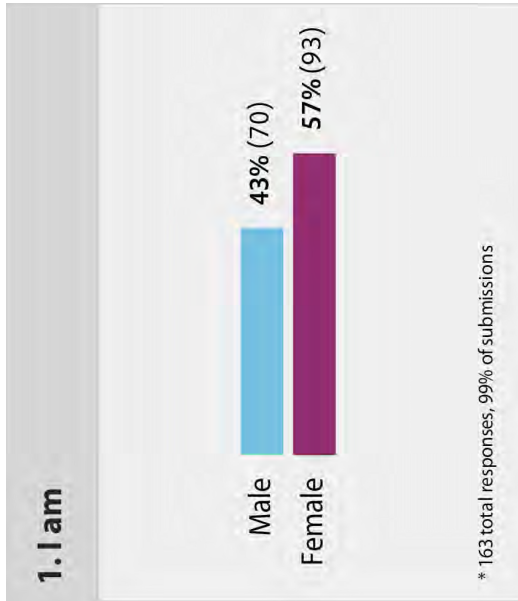
The purpose of the survey was to collect information from passengers regarding their usage of the route and the impact the proposed route reconfiguration will have on their trips.

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Results to the survey are indicated below. More detailed information regarding passenger responses to each question are included on the following pages.

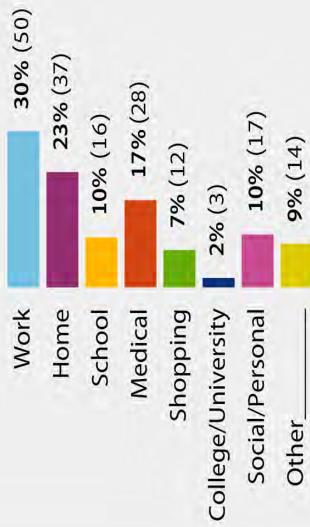
- We received 164 responses from passengers.
- The results indicated that the majority of the passengers responding to the survey were female, black, aged 41-64, and with an income less than \$19,999.
- Work was the most common response for where people were travelling to and/or from.
- Most passengers indicated they ride on Route 80 two to six times a week.
- A majority of passengers indicated they had accessed Route 80 by walking to a bus stop or by making a connection from another route.
- Edison Mall was indicated as the location in which the most connections were made.
- Passengers indicated most connections they made were to and from the 140 Route at Edison Mall
- The majority of passengers indicated that the proposed reconfiguration of Route 80 would have a positive (49%) or no (31%) impact on their trip. Passengers indicating that the reconfiguration would have a negative impact on their trip made up 19% of the responses.
- When asked what improvements could be made to Route 80, survey respondents mostly indicated they would like more frequent bus service and more evening and weekend service.
- Some passengers indicated that the level of impact the reconfiguration would have on their trip depends on what the schedule will be.

## Demographics



## Route 80 Access and Usage

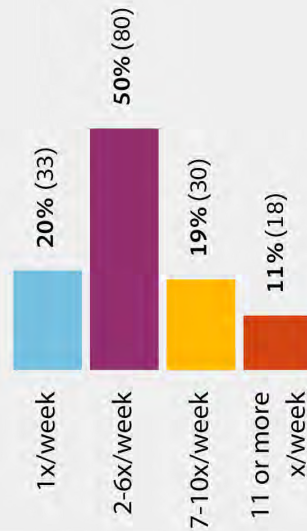
5. Where are you traveling to right now? (Pick One)



\* 164 total responses, 100% of submissions

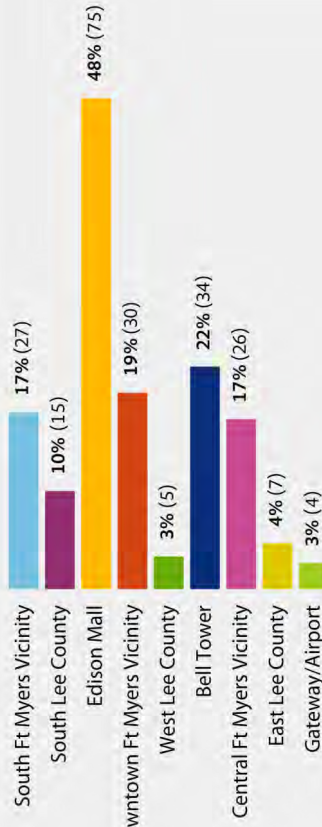
Question 5. Passengers that checked "other" indicated they were travelling to volunteer work, church services or private matters.

7. How many times a week do you use Route 80?



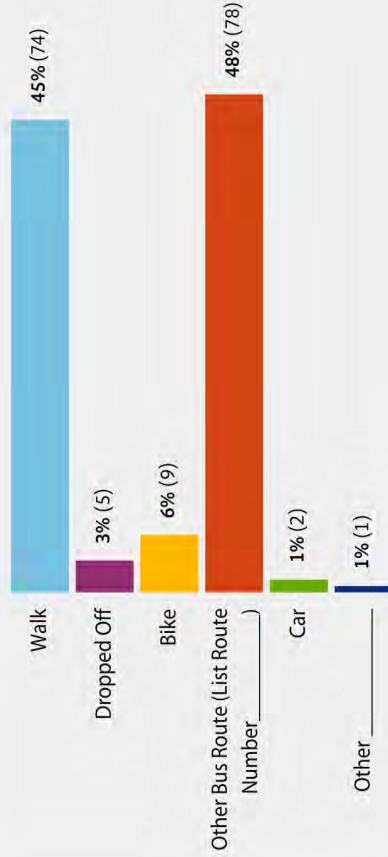
\* 161 total responses, 98% of submissions

6. Choose the location of your Start Point and End Point on this trip. (See map on page 2 for help.)



\* 156 total responses, 95% of submissions

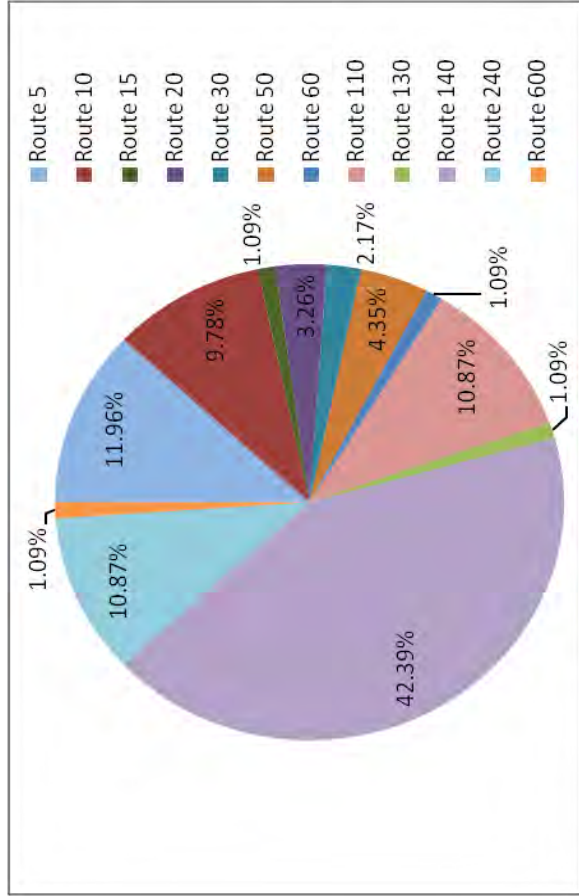
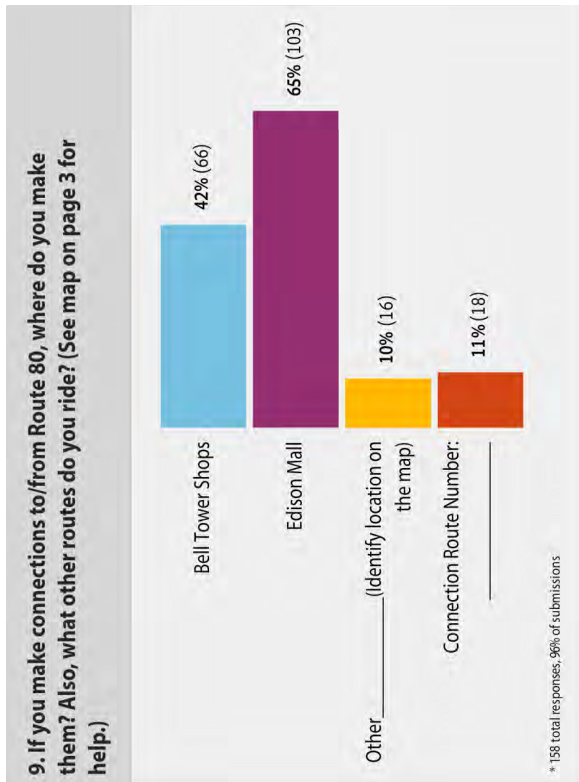
8. How do you get to Route 80? (Pick One)



\* 163 total responses, 99% of submissions

Questions 8. "Other Bus Route (List Route Number \_\_\_\_\_)" See table and pie chart on next page for the routes listed by survey respondents.

## Route 80 Passenger Connections

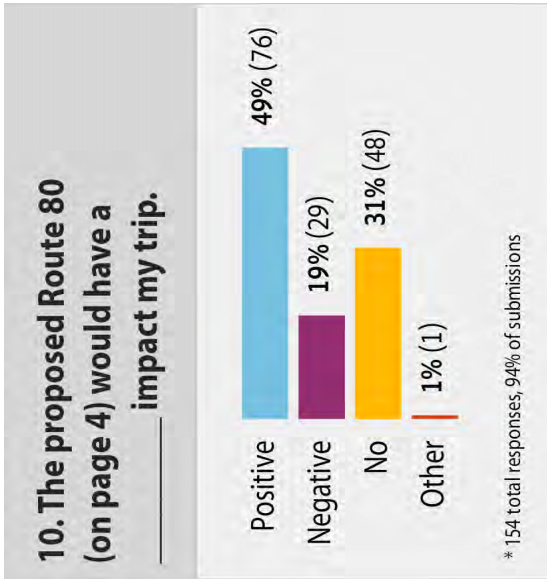


Questions 9. "Other" was only identified with a route number not with an indication on the map. See table and pie chart below for routes listed by survey respondents.

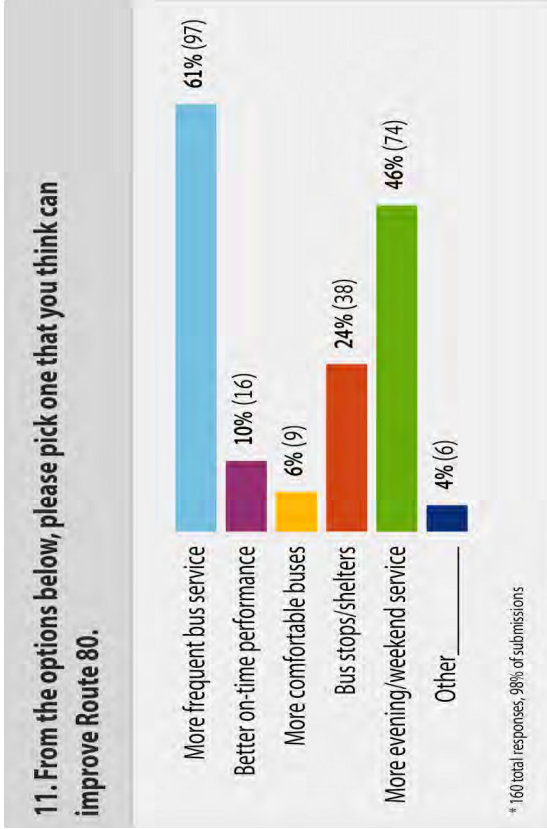
Route 5	12%
Route 10	10%
Route 15	1%
Route 20	3%
Route 30	2%
Route 50	4%
Route 60	1%
Route 110	11%
Route 130	1%
Route 140	42%
Route 240	11%
Route 600	1%

Passengers indicated the routes they transfer to and from Route 80. The table and chart show all routes that were listed by passengers and the percentage of passengers that indicated make connections to and from these routes.

## Route 80 Reconfiguration Impact and Comments



Question 10: 80% of Passengers indicated the route configuration would not have a negative impact on their trip. Passengers have indicated their concerns the schedule for the reconfigured route will be longer than what it is currently.



Question 11: Some comments made by passengers that checked “other” included :

- Passengers are concerned that the reconfigured route does not provide service on Winkler going north.
- Passengers would like to see better wheelchair access.
- Stop requests made by passengers include: in front of Gulf Coast Hospital, Page Field and Hope Clubhouse.
- Passengers are concerned the schedule for the reconfigured route will be longer than what it is currently.





# LEE COUNTY TRANSIT

## Transit Development Plan FY 2012 - 2021 Final Report



Tindale-Oliver  
&  
Associates, Inc.  
Planning and Engineering

September 2011

LEE COUNTY TRANSIT

**Transit Development Plan  
FY 2012 – FY 2021**



Prepared For:

**Lee County Transit**  
6035 Landing View Drive  
Fort Myers, FL 33907  
Phone: (239) 533-8726

Prepared By:

**Tindale-Oliver & Associates, Inc.**  
1000 N. Ashley Drive, Suite 100  
Tampa, FL 33602  
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### Section 3

## STUDY AREA CONDITIONS AND DEMOGRAPHIC CHARACTERISTICS

This section summarizes the existing conditions and demographic characteristics within LeeTran's service area. A service area description, demographic characteristics, land use information, commuting patterns data, and roadway conditions are included. Information and data presented reflects the most recent data available. The highlights of the review are summarized at the end of the section. This review provides additional background information needed to help understand LeeTran's operating environment and the characteristics of the service area population.

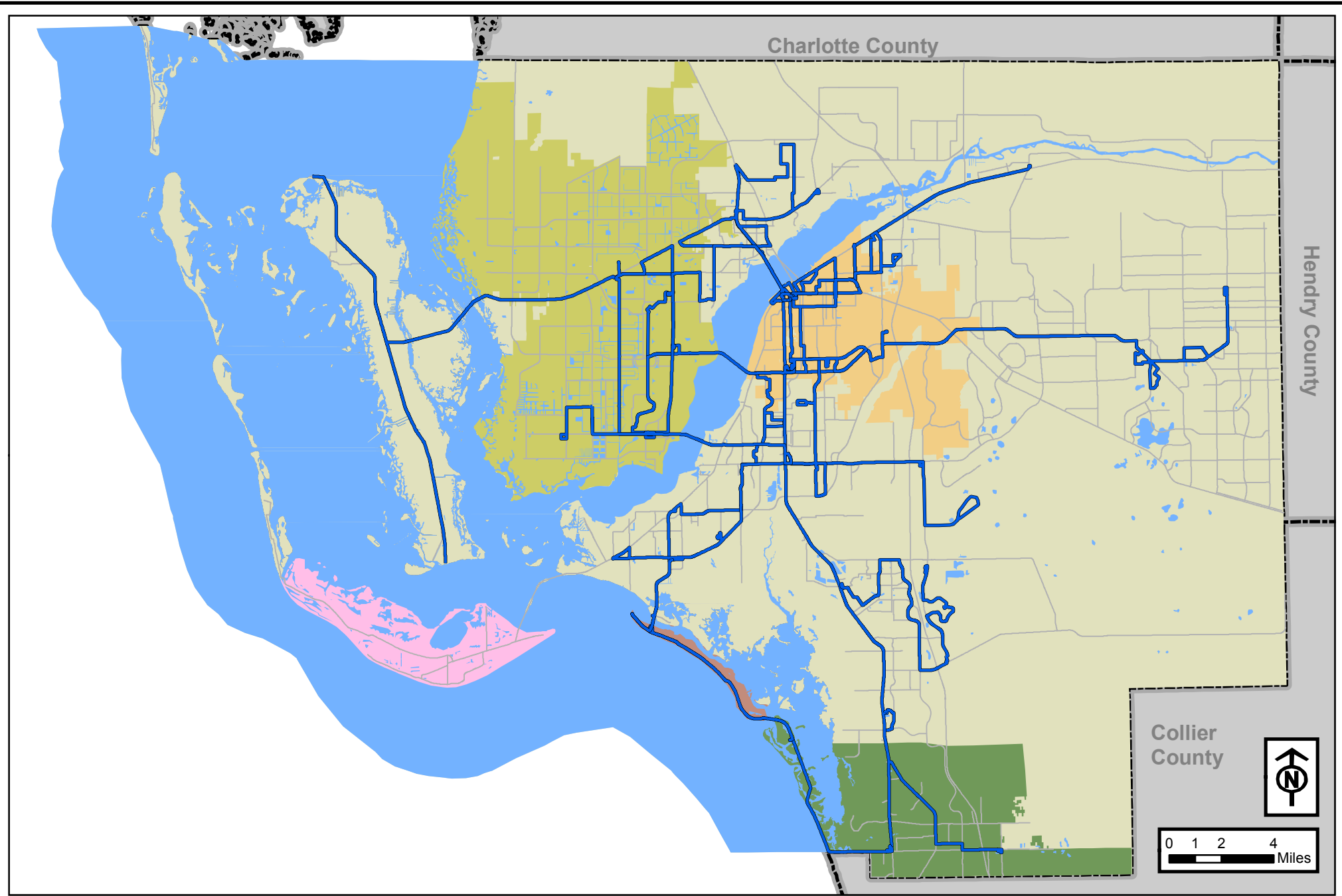
### SERVICE AREA DESCRIPTION

Lee County is located in southwestern Florida and is bordered on the north by Charlotte County, on the south by Collier County, on the east by Hendry County, and on the west by the Gulf of Mexico. Lee County's population is concentrated primarily in Cape Coral in the northwestern portion of the county, Fort Myers in the central part of the county, and North Fort Myers in the northern portion of the county. The county has approximately 804 square miles of land area. Map 3-1 presents a physical representation of the county and its municipal areas.








To better understand the study area conditions and demographic characteristics of Lee County, a review of pertinent information was conducted as part of the TDP update process. The sources for this information include the U.S. Census Bureau, the ACS, the Bureau of Economic and Business Research (BEBR) at the University of Florida, FDOT, the Lee County MPO, and LeeTran.

### POPULATION PROFILE

Population estimates for 2009 were the latest estimates available at the time this report was prepared. As shown in Table 3-1, the 2009 population of Lee County was 615,124 – a growth of 39.5 percent or a population increase of approximately 174,236 people since 2000. Note that Lee County is more than double the state of Florida in terms of the percent change in population growth. Lee County is ranked the eighth highest county for population density in the State of Florida, with 766 persons per square mile. Lee County has a significantly greater population density than surrounding counties, including Charlotte County (239 person per sq. mile), Collier County (164 persons per sq. mile), and Hendry County (36 persons per sq. mile). Maps 3-2 through 3-5 illustrate the population, employment, and dwelling unit densities for 2010 and 2020 by Traffic Analysis Zone (TAZ). TAZs are geographic areas used in transportation demand modeling to provide detailed statistics for present and future conditions.



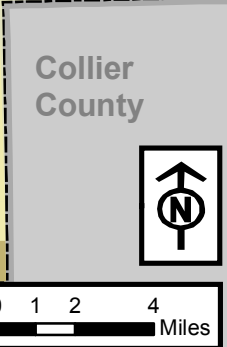
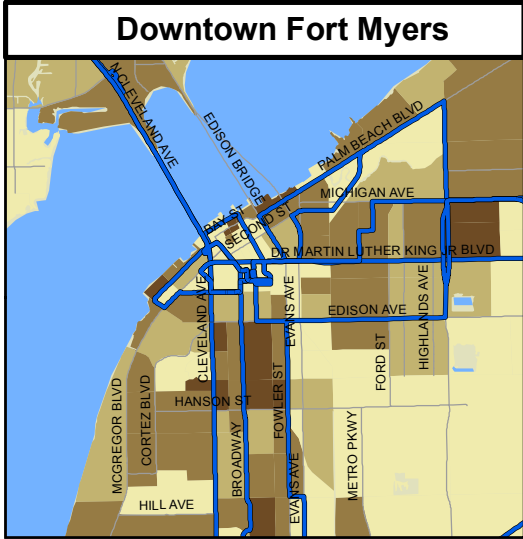
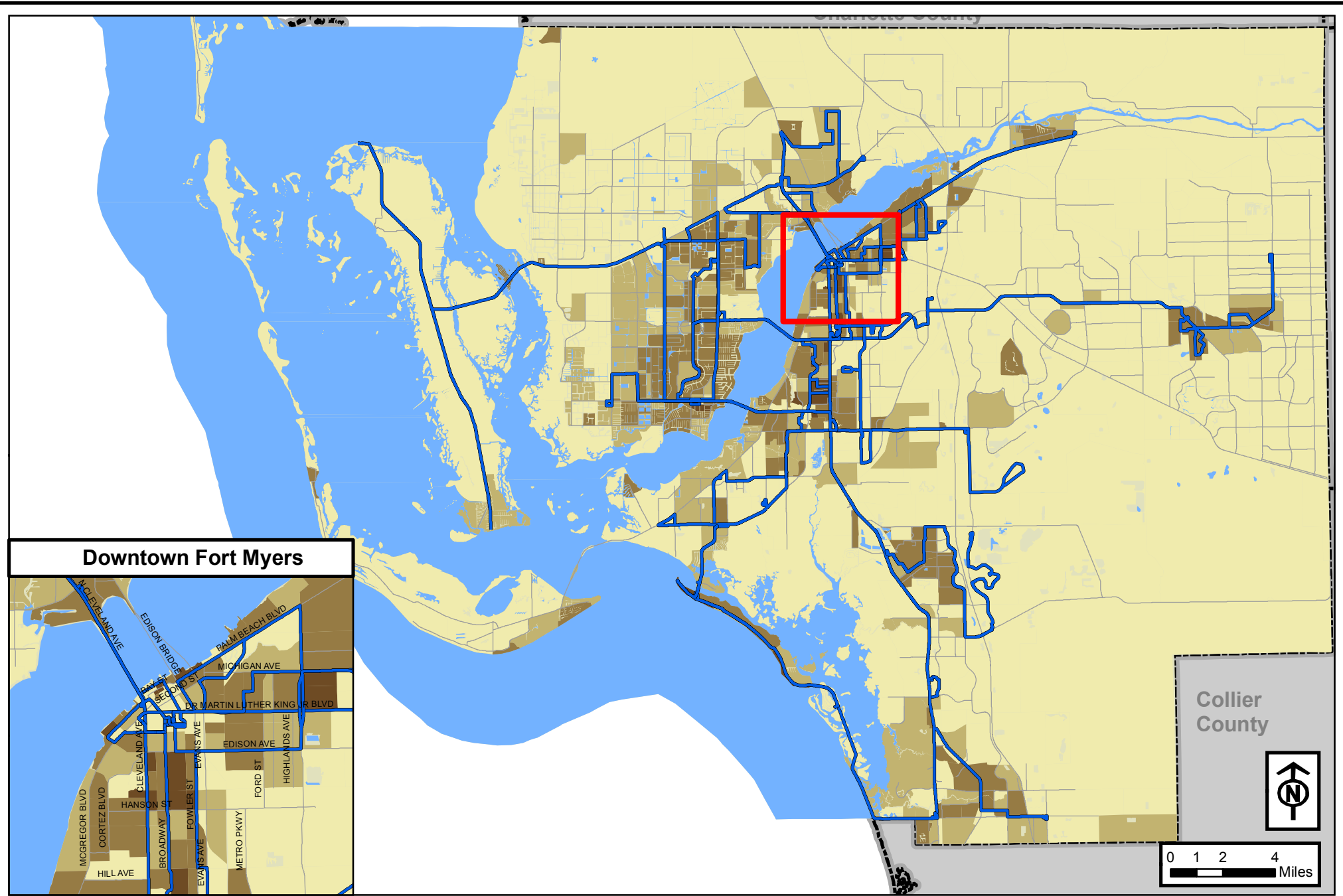
**Legend**

<b>Municipalities</b>			<b>LeeTran Routes</b>	
	Bonita Springs			LeeTran Routes
	Cape Coral			Major Roads
				Sanibel

**Table 3-1  
Population Characteristics**

Population Data	2000		2009		% Change (2000-2009)	
	Lee County	Florida	Lee County	Florida	Lee County	Florida
Persons	440,888	15,982,824	615,124	18,750,483	39.52%	17.32%
Households	188,599	6,337,929	264,930	7,477,339	40.47%	17.98%
Number of Workers	177,278	7,221,000	244,913	8,232,000	38.15%	14.00%
Land Area (square miles)	803.6	53,926.8	803.6	53,926.8	0.00%	0.00%
Water Area (square miles)	408.3	11,827.8	408.3	11,827.8	0.00%	0.00%
Persons per Household	2.34	2.52	2.32	2.51	-0.85%	-0.40%
Workers per Household	0.94	1.14	0.92	1.10	-2.13%	-3.51%
Person per Sq. Mile of Land Area	548.6	296.4	765.5	347.7	39.54%	17.31%
Workers per Sq. Mile of Land Area	220.6	133.9	304.8	152.7	38.17%	14.04%

Source: 2001 and 2010 BEBR Statistical Abstract



**Legend**

**Population Density (per square mile)**

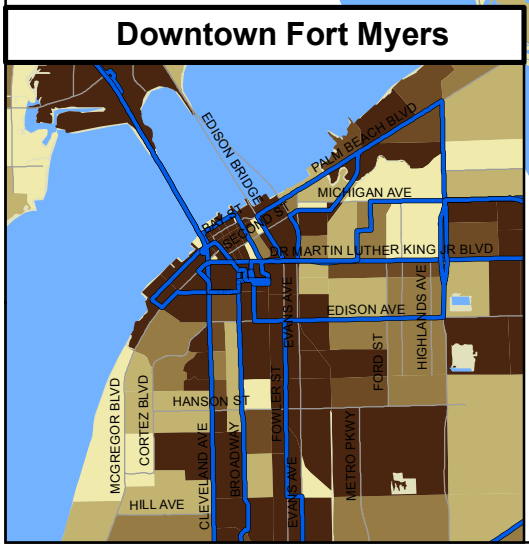
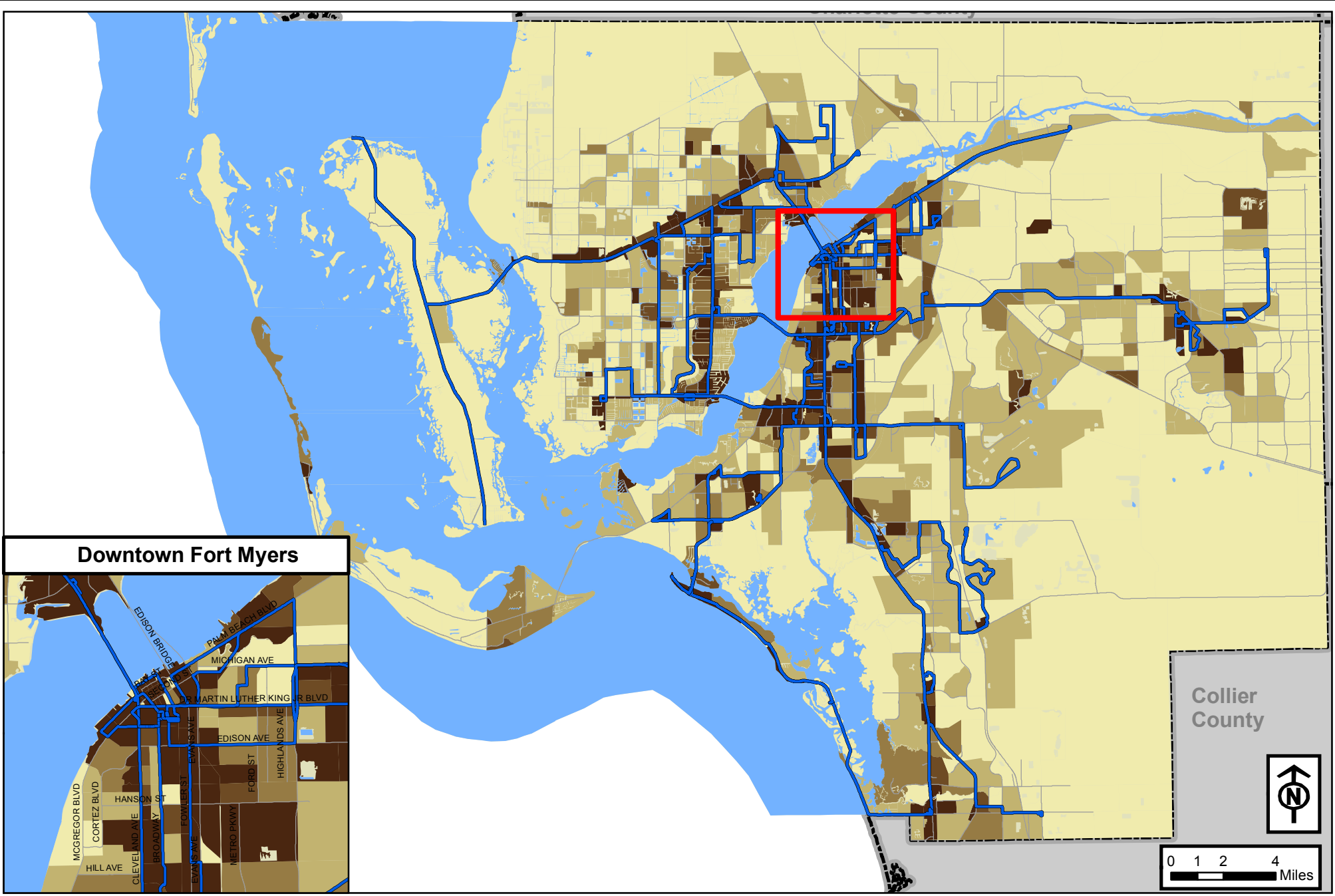
	<1,500		3,001-8,000		>20,000
	1,500-3,000		8,001-20,000		

**LeeTran Routes**

—

**Major Roads**

—



Collier County

0 1 2 4 Miles

**Legend**

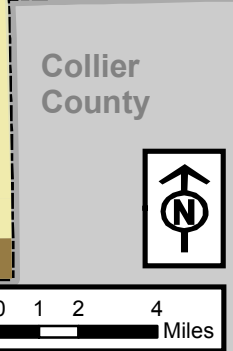
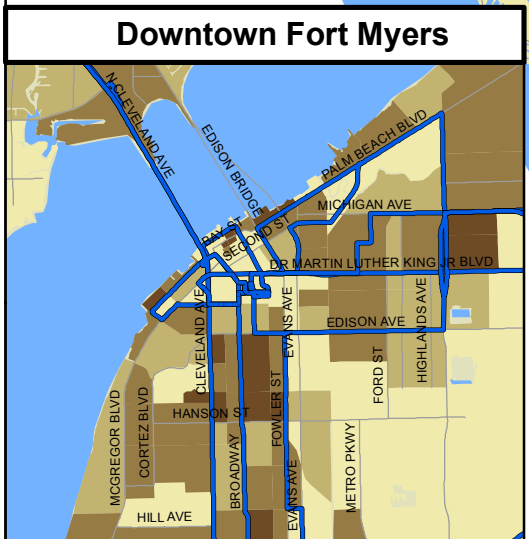
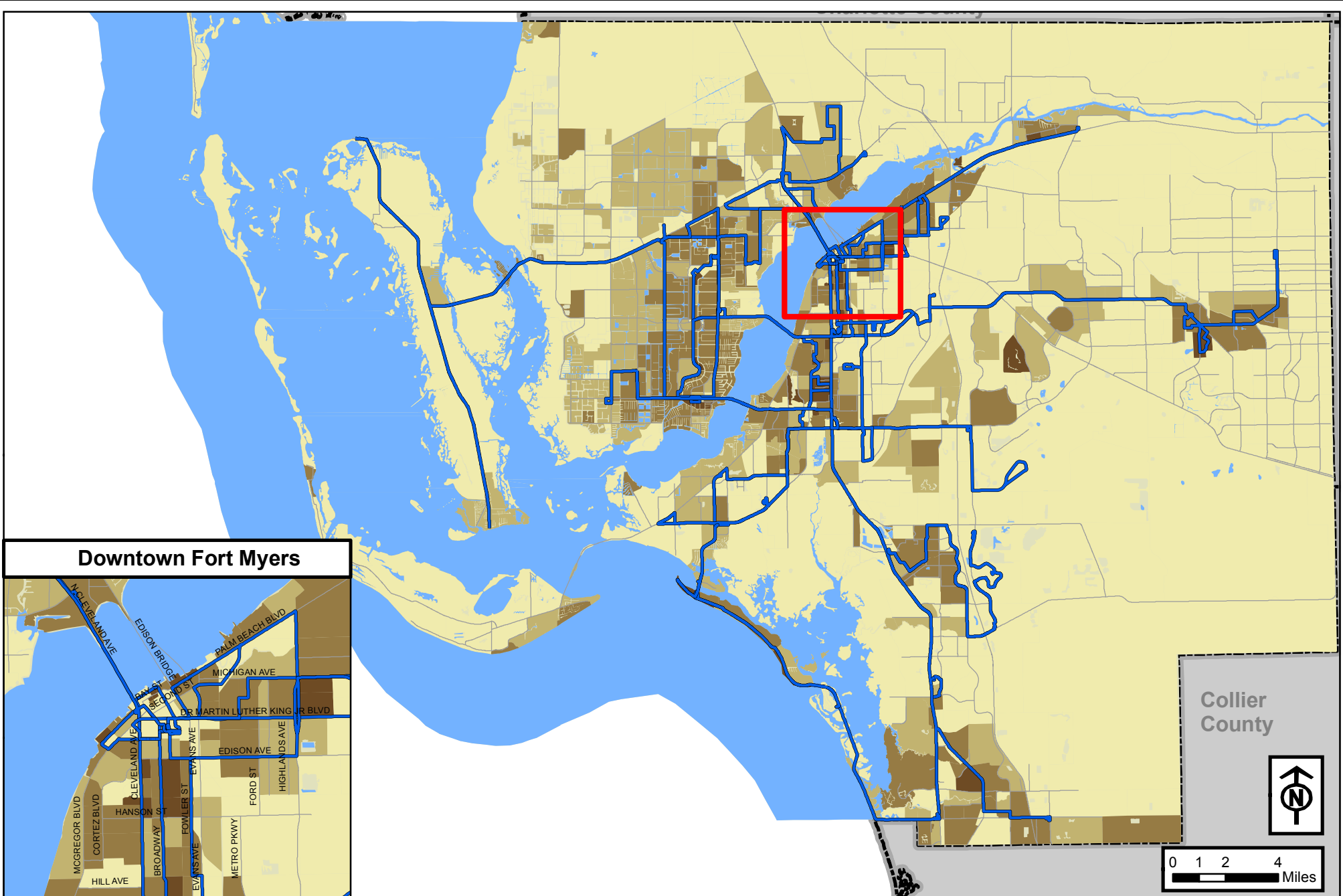
**Employment Density (per square mile)**

<100	501-1,000	>1,500
100-500	1,001-1,500	

**LeeTran Routes**

**Major Roads**





**Legend**

**Population Density (per square mile)**

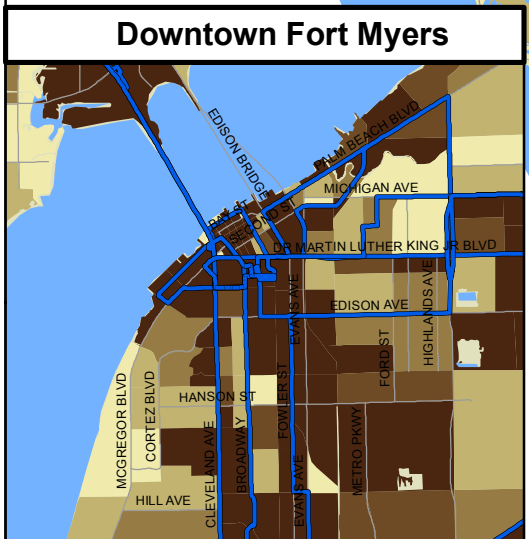
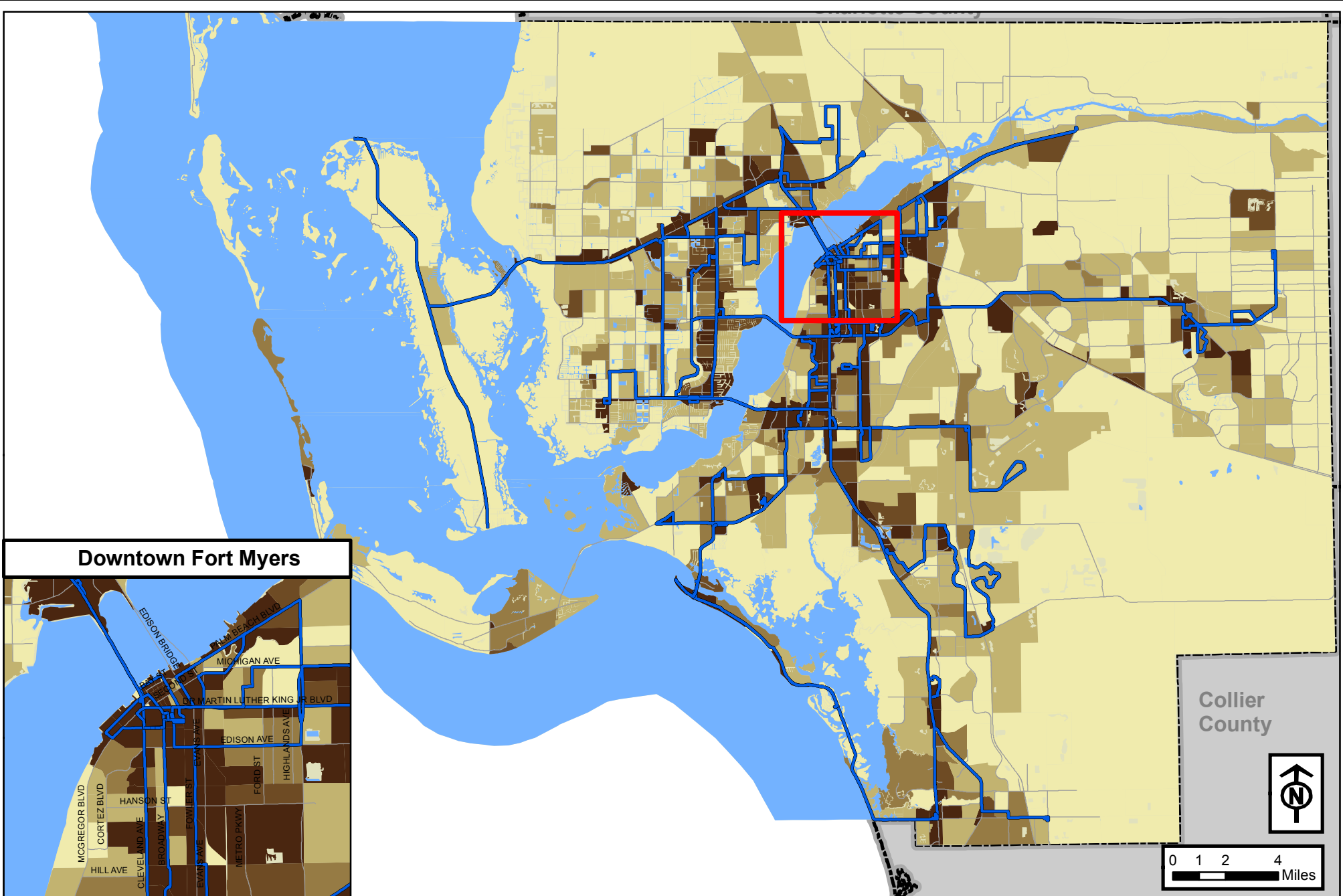
	<1,500		1,500-3,000		3,001-8,000		8,001-20,000		>20,000
--	--------	--	-------------	--	-------------	--	--------------	--	---------

**LeeTran Routes** —

**Major Roads** —

Source: Lee County MPO





**Legend**

**Employment Density (per square mile)**

<span style="display: inline-block; width: 15px; height: 15px; background-color: #ffffcc; border: 1px solid black;"></span> <100	<span style="display: inline-block; width: 15px; height: 15px; background-color: #d9ead3; border: 1px solid black;"></span> 501-1,000	<span style="display: inline-block; width: 15px; height: 15px; background-color: #c43a21; border: 1px solid black;"></span> >1,500
<span style="display: inline-block; width: 15px; height: 15px; background-color: #f4cccc; border: 1px solid black;"></span> 100-500	<span style="display: inline-block; width: 15px; height: 15px; background-color: #54278f; border: 1px solid black;"></span> 1,001-1,500	

**LeeTran Routes**

**Major Roads**

There are five municipalities in Lee County, which include the City of Fort Myers, the Town of Fort Myers Beach, the City of Cape Coral, the City of Bonita Springs, and the City of Sanibel. The City of Cape Coral has the highest population – double that of the second most populous municipality, the City of Fort Myers.

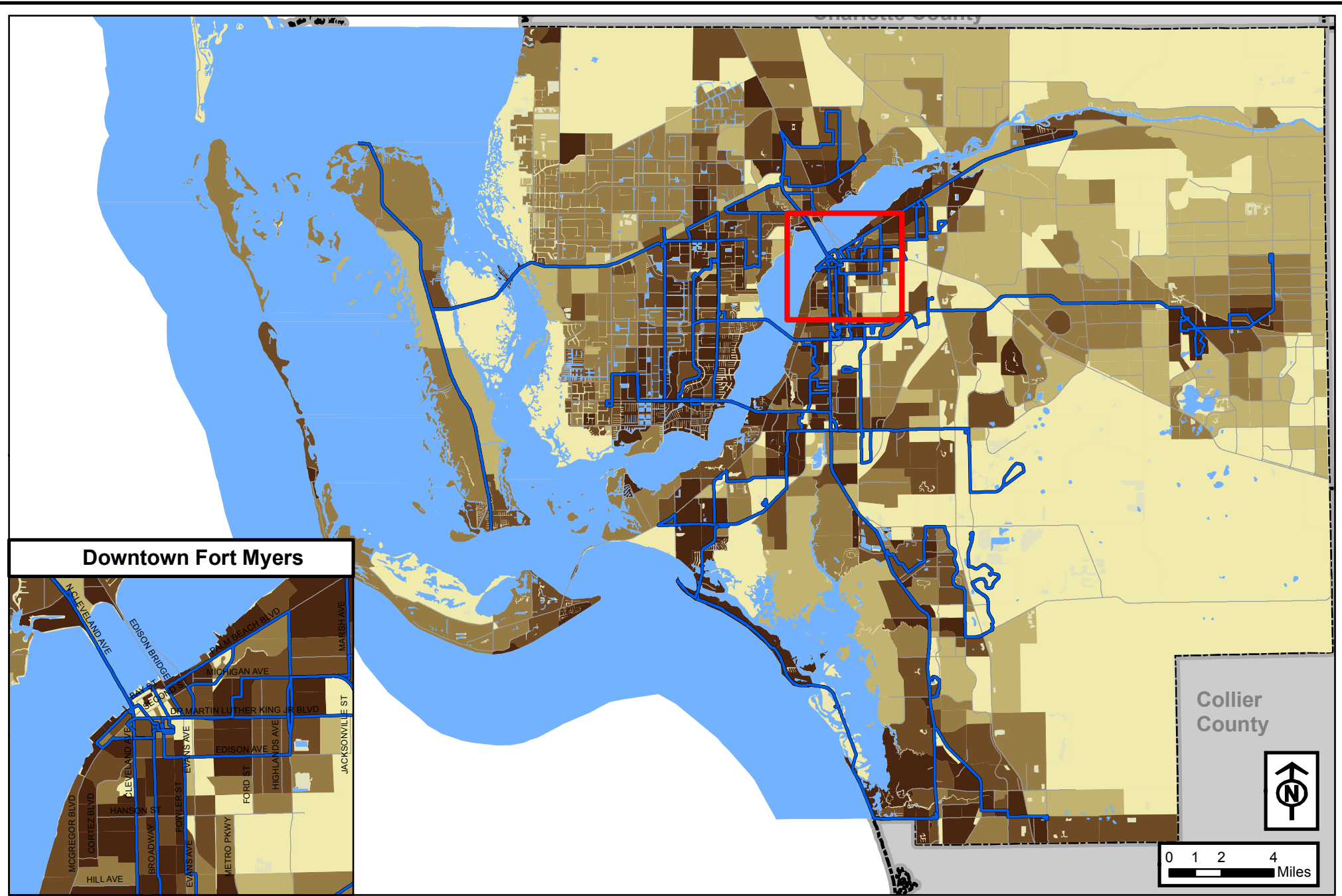
As shown in Table 3-2, the percent change from 1990 to 2000 indicates that two municipalities experienced population increases of more than 100 percent. From 2000 to 2009, the population increase slowed down by more than half for Bonita Springs, which has more than tripled its population in the last 19 years. Conversely, Fort Myers experienced a 43.2 percent increase in the last nine years as opposed to only 6.3 percent during the entire 1990s. Much of the recent population growth in the City of Fort Myers is due to annexation.

