



LeeTran Title VI Program Update

September 2026

Draft





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Section 1. Introduction

LeeTran, as the public transit provider in Lee County, Florida, is required to submit to the Federal Transit Administration (FTA) a Title VI Program every three years. This Title VI Program update documents the level and quality of transit service provided to minority and low-income areas, pursuant to Title VI of the Civil Rights Act of 1964. This updated report is submitted to the FTA to demonstrate compliance with Title VI requirements that prohibit discrimination in the provision of transit service and transit-related amenities.

The purpose of LeeTran's Title VI Program is to ensure that no person, on the grounds of race, color, or national origin, is excluded from participating in, denied the benefits of, or subjected to discrimination under any program or activity receiving Federal financial assistance from FTA. This plan includes policies and procedures that ensure compliance with Title VI implementing regulations, including key contacts for Title VI related inquiries.

This 2026–2029 Title VI Program has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," published October 1, 2012. This document also summarizes LeeTran's transit service provisions since the previous Title VI Program was approved. This Program provides compliance with all parameters of the FTA Title VI Compliance Checklist for transit providers operating 50 or more fixed-route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more in population.

Title VI Program Policy Statement

Implementation of the Title VI Program is a legal obligation accepted as part of the financial assistance agreement entered with the FTA. As a major provider of public transportation whose employees have extensive daily contact with the public, LeeTran recognizes its responsibility to the community it serves and is committed to a policy of nondiscrimination. The agency works to ensure nondiscriminatory transportation in support of its mission to provide accessible and affordable transportation options to Lee County residents of all ages and abilities.

As indicated, 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."

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

To request a copy of the agency's Title VI Program, contact LeeTran at the phone number or physical address provided below or access it on the LeeTran website at <http://www.leegov.com/leetran>. Any person who believes that he/she has been denied a benefit, excluded from participation in, or discriminated against under Title VI has the right to file a formal complaint in writing to LeeTran's



Compliance Coordinator. Complaint forms are available in English, Spanish, and French Creole. Formal complaints can be made in writing or by phone via the following:

Phone: (239) 533-8726
Mail: LeeTran Headquarters, 3401 Metro Parkway
Fort Myers, FL 33901

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

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

Title VI Program Checklist

Table 1 identifies the Title VI Program reporting requirements, as described in FTA Circular 4702.1B, with the associated location in this report. The checklist includes both general reporting requirements for any recipient of Federal funds, as well as program-specific requirements for all fixed-route transit providers operating 50 or more fixed-route vehicles in peak service and are located in a UZA of 200,000 or more in population.

Table 1: Title VI Program Reporting Requirements

Requirement	Report Location
General Reporting Requirements	
Title VI Notice to the Public and Posted Locations Section	3; Appendix A
Title VI Complaint Procedures	3; Appendix B
Title VI Complaint Form	3; Appendix C
List of Title VI Investigations, Complaints, or Lawsuits	3
Public Participation Plan and Summary of Outreach Efforts	3-5; Appendix D
Meaningful Access to Limited English Proficiency (LEP) Persons	6-12; Appendix E
Non-Elected Committee Racial Composition	12
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Program-Specific Requirements	
Systemwide Service Standards	14-16
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Demographic Analysis	18-25
Customer Demographic and Travel Patterns	26; Appendix G
Service Standard and Policy Monitoring	26-27
Major Service and Fare Policy Changes Equity Analysis	28-29; Appendix H

**Requirements shown for transit providers operating 50 or more fixed-route vehicles in peak service and are located in a UZA of 200,000 or more in population.*

Source: FTA Circular 4702.1B Appendix A

Section 2. General Requirements

This section of the LeeTran Title VI Program documents the FTA Title VI General Requirements for all recipients, per FTA Circular 4702.1B.

Title VI Notice to the Public

The Title VI Notice to the Public is required to be displayed to inform the agency's customers of their Title VI rights. The Title VI Notice to the Public must be posted on the agency's website and in the public areas of the agency's office. The LeeTran Title VI Notice to the Public is available in English, Spanish, and Creole. The Notice is posted in the LeeTran Administrative Office, at bus terminals, and on the agency's website (<https://www.leegov.com/leetrans/compliance>). LeeTran's Title VI Notice to the Public in English, Spanish, and Creole languages are provided in Appendix A.

Title VI Complaint Procedures and Form

FTA recipients are required to provide instructions to the public regarding how to file a Title VI discrimination complaint. The instructions must also include a complaint form. The LeeTran Title VI complaint procedures are available on the agency's website (<https://www.leegov.com/leetrans/compliance>) and are available in English, Spanish, and Creole. LeeTran's complaint procedures are also provided in Appendix B. The Title VI complaint forms are provided in Appendix C.

List of Active Title VI Investigations, Complaints, and Lawsuits

FTA recipients are required to keep record of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the previous Title VI Plan submission. The list of investigations, complaints, or lawsuits include those pertaining to allegations of discrimination the basis of race, color, and/or national origin in transit-related activities. No Title VI investigations, complaints, or lawsuits have been filed with LeeTran since the adoption of the previous Title VI Plan update (November 2023).

Public Participation Plan and Summary of Outreach Activities

FTA Title VI Programs must include a Public Participation Plan (PPP) that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts conducted by the agency since the previous Title VI Program submittal. A summary of these activities can be found in Table 2.

Public Participation Plan

LeeTran actively participates in the Lee County Metropolitan Planning Organization's (MPO) Public Involvement Plan (PIP) activities. The PIP is available on the MPO's website (<https://leempo.com/plans/public-involvement-plan-pip/>). In accordance with the MPO PIP, LeeTran conducts the following public outreach activities:

Legal Notices and Media Coverage

Legal notices are used to advertise all public meetings. The legal notices are submitted to News Press at least 11 days prior to scheduled meetings to allow the notice to be published seven (7) days before public meetings. Public notices also may be submitted to Nuevos Ecos, a biweekly Spanish-language



publication. Media advertisements are submitted to local jurisdictional TV stations at least eight (8) days prior to scheduled meetings so that the advertisements can be run by the jurisdictional TV stations for at least seven (7) days prior to the meetings. The media advertisements state the meeting location as well as website links to the meeting agendas.

Public Hearings and Public Workshops

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

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

Agency Websites

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

On-Board Surveys and Public Surveys

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

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

Meeting Notices, Press Releases, and Public Service Announcements

As part of LeeTran's public outreach process, meeting notices, press releases, and public service announcements may be translated into other languages as requested or as determined by LeeTran staff. LeeTran staff updates printed materials on a regular basis. LeeTran staff also monitors the frequency of requests for non-English materials.

In addition to the Lee County MPO PIP, LeeTran has adopted an internal Public Involvement Policy (Policy 900-01) that documents public outreach and involvement procedures and activities in the event of a service change. Policy 900-01 covers specific actions to be taken by LeeTran staff in the event of major service adjustments, route adjustments, and the addition or deletion of service. Policy 900-01 is provided in Appendix D.

Transit Development Plan Outreach Activities

Since the previous Title VI Program update, LeeTran has conducted public outreach activities as part of the 2026–2035 Transit Development Plan (TDP) Major Update. The outreach process included a combination of public workshops, station outreach, surveys, stakeholder coordination, and online



engagement to gather input on existing transit services, future transit needs, and proposed service improvements. Table 3 summarizes the primary public outreach activities conducted during the development of the TDP.

Table 2: Summary of LeeTran Public Outreach Activities, 2024-2026

Public Outreach Activity	Timeframe
On-Board Survey	May 2026
April 2025 Tram Survey	April 2025
Lehigh & Bonita Area Survey w/ MOD Bus Passenger Survey	May and June 2026
110_515 Passenger Surveys 1.2 & 1.3-2025 (Service Changes)	2025
Lee County Transit Performance measures for FY23	10/06/2023
2024 5310 Mobility Management Grant Application	12/1/2023
FTA Super Grant FY2023	04/17/2024
2023 5339 Grant Application	05/22/2024
Lee County Transit Performance Measures for FY2024	09/16/24
Notice of Public Meeting	11/05/2024 11/06/2025 11/10/2025
DBE Public Goal Setting & Public Comment Meeting Notices FY25-28	06/06/25
Goal Setting Public Comment Meeting FY25-28	06/19/2025
FTA Super Grant FY2025	08/06/2025
Lee County Transit Performance measures for FY25	09/24/2025
FTA Super Grant FY2026	07/17/2026
Public Hearing MOD Fare Increase	03/19/2024

Table 3: Summary of TDP Public Outreach Activities

Public Outreach Activity	Timeframe
Stakeholder Focus Groups	October 2024
On-board Survey	December 2024
Public Workshop and Station Outreach	July 2025
Project Prioritization Public Survey	July 2025
Social Media Outreach	October 2024-December 2025

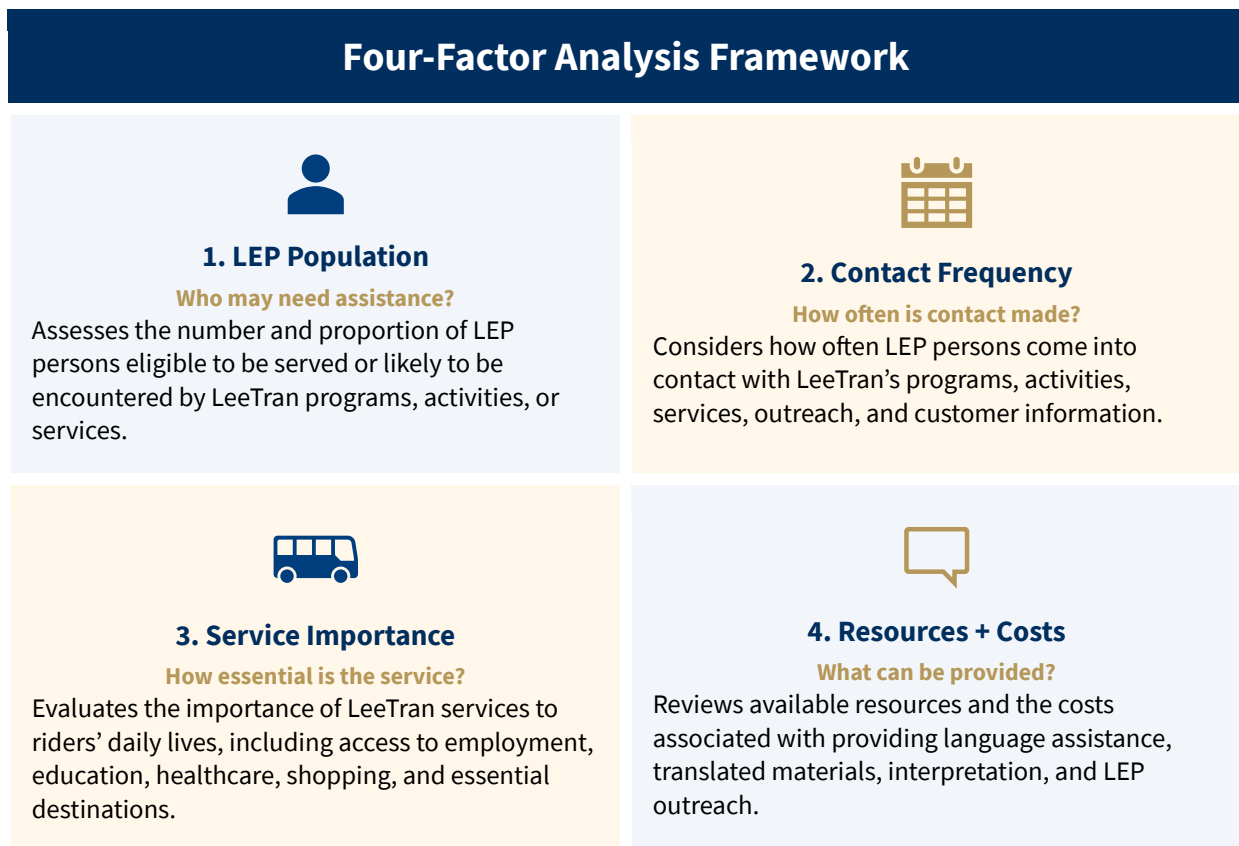
Meaningful Access to Limited English Proficiency (LEP) Populations

FTA recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important aspects of their programs and activities for individuals who are Limited-English proficient (LEP).

Four-Factor Analysis

The Four Factor Analysis, summarized in Figure 1, is used to assess and ensure meaningful access to transit service programs and activities. The results of the Four Factor Analysis are used to determine appropriate language assistance services for language access planning, as well as to support agencies in determining if they communicate effectively with LEP persons. The Four Factor Analysis results for LeeTran are provided below.

Figure 1: Summary of the LEP Four-Factor Analysis Framework



Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

The number and proportion of LEP persons within the LeeTran service area was assessed using the US Census 2024 American Community Survey (ACS) 5-Year Estimates. ACS data were reviewed to determine the LEP population, defined as the number of people age 5 and older who speak English less than “very well” for the county as a whole and for each Census Block Group within the LeeTran service area.

Table 4 presents the primary languages spoken by Lee County residents and the estimated population with limited English proficiency. Of the 781,130 residents age five and older, 11.49% speak English less than "Very Well." Spanish is the most commonly spoken non-English language, accounting for around 19.77% of the population and approximately 73,836 residents with limited English proficiency. French, Haitian, or Cajun is the second most common non-English language, followed by Other Indo-European languages.

Table 4: LEP Population by Spoken Language, 2024

Language	Estimated Population	Estimated Percent	Estimated Population that Speaks English Less than 'Very Well'	Estimated Percent that Speaks English Less than 'Very Well'
English Only	579,544	74.19%	N/A	N/A
Spanish	154,446	19.77%	73,836	9.45%
French, Haitian, or Cajun	15,762	2.02%	5,558	0.71%
German or Western Germanic	4,671	0.60%	852	0.11%
Russian, Polish, or other Slavic	3,881	0.50%	1,201	0.15%
Other Indo-European	11,470	1.47%	3,850	0.49%
Korean	191	0.02%	86	0.01%
Chinese (Including Cantonese and Mandarin)	2,143	0.27%	1,279	0.16%
Vietnamese	1,654	0.21%	889	0.11%
Tagalog (Filipino)	2,237	0.29%	445	0.06%
Other Asian Pacific	1,892	0.24%	779	0.10%
Arabic	581	0.07%	189	0.02%
Other Unspecified	2,658	0.34%	789	0.10%
Total	781,130	100.00%	89,753	11.49%

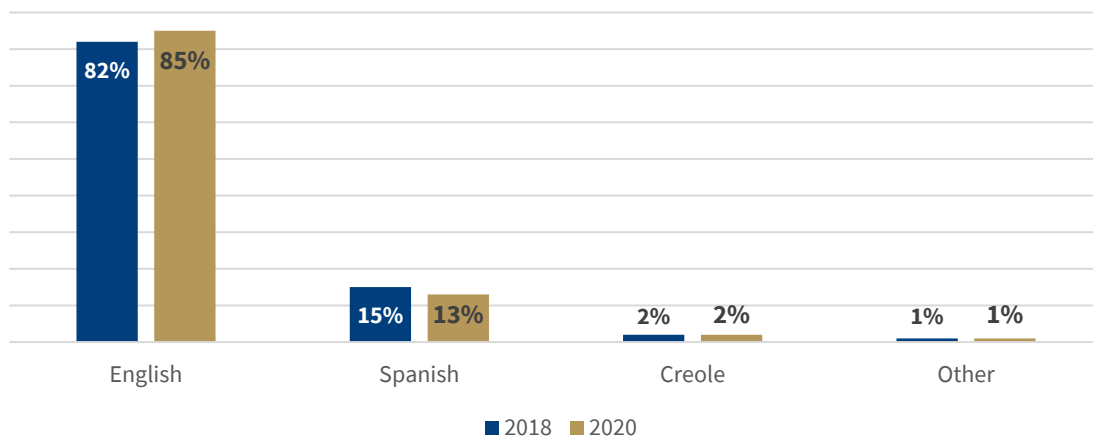
Source: ACS 2024 5-Year Estimates, Table C16001

Factor 2: The frequency with which LEP persons come into contact with the program.

