



LEE COUNTY TRANSIT TITLE VI PROGRAM

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Prepared for: 

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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 2023–2026 Title VI Program has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," published October 1, 2012. This document also summarizes LeeTran transit service provisions since the previous Title VI program was approved. This Program provides compliance with all parameters of the FTA Title VI Compliance Checklist for transit providers operating less than 50 vehicles in peak service. As of 2021, LeeTran operates less than 50 vehicles in peak service.

Title VI Program Policy Statement

Implementation of the Title VI Program is a legal obligation accepted as part of the financial assistance agreement entered into with the FTA. As a major provider of public transportation whose employees have extensive daily contact with the public, LeeTran recognizes its responsibility to the community it serves and is committed to a policy of nondiscrimination. The agency works to ensure 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."

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

As a recipient of U.S. DOT funds, LeeTran is required to comply with Executive Order 12898 and U.S. DOT Order 5610.2(A) by incorporating environmental justice principles into its transportation decision-making processes. Specifically, environmental justice under Executive Order 12898 requires LeeTran to:

1. Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.



2. Ensure the full and fair participation by all potentially affected communities in transportation decision-making processes.
3. Prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

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

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

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

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

Please 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 FTA complaint form from <https://www.transit.dot.gov/regulations-andguidance/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 less than 50 fixed-route vehicles in peak service.

Table 1: Title VI Program Reporting Requirements

Requirement	Section
General Reporting Requirements	
Title VI Notice to the Public and Posted Locations	<i>Section 1-1; Appendix A</i>
Title VI Complaint Procedures	<i>Section 1-2; Appendix B</i>
Title VI Complaint Form	<i>Section 1-2; Appendix C</i>
List of Title VI Investigations, Complaints, or Lawsuits	<i>Section 1-3</i>
Public Participation Plan and Summary of Outreach Efforts	<i>Section 1-4; Appendix D</i>
Meaningful Access to Limited English Proficiency (LEP) Persons	<i>Section 1-5; Appendix E</i>
Non-Elected Committee Racial Composition	<i>Section 1-6</i>
Subrecipient Compliance and Monitoring Procedures	<i>Section 1-7</i>
Facility-Related Title VI Equity Analysis	<i>Section 1-8; Appendix F</i>
Board Approval of Title VI Program	<i>Section 1-9; Appendix G</i>
Program-Specific Requirements	
Systemwide Service Standards	<i>Section 2-1</i>
Systemwide Service Policies	<i>Section 2-2</i>
Title VI Analysis and Monitoring*	
Demographic Analysis	<i>Section 2-3</i>
Service Standard and Policy Monitoring	<i>Section 2-4</i>
Major Service and Fare Policy Changes Equity Analysis	<i>Section 2-5; Appendix H</i>

**It should be noted that LeeTran has elected to perform a demographic analysis and conduct monitoring of select service standards and service policies although not required based on agencies fleet size of less than 50 vehicles.*



Section 1 - 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.

1-1. 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**.

1-2. 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 provided in **Appendix B**. The Title VI complaint forms are provided in **Appendix C**.

1-3. 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 (September 2020).

1-4. 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.

Public Participation Plan

LeeTran actively participates in the Lee County Metropolitan Planning Organization's (MPO) Public Involvement Plan (PIP) activities. The Public Involvement Plan is available on the MPO's website (<https://leempo.com/public-involvement/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 outreach efforts as part of the 2021 Transit Development Plan (TDP) update. Outreach for the TDP is a key effort to involve minority, LEP, and low-income populations in future service planning and to understand the demographic make-up of LeeTran service users.

LeeTran conducted a variety of public outreach activities as part of the most recent 2021 TDP update. Outreach activities for the TDP were noticed via invitation, newspaper and media, bus and station flyers, and on the LeeTran website. **Table 2** provides a summary of the public outreach activities that took place during TDP update timeframe.

Table 2: Summary of TDP Public Outreach Activities

Public Outreach Activity	Timeframe
Social Media / Online Outreach	February 2020 – September 2020
On-Board Survey	February 2020 – March 2020
Online Public Input Survey	April 2020 – June 2020
Online TDP Priorities Survey	June 2020 – August 2020
Virtual Public Workshops	July 2020

Source: LeeTran

1-5. 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 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.

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 eligible to be served or likely to be encountered by LeeTran in the LeeTran service area was determined using the most recent available US Census data from the American Community Survey (ACS) 5-Year Estimates (2017 – 2021). LEP populations from ACS data are defined as the number of individuals aged 5 and older who speak English less than “very well”. The ACS LEP data was reviewed for Lee County and for Census Block Groups within the LeeTran service area. According to the most recent ACS data for 2017 – 2021, 9.7 percent of Lee County’s population is defined as LEP. **Table 3** provides a breakdown of the identified LEP population by language spoken in Lee County.



Table 3: LEP Population by Spoken Language

Language Spoken	Estimated Population*	Estimated Percent of Sarasota County Population	Estimated Population Speak English Less than "Very Well"*	Percent of Estimated Population Speaking English Less than "Very Well"
English Only	547,882	76.29%	N/A	N/A
Spanish	130,884	18.23%	58,062	8.09%
French, Haitian, or Cajun	13,997	1.95%	3,728	0.52%
Other Indo-European	8,662	1.21%	2,551	0.36%
Russian, Polish, or other Slavic	3,422	0.48%	1,323	0.18%
Chinese (including Cantonese and Mandarin)	1,744	0.24%	1,051	0.15%
Vietnamese	1,574	0.22%	826	0.12%
German or other West Germanic	3,989	0.56%	777	0.11%
Other Asian and Pacific Island languages	1,925	0.27%	714	0.10%
Tagalog (Filipino)	1,687	0.23%	371	0.05%
Korean	356	0.05%	154	0.02%
Arabic	527	0.07%	138	0.02%
Other and unspecified languages	1,466	0.20%	116	0.02%
Total	718,115	100.00%	69,811	9.72%

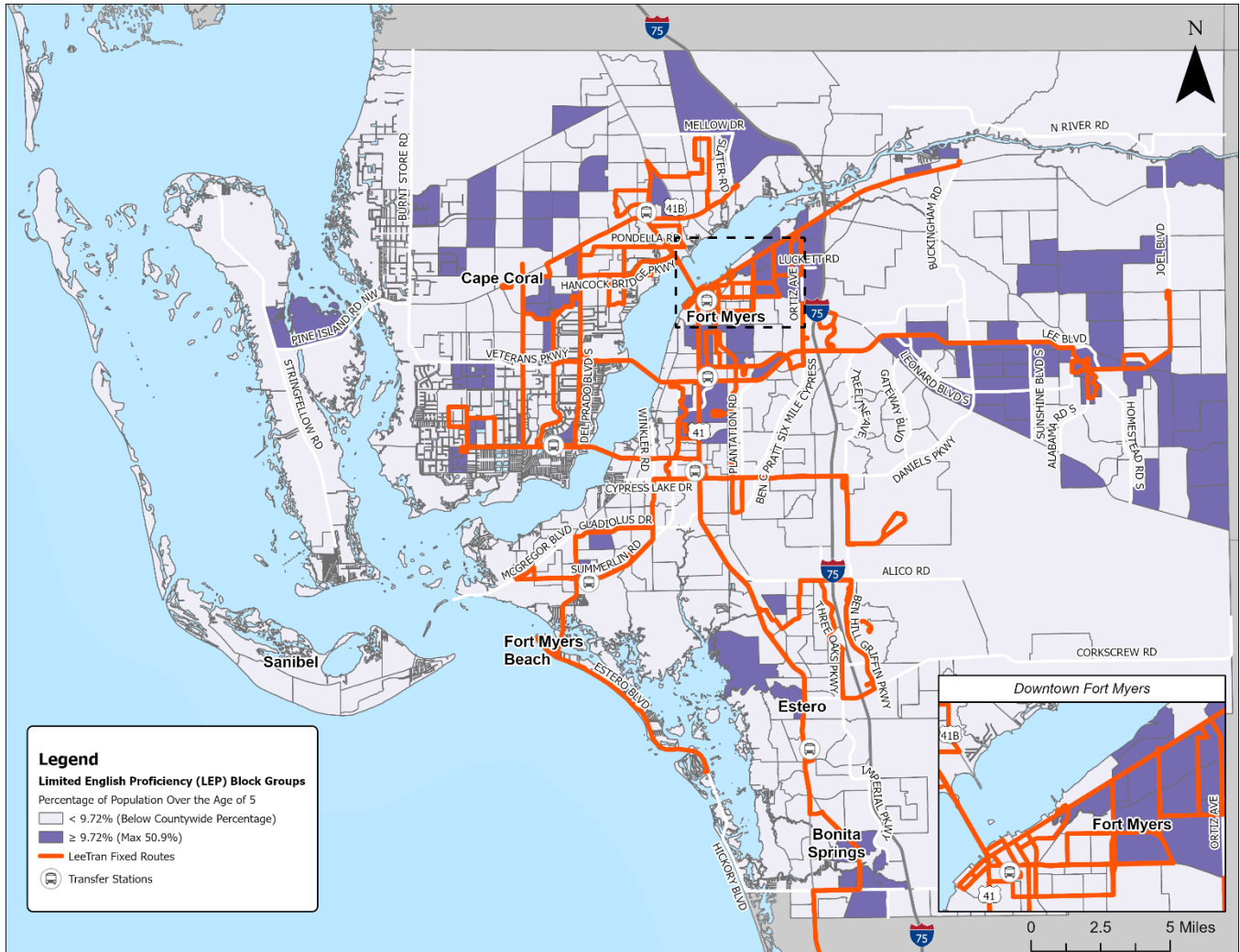
**Reflects estimated number of persons over the age of 5 who speak each corresponding language
Source: ACS 2021 5-Year Estimates, Table C16001*

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

Figure 1 provides a map that overlays existing LeeTran fixed-route service with LEP Census Block Groups in Lee County. Additionally, a 2020 on-board survey was conducted by LeeTran in order to understand the demographic and language characteristics of their riders. The on-board survey was conducted in English, Spanish, and Haitian/Creole. The survey provides insight into the frequency with which LEP persons come into contact with LeeTran's program and service. **Table 4** shows the language breakdown of on-board surveys completed during the 2020 effort. **Figure 2** shows the percentage of survey respondents who indicated speaking a primary language other than English, with 2020 on-board survey results being compared to the 2018 on-board survey results. The 2020 survey results indicate that approximately 164 of 1,098 (15 percent) of respondents speak a language other than English as their primary language. Additionally, responses to this on-board survey question in 2018 and 2020 indicate a consistent language profile of LeeTran riders.



Figure 1: Lee County LEP Populations



Source: ACS 2021 5-Year Estimates, Table C16001

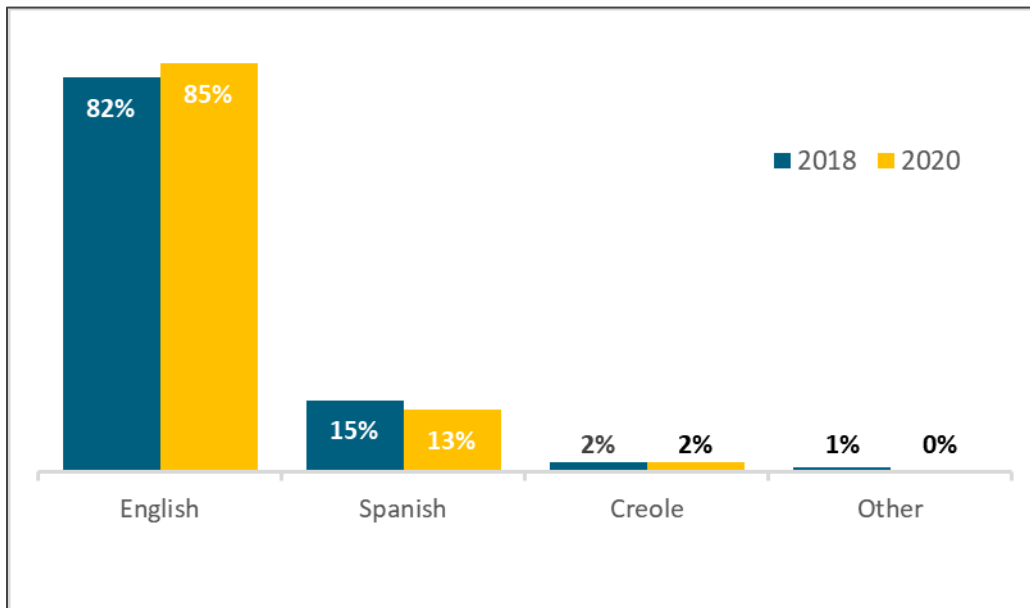


Table 4: 2020 On-Board Surveys by Language

English	Spanish	Haitian or Creole	Total
959	114	25	1,098

Source: LeeTran TDP, 2020

Figure 2: Primary Language Spoken at Home



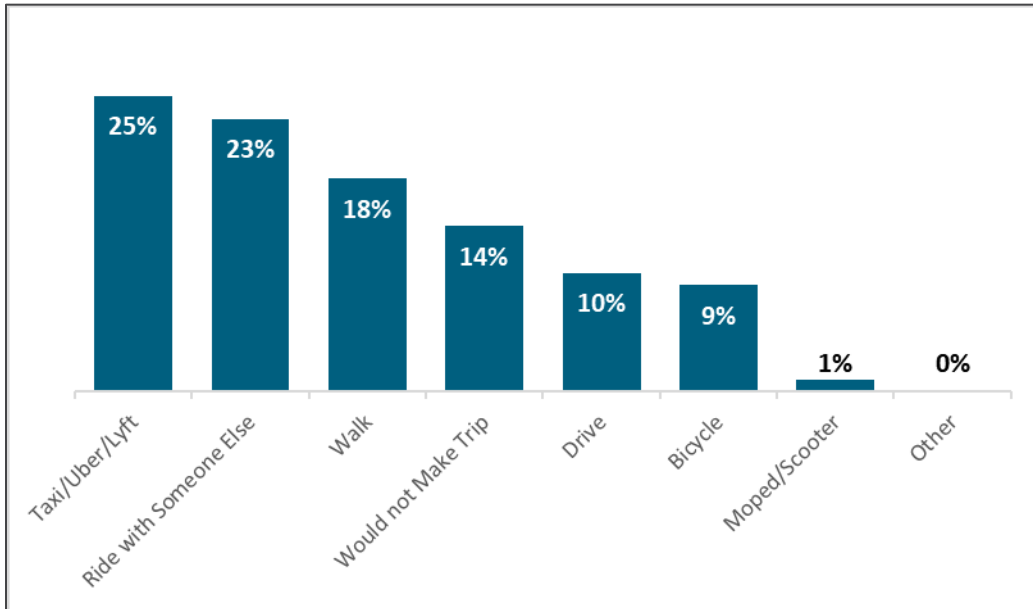
Source: LeeTran TDP, 2020

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

As indicated by ACS data and the on-board survey results collected by LeeTran, a significant proportion of LEP persons utilize LeeTran service or live within the LeeTran service area. **Figure 3** shows the results of the 2020 on-board survey question asking riders what their alternative mode choice would have been if transit services had not been available. As indicated by the results, 90 percent of survey respondents indicated they would not be able to drive themselves and 14 percent would not make their trip at all if LeeTran services were not available to them. The on-board survey results indicate that LeeTran service provides essential access to jobs, education, and other life-sustaining destinations to LeeTran riders and specifically, the LEP populations across Lee County, who rely on transit.



Figure 3: Alternative Mode Choice if Transit Was Not Available



Source: LeeTran TDP, 2020

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**. LeeTran's costs for translated materials from 2021 to 2023 were approximately \$1,988, which covers the cost of printing translated materials.



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 and supporting LAP materials are available in **Appendix E**.

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 (Passport) 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. In addition.
- **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.



During the 2020 TDP effort, 1,098 on-board surveys were received from riders on local bus routes. Of those surveys, 114 (10.4%) were completed in Spanish and 25 (2.3%) were completed in Creole. LeeTran also completes periodic surveys to explore the need for providing surveys in additional languages.

- **Customer Service** – LeeTran’s operators complete a driver training program as new employees 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.

1-6. 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.

1-7. 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.

1-8. 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.

LeeTran completed a Title VI Equity Analysis for the South Area Transfer/Multimodal Park-and-Ride Center in December 2020. The South Area Transfer/Multimodal Park-and-Ride Center Title VI Equity Analysis is provide in **Appendix F**.

1-9. Approval of Title VI Documentation

The Lee County BOCC approved the 2024 Title VI Program on November 7, 2023. The BOCC Agenda Item Report and Resolution is provided in **Appendix G**.



Section 2 - Program-Specific Requirements

FTA recipients are required to adopt quantitative system-wide service standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. In order to comply with FTA Circular 4702.1B requirements, LeeTran has adopted service standards for vehicle load, vehicle headway, on-time performance, and service availability, as well as service policies for the distribution of transit amenities and vehicle assignment. LeeTran’s service standards and policies are provided and described below.

2-1. Service Standards

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 provides a summary of the vehicle load standard by vehicle type and service.

Table 5: Vehicle Load Summary

Vehicle Type and Service	Seated Capacity	Standing Capacity (Peak)	Maximum Vehicle Load (Peak)	Standing Capacity (Off-Peak)	Maximum Vehicle Load (Off-Peak)	Maximum Load Factor (Peak)
Vehicle Type: 40-ft low-floor, local bus Service: Fixed-Route and Trolley	40	8	50	0	40	1.25
Vehicle Type: 35-ft low-floor, local bus Service: Fixed-Route and Trolley	32	8	40	0	32	1.25
Vehicle Type: 35-ft low-floor, express bus Service: Express Route	32	0	32	0	32	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 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 provides LeeTran’s quantitative on-time performance standard by mode.

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.



2-2. Systemwide Service Policies

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.



2-3. Demographic Analysis

Transit service providers who operate 50 or more fixed route vehicles in peak service and are located in Urbanized Areas (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. It should be noted that LeeTran operates less than 50 fixed route vehicles in peak service but has elected to complete the Demographic Analysis as part of their Title VI update. LeeTran’s Title VI demographic analysis is provided in this section.

Minority Population

Table 7 provides a breakdown of Lee County’s countywide minority population and, specifically, the minority population within ¼-mile of LeeTran’s fixed-route service. Approximately 34.8 percent of Lee County’s population identifies as minority, while 67.9 percent of the population within ¼-mile of LeeTran’s fixed-route service identifies as minority. Additionally, **Figure 4** shows the location of minority population block groups in relation to LeeTran’s fixed-route service. As depicted in the map, communities that have a higher-than-average percentage minority population include Bonita Springs, Fort Myers, Lehigh Acres, and northwest of Cape Coral.