**Table 3-2  
Population Trends for Cities, Towns, and Census Designated Places**

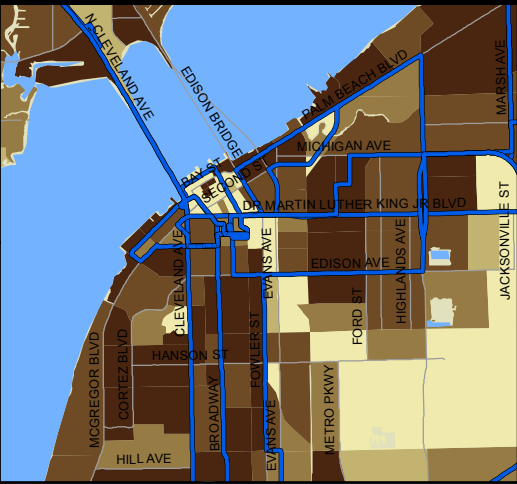
Municipality	1990	2000	2009	% Change (1990-2000)	% Change (2000-2009)	% Change (1990-2009)
Bonita Springs	13,600	32,914	46,425	142.0%	41.0%	241.4%
Cape Coral	74,991	102,206	162,852	36.3%	59.3%	117.2%
Captiva	n/a	392	n/a	n/a	n/a	n/a
Fort Myers	45,206	48,046	68,819	6.3%	43.2%	52.2%
Fort Myers Beach	9,284	6,539	6,919	-29.6%	5.8%	-25.5%
Lehigh Acres	13,611	33,142	n/a	143.5%	n/a	n/a
McGregor	6,504	7,067	n/a	8.7%	n/a	n/a
North Fort Myers	30,027	40,320	n/a	34.3%	n/a	n/a
St. James City	n/a	4,096	n/a	n/a	n/a	n/a
San Carlos Park	11,758	16,120	n/a	37.1%	n/a	n/a
Sanibel	5,468	6,042	6,329	10.5%	4.8%	15.7%
Unincorporated County	124,664	144,004	323,780	15.5%	124.8%	159.7%

Source: US Census Bureau, Summary of Social, Economic, and Housing Characteristics and 2010 BEBR Statistical Abstract

Maps 3-6 and 3-7 illustrate the total existing (2010) and future (2020) dwelling unit densities in the county. The greatest densities of households are along the river within Cape Coral, Fort Myers, McGregor, and, to the south, Bonita Springs. The highest growth in density between 2010 and 2020 is expected to occur in the areas of north and west Cape Coral, southeast Fort Myers, Lehigh Acres, and Bonita Springs.



**Downtown Fort Myers**



**Legend**

Dwelling Unit Density (per square mile)		
<span style="display:inline-block; width:15px; height:15px; background-color:#ffffcc;"></span> <20	<span style="display:inline-block; width:15px; height:15px; background-color:#d9ead3;"></span> 151-650	<span style="display:inline-block; width:15px; height:15px; background-color:#800000;"></span> >1,500
<span style="display:inline-block; width:15px; height:15px; background-color:#f4cccc;"></span> 20-150	<span style="display:inline-block; width:15px; height:15px; background-color:#c00000;"></span> 651-1,500	

**LeeTran Routes**

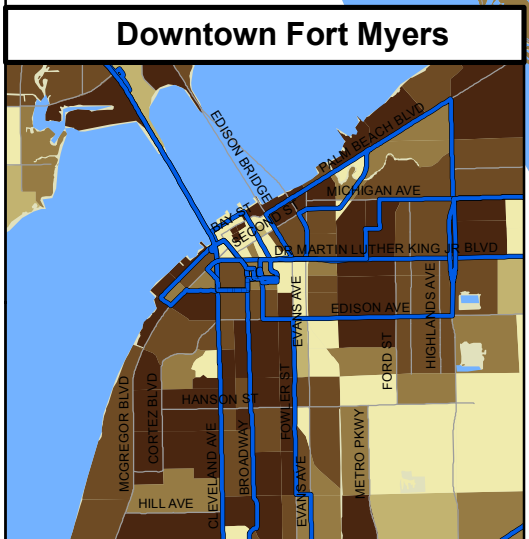
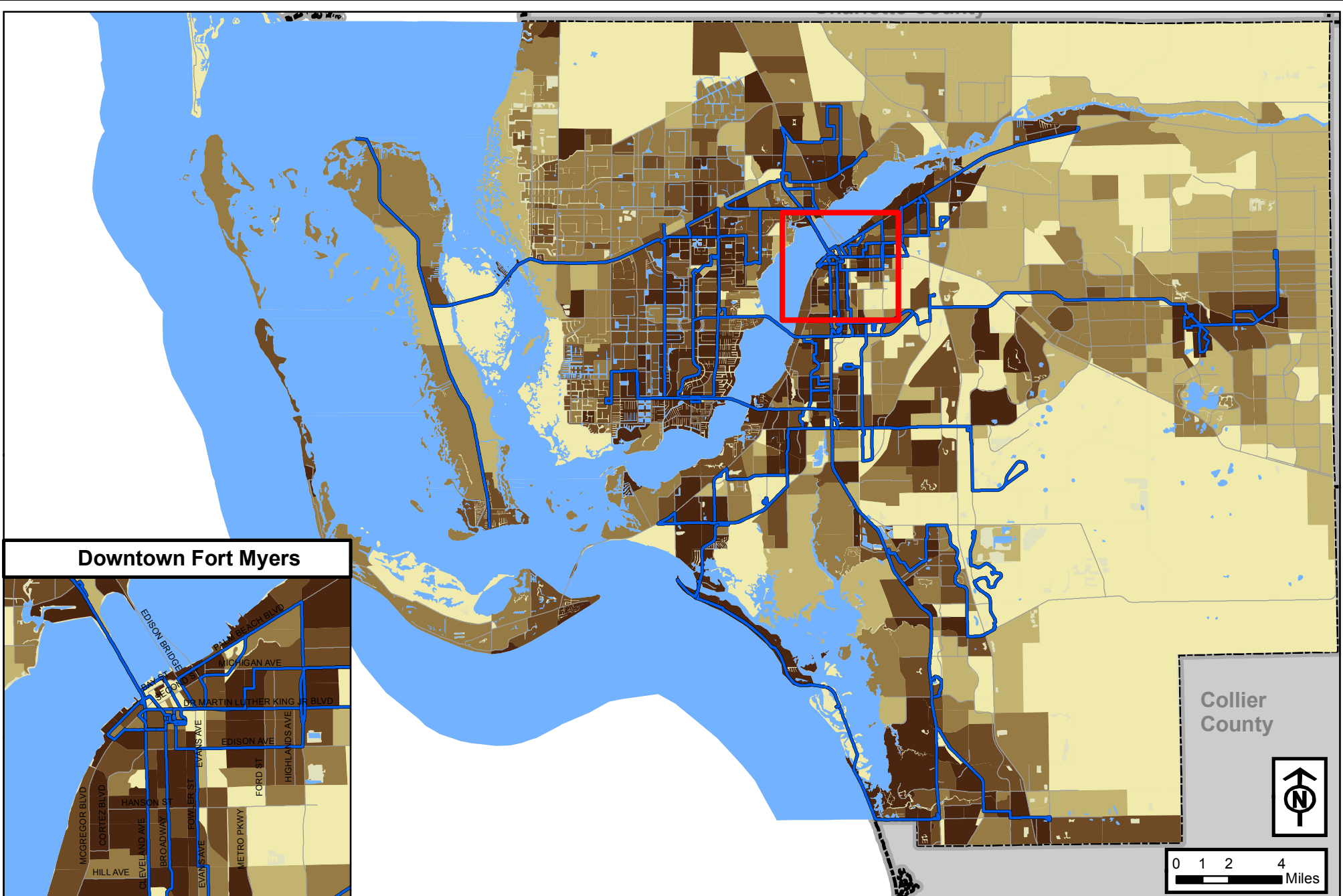


**Major Roads**



**Map 3-6**  
**Existing Dwelling Unit Density by TAZ (2010)**

Source: Lee County MPO



**Legend**

**Dwelling Unit Density (per square mile)**

<20	151-650	>1,500
20-150	651-1,500	

**LeeTran Routes**

**Major Roads**

## TRANSPORTATION DISADVANTAGED (TD) POPULATION FORECASTS

As shown in Tables 3-3 and 3-4, TD population forecasts are split into two categories. Category I refers to the entire TD population and includes the disabled, elderly, low-income persons, and “high-risk” or “at-risk” children. Category II is a subset of Category I and includes only those who are not able to transport themselves or cannot afford transportation.

**Table 3-3**  
**Transportation Disadvantaged Population Forecasts**

TD Population	2009	2010	2011	2012	2013	2025
Category I	220,007	225,603	231,448	237,461	234,646	333,480
Category II	39,370	40,313	41,298	42,309	43,348	58,375

Source: TDSP Minor Update (April 2010)

**Table 3-4**  
**Potential Transportation Disadvantaged Population**

TD Segments	Population Estimates (2010)	Percent of Total
<b>Category I</b>		
Disabled, Non-Elderly, Low Income	2,357	1.0%
Disabled, Non-Elderly, Non-Low Income	20,089	8.9%
Disabled, Elderly, Low Income	2,813	1.3%
Disabled, Elderly, Non-Low Income	41,846	18.5%
Non-Disabled, Elderly, Low Income	7,885	3.5%
Non-Disabled, Elderly, Non-Low Income	117,261	52.0%
Non-Disabled, Non-Elderly, Low Income	33,352	14.8%
<b>Total (Category I)</b>	<b>225,603</b>	<b>100.0%</b>
<b>Category II</b>		
Transportation Disabled, Non-Elderly, Low Income	1,000	2.5%
Transportation Disabled, Non-Elderly, Non-Low Income	8,522	21.1%
Transportation Disabled, Elderly, Low Income	1,680	4.2%
Transportation Disabled, Elderly, Non-Low Income	24,979	62.0%
Non-Transportation Disabled, Low Income, No Auto, No Fixed-Route Transit	4,132	10.2%
<b>Total (Category II)</b>	<b>40,313</b>	<b>100.0%</b>

Source: TDSP Minor Update (April 2010)

## DEMOGRAPHIC AND JOURNEY-TO-WORK CHARACTERISTICS

### *Minority Population*

Table 3-5 displays the percent distribution of minority populations within Lee County compared to the State of Florida. The ratio of minorities to non-minorities is less than 1 to 7, which is less than that of Florida's. Therefore, the proportion of Lee County's non-minority population, approximately 88 percent, is greater than that of Florida.

**Table 3-5**  
**Minority and Non-Minority Populations within Lee County**

Geographic Location	Minority Population	% of Total Population	Non-Minority Population	% of Total Population
Lee County	54,290	12.3%	386,598	87.7%
State of Florida	3,517,349	22.0%	12,465,029	78.0%

Source: US Census Bureau Summary of Population and Housing Characteristics (2000)

As illustrated in Map 3-8, the heaviest concentrations of minorities occur in the City of Fort Myers surrounding the downtown area and in scattered block groups throughout the eastern part of the county.

### *Age Distribution*

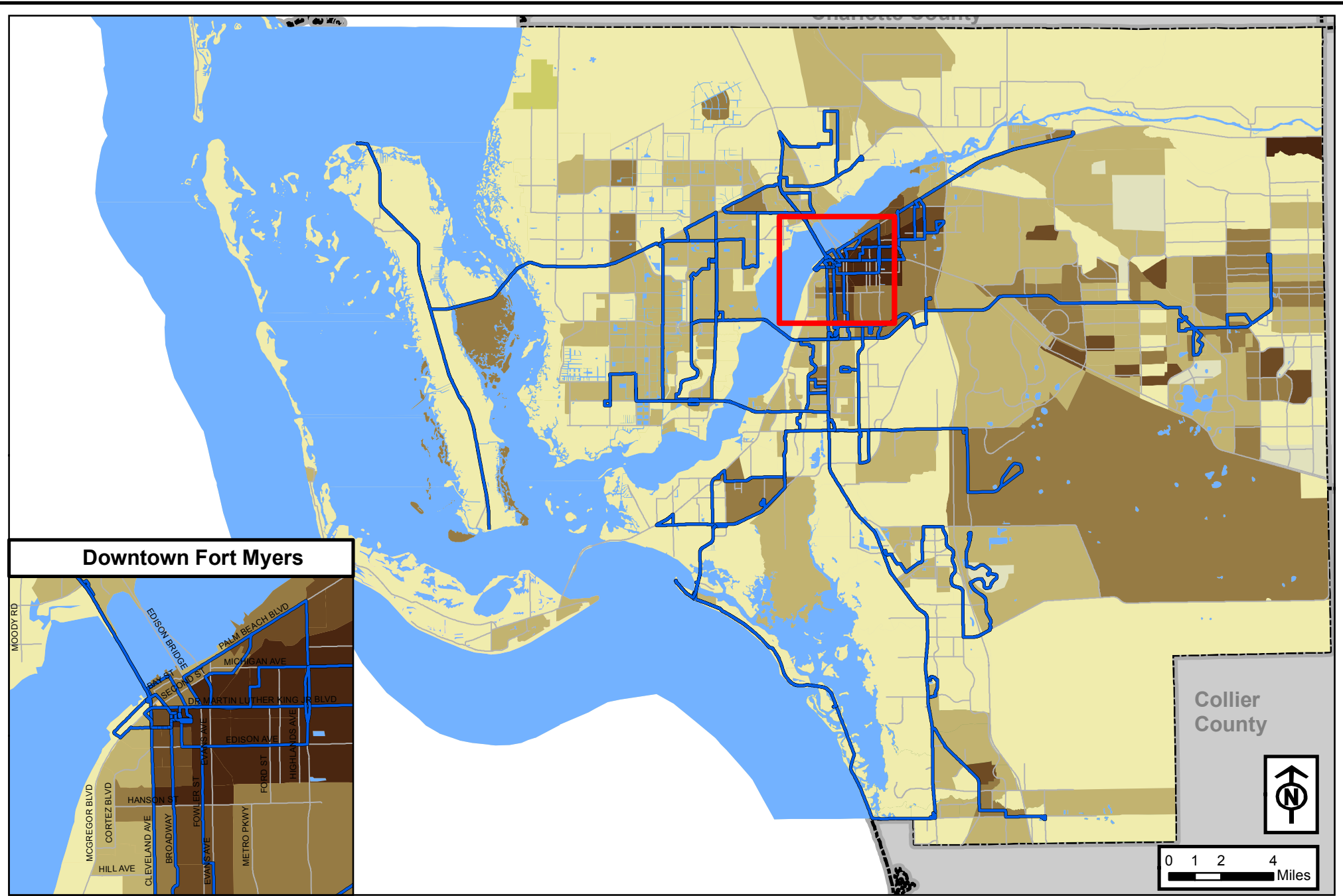
The polarity of age distribution within Lee County is a major factor when considering public transportation. Almost 30 percent of the population is below age 18 or above age 80. Note that the percent distributions of all age groups are somewhat similar to those of Florida, although Lee County does have a higher proportion of individuals over 64 years of age (almost 24% versus below 18%).

**Table 3-6**  
**Population Age Distribution, 2009**

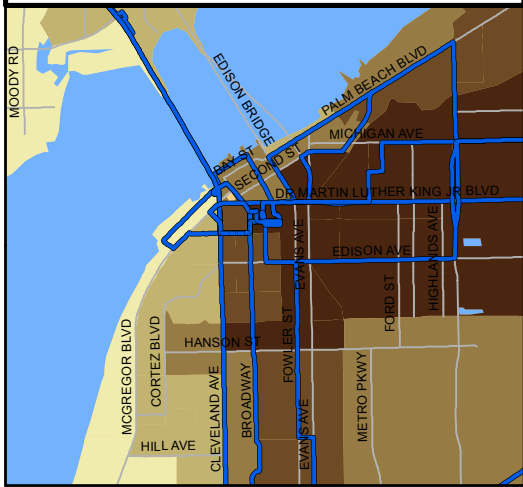
Area	Age					
	0-17	18-34	35-54	55-64	65-79	80+
Lee County	123,931	105,090	150,322	88,388	101,867	45,526
% of total population	20.15%	17.08%	24.44%	14.37%	16.56%	7.40%
Florida	4,142,059	3,954,052	5,105,874	2,265,108	2,242,776	1,040,614
% of total population	22.09%	21.09%	27.23%	12.08%	11.96%	5.55%

Source: 2010 BEBR Statistical Abstract





**Downtown Fort Myers**



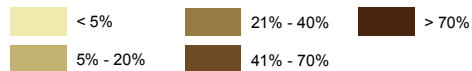
Collier County



**LeeTran 2012  
Transit Development  
Plan**

**Legend**

**Percent of Population**



**LeeTran Routes**



Source: 2000 Census

**Map 3-8**

**Percent of Minority  
Population by  
Block Group (2000)**



According to the 2009 BEBR Statistical Abstract, the County's median age is expected to increase from 46.4 to 49.0 years between 2010 and 2020. One could assume a growing need for public transit within Lee County considering the anticipated increase in average age.

Furthermore, the age groups of 0-17 years and more than 65 years are more likely to use public transportation. These groups include youth aged 15 years and younger who cannot legally operate a motor vehicle and, therefore, typically have a higher propensity for using transit; as well as the elderly, 65 years and older, who often are no longer able to drive due to impairments from aging. Maps 3-9 and 3-10 illustrate the concentrations of residents under the age of 16 and over the age of 60 within the county.

### **Income**

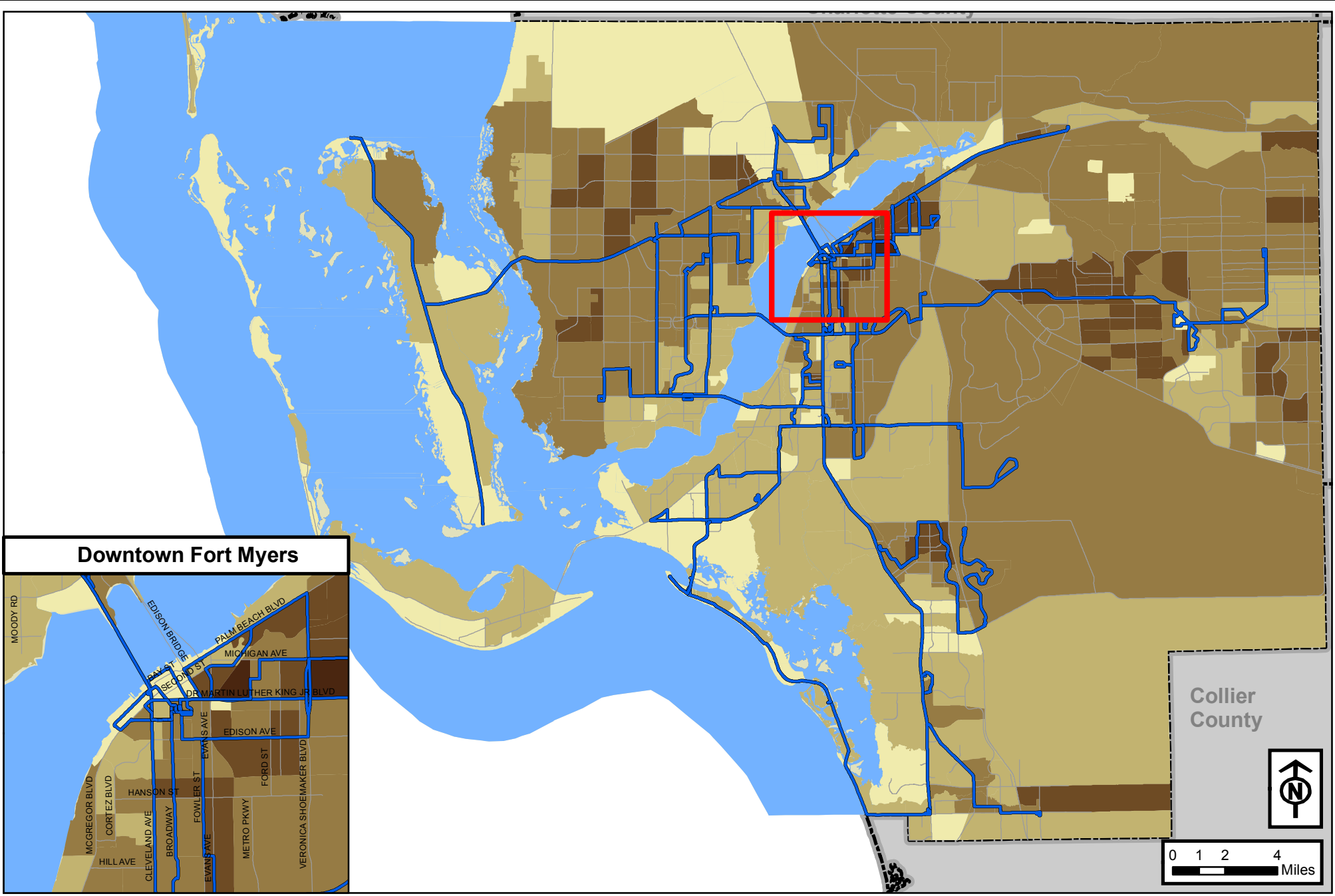
As shown in Table 3-7, the percentages of household incomes for Lee County and Florida have very similar distributions.

**Table 3-7  
Household Income Distribution, 2000**

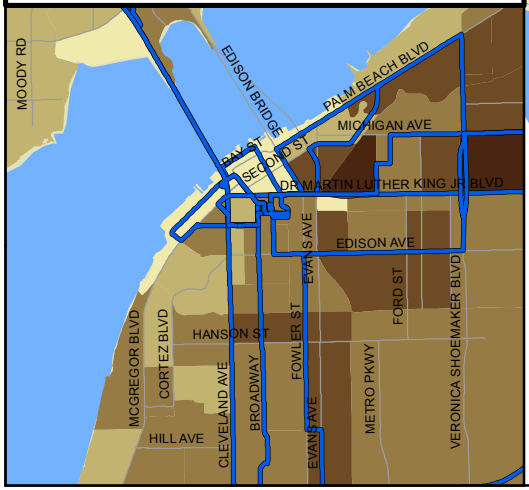
Area	Household Income					
	\$0 - \$9,999	\$10,000 - \$14,999	\$15,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 and over
Lee County	15,088	12,475	29,073	29,173	46,707	105,621
% of total households	7.99%	6.61%	15.40%	15.46%	24.74%	55.96%
Florida	558,840	420,306	887,841	851,376	1,141,928	3,127,356
% of total households	8.81%	6.63%	14.00%	13.43%	18.01%	49.32%

Source: American Community Survey (2009)

Income is an important component in determining public transit needs, similar to age and vehicle availability. It can be inferred that persons with a low income will be less likely to own a vehicle and, therefore, more likely to use public transit. Map 3-11 illustrates the percent of households with less than \$10,000 in annual income by block group.



**Downtown Fort Myers**



Collier County

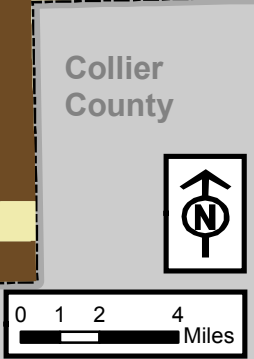
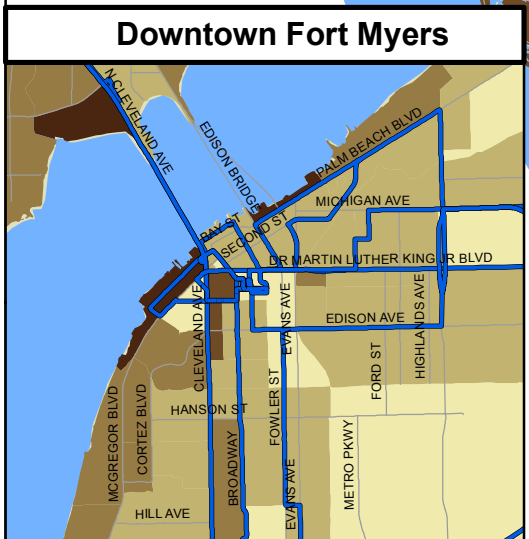
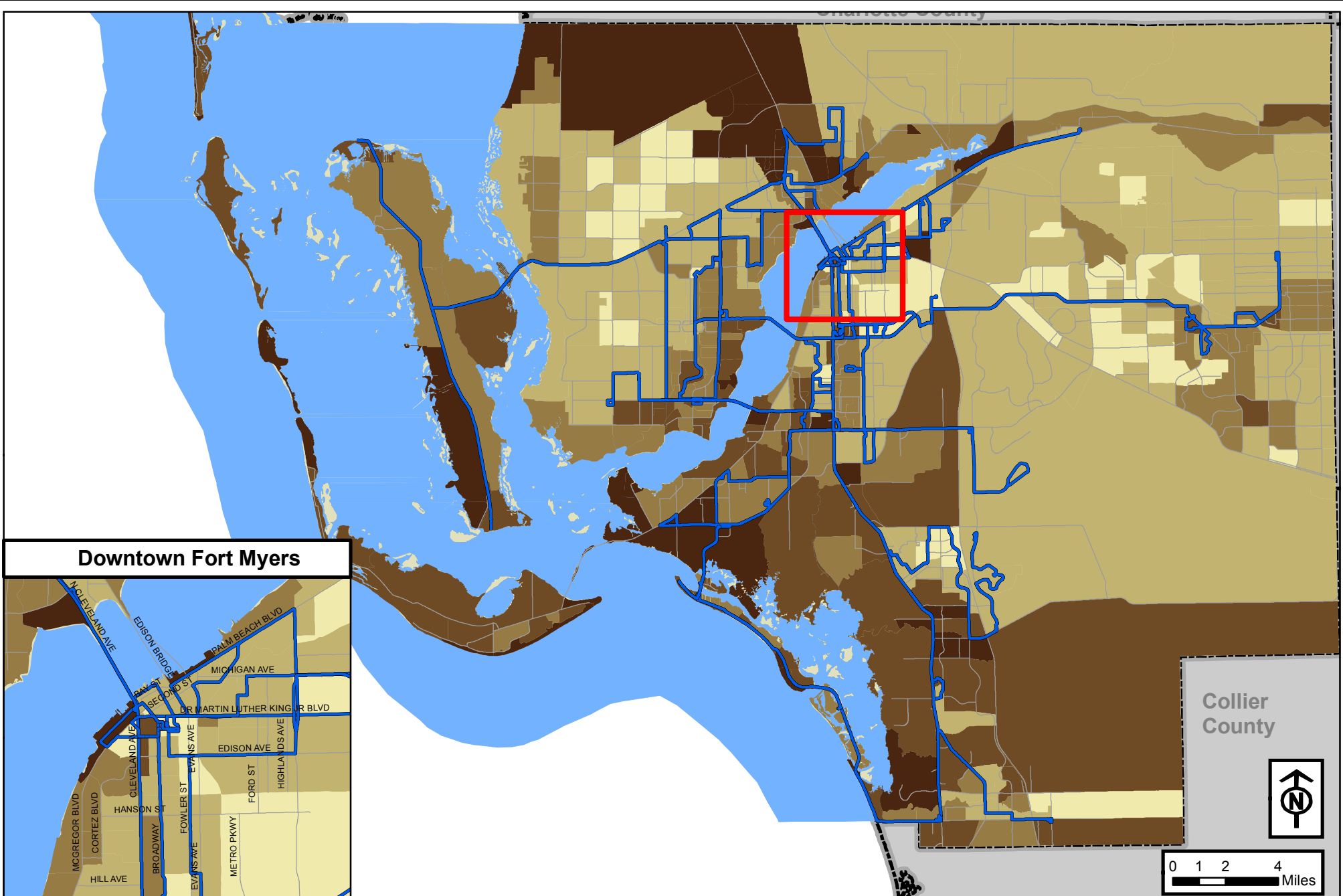
**LeeTran 2012  
Transit Development  
Plan**

**Legend**

<b>Percent of Population</b>			<b>LeeTran Routes</b>	
< 5%	16% - 25%	> 35%		
5% - 15%	26% - 35%			<b>Major Roads</b>

**Map 3-9**  
**Percent of Population  
Under Age 16 by  
Block Group (2009)**

Source: 2009 ESRI

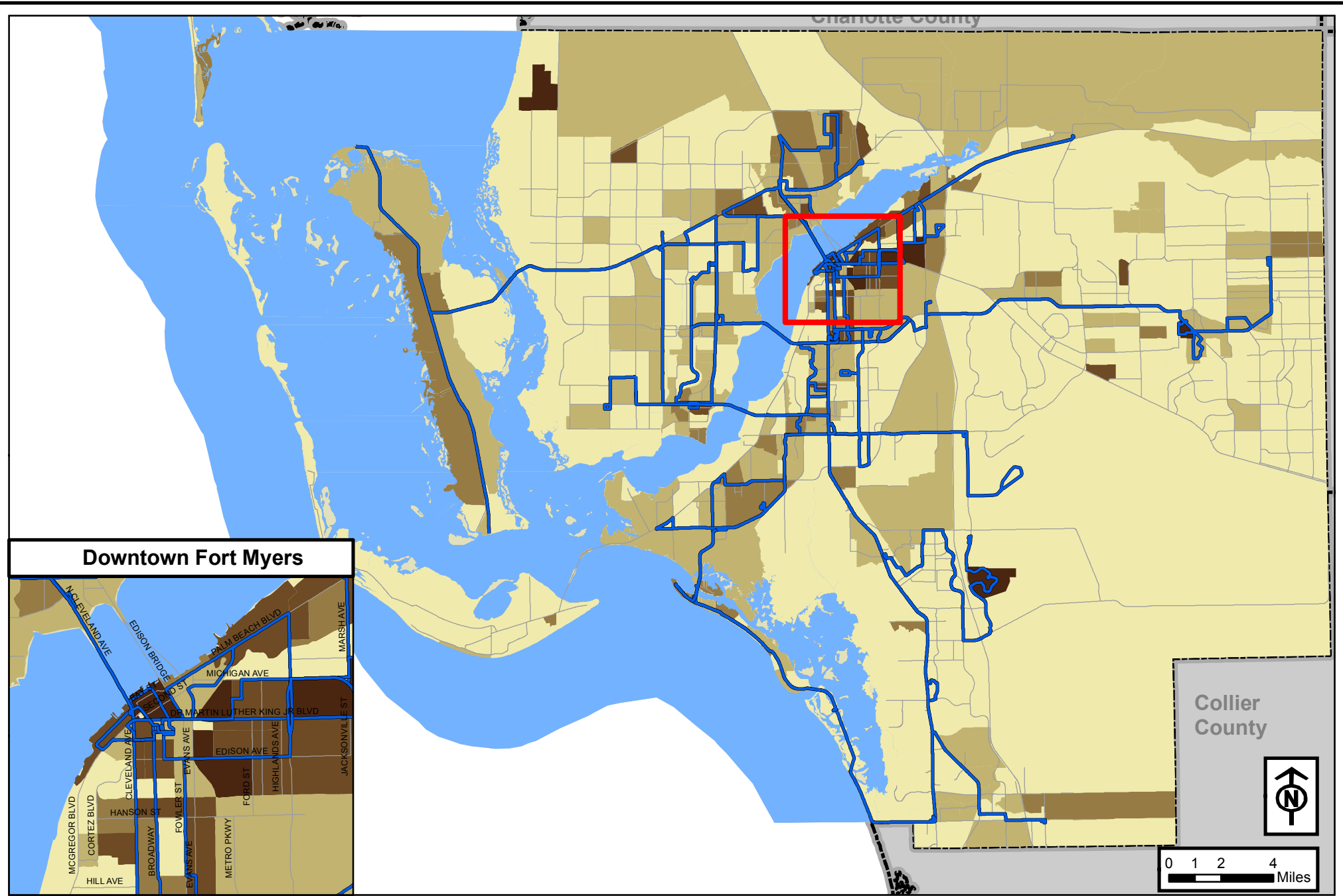


**Legend**

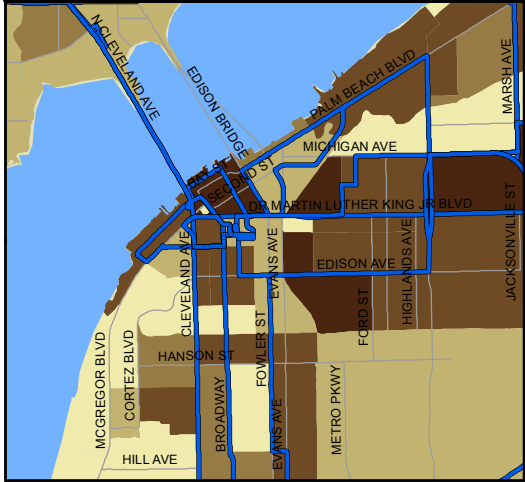
<b>Percent of Population</b>			<b>LeeTran Routes</b>	
< 10%	26% - 45%	> 70%		
10% - 25%	46% - 70%			
			<b>Major Roads</b>	

**Map 3-10**  
**Percent of Population Age 60 and Over by Block Group (2009)**

Source: 2009 ESRI



**Downtown Fort Myers**



**Legend**

<b>Percent of Households</b>			<b>LeeTran Routes</b>	
	< 5%		11% - 15%	
	5% - 10%		16% - 30%	
	> 30%			
			<b>Major Roads</b>	

Source: 2009 ESRI

### Household Vehicle Availability

Table 3-8 exhibits the number of vehicles available by household within Lee County and Florida. As shown here, the County's distribution of household vehicle availability varies from that for Florida. Lee County has a lower percentage of households with zero vehicles than Florida, but a higher percentage of one-vehicle households. Approximately half of the households in the county have at least two vehicles available.

**Table 3-8  
Distribution of Vehicle Availability, 2000**

Area	Number of Vehicles Available			
	Zero	One	Two	Three or More
Lee County	10,873	86,869	71,717	19,140
% of total households	5.77%	46.06%	38.03%	10.15%
Florida	515,455	2,626,233	2,419,707	776,534
% of total households	8.13%	41.44%	38.18%	12.25%

Source: US Census Bureau Summary of Population and Housing Characteristics (2000)

### Employment Characteristics & Commuting Patterns

Table 3-9 displays the percentage of population 16 years of age and older in the labor force and the percent of laborers employed. Lee County has a slightly lower percentage of total eligible persons in its labor force than Florida, with approximately 58 percent, and a slightly lower percentage of its labor force employed (approximately 86 percent).

**Table 3-9  
Labor Force Participation, 2009**

Area	% of Population in Labor Force <sup>(1)</sup>	% of Labor Force Employed <sup>(1)</sup>	Unemployment Rate (2010) <sup>(2)</sup>
Lee County	57.9%	85.9%	13.3%
Florida	61.3%	87.3%	11.9%

(1) Source: 2009 American Community Survey. Represents the percent of the population 16 year of age and older

(2) Source: Florida Agency for Workforce Innovation

## Travel to Work

Table 3-10 displays the commuting patterns for Lee County and Florida. A higher proportion of Lee County's labor force commutes between cities than that for the State, and a smaller percentage of workers commute from suburb to suburb. The central cities for Lee County are designated as Fort Myers and Cape Coral.

**Table 3-10**  
**Work Commuting Patterns, 2000**

Area	Suburb to Suburb	Suburb to City	Suburb to Outside MSA	City to City	City to Suburb	City to Outside MSA
Lee County	65,649	33,212	16,727	39,970	23,108	3,915
% of workers	36.0%	18.2%	9.2%	21.8%	12.7%	2.1%
Florida	3,088,593	1,297,279	526,508	1,036,006	452,737	79,165
% of workers	47.7%	20.0%	8.1%	16.0%	7.0%	1.2%

Source: 2000 Census of Population and Housing

## Commuting Patterns

Table 3-11 summarizes the commuter flows for workers living in Lee County. The analysis of the 2008 Census American Community Survey data indicates that approximately 65 percent of the workers residing in Lee County also work in Lee County. The remaining 35 percent of workers commute to neighboring counties. Collier County is the most common destination for workers commuting to destinations outside Lee County (9%).

**Table 3-11**  
**County of Work for Workers Residing in Lee County, 2007 and 2008**

County of Residence		County of Work						Total
		Lee County	Collier County	Charlotte County	Miami-Dade	Broward County	Other	
Lee County (2008)	# of Workers	133,519	19,161	2,851	5,052	4,988	41,029	<b>206,600</b>
	% Distribution	64.6%	9.3%	1.4%	2.4%	2.4%	19.9%	100.0%
Lee County (2007)	# of Workers	146,433	21,091	4,165	4,478	4,784	43,725	<b>224,676</b>
	% Distribution	65.2%	9.4%	1.9%	2.0%	2.1%	19.5%	100.0%
Percent Change (2007-2008)		-8.8%	-9.2%	-31.5%	12.8%	4.3%	-6.2%	-8.0%

Source: US Census Bureau "On the Map" online application

Table 3-12 reflects commuting flows when Lee County is the destination. Over 31 percent of the work trips terminating in Lee County originate outside the county, an increase from the 7.3 percent that was observed in 2000. Collier County (6%) makes up the largest portion of workers commuting to Lee County from other counties.

**Table 3-12  
Commuting from Neighboring Counties to Lee County, 2007 and 2008**

County of Work		County of Residence						Total
		Lee County	Collier County	Charlotte County	Miami-Dade	Broward County	Other	
Lee County (2008)	# of Workers	133,519	11,774	6,088	5,762	5,260	33,018	<b>195,421</b>
	% Distribution	68.3%	6.0%	3.1%	2.9%	2.7%	16.9%	100.0%
Lee County (2007)	# of Workers	146,433	13,396	6,644	4,600	4,547	34,137	<b>209,757</b>
	% Distribution	69.8%	6.4%	3.2%	2.2%	2.2%	16.3%	100.0%
Percent Change (2007-2008)		-8.8%	-12.1%	-8.4%	25.3%	15.7%	-3.3%	-6.8%

Source: US Census Bureau "On the Map" online application

### ***Means of Travel to Work***

Table 3-13 conveys the percent distribution of the primary modes of transportation utilized for work commute purposes in Lee County and Florida. Almost 80 percent of the workers in Lee County drive alone to work, which is similar to the journey-to-work mode split for the state as a whole. Compared to the overall state distribution, a smaller proportion of people in Lee County use public transit to access work (0.8%), but a higher percentage tends to carpool (13.7%).

**Table 3-13  
Journey-to-Work Mode Split, 2000**

Area	Travel Mode				
	Drive Alone	Carpool	Public Transit	Other <sup>(1)</sup>	Walk or Work at Home
Lee County	78.7%	13.7%	0.8%	1.9%	4.9%
Florida	78.8%	12.9%	1.9%	1.7%	4.7%

(1) Includes motorcycle, bicycle, and other means of transportation

Source: US Census Bureau (2000)

### ***Additional Lee County Characteristics***

Tourism is an important aspect of the economy in Lee County and can heavily impact transit ridership during the peak winter season. Table 3-14 presents the Lee County tourism figures by season for 2008



and 2009. As shown in the table, Winter and Spring have both shown increases in tourism, while Summer and Fall reflect slight decreases in total visitors.

**Table 3-14**  
**2008 and 2009 Lee County Visitors**

<b>Time Period</b>	<b>2008</b>	<b>2009</b>	<b>% Change</b>
Winter	1,294,244	1,350,163	4.3%
Spring	1,034,402	1,315,744	27.2%
Summer	1,048,538	1,041,176	-0.7%
Fall	1,106,654	1,004,205	-9.3%
<b>Total</b>	<b>4,483,838</b>	<b>4,711,288</b>	<b>5.1%</b>

Source: 2008 and 2009 Visitors & Convention Bureau Annual Summary

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## Section 4 EXISTING LEETRAN SERVICE LEVELS

This section provides a review of existing LeeTran service levels and is divided into six subsections including existing service, operating statistics, performance evaluation and trends, peer review, and capacity analysis. The review of existing service includes a general description of the structure of LeeTran and its system characteristics. The operating statistics, performance evaluation, and trends sub-sections render a detailed examination of route-by-route operating performance. The peer review is presented for fixed-route, transportation disadvantaged, and ADA service, and provides an opportunity for LeeTran to compare its system-wide effectiveness and efficiency indicators with other peer transit systems to determine how well LeeTran is performing compared to similar transit agencies. The capacity analysis presents system-wide excess capacity based on passenger miles of service and includes standing load information drawn from the recently completed COA.

### EXISTING SERVICE

#### *Fixed-Route Bus Service*

Lee County Transit, known as LeeTran, is operated by Lee County and is responsible to the Lee County Board of County Commissioners. The County assumed official ownership of the transit service in February 1977, when the system consisted of several fixed-route bus lines connecting the City of Cape Coral, the City of Fort Myers, and the unincorporated County. Since the beginning of transit service operations in Lee County, many improvements and service expansions have been implemented that have assisted in improving the public transportation services provided within the county.