Map 1 portrays the distribution of LEP households across Lee County. The majority of LEP clusters surround the Fort Myers area, Lehigh Acres, and portions of Cape Coral, where existing LeeTran fixed-route service is concentrated. This distribution indicates that many of the county's larger LEP populations are located within the existing transit service area.

Additionally, the on-board survey conducted as part of the latest TDP effort was distributed in English, Spanish, and Creole. The language breakdown from the survey responses is unavailable, however, the breakdown from the 2018 and 2020 survey efforts are shown in Figure 2.

Figure 2: Primary Language Spoken at Home (2018 vs 2020 Survey)



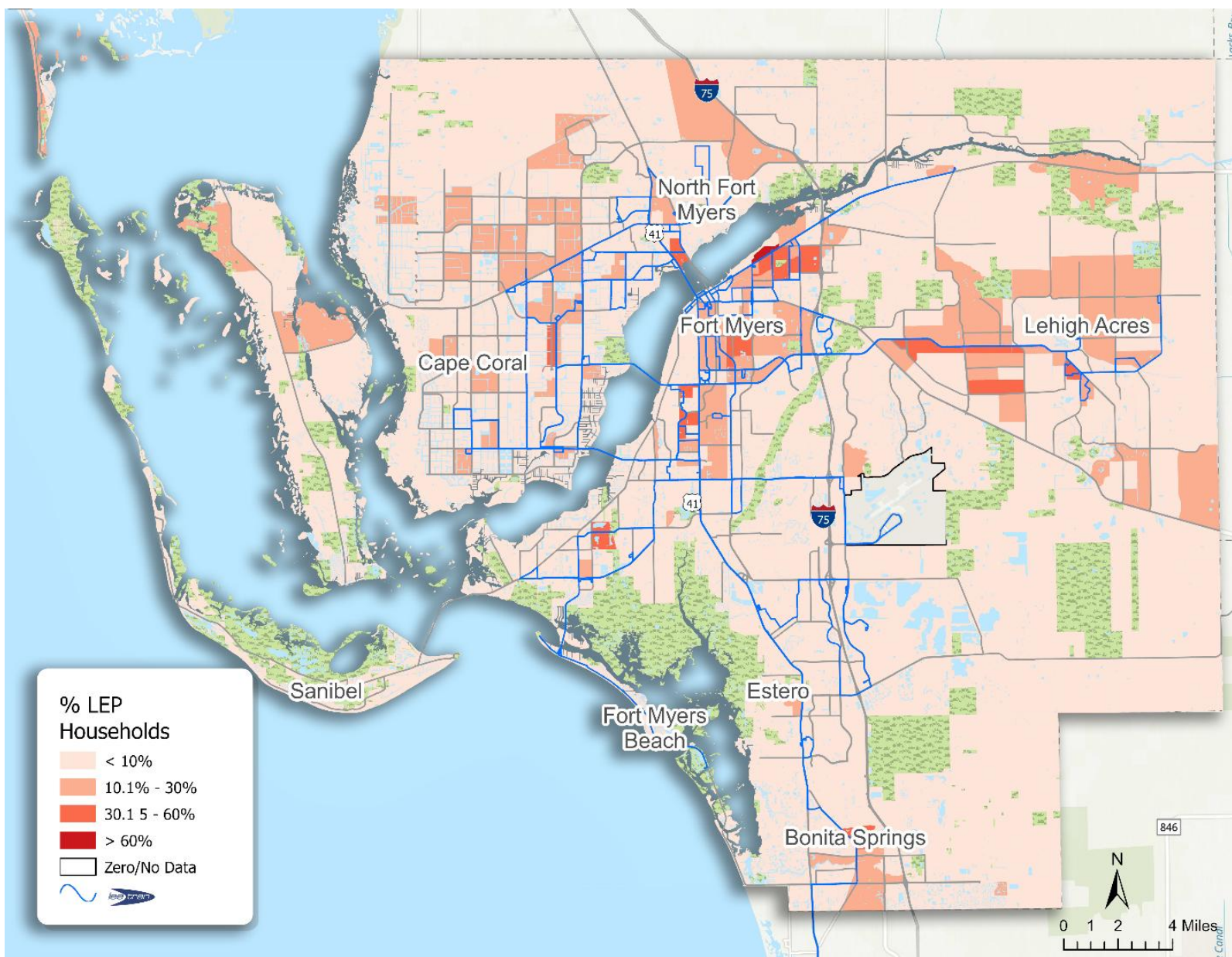
Source: LeeTran TDP, 2020

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

LeeTran conducted an on-board survey of fixed-route passengers in December 2024 to better understand rider characteristics, travel behavior, and service priorities. The survey results show that LeeTran provides an essential transportation service for many riders throughout Lee County. Around 26% of respondents indicated they would not have been able to complete their trip if LeeTran service had not been available. In addition, nearly 90% of respondents who reported household income indicated an annual household income below \$36,000, and 57% reported using LeeTran at least three days per week. These findings highlight that a large share of LeeTran riders rely on transit for access to employment, education, healthcare, shopping, and other significant destinations.

The December 2024 on-board survey also specified bus stop improvements, more frequent service, and extended service hours as the highest priorities for riders. The survey also found that 63% of respondents were satisfied or very satisfied with LeeTran service, while many riders relied on transfers and multiple information sources to complete their trips. These results reinforce the importance of maintaining accessible, reliable, and equitable transit service for Lee County residents, including Limited English Proficiency (LEP) populations.

Map 1: Lee County LEP Populations, 2024



Source: ACS 2024 5-Year Estimates, Table C16002



Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

LeeTran continuously dedicates resources that enhance the opportunity of LEP persons to access and be informed of transit services in Lee County. LeeTran has staff that are bilingual in both Spanish and Haitian-Creole to better communicate with LEP persons in Lee County and are able to create proper translations of transit program information and outreach materials. Translated materials include items such as on-bus posters, bus schedules, and service notices that enable LEP riders to navigate LeeTran's services. Examples of these translated outreach materials are provided in Appendix E.

Language Assistance Plan

The LeeTran Language Assistance Plan (LAP) addresses the results of the Four Factor Analysis and offers direction for LeeTran in reaching, engaging with, and supporting LEP persons in the Lee County community. The LAP plan is focused on Spanish because that is most needed and prevalent in Lee County but translated materials in other languages may be provided by request and as needed depending on the relative importance of information (i.e., service changes and fare changes). The LeeTran LAP is described below.

Describe how the recipient provides language assistance services by language:

LeeTran currently undertakes the following steps to ensure that LEP persons have access to important information prepared by the transit agency:

- **Translation of Vital Documents:** LeeTran has identified several vital documents that relate to the Title VI Program and should be translated into, at a minimum, Spanish and Creole. These include the ADA/Paratransit Program Application, Passenger Guide, and Appeals Procedure, Title VI Notice, Title VI Complaint Form, Public Meeting/Hearing Notices, Complaint Process, and Public Timetables.
- **Translation Services:** LeeTran participates in a Voiance Interpreter Program to provide language translation services. This program allows LeeTran staff to call in to the service, identify the language being spoken, and be put in touch with an interpreter.
- **Website:** LeeTran's website provides customers with general information about LeeTran, including advertising, fares and passes, announcements, ADA services, and the How to Ride Guide. The website includes the Google Translate function that translates the text into more than 100 different languages.
- **Stations:** Paper materials provided at LeeTran stations, including the How to Ride Guide, fares, and schedules are available in both English and Spanish. LeeTran will continue to document the number of printed materials requested in languages other than English and Spanish to determine the frequency of LEP persons using the system. In addition to schedules and route maps, rider alerts and notices posted at stations are translated to Spanish and placed next to English versions in visible locations.
- **Printed Materials:** Spanish translations of the How to Ride Guide and other notices and information are provided at all locations at which bus passes are sold, including libraries and other public places that post LeeTran information. LeeTran staff updates printed materials regularly and as needed and monitors the frequency of requests for non-English materials.
- **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 in both English and Spanish. 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. All meeting notices, press releases, and public service announcements are translated into other languages as requested.

- **On-Board Surveys:** Future service planning efforts often include the dissemination of customer demographic and opinion surveys to collect information about who is using the service and how it can be improved. LeeTran disseminates on-board surveys in English, Spanish, and Creole to ensure that affected customers have meaningful access to provide input in the planning process.
- **Customer Service:** LeeTran's operators complete a driver training program as new employees participate in annual training courses. As part of training, operators are reminded of the importance of conveying information to passengers, particularly assisting passengers with using the transit system, especially those with language or other barriers. LeeTran also makes every effort to ensure that its customer service telephone lines are staffed with persons who speak other languages. All LeeTran customer service personnel complete customer service training to emphasize the importance of aiding persons with language barriers.
- **Community Outreach:** In 2021, LeeTran hired a Human Services Mobility Coordinator who serves as a translator at all community outreach meetings. LeeTran strives to ensure the competency of interpreters and translation services per U.S. DOT LEP guidance. In addition, the Human Services Mobility Coordinator has attended meetings at the Hispanic Chamber of Commerce to disseminate important information, including job opportunities.

Describe how the recipient provides notice to LEP persons about the availability of language assistance:

LeeTran provides notice to LEP persons about the availability of language assistance through the following methods:

- **Website:** LeeTran provides a Google Translate feature on their website that enables webpage text to be translated to over 100 different languages.
- **Customer Service:** LeeTran customer service telephone lines are staffed, to the extent possible, with customer service representatives who speak a language other than English. Whenever possible, bilingual personnel are identified for providing language assistance.
- **Translated Materials:** LeeTran's route maps and schedules, bus procedures, and other bus posters are available on buses and at stations in Spanish and Creole.
- **Community Outreach:** LeeTran staffs community outreach event with persons who can serve as translators whenever possible.
- **Training:** LeeTran provides new hire training and annual training to remind staff of the importance of conveying information to bus riders.

Describe how the recipient monitors, evaluates, and updates the language access plan:

LeeTran monitors, evaluates, and updates the language access plan to determine how best to continue reaching LEP persons in the LeeTran service area and Lee County community. These monitoring, evaluating, and updating actions include the following:



- Continue monitoring and updating the Language Assistance Plan as part of the required Title VI Program updates.
- Continue monitoring interactions with LEP persons through annual review of on-line, written, or in person requests for language translation.
- Continuous review of external agency LEP information from FTA, FDOT, the Lee County MPO, and the Lee County School District (LCSD) for assistance in developing internal LEP training and processes.

Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations:

LeeTran will continue to train employees to ensure that LEP persons who are residents or visitors of Lee County will have meaningful access to public transportation service and information through the following activities and actions:

- Setting aside time during operator training to address the intent of Title VI to ensure that operators treat all LeeTran customers respectfully and professionally.
- Operators are advised of Internal Policy 300-01, which requires operators to be professional and courteous at all times.
- During training, operators are advised of Title VI posters on all fixed-route buses and customer rights under Title VI.
- Operators are trained on communicating with LEP passengers.
- Operators are advised of brochures that assist the public in using the transit system by showing them how to use the farebox system and the bike rack system on transit vehicles. All brochures are provided in English, Spanish, and Creole and are translated into other languages upon request.
- During orientation and/or refresher trainings, operators and customer service training staff are informed of the Voiance Interpreter Program in which LeeTran participates to provide language translation services. This program allows LeeTran supervisory staff to call in to the service, identify the language being spoken, and be put in touch with an interpreter.

Minority Representation on Committees and Councils

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

LeeTran does not administer or have any non-elected planning boards, thus this Title VI requirement is not applicable to LeeTran.

Sub-recipient Compliance with Title VI

LeeTran does not currently have or oversee any subrecipients, thus this Title VI item is not applicable to the agency at this time. In the future, should the agency provide Federal or State financial assistance to any recipients, then the agency will monitor its subrecipients to ensure compliance with Title VI requirements.

Facility-Related Title VI Equity Analysis

In determining the site or location of facilities, recipients may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin. To this effect, recipients shall complete a Title VI equity analysis during the planning phase for new facilities.

Between 2023 and 2026, LeeTran did not complete any facility-related Title VI Equity Analyses.

Approval of Title VI Documentation

The Lee County BOCC approved the 2026 Title VI Program on November 3, 2026. The BOCC Agenda Item Report and Resolution is provided in Appendix F.



Section 3. Program Specific Requirements

The FTA requires transit providers that operate 50 or more fixed-route vehicles in peak service and are located in a UZA of 200,000 or more in population to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e., vehicle load, vehicle assignment, transit amenities, etc.). To conduct the monitoring, minority and non-minority routes in LeeTran's fixed-route system were identified and evaluated against select service standards and service policies.

Service Standards

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

FTA requires all fixed route transit providers to develop quantitative standards for vehicle load, vehicle headway, on-time performance, and service availability.

Vehicle Loads

Vehicle load is defined as the ratio of passengers to the total number of seats on a vehicle. The measurement of vehicle load is typically expressed in terms of peak and off-peak times. LeeTran's vehicle load service standard is as follows:

The average vehicle load during the off-peak period should not exceed the vehicle's designed seating capacity, which is, on average, 32 seats for 35-ft vehicles and 40 seats for 40-ft vehicles. Express bus service should be scheduled to allow for no standees at any time. LeeTran provides express bus service between Lee and Collier counties using a 35-ft vehicle provided by Collier Area Transit (CAT). LeeTran's 23- and 25-ft vehicles hold, on average, 10 seated passengers and 4 wheelchairs and are used primarily to provide Americans with Disabilities Act (ADA) paratransit service. ADA paratransit vehicle loads cannot exceed available seating capacity at any time. The average vehicle load during the peak period for local fixed-route and trolley services should allow for 1.25 passengers per seat during the peak hour. Routes that are experiencing capacity issues for three consecutive trips at least two days per week may be candidates for increased frequency or a larger vehicle with additional seating capacity.