Table 7: Lee County Minority Population, 2021

Total County Population	County Minority Population	Percent of County Minority Population	Total Population in Block Groups Within 1/4 Miles of LeeTran Fixed Routes	Minority Population in Block Groups Within 1/4 Miles of LeeTran Fixed Routes	Percent of Minority Population within 1/4 Mile of LeeTran Routes
752,251	261,747	34.8%	491,891	177,807	67.9%

Source: ACS 2021 5-Year Estimates, Table B03002

Table 8 provides the minority population of Lee County in 2010 and 2021. Lee County’s population grew 21.6 percent and the proportion of Lee County’s population that identified as a minority increased by 5.75 percent between 2010 and 2021. The non-Hispanic White population decreased by 5.75 percent. The highest increase in populations that identify as minority include Hispanic individuals who identify with two or more races (5.13 percent), non-Hispanic individuals who identify with two or more races (0.90 percent), and Hispanic Whites (0.75 percent increase).



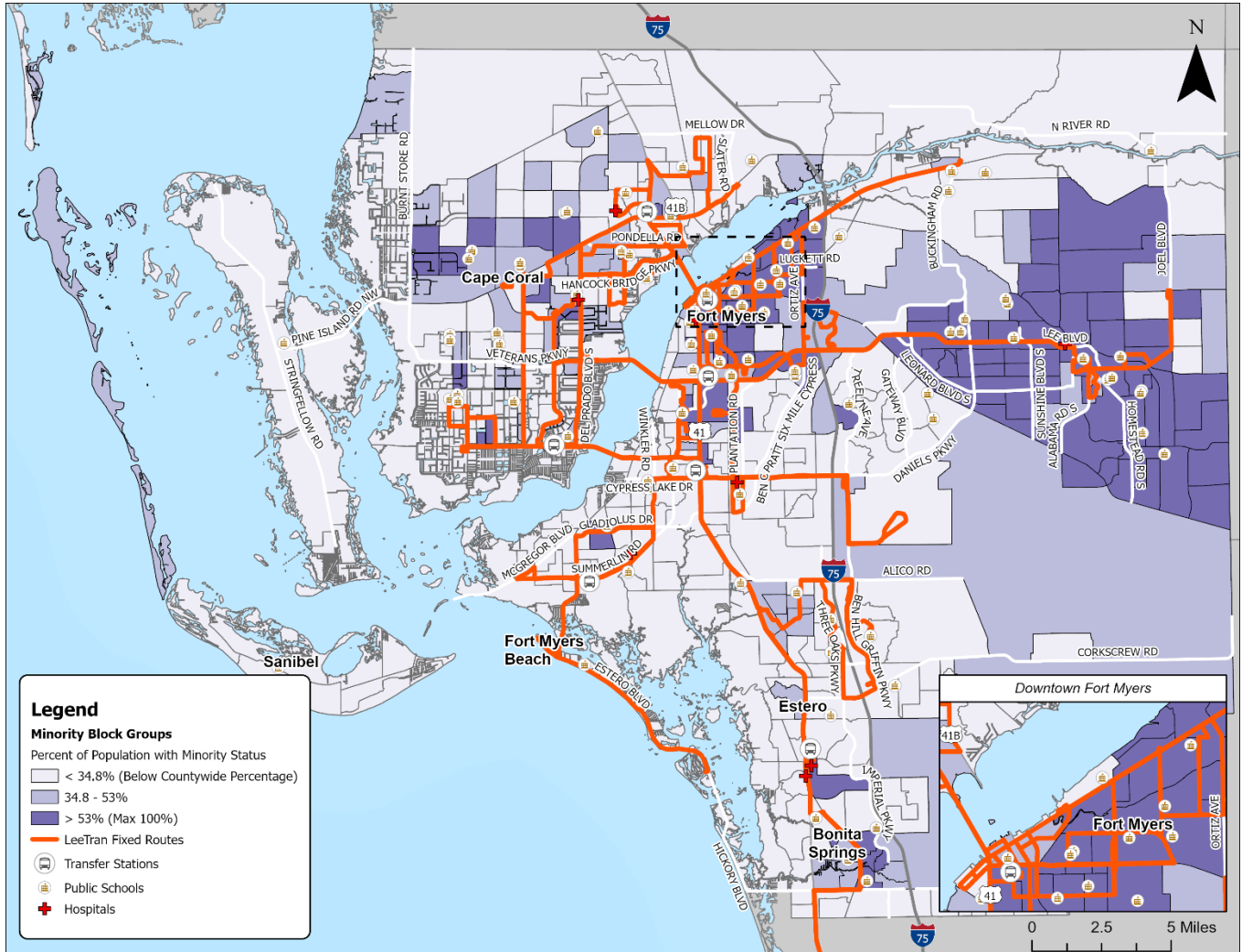
Table 8: Lee County Minority Population Trends, 2010-2021

Race/Ethnicity	2010	2021	Percent of Total Population (2010)	Percent of Total Population (2021)	Change
Race					
White Alone	439,048	490,504	70.96%	65.20%	-5.75%
Black or African American Alone	47,751	58,467	7.72%	7.77%	0.05%
American Indian and Alaska Native Alone	1,292	635	0.21%	0.08%	-0.12%
Asian Alone	8,252	12,411	1.33%	1.65%	0.32%
Native Hawaiian and Other Asian Pacific Islander Alone	197	311	0.03%	0.04%	0.01%
Other Alone	1,581	4,144	0.26%	0.55%	0.30%
Two or More Races Alone	7,325	15,709	1.18%	2.09%	0.90%
Hispanic Ethnicity by Race					
White Alone	74,448	96,186	12.03%	12.79%	0.75%
Black or African American Alone	3,318	2,626	0.54%	0.35%	-0.19%
American Indian and Alaska Native Alone	901	260	0.15%	0.03%	-0.11%
Asian Alone	209	154	0.03%	0.02%	-0.01%
Native Hawaiian and Other Asian Pacific Islander Alone	183	98	0.03%	0.01%	-0.02%
Other Alone	28,709	25,394	4.64%	3.38%	-1.26%
Two or More Races Alone	5,540	45,352	0.90%	6.03%	5.13%
Total Minority Population	179,706	261,747	29.04%	34.80%	5.75%
Total Population	618,754	752,251	--	--	--

Source: ACS 2021 5-Year Estimates, Table B03002
Decennial Census 2010, Table P5



Figure 4: Minority Population Block Groups



Source: ACS 2021 5-Year Estimates, Table B03002



Low-Income Population

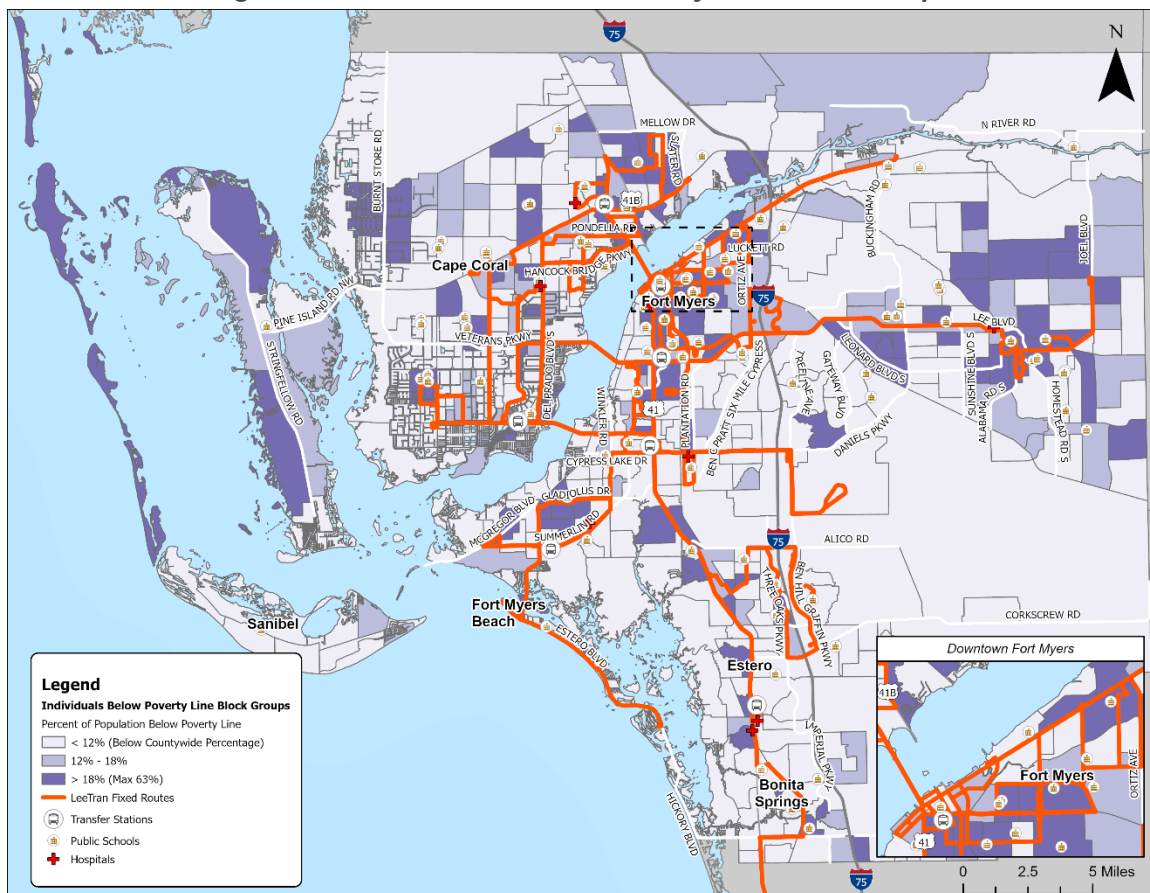
Table 9 provides a breakdown of Lee County's population below the poverty level countywide and within ¼-mile of LeeTran's fixed-route service. Approximately 12.0 percent of Lee County's population is classified as below the poverty line, while 13.16 percent of the population within ¼-mile of LeeTran's fixed-route service lives below the poverty line. Additionally, **Figure 5** depicts the location of low-income populations by block group in relation to LeeTran's fixed-route service. Communities that have a higher-than-average percentage of individuals below the poverty line include Fort Myers, Lehigh Acres, and portions of Pine Island.

Table 9: Lee County Population Below Poverty Level, 2021

Total Population for Whom Poverty Status is Determined	Total County Population Below Poverty Level	Percent of County Population Below Poverty Level	Total Population in Block Groups Intersecting with 1/4 Mile Buffer of LeeTran Fixed Routes	Population Below Poverty Level in Block Groups Intersecting with 1/4 Mile Buffer of LeeTran Fixed Routes	Percent of Population Below Poverty Level within 1/4 Mile of LeeTran Routes
743,628	89,578	12.0%	483,962	63,686	13.16%

Source: ACS 2021 5-Year Estimates, Table B17021

Figure 5: Individuals Below the Poverty Line Block Groups



Source: ACS 2021 5-Year Estimates, Table B17021



Demographic Ridership and Travel Patterns

LeeTran completed the most recent on-board survey in 2020 as part of the Transit Development Plan (TDP) update. The on-board surveys were used to collect information on passenger race, color, national origin, English Proficiency, language spoken at home, household income, and travel patterns. Select results of the 2020 on-board survey are presented in the following tables.

Passenger Socio-Demographic Information

Table 10: On-Board Survey Results - Race

Race	Percent of Survey Responses
Black/African American	23%
American Indian or Alaskan Native	4%
Asian	2%
Other	7%
White	64%

Source: LeeTran TDP, 2020

Table 11: On-Board Survey Results – Hispanic, Latino, or Spanish Origin

Hispanic, Latino, or Spanish Origin	Percent of Survey Responses
Yes	27%
No	73%

Source: LeeTran TDP, 2020

Table 12: On-Board Survey Results - Primary Language

Primary Language	Percent of Survey Responses
English	85%
Spanish	13%
Creole	2%
Other	0%

Source: LeeTran TDP, 2020

Table 13: On-Board Survey Results - Household Income

Household Income	Percent of Survey Responses
Less Than \$10,000	27%
\$10,000 to \$19,999	21%
\$20,000 to \$29,999	24%
\$30,000 to \$39,999	14%
\$40,000 to \$49,999	6%
\$50,000 or More	9%

Source: LeeTran TDP, 2020



Passenger Travel Characteristics

Table 14: On-Board Survey Results - Trip Origin

Trip Origin	Percent of Survey Responses
Home	39%
Work	23%
Shopping / Errands	12%
Social / Personal / Church	11%
Recreation	5%
Medical	4%
College / School	3%
Other	4%

Source: LeeTran TDP, 2020

Table 15: On-Board Survey Results – Trip Destination

Trip Destination	Percent of Survey Responses
Home	32%
Work	23%
Shopping / Errands	15%
Social / Personal / Church	12%
Recreation	9%
Medical	4%
College / School	2%
Other	2%

Source: LeeTran TDP, 2020

Table 16: On-Board Survey Results – Frequency of Transit Use

Frequency of Transit Use	Percent of Survey Responses
First Time Riding	3%
Once a Month or Less	4%
1 Day	3%
2 Days	8%
3 Days	13%
4 Days	11%
5 Days	25%
6 Days	14%
7 Days	18%

Source: LeeTran TDP, 2020



Table 17: On-Board Survey Results – Alternative Mode Choice

Transit Alternative Mode Choice	Percent of Survey Responses
Taxi / Uber / Lyft	25%
Ride with Someone	23%
Walk	18%
Would Not Make Trip	14%
Drive	10%
Bicycle	9%
Moped / Scooter	1%
Other	0%

Source: LeeTran TDP, 2020

Table 18: On-Board Survey Results – Reason for Riding Transit

Reasons for Riding Transit	Percent of Survey Responses
I Do Not Have a Car	23%
Car is Not Available All of the Time	20%
I Prefer LeeTran to Other Options	18%
I Do Not Drive	15%
LeeTran is More Convenient	14%
LeeTran Fits My Budget Better	5%
Parking to Too Expensive / Difficult	1%
The Bus is Safer / Less Stressful	0%
Other	3%

Source: LeeTran TDP, 2020

Table 19: On-Board Survey Results - Fare Payment Method

Fare Payment Method	Percent of Survey Responses
Cash / One-Trip Fare	28%
31-Day Pass	22%
All-Day Pass	17%
Discount 31-Day Pass	9%
Free Fare	6%
7-Day Pass	4%
Discount Cash Fare	4%
Trolley Fare	3%
12-Trip Pass	2%
Discount Trolley Fare	2%
Discount 12-Trip Pass	1%
Discount 7-Day Pass	1%
Other	1%

Source: LeeTran TDP, 2020



2-4. Service Standard and Policy Monitoring

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.). It should be noted that LeeTran operates less than 50 fixed route vehicles in peak service but has elected to conduct monitoring of select service standards and service policies. 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.

The FTA defines a minority transit route as one where at least one-third of its revenue miles serve a geographic unit (i.e., Census Block Group) that has a higher minority population percentage than its total service area (i.e., Lee County). Lee County block groups with higher minority percentages were previously identified in **Figure 4. Table 20** identifies classified minority routes (highlighted in yellow) within LeeTran’s system. All of LeeTran’s fixed routes except for Routes 410 and 490 serve at least one higher-than-average minority percentage block group. Additionally, Routes 5, 10, 15, 20, 40, 100, 110, 500, and 515 all have at least two-thirds of their revenue miles serve a minority block group.

Table 20: 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
Route 5	Edison Mall / Forum	19.37	19.37	100.0%	Yes
Route 10	Michigan Links / Edison Mall	9.43	9.43	100.0%	Yes
Route 15	Rosa Parks / Tice Ortiz	13.27	12.02	90.6%	Yes
Route 20	Dunbar / Downtown FM	9.99	8.85	88.5%	Yes
Route 30	Bell Tower / Camelot Isles	30.80	9.33	30.3%	No
Route 40	Cape Transfer Center/ Coralwood Mall	37.47	27.40	73.1%	Yes
Route 50	SW FL Int'l Airport / Beach Park and Ride	41.12	6.23	15.2%	No
Route 60	San Carlos Pk / FGCU	21.59	3.99	18.5%	No
Route 70	Rosa Parks / Cape Transfer	35.09	18.06	51.5%	Yes
Route 80	Edison Mall / Bell Tower	19.23	9.09	47.3%	Yes
Route 100	Rosa Parks / Riverdale	23.95	16.70	69.7%	Yes
Route 110	Edison Mall / Lehigh	28.96	28.81	99.5%	Yes
Route 120	Edison Mall / Cape Transfer	21.93	7.47	34.1%	Yes
Route 130	Edison Mall / Beach Park and Ride	23.69	8.78	37.1%	Yes
Route 140	Merchants Crossing / Bell Tower	36.38	22.08	60.7%	Yes
Route 240	Bell Tower / Coconut Pt Mall	23.99	9.05	37.7%	Yes
Route 410	Beach Park and Ride / Bowditch Pk	9.08	0.00	0.0%	No
Route 490	Beach Park and Ride / Times Square	5.69	0.00	0.0%	No
Route 500	Downtown Trolley	5.02	3.75	74.8%	Yes
Route 505	NFM / Downtown Trolley	11.63	4.22	36.3%	Yes
Route 515	Lehigh Acres Circulator	11.42	11.15	97.6%	Yes
Route 590	Merchants Crossing / Suncoast	16.22	4.34	26.8%	No
Route 595	Merchants Crossing / Pondella Rd	14.26	5.47	38.4%	Yes
Route 600	LinC	25.64	12.30	48.0%	Yes

Source: ACS 2021 5-Year Estimates, Table B03002



Vehicle Load

Ridership data by route and time period for November 11, 2022 to August 2, 2023 was used to monitor vehicle load. 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 load cannot exceed available seating capacity at any time. The average vehicle load during the peak period for local fixed-route and trolley services should allow for 1.25 passengers per seat during the peak hour. Routes that are experiencing capacity issues for three consecutive trips at least two days per week may be candidates for increased frequency or a larger vehicle with additional seating capacity.

Table 21 provides the vehicle load monitoring results by route. Based on the monitoring results, the average vehicle load for all routes (minority and non-minority) during the peak and off-peak periods is under the vehicle load service standard threshold.

Table 21: Average Vehicle Load By Route

Route	Minority Route	Average Load	Meets Vehicle Load Standard
Route 5	Yes	8	Yes
Route 10	Yes	10	Yes
Route 15	Yes	7	Yes
Route 20	Yes	7	Yes
Route 30	No	7	Yes
Route 40	Yes	4	Yes
Route 50	No	9	Yes
Route 60	No	7	Yes
Route 70	Yes	14	Yes
Route 80	Yes	7	Yes
Route 100	Yes	11	Yes
Route 110	Yes	15	Yes
Route 120	Yes	8	Yes
Route 130	Yes	11	Yes
Route 140	Yes	18	Yes
Route 240	Yes	11	Yes
Route 410	No	3	Yes
Route 490	No	3	Yes
Route 500	Yes	10	Yes
Route 505	Yes	19	Yes
Route 515	Yes	5	Yes
Route 590	No	8	Yes
Route 595	Yes	8	Yes
Route 600	Yes	10	Yes

Source: LeeTran Ridership by Route (November 2022 – August 2023)



Vehicle Headway

Information from LeeTran’s September 2023 fixed-route schedules was used to evaluate and monitor LeeTran’s vehicle headway service standard. 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.