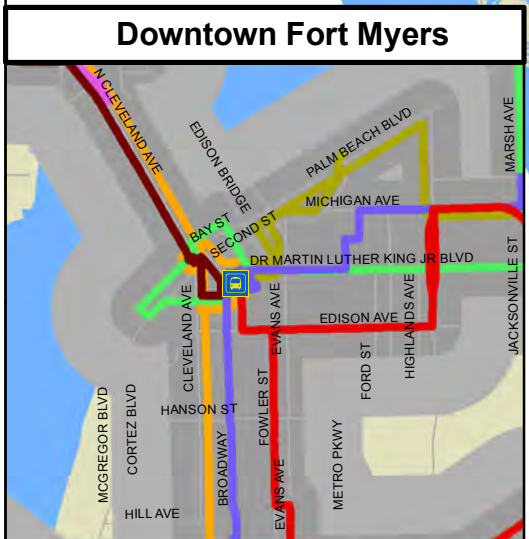
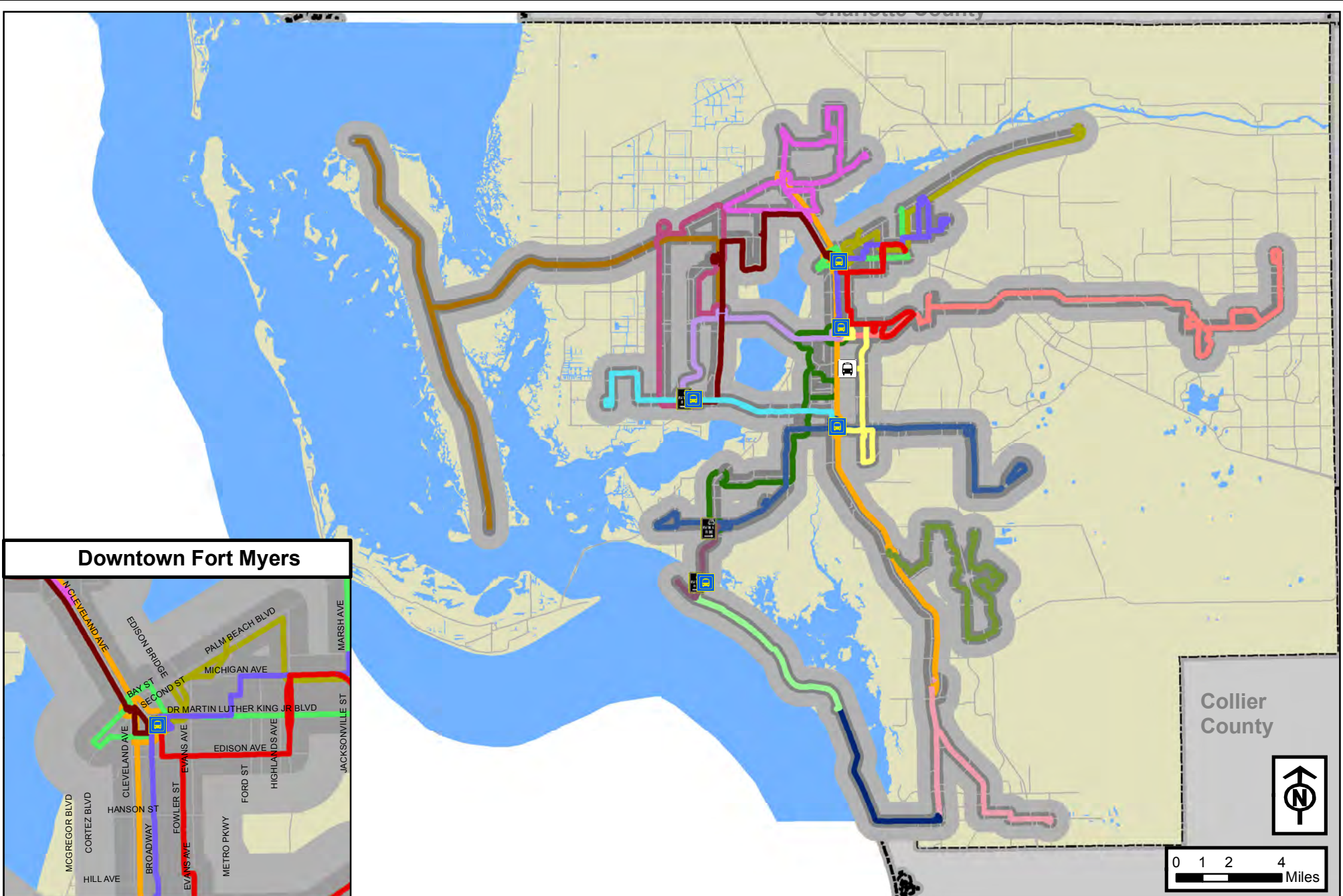
LeeTran currently operates 17 bus routes. Sixteen of the bus routes operate on a scheduled fixed-route system at least six days per week. Routes 15, 50, 90, 100, 120, and 140 operate on Sundays. The final route, Route 160, provides limited express bus service to Pine Island on Thursdays only. LeeTran provides trolley service along Fort Myers Beach and also provides two park-and-ride trolleys that connect to the Fort Myers Beach trolley. One of the park-and-ride lots is located at Summerlin Square to the north of Estero Island (Fort Myers Beach) and the other is in Bonita Springs to the south of Estero Island. All three trolley systems operate during the peak season. During the off-peak season, the three routes are combined into one.

The regular one-way bus fare is \$1.25. Half-fares are available to youths (under age 17) and to seniors and persons with disabilities. The bus service is marketed to riders of all age groups. Passengers must be able to board, disembark, and carry their own packages on and off the vehicles. Most routes operate between 5:00 a.m. and 9:45 p.m., Monday through Saturday, with limited corridor service and service to the beach areas on Sunday between 6:00 a.m. until 9:45 p.m., as well as service to the Southwest Florida

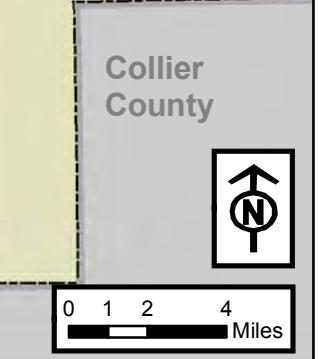
International Airport. Headways are generally between 30 minutes to an hour on all routes except Routes 40, 110, and 160, which have headways of two hours or more, and Route 140 and the trolleys, which have headways of less than 30 minutes. In addition, early morning and late evening express service is available on several routes for travel in the direction of major employment centers only.

The bus routes operated by LeeTran are illustrated in Map 4-1. Also illustrated on the map are the ¼-mile and ¾-mile buffer service areas. The ¼-mile buffer represents the maximum distance that riders are typically willing to walk to get on the bus. The ¾-mile buffer indicates the minimum service area in which complementary ADA paratransit service must be provided.

All of LeeTran's fixed bus routes are listed in Table 4-1. The table includes ridership statistics for FY 2006 through FY 2009 for each route on the bus system. As indicated in the table, ridership has increased on the majority of routes. Routes 40 and 60 have experienced increases in ridership greater than 50 percent. Important to note is the significance of Route 140 on US 41, which carries the largest portion of total passenger trips and serves as the backbone of the system. Four of the bus routes, Routes 90, 400, 450, and 490, have experienced decreases in ridership of more than 10 percent during the noted time period. Overall, the fixed-route bus system has experienced an increase in ridership of more than five percent between FY 2006 and FY 2009.



Legend		LeeTran Hubs		Park-and-Ride Facility		LeeTran Routes									
	1/4-Mile Buffer		LeeTran Hubs		Park-and-Ride Facility										
	3/4-Mile Buffer		Administrative Office												
											410 - Fort Myers Beach	450 - Bonita Beach	490 - Summerlin Square		



**Map 4-1**  
**LeeTran**  
**Existing System**

**Table 4-1  
LeeTran Fixed-Route Ridership by Fiscal Year**

Route #	Route Name	Annual Ridership				% Change (2006-2009)
		FY 2006	FY 2007	FY 2008	FY 2009	
10	Dunbar	162,188	154,344	163,608	161,160	-0.63%
15	Broadway Avenue/Tice	73,673	82,571	86,304	80,959	9.89%
20	MLK Boulevard	139,315	145,988	150,826	145,048	4.12%
30	Cape Coral Parkway	103,625	103,338	108,938	119,145	14.98%
40	Santa Barbara Boulevard	35,359	46,473	53,234	58,862	66.47%
50	Daniels Parkway/Summerlin Road	96,113	100,844	103,607	97,884	1.84%
60	San Carlos Park	18,646	23,578	30,298	35,235	88.97%
70	Del Prado Boulevard	171,390	176,434	185,433	186,823	9.00%
80	Metro Parkway	15,599	17,161	18,240	20,001	28.22%
90	North Fort Myers	101,247	104,376	102,078	81,470	-19.53%
100	Palm Beach Boulevard	229,387	260,683	280,928	278,374	21.36%
110	Lehigh Acres	93,310	95,619	96,432	108,144	15.90%
120	Veterans Pkwy/Country Club Blvd	58,771	57,158	55,981	60,342	2.67%
130	South Fort Myers	116,930	111,964	118,237	121,863	4.22%
140	US 41	943,114	952,495	949,683	975,485	3.43%
150	Bonita Springs	37,321	31,146	36,258	51,580	38.21%
160	Pine Island	564	536	821	824	46.10%
400	Fort Myers Beach Trolley	334,768	361,153	323,840	297,950	-11.00%
450	Bonita Trolley	17,370	20,189	16,718	12,301	-29.18%
490	Summerlin Square Park-and-Ride	129,236	159,551	127,787	96,328	-25.46%
500	DASH <sup>(1)</sup>	-	13,559	35,892	48,740	259.47%
<b>System Totals</b>		<b>2,877,926</b>	<b>3,019,160</b>	<b>3,045,143</b>	<b>3,038,518</b>	<b>5.58%</b>

(1) The DASH service was discontinued in January 2010

Source: LeeTran

Table 4-2 summarizes route-level performance statistics for FY 2009. Routes with the highest number of trips in FY 2009 include Routes 70, 100, 400, and 140, which alone totaled 975,485 passenger trips in FY 2009. Total operating costs for the fixed-route system during FY 2009 were approximately \$16.6 million, while farebox revenues were approximately \$2.2 million. Additionally, operating cost per passenger trip and passenger trips per revenue hour have been calculated for each route. The Summerlin Square Park-and-Ride and the DASH service were the most cost effective routes in FY 2009.



**Table 4-2  
LeeTran Fixed-Route Performance Statistics, FY 2009**

Route #	Route Name	Passenger Trips	Total Revenue Hours	Farebox Revenue	Annual Operating Costs	Operating Cost per Passenger Trip	Passenger Trips per Revenue Hour
10	Dunbar	161,160	9,084	\$89,990	\$822,065	\$5.10	17.7
15	Broadway Ave/Tice	80,959	5,604	\$60,976	\$507,178	\$6.26	14.4
20	MLK Boulevard	145,048	8,574	\$92,856	\$775,904	\$5.35	16.9
30	Cape Coral Parkway	119,145	9,312	\$88,810	\$842,721	\$7.07	12.8
40	Santa Barbara Boulevard	58,862	5,690	\$54,046	\$514,940	\$8.75	10.3
50	Daniels Parkway/Summerlin Road	97,884	10,418	\$74,419	\$942,794	\$9.63	9.4
60	San Carlos Park	35,235	4,626	\$28,527	\$418,638	\$11.88	7.6
70	Del Prado Boulevard	186,823	9,748	\$149,786	\$882,164	\$4.72	19.2
80	Metro Parkway	20,001	3,015	\$10,901	\$272,850	\$13.64	6.6
90	North Fort Myers	81,470	10,023	\$71,265	\$907,059	\$11.13	8.1
100	Palm Beach Boulevard	278,374	13,652	\$244,227	\$1,235,472	\$4.44	20.4
110	Lehigh Acres	108,144	7,142	\$95,625	\$646,316	\$5.98	15.1
120	Veterans Pkwy/Country Club Blvd	60,342	5,217	\$45,711	\$472,116	\$7.82	11.6
130	South Fort Myers	121,863	8,034	\$105,190	\$727,031	\$5.97	15.2
140	US 41	975,485	48,570	\$653,580	\$4,395,599	\$4.51	20.1
150	Bonita Springs	51,580	3,817	\$57,612	\$345,424	\$6.70	13.5
160	Pine Island	824	498	\$846	\$45,030	\$54.65	1.7
400	Fort Myers Beach Trolley	297,950	13,890	\$189,260	\$1,257,006	\$4.22	21.5
450	Bonita Trolley	12,301	1,348	\$5,387	\$121,949	\$9.91	9.1
490	Summerlin Square Park-and-Ride	96,328	3,396	\$42,981	\$307,325	\$3.19	28.4
500	DASH	48,740	2,192	\$90	\$198,338	\$4.07	22.2
<b>System Totals</b>		<b>3,038,518</b>	<b>183,850</b>	<b>\$2,162,085</b>	<b>\$16,637,919</b>	<b>\$5.48</b>	<b>16.5</b>

Source: LeeTran

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## **Paratransit Service**

### Transportation Disadvantaged

Consistent with Florida Statute 427, coordinated TD services are provided throughout Lee County through cooperative efforts with a designated CTC.

The TD program provides door-to-door paratransit services to individuals who need assistance in accessing daily needs such as daycare, congregate meals, nutrition sites, medical facilities, as well as providing trips for social, employment, and recreational appointments.

The current CTC for the County is Good Wheels, Inc. Under the TD program, all agencies and transportation operators that receive federal, state, or local government TD funds are required to contract with the CTC for transportation services. The CTC conducts all operational planning, administration, and coordination of transportation disadvantaged trips in the Lee County designated TD service area. By taking reservations and scheduling TD trips, the CTC also serves as a broker for trips for all contracted transportation operators. Agencies that purchase transportation services through contracts with Good Wheels, Inc., include the following.

- Agency for Health Care Administration
- The Dr. Ella Piper Center, Inc.
- Developmental Services
- The Senior Friendship Foundation
- Visually Impaired Persons
- Pine Village Care Center

Oversight of the TD program is provided through the Designated Official Planning Agency (DOPA) and the Local Coordinating Board (LCB). In Lee County, the Lee County MPO serves as the DOPA for the County. The LCB is composed of TD service users, state agency representatives, and local agency healthcare agency representatives, and is responsible for providing guidance and advice to the CTC, as well as serving as the forum for any grievances or complaints on the part of TD service users.

During FY 2009, 109,742 trips were provided through the County's TD program. Table 4-3 includes a breakdown of these trips by trip type. As shown in the table, medical and education/training/daycare trips account for the majority of the trips, while trips made for nutritional reasons are only a small portion of the total.



**Table 4-3  
FY 2008 to FY 2009 TD Trips by Purpose**

Trip Type	Number of Trips	Percent of Total
Medical	55,171	50.3%
Education/Training/Daycare	53,462	48.7%
Nutritional	1,109	1.0%
<b>Total</b>	<b>109,742</b>	<b>100.0%</b>

Source: TDSP Minor Update (April 2010)

### Cape Coral Mini-Bus

In addition to TD services provided through Good Wheels, the Social Service Division of the City of Cape Coral operates a transportation disadvantaged bus service specifically designed for seniors and disabled persons in the City of Cape Coral who are unable to drive or utilize the public transportation system. The Cape Coral Mini-Bus Service can be utilized for medical and shopping trips within Cape Coral's city limits.

### ADA Paratransit Service

The ADA requires that operators of federally-subsidized fixed-route transit service also provide complementary door-to-door paratransit service for people living within  $\frac{3}{4}$ -mile of fixed bus routes who are unable to use the fixed-route service due to a disability. To meet the requirements of the ADA, LeeTran has created Passport, LeeTran's ADA paratransit service. This service is available to ADA-eligible persons in Lee County during regular fixed bus route service hours seven days a week. Passport is used to complement the fixed-route system by serving ADA-eligible persons who live within the prescribed distance from a fixed bus route. The  $\frac{3}{4}$ -mile service area is illustrated in Map 4-1.

Up until February 2005, LeeTran met its provision of the complementary paratransit service by subcontracting it out to a series of different contractors. The last of these was the County's CTC, Good Wheels, Inc., which had been operating the ADA service since July 2003. In February 2005, LeeTran began managing its own ADA program trips. LeeTran now takes reservations, schedules, and provides its own transportation for all ADA-related trips.

ADA ridership statistics for FY 2005 through FY 2009 are noted in Table 4-4.

**Table 4-4  
LeeTran ADA Trips**

<b>Year</b>	<b>Total Passenger Trips</b>
2005	131,392
2006	149,305
2007	136,349
2008	129,168
2009	109,009

Source: Integrated National Transit Database Analysis System (INTDAS), Directly Operated Demand Response

### ***Commuter Services Programs***

In addition to fixed-route and paratransit services, a Commuter Services Program (CSP) is also in operation in Lee County. The first CSP Work Plan was prepared by the County in 1999. In March 2003, LeeTran and FDOT entered into a Joint Participation Agreement in accordance with the State Commuter Services Program for the continued implementation of LeeTran's Commuter Services Program. The agreement provided 50 percent matching funds in the amount of \$235,000. By entering into that Agreement, LeeTran was able to expand the ride-sharing and vanpool programs already in service.

### Connexus

Vanpool performance statistics are noted in Table 4-5. Total trips provided by vanpool services increased between 2005 and 2009, however, a drop in total trips was experienced in 2009.

**Table 4-5  
LeeTran Vanpool Trips**

<b>Year</b>	<b>Total Passenger Trips</b>
2005	16,016
2006	22,623
2007	23,217
2008	34,373
2009	24,783

Source: Integrated National Transit Database Analysis System (INTDAS), Purchased Transportation Vanpool

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## FDOT

In 2007, FDOT District 1 regionalized CSPs and is now currently operating CSP services in Lee County. The commuter services program helps employers and employees find commute alternatives through:

- carpooling;
- vanpooling;
- transit;
- bicycling or walking;
- telework; and
- alternative work hours.

## ***Facilities***

LeeTran operates its transit services through the use of several administrative, maintenance, and operations capital facilities. These facilities consist of major transfer stops and hubs, an intermodal center, three park-and-ride facilities, administrative offices, and a vehicle maintenance facility. Map 4-1 notes the location of each of these facilities. Facilities have been grouped into three categories: transfer stops and hubs, park-and-ride facilities, and the administrative and maintenance facility. Each of these categories is discussed individually in the subsections below.

### Transfer Stops & Hubs

The LeeTran transit system provides bus riders opportunities to connect to other bus routes through the provision of several major transit transfer stops and hubs. The transfer points have been strategically located and designed to allow bus riders the capability of travel throughout the county solely on the existing LeeTran fixed-route bus system. Bus riders are able to connect to the beach, both airports, and to major shopping outlets throughout the county. Major transfer centers include the Rosa Parks Transportation Center in Downtown Fort Myers, Edison Mall, shops at Bell Tower Shops, and the Cape Coral Transfer Center. Major transfer stops and hubs are noted in Table 4-6, which also lists the bus routes that serve each particular stop.

### Park-and-Ride Facilities

LeeTran provides trolley service along and to Fort Myers Beach all year long. During the peak season, December through April, three trolley routes operate. Two trolley routes connect park-and-ride lots to the Fort Myers Beach Trolley. These park-and-ride lots are located at Summerlin Square, Main Street and San Carlos Boulevard, and the informal Bonita K-Mart Plaza. During the off-peak season, one trolley operates the combined beach trolley and park-and-ride routes connecting Bonita Beach and Fort Myers Beach to the

mainland. Connections to Downtown Fort Myers and the Fort Myers-Southwest Florida International Airport are available at the Summerlin Square Park-and-Ride. One additional county park-and-ride facility can be found at the Cape Coral Transfer Center.

**Table 4-6  
LeeTran Major Transfer Stops**

<b>Location</b>	<b>Routes Served</b>
Merchants Crossing	90, 140
Rosa Parks Intermodal Center	10, 15, 20, 70, 100, 140
Edison Mall	10, 15, 80, 110, 120, 130, 140
Bell Tower Shops	30, 50, 80, 140
Coralwood Mall	40, 70, 120
Cape Coral Transfer Center	30, 40, 70, 120

Source: LeeTran

### Administration & Maintenance Facility

LeeTran’s fixed-route administration and maintenance facilities can be found near the Page Field Airport on Landing View Road. Management offices, vehicle storage and repair bays, and most of LeeTran’s other support departments are housed at this same location. LeeTran is currently in the process of procuring the permitting and design of a new facility on Evan’s Road. The existing Landing View Road facility is not large enough to accommodate all of LeeTran’s growing needs.

In addition to LeeTran’s main administration and maintenance facility, an ADA administrative facility can be found on Independence Circle in South Fort Myers. LeeTran’s goal is to move its ADA operations from the Independence Circle location to the new administration and maintenance facility site once construction of that facility is complete.

### ***Private Transportation Service Providers***

This section includes an inventory of existing private transportation service providers in Lee County. Each provider was contacted by mail to obtain information about its transportation services. A short questionnaire was prepared for each provider to complete. A copy of that questionnaire can be found in Appendix D. Table 4-7 includes information for agencies that completed the questionnaire. Of the 47 questionnaires distributed, only two agencies returned a completed form. In addition to those agencies, a listing of other service providers in the county that did not respond to the questionnaire is also included.

**Table 4-7  
Lee County Private Transportation Service Providers**

Name	Address	Type	Service Area	Service Period	Annual Ridership	Regular Fare	Number of Vehicles	Coordinate with LeeTran?
Good Wheels, Inc.	10075 Bavaria Rd Ft. Myers, FL 33913	Standard reservation, demand response, charter	Lee, Hendry, and Glades Counties	Monday - Saturday 24 (hrs a day) On call Sundays (24 hrs)	150,000+	\$1.00 - \$2.00 avg. Co-pay	50+	Yes
Airport Car Service	12581 Metro Pkwy	-	RSW Airport	Vehicles run 5 a.m. - 12 a.m. Office - 8 a.m. - 8 p.m.	±100,000	\$40.00	12	No

Source: Information was collected through a questionnaire distributed to each private transportation service provider in Lee County

The following is a list of existing Lee County private transportation service providers that did not respond to the survey for various reasons, including lack of interest or communication issues.

- **A Flat Rate Airport Shuttle**  
P.O. Box 61066  
Fort Myers, FL 33906
- **AAA Airport Cab Company**  
11708 Pointe Circle Drive  
Fort Myers, FL 33908
- **AAA Airport Transportation**  
P.O. Box 1611  
Fort Myers, FL 33902
- **Aaron Airport Transportation**  
13233 Greywood Circle  
Fort Myers, FL 33912
- **Able Transportation**  
21534 Baccarat Lane  
Estero, FL 33928
- **Aero Tours and Charters**  
2040 Crawford Street  
Fort Myers, FL 33901
- **Apple Taxi and Limo Service, Inc.**  
15501-6 McGregor Boulevard  
Fort Myers, FL 33908
- **Atlas Limousine**  
2910 Cargo Street  
Fort Myers, FL 33916
- **Blue Bird Taxi / Preferred Taxi**  
3252 Palm Avenue  
Fort Myers, FL 33901
- **Bonita City Cab**  
25150 Bernwood Drive  
Bonita Springs, FL 38505
- **Bonita Springs Limo Service**  
23560 Walden Center #108  
Bonita Springs, FL 34134
- **Callahan's Airport Limousine**  
1429 Southeast 20<sup>th</sup> Street  
Cape Coral, FL 33990
- **Creative Resources Works, Inc.**  
P.O. Box 51006  
East Fort Myers, FL 33994
- **Dr. Piper Center**  
1771 Evans Avenue  
Fort Myers, FL 33901
- **Eden Florida**  
13631 Learning Court  
Fort Myers, FL 33919
- **Elite Limousine Service of Southwest Florida, Inc.**  
Fort Myers, FL 33912
- **George's Tours and Charters**  
Bokeelia, FL
- **Greyhound Bus Lines**  
2250 Peck Street  
Fort Myers, FL 33901

- **Gulf Charters**  
1254 Piney Road  
North Fort Myers, FL 33903
- **Hal's Angels**  
1110 NE Pine Island Road  
Cape Coral, FL 33909
- **Hampton Jitney, Inc.**  
Cape Coral, FL
- **Highway Coach Company**  
3206 Cargo Street  
Fort Myers, FL 33916
- **Highway Coach of Southwest Florida**  
3016 Santa Barbara Boulevard  
Cape Coral, FL 33914
- **Hope Clubhouse**  
4040 Palm Beach Blvd  
Fort Myers, FL 33916
- **Hope Community Services**  
9470 Health Park Circle  
Fort Myers, FL 33916
- **In-Front Transportation**  
600 5<sup>th</sup> Avenue  
Naples, FL 34102
- **JP Morgan Limousine Service**  
1829 Grace Avenue  
Fort Myers, FL 33901
- **Krystal Limousines**  
2902 13<sup>th</sup> Street SW  
Lehigh Acres, FL 33971
- **LARC**  
2570 Hanson Street  
Fort Myers, FL 33901
- **Lehigh Acres Airport Shuttle**  
P.O. Box 813  
Lehigh Acres, FL 33970
- **Local Motion Taxi**  
211 Palermo Circle  
Fort Myers Beach, FL 33931
- **Lou's Airport Taxi Service**  
2200 Jasper Avenue  
Fort Myers, FL 33907
- **MBI Coach and Charter**  
3606 Mercantile Avenue  
Naples, FL 34104
- **Mt. Sinai**  
3105 Douglas Avenue  
Fort Myers, FL 33916
- **Naples Transportation & Tours**  
1010 6<sup>th</sup> Avenue South  
Naples, FL 34102
- **Platinum Limousine**  
17355 Meadow Lake Circle  
Fort Myers, FL 33967



- **Quality of Life Center**  
3210 Dr. Martin Luther King Jr. Blvd  
Fort Myers, FL 33901
- **Sanibel Captiva Airport Shuttle, Inc.**  
17284 San Carlos Boulevard, Suite 104  
Fort Myers Beach, FL 33931
- **Sanibel Island Taxi, Inc.**  
695 Tarpon Bay Road, Suite 12  
Sanibel Island, FL 33957
- **Senior Friendship Center**  
3600 Evans Avenue  
Fort Myers, FL 33901
- **Sunny Taxi**  
P.O. Box 1631  
Lehigh Acres, FL 33970
- **Superior Airport Shuttle**  
7342 Lake Drive  
Fort Myers, FL 33908
- **SWFAS**  
3763 Evans Avenue  
Fort Myers, FL 33901
- **Cape Coral Mini-Bus Service**  
400 Santa Barbara Blvd  
Cape Coral, FL 33991
- **Tropical Limousine**  
P.O. Box 0954  
Bonita Springs, FL 34133
- **Visually Impaired Persons**  
35 West Mariana Avenue  
North Fort Myers, FL 33903

## TRANSIT CAPACITY & SUPPLY ANALYSIS

A transit capacity and supply analysis was performed. The analysis examines the number of routes in operation and the size and number of vehicles in use to determine the number of potential trips that can be carried per year. There are more sophisticated methods of determining system-wide capacity; however, based on the size of the LeeTran system and the demographic make-up of Lee County, a more simplified method was chosen based on resources available. The same methodology was applied in the analysis of ADA/Paratransit services.

### Fixed-Route Service Supply/Capacity Analysis

The methodology used to estimate transit capacity is based on mileage. In order to determine capacity at the route level, the estimated seat miles and passenger miles were estimated using an average trip length provided by LeeTran. LeeTran conducts a random sampling of trips for NTD purposes. Passenger miles and passengers boarded information is collected on sampled trips. The average trip length is obtained by dividing passenger miles by passengers boarded for the sampled trips. The methodology for the system-wide capacity estimation is presented below using Route 10 data as an example:

Step 1 - Annual revenue miles, vehicle capacity, and ridership by route were provided by LeeTran staff. The route length for each LeeTran route was calculated using ArcGIS geographic information system data.

Step 2 - The estimated annual seat miles were calculated by multiplying the revenue miles by the average vehicle capacity. This provides a measure of potential route capacity based on the actual revenue miles of service and the maximum number of passengers that can be transported.

$$\begin{array}{rcl} \text{Revenue Miles X Average Vehicle Capacity} & = & \text{Estimated Annual Seat Miles} \\ (134,450) & (32) & (4,302,391) \end{array}$$

Step 3 - Annual passenger miles were estimated by multiplying the average trip length (provided by LeeTran) by the total number of passenger trips. This provides a measure of actual passenger miles traveled in 2009, showing the actual capacity utilized by riders.

$$\begin{array}{rcl} \text{Passenger Trips X Average Trip Length} & = & \text{Annual Passenger Miles} \\ (161,160) & (3.8) & (606,370) \end{array}$$

Step 4 - To determine the estimated excess capacity, the estimated passenger miles for each route for October 2008 through September 2009 was compared to the estimated annual seat miles to determine the percent of the capacity being used.

Estimated Passenger Miles / Estimated Seat Miles = Percent of Capacity Being Used  
(606,370)                      (4,302,391)                      (14.1%)

100% - Percent of Capacity Being Used = Remaining Capacity  
(100%)                      (14.1%)                      (85.9%)

Table 4-30 summarizes the process used to estimate annual capacity for the existing service routes.

### Fixed-Route Capacity Analysis Summary

Based on the capacity analysis, LeeTran is using approximately 17 percent of its possible capacity. This shows that the existing bus service has substantial capacity remaining. Routes with the least amount of excess capacity include Routes 15, 70, and 490. Route 490, the seasonal Summerlin Square Park-and-Ride trolley, is experiencing the lowest levels of excess capacity among all the fixed-routes. Routes with the largest amount of excess capacity include Routes 80 and 160. Excess capacity for these two routes is 93 percent and 95 percent, respectively.

Excess capacity is not necessarily a weakness in the system. Expecting full buses all day long in a county with the density and land area of Lee is unrealistic. The ridership-to-capacity ratio should be monitored over time as part of future major updates to the TDP. As any of the other diagnostic tools utilized herein, the capacity analysis is a relatively simple way to track overall system utilization over time to see how the agency's efforts to increase ridership are faring.

### COA Capacity Analysis

A comprehensive ridecheck was conducted during the Lee County COA effort. As part of this process, a vehicle load detail table was prepared for each route that presents the passenger load on each fixed-route by day, by direction, and by time-of-day. This information provides an opportunity to more closely examine vehicle capacity issues for each route. Appropriate recommendations can be provided based on the issues found. Following is a summary of facts, issues, and recommendations that resulted from the capacity analysis performed for the COA. It should be noted that trolley routes 400, 450, 490 were excluded from the analysis.

**Table 4-30  
2009 Fixed-Route Transit Supply/Capacity Analysis**

Route	Revenue Miles	Average Vehicle Capacity*	Estimated Annual Seat Miles	Average Trip Length**	FY 2009 Annual Ridership	Annual Passenger Miles	Percent of Capacity	Estimated Excess Capacity
10	134,450	32	4,302,391	3.8	161,160	606,370	14.09%	85.91%
15	77,973	23	1,793,377	4.7	80,959	379,753	21.18%	78.82%
20	104,596	23	2,405,705	3.2	145,048	458,200	19.05%	80.95%
30	141,894	32	4,540,602	5.8	119,145	693,656	15.28%	84.72%
40	105,069	23	2,416,583	5.0	58,862	296,077	12.25%	87.75%
50	209,604	32	6,707,322	8.1	97,884	793,516	11.83%	88.17%
60	93,928	32	3,005,686	9.4	35,235	332,262	11.05%	88.95%
70	167,218	32	5,350,987	6.7	186,823	1,244,613	23.26%	76.74%
80	51,685	23	1,188,755	4.3	20,001	86,005	7.23%	92.77%
90	196,352	32	6,283,274	6.1	81,470	493,653	7.86%	92.14%
100	243,892	29	7,072,881	5.0	278,374	1,384,886	19.58%	80.42%
110	137,567	40	5,502,668	9.5	108,144	1,030,840	18.73%	81.27%
120	90,198	32	2,886,351	7.6	60,342	459,201	15.91%	84.09%
130	128,127	32	4,100,056	4.6	121,863	554,636	13.53%	86.47%
140	706,692	34.4	24,310,219	4.8	975,485	4,670,770	19.21%	80.79%
150	75,877	32	2,428,059	7.5	51,580	388,396	16.00%	84.00%
160	3,908	14	54,709	3.2	824	2,637	4.82%	95.18%
400	245,572	31	7,612,720	5.0	297,950	1,485,189	19.51%	80.49%
450	20,182	31	625,646	5.0	12,301	61,316	9.80%	90.20%
490	34,808	31	1,079,037	5.0	96,328	480,165	44.50%	55.50%
Total	2,969,591		93,667,026	6.0	2,989,776	15,902,141	16.98%	83.02%

\*Average seating capacity for all bus routes is calculated by dividing total seating capacity for all vehicles in the fleet by the total number of vehicles. Total seating capacity and number of vehicles were obtained from the 2010 COA.

\*\*System-wide average trip length estimated at 6.0 for all fixed-bus routes.

- Standing loads were recorded for Routes 100, 110, and 140.
- During the weekday P.M. peak service period, Route 100 experienced standing loads in the east-bound direction between the Rosa Parks Transportation Center and the intersection of Michigan Avenue and Markland Avenue.
- Standing loads on Route 110 were observed on weekdays in the east-bound direction during the P.M. peak service period.
- Of the three routes noted, Route 140 experienced the most significant capacity issues. These were observed at most stops along its route alignment during the weekday P.M. peak service period in both the northbound and southbound directions. The Route 140 presents an opportunity for adding a revenue service vehicle and thereby increasing service frequencies to potentially alleviate some of the capacity issues being experienced on the route.

## Demand-Response Service Supply/Capacity Analysis

ADA demand-response services were evaluated to estimate annual capacity for 2009. The methodology used for the demand response service capacity estimation was identical to that for fixed-route service outlined in the previous subsection. Table 4-31 summarizes the process used to estimate annual capacity for the existing demand-response services.

**Table 4-31  
2009 Demand-Response Service Transit Supply/Capacity Analysis**

Variable	Demand-Response - Directly Operated
Days/Week	7
Revenue Miles <sup>1</sup>	1,091,373
Average Vehicle Capacity <sup>2</sup>	15
Estimated Annual Seat Miles	16,370,595
Average Trip Length	11.5
2009 Passenger Trips	109,009
Annual Passenger Miles <sup>1</sup>	1,249,243
Percent of Capacity	7.6%
Estimated Excess Capacity	92.4%

<sup>1</sup>Source: LeeTran 2009 NTD Report

<sup>2</sup>Source: LeeTran

## Demand-Response Service Capacity Analysis Summary

Based on the estimated capacity analysis, LeeTran is using approximately 8 percent of the possible capacity. This shows that demand response service has substantial capacity remaining. Excess capacity is not necessarily a weakness in the system, given the nature of demand response trips. Expecting full paratransit vans is unrealistic since the service operates on the basis of advanced trip reservations and multi-loading is often difficult to accommodate given the often diverse nature of origins and destinations, as well as travel time needs, for each patron.

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## **Section 5 PUBLIC INVOLVEMENT**

Public outreach and involvement is a critical component in the TDP development process. This LeeTran TDP update effort differs from previous efforts in that the number and type of public outreach efforts has been expanded in order to ensure that the plan priorities reflect a broad spectrum of perspectives, individuals, and organizations that will benefit from improved transit services. Consequently, more opportunities to gather public feedback from potential stakeholders, transit users and non-users, and the general public will support a more robust and well-rounded vision for public transportation services in Lee County.

Public outreach activities can be organized into the following categories.

- Review committee meetings
- Public workshops
- Community group presentations
- Discussion group workshops
- Stakeholder interviews
- On-board survey
- Bus operator interviews

A description of each public outreach activity and the resulting feedback gathered is presented in this section.

### **REVIEW COMMITTEE MEETINGS**

A project review committee was established at the beginning of the project to monitor and provide input throughout the study. Review committee members consist of LeeTran, FDOT, and project consultant staff. A kickoff meeting with the review committee was held in December 2010. Follow-up meetings to discuss project efforts and documentation were held in February and June 2011.

### **PUBLIC WORKSHOPS**

Two public workshops were conducted in January 2011, one the Rosa Parks Intermodal Center and one at the Green Market on McGregor Boulevard. A short survey was administered at each of these workshops to collect participant opinions on specific transportation- and transit-related issues, as well as basic demographic information and attitudinal information regarding the importance of specific aspects of LeeTran service. A total of 85 surveys were completed at the public workshops, with the results summarized in Table 5-1.



**Table 5-1: Public  
Workshop Survey Results**

Question	Possible Responses	Public Workshop Survey Results
Q1: Which of the following improvement(s) to LeeTran service do you think are most important? (Check all that apply)	More benches and shelters at bus stops	64%
	Earlier service on existing routes	32%
	More bike racks at bus stops	32%
	Later service on existing routes	51%
	Bus service to new areas	35%
	More frequent service on existing routes	48%
	Express service	34%
Q2a: Lee County should consider implementing light rail as a premium service to connect communities within the county	5 = Strongly Agree	60%
	4 = Agree	14%
	3 = Neutral	17%
	2 = Disagree	5%
	1 = Strongly Disagree	4%
Q2b: Lee County should consider implementing bus rapid transit as a premium service along major roads such as US 41 and Colonial Blvd	5 = Strongly Agree	62%
	4 = Agree	16%
	3 = Neutral	15%
	2 = Disagree	4%
	1 = Strongly Disagree	3%
Q2c: Lee County should consider implementing commuter rail as a premium service for regional travel throughout the county and surrounding areas	5 = Strongly Agree	64%
	4 = Agree	15%
	3 = Neutral	16%
	2 = Disagree	3%
	1 = Strongly Disagree	3%
Q2d: Lee County should increase residential and commercial densities to better support the effectiveness of transit services	5 = Strongly Agree	56%
	4 = Agree	19%
	3 = Neutral	18%
	2 = Disagree	6%
	1 = Strongly Disagree	0%
Q3: The LeeTran 25-year Vision may include "premium" public transportation services such as express bus, bus rapid transit, light rail, and commuter rail services. Which of the following improvements might encourage you to use those services? (Check all that apply)	New destinations	41%
	Added amenities on vehicles or at the stations	32%
	More frequent service	54%
	Readily available transit traveler information	31%
	Expanded service hours	59%
	Other types of vehicles (i.e., rail-like trolleys)	40%
	Nicer vehicles	15%

- The top three improvements indicated by respondents include more benches and shelters at bus stops, later service on existing routes, and more frequent service on existing routes.
- In regard to premium services, light rail, bus rapid transit, and commuter rail all received favorable responses. Approximately 74 percent of respondents agree that light rail should be considered, 78

percent of respondents agree that LeeTran should provide BRT services along major roads, and approximately 79 percent of respondents agree that commuter rail should be considered as a premium service to connect communities within and outside the county.

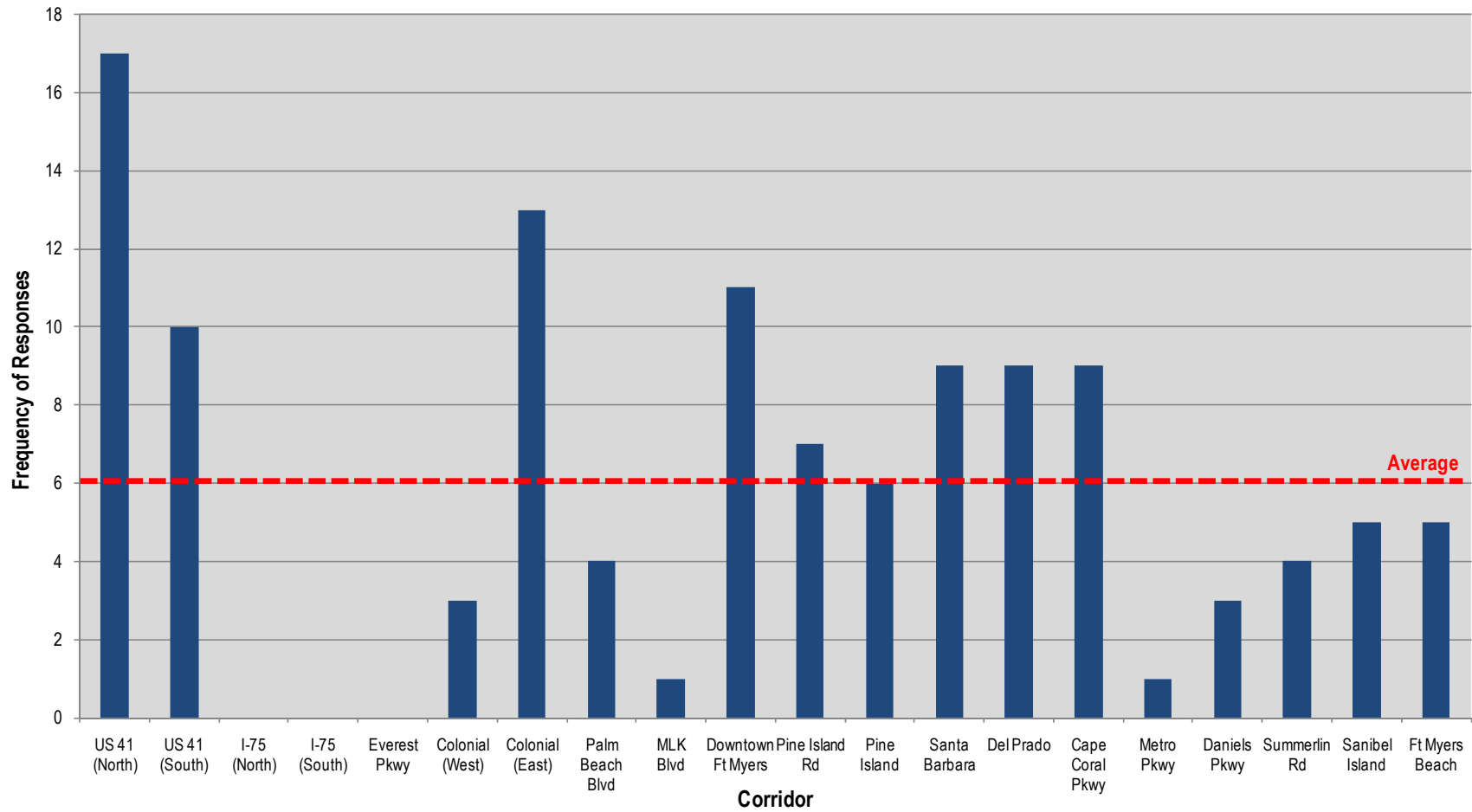
- Approximately 75 percent of respondents agree that Lee County should work to increase residential and commercial densities to better support the effectiveness of transit services, with 59 percent of respondents “strongly” agreeing.
- Additionally, survey respondents would be encouraged to use potential premium transit services in the future if the modes have expanded service hours, more frequent service, and connect to new destinations.

Additionally, participants were also asked to identify along which corridors they would like to see premium transit services in the future by highlighting a map provided to them on the back of the survey instrument. Each highlighted response was then assigned to a specific corridor, defined by the boundaries listed below.

- US 41 (North): Along US 41 from the Charlotte County line to Daniels Pkwy
- US 41 (South): Along US 41 from Daniels Pkwy to the Collier County line
- I-75 (North): Along I-75 from the Charlotte County line to Daniels Pkwy
- I-75 (South): Along I-75 from Daniels Pkwy to the Collier County line
- Everest Pkwy: Along the Midpoint Memorial Bridge connecting Cape Coral to McGregor Blvd
- Colonial Blvd (West): Along Colonial Blvd from McGregor Blvd to I-75
- Colonial Blvd (East): Along Colonial Blvd (Lee Blvd) from I-75 towards Lehigh Acres
- Palm Beach Blvd: Along Palm Beach Blvd from downtown Ft. Myers towards Buckingham Rd
- MLK Blvd: Along MLK Blvd/SR 82 from downtown Ft. Myers to Colonial Blvd (Lee Blvd)
- Downtown Ft. Myers: Routes within the downtown Ft. Myers cluster
- Pine Island Rd: Along Pine Island Rd from Pine Island to I-75/North Ft. Myers District
- Pine Island: Along Stringfellow Rd running the length of the island
- Santa Barbara Blvd: Along Santa Barbara Blvd from Cape Coral Pkwy to Pine Island Rd
- Del Prado Blvd: Along Del Prado Blvd from Cape Coral Pkwy to Pine Island Rd
- Cape Coral Pkwy: Along Cape Coral Bridge connecting Cape Coral to McGregor Blvd
- Metro Pkwy: Along Metro Pkwy from Colonial Blvd to south of Daniels Pkwy
- Daniels Pkwy: Along Daniels Pkwy from Summerlin Rd to the Airport
- Summerlin Rd: Along Summerlin Rd from CR 867 to Daniels Pkwy
- Sanibel Island: Along the Sanibel Causeway
- Ft. Myers Beach: Ft. Myers Beach District along Estero Blvd

Figure 5-1 summarizes the results of the map responses. Based on the information received, participants would like to see premium service along US 41, along Colonial Boulevard and Lee Boulevard into Lehigh Acres, and along corridors in east Cape Coral.

**Figure 5-1**  
**Public Workshop Survey Results – Premium Transit Corridors**



Two additional public workshops were conducted in July 2011 to present the TDP Needs Plan. Changes to the existing system and proposed new routes and services were depicted visually with staff on hand to answer specific questions from patrons. Both workshops were conducted on July 20, 2011, with the first at the Lehigh Community Service Food Pantry from 9:30 a.m. to 11:00 a.m., and the second at the Rosa Parks Transportation Center in Ft. Myers from 10:00 a.m. to 2:00 p.m. Feedback at the Lehigh event consisted largely of the desires of one community, Heron Pond, for transit services. A total of 10 to 12 persons attended the Lehigh event. Between 40 and 50 persons attended the Rosa Parks workshop, many of which were in agreement with the changes being proposed. Specifically, attendees indicated agreement with service proposals that included later evening service and more Sunday service.

