

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

**TITLE VI PROGRAM**

2026 - 2029

## 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: PTGA Requirements	92
M: Public Participation Summary	93
M: Staff Training Documents on Title VI	93-123
O: Title VI Log Sheet	124

## **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, 2029.

This program update for 2026-2029 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 four 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 2022 - 2025**

Fiscal Year	FY 2022	FY 2023	FY 2024	FY 2025
Fixed Route Budget	\$7,931,900	\$8,886,100	\$9,494,900	\$9,264,600
Paratransit Budget	\$5,045,400	\$5,639,500	\$6,090,400	\$7,015,800
Total	\$12,977,300	\$14,525,600	\$15,585,300	\$16,280,400
Percent Change	6.71%	12%	.07%	.04%

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 two (2) Minor Transit Development Plan (TDP) Updates and a Major Transit Development Plan (