

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

TITLE VI PROGRAM

2023 - 2026

Table of Contents

Introduction	4
Background	5
Title VI Program Policy Statement	7
Major Accomplishments Since 2020 Submittal	9
General Reporting Requirements	10
Pending Applications for Financial Assistance to FTA and Agencies Other than the FTA	10
FTA Civil Rights Assurance, DOT Title VI Assurance	12
Program Specific Requirements	12
Title VI Notice to the Public	12
Title VI Complaint Procedures	13
List of Transit-Related Title VI Investigations, Complaints or Lawsuits	15
Public Participation Plan	15
Limited English Proficiency	16
Membership Non-Elected Committees	35
Title VI Equity Analysis for New Facility Construction	37
Title VI Plan Approval	39
Requirements of Transit Providers	39
System Wide Service Standards and Policies	39
Other Areas of Title VI Considerations	45
Assessment of Compliance	46

List of Tables

Table 1: CAT Budget Fiscal Years 2018-2022	5
Table 2: Pending Grant Applications	10
Table 3: CAT Active Federal Grant Assistance	11
Table 4: Percent of Limited English Proficiency Households by Census Block Group	19
Table 5: Summary of Limited English Proficiency Persons within the CAT Service Area	26
Table 6: Percentage of Limited English Proficiency Students within Collier County Public Schools	27
Table 7: Service Changes Since the Last Title VI Update through January 2023	34
Table 8: Racial Composition of Bodies that Provide Input to Decision-Making Bodies	35
Table 9: Vehicle Load Standards	40
Table 10: CAT Service Levels by Routes	41
Table 11: On Time Performance	42
Table 12: CAT Minority Routes	43
Table 13: Annual Update of HHS Poverty Guidelines	60
Table 14: Fixed Route Capacities	60
Table 15: Demand Response Capacities	61
Table 16: Peer System Characteristics	64

Table 17: CAT’s Performance Review Measures	64
Table 18: CAT’s General Indicator Peer Comparison	64
Table 19: Summary of Collier County’s Peer and Trend Analysis (2013-2018)	78

List of Maps

Map 1: Limited English Proficiency	19
Map 2: Bus Stop Amenity Locations for Limited English Proficiency Areas	45
Map 3: Minority Census Tracts and CAT Fixed Route & ADA Service Areas	48
Map 4: Low-Income Census Tracts and CAT Fixed Route & ADA Service Areas	49

List of Figures

Figure 1: Distribution of Limited English Proficiency Persons within the CAT Service Area	25
Figure 2: CAT Operations and Maintenance Facility	37
Figure 3: Recent Conceptual Site Plan of the Immokalee Transfer Facility	38
Figures 4-25: Transit Development Plan (TDP) Peer Review	65-77

Appendix

A: Title VI Complaint Form	50-51
B: Certifications and Assurances	52-53
C: Sub-Recipient Monitoring Form	54-55
D: CAT Route Fare or Service Change Policy	56-59
E: Transit Development Plan Capacity Analysis	60-61
F: Transit Development Plan Peer Review	62-77
G: Sticker Survey Results	78-88
H: Community Agencies	89
I: Transit Manager Resolution	90-91
J: Fare Study	92
K: Latest TDP	92
L: Public Participation Summary	92
M: Staff Training Documents on Title VI	92-122

Introduction

Collier Area Transit, (d.b.a. "CAT") began its fixed route service in February 2001, offering service in Collier County, to include the cities of Naples, Marco Island, and the Immokalee area. Collier Area Transit (CAT) operates under the supervision of the Collier County Division of Public Transit and Neighborhood Enhancement (PTNE) for the Collier County Transportation Management Services Department. CAT provides public transit service including fixed-route bus, express bus, Americans with Disabilities (ADA) and Transportation Disadvantaged (TD) paratransit service. CAT coordinates through the State of Florida Commission for the Transportation Disadvantage with the transportation vendor providing public transportation services to Medicaid individuals.

CAT is submitting this report to the Federal Transit Administration, (FTA), providing a program to ensure that transit services made available is equitably distributed, and provides equal access and mobility to any person, without regard to race, color, or national origin. This program is updated every three (3) years and received approval by FTA through March 31, 2026.

This program update for 2023-2026 has been prepared pursuant to Title VI of the *Civil Rights Act of 1964*; Title 49, Chapter 53, Section 5332 of the United States Code; and the FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," (October 1, 2012). Additionally, this update summarizes the CAT transit service provisions since the last program was approved. This update will provide compliance with all parameters of the FTA Title VI Program Checklist for all applicable requirements of Transit Providers.

The objectives of this Title VI Program include the following:

1. Ensure that federally-assisted benefits and related services are made available and are equitably distributed.
2. Ensure that the level and quality of federally-assisted services are sufficient to provide equal access and mobility to all persons.
3. Ensure adequate opportunities for all to participate in the planning and decision-making processes.
4. Ensure that placement of transit services and facilities are equitable.
5. Ensure that corrective and remedial actions are taken for all applications and receipts of federal assistance to prevent discriminatory treatment of any beneficiary.
6. Provide procedures for investigating Title VI complaints.
7. Take responsible steps for ensuring that meaningful access to programs and activities is provided for persons with Limited English Proficiency.
8. Inform the public of their rights under Title VI.

Background

Collier County, like most jurisdictions, has been drastically impacted by the COVID 19 Pandemic over the past few years, which severely decreased ridership and limited operations. Although the ridership has slowly recovered as time has passed, our operations are still not where they were before the pandemic hit. A strong local economy has also made it a challenge to continue to provide public transportation services as disposable income has increased thus private cars have become much more of an affordable mode of transportation. The challenge is now that with a reduction in ridership, CAT's budget has remained stagnant only seeing a very slight increase to cover inflation. Consequently, those truly needing public transit are not seeing the increase in bus frequency or fixed-route coverage to meet their needs. The low frequency and coverage issues are also affecting CAT's ability to attract choice riders which too hurts CAT's revenue earning potential.

The ridership trends coupled with budget constraints has prompted service restructuring and adjustments for efficiency purposes. The consultants at Kimley Horn along with CAT staff conducted a Comprehensive Operations Analysis (COA) of the routes and operations at CAT and suggested route modifications in 2020 to maximize utilization of the available budget, increase efficiency and increase ridership while remaining cost neutral in the short term. Table 1 presents the CAT budget over the past five years. Despite these budgetary changes, CAT continues to provide public transit service aimed at serving the maximum number of persons in the most efficient and equitable manner.

**Table 1: CAT Budget
Fiscal Years 2018 - 2022**

Fiscal Year	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Fixed Route Budget	\$6,063,500	\$6,281,200	\$ 7,319,400.00	\$ 6,885,400.00	\$ 7,931,900.00
Paratransit Budget	\$4,036,500	\$4,242,200	\$ 4,908,300.00	\$ 5,276,400.00	\$ 5,045,400.00
Total	\$10,100,000	\$10,523,400	\$12,227,700.00	\$12,161,800.00	\$12,977,300.00
Percent Change	1.50%	4.19%	16.20%	-0.54%	6.71%

Over the past three years, CAT has participated in a number of compliance reviews with the Collier Metropolitan Planning Organization (MPO), FDOT, and the FTA with regard to ensuring federal and state guidelines are adhered to in transportation planning and service delivery.

Over the past three years, CAT has completed three (2) Minor Transit Development Plan (TDP) Updates and a Major Transit Development Plan (TDP) Update completed in 2020. The TDP updates have allowed ample opportunity for public input into the planning, service delivery, and capital investment program process. CAT and its consultants have improvised amidst the pandemic and have conducted several

surveys, utilized social media and conducted virtual meetings in response to stay at home and social distancing orders. In addition to the public participation efforts, planning resources have also provided CAT with significant data on its customers and the surrounding area that can be used for identification of service area populations and any necessary equity analysis prior to proceeding with decision-making activities. From the TDP on-board survey, CAT was able to identify its typical rider and determine its customers' qualitative and quantitative opinions of the service provided and focus areas for future service and capital purchases. The Major TDP also provides an in-depth analysis of how CAT performs in comparison with peer agencies. Many aspects of the TDP will be utilized to support compliance with Title VI guidelines and the full documents can be found on the CAT website at <http://www.rideCAT.com>.

The public transit services in Collier County, provided by CAT, are governed by the Collier County Board of County Commissioners. The commissioners are elected in accordance with the State of Florida District Designations as follows:

- District 1 – Rick LoCastro
- District 2 – Chris Hall
- District 3 – Burt Saunders
- District 4 – Dan Kowal
- District 5 – William L. McDaniel Jr.

The Collier County Board of County Commissioners is the official decision-making body for Collier County and, because they are elected by the general public, CAT has no ability to ensure that there is adequate representation of minorities on this body.

Title VI Program Policy Statement

CAT operates under the Public Transit & Neighborhood Enhancement (PTNE) Division which is one of five (5) Divisions within the Transportation Management Services Department of Collier County Government. CAT is the provider of public transportation; whose purpose is to deliver quality public transportation services to the general public. CAT's employees who have extensive daily contact with the public, recognize its responsibility to the community it serves and is committed to a policy of non-discrimination. Governed by the Collier County Board of County Commissioners and serving the cities of Naples, Marco Island, Everglades City, the Immokalee community, and other areas of unincorporated Collier County, CAT complies with Title VI of the Civil Rights Act. It is CAT's policy to ensure non-discriminatory transportation practices throughout Collier County.

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

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

The three fundamental Environmental Justice concepts are to:

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

The Public Transit Manager has been designated as the CAT Civil Rights Officer responsible for civil rights compliance and monitoring to ensure the nondiscriminatory provision of transit services and programs. In addition to the Transit Manager, the PTNE Director and all Transit agency staff share in the responsibility of making CAT's Title VI program a success. Title VI compliance is given the utmost importance by CAT and its governing board.

To request a copy of the agency's Title VI Program, contact the Public Transit & Neighborhood Enhancement (PTNE) Division at the phone number, e-mail, or physical address provided below or access it on the CAT website at <http://www.rideCAT.com>. Any person who believes that they have been denied a benefit, excluded from participation in, or discriminated against under Title VI has the right to file a

formal complaint in writing to the Public Transit Manager, responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs. File your formal complaint in writing, via e-mail, or by phone using the following contacts:

By Mail: Public Transit & Neighborhood Enhancement Division
8300 Radio Road
Naples, FL 34104

By Phone: CAT - (239) 252-4996

Email: rideCAT@colliercountyfl.gov

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

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

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

The Title VI Policy statement is disseminated to all staff and is available on CAT's website. The Title VI Notice can be found in this Plan; posted at each transfer Station and on each bus. Implementation of the Title VI Program is considered a legal obligation accepted as part of the financial assistance agreement entered into with the U.S. Department of Transportation's Federal Transit Administration.

Individuals and organizations also have the right to file a complaint with the Federal Transit Administration's Office of Civil Rights by obtaining the complaint form from: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>.

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

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

Omar De Leon
Transit Manager

Date

Major Accomplishments since the 2020 Title VI Submittal

Collier Area Transit has made the following improvements to the system to better the operations and services provided to its passengers in accordance with FTA regulations since the last Title VI submittal:

- **Route Changes and Improvements** – After the completion of our Comprehensive Operations Analysis in 2020, CAT has been working to implement the recommended changes from the report. Each seasonal schedule change has allowed us opportunities to implement and adjust the identified routes to provide better service. Route modifications included combining Routes 20 and 26 into a single Route 20; combining Routes 19 and 28 into a single Route 19; realigning Route 25 to travel on US 41 rather than Goodlette-Frank Road; and realigning Route 21 to extend further north to the intersection of Collier Blvd and Davis Blvd. The majority of our routes also were modified to improve the timing.
- **Frequency Improvements** - In November 2021, 3 extra loops were added to Route 24. This route 24 is incredibly important, because it services the major corridor where businesses are located, providing employment opportunity to the transit dependent population. This change added back service to the areas when prior modifications were made to remove Route 18. Route 24 provides a major connection to the eastern portion of Collier County to the other portions of the urban area.
- **Bus Shelter Construction** – 15 bus shelters were installed with solar lighting to enhance security measures.
- **ADA Bus Stop Improvements** - CAT obtained grant funding for the design and construction of bus stop improvements to meet ADA accessibility standards. 7 ADA bus stops were designed and constructed in FY2022.
- **Elimination and Consolidation of Routes** - As a result of the COA completed in 2021, we now operate 3 fewer routes than when the last Title VI update was approved. We first eliminated Route 18 in fall of 2021, where duplicative service was noted, and when removed, the area was still serviced by our remaining routes. In Fall of 2022, we consolidated Routes 20 and 26 and Routes 28 and 19, which are now labeled as the Route 26 and Route 19, respectively. These routes had similar service areas and when combining the routes, we are able to include more revenue hours providing more consistent service to the updated routes.
- **Comprehensive Operations Analysis** – In July 2021 CAT, along with the assistance of Kimley-Horn & Associates, completed the Comprehensive Operations Analysis. This was an in-depth analysis of existing transit services to identify opportunities for improvement and create a road map for the next 5 years for route changes. CAT has already implemented many of the recommended changes proposed in the plan.
- **Collier MPO Transit Impact Analysis** – In December of 2020, the Collier MPO, in coordination with PTNE, had completed a Transit Impact Analysis (TIA). The study assessed the effects that a development's traffic will have on the transit network in the community and provided criteria for determining the capital or operating improvements required to the transit system.

- **Collier Park and Ride Study** - In 2020, Jacobs Engineering provided consulting services to the Collier MPO and CAT to identify and develop a standardized methodology for locating, operating, and maintaining possible Park-and-Ride sites within Collier County. The study developed a list of 32 possible sites that were evaluated; 12 of which were from our 2005 Park-and-Ride study. 12 sites out of the 32 were ultimately selected as priority sites. The report outlines details about the study outreach and effectiveness and how the feedback was incorporated into the assessment to create the recommended list of sites.

General Reporting Requirements

Pending Applications for Financial Assistance to FTA and Agencies Other than the FTA

As of February 17, 2023, CAT had the following pending grant applications:

The pending grants are listed below:

Table 2: Pending Grant Applications

Application Name	Application Name2	Temporary Application Number
1032-2023-1	Replacement Operations and Maintenance Facility XU Funds FY23	1032-2023-1
1032-2022-3	FY22 5307 and 5339 Funds; Super Grant; Capital, ADA, Operating; Collier & Lee County , Bonita Springs/Naples UZA, FL	1032-2022-3
1032-2022-2	Replacement Operations and Maintenance Facility XU Funds	1032-2022-2

FDOT USC 5311 Non-Urbanized Formula Grant

FDOT USC 5310 Transportation for Elderly Persons

FDOT USC 5339 Rural Capital Assistance Grant

CAT utilizes the active grants listed in Table 2 to support public transit services in Collier County. Some of these grants cover multiple fiscal years.

Table 3: CAT Active Federal Grant Assistance

GMS Grant Number	Grant Program	Awarded Amount	Balance to Expend
33526	FTA 5307 FY17 18-034	\$2,469,778.00	\$214,632.76
33682	FTA 5307 CARES Act 20--046	\$8,158,684.00	\$1,619,978.37
33702	FTA 5307 FY20 20-013	\$2,882,918.00	\$175,924.32
33767	FTA 5307 FY21 22-005	\$3,019,597.00	\$2,113,973.31
33794	FTA 5307ARP 22-TBD	\$1,595,333.00	\$325,141.47
33833	5307 FY22 22-XXX	\$4,453,050.00	\$3,091,880.00
33243	FTA-5307 XU FY12-13	\$336,872.00	\$32,489.80
33369	FTA 5307 XU-086	\$287,124.00	\$58,965.66
33511	FTA 5307 XU 17-055	\$80,000.00	\$8,536.90
33555	FTA 5307 XU-2018-024	\$274,000.00	\$132,044.33
33556	FTA 5307 XU 18-025	\$316,250.00	\$7,200.00
33623	FTA 5307 XU 2019-1 19-028	\$286,180.00	\$286,180.00
33720	FTA 5307 XU 20-091	\$500,000.00	\$32,768.00
33732	FTA 5307 XU 20-115	\$250,000.00	\$140,238.50
33773	FTA 5307 XU 21-032	\$500,000.00	\$500,000.00
33590	FTA 5324 FY18 DR 19-025	\$386,920.00	\$213,962.55
33510	FTA 5339 FY16 17-017	\$299,327.00	\$214,174.00
33552	FTA 5339 FY17 18-008	\$299,889.00	\$260,639.00
33591	FTA 5339 FY18 18-084	\$411,466.00	\$856.84
33664	FTA 5339 FY19 19-097	\$372,752.00	\$305,549.13
33703	FTA 5339 FY20 20-013	\$382,670.00	\$3,634.00
33736	FTA 5339 (b) FY20-6	\$9,020,000.00	\$7,107,577.00
33768	FTA 5339 FY21 22-005	\$367,591.00	\$367,591.00
33832	FTA 5339 FY22 22-XXX	\$352,333.00	\$352,333.00
33796	FTA 5311 FY22 G2690	\$657,432.00	\$189,936.82
33803	FTA 5339 RURAL G2692	\$222,355.00	\$94,110.00
33726	FDDC Voucher Program	\$300,000.00	\$27,721.42
33846	5311 CRRSAA	\$2,264,610.00	\$2,264,610.00

FTA Civil Rights Assurance, DOT Title VI Assurance

CAT submitted the Fiscal Year 2022 Certifications and Assurances in FTA’s Transit Award Management System (TrAMS). A copy of the signed Certifications and Assurances is provided in Appendix A, including the 01 Assurance required for each applicant, which incorporates the following sections:

- D. Non-Discrimination Assurance
- E. Assurance of Non-Discrimination on the basis of disability

The Certifications and Assurances were electronically signed and submitted on February 17, 2022. CAT has a process in place that staff follows to prepare for the annual execution of the FTA Annual Certifications and Assurances. Transit staff prepares a request to the County Attorney's Office for review and approval. Upon review, the Transportation Management Services Department Head is notified of the County Attorney's approval and the Department Head executes the document. The Collier County Board of County Commissioners has delegated the Transportation Management Services Department Head with the obligation to review and execute the Certifications and Assurances. Upon review and acceptance, the County Attorney, and the Transportation Management Service Department Head complete the requirements for execution of the Certifications and Assurances.

Program Specific Requirements

The following information addresses Title VI general reporting requirements as described in FTA Circular 4702.1B.

Title VI Notice to the Public

A Title VI Notice to the Public must be displayed to inform a recipient's customer of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website, in public areas of the agency's office(s), and on fixed routes.

The following Title VI Notice to the Public is posted in the Collier Area Transit's administrative offices, on the buses, website, and terminals.

NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

The Collier Area Transit (CAT) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a written complaint to CAT. Please allow for up to 30 Days to properly file and investigate the complaint.

- For more information on the CAT's civil rights program, and the procedures to file a complaint, contact 239-252-5840; rideCAT@colliercountyfl.gov; or visit our administrative office at 8300 Radio Rd, Naples FL 34104. For more information, visit www.rideCAT.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 239-252-5840.
- Si necesita información en otro idioma, llame al 239-252-5840.



8300 Radio Rd. | Naples, FL 34104 | 239-252-7777

www.rideCAT.com

Follow Us @rideCAT  

NOTIFICACIÓN AL PÚBLICO DE LOS DERECHOS BAJO EL TÍTULO VI

El Collier Area Transit (CAT) opera sus programas y servicios sin importar raza, color y origen nacional según el Título VI de la ley de derechos civiles. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con CAT. Por favor permite hasta 30 días para presentar e investigar correctamente la queja.

- Para más información sobre el programa derechos civiles de CAT y los procedimientos para presentar una queja, contacte a 239-252-5840; rideCAT@colliercountyfl.gov; o visite nuestra oficina administrativa en 8300 Radio Rd, Naples FL 34104. Para obtener más información, visita www.rideCAT.com
- Un denunciante puede presentar una queja directamente con la Administración Federal de Tránsito completando el formulario de queja de FTA. La queja debe ser firmada y enviada por correo a: Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Coordinador de programa, Edificio Este, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- Si necesita información en otro idioma, Contacta con 239-252-5840.
- If information is needed in another language, contact 239-252-5840.



8300 Radio Rd. | Naples, FL 34104 | 239-252-7777

www.rideCAT.com

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Title VI Complaint Procedures

As a recipient of federal financial assistance, Collier Area Transit (CAT) has the following Title VI complaint procedures in place.

Filing a Discrimination Complaint

Collier County has provided procedures for filing complaints alleging discrimination on the basis of race, color, or national origin. Information on how to file a complaint is provided through the County Manager's Office of Equal Employment Opportunity, on CAT's website, and appears routinely on publications, interior bus cards, schedules, and on other materials available at public facilities. The information is also posted at the CAT administrative facility, at the Transfer terminals, and at other public facilities frequented by transit users such as libraries and community health centers.

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the FTA or the Secretary of Transportation. Persons are encouraged to first notify Collier County and file a complaint through the local office.

Any person who believes that he, or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by the Title VI of the Civil Rights Act of 1964, as amended, and related statutes, under CAT's program of transit service delivery or related services or programs is encouraged to file a report with Public Transit and Neighborhood Enhancement at:

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

CAT encourages the filing of a complaint in writing and includes a name, addresses, and other information so that the individual may be contacted regarding the matter. A copy of the Title VI Complaint Form is provided to document all pertinent information regarding the complaint.

All complaints received within 180 days of the incident are processed and investigated by CAT. A preliminary review to determine jurisdiction is conducted and if within CAT's authority and investigation is conducted. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by CAT or the OEO.

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

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

A person may also file a complaint directly with the Federal Transit Administration

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

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

Title VI Complaint Form

The CAT Title VI complaint form and associated procedures are available in English, Spanish, and Creole in Appendix A of this plan as well as on the CAT website. If the information is needed in other languages spoken by LEP populations CAT will accommodate that request.

List of Transit-Related Title VI Investigations, Complaints or Lawsuits

Members of the public and staff who believe that they have been discriminated against based on race, color, national origin, age, gender, or disability are afforded the opportunity to have their concern documented. The public has the option to convey their concern via direct phone communication with a customer service representative, face to face during regular business hours, via the internet in the form of an email, or written correspondence. Complaints are documented and tracked for investigation. Once the investigation is completed, the customer is notified of the outcome of the investigation. If the customer is not satisfied with the outcome of the investigation, they are then referred to the Public Transit Director for escalation. Internal files have been reviewed to determine whether there were and complaints filed or concluded between submittal of the last Title VI Plan in June 2020 through March 2023 that raised to the level of a Title VI complaint.

There were no external complaints or internal complaints filed by management during this time period. MV Contract Transportation, Inc. is the vendor hired by the County to provide Transit operations service since 2019. There have been no complaints registered to the vendors during their contract period with Collier County., Inc.

Had there been any complaints received they would have been given the highest priority and thoroughly investigated to ensure that any substantiated complaint is addressed and that appropriate follow-up actions are taken to correct discriminatory actions and prevent future discriminatory policies, practices, and environments.

Public Participation Plan

The following section includes information about CAT's Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission

Public Involvement

CAT's public involvement process is two-fold in that the CAT has its own Public Participation Plan (PPP) but the agency also participated in the Collier Metropolitan Planning Organization (MPO) public involvement activities to ensure that a wider range of opportunities are available for all persons to provide feedback on public transit service. The CAT process has been designed to obtain a wide range of input from the community of both users and non-users. The CAT PPP can be reviewed in its entirety on the CAT

website at www.rideCAT.com and additional details on the public involvement activities are found in the Limited English Proficiency section of this Plan.

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

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

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

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

As a result of the public outreach process implemented by CAT, portions of the Golden Gate Estates and other low-income and minority areas in the eastern most portion of the county have been identified by the public as areas in need of transportation options. CAT, through its Comprehensive Operations Analysis in 2021, has identified methods to enhance transportation service to these areas.

Limited English Proficiency

Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency (LEP)*, was signed by President Clinton in August 2000. The Executive Order directs each federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Failure to ensure opportunities for LEP persons to effectively participate in or benefit from federally-assisted programs may constitute national origin discrimination.

As a public transportation provider receiving federal funding from the U.S. Department of Transportation (DOT), CAT has a responsibility, under Title VI of the Civil Rights Act of 1964, to take reasonable steps to ensure that LEP persons have meaningful access to benefits, services, information, and other important

programs and activities provided by CAT. LEP persons include individuals who have a limited ability to read, write, speak, or understand English. Many LEP persons rely on public transit services to achieve greater mobility and access to employment. Creating a positive environment for LEP persons may help to retain existing riders and attract new riders who otherwise would be excluded based on language barriers. The DOT developed LEP guidance to assist public transit agencies in determining the best ways to comply with the statutory and regulatory LEP obligations. Transit agencies should conduct an LEP needs assessment based on the four-factor framework.

Four-Factor Framework

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

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

Collier Area Transit (CAT) Service Area

CAT provides over 600,000 Fixed Route trips each year within the Collier County area. CAT is continually providing information to LEP residents of the community. Approximately 14% percent of the population residing in the CAT service area who are five years of age or older speak a language other than English. Due to the number of persons speaking a language other than English, CAT has translated the system maps into Spanish and provides instructive information to the public on its website in Spanish and Creole. The County website also has a device that allows viewers to translate the information on the website into Spanish, Creole, French and German. In addition, CAT provides printed information in Spanish at all stations and public locations disseminating CAT information.

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

The number and proportion of LEP persons within the CAT service area was assessed using the 2020 American Community Survey (ACS) 5-year estimates. The ACS data were reviewed to determine the number of households who speak English "very well" and "less than very well" for each Census tract within the CAT service area. Collier County Public Schools (CCPS) enrollment data were also assessed to determine the percentage of LEP children who may encounter CAT services. In addition, community organizations that serve LEP persons can provide input that confirms the data collected from other sources.