Table 5 summarizes LeeTran's vehicle capacity and load standards by vehicle type and service. During peak periods, local fixed-route and trolley services allow a maximum load factor of 1.25, while express service is limited to seated capacity with a maximum load factor of 1.0. During off-peak periods, vehicle loads are limited to seated capacity, with no standing passengers permitted.

Table 5: Vehicle Load Summary

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

Source: LeeTran

Vehicle Headway

Vehicle headway is defined as the frequency, or time interval, between two vehicles traveling on the same route in the same direction. Vehicle headway, or service frequency, is typically expressed in time increments for peak and off-peak times. LeeTran's vehicle headway service standard is as follows:

Local bus service should be scheduled with headways of 60 minutes or less (i.e., no greater than 60 minutes) during peak periods and 90 minutes or less (i.e., no greater than 90 minutes) during off-peak.

On-Time Performance

On-time performance is the measurement of service runs completed as scheduled. The measurement of on-time performance requires a definition of "on-time" in order to measure on-time performance against route origins, destinations, and specific time points along a route. LeeTran's on-time performance definition and service standard are in Table 6 and as follows:

LeeTran's goal is to achieve 75% on-time performance for fixed-routes. If a bus arrives more than one minute ahead of schedule, it is classified as "early"; if more than five minutes behind schedule, it is classified as "late." The paratransit on-time performance goal is 85% within the allotted pick-up window of 30 minutes from the scheduled pick-up time with scheduled drop-off time maintained.

Table 6: On-Time Performance Summary

Mode	On-Time Performance Target	On-Time Performance Definition
Local Bus	75%	Less than 1 min early, up to 5 min late
Express	75%	Less than 1 min early, up to 5 min late
Trolley Bus	75%	Less than 1 min early, up to 5 min late
Paratransit	85%	Up to 30 min late with scheduled drop-off time maintained

Source: LeeTran

Service Availability

Service availability is the general measurement of the distribution of routes within a transit provider's service area. LeeTran's service availability standard is as follows:

LeeTran makes a concerted effort to make service accessible to Lee County residents and visitors in a manner consistent with Title VI requirements and the Americans with Disabilities Act (ADA). LeeTran will work to match or exceed the proportion of minority population in the LeeTran service area compared to Lee County's minority population proportion.

Service Policies

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

FTA requires that fixed route public transportation providers develop qualitative policies for two indicators—transit amenities and vehicle assignment. Similar to service standards, these policies are set by individual transit providers and apply to the individual agencies rather than across the entire transit industry.

Transit Amenity Distribution by Mode

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. As such, fixed-route service providers must set a policy to ensure the equitable distribution of transit amenities across their system. LeeTran's transit amenities service policy is as follows:

Bus stops and shelters are provided along fixed routes throughout the service area to maximize access to the most users. LeeTran currently has over 1,700 bus stops throughout its service area. Shelter placement is largely based on available funding, municipal codes, accessible land, and passenger activity. LeeTran provides bus stops and bus stop amenities along each route based on the following factors:

- Fixed-route bus stops are provided based on the number of passengers boarding and alighting at nearby stops, availability of right-of-way, surrounding infrastructure, safety of the stop location, and provision of ADA access.
- Bus bays and or pull offs are considered for roads where speeds are 45mph or higher. Roadway speed impacts customer safety when accessing stops and the safety of vehicles when the bus is entering and exiting the travel lane to pick up and drop off customers.



- Shelters are placed at locations in the same manner as bus stops but are prioritized at higher ridership stops identified through Automated Passenger Counter (APC) data.
- Trolley stops are placed in a similar manner to fixed-route bus stops. Shelters are also located at park-and-ride locations along the route.

Vehicle Assignment by Mode

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots or on routes throughout a transit provider's system. LeeTran's vehicle assignment service policy is as follows:

Routes are classified based on vehicle size to meet passenger capacity needs and ensure that the appropriate vehicle is used to navigate the operating environment. Within each size category, vehicles are randomly assigned to a route daily. In this manner new and older equipment is rotated throughout LeeTran's network of fixed-route services and no one route benefits through application of a dedicated fleet of vehicles.

Section 4. Demographic Analysis

Transit service providers who operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population are required by Title 49 CFR Section 21.9(b) to keep Title VI records and submit compliance reports. In order to comply with this requirement, such agencies shall collect and analyze racial and ethnic data in the form of service profile maps and charts related to minority and low-income populations. LeeTran's Title VI demographic analysis is provided in this section.

Existing Transit Network

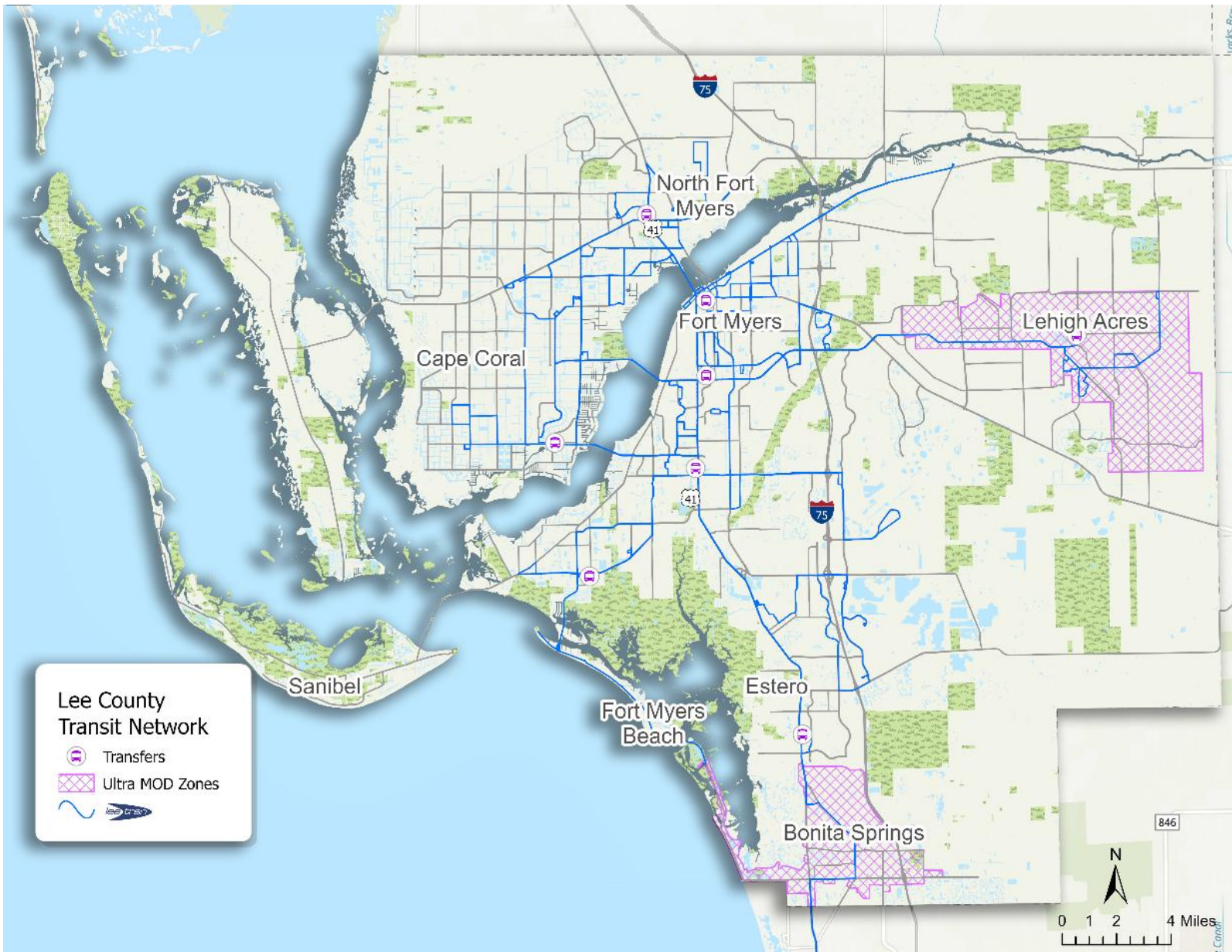
LeeTran operates a countywide public transportation network consisting of fixed-route bus service, ULTRA On Demand service, and an ADA paratransit service. The fixed-route network provides service throughout the urbanized areas of Lee County, connecting residential neighborhoods with major employment centers, educational institutions, activity centers and significant destinations. Prominent transfer facilities, including the Rosa Parks Transportation Center, Edison Mall Transfer Center, and Cape Coral Transfer Center, serve as primary connection points of the system.

Map 2 portrays LeeTran's existing transit network, including fixed routes, bus stops, transfer facilities, and ULTRA On Demand service areas. The network is concentrated within the county's developed urban regions, with on-demand service extending transit access to lower-density communities where fixed-route service is less efficient.



Source: Lee County

Map 2: Existing LeeTran Network



Demographic Analysis

The demographic analysis provides an overview of the population characteristics within LeeTran's service area to support Title VI compliance and support future planning efforts. Using the most recent American Community Survey (ACS) 5-Year Estimates, this section examines the geographic distribution of minority and low-income populations, identifies demographic trends, and evaluates how these populations are served by the existing fixed-route transit network. The analysis helps ensure that transit services are planned and provided in a manner that is consistent with the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964.

Minority Population

Table 7 summarizes the minority population within Lee County based on the most recent ACS 5-Year Estimates. Approximately 38.0% of the county's population, identify as minority populations. Approximately 65.2% of Lee County's minority population lives within census block groups located within one-quarter mile of existing LeeTran fixed-route service. Table 8 compares the racial and ethnic composition of Lee County between 2014 and 2024 using ACS 5-Year Estimates. Over the past decade, Lee County experienced notable demographic changes, with the minority population increasing from 30.1% in 2014 to 38.0% in 2024. The largest increases occurred among residents identifying as Two or More Races, Hispanic or Latino individuals identifying as Two or More Races, and Asian populations, while the proportion of residents identifying as White Alone declined from 69.9% to 62.0%.

Table 7: Lee County Minority Population, 2024

Metric	Population
Total County Population	817,666
County Minority Population	310,619
Percent of County Minority Population	38.0%
Total Population in Block Groups Within 1/4 Mile of LeeTran Fixed Routes	524,092
Minority Population in Block Groups Within 1/4 Mile of LeeTran Fixed Routes	202,582
Percent of Minority Population within 1/4 Mile of LeeTran Routes	65.2%

Source: ACS 2024 5-Year Estimates, Table B03002

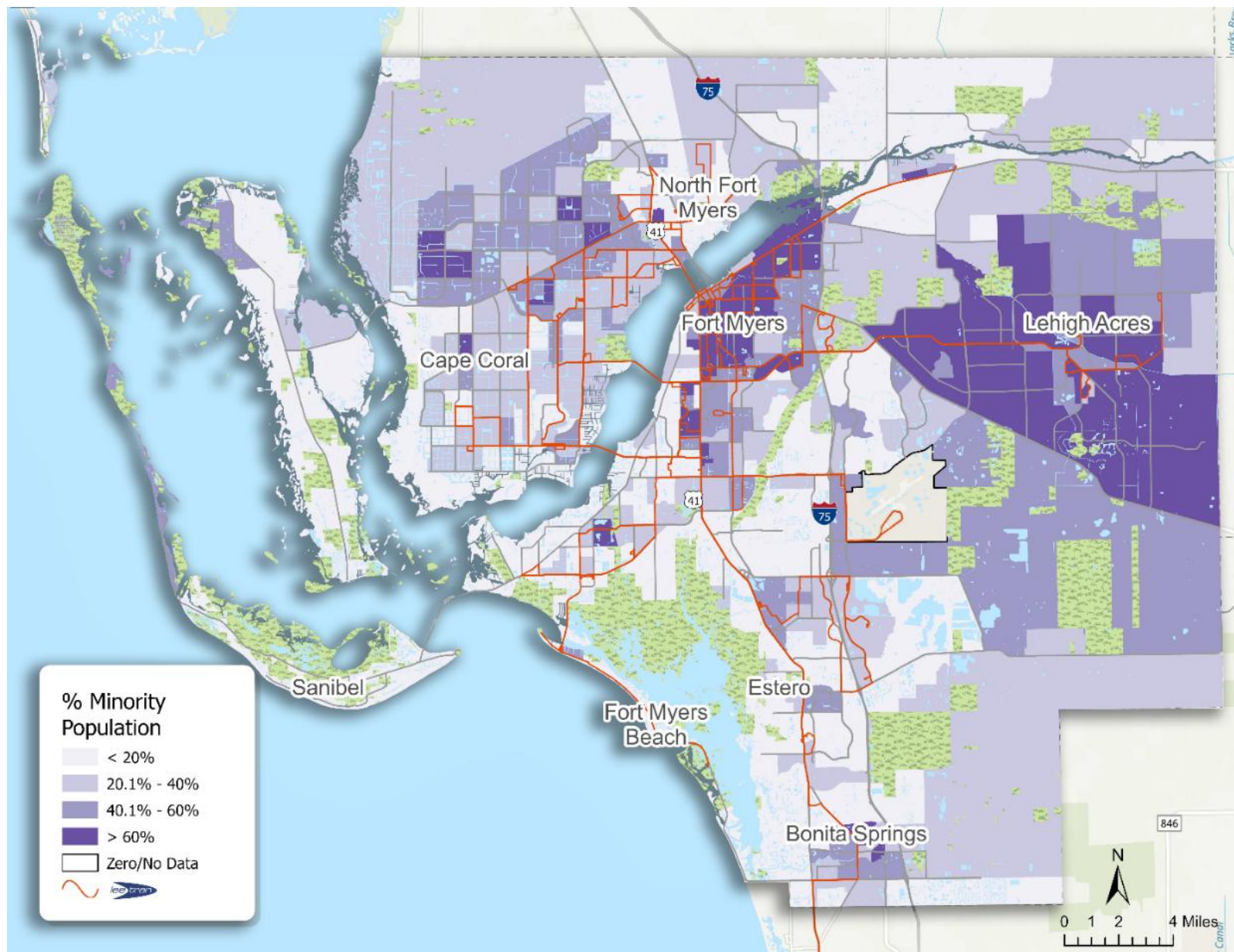
Map 3 illustrates the distribution of minority populations across Lee County. Higher concentrations of minority populations are generally located in Fort Myers, Lehigh Acres and pockets around Cape Coral and North Fort Myers. Lower concentrations are generally found in the county's coastal and rural areas. The overall distribution compliments the areas served by the existing LeeTran fixed-route network, particularly around Fort Myers. Table 9 displays the proportion of each LeeTran fixed route operating within minority census block groups. Nearly half of the fixed-route network primarily serves minority areas, with 13 of the 25 evaluated routes exceeding the 38% minority threshold. Several routes, including Routes 10, 15, 20, 110, and 515, operate almost entirely within minority areas, indicating that a notable portion of LeeTran's network serves communities with higher concentrations of minority populations.