## COMMUNITY GROUP PRESENTATIONS

A series of presentations to various transportation-related groups in Lee County were given in February and March 2011. The community group presentations outlined the purpose of the TDP and gave a brief overview of LeeTran's existing service and vision. The presentations were conducted in order to retrieve public input in regard to transit goals, policies, and service improvements from the TDP and Vision Plan. Participants had an opportunity to comment on improvements to the existing service as well as map out specific desires for premium transit. The presentation was made to the following groups.

- Bike/Walk Lee
- Community Sustainability Advisory Committee
- Reconnecting Lee
- Horizon Committee

Each presentation consisted of open discussion and guided exercises for which comments received on each major topic were recorded on a large easel board. Ensuing discussions allowed attendees to elaborate or clarify any comments that needed additional information. Due to the volume of responses received, comments for each major topic were then grouped into sub-topics called response categories. This assisted in the organization and tabulation of similar responses collected during each of the presentations. In order to rate the relative importance of each response category among all of the response categories within each major topic, a high, medium, or low priority score was assigned based on the number of responses grouped under each. The discussion questions from Exercise 1 of the presentations are listed below.

- What is your perception of transit's role in the community?
- What do you see as appropriate goals for the transit system?
- Are there any county policies that should be changed to better support transit?
- Identify existing and/or future service improvements

- Identify potential funding sources for transit

Table 5-2 summarizes the major topics, response categories, and the corresponding priority score assigned to each response category based on the feedback received during the presentations.

**Table 5-2  
Community Group Presentations – Exercise 1 Results**

Discussion Topic	Response Category	Priority
<b>Roles / Goals / Policies</b>	Education / Marketing	High
	Multi-Modal	Medium
	Economic Development & Land Use	High
	Connectivity	High
	Environmental	Low
	Infrastructure	Medium
	Funding	Low
	Intergovernmental & Agency Coordination	Low
<b>Existing / Future / Premium Service</b>	Expanded Service Hours	Low
	Service Frequency	Medium
	Capital Infrastructure & Technology	High
	Regional / Express Services	Medium
	Premium Services	Low
	Expanded Service Area / Coverage	High
<b>Funding / Willingness</b>	Automobile Use Tax	Medium
	Sales Tax	Low
	Tourist / Bed Tax / Rental Car Surcharge	Medium
	Gas Tax	Low
	Mobility Fees	Low
	Other	Low
	Education / Marketing	Low

Summary results from the first exercise include the following:

- Presentation attendees emphasized transit issues dealing with economic development & land use, connectivity, educating residents, and marketing of the system, and also touched on the need for a multi-modal system.
- The main focus for service improvements was enhancement of capital infrastructure, including bus stops, benches, park-and-ride lots, bike racks, and on-board amenities (i.e., wi-fi).
- Various user taxes and tourist taxes were suggested as potential funding sources, while gas and sales taxes and mobility fees were also mentioned.

Additionally, participants were also asked to identify along which corridors they would like to see premium transit services in the future using a map provided at the meetings. Options for premium transit included

express bus service, bus rapid transit, light rail, and commuter rail. Almost 500 responses were recorded and summarized. Figures 5-2 through 5-5 summarize the results of Exercise 2 from the community group presentations.

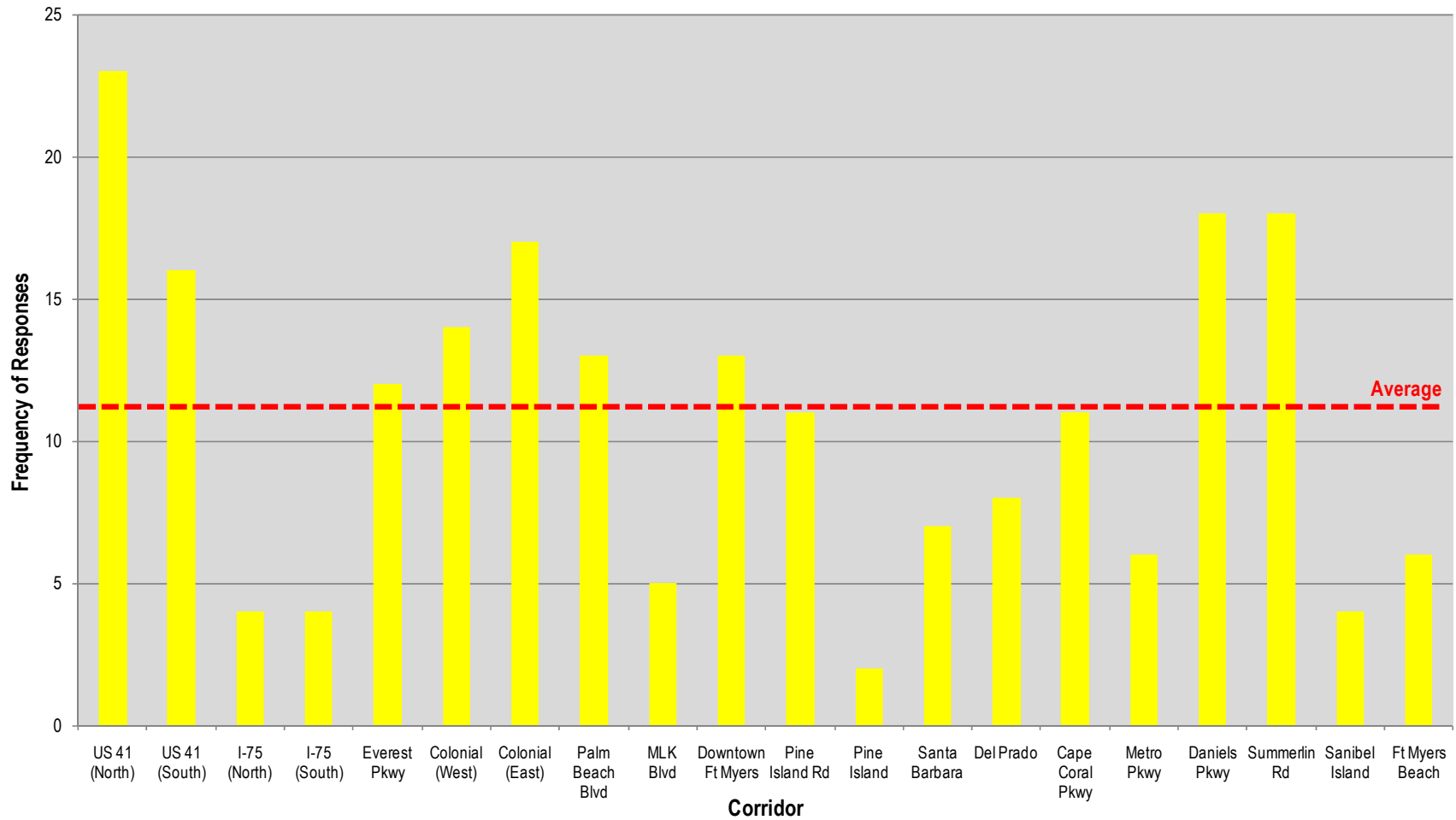
## DISCUSSION GROUP WORKSHOPS

A discussion group is an excellent tool for revealing the attitudes of a specific group of people because of the open-ended nature of group discussions. As part of the TDP public outreach efforts, six discussion group workshops were held to gather general community perceptions on transit and to help identify issues and opportunities for LeeTran. Two different “user” groups and four different “non-user” groups were identified for the conduct of the discussion group workshops. Table 5-3 lists the various groups, the date and time the workshop was held with each group and the number of attendees at each workshop session.

**Table 5-3**  
**Discussion Group Workshops**

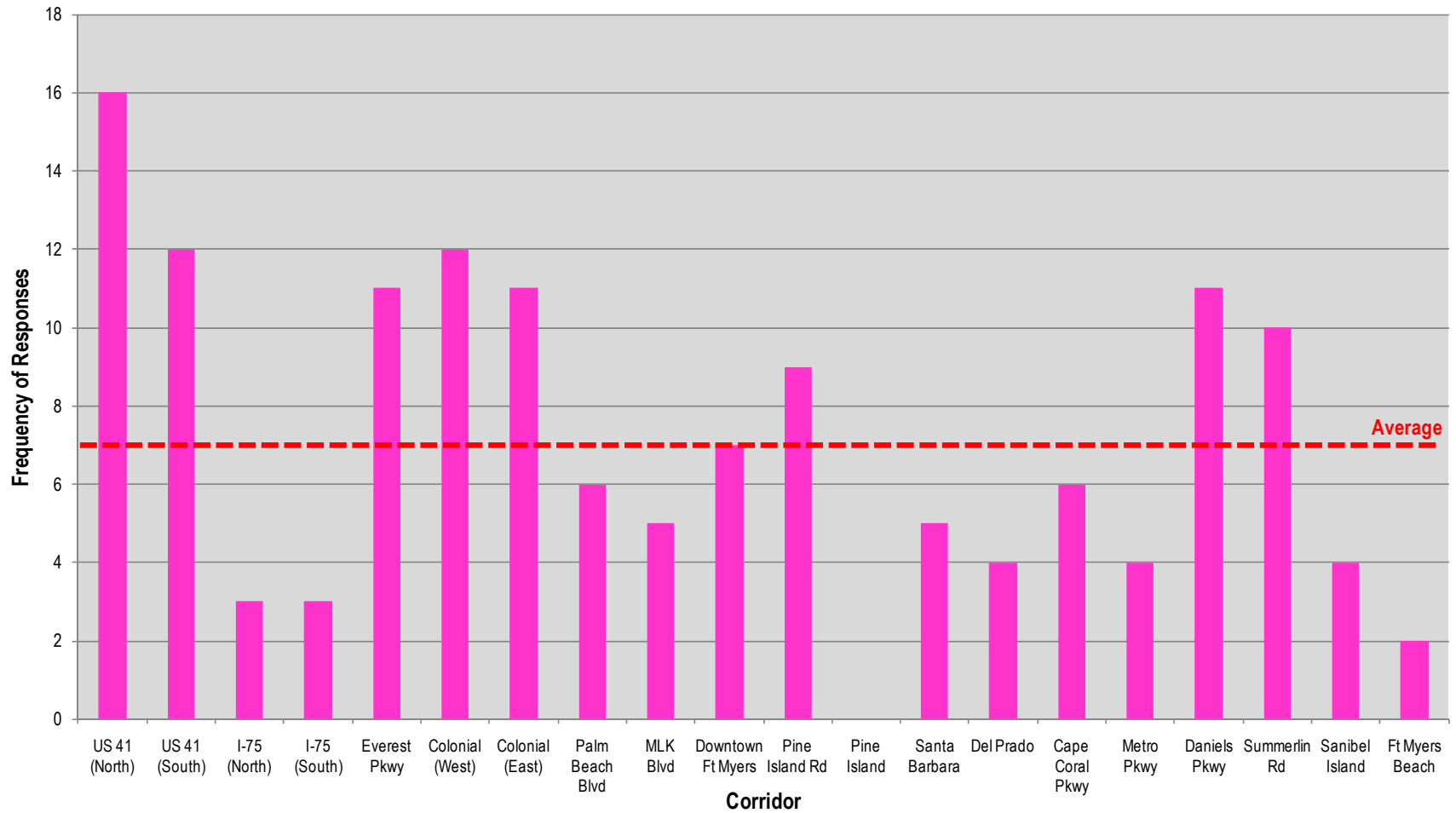
Discussion Group	Venue and Meeting Date	Number of Attendees
LeeTran Bus Users	City/County Annex Building Downtown Fort Myers Monday, March 21 <sup>st</sup> , 9:30 AM	7
Students	Edison State College Lee Campus Monday, March 21 <sup>st</sup> , 3:00 PM	8
Social Service Agency Representatives	City/County Annex Building Downtown Fort Myers Monday, March 28 <sup>th</sup> , 11:00 AM	6
Business/Medical/Education Industry Representatives	City/County Annex Building Downtown Fort Myers Monday, March 28 <sup>th</sup> , 9:00 AM	7
Transportation Planning Agencies	City/County Annex Building Downtown Fort Myers Monday, March 28 <sup>th</sup> , 1:30 PM	7
County Departments	City/County Annex Building Downtown Fort Myers Monday, March 28 <sup>th</sup> , 3:30 PM	12
<b>Total Discussion Group Attendees</b>		<b>47</b>

**Figure 5-2**  
**Community Group Presentations, Exercise 2 – Express Bus**

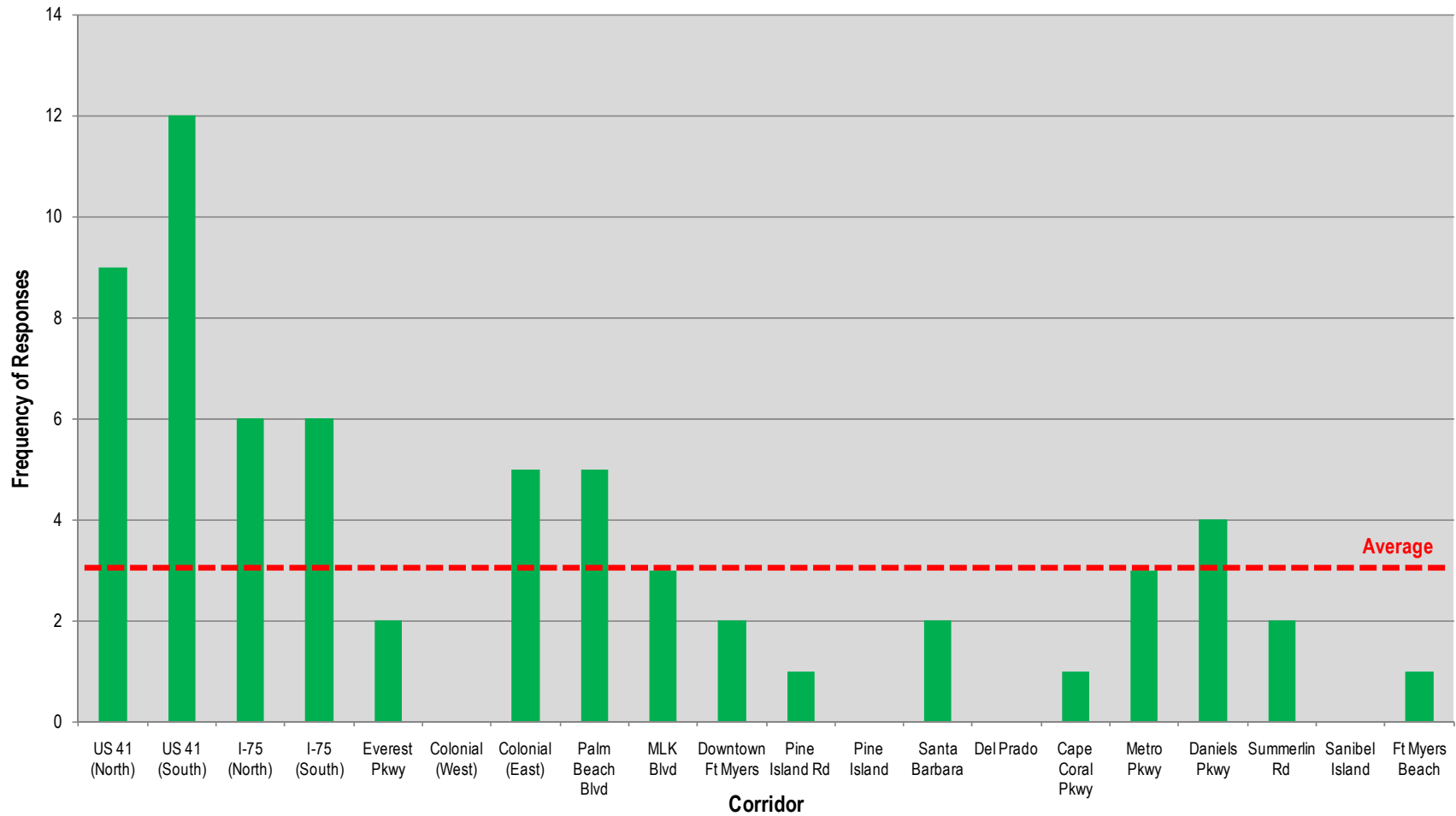




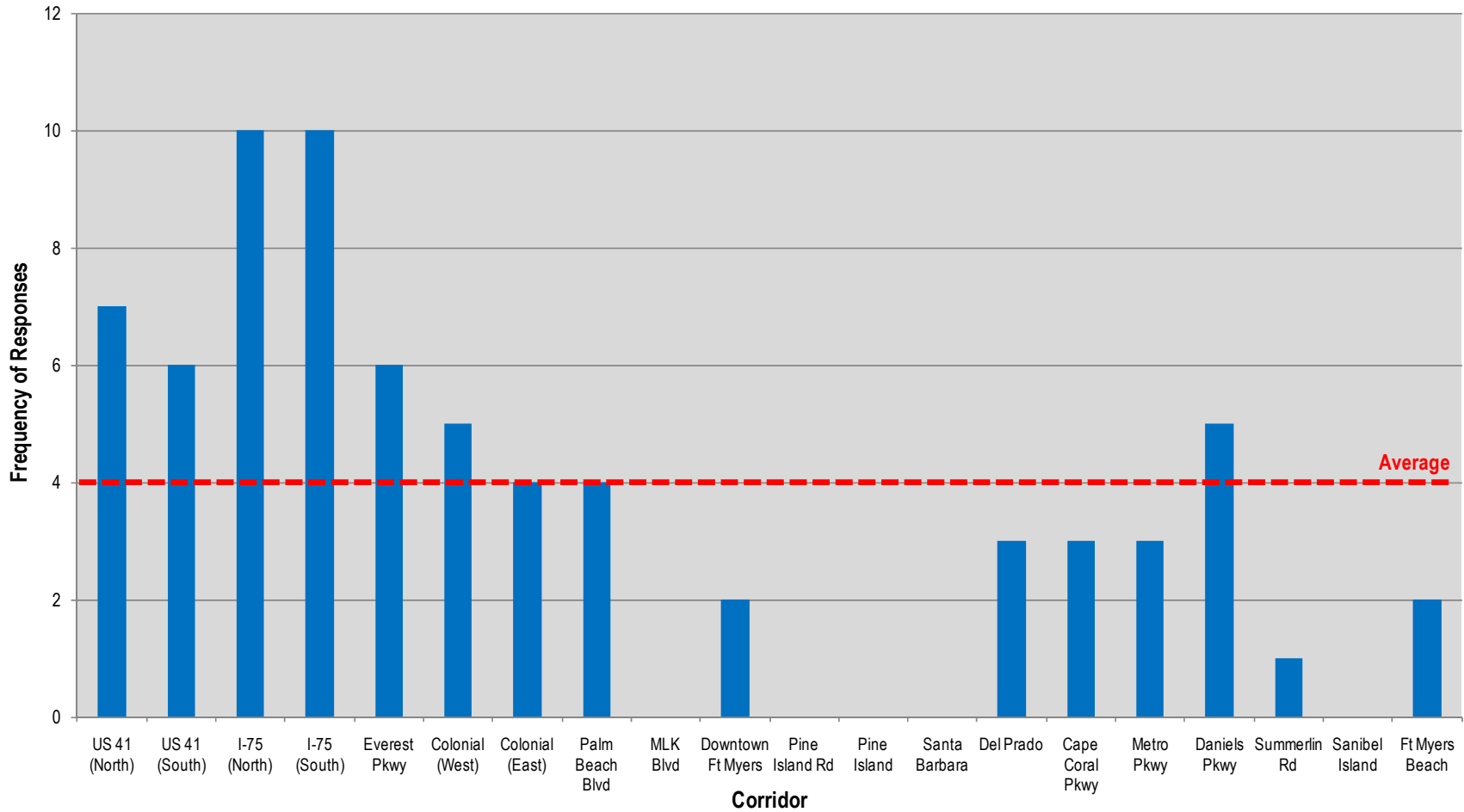
**Figure 5-3**  
**Community Group Presentations, Exercise 2 – Bus Rapid Transit**



**Figure 5-4**  
**Community Group Presentations, Exercise 2 – Light Rail**



**Figure 5-5**  
**Community Group Presentations, Exercise 2 – Commuter Rail**



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## DISCUSSION GROUP WORKSHOPS – USER GROUPS

The first two discussion group workshops were held with what are considered LeeTran bus service “users.” Those two groups were LeeTran bus users and students. To solicit participants for the LeeTran bus user discussion groups, advertisements were placed on-board LeeTran fixed bus routes for a two-week period prior to the date of the meeting. Students were solicited via advertisements on college and university campuses in Lee County. The format for the two user groups varied slightly from the discussion format used for the “non-user” groups. User groups tend to focus on immediate needs and specific service improvements. Consequently, discussions with the user groups focused primarily on improvements to existing LeeTran services. A summary of major topics, themes, comments, and service improvements from each of the user group discussion workshops are listed below.

### LeeTran Bus Users

- A large portion of the workshop focused on service improvements to the existing Route 110 and Lehigh Acres. Participants indicated that two-hour service frequencies, full buses, and long distances travelled to access bus stops are major concerns. Many anecdotal experiences were shared that related some of the issues occurring in the area. Attendees were very receptive to the idea of providing service to the area via a system of circulators that would feed into a trunkline service operating on Lee Boulevard.
- Strollers, wheelchairs, and grocery bags were blamed for a number of issues including slowing down the bus at bus stops and taking up too much space on already full buses. Storage capacity on buses needs to be increased to accommodate these items or a policy needs to be enforced to limit the size or number of such items.
- LeeTran should consistently enforce policies that discourage foul language and bad behavior onboard buses.
- A system for advising bus riders of approaching stops needs to be implemented. In some instances, bus riders cannot see their location, particularly in the early morning and late evening.
- More safety equipment, such as lighting and for standing when on-board the bus, should be made available for bus users.
- More holiday and Sunday service is needed.
- LeeTran should expand its marketing and outreach efforts. Some of the workshop attendees indicated getting most of their information regarding LeeTran from bus drivers.
- No-transfer rides should be made available between the following locations:
  - Downtown Fort Myers to Summerlin Square/Fort Myers Beach
  - Coconut to Summerlin Square/Fort Myers Beach

## Students

- Students indicated increasing service frequency, improving transfer connections, and adding circulator services as service improvements that need to be implemented.
- Specific route improvements included the following:
  - Creating connections between Routes 60, 50, and the 110. Attendees indicated student demand for bus service between Lehigh Acres and Florida Gulf Coast University (FGCU).
- Several students indicated more service is needed in Lehigh Acres as the two-hour wait times between buses limits their ability to travel and attend classes.
- Connections between the LeeTran route accessing Edison College, Route 130, and Route 140 need to be improved as workshop participants indicated long waits between transfers.
- Students agreed that the effort to build new shelters was good and could be further enhanced by ensuring that adequate lighting was also present to deal with any safety issues.
- Major goals for LeeTran indicated by students include the following:
  - Get people out of their cars by providing a convenient transportation alternative.
  - Increase marketing and public outreach by marketing to specific groups about transit amenities and discounted passes for students. One student attendee was not aware of the reduced fare available for students and indicated that she had been paying the full price for LeeTran monthly passes.
  - Provide reliable customer service.

## DISCUSSION GROUP WORKSHOPS – NON-USER GROUPS

Four workshops were held with non-user groups. Unlike the user group discussions, which focused on specific service improvements, discussion with the non-user groups consisted of a more structured approach and an outline of major topics. That outline of topics consisted of the goals and role of LeeTran and public transportation in Lee County, awareness and support for public transportation services, strengths and weaknesses of LeeTran service, service improvements, and funding.

During the workshops, comments received on each major topic were recorded on a large easel board. This allowed workshop attendees to see their comment and share it with the rest of the group. Ensuing discussions allowed attendees to elaborate or clarify any comments that needed additional information. Comments received for each major topic were then grouped into sub-topics called response categories. This assisted in the organization and tabulation of similar responses collected during each of the workshops. In order to rate the relative importance of each response category among all of the response categories within each major topic, a high, medium, or low priority score was assigned based on the number of responses grouped under each. Table 5-4 summarizes the major topics, response categories, and the corresponding priority score assigned to each response category based on the feedback received during the non-user discussion group workshops.

**Table 5-4  
Discussion Group Workshop Results – Non-User Groups**

Discussion Topic	Response Category	Priority
<b>Transit Role / Goals</b>	Affordability / Equity	Medium
	Environment / Quality of Life	Medium
	Educate	Low
	Connect People / Places	High
	Funding	Low
	Economic Development	Medium
<b>Awareness</b>	Aware	High
	Unaware	Medium
<b>Strengths</b>	Affordable	Low
	Equipment	Medium
	Funding & Administration	Medium
	Customer Services / Connectivity	High
<b>Weaknesses</b>	Customer Services / Connectivity	High
	Infrastructure	High
	Education / Marketing	Medium
<b>Improvements to Existing Service</b>	Capital Infrastructure & Equipment	High
	Express Service	Medium
	Expanded Service Hours	Low
	Frequency	Medium
	Service Area	Low
	Connectivity	Low
	Fares	Low
	Education / Marketing	Low
<b>Future Service Improvements</b>	Connectivity	Medium
	Regional / Express Services	Medium
	Premium Transit Service	High
	Capital Infrastructure & Equipment	Medium
	Environmental	Low
	Un-served / Underserved Areas	High
<b>Funding</b>	Tourist / Bed Tax	Low
	Fares	Medium
	Federal	Low
	Gas Tax	Low
	Advertising	Low
	Public/Private Partnerships	Low
	Sales Tax	Low
	Other Tax	Medium

## Non-User Groups

- Across all categories, the high priority issues included connecting people and places, customer service, route connectivity, infrastructure, equipment, un-served or underserved areas, and implementing premium transit services.
- Non-users emphasized that the main role/goal of transit is to connect people to places, giving people an opportunity to get where they want to go. Other roles/goals identified included using transit to enhance the quality of life of residents through congestion reduction and convenience, maintaining an affordable alternative to automobiles, and supporting economic development of the community.
- When asked about awareness of LeeTran service, non-users agreed that most people are aware of the service but are not necessarily interested in riding the bus. Riding the bus has become a last resort due to negative stereotypes and limited coverage.
- Non-users praised the services offered by LeeTran, including the Passport ADA service, the beach trolley, the automated route planner, and the service coverage. The use of hybrid vehicles, security cameras, and comfortable buses were also mentioned as strengths of the services.
- Customer service and connectivity were highlighted as weaknesses. Comments focused on low service frequency and cross-county connectivity. Participants also criticized the lack of supportive bus stop infrastructure and park-and-ride opportunities.
- Recommended improvements to existing service highlighted the need for better capital infrastructure and equipment, previously mentioned as a weakness of the service. Comments also touched on the addition of express service to the airport, improved frequency, later service hours, and an expanded fixed-route service area.
- Future service improvements recommended by non-users include BRT and light rail service. Respondents would also like to see better East-West connectivity (especially to Lehigh Acres) and expanded coverage to Cape Coral Hospital, the new Boston Red Sox stadium facilities, and regional connections to surrounding counties.
- Proposed funding suggestions centered on fare increases and taxes (including gas tax, sales tax, and user taxes). Discussion group participants believe that tourist taxes (bed tax, rental car surcharge) should be applied to transit as tourists are a big portion of the LeeTran users.



## STAKEHOLDER INTERVIEWS

As part of the public involvement process for the Lee County TDP update, a series of interviews was conducted with 19 stakeholders identified by LeeTran staff. The 19 stakeholders included a number of key officials, as well as representatives from several jurisdictions and organizations throughout Lee County with an interest in transportation services. Table 5-5 provides a list of stakeholders that were interviewed for the update process.

**Table 5-5: List of Stakeholders Interviewed**

Name	Title	Affiliation
Tammy Hall	Commissioner	Lee County BOCC
Brian Bigelow	Commissioner	Lee County BOCC
Ray Judah	Commissioner	Lee County BOCC
Frank Mann	Commissioner	Lee County BOCC
Tom Leonardo	Councilman	City of Fort Myers
John Sullivan	Mayor	City of Cape Coral
Ben Nelson, Jr.	Mayor	City of Bonita Springs
Kevin Ruane	Mayor	City of Sanibel
Bob Raymond	Vice Mayor	Town of Fort Myers Beach
Levon Simms	Councilman	City of Fort Myers
Kevin McGrail	Councilman	City of Cape Coral
Peter Brandt	Councilman	City of Cape Coral
Chris Chulakes-Leetz	Councilman	City of Cape Coral
Mike Flanders	Councilman	City of Fort Myers
John Spear	Councilman	City of Bonita Springs
Karen Hawes	County Manager	Lee County BOCC
Jim Wall	Business Development Director	Southwest Florida Works
Steve Nice	District President	Edison State College
Joe Shepard	Vice President	Florida Gulf Coast University

A series of 13 detailed questions were developed to facilitate the discussion and obtain stakeholders' perceptions of three major areas of questions related to public transportation in Lee County, including:

- General transit issues
- LeeTran Vision
- Transit funding issues

A copy of the interview script that was used for all of the interviews is presented in Appendix A. The remainder of this section summarizes the results of the stakeholder interviews; where possible, common perceptions and themes are identified.

## **General Transit Issues**

*What is your perception of transit's role in the community?*

Stakeholders were asked to indicate what they perceived as transit/public transportation's role in the community. Responses are summarized below.

- Provide and expand upon the core level of service
- Transportation for the underprivileged
- Move people, prevent congestion
- Affordable, efficient, and accessible transportation
- Transportation choice of last resort
- Get people to jobs and to various life-sustaining activities
- Alleviate the use of personal transportation
- Move people who do not have the means otherwise to move themselves
- Solution to stopping sprawl
- Helpful to the environment
- Meet the needs of tourist and shopping-oriented trips
- Gets people around the county to activity points, places of interest, and employment

*How much awareness of and support for transit is there in the community? Have the levels of awareness and support changed in the last few years?*

Stakeholders were asked to indicate the perceived level of awareness that the community has for the existing transit services. Differing opinions were categorized as "high" or "low" awareness and are summarized below.

- High awareness
  - Strong support in Fort Myers Beach
  - Community awareness and support for the system and services
  - College students are aware and support the system
  - Support is growing, awareness is apparent
  - Awareness has increased since the economic downturn

- Low awareness
  - Due to the desire to use an automobile for travel
  - Limited awareness due to limited service
  - Perception that “buses are empty”
  - Awareness is low, many people do not know how to ride the system
  - Inefficient transportation system with minimal community support
  - Perception that everyone should/will use a car over transit
  - Limited marketing

*What are the major strengths and accomplishments of the transit system?*

Strengths were grouped and summarized into three major categories: Leadership/Staff, Equipment, and Resource Management.

- Leadership / Staff – Stakeholders acknowledged the strong, receptive leadership as well as the dedicated and knowledgeable staff of LeeTran as a major strength of the system. The County Commission was also praised for its commitment to continuing service.
- Equipment – Stakeholders were pleased with the recent conversion to hybrid buses and the efforts to build better bus shelters, especially along US 41. Bike access and accommodation was also mentioned as a strength of the service.
- Resource Management – Stakeholders were aware of budget constraints and praised LeeTran for providing a good service given these circumstances. Staff is getting the job of the core service provision accomplished.

*What are some weaknesses of the transit system?*

Stakeholders were asked to list areas for LeeTran improvement, as summarized below.

- County leaders have shown themselves to be supportive of transit, but LeeTran staff has too many constraints placed on them. For example, LeeTran needs to be part of the zoning decision-making process. The County needs to improve leadership as a whole.
- The service is not properly funded and not properly marketed.
- The service is not frequent enough and it is inefficient due to the fact that Lee is a largely suburban and dispersed county.
- Service is not convenient or accessible to people who work. Major industrial clusters do not seem to be a priority, while most hubs and destinations are located at malls or major shopping centers.

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## LeeTran Vision

*What do you see as appropriate goals for the transit system?*

Stakeholders were asked to list goals that LeeTran should strive for and the reason for pursuing that goal.

- Alleviate congestion and parking problems
- Reduce the dependence on personal transportation
- Increase park-and-ride hubs and opportunities
- Establish connectivity to Charlotte County and Collier County (regional connectivity)
- Develop of a vision for public transportation service in Lee County and a realistic timeline and implementation schedule for that vision
- Increase service efficiency, effectiveness, and ridership
- Implement BRT service

*What improvements are needed in the transit system to attract more riders and meet community goals? Specify where and why?*

Stakeholders were asked for their opinion regarding priority needs to improve LeeTran service and Lee County in general. Some stakeholders also suggested certain services that they believe LeeTran should not pursue.

- Needs
  - Improve scheduling and timing
  - Implement higher frequencies, circulator services, and improve express and local service
  - Implement connectivity to neighboring communities
  - Utilize smaller vehicles with high frequencies within certain neighborhood communities
  - Increase number of shelters and improve bus stop infrastructure
  - Implement later evening service and increase system coverage
  - Increase park-and-ride opportunities and combine service with express routes
  - Focus service on industrial clusters and account for 2<sup>nd</sup> and 3<sup>rd</sup> shift workers
- Does not need
  - High speed rail is not a viable transportation solution for Lee County
  - Light rail and commuter rail are not feasible

*Are there areas currently not served or under-served by transit that should receive a higher priority? If so, where?*

Stakeholders agreed that the top priority for new service is Lehigh Acres. Other areas mentioned include the urban pockets of Cape Coral and North Fort Myers, western Cape Coral, the bedroom communities of Cape Coral, and the Research Diamond and airport areas. The Research Diamond is described as a diamond-shaped area that stretches north to the new JetBlue baseball stadium and south to FGCU. The east and west extents of the diamond are the Southwest Florida International Airport and just east of I-75, respectively. Connection to Collier County and Charlotte County (regional connectivity) was also considered as a high priority as well as a north-south service along McGregor Boulevard.

*Should LeeTran be looking at new areas for transit service, or should it concentrate on areas within the existing service?*

Stakeholder responses were grouped based on their recommendations to focus on the core area or new areas. The results are shown below, with support and reasoning for each option.

- Core
  - Focus on more effective/efficient service
  - Focus on areas with high densities
  - Achieve sustainable ridership levels in existing area
- New areas
  - Focus on geographic coverage and expand to new areas

*What is happening in Lee County in terms of residential and commercial development?*

In Lee County, development is slowly picking back up; however, it will not reach levels seen before the “bubble burst.” The County needs to emphasize infill development as cities are the solution to sprawl, but efforts are being undermined by a shift in growth towards the south, near the FGCU campus. While some stakeholders believe that residential and commercial development are currently stalled, planned developments along Pine Island Road, where a regional mall is being proposed, and in the Research Diamond indicate otherwise.

*Are there any County or other land use policies that should be changed to help the transit system reach its goal?*

As previously mentioned, Lee County needs to emphasize infill development and increase efficiency through intensification. Intensification will be encouraged through the offering of diverse transportation

options. The County must resist every effort by the development community to create urban sprawl, perhaps by adopting a form of “veto” power or other ability to be able to highlight those new/proposed developments that are the most transit unfriendly. Stakeholders also suggested that the County require new developments to include transit and bus stops based on land use and use public transportation as an economic development tool. Updating the land use policy and zoning requirements to better support transit and transportation concurrency could help the County and cities create high-density hubs. Additionally, transit service could be provided in a Community Redevelopment Area (CRA) environment, with businesses being allowed to subsidize.

## **Transit Funding Issues**

*What existing or new local funding source(s) do you believe are appropriate to help fund public transportation?*

Stakeholders mentioned both gas tax and sales tax as the most viable funding options for transit. One interviewee suggested that gas tax be charged as a percentage and not as a cost per gallon. Opinions were torn over sales tax, with some stating it as the only option while others immediately dismissed it as a funding option. Other suggestions included ad valorem tax, private sector contributions, and shifting roadway general fund monies to transit.

*Do you believe that there is a willingness in the community to consider additional local funding sources for transit?*

The stakeholders overwhelmingly agreed that there is no willingness at the current time, largely due to the economic situation. However, some do believe that with a proper plan and appropriate marketing, the community could be supportive.

*Do you believe that LeeTran would benefit from a transition in its governance from the County along with the establishment of a dedicated funding to resolve the County's current transit funding needs?*

Stakeholders were asked to comment on the possibility of creating a transit authority to operate public transportation in Lee County, with some respondents supporting the idea and others opposing it. Reasons for or against a transit authority are summarized below.

- Support
  - Could be an option to properly fund the service
  - Transit Authority would be a good idea if the board consisted of dedicated and accountable persons; elected officials create more bureaucracy and make it difficult to implement change

- LeeTran should remain a countywide service, but with an independent taxing authority
  - Governance structure with a dedicated funding source would allow for the creation of a stable agency
  - Transit Authority should be developed independent of politics with a fair apportionment
  - Yes, but only if ridership is increased
- Oppose
    - Governance is not the issue
    - Issue with City funding – “donor” city in terms of ad valorem and tourist development taxes
    - Would not be any different than what the County and Board of County Commissioners (BOCC) are currently doing
    - Transit Authority board could become too much of a politically-motivated body

## **ON-BOARD SURVEY**

To solicit information from LeeTran’s fixed-route bus patrons, an on-board survey was distributed in March 2010 as part of LeeTran’s COA. The survey questionnaires that were utilized are similar in format and in the types of questions asked in LeeTran’s other major on-board survey efforts completed in 2000, 2003, and 2006. This was done to allow for comparative analysis of current and historical survey results. The most recent survey sought demographic, travel behavior, and satisfaction information from the system’s users. This section briefly summarizes the results of the on-board survey effort. A detailed analysis of the 2010 on-board survey effort can be found in the most recent LeeTran COA document.

### **Survey Methodology**

The method utilized for surveying bus riders was the distribution of a self-administered questionnaire to all persons boarding surveyed LeeTran bus routes. Two different survey instruments were designed, one to be distributed on LeeTran local service routes (standard surveys) and one to be distributed on the trolley service operating on Fort Myers Beach (trolley surveys). The standard survey instruments also were translated into Spanish language versions for distribution to Spanish-speaking patrons who were not able to complete the English versions.

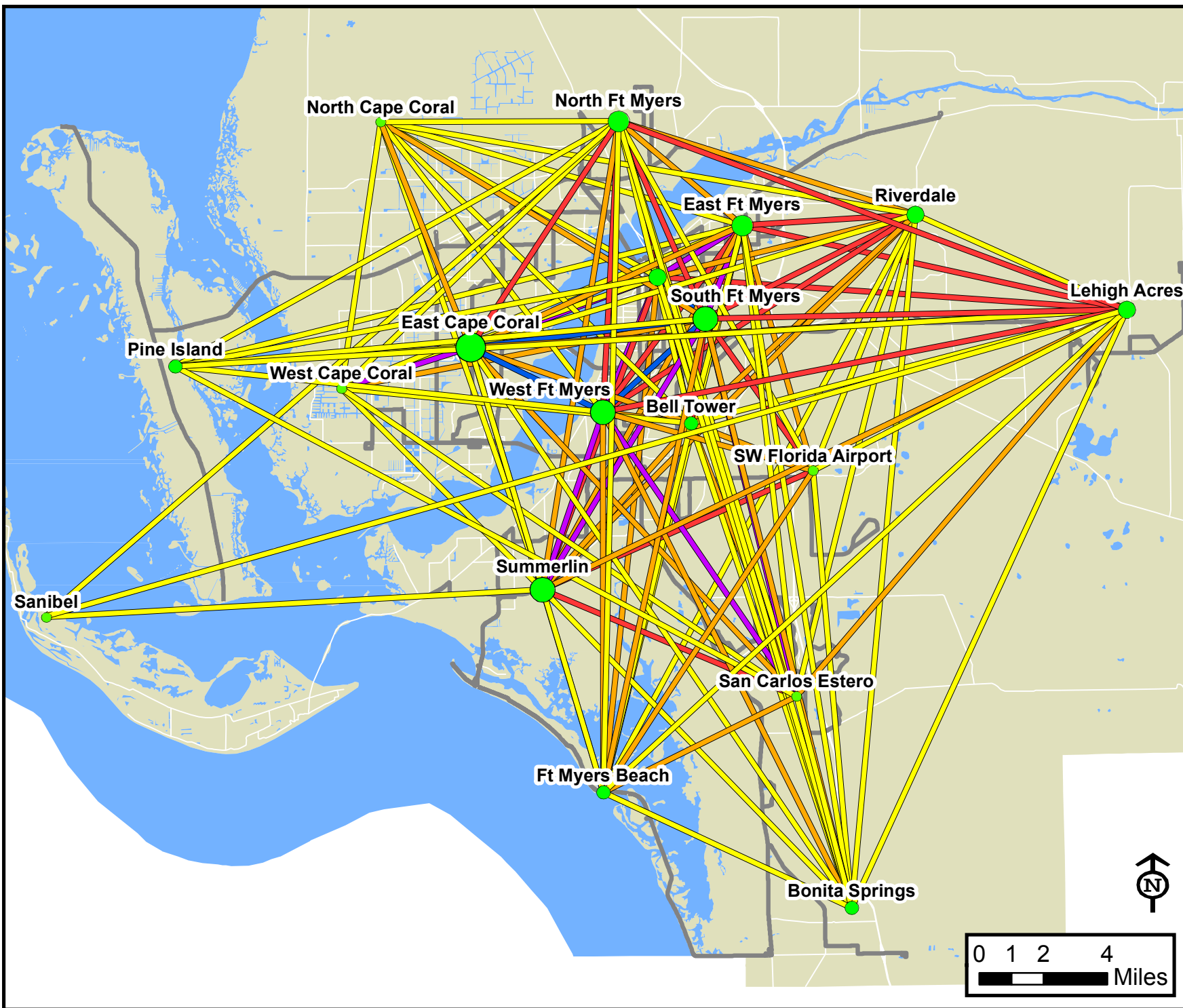
The on-board survey was distributed by a team of trained survey personnel. Prior to sending surveyors out on LeeTran buses, an orientation session was conducted in order to instruct surveyors about their duties and responsibilities and to address any issues or concerns that they may have had about the survey process.

LeeTran staff indicated a desire to maximize the survey coverage of its bus service in terms of days of the week, service period, and number of bus runs. All bus runs for one weekday, one Saturday service day,

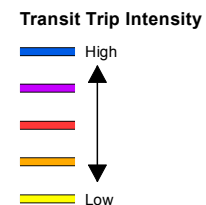
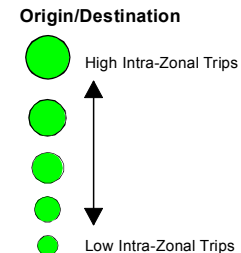


and one Sunday service day were selected for on-board survey distribution. A total of 7,087 LeeTran bus riders responded to the survey, with 4,983 standard surveys and 2,104 trolley surveys. For the standard survey, an average response rate by question of 76.4 percent was achieved while the trolley survey achieved an average response rate of 89.9 percent.

Using responses to trip origins and destinations, an origin-destination analysis was performed. Respondents indicated the address or name of their trip start location and their trip end destination, providing a specific address; name of the place, business, or building; or nearest intersection of where they were coming from and going to. Origin and destination locations do not refer to the beginning and end of the transit bus trip, but apply to the location of the actual trip start and trip end (i.e., home, work, hospital, airport, etc.). The information was then geocoded using ArcGIS software, which assigns geographical coordinates to data records. Once geocoded, the trip origins and destinations were assigned to specific geographic areas of the county. Geographical areas were determined by grouping Traffic Analysis Zones (TAZs) based on municipal boundaries and major employment and residential areas. Once trip origins and destinations were mapped, desire lines were drawn between corresponding trip pairs. Trip pairs between the same geographic areas were then aggregated to assess the volume of trips between the geographic areas throughout the county. Map 5-1 illustrates the intensity of transit trips between areas and reflects the results of the origin-destination analysis.