The geographic boundaries of the CAT service area and the existing routes that have been modified based on recent recommendations from the CAT staff are presented in Map 1. All Census Block Groups with an LEP population percentage above the Collier County average (15%) are depicted in the two darkest green colors.

Map 1: Limited English Proficiency

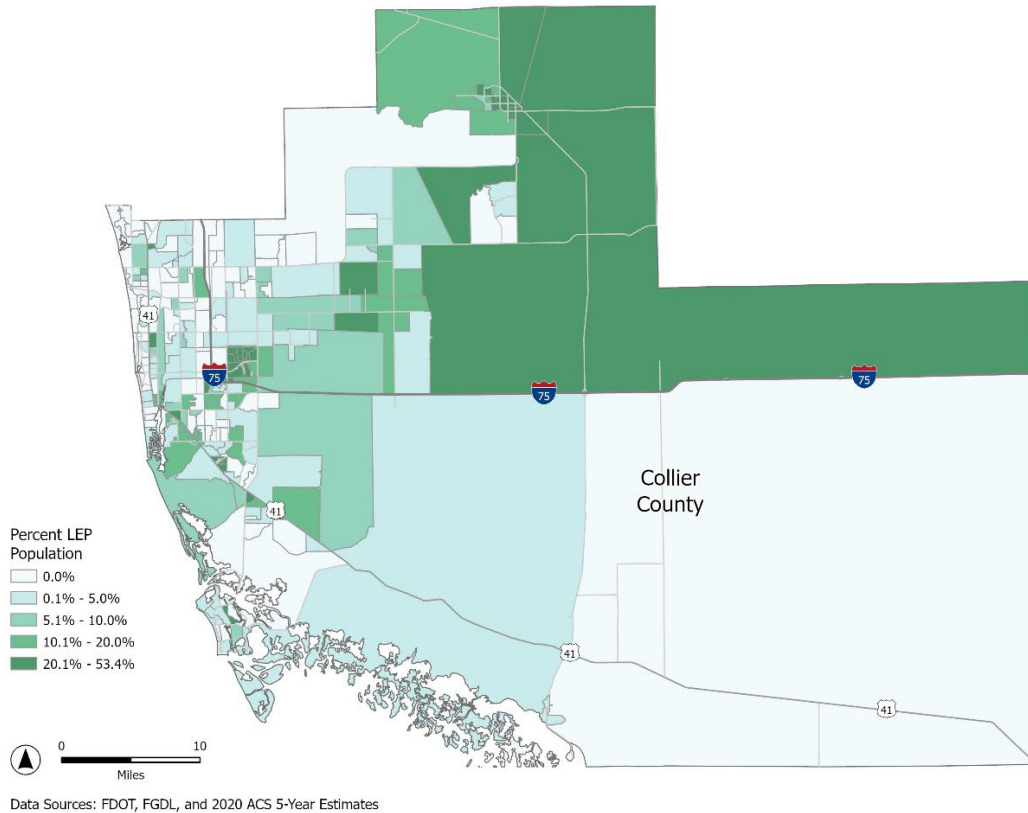


Table 4 presents the percentage of LEP households per nationality for all Census Block Groups within the CAT service area. In addition, Table 4 details the number of households in each of the four major language categories who speak English “less than very well.” These four major language categories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

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

Block Group	Spanish LEP Households	Other-Indo European Languages LEP Households	Asian and Pacific Island LEP Households	Other Languages LEP Households	Total LEP Households	Percent LEP Households of Total Households	Total Households
120119800001	0	0	0	0	0	0.0%	0
120210001011	0	6	0	0	6	1.3%	456
120210001012	0	6	0	0	6	1.4%	441
120210001021	0	0	0	0	0	0.0%	469
120210001022	0	0	0	0	0	0.0%	342
120210002001	0	8	0	0	8	1.9%	415
120210002002	0	0	0	0	0	0.0%	553
120210003011	0	0	0	0	0	0.0%	299
120210003012	0	0	0	0	0	0.0%	640
120210003013	0	0	0	0	0	0.0%	358
120210003014	0	9	0	0	9	2.7%	337
120210003021	0	0	0	0	0	0.0%	323
120210003022	0	0	0	0	0	0.0%	257
120210004011	0	10	0	0	10	0.9%	1100
120210004012	0	0	0	0	0	0.0%	197
120210004021	0	0	0	0	0	0.0%	615
120210004022	0	0	0	0	0	0.0%	437
120210004023	0	0	0	0	0	0.0%	267
120210005001	0	0	0	0	0	0.0%	608
120210005002	0	0	0	0	0	0.0%	236
120210006001	0	0	0	0	0	0.0%	618
120210007001	65	31	0	0	96	18.4%	521
120210101021	0	0	0	0	0	0.0%	664
120210101022	0	0	0	0	0	0.0%	738
120210101023	0	0	0	0	0	0.0%	382
120210101024	13	0	0	0	13	1.3%	1034
120210101071	0	8	0	0	8	1.1%	752
120210101072	0	0	0	0	0	0.0%	400
120210101073	0	0	0	0	0	0.0%	768
120210101081	11	0	0	0	11	1.2%	891
120210101082	0	0	0	0	0	0.0%	438
120210101091	0	0	0	0	0	0.0%	176
120210101092	0	0	0	0	0	0.0%	273
120210101093	0	8	0	0	8	2.1%	381
120210101101	15	0	0	0	15	6.7%	224

120210101102	46	0	0	0	46	10.4%	441
120210101103	44	0	0	0	44	9.3%	475
120210101104	0	18	0	0	18	3.1%	579
120210101111	0	48	0	0	48	10.7%	450
120210101112	0	0	0	0	0	0.0%	617
120210101113	0	0	0	0	0	0.0%	234
120210101121	0	0	0	0	0	0.0%	566
120210101122	0	0	0	0	0	0.0%	360
120210101131	0	0	0	0	0	0.0%	450
120210101132	0	0	0	0	0	0.0%	762
120210101133	0	0	0	0	0	0.0%	258
120210101141	0	15	0	0	15	2.5%	591
120210101142	0	0	9	0	9	3.9%	230
120210102051	0	0	0	0	0	0.0%	317
120210102052	7	0	0	0	7	1.7%	416
120210102053	0	0	0	0	0	0.0%	410
120210102081	0	11	13	0	24	9.6%	249
120210102082	0	0	0	0	0	0.0%	455
120210102083	14	12	0	0	26	3.9%	669
120210102084	0	0	0	0	0	0.0%	453
120210102091	0	0	0	0	0	0.0%	452
120210102092	0	33	0	0	33	6.8%	483
120210102093	0	0	0	0	0	0.0%	389
120210102101	30	0	0	0	30	4.4%	677
120210102102	150	0	0	0	150	14.0%	1075
120210102111	0	30	0	25	55	8.4%	657
120210102112	8	16	0	0	24	5.8%	412
120210102131	0	0	0	0	0	0.0%	265
120210102132	0	0	0	0	0	0.0%	945
120210102133	24	0	0	0	24	3.3%	721
120210102151	0	0	0	0	0	0.0%	500
120210102152	0	0	0	0	0	0.0%	495
120210102153	0	0	0	0	0	0.0%	633
120210102161	0	0	0	0	0	0.0%	380
120210102162	17	43	0	0	60	8.0%	749
120210102163	0	0	0	0	0	0.0%	212
120210102171	0	11	0	0	11	2.0%	539
120210102172	0	0	0	0	0	0.0%	715
120210103001	123	7	0	0	130	15.4%	842
120210103002	0	0	0	0	0	0.0%	397
120210103003	0	0	0	0	0	0.0%	414

120210104011	23	0	14	0	37	4.1%	894
120210104012	30	0	0	0	30	3.6%	832
120210104081	0	0	0	0	0	0.0%	685
120210104082	0	0	0	0	0	0.0%	333
120210104111	132	0	0	0	132	21.9%	604
120210104112	162	12	0	0	174	20.2%	863
120210104113	16	0	0	0	16	4.9%	328
120210104114	128	0	0	0	128	34.7%	369
120210104161	0	0	0	0	0	0.0%	1025
120210104162	53	0	0	0	53	5.8%	912
120210104163	0	0	0	0	0	0.0%	800
120210104191	158	12	0	0	170	32.6%	522
120210104192	90	17	0	0	107	22.1%	485
120210104201	262	0	0	0	262	32.6%	803
120210104202	125	0	0	0	125	18.1%	689
120210104203	69	5	0	0	74	17.4%	425
120210104211	103	75	0	0	178	33.6%	530
120210104212	144	10	0	0	154	39.2%	393
120210104213	213	0	0	0	213	44.6%	478
120210104221	135	0	0	0	135	33.1%	408
120210104222	152	19	0	0	171	26.3%	649
120210104231	12	0	0	0	12	2.2%	536
120210104232	0	0	0	0	0	0.0%	661
120210104233	53	0	0	0	53	7.8%	677
120210104234	10	0	0	0	10	1.7%	582
120210104241	117	0	0	0	117	6.8%	1724
120210104242	31	0	0	0	31	4.6%	679
120210104251	116	0	0	0	116	13.2%	876
120210104261	60	0	0	0	60	12.5%	481
120210104262	61	0	3	0	64	10.5%	607
120210104263	35	17	0	0	52	11.5%	452
120210104271	22	6	0	0	28	5.9%	476
120210104281	110	0	0	0	110	11.4%	963
120210104282	67	0	15	0	82	7.6%	1078
120210104283	29	0	0	0	29	7.7%	379
120210104291	20	0	0	0	20	3.5%	565
120210104292	31	0	0	0	31	5.0%	625
120210104301	0	0	0	0	0	0.0%	1026
120210104302	61	0	0	0	61	15.7%	388
120210104303	0	0	0	0	0	0.0%	370
120210104311	0	0	0	0	0	0.0%	632

120210104312	0	47	0	0	47	15.8%	298
120210104321	12	13	0	0	25	3.8%	664
120210104322	0	0	0	0	0	0.0%	579
120210104323	0	0	11	0	11	3.4%	323
120210104331	0	36	0	0	36	7.4%	486
120210104332	0	0	0	0	0	0.0%	394
120210104341	0	0	0	0	0	0.0%	466
120210104342	127	0	0	0	127	11.4%	1110
120210104343	0	0	0	0	0	0.0%	282
120210104344	0	0	0	0	0	0.0%	876
120210104351	29	0	0	0	29	3.0%	962
120210104352	0	0	0	0	0	0.0%	565
120210104353	0	0	0	0	0	0.0%	745
120210104361	0	0	0	0	0	0.0%	1037
120210104362	0	0	0	0	0	0.0%	1277
120210104363	0	0	0	0	0	0.0%	155
120210104371	0	0	50	0	50	7.2%	694
120210104372	0	0	0	0	0	0.0%	345
120210104381	46	19	0	0	65	7.4%	881
120210104382	0	0	0	0	0	0.0%	604
120210104383	0	0	0	0	0	0.0%	242
120210105081	103	175	0	0	278	36.5%	761
120210105082	44	0	19	0	63	5.8%	1090
120210105111	7	36	0	0	43	4.2%	1013
120210105112	58	0	0	0	58	10.5%	552
120210105121	97	0	0	0	97	12.6%	768
120210105122	0	0	0	0	0	0.0%	334
120210105131	123	0	0	0	123	43.6%	282
120210105132	0	0	0	0	0	0.0%	426
120210105141	0	2	0	0	2	0.3%	636
120210105142	0	15	16	0	31	8.6%	362
120210105143	15	0	0	0	15	4.0%	371
120210105151	0	0	0	0	0	0.0%	467
120210105152	0	0	0	0	0	0.0%	626
120210105161	0	0	0	0	0	0.0%	820
120210105162	0	0	0	0	0	0.0%	413
120210105171	0	0	0	0	0	0.0%	745
120210105181	19	0	12	0	31	8.3%	374
120210105182	0	0	0	0	0	0.0%	620
120210105183	10	15	0	0	25	2.1%	1213
120210105191	56	28	0	0	84	19.7%	427

120210105192	136	0	7	0	143	21.2%	673
120210105201	48	7	0	0	55	12.7%	433
120210105202	18	0	0	0	18	3.6%	498
120210106011	30	0	0	0	30	6.6%	457
120210106012	106	5	0	0	111	18.9%	586
120210106021	10	0	0	0	10	1.3%	769
120210106022	207	0	0	0	207	27.9%	741
120210106041	22	19	0	0	41	6.7%	614
120210106042	0	0	0	0	0	0.0%	738
120210106051	48	0	0	0	48	10.5%	458
120210106052	0	9	0	0	9	1.8%	507
120210106053	13	6	0	0	19	4.3%	445
120210106061	0	10	0	0	10	2.0%	501
120210106062	0	0	0	0	0	0.0%	743
120210107011	106	0	0	0	106	15.1%	703
120210107012	70	0	0	0	70	12.7%	551
120210107013	27	0	0	0	27	11.3%	240
120210107014	0	38	0	0	38	7.1%	539
120210107021	26	5	0	0	31	3.8%	820
120210107022	32	23	0	0	55	11.7%	472
120210108011	20	0	0	0	20	3.5%	577
120210108012	0	0	0	0	0	0.0%	492
120210108013	0	9	0	0	9	1.5%	609
120210108041	166	0	0	0	166	43.9%	378
120210108042	67	0	0	0	67	11.7%	574
120210108043	93	0	71	0	164	42.7%	384
120210108051	0	0	0	0	0	0.0%	456
120210108052	6	0	0	0	6	1.5%	403
120210108061	47	0	0	0	47	22.3%	211
120210108062	0	6	0	0	6	1.5%	408
120210108071	60	37	0	0	97	8.3%	1170
120210108072	66	0	0	0	66	14.6%	453
120210108073	0	0	0	0	0	0.0%	479
120210108074	0	0	0	0	0	0.0%	403
120210108081	8	0	0	0	8	0.8%	984
120210108082	0	52	0	0	52	7.8%	668
120210109021	0	0	0	0	0	0.0%	630
120210109022	73	13	0	0	86	19.6%	439
120210109023	0	10	0	0	10	1.5%	653
120210109041	0	0	0	0	0	0.0%	581
120210109042	0	34	0	0	34	6.0%	563

120210109051	0	0	0	0	0	0.0%	654
120210109052	0	0	0	0	0	0.0%	506
120210109053	0	8	0	0	8	1.6%	487
120210109061	0	0	0	0	0	0.0%	541
120210109062	0	0	0	0	0	0.0%	433
120210109071	0	0	0	0	0	0.0%	246
120210109072	27	14	0	0	41	5.8%	705
120210109073	0	0	0	0	0	0.0%	513
120210110031	0	10	9	0	19	2.0%	940
120210110032	0	12	0	0	12	1.6%	728
120210110033	0	12	0	0	12	2.4%	507
120210111031	0	0	0	0	0	0.0%	556
120210111032	45	0	0	0	45	10.4%	431
120210111071	5	0	0	0	5	4.1%	122
120210111072	0	0	0	0	0	0.0%	375
120210111081	84	0	0	0	84	9.2%	917
120210111082	0	14	0	0	14	0.8%	1667
120210111091	0	0	0	0	0	0.0%	484
120210111092	0	0	0	0	0	0.0%	381
120210111101	0	0	0	0	0	0.0%	205
120210111102	0	0	0	0	0	0.0%	421
120210111111	0	15	0	0	15	5.4%	276
120210111112	50	10	0	0	60	12.1%	495
120210111113	0	0	0	0	0	0.0%	191
120210111121	0	0	0	0	0	0.0%	618
120210111131	20	0	0	0	20	5.0%	402
120210111141	34	0	0	0	34	5.4%	629
120210111142	0	0	0	0	0	0.0%	351
120210112041	57	32	0	0	89	19.1%	467
120210112042	102	50	0	0	152	42.2%	360
120210112043	41	142	0	0	183	66.5%	275
120210112051	47	51	0	9	107	29.9%	358
120210112052	50	31	0	0	81	17.1%	475
120210112061	0	0	0	0	0	0.0%	609
120210112062	0	0	0	0	0	0.0%	350
120210112063	0	0	0	0	0	0.0%	671
120210112071	0	0	0	0	0	0.0%	765
120210112072	0	0	0	0	0	0.0%	487
120210112081	39	0	0	0	39	4.1%	941
120210112082	0	0	0	0	0	0.0%	426
120210112083	81	0	0	0	81	89.0%	91

120210112091	0	0	0	0	0	0.0%	2556
120210112101	0	0	0	0	0	0.0%	123
120210112102	0	0	0	0	0	0.0%	485
120210112103	0	0	0	0	0	0.0%	200
120210112104	0	0	0	0	0	0.0%	490
120210112111	0	0	0	0	0	0.0%	407
120210112112	332	0	0	0	332	29.9%	1112
120210112121	0	0	0	0	0	0.0%	628
120210112122	0	33	0	0	33	4.8%	682
120210112131	0	0	0	0	0	0.0%	1594
120210112132	0	0	0	0	0	0.0%	395
120210112133	0	0	59	0	59	21.1%	279
120210112141	198	0	0	0	198	24.4%	811
120210112142	40	0	0	0	40	9.5%	423
120210113031	13	0	0	0	13	3.7%	356
120210113032	42	0	0	0	42	20.1%	209
120210113033	83	21	0	0	104	25.6%	407
120210113041	25	0	0	0	25	11.9%	210
120210113042	52	0	0	0	52	19.2%	271
120210113043	0	0	0	0	0	0.0%	17
120210113051	241	0	0	0	241	51.5%	468
120210113052	52	0	0	0	52	24.1%	216
120210113061	86	0	0	0	86	29.3%	294
120210113062	0	36	0	0	36	16.4%	220
120210113063	67	9	0	0	76	18.7%	407
120210114001	39	0	0	0	39	12.5%	312
120210114002	68	33	0	0	101	21.7%	466
120210114003	140	0	0	0	140	56.7%	247
120510003003	0	0	0	0	0	0.0%	581
120510006011	48	0	0	16	64	24.4%	262
120710401384	14	0	0	0	14	4.2%	337
120710503121	0	0	0	0	0	0.0%	722
120710503232	0	17	0	0	17	10.8%	157
120710503233	0	0	0	0	0	0.0%	183
120710503241	0	0	0	0	0	0.0%	244
120710503242	0	0	0	0	0	0.0%	809
120710503244	0	0	0	0	0	0.0%	310
120710503245	0	0	0	0	0	0.0%	219
120710503252	0	0	0	0	0	0.0%	62
120710503254	0	0	0	0	0	0.0%	474
120710505022	0	0	0	0	0	0.0%	252

120710505023	35	0	0	0	35	6.7%	526
120710506011	0	0	0	0	0	0.0%	425
120710506012	7	5	0	0	12	4.2%	287
120710506013	0	0	0	0	0	0.0%	550
120710506014	0	0	0	0	0	0.0%	168
120710506041	0	0	0	0	0	0.0%	629
120710603002	0	0	0	0	0	0.0%	333
120860115003	79	0	0	0	79	37.8%	209
120879800001	0	0	0	0	0	0.0%	14

Table 5 presents a summary of the total number and percentage of LEP persons for all Census Block Groups located within the CAT service area. The LEP population accounts for approximately 14 percent of the total population. Figure 1 illustrates the distribution of all populations within the CAT geographic boundaries.

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

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

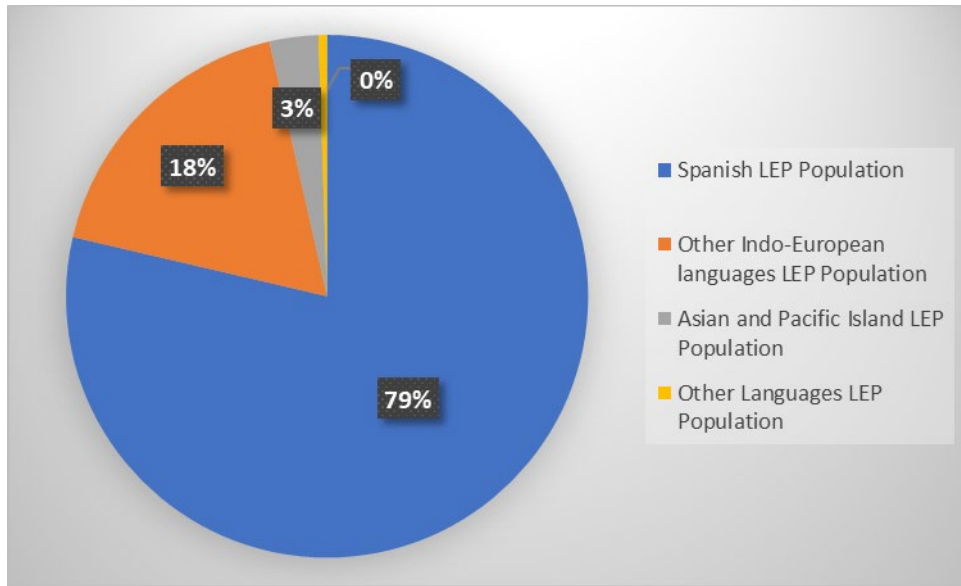


Figure 1: Distribution of Limited English Proficiency Persons within the CAT Service Area

CAT Service Area Population Distribution

The School District of Collier County enrollment data were assessed to determine the percentage of LEP children who may encounter CAT services. According to the latest statistics provided by Collier County Public Schools, English is not the first language for 16 percent of the students with more than 7,500 students enrolled in the English Language Learners (ELL) program. Collectively, these students speak 104 different heritage languages and hail from 76 different countries of origin.

More than 46% percent of the students live in non-English homes, where English is not the first language and sometimes is not even spoken. The percentage increases to more than 56 percent in grades Pre-K through 3, where learning to read is so critical. These students and their parents may rely on public transit for transportation to school and other activities. The table below presents the percentage of LEP students enrolled at the School District of Collier County. Also shown, is the distribution of diversity for the student population.

Table 6: Percentage of Limited English Proficiency Students within Collier County Public Schools

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

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

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

The number of CCPS Limited English Proficiency students very closely mirrors that of the overall population in Collier County over the age of five.

Language Assistance Measures

The frequency with which LEP persons could or have come into contact with CAT programs, activities, and services can be measured based on the analysis presented in the previous section. The more frequent the contact with LEP persons, the greater the need to provide language enhanced services. The following measures were implemented by CAT to provide assistance to LEP persons and to document and measure the frequency of contact with LEP individuals.

Implemented Measures

CAT Website – Collier County’s website had previously included the capability to translate information on the website into Spanish. As of October 2013, the Collier County website was enhanced to allow the text to be translated to German, French, and Creole by clicking on the preferred language. In addition, the website provides customers with general information about CAT, including fares and passes, announcements, ADA and TD services, and “How to Ride.”

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

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

Printed Materials – Spanish translations of the “How to Ride” guide and other notices and information are provided at all locations where bus passes are sold, including libraries and other public places that post CAT information. CAT staff refreshes the printed materials monthly or as needed and monitors the

frequency of requests for other than English materials. In addition, whenever possible, CAT utilizes pictographs to display information and instructions.

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

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

On-board Surveys – Future service planning efforts often include the dissemination of customer demographic and opinion surveys to collect information about who is using the service and how the service could be improved for those persons. CAT disseminates on-board surveys in both English and Spanish to ensure that Spanish-speaking customers have meaningful access to provide input in the planning process. During the early part of the 2020 Major Transit Development Plan, a total of 1,091 on-board surveys were distributed in English, Spanish and Creole and completed surveys were analyzed. Further efforts to collect info from our passengers included placing stickers within our buses with a QR code linked to a survey, with the results shown in Appendix G. The survey garnered 187 total responses giving us insight into the needs of our passengers.

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

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

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

CAT representatives are members of many of the MPO Committees, including the Technical Advisory Committee, the Congestion Management System/ Intelligent Transportation Systems (CMS/ITS), the Local Coordinating Board, and the Pathways Advisory Committee. Therefore, Spanish interpreter services are available at many of the meetings where CAT staff may participate in the transportation planning process.

Customer Service – CAT drivers complete the driver training program as new employees and participate in refresher training courses annually. As part of the training, drivers are reminded of the importance of

conveying information to passengers, particularly assisting passengers with using the transit system, especially those with language or other barriers. CAT also makes every effort to ensure that its customer service telephone lines are staffed with persons who speak other languages. All CAT personnel complete customer service training with periodic refreshers to underscore the importance of providing assistance to persons with language and other barriers.

Community Outreach – CAT makes available persons who can serve as translators at all community outreach meetings. CAT strives to ensure the competency of interpreters and translation services per the DOT LEP guidance.

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

Cell Phone App – CAT, with the help of Masabi, has developed a mobile ticketing application for cellular devices. This is not only a much easier and more convenient way to pay for passenger as other methods of payments will be accepted compared to the old cash only system, but it is yet another source of system information and notifications. The app can be translated into Spanish allowing for greater passenger inclusion. Customers are also able to use the app to track the live location of the buses along with seating information and estimated arrival times to help plan their trip.

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

Additional Language Assistance

CAT recognizes that based on the LEP population shown as part of the Census and CCPS analysis, special effort is necessary to communicate important transit information to some of its riders in languages other than English. In order to meet this need, CAT will continue to conduct the activities listed previously and enhance its LEP outreach by taking the additional steps listed below.

Community Outreach – Community organizations that serve LEP persons within the CAT service area Census tracts where the LEP populations are greater than the county average have the ability to confirm the statistical analysis completed using the Census data. During various transit planning processes, community organizations will be asked to provide information pertaining to the population(s) that they serve. The questions will focus on the number of people served, the languages spoken, age, gender, education levels, expectations for public services, public transportation inquiries, most frequently traveled destinations, locations that are difficult to access, transit needs, and travel patterns. The key concerns mentioned by the community organizations will be reviewed by CAT in an effort to improve the provision of service to LEP persons. A listing of community agencies in Collier County is presented in Appendix F.