Table 8: Lee County Minority Population Trends, 2014 - 2024

Race/ Ethnicity	2014	2024	Percent of Total Population (2014)	Percent of Total Population (2024)	Change
Not Hispanic or Latino by Race					
White Alone	452,551	507,047	69.89%	62.01%	-7.87%
Black or African American Alone	52,929	62,363	8.17%	7.63%	-0.55%
American Indian and Alaska Native Alone	1,391	442	0.21%	0.05%	-0.16%
Asian Alone	9,783	13,788	1.51%	1.69%	0.18%
Native Hawaiian and Other Pacific Islander Alone	35	271	0.01%	0.03%	0.03%
Some Other Race Alone	1,225	5,424	0.19%	0.66%	0.47%
Two or More Races	6,828	26,062	1.05%	3.19%	2.13%
Hispanic or Latino by Race					
White Alone	93,054	38,334	14.37%	4.69%	-9.68%
Black or African American Alone	2,764	2,058	0.43%	0.25%	-0.18%
American Indian and Alaska Native Alone	693	4,891	0.11%	0.60%	0.49%
Asian Alone	315	146	0.05%	0.02%	-0.03%
Native Hawaiian and Other Pacific Islander Alone	67	84	0.01%	0.01%	0.00%
Some Other Race Alone	22,463	31,756	3.47%	3.88%	0.41%
Two or More Races	3,456	125,000	0.53%	15.29%	14.75%
Total Minority Population	195,003	310,619	30.11%	37.99%	7.87%
Total Population	647,554	817,666			

Source: ACS 2024 5-Year Estimates, Table B03002

Map 3: Minority Population Block Groups, 2024



Source: ACS 2024 5-Year Estimates, Table B03002

Table 9: LeeTran Minority Routes

Route	Name	Total Route Miles (GIS)	Total Route Miles that Serve Minority Block Groups (GIS)	Percentage Minority Route Distance Miles (GIS)	Minority Route
5	Edison Mall to The Forum	20.4	19.5	96.0%	Yes
10	Edison Mall to Dunbar	13.3	13.3	100.0%	Yes
15	Downtown Fort Myers and Tice	11.1	11.1	100.0%	Yes
20	Dunbar and Downtown Fort Myers	16.8	14.6	86.9%	Yes
30	Camelot Isles to South Fort Myers Transfer Station	31.0	7.4	23.9%	No
40	Cape Transfer Center to Coralwood Mall	64.3	27.7	43.1%	Yes
50	South West Florida Airport to Beach Park and Ride	43.3	7.6	17.5%	No
60	US 41 and Constitution to Gulf Coast Town Center	27.1	3.5	13.1%	No
70	Downtown Fort Myers to Cape Coral Transfer Center	38.1	9.1	23.9%	No
80	South Fort Myers Transfer Station to Edison Mall	19.6	12.8	65.2%	Yes
100	Riverdale to Downtown Fort Myers	29.9	20.2	67.6%	Yes
110	Lehigh Acres to Edison Mall	36.4	33.5	92.0%	Yes
120	Edison Mall to Cape Coral Transfer Center	35.6	8.1	22.9%	No
130	Edison Mall to Beach Park and Ride	26.5	8.7	32.9%	No
140	Merchants Crossing to South Fort Myers Transfer Center	60.5	31.7	52.4%	Yes
240	South Fort Myers Transfer Station to Coconut Point Mall	24.5	6.6	27.1%	No
410	Bowditch Park to Lovers Key State Park	13.5	0.1	0.9%	No
420*	Bowditch Point to FMB Library	3.8	0.3	7.6%	No
490	Beach Park and Ride to Times Square	8.0	0.4	4.5%	No
500* Blue Line Trolley	Blue Line Trolley	5.7	3.4	59.6%	Yes
505*	Gold Line Trolley	9.9	4.4	44.6%	Yes
515	Lehigh Park and Ride to Joel Boulevard	22.4	19.4	86.4%	Yes
590	North Fort Myers	35.1	1.8	5.0%	No
595	North Fort Myers to Cape Coral	44.8	18.9	42.1%	Yes
600	Coconut Point Mall to Creekside Transfer Center	25.3	4.7	18.6%	No

Source: ACS 2024 5-Year Estimates, Table B03002

*Seasonal Routes



Low Income Population

Table 10 summarizes the population below the poverty level in Lee County and shows 12.0% of the county's population are below poverty. Approximately 68.3% of Lee County's population below poverty level is located within census block groups that are within one-quarter mile of existing LeeTran fixed-route service.

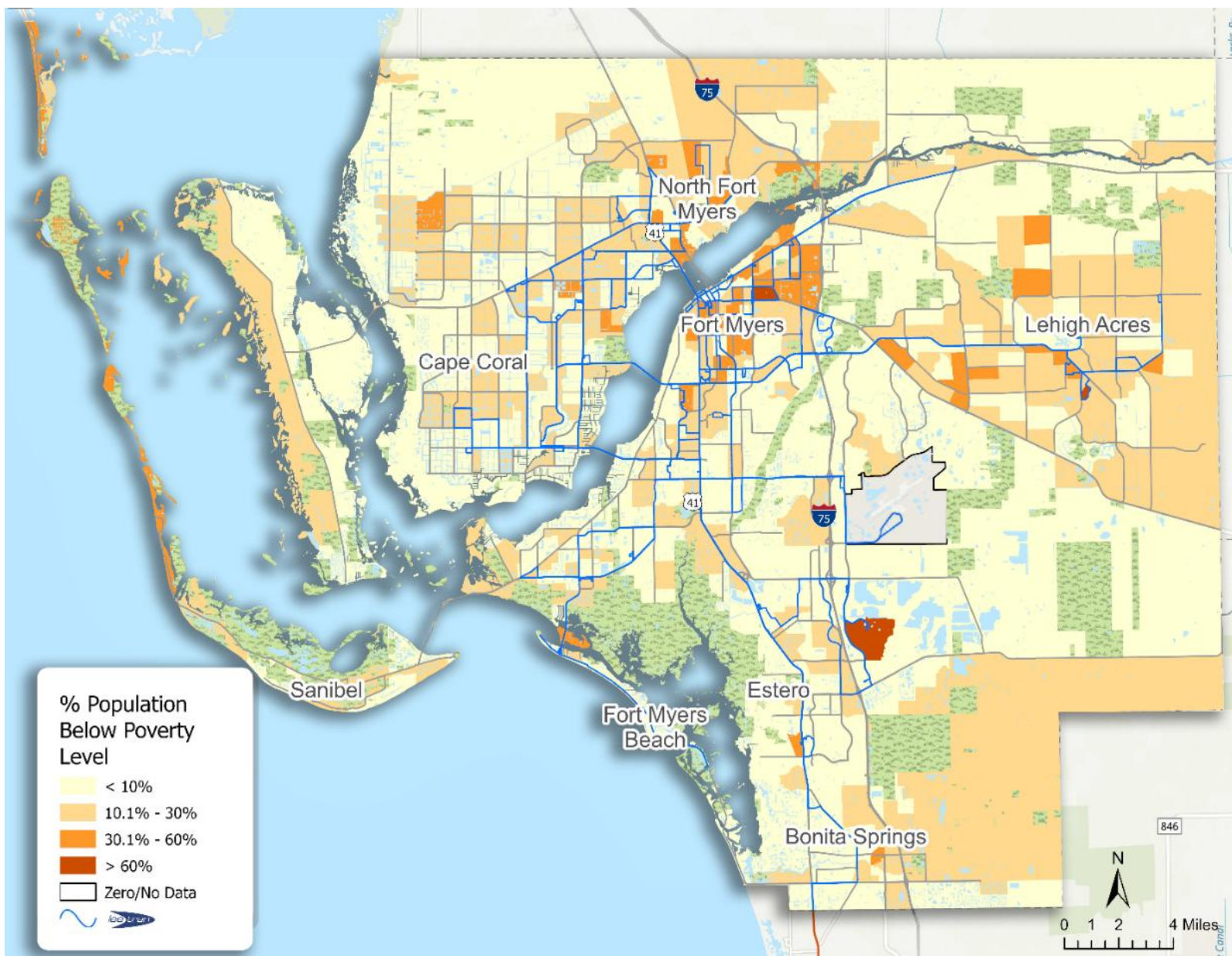
Table 10: Lee County Population Below Poverty Level, 2024

Metric	Population
Total Population for Whom Poverty Status is Determined	804,385
Total County Population Below Poverty Level	96,536
Percent of County Population Below Poverty Level	12.0%
Total Poverty Population in Block Groups Intersecting with 1/4 Mile Buffer of LeeTran Fixed Routes	511,620
Population Below Poverty Level in Block Groups Intersecting with 1/4 Mile Buffer of LeeTran Fixed Routes	65,972
Percent of Population Below Poverty Level within 1/4 Mile of LeeTran Routes	68.3%

Source: ACS 2024 5-Year Estimates, Table B17021

Map 4 depicts the distribution of populations below the poverty level across Lee County. Higher concentrations are generally located within the Fort Myers area and portions of Lehigh Acres, where they largely coincide with existing LeeTran fixed-route service. Lower poverty concentrations are more prevalent throughout the western coastal communities and rural areas of the county.

Map 4: Population below the Poverty Line, 2024



Source: ACS 2024 5-Year Estimates, Table B17021

Demographic Ridership Travel Patterns

LeeTran evaluates the needs of its customers through various means, including surveys, operational reviews, and planning efforts. The LeeTran TDP Major Update completed in FY 2026 included a passenger survey. A TDP Major Update evaluating demographics within LeeTran's service area is required by FDOT every five years for LeeTran to qualify for Block Grant funding. The TDP effort is used to collect demographic, service, and capital investment information along with customer travel pattern information. LeeTran's 2026-2035 TDP can be found online at <https://www.leegov.com/leetran/about-leetran/plans>. The supporting information regarding customer demographics and travel patterns from this document is included in Appendix G.

Monitoring Program

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

As previously noted, "minority routes" are defined as those in which at least one-third of the revenue miles are located in one or more Census Block Groups where the percentage of minority population exceeds the average countywide percentage of minority population. An assessment of sample routes that meet the definition of a minority route was completed to monitor if any disparities exist in current operations using the established service standards and policies. LeeTran routinely reviews the miles, hours, and frequencies of its minority and its non-minority routes to determine if equitable service is being provided throughout the county. As previously shown in Table 7, LeeTran provides service within ¼ mile of 65.2% of the County's minority population. The service span and headways are based on demand for service and in accordance with the service standards identified above. The peak and off-peak headways are equitable, as shown below in Table 11. The service span and headway for routes serving minority communities is equivalent to or better than service operating in block groups with minority populations below the countywide average.

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

Table 11: Peak and Off-Peak Headways by Route, 2026

Route	Minority Route	Peak Headway	Meets Peak Headway Standard (60 Minutes)	Off-Peak Headway	Meets Off-Peak Headway Standard (90 Minutes)
5	Yes	84 Minutes	No	81 Minutes	Yes
10	Yes	70 Minutes	No	69 Minutes	Yes
15	Yes	54 Minutes	Yes	54 Minutes	Yes
20	Yes	37 Minutes	Yes	39 Minutes	Yes
30	No	49 Minutes	Yes	51 Minutes	Yes
40	Yes	58 Minutes	Yes	78 Minutes	Yes
50	No	67 Minutes	No	72 Minutes	Yes
60	No	63 Minutes	No	73 Minutes	Yes
70	No	56 Minutes	Yes	57 Minutes	Yes
80	Yes	93 Minutes	No	92 Minutes	No
100	Yes	41 Minutes	Yes	39 Minutes	Yes
110	Yes	64 Minutes	No	63 Minutes	Yes
120	No	73 Minutes	No	72 Minutes	Yes
130	No	59 Minutes	Yes	60 Minutes	Yes
140	Yes	21 Minutes	Yes	22 Minutes	Yes
240	No	60 Minutes	Yes	57 Minutes	Yes
410	No	80 Minutes	No	80 Minutes	Yes
420*	No	N/A	N/A	N/A	N/A
490	No	26 Minutes	Yes	27 Minutes	Yes
500*	Yes	N/A	N/A	N/A	N/A
505*	Yes	N/A	N/A	N/A	N/A
515	Yes	65 Minutes	No	64 Minutes	Yes
590	No	59 Minutes	Yes	60 Minutes	Yes
595	Yes	60 Minutes	Yes	60 Minutes	Yes
600	No	61 Minutes	No	60 Minutes	Yes

Note: Routes highlighted in brown are minority routes

Source: LeeTran

*Seasonal Routes



Service and Fare Changes

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

Recent LeeTran Service and Fare Changes

In September 2023, LeeTran conducted an equity analysis for a proposed fare increase on the Bonita Springs and Lehigh Acres ULTRA Mobility-on-Demand (MOD) service, from \$1.50 to \$3.00 per trip. LeeTran conducted a public hearing on the matter in March 2024, where the proposed fare increase was approved by the BOCC.

A copy of the Title VI Equity Analysis and public hearing agenda item for the fare change can be found in Appendix H. The fare change equity analysis was prepared in accordance with LeeTran's Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy as described below.

Major Service and Fare Change Policy

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

- Route changes identified under Administrative Code 11-15 will use said code for guidance.
- Elimination of a route will require Title VI analysis of service impacts. The findings of this analysis will be provided to the BOCC through the County's public hearing procedures.
- In addition to the Administrative Code 11-15 requirements, LeeTran will complete the steps outlined in LeeTran Policy #900-01.

A fare change is an increase in fares, as defined in Lee County's Administrative Code 11-15. The following steps should be followed for an increase in fares:

- 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.

Disparate Impact Policy

Any time there is a difference in impacts between minority and non-minority populations of +10%, such difference is considered disparate (applied to all modes). For example, if the minority population makes up 40% of the overall population but would bear 65% of the impacts of any proposed service or fare change, a disparate impact may be concluded since the minority group bears 25% more than its expected share of the change. The Disparate Impact Policy will be applied uniformly to all modes of service operated by LeeTran. Should LeeTran find that minority populations or riders experience disproportionate impacts from the proposed change, LeeTran should take steps to avoid, minimize, or mitigate disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority populations, pursuant to FTA Circular 4702.1B, LeeTran may proceed with the proposed major service or fare change only if LeeTran can show that:



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

Disproportionate Burden Policy

The Disproportionate Burden Policy applies to adverse effects on low-income populations because of service changes, fare changes, and all fare changes that result from a capital project. Any time there is a difference in impacts between low-income and non-low-income populations of +10%, such difference will be considered disproportionate (applied to all modes), similar to the example provided under the Disparate Impact Policy. The Disproportionate Burden Policy will be applied uniformly to all modes of service operated by LeeTran. Should LeeTran find that low-income populations or riders experience disproportionate impacts from proposed major service or fare changes, pursuant to FTA Circular 4702.1B, LeeTran should take steps to avoid, minimize, or mitigate impacts where practicable. LeeTran shall also describe alternatives available to low-income populations affected by service or fare changes.