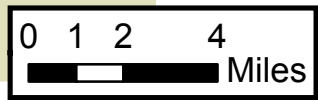


**Legend**



**LeeTran Routes**

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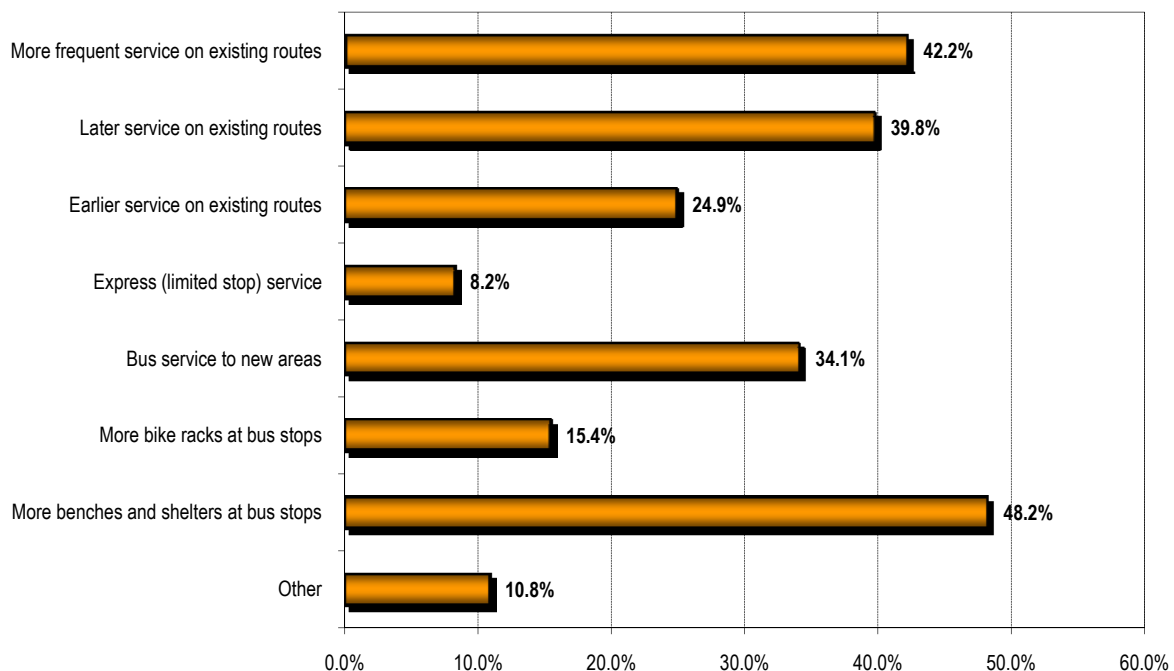
**Map 5-1**  
Transit User  
Travel Patterns

## General Conclusions

Results from the standard on-board survey provided insight into various aspects of the LeeTran fixed-route bus service. Salient conclusions drawn from the standard survey analysis are summarized below.

- Surveyed bus riders are satisfied with LeeTran service. The average overall satisfaction rating was 4.15 out of 5.
- Work-based trips are the second largest share of LeeTran trips. Approximately 30 percent of respondents indicated work as the final destination of their particular bus trip while approximately 23 percent of respondents indicated work as the origin of their particular bus trip.
- Bus riders are primarily regular users of the service. Over 63 percent of respondents indicated that they ride the bus at least five days per week. In addition, approximately 48 percent indicated that they have been using LeeTran service for more than two years.
- Survey respondents indicated more benches and shelters at stops as the most important service improvement needed to be implemented.
- In addition to more benches and shelters at stops, other notable needed service improvements include more frequent service on existing routes and later service on existing routes. Figure 5-6 displays the results to the service improvement question from the 2010 on-board survey.
- The average LeeTran bus rider is a middle-aged man of a white ethnic heritage and an annual household income of \$18,228.

**Figure 5-6**  
**Service Improvements Preference**



The following is a summary of major conclusions that were drawn from the on-board trolley survey analysis.

- Most trolley riders are visitors on vacation, with a typical period of stay of two weeks or less.
- The majority of trolley riders travel with family members or friends and the average number of people traveling with the respondent is about two or three.
- Unlike regular LeeTran bus service users, the majority of trolley service users are “choice” or discretionary riders. The primary reason for using the trolley indicated by those users is the convenience offered to its riders.
- Most respondents (59%) visit Fort Myers once or more per year, and 94 percent of respondents indicated a future plan to visit the Fort Myers area. More than 75 percent of respondents indicated that they used the trolley service more than once during their stay.
- The average LeeTran trolley rider is a middle-aged woman of white ethnic heritage and an annual household income of \$41,629.

Respondents typically enjoy riding the trolley service. They are most satisfied with the courtesy of the trolley operators, the ability to get where they want to go, and the location of trolley stops.

## **LEETRAN OPERATOR INTERVIEWS AND SURVEY**

Bus operators are a valuable source of information as they reflect the eyes and ears on the road for LeeTran’s daily operation. Operator insight into public opinion and need can also supplement information that cannot otherwise be collected through other means. Information can include safety and security issues, an understanding of travel characteristics on specific routes, and representation of needs for those who may not be willing to participate in other public outreach activities.

To gather feedback from operators, two different approaches were employed. The first consisted of interviews with operators and the second consisted of a survey that was distributed to all LeeTran bus operators.

### **LeeTran Operator Interviews**

Operator interviews were targeted to operators on specific routes. Targeting the interviews allowed for more detailed assessments of specific routes. Because operators deal with the day-to-day nuts and bolts of system operation, it was important to keep interviews focused to specific improvements on specific routes. Selected routes for the interviews included Routes 40, 50, 90, 110, 120, and 150. Two operators were interviewed for each route.

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### *Route 40 – Cape Transfer Center/Coralwood Mall*

- Operators indicated that route productivity along Hancock Bridge Parkway, Cultural Park Boulevard, and Pine Island Road is very low and that it is probably unnecessary to cover those areas.
- The Cape Coral City Hall area provides a good concentration of activity points and operators see a number of riders using Route 40 to access these locations. Operators further added that this area could serve as a major hub for LeeTran services in Cape Coral.
- The route could use a consistent schedule and service frequency. The current schedule consists of 60-minute peak and 120-minute off-peak service frequencies. To accomplish this, LeeTran includes a split shift as part of its operator roster.
- Major activity points in need of service include the Wal-Mart Neighborhood Market on Nicholas Parkway and service to Kismet Parkway. Operators indicated receiving lots of requests north of Pine Island Road. Such a service could replace existing Route 40 service along Pine Island Road, Hancock Bridge Parkway, and Cultural Park Boulevard.
- Although arrival times are good at the Cape Transfer Center, improvements could be made at the other transfer locations along the route.
- There have been requests by riders to create a more direct connection between Santa Barbara Boulevard and Country Club Boulevard. Such a connection could facilitate creation of a more grid-like network of service with synchronized timing.

### *Route 50 – Southwest Florida Airport/Summerlin Square*

- Operators indicate that it would be beneficial to advertise Route 50 service at the airport. Many of the bus patrons using the service to connect to the airport learned about the service through word of mouth. There was a question regarding taxicab companies working to prohibit such advertisements.
- The mix of bus riders departing from the airport consists of an even distribution of workers and airport patrons (i.e., persons flying in to Fort Myers). It was unclear where exactly airport patrons were traveling to within Lee County and the thought was that many were probably transferring to another LeeTran route at Bell Tower and traveling throughout the county.
- Operators indicated that their perception of the typical Route 50 ridership did not consist of area visitors and tourists, but instead were largely minorities, students traveling to Heritage Institute, or workers.
- When asked about direct connections to Cape Coral, operators indicated that such a direct service was not necessary and that it would be more beneficial to improve the timing between Route 50 and Route 30 at the Bell Tower Shops. In addition, direct service to Sanibel was also considered

unnecessary and the operators further indicated that the Tanger Outlet Center was far enough west to serve as a route end point.

- Direct service to the Gulf Coast Town Center and to the new Boston Red Sox ballpark may be a good idea, but on a practical basis it was unclear whether anyone would actually use such a service.
- It was suggested to eliminate the last Health Park stop on the 9:10 p.m. eastbound return trip to the Bell Tower Shops.
- Operators indicated two safety issues that need to be addressed:
  - It is often difficult to merge and access the eastbound stop at the Walgreens on Summerlin Road just past Pine Ridge Road because of traffic completing right-hand turns onto Summerlin Road from Pine Ridge Road.
  - Another difficult merge noted by operators was from an eastbound stop at Costco on Cypress Lake Drive near US 41. Operators indicated that traffic at US 41 can queue up and make it difficult to access the stop and merge back into the through traffic lanes.

#### *Route 90 – North Fort Myers*

- Operators indicated that Route 90 is a very confusing route, even for drivers. Bus riders experience confusion even at Merchants Crossing, where there are currently three possible locations from which to catch a different Route 90. It was agreed that splitting the route into two distinct routes would alleviate much of the confusion.
- There are lots of regular bus riders on the Route 90. In addition, operators indicated that ridership is steady throughout the course of the day. Consequently, both operators were reluctant to offer any areas from which to cut service.
- One of the major issues raised was that of wheelchairs. It appears that the Route 90 experiences a higher proportion of wheelchair passengers. This not only affects the timeliness of the route, but more importantly, there have been instances where more than two wheelchair passengers have needed to board the bus at the same time. The opening of the new Veteran's Administration facility will further aggravate the problem as more wheelchair passengers are expected. A specific request to alleviate some of these issues in the short-term is to use two 35-foot vehicles as opposed to the 29-foot vehicles, which will provide greater capacity and help to accommodate multiple wheelchair passengers.
- Safety issues consist largely of lighting within the Suncoast Estates. Operators indicated that in the mornings it is sometimes difficult to see bus riders waiting at bus stops.
- Service requests indicated by passengers include connections to Route 40 at Del Prado Boulevard and a possible extension east along Bayshore Road to I-75. In addition, operators did not see an issue with re-establishing two-way service on Pine Island Road and Pondella Road.

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### *Route 110 – Lehigh Acres/Edison Mall*

- Operators indicated very strongly that service needs to be improved along this route. They are aware of many requests for additional service and discussions with bus riders reveal that many walk long distances from adjacent residential neighborhoods to access the Route 110 on Lee Boulevard.
- The route should be split into two distinct routes. Even three routes would work. One of the routes would operate as an express route connecting Edison Mall to Homestead Plaza. The other routes could serve as circulators, one in Lehigh Acres and the second in the residential areas near The Forum and possibly connecting to Gunnery Road and Lee Boulevard.
- Service frequency on the express service would operate every 30 minutes in the peak and every 60 minutes during off-peak hours.
- Service on Joel Boulevard to 12<sup>th</sup> Street and on 3<sup>rd</sup> Street is viewed as unnecessary. Much of the concentration of activity should be focused closer to the Lehigh core.
- Operators specifically mentioned eliminating the one-way loop on Beth Stacy Boulevard connecting to the Presbyterian Homes. There is very low ridership on this segment and the narrow roads pose a safety issue. One operator actually noted a training accident that occurred at that location. The two or three regulars that board the Route 110 have the option of accessing the route by using pedestrian walkways and access into the Winn Dixie shopping plaza.
- Service to the Ruth Cooper Center should be discontinued after 5:00 p.m.

### *Route 120 – Edison Mall/Cape Coral*

- Operators agree that Route 120 along Country Club Boulevard is “dead.” It may be beneficial to continue up Country Club Boulevard and connect to City Hall. Operators also indicate that the Miramar Street loop could be eliminated as ridership levels are low along this stretch of Route 120.
- The largest concentration of boardings generally occurs at major transfer points. Those locations include the Cape Transfer Center, Coralwood Mall, and Edison Mall. One other location where operators see high levels of activity is at Southwest Florida College. Student ridership occurs mostly in the morning and originates mostly at the Cape Transfer Center.
- Because of where boardings are occurring, operators indicated that the route is being used largely to transfer between and connect to other LeeTran routes.
- Transfers at the Cape Transfer Center are timed appropriately and the transfer center is actually over-capacity at 10:30 a.m. and 5:15 p.m.
- One safety issue was raised by the operators. The last westbound stop along Colonial Boulevard at Summerlin Road should be eliminated. It is difficult to merge back into traffic to access the Midpoint Bridge. In addition, the stop is already served by Route 130.



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### *Route 150 – Coconut Point Mall*

- Ridership on Route 150 consists of a variety of users including people going to work, to shop, or to school.
- Operators disagreed with the use of smaller vehicles as strollers and wheelchairs are common on Route 150 and smaller vehicles would impact the number of persons able to board the bus. Operators indicated that the route experiences full bus loads during the morning and mid-morning in the westbound direction.
- Operators are receiving regular requests for service to Collier County. Another location where more direct connection is needed is the Naples-Fort Myers Greyhound Track.
- When asked about comparing Terry Street between Old US 41 and Imperial Street to Dean Street, operators indicated that Dean was a better option for Route 150.
- One safety and reliability issue raised was the lack of a traffic signal at Dean Street and Old US 41. Operators noted that traffic can queue up and right-hand turns onto Old US 41 can be just as difficult as left hand turns onto Dean Street. The situation seems to further aggravate what is perceived to be a tight route in terms of schedule.
- Operators identified a new medical center along US 41 near Highland Woods Boulevard.
- Bus stops in need of bus shelters include the Bonita Grande Publix, Terry Street and Old US 41, and Rosemary Drive and Old US 41.

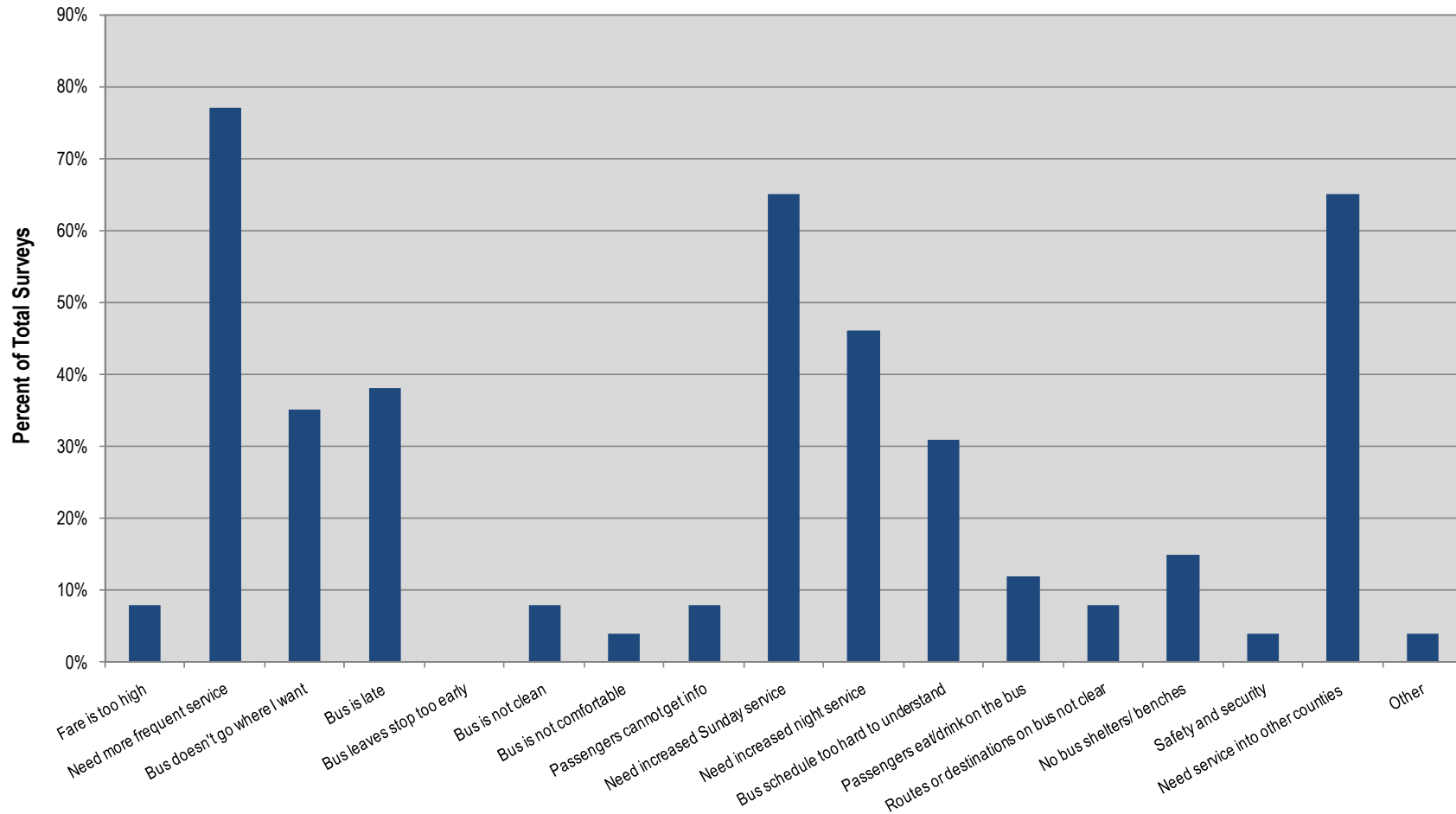
### **LeeTran Operator Survey**

Operator surveys were distributed to all LeeTran bus operators. Survey questions requested information about customer complaints, safety problems, and service improvements. Question 1 provided a list of common complaints and asked operators to mark the most commonly heard complaints. Figure 5-7 illustrates the responses to Question 1. As shown in the figure, “need more frequent service,” “need increased Sunday service,” “need increased night service,” and “need service into other counties” are the most common complaints.

As a follow-up, operators were asked if they believed that the complaints were justified. The majority of operators agreed that the frequency and expanded service hours/coverage complaints were valid because LeeTran service does not currently offer adequate levels of service frequency and service hours.

When asked about safety concerns, only one-third of the operators responded, with insufficient lighting at stops highlighted as one of the major concerns. Operators also mentioned that certain stops were too close to signalized intersections, making it difficult for them to cross traffic and make left turns to continue along the bus route.

**Figure 5-7**  
**LeeTran Operator Surveys, Question 1 – Common Complaints from Passengers**



As part of the survey, LeeTran operators were asked to provide specific service improvement recommendations. Responses were grouped based on similarity and category.

- **Connectivity / Timing** – Operators were concerned with coordination of current bus times, stating that a lot of connecting routes leave before their bus arrives at the stop. Many outbound times are unrealistic in the current traffic conditions, causing buses to be late. Routes 130, 140, 150, 30, 60, and 70 were mentioned specifically.
- **Frequency** – Operators requested more buses during peak service periods to cut wait times and ensure timeliness, specifically on Routes 110, 15, and the Beach Trolley. Expanded night and Sunday service was also listed as needed improvements.
- **Coverage** – Based on comments from passengers, operators agree that LeeTran needs to expand its service area. Points of interest include Pine Island, Cape Coral, Lehigh Acres, and surrounding counties.
- **Eliminate Service** – A small number of operators suggested that certain routes be eliminated, as they are already covered by a different route or the ridership is nonexistent. Specifically, one operator noted restructuring service in the Dunbar area, as there are several routes providing duplicate service.
- **Capital Infrastructure & Equipment** – Operators requested better lighting (as it is hard to see riders waiting at bus stops at night) working A/C units on the buses, and improved transfer hubs.

Additionally, drivers requested that LeeTran provide better instructions on priorities, including schedule adherence and customer service. Operators would also like a system in place where they can easily report safety issues with bus stops (including sign placement and visibility) and make sure that action is taken to repair the situation.

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## Section 6 TRANSIT DEMAND AND MOBILITY NEEDS

Transit demand and mobility needs were assessed for the study area using various analytical techniques. Two market assessment tools and ridership forecasting software were used to assess demand for public transportation services. This section includes the results of that demand analysis. When combined with the public involvement feedback presented in Section 5, the demand assessment yields the building blocks for a transit services Needs Plan for the county.

In addition to the transit demand assessment, this section also documents the situation appraisal for the TDP. Every agency submitting a TDP is required to conduct a situation appraisal of the environment in which the agency operates. As land use and economic changes occur throughout Lee County, an appraisal of those changes assists in identifying appropriate changes to the structure of public transportation services to better serve the evolving operating environment.

### MARKET ASSESSMENT

The transit market assessment for Lee County includes an evaluation from two different perspectives: the discretionary market and the traditional market. Analysis tools for conducting each market analysis include a Density Threshold Assessment (DTA) and a Transit Orientation Index (TOI), respectively. The two analysis tools can be used to determine whether existing transit routes are serving areas of the county considered to be transit-supportive for the corresponding transit market. The transit markets and the corresponding market assessment tool used to measure each are described in detail below.

- **Discretionary Market – Density Threshold Assessment (DTA)**

The discretionary market refers to potential riders living in higher density areas of the county that may choose to use transit as a commuting or transportation alternative. A DTA was conducted based on industry standard relationships to identify those areas of Lee County that will experience transit-supportive residential and commercial density levels in 2020. TAZ data obtained from the Lee County MPO were used to conduct the DTA.

Three levels of density thresholds were developed to indicate whether or not an area contains sufficient densities to sustain efficient fixed-route transit operations. The levels include:

- **Minimum** – Reflects minimum population or employment densities to consider basic fixed-route transit services (i.e., fixed-route bus service).

- **High** – Reflects high population or employment densities that may be able to support higher levels of transit investment than areas that meet only the minimum density threshold (i.e., increased frequencies, express bus).
- **Very High** – Reflects very high population or employment densities that may be able to support higher levels of transit investment than areas that meet the minimum or high density thresholds (i.e., premium transit services, etc.).

The following table presents the density thresholds for each of the noted categories.

**Table 6-1: Transit Service Density Threshold**

Transit Mode	Population Density Threshold <sup>1</sup>	Employment Density Threshold <sup>2</sup>
Minimum	4.5 - 5 dwelling units/acre	4 employees/acre
High	6 - 7 dwelling units/acre	5 - 6 employees/acre
Very High	>=8 dwelling units/acre	>=7 employees/acre

<sup>1</sup> TRB, National Research Council, TCRP Report 16, Volume 1 (1996), *Transit and Land Use Form*, November 2002, MTC Resolution 3434 TOD Policy for Regional Transit Expansion Projects.

<sup>2</sup> Based on a review of research on the relationship between transit technology and employment densities.

- **Traditional Market – Transit Orientation Index (TOI)**

The traditional transit market refers to population segments that historically have had a higher propensity to use transit and/or are dependent on public transit for their transportation needs. Traditional transit users include the elderly, youth, and households that are low income and/or have no vehicles.

A TOI assists in identifying areas of the county where a traditional transit market exists. To create the TOI, 2010 Environmental Systems Research Institute (ESRI) demographic data estimates were compiled at the block group level and categorized according to each block group’s relative ability to support transit based on the prevalence of specific demographic characteristics. For this analysis, five population and demographic characteristics were used to develop the TOI. Each characteristic is traditionally associated with the propensity to use transit. The five characteristics that were used to produce the index include the following:

- Population density (persons per square mile)
- Proportion of the population age 60 and over (older adults)
- Proportion of the population under age 16 (youths)
- Proportion of the population below the poverty level
- Proportion of households with no vehicles (zero-vehicle households)

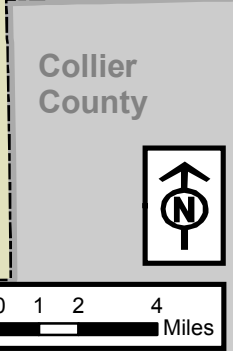
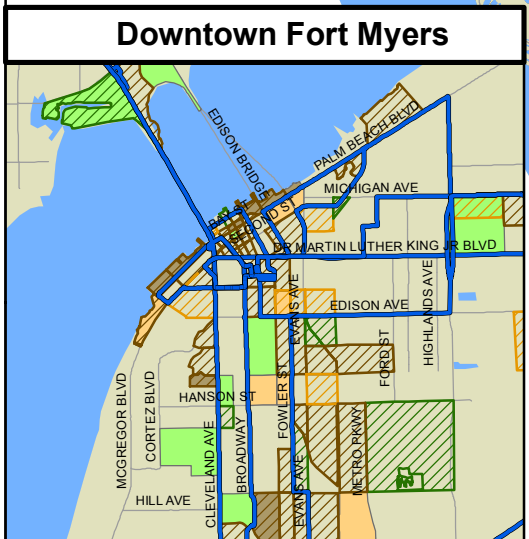
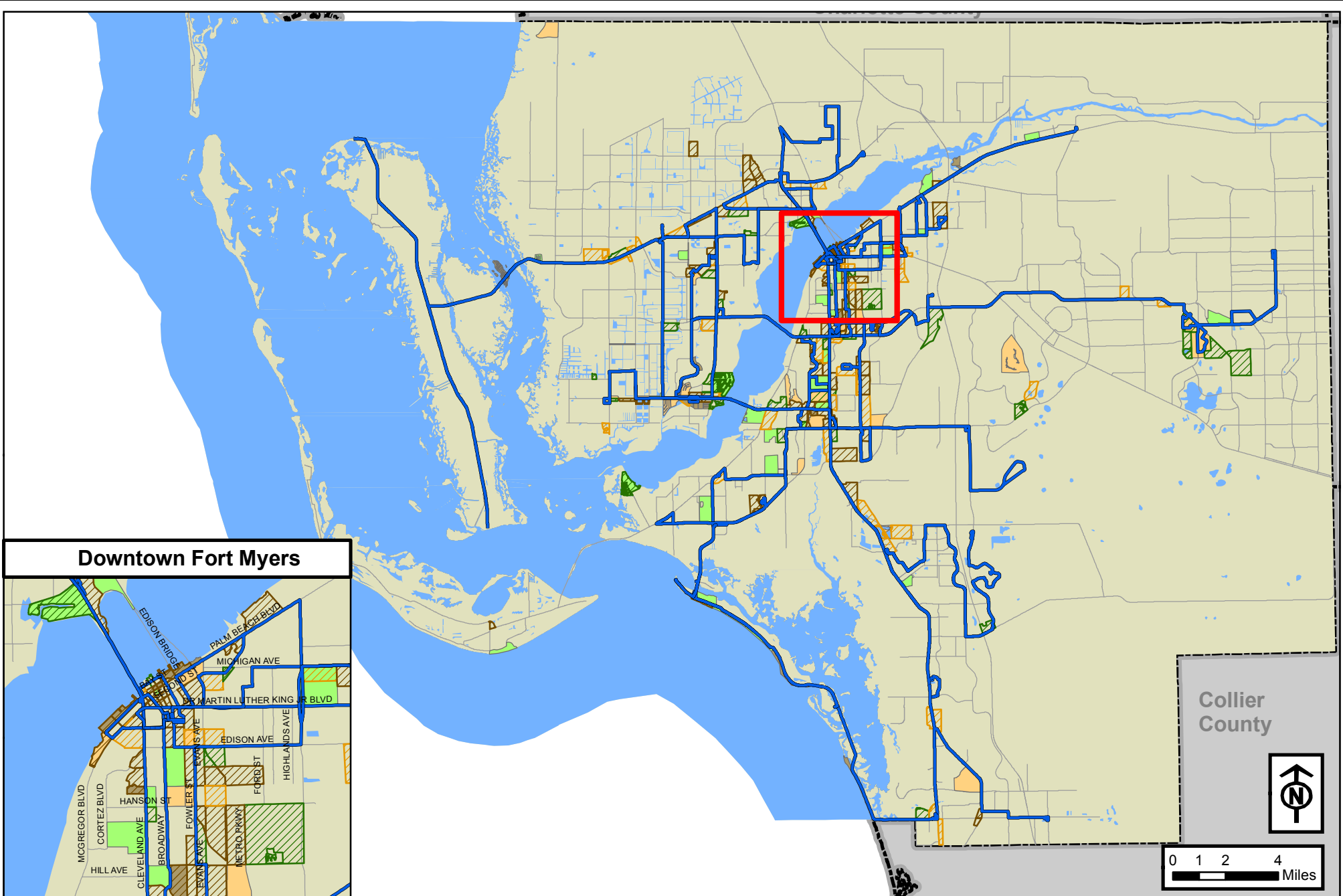
ESRI data do not include zero-vehicle household information. As a surrogate measure, the number of households with an annual income equal to or less than \$10,000 was used. It was assumed that households earning less than \$10,000 were not able to afford vehicles or other costs associated with vehicle ownership. The block groups are rated as “Very High,” “High,” “Medium,” or “Low” in their respective levels of transit orientation, where “Very High” reflects a very high transit orientation, i.e., a high proportion of transit dependent populations.

Maps 6-1 and 6-2 illustrate the 2020 DTA and the 2010 TOI, respectively. In addition, those maps include the existing LeeTran service network in order to show how well LeeTran covers those areas of the county that are considered transit supportive for both market assessments.

### **T-BEST MODELING FOR LEETRAN FUTURE ALTERNATIVES**

Ridership forecasts were prepared using the FDOT-approved transit demand forecasting tool, Transit Boardings Estimation and Simulation Tool (TBEST). TBEST is a comprehensive transit analysis and ridership-forecasting model that is capable of simulating travel demand at the individual route level. The software was designed to provide near- and mid-term forecasts of transit ridership consistent with the needs of transit operational planning and TDP development. In producing model outputs, TBEST also considers the following:

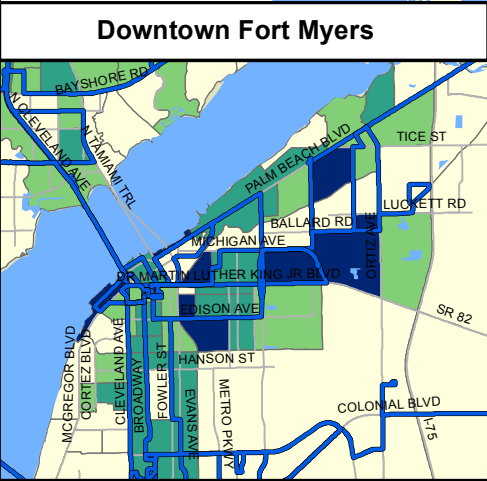
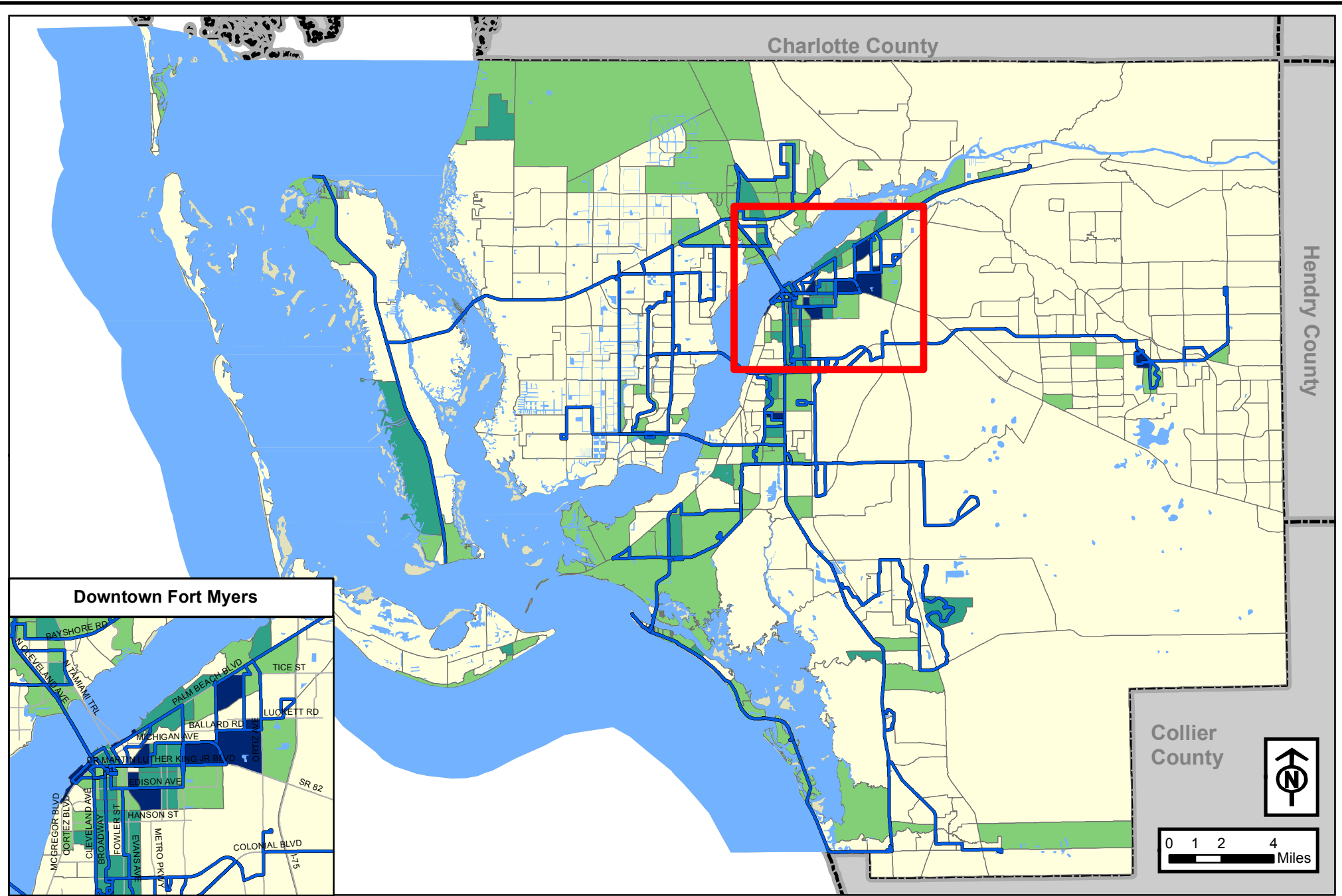
- *Transit network connectivity* – Refers to the level of connectivity between routes within the bus network. The greater the connectivity between bus routes, the more efficient the bus service becomes.
- *Spatial and temporal accessibility* – Refers to service frequency and to distance between stops. The larger the physical distance between potential bus riders and bus stops, the lower the level of service utilization. Similarly, less frequent service is perceived as less reliable and, in turn, utilization decreases.
- *Time-of-day variations* – TBEST accommodates peak period travel patterns by rewarding peak service periods with greater service utilization forecasts.
- *Route competition and route complementarities* – TBEST accounts for competition between routes. Routes connecting to the same destinations or anchor points, or that travel on common corridors, experience decreases in service utilization. Conversely, routes that are synchronized and support each other in terms of service to major destinations or transfer locations and schedule benefit from that complementary relationship.



Legend		LeeTran Routes
<b>Employment Density Threshold</b>	<b>Population Density Threshold</b>	LeeTran Routes
Very High	High	Major Roads
High	Medium	
Minimum	Minimum	

Source: Lee County MPO





**Legend**

Very High	Medium	LeeTran Routes
High	Low	Major Roads

The following section outlines the model input and assumptions used, includes a description of the TBEST scenario run performed using the model, and summarizes the ridership forecasts produced by TBEST.

### **Model Inputs/Assumptions and Limitations**

TBEST uses various demographic and transit network data as model inputs. The inputs and the assumptions made in modeling the LeeTran system in TBEST are presented below. It should be noted, however, that the model is not interactive with roadway network conditions. Therefore, ridership forecasts will not show direct sensitivity to changes in the roadway traffic conditions or speeds.

- *Transit Network* – The transit route network for all LeeTran routes was updated to reflect 2010 conditions, the validation year for the model. The transit network in TBEST required various edits to reflect the current route alignments and service characteristics in Lee County, including:
  - Matching service span to existing service spans;
  - Modifying headways, also known as the frequency with which a bus will arrive at a stop (e.g., one bus every 60 minutes or one bus every 30 minutes);
  - Establishing passenger travel times on board a bus; and
  - Defining special generators.
- *Demographic Data* – The demographics used as the base input for the TBEST model are derived from the 2000 Census and 2007 InfoUSA spatial and tabular databases. The model uses a Census-Block-level personal geodatabase as the format for spatial distribution of population data. Varying data sets were used for TBEST because demographic data in TBEST are hard-coded and cannot be modified by end-users.
- *Population and Employment Growth Rates* – TBEST uses a socio-economic data growth function to project population and employment data. A population growth rate and an employment growth rate were calculated using the ACS. System-wide annual growth rates (from 2002 to 2009) derived for total population and employment are 3.1% and 2.3%, respectively. As indicated previously, population and employment data are hard-coded into the model and cannot be modified by end-users. As applied, the growth rates do not reflect fluctuating economic conditions as experienced in real time.
- *Special generators* – These were determined in order to evaluate locations with opportunities for high ridership. LeeTran special generators include the following:
  - Edison Mall
  - Bell Tower Shops
  - Tanger Outlet Center

- Coconut Point Town Center
  - Coralwood Mall
  - Gulf Coast Town Center
  - Florida Gulf Coast University
  - SW Florida International Airport
- *TBEST Model Limitations* – According to Rule 14-73.001 Florida Administrative Code, TBEST is the FDOT-approved model for transit ridership forecasting as part of TDPs in Florida. It has long been a desire of FDOT to have a standard modeling tool for transit demand that could be standardized across the state similar to the Florida Standard Urban Transportation Model Structure (FSUTMS) model used by MPOs in developing LRTPs. However, while TBEST is an important tool for evaluating improvements to existing and future transit services, model outputs do not account for latent demand for transit that could yield significantly higher ridership, and, correspondingly, model outputs may over-estimate demand in isolated cases. In addition, TBEST cannot display sensitivities to external factors such as an improved marketing and advertising program, changes in pricing service for customers, and other local conditions.

Although TBEST provides ridership projections at the route and bus stop levels, its strength lies more in its ability to facilitate relative comparisons of ridership productivity. As a result, model outputs are not absolute ridership projections, but rather are comparative for evaluation in actual service implementation decisions. TBEST has generated interest with DOTs in other states and continues to be a work in progress that will become more useful as its capabilities are enhanced in future updates to the model. Consequently, it is important for the transit agency to integrate sound planning judgment and experience when interpreting TBEST results.

Using these inputs, assumptions, and actual ridership data, the TBEST model was validated. Using the validation model as the base model, TBEST ridership forecasts for the TDP planning horizon year, FY 2021, were developed. The generated annual ridership forecasts reflect the estimated level of service utilization if no changes were to be made to any of the fixed-route services.

Table 6-2 shows the projected number of annual weekday riders by route in 2021 and ridership growth rates from 2010 to 2021 derived from TBEST. According to TBEST, average weekday ridership is expected to increase 18 percent (from 10,033 to 11,842 average daily riders) by 2021. Ridership on six routes (Route 10, 30, 50, 120, 130, and 160) is forecasted to grow by more than 30 percent. However, one route shows a decline in ridership. Route 80 shows a decline of 27 percent. Map 6-3 has been prepared to illustrate the percent change in ridership among existing LeeTran fixed-route services.

**Table 6-2: Annual Ridership and Growth Rates**

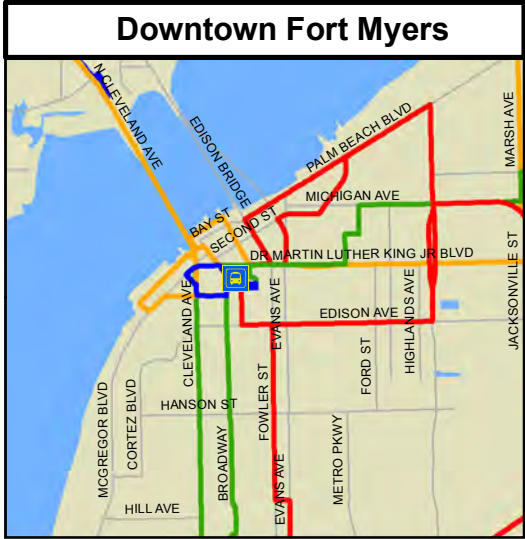
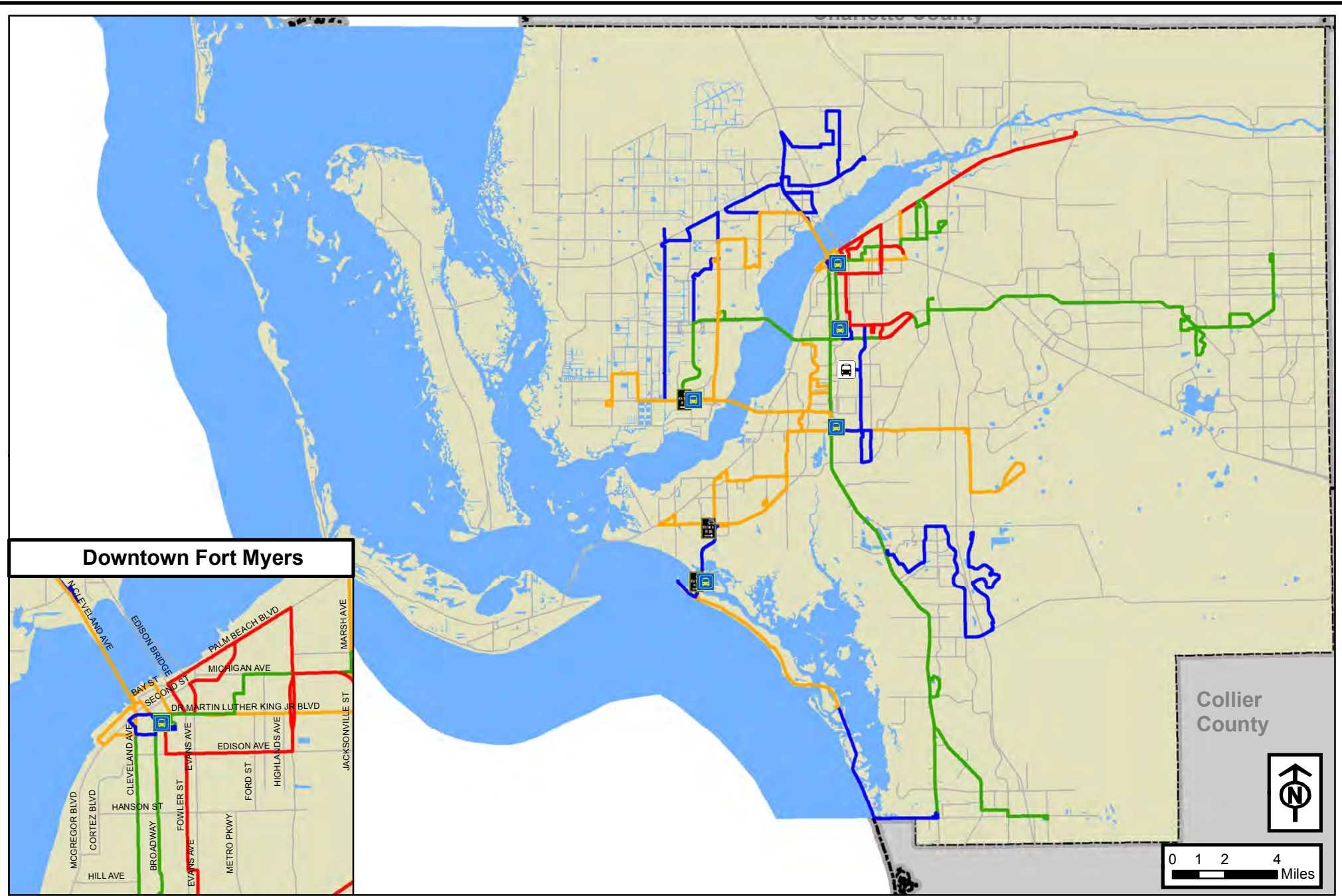
<b>LeeTran TBEST Ridership and Growth Rates (2010 - 2021)</b>				
<b>Route</b>	<b>Average Weekday Daily Ridership (2010)</b>	<b>Average Weekday Daily Ridership (2021)</b>	<b>Absolute Change (2010-2021)</b>	<b>Growth Rate (2010-2021)</b>
Route 10	591	834	243	41%
Route 15	275	338	63	23%
Route 20	491	623	132	27%
Route 30	390	542	152	39%
Route 40	186	232	46	25%
Route 50	323	455	132	41%
Route 60	121	152	31	26%
Route 70	623	795	172	28%
Route 80	93	68	-25	-27%
Route 90	276	310	34	12%
Route 100	919	1,135	216	24%
Route 110	387	480	93	24%
Route 120	180	243	63	35%
Route 130	453	593	140	31%
Route 140	3,263	3,347	84	3%
Route 150	229	292	63	28%
Route 160*	3	4	1	33%
Route 410	939	1,071	132	14%
Route 450	44	53	9	20%
Route 490	247	275	28	11%
<b>Total All Routes</b>	<b>10,033</b>	<b>11,842</b>		<b>18%</b>

\*Route 160 operates one day per week on an on-call basis.