CAT will also present outreach materials to schools in an effort to provide transit service information to LEP students and their parents who may rely on public transportation to access school and other activities.

Staff Training and Development – CAT will continue to train staff on the importance of assisting LEP persons with obtaining information and accessing the transit system. Staff will be provided with LEP policies and procedures. In addition, all CAT staff will complete customer service training and be provided guidance on working effectively with in-person and telephone interpreters.

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

Planning – CAT will participate in annual updates to the County’s evacuation and disaster preparedness plans to ensure that the plans include the needs of all community members and especially those in minority populations.

LEP Resources

Based on the current resources available, CAT is providing the most cost-effective means of delivering competent and accurate language services within its service area. CAT will continue to monitor the need for additional language assistance, including the need for greater dissemination of information in the existing languages provided and/or translation to new languages. If additional services are needed, CAT will determine which additional language assistance measures are cost-effective and feasible for implementation based on the current and projected financial resources.

CAT will continue to monitor the costs associated with the existing language assistance measures and the costs associated with implementing enhanced language assistance measures, including an estimate of the number of staff and the percentage of staff time necessary to provide the current and proposed LEP resources.

Project Level Public Involvement and Outreach Activities Since Last Title VI Plan Submission

Transit Development Plan (TDP)

CAT, as part of the process for planning services and determining its capital program, develops a Transit Development Plan (TDP). The TDP is a requirement of the FDOT. Statute requires Florida transit agencies to complete a major update every five years and in the interim years provide annual progress reports on any changes and accomplishments in implementing the Plan. The TDP is a requirement to receive block grant operating assistance from the FDOT. Since the last Title VI update CAT completed its Major TDP Update in September 2020 for fiscal years 2020-2030 with annual updates in 2021 and 2022. CAT will be completing the 2023 Annual TDP Update in the coming year. A simple, yet key ingredient, of any good public outreach effort is the effectiveness of listening and how that information is incorporated into the study process. The most effective plans include activities and methods oriented specifically to the project

study area and an understanding of the local and regional character. Collier Metropolitan Planning Organization (MPO) and Collier Area Transit (CAT) recognize the importance of public engagement and have developed strategies to engage the public, stakeholders and agencies involved in the development of the Transit Development Plan (TDP). The Public Participation Plan (PPP) for this project includes proven outreach efforts that go beyond “the minimum requirements”. The team has identified a menu of opportunities to provide the public information, listen to their concerns and suggestions, and find ways to incorporate solutions into the TDP.

Public participation activities have been designed to encourage participation throughout the entire TDP process. Our Team has identified methods of communication that best serve the needs of Collier County, but are flexible enough to make changes, if necessary, to ensure maximum feedback. Our goal is to reach and hear from as many people and organizations as possible to ensure that their voices are heard. The 2023 Annual TDP Update public involvement activities will include the following:

- **Public Workshops** - Two public workshops are held at key milestones in the Major TDP Update study process, first early in the process, to educate attendees about the TDP effort and collect input on gaps and unmet needs. The second public workshop will focus on obtaining feedback on the proposed improvements. The upcoming Annual TDP Update will include one public workshop in the process to obtain input regarding the updated plan.

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

- **Online Passenger Survey** - Passenger surveys have been conducted of the fixed-route patrons on-board CAT vehicles to obtain information related to the demographics, attitudes, preferences, and habits of current riders as part of general information collection and our Transit Development Plan research. To allow for enough valid survey responses the survey efforts cover 100% of CAT’s scheduled fixed-route bus routes. We have affixed stickers with a QR code linked to our surveys on the back of bus seats that allow patrons to easily access the survey while riding the bus.
- **Ongoing Social Media** - In conjunction with the method of notices described above, leveraging the use of social media is cost-effective and can reach a large segment of population who are younger, trendy, and more prone to becoming involved in an issue that affects their community. Both social media and the County and MPO websites will be used appropriately to raise awareness about the project and to provide opportunities for the public to comment and used as a means to provide information and notice of the public meetings and community workshops.

- [Collier MPO and Committees](#) - The TDP methodologies and document are taken to the MPO for feedback and approval. All MPO Board and Committee meetings are open to the public.
- [Collier County Board of County Commissioners](#) - Prior to submittal to the FDOT, the CAT governing board must adopt the TDP. The meeting for adoption of the TDP is a regular County Commission meeting noticed in accordance with the Florida Sunshine Law and open to the general public.

CAT recognizes that its operators have the majority of contact with customers who provide them with input on the system; therefore, during the update to the TDP, CAT also gathers public input through operators. Bus operators are a valuable source of information as they reflect the eyes and ears on the road for CAT's daily operation. Operator insight into public opinion and need can also supplement information that cannot be collected through other means. Information can include safety and security issues, an understanding of travel characteristics on specific routes, and representation of needs for those who may not be willing to participate in other public outreach activities.

The first year of the TDP financial plan is used as the agency's POP (Program of Projects). The POP is also provided to the Collier MPO for use in the development of the Transportation Improvement Plan (TIP). Through the Collier MPO's TIP process, the POP is available for additional public comment. CAT publishes the POP, annually at the time of grant application.

Fare Increases and Service Changes

Fare Increases

The Collier County Board of County Commissioners, in its efforts to ensure Title VI Compliance, established local guidelines for service changes and fare increases as part of the Transit Development Plan. Major service changes require a public hearing announcement in a newspaper of general circulation (the Naples Daily News) and Board of County Commissioners approval. Determination as to whether or not a modification constitutes a major change is determined on a case-by-case basis, with the exception of total elimination of a specific route service which is automatically considered a major service reduction. The CAT Route Fare or Service Change Policy is provided in Appendix C of this plan.

In accordance with FTA Circular 4702.1B, minority and low-income populations will be examined to determine whether any disproportionate impacts would occur with a potential fare change. In addition, if a disproportionate impact is identified, justification on how an alternate action would result in an even greater impact to these populations or actions to mitigate the potential impacts will be identified.

Service Changes

CAT completes minor service changes on a regular basis related to running time adjustments to improve the efficiency and effectiveness of service. Ridership and stop-level automatic passenger counter (APC) data along with supervisor and operator input are utilized when making these minor service changes.

Prior to a service change, CAT posts notices on-board its vehicles to notify customers of the impending change. Customers are always able to comment on services and proposed changes using the CAT customer service or by through the County website by clicking on the link “Contact Us” and send their comments by email to rideCAT@colliercountyfl.gov All comments are tracked and responded to, if warranted.

Table 7: Service Changes Since the Last Title VI Update (April 2020 –January 2023)

Route	Type of Change
FY2020-2023	
Route 11	In November 2021, three (3) loops were added to the route to increase frequency to encourage ridership and access to employment/shopping opportunities.
Route 12	In November 2021, one (1) loop was removed in the morning hours of the route to provide revenue hours elsewhere.
Route 17	In November 2021, the path was adjusted along with removal of Route 18 to continue providing service along Rattlesnake Hammock Rd. and Collier Blvd.
Route 18	In November 2021, Route 18 was removed from service to provide revenue hours to other routes. This service area was still covered by our Routes 17 and 24.
Route 19	In November 2022, Routes 19 and 28 were consolidated into a single route 19 that covers the same service area but removed duplicate service.
Route 20	In November 2022, Routes 20 and 26 were consolidated into a single route 20 that covers the same service area and will service riders from both previous routes that had lower ridership compared to rest of the system.
Route 22 And Route 23	In November 2021, Routes 22 and 23 were modified to was modified to serve the southeastern portion of the Immokalee community, connecting with Route 23 at the State Health Department Facility. Due to the split of a singular circulation pattern, a decline in ridership was initially noted and this past year has slightly rebound. This move to increase the serviceable area. Further education is necessary to the public within the area to provide information about the newly created routes to increase the usage of the route.
Route 24	In November 2021, this route was incorporated to service the area previously covered by the Route 18, and schedule changes were made to allow frequent service along US41 and intermittent service to the rural areas at the west end of US41.
Route 25	In November 2022, Route 25 realigned the western portion of the route to head North/South on US41 rather than Goodlette-Frank Rd.
Route 26	In November 2022, Route 26 was consolidated into Route 20.
Route 27	In November 2021, North Collier Regional Park was removed from service due to low ridership at the location.
Route 121	In November 2021, the starting point of the route was changed, but kept the same service area.

Major service changes, which represent modification to a route or a route’s ridership without elimination of the route, are reviewed through CAT’s internal meeting process, where managers, the Division Director review the impact of the potential route modifications. These types of service changes occur when a route

is deemed to be a consistent low performer with regard to ridership, farebox recovery, and latent demand from the service area of the route (evaluated using APC data) or when the agency’s budget has been cut requiring service reductions. For these route changes, the public has an opportunity to comment consistent with the adopted CAT PPP.

Service elimination is the final type of service change that might have an adverse impact to Title VI populations. Extensive analysis and public input are required for the elimination of a route. To ensure compliance with Title VI requirements, public meetings are to be conducted in locations that are convenient and accessible for minority and LEP communities. Coordination with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities. Multiple means of communication will be offered to the public and notices of such communication efforts will be consistent with the adopted CAT PPP.

Service increases may be implemented with approval of the Division Director with final decision to implement any major service changes (as defined Appendix D of this report) made by the Collier County Board of County Commissioners.

Membership of Non-Elected Committees

CAT utilizes an appointed Public Transit Advisory Committee (PTAC) as well as the Collier MPO and its committees to assist in decision-making. The MPO has a Technical Advisory Committee (TAC), a Citizen’s Advisory Committee (CAC) and the Local Coordinating Board (LCB) who are consulted for transit decisions. The racial composition of the committees is provided below in Table 8.

Minority Representation on Decision-Making Bodies

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

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

PTAC Racial Composition	TAC Racial Composition	CAC Racial Composition	LCB Racial Composition
White Male - 5	White Male - 7	White Male - 6	White Male - 6
White Female - 1	White Female - 4	White Female - 2	White Female - 5
Black Male - 1	Black Male - 0	Black Male - 0	Black Male - 0
Black Female - 0	Black Female - 1	Black Female - 0	Black Female - 1
Hispanic Male - 0	Hispanic Male - 1	Hispanic Male - 1	Hispanic Male - 1
Hispanic Female - 0	Hispanic Female - 0	Hispanic Female - 0	Hispanic Female - 1
Other Male - 0	Other Male - 0	Other Male - 0	Other Male - 0
Other Female - 0	Other Female - 0	Other Female - 0	Other Female - 1
Vacancy - 0	Vacancy - 1	Vacancy - 4	Vacancy - 3

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

The Collier County Public Transit & Neighborhood Enhancement (PTNE) Division is responsible for planning, operating, and managing CAT public transportation services through a contract operator. CAT utilized the Collier County procurement process to ensure that the procurement process is fair and open to all providers. CAT transit services have always been contracted since its inception in 2001 and have not affected the level of service for the system. If any changes in the contracted provision of service results in a change to the level of service provided, an analysis of such change on Title VI populations will be conducted and submitted to FTA as an addendum to this plan. If any adverse impact is found through the analysis, appropriate and swift action will be taken to remedy or mitigate the impact. In addition, the CAT Disadvantaged Business Enterprise Program is incorporated into the procurement to allow disadvantaged businesses an opportunity to provide service. There have been no Transit providers that receives grant funding through CAT however in the event that occurs CAT requires Transit providers to complete CAT's customer service and ADA training course and agree to the same FTA Certifications and Assurances as CAT. Having the Certifications and Assurances as well as the sub-recipient monitoring allows CAT to ensure that contract transit providers are delivering service in an equitable and non-discriminatory manner. Final approval of any selected transit provider is completed by the Collier County Board of County Commissioners at County Commission meetings, which are advertised and open to the public.

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

As previously stated, CAT will complete sub-recipient training and monitoring to ensure that sub-recipients are complying with all Certifications and Assurances, including those regarding nondiscrimination.

The monitoring would be randomly scheduled for all sub-recipients to ensure compliance.

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

The following procedure has been established to be utilized when FTA funds are pass-through to sub-recipients. CAT will utilize an independent selection committee comprised of various racial backgrounds to assist in the decision making regarding FTA financial assistance. CAT will confirm that the agency is valid to operate in the state and is registered with the Central Contractor Registration (CCR). Applications for assistance from CAT are then provided to the independent selection committee for review and comment. The selection committee will be provided a form for rating contractors and guidance on each rating category. The selection committee is not allowed to discuss the applications until the advertised selection committee meeting, which is open to the public. For all uses of FTA financial assistance the Collier County procurement process and federal purchasing guidelines are utilized. Whenever, there is a conflict between the Collier County Procurement Policy and the Federal Procurement Guidelines and FTA funding is being utilized the Federal Procurement Guidelines are utilized throughout the purchasing

process. Collier County provides vendor of all procurement opportunities to allow open and non-discriminatory access on its website. The full procurement policies for Collier County can be found on their website at: <http://www.colliergov.net/index.aspx?page=762>

Title VI Equity Analysis for New Facility Construction

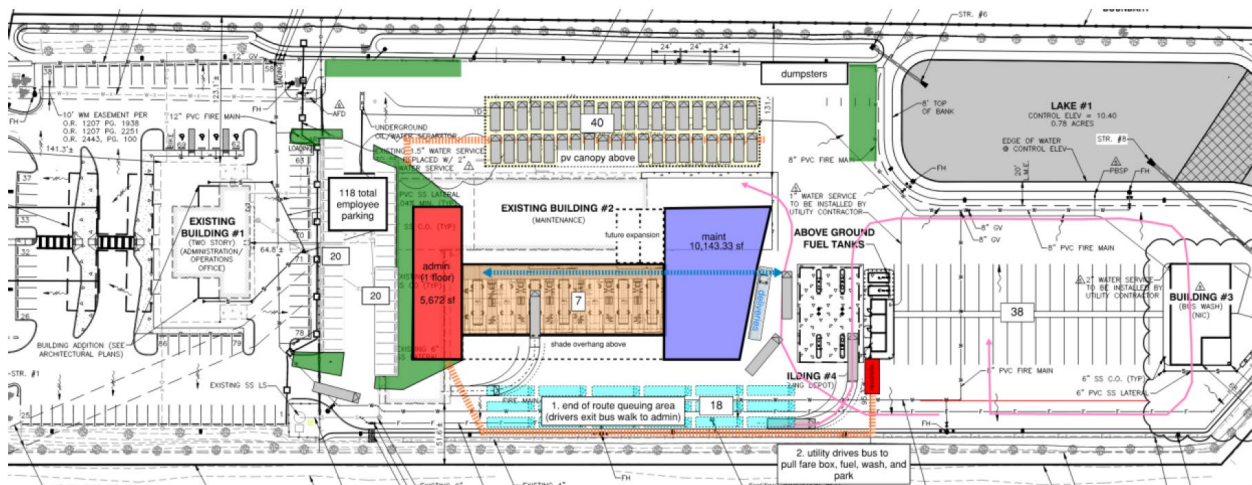
Construction Projects

CAT Operations and Transfer Station – 8300 Radio Road

In 2017, the CAT Operations and Maintenance Facility was severely damaged by hurricane Irma. As a result of the damage and the continual aging of the structure, CAT along with other professionals have concluded that the facility has met its useful life and should be replaced on the existing site. In September 2020, Collier County received notice of award from the Federal Transit Administration (FTA) for \$9,020,000 under FTA’s Bus and Bus Facilities Program which will be used in part to construct a new Operations & Maintenance facility on site. Staff has secured a total of \$14,16,652 towards the \$18,169,791 estimated project cost. The new facility will ensure an efficient and effective transit service to meet the needs of passengers.

In addition to construction projects, CAT staff obtained approval of its conditional use (CU) on the 8300 Radio Road Facility to eliminate the limit on the number of allowable routes that could utilize the transfer facility. The elimination of the cap has opened the CAT system up to connect with regional bus companies, allowing greater regional access for transit dependent populations.

Figure 2: CAT Operations and Maintenance Facility



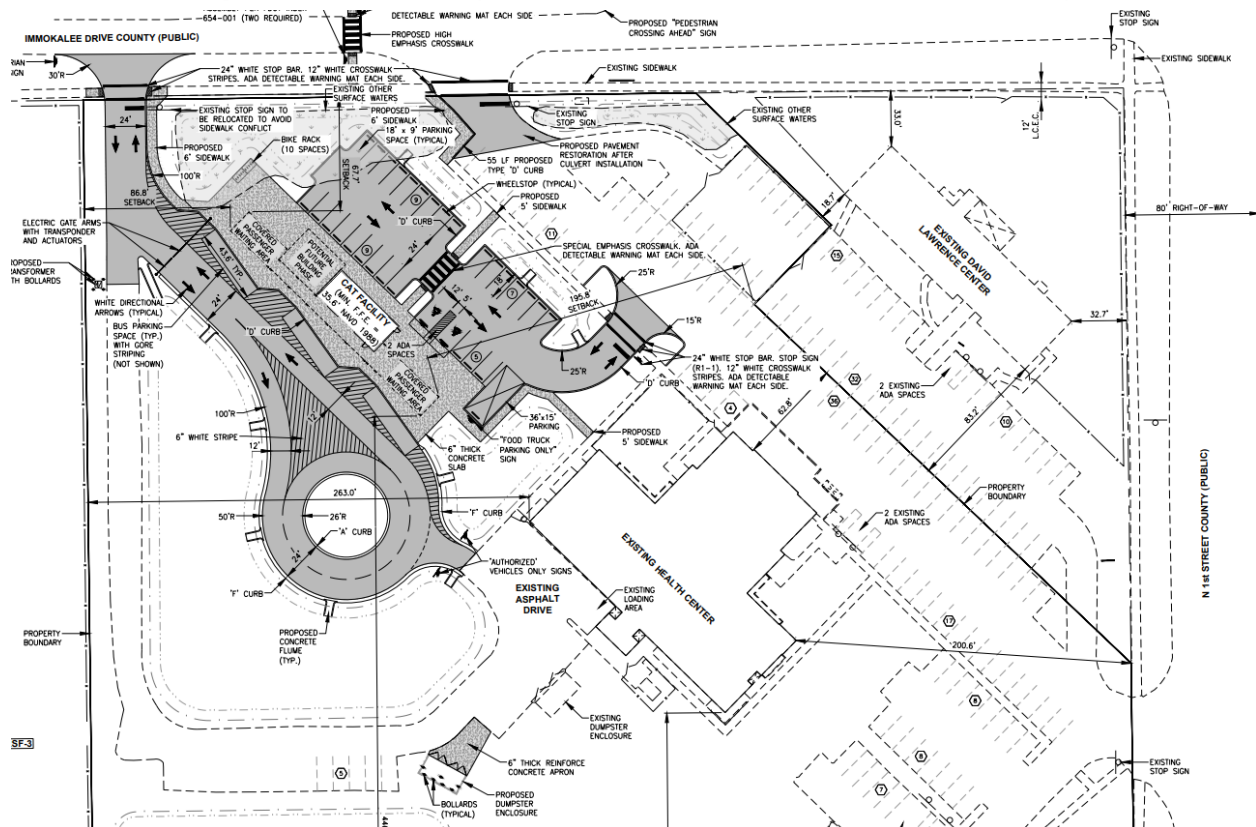
CAT Intermodal Transfer Facility - Immokalee

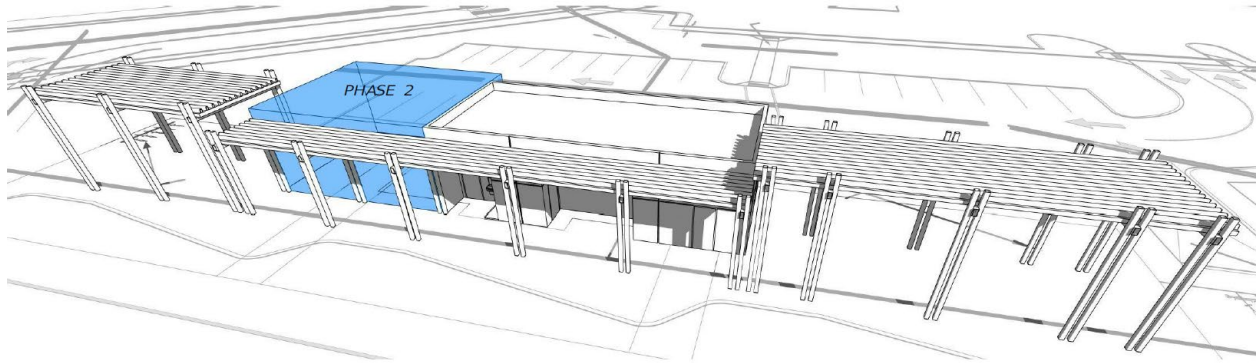
Collier County is planning to construct a transfer facility in the Immokalee Community on a vacant parcel owned by Collier County. The proposed project site is a grassed field adjacent to a green wooded area

with an asphalt/concrete driveway providing vehicular access to the Health Department and a maintenance shed. The property is approximately 1.7 acres in size and is zoned Residential Single Family-3 with a conditional use providing for governmental facilities. The facility does not meet the requirement for an equity analysis because it will not require land acquisition and the displacement of persons from their residences and businesses.

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

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





Title VI Plan Approval

The Title VI Program Update has been approved by the Transit Manager who is responsible for ensuring that CAT policies are developed and followed accordingly. The Transit Manager has been granted the authority by the governing body, to sign any and all assurances, certifications and other documents that may be required in connection with the Title VI Program. The Transit Manager is also granted authority to make necessary modifications to the Title VI Program to ensure compliance with 49 C.F.R., part 53. The resolution granting such authority is provided in Appendix H of this document.

Requirements of Transit Providers

Chapter IV of FTA Circular 4702.1B provides program specific guidance for recipients that provide public transportation that that operate fixed route and demand response service. Additionally, the circular provides specific requirements for transit providers that operate 50 or more fixed-route vehicles in peak service and are located in a geographic area with a population of 200,000 or greater. CAT meets the requirements for a transit provider that operates with fewer than 50 fixed route vehicles, therefore only the system-wide standards and policies are required.

System-wide Service Standards and Policies

Service standards and policies have been set for each mode of service operated by CAT, including local fixed-route bus, express bus service (service between Immokalee and Marco Island), Beach Bus service (service along Bluebill Avenue for the Vanderbilt Beach area), and CAT Connect paratransit demand response service. Quantitative standards for vehicle loads, vehicle headways, on-time performance, and service availability are listed below. These standards are the desired targets for CAT and any deviation from the standard will be reviewed in accordance with the monitoring program to ensure adequate and equitable system performance.

Vehicle Load

Vehicle load is defined as the ratio of passengers to the total number of seats on a vehicle with a standard established for peak and off-peak times.

Routes which are experiencing capacity issues for three consecutive trips, at least two days per week may be candidates for increased frequency or a larger vehicle with additional seating capacity.

Table 9: Vehicle Load Standards

Vehicle Type/Service	Seating Capacity	Standing Capacity	Maximum Vehicle Load – Off-Peak	Maximum Vehicle Load – Peak	Maximum Load Factor – Off-Peak	Maximum Load Factor - Peak
Low-Floor 40' Bus (Fixed-Route)	38	41	79	79	2.08	2.08
Low-Floor 40' Bus (Express-Route)	38	41	79	79	2.08	2.08
Low Floor 35' Bus (Fixed-Route and Trolley)	31	44	75	75	2.38	2.38
Low Floor 30' Bus	26	17	43	43	1.61	1.61
Low Floor 24' Bus (Paratransit)	12	0	12	12	1.00	1.00
Low Floor 23' Bus (Paratransit)	12	0	12	14	1.00	1.00

Vehicle Headways

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., 4 buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination.

Local bus service should be scheduled with headways of not more than 60 minutes during the peak periods and 90 minutes during off-peak. The current CAT service span is shown in Table 9 below.

Table 10: CAT Service Levels by Routes

Route	Route Description/Geographic Location	Monday - Saturday		Sunday	
		Service Span	Frequency	Service Span	Frequency
Route 11	US 41 to Creekside Park of Commerce	6:00 AM-8:49 PM	90 minutes	7:30 AM-5:56 PM	90 minutes
Route 12	Airport Rd. to Creekside Park of Commerce	6:05 AM-7:00 PM	90 minutes	7:30 AM-5:24 PM	90 minutes
Route 13	NCH & Coastland Mall	6:05 AM-8:10 PM	60 minutes	7:05 AM-5:52 PM	60 minutes
Route 14	Bayshore Dr. & Coastland Mall	6:35 AM-6:32 PM	60 minutes	No service	N/A
Route 15	Golden Gate City via Santa Barbara Blvd.	5:35 AM-8:26 PM	90 minutes	6:58 AM-5:58 PM	90 minutes
Route 16	Golden Gate City via Golden Gate Pkwy	4:35 AM-5:26 PM	90 minutes	No service	N/A
Route 17	Rattlesnake & Florida Southwestern College	6:00 AM-7:04 PM	90 minutes	7:30 AM-5:20 PM	90 minutes
Route 19	Golden Gate Estates to Immokalee City	3:35 AM-8:49 PM	60 minutes	6:00 AM-9:39 AM 5:05 PM – 7:48 PM	2 runs
Route 20	Pine Ridge Road to Goodlette-Frank Rd.	6:00 AM-4:40 PM	90 minutes	7:35 AM-9:00 AM 1:40 PM-3:05 PM	90 minutes
Route 21	Marco Circulator*	6:00 AM-7:32 PM	90 minutes	6:00 AM-7:32 PM	90 minutes
Route 22	Immokalee Circulator*	5:45 AM-7:55 PM	90 minutes	7:00 AM-6:50 PM	90 minutes
Route 23	Immokalee Circulator*	7:30 AM-7:20 PM	90 minutes	No Service	N/A
Route 24	US 41 East to Charlee Estates	6:15 AM-7:29 PM	90 minutes	8:45 AM-4:54 PM	90 minutes
Route 25	Golden Gate Pkwy & Goodlette-Frank Rd.	6:00 AM-4:38 PM	90 minutes	9:05 AM-4:38 PM	90 minutes
Route 27	CR 951 & Immokalee Rd to Creekside POC	5:45 AM-6:52 PM	90 minutes	7:25 AM-5:12 PM	90 minutes
Seasonal Route(s)					
Route 29	Bluebill Avenue Beach Bus	9:00 AM-3:00 PM	60 minutes	9:00 AM-3:00 PM	60 minutes
Express Route(s)					

Route 121	Immokalee to Marco Island (Express)	5:40 AM-6:44 PM	2 runs	5:40 AM-6:44 PM	2 runs
------------------	-------------------------------------	-----------------	--------	-----------------	--------

On-Time Performance

On-time performance is a measure of runs completed as scheduled. Fixed Route trips are measured by both its early departure and late arrival. Paratransit On-time Performance is defined as the percent of trip late as defined by the trip timing preference. Certain trips provided on the paratransit demand response service also are evaluated based on the early arrival time (work and medical trips cannot be dropped off earlier than 30-minutes of the scheduled time).