Appendix A | Title VI Notice

Notifying the Public of Rights Under Title VI

Lee County Transit – LeeTran

- LeeTran operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with LeeTran.
- For more information on LeeTran's civil rights program, and the procedures to file a complaint, contact Laura Purks, Compliance Coordinator at (239) 533-0374, (Florida Relay Service – Dial 711 for TTY) email lpurks@leegov.com; or contact Lee County's Title VI Coordinator: Ranice Monroe, 2115 Second Street, Fort Myers, Florida 33901, email rmonroe@leegov.com.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, contact Lee County's Title VI Nondiscrimination Coordinator: Ranice Monroe, (239) 533-0255 (Florida Relay Service – Dial 711 for TTY) 2115 Second Street, Fort Myers, Florida 33901, email rmonroe@leegov.com.

Notifikasyon pou piblik la sou dwa li anba Tit VI a Transpò Konte Lee – LeeTran

- LeeTran opere pwogram ak sèvis li yo san gade sou ras, koulè, ak orijin nasyonal, dapre Tit VI nan Lwa sou Dwa Sivil yo. Nenpòt moun ki kwè li genyen si yon moun te santi l blese pa nenpòt pratik diskriminatwa ilegal anba Tit VI a, li ka depoze yon plent bay LeeTran.
- Pou plis enfòmasyon sou LeeTran's sivil dwa pwogram, epi la pwosedi yo pou dosye yon pou plent, kontakte Laura Purks, Kowòdonatè Konfòmite nan (239) 533-0374, (Sèvis Relè Florid – Rele 711 pou TTY) imèl lpurks@leegov.com; oubyen kontakte Kowòdonatè Tit VI Konte Lee a: Ranice Monroe, 2115 Second Street, Fort Myers, Florid 33901, imèl rmonroe@leegov.com.
- Yon moun ki pote plent ka depoze yon plent dirèkteman bay Administrasyon Federal Transpò a lè li depoze yon plent. avèk la Biwo de Sivil Dwa, Atansyon: Tit VI Pwogram Kowòdinatè, Lès Bldg, 5yèm etaj-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- Si ou bezwen enfòmasyon nan yon lòt lang, kontakte Kowòdonatè Non-Diskriminasyon Tit VI Konte Lee a: Ranice Monroe, (239) 533-0255 (Florid Relè Sèvis – Rele 711 pou TTY) 2115 Second Street, Fort Myers, Florid 33901, imèl rmonroe@leegov.com.

Notificación al público de los derechos contemplados en el Título VI Tránsito del condado de Lee – LeeTran

- LeeTran opera sus programas y servicios sin discriminación por motivos de raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional puede presentar una queja. Quienes se sientan agraviados por alguna práctica discriminatoria ilegal en virtud del Título VI pueden presentar una queja ante LeeTran.
- Para más información en LeeTran civil derechos programa, y el procedimientos a archivo a Para presentar una queja, comuníquese con Laura Purks, Coordinadora de Cumplimiento, al (239) 533-0374 (Servicio de Retransmisión de Florida: marque 711 para TTY) o envíe un correo electrónico. lpurks@leegov.com; o comuníquese con la Coordinadora del Título VI del Condado de Lee: Ranice Monroe, 2115 Second Street, Fort Myers, Florida 33901, correo electrónico rmonroe@leegov.com.
- El reclamante puede presentar una queja directamente ante la Administración Federal de Tránsito presentando una queja. con el Oficina de Civil Derechos, Atención: Título VI Programa Coordinador, Este Edificio TCR, 5.º piso, 1200 New Jersey Ave., SE, Washington, D.C. 20590.
- Si necesita información en otro idioma, comuníquese con la Coordinadora de No Discriminación del Título VI del Condado de Lee: Ranice Monroe . (239) 533-0255 (Florida Relé Servicio – Marcar 711 para TTY) 2115 Second Street, Fort Myers, Florida 33901, correo electrónico rmonroe@leegov.com.



Appendix B | Complaint Procedures

LeeTran Title VI Complaint Procedures

The following Title VI complaint procedures are located on the LeeTran website and follow Title VI requirements.

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

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

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

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

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or if any other action will occur. If the complainant wishes to appeal against 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 (FTA), at FTA's Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Pwosedì pou Plent LeeTran Tit VI

Pwosedì pou plent Tit VI sa yo disponib sou sitwèb LeeTran an epi yo swiv egzijans Tit VI yo.

Antanke yon moun k ap resevwa asistans finansyèl federal, LeeTran gen an plas pwosedì pou pote plent Tit VI sa a.

Nenpòt moun ki kwè LeeTran te fè diskriminasyon kont li poutèt ras, koulè, oswa orijin nasyonal li ka depoze yon plent Tit VI lè li ranpli epi soumèt Fòm Plent Tit VI ajans lan. LeeTran mennen ankèt sou plent yo resevwa pa plis pase 180 jou apre swadizan ensidan an. LeeTran pral trete plent ki konplè yo.

Yon fwa nou resevwa plent lan, LeeTran ap egzamine li pou detèmine si biwo nou an gen jiridiksyon. Moun ki pote plent lan ap resevwa yon lèt akize defayans ki enfòmèl si biwo nou an pral mennen yon ankèt sou plent lan.

LeeTran gen 30 jou pou mennen ankèt sou plent lan. Si yo bezwen plis enfòmasyon pou rezoud ka a, LeeTran ka kontakte moun ki pote plent lan. Moun ki pote plent lan gen 30 jou ouvrap apati dat lèt la pou voye enfòmasyon yo mande a bay envestigatè ki responsab ka a. Si moun ki pote plent lan pa kontakte envestigatè a oswa si li pa resevwa enfòmasyon adisyonèl yo nan 30 jou ouvrap, LeeTran ka fèmen ka a administrativman. Yo kapab fèmen ka a tou administrativman si moun ki pote plent lan pa vle pouswiv ka li a ankò.

Apre envestigatè a fin egzamine plent lan, li ap voye youn nan de lèt sa yo bay moun ki pote plent lan: yon lèt konklizyon oswa yon lèt konklizyon (LOF). Yon lèt konklizyon rezime akizasyon yo epi li deklare ke pa t gen okenn vyolasyon Tit VI epi ke ka a pral fèmen. Yon LOF rezime akizasyon yo ak entèvyou yo konsènan swadizan ensidan an, epi li eksplike si gen nenpòt aksyon disiplinè, fòmasyon adisyonèl pou manm pèsonèl la, oswa si gen nenpòt lòt aksyon ki pral pran. Si moun ki pote plent lan vle fè apèl kont desizyon an, li gen 30 jou apre dat lèt la oswa LOF la pou fè sa.

Yon moun kapab tou depoze yon plent dirèkteman bay Administrasyon Federal Transpò (FTA), nan Biwo Dwa Sivil FTA a, Atansyon: Kowòdinatè Pwogram Tit VI, Bldg Lès, 5yèm etaj – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Procedimientos de quejas del Título VI de LeeTran

Los siguientes procedimientos de queja del Título VI se encuentran en el sitio web de LeeTran y cumplen con los requisitos del Título VI.

Como beneficiario de asistencia financiera federal, LeeTran tiene implementado el siguiente procedimiento de quejas del Título VI.

Cualquier persona que crea haber sido discriminada por motivos de raza, color u origen nacional por LeeTran puede presentar una queja conforme al Título VI completando y enviando el Formulario de Queja del Título VI de la agencia. LeeTran investiga las quejas recibidas dentro de los 180 días posteriores al presunto incidente. LeeTran procesará las quejas que estén completas.

Una vez recibida la queja, LeeTran la revisará para determinar si nuestra oficina tiene jurisdicción. El denunciante recibirá una carta de acuse de recibo informándole si nuestra oficina investigará la queja.

LeeTran tiene 30 días para investigar la queja. Si se necesita más información para resolver el caso, LeeTran podrá contactar al denunciante. El denunciante tiene 30 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el denunciante no contacta al investigador o no recibe la información adicional dentro de los 30 días hábiles, LeeTran podrá cerrar el caso administrativamente. El caso también podrá cerrarse administrativamente si el denunciante ya no desea continuar con el mismo.

Tras revisar la queja, el investigador emitirá al denunciante una de dos cartas: una carta de cierre o una carta de conclusiones. La carta de cierre resume las alegaciones e indica que no hubo violación del Título VI y que el caso se archivará. La carta de conclusiones resume las alegaciones y las entrevistas realizadas sobre el incidente denunciado, y explica si se tomará alguna medida disciplinaria, si se impartirá capacitación adicional al empleado o si se tomará alguna otra medida. Si el denunciante desea apelar la decisión, tiene 30 días a partir de la fecha de la carta o de la carta de conclusiones para hacerlo.

Una persona también puede presentar una queja directamente ante la Administración Federal de Tránsito (FTA), en la Oficina de Derechos Civiles de la FTA, Atención: Coordinador del Programa Título VI, Edificio Este, 5to Piso – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.



Appendix C | Complaint Forms

LeeTran Title VI Complaint Procedures

Section I:				
Name:				
Address:				
Telephone (home/cell):			Telephone (work):	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?		Yes*	No	
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No	
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
☐ Race ☐ Color ☐ National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
_____ _____ _____ _____ _____				
Section IV:				
Have you previously filed a Title VI complaint with this agency?		Yes	No	

LeeTran Title VI Complaint Procedures

Section V:	
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

Date

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

Lee County Transit - LeeTran
Laura Purks, Compliance Coordinator
3401 Metro Parkway
Fort Myers, FL 33901

Pwosedì pou Plent LeeTran Tit VI

Seksyon I:				
Non:				
Adrès:				
Telefòn (lakay/selilè):			Telefòn (travay):	
Adrès imel:				
Fòm Aksèsib Egzijans?	Gwo Lèt		Kasèt Odyo	
	TDD		Lèt	
Seksyon II:				
Èske w ap depoze plent sa a pou pwòp tèt ou?		Wi*	Non	
*Si ou reponn "wi" a kesyon sa a, ale nan Seksyon III.				
Si non, tanpri bay non ak relasyon moun w ap pote plent lan pou li a:				
Tanpri eksplike poukisa ou te depoze dosye a pou yon twazyèm pati:				
Tanpri konfime ke ou te jwenn pèmasyon pati ki viktim nan si w ap depoze dosye a nan non yon twazyèm pati.		Wi	Non	
Seksyon III:				
Mwen kwè diskriminasyon mwen te sibi a te baze sou (tcheke tout sa ki aplikab):				
[] Ras [] Koulè [] Orijin Nasyonal				
Dat swadizan diskriminasyon an (Mwa, Jou, Ane): _____				
Eksplike ak lè ke posib sa ki te pase a epi poukisa ou kwè yo te diskrimine w. Dekri tout moun ki te enplike yo. Mete non ak enfòmasyon pou kontakte moun ki te diskrimine w la (si w konnen l) ansanm ak non ak enfòmasyon pou kontakte nenpòt temwen. Si w bezwen plis espas, tanpri itilize do fòm sa a.				
Seksyon IV:				
Èske ou te deja depoze yon plent Tit VI nan ajans sa a?		Wi	Non	

Seksyon V:	
Èske ou te depoze plent sa a nan nenpòt lòt ajans federal, leta, oswa lokal, oubyen nan nenpòt tribinal federal oswa leta?	
[] Wi [] Non	
Si wi, tcheke tout sa ki aplikab:	

Pwosedì pou Plent LeeTran Tit VI

☐ Ajans Federal: _____
☐ Tribinal Federal: _____ ☐ Ajans Eta a: _____
☐ Tribinal Eta a: _____ ☐ Ajans Lokal la: _____
Tanpri bay enfòmasyon sou yon moun pou kontakte nan ajans/tribinal kote plent lan te depoze a.
Non:
Tit:
Ajans:
Adrès:
Telefòn:
Seksyon VI:
Non ajans ki konfòm lan kont:
Moun pou kontakte:
Tit:
Nimewo telefòn:

Ou ka mete nenpòt dokiman ekri oswa lòt enfòmasyon ou panse ki enpòtan pou plent ou an.

Siyati ak dat obligatwa anba a

Siyati

Dat

Tanpri soumèt fòm sa a pèsoneلمان nan adrès ki anba a, oubyen voye l pa lapòs nan adrès sa a:

Transpò Konte Lee - LeeTran

Laura Purks, Kowòdonatè Konfòmite

3401 Metro Parkway

Fort Myers, FL 33901

Procedimientos de quejas del Título VI de LeeTran

Sección I:				
Nombre:				
DIRECCIÓN:				
Teléfono (casa/móvil):			Teléfono (trabajo):	
Dirección de correo electrónico:				
Formato accesible ¿Requisitos?	Letra grande		Cinta de audio	
	TDD		Otro	
Sección II:				
¿Presenta usted esta queja en su propio nombre?		Sí*	No	
*Si respondió "sí" a esta pregunta, vaya a la Sección III.				
De lo contrario, por favor indique el nombre y el parentesco de la persona de la que se queja:				
Por favor, explique por qué ha presentado la solicitud en nombre de un tercero:				
Confirme que ha obtenido el permiso de la parte agraviada si presenta la solicitud en nombre de un tercero.		Sí	No	
Sección III:				
Creo que la discriminación que sufrí se basó en (marque todas las opciones que correspondan):				
[] Raza [] Color [] Origen nacional				
Fecha de la supuesta discriminación (mes, día, año): _____				
Explique con la mayor claridad posible lo sucedido y por qué cree que fue víctima de discriminación. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que le discriminaron (si los conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice el reverso de este formulario.				
Sección IV:				
¿Ha presentado usted anteriormente una queja conforme al Título VI ante esta agencia?		Sí	No	
Sección V:				
¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal?				