Table 22 provides the vehicle headway monitoring results by route. Based on the monitoring results, the average vehicle headway for most routes (minority and non-minority) meets the vehicle headway service standard threshold. Routes that do not meet the vehicle headway threshold in the off-peak include Route 40 and Route 80.

Table 22: Peak and Off-Peak Headways By Route

Route	Minority Route	Peak Headway	Meets Peak Headway Standard (60 Minutes)	Off-Peak Headway	Meets Off-Peak Headway Standard (90 Minutes)
Route 5	Yes	20 Minutes	Yes	80 Minutes	Yes
Route 10	Yes	20 Minutes	Yes	80 Minutes	Yes
Route 15	Yes	60 Minutes	Yes	60 Minutes	Yes
Route 20	Yes	37 Minutes	Yes	37 Minutes	Yes
Route 30	No	41 Minutes	Yes	60 Minutes	Yes
Route 40	Yes	65 Minutes	No	138 Minutes	No
Route 50	No	60 Minutes	Yes	90 Minutes	Yes
Route 60	No	35 Minutes	Yes	35 Minutes	Yes
Route 70	Yes	60 Minutes	Yes	75 Minutes	Yes
Route 80	Yes	97 Minutes	No	97 Minutes	No
Route 100	Yes	25 Minutes	Yes	30 Minutes	Yes
Route 110	Yes	60 Minutes	Yes	60 Minutes	Yes
Route 120	Yes	80 Minutes	No	80 Minutes	Yes
Route 130	Yes	60 Minutes	Yes	60 Minutes	Yes
Route 140	Yes	20 Minutes	Yes	39 Minutes	Yes
Route 240	Yes	60 Minutes	Yes	60 Minutes	Yes
Route 410	No	60 Minutes	Yes	60 Minutes	Yes
Route 490	No	30 Minutes	Yes	30 Minutes	Yes
Route 500	Yes	25 Minutes	Yes	25 Minutes	Yes
Route 505	Yes	25 Minutes	Yes	25 Minutes	Yes
Route 515	Yes	60 Minutes	Yes	60 Minutes	Yes
Route 590	No	60 Minutes	Yes	60 Minutes	Yes
Route 595	Yes	60 Minutes	Yes	60 Minutes	Yes
Route 600	Yes	60 Minutes	Yes	60 Minutes	Yes

Source: LeeTran



On-Time Performance

On-time performance data from the period of November 11, 2022 to August 2, 2023 was used to monitor on-time performance by route. LeeTran’s on-time performance service standard is 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 23 provides the on-time performance monitoring results by route. Based on the monitoring results, five of LeeTran’s route currently meet the on-time performance service standard threshold of 75 percent. Of these five routes, four routes are minority routes. LeeTran will conduct a closer examination of the on-time performance measurement, by timepoint and at the end of the line for all routes, in the coming year to reassess and evaluate on-time performance across the service network.

Table 23: On-Time Performance By Route

Route	Minority Route	On-Time Performance	Meets On-Time Performance Standard
Route 5	Yes	56.80%	No
Route 10	Yes	82.48%	Yes
Route 15	Yes	79.85%	Yes
Route 20	Yes	72.08%	No
Route 30	No	74.89%	No
Route 40	Yes	59.92%	No
Route 50	No	67.94%	No
Route 60	No	75.89%	Yes
Route 70	Yes	64.37%	No
Route 80	Yes	61.67%	No
Route 100	Yes	60.73%	No
Route 110	Yes	54.93%	No
Route 120	Yes	76.67%	Yes
Route 130	Yes	62.34%	No
Route 140	Yes	74.51%	No
Route 240	Yes	77.13%	Yes
Route 410	No	27.88%	No
Route 490	No	27.88%	No
Route 500	Yes	52.10%	No
Route 505	Yes	47.19%	No
Route 515	Yes	55.49%	No
Route 590	No	70.49%	No
Route 595	Yes	71.13%	No
Route 600	Yes	64.39%	No

Source: LeeTran On-Time Performance by Route (November 2022 – August 2023)



Service Availability

The most recent 5-Year American Community Survey (ACS) data for Lee County was used to monitor LeeTran's service availability service standard. LeeTran's service availability service standards 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.

In Lee County, 34.80 percent of the population is a minority. Of the total population located within a ¼ mile of LeeTran fixed-route service, 67.9% percent of the population is minority (as previously documented in **Table 7**).

Distribution of Transit Amenities

Bus stop inventory data was used to monitor the distribution of transit amenities across the LeeTran service network against LeeTran's transit amenities service policy. LeeTran's service policy on the distribution of transit amenities 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 1,716 bus stops throughout its service area. Shelter placement is largely based on available funding, municipal codes, accessible land, and passenger activity. LeeTran provides bus stops and bus stop amenities along each route based on the following factors:

- *Fixed-route bus stops are provided based on the number of passengers boarding and alighting at nearby stops, availability of right-of-way, surrounding infrastructure, safety of the stop location, and provision of ADA access.*
- *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.*

A review of transit amenities was conducted using Geographical Information Systems (GIS) to understand the availability of transit amenities on minority and non-minority routes. **Table 24** provides a summary of transit stops with shelters and benches located along minority routes. **Figure 6** and **Figure 7** provide maps of the transit amenity locations along minority and non-minority routes. Over half of the shelter amenities and over half of the bench amenities in the LeeTran service area are located along minority routes.

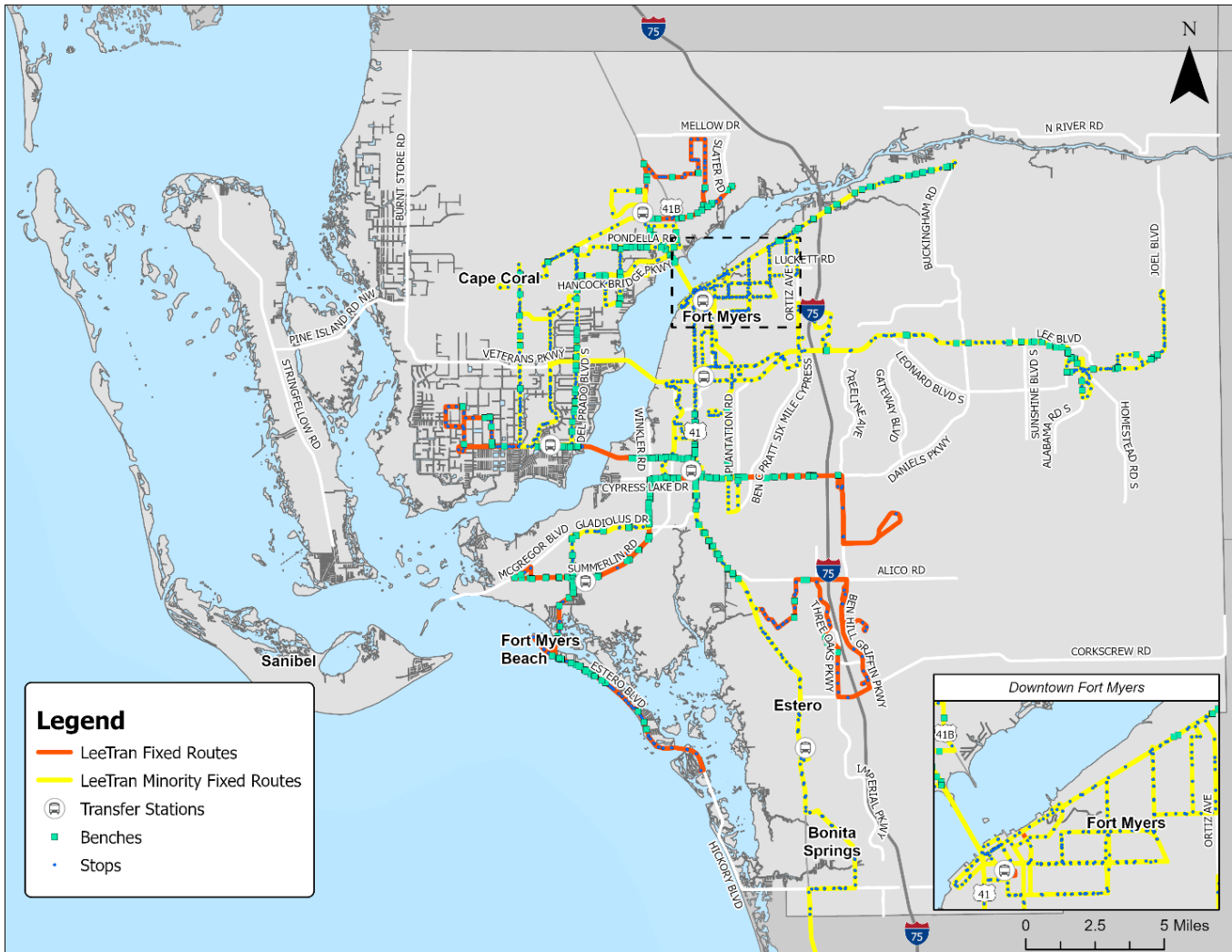


Table 24: Transit Amenities on Minority Routes

Bus Stop Amenity	Total Number	Total Amenities Within 100 Feet of a Minority Route	Percentage of Total Amenities Within 100 Feet of a Minority Route
Shelter	213	162	76.06%
Bench	370	234	63.24%

Source: LeeTran

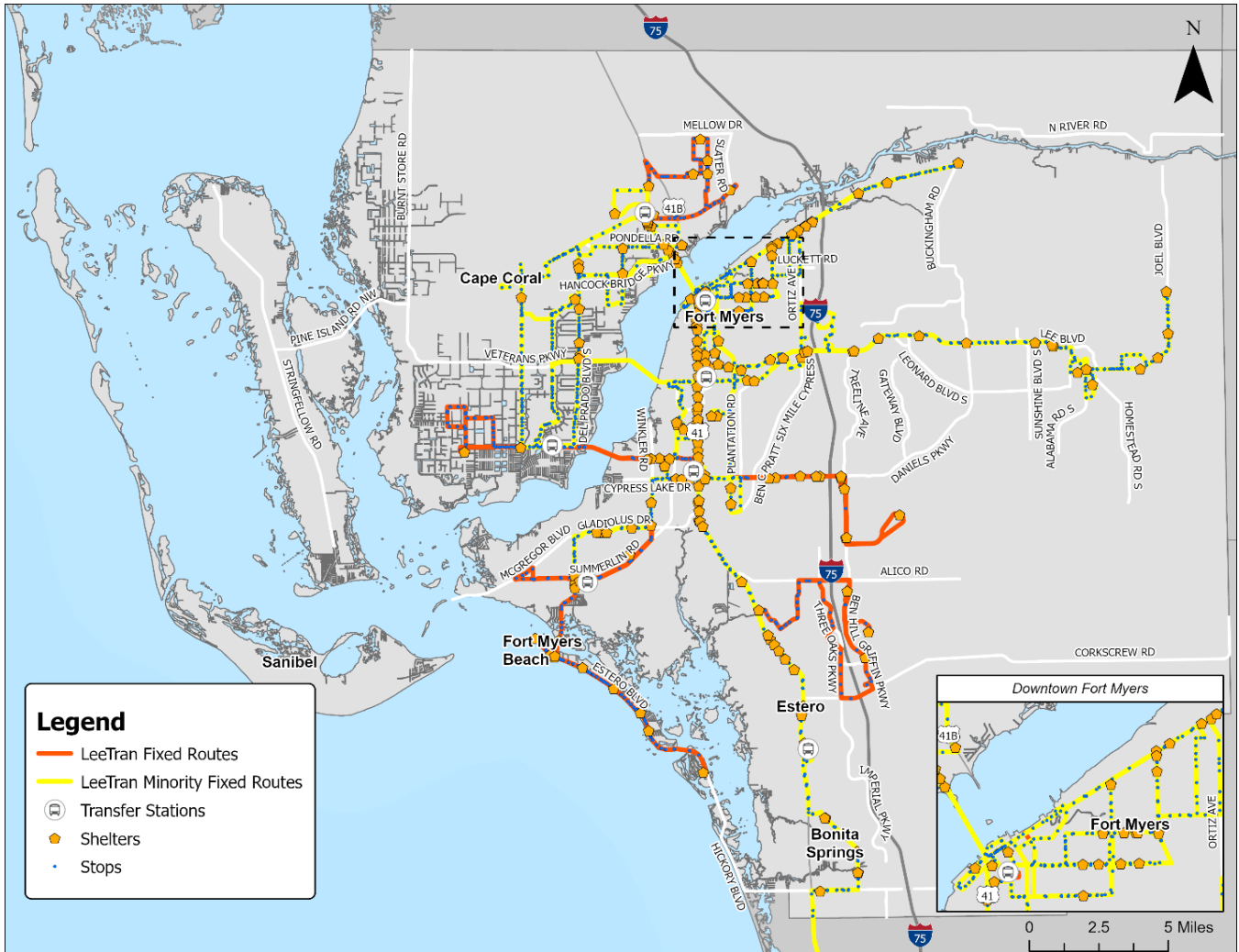
Figure 6: Transit Stops with Benches By Route Type



Source: LeeTran



Figure 7: Transit Stops with Shelters By Route Type



Source: LeeTran



2-5. Results of Service Change Equity Analysis

Transit agencies that operate 50 or more fixed route vehicles in peak-service and are located in a UZA of 200,000 or more are required to prepare and submit service and fare equity analyses to evaluate impacts of fare and service changes to minority and low-income populations. It should be noted that LeeTran operates less than 50 fixed route vehicles during the peak but still completes service change equity analyses based on the LeeTran Major Service Change Policy. Since the previous Title VI update, LeeTran completed two service change equity analyses, one for Route 150 (June 2021) and one for Route 160 (September 2021). Copies of the Title VI Equity Analysis for Route 150 and for Route 160 are provided in **Appendix H**. The service change equity analyses were prepared in accordance with LeeTran's Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy (all provided 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 Ranice Monroe, Compliance Coordinator at (239) 533-0374, (Florida Relay Service – Dial 711 for TTY) email rmonroe@leegov.com; or contact Lee County’s Title VI Nondiscrimination Coordinator: Joan LaGuardia, 2155 Second Street, Fort Myers, Florida 33902, email jlaguardia@leegov.com.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, contact Lee County’s Title VI Nondiscrimination Coordinator: Joan LaGuardia, (239) 533-533-2314 (Florida Relay Service – Dial 711 for TTY) 2155 Second Street, Fort Myers, Florida 33902, email jlaguardia@leegov.com.

Notificación al Público de los Derechos bajo el Título VI

Tránsito del Condado de Lee – LeeTran

- LeeTran opera sus programas y servicios sin tener en cuenta la raza, el color o nacionalidad de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ella o él ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante LeeTran.
- Para más información respecto del programa de derechos civiles de LeeTran, y los procedimientos para presentar una queja, contacte a Ranice Monroe, Coordinador de Servicios al Cliente al (239) 533-0374, (Servicios de Relevo de Florida – Marque 711 para TTY) correo electrónico rmonroe@leegov.com; o contacte al Coordinador de Practicas anti discriminación del Título VI del Condado de Lee: Joan LaGuardia, 2155 Second Street, Fort Myers, Florida 33902, correo electrónico jlaguardia@leegov.com.
- Quien presente una queja deberá hacerlo directamente ante la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles, Referencia: Título VI Coordinador del Programa, Edificio Este, 5to Piso-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.
- Si fuera necesaria información en otro idioma sírvase contactar al Coordinador de Prácticas anti discriminación del Titulo VI del Condado de Lee Joan LaGuardia, (239) 533-2314 (Servicios de Relevo del Estado de Florida – Marque 711 para TTY) 2155 Second Street, Fort Myers, Florida 33902, correo electrónico jlaguardia@leegov.com.

Enfòmè Piblik la sou Dwa yo daprè Tit VI Transpòtasyon Konte Lee – LeeTran

- LeeTran opere pwogram ak sèvis li yo san li pa konsidere ras, koulè, ak orijin nasyonal annakò avèk Lwa sou Dwa Sivil Tit VI. Nenpòt moun ki kwè ke li te leze pa nenpòt pratik diskriminatwa ilegal daprè Tit VI ka depoze yon plent avèk LeeTran.
- Pou w jwenn plis enfòmasyon sou pwogram dwa sivil LeeTran, ak pwosedi pou depoze yon plent, kontakte Ranice Monroe, Kowòdonatris Konfòmite nan (239) 533-0374, (Florida Relay Service – Konpoze 711 pou TTY) imèl rmonroe@leegov.com; oswa kontakte Kowòdonatè Non-Diskriminasyon Tit VI Konte Lee [Lee County's Title VI Nondiscrimination Coordinator]: Joan LaGuardia, 2155 Second Street, Fort Myers, Florida 33902, imèl jlaguardia@leegov.com.
- Yon moun kap pote yon plent ka depoze plent lan dirèkteman nan Administrasyon Transpòtasyon Federal lè li depoze yon plent avèk Biwo Dwa Sivil, Atansyon : Kowòdonatè Pwogram Tit VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- Si ou bezwen enfòmasyon an nan yon lòt lang, kontakte Kowòdonatè Non-Diskriminasyon Tit VI Konte Lee: Joan LaGuardia, (239) 533-533-2314 (Florida Relay Service – Konpoze 711 pou TTY) 2155 Second Street, Fort Myers, Florida 33902, imèl jlaguardia@leegov.com.



Appendix B

Complaint Procedures

Title VI Complaint Procedures

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

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

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

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

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

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

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

Los Procedimientos de Reclamo del Título VI

Los siguientes procedimientos de reclamo del Título VI están localizados en el sitio web de LeeTran y son en conformidad con los requisitos del Título VI.

Como un recipiente de asistencia financiera federal, LeeTran tiene el siguiente procedimiento de reclamo del Título VI.

Cualquier persona que piense que ella o él ha sido víctima de discriminación en base a su raza, color, u origen nacional por LeeTran, puede presentar un reclamo del Título VI al completar y entregar el Formulario de Reclamo del Título VI de la agencia. LeeTran investigará los reclamos recibidos que no tienen más de 180 días desde el presunto incidente. LeeTran procesará los reclamos que estén completas.

Cuando el reclamo sea recibido, LeeTran la revisará para determinar si su oficina tiene jurisdicción. El demandante recibirá una carta de reconocimiento que le informará si el reclamo será investigado por LeeTran o por el OEO.

LeeTran tiene 30 días para investigar el reclamo. Si mas información es necesaria para resolver el caso, LeeTran puede contactar al demandante. El demandante tiene 30 días hábiles desde la fecha en la carta para mandar la información requerida al investigador asignado al caso. Si el investigador no es contactado por el demandante o no recibe la información adicional antes de los 30 días hábiles, LeeTran puede cerrar el caso administrativamente. También un caso puede ser cerrado administrativamente si el demandante no desea continuar con su caso.

Después de que el investigador revise el reclamo, ella/el emitirá una de dos cartas al demandante: una carta de cierre o una carta con la conclusión. Una carta de cierre resume las acusaciones y entrevistas con respeto al presunto incidente y explica si una acción disciplinaria, entrenamiento adicional al empleado, o si otras acciones serán tomadas. Si el demandante desea apelar la decisión, ella/el tiene 30 días desde la fecha en la carta de cierre o carta con la conclusión para hacerlo.

Una persona puede presentar el reclamo directamente a la Administración Federal de Tránsito (Federal Transit Administration o FTA en ingles) en FTA Office of Civil Rights, Attention: Title VI Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Pwosedì Plent Tit VI

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

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

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

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

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

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

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



Appendix C

Complaint Forms

LeeTran Title VI Complaint Form

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

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

LeeTran Title VI Complaint Form

Section V:	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____ <input type="checkbox"/> State Court: _____ <input type="checkbox"/> Local Agency: _____	
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name: _____	
Title: _____	
Agency: _____	
Address: _____	
Telephone: _____	
Section VI:	
Name of agency complaint is against: _____	
Contact person: _____	
Title: _____	
Telephone number: _____	

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

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:
Lee County Transit - LeeTran
Ranice Monroe, Compliance Coordinator
3401 Metro Parkway
Fort Myers, Florida 33901

Sección IV

¿Ha presentado este reclamo a otra agencia federal, estatal o local, o con un tribunal federal o estatal?

Sí No

Si Sí, marcar todo lo que aplican:

Agencia Federal
 Agencia Estatal Agencia Estatal
 Tribunal Estatal Agencia Local

Por favor provea información sobre una persona de contacto en la agencia/tribunal en que el reclamo fue presentado.

Nombre:

Título:

Agencia:

Dirección:

Numero de Teléfono:

Sección V

¿Este reclamo es en contra de que agencia?

Persona de Contacto:

Título:

Numero de Teléfono:

Ud. pueda adjuntar cualquier materia u otra información que piense que es pertinente en su reclamo.

Su firma y fecha son requeridas.

Firma

Fecha

Por favor presente este formulario en persona en la dirección siguiente, o envíe por correo a:

LeeTran
Robert Codie, Director de Tránsito
3401 Metro Parkway
Fort Myers, Florida 33901

Fòm Plent Tit VI LeeTran

Seksyon I:				
Non:				
Adrès:				
Telefòn (kay/selilè):			Telefòn (travay):	
Adrès Imèl:				
Kondisyon Fòm Aksesib?	Gwo karaktè		Kasèt Odyo	
	TDD		Lèt	
Section II:				
Èske wap depoze plent sa a nan pwòp non w?		Wi*	Non	
*Si ou reponn "wi" nan kesyon sa a, ale nan Seksyon III.				
Si non, tanpri bay non ak lyen ou genyen avèk moun wap pote plent pou li a:				
Tanpri esplike poukisa wap depoze yon plent pou yon tyès pati:				

Tanpri konfime ke ou te jwenn otorizasyon pati ki leze a si wap depoze yon plent nan non yon tyès pati.		Wi	Non	
Seksyon III:				
Mwen panse diskriminasyon mwen te sibi a te baze sou (tcheke tout sa ki aplike):				
<input type="checkbox"/> Ras <input type="checkbox"/> Koulè <input type="checkbox"/> Orijin Nasyonal				
Dat Swadizan Akizasyon (Mwa, Jou, Ane): _____				
Esplike nan fason ki pi klè ke posib sa ki te pase poukisa ou kwè ou te sibi diskriminasyon. Dekri tout moun ki te enplike. Ajoute non ak enfòmasyon kontak moun(yo) ki te fè diskriminasyon kont ou (si ou konnen) ansanm avèk enfòmasyon kontak nenpòt temwen. Si ou bezwen plis plas, tanpri itilize do fòm sa a.				

Seksyon IV:				
Èske ou te depoze yon plent Tit VI anvan sa avèk ajansa sa a?		Wi	Non	

Fòm Plent Tit VI LeeTran

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

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

Siyati ak dat ki endike anba la a

Siyati

Dat

Tanpri soumèt fòm sa a anpèsan nan adrès ki anba, oswa voye fòm sa a pa lapòs nan:

Lee County Transit - LeeTran

Ranice Monroe, Compliance Coordinator

3401 Metro Parkway

Fort Myers, Florida 33901



Appendix 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

SOME RULES FOR USING LEETRAN'S BIKE RACKS

The driver is not allowed to help load or unload a bike.

The rack is designed for either two or three bikes only. If the rack is full, wait for the next bus.

Motorized bikes of any kind are not allowed. Bikes with child seats, large carriers, or side baskets, or any alterations that impair the drivers view are not permitted.

Bikes can be loaded and unloaded only at designated bus stops.

Signal to the driver when you finish unloading the bike.

Thank you for following these guidelines.

LAS REGLAS PARA USAR LAS PERCHAS PARA LAS BICICLETAS

Al chofer no se le está permitido ayudar a subir or bajar las bicicletas.

La percha está diseñada para dos o tres bicicletas solamente. Si la percha está ocupada, espere por el siguiente autobus.

Bicicletas motorizadas de cualquier tipo no están permitidas.

Bicicletas con asientos para niños o con canastas a los lados, o con canastas muy grandes o con cualquier tipo de alteraciones que impidan la vista del chofer no están permitidas.

La bicicletas se pueden subir o bajar solamente en las paradas designadas para ello. Digale y señale al chofer que ya terminó de bajar su bicicleta.

Muchas gracias por seguir esta guía.

ATTENTION, CYCLISTS!

LeeTran is pleased to provide bicycle racks for the convenience of bike riders who use them at their own risk. LeeTran is not responsible for damage to bikes or injury that may occur as a result of their use.

Each rack holds two bikes that never touch each other or the bus. They can easily accommodate most wheel and frame sizes, including kids' bikes with 20" or larger wheels. Some folding bicycles may be allowed on board the buses. Please bring your folding bike to the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, to see if it can be approved to bring on board.

LeeTran se complace de proveer con pechas a las personas que lleven bicicletas en sus viajes y quienes las usen lo harán a su propio riesgo. LeeTran no es responsable por daños a las bicicletas o heridas que puedan suceder como resultado de su uso.

La tarifa de autobus es la misma cuando usted lleva su bicicleta en el mismo. Cada percha puede sostener dos bicicletas que nunca tocan al autobus o a las otras bicicletas. Las perchas puede facilmente acomodar casi todos los tamaños de ruedas y armazones incluyendo bicicletas de niños y bicicletas con llantas de 20" incluyendo más grandes.

Rosa Parks Transportation Center

2250 Widman Way
Fort Myers, FL 33901

Customer Service Hours:

Weekdays: 6 a.m. to 7 p.m.

Saturdays: 8 a.m. to 5 p.m.



BIKE 'N' BUS

LeeTran is pleased to provide bicycle racks on all buses. Now you can ride your bike AND take the bus when you go to work, school, shopping, exploring, or wherever life takes you!

These rules and helpful tips have been designed with your safety in mind. Your "Bike 'n' Bus" combination trip should be hassle-free and enjoyable. Enjoy your ride and thank you for choosing LeeTran.



Your Ride Is Here

6035 Landing View Road
Fort Myers, FL 33907
239-533-8726 (LEE-TRAN)
www.rideleetrans.com

BICICLETAS Y EL AUTOBUS

¡LeeTran complace en tener perchas para bicicletas en todos los autobuses. Ahora usted puede viajar con su bicicleta y tomar el autobús cuando usted vaya al trabajo, a la escuela, de compras, de exploración o a cualquier lugar que usted quiera ir!

BIKE 'N' BUS

Loading Your Bike

When the bus arrives, tell the driver you'll be loading your bike. Load from in front of the bus - **DO NOT** step into oncoming traffic to load your bike.

Hold your bike with one hand. With the other hand, squeeze the handle on the bike rack to release the latch, then fold the bike rack down.

Lift your bike onto the rack, fitting the wheels into the proper wheel slots. Each wheel slot is clearly labeled for the front and rear wheel.

Como Poner su Bicicleta

Cuando el autobus llegue, dígame al chofer que estará poniendo su bicicleta en la percha.

Póngala enfrente del autobus. **NO SE PONGA ENFRENTA** del tráfico al poner su bicicleta.

Tome su bicicleta con una mano, y con la otra apriete la manija de la percha para que abra el seguro.

Y entonces ponga la percha para la bicicleta hacia abajo.

Levante su bicicleta sobre la percha, colocando las ruedas sobre las ranuras que corresponden. Cada rueda está claramente señalada para las ruedas del frente o de atrás.

Levante el soporte y pongalo sobre la llanta delantera. Ya que ha puesto su bicicleta, ésta estará firmemente sujeta.

Lift the support arm up and over the front tire. Once loaded, the bike is held firmly in place.

Board the bus and enjoy the ride! Choose a seat near the front of the bus to keep an eye on your bike. Don't forget to pick up your bike at the end of your ride!

Unloading Your Bike

As you approach your stop, tell the driver that you will be unloading your bike. Use the front door to exit the bus.

Unload your bike from the front of the bus.

¡Suba al autobus; elija su asiento cerca del frente del autobus para estar al pendiente de su bicicleta. No se olvide de llevarse su bicicleta al final de su viaje!

Como Bajar su Bicicleta

Cuando su parada se acerque, dígame al chofer que usted estará bajando su bicicleta. Use la puerta de salida del frente del autobus.

Baje su bicicleta por el frente del autobus. Ponga atención en el tráfico.

Levante el soporte de las llantas. El soporte automáticamente baja a una posición segura.

Levante su bicicleta fuera de la percha.

Si no hay más bicicletas en la percha y no hay ninguna persona esperando de poner su bicicleta, levante la percha y esta automáticamente se cerrará en su lugar.

Watch for oncoming traffic.

Raise the support arm off the tire. The support arm automatically folds down to a secure position. Lift your bike out of the bike rack.

If there are no bikes remaining on the rack and no one else is waiting to load a bike, fold up the bike rack; it will automatically lock in place.

Step safely away from the bus. Thank you for choosing LeeTran!

1.



2.



3.



4.



lee tran

Your Ride Is Here

How to Ride

¿Como Usarlo? / Fason pou vwayaj

- LeeTran's bus routes are numbered and shown on the map in different colors.
- Locate on the map your starting point, your destination and the bus route(s) closest to them.
- Choose the appropriate bus schedule, showing departure times from major landmarks.
- Decide when you want to arrive at your destination, then work backward to determine when you need to catch the bus.
- Locate a LeeTran bus stop sign on the same side of the road as the direction in which you want to travel. Stand near the sign, so the driver knows that you want to catch the bus.

- Arrive at your bus stop at least five minutes before your departure time.
- Have your fare or pass ready, and enter the bus at the front door.

- If you have difficulty stepping on or off the bus, ask the driver to make the bus "kneel" to curb level. All LeeTran buses and trolleys have wheelchair ramps or lifts, and tie-downs. The driver will assist you.

- If you are entitled to a reduced fare, please have your ID ready.

- Onboard, signal for the bus to stop either by pulling the cord or pressing the strip along the windows at least one block before your desired stop.

- Leave the bus by the rear door and do not cross in front of the bus after disembarking.

- Use LeeTran's easy online TripPlanner to map your trip at www.rideleetrans.com

Las rutas de LeeTran están numeradas y se muestran en el mapa con diferentes colores.

Localice en el mapa su punto de partida y su destino final y la ruta o rutas más cercanas a los lugares que usted vaya a ir.

Elija el horario apropiado que enseñe las horas de salida para los lugares claves que le sirvan para orientarse y poder llegar a donde usted desee ir.

Decida a que hora quiera llegar a su destino, luego revise el horario del autobús y deter mine cuando lo debe tomar.

Localice una parada del autobús en el mismo lado de la calle, en la dirección en la que usted quiera ir.

Llegue a la parada por lo menos cinco minutos antes de la hora de la salida.

Tenga el dinero del pasaje listo y entre al autobús por la puerta de enfrente.

Si usted tiene dificultad al entrar o salir del autobús, dígame al chofer que baje el autobús al nivel de la banqueta.

Todos los autobuses y trolebuses de LeeTran tienen rampas para las sillas de ruedas o elevadores y amarres para las sillas. El chofer lo/la asistirá.

Si usted tiene un descuento o reducción en su pasaje, por favor tenga su identificación lista.

Señale para que el chofer pare el autobús ya sea jalando el cordón o haciendo presión en la franja junto a la ventanilla por lo menos una cuadra antes de su parada.

Por favor después de salir del autobús no camine enfrente del mismo.

Wout otobis LeeTran yo nimewote epi yo parèt sou kat jeyografik la nan diferan koulè.

Lokalize sou kat jeyografik la pwen depa w, destinasyon w ak wout otobis(yo) ki pi pre yo.

Chwazi orè otobis ki apwopriye a, ki montre lè y ap deplase sot nan gwo pwen repè yo.

Deside lè w vle rive nan destinasyon w, epi apati de lè sa mache arekilon pou detèmine lè w ta dwe pran otobis la.

Lokalize yon pano arè otobis LeeTran sou menm bò lari ak direksyon ou vle vwayaje a. Kanpe bò pano a, konsa chofè a konnen ou ou vle monte otobis la.

Rive nan arè otobis la omwen senk minit anvan lè pou otobis la deplase.

Mete lajan w oswa pas ou a prè, epi rantre nan otobis la nan pòt devan an.

Si w gen difikilite pou monte oswa desann otobis la, mande chofè a pou l fè otobis la "bese (kneel)" nan nivo twotwa a. Tout otobis LeeTran yo ak trolley yo genyen ramp oswa elevatè pou chèz woulant, ak attachman. Chofè a pral ede w.

Si w gen dwa pou yon tarif redwi, tanpri pare pou montre pyès idantifikasyon w.

Pandan w nan otobis la, siyale pou otobis la kanpe swa lè w rale kòd la swa lè w peze bann ki bò fenèt yo omwen yon blòk anvan kote w ta renmen kanpe a.

Desann otobis la nan pòt dèyè a epi pinga w travèse lari a devan otobis la aprè w fin desann li.

Itilize planifikatè vwayaj (TripPlanner) LeeTran nan ki fasil sou entènèt la pou planifye vwayaj ou nan www.rideleetrans.com

Transit Fares

Tarifas de Pasaje
Tarif tranzit

Adult Fare	\$1.50
Discount Fare	\$0.75
Children 42" and Under	FREE

Discount Fares

Identificaciones de Transporte / Tarif rabè

LeeTran fare discount ID cards enable people 65 years of age or more, 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 apilantan 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 riders can save money by purchasing passes good for multiple trips. They can be purchased on our secure website, rideleetrans.com, or at the following locations:

LeeTran puede ahorrarle dinero al comprar los pases para múltiples viajes. Los Boletos se pueden comprar en el internet visitando rideleetrans.com y los siguientes locales:

Pasaje LeeTran yo ka ekonomize lajan lè yo achte pas ki bon pou plizyè vwayaj. Ou ka achte yo sou sitwèb nou an ki sekiirite, rideleetrans.com. oswa nan lokal ki pral site aprè yo:

Fort Myers

Rosa Parks Transportation Center
Customer Service Counter and TVM
2250 Widman Way

LeeTran Headquarters
Customer Service Counter
3401 Metro Parkway

Florida SouthWestern State College Bookstore
8099 College Parkway

Lakes Regional Library
15290 Bass Road

Riverdale Branch Library
2421 Buckingham Road

Edison Mall Transfer Station
TVM only
4125 Cleveland Ave

Beach Park & Ride
Seasonal Customer Service Counter and TVM
11101 Summerlin Square Drive

Cape Coral

Cape Coral-Lee County Public Library
921 SW 39th Terrace

Cape Coral Tranfer Center
TVM only
820 SE 47th Terrace

North Fort Myers

North Fort Myers Public Library
2001 N. Tamiami Trail

Lehigh Acres

East County Regional Library
881 Gunnery Road

All Publix Stores in Lee County
Compre su pase en cualquier Publix
Creole translation to come

Help Everyone Enjoy the Ride

Ayuda a Que Todo el Mundo Disfrute el Viaje
Ede tout moun pwofite vwayaj la

- Eating, drinking, smoking (including e-cigarettes), and profanity are prohibited.

- Electronic devices that could disturb others, such as radios, video games, or MP3 players must be used with headphones.

- Please reserve the front seats for elderly or disabled riders.

- Please do not block the aisles with packages, bags or strollers.

- No weapons, alcohol or illegal substances are permitted on the bus.

- Passengers must remain behind the yellow line while the bus is in motion.

- Shirts and shoes are required.

- Comer, beber, fumar y decir palabras obscenas está prohibido.

- Aparatos electrónicos que puedan molestar a otros, como radios, juegos de video, o MP3 deben de ser usados con audífonos.

- Por favor deje los asientos de enfrente libres para los pasajeros de mayor edad y aquellos que están incapacitados.

- Por favor no bloquee el pasillo del autobús con paquetes, bolsas o con carritos de los niños.

- No están permitidas las bebidas alcohólicas, sustancias ilegales, ni armas en el autobús.

- Los pasajeros deben de permanecer detrás de la línea amarilla mientras el autobús este en movimiento.

- Yo entèdi pou manje, bwè, fimen (ikonpri sigarèt elektwonik), ak di vye pawòl vilgè.

- Aparèy elektwonik ki ta ka deranje lòt moun, tankou radyo, jwèt videyo, oswa jwèt MP3 dwe gen yon kas lè w ap sèvi avèk yo.

- Tanpri rezève chèz devan yo pou moun ki ajè yo oswa moun ki andikape yo.

- Tanpri pa bloke ale oswa koulwa yo avèk pakè, sachè oswa pousèt.

- Yo pa pèmèt pou gen okenn zam, alkòl oswa sibstans ilegal nan otobis la.

- Pasaje yo dwe rete pa dèyè liy jòn nan pandan otobis la an mouvman.

- Ou dwe gen chemiz sou ou ak soulye nan pye w.

Paratransit Service

El Servicio Paratransit
Transpò adapte pou moun ki andikape

LeeTran's paratransit service called Passport is available for those whose disabilities make it difficult for them to use a regular bus. Passport operates in the same service area, during the same hours, and on the same days as regular route bus service. A certification process is required; to obtain an application or additional information, call the Passport office at 239-533-0300, Monday through Friday between 8 a.m. and 5 p.m.

El servicio paratransit llamado Pasaporte está disponible para aquellos que sus incapacidades hacen imposible para que ellos puedan usar un autobús regular. El servicio Pasaporte opera en la misma zona, durante las mismas horas, y los mismos días que los autobuses regulares. Un proceso de certificación es requerido; para obtener una solicitud o más información, llame a la oficina del Pasaporte al 239-533-0300 de lunes a viernes entre las 8:00 de la mañana a las 5:00 de la tarde.

Sèvis transpò adapte pou moun ki andikape LeeTran nan ki rele Passport disponib pou moun kote andikap yo ran li difisil pou yo itilize yon otobis nòmal. Passport opere nan menm zòn sèvis la, pandan menm liè yo, epi nan menm jou ak sèvis otobis wout nòmal yo. Gen yon pwosesis sètifikasyon ki obligatwa; pou jwenn yon aplikasyon oswa enfòmasyon siplemantè, rele ofis Passport la nan 239-533-0300. De lendi a vandredi ant 8 è a.m. ak 5 è p.m.

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
- Aksyondegras
- Nwèl

Lost and Found

Objetos Perdidos y Encontrados
Objè pèdi

Personal items left on the buses are collected at the end of the day and held for 90 days per state statute. Parishables (food items) are thrown out the same day. If you have lost an item on the bus, please call 239-533-8726 to determine if it can be recovered. LeeTran is not responsible for lost or stolen items.

Los objetos que fueron olvidados en los autobuses son recogidos al finalizar el día y serán guardados por 90 días. Si usted ha olvidado un objeto en el autobús, por favor llame al 239-533-8726 para determinar si se puede recuperar. LeeTran no es responsable por los objetos olvidados o robados.

Yo kolekte atik pèsonèl moun kite nan otobis yo nan fen jounen an epi yo kenbe yo pandan 90 jou selon lwa eta a. Yo jete atik perisab (manje) menm jou a. Si w te pèdi yon bagay nan otobis la, tanpri rele 239-533-8726 pou detèmine si w ka rejwenn li. LeeTran pa responsab pou bagay ou ki pèdi oswa bagay ou yo volè.

Title VI Compliance

Título VI Cumplimiento
Konfòmite ak Tit VI

LeeTran complies with Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color or national origin. If you feel you have been discriminated against, you may file a complaint by calling LeeTran at 239-533-8726 or Lee County's Office of Equal Employment Opportunity at 239-533-2245.

LeeTran cumple con el Título VI del Acta de Derechos Civiles de 1964 que prohíbe la discriminación por causa de su raza, color o nación de origen en cualquier programa o actividad que recibe dinero federal. Para reportar violaciones llame a LeeTran al 239-533-8726 o las oficinas del Condado de Lee al 239-533-2245.

LeeTran konfòme lak Tit VI nan lwa sou Dwa Sivil ane 1964 la (Civil Rights Act of 1964) ki entèdi diskriminasyon sou baz ras, koulè oswa orijin nasyonal. Si w santi w te viktim diskriminasyon, ou ka pote yon plent lè w rele LeeTran nan 239-533-8726 oswa Ofis Opòtinite Travay Egal konte Lee (Lee County's Office of Equal Employment Opportunity) nan 239-533-2245.

System Map



Diagrama del Sistema / Kat Sistèm

FORT MYERS · FLORIDA

LeeTran

Your Ride Is Here

3401 Metro Parkway
Fort Myers, FL 33901

(239) LEE-TRAN (533-8726)

rideleetrans@leegov.com

rideleetrans.com

LeeTran Customer Service
Call (239) 533-8726 ext. 1

Customer Service Hours
Mon - Fri: 8am to 5pm
Saturday & Sunday: Closed

Suggested Apps
• Planning your trip
• Managing your fare amount
• Tracking buses in real-time

transit LeeFare

Welcome Aboard
Bienvenido a bordo
Byenvini abò

LeeTran has served Lee county residents and visitors since 1977. It currently operates 26 bus routes with over 1,700 bus stops covering more than 400 miles of roadway.

LeeTran offers a safe and reliable way of getting to work, school, shopping or recreation.

LeeTran ha servido a los residentes y visitantes del condado de Lee desde 1977. Actualmente opera 26 rutas con más de 1,700 paradas de autobuses cubriendo más de 400 millas.

LeeTran ofrece una forma de ir al trabajo, a la escuela, compras o recreación segura y confiable.

LeeTran ap desèvi rezidan ak vizitè konte Lee depi 1977. Pou lemoman li opere 26 wout otobis avèk plis pase 1,700 arè otobis ki kouvri plis pase 400 mil sipèfisi wout.

LeeTran ofri yon fason ki san danje epi ki fway pou al travay, al lekòl, al fè acha oswa al nan amizman.

4 WAYS TO PAY

4 MANERAS DE PAGAR / 4 FASON POU PEYE



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 maquina 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



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.



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.



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

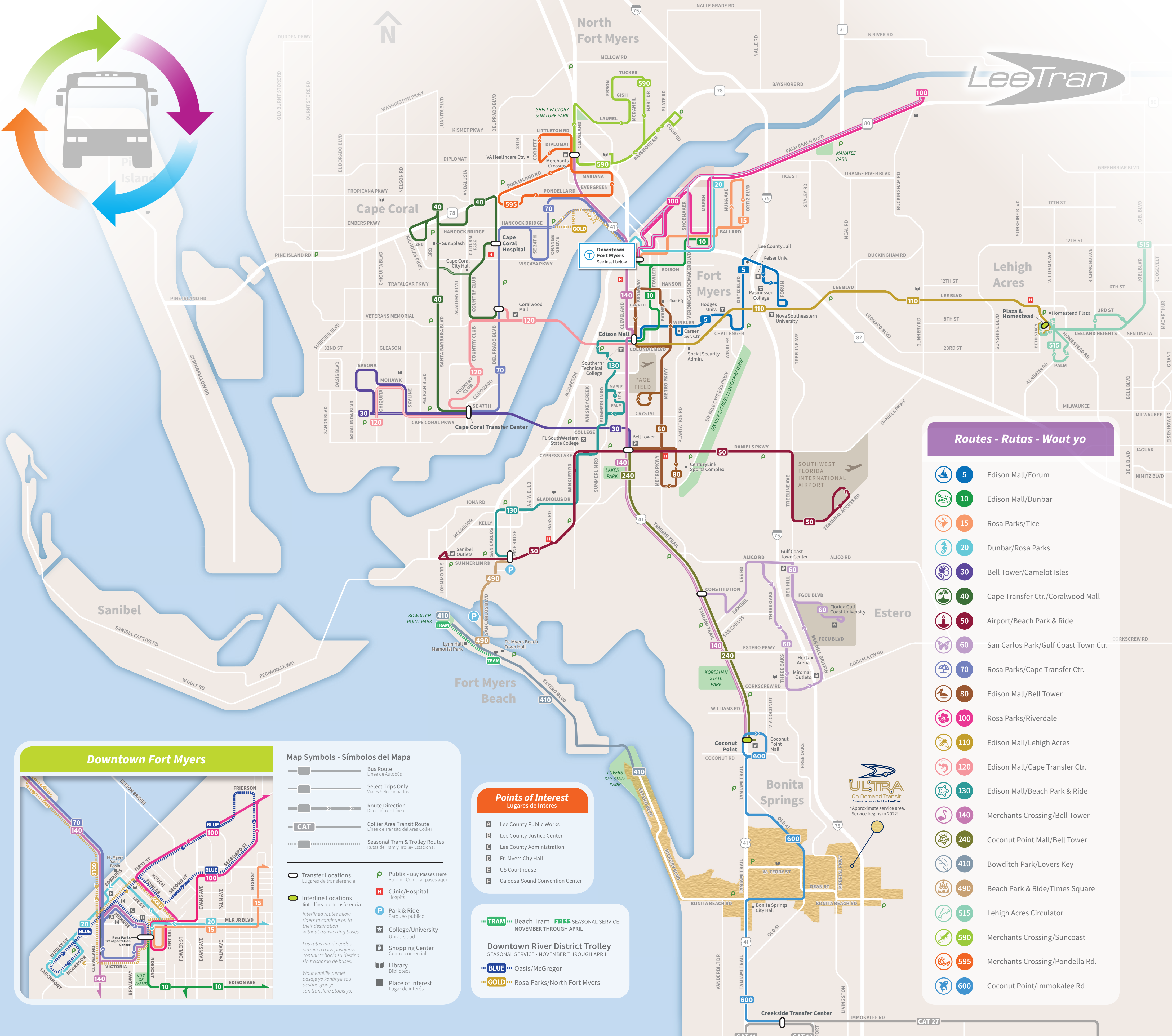
Todavía se acepta efectivo en todos los autobuses. Recuerde, el cuadro de tarifa no proporciona cambio, así que asegúrese de tener el monto exacto de la tarifa.

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

LeeTran

Your Ride Is Here





Routes - Rutas - Wout yo

- 5 Edison Mall/Forum
- 10 Edison Mall/Dunbar
- 15 Rosa Parks/Tice
- 20 Dunbar/Rosa Parks
- 30 Bell Tower/Camelot Isles
- 40 Cape Transfer Ctr./Coralwood Mall
- 50 Airport/Beach Park & Ride
- 60 San Carlos Park/Gulf Coast Town Ctr.
- 70 Rosa Parks/Cape Transfer Ctr.
- 80 Edison Mall/Bell Tower
- 100 Rosa Parks/Riverdale
- 110 Edison Mall/Lehigh Acres
- 120 Edison Mall/Cape Transfer Ctr.
- 130 Edison Mall/Beach Park & Ride
- 140 Merchants Crossing/Bell Tower
- 240 Coconut Point Mall/Bell Tower
- 410 Bowditch Park/Lovers Key
- 490 Beach Park & Ride/Times Square
- 515 Lehigh Acres Circulator
- 590 Merchants Crossing/Suncoast
- 595 Merchants Crossing/Pondella Rd.
- 600 Coconut Point/Immokalee Rd



Map Symbols - Símbolos del Mapa

- Bus Route
Línea de Autobús
- Select Trips Only
Viajes Seleccionados
- Route Direction
Dirección de Línea
- Collier Area Transit Route
Línea de Tránsito del Área Collier
- Seasonal Tram & Trolley Routes
Rutas de Tram y Trolley Estacional
- Transfer Locations
Lugares de transferencia
- Interline Locations
Línea de transferencia
- Publix - Buy Passes Here
Publix - Comprar pasajes aquí
- Clinic/Hospital
Hospital
- Park & Ride
Parqueo público
- College/University
Universidad
- Shopping Center
Centro comercial
- Library
Biblioteca
- Place of Interest
Lugar de interés

Points of Interest - Lugares de Interés

- A** Lee County Public Works
- B** Lee County Justice Center
- C** Lee County Administration
- D** Ft. Myers City Hall
- E** US Courthouse
- F** Caloosa Sound Convention Center

- TRAM** Beach Tram - **FREE** SEASONAL SERVICE
NOVEMBER THROUGH APRIL
- BLUE** Downtown River District Trolley
SEASONAL SERVICE - NOVEMBER THROUGH APRIL
- GOLD** Oasis/McGregor
- GOLD** Rosa Parks/North Fort Myers



Route
Rutas / Wout yo

100



- 1 Riverdale
- 2 Palm Beach & Marsh
- 3 Michigan & Marsh
- 4 Rosa Parks Transportation Center

Legend
Leyenda / Lejand

- Transfer Location
- Publix
- Clinic/Hospital
- College/University
- Shopping Center
- Library
- Place of Interest

4 WAYS TO PAY
4 MANERAS DE PAGAR / 4 FASON POU PEYE



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

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**

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



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.

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

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.

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

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



(239) 533-8726 (LEE-TRAN)

RideLeeTran.com

LT230810176 RT100

Route
Rutas / Wout yo

100

Riverdale • Downtown Ft. Myers

Monday - Sunday
Lunes - Domingo

Serving the following areas
Sirviendo las areas siguientes

- Riverdale
- Palm Beach & Marsh
- Michigan & Marsh
- Rosa Parks Transportation Center

Transfer Points
Puntos de Transferencia

Michigan & Marsh

15 20

Rosa Parks Transportation Center & Marsh

10 15
20 70



Suggested Apps

Planning your trip • Managing your fare account
Tracking buses in real-time



Updated 08/23



Transit Fares

Tarifas de Pasaje
Tarif tranzit



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

Monday - Friday Service

WESTBOUND				EASTBOUND			
1	2	3	4	4	3	2	1
Riverdale	Marsh & Palm Beach	Michigan & Marsh	Rosa Parks Center	Rosa Parks Center	Michigan & Marsh	Marsh & Palm Beach	Riverdale
5:25	5:40	-	6:00	5:17	5:35	5:39	5:55
5:55	6:10	-	6:30	5:42	6:00	6:04	6:20
6:20	6:36	6:40	7:00	6:05	6:23	6:27	6:43
6:45	7:01	7:05	7:25	6:35	6:53	6:57	7:13
7:13	7:29	7:34	7:55	7:05	7:23	7:27	7:43
7:43	7:59	8:04	8:25	7:30	7:48	7:52	8:08
8:13	8:29	8:34	8:55	8:01	8:19	8:23	8:39
8:43	8:59	9:04	9:25	8:31	8:49	8:53	9:09
9:13	9:29	9:34	9:55	9:01	9:19	9:23	9:39
9:43	9:59	10:04	10:25	9:31	9:49	9:53	10:09
10:13	10:29	10:34	10:55	10:01	10:19	10:23	10:39
10:43	10:59	11:04	11:25	10:31	10:49	10:53	11:09
11:13	11:29	11:34	11:55	11:01	11:19	11:23	11:39
11:43	11:59	12:04	12:25	11:31	11:49	11:53	12:09
12:13	12:29	12:34	12:55	12:01	12:19	12:23	12:39
12:43	12:59	1:04	1:25	12:31	12:49	12:53	1:09
1:13	1:29	1:34	1:55	1:01	1:19	1:23	1:39
1:43	1:59	2:04	2:25	1:31	1:49	1:53	2:09
2:13	2:29	2:34	2:55	2:01	2:19	2:23	2:39
2:43	2:59	3:04	3:25	2:31	2:49	2:53	3:09
3:13	3:29	3:34	3:55	3:01	3:19	3:23	3:39
3:43	3:59	4:04	4:25	3:31	3:49	3:53	4:09
4:13	4:29	4:34	4:55	4:01	4:19	4:23	4:39
4:43	4:59	5:04	5:25	4:31	4:49	4:53	5:09
5:13	5:29	5:34	5:55	5:01	5:19	5:23	5:39
5:43	5:59	6:04	6:25	5:31	5:49	5:53	6:09
6:13	6:29	6:34	6:55	6:01	6:19	6:23	6:39
6:43	6:59	7:04	7:25	6:31	6:49	6:53	7:09
7:13	7:29	7:34	7:55	7:01	7:19	7:23	7:39
7:43	7:59	8:04	8:25	8:01	8:19	8:23	8:39
8:43	8:59	9:04	9:25	8:31	8:49	8:53	9:09
				9:31	-	9:45	10:00

Express Trips

Sunday Service

WESTBOUND				EASTBOUND			
1	2	3	4	4	3	2	1
Riverdale	Marsh & Palm Beach	Michigan & Marsh	Rosa Parks Center	Rosa Parks Center	Michigan & Marsh	Marsh & Palm Beach	Riverdale
8:15	8:30	8:35	8:55	7:35	7:55	8:01	8:15
9:45	10:00	10:05	10:25	9:00	9:20	9:26	9:40
11:15	11:30	11:35	11:55	10:30	10:50	10:56	11:10
12:45	1:00	1:05	1:25	12:00	12:20	12:26	12:40
2:15	2:30	2:35	2:55	1:30	1:50	1:56	2:10
3:45	4:00	4:05	4:25	3:00	3:20	3:26	3:40
5:15	5:30	5:35	5:55	4:30	4:50	4:56	5:10
6:45	7:00	7:05	7:25	6:00	6:20	6:26	6:40
-	-	-	-	7:30	7:50	7:56	8:10

PM times are in bold. All times are approximate.

Saturday Service

WESTBOUND			
1	2	3	4
Riverdale	Marsh & Palm Beach	Michigan & Marsh	Rosa Parks Center
5:30	5:46	5:50	6:05
6:10	6:26	6:30	6:45
6:50	7:06	7:10	7:30
7:30	7:46	7:50	8:10
8:15	8:31	8:35	8:55
8:55	9:11	9:15	9:35
9:40	9:56	10:00	10:20
10:20	10:36	10:40	11:00
11:05	11:21	11:25	11:45
11:45	12:01	12:05	12:25
12:30	12:46	12:50	1:10
1:10	1:26	1:30	1:50
1:55	2:11	2:15	2:35
2:35	2:51	2:55	3:15
3:20	3:36	3:40	4:00
4:00	4:16	4:20	4:40
4:45	5:01	5:05	5:25
5:25	5:41	5:45	6:05
6:10	6:26	6:30	6:50
6:50	7:06	7:10	7:30
8:15	8:31	8:35	8:55

EASTBOUND			
4	3	2	1
Rosa Parks Center	Michigan & Marsh	Marsh & Palm Beach	Riverdale
5:35	5:50	5:54	6:10
6:10	6:25	6:29	6:45
6:50	7:05	7:09	7:25
7:35	7:50	7:54	8:10
8:15	8:30	8:34	8:50
9:00	9:15	9:19	9:35
9:40	9:55	9:59	10:15
10:25	10:40	10:44	11:00
11:05	11:20	11:24	11:40
11:50	12:05	12:09	12:25
12:30	12:45	12:49	1:05
1:15	1:30	1:34	1:50
1:55	2:10	2:14	2:30
2:40	2:55	2:59	3:15
3:20	3:35	3:39	3:55
4:05	4:20	4:24	4:40
4:45	5:00	5:04	5:20
5:30	5:45	5:49	6:05
6:10	6:25	6:29	6:45
6:55	7:10	7:14	7:30
7:35	7:50	7:54	8:10
9:00	9:15	9:19	9:35

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 apentnan yo pou yo wwayaje avèk tarif ki redwi. Yo fè idantifikasyon foto TropiCards yo nan Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers. Moun aje 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		

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 • Labor Day
- Memorial Day • Thanksgiving
- 4th of July • Christmas Day

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

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

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

- Joudlan • Jou Travay
- Jou Souvni • Aksyondegiras
- 4 Jiyè • Nwèl



INSTRUCCIONES PARA LA SOLICITUD DEL PROGRAMA DE TRANSPORTE PARA DESFAVORECIDOS (TD)

- ❖ El solicitante o cuidador rellena la Solicitud del Programa TD
- ❖ El solicitante o cuidador rellena el formulario de contactos de emergencia.
- ❖ Todo solicitante **debe** presentar pruebas de ingresos familiares.
- ❖ El solicitante presenta una copia de su documento de identidad con fecha de nacimiento emitido por el gobierno.
- ❖ Los solicitantes pueden presentar sus formularios rellenos en persona o enviarlos por fax o correo a la dirección provista más abajo.

Servicio de transporte para desfavorecidos puerta a puerta: El servicio de transporte para desfavorecidos puerta a puerta se presta para las actividades relacionadas con la atención médica, el empleo, los estudios, las compras, la vida social y otras actividades de mantenimiento vital. Los pasajeros de viajes no esenciales (de compras, con fines recreativos, etc.) se transportarán a las instalaciones más cercanas.

Requisitos a cumplir: El programa TD es un programa de "último recurso" para personas que necesitan transporte y carecen de acceso a cualquier otro recurso para su transporte. Los criterios de elegibilidad exigen que el solicitante cumpla con los siguientes criterios: tener bajos ingresos, ser persona mayor de los 60 años, ser incapaz de usar las rutas fijas, sin ningún otro medio de transporte, estar discapacitado (no poder usar la ruta fija), o vivir fuera del área de servicio de la Ruta Fija.

Presente su solicitud completa: Estamos obligados a hacer todo lo posible por verificar sus ingresos y datos médicos para determinar si cumple con los requisitos del programa. Los campos en blanco en su solicitud no se consideran estar completos y pueden afectar cuán rápidamente determinemos si cumple con los requisitos del programa. Es obligatorio incluir toda la información solicitada al completar la solicitud del programa TD. Usted está obligado a presentar documentos de identidad y documentos pertinentes en comprobación de sus ingresos al momento de presentar su solicitud. **La autodeclaración de ingresos no se acepta.**

Para más información acerca del programa, lea la Guía para Pasajeros Usuarios del Servicio *Passport* de transporte para desfavorecidos de LeeTran, en [https://www.lee.gov.com/leetran/passport-\(ada-service\)/eligibility](https://www.lee.gov.com/leetran/passport-(ada-service)/eligibility). Si tiene cualquier pregunta sobre este proceso, comuníquese con la oficina del servicio *Passport* mediante el número de teléfono que figura a continuación.

Tipos aceptables de pruebas de ingresos incluyen:

Declaración de impuestos, año actual	Verificación de ingresos del subsidio de desempleo
Carta de manutención de menores	Carta de ingresos del Seguro Social (SSA, SSI, SSDI)
Un mínimo de dos (2) recibos de sueldo de su empleador de los últimos dos meses	Estado de cuenta de pensión o jubilación (incluso de la Administración de Veteranos, o VA)



Lee County Transit – LeeTran Passport Services
3401 Metro Parkway
Fort Myers, FL 33901
Número de teléfono: (239) 533-0300
Número de fax: (239) 432-2035

FORMULARIO DE CONTACTOS DE EMERGENCIA

NOMBRE DEL SOLICITANTE/PASAJERO: _____

NOMBRE DEL CONTACTO DE EMERGENCIA: _____

RELACIÓN CON EL SOLICITANTE: _____

NÚMERO(S) DE TELÉFONO: _____

DIRECCIÓN: _____

CIUDAD: _____ ESTADO: _____ CÓDIGO POSTAL: _____

Formatos accesibles están disponibles a pedido.



FORMULARIO DE DETERMINACIÓN PARA EL TRANSPORTE PARA DESFAVORECIDOS

Todos los campos deben rellenarse CON LETRA DE MOLDE o IMPRESOS legiblemente o el formulario no se procesará

SECCIÓN I – DATOS DE IDENTIDAD

Apellido: _____ Nombre: _____ Inicial: ___
 Dirección de domicilio: _____ Apto. _____
 Tipo de domicilio: Casa Apartamento Centro de Enfermería Centro de vida asistida Pensión
 Ciudad: _____ Estado: _____ Código postal: _____
 Fecha de nacimiento: ____/____/____ Su edad actual: _____ Hombre Mujer
 Número de teléfono: (____) _____
 Número de Seguro Social: ____/____/____ Número de Medicaid: _____
 Total de ingresos mensuales: _____ **(Debe presentar pruebas de ingresos familiares)**

SECCIÓN II – DETERMINACIÓN DE NECESIDAD

¿Es usted capaz de manejar un automóvil, aunque sea por cortas distancias? Sí No
 ¿Es usted, u otra persona que viva con usted, propietario de un automóvil? Sí No
 Indique los números de matrícula de la(s) placa(s) de su(s) vehículo(s): _____

Total de las personas que viven con usted: _____	Detalle a continuación:	
<u>Nombre</u>	<u>Esta persona, ¿es familiar suyo?</u>	<u>¿Es esta persona propietaria de un automóvil?</u>
_____	<input type="checkbox"/> Sí <input type="checkbox"/> No	<input type="checkbox"/> Sí <input type="checkbox"/> No
_____	<input type="checkbox"/> Sí <input type="checkbox"/> No	<input type="checkbox"/> Sí <input type="checkbox"/> No
_____	<input type="checkbox"/> Sí <input type="checkbox"/> No	<input type="checkbox"/> Sí <input type="checkbox"/> No
_____	<input type="checkbox"/> Sí <input type="checkbox"/> No	<input type="checkbox"/> Sí <input type="checkbox"/> No

Si usted vive en un centro de vida asistida, centro de enfermería, centro de cuidado intermedio para personas con discapacidad mental o pensión, ¿tiene este establecimiento un vehículo? Sí No
 ¿Alguna vez le ha prestado dicho establecimiento servicios de transporte? Sí No
 ¿Tiene usted familiares o amistades que vivan en el condado donde usted vive? Sí No
 Esta(s) persona(s), ¿alguna vez le han transportado al médico? Sí No
 Esta(s) persona(s), ¿lo llevarían al médico si usted se lo(s) pidiera? Sí No
 ¿Conoce usted a alguien que pudiera transportarlo si usted pagara por la gasolina? Sí No
 ¿Alguna vez ha tomado un autobús de LeeTran para ir al médico u otros lugares? Sí No
 ¿Puede viajar en un autobús de LeeTran? Sí No
 Si NO puede, explique por qué: _____

¿Usaría el autobús de LeeTran si pudiera hacerlo de forma gratuita? Sí No

¿Puede caminar sin ayuda por las siguientes distancias? (Marque todas las opciones que correspondan)
 Cruzar una habitación Una cuadra Dos cuadras Tres cuadras Una milla

SECCIÓN III – DISCAPACIDAD

En la actualidad, ¿recibe Ingresos del Seguro Social (SSI)? Sí No

En la actualidad, ¿recibe beneficios por discapacidad del Seguro Social? Sí No

¿Se considera usted discapacitado? Sí No

De ser así, ¿cuál es la naturaleza de su discapacidad? (Marque todas las opciones que correspondan)

- Ciego/ceguera legal Usuario de silla de ruedas Dificultad al caminar Artritis
 Parálisis cerebral Esclerosis múltiple Enfermedad neuromuscular Derrame cerebral
 Enfermedad de Alzheimer Epilepsia Depende de un respirador u oxígeno
 Distrofia muscular Impedimentos mentales Impedimentos emocionales
 Otra (describa)

¿Necesita usted dispositivos de ayuda para la movilidad? Sí No

De ser ASÍ, ¿cuáles dispositivos necesita? Marque todas las respuestas que correspondan.

- Andador Perro guía Asistente de atención personal Scooter Bastón Oxígeno
 Silla de ruedas Otro _____

SECCIÓN IV – FRECUENCIA DE USO/DESTINOS

¿Con cuáles médicos o clínicas médicas se atiende usted con regularidad?

NOMBRE Y DIRECCIÓN DEL HOSPITAL,
MÉDICO O CLÍNICA

NÚMERO DE CONSULTAS
CADA MES O SEMANA

SECCIÓN V – FIRMA, PREPARADOR Y TESTIGO

Afirmo que la información provista en esta solicitud para recibir servicios es cierta y correcta y comprendo que hacer declaraciones falsas, hacer que otras personas hagan declaraciones falsas, o hacer declaraciones falsas en nombre de otras personas constituye el fraude y se considera **un delito bajo la ley del Estado de Florida.**

Beneficiario del Programa de Transporte para Desfavorecidos

Firma: _____

Fecha: _____

Firma del preparador: _____

Fecha: _____

**Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits
Discrimination in: Public accommodations on the basis of race,
color, religion, sex, national origin, handicap or marital status.
Persons believing they have been discriminated against on these
conditions may file a complaint with the**

(239-533-8726 / 800-342-8170)

Ley de la Florida y en el Título VI del Acta de Derechos Civiles de 1964 prohíbe la discriminación en: Los establecimientos públicos sobre la base de raza, color, religión, sexo, origen nacional, discapacidad o estado civil. Las personas que creen que han sido discriminados en estas condiciones puede presentar una queja ante la Comisión de Relaciones Humanas de Florida al 850-488-7082 o 800-342-8170 (mensajes de voz).

Lee County Transit complies with Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color, or national origin. If you feel you have been discriminated against, you may file a complaint by calling Lee Tran at 533-8726, or Lee County's Office of Equal Employment Opportunity at 533-2221.

Lee County Transit konfòme li ak Tit VI nan Lwa Sou Dwa Sivik (Civil Rights Act) 1964 la ki entèdi diskriminasyon ki baze sou ras, koulè, oswa peyi kote ou soti. Si ou santi yo te fè diskriminasyon kont ou, rele Lee Tran nan 533-8726 oswa rele Biwo Konte a pou Opòtinite Egalego nan 533-2221 pou pouze you plent.



Appendix F

Facility Title VI Analysis

EVOLVE

Rethink. Revitalize. Reinvent.



Lee County Transit - LeeTran TITLE VI EQUITY ANALYSIS - PROPOSED SERVICE CHANGE

South Area Transfer/Multimodal Park-and-Ride Center

December 2, 2020

PREPARED BY

RANICE E. MONROE, ED.D.
COMPLIANCE COORDINATOR

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
- Public notices
- BOCC approval
- Title VI Equity Analysis

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.

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.

SERVICE SUMMARY

South Area Transfer/Multimodal Park-and-Ride Center

South Area Transfer/Multimodal Park-and-Ride Center The south area of Fort Myers has developed substantially over several years, outgrowing the transfer area at Bell Tower Shops. LeeTran is moving forward with a new transfer/multimodal park-and-ride in the south Fort Myers area, located on property owned by Lee County at 13180 S Cleveland Ave in Fort Myers to replace the stops located at Bell Tower. LeeTran, along with the assistance of Lee County Facilities, will soon begin the competitive negotiation process to select an engineering firm for design and permitting of the project followed with a Construction Manager at Risk (CMAR). Currently, the concept plans for the site calls for seven bays, proportionate space for bicycle storage, a covered waiting area and public restrooms. The design and construction is anticipated to take 36 - 48 months. LeeTran has received a Florida Department of Transportation (FDOT) grant of approximately \$160,000 for the design and \$2.4 million for the construction and additional Federal Transit Administration (FTA) funding in the amount of \$3 million to develop a south area transfer/multimodal center.

PROBLEM STATEMENT:

LeeTran currently has a pair of bus stops in Bell Tower Shops, one located adjacent to Bed Bath & Beyond and one across the street adjacent to the Cinema Parking lot (see red dots designating the stops on the attached map, Figure 1 and 2). The current location is not an ideal area for these stops as the buses stop in the travel lanes, and customers frequently cross the street in the area where automobile traffic is very heavy. Bus routes serving these stops include the Routes 140, 240, 80, 30 and 50; our statistics show that there are 115 weekday bus trips serving these stops. The pedestrian traffic generated by the bus routes has increased recently, and the existing facilities are not sufficient to handle the increased load. On average there are 1369 weekday passenger boardings & alightings at these two stops. While we have bus shelters at the stops, LeeTran customers are frequently standing outside the shelters, sitting on the curbs and on (what's left of) the grass in the medians.

PROPOSED COURSE OF ACTION:

The site required an amendment to the Development of Regional Impact (DRI) and was approved and planning and design is complete. Currently in the process of permitting and securing a contractor. Regarding construction costs, estimates for this project were developed

in the early stages and the economy has strengthened significantly while the demand for projects continue. Covid-19, in particularly the Delta variant, has disrupted production, delivery of goods, labor availability. Construction costs increased significantly during 2021 with an overall average upsurge of 43% in materials, supplies and distribution and continues to be unstable.

LeeTran advertised requesting bids whereas the lowest exceeded funding of about 33%. Therefore, LeeTran was forced to transfer funds allocated for other projects to meet the recent increase in construction costs.

LeeTran is in the process of awarding a contractor in March 2022 to secure this bid with commencement of construction to begin in April 2022 and completion by May 2023.

PROJECT COSTS AND FUNDING:

Project Costs:	
Design & Permitting	\$1,247,704
Construction	\$6,642,032
Total Project Cost	\$7,889,736

Funding:	
FDOT – Design (reimbursable \$160K)	\$122,787
LC General Fund - Design & Const.	\$1,428,996
FTA - 2020-060 -Construction	\$3,000,000
FL - 2017-075 - Construction	\$852,653
FL - 2021-0059 - Construction	\$660,136
FL – 2018-079 - Construction	\$1,825,164
Total Project Funding	\$7,889,736

ESTIMATED FUTURE OPERATING COST IMPACT:

LeeTran estimates an annual operating expense of \$160,000 based on the similar cost of our Edison Mall Transfer Center.

Figure 1: Existing Transportation System

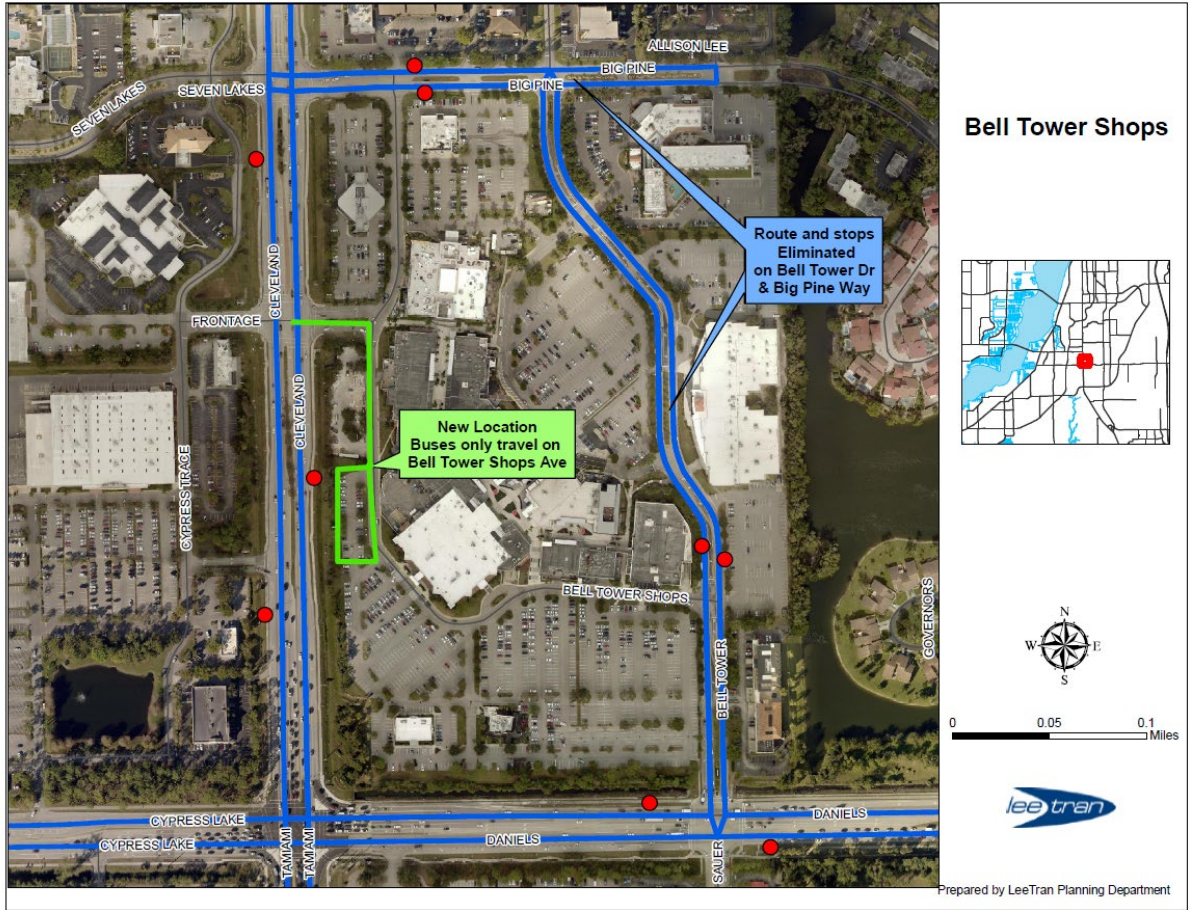


Figure 2: Bus Transfer Center

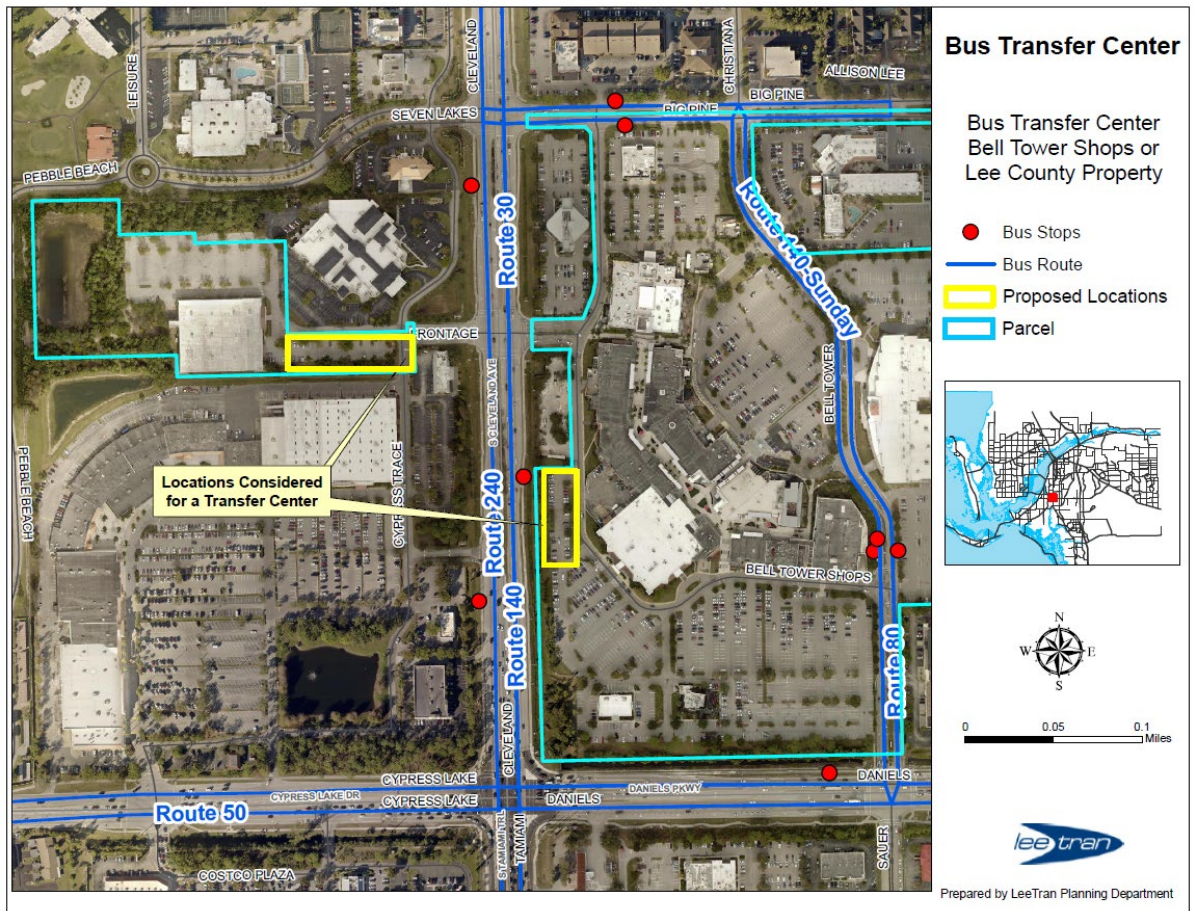


Figure 3: South Transfer Center - Concepts



Buses would no longer travel on Bell Tower Br and Big Pine Way

- Removes congestion along these roads
- Minimizes bus-instigated damage to roads along the current path
- Minimal impact to Bell Tower and won't block traffic
- Passengers no longer use merchant restrooms

Buses access transfer center via S. Cleveland Ave onto Bell Tower Shops Ave

Buses pull into transfer center and no stops along the road corridor

- Reduces impact on Bell Tower Shops Ave
- No congestion
- Minimal impact to Bell Tower and won't block traffic
- Restrooms located within transfer center



Figure 3: Survey Questionnaires

LeeTran Passenger Questionnaire

How often do you ride LeeTran - daily, weekly, monthly, etc.?

Where do you begin your transit trip?

How many times do you transfer buses to get to your final destination?

What is your final destination?

How long does your trip take?

Why do you use LeeTran services – work, personal?

How do you rate Lee County transit services?

Business Questionnaire

How many employees utilize transit services?

Figure 4: Bell Tower Ridership

Bell Tower Ridership								
Stops within Bell Tower								
Bus Stop Location	Stop #	Direction	Boarding			Alighting		
Bell Tower Drive	197	Southbound	124348			133967		
	1506	Northbound	62370			67809		
Big Pine Way	1507	Westbound	12591			822		
	281	Eastbound	3171			28386		
				Weekly	Daily		Weekly	Daily
Within Bell Tower			202480	3894	556	230984	4442	635
Stops adjacent to Bell Tower								
S Cleveland Ave	1509	Southbound	1039			253		
	251	Northbound	1564			1435		
	1508	Northbound	794			204		
Daniels Pkwy	198	Westbound	1161			91		
	1637	Eastbound	921			120		
On Perimeter of Bell Tower			5479	105	15	2103	40	6
			207959	3999	571	233087	4482	640
Rosa Parks	47		229958	4422		213993		
Edison Mall	2317		323093	6213		305919		
Cape Coral	215		55032	1058		54680		

Figure 5: Board Agenda

5/4/2021 Coversheet



ITEM 2.
Transit - Administrative Agenda

V. AGENDA ITEM REPORT

DATE: May 4, 2021

DEPARTMENT: Transit

REQUESTER: Robert Codie

TITLE: Accept FTA Grant Funding for South Transfer Center Construction

I. MOTION REQUESTED

- A) Accept Federal Transit Administration Section 5339(b) Bus and Bus Facilities grant funding awarded through the competitive process in the amount of \$3,000,000 for the construction of the South Transfer Center and Park and Ride.
- B) Adopt the authorizing resolution necessary for the grant requirements.
- C) Authorize the Transit Director to execute the necessary documents for the grant agreement and allow for receipt of additional future grant funding and modifications under this application.

II. ITEM SUMMARY

Accept Section 5339(b) Bus and Bus Facilities competitive grant funds awarded to LeeTran by the Federal Transit Administration (FTA) in the amount of \$3,000,000 for the construction of the South Transfer Center and Park and Ride. The facility will be located on an existing parking lot at the Lee County Elections Office located at 13180 S. Cleveland Avenue, Fort Myers, FL 33907 and will replace stops that are currently on private property. The project will provide a new facility with a covered bus area, ADA restrooms, custodial and electrical facilities, a technology room, as well as loading and unloading ramps with ADA accessibility that will provide a higher level of service, security and comfort for LeeTran employees and riders.

III. BACKGROUND AND IMPLICATIONS OF ACTION

A) Board Action and Other History

LeeTran applied for FTA Section 5339(b) Bus and Bus Facilities grant funding in federal fiscal year 2017 to construct a bus transfer station and park and ride lot. FTA funding was awarded in the amount of \$3,000,000 for construction costs. The project is intended to replace current stops around the Bell Tower Shops.

LeeTran's South Transfer Station and Park and Ride project is part of the 2017-2026 Transit Development Plan (TDP) that was approved by the Board on September 20, 2016 and the 2021-2030 TDP which was Board approved on November 10, 2020. This project is also included in the County's Capital Improvement Plan.

On January 19, 2021, the Board approved the award of the Competitive Negotiation Request for Proposal No. CN200399RJD to Cardno, Inc. for the Development of Regional Impact amendment services, as well as the design, engineering, and post design services for the project. The approved design services are currently underway and are being funded through a separate State grant and local funds.

B) Policy Issues

C) BoCC Goals

D) Analysis

E) Options

IV. FINANCIAL INFORMATION

A)	Current year dollar amount of item:	\$3,000,000
B)	Is this item approved in the current budget?	Yes
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.	No

F)	Fund: 48640 Program: LeeTran Project: South Park and Ride Transfer Stations Account Strings: 21889448640	
G)	Fund Type?	Other: Transit- Capital Grant

<https://leecounty.novusagenda.com/agendapublic/CoverSheet.aspx?ItemID=3894&MeetingID=300> 1/2

5/4/2021 Coversheet

H)	Comments:
----	-----------

V. RECOMMENDATION

Approve

VI. TIMING/IMPLEMENTATION

VII. FOLLOW UP

The construction contract, will be brought before the Board of County Commissioners for approval at a future meeting.

ATTACHMENTS:

Description	Upload Date	Type
Resolution	4/23/2021	Resolution

REVIEWERS:

Department	Reviewer	Action	Date
Transit	Codie, Robert	Approved	4/26/2021 - 6:48 AM
Budget Services	Guttery, Angela	Approved	4/26/2021 - 11:30 AM
Budget Services	Winton, Peter	Approved	4/26/2021 - 12:37 PM
County Attorney	Adams, Joseph	Approved	4/27/2021 - 8:21 AM
County Manager	Mora, Marc	Approved	4/27/2021 - 8:36 AM

<https://leecounty.novusagenda.com/agendapublic/CoverSheet.aspx?ItemID=3894&MeetingID=300> 2/2

CONCLUSION

The South County Park & Ride Transfer Facility project will replace bus stops at the Bell Tower Shopping Center across the street on property currently owned by Lee County located at 13180 S. Cleveland Avenue. This location will improve circulation, alleviate congestion, provide security improvements for transit operations, expand and improve intermodal connections for bikes, pedestrians and access for those with limited mobility.

TITLE VI ANALYSIS

In 2020, it was estimated that 760,820 individuals lived in South Fort Myers. The largest racial/ethnic groups were White (86.4%) followed by Hispanic (24.3%) and Black (9.2%). The median household income in 2021 was \$63,235. However, 12.2% of persons lived in poverty.

Title VI analysis centered on the datasets that were prepared for the LeeTran Title VI Program Update 2018 – 2021. 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.

EQUITY EVALUATION OF PROPOSED CHANGES

The South Area Park and Ride will provide a new facility with a covered bus area, ADA restrooms, custodial and electrical facilities, a technology room, as well as loading and unloading ramps with ADA accessibility that will provide a higher level of service, security and comfort for LeeTran employees and riders. The transfer center is expected to open on August 3, 2023.

Based on the analysis above and the criteria set forth in the LeeTran standard for measuring disparate impact and low-income disproportionate burden, LeeTran is in compliance with the terms outlined in the Title VI guidelines with regard to a major service change.



Appendix G

LeeTran Title VI

BOCC Approval



Appendix H

Service Change Title VI Analysis



EVOLVE

Rethink. Revitalize. Reinvent.



LeeTran – Lee County Transit
TITLE VI EQUITY ANALYSIS
PROPOSED SERVICE CHANGE
ROUTE 150

June 29, 2021

PREPARED BY

RANICE E. MONROE, ED.D.
COMPLIANCE COORDINATOR

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
- Public notices
- BOCC approval
- Title VI Equity Analysis

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.

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.

PROJECT BACKGROUND

Route 150 services Lovers Key, Downtown Bonita, Center of Bonita Springs, and Publix at Bonita Grande. The 150 Route has 35 stops departing from Estero Blvd at Lovers Key Main Entrance and ending in Trade Center Drive at Bonita Grande Drive. The Westbound route starts operating at 6:52 a.m. and ends at 4:35 p.m. The Eastbound route starts operating at 7:36 a.m. and ends at 5:24 p.m.

SERVICE CHANGE

On February 26, 2022, LeeTran will replace Route 150 in Bonita Springs with Mobility on Demand (MoD), a flexible curb-to-curb transit service. The new ULTRA On-Demand Transit service features a mini-bus that will take riders anywhere within a designated service area that extends approximately three-fourths of a mile from the existing Route 150, which will be phased out as a fixed route as the mobility on-demand service is fully established.

The On-Demand service will be available seven days a week from 7 a.m. to 6 p.m. Passengers can use the Uber app or make reservations via the telephone to schedule a ride. Rides will cost \$1.50.

ULTRA On-Demand service does not replace ADA Passport service, which will still be available to those who qualify. On-Demand service supports LeeTran's fixed-route services by connecting Bonita-area riders to the Route 600, which goes into Collier County, as well as the Route 410 with service to Lovers Key State Park.

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 will allow passengers to schedule rides at their convenience.

PUBLIC OUTREACH TO ROUTE 150 PASSENGERS

LeeTran's policy and procedure number 900-01, Adjustment to a Route, requires outreach to include a public meeting, website notification and Rider Alerts. Below is a timeline of the public outreach:

- On September 23, 2021, LeeTran held a public meeting at the Bonita Springs library to notify the public of the proposed changes.
- On October 5, 2021, the Lee County Board of County Commissioners approved the replacement of Route 150 in Bonita Springs with Mobility on Demand.
- On October 7, 2021, the Bonita Springs Florida Weekly announced the approval of the LeeTran On-Demand service.
- On November 18, 2021, the City of Bonita Springs announced the new MoD transportation option for Bonita Springs residents.
- During January and February:
 - LeeTran staff rode on Route 150 to notify riders of the upcoming MoD service.
 - LeeTran provided Bonita Springs community agencies and businesses a Frequently Asked Questions pamphlet of the upcoming MoD service.
- On February 14, 2022, LeeTran launched the MoD pilot in Bonita Springs.
- On February 21, 2022, LeeTran staff rode on Route 150 to notify riders that February 25, 2022, would be the last day of operation.
- LeeTran will continue to work with and educate passengers on how to use MoD service.

FARE STRUCTURE

LeeTran's fixed route has various methods riders can use to pay their fare. Riders can pay using the TropiCard, Limited Use Passes (LUCC), cash, and the LeeFare App.

Currently, the Ultra vehicle accepts the following payments: TropiCard (store value), Limited Use Passes, cash, and payment by phone. Additionally, there are no student and senior discounts for this service.

PROJECT RATIONALE

Ultra is an on demand transit service that allows riders to arrange pickups within the designated service zone. This service differs from traditional fixed route service as riders no longer need to travel to a specific bus stop along a defined bus route at a particular time in order to catch a ride with public transit. Ultra service allows riders to schedule a ride at their convenience and track vehicles in their area.

Figure 1: Map of Route 150

ROUTE 150 **MONDAY – SUNDAY SERVICE**

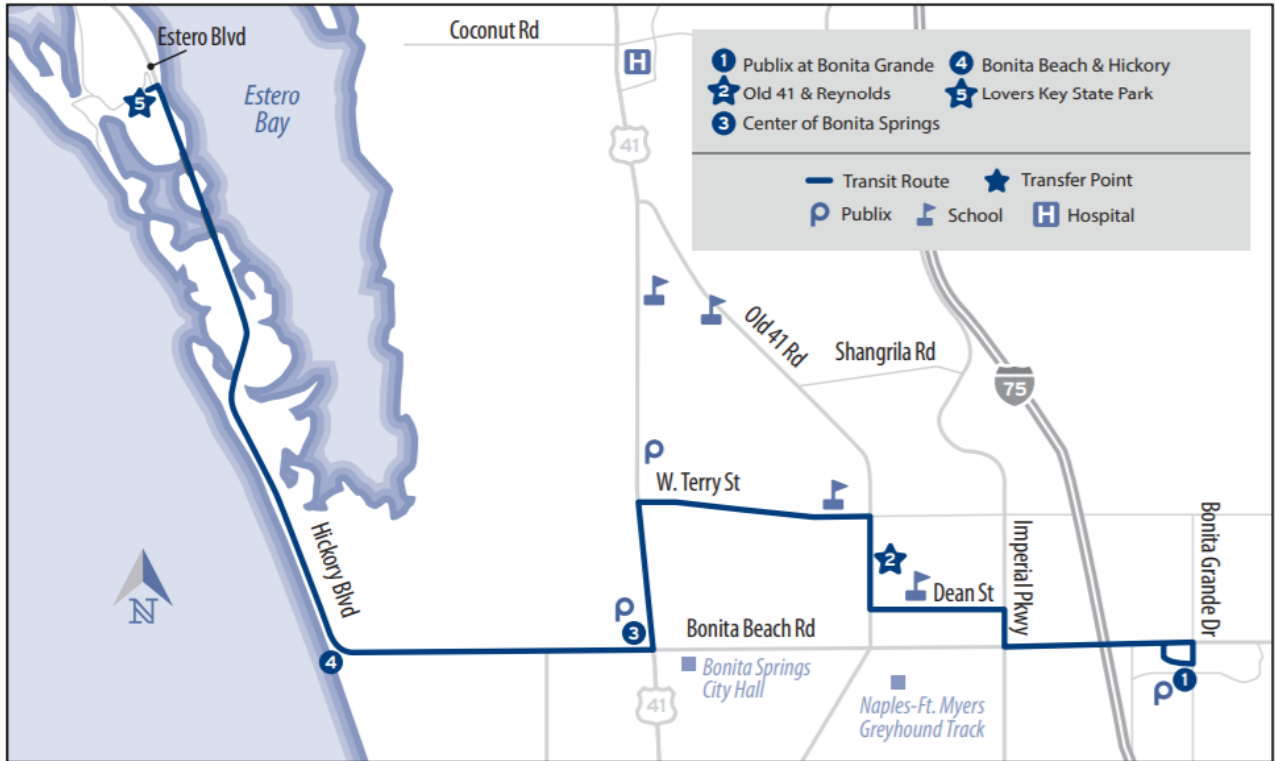


Figure 2: Route 150 Service Schedule

WESTBOUND				
1	2	3	4	5
Publix at Bonita Grande	Old 41 & Reynolds	Center of Bonita Springs	Bonita Beach & Hickory	Lovers Key State Park
6:52	7:07	7:17	7:24	7:31
8:27	8:42	8:53	9:00	9:07
9:57	10:12	10:23	10:30	10:37
11:32	11:47	11:58	12:05	12:12
1:05	1:20	1:31	1:38	1:45
2:45	3:00	3:11	3:18	3:25
4:35	4:50	5:01	5:08	5:15

EASTBOUND				
5	4	3	2	1
Lovers Key State Park	Bonita Beach & Hickory	Center of Bonita Springs	Old 41 & Reynolds	Publix at Bonita Grande
7:36	7:41	7:47	7:55	8:05
9:11	9:18	9:25	9:34	9:45
10:41	10:48	10:55	11:04	11:15
12:16	12:23	12:30	12:39	12:50
1:50	1:57	2:04	2:13	2:24
3:34	3:41	3:48	3:57	4:08
5:24	5:31	5:38	5:47	5:58

Figure 3: Proposed MoD Service Area Map



Figure 4: Public Information Workshop Newspaper Article

LeeTran (Lee County Transit) will hold a public information meeting regarding its new on demand transit service in Bonita Springs. The purpose of the meeting is to share information and seek public comment about the proposed service changes for the Bonita Springs area, by LeeTran.

Representatives will be available to answer questions from 2:00 p.m. to 3:00 p.m. on Thursday, September 23 at the Bonita Springs Library in the main lobby, 10560 Reynolds St., Bonita Springs.

This meeting is to inform the public about the plan to gather input on the demand transit service. Riders will be able to arrange pickup at their convenience with the service zone. This service offers a low ridership zone with the service radius.

Residents will no longer need to travel along a defined route at a particular time in order to catch a ride with public transit.

The draft plan can be read online at Ultra (leegov.com). LeeTran welcomes written comments by e-mail to ride@leegov.com or by postal mail to LeeTran, 3401 Metro Parkway, Fort Myers, FL 33901, attn. "Planning Dept."

Lee County will not discriminate against individuals on the basis of race, color, national origin, sex, age, disability, religion, income or family status. If you need a request language interpretation, translation or an ADA-qualified reasonable modification at no charge to the requestor, contact Ranice Monroe, (239) 533-0374, Florida Relay Service 711, at least five business days in advance. El Condado de Lee brindará servicios de traducción sin cargo a personas con el idioma limitado del inglés. Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging). D091621-74-LT AD#4910825 Sept. 16, 2021

Figure 5: Lee County BOCC Board Agenda - Replacing Route 150 with MoD Service

8/16/23, 12:24 PM

Coversheet



ITEM 3.
Transit - Administrative Agenda

AGENDA ITEM REPORT

DATE: October 5, 2021
DEPARTMENT: Transit
REQUESTER: Robert Codle
TITLE: Approve Replacing LeeTran Route 150 with Mobility on Demand Service

I. MOTION REQUESTED

Approve replacing LeeTran Route 150, servicing Bonita Springs, with Mobility on Demand service.

II. ITEM SUMMARY

Approval replaces LeeTran Route 150 in Bonita Springs with Mobility on Demand (MoD), a flexible curb-to-curb transit service. The new MoD service will encompass the entire Route 150 and will additionally include a 0.75 mile coverage area as shown within the proposed service area map. Service will operate from approximately 7:00 a.m. to 6:00 p.m., Monday through Sunday excluding Thanksgiving Day, Christmas Day, Memorial Day, Labor Day, Independence Day and New Year's Day. Service will be provided through a mobile application or by phone request on a first come first serve basis. LeeTran Route 600 will continue to provide standard bus service.

Although MoD expands beyond current Route 150 fixed service, a much smaller vehicle is utilized, resulting in a substantial savings to operate. Current Route 150 annual expenditures are approximately \$598,000 for fixed route service and the MoD service is anticipated to cost \$290,000 resulting in an annual savings of \$308,000.

III. BACKGROUND AND IMPLICATIONS OF ACTION

A) Board Action and Other History

LeeTran Policy and Procedures 900-01, Adjustment to a Route, requires outreach to include a public meeting, website notification and Rider Alerts. These requirements have been met. LeeTran posted rider alerts, notices were placed on the Lee County and LeeTran websites, and LeeTran advertised and recently held an informational public meeting at the Bonita Springs Public Library. LeeTran will continue to work with and educate passengers on how to use Mobility on Demand service.

The Mobility on Demand service will provide an enhanced level of service to Bonita Springs riders.

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?	Yes
C)	Is this a revenue or expense item?	Expense
D)	Is this Discretionary or Mandatory?	Discretionary
E)	Will this item impact future budgets? If yes, please include reasons in III(D) above.	No
F)	Fund: Enterprise Program: LeeTran Project: Transit Operating Account Strings: K1544014600	
G)	Fund Type?	Enterprise
H)	Comments: Route 150 annual expenditures are approximately \$598,000 and the Mobility on Demand service is anticipated to cost \$290,000, resulting in an annual savings of \$308,000.	

V. RECOMMENDATION

<https://leecounty.novusagenda.com/agendapublic/CoverSheet.aspx?ItemID=4291&MeetingID=305>

1/2

8/16/23, 12:24 PM

Coversheet

Approve

VI. TIMING/IMPLEMENTATION

Approval needed in order to remove the route during the November 2021 service change.

VII. FOLLOW UP

ATTACHMENTS:

Description	Upload Date	Type
Map - New Mobility on Demand Service	9/13/2021	Backup Material
Mobility on Demand Informational Flyer	9/15/2021	Backup Material

REVIEWERS:

Department	Reviewer	Action	Date
Transit	Codle, Robert	Approved	9/24/2021 - 11:05 AM
Budget Services	Henkel, Anne	Approved	9/24/2021 - 11:17 AM
Budget Services	Winton, Peter	Approved	9/24/2021 - 12:08 PM
County Attorney	Adams, Joseph	Approved	9/27/2021 - 2:08 PM
County Manager	Mora, Marc	Approved	9/28/2021 - 10:03 AM

CONCLUSION

Based on the analysis below and the criteria set forth in the LeeTran standard for measuring disparate impact and low-income disproportionate burden, LeeTran is in compliance with the terms outlined in the Title VI guidelines in regard to a service span change. Discontinuing Route 150 will not cause a disparate impact or disproportionate burden on residents in the Bonita Springs area. Creating a MoD service will improve transportation service for residents in the area. Residents are excited about the incoming services, that will be curb-to-curb and will costs the same fee as the fixed route service.

TITLE VI ANALYSIS

In 2021, the median household income of Bonita Springs households was \$78,347. However, 5.5% of Bonita Springs families live in poverty. The largest Bonita Springs racial/ethnic groups are White (70.9%) followed by Hispanic (24.1%) and Black (2.0%).

Title VI analysis centered on the datasets that were prepared for the LeeTran Title VI Program Update 2021-2024. 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.

EQUITY EVALUATION OF PROPOSED CHANGES

LeeTran's new curb-to-curb Ultra On Demand Transit service allows riders to pre-book a ride as needed and make standing reservations ahead of time. Riders can make reservations and know their ride will be there when they need it.

Transitioning to an On Demand service will offer more convenience to riders and will save the county about \$300,000 annually in public funds.



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Lee County Transit - LeeTran
TITLE VI EQUITY ANALYSIS
PROPOSED SERVICE CHANGE
ROUTE 160

September 24, 2021

PREPARED BY

RANICE E. MONROE, ED.D.
COMPLIANCE COORDINATOR

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
- Public notices
- BOCC approval
- Title VI Equity Analysis

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.

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.

PROJECT BACKGROUND/RATIONALE

For 20+ years, LeeTran has provided bus service to Pine Island with minimal ridership. Based on LeeTran ridership data 115 passengers rode the bus in FY19, which equates to two riders per day/week and continues to decline each year.

Route 160 services the area of Pine Island and runs on Thursday from 8:00 am – 5:50 pm, and operates only if a passenger requests a ride. Route landmarks include Bokeelia, St. James City, Matlacha, Santa Barbara Publix, Cape Coral Hospital, and Coralwood Mall.

SERVICE CHANGES

In November 2021, LeeTran proposes the elimination of Route 160. Below are the major points to the change:

- Route 160 passengers will be provided with transportation through LeeTran's Transportation Disadvantaged (TD) service.
- Route 160 passengers not eligible for TD service will be provided transportation from Uber.
- LeeTran will provide transportation by Uber to non-TD program passengers three (3) times per week.
- TD passengers will be able to obtain transportation service 7-days per week.
- Non-TD passengers will be able to obtain transportation service 5-days per week.

Figure 1: Map of Route 160



Figure 2: Route 160 Service Schedule

THURSDAY SERVICE ONLY					
EASTBOUND					
1	2	3	4	5	6
Bokeelia	St. James City	Matlacha	Santa Barbara Publix	Cape Coral Hospital	Coralwood Mall
8:00	8:20	8:35	8:50	9:00	9:05
10:30	10:50	11:05	11:20	11:30	11:35
1:00	1:20	1:35	1:50	2:00	2:05
3:30	3:50	4:05	4:20	4:30	4:35
WESTBOUND					
6	5	4	3	2	1
Coralwood Mall	Cape Coral Hospital	Santa Barbara Publix	Matlacha	St. James City	Bokeelia
9:15	9:20	9:30	9:45	10:00	10:20
11:45	11:50	12:00	12:15	12:30	12:50
2:15	2:20	2:30	2:45	3:00	3:20
4:45	4:50	5:00	5:15	5:30	5:50

PUBLIC OUTREACH TO ROUTE 160 PASSENGERS

LeeTran’s policy and procedure number 900-01, Adjustment to a Route, requires outreach to include a public meeting, website notification and Rider Alerts During June 2021 – September 2021, LeeTran staff corresponded with Route 160 passengers by phone and email in reference to the proposed changes. The letter below was also sent to Route 160 passengers to ensure they were aware of transportation services through LeeTran’s Transportation Disadvantaged (TD) Program and ADA Paratransit service.

Figure 3: Route 160 Passenger Notification Letter of TD/ADA Pratransit Service



BOARD OF COUNTY COMMISSIONERS

- Kevin Ruane
District One
- Cecil L. Pendergrass
District Two
- Ray Sandelli
District Three
- Brian Hamman
District Four
- Frank Mann
District Five
- Roger Desjarlais
County Manager
- Richard Wm. Wesch
County Attorney
- Donna Marie Collins
County Hearing
Examiner

June 28, 2021

Re: TD/ADA PARATRANSIT SERVICE

Dear Passenger,

Enclosed you will find a transportation application. This application is for the ADA and Transportation Disadvantaged (TD) program.

You are receiving this application because it has been determined that you may qualify for one of the two transportation programs that we offer in your area.

The eligibility application is for you to fill out. A licensed professional must complete the medical forms if you are applying based on disability. You can mail, fax, email, or bring the eligibility forms to LeeTran headquarters once completed. You will be contacted by mail or by phone for an in-person or phone Interview. ADA passengers qualify for free transportation to the in-person Interview. Please contact the eligibility department once you have received the date of your interview to schedule your trip.

If you have any questions regarding the service available in your area, please feel free to contact our office. We appreciate your anticipated cooperation.

Respectfully,



**3401 Metro Pkwy.
Fort Myers, Florida 33901
Phone: 239-533-0300 extension 5
Fax: 239-432-2035**

Enclosures

Figure 4: Route 160, 3-Year Passenger List

3 years of Names that used 160 RT						
NAME	ADDRESS	PHONE NUMBER	TD APPLICATION	2nd Call Made	1st Call made	Notes
**Victoria Freckelton	Publix Burnt Store rd	239-236-6364	No address to mail to		6-25-21 no answer	Did not mail to business address
**Maryse Van Oudenhov	10502 Stringfellow Rd	32-476-585-327-	No address to mail to		Unable to dial out	Did not mail to business address
**Jason Hampton	7829 BOCILLA LANE	239-810-8582	mailed 6-28-21		6-25-21 no answer	mailed TD application
**Sherry Weston	Winn Dixie Pine island	239-839-2858	No address to mail to		6-25-21 no answer	Did not mail to business address
**Jean Lamourie	16498 Tortuga St. Bokeella	616-402-9337	mailed 6-28-21		6-25-21 No answer	mailed TD application
Dave Hackett	Winn Dixie Pine island	239-910-9146	No address to mail to		6-25-21 No answer	Did not mail to business address
Ian Bruno	5903 Luloma Ln.	239-895-7342	mail 6-28-21	6/23/21 @2:29 pm	6/10/21 @ 10:11am	After no return call, mail application w/ cover letter
Tom Fisher	Coralwood Mall	267-902-4004	No address to mail to	6/23/21 @2:32 PM	6/10/21 @ 11:00am	Did not mail to business address
Mary Walsh	2961 Harpool Ln St james city	508-364-0383	mailed 6-28-21	6/23/21 @2:36pm	6/10/21 @ 10:27am	After no return call, mail application w/ cover letter
Andrew Tirado	Coral Ridge Funeral Home & C	2396776345	No address to mail to	6-23-21 @1:30pm	6/10/21 @1:12pm	Did not mail to business address
Mario Algarra	1580 Habitat Trail	305-724-1871	Missing number for address			Address is missing numbers however searching provides no address
Beth O'Brian	5120 Stringfellow	409-539-9881	KOA Camp Ground		6/10/21 @1:42 pm	KOA Camp Gound- no lot information to send application to.
Tex Kiser	5120 Springfellow	409-539-9881	KOA Camp Ground		6/10/21 @ 1:37pm	KOA Camp Gound- no lot information to send application to.
Dana Pope (Donna on paperwork)	15998 Bellflower St	361-500-5181	email and send	6/23/21 @2:55pm	6/11/21 @ 9:13am	Dana Called back and is eager for application
Donald Drabble	13921 Waterfront Dr	239-989-1587	mailed 6-28-21		6/11/21 @ 12:09pm	After no return call, mail application w/ cover letter
Spencer Famba	8151 Moyer Ln	239-223-9236	mailed 6-28-21		6/11/21 @ 11:17am	After no return call, mail application w/ cover letter
7 out of 16 applications send out						1 application emailed and mailed on 6-23-21, 4 applications on 6-28-21
*	Beacon of Hope	Nancy -Director		6/9/2021	6/7/2021	6-7-21 @ 2:15pm Call and spoke to Beacon as they are the community connection to services for Lee County. Nancy the director seemed eager to get more information about the TD program and agreed to speak to Lee Tran Director for more information. She gave me a direct number and asked that I call her back at that number and not the main number for Beacon. I called the secondary number left 2 messages with no return call. I also emailed the beacon @ 4:14pm with no response.

LeeTran staff made contact with 9 out of 16 passengers by phone to offer them information and assistance with the proposed route changes.

On September 13, 2021, LeeTran advertised a public meeting and posted rider alerts at the Pine Island Library on the Lee County and LeeTran websites. On September 16, 2021, a notice of the public meeting was placed in the NewPress newspaper.

On September 23, 2021, LeeTran staff held a public meeting regarding the proposed changes to Route 160. Nancy Buthman, Director of Beacon of Hope attended the meeting to obtain more information. LeeTran will coordinator with Ms. Buthman to prepare an advertisement in Pine Island Newspaper, the Eagle and set up a meeting to educate passengers on TD service. Ms. Buthman discussed the need for transportation to get Route 160 passengers to work. LeeTran identified most riders will qualify for TD service due to the lack of transportation. There was no objection to the proposed route changes.

On October 5, 2021, the Lee County Board of County Commissioners approved the elimination of Route 160 for alternative means of transportation for Pine Island riders.

Figure 5: LeeTran Rider Alert – Proposed Changes to Route 160



RIDER ALERT

ALERTA PARA PASAJEROS • ATTENTION PASAJÈ

PUBLIC INFORMATION WORKSHOP NOTICE

Proposed Service changes to the Route 160

LeeTran (Lee County Transit) will hold a public information meeting for the route 160 that provides service to and from Pine Island. The purpose of the meeting is to share information and seek public comment about the proposed service changes to Pine Island, by LeeTran.

Representatives will be available to answer questions from 10:00 a.m. to 11:00 a.m. on Thursday, September 23rd at the Pine Island Library in the main lobby, 10701 Russell Road, Bokeelia.

DETAILS • DETALLES • DETAY
RideLeeTran.com 

 **transit** Download the Transit app for real-time bus information

Figure 6: Public Information Workshop Newspaper Article

LeeTran (Lee County Transit) will hold a public information meeting for the route 160 that provides service to and from Pine Island. The purpose of the meeting is to share information and seek public comment about the proposed service changes to Pine Island, by

Representatives will be available to answer questions from 10:00 a.m. to 11:00 a.m. on Thursday, September 23rd at the Pine Island Library in the main lobby, 10701 Russell Road, Bokeelia.

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e-mail to rideleetrans@leegov.com or postal mail to LeeTran, 3401 Metro Parkway, Fort Myers, FL 33901, attn. Planning Dept."

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a personas con el idioma limitado inglés. Persons believing they have been discriminated against on these conditions may file a complaint with Florida Commission on Human Re-

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Figure 7: Board Agenda – Elimination of Route 160



ITEM 4.
PUBLIC HEARING - 9:30 AM

AGENDA ITEM REPORT

DATE: October 5, 2021
DEPARTMENT: Transit
REQUESTER: Robert Codie
TITLE: Conduct Public Hearing to Approve Elimination of LeeTran Bus Route 160

I. MOTION REQUESTED

Approve the elimination of LeeTran Bus Route 160.

II. ITEM SUMMARY

Approval eliminates LeeTran Bus Route 160 that currently services Pine Island one day each week. For 20+ years, LeeTran has provided bus service to Pine Island with minimal ridership. A total of 115 passengers rode the bus in FY19 which equates to approximately two riders per week and ridership continues to decline each year. LeeTran will provide Transportation Disadvantaged (TD) services for Pine Island riders who qualify for that service.

Route 160 expenditures are approximately \$75,000 annually. Elimination of the Route will allow LeeTran to expand TD services on Pine Island, redirect resources to meet ridership demand, and maximize available funding.

III. BACKGROUND AND IMPLICATIONS OF ACTION

A) Board Action and Other History

Lee County Administrative Code AC-11-15 states a major service reduction is defined as the total elimination of service on a specified route. It requires a News-Press announcement, public hearing and Board of County Commissioners approval. Furthermore, LeeTran Policy and Procedures, Section 900-01, Major Service Adjustments requires a public outreach meeting, website notification and Rider Alerts.

Public outreach was part of the LeeTran 2020 Transit Development Plan Major Update and eliminating Route 160 was included as a recommendation. Additionally, LeeTran recently held an informational public meeting and posted rider alerts. Furthermore, LeeTran connected with current riders and provided alternative means of transportation such as Transportation Disadvantaged (TD) service whereas most qualify for transportation service under this program. Pine Island's Beacon of Hope Community Program was contacted and provided TD applications and offered assistance, if needed.

A Transit Development Plan (TDP) is a Florida Department of Transportation (FDOT) required, 10 year horizon plan intended to support the development of an effective multimodal transportation system within a specific jurisdiction for the ultimate benefit of the State of Florida. The TDP serves as the basis for defining public transit needs, which is a prerequisite to receive State funds as stated in the TDP Rule (Florida Administrative Code 14-73.001). The LeeTran 2020 (TDP) was approved by the Lee County Board of County Commissioner on November 10, 2020 which included the removal of the Route 160.

B) Policy Issues

C) BoCC Goals

D) Analysis

E) Options

IV. FINANCIAL INFORMATION

A)	Current year dollar amount of item:	No funding required.
B)	Is this item approved in the current budget?	

C)	Is this a revenue or expense item?	
D)	Is this Discretionary or Mandatory?	
E)	Will this item impact future budgets? If yes, please include reasons in III(D) above.	
F)	Fund: Program: Project: Account Strings:	
G)	Fund Type?	
H)	Comments:	

V. RECOMMENDATION

Approve

VI. TIMING/IMPLEMENTATION

Approval is needed in order to remove the route during the November 2021 service change.

VII. FOLLOW UP

ATTACHMENTS:

Description	Upload Date	Type
Talking Points	9/13/2021	Backup Material
Map of Route 160	9/22/2021	Backup Material
Equity Analysis - DRAFT	9/27/2021	Backup Material

REVIEWERS:

Department	Reviewer	Action	Date
Transit	Codie, Robert	Approved	9/27/2021 - 11:17 AM
Budget Services	Henkel, Anne	Approved	9/27/2021 - 11:36 AM
Budget Services	Winton, Peter	Approved	9/27/2021 - 2:06 PM
County Attorney	Adams, Joseph	Approved	9/27/2021 - 2:29 PM
County Manager	Mora, Marc	Approved	9/28/2021 - 10:19 AM

CONCLUSION

Based on the analysis below and the criteria set forth in the LeeTran standard for measuring disparate impact and low-income disproportionate burden, LeeTran is in compliance with the terms outlined in the Title VI guidelines with regard to a service span change. Discontinuing Route 160 will not cause a disparate impact or a disproportionate burden on residents on Pine Island. Residents are excited bus services would be available on the island 7 days a week, and there would be multiple alternatives to bus service. Additionally, LeeTran notified the residents of the changes to the bus service, so they could apply to the TD Program and learn how to use the Uber app for LeeTran service.

TITLE VI ANALYSIS

There were 2,539 residents in Pine Island, with a median age of 62. Of this, 50.45% are males and 49.59% are females. US-born citizens make up 90.71% of the resident pool in Pine Island, while non-US-born citizens account for 4.02%. Additionally, 5.28% of the population is represented by non-citizens.

Title VI analysis centered on the datasets that were prepared for the LeeTran Title VI Program Update 2021-24. 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.

EQUITY EVALUATION OF PROPOSED CHANGES

Public outreach was part of the LeeTran 2020 Transit Development Plan Major Update and eliminating Route 160 was included as a recommendation. Additionally, LeeTran recently held a public meeting and posted rider alerts notifying Pine Island Residents of the proposed changes to the route. Furthermore, LeeTran connected with current riders and provided alternative means of transportation such as Transportation Disadvantaged (TD) service whereas most qualify. Pine Island's Beacon of Hope Community Program was contacted, and TD applications were provided, and assistance has been offered, if needed.