The on-time performance standard for all bus modes operated by CAT is measured by the arrival time not exceeding 5 minutes later than the schedule time. The goal for CAT is to achieve 95 percent on-time performance for all bus transit. Routes performing with an on-time performance of less than 85 percent, which is not the direct impact of weather, traffic incidents, detours, and/or events over a consistent period of two or more weeks, will be reviewed to determine if schedule modifications are necessary to meet the on-time performance standard. The paratransit mode on-time performance goal is 95 percent. Passengers are offered “negotiated times” or options of pick-up times based on vehicle availability, the distance of the trip, and passengers requested pick-up or drop-off time. These scheduling windows are dependent on the trip length of the pick-up and drop-off points. Trips lengths that are less than 9 miles will have a 60-minute scheduling window. Trips lengths that are between 9 miles to 18 miles will have a 75-minute scheduling window and trip lengths of over 18 miles will have a scheduling window of up to 120-minutes. Once the passenger accepts one of the “negotiated times” this will serve as an estimated arrival time with a 30-minute window. Medical appointments and employment must follow the “30 minutes early to zero minutes late” policy. Table 11 provides the quantitative on-time performance standards.

Table 11: On-Time Performance

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

Service Availability

Service availability is a general measure of the distribution of routes within a service area. The basis of providing public transportation is to ensure access to those who need the service and attract choice riders. In an effort to reach the maximum number of users, within the available budget, CAT provides service from 3:35 a.m. to 8:49 p.m., Monday through Saturday and 5:40 a.m. until 7:48 p.m. on Sundays. CAT determines service availability based on financial resources, public input, performance of existing routes, transit orientation index (population and employment density, income, age, and zero-car households), safety guidelines, and development patterns. CAT minority routes are shown in Table 12 and are those routes that have at least 1/3 of their revenue miles in a minority census block group. CAT service is available as shown in Table 9. Routes are concentrated in the urban area to allow the highest level of access to community resources, with additional routes providing linkages to suburban and rural areas.

Paratransit service for ADA customers is provided within ¼-mile of a fixed-route bus line. The current service including the ¾-mile ADA paratransit service buffer is displayed in Map 2.

Table 12: CAT Minority Routes

Route	Total Route Miles (Round Trip)	Total Route Miles (one-Way)	Route Miles within Minority Block Group (Round Trip)	Route Miles within Minority Block Group (One-Way)	Percent Route within Minority Block Group
11	25.0	12.5	6.8	3.4	27.2
12	24.6	12.3	9	4.5	36.6
13	26.8	13.4	18.4	9.2	68.7
14	27.0	13.5	16.8	8.4	62.2
15	48.6	24.3	36.8	18.4	75.7
16	48.6	24.3	29.8	14.9	61.3
17	43.0	21.5	30.8	15.4	71.6
19	168.2	84.1	61.4	30.7	36.5
20	24.2	12.1	7.2	3.6	29.8
21	56.0	28	13.6	6.8	24.3
22	42.6	21.3	42.6	21.3	100
23	42.4	21.2	42.4	21.2	100
24	24.0	12	17.6	8.8	73.3
25	28.6	14.3	10.2	5.1	35.6
27	61.6	30.8	27.4	13.7	44.4
121	138.6	69.3	57.8	28.9	41.7

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

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

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

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

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

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

Service policies

Transit Amenities for Each Mode

CAT currently provides fixed-route service throughout the urban area, one express route, and paratransit service. Paratransit service does not provide shelter and stop amenities since it is a door-to-door reservation based service and stops may be made throughout the ADA and Transportation Disadvantaged (TD) paratransit service area. The bus service stops and shelters are provided throughout the service area to give the greatest level of access to the majority of system users. CAT currently has 605 bus stops throughout their service area. Shelter placement is largely based on funding available, accessible land, and passenger boardings and alightings. CAT provides amenities related to service along each route based on the following:

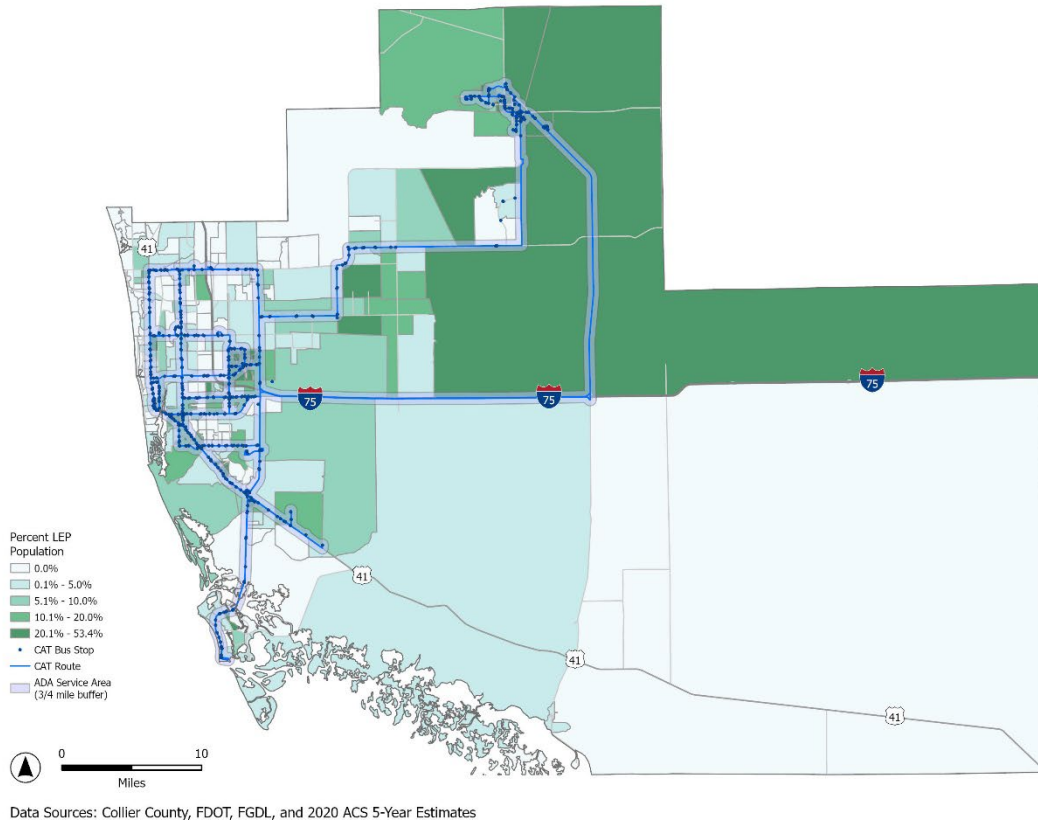
- Fixed-route bus stops are provided based on the number of passengers boarding and alighting at stops; availability of right of way, and provision of ADA access. Stops are placed approximately every two blocks on lower speed roadways and in more population dense areas and every ¼-mile along higher speed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

Map 2 identifies the current bus stop locations for CAT bus and express bus, along with the locations of the CAT transfer centers.

Vehicle Assignment for Each Mode

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

Map 2: Bus Stop Amenities Locations for Limited English Proficiency Areas



Other Areas of Title VI Considerations

Transit Security

CAT makes every effort to ensure that its vehicles and facilities are safe for the general public and staff. As a division of Collier County, CAT works with the Collier County's Security Personnel on campaigns and efforts that increase the safety and security of the transit system. Other transit security efforts completed by CAT include regular training sessions with the Collier County Emergency Management Staff in coordination with local Fire and Law Enforcement Departments on Tabletop sessions, and the installation of cameras on buses. CAT also maintains a preventative maintenance schedule in accordance with FTA

guidelines to ensure the safe performance of vehicles. Newly installed shelters contain solar lighting and CAT is in the process of retrofitting shelters with lighting to enhance security at bus stops.

Assessment of Compliance

Monitoring

As stated earlier in this Plan, CAT conducts several efforts to monitor the quality of the service it provides. Regular monitoring efforts including service review and amenities placement, are conducted by CAT. Quarterly monitoring efforts to review service for Title VI compliance include, but are not limited to, various planning studies such as the TDP and COA. As part of the monitoring activities, CAT also reviews travel patterns and journey to work characteristics of the County population. CAT utilizes staff input and public feedback to monitor performance as well as conduct a review of statistical data reported to the National Transit Database. As part of its monitoring, CAT also reviews the performance of peer agencies to ensure that it is on par with the performance of similarly-sized or adjacent area transit systems. The peer review is included as Appendix E.

As part of CAT's monitoring process, the following procedures and guidelines are carried out to monitor compliance with Title VI. Periodic compliance assessments are undertaken to determine whether transit service provided by CAT to minority communities and minority users is consistent with the objectives of this Plan. The assessments will identify possible areas of noncompliance and implement corrective actions to include the following:

- Establish procedures for developing and maintaining standards for compliance with Title VI.
- Establish internal guidelines for making determinations of compliance with Title VI as part of the local decision-making processes and continue project management and contract administration responsibilities.
- Establish internal guidelines for making determinations.
- Evaluate system-wide service changes and proposed improvements at the planning and programming stages to determine whether the overall benefits and costs of such changes or improvements are distributed equitably and are not discriminatory.
- Conduct compliance assessments of transit services and benefits to assure compliance with the spirit and intent of Title VI.
- Take action on findings and recommendations made by review officials to remedy such findings.

Information Dissemination

CAT will continue to provide information to minority communities and the general public using its website, public notices, meetings, workshops, hearings, presentations, and posting information on vehicles. Additional public information dissemination to minority and low-income populations is covered in the LEP section of this Plan. CAT staff will also continue to participate at various community events throughout Collier County to disseminate information.

Customer Service Surveys

CAT from time to time will conduct customer surveys to assess its performance and gather information on market demands. Customer survey information can be a useful tool in assessing performance and guiding future direction.

Incorporating Corrective Action

Upon identification of the need for corrective action by the FTA, CAT will commence corrective actions to remedy identified deficiencies and incorporate the corrective actions into the Transportation Improvement Plan to assure compliance with Title VI.

Procedures

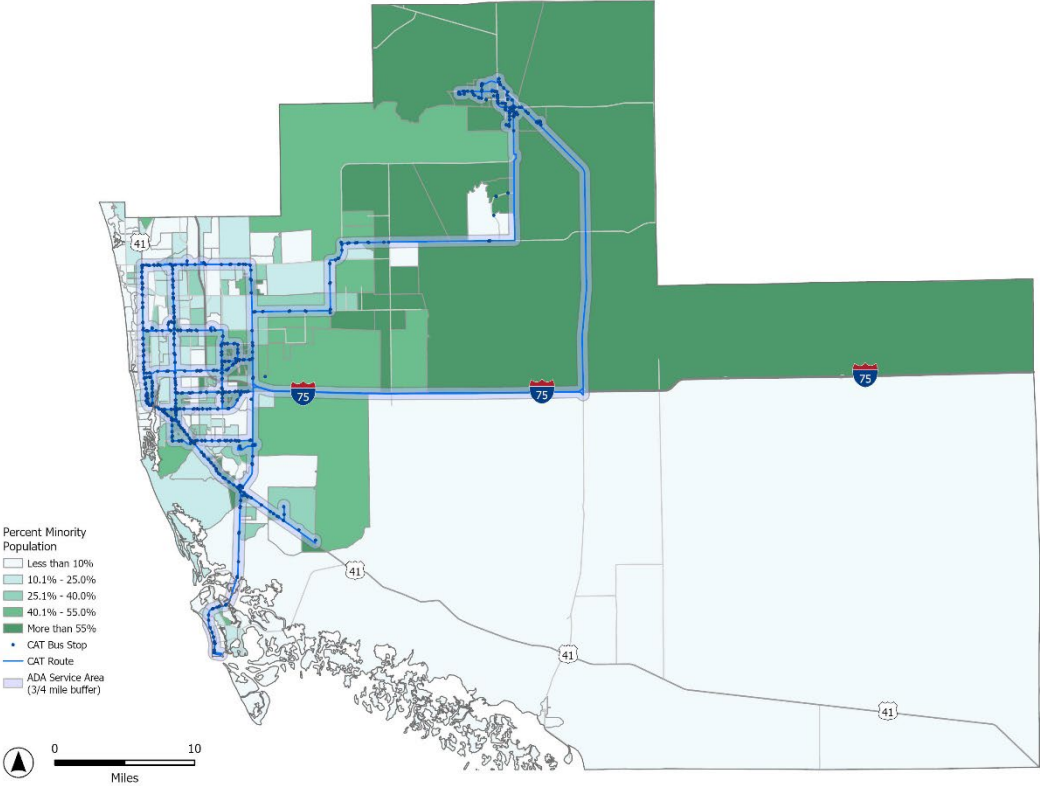
CAT will maintain procedures identified in this Plan to assure continued compliance with Title VI. These procedures will allow for comparing the level and quality of transit services against overall system averages. These procedures will document both the Level of Service Methodology and the Quality of Service Methodology used.

Public Information

In compliance with the requirement of the U.S. Department of Justice, the Department of Transportation, and the FTA, the following information will be disseminated and made available to the public upon request.

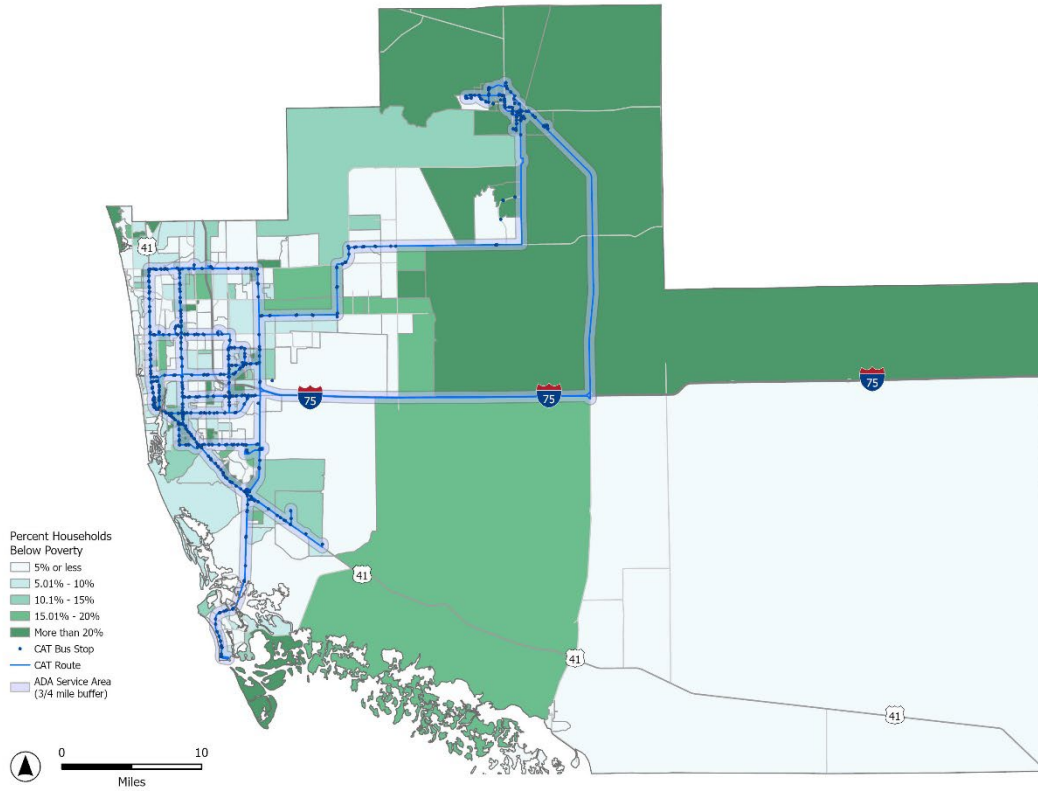
1. This plan and its requirements will be made available to the public upon request and will be available for review from the CAT website or in the CAT offices during regular business hours.
2. CAT will maintain records and submit compliance reports and assessments as required and make available such information to the general public upon request.

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



Data Sources: Collier County, FDOT, FGDL, and 2020 ACS 5-Year Estimates

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



Data Sources: Collier County, FDOT, FGDL, and 2020 ACS 5-Year Estimates

Appendix A

Title VI Complaint Form

Section I:							
Name:							
Address:							
Telephone (Home/Cell):				Telephone (Work):			
Email Address:							
		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:				Name:			
				Relationship:			
Please explain why you have filed for a third party:							
Please confirm that you have obtained the permission to file this complaint on behalf of the aggrieved party.						Yes	No
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 and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.							
Section IV:							
Have you previously filed a Title VI complaint with this agency?						Yes	No
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"/> State Agency: _____			
<input type="checkbox"/> Federal Court: _____				<input type="checkbox"/> State Court: _____			
<input type="checkbox"/> Local Agency: _____				<input type="checkbox"/> Equal Opportunity Commission			

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

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

Signature and date required below:

Signature

Date

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

Appendix B

Certifications and Assurances

WELCOME MY WORK (0) RECORDS REPORTS Federal Transit Administration

COUNTY OF COLLIER | COLLIER COUNTY | 1032

Summary Applications/Awards TRAMS Users Locations Designated Recipient **Related Actions**

Certifications & Assurances | FY 2023 C&A Affirmations

Recipient Details

Recipient ID 1032	Recipient Name COUNTY OF COLLIER
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Certification and Assurance Information

Fiscal Year 2023	Original Certification Date 2/27/2023
Assigned Date 1/27/2023	Latest Certification Date 2/27/2023
Due Date 4/27/2023	

Published Certifications and Assurances

FTA CERTIFICATIONS AND ASSURANCES

Public Transportation Agency Safety Plan (PTASP)

Applicants and recipients of Section 5307 grants and rail transit agencies that are subject to the State Safety Oversight Program must certify to Category 2: Public Transportation Agency Safety Plans (PTASP). The deadline for certification was July 20, 2020, however, in light of the extraordinary challenges presented by the COVID-19 public health emergency, FTA issued a Notice of Enforcement Discretion for the PTASP regulation (49 CFR Part 673). FTA will refrain from taking enforcement action until July 21, 2021 for applicants and recipients unable to certify compliance with the PTASP regulation before July 20, 2021. While applicants and recipients are encouraged to certify compliance as soon as reasonably practicable under the current circumstances caused by the COVID-19 public health emergency, those who do not certify compliance until July 20, 2021 remain eligible for Chapter 53 grant funds.

List of All Applicable Agencies
PTASP Technical Assistance Center

Certifications and Assurances

Certification History

Certification Date: 2/27/2023 | Official: Trinity Scott | Attorney: Scott Teach

Affirmation of Applicant

Affirmation of Applicant BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

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

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

Official's Name Trinity Scott

I accept the above

Certification Date Feb 17, 2023

Affirmation of Attorney

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

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

Attorney's Name Scott Teach

I accept the above

Certification Date Feb 27, 2023

CANCEL

Appendix C
Sub-recipient Monitoring Form



Sub-recipient Monitoring Form

Agency Name: _____

Date: _____

Funding: (Place an "✓" next to the appropriate grant source and type of funding.)

Capital _____ Operating _____ Both _____

1. Verify Sub-recipient has registered with the SAM (System for Award Management) to determine whether sub-recipients were registered before the award?

a. Registered _____

b. Not Registered _____ date by which registration will be completed _____. Access site at <https://www.sam.gov/portal/public/SAM/>

2. Is Sub-recipient aware of the following:

a. CFDA title and number Yes _____ No _____

b. Award name and number Yes _____ No _____

c. The name of the Federal awarding agency Yes _____ No _____

d. Requirements imposed by laws, regulations Yes _____ No _____

e. Provisions of grant agreements Yes _____ No _____

3. Can Sub-recipient show proof of matching funds? Yes _____ No _____

4. Does Sub-recipient have documentation that shows how the grant award was utilized?

a. Copies of expenses Yes _____ No _____

b. Copies of payment (may need to show electronic transfers to document payment from CAT)
Yes _____ No _____

c. If not available date that documentation can be produced _____

5. Does sub-recipient have a completed audit? Yes _____ No _____

a. Are there audit findings? Yes _____ No _____

b. If yes, have findings been addressed? Yes _____ No _____

6. If Sub-recipient has a vehicle, verify the following:

a. Sub-recipient has manifest or system to separately track grant related trips?

Yes _____ No _____

b. Sub-recipient has preventative maintenance policy? Yes _____ No _____

c. Sub-recipient has valid vehicle insurance? Yes _____ No _____

d. Sub-recipient has accident reporting policy? Yes _____ No _____

7. How does Sub-recipient notify the public or customers about the vehicle, program, or resource?

8. Is a follow-up visit needed to verify compliance with above required items?

Yes _____ No _____

Agency Signature: _____ **Print Name:** _____

Signature of Monitor: _____ **Print Name:** _____

Appendix D

Collier Area Transit

Route Fare or Service Change Policy

In accordance with the Federal Transit Administration (FTA) Circular 4702.1A Title VI of the Civil Rights Act of 1964, Transit providers within service areas containing more than 200,000 residents to evaluate service and fare changes and their corresponding impacts to ensure transit service is planned operated and distributed in an equitable manner without regard to race, color or national origin. The required policies fall in the following three categories:

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

Major Service Change Policy

The FTA requires that funding recipients prepare and submit service and fare equity analyses for public comment in consideration of proposed major service or fare changes. The purpose of this policy is to establish thresholds that define a “major service change”, and the definition of an adverse impact created by a “major service change”.

As contained within this policy, a major service change is defined as meeting one of the following criteria:

1. Proposed service expansions and reductions including all routing and timetable changes remaining in effect after 12 months that exceed 25 percent of the current configurations.
2. Total elimination of service on a specific route.
3. All proposed fare changes, excluding ride free promotional events and temporary fare reductions, that in effect after 6 months.

If a proposed major service change falls within one of the three categories above, CAT will conduct a Title VI service and/or fare equity analysis for review and consideration by the Board of County Commissioners and the public prior to implementing changes.

An adverse effect is defined as a major geographical or time-based reduction in service which may include, but is not limited to, span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. CAT shall consider the degree of adverse effects in the form of an equity analysis when planning major service changes.

The following types of service changes are exempt:

- Minor route alignment, frequency, span, or time point adjustments;

- Routing or bus stop changes due to temporary road detours caused by construction, maintenance, closures, emergencies, labor disruptions or strikes, fuel shortages, or safety concerns;
- Any temporary service addition, change, or discontinuation of a route with less than twelve months of operation;
- Changes on special service routes serving sporting events, special events, or service contracted through other cities or agencies;
- Any service change that does not meet the definition of a major service change described above.

Disparate Impact Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service or fare change are borne disproportionately by minority populations. For the purpose of this policy, a minority population is defined as any readily identifiable group of minority persons who live in geographical proximity, and if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed program, policy, or activity.