Procedimientos de quejas del Título VI de LeeTran

☐ Sí ☐ No En caso afirmativo, marque todas las opciones que correspondan: ☐ Agencia Federal: _____ ☐ Tribunal Federal: _____ ☐ Agencia Estatal: _____ ☐ Tribunal Estatal: _____ ☐ Agencia Local: _____
Por favor, facilite información sobre una persona de contacto en la agencia/tribunal donde se presentó la denuncia.
Nombre: _____
Título: _____
Agencia: _____
DIRECCIÓN: _____
Teléfono: _____
Sección VI:
Nombre de la agencia denunciada: _____
Persona de contacto: _____
Título: _____
Número telefónico: _____

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Firma y fecha requeridas a continuación

Fecha de firma

Por favor, entregue este formulario en persona en la dirección que figura a continuación, o envíelo por correo a:
Tránsito del Condado de Lee - LeeTran
Laura Purks, Coordinadora de Cumplimiento
3401 Metro Parkway
Fort Myers, FL 33901



Appendix D | Policy 900-01

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

Effective Date

September 11, 2014, **Revised** November 18, 2019

Purpose

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

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

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

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

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

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

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

1. Adjustments to transit routes as a part of Lee County budget cycle will have Public Hearing requirements. If any changes to the transit system are enacted through a Lee County budget cycle, as required by the County Budget Procedures the existing Budget Public Hearing requirement notifications set forth by the BOCC will be followed. LeeTran may conduct the following public outreach efforts as well.
2. Public Outreach Meetings will be scheduled in a manner to provide adequate coverage of the existing LeeTran service coverage area.
 - a. Advertising will consist of but will not be limited to meeting times being posted on LeeTran's website; Rider Alerts posted on Routes that will be directly affected; Rider Alerts at the Rosa Parks Multi-Modal Center.
 - b. Meeting locations will be selected with accessibility to transit service as a factor.
 - c. Public Outreach meetings will take place at a time similar to Public Hearings conducted by the BOCC.
3. Comments, questions, and concerns will be documented at these Public Outreach meetings; and will be compiled and presented to the Board of County Commissioner's (BOCC) at the Public Hearing required as a part of the Lee County Budget Public Hearing process.
 - a. Public outreach meeting minutes will be taken and compiled by LeeTran staff.
 - b. Public Hearing minutes (associated with BOCC meetings) will be compiled by the Lee County Clerk of Courts.

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

Addition or Deletion of Service

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

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

1. Public notification of the potential system changes will be provided through the use of Rider Alerts posted on Routes that will be directly affected; Rider Alerts at the Rosa Parks Multi-Modal Center; and on LeeTran's website.
2. Public Outreach Meetings may be scheduled in an effort to educate the general public about the proposed change(s), at the discretion of the Transit Director.
 - a. Should a public outreach meeting be scheduled it will be done in a manner to provide adequate coverage of the existing LeeTran service coverage area.
 - i. Advertising will consist of but not be limited to meeting times being posted on LeeTran's website; Rider Alerts posted on Routes that will be directly affected; Rider Alerts at the Rosa Parks Multi-Modal Center.
 - ii. Meeting locations will be selected with accessibility to transit service as a factor.
 - iii. Public Outreach meetings will take place at a time similar to Public Hearings conducted by the BOCC.
3. Comments, questions, and concerns will be documented at these Public Outreach meetings and will be compiled and presented to the Transit Director.
 - a. Meeting minutes will be taken and compiled by LeeTran staff

4. At the discretion of the Lee County Transit Director, additional public outreach efforts may be deemed necessary.
 - a. Public outreach efforts will be established based on LeeTran's best efforts to meet with the affected public (i.e., face-to-face interaction at locations to be determined; questionnaires, surveys).
 - b. Comments, questions, and concerns brought up through these additional outreach efforts will be compiled by LeeTran staff and presented to the Transit Director.
5. Changes to any proposed trip additions or deletions will be based on comments received, hardships created, and any constraints that would have initiated the potential change (changes in funding, elimination of generators or attractors).
6. Final determination of potential changes will be made by the Transit Director.



Appendix E | LEP and Outreach

4 WAYS TO PAY

4 Maneras de Pagar / 4 Fason pou Peye

1

Cash is still accepted on all buses. Remember, the fare box does not provide change so make sure you have the exact fare amount.

Todavía se acepta **efectivo** en todos los autobuses. Recuerde, el cuadro de tarifa no proporciona cambio, así que asegúrese de tener el monto exacto de la tarifa.

Yo toujou aksepté **lajan kach** nan tout otobis yo. Sonje bwat kote w depoze lajan an apa bay monnen kidonk asire w ou gen montan egzat pou vwayaj la.

2

The **LeeFare app** can be downloaded through the Apple or Android stores. The app is a standalone payment option that requires only a mobile device for use.

La aplicación **LeeFare** se puede descargar a través de las tiendas de Apple o Android. La aplicación es una opción de pago independiente que solo requiere un dispositivo móvil para su uso.

Ou ka telechaje **aplikasyon LeeFare** la nan app store Apple oswa Android. Aplikasyon an se yon opsyon pou pèman otònòm kote ou senpleman bezwen yon aparèy mobil pou itilize l.

3

The **TropiCard** is a durable card that can be purchased at LeeTran Headquarters, Rosa Parks Transportation Center or any LeeTran ticket vending machine.

Manage your TropiCard account at **MyTropiCard.com**

La **TropiCard** es una tarjeta duradera que se puede comprar en la sede de LeeTran, el centro de transporte Rosa Parks o en cualquier máquina expendedora de boletos de LeeTran. Administre su cuenta de TropiCard en **MyTropiCard.com**

TropiCard la se yon kat ki dirab ou ka achte nan biwo jeneral LeeTran, Rosa Parks Transportation Center oswa nan nenpòt lòt distribitè otomatik tikè LeeTran. Ou ka jere kont TropiCard ou a nan **MyTropiCard.com**

4

Limited Use Passes are available in single or multi-trip/day options. They can be purchased at LeeTran Headquarters, Rosa Parks Transportation Center or any LeeTran ticket vending machine.

Limited Use Passes están disponibles en opciones de uno o varios viajes/día. Se pueden comprar en las oficinas centrales de LeeTran, en el centro de transporte de Rosa Parks o en cualquier máquina expendedora de boletos de LeeTran.

Limited Use Passes disponib nan opsyon vwayaj sen oswa plizyè vwayaj nan yon jounen. Ou ka achte yo nan biwo jeneral LeeTran, Rosa Parks Transportation Center oswa nan nenpòt lòt distribitè otomatik tikè LeeTran.

Holiday Service

Los Servicios en los Días • Feriados Sèvis nan jou ferye

There is no LeeTran service on the following holidays:

- New Year's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving
- Christmas Day

No hay servicio para los autobuses de LeeTran en los siguientes Días Feriados:

- Año Nuevo
- Día Conmemorativo
- El 4 de julio
- El Día del Trabajo
- El Día del Acción de Gracias
- Navidad

Pa gen sèvis LeeTran nan jou ferye ki pral site la yo:

- Joudlan
- Jou Souvni
- 4 Jiyè
- Jou Travay
- Aksyondegrias
- Nwèl



Transit Fares

Tarifas de Pasaje
Tarif tranzit

Adult Fare	\$1.50
Discount Fare*	\$0.75
Children Ages 6 and Under	FREE

*Discount Fares

Identificaciones de Transporte / Tarif rabè

LeeTran fare discount ID cards enable people 65 years of age or older, individuals with disabilities, and full-time students to ride at a reduced fare. Photo ID TropiCards are made at the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers. Seniors must show proof of age; people with disabilities must show medical certification; and students must show proof of school enrollment.

Las tarjetas de identificación con descuento de tarifa de LeeTran permiten que las personas de 65 años o más, con discapacidades y estudiantes de tiempo completo viajen a una tarifa reducida. Las tarjetas TropiCards de identificación con foto se hacen en el Centro de Transporte de Rosa Parks, 2250 Widman Way, Fort Myers. Las personas mayores deben mostrar prueba de edad; las personas con discapacidades deben mostrar una certificación médica y los estudiantes deben mostrar un comprobante de inscripción escolar.

Kat idantifikasyon pou tarif rabè LeeTran nan pèmèt moun ki gen 65 an oswa plis, ki gen andikap, ak etidyan ap lèntan yo pou yo vwayaje avèk tarif ki redwi. Yo fè idantifikasyon foto TropiCards yo nan Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers. Moun ajè yo dwe montre prèv laj yo; moun ki gen andikap yo dwe montre sètifikasyon medikal; epi elèv yo dwe montre prèv yo enskri nan lekòl.

Bus Passes

Pases de Autobús
Pas pou otobis yo

	Regular Adult	Senior/Disabled Discount	Student Discount
31-Day Passes	\$40	\$23	\$25
7-Day Passes	\$15	\$11	\$12
12-Trip Passes	\$13.50	\$6.50	\$6.75
All Day Pass	\$4		
3-Day Trolley Pass	\$4		

LeeTran

Your Ride Is Here

(239) 533-8726 (LEE-TRAN)

LT260210226 RT5

RideLeeTran.com



Route
Rutas / Rout yo

5

Edison Mall • The Forum

Monday - Saturday

Lunes - Sábado

Serving the following areas

Sirviendo las areas siguientes

- Edison Mall
- Keiser University
- The Forum
- Rasmussen University
- Social Security Building
- Lee County Jail

Transfer Points
Puntos de Transferencia

Adjoining Routes
Líneas Colindantes

Edison Mall

10 80 110
120 130 140

Colonial &
Forum Blvd.

110



LeeTran

Suggested App

• Plan your trip
• Manage your fare account
• Track your bus in real-time
LeeFare



Updated 4/26



Monday - Saturday Service

Eastbound

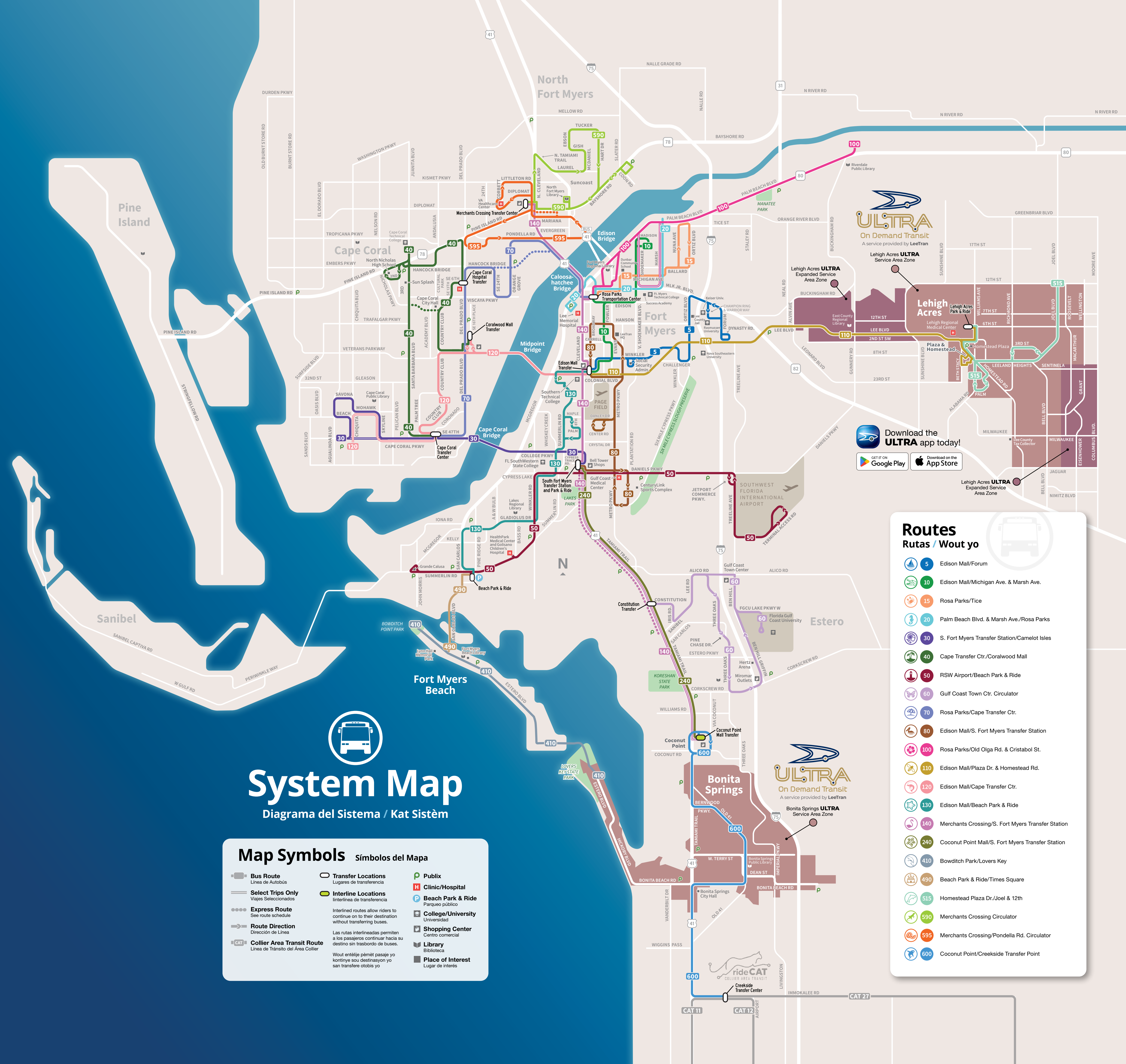
1	2	3	4	5	6
Edison Mall	Ford St. & Winkler	Winkler & Colonial	Colonial & Six Mile (Walmart)	Ortiz & MLK	Colonial & Forum Blvd.
5:50	5:57	6:04	6:08	6:14	6:25
7:13	7:20	7:27	7:31	7:37	7:48
8:30	8:37	8:44	8:48	8:54	9:05
9:50	9:57	10:04	10:08	10:14	10:25
11:10	11:17	11:24	11:28	11:34	11:45
12:30	12:37	12:44	12:48	12:54	1:05
1:50	1:57	2:04	2:08	2:14	2:25
3:14	3:21	3:28	3:36	3:43	3:55
4:41	4:48	4:55	5:03	5:10	5:22
6:08	6:15	6:22	6:30	6:37	6:49
7:31	7:38	7:45	7:50	7:57	8:09

Westbound

6	5	4	3	1
Colonial & Forum Blvd.	Ortiz & MLK	Colonial & Six Mile	Winkler & Colonial	Edison Mall
6:29	6:37	6:43	6:47	7:00
7:49	7:57	8:03	8:07	8:20
9:09	9:17	9:23	9:27	9:40
10:29	10:37	10:43	10:47	11:00
11:49	11:57	12:03	12:07	12:20
1:09	1:17	1:23	1:27	1:40
2:29	2:37	2:43	2:51	3:04
3:57	4:05	4:10	4:18	4:31
5:24	5:32	5:37	5:45	5:58
6:51	6:59	7:04	7:12	7:25
8:11	8:19	8:24	8:28	8:41

PM times are in **bold**. All times are approximate.