### Implications

Based on the TBEST results shown, maintaining the status quo will result in marginal increases in transit ridership. In order for LeeTran to increase the market share for transit, service expansion will need to occur and service improvements identified in this TDP, through other transit planning efforts and in the public feedback received, will need to be implemented.





**Legend**

- LeeTran Hubs
- Park-and-Ride Facility
- Administrative Office

**LeeTran Routes  
Absolute Changes in Weekday Ridership**

- < 50
- 50 - 124
- 125 - 200
- > 200

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## SITUATION APPRAISAL

Many efforts are currently underway in the county that reveal a desire among county officials to implement more transit-supportive land use and development patterns. The efforts have been embraced with optimism by many in the county and, if implemented, are expected to impact the demographic and economic makeup of the county. Consequently, those impacts will spur changes in the future transit market of Lee County and may offer new opportunities to improve service. As changes occur, an appraisal of the impacts of those changes needs to be performed and appropriate changes to the structure of transit service should be considered. In its effort to meet changing market needs, LeeTran will work to tailor its services to provide the most effective service possible. This section provides an evaluation of the impacts on LeeTran service from findings in the data, documents, and information presented in previous sections of this report.

### Socioeconomic Trends

According to forecasts derived from the Bureau of Economic and Business Research (Medium-level projections), Lee County's population is projected to increase by 43 percent from 2010 to 2025 (607,913 to 866,500). That increase in population will have an impact on the transportation infrastructure in the county. To better assess the impact of the growth in population on transportation needs, it is important to understand which transit dependent populations and markets could be impacted or may benefit from public transportation services. The market assessments presented previously in this section, the traditional market assessment and the discretionary market assessment, reveal that many of the areas of the county that are considered transit-supportive in terms of these two markets are currently being served by LeeTran.

It is important to note that the transit dependent population is forecasted to grow by 47 percent, from 265,916 in 2010 to 391,855 in 2025. As the transit dependent population increases, the need for TD service is also expected to increase. Another important transit market is the tourist/visitor market. The County experienced a five percent increase in visitors in 2009 from 2008 levels.

*Implications* – LeeTran must strive to meet the County's demand for public transportation as the population continues to grow. Traditional and discretionary market segments are anticipated to grow consistent with the overall population growth within the county. LeeTran should continue to target its base ridership, which consists of traditional bus users, while at the same time make efforts to gain discretionary riders and capture more of the tourist travel market. LeeTran's continued success depends on its ability to tailor services that will expand its rider base and capture new transit markets and riders.

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## Travel Behavior

The analysis of 2008 Census American Community Survey (ACS) data indicates that approximately 65 percent of the workers residing in Lee County also work in Lee County. Approximately 35 percent of workers commute to neighboring counties. Collier County ranks first among counties to where Lee County workers are traveling. According to the 2000 U.S. Census, within the Lee County area, approximately 36 percent of the labor force travels from suburb to suburb, 31 percent of the labor force travels between cities and suburbs, and 22 percent of the labor force travels from city to city (the central cities for Lee County are designated as Fort Myers and Cape Coral).

The origin-destination analysis reveals that some major roadways carry a large proportion of transit trips. Those roadways should be considered for premium transit service. Based on on-board survey data, the most intense concentration of trips were between the following areas.

- Downtown Fort Myers and South Fort Myers
- East Cape Coral and West Fort Myers
- East Cape Coral and South Fort Myers
- West Fort Myers and South Fort Myers

*Implications* – LeeTran will continually be challenged by the need to provide service to those needing public transportation but living in areas that are low-density and/or are not transit-supportive (e.g., those traveling from suburb-to-suburb for work). Innovative public transit options should be considered. Corridors with the highest transit trip intensity should receive priority when considering premium bus service. Other corridors experiencing high volumes of transit utilization may be targeted for other service enhancements or modifications.

## Land Use

In the past decade, Lee County has been a high growth area. Residential building rates increased nearly 50 percent through the mid part of the decade, before drastically dropping following the 2007 economic downturn. The period before the downturn was characterized by sprawl development patterns due to Lee County planning policies, Land Development Code (LDC) regulations, market forces, and population growth. Development consisted primarily of low density, single use residential and single use commercial centers with an auto-centric transportation system linking the uses together.

Consequently, Lee County has used the economic downturn as an opportunity to strategically evaluate its current planning and land development practices to determine how to ensure a more sustainable future. Looking forward, there are a number of ongoing efforts throughout the county that are intended to change that land use pattern and that will encourage a sustainable approach to future development. The County,



along with various municipalities, is looking to establish specific form and transportation standards to guide desired community character for urban, suburban, and rural areas as well as promote a more compact pattern of development that supports efficient and cost-effective infrastructure and service delivery. Lee County wants to approach transportation in a new way and increase the County's focus on multi-modal systems that will support a more compact and sustainable development pattern and strengthen linkages between land use and transportation decision-making and investments. In November 2009, Lee County established a "Complete Streets Program" policy that addresses retrofitting existing roads and the development of new roads to include mobility features for transit, bicycle, pedestrians, and automobiles. The Complete Streets program will be implemented through the County's Sustainability Department.

*Implications* – LeeTran must continue to participate and coordinate with ongoing efforts that encourage transit-supportive development throughout Lee County. LeeTran should work to ensure that land development policies and land development codes require transit infrastructure to support adequate levels of transit service.

House Bill (HB) 7207, named the Community Planning Act, is the biggest change to growth management laws in many years – repealing most of the state-mandated growth management planning laws that have governed development activities within the State of Florida since the original Growth Management Act in 1975. State-mandated concurrency requirements have been repealed and, consequently, a large share of growth management responsibility has shifted to cities and counties.

The new legislation also supersedes Senate Bill (SB) 360, the Community Renewal Act, which required the preparation of mobility plans within dense urban land areas and Transportation Concurrency Exemption Areas. Instead, a local jurisdiction interested in implementing its own concurrency ordinance or mobility plan can still do so, but will have limitations on how to implement and enforce the ordinance. HB 7207 strengthens legislative language that supports multi-modal approaches to transportation by stating that Comprehensive Plan Transportation Elements "shall provide for a safe, convenient multi-modal transportation system" (F.S. Section 163.3177 (6b)). LeeTran stands to gain through implementation of mobility fees as such fees may provide for flexibility in the way revenues can be spent, both in terms of capital infrastructure and transit operations.

*Implications* – LeeTran should remain aware and informed regarding the status and implications of local grow management decisions on future services including the potential development of local mobility plans and associated mobility fees.

## **Public Involvement**

LeeTran has undertaken several activities to garner public input on future transit enhancements. In January 2011, two public workshops were held to discuss LeeTran enhancement priorities and user

satisfaction with the current transit system. The workshops were conducted to provide a forum for the public to express concerns and generate ideas regarding the most important needed improvements for the LeeTran system. LeeTran also conducted four discussion group presentations with local agencies to discuss the purpose of the TDP and identify existing service needs and desired locations for premium transit services. Between February and March 2011, LeeTran presented to Bike/Walk Lee, Reconnecting Lee, the Community Sustainability Advisory Committee, and the Horizon Committee. Additionally, in March 2010, as part of the LeeTran COA, an on-board survey of LeeTran fixed-route buses was conducted to collect rider input on current transit services and to provide direction for future improvements, marketing, and policies. Finally, LeeTran conducted a series of detailed interviews with stakeholders and bus operators to discuss existing and future service characteristics of LeeTran service. General conclusions drawn from those public involvement efforts include the following.

- **Expand Service Coverage** – Participants expressed a desire for LeeTran to expand its service coverage and reach new and underserved areas of Lee County. More service coverage in Lehigh Acres was heard over and over again throughout the public outreach efforts. Currently, there is only one Lehigh route available to residents, Route 110. Other areas where a need for new services was identified include north and west Cape Coral, the new Research Diamond area and associated sports facilities, and connectivity to surrounding counties.
- **More Service Hours/Frequency** – Aside from expanding service to new areas, the public also indicated a need to improve the existing service. Public workshop feedback emphasized later service hours for most routes and increased frequency as high priority issues. In addition, more weekend service was also a priority among bus users.
- **Circulator Routes** – The public and stakeholders showed interest in implementing a system of neighborhood circulators that would serve as feeder services to higher capacity, more frequent trunk-line services. Circulators would penetrate neighborhoods and other low volume areas, and would utilize smaller vehicles.
- **Regional Connectivity** – Feedback received through public outreach efforts emphasized a need to connect Lee County with Collier and Charlotte counties with improved public transportation services. Many residents and stakeholders, particularly in the south county, indicated that more transportation options should be provided for completing inter-county trips. LeeTran staff is meeting quarterly with Collier County staff in an effort to improve regional connectivity between the two counties.
- **Infrastructure** – Insufficient infrastructure was commonly mentioned as a major weakness of the current transit system. LeeTran needs to upgrade current bus stops and concentrate on maintaining them as well as add more benches, shelters, and amenities for bus customers. Improving stop and station visibility and improving the accessibility of bus stops were also noted as high priority improvements. In addition, passenger amenities need to be consistent with American with Disabilities Act Accessibility Guidelines (ADAAG).

- **Premium Service** – Participants recognized the need for premium transit services. Premium transit services, such as BRT, light rail, and commuter rail services, were considered important in order to improve the perception of transit services throughout the county and attract more users to the system. Although considered an important element, many did not consider such projects as viable projects at this time nor were they considered a higher priority to other improvements such as improving existing services and infrastructure.
- **Funding** – Although gas tax and sales tax were the top funding ideas, those who stated their support for those taxing options stated it with much trepidation. The general consensus was that an increase in taxes during the current economic climate is not acceptable and/or highly unlikely.

*Implications* – LeeTran should take public input received into account when prioritizing service improvements for Lee County. Across all public involvement efforts, a variety of improvements were identified, including, but not limited to, service, infrastructure, and even changes to the structure of the LeeTran fixed-route bus network. Important to the agency will be the need to balance the allocation of limited resources. One of the major strategic planning considerations for transit agencies is whether to enhance public transportation by extending service to new areas, anticipating that new ridership will be generated, or improving service and service frequency in proven areas. How to distribute public transportation service is a policy decision that LeeTran will need to balance based on the availability of resources.

## Peer Review / Trend Analysis

Ridership levels and public transportation usage are increasing in Lee County. Unfortunately, this increase is due partly to the cost of energy. This has negatively impacted the agency as the fixed-route trend analysis reveals. While service effectiveness (i.e., passenger trips per revenue hour) improved between 2005 and 2009, cost efficiency (i.e., operating cost per passenger trip) reflected a negative trend. This trend is consistent with increasing operating costs resulting from increasing energy costs.

Among its peers, LeeTran ranks high in terms of operating expense per capita. Conversely, LeeTran has a negative standing within the peer group in terms of passenger trips per revenue mile, vehicle miles per capita, and operating expense per passenger trip. This may be an indication of a need to make a higher investment per capita in transit services in order to improve the efficiency of the service.

*Implications* – Although LeeTran's fixed-route ridership increased between 2005 and 2009, the unit cost to provide those trips also increased. In addition, it is important to note that LeeTran gains less ridership per unit of service supplied compared with other peers in its peer group. LeeTran should continue to monitor these trends and search for ways to allocate resources in a manner that maximizes the efficiency of the service. In addition, it may be beneficial for the agency to

implement its previously-developed performance monitoring program in order to better identify underperforming routes.

## Technology / Image

LeeTran has made notable strides to “green” its transit fleet. The total number of hybrid-electric vehicles in the current fleet totals four. Compared with conventional buses, hybrid-electric buses consume less fuel, have a longer brake life, and reduce emissions. The conversion of transit vehicles to more environmentally-friendly propulsion systems is currently a common trend in the transit industry and has helped agencies combat the negative stigma associated with urban transit services. The cost of the hybrid vehicles can be a barrier and LeeTran will need to balance the benefit of purchasing high-cost hybrid vehicles against the benefits of replacing an aging fleet with conventional vehicles. The peer review indicates that the average age of LeeTran’s fleet increased from 6.5 years in 2005 to 9.5 years in 2009.

One other notable effort to improve LeeTran’s image is the ongoing effort to construct bus stop shelters along US 41. Feedback collected during the public outreach efforts indicates that the shelter program has been well received and has improved the visibility and perceived permanence of the service.

*Implications* – LeeTran should continue its effort to replace its vehicle fleet with hybrid vehicles and also improve transit station infrastructure. Emphasis on technology and “green” initiatives will enhance customer service, encourage sustainability, and improve the overall perception of the service.

## Funding

Securing a dedicated long-term funding source for public transportation services in the county is a goal that many in the county have aspired to achieve. To date, those efforts have not been successful and LeeTran continues to function as a county department and is subject to the same budgetary process that other county departments must follow. As the County works to balance its budget under the current economic climate, LeeTran will have to continue to compete with other departments to maintain existing funding levels. The prospects of finding another funding source in the near future are low as stakeholder interviews conducted for the TDP revealed a general consensus among the group that any new taxes would not be well-received or supported by the public at this time. Consequently, the ability to expand services and meet the transit demand and mobility needs throughout the county will be limited unless LeeTran’s share of the County’s budget grows.

*Implications* – In order to expand service, funding levels will need to increase. The current economic climate has made the ability to create new revenue streams for the agency more difficult



and LeeTran will have to work cooperatively with on-going efforts throughout the county in order to make progress in expanding public transportation in the county.



**APPENDIX A**  
**TDP PUBLIC INVOLVEMENT PLAN**



**Lee County Transit  
Transit Development Plan Public Involvement Plan**

*Prepared for:*

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**December 2010**

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## INTRODUCTION

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Under new legislation that became effective February 20, 2007, LeeTran must submit a Transit Development Plan (TDP) Major Update every five years. LeeTran is currently undertaking this process. The new legislation requires that LeeTran document its public involvement plan to be used in TDP development. Pertinent language from the new TDP rule is provided below.

The TDP preparation process shall include opportunities for public involvement as outlined in a TDP public involvement plan, approved by the Department, or the local Metropolitan Planning Organization's (MPO) Public Involvement Plan, approved by both the Federal Transit Administration and the Federal Highway Administration.

*-- Florida Rule 14-73.001*

Public involvement is an on-going process that involves continuously receiving and accumulating feedback about service. LeeTran has developed a public involvement plan to be used during the FY 2011 – FY 2020 TDP update process. The plan provides numerous opportunities for public involvement as well as involvement on the part of local agencies and organizations. This plan was developed in accordance with the MPO's public involvement plan.

## PUBLIC INVOLVEMENT PROCESS

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Several public involvement techniques were selected for inclusion in the public involvement plan to ensure the active participation of citizens in the community. Each of them is discussed in this section. The techniques have been placed into two major categories: direct involvement techniques and information distribution techniques. Direct involvement techniques refer to those that engage the public in “hands on” workshops and/or discussion about the project. The information distribution techniques refer to public information materials that are used to inform the general public of issues regarding the project.

### DIRECT INVOLVEMENT TECHNIQUES

Direct involvement techniques for the LeeTran TDP have been expanded to include a much larger public outreach effort. The direct involvement techniques to be included in the preparation of the TDP are described below.

- ***Project Kick-Off Meeting*** – The initial project meeting conducted with LeeTran staff to review the scope of services and project schedule, discuss data and document needs, and review other issues related to the project was held on December 15, 2010.
- ***Review Committee Meetings*** – Project deliverables will be distributed to the Florida Department of Transportation (FDOT) District One office, the Lee County Metropolitan Planning Organization (Lee MPO), and the County’s Workforce Development Board (Southwest Florida Works). Most of the communication with the committee will be via e-mail and telephone. However, three on-site meetings will be held during the course of the update effort.
- ***Stakeholder Interviews*** – Up to 25 stakeholder interviews will be held to assess the attitudes of key local officials and community leaders regarding current transit service. The interviews will seek to assess political leaders’ views on transit’s current and future role in the community, transit finance and governance, and other issues relevant to transit planning for both the TDP update and the 25-year visioning process. Initially scoped for 15 interviews, an additional 10 telephone stakeholder interviews may be conducted to appropriately gather and assess the opinions and attitudes of key local officials and community leaders regarding current transit service, especially at a more geographically distributed level.
- ***Discussion Group Workshops*** – Six discussion group workshops will be held to identify and assess general community perceptions of transit which will assist in identifying issues and opportunities for LeeTran. A discussion group is an excellent tool for revealing the attitudes of a particular group because of the open-ended nature of group discussions. One set of workshops will be conducted using current transit riders to represent the “user”

perspective. A second set of workshops will consist of members from the business, health, and education communities, as well as local chambers of commerce, to help represent the views of informed “non-users.” A third set of workshops will focus on the involvement of social service agencies and assisted living facility representatives to provide an opportunity to discuss paratransit needs and issues.

- **Public Open House Workshops** – Four public workshops that will be used to obtain input from the general public about the TDP update process will be scheduled. Both workshops will be “open-house” in nature to encourage the review of materials and discussion of ideas and input with project team members present. The first two workshops will be held during the completion of Task 2 of the TDP scope of services to acquire additional input from the general public on the perceptions of transit service and mobility needs in the study area. The second two workshops will be conducted towards the end of the effort once the draft implementation plan has been completed so that public comment can be received about the proposed plan. The four workshops will enable LeeTran to increase the geographic distribution of the public involvement efforts and get more County residents involved in the process.
- **Community Group Involvement** – Five community groups in the county either directly or indirectly support transit. Three workshops with these community groups are scheduled to be performed. It is prudent to help further enhance their support and create additional champions for LeeTran in the County by specifically involving these community groups in the TDP process. A discussion group-style workshop with each of them would enable the Consultant and LeeTran to engage members of each group, both to educate them on the TDP process and transit needs, as well as get valuable input from them on what role transit should play in the community and how best to improve it so it can meet this need.
- **On-Board Survey** – LeeTran’s recently-completed comprehensive operational analysis (COA) included the conduct of a full on-board survey of all fixed bus routes. The results of the on-board survey will be reviewed and information that is pertinent to and that will support the TDP update process with regard to current patron input will be extracted.
- **Bus Operator Interviews** – Bus operators are an excellent source of information about customer needs and complaints. They also have useful ideas for potential route and/or service improvements. The consultant will spend a day in LeeTran’s driver room to casually interact with and interview a sample of the agency’s bus operators. The interviews will seek to gather information that will help corroborate passenger views on needs and issues from the on-board survey data, as well as identify other service needs/issues that the operators have noticed themselves.


## INFORMATION DISTRIBUTION TECHNIQUES

The information distribution techniques used for the TDP Update are described below.

- **Notification of General Public** – The general public will be notified of public meetings through a number of methods: legal advertisement, LeeTran website, flyers, and press releases.
- **Notification of State and Local Agencies** – The Regional Workforce Development Board, the MPO, and FDOT will be advised of all public meetings via email. In addition to notifying these agencies of public meetings, project deliverables will also be submitted to them in order to solicit feedback and comments.
- **Public Involvement Schedule** – A tentative project schedule was developed for the public participation portions of the LeeTran TDP Major Update. The project schedule is provided in Figure 2-1. Although the schedule reflects only the timeline for public involvement activities to be performed throughout the TDP update process, feedback received through this process will be monitored in future annual updates and the next major update so as to ensure that citizen concerns are being addressed.
- **Mailing/Contact Lists** – MPO staff is responsible for developing a mailing/contact list to enable the distribution of project-related information. TDP materials will be made available to the MPO for distribution through the MPO's mailing list.

**Figure 2-1  
Public Involvement Schedule**

Public Involvement Activities		2010	2011							
		Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug
1	Project Kick-Off Meeting (1)									
2	Review Committee Meetings (3)									
3	Stakeholder Interviews (25)									
4	Discussion Group Workshops (6)									
5	Public Open House Workshops (4)									
6	Community Group Involvement (3)									
7	On-board Survey*									
8	Bus Operator Interviews									

Activity  
Duration 

\* An on-board survey of LeeTran bus riders was completed in March 2010.

**Table A-1  
Public Involvement and Outreach Participation**

Meeting Type	Date	Location	Participants*	Surveys Collected
<b>Public Workshops</b>				
Public Workshop #1	January 2011	Rosa Parks Intermodal Center	60	85
Public Workshop #2	January 2011	Green Market @ McGregor Blvd	35	
Public Workshop #3	July 2011	Rosa Parks Intermodal Center	50	12
Public Workshop #4	July 2011	Lehigh Community Service Food Pantry	12	9
<b>Community Group Presentations</b>				
Bike/Walk Lee	February 2011	Fort Myers	n/a	9
CSAC	February 2011	Fort Myers	n/a	13
Reconnecting Lee	February 2011	Fort Myers	n/a	5
Horizon Committee	March 2011	Fort Myers	n/a	5
<b>Discussion Group Workshops</b>				
LeeTran Bus Users	March 2011	City/County Annex Building	7	n/a
Students	March 2011	Edison State College	8	n/a
Social Service Agency Reps.	March 2011	City/County Annex Building	6	n/a
Business/Med./Educ. Industry Reps.	March 2011	City/County Annex Building	7	n/a
Transportation Planning Agencies	March 2011	City/County Annex Building	7	n/a
County Departments	March 2011	City/County Annex Building	12	n/a
<b>Interviews</b>				
Stakeholders	Feb.-March 2011	By phone	19	19
LeeTran Operators	Feb.-March 2011	LeeTran	26	26

\*An estimated number of participants is provided for public workshops as public workshops were facilitated in an open-house format



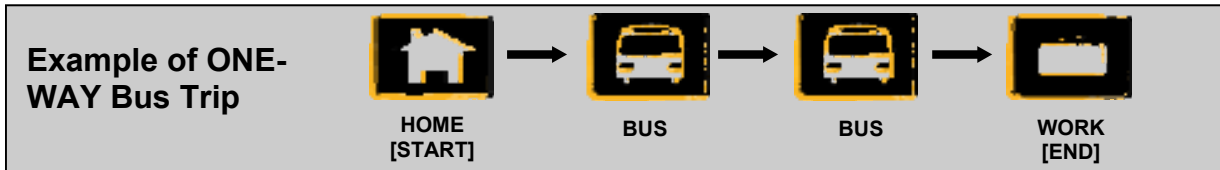


**APPENDIX B  
ON-BOARD SURVEY INSTRUMENT**

# LeeTran On-Board Survey

LeeTran is planning for the future and needs your feedback to help improve transit services. Your participation in this survey is anonymous and voluntary. If you do not wish to participate, please return the blank form to the surveyor. If you choose to fill out a survey, please check (✓) the correct item, write out, or circle your answers. THANK YOU FOR YOUR COOPERATION.

**This survey is about the ONE-WAY transit trip you are making now!**



1. What **TYPE OF PLACE** are you **COMING FROM NOW?** (Please ✓ the starting place of this **ONE-WAY TRIP**) (Please ✓ only one)

Work                       School (K-12)                       Shopping/Errands  
 Medical                       College/Tech                       Home  
 Social/Personal                       Recreation                       Other (specify) \_\_\_\_\_

2. What is the **ADDRESS OR NAME** of the **PLACE, BUSINESS, OR BUILDING** you are **COMING FROM NOW?**

\_\_\_\_\_  
 Address or Intersection (e.g., US 41 @ Colonial Boulevard)

\_\_\_\_\_  
 Place, Business, or Building Name (e.g., Edison Mall)

\_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_  
 City    State                      Zip

3. How did you get to the first bus stop for this **ONE-WAY TRIP?** (Please ✓ only ONE)

Walked ➡ # blocks? \_\_\_\_\_                       Was dropped off  
 Bicycled ➡ # blocks? \_\_\_\_\_                       Rode with someone who parked  
 Drove & parked ➡ # miles? \_\_\_\_\_                       Other (specify) \_\_\_\_\_

4. **LIST ALL** of the **BUS ROUTES** in the **EXACT ORDER** you will use to make **THIS ONE-WAY TRIP**:

**FIRST** Bus Route ➡ **SECOND** Bus Route ➡ **THIRD** Bus Route ➡ **FOURTH** Bus Route

\_\_\_\_\_ ➡ \_\_\_\_\_ ➡ \_\_\_\_\_ ➡ \_\_\_\_\_

5. What **TYPE OF PLACE** are you **GOING TO NOW** on this **ONE-WAY TRIP?** (Please ✓ the ending place of this **ONE-WAY TRIP**) (Please ✓ only ONE)

Work                       School (K-12)                       Shopping/Errands  
 Medical                       College/Tech                       Home  
 Social/Personal                       Recreation                       Other (specify) \_\_\_\_\_

6. What is the **NAME OR ADDRESS** of the **PLACE, BUSINESS, OR BUILDING** you are **GOING TO NOW?**

\_\_\_\_\_  
 Address or Intersection (e.g., US 41 @ Colonial Boulevard)

\_\_\_\_\_  
 Place, Business, or Building Name (e.g., Edison Mall)

\_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_  
 City    State                      Zip

7. After you get off the last bus you will use to complete this **ONE-WAY TRIP**, how will you get to your **FINAL DESTINATION** ? (Please ✓ only ONE)

Walk ➡ # blocks? \_\_\_\_\_                       Will be picked up  
 Bicycle ➡ # blocks? \_\_\_\_\_                       Ride with someone who parked  
 Drive ➡ # miles? \_\_\_\_\_                       Other (specify) \_\_\_\_\_

8. How would you make this one-way trip if not by bus? (Please ✓ only ONE)

Drive                       Wouldn't make trip                       Walk                       Other (Specify) \_\_\_\_\_  
 Ride with someone                       Bicycle                       Moped/Scooter

9. On average, how many days a week do you ride the bus?

1                       2                       3                       4                       5                       6                       7  
 Less than once a week                       First time riding

10. How long have you been using LeeTran bus service?

Less than 6 months                       1 to 2 years  
 6 months to less than a year                       More than 2 years

**PLEASE CONTINUE ON BACK OF SURVEY ➡**

11. Does advertising on the bus's windows interfere with your ability to use the bus service (e.g., able to see stops)?

~ Yes      ~ No      ~ Sometimes

12. How many working vehicles (cars, motorcycles, trucks, vans) are at your home? (✓ only ONE)

~ None      ~ 1      ~ 2      ~ 3 or more

13. How many months out of the year do you reside in Lee County?

~ Less than one month    ~ 1-6 months      ~ More than 6 months      ~ Visitor/Tourist

14. Compared to other transportation alternatives available to you, what is the most important reason you ride the bus? (Please ✓ only ONE)

~ I prefer Lee Tran to other options    ~ LeeTran is more convenient    ~ I do not drive  
 ~ Car is not available all the time    ~ LeeTran fits my budget better    ~ I do not have a car  
 ~ Parking is too expensive/difficult    ~ LeeTran is safer/less stressful    ~ Other \_\_\_\_\_

15. Which of the following improvement(s) to LeeTran service do you think are most important? (Please ✓ all that apply)

~ More benches and shelters at bus stops      ~ Earlier service on existing routes  
 ~ More bike racks at bus stops                      ~ Later service on existing routes  
 ~ Bus service to new areas                              ~ More frequent service on existing routes  
 ~ Express (limited stop) service on the following road(s) (Specify) \_\_\_\_\_  
 ~ Other (Specify) \_\_\_\_\_

16. How many times in the last year have you visited LeeTran's website at [www.rideleetrans.com](http://www.rideleetrans.com)?

~ 0 times      ~ 1 time      ~ 2 or more times

17. How do you prefer to receive information about LeeTran service, schedules, and changes?

~ LeeTran website                      ~ Library                                      ~ In bus  
 ~ Newspaper                              ~ Paper bus schedules                      ~ LeeTran E-mail  
 ~ At bus stop                              ~ Phone

18. Your age is....

~ 15 or under                      ~ 25 to 34                                      ~ 45 to 54                                      ~ 65 to 74  
 ~ 16 to 24                              ~ 35 to 44                                      ~ 55 to 64                                      ~ Over 74

19. What is your gender?    ~ Male                      ~ Female

20. What is your race or ethnic heritage? (Please ✓ only ONE)

~ White                      ~ Black                      ~ Hispanic                      ~ Asian                      ~ Other \_\_\_\_\_

21. What was the range of your total household income for 2009?

~ Under \$5,000                              ~ \$20,000 to \$29,999                              ~ \$40,000 to \$49,999  
 ~ \$5,000 to \$9,999                              ~ \$30,000 to \$39,999                              ~ \$50,000 or more  
 ~ \$10,000 to \$19,999

22. Do you have a valid driver's license?    ~ Yes      ~ No

23. How satisfied are you with each of the following? Circle a score for each characteristic.

Please indicate . . . .	Very Satisfied		Neutral		Very Unsatisfied
How often the buses run on this route	5	4	3	2	1
How courteous the Bus Operator was during your trip	5	4	3	2	1
How directly this route goes to your destination	5	4	3	2	1
The length of time your trip takes	5	4	3	2	1
How on-time this bus is running today	5	4	3	2	1
The number of times you have to transfer	5	4	3	2	1
How the shade or shelter was where you waited	5	4	3	2	1
How clean the buses and bus stops are	5	4	3	2	1
How easy it is to use bus schedule information	5	4	3	2	1
Safety on the bus and at bus stops	5	4	3	2	1
Your overall satisfaction with LeeTran	5	4	3	2	1

**THANK YOU FOR COMPLETING THE SURVEY!**

# LeeTran Trolley On-Board Survey

**Dear Trolley Rider:** LeeTran would like information about you and your opinions to help improve trolley service. PLEASE complete the following survey. Check (✓) the correct box, write out, or circle your answers. Your participation in this survey is **voluntary**, and will not in any way identify you personally. THANK YOU FOR YOUR COOPERATION.

1. **Are you a permanent resident of the Fort Myers area?** ~ Yes ~ No
2. **Are you a visitor, seasonal, or permanent resident of the Fort Myers area?**  
~ Visitor (Less than one month) ~ Seasonal Resident (1 to 6 months) ~ Permanent Resident (More than 6 months)
3. **Where (city/state or city/country) is your permanent residence?**  
\_\_\_\_\_
4. **What is your primary reason for visiting the Fort Myers area?**  
~ On vacation ~ Visiting friends/relatives ~ On business ~ Other
5. **When did you arrive in the Fort Myers area?**  
~ One week ago or less ~ 4-8 weeks ago  
~ 2-3 weeks ago ~ More than 8 weeks ago
6. **Are you traveling...?**  
~ By yourself ~ With friends ~ With your family  
~ With a tour group ~ With business associates ~ Other
7. **How many people are traveling with you?**  
~ None (I'm by myself) ~ Two ~ Four  
~ One ~ Three ~ Five or more
8. **When do you plan to leave the Fort Myers area?**  
~ This Week ~ In 2 weeks ~ In 1 to 2 months from now  
~ Next Week ~ In 3 weeks ~ More than 2 months from now
9. **How often do you visit the Fort Myers area?**  
~ Two or more times a year ~ Once every other year  
~ Once a year ~ This is my first visit
10. **Do you plan to return to this area for future vacations?** ~ Yes ~ No
11. **Do you have a car available during your stay in Fort Myers?**  
~ Yes, I/we have a rental car ~ Yes, I/we have our own car ~ No, I/we do not have a car here
12. **How many times have you used the LeeTran Trolley during your stay?**  
~ This trip only ~ 1 to 5 times ~ 6 to 10 times ~ More than 10 times
13. **How would you make this trip if not by trolley?**  
~ Drive ~ Wouldn't make trip ~ Walk  
~ Ride with someone ~ Bicycle ~ Taxi

PLEASE CONTINUE ON BACK OF SURVEY

14. Please indicate below your agreement with the following statements.	Strongly Agree	Neutral	Strongly Disagree
A. I enjoy riding the trolley.	5	4	1
B. The trolley allows me to see more and do more.	5	4	1
C. I would rather use the trolley than use a car.	5	4	1
D. The Trolley is one of the things I really like about Fort Myers.	5	4	1

15. What is the most important reason you choose to use the LeeTran Trolley? (Please ✓ only ONE)

- ~ It is convenient
- ~ It is less expensive than driving
- ~ Riding the trolley is fun
- ~ It is quicker than driving
- ~ Would rather ride than take a car
- ~ It's easier to navigate the Beaches
- ~ The Trolley is safer/less stressful than driving
- ~ Parking is difficult

16. Have you or do you plan to visit Sanibel Island during your stay? ~ Yes ~ No

17. How would you rate the following items in terms of your satisfaction with the LeeTran Trolley?

	Very Good	Good	Fair	Poor	Very Poor
A. How comfortable the trolley seats are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Availability of seats on the trolley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. How often the trolleys run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. The time it takes to make the trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Time of day the earliest trolleys run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Time of day the latest trolleys run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. How clean the trolley interiors are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Location of trolley stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I. Ability to get where you want to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J. Availability of trolley information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K. The courtesy of the trolley operator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L. The color of the trolleys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Your age is...

- ~ 15 or Under
- ~ 16 to 24
- ~ 25 to 34
- ~ 35 to 44
- ~ 45 to 64
- ~ 65 to 74
- ~ Over 74

19. Are you... ~ Male ~ Female

20. Are you...(please ✓ only ONE)

- ~ White
- ~ Black
- ~ Hispanic
- ~ Asian
- ~ Other \_\_\_\_\_

21. What was the range of your total household income for 2009?

- ~ Less than \$5,000
- ~ \$5,000 to \$9,999
- ~ \$10,000 to \$19,999
- ~ \$20,000 to \$29,999
- ~ \$30,000 to \$39,999
- ~ \$40,000 to \$49,999
- ~ \$50,000 or more

**THANK YOU FOR COMPLETING THE SURVEY!  
PLEASE RETURN THE SURVEY TO THE ATTENDANT ON BOARD**



**APPENDIX C  
STAKEHOLDER INTERVIEW SCRIPT**

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## LEE COUNTY 2011 TRANSIT DEVELOPMENT PLAN STAKEHOLDER INTERVIEW QUESTIONS

### General

- What is your perception of transit's role in the community?
- How much awareness of and support for transit is there in the community? Have the levels of awareness and support changed in the last few years?
- What are the major strengths and accomplishments of the transit system?
- What are some weaknesses?

### LeeTran Vision

- What do you see as appropriate goals for the transit system?  
*Examples: alleviating congestion, alleviating parking problems, improving regional connectivity, supporting land use policies, increasing ridership*
- What improvements are needed in the transit system to attract more riders and meet community goals? Specify where? Why?  
*Examples: Increased service frequency, later service, premium bus services, rail service, park-and-ride lots combined with express bus service*  
*What role could rail play in the overall transportation scheme for Lee County?*
- Are there areas currently not served or under-served by transit that should receive a higher priority? If so, where?
- Should LeeTran be looking at new areas for transit service, or should it concentrate on areas with existing service?  
*Geographic coverage or more effective/efficient service?*
- What is happening in Lee County in terms of residential and commercial development?  
*How much? Where? How can transit best respond to these trends?*
- Are there any County or other land use policies that should be changed to help the transit system reach its goals?  
*Changing current land use and/or zoning requirements to enable increased densities and more intense land uses.*



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## Transit Funding

- What existing or new local funding source(s) do you believe are appropriate to help fund public transportation?  
*Ad valorem taxes, sales taxes, motor fuel taxes, etc.*
- Do you believe that there a willingness in the community to consider additional local funding sources for transit?
- Do you believe that LeeTran would benefit from a transition in its governance from the County along with the establishment of a dedicated funding to resolve the County's current transit funding needs?



**APPENDIX D  
TRANSPORTATION PROVIDER QUESTIONNAIRE**



## Transit Development Plan Update - Transportation Service Provider Survey

Lee County Transit (LeeTran) is in the process of updating the 10-year Transit Development Plan (TDP). The 10-year TDP is a strategic guide for public transportation in the community over the next 10 years. As part of the TDP Update, LeeTran is evaluating the type and amount of public transportation service provided by our partners in the private and non-profit sectors.

**Please take the time to fill out this survey and assist LeeTran in providing better transportation coordination.**

1. What type(s) of service(s) do you provide? (e.g., fixed route bus, vanpool, taxi, demand response, charter)

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2. Is your agency part of the coordinated transportation system in Lee County?

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3. Is the service you provide associated to a specific organization? If yes, please indicate what organization (e.g. FISH-Pine Island or Sanibel)

---

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4. Is the service you provide required by any formal agreement? \_\_\_\_\_

5. Please list the number of vehicles used in maximum service.

---

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6. Please list the location(s) of your facilities.

---

---

---

7. What are the geographic boundaries of your service area?

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---

8. What are your days/hours of operation?

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9. What is your annual ridership?

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10. Does your service have any restrictions on clients, trip purposes, or destinations?

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11. What is your fare per trip?

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12. What are your primary destinations?

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13. If you are a medical or social service provider, what are your sources of funding?

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14. If you are a medical or social service provider, are you experiencing any service limitations due to funding, vehicles, etc?

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**Thank you for taking the time to complete this survey.** Survey responses are being compiled by our planning consultant, Tindale-Oliver and Associates, Inc. Please return the completed survey to Ryan Suarez, Tindale-Oliver & Associates, 1000 North Ashley Drive, Suite 100, Tampa, FL 33602 or email [rsuarez@tindaleoliver.com](mailto:rsuarez@tindaleoliver.com) by July 8, 2011.

Please contact Wayne Gaither, LeeTran planning staff, at 239-533-0344 with any questions. All agencies that complete and send this form will be included in the LeeTran TDP transportation provider inventory.



**APPENDIX E**  
**PUBLIC OUTREACH ADVERTISEMENTS**

# ATTENTION STUDENTS!

## PUBLIC TRANSIT DISCUSSION GROUP

A discussion group workshop targeting students is planned and you are invited to attend and share your ideas. Feedback received will be used to update LeeTran's plan for future transit service in Lee County.

- **When:** Monday, March 21st
- **Where:** Edison State College - Lee Campus  
8099 College Parkway  
Taeni Hall  
Room S-117  
Fort Myers, FL 33919
- **Time:** 3:00 PM - 4:30 PM

Participation in the discussion group workshop is limited to 15 persons. **Complimentary All-Day bus passes will be given away to all participants.** Please call the number shown below if you are interested in participating.

**Please RSVP by Friday, March 18th to Sarah Rader at 813-224-8862.**





# PUBLIC TRANSIT DISCUSSION GROUP

## LEE COUNTY

A discussion group workshop targeting bus riders is planned and you are invited to attend and share your ideas. Feedback received will be used to update LeeTran's plan for future transit service in Lee County.

- **When:** Monday, March 21st
- **Where:** City/County Annex Building  
1825 Hendry Street  
Room 220  
Downtown Fort Myers, FL 33901
- **Time:** 9:30 AM - 11:00 AM

Participation in the discussion group workshop is limited to 15 persons. **Complimentary All-Day bus passes will be given away to all participants.** Please call the number shown below if you are interested in participating.

Please RSVP by Friday, March 18th to Sarah Rader at 813-224-8862.



lee tran

lee tran

# PUBLIC TRANSIT WORKSHOP

## LEE COUNTY

LeeTran is updating its plan for future transit service in Lee County. Two workshops are scheduled where you can come tell us what you think! Workshops have been designed to allow you to:

- View transit information at your own pace
- Voice your transportation needs and opinions
- Ask questions

### Workshop #1

- **When:** Wednesday, January 19th
- **Where:** Rosa Parks Transportation Center  
2250 Widman Way  
Downtown Fort Myers, FL
- **Time:** 10:00 AM - 2:00 PM

### Workshop #2

- **When:** Saturday, January 22nd
- **Where:** Green Market  
Alliance for the Arts  
10091 McGregor Blvd.  
Fort Myers, FL 33919
- **Time:** 9:00 AM - 1:00 PM

Please join us for one of the workshops and let us know your thoughts and ideas!

**For more information call 239-533-0333**





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platforms.

wildlife.  
re, she established herself  
iano teacher and began a  
ife. Diagnosed with lung  
r, she moved to Palo  
California, in 2003 to  
ear her daughter and her  
y for the remaining year  
expanded into eight. In  
fourth phase of her life,  
nce again taught piano,  
d new friends, and forged  
se relationship with her  
daughter. Never drawn  
vel, she nonetheless lived  
e she chose with favorite  
including Santabel Is-  
Big Sur, and anything  
an ocean; she visited  
ls and family across the  
y including Minne-  
to spend time with  
randsons and enjoyed a  
e to Alaska for her 70th  
day. For most of nearly  
ears, she proclaimed her-  
he "healthiest of cancer  
ers," rarely hindered by  
isease. She had a unique  
and a quirky sense of  
or. She loved to cook,  
s experimenting with  
ent results, entertain and  
time with friends and  
y. And she loved to talk,  
expression, determina-  
and intensity. Finally,  
impossible to think of  
cept in the company of  
mostly poodles, large,  
in-between, and mixed;  
orided herself on their  
training and unique  
erities, nearly a dozen over  
ecades.

ane is survived by her  
ater, Jenny Kiratli, of  
Alto, CA, and her hus-  
Michael Holland, and  
daughter, Alicia; and  
son, Remzi Kiratli, of  
ville, MN, and his wife,  
n, and sons, Kenny and  
a. She will be dearly re-  
eered and deeply missed.

lieu of flowers, donations  
r honor can be made to  
ASPCA, Humane Soci-  
or Dog Rescue group of  
choice. A gathering to  
ate her life and share  
ories will be held at 1:00  
Saturday, February 5, at  
dobe House, Mountain

# PUBLIC TRANSIT OPEN HOUSE

LeeTran is updating its plan for future transit service in Lee County. Two open houses are scheduled where you can come tell us what you think! Open houses have been designed to allow you to:

- View transit information at your own pace
- Voice your transportation needs and opinions
- Ask questions

### Open House #1

- **When:** Wednesday, January 19th
- **Where:** Rosa Parks Transportation Center  
2250 Widman Way  
Downtown Fort Myers, FL
- **Time:** 10:00 AM - 2:00 PM

### Open House #2

- **When:** Saturday, January 22nd
- **Where:** Green Market  
Alliance for the Arts  
10091 McGregor Blvd.  
Fort Myers, FL 33919
- **Time:** 9:00 AM - 1:00 PM

Please join us for one of the open houses and let us know your thoughts and ideas!

For more information call 239-533-0333



NP-000058592



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## Net Impact of Service Improvement Recommendations

Table 6-7 was prepared to reflect the impact of all the service improvement recommendations. For those routes that included more than one alternative, a preferred alternative was selected based on working meetings with and the preferences indicated by LeeTran staff. As shown in that table, an additional three vehicles and approximately 48 daily revenue service hours are needed to implement all preferred service modifications. To balance existing resources with the new service plan, some of the service plan improvements will need to be modified or postponed until additional resources are made available.

**Table 6-7**  
**Summary of Resource Impact**

Service Improvement	Routes	Δ Daily Revenue Hours (Hours:Minutes)	Δ Vehicles
10-1	5, 10	+ 1:50	None
10-2	10, 80	- 14:00	-1
15-1	15	- 1:15	None
20-1	20	+ 0:23	None
30-1	30	- 0:41	None
40-1	40	+ 4:21	None
50-1	50, 55	- 0:53	None
50-2	50, 55	+ 14:03	+ 1
60-1	60	- 0:40	None
60-2	60	- 0:31	None
60-3	60	- 0:38	None
70-1	70	+ 1:12	None
80-1	80	+ 10:25	+ 1
80-2	80	+ 9:45	+ 1
90-1	90, 95	- 0:11	None
90-2	90, 98, 99, 45	+ 29:38	+ 2
110-1	110, Lehigh Circulator	+ 16:46	+ 1
120-1	120	None	None
130-1	130	+ 0:13	None
140-1	140	- 28:45	- 2
150-1	150	- 0:01	None
<b>Net Change*</b>		<b>47:38</b>	<b>+ 3</b>

\*Net change is indicated for shaded improvements only.

## Title VI and ADA Impacts

Several service improvements will reduce the geographic service coverage currently provided by LeeTran and consequently may reduce the ADA service area. Reduction in geographic service coverage may also affect Title VI populations, i.e., low-income and minority populations. Conversely, some of the service improvements will expand LeeTran's service area. To better assess the impact of the proposed service changes on Title VI populations and on the ADA service area, an impact assessment was performed for each.

### ADA Paratransit Service Area Analysis

The purpose of the ADA impact assessment is to identify those areas where ADA service will no longer be provided, identify those areas where ADA service will be added, and to estimate the net service area change due to potential route alignment modifications. The ADA service area is defined by federal implementing guidelines as all areas within 3/4-miles of a fixed bus route and including any small pockets created by the buffered routing. Consequently, any service improvements that involve route alignment modifications may cause additions or subtractions to the ADA service area.

The ADA impact assessment was performed on a system-wide level and on a route-by-route level. For Routes 60, 80, and 90, which included more than one alternative route modification, service improvements 60-2, 80-1, and 90-2 were selected for the ADA analysis based on LeeTran staff preferences. Outlined below are the steps taken to estimate the net ADA service area change. All the steps taken were completed using ArcGIS software.

#### System-wide ADA assessment

- Calculate the 3/4-mile ADA service area for LeeTran's existing fixed-route system and proposed fixed-route system.
- Subtract the existing 3/4-mile ADA service area from the proposed 3/4-mile ADA service area. The result is the net system-wide ADA service area change.

#### Route-by-route ADA assessment

- Calculate the 3/4-mile ADA service areas, existing and proposed, for each route with a proposed route alignment modification.
- Subtract the existing 3/4-mile ADA service area from the proposed 3/4-mile ADA service area for each route. Add service coverage overlay provided by other LeeTran routes. The result is the net ADA service area change for each individual route.

Table 6-8 presents the net change in the system-wide ADA service area. Table 6-9 presents the net change in the ADA service area for individual routes with alignment modifications. Map 54 illustrates the results of the ADA impact assessment.

**Table 6-8**

**¾-Mile System-wide ADA Service Area Change Summary**

Description	¾-mile Service Area (Sq Mi)
Existing	250.63
Proposed	243.39
Difference	- 7.24

**Table 6-9**

**¾-Mile ADA Service Area Net Change Summary by Route**

Route #	Net Service Area Change (Sq Mi)
10	- 0.28
15	- 1.00
30	+ 1.78
50	- 0.53
60	-4.55
70	+ 0.35
80	-1.47
90	- 1.42
150	- 1.35
110	+1.23
<b>Total</b>	<b>- 7.24</b>

**Title IV Analysis**

Title VI of the Civil Rights Act of 1964 requires that transit service providers ensure that changes in service do not disproportionately affect low-income and minority populations. To assess the impact of COA service improvements to those populations, a Title VI analysis was performed. Similar to the ADA impact assessment, the Title VI impact assessment identifies those areas that are affected by route alignment modifications. Once identified, a comparison of the impact of service changes to minority and low-income service areas and non-minority and non-low-income service areas was performed to assess whether the Title VI areas were being disproportionately affected by any of the proposed service recommendations. Year 2000 Census data were used to complete the Title VI analysis.

*Minority Populations*

Minority populations include all ethnic populations except White. According to the 2000 Census, all minority groups comprise 12.3 percent of the total Lee County population. For the Title VI assessment, a

more conservative percentage, 15 percent, was used to identify census tracts with a high proportion of minority persons. Using that methodology, 25 minority census tracts were identified in Lee County.

*Low-Income Populations*

Low-income populations are identified as those persons living at or below the poverty level as defined by the 2000 Census. The U.S. Census Bureau uses poverty thresholds to develop population estimates for persons living at or below the poverty level. The data are available by census tract. Based on Census data, approximately 10 percent of Lee County residents live below the poverty level. For the Title VI assessment, a more conservative percentage, 13 percent, was used to identify census tracts with a high proportion of low-income persons. Using that methodology, 23 low-income census tracts were identified in Lee County.

Once the minority tracts and low-income tracts were determined, the calculation of minority area and low-income area served by existing and proposed transit service was performed using a ¼-mile service area buffer. A ¼-mile is generally understood to be the bus ridershed and is the longest distance bus riders typically are willing to walk to access a bus stop. For Routes 60 and 90, which included more than one alternative route modification, service improvements 60-2 and 90-2 were selected for the Title VI analysis. Outlined below are the steps taken to perform the Title VI assessment. All the steps taken were completed using ArcGIS software.

*Minority Populations*

- Calculate the ¼-mile service area within minority census tracts for the existing fixed-route system.
- Calculate the ¼-mile service area within minority census tracts for the proposed fixed-route system.
- Subtract the existing ¼-mile minority census tract service area from the proposed ¼-mile minority census tract service area.

*Low-Income Populations*

- Calculate the ¼-mile service area within low-income census tracts for the existing fixed-route system.
- Calculate the ¼-mile service area within low-income census tracts for the proposed fixed-route system.
- Subtract the existing ¼ mile low-income census tract service area from the proposed ¼-mile low-income census tract service area.

Table 6-10 presents the net change in the minority service area and the low-income service area. Map 51 illustrates the Title VI areas that would no longer have bus service. It is important to understand that the transit service area often times overlaps portions of minority and low-income census tracts and that actual

minority and low-income populations may reside within a portion of a census tract that is within the transit service area. A closer field review or local knowledge of the area may provide a better assessment under such a circumstance. For example, the area on Map 55 identified as being without service along Summerlin Road between the Health Park and Pine Ridge Road contains little development but falls within a census tract whose residential population appears to be located near San Carlos Boulevard.

**Table 6-10  
Minority and Low-Income Service Area Change Summary**

	<b>Existing System (Sq Mi)</b>	<b>Proposed System (Sq Mi)</b>	<b>Difference (Sq Mi)</b>	<b>Percent Change</b>
Minority Area Served	22.46	22.01	-0.45	-2.0%
Low-Income Area Served	21.51	20.74	-0.77	-3.6%

To determine whether the minority and low-income service area was being disproportionately affected by service recommendations, a similar analysis was performed for non-minority and non-low-income service areas. Table 6-11 presents the net change in the non-minority service area and the non-low-income service area. As shown in that table, the non-minority and non-low-income service areas are reduced in a greater proportion than the minority and low-income service areas. Consequently, the Title VI determination is that there is no disproportionate impact to Title VI communities if COA service improvements are implemented.

**Table 6-11  
Non-Minority and Non-Low-Income Service Area Change Summary**

	<b>Existing System (Sq Mi)</b>	<b>Proposed System (Sq Mi)</b>	<b>Difference (Sq Mi)</b>	<b>Percent Change</b>
Non-Minority Area Served	111.66	92.84	-18.82	-16.9%
Non-Low-Income Area Served	112.83	94.41	-18.42	-16.3%



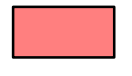
# LeeTran Comprehensive Operational Analysis

## Legend

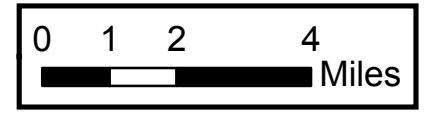
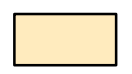
ADA Service Area  
- New



ADA Service Area  
- Eliminated

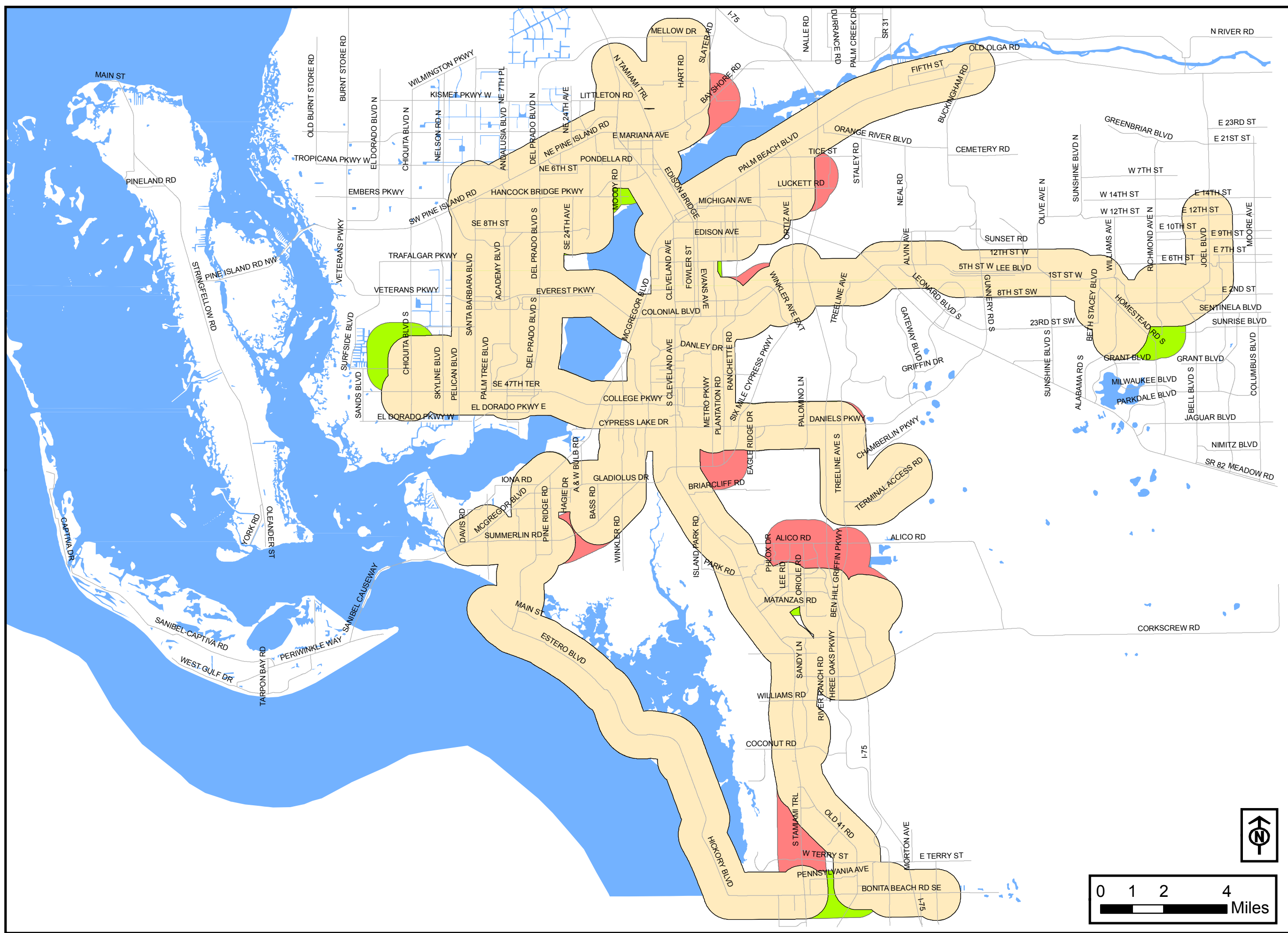


ADA Service Area  
with No Change



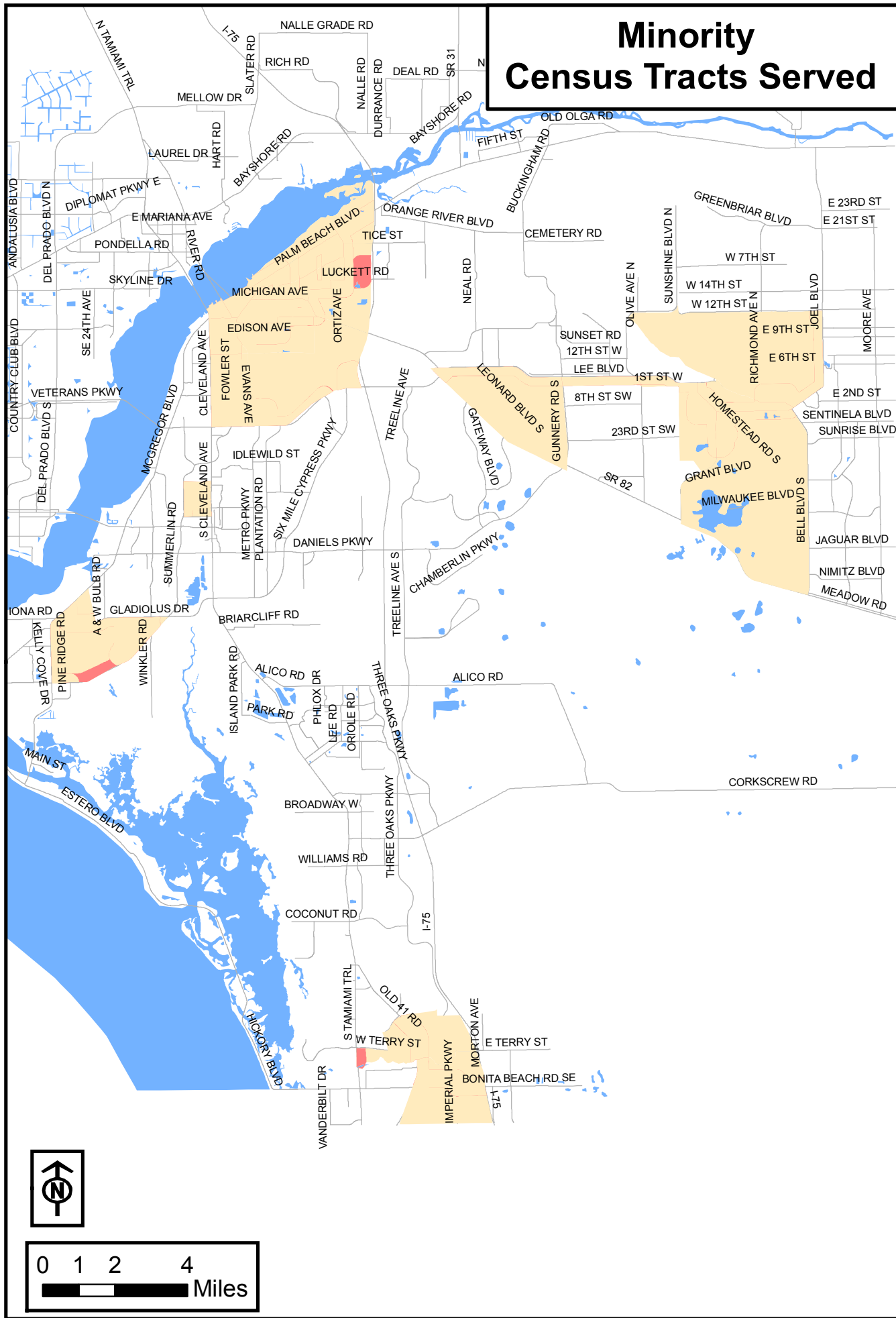
Map 54

ADA Service  
Area Change





# Minority Census Tracts Served



# Low-Income Census Tracts Served



## LeeTran Comprehensive Operational Analysis

### Legend

**Minority Census Tracts Served**

Minority Area Served - Eliminated



Minority Area Served with No Change



**Low-Income Census Tracts Served**

Low-Income Area Served - Eliminated



Low-Income Area Served with No Change



Map 55

Title IV Area Analysis

## **Appendix F: Performance Monitoring Vehicle Loads and On-time Performance**





**APPENDIX G**  
**PERFORMANCE MONITORING PROGRAM**

# PERFORMANCE MONITORING PROGRAM

Performance monitoring programs track the performance and efficiency of the transit system. It is a tool utilized by transit agencies for ensuring the provision of the most efficient and effective transit service. Such a program will assist LeeTran in identifying routes in need of improvement or modification. The monitoring program recommended for LeeTran consists of a comparative analysis of route performance. The methodology utilizes specific route-level data and compares each route's performance with all other regular local service routes. Detailed procedures for the LeeTran performance monitoring program are described below. In addition, a route restructuring and elimination process is presented.

## PERFORMANCE MEASURES & INDICATORS

The following fixed-route performance indicators and measures should be monitored by LeeTran on a quarterly basis as part of the recommended performance monitoring program.

- Passenger Trips - Annual number of passenger boardings on the transit vehicles.
- Revenue Miles - Number of annual miles of vehicle operation while in active service (available to pick up revenue passengers).
- Revenue Hours - Total hours of operation by revenue service in active revenue service.
- Total (Fare) Revenue - Revenue generated annually from carrying passengers in regularly scheduled service.
- Operating Cost - Reported total spending on operations, including administration, maintenance, and operation of service vehicles.
- Passenger Trips per Revenue Mile - The ratio of passenger trips to revenue miles of service. This is the key indicator of service effectiveness that is influenced by the levels of demand and the supply of service provided.
- Passenger Trips per Revenue Hour - The ratio of passenger trips to revenue hours of operation.

- Revenue per Revenue Mile - The ratio of fare revenue to revenue miles of operation.
- Revenue per Revenue Hour - The ratio of fare revenue to revenue hours of operation.
- Operating Ratio (Fare Recovery) - Ratio of fare revenues to total operating cost; an indicator of the share of total operating cost that is covered by total passenger fares.
- Cost per Passenger Trip - Operating cost divided by the total annual ridership; a measure of the efficiency of transporting riders.

## **EVALUATION METHODOLOGY & PROCESS**

Table 1 presents the specific route-level data for LeeTran's regular local service routes for a full fiscal year of operation, FY 2005. Also included in this table is a scoring evaluation process that has been applied to the data. This process is based on six measures (trips per mile, trips per hour, revenue per mile, revenue per hour, operating ratio, and cost per trip) weighted equally to derive an overall route score. A route's score for a particular measure is based on a comparison of the measure as a percentage of the system average for that particular measure. These individual measure scores are added together and divided by six to get a final aggregate score. This final composite performance score is an indication of a route's performance for all six measures when compared to the system average for those measures. A higher score represents better overall performance when compared to other routes. The final column rank-orders the routes based on their aggregate scores.

As shown in Table 1, the five routes with the best overall performance in FY 2005 are Routes 490, 140, 100, 70, and 10, while the five routes with the lowest overall performance are Routes 160, 60, 150, 80, and 450.

The noted comparative performance evaluation can be beneficial, but care should be taken when using the final scores and rankings because these figures are comparing routes to one another and may not reflect the specific goals established for a particular route (i.e., geographic coverage vs. ridership performance). The process is particularly useful, however, in highlighting those routes that may have performance-related issues. These routes can then be singled out for closer observation in future years to determine specific changes that may help mitigate any performance issues.

**Table 1:  
Route Statistics for Local Service**

Route #	Description	Passenger Trips	Revenue Miles	Revenue Hours	Total Revenue	Operating Cost	Scoring Indicators						Score	Final Rank
							Trips /Mi	Trips /Hr	Rev/ Mi	Rev/ Hr	Oper Ratio	Cost/ Trip		
10	Dunbar	159,122	133,431	9,109	\$79,518	\$841,188	1.19	17.47	\$0.60	\$8.73	9.45%	\$5.29	154.0%	5
15	Broadway Avenue/Tice	74,619	76,296	5,514	\$42,916	\$509,249	0.98	13.53	\$0.56	\$7.78	8.43%	\$6.82	130.4%	10
20	MLK Boulevard	125,806	108,002	8,593	\$67,283	\$793,558	1.16	14.64	\$0.62	\$7.83	8.48%	\$6.31	140.6%	7
30	Cape Coral Parkway	91,863	147,234	9,311	\$55,967	\$859,899	0.62	9.87	\$0.38	\$6.01	6.51%	\$9.36	93.8%	12
40	Santa Barbara Boulevard	37,001	69,186	4,261	\$26,588	\$393,518	0.53	8.68	\$0.38	\$6.24	6.76%	\$10.64	89.7%	13
50	Daniels Parkway/ Summerlin Road	98,388	203,124	9,992	\$58,615	\$922,723	0.48	9.85	\$0.29	\$5.87	6.35%	\$9.38	86.2%	15
60	San Carlos Park	16,893	95,506	4,612	\$10,259	\$425,915	0.18	3.66	\$0.11	\$2.22	2.41%	\$25.21	32.2%	19
70	Del Prado Boulevard	162,746	167,247	9,815	\$101,548	\$906,396	0.97	16.58	\$0.61	\$10.35	11.20%	\$5.57	156.2%	4
80	Metro Parkway	16,790	42,194	3,020	\$8,218	\$278,874	0.40	5.56	\$0.19	\$2.72	2.95%	\$16.61	49.3%	17
90	North Fort Myers	91,463	194,435	9,655	\$58,399	\$891,653	0.47	9.47	\$0.30	\$6.05	6.55%	\$9.75	86.3%	14
100	Palm Beach Boulevard	215,313	248,495	12,640	\$145,866	\$1,167,293	0.87	17.03	\$0.59	\$11.54	12.50%	\$5.42	161.2%	3
110	Lehigh Acres	74,296	115,104	4,989	\$49,881	\$460,711	0.65	14.89	\$0.43	\$10.00	10.83%	\$6.20	134.7%	8
120	Veterans Parkway/Country Club Boulevard	58,651	94,562	5,351	\$37,307	\$494,173	0.62	10.96	\$0.39	\$6.97	7.55%	\$8.43	103.2%	11
130	South Fort Myers	108,305	128,112	8,049	\$71,243	\$743,331	0.85	13.46	\$0.56	\$8.85	9.58%	\$6.86	133.1%	9
140	US 41	897,705	648,861	47,359	\$540,440	\$4,373,562	1.38	18.96	\$0.83	\$11.41	12.36%	\$4.87	187.7%	2
150	Bonita Springs	25,500	62,790	3,345	\$60	\$308,934	0.41	7.62	\$0.00	\$0.02	0.02%	\$12.12	32.9%	18
160	Pine Island	692	16,565	571	\$453	41,891	0.04	1.21	\$0.03	\$0.79	1.08%	\$60.54	11.5%	20
400	Fort Myers Beach Trolley	295,363	222,365	13,223	75,631	\$1,221,112	1.33	22.34	\$0.34	\$5.72	6.19%	\$4.13	144.8%	6
450	Bonita Trolley	19,485	30,733	1,782	\$5,034	\$164,546	0.63	10.94	\$0.16	\$2.83	3.06%	\$8.44	70.6%	16
490	Summerlin Square Park N Ride	234,619	64,541	5,876	\$4,995	\$542,650	3.64	39.93	\$0.08	\$0.85	0.92%	\$2.31	208.4%	1
<b>Total</b>		<b>2,804,620</b>	<b>2,868,783</b>	<b>177,065</b>	<b>\$1,440,221</b>	<b>\$16,341,175</b>	<b>0.87</b>	<b>13.33</b>	<b>\$0.37</b>	<b>\$6.14</b>	<b>6.66%</b>	<b>\$11.21</b>		

Although the initial evaluation was completed using annual statistics, the comparative performance evaluation should be conducted by LeeTran on a more frequent, quarterly basis. The rankings are a useful proxy to determine the comparative performance of any route, as well as to highlight changes in performance over time. The score for each particular route in Table 1 can be considered as a baseline, with which the score for the corresponding route over a subsequent analysis period can be utilized for trend comparison purposes. In order to track the performance variation over time, three performance levels have been developed.

- **Level I – Good ( ≥ 75%)**

Transit routes that fall in this category are performing efficiently compared with the average level of all the agency's routes.

- **Level II – Monitor (30% to 74%)**

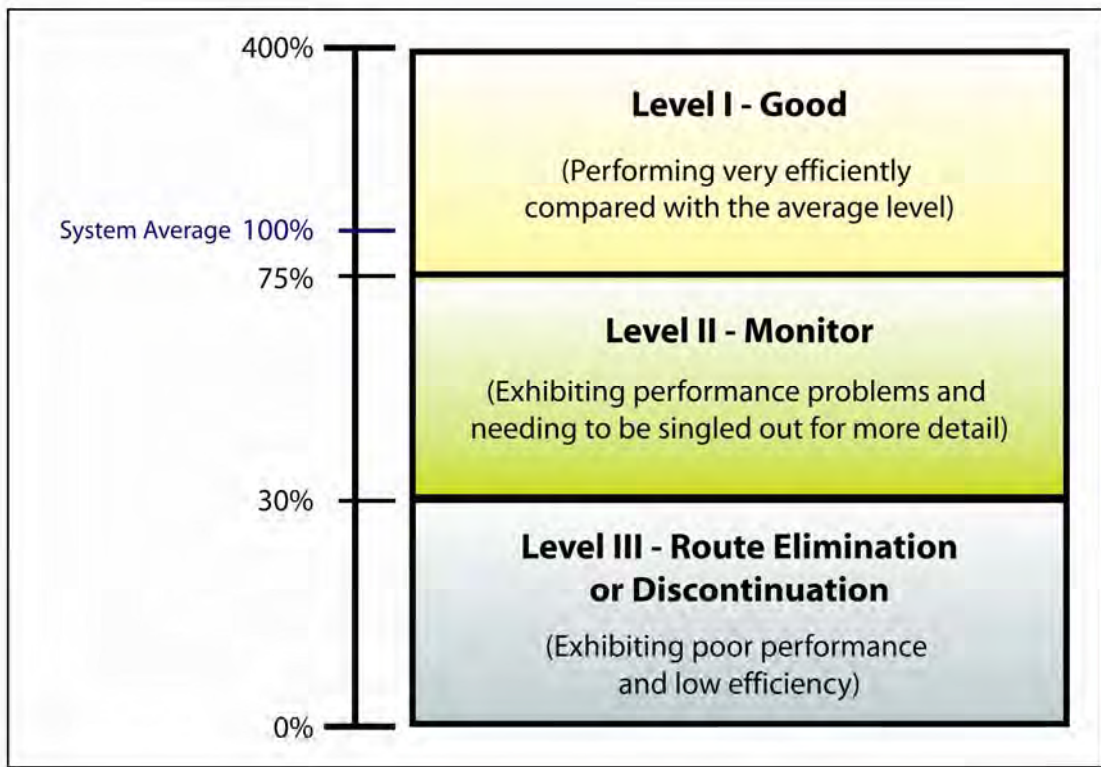
Routes that fall in this category are exhibiting varying levels of performance problems and need to be singled out for more detailed analysis (e.g., ridechecks, on-board surveys, increased marketing efforts, etc.) in order to aid in identifying specific changes that can be made to help improve the route's performance.

- **Level III – Route Modification or Discontinuation ( ≤ 29%)**

Routes that fall in this category exhibit poor performance and low efficiency. Recommendations for these routes may include truncation of the route, reduction in the route's number of revenue hours, or discontinuation of the route.

Figure 1 illustrates the three evaluation levels and notes the recommended thresholds for each level. In the future, LeeTran may want to consider changing the thresholds noted for each performance level to more specific performance standards. For example, Objective 43.1 in the Lee County Comprehensive Plan notes a performance standard for annual ridership of 1.3 passenger trips per revenue mile. Setting such a performance standard will assist in eliminating any scoring bias towards routes that appear to be performing poorly because of the average-based scoring proposed for the performance monitoring program. In order to implement such a standard(s), Lee County would need to select appropriate performance standards and update its comprehensive plan.



**Figure 1**  
**Evaluation Levels**



### **ROUTE MODIFICATION AND DISCONTINUATION PROCESS**

Elimination of underperforming routes should occur only after implemented route modifications have continued to result in unsatisfactory performance. A series of recommended steps to be taken by LeeTran for routes falling in the Level II and Level III performance categories is illustrated in Figure 2. The decision-making process outlined for the performance monitoring program assumes the formation of a LeeTran Transit Advisory/Guidance Committee (TGC). Creation of such a committee is consistent with Initiative 3.6 of the 2006 Lee County Transit Development Plan (TDP).

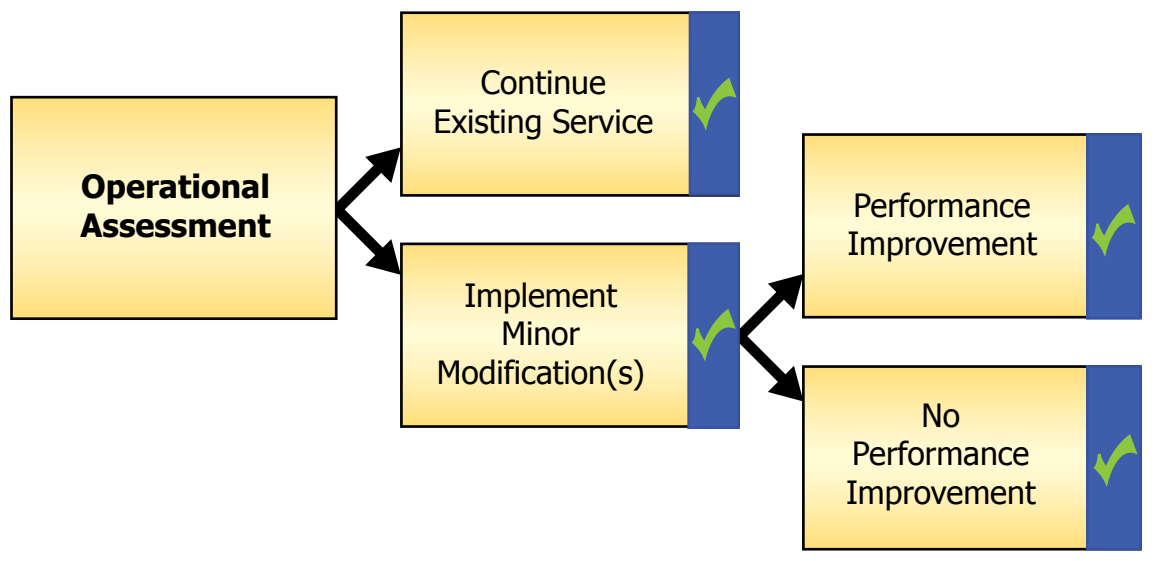
Figure 2  
Route Modification/Discontinuation  
Decision Tree

 Indicates New Performance Evaluation  
 Indicates Sixth (6) Consecutive Level III Performance Evaluation Score

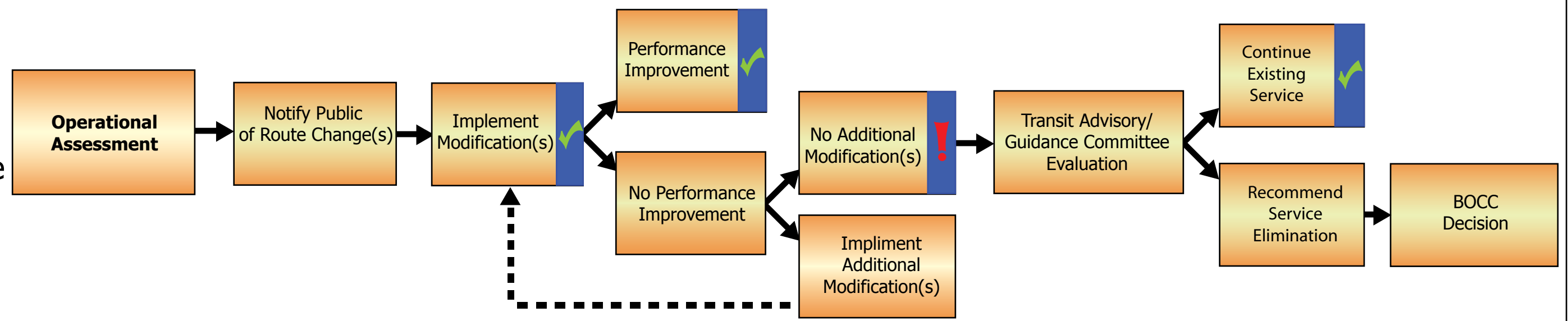
I  
Good



II  
Monitor



III  
Modify or  
Discontinue





## Level II – Monitor

Routes operating at a Level II performance standard may be candidates for minor operational changes. Prior to implementing any operational changes, LeeTran should assess the factors affecting the operation of the route. Factors to be reviewed and assessed by LeeTran include the following:

1. **Data collection** – Verify that data is being reported correctly.
2. **Seasonal fluctuations** – Compare changes in system performance with seasonal travel factors.
3. **Operating conditions** – Determine whether any changes to the operating conditions of the route have affected its performance (i.e., new development, roadway improvements, etc.).
4. **Survey bus operators** – Contact bus operators to gather insight on any on-road problems. This can be completed by initially speaking to shift supervisors.
5. **Cost** – Determine whether there are any unique circumstances affecting the cost of providing the individual routes services. The performance monitoring program is designed to proportionally balance system-wide cost increases.
6. **Ridecheck** – Conduct a ridecheck to determine potential bus stop eliminations, bus stop consolidations, and/or other minor route adjustments.
7. **Marketing** – Increase marketing efforts along the route.

The noted review and assessment factors should be analyzed in order as presented. An effort should be made in determining whether the route is being affected by a temporary or a permanent change. Temporary disruptions in operating conditions should not warrant any change to the route. The routine application of the performance monitoring program will determine whether bus routes need to be reassessed or should be considered for modification.

Additionally, bus route performance may be affected by exogenous variables that are out of the control of LeeTran. In these circumstances, LeeTran should continue to monitor the route's performance based on the guidelines provided in this document. For routes that consistently fall in the Level II category and that score very low within the Level II scoring range (e.g. less than 40%), LeeTran may want to consider applying the Level III decision process noted in the following section of this report.

## Level III – Route Modification or Discontinuation

Routes falling in the Level III performance category require a major modification. LeeTran should first conduct an operational assessment to determine what type of operational change should occur. Unlike the assessment tasks outlined for the Level II

performance category, tasks for Level III consist of possible route improvements. Improvements to routes should be considered only after an examination of the scores obtained for each of the performance monitoring program's scoring components (i.e., passenger trips per revenue mile, operating cost per passenger trip, etc.). Examination of those scores will assist in determining what the potential cause(s) of the route's inefficiency is. In addition to the assessment tasks noted for Level II, the following options should be considered by LeeTran for those routes falling in the Level III performance category.

- **Passenger Loading** – Determine whether there are any stops along the route that need frequency improvements or that can be eliminated based on ridecheck data and on driver input.
- **Service area** – Assess whether the route can be realigned to serve nearby transit supportive areas. Transit supportive areas include commercial and retail development and areas with high residential densities. In addition, the 2006 TDP identifies areas of the county with a high transit orientation index.
- **Route truncation** – Assess the cost and ridership implications of reductions in route miles and/or revenue miles.
- **Frequency** – Evaluate the need for headway improvements in the peak hour or all-day.
- **Transfers** – Identify opportunities for increasing the productivity of the route by linking it to other existing routes.
- **Schedule adjustment** – Consider the need to adjust the route's service span.
- **Other Operational Improvements** – Other operational improvements, such as short-turning, route branching, and through-routing should be considered as options for poorly performing routes.

Prior to implementing any route changes, notice to the public must be provided. LeeTran should follow its established policy for notifying and implementing major route modifications.

Reassessment of the route should indicate whether changes have resulted in an improvement in performance. If not, other financially and politically feasible route changes should be considered, if any. It is recommended that LeeTran implement major modifications to or discontinue routes that fall in the Level III category for six (6) consecutive quarters, assuming that efforts to improve a problematic route have been made. If after six consecutive analysis periods a route scores in the Level III category and all feasible alternative improvements have been exhausted, LeeTran staff should confer with the TGC regarding possible discontinuation of the route and redistribution of resources to more cost effective and/or productive transit service areas. After gathering input and feedback from the TGC, staff can elect to continue operating the service or

recommend to the Lee County Board of County Commissioners (BOCC) to discontinue the service. The BOCC has the responsibility of making the final decision on any route elimination.

The performance monitoring program is a useful and important tool in assessing transit system performance and in assisting transit operations planning and programming. However, LeeTran should exercise caution in interpreting the performance of routes falling within the Level II and Level III categories. As mentioned previously, there are other objectives of transit that are not measured or reflected through the performance monitoring program. For instance, the performance monitoring program does not address several relevant considerations, such as taxpayer and public opinions about the agency, passenger satisfaction with regard to levels of service, quality of planning, and contributions to economic development, among others. In addition, the performance monitoring program also does not measure several aspects of quality of service, including vehicle cleanliness and comfort, operator courtesy, on-time performance, frequency of service, and geographic coverage of the service.

Finally, it should be noted that this performance review mechanism does not necessarily provide information regarding which aspects of performance are controlled by LeeTran and which are not. For example, local policy decisions such as land use, urban design, parking, and zoning that ultimately affect the overall performance of the transit system are out of LeeTran's control. On the other hand, operator skills and experience, employee morale, service design and marketing can be controlled and regulated by LeeTran.

**FY2013 APC On-Time Performance Analysis**

Route	Day	1210 (10/1/12 - 1/23/13)			1301 (1/24/13 - 2/6/13)			1302 (2/7/13 - 3/6/13)			1303 (3/7/13 - 4/17/13)			1304 (4/18/13 - 9/30/13)		
		Early	On Time	Late	Early	On Time	Late	Early	On Time	Late	Early	On Time	Late	Early	On Time	Late
5	Weekday	17.8%	68.4%	13.4%				31.5%	59.5%	9.0%	29.6%	61.3%	9.1%	26.0%	64.6%	9.4%
	Saturday	18.7%	66.5%	14.8%				37.5%	61.4%	1.1%	44.2%	53.7%	2.1%	40.9%	56.1%	3.0%
10	Weekday	27.4%	66.3%	6.4%	41.7%	57.7%	0.6%	30.9%	61.9%	7.2%	33.8%	64.0%	2.3%	32.2%	62.7%	5.1%
	Saturday	40.6%	56.3%	3.1%							41.1%	51.5%	7.4%	35.5%	60.2%	4.2%
15	Weekday	21.7%	71.2%	7.1%				33.7%	56.3%	9.9%	31.2%	66.0%	2.8%	20.2%	65.5%	14.3%
	Saturday	27.3%	64.0%	8.7%				16.1%	70.1%	13.8%				27.6%	62.7%	9.7%
	Sunday	54.6%	42.4%	3.0%	32.9%	67.1%		23.4%	74.8%	1.8%				18.0%	54.5%	27.5%
20	Weekday	27.6%	63.7%	8.7%	29.2%	63.1%	7.7%	32.0%	55.6%	12.3%	39.8%	56.0%	4.2%	22.4%	67.2%	10.5%
	Saturday	18.5%	70.5%	11.0%	22.3%	68.1%	9.6%							22.6%	72.3%	5.1%
30	Weekday	42.5%	52.3%	5.3%	37.6%	54.7%	7.6%	23.9%	60.5%	15.6%	25.7%	62.9%	11.4%	26.7%	65.1%	8.1%
	Saturday	42.5%	52.3%	5.3%				36.8%	55.7%	7.5%				32.3%	58.4%	9.3%
40	Weekday	8.1%	64.6%	27.3%	8.1%	53.7%	38.2%	12.7%	61.2%	26.2%	11.7%	51.9%	36.5%	13.1%	70.4%	16.5%
	Saturday	21.7%	62.2%	16.1%				29.0%	58.7%	12.3%	21.4%	57.1%	21.4%	13.2%	70.3%	16.5%
50	Weekday	34.3%	56.7%	9.1%	32.6%	56.9%	10.5%	34.3%	52.2%	13.5%	36.1%	52.8%	11.0%	36.6%	55.2%	8.2%
	Saturday	35.1%	55.0%	9.8%	46.5%	49.3%	4.2%	33.5%	61.0%	5.5%	39.5%	55.7%	4.8%	39.8%	53.2%	7.0%
	Sunday	23.4%	47.7%	28.9%	14.9%	43.6%	41.6%	6.1%	44.2%	49.7%	32.8%	49.7%	17.5%	33.4%	54.8%	11.7%
60	Weekday	15.0%	78.5%	6.5%	14.2%	78.7%	7.1%	19.6%	75.5%	4.9%	20.5%	74.0%	5.5%	15.4%	78.4%	6.1%
	Saturday	19.9%	65.5%	14.6%	15.0%	73.9%	11.1%	19.6%	67.7%	12.6%	22.3%	66.0%	11.7%	32.6%	55.8%	11.7%
70	Weekday	32.4%	53.4%	13.2%	31.4%	55.1%	13.5%	27.9%	55.5%	16.7%	33.2%	53.6%	13.2%	29.5%	54.1%	16.4%
	Saturday	39.4%	47.4%	13.2%	42.0%	47.3%	10.7%	39.1%	50.3%	10.7%	33.8%	53.8%	12.3%	39.1%	46.9%	14.0%
80	Weekday	22.3%	52.0%	25.7%				20.7%	48.6%	30.8%	35.8%	48.0%	16.2%	27.0%	58.2%	14.8%
100	Weekday	23.9%	61.0%	15.1%	13.7%	64.4%	22.0%	16.9%	61.9%	21.3%	20.7%	61.3%	18.0%	20.7%	58.1%	21.2%
	Saturday	18.5%	61.9%	19.6%	13.9%	61.4%	24.7%	19.7%	51.2%	29.1%	19.9%	58.8%	21.2%	14.2%	61.8%	24.0%
	Sunday	26.1%	60.6%	13.3%	16.5%	61.7%	21.7%	21.4%	61.9%	16.7%	39.1%	56.5%	4.3%	24.6%	59.4%	16.0%
110	Weekday	30.8%	59.1%	10.1%	30.7%	61.3%	8.0%	33.7%	56.0%	10.2%	39.5%	54.3%	6.2%	38.4%	55.5%	6.0%
	Saturday	31.9%	59.9%	8.2%				37.6%	55.9%	6.5%	41.0%	53.9%	5.1%	34.9%	58.6%	6.6%
120	Weekday	29.6%	62.7%	7.8%	18.9%	71.8%	9.3%	20.9%	69.8%	9.3%	18.8%	69.4%	11.7%	19.9%	66.5%	13.5%
	Saturday	25.2%	64.6%	10.2%	29.5%	64.3%	6.2%	35.2%	60.9%	3.9%	35.9%	55.4%	8.7%	26.4%	66.5%	7.1%
	Sunday	24.2%	70.9%	4.9%	26.0%	74.0%		36.8%	63.2%		27.6%	70.7%	1.6%	25.2%	67.8%	6.9%
130	Weekday	27.0%	47.6%	25.4%				25.6%	51.5%	22.9%	31.5%	53.2%	15.3%	28.0%	50.4%	21.6%
	Saturday	24.3%	49.1%	26.6%				32.8%	43.0%	24.2%	45.3%	46.9%	7.9%	33.1%	51.3%	15.5%
140	Weekday	27.5%	49.5%	23.0%	25.2%	48.5%	26.3%	26.4%	46.6%	27.1%	29.0%	46.9%	24.1%	27.5%	49.8%	22.7%
	Saturday	36.5%	48.5%	14.9%	26.6%	49.0%	24.4%	31.5%	48.0%	20.5%	39.7%	46.3%	14.0%	30.8%	52.3%	16.9%
	Sunday	33.6%	49.5%	16.9%	30.2%	43.7%	26.0%	28.3%	47.9%	23.8%	24.5%	50.4%	25.1%	24.9%	56.4%	18.7%
150	Weekday	35.3%	58.6%	6.1%	18.0%	68.0%	14.0%	19.3%	70.1%	10.5%	18.4%	68.1%	13.5%	42.0%	55.4%	2.6%
	Saturday	33.7%	59.6%	6.7%				27.4%	62.5%	10.1%	13.9%	46.5%	39.6%	52.3%	47.4%	0.3%
	Sunday							23.6%	61.8%	14.7%				31.0%	65.2%	3.7%
400	Weekday	34.2%	53.9%	11.9%										34.4%	57.3%	8.3%
	Saturday	28.8%	57.5%	13.6%										25.7%	57.6%	16.6%
	Sunday	26.7%	54.7%	18.6%										37.9%	53.9%	8.2%
410	Weekday							22.5%	35.6%	41.9%	24.7%	48.0%	27.3%			
	Saturday							22.8%	55.3%	21.9%						
	Sunday							16.7%	64.3%	19.0%	22.4%	45.5%	32.1%			
490	Weekday				33.7%	54.0%	12.3%	36.5%	58.1%	5.4%	37.4%	43.5%	19.1%			
	Saturday				29.0%	45.2%	25.8%	25.0%	65.3%	9.7%	31.7%	40.6%	27.7%			
	Sunday				42.9%	53.1%	4.1%	35.5%	58.1%	6.5%	37.0%	44.4%	18.5%			
500	Weekday	6.3%	67.6%	26.1%												
515	Weekday	20.2%	70.7%	9.1%				28.9%	61.8%	9.3%	21.7%	69.4%	8.9%	26.2%	68.2%	5.6%
	Saturday	10.2%	71.7%	18.1%				24.0%	74.8%	1.1%	30.0%	68.6%	1.4%	12.7%	80.1%	7.2%

Route	FY 13			FY 14 (thru July)			
	AVG RIDERSHIP PER TRIP	MAX LOAD	DAILY RIDERSHIP AVG	AVG RIDERSHIP PER TRIP	MAX LOAD	DAILY RIDERSHIP AVG	
5	East	6	8	67	10	9	114
	West	28	15	310	25	14	280
10	South	22	13	257	23	13	272
	North	22	14	242	21	14	231
15	West	12	6	216	12	6	200
	East	11	9	190	13	10	213
20	West	12	9	309	13	9	344
	East	12	9	290	12	9	295
30	West	18	12	262	18	12	271
	East	19	12	268	18	11	281
40	North	13	8	121	14	8	128
	South	11	6	110	13	8	135
50	East	16	9	270	19	11	258
	West	14	9	236	18	10	229
60	East	12	10	118	11	9	102
	West	12	7	105	9	6	85
70	North	25	14	317	25	15	344
	South	25	15	313	25	15	339
80	North	12	8	97	10	7	77
	South	12	9	97	10	7	79
100	West	22	14	641	24	16	608
	East	24	16	661	24	17	599
110	East	29	23	479	31	24	448
	West	34	22	557	39	25	544
120	West	12	9	141	12	9	146
	East	10	7	127	10	7	125
130	South	29	18	394	29	19	379
	North	25	16	374	25	15	349
140	North	47	23	2291	43	23	1960
	South	48	25	2362	43	19	2081
150	West	10	6	97	10	6	87
	East	8	5	78	8	5	73
240					19	13	404
					19	15	405
400	North	20	12	405	20	12	377
	South	23	14	429	23	14	416
410	South	22	17	750	21	16	866
	North	22	16	722	22	18	932
490	South	15	14	451	15	13	619
	North	15	12	460	15	12	607
500	East	8	5	121	7	5	204
	West	8	4	120	6	4	188
515	East	9	7	135	8	7	130
	West	8	6	143	8	5	140
590	Inbound				15	12	246
	Outbound				11	3	182
595	Inbound						
	Outbound						
600	South	29	15	259	32	16	288
	North	20	15	176	21	15	190

**FY2013 APC On-Time Performance Analysis**

Route	Day	1210 (10/1/12 - 1/23/13)			1301 (1/24/13 - 2/6/13)			1302 (2/7/13 - 3/6/13)			1303 (3/7/13 - 4/17/13)			1304 (4/18/13 - 9/30/13)		
		Early	On Time	Late	Early	On Time	Late	Early	On Time	Late	Early	On Time	Late	Early	On Time	Late
5	Weekday	17.8%	68.4%	13.4%				31.5%	59.5%	9.0%	29.6%	61.3%	9.1%	26.0%	64.6%	9.4%
	Saturday	18.7%	66.5%	14.8%				37.5%	61.4%	1.1%	44.2%	53.7%	2.1%	40.9%	56.1%	3.0%
10	Weekday	27.4%	66.3%	6.4%	41.7%	57.7%	0.6%	30.9%	61.9%	7.2%	33.8%	64.0%	2.3%	32.2%	62.7%	5.1%
	Saturday	40.6%	56.3%	3.1%							41.1%	51.5%	7.4%	35.5%	60.2%	4.2%
15	Weekday	21.7%	71.2%	7.1%				33.7%	56.3%	9.9%	31.2%	66.0%	2.8%	20.2%	65.5%	14.3%
	Saturday	27.3%	64.0%	8.7%				16.1%	70.1%	13.8%				27.6%	62.7%	9.7%
	Sunday	54.6%	42.4%	3.0%	32.9%	67.1%		23.4%	74.8%	1.8%				18.0%	54.5%	27.5%
20	Weekday	27.6%	63.7%	8.7%	29.2%	63.1%	7.7%	32.0%	55.6%	12.3%	39.8%	56.0%	4.2%	22.4%	67.2%	10.5%
	Saturday	18.5%	70.5%	11.0%	22.3%	68.1%	9.6%							22.6%	72.3%	5.1%
30	Weekday	42.5%	52.3%	5.3%	37.6%	54.7%	7.6%	23.9%	60.5%	15.6%	25.7%	62.9%	11.4%	26.7%	65.1%	8.1%
	Saturday	42.5%	52.3%	5.3%				36.8%	55.7%	7.5%				32.3%	58.4%	9.3%
40	Weekday	8.1%	64.6%	27.3%	8.1%	53.7%	38.2%	12.7%	61.2%	26.2%	11.7%	51.9%	36.5%	13.1%	70.4%	16.5%
	Saturday	21.7%	62.2%	16.1%				29.0%	58.7%	12.3%	21.4%	57.1%	21.4%	13.2%	70.3%	16.5%
50	Weekday	34.3%	56.7%	9.1%	32.6%	56.9%	10.5%	34.3%	52.2%	13.5%	36.1%	52.8%	11.0%	36.6%	55.2%	8.2%
	Saturday	35.1%	55.0%	9.8%	46.5%	49.3%	4.2%	33.5%	61.0%	5.5%	39.5%	55.7%	4.8%	39.8%	53.2%	7.0%
	Sunday	23.4%	47.7%	28.9%	14.9%	43.6%	41.6%	6.1%	44.2%	49.7%	32.8%	49.7%	17.5%	33.4%	54.8%	11.7%
60	Weekday	15.0%	78.5%	6.5%	14.2%	78.7%	7.1%	19.6%	75.5%	4.9%	20.5%	74.0%	5.5%	15.4%	78.4%	6.1%
	Saturday	19.9%	65.5%	14.6%	15.0%	73.9%	11.1%	19.6%	67.7%	12.6%	22.3%	66.0%	11.7%	32.6%	55.8%	11.7%
70	Weekday	32.4%	53.4%	13.2%	31.4%	55.1%	13.5%	27.9%	55.5%	16.7%	33.2%	53.6%	13.2%	29.5%	54.1%	16.4%
	Saturday	39.4%	47.4%	13.2%	42.0%	47.3%	10.7%	39.1%	50.3%	10.7%	33.8%	53.8%	12.3%	39.1%	46.9%	14.0%
80	Weekday	22.3%	52.0%	25.7%				20.7%	48.6%	30.8%	35.8%	48.0%	16.2%	27.0%	58.2%	14.8%
100	Weekday	23.9%	61.0%	15.1%	13.7%	64.4%	22.0%	16.9%	61.9%	21.3%	20.7%	61.3%	18.0%	20.7%	58.1%	21.2%
	Saturday	18.5%	61.9%	19.6%	13.9%	61.4%	24.7%	19.7%	51.2%	29.1%	19.9%	58.8%	21.2%	14.2%	61.8%	24.0%
	Sunday	26.1%	60.6%	13.3%	16.5%	61.7%	21.7%	21.4%	61.9%	16.7%	39.1%	56.5%	4.3%	24.6%	59.4%	16.0%
110	Weekday	30.8%	59.1%	10.1%	30.7%	61.3%	8.0%	33.7%	56.0%	10.2%	39.5%	54.3%	6.2%	38.4%	55.5%	6.0%
	Saturday	31.9%	59.9%	8.2%				37.6%	55.9%	6.5%	41.0%	53.9%	5.1%	34.9%	58.6%	6.6%
120	Weekday	29.6%	62.7%	7.8%	18.9%	71.8%	9.3%	20.9%	69.8%	9.3%	18.8%	69.4%	11.7%	19.9%	66.5%	13.5%
	Saturday	25.2%	64.6%	10.2%	29.5%	64.3%	6.2%	35.2%	60.9%	3.9%	35.9%	55.4%	8.7%	26.4%	66.5%	7.1%
	Sunday	24.2%	70.9%	4.9%	26.0%	74.0%		36.8%	63.2%		27.6%	70.7%	1.6%	25.2%	67.8%	6.9%
130	Weekday	27.0%	47.6%	25.4%				25.6%	51.5%	22.9%	31.5%	53.2%	15.3%	28.0%	50.4%	21.6%
	Saturday	24.3%	49.1%	26.6%				32.8%	43.0%	24.2%	45.3%	46.9%	7.9%	33.1%	51.3%	15.5%
140	Weekday	27.5%	49.5%	23.0%	25.2%	48.5%	26.3%	26.4%	46.6%	27.1%	29.0%	46.9%	24.1%	27.5%	49.8%	22.7%
	Saturday	36.5%	48.5%	14.9%	26.6%	49.0%	24.4%	31.5%	48.0%	20.5%	39.7%	46.3%	14.0%	30.8%	52.3%	16.9%
	Sunday	33.6%	49.5%	16.9%	30.2%	43.7%	26.0%	28.3%	47.9%	23.8%	24.5%	50.4%	25.1%	24.9%	56.4%	18.7%
150	Weekday	35.3%	58.6%	6.1%	18.0%	68.0%	14.0%	19.3%	70.1%	10.5%	18.4%	68.1%	13.5%	42.0%	55.4%	2.6%
	Saturday	33.7%	59.6%	6.7%				27.4%	62.5%	10.1%	13.9%	46.5%	39.6%	52.3%	47.4%	0.3%
	Sunday							23.6%	61.8%	14.7%				31.0%	65.2%	3.7%
400	Weekday	34.2%	53.9%	11.9%										34.4%	57.3%	8.3%
	Saturday	28.8%	57.5%	13.6%										25.7%	57.6%	16.6%
	Sunday	26.7%	54.7%	18.6%										37.9%	53.9%	8.2%
410	Weekday							22.5%	35.6%	41.9%	24.7%	48.0%	27.3%			
	Saturday							22.8%	55.3%	21.9%						
	Sunday							16.7%	64.3%	19.0%	22.4%	45.5%	32.1%			
490	Weekday				33.7%	54.0%	12.3%	36.5%	58.1%	5.4%	37.4%	43.5%	19.1%			
	Saturday				29.0%	45.2%	25.8%	25.0%	65.3%	9.7%	31.7%	40.6%	27.7%			
	Sunday				42.9%	53.1%	4.1%	35.5%	58.1%	6.5%	37.0%	44.4%	18.5%			
500	Weekday	6.3%	67.6%	26.1%												
515	Weekday	20.2%	70.7%	9.1%				28.9%	61.8%	9.3%	21.7%	69.4%	8.9%	26.2%	68.2%	5.6%
	Saturday	10.2%	71.7%	18.1%				24.0%	74.8%	1.1%	30.0%	68.6%	1.4%	12.7%	80.1%	7.2%

FY2013 APC On-Time Performance Analysis																
Route	Day	1210 (10/1/12 - 1/23/13)			1301 (1/24/13 - 2/6/13)			1302 (2/7/13 - 3/6/13)			1303 (3/7/13 - 4/17/13)			1304 (4/18/13 - 9/30/13)		
		Early	On Time	Late	Early	On Time	Late	Early	On Time	Late	Early	On Time	Late	Early	On Time	Late
590	Weekday	30.8%	52.4%	16.8%				36.2%	49.0%	14.8%	23.8%	56.2%	20.0%	20.9%	55.6%	23.5%
	Saturday	8.8%	64.6%	26.5%							36.2%	47.0%	16.8%	27.9%	56.9%	15.2%
	Sunday	26.2%	51.6%	22.2%	47.6%	50.0%	2.4%	47.8%	43.5%	8.7%	40.0%	52.3%	7.7%	32.0%	51.2%	16.8%
595	Weekday	20.1%	68.9%	11.0%	14.3%	67.9%	17.9%	19.2%	75.5%	5.4%	15.0%	77.4%	7.7%	14.1%	77.5%	8.4%
	Saturday	17.2%	64.4%	18.4%	19.1%	71.9%	9.0%	19.2%	73.1%	7.7%	9.5%	66.7%	23.8%	22.2%	70.0%	7.8%
600	Weekday	90.4%	7.3%	2.3%	95.3%	4.7%		11.1%	47.1%	41.8%	17.6%	49.6%	32.8%	23.5%	60.4%	16.1%
	Saturday	89.7%	4.1%	6.2%				24.6%	60.8%	14.6%	31.4%	52.8%	15.7%	35.8%	59.5%	4.8%



FY2013 APC On-Time Performance Analysis																
Route	Day	1210 (10/1/12 - 1/23/13)			1301 (1/24/13 - 2/6/13)			1302 (2/7/13 - 3/6/13)			1303 (3/7/13 - 4/17/13)			1304 (4/18/13 - 9/30/13)		
		Early	On Time	Late	Early	On Time	Late	Early	On Time	Late	Early	On Time	Late	Early	On Time	Late
590	Weekday	30.8%	52.4%	16.8%				36.2%	49.0%	14.8%	23.8%	56.2%	20.0%	20.9%	55.6%	23.5%
	Saturday	8.8%	64.6%	26.5%							36.2%	47.0%	16.8%	27.9%	56.9%	15.2%
	Sunday	26.2%	51.6%	22.2%	47.6%	50.0%	2.4%	47.8%	43.5%	8.7%	40.0%	52.3%	7.7%	32.0%	51.2%	16.8%
595	Weekday	20.1%	68.9%	11.0%	14.3%	67.9%	17.9%	19.2%	75.5%	5.4%	15.0%	77.4%	7.7%	14.1%	77.5%	8.4%
	Saturday	17.2%	64.4%	18.4%	19.1%	71.9%	9.0%	19.2%	73.1%	7.7%	9.5%	66.7%	23.8%	22.2%	70.0%	7.8%
600	Weekday	90.4%	7.3%	2.3%	95.3%	4.7%		11.1%	47.1%	41.8%	17.6%	49.6%	32.8%	23.5%	60.4%	16.1%
	Saturday	89.7%	4.1%	6.2%				24.6%	60.8%	14.6%	31.4%	52.8%	15.7%	35.8%	59.5%	4.8%

Route		FY 13			FY 14 (thru July)		
		AVG RIDERSHIP PER TRIP	MAX LOAD	DAILY RIDERSHIP AVG	AVG RIDERSHIP PER TRIP	MAX LOAD	DAILY RIDERSHIP AVG
5	East	6	8	67	10	9	114
	West	28	15	310	25	14	280
10	South	22	13	257	23	13	272
	North	22	14	242	21	14	231
15	West	12	6	216	12	6	200
	East	11	9	190	13	10	213
20	West	12	9	309	13	9	344
	East	12	9	290	12	9	295
30	West	18	12	262	18	12	271
	East	19	12	268	18	11	281
40	North	13	8	121	14	8	128
	South	11	6	110	13	8	135
50	East	16	9	270	19	11	258
	West	14	9	236	18	10	229
60	East	12	10	118	11	9	102
	West	12	7	105	9	6	85
70	North	25	14	317	25	15	344
	South	25	15	313	25	15	339
80	North	12	8	97	10	7	77
	South	12	9	97	10	7	79
100	West	22	14	641	24	16	608
	East	24	16	661	24	17	599
110	East	29	23	479	31	24	448
	West	34	22	557	39	25	544
120	West	12	9	141	12	9	146
	East	10	7	127	10	7	125
130	South	29	18	394	29	19	379
	North	25	16	374	25	15	349
140	North	47	23	2291	43	23	1960
	South	48	25	2362	43	19	2081
150	West	10	6	97	10	6	87
	East	8	5	78	8	5	73
240					19	13	404
					19	15	405
400	North	20	12	405	20	12	377
	South	23	14	429	23	14	416
410	South	22	17	750	21	16	866
	North	22	16	722	22	18	932
490	South	15	14	451	15	13	619
	North	15	12	460	15	12	607
500	East	8	5	121	7	5	204
	West	8	4	120	6	4	188
515	East	9	7	135	8	7	130
	West	8	6	143	8	5	140
590	Inbound				15	12	246
	Outbound				11	3	182
595	Inbound						
	Outbound						
600	South	29	15	259	32	16	288
	North	20	15	176	21	15	190

## **Appendix G: Title VI Program Public Outreach**

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## Tell Mel

Continued from A3

three days. But it also said that the property would be rebuilt to its original state and demands, "(F)ull payment at time of service." The amount on the document

— which didn't specify the materials and didn't describe the work — was \$1,000, which LeMoine paid from her personal funds.

LeMoine said she never asked American Construction to put in tile, it was Burrows' suggestion. "I just wanted the bathroom fixed." She said she questioned

whether the manufactured home would support the weight of a tiled bath, and Burrows said it would.

"We're going to fix it up real nice," LeMoine said Burrows told her at whatever price the insurance paid. And he told her she wouldn't have to give them any more money until the job

was done. "They re-neged, not me," LeMoine said.

American Construction's attorney wasn't the only one I heard from after this column ran.

Steve Glazik, president of FP Property Restoration, and Billy and Cheryl Wieland, the owners of Independent Plumbing & Drain Inc. in Lehigh Acres, contacted me offering to finish the repair LeMoine's bathroom.

LeMoine is having Independent Plumbing & Drain complete the work American Construction started.

And she's sticking to her guns on one point: "I don't want to give out any more money until the job is complete."

Contact: TellMel@news-press.com; 344-4772; 2442 Martin Luther King Jr. Blvd., Fort Myers, 33901. Facebook.com/TellMel and twitter @tellmel"

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## PUBLIC INFORMATION WORKSHOP NOTICE

### COMMENT SOUGHT ON LEETRAN'S PROPOSED TITLE VI PLAN

LeeTran (Lee County Transit) will hold a public information meeting regarding its proposed Title VI Plan from 3 p.m. to 6 p.m. on Thursday, October 30 at the county Administration East building, Room 118, 2201 Second St., Fort Myers.

This meeting is to inform the public about the plan and gather input. The Title VI Program defines how LeeTran will provide transit services in order to meet the requirements of the Civil Rights Act of 1964. It will be an open house format and participants are welcome to come anytime between 3 p.m. and 6 p.m. LeeTran representatives will be present to discuss the plan and answer questions.

The draft plan can be read online at [www.RideLeeTran.com/Title VI](http://www.RideLeeTran.com/TitleVI). LeeTran welcomes written comments by e-mail to [rideleetrans@leegov.com](mailto:rideleetrans@leegov.com) or by postal mail to LeeTran, 6035 Landing View Rd., Fort Myers, FL 33907, attn: Planning Dept.

Reasonable accommodations will be made upon request. If you are in need of a reasonable accommodation, please contact Wayne Gaither in advance of the meeting via telephone at (239) 533-0344 or e-mail [wgaither@leegov.com](mailto:wgaither@leegov.com)



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# LeeTran Title VI Program Update

2015-2017



Public Meeting – October 2014



- ☞ Statute based on Civil Rights Act of 1964

- ☞ Premise – nondiscrimination

“Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

- ☞ Applies to LeeTran as a recipient of federal funding and its subrecipients

- ☞ Federal Transit Administration (FTA) regulating agency for LeeTran

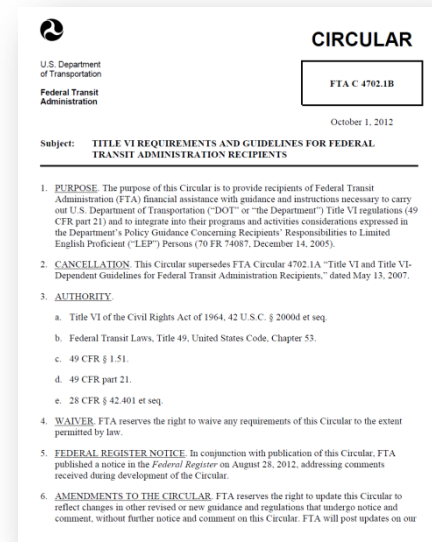




# 2015-2017 Title VI Program Update

## Requirements

- ∞ LeeTran's Title VI Program must contain the following:
  - Notice of rights under Title VI
  - How to file a complaint and copy of complaint form
  - List of Title VI investigations and complaints or lawsuits
  - Public Participation Plan
  - Language Assistance Plan (Limited English Proficiency)
  - Racial breakdown of non-elected advisory boards/councils
  - Narrative describing subrecipient monitoring
  - Service standards and policies
  - Demographic analysis
  - Customer demographics and travel patterns
  - Monitoring program
  - Major service change policy
  - Board resolution or meeting minutes demonstrating board approval of Title VI Program ( Lee County Board of County Commissioners)
- ∞ LeeTran must submit its Title VI Program every three years to FTA

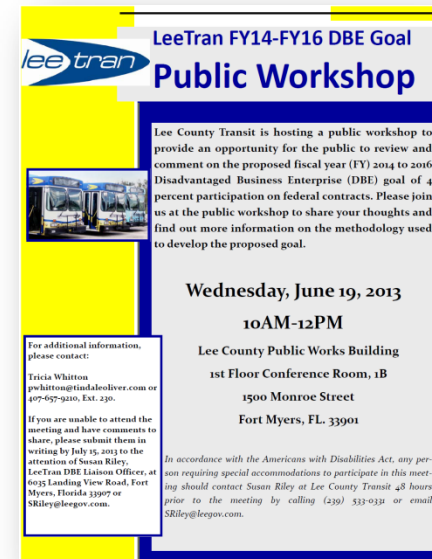


# 2015-2017 Title VI Program Update

## Public Participation

### ∞ The public participation plan contains:

- Proactive strategies
  - Use of website to communicate information
  - Transit Task Force
  - Outreach using various meeting styles, including the Lee County Town Hall website
  - Public outreach techniques
- Public Hearing Procedures
  - Required for major service reductions and fare increases
  - Announcement in the Fort Myers Press
  - May be held as part of the regularly scheduled BoCC meeting
- Desired Outcomes
  - Engage the community in transit planning and service decision making
  - Provide open access for input
  - Enhance LeeTran's equitable provision of service



**lee tran** LeeTran FY14-FY16 DBE Goal  
**Public Workshop**

Lee County Transit is hosting a public workshop to provide an opportunity for the public to review and comment on the proposed fiscal year (FY) 2014 to 2016 Disadvantaged Business Enterprise (DBE) goal of 4 percent participation on federal contracts. Please join us at the public workshop to share your thoughts and find out more information on the methodology used to develop the proposed goal.

**Wednesday, June 19, 2013**  
**10AM-12PM**  
**Lee County Public Works Building**  
**1st Floor Conference Room, 1B**  
**1500 Monroe Street**  
**Fort Myers, FL 33901**

For additional information, please contact:  
Tricia Whitton  
pwhitton@tmd-leadives.com or  
407-657-9210, Ext. 230.

If you are unable to attend the meeting and have comments to share, please submit them in writing by July 25, 2013 to the attention of Susan Riley, LeeTran DBE Liaison Officer, at 6033 Landing View Road, Fort Myers, Florida 33907 or SRiley@leegov.com.

*In accordance with the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting should contact Susan Riley at Lee County Transit 48 hours prior to the meeting by calling (239) 333-0331 or email SRiley@leegov.com.*

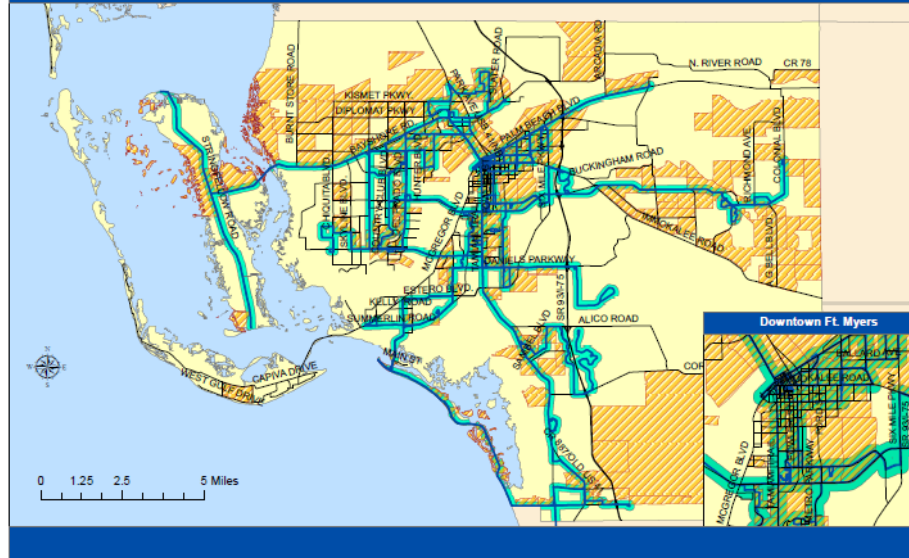


# 2015-2017 Title VI Program Update

## Demographic Analysis - Lee County

Totals			Low-Income		Minority
Total Population	Total Households	Total Population (>5 years old)	Percent Below Poverty Line (Persons)	Percent Below Poverty Line (Households)	Percent Minority
624,155	242,091	590,835	14.48%	11.84%	28.76%

Map 3: Lee County Transit Title VI Analysis -Below Poverty Block Groups (Households)

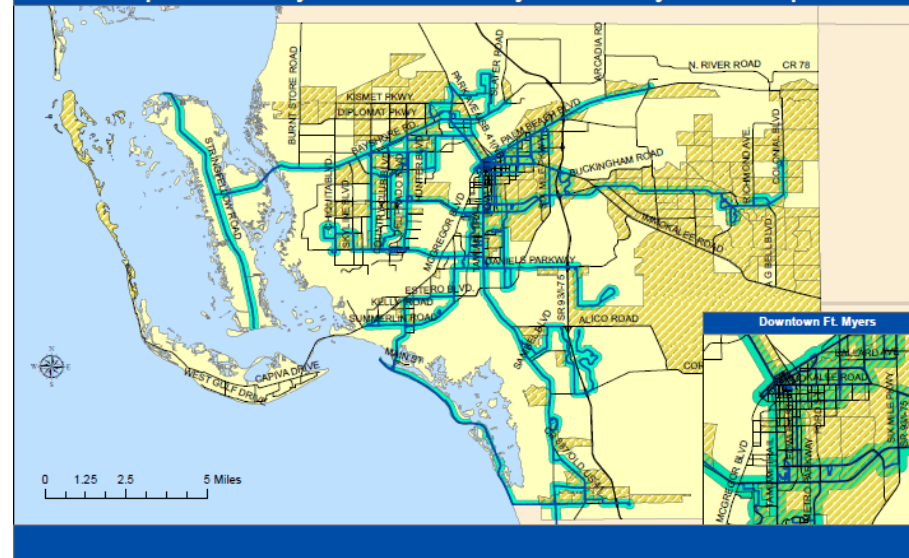


**Legend**

- Lee County Transit System - May 2014
- Lee County Major Roads
- Below Poverty Block Groups (Households)
- Lee County



Map 4: Lee County Transit Title VI Analysis - Minority Block Groups



**Legend**

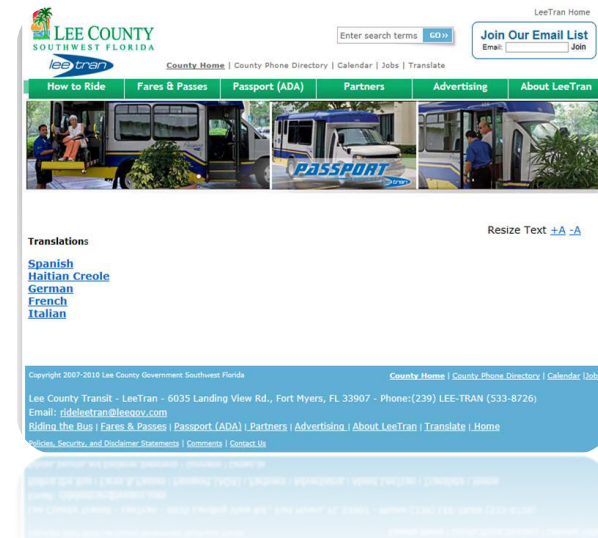
- Lee County Transit System - May 2014
- Lee County Major Roads
- Lee County
- Minority Block Groups



# 2015-2017 Title VI Program Update

## Limited English Proficiency

- ∞ Premise – To ensure meaningful access for persons that may have limited ability to understand the English language to:
  - Benefits
  - Services
  - Information
  - Other important activities
- ∞ Other languages translated by request for vital documents
  - LeeTran website provides translation to other languages: Spanish, Creole, German, French, and Italian



### ∞ Four Factor Analysis

- Number/proportion of LEP persons eligible to be served/encountered by LeeTran
- Frequency of contact
- Nature and importance of action to people's lives
- Resources available for LEP outreach and the cost associated with that outreach

∞ Safe Harbor – providing written translation of vital documents for each eligible LEP language group constituting 5% or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, such action would be considered strong evidence of compliance with LeeTran's written translation obligations.

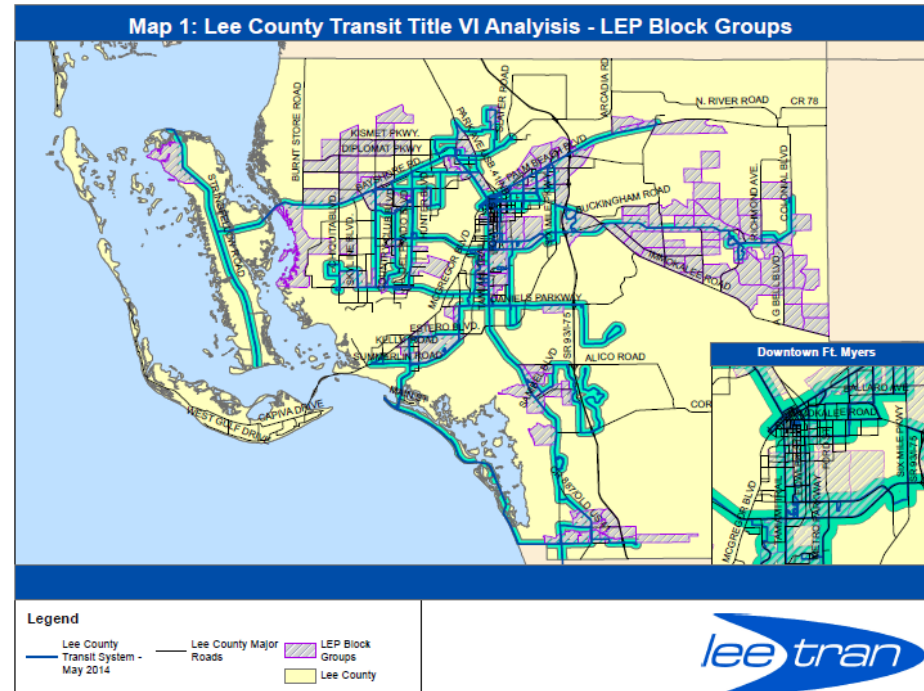


# 2015-2017 Title VI Program Update

## Limited English Proficiency

Total Population (>5 Years Old)	Population LEP (>5 Years Old)	% LEP Population	LEP Population within ¼ Mile of LeeTran Routes	Total Population (>5) within ¼ Mile Buffer	% of Total LEP Population within ¼ Mile Buffer
590,835	59,553	10.08%	23,523	195,417	12.0%

- LEP Spanish – 7.88%
- LEP Indo-European – 1.73%
- LEP Asian-Pacific Islander – 0.42%
- LEP All Other Populations – 0.06%



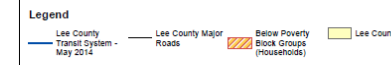
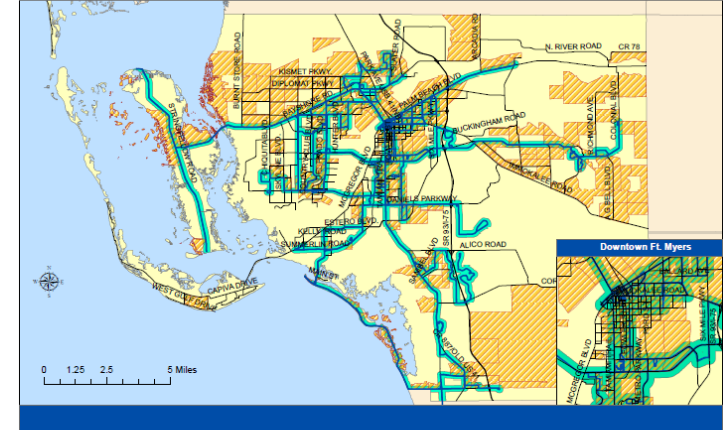


# 2015-2017 Title VI Program Update

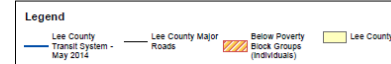
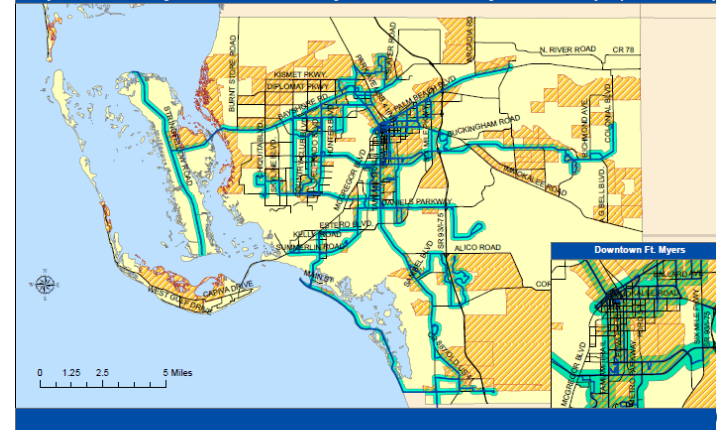
## Environmental Justice

- Executive Order 12898 passed in February 1994
- Department of Transportation EJ Order 5610.2(a) May 2012
- Premise – executive branch internal management to protect minority and low-income populations

Map 3: Lee County Transit Title VI Analysis -Below Poverty Block Groups (Households)



Map 2: Lee County Transit Title VI Analysis -Below Poverty Block Groups (Individuals)





- ∞ If a DOT program, policy, or activity will have a disproportionately high and adverse effect on minority or low-income populations, that program, policy, or activity may only be carried out if further mitigation measures or alternatives that would reduce the disproportionately high and adverse effects are not practicable. In determining whether a mitigation measure or an alternative is “practicable,” the social, economic, (including cost), and environmental effects of avoiding or mitigating the adverse effects will be taken into account.”



# 2015-2017 Title VI Program Update

## Service Goals

Mode Type	Vehicle Load	Vehicle Headway	On-Time Performance	Service Availability
Fixed-Route Bus	Average vehicle load of 1.25 passengers per seat for the peak hour. Vehicle load not to exceed seating capacity during off-peak.	Avg. peak – 60 min. or less/non-peak 90 min. or less, 5AM-9:45PM (Mon-Sat), Sun varies with avg. headways of 90 min.	95% / Up to 5 minutes late	Bus stops approximately ¼-mile apart in high speed areas and less than 3 blocks apart in low speed, high density areas.
Express Bus	No standees at all times.	90 Minutes (Mon-Sun), 6AM-7:15PM (Mon-Sat), 7:25-5:45PM (Sun)	95% / Up to 5 minutes	Bus stops not more than three-quarters to one mile apart at start and end of route.
Trolley	Same as fixed-route.	Avg peak/non-peak 45 min, 6:30AM-9:25PM (Mon-Sun)	95% / Up to 5 minutes late	See fixed-route.
Paratransit	Not to exceed seating capacity.	Headways vary depending on scheduled trips.	90% / Up to 30 minutes late for scheduled pick up	Eligible passengers and pickup and drop off locations within ¾ mile of a LeeTran bus route.

# 2015-2017 Title VI Program Update

## Service Policies

Mode Type	Distribution of Amenities	Vehicle Assignment	Transit Access
Fixed-Route Bus	Based on the number of passenger boarding and alighting at stops, availability of right of way, municipal policies and codes , and need for accessibility upgrades	Vehicles are randomly assigned on a daily basis. Ridership data and operating environment are also reviewed for vehicle assignments to ensure appropriate size of vehicle.	Every effort to make transit services accessible to all persons in Lee County and consistent with the ADA. Transit access is reviewed during the TDP process.
Express Bus	Stops should be placed at beginning, midpoint, and final destination of the route.	Collier County leased the 35 foot bus to Lee County for the regional express service. The bus was purchased with congestion management funds.	See fixed-route.
Trolley	Shelters should be placed at park and ride lots and other areas along the route consistent with fixed-route.	Trolley buses are assigned to the trolley routes.	See fixed-route.
Paratransit	Paratransit fleet may receive upgrades based on funding and customer needs.	Trip origins and destinations are requested by the customer preventing discrimination in the assignment of vehicles.	Door-to-door access for eligible passengers with origins and destinations within 3/4-mile of a LeeTran bus route.

- ☞ Major Service Policy – Total elimination of service on a specific route and fare increases.
- ☞ Disparate Impact Policy – Any time there is a difference in impacts between minority and non-minority populations of plus or minus ten percent, such difference will be considered disparate (applied to all modes).
- ☞ Disproportionate Burden Policy – Any time there is a difference in impacts between low-income and non-low-income populations of plus or minus ten percent such difference will be considered disproportionate (applied to all modes).

# 2015-2017 Title VI Program Update

## 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 Minority by Route
Route 5	40.37	20.18	37.73	18.87	93%
Route 10	17.67	8.83	17.67	8.83	100%
Route 15	21.04	10.52	21.04	10.52	100%
Route 20	14.74	7.37	12.18	6.09	83%
Route 40	38.26	19.13	16.34	8.17	43%
Route 70	34.77	17.39	11.51	5.75	33%
Route 80	26.20	13.10	12.28	6.14	47%
Route 100	37.28	18.64	29.20	14.60	78%
Route 110	33.78	16.89	32.99	16.50	98%
Route 120	26.00	13.00	12.56	6.28	48%
Route 240 (140 ext.)	54.01	27.01	20.82	10.41	39%
Route 500	9.78	4.89	4.60	2.30	47%
Route 515	23.76	11.88	17.36	8.68	73%
Route 595	19.81	9.91	9.53	4.76	48%
Route 600	30.60	15.30	12.06	6.03	39%

Routes with at least one-third of the revenue miles are located in a Census block group where the percentage minority population exceeds the percentage minority population in the service area.



### ☞ Comments & Questions



**LeeTran Title VI Program  
Public Information Workshop**

*Thursday, October 30, 2014*

Lee County Administration East Building  
Room 118

2201 Second St, Fort Myers, FL 33901

Hours - 3:00 pm – 6:00 pm

**LeeTran staff present included:**

Wayne Gaither      Sarah Layman  
Anna Bielawska    James Castaneda

**Members of the public in attendance included:**

Barbara Tougue  
Johnny Limbaugh

Wayne Gaither began the presentation on the LeeTran Title VI Program at 3:21 p.m. Following the presentation those in attendance were invited to provide comments or ask questions. The workshop ended at 6:00 pm. LeeTran staff was present at the workshop location from 3:00 pm to 6:00 pm to make presentations or take comments and answer questions. A Spanish interpreter was present at the workshop to provide assistance.

Mr. Gaither went through the Title VI service standards, service policies, and major service policies in detail and specifically addressed any questions or comments for each policy. During this part of the presentation, comments were made about service and headway improvements. A member of the public specifically requested better service and information for the elderly population. It was discussed that advertising for the elderly should require an approach that is not overly reliant on the internet and takes into consideration the technological capabilities of this demographic. LeeTran does have printed schedules and maps available in different locations throughout the county, including most Publix and county library locations.

**Workshop Comments from the public:**

- More service and routes for the elderly are needed. A member of the public was dissatisfied with the restructuring of Route 130 and reduced frequencies on this route.
- Better levels of service are needed, especially down San Carlos Blvd to Fort Myers Beach. Buses spend a long time being stuck in traffic. There should be alternative methods to address traffic issues on San Carlos Blvd.
- Improved service to the airport should be addressed.
- There is not enough service on Route 130; 1 hour headway on the route is not good enough to provide sufficient levels of service.
- More schedules in convenient locations should be provided for the public.
- A suggestion was made regarding advertising to the elderly population. The individual present at the workshop stated that she does not use the internet at all. She found out about the workshop in a News-Press ad and said that ads and schedules should be available in a manner that are easily accessible.
- More should be done to make the public aware that there are paratransit services available.



## Appendix H: Title VI Program Approval



## **LeeTran Title VI Program**

### **LeeTran Adoption**

*Friday, November 21, 2014*

LeeTran Passport Offices, Training Room  
5711 Independence Circle  
Fort Myers, FL 33912

#### **LeeTran staff present included:**

Steve Myers, Transit Director

Wayne Gaither, Principal Planner

Joann Haley, Marketing Manager

Jill Brown, Operations Manager, Paratransit

Robert Southall, Maintenance Manager

Sarah Layman, Planner

Paul Goyette, Deputy Director, Fixed Route

Wayne Gaither began the presentation on the LeeTran Title VI Program at 1:30 p.m.

Mr. Gaither presented the Title VI service standards, service policies, and major service policies in detail and specifically addressed any questions or comments for each policy. Discussion ensued relating to 'On-Time Performance' variables under Service Standards.

- LeeTran staff would like verbiage included in the document to clarify if standards are considered goals or targets.
- LeeTran staff agreed to edit Paratransit On-Time Performance by removing "early" and to now read "90% / 30 minutes late for scheduled pick-up". Passport trips are not scheduled to arrive early.
- LeeTran staff also agreed to edit On-Time Performance for all services by removing "early" and to now read "95 / 5 minutes late."

Mr. Gaither completed the presentation and with no further discussion the meeting ended at 1:49 PM.



## Title VI Adoption of Title VI Plan

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**Document Name:** LeeTran - Federal Transit Administration - Title VI Program

**Effective Date:** 2015 - 2017

**Adopted Date:** November 21, 2014

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BY SIGNING BELOW, I declare I am authorized to make these Certifications and Assurances and bind its compliance. LeeTran agrees to comply with all Federal statutes and regulations, and follow applicable Federal guidance, and comply with the Certifications and Assurances as indicated within the Federal Transit Administration (FTA) Title VI Program.

LeeTran intends that the Certifications and Assurances of this document should apply to each Project for which it seeks now, or may later seek using FTA funding during Federal Fiscal Years 2015-2017. I affirm the truthfulness and accuracy of the Certifications submitted with this document to FTA.

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: \_\_\_\_\_

A handwritten signature in blue ink, appearing to read "Steven L Myers".

Date: 11/21/2014

Name: Steven L Myers

Title: Director, LeeTran (Lee County, Florida)