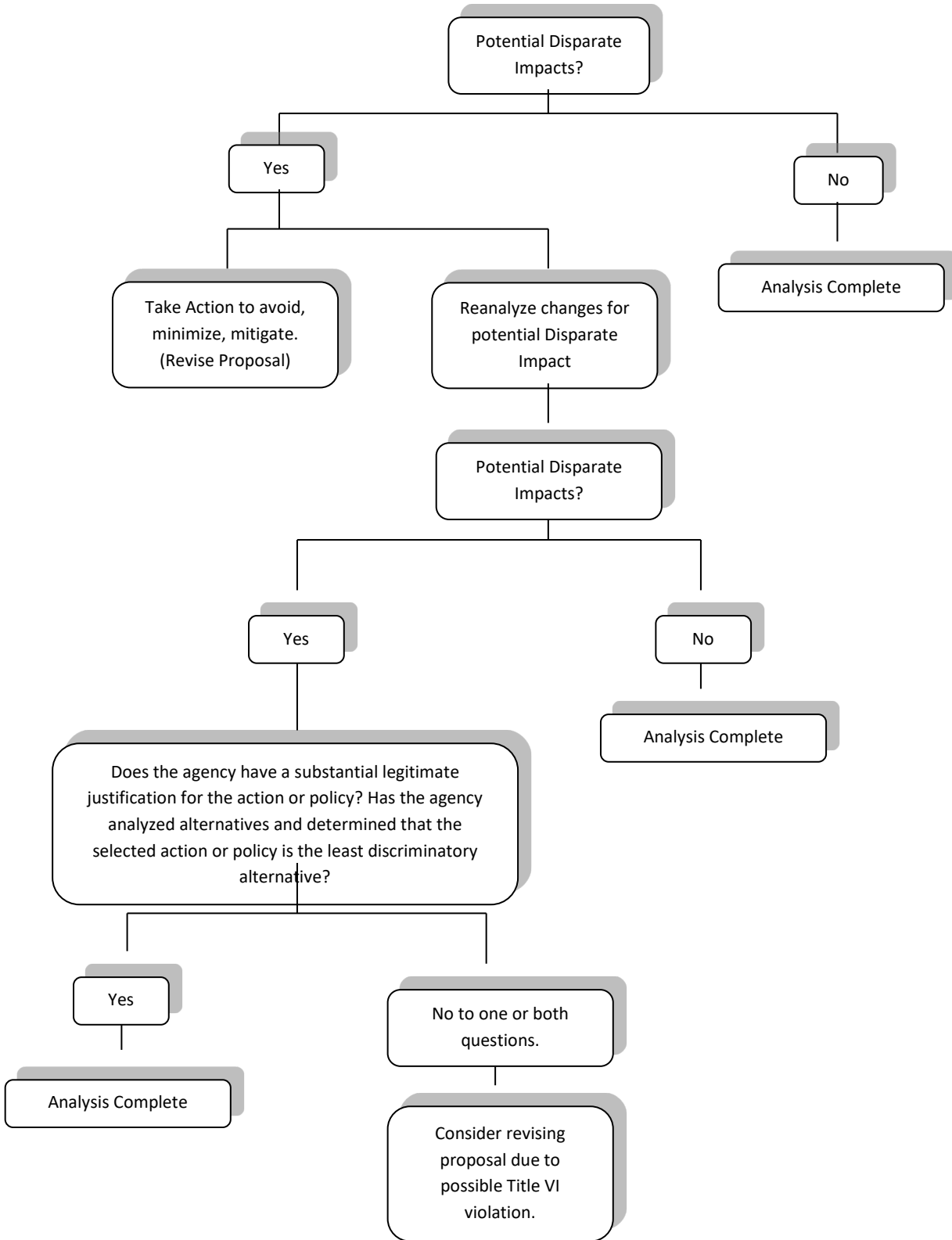
A “disparate impact” is defined as occurring when an adverse effect of a major service or fare change on minority populations is at least 20 percent greater than the adverse effect on the average minority population of CAT’s service area. In order to identify a potential impact, CAT will follow the process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

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

Should a proposed major service change result in a disparate impact, CAT will consider modifying the proposed change to avoid, minimize, or mitigate the disparate impact of the change. The modified proposed change due to potential disparate impacts will then be reanalyzed in order to determine whether the modifications actually removed the potential disparate impacts of the changes.

If the CAT chooses not to alter the proposed changes, they may implement the service or fare change if there is substantial legitimate justification for the change and it can be shown that there are no alternatives that would have less impact on the minority population and would still accomplish program goals.

Title VI Service and Fare Equity Analysis Process to Identify Potential Disparate Impacts



Disproportionate Burden Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service or fare change are borne disproportionately by low-income populations. For purposes of this policy, low-income population is defined as any readily identifiable group or households who are at or below 150 percent of the U.S. Department of Health and Human Services Poverty Guidelines listed below.

Table 13: Annual Update of the HHS Poverty Guidelines

2023 Poverty Guidelines: 48 Contiguous States (all states except Alaska and Hawaii)

Per Year

Household/ Family Size	50%	100%	125%	130%	133%	135%	138%	150%	175%	180%	185%	200%
1	\$7,290	\$14,580	\$18,225	\$18,954	\$19,391	\$19,683	\$20,120	\$21,870	\$25,515	\$26,244	\$26,973	\$29,160
2	\$9,860	\$19,720	\$24,650	\$25,636	\$26,228	\$26,622	\$27,214	\$29,580	\$34,510	\$35,496	\$36,482	\$39,440
3	\$12,430	\$24,860	\$31,075	\$32,318	\$33,064	\$33,561	\$34,307	\$37,290	\$43,505	\$44,748	\$45,991	\$49,720
4	\$15,000	\$30,000	\$37,500	\$39,000	\$39,900	\$40,500	\$41,400	\$45,000	\$52,500	\$54,000	\$55,500	\$60,000
5	\$17,570	\$35,140	\$43,925	\$45,682	\$46,736	\$47,439	\$48,493	\$52,710	\$61,495	\$63,252	\$65,009	\$70,280
6	\$20,140	\$40,280	\$50,350	\$52,364	\$53,572	\$54,378	\$55,586	\$60,420	\$70,490	\$72,504	\$74,518	\$80,560
7	\$22,710	\$45,420	\$56,775	\$59,046	\$60,409	\$61,317	\$62,680	\$68,130	\$79,485	\$81,756	\$84,027	\$90,840
8	\$25,280	\$50,560	\$63,200	\$65,728	\$67,245	\$68,256	\$69,773	\$75,840	\$88,480	\$91,008	\$93,536	\$101,120
9	\$27,850	\$55,700	\$69,625	\$72,410	\$74,081	\$75,195	\$76,866	\$83,550	\$97,475	\$100,260	\$103,045	\$111,400
10	\$30,420	\$60,840	\$76,050	\$79,092	\$80,917	\$82,134	\$83,959	\$91,260	\$106,470	\$109,512	\$112,554	\$121,680
11	\$32,990	\$65,980	\$82,475	\$85,774	\$87,753	\$89,073	\$91,052	\$98,970	\$115,465	\$118,764	\$122,063	\$131,960
12	\$35,560	\$71,120	\$88,900	\$92,456	\$94,590	\$96,012	\$98,146	\$106,680	\$124,460	\$128,016	\$131,572	\$142,240
13	\$38,130	\$76,260	\$95,325	\$99,138	\$101,426	\$102,951	\$105,239	\$114,390	\$133,455	\$137,268	\$141,081	\$152,520
14	\$40,700	\$81,400	\$101,750	\$105,820	\$108,262	\$109,890	\$112,332	\$122,100	\$142,450	\$146,520	\$150,590	\$162,800

Source: Department of Health and Human Services, Office of the Secretary, Annual Update of the HHS Poverty Guidelines

A “disproportionate burden” is defined as occurring when the low-income population adversely affected by a major service or fare change is 20 percent more than the average low-income population of CAT’s service area.

Similar to the approach in identifying a potential disparate impact, should a proposed major service or fare change result in a disproportionate burden, CAT will consider modifying the proposed change to avoid, minimize, or mitigate the disproportionate burden of the change. The modified proposed change due to a potential disproportionate burden will then be reanalyzed in order to determine whether the modifications actually removed the potential disproportionate burden of the changes.

If the CAT chooses not to alter the proposed changes, they may implement the service or fare change if there is substantial legitimate justification for the change and it can be shown that there are no alternatives that would have less impact on the low-income population and would still accomplish program goals.

Appendix E

Transit Development Plan (TDP) Capacity Analysis

Table 14: Fixed Route Capacities

Route	Average Vehicle Capacity/bus	Number of Runs/ Week	Total Weekly Seating Capacity	Total Annual Seating Capacity	FY 2022 Annual Ridership	Percent of Capacity	Estimated Excess Capacity
11	30	121	3,630	188,760	102,339	54%	46%
12	30	61	1,830	95,160	52,622	55%	45%
13	30	95	2,850	148,200	44,296	30%	70%
14	30	72	2,160	112,320	35,949	32%	68%
15	30	67	2,010	104,520	71,285	68%	32%
16	30	54	1,620	84,240	33,063	39%	61%
17	30	67	2,010	104,520	22,564	22%	78%
19	30	37	1,110	57,720	73,177	127%	-27%
21	30	35	1,050	54,600	13,373	24%	76%
22	30	62	1,860	96,720	28,807	30%	70%
23	30	48	1,440	74,880	18,248	24%	76%
24	30	97	2,910	151,320	59,384	39%	61%
25	30	44	1,320	68,640	12,745	19%	81%
27	30	61	1,830	95,160	30,423	32%	68%
28	30	19	570	29,640	28,876	97%	3%
121	30	14	420	21,840	24,516	112%	-12%
Totals		0	0	1,488,240	662,396	45%	55%

Table 15: Demand Response Capacities

Rev Miles	Avg Capacity	Est. Annual Seat Miles	Avg Trip Length	FY22 Ridership	Annual Passenger Miles	Percent of Capacity	Estimated Excess Capacity
989,918.00	11	10,889,098	11.79	83,960	1,290,585	12%	88%

Fixed-Route Capacity Analysis Summary

Based on the estimated capacity analysis, CAT was using approximately 45 percent of its possible capacity in FY2022. This shows that the existing bus service has substantial capacity remaining. Routes with the least amount of excess capacity include Routes 121, 19, 28, 15, 11 and 12. Routes with the largest amount of excess capacity include Routes 17, 13, 21, 25, and 23. Excess capacities for these routes range between 70 percent to 81 percent. Routes 121, 19, and 28 operate as routes from Immokalee to Marco Island and Naples; this clearly identifies that those routes are in high demand for those commuting to work.

Excess capacity is not necessarily a weakness in the system. The ridership-to-capacity ratio should be monitored over time as part of future major updates to the TDP. In addition, route-by-route average trip length estimates are needed in order to provide a more accurate reflection of unused capacity along fixed-routes.

Demand Response Service Capacity Analysis Summary

Based on the estimated capacity analysis, CAT is using approximately 12 percent of the possible capacity. This shows that demand response service has substantial capacity remaining. Excess capacity is not necessarily a weakness in the system, given the nature of the requested trips. Expecting full paratransit vans is unrealistic since the service operates on the basis of advanced trip reservations, and multiloading is often difficult to accommodate given the often diverse nature of origins and destinations for each patron.

Appendix F

Transit Development Plan (TDP) Peer Review

Peer Review Analysis

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

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

Seven peer systems were selected for the peer analysis that represent transit systems with service areas characteristics and services similar to CAT. The peer selection methodology is described in the Peer Selection Memorandum dated February 21, 2020, shown in Appendix A of the TDP.

The peer systems are:

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

Table 16 shows the peer system sizes in terms of the number of routes and route miles compared to CAT. As shown, CAT has the highest number of routes compared to the peer group and falls above the peer average of 14 routes. CAT also has the highest number of route miles of compared to the peer systems and supplies 57.1% more route miles than the peer average of 278 route miles.

Table 16: Peer System Characteristics

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

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

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

Table 17: CAT's Performance Review Measures

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

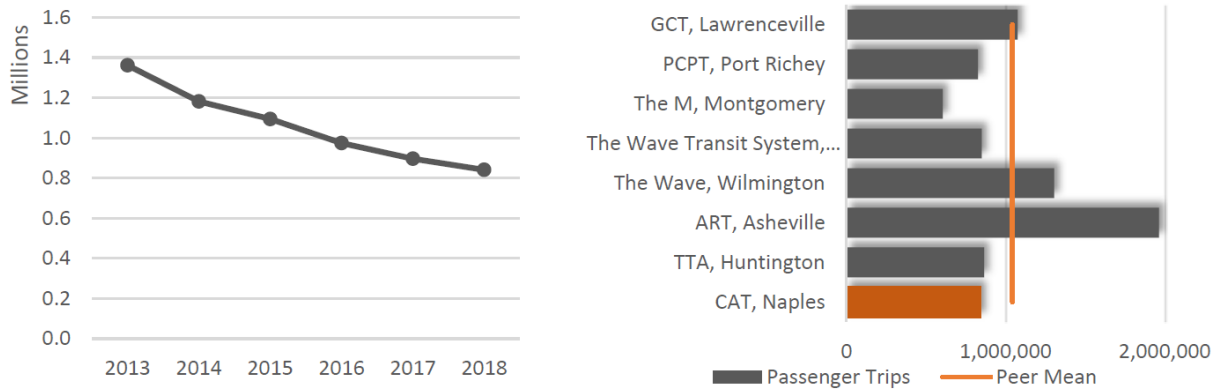
Table 18: CAT's General Indicator Peer Comparison

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

Selected performance indicators for the peer review are presented in the above table, table 18. Categories of performance indicators include service area population, population density, ridership, revenue and vehicle miles, revenues hours, operating expense, fuel consumption, and the number of vehicles operated in maximum service. Table 19 and Figures 4 through 25 present the performance indicators for CAT’s peer review analysis.

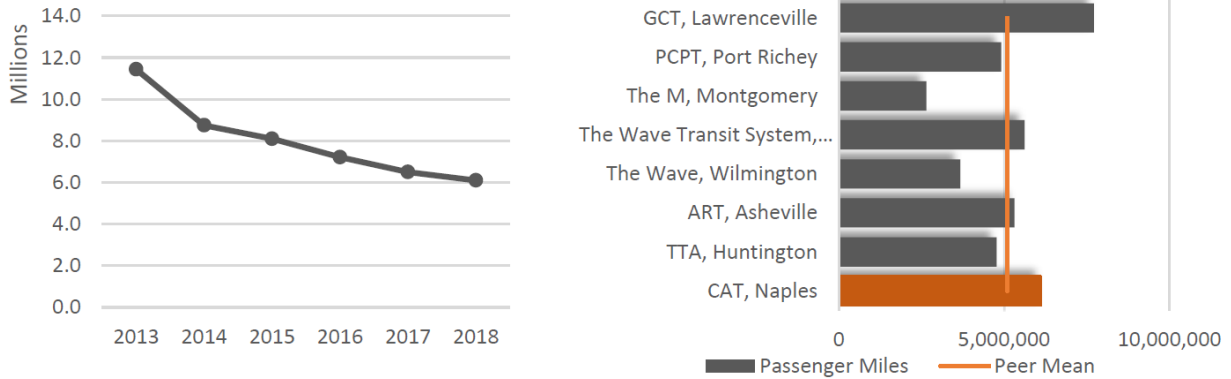
Passenger trips, or ridership, are the number of passengers who board public transit vehicles and are counted each time they board the vehicles, no matter how many vehicles they transfer to. It is a measure of the market demand for the service. A higher number of passenger trips is a positive metric.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

Figure 4: Peer and Trend Comparison for Passenger Trips



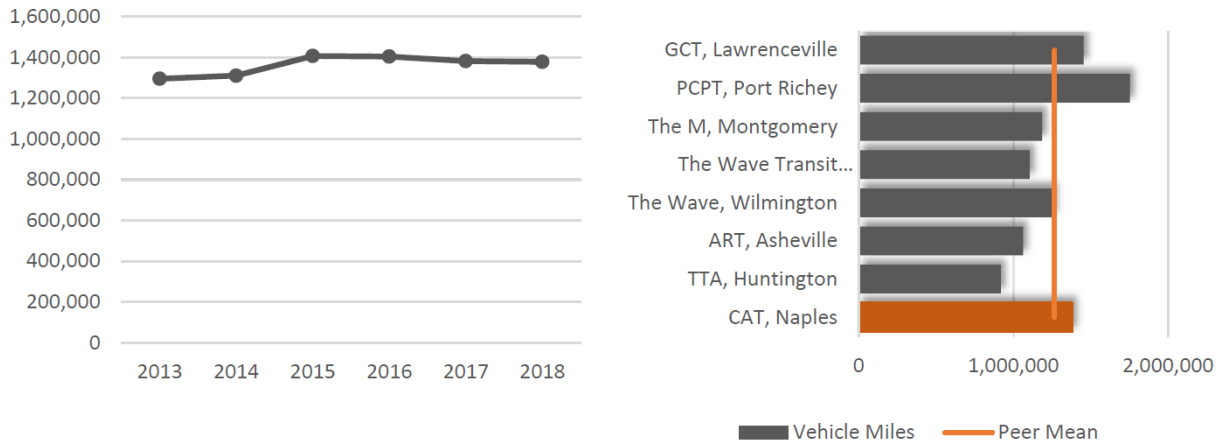
Passenger miles is a measure of passengers served over miles of service operated. Passenger miles are calculated through randomized and statistically-valid survey sampling that counts elapsed miles traveled for each passenger boarding and alighting. Higher passenger miles is a positive metric. For CAT,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

Figure 5: Peer and Trend Comparison for Passenger Miles



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

Figure 6: Peer and Trend Comparison for Vehicle Miles

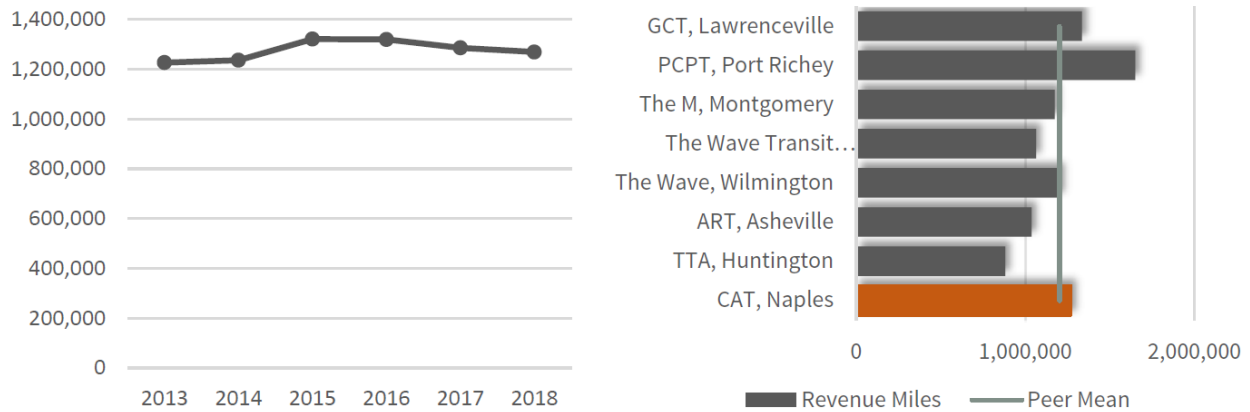


Revenue miles are the total number of miles for which the public transit service is scheduled or that are operated while in revenue service. This excludes miles traveled when passengers are not on board (deadhead travel), training operations, and charter services. Revenue miles increasing faster than total vehicle miles generally indicates a positive operational trend and points to a decreasing proportion of deadhead miles over time relative to total miles. Revenue miles as a metric by itself is not positive or

negative but should be viewed in relation to productivity and cost-effectiveness measures. Revenue miles is a measure of service provided and should be slightly lower than vehicles

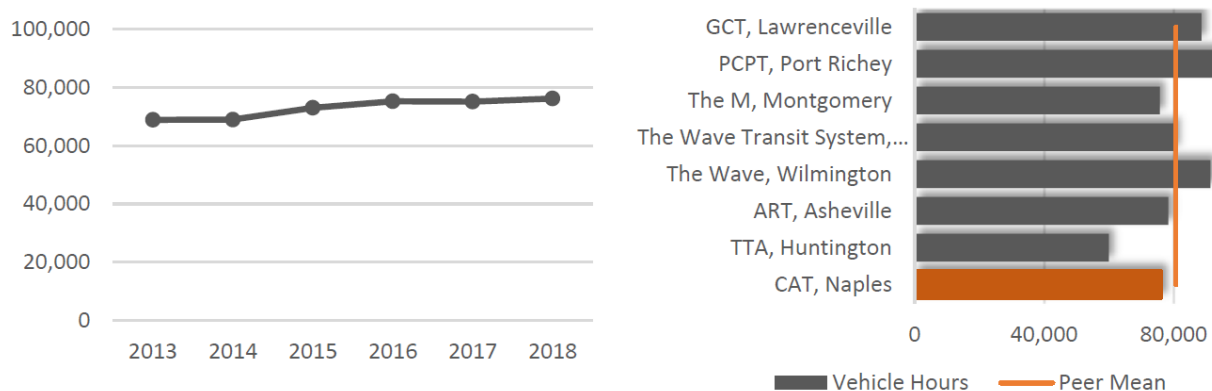
miles to reflect efficiency in service. CAT experienced an increase in revenue miles of 3.5% for 2013-2018. CAT's revenue miles were 5.6% higher than the peer mean and ranks third in the peer group.

Figure 7: Peer and Trend Comparison for Revenue Miles



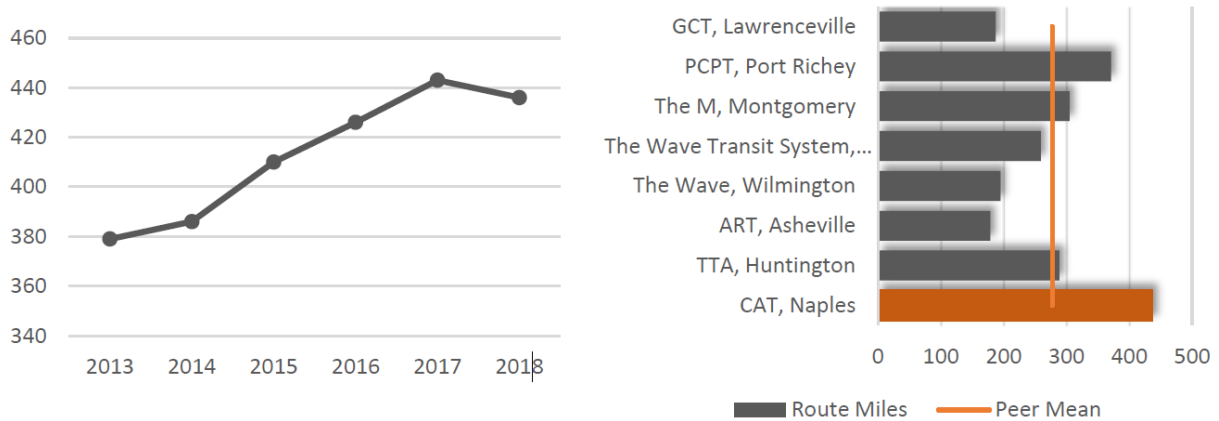
Vehicle hours are the total hours of travel a transit vehicle is being operated, including both revenue service and deadhead travel and are a measure of service provided. Vehicle hours as a metric by itself is not positive or negative but should be viewed in relation to productivity and cost-effectiveness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

Figure 8: Peer and Trend Comparison for Vehicle Hours



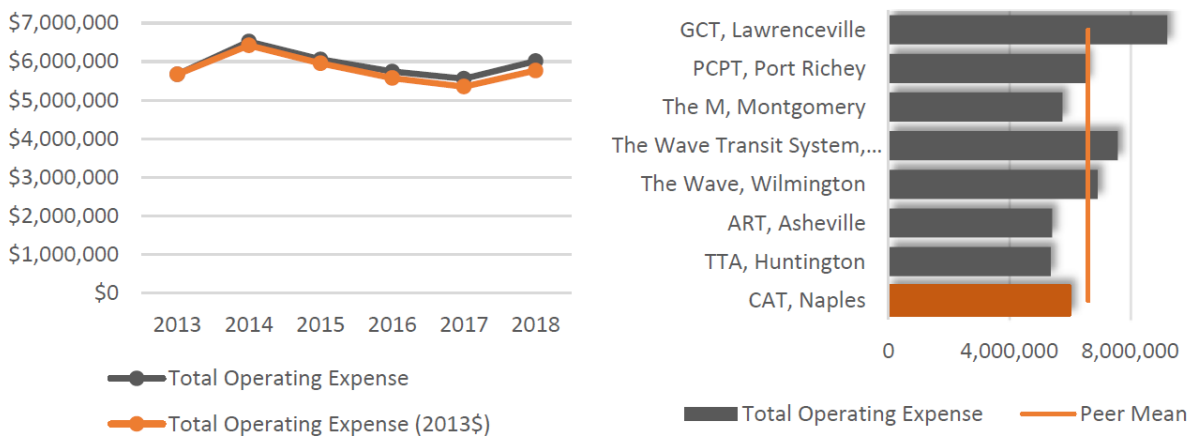
Route miles represent the total length of all routes in the network and are a measure of the linear extent of the transit network. Route miles for CAT increased from 279 to 436 miles in 2013 to 2018, respectively, representing a 15% increase overall. CAT ranked the highest in the peer group for the route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

Figure 9: Peer and Trend Comparison for Route Miles



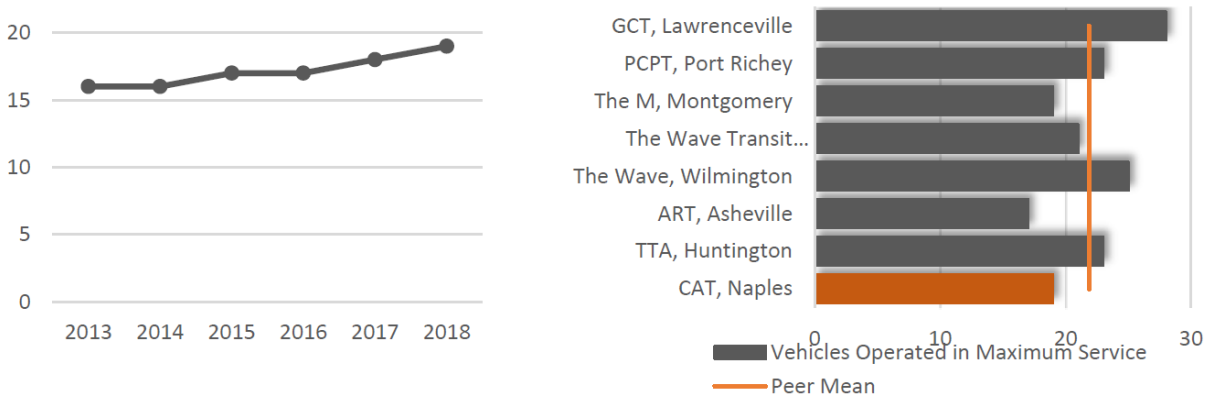
Total operating expense includes all costs associated with operating the transit agency (i.e., vehicle operations, maintenance, and administrative costs). CAT's total operating expense increased by 6% in 2013 to 2018. However, when considering the effects of inflation, the actual total operating expense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

Figure 10: Peer and Trend Comparison for Operating Expenses



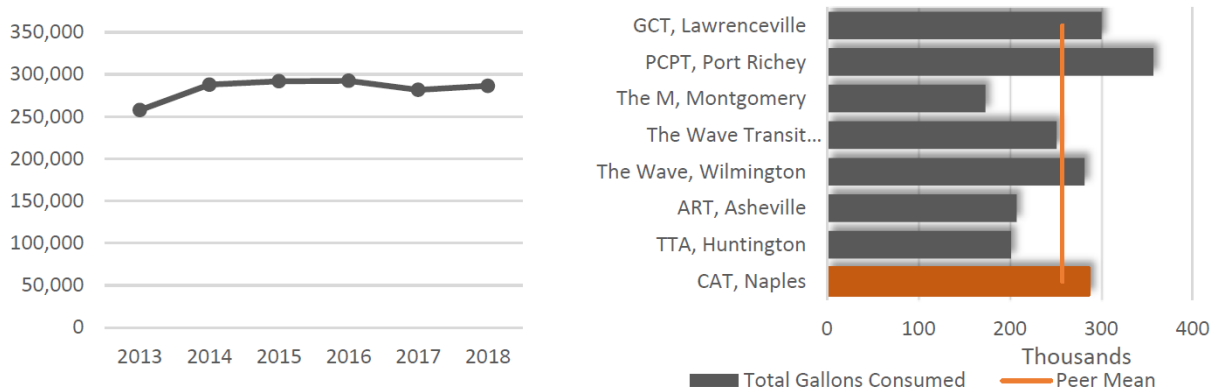
Vehicles operated in maximum service (VOMS) are a measure of the fleet required to operate at the peak of full service and are an important metric when assessing fleet size, as it is directly related to the network structure, number of routes, and frequency of service of each transit agency. CAT increased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

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



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

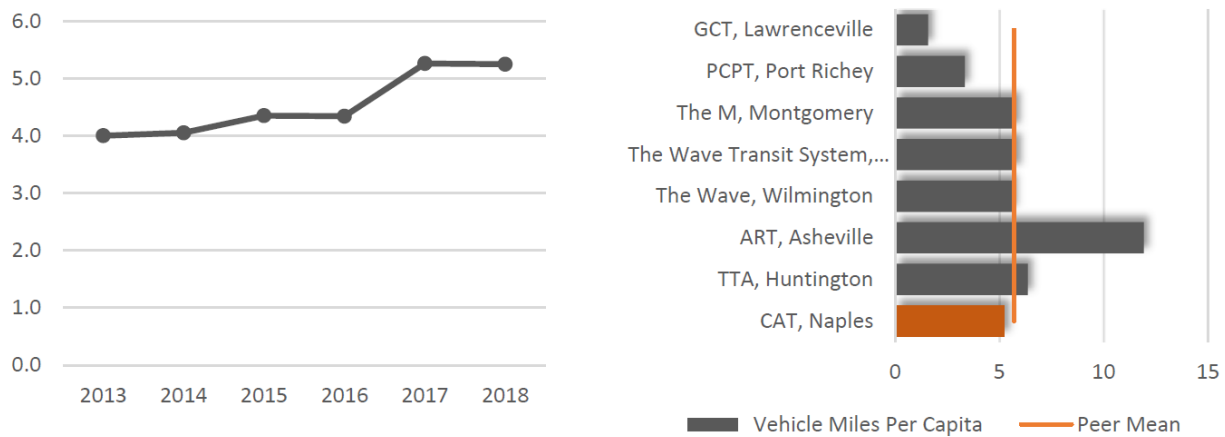
Figure 12: Peer and Trend Comparison for Fuel Consumption



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

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

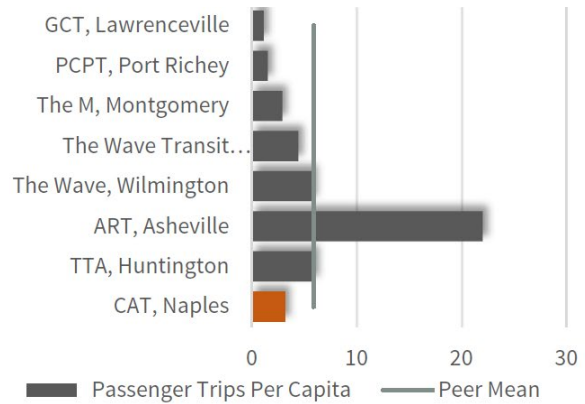
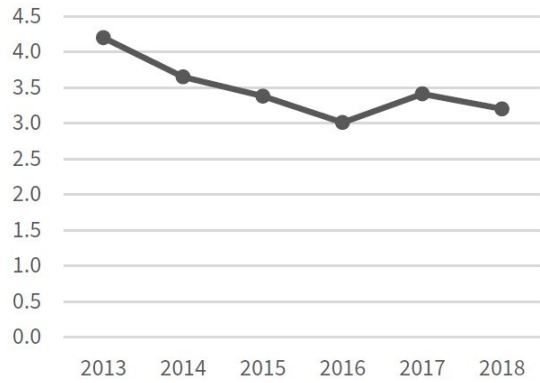
Figure 13: Peer and Trend Comparison for Vehicle Miles per Capita



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

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

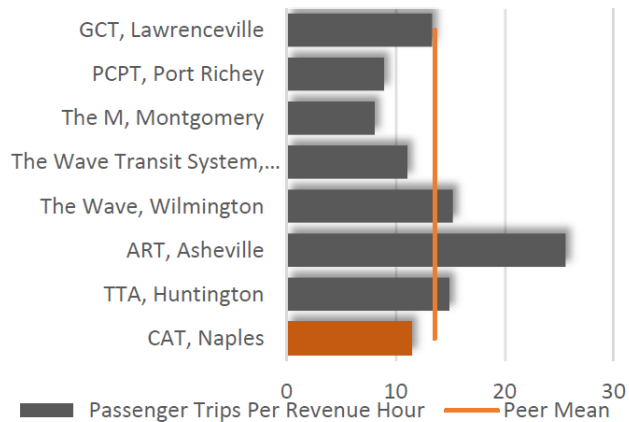
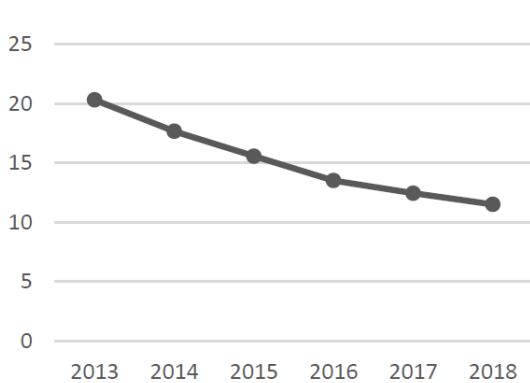
Figure 14: Peer and Trend Comparison for Passenger Trips per Capita



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

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

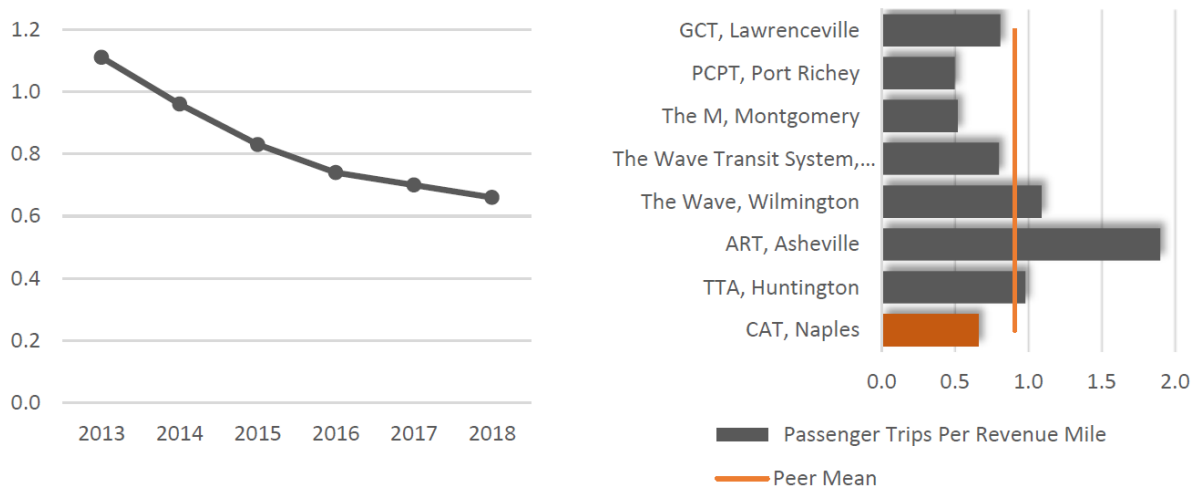
Figure 15: Peer and Trend Comparison for Passenger Trips per Revenue Hour



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

decrease in ridership during that time period. CAT is 27% below the peer mean for this metric, indicating a need for improvement in service consumption.

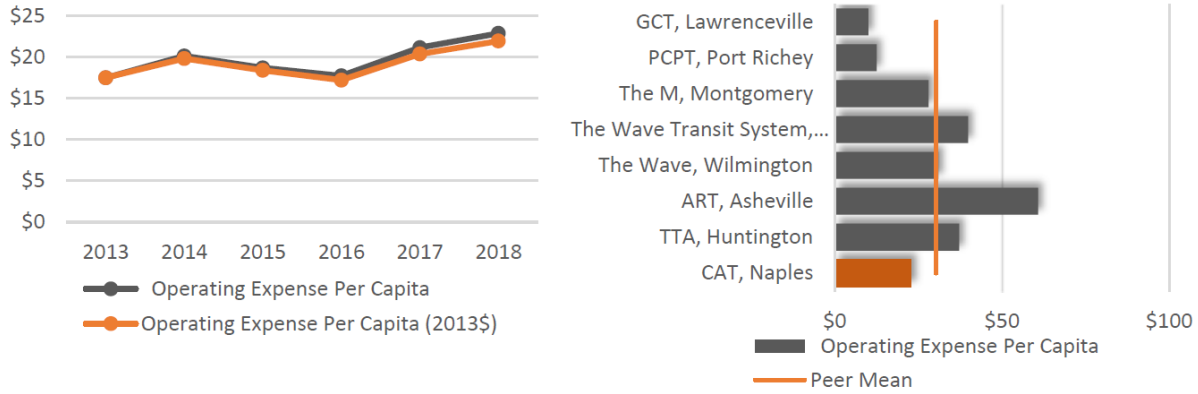
Figure 16: Peer and Trend Comparison for Passenger Trips per Revenue Mile



Efficiency measures focus on costs and other measures of efficiency. Figure 3-16 through Figure 3-24 present the efficiency measures for CAT’s peer review and trend analysis. Similarities between CAT and the peers in this category may be related to the peer selection process, which is largely based on transit service characteristics. The following section summarizes the trend and peer analysis by efficiency measure type.

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

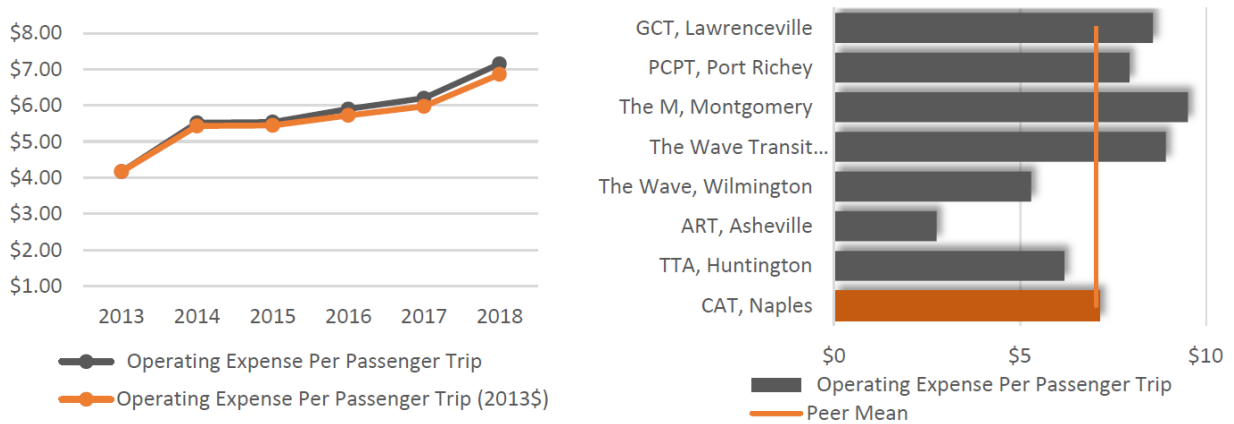
Figure 17: Peer and Trend Comparison for Operating Expense per Capita



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

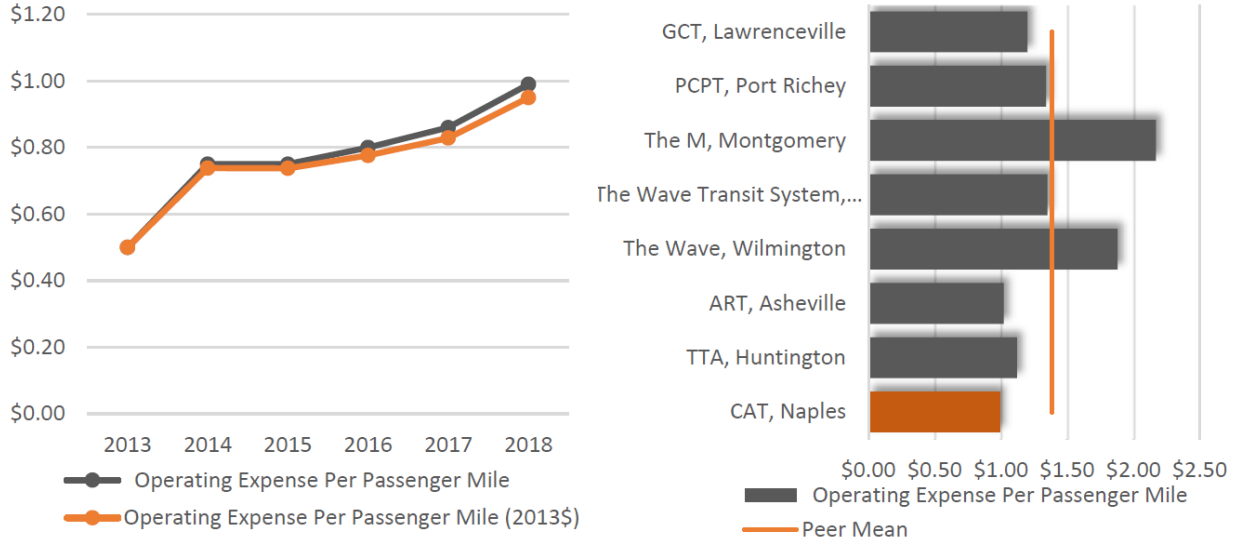
Operating expense per passenger trip measures the efficiency of transporting riders and the cost of operations relative to the resulting ridership and reflects on how service is delivered and the market demand for the service. The goal is to minimize cost per passenger trip. The operating expense per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

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



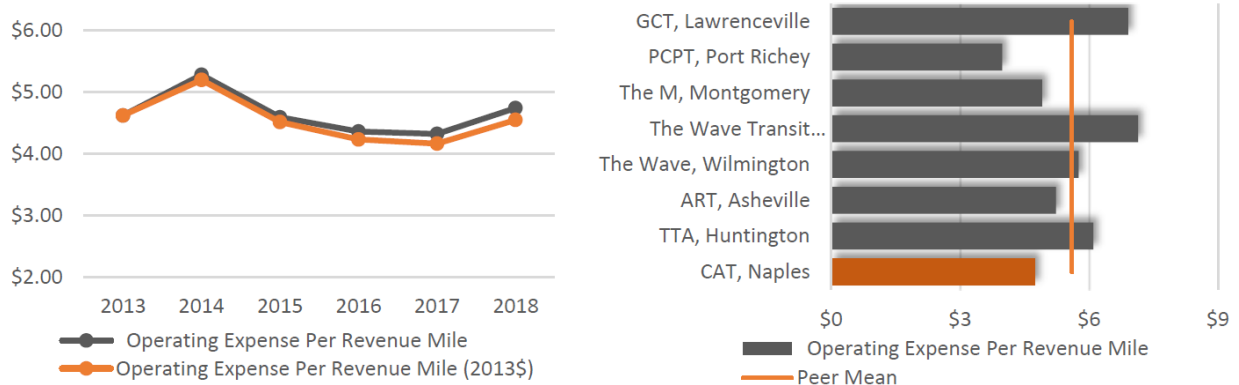
Operating expense per passenger mile measures the impact of ridership, average trip length, and operating cost. The goal is to minimize cost per passenger miles. CAT's operating expense per passenger mile nearly doubled between 2013 and 2018. Despite this trend, CAT is 28% below the peer mean for this measure and is performing more efficiently than the peer group.

Figure 19: Peer and Trend Comparison for Operating Expense per Passenger Mile



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

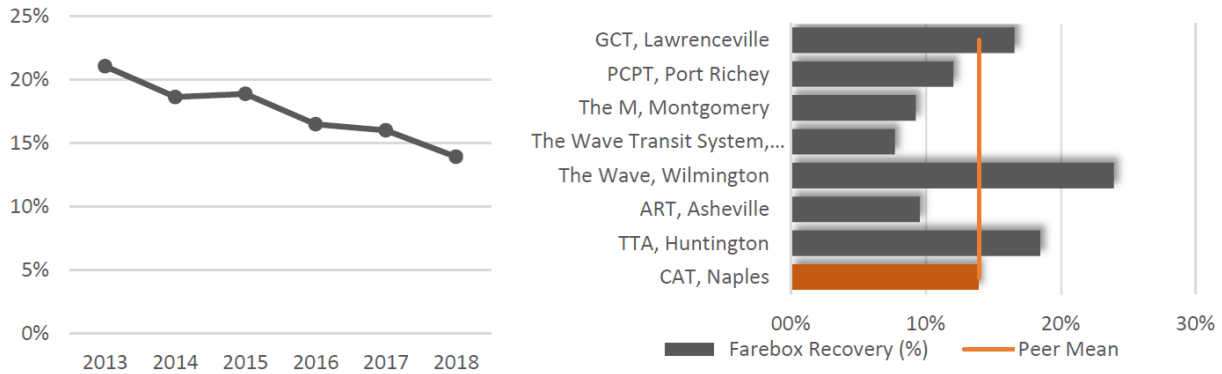
Figure 20: Peer and Trend Comparison for Operating Expense per Revenue Mile



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

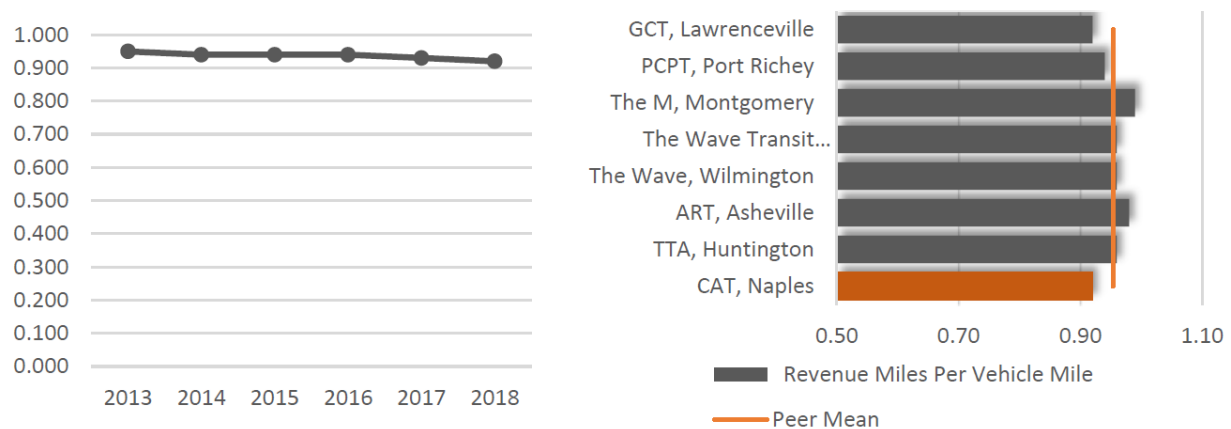
absorbed by users. CAT's farebox recovery declined from 21% in 2013 to 33.4% in 2018, 34% overall. The farebox recovery ratio for CAT is at the peer group mean.

Figure 21: Peer and Trend Comparison for Farebox Recovery Ratio



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

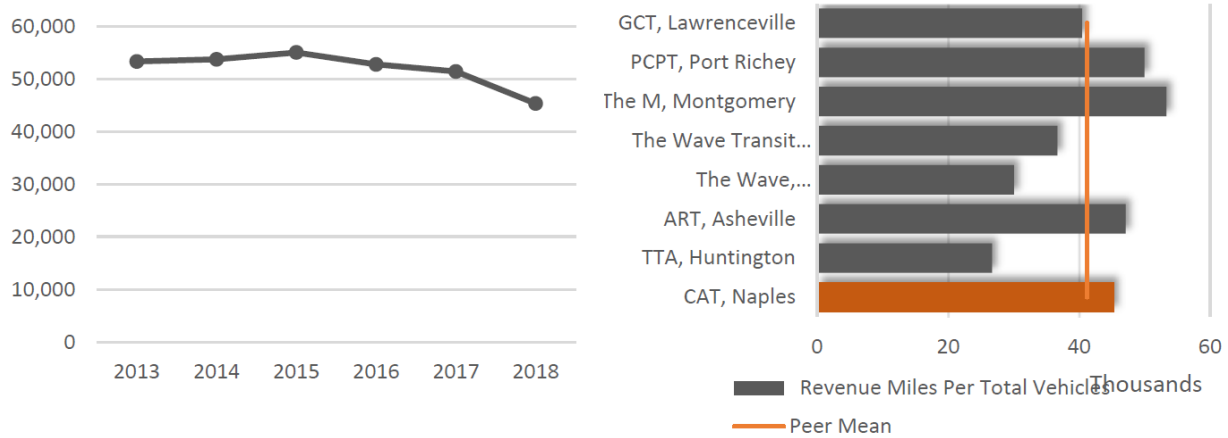
Figure 22: Peer and Trend Comparison for Revenue Miles per Vehicle Mile



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

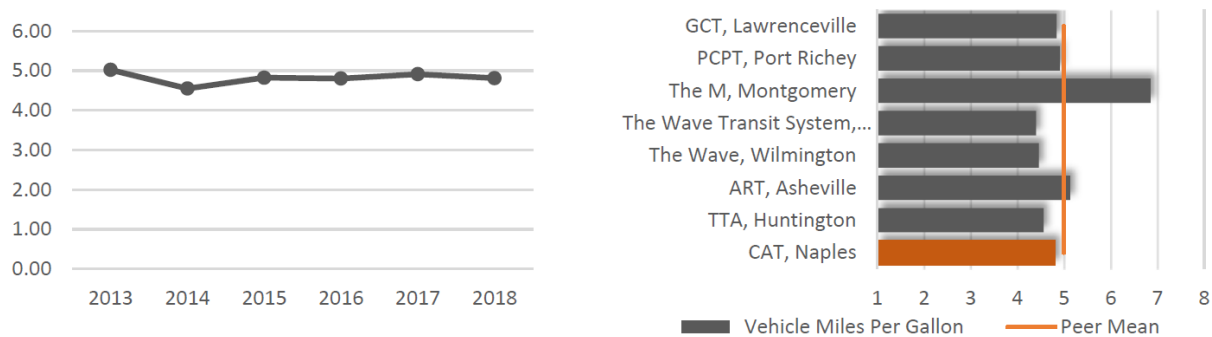
experienced an overall decrease of approximately 15% over the six-year period and ranks 9% above the peer mean of 41,207 revenue miles per total vehicles.

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



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

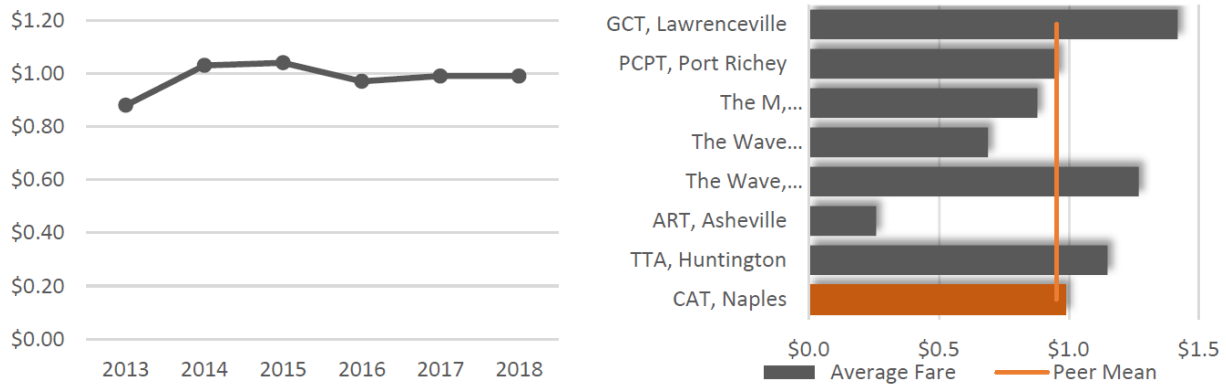
Figure 24: Peer and Trend Comparison for Vehicle Miles per Gallon



Average fare is calculated by dividing total passenger fare revenue collected by ridership. The average can be lowered by systems that offer free transfers or discounted/free rides. CATS's average fare increased

from \$0.88 in 2013 to \$0.99 in 2018, 12% overall. The mean average fare for the peer systems is \$0.95. This means that, on average, CAT riders pay close to the mean fare of the peers.

Figure 25: Peer and Trend Comparison for Average Fare



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

- The amount of service has increased with respect to total vehicle miles, revenue miles, vehicle hours and route miles, and vehicle miles per capita. CAT placed above average for passenger miles, vehicle miles, revenue miles, and route miles.
- Passenger trips and passenger miles have declined over the six-year period, which mirrors the national trend in transit ridership decline. CAT performed 19.3% below the peer mean for passenger trips and 19.6% above the peer mean for passenger miles.
- Total operating expenses have increased moderately by 6% over the six-year period.

Operating expense per passenger trip and operating expense per passenger mile have seen dramatic increases that were driven largely by decreasing passenger trips and passenger miles, suggesting a decline in efficiency. CAT performed better than the peer mean with respect to total operating expenses, operating expense per passenger mile, and operating expense per revenue mile, suggesting that CAT has a better cost efficiency compared to its peer group. Operating expense per revenue mile fluctuated between 2013 and 2018, but only with a slight increase of 2.6% overall.

- Passenger trips per capita, passenger trips per revenue mile, and passenger trips per revenue hour have decreased over the six-year period, indicating a negative trend in service consumption. CAT performed below the peer group mean for these measures.

- The farebox recovery ratio decreased 34% but, compared to the peer group, CAT is performing near the peer mean.

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

Table 19: Summary of Collier County’s Peer and Trend Analysis (2013–2018)

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

*2017-2018 service area population calculated using TBEST

Source: FTIS

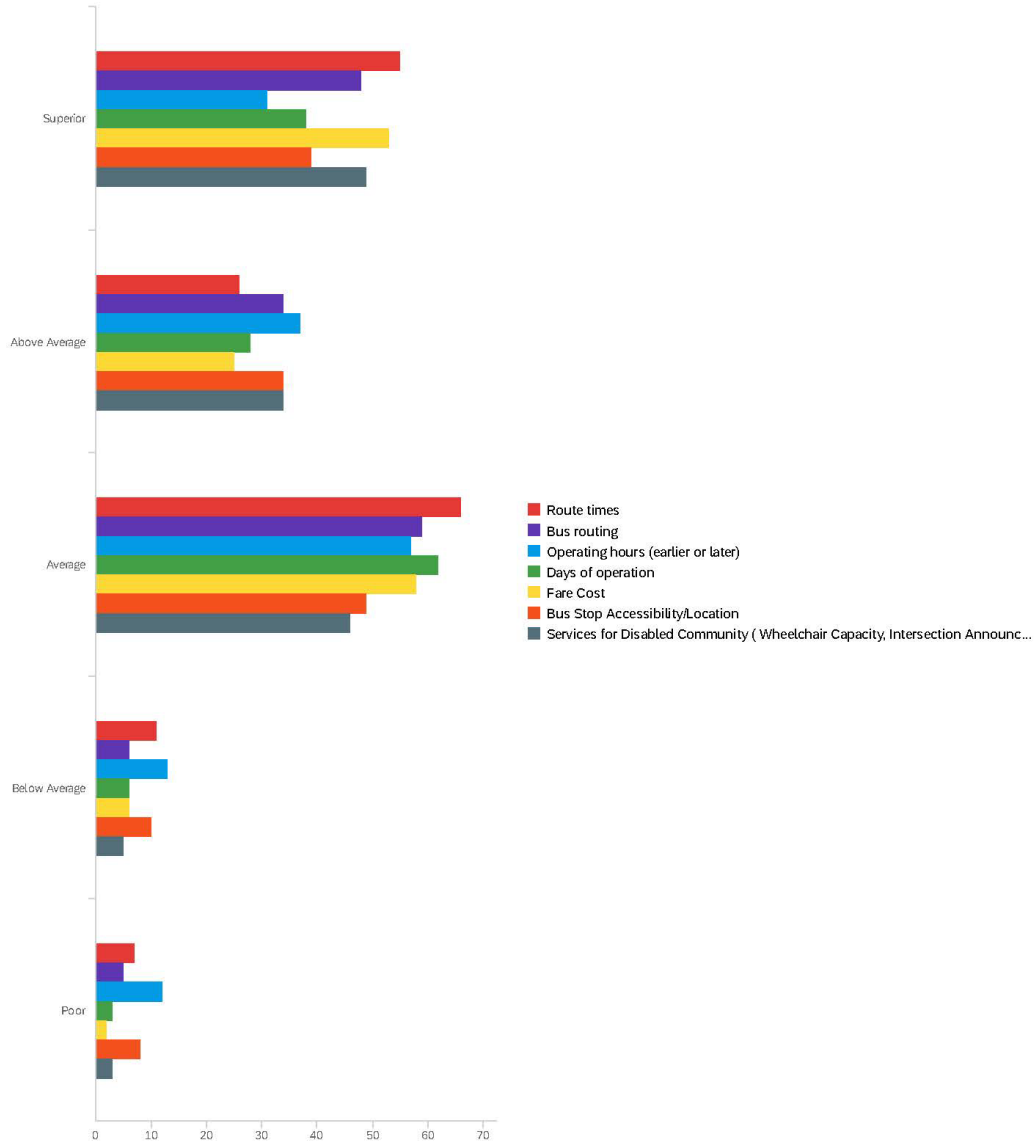
Appendix G: Sticker Survey Results

Default Report

Hangtag/Sticker Survey June 2021

February 17, 2023 9:08 AM MST

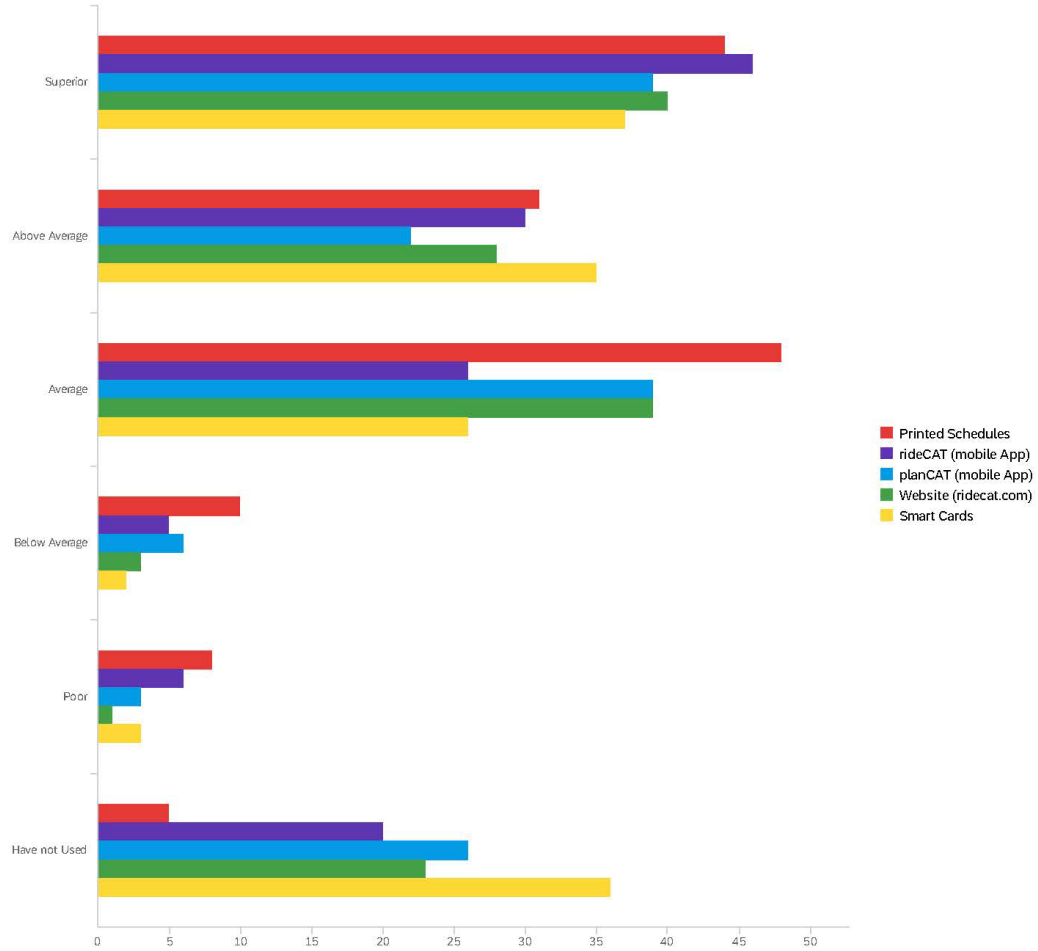
Q7 - Please rate how well the following meets your transportation needs



#	Field	Superior		Above Average		Average		Below Average		Poor		Total
1	Route times	33.33%	55	15.76%	26	40.00%	66	6.67%	11	4.24%	7	165
2	Bus routing	31.58%	48	22.37%	34	38.82%	59	3.95%	6	3.29%	5	152
3	Operating hours (earlier or later)	20.67%	31	24.67%	37	38.00%	57	8.67%	13	8.00%	12	150
4	Days of operation	27.74%	38	20.44%	28	45.26%	62	4.38%	6	2.19%	3	137
5	Fare Cost	36.81%	53	17.36%	25	40.28%	58	4.17%	6	1.39%	2	144
6	Bus Stop Accessibility/Location	27.86%	39	24.29%	34	35.00%	49	7.14%	10	5.71%	8	140
7	Services for Disabled Community (Wheelchair Capacity, Intersection Announcements)	35.77%	49	24.82%	34	33.58%	46	3.65%	5	2.19%	3	137

Showing rows 1 - 7 of 7

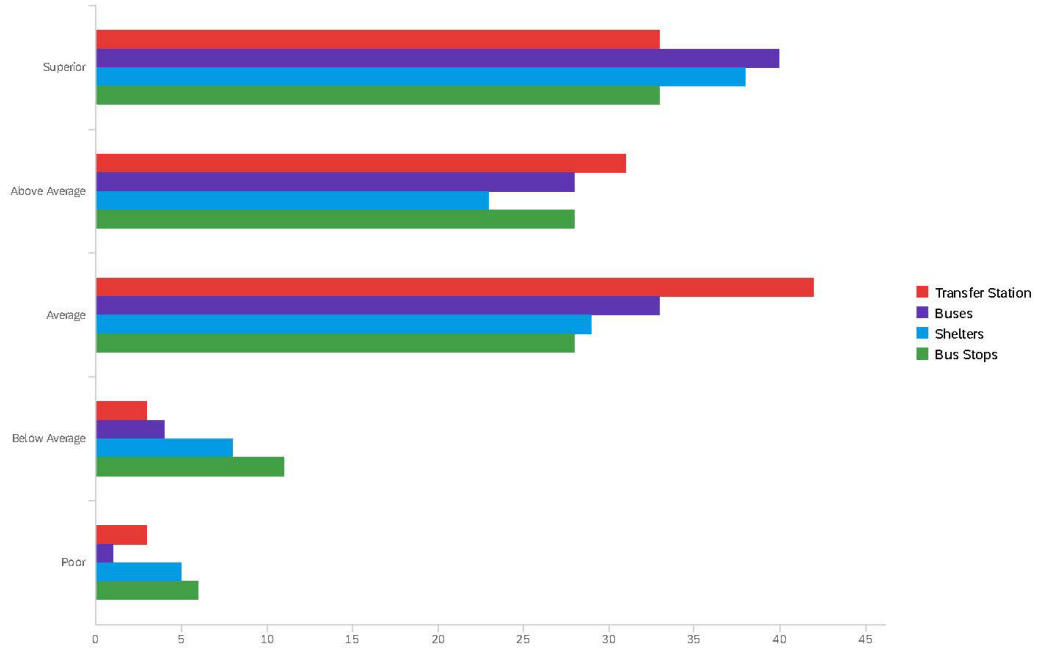
Q6 - Please rate the overall ease of use of the following



#	Field	Superior	Above Average	Average	Below Average	Poor	Have not Used	Total
1	Printed Schedules	30.14% 44	21.23% 31	32.88% 48	6.85% 10	5.48% 8	3.42% 5	146
2	rideCAT (mobile App)	34.59% 46	22.56% 30	19.55% 26	3.76% 5	4.51% 6	15.04% 20	133
3	planCAT (mobile App)	28.89% 39	16.30% 22	28.89% 39	4.44% 6	2.22% 3	19.26% 26	135
4	Website (ridecat.com)	29.85% 40	20.90% 28	29.10% 39	2.24% 3	0.75% 1	17.16% 23	134
5	Smart Cards	26.62% 37	25.18% 35	18.71% 26	1.44% 2	2.16% 3	25.90% 36	139

Showing rows 1 - 5 of 5

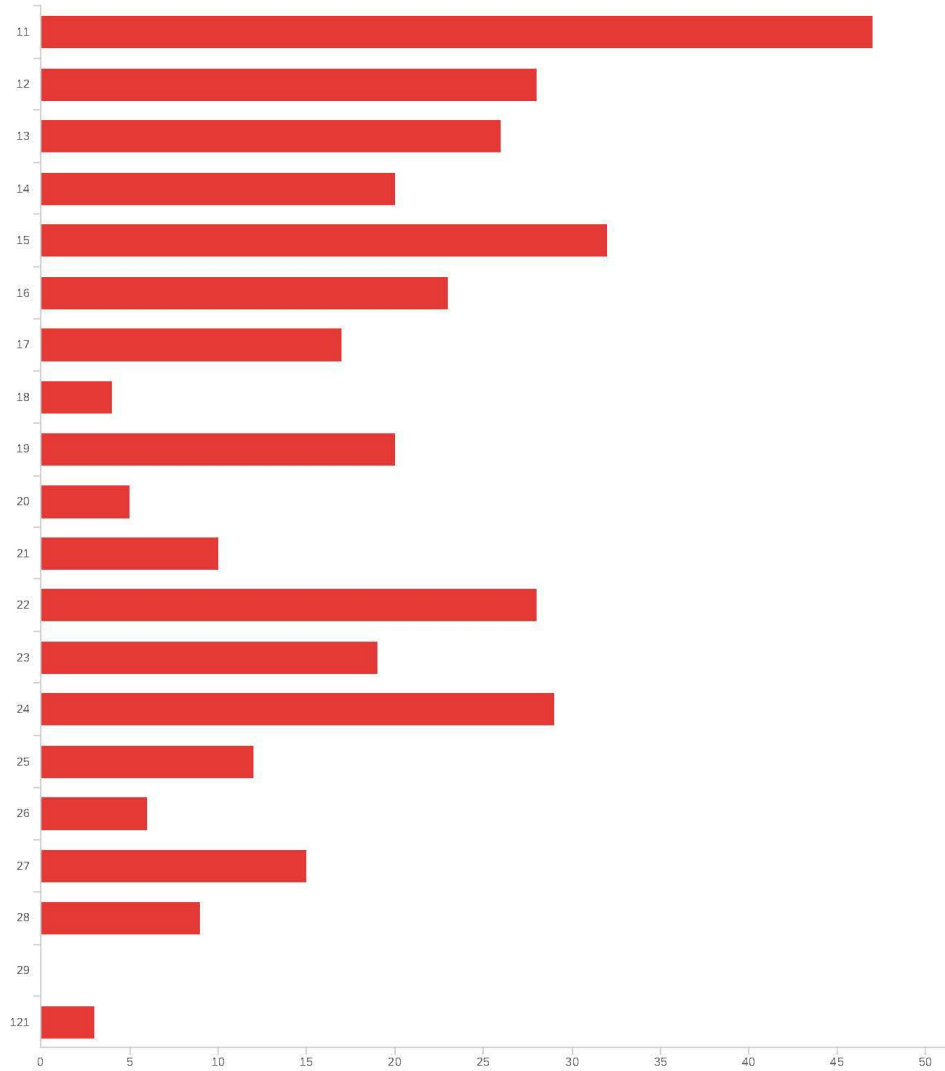
Q5 - Please rate our overall cleanliness of the following



#	Field	Superior	Above Average	Average	Below Average	Poor	Total
1	Transfer Station	29.46% 33	27.68% 31	37.50% 42	2.68% 3	2.68% 3	112
2	Buses	37.74% 40	26.42% 28	31.13% 33	3.77% 4	0.94% 1	106
3	Shelters	36.89% 38	22.33% 23	28.16% 29	7.77% 8	4.85% 5	103
4	Bus Stops	31.13% 33	26.42% 28	26.42% 28	10.38% 11	5.66% 6	106

Showing rows 1 - 4 of 4

Q10 - Which routes do you usually ride?



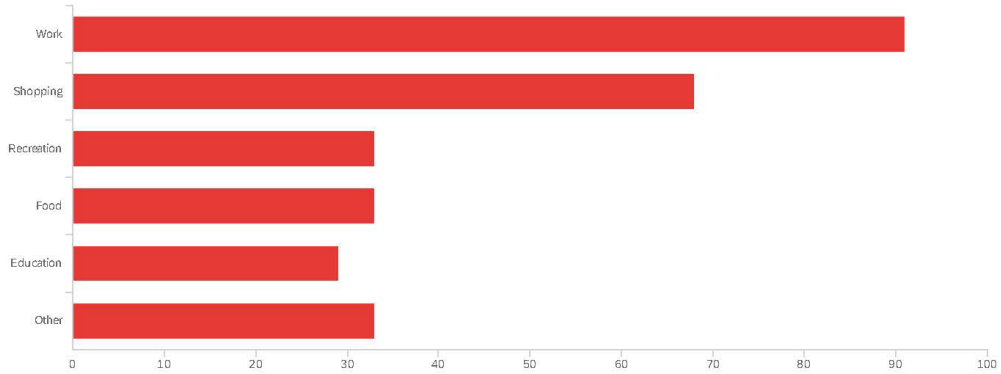
#	Field	Choice Count
1	11	13.31% 47
2	12	7.93% 28
3	13	7.37% 26
4	14	5.67% 20

#	Field	Choice Count
5	15	9.07% 32
6	16	6.52% 23
7	17	4.82% 17
8	18	1.13% 4
9	19	5.67% 20
10	20	1.42% 5
11	21	2.83% 10
12	22	7.93% 28
13	23	5.38% 19
14	24	8.22% 29
15	25	3.40% 12
16	26	1.70% 6
17	27	4.25% 15
18	28	2.55% 9
19	29	0.00% 0
20	121	0.85% 3

353

Showing rows 1 - 21 of 21

Q11 - What destinations do you use CAT for? (check all that apply)



#	Field	Choice Count
1	Work	31.71% 91
2	Shopping	23.69% 68
3	Recreation	11.50% 33
4	Food	11.50% 33
5	Education	10.10% 29
6	Other	11.50% 33

287

Showing rows 1 - 7 of 7

Other

- Other

- Clinic

- to go to park for soccer games and to see my gf

- Playa

- Just to get home from the mall when my parent arent available

- Sports

- Traveling

Other

Mental Health Facility

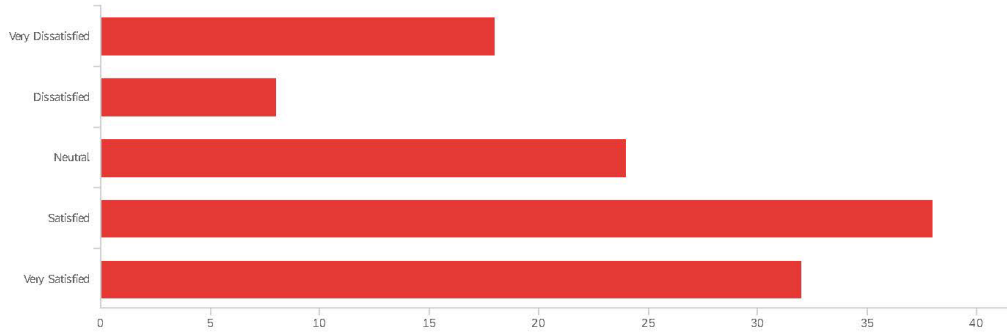
My aunt and my *grandma*

Everything

Health

Home

Q19 - How satisfied were you with the service you received from Collier Area Transit?

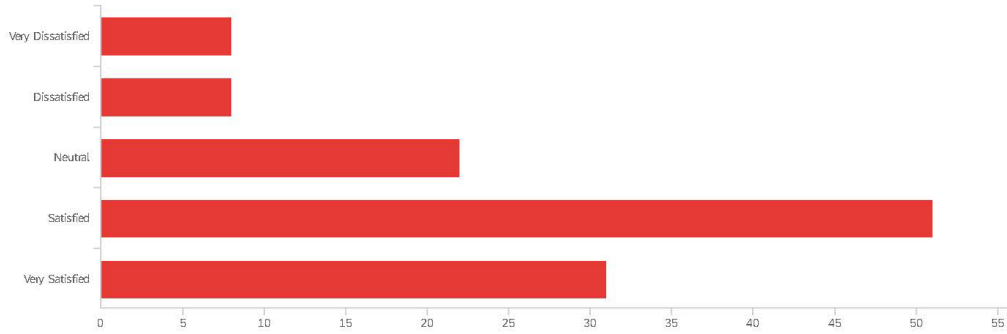


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How satisfied were you with the service you received from Collier Area Transit?	1.00	5.00	3.48	1.35	1.82	120

#	Field	Choice Count
1	Very Dissatisfied	15.00% 18
2	Dissatisfied	6.67% 8
3	Neutral	20.00% 24
4	Satisfied	31.67% 38
5	Very Satisfied	26.67% 32
		120

Showing rows 1 - 6 of 6

Q17 - Please rate your overall experience with Collier Area Transit.

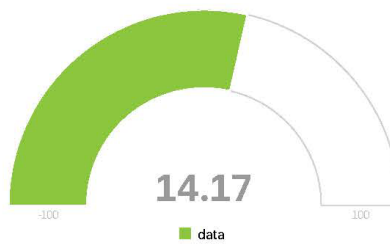
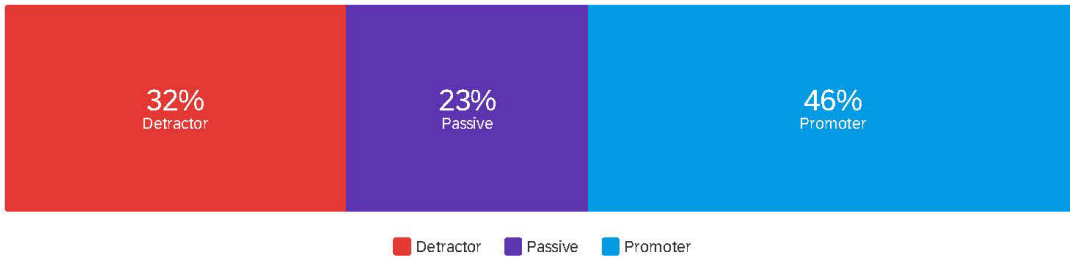


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your overall experience with Collier Area Transit.	1.00	5.00	3.74	1.11	1.24	120

#	Field	Choice Count
1	Very Dissatisfied	6.67% 8
2	Dissatisfied	6.67% 8
3	Neutral	18.33% 22
4	Satisfied	42.50% 51
5	Very Satisfied	25.83% 31
		120

Showing rows 1 - 6 of 6

Q21 - How likely are you to recommend Collier Area Transit to a friend or colleague?



End of Report

Appendix H

List of Community Agencies

Collier Senior Center

4898 Coronado Parkway
Naples, Florida
www.collierseniorcenter.org

Naples, FL 34104
Phone: 239-430-3934
Fax: 239-430-9213
www.lighthouseofcollier.org

Healthy Communities Program Consultant

Florida Department of Health in Collier County
Deborah Chesna
Phone: (239) 252-2594
Fax: (239) 774-5653
www.healthycollier.org



Neighborhood Health Clinic

88 12th St N Unit 100
Naples, FL 34102
Phone: 239-529-2255
Email: info@neighborhoodhealthclinic.org
www.neighborhoodhealthclinic.org

Baker Senior Center Naples

Dr. Jaclynn Faffer, President/CEO
6200 Autumn Oaks Lane
Naples FL 34119
Phone: 239-325-4444
Fax: 239-330-7947
www.naplesseniorcenter.org

Physician Led Access Network (PLAN) of Collier County

2671 Airport Rd S, Suite 202
Naples FL 34112
Phone: (239) 776-3016
FAX: (239) 435-1297
E-mail: info@plancc.org
www.plancc.org

Catholic Charities, Diocese of Venice, Inc.

P.O. Box 2116
Venice, Florida 34284
www.catholiccharitiesdov.org

United Way of Collier and the Keys

P.O. Box 2143
Key West, FL 33045
admin@keysunitedway.org
www.keysunitedway.org

Refugee Coalition

Department of Children and Families
Hiram A. Ruiz, Director, Refugee Services
401 NW 2nd Ave., Suite N-812
Miami, FL 33128
Office: (786) 257-5189
Cell: (305) 763-9040
hiram_ruiz@dcf.state.fl.us

Harry Chapin Food Bank

3940 Prospect Ave
Naples, FL 34104
Phone: (239) 334-7007
fighthunger@harrychapinfoodbank.org

Collier 211

Phone: 211 (IN FL) or (239)-263-4211
www.collier211.org



Lighthouse of Collier, Inc.
2685 Horseshoe Drive South, Suite 211

Sunrise Community of Southwest FL

4277 Exchange Ave
Naples, FL 34104
Phone: (239) 643-5338 ext 101
FAX: (239) 643-4937
E-Mail: Naples@sunrisegroup.org

Appendix I

Transit Manager Resolution

RESOLUTION NO. 2014- 110

A RESOLUTION BY THE COLLIER COUNTY BOARD OF COUNTY COMMISSIONERS AUTHORIZING THE SUBMISSION OF BOARD APPROVED FEDERAL TRANSIT ADMINISTRATION (“FTA”) GRANT APPLICATIONS, AWARDS AND AGREEMENTS, THROUGH THE FTA’S TRANSPORTATION ELECTRONIC AWARD AND MANAGEMENT SYSTEM BY ITS PUBLIC TRANSIT MANAGER.

WHEREAS, the Board of County Commissioners of Collier County is the governing body in and for Collier County, Florida, a political subdivision of the State of Florida; and

WHEREAS, the Federal Transit Administration is an operating administration of the United States Department of Transportation, for transportation assistance authorized by 49 U.S.C. chapter 53, title 23 of the United States Code and other Federal statutes administered by the FTA; and

WHEREAS, the Federal Transportation Administrator has been delegated authority to award federal financial assistance for transportation projects; and

WHEREAS, Collier County understands that the submission of grant applications, the receipt of grant awards and/or cooperative agreements for FTA federal financial assistance imposes certain obligations and may require Collier County to fund the local share of project costs; and

WHEREAS, Collier County desires to authorize its Public Transit Manager to submit Board of County Commissioner approved FTA grant applications, awards and agreements through the FTA’s Transportation Electronic Award and Management System.


NOW THEREFORE, BE IT RESOLVED by the Board of County Commissioners, Collier County, Florida, that:

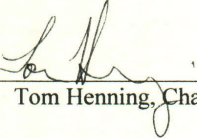
1. Authorization to Execute and File Applications. The County’s Transit Manager is hereby authorized to submit Board of County Commissioner approved FTA grant applications, awards and agreements on behalf of Collier County, for federal assistance with the Federal Transit Administration for federal assistance authorized by 49 U.S.C. § 5307 and Title 23 of the United States Code, or other federal statutes authorizing projects administered by the Federal Transit Administration, through the FTA’s Transportation Electronic Award and Management (“TEAM”) System.
2. Authorization to Make Minor FTA Required Updates or Modifications to Grant Applications and to Access the FTA Production and Quality Assurance Database: The County’s Transit Manager is hereby authorized to make minor FTA requires updates or modifications to Grant Applications through the TEAM System and to access the FTA’s Production and Quality Assurance Database.

3. Effective Date of Resolution. This Resolution adopted after motion, second and majority vote favoring same, this 10th day of June, 2014.

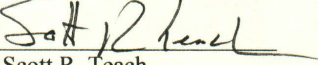
ATTEST:
DWIGHT E. BROCK, Clerk

BOARD OF COUNTY COMMISSIONERS,
COLLIER COUNTY, FLORIDA.

By: 
Deputy Clerk
signature only.

By: 
Tom Henning, Chairman

Approved as to form and legality:

By: 
Scott R. Teach
Deputy County Attorney

State of Florida
County of COLLIER

I HEREBY CERTIFY THAT this is a true and correct copy of a document on file in Board Minutes and Records of Collier County WITNESS my hand and official seal this 17th day of June, 2014.

DWIGHT E. BROCK, CLERK OF COURTS

 D.C.

Appendix J Fare Study

The link below is the completed fare study.

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

Appendix K Latest TDP

The link below is a link to the most recent TDP Annual Update.

<https://www.ridecat.com/wp-content/uploads/2022/12/TDP-Annual-Report-FY2022-Annual-Progress-Report-APPROVED.pdf>

Appendix L Public Participation Summary

This Title VI Program Update was distributed throughout multiple public locations around the county, posted on the RideCAT.com website, the Collier County website, and published in the local paper announcing a 30-day public comment period related to this update. There were no comments or responses received in this time.

Appendix M Staff Training Documents on Title VI



Title VI Program

CAT's 2023-2026 Revision

List of Contents

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

Title VI Program Revision 2023-2026

Title VI Overview

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

Nondiscrimination Statement:

"no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Title VI:

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

Introduction

The **objectives of this Title VI Program** include the following:

1. Ensure that federally-assisted benefits and related services **are made available and are equitably distributed.**
2. Ensure that the level and quality of federally-assisted services **are sufficient to provide equal access and mobility to all persons.**
3. Ensure adequate opportunities for **all to participate in the planning and decision-making processes.**
4. Ensure that **placement of transit services and facilities are equitable.**
5. Ensure that **corrective and remedial actions** are taken for all applications and receipts of federal assistance **to prevent discriminatory treatment of any beneficiary.**
6. Provide **procedures for investigating Title VI complaints.**
7. Take responsible steps for ensuring that **meaningful access to programs and activities is provided for persons with Limited English Proficiency.**
8. **Inform the public of their rights under Title VI.**

Requirements

CAT's Title VI Program must contain the following:

- **Notice of rights under Title VI**
- **List of Title VI investigations and complaints or lawsuits**
- **Public Participation Plan**
- **Language Assistance Plan (Limited English Proficiency)**
- **Racial breakdown of non-elected advisory boards/councils**
- **Narrative describing subrecipient monitoring**
- **Service Standards and Policies**
- **Demographic Analysis**
- **Major Service Change Policy**
- **Board Resolution or Meeting minutes demonstrating board approval of Title VI Program**
- **How to file a complaint and copy of complaint form**

Requirements

CAT's Title VI Program must contain the following:

- **Notice of rights under Title VI**
- **List of Title VI investigations and complaints or lawsuits**
- **Public Participation Plan**
- **Language Assistance Plan (Limited English Proficiency)**
- **Racial breakdown of non-elected advisory boards/councils**
- **Narrative describing subrecipient monitoring**
- **Service Standards and Policies**
- **Demographic Analysis**
- **Major Service Change Policy**
- **Board Resolution or Meeting minutes demonstrating board approval of Title VI Program**
- **How to file a complaint and copy of complaint form**

Requirements

Notice of rights under Title VI

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

NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

The Collier Area Transit (CAT) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a written complaint to CAT. Please allow for up to 30 Days to properly file and investigate the complaint.

- For more information on the CAT's civil rights program, and the procedures to file a complaint, contact 239-252-5840; rideCAT@colliercountyfl.gov; or visit our administrative office at 8300 Radio Rd, Naples FL 34104. For more information, visit www.rideCAT.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 239-252-5840.
- Si necesita información en otro idioma, llame al 239-252-5840.


8300 Radio Rd. | Naples, FL 34104 | 239-252-7777
www.rideCAT.com
Follow Us @rideCAT  

List of Title VI investigations and complaints or lawsuits

- CAT has zero complaints, investigations, or lawsuits

Requirements

CAT's Title VI Program must contain the following:

- Notice of rights under Title VI
- List of Title VI investigations and complaints or lawsuits
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- Language Assistance Plan (Limited English Proficiency)
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- Board Resolution or Meeting minutes demonstrating board approval of Title VI Program
- How to file a complaint and copy of complaint form

Public Participation Plan

The Public Participation Plan (PPP):

- CAT has its own PPP, updated in 2022
- Designed to engage both transit users and non-transit users
- Staff regularly gathers input via online surveys in multiple languages, English, Spanish, and Creole
- General Public can comment on CAT's services and capital investments through the Public Transit Advisory Committee (PTAC), the MPO Committees and MPO Board Meetings.
- As part of CAT's public outreach process all meeting notices, press releases, and public service announcements are translated into other languages as requested or needed based on documentation of previous requests.

Requirements

CAT's Title VI Program must contain the following:

- Notice of rights under Title VI
- List of Title VI investigations and complaints or lawsuits
- Public Participation Plan
- **Language Assistance Plan (Limited English Proficiency)**
- Racial breakdown of non-elected advisory boards/councils
- Narrative describing subrecipient monitoring
- Service Standards and Policies
- Demographic Analysis
- Major Service Change Policy
- Board Resolution or Meeting minutes demonstrating board approval of Title VI Program
- How to file a complaint and copy of complaint form

Limited English Proficiency (LEP)

CAT has a responsibility, under Title VI of the Civil Rights Act of 1964, to take reasonable steps to ensure that LEP persons have meaningful access to benefits, services, information, and other important programs and activities provided by CAT.

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

Limited English Proficiency (LEP)

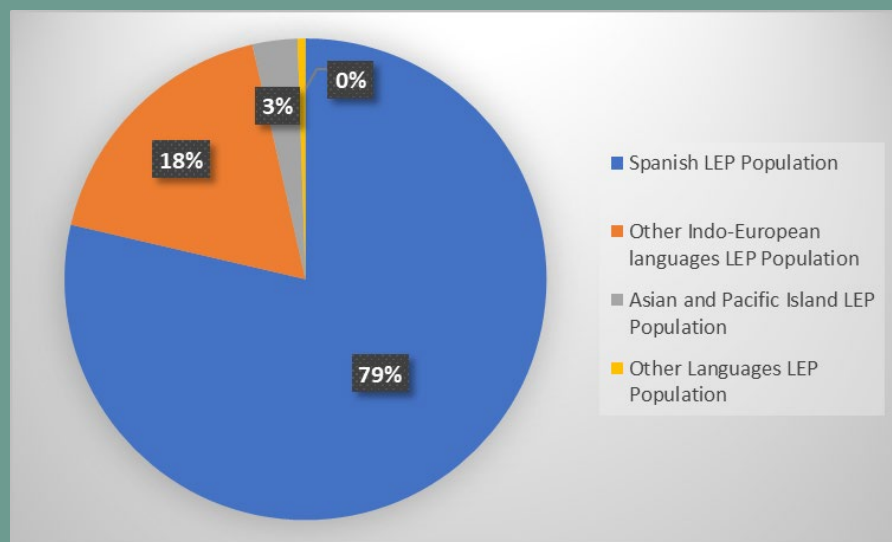
Four Factor Framework Analysis

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

Limited English Proficiency (LEP)

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

Distribution of Limited English Proficiency Persons within the CAT Service Area

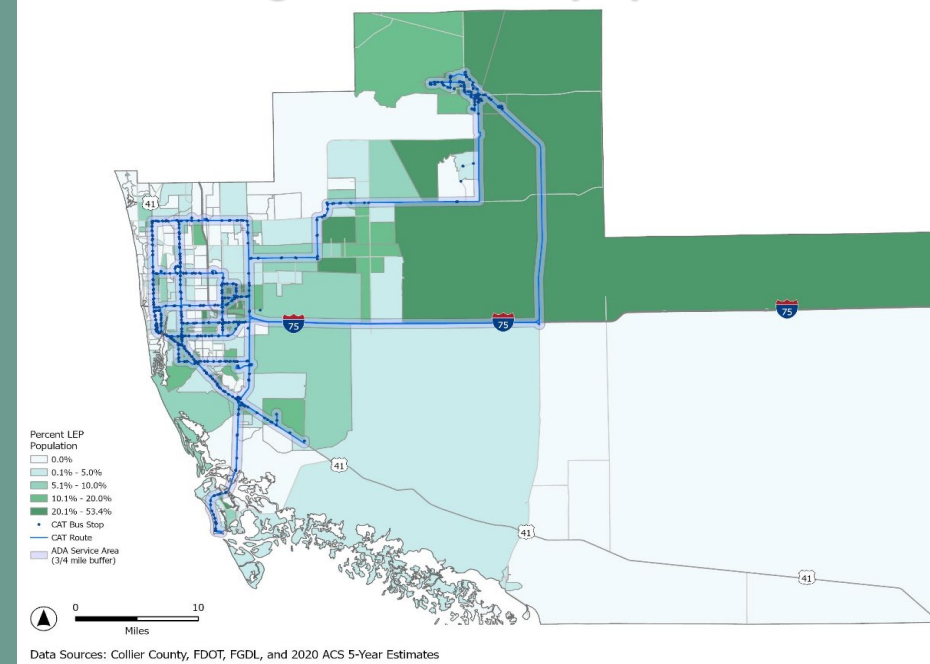


LEP Population

=

15% of the Total Service Area Population

Limited English Proficiency By Census Block



Requirements

CAT's Title VI Program must contain the following:

- Notice of rights under Title VI
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- Language Assistance Plan (Limited English Proficiency)
- **Racial breakdown of non-elected advisory boards/councils**
- **Narrative describing subrecipient monitoring**
- Service Standards and Policies
- Demographic Analysis
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- Board Resolution or Meeting minutes demonstrating board approval of Title VI Program
- How to file a complaint and copy of complaint form

Requirements

Racial breakdown of non-elected advisory boards/councils

PTAC Racial Composition	TAC Racial Composition	CAC Racial Composition	LCB Racial Composition
White Male - 5	White Male - 7	White Male - 6	White Male - 6
White Female - 1	White Female - 4	White Female - 2	White Female - 5
Black Male - 1	Black Male - 0	Black Male - 0	Black Male - 0
Black Female - 0	Black Female - 1	Black Female - 0	Black Female - 1
Hispanic Male - 0	Hispanic Male - 1	Hispanic Male - 1	Hispanic Male - 1
Hispanic Female - 0	Hispanic Female - 0	Hispanic Female - 0	Hispanic Female - 1
Other Male - 0	Other Male - 0	Other Male - 0	Other Male - 0
Other Female - 0	Other Female - 0	Other Female - 0	Other Female - 1
Vacancy - 0	Vacancy - 1	Vacancy - 4	Vacancy - 3

Narrative describing subrecipient monitoring

- CAT completes sub-recipient training and monitoring to ensure that sub-recipients are complying with all Certifications and Assurances, including those regarding nondiscrimination.
- The monitoring would be randomly scheduled for all sub-recipients to ensure compliance.

Requirements

CAT's Title VI Program must contain the following:

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- Public Participation Plan
- Language Assistance Plan (Limited English Proficiency)
- Racial breakdown of non-elected advisory boards/councils
- Narrative describing subrecipient monitoring
- **Service Standards and Policies**
- Demographic Analysis
- **Major Service Change Policy**
- Board Resolution or Meeting minutes demonstrating board approval of Title VI Program
- How to file a complaint and copy of complaint form

System-Wide Service Standards

Vehicle Load Standards

Vehicle Type/Service	Seating Capacity	Standing Capacity	Maximum Vehicle Load – Off-Peak	Maximum Vehicle Load – Peak	Maximum Load Factor – Off-Peak	Maximum Load Factor - Peak
Low-Floor 40' Bus (Fixed-Route)	38	41	79	79	2.08	2.08
Low-Floor 40' Bus (Express-Route)	38	41	79	79	2.08	2.08
Low Floor 35' Bus (Fixed-Route and Trolley)	31	44	75	75	2.38	2.38
Low Floor 30' Bus	26	17	43	43	1.61	1.61
Low Floor 24' Bus (Paratransit)	12	0	12	12	1.00	1.00
Low Floor 23' Bus (Paratransit)	12	0	12	14	1.00	1.00

System-Wide Service Standards

Vehicle Headways

- Average of **90 minute Frequencies** for both Monday – Saturday and Sunday
- Route 13, 14, 24* are the only routes with **60 minute frequencies**
- Route 11 operates on a **45 minute average frequency** with two busses operating the route throughout the day.

* : indicates route has varying frequencies

System-Wide Service Standards

On-Time Performance

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

System-Wide Service Standards

Service Availability

CAT provides service from 3:35 a.m. to 8:49 p.m., Monday through Saturday and 5:40 a.m. until 7:48 p.m. on Sundays.

Service Delivery Factors:

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

Policies

Transit Amenities for Each Mode

- 605 bus stops throughout their service area.

• Vehicle Assignment for Each Mode

- Randomized Vehicle Selection

• Route Fare or Service Change Policy

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

Minority Routes

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

Route	Total Route Miles (Round Trip)	Total Route Miles (one-Way)	Route Miles within Minority Block Group (Round Trip)	Route Miles within Minority Block Group (One-Way)	Percent Route within Minority Block Group
11	25.0	12.5	6.8	3.4	27.2
12	24.6	12.3	9	4.5	36.6
13	26.8	13.4	18.4	9.2	68.7
14	27.0	13.5	16.8	8.4	62.2
15	48.6	24.3	36.8	18.4	75.7
16	48.6	24.3	29.8	14.9	61.3
17	43.0	21.5	30.8	15.4	71.6
19	168.2	84.1	61.4	30.7	36.5
20	24.2	12.1	7.2	3.6	29.8
21	56.0	28	13.6	6.8	24.3
22	42.6	21.3	42.6	21.3	100
23	42.4	21.2	42.4	21.2	100
24	24.0	12	17.6	8.8	73.3
25	28.6	14.3	10.2	5.1	35.6
27	61.6	30.8	27.4	13.7	44.4
121	138.6	69.3	57.8	28.9	41.7

Requirements

CAT's Title VI Program must contain the following:

- Notice of rights under Title VI
- List of Title VI investigations and complaints or lawsuits
- Public Participation Plan
- Language Assistance Plan (Limited English Proficiency)
- Racial breakdown of non-elected advisory boards/councils
- Narrative describing subrecipient monitoring
- Service Standards and Policies
- **Demographic Analysis**
- Major Service Change Policy
- Board Resolution or Meeting minutes demonstrating board approval of Title VI Program
- How to file a complaint and copy of complaint form

Environmental Justice

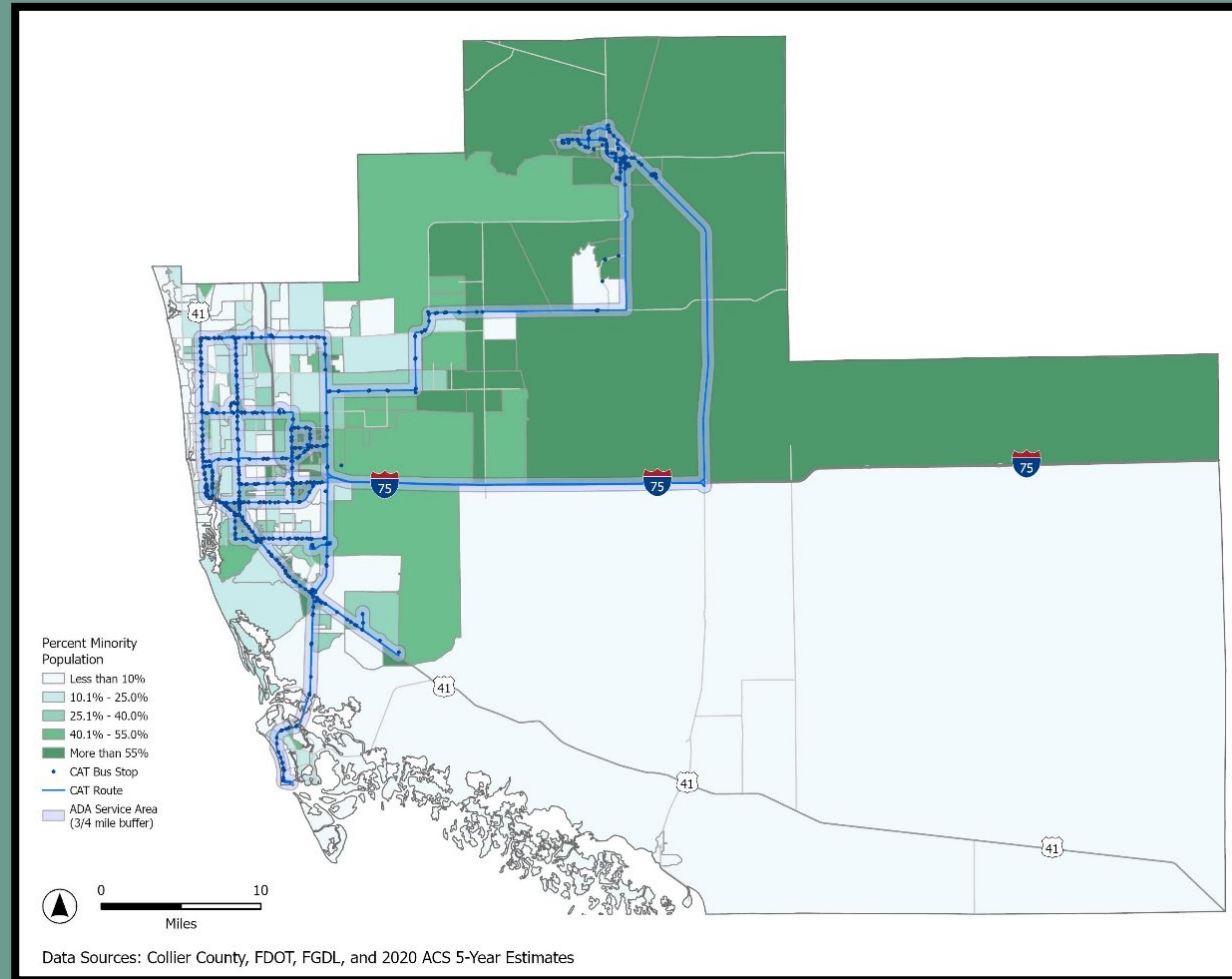
Executive Order 12898 passed in February 1994

Department of Transportation EJ Order 5610.2 (a) May
2012

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

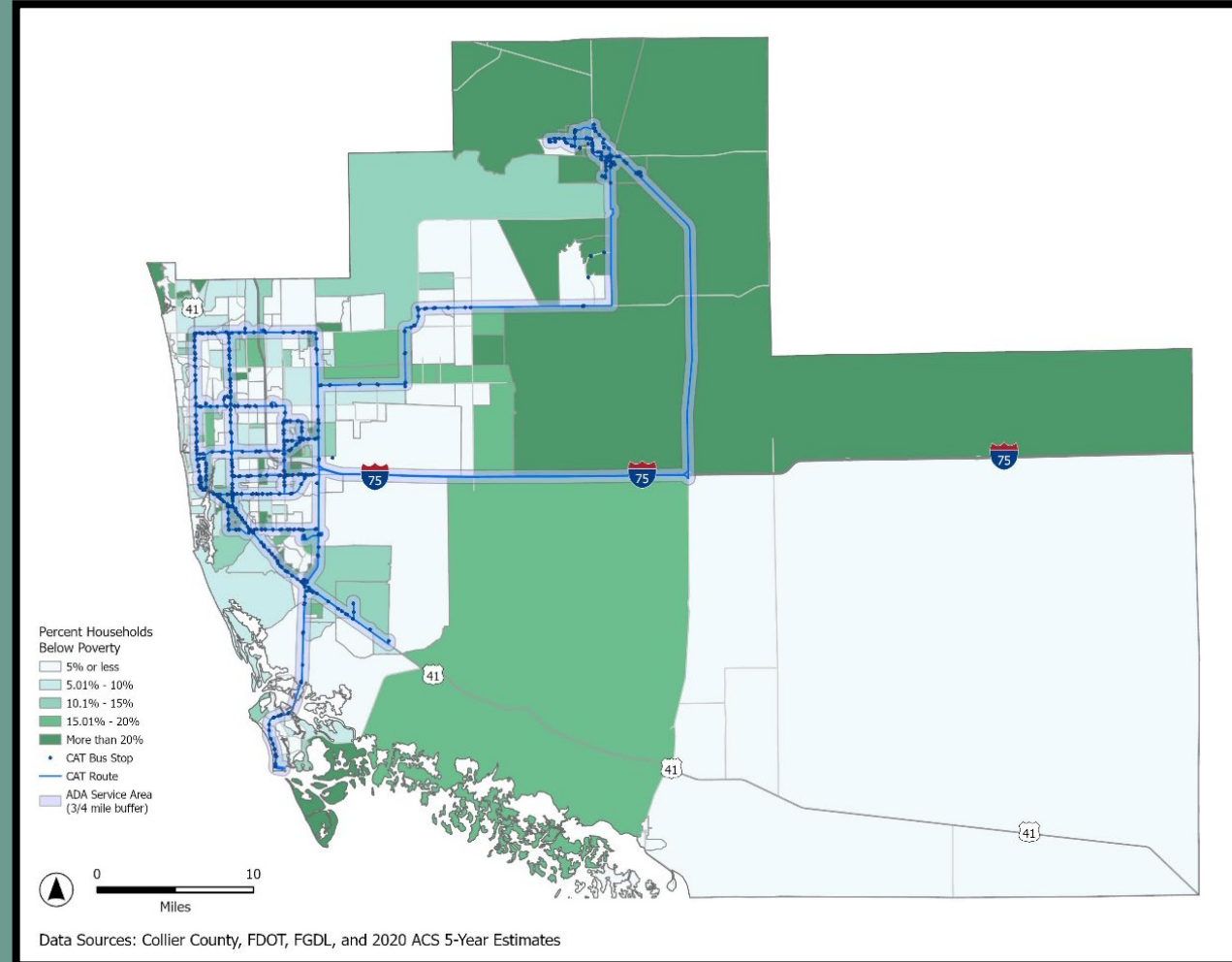
Environmental Justice

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



Environmental Justice

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



Requirements

CAT's Title VI Program must contain the following:

- **Notice of rights under Title VI**
- **List of Title VI investigations and complaints or lawsuits**
- **Public Participation Plan**
- **Language Assistance Plan (Limited English Proficiency)**
- **Racial breakdown of non-elected advisory boards/councils**
- **Narrative describing subrecipient monitoring**
- **Service Standards and Policies**
- **Demographic Analysis**
- **Customer Demographics and Travel Patterns**
- **Major Service Change Policy**
- **Board Resolution or Meeting minutes demonstrating board approval of Title VI Program**
- **How to file a complaint and copy of complaint form**

Title VI Complaint Procedures

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

Information on how to file a complaint is provided through the County Manager's Office of Equal Employment Opportunity, on CAT's website, and appears routinely on publications, interior bus cards, schedules, and on other materials available at public facilities.

Complaints are to be filed at:

Public Transit and Neighborhood Enhancement Division

8300 Radio Road Naples, FL 34104

Telephone (239) 252-4996, fax (239) 252-6534

www.rideCAT.com

A person may also file a complaint directly with the Federal Transit Administration

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

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



Comments & Questions?

CAT Title VI Program Update Presentation

Sign-In Sheet

MARCH 16, 2023

#	NAME	EMAIL	ORGANIZATION
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