System Map

Diagrama del Sistema / Kat Sistèm

Map Symbols

- Bus Route**
Línea de Autobús
- Select Trips Only**
Viajes Seleccionados
- Express Route**
See route schedule
- Route Direction**
Dirección de Línea
- Collier Area Transit Route**
Línea de Tránsito del Área Collier

Símbolos del Mapa

- Transfer Locations**
Lugares de transferencia
- Interline Locations**
línterlínea de transferencia
- Interlined routes allow riders to continue on to their destination without transferring buses.
Las rutas interlineadas permiten a los pasajeros continuar hacia su destino sin trasbordo de buses.
- Wout entèllye pèmit pasaje yo kontinye sou destinasyon yo san transfere otobis yo
- Publix**
- Clinic/Hospital**
- Beach Park & Ride**
Parqueo público
- College/University**
Universidad
- Shopping Center**
Centro comercial
- Library**
Biblioteca
- Place of Interest**
Lugar de interés

Routes

Rutas / Wout yo

- 5** Edison Mall/Forum
- 10** Edison Mall/Michigan Ave. & Marsh Ave.
- 15** Rosa Parks/Tice
- 20** Palm Beach Blvd. & Marsh Ave./Rosa Parks
- 30** S. Fort Myers Transfer Station/Camelot Isles
- 40** Cape Transfer Ctr./Coralwood Mall
- 50** RSW Airport/Beach Park & Ride
- 60** Gulf Coast Town Ctr. Circulator
- 70** Rosa Parks/Cape Transfer Ctr.
- 80** Edison Mall/S. Fort Myers Transfer Station
- 100** Rosa Parks/Old Olga Rd. & Cristobol St.
- 110** Edison Mall/Plaza Dr. & Homestead Rd.
- 120** Edison Mall/Cape Transfer Ctr.
- 130** Edison Mall/Beach Park & Ride
- 140** Merchants Crossing/S. Fort Myers Transfer Station
- 240** Coconut Point Mall/S. Fort Myers Transfer Station
- 410** Bowditch Park/Lovers Key
- 490** Beach Park & Ride/Times Square
- 515** Homestead Plaza Dr./Joel & 12th
- 590** Merchants Crossing Circulator
- 595** Merchants Crossing/Pondella Rd. Circulator
- 600** Coconut Point/Creekside Transfer Point

ULTRA

On Demand Transit

A service provided by LeeTran

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Download on the App Store

ULTRA

On Demand Transit

A service provided by LeeTran

rideCAT

COLLIER COUNTY TRANSIT



Appendix F | LeeTran Title VI BOCC Approval



Appendix G | On-Board Survey Results

On-Board Survey Results

133

Total Surveys

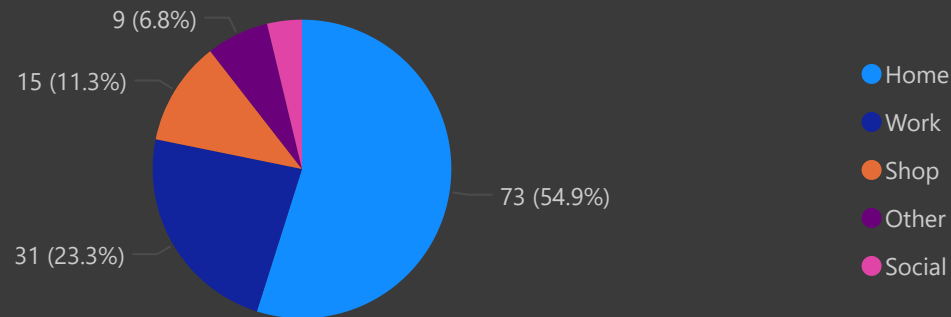
Work

Primary Use of Service

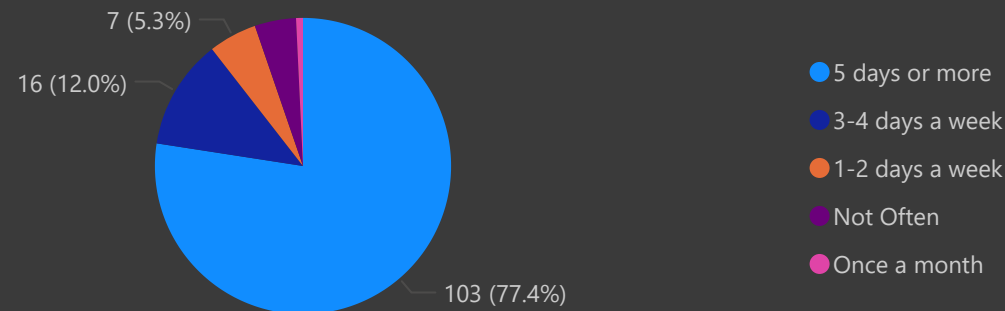
More than 2 years

Time Riding with LeeTran

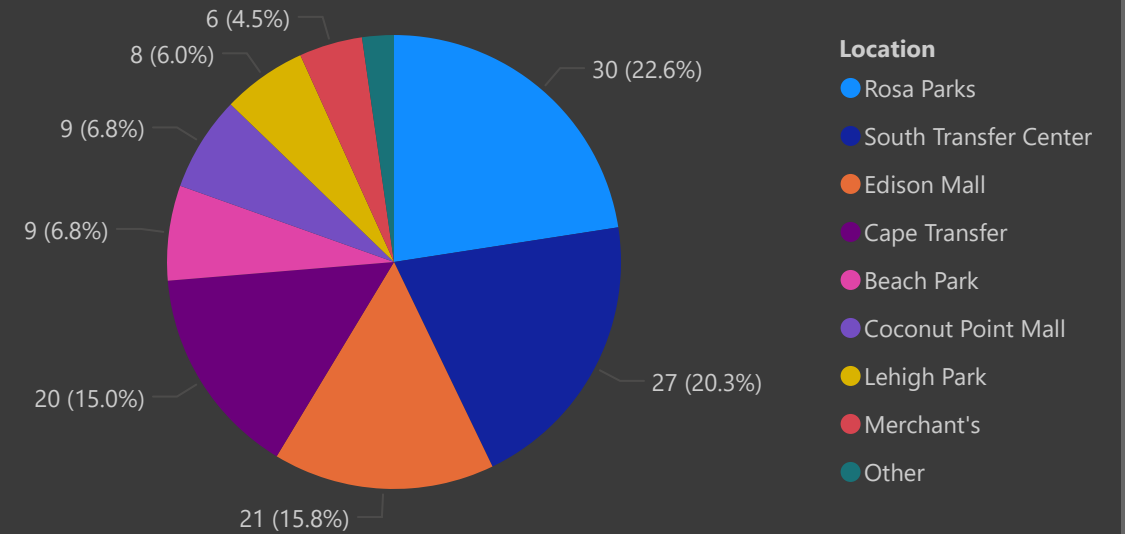
Boarding Locations



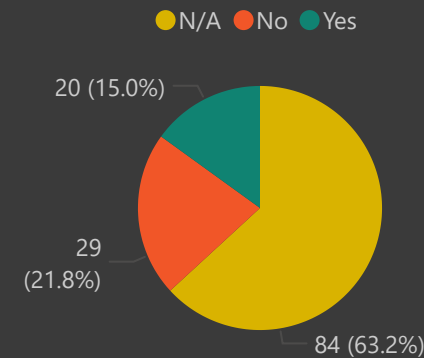
Use of Fixed-Route Service



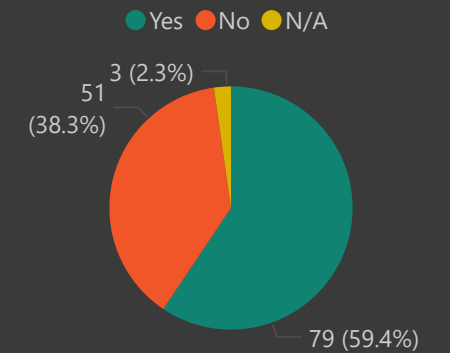
Survey Locations



Aware of MOD



Transferring to Another Bus





Appendix H | Fare Change Equity Analysis

EVOLVE

Rethink. Revitalize. Reinvent.



Lee County Transit - LeeTran

EQUITY ANALYSIS: PROPOSED
FARE INCREASE

BONITA SPRINGS AND LEHIGH
ACRES ULTRA MOD

September 22, 2023

(Updated January 24, 2024)

PREPARED BY

RANICE E. MONROE, ED.D.
COMPLIANCE COORDINATOR

I. TITLE VI REGULATORY BACKGROUND

Title VI of the Civil Rights Acts of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. Federal law requires LeeTran to evaluate service changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. This process was used to evaluate the proposed service improvement in an objective manner to identify the potential for adverse, disproportionately high, or disparate impacts to minority and/or low-income populations.

In compliance with Title VI Circular FTA C 4702.1B regulations that became effective October 1, 2012, with regard to service and fare changes LeeTran is required to follow the Board of County Commissioners (BOCC) Administrative Code 11-15, which includes the following:

- Collect and report data specific to demographic and service profile maps and charts, and survey data regarding customer demographic and travel patterns.
- Media announcement
- Public hearing
- BOCC approval
- Title VI Equity Analysis

II. DISPROPORTIONATE BURDEN POLICY

LeeTran developed a policy for measuring low-income disproportionate burden. This policy establishes a threshold for determining when adverse effects of fare changes are borne disproportionately by minority populations. Any time there is a difference in impacts between low-income and non-low-income populations of plus or minus 10%, such difference will be considered disproportionate.

III. DISPARATE IMPACT POLICY

LeeTran developed a policy for measuring disparate impact. This policy establishes a threshold for determining when adverse effects of fare changes are borne disparate by minority populations. Anytime there is a difference in impacts between minority and non-minority populations of plus or minus 10%, such difference is considered disparate.

IV. OVERVIEW OF LEETRAN'S MOBILITY ON DEMAND (MoD) SERVICE

Mobility-On-Demand services, also known as MoD, is on-demand, curb to curb, shared-ride service within a defined service zone that uses a phone app or call-in service for scheduling. The connection can be made to any destination within the zone or to nearby LeeTran bus stops for connecting to routes that travel beyond the zone. On-demand service is like taking a shared-ride service offered by a Transportation Network Company (TNC). It uses a smaller vehicle (9 to 16 passengers) that can negotiate neighborhoods well. It is a viable and attractive service for lower density areas and certain land use patterns that are not readily accessible to larger buses. It also is ADA compliant. The service can be requested immediately through your smart phone and the software will assign a vehicle for your trip, while also optimizing the drop-off and pickup of other passengers. Because software controls all of the trip scheduling, it is able to maintain an efficient service. For non-smart phone users, a call-center is available to take the request and the ride will be processed in similar fashion. An estimated time of arrival is provided. The rides are short, usually three to five miles, or five to ten minutes. MoD operates like a rideshare where other passengers may join the ride along the trip, making it an attractive choice for all passengers. MoD is intended to provide access to mobility for everybody, as needed, to reduce the reliance on driving alone everywhere. As noted, the service is somewhat related to TNC-type service, like Uber or Lyft. The service can be provided through partnerships, as well. However, LeeTran operates the service using its own vehicles. It serves individual trip needs for those trips that, due to capacity constraints or trip length or service area conditions, cannot be accommodated or are difficult to serve.

- ULTRA On-Demand service does not replace ADA Passport service, which will still be available to those who qualify.
- The On-Demand service is now available seven days a week from 7 a.m. to 6 p.m.
- Fares are \$1.50 during the pilot phase.
- This new service is available to anyone within the designated service zone and on a first-come, first-serve basis.
- Vehicles are equipped with real-time tracking software that allow passengers to schedule rides at their convenience.

V. PROJECT BACKGROUND

Bonita Springs MoD Service

On February 14, 2022, LeeTran launched a flexible curb-to-curb pilot in Bonita Springs. The new ULTRA Mobility On-Demand (MoD) Transit service features a mini-bus that will take passengers anywhere within a designated service zone. On February 26, 2022, the fixed Route 150 was phased out, as the MoD service was fully established.

ULTRA MoD supports LeeTran's fixed-route services by connecting Bonita-area passengers to the Route 600 on S. Tamiami Trail and brings passengers either into Collier County or, travels north connecting with the Route 240. ULTRA MoD also brings passengers to Lovers Key State Park connecting with the Route 410, furthering their trip to Fort Myers Beach.

Lehigh Acres MoD Service

In 2021, began the planning process for MoD service in Lehigh Acres and a grant was awarded by Florida Department of Transportation. Due to the availability of funding, and impacts of Hurricane Ian, the service did not start until February 27, 2023.

The ULTRA On-Demand Transit service features a multi-person vehicle that will take patrons anywhere within the defined service zone.

The ULTRA on-demand service supports LeeTran's fixed-route services by allowing passengers to travel to destinations within the MoD service zone or to stops along Route 515/110 to reach destinations outside of the service area.



Figure 1: Bonita Springs MoD Service Area

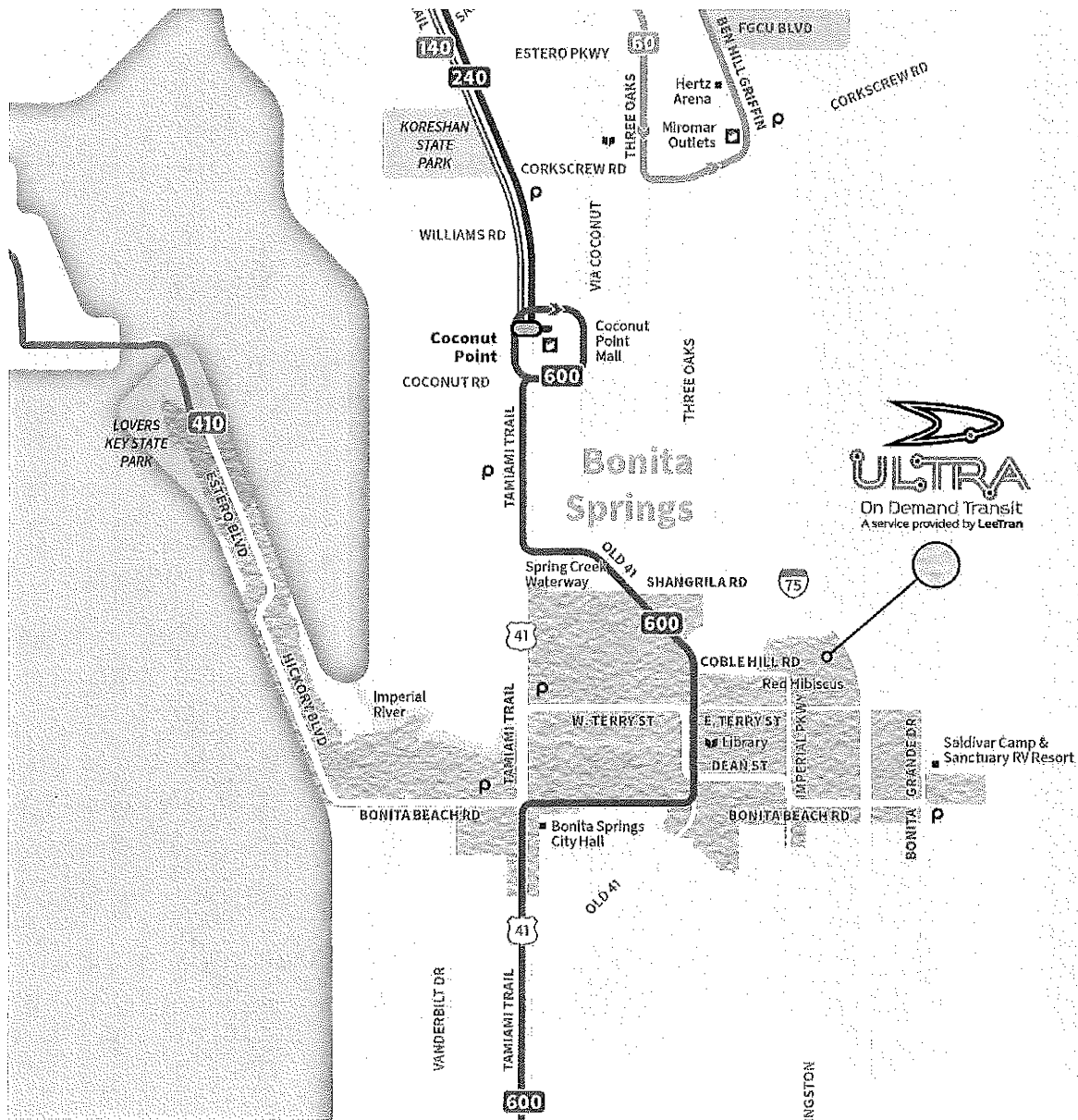


Figure 2: Bonita Springs MoD Ridership

Bonita Springs Ultra MoD			
Month	Ultra Riders 2/2022 - 2/2023	Route 150 3/2021 - 2/2022	Difference
February 2022	208	1609	-1401
March 2022	1388	2008	-620
April 2022	1682	1836	-154
May 2022	1819	1950	-131
June 2022	2279	1685	594
July 2022	2803	1461	1342
August 2022	3284	1632	1652
September 2022	2842	1548	1294
October 2022	1429	1821	-392
November 2022	2986	1677	1309
December 2022	2842	1582	1260
January 2023	2909	1479	1430
February 2023	3509	1315	2194
Month	MoD 3/2023 - 8/2023	MoD 3/2022 - 8/2022	Difference
March 2023	4242	1388	2854
April 2023	4107	1682	2425
May 2023	4485	1819	2666
June 2023	4816	2279	2537
July 2023	5034	2803	2231
August 2023	5194	3284	1910
September 2023	4881	2842	2039
October 2023	4759	1429	3330
November 2023	4155	2986	1169
December 2023	4266	2842	1424

- ❖ *Ridership has increased significantly, although was impacted during the month of October 2022 due to the impacts of Hurricane Ian. However, ridership rebound quickly by December 2023.*

Figure 3: Lehigh Acres MoD Service Area

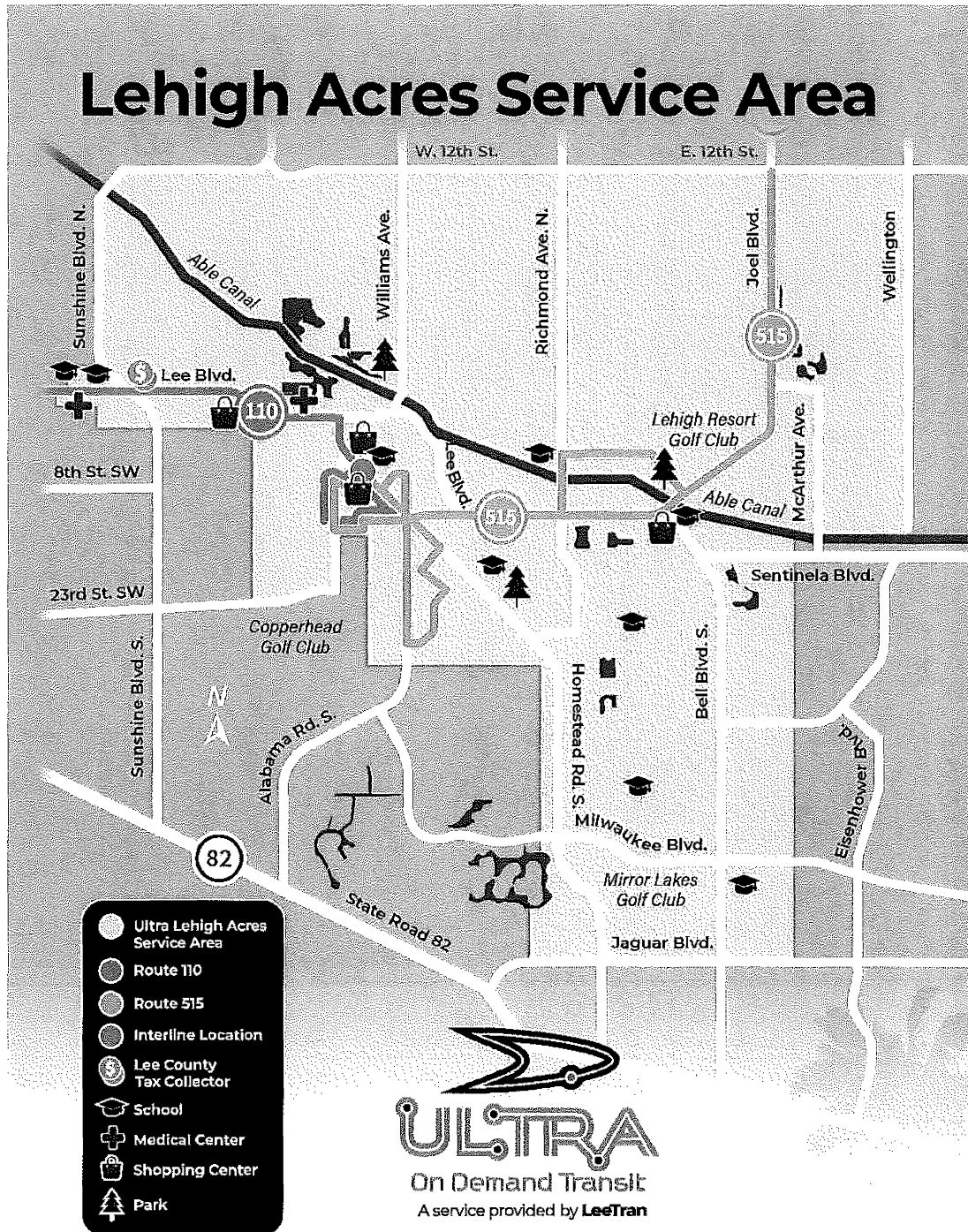


Figure 4: Lehigh Acres MoD Ridership

Lehigh Acres Ultra MoD		
Month	MoD	Cululative Ridership
February 2023	14	
March 2023	678	692
April 2023	1344	2036
May 2023	1548	3584
June 2023	1637	5221
July 2023	1734	6955
August 2023	1968	8923
September 2023	1944	10867
October 2023	1926	12793
November 2023	1919	14712
December 2023	2008	16720

VI. TITLE VI DATA ANALYSIS

Bonita Springs

In July 2023, there were 56,745 residents living in Bonita Springs, FL. 60.2% of the residents were Female and 56.3% of the residents are Males. 70.9% of people are White, 24.1% are Hispanic or Latino, 5.9% are Two or more races, 4.45% are Other race, 2.04% are Black or African American, and 1.57% are Asian. The median income is \$78,347. 8.6 % of residents live in poverty. 19.89% of families speak languages other than English in the home.

Lehigh Acres

In 2023, there was 123,751 residents living in Lehigh Acres, FL. 51.21% of the residents are Female and 48.79 are Male. 52.3% of people are White, 27.1% are Hispanic or Latino, 18.2% are Black or African American, 12.95% are Two or more races, 6.3% or Other race, and .94% are Asian. The median income is \$52,894. 18.33% of residents live in poverty. 37.9% of families speak languages other than English in the home.

Title VI analysis centered on the datasets that were prepared for the LeeTran Title VI Program Update 2020-2023. The datasets that established the census tracts and thresholds for

Poverty and Minority status for the system-wide review conducted within the Title VI update were used for this analysis.

❖ 2022 and 2023 U.S. Census and American Community Survey (ACS) data provided.

VII. CONCLUSION

Technology, mobility, and societal trends are changing the way people travel and consume resources, disrupting both supply and trip chains all supporting MoD growth. This is also providing more choices on the supply side for both passengers and goods delivery.

LeeTran's launch of the Mobility-on-Demand service in Bonita Springs and Lehigh Acres has been successful with an overall increase in daily ridership. While still serving as a low-cost alternative to vehicle ownership. LeeTran proposes standardizing the MoD fare due to the following:

- The \$1.50 fare was the MoD Pilot Program cost.
- LeeTran communicated the Pilot Program cost to MoD passengers and the public.
- Based on the LeeTran 2021 TDP, our fare structure has not kept up with industrywide standard. Surrounding counties MoD/On-Demand services cost:
 - Orange County - \$5.00
 - Pinellas Suncoast Transit Authority (PSTA) - \$3.50
 - Miami-Dade County Transit - \$3.50
- LeeTran wants to standardize fares to make them equitable for all passengers.
- The demand for MoD service has increased (see Figure 2 and Figure 4), a standardized fare will ensure there is sufficient funding to keep the service operating.
- Lehigh Acres residents have the option of using fixed routes 515 and 110.
- Passengers have the option of applying for the ADA and TD programs, if applicable. MoD is a more expensive service to run as compared to fixed route. It is, however, much more convenient for passengers as it is very similar to paratransit, bringing passengers to and from their home, but within any destination of a defined service zone.
 - ADA and TD customers pay a \$3.00 fare for curb-to-curb service.
 - ADA requires 24 hours to reserve a trip. TD requires 48 hours to reserve a trip.

- LeeTran have not raised fares since 2014.
 - Discount fares are available for seniors, students, and individuals with disabilities.

VIII. EQUITY EVALUATION OF PROPOSED FARE INCREASE

The proposed fare increase analysis of \$1.50 to \$3.00, was determined to not have a disparate impact on people of color/minority passengers and a disproportionate burden on low-income passengers however it is important to note the following:

- Bonita Springs – residents have been paying the \$1.50 pilot fare since February 14, 2022 and the removal of the route 150.
- Lehigh Acres - 18.33% of residents living in poverty.

Prior to the proposed fare increase, LeeTran will communicate and provide public outreach to notify customers of the impending change. Before this proposed fare increase, the public will have an opportunity to comment at the Lee County BOCC meeting. Additionally, LeeTran notifies the public and advises that any person wanting a public hearing for the proposed change may request one with contact information included in the notice.

Lehigh Acres MoD service will be anchored to the future park & ride facility anticipated to be completed by February of 2025. MoD service improves access to mobility for residents, bus operations, passenger transfers, and safety to Lehigh Acres Residents and provides a convenient and more cost-effective alternative for local trips. This includes the impacts to the ADA service area as well. The MoD service may have positive impacts for international visitors not captured by Census data, who have limited English proficiency as well.

In closing, LeeTran remains committed to working with all stakeholders to increase service and ridership in a way that is accessible and fair to all.



AGENDA ITEM REPORT

DATE: March 19, 2024
DEPARTMENT: Transit
REQUESTER: Dominic Gemelli
TITLE: Conduct Public Hearing to Approve Mobility-On-Demand Fare Increase

I. MOTION REQUESTED

Conduct a public hearing to approve a Mobility on Demand (MoD) fare increase from \$1.50 per trip to \$3.00 per trip.

II. ITEM SUMMARY

Conducts a public hearing to approve a fare increase for Mobility-On-Demand (MoD) service from \$1.50 per trip to \$3.00 per trip. LeeTran is piloting MoD service within the City of Bonita Spring and Lehigh Acres. Paratransit and Transportation Disadvantaged (TD) fares are \$3.00 per trip whereas MoD is the same as the fixed route at \$1.50 per trip.

Mobility-On-Demand is a curb to curb, shared-ride service within a defined service zone that uses a phone app or call-in service for scheduling.

MoD is a more expensive service to operate as compared to fixed route. It is, however, much more convenient and a very similar service to LeeTran's paratransit ADA and Transportation Disadvantaged service, bringing passengers to and from their home or any location within the service area.

The Lehigh Acres MoD is partially funded with a FDOT Service Development Grant that is set to expire 12/31/2025. The fare increase will represent additional monthly revenue of \$7,725.00 to help cover expenses not covered by the FDOT grant and the Interlocal Agreement with the City of Bonita Springs.

III. BACKGROUND AND IMPLICATIONS OF ACTION

A) Board Action and Other History

Bonita Springs MoD service began February 2022 replacing Route 150 and Lehigh Acres MoD began February 2023. The demand for this service has continually increased however, this type of service comes with a greater cost to operate.

Based on the LeeTran 2021 TDP, our fare structure has not kept up with industrywide fare increases to include MoD. The MoD service should be equivalent to LeeTran's current paratransit in terms of fare. Examples of other transit agencies/authorities MoD fares cost per trip include Orange County MoD at \$5.00, Pinellas Suncoast Transit Authority (PSTA) at \$3.50 and Miami-Dade County Transit at \$3.50.

The fare increase analysis of LeeTran's MoD Pilot Program from \$1.50 to \$3.00, was determined not to have a disparate impact on people of color/minority passengers and a disproportionate burden on low-income passengers.

Based on the Lee County Administrative Code #AC-11-15, Lee County Transit Route, Fare, or Service Changes, require public notice in the News Press and a public hearing and vote by the Board of County Commissioners. In addition to the Fort Myers News Press ad on March 8, 2024, a website notification, social media, Rider Alerts, and notices on the MoD vehicles will be made well in advance of implanting the increase. If the proposed fare change is approved, it will go into effect on June 3, 2024.

B) Policy Issues

C) BoCC Goals

D) Analysis

E) Options

IV. FINANCIAL INFORMATION

A)	Current year dollar amount of item:	See Comments below.
B)	Is this item approved in the current budget?	
C)	Is this a revenue or expense item?	Revenue
D)	Is this Discretionary or Mandatory?	Discretionary

E)	Will this item impact future budgets? If yes, please include reasons in III(D) above.	
F)	Fund: Enterprise Program: Transit Project: Transit Operating Account Strings:	
G)	Fund Type?	Enterprise
H)	Comments: The fare increase will represent additional monthly revenue of \$7,725.00.	

V. RECOMMENDATION

Approve

VI. TIMING/IMPLEMENTATION

Approval is needed in order to implement the MoD fare increase from \$1.50 to \$3.00 on June 3, 2024.

VII. FOLLOW UP

ATTACHMENTS:

Description	Upload Date	Type
Fare Increase Analysis	2/27/2024	Backup Material
LeeTran MOD Fare Increase Communications Plan	3/8/2024	Backup Material

REVIEWERS:

Department	Reviewer	Action	Date
Transit	Gemelli, Dominic	Approved	3/7/2024 - 2:35 PM
Budget Services	Henkel, Anne	Approved	3/7/2024 - 4:10 PM
Budget Services	Winton, Peter	Approved	3/8/2024 - 10:08 AM
County Attorney	Holborn , Robert	Approved	3/11/2024 - 10:07 AM
County Manager	Codie, Robert	Approved	3/12/2024 - 8:27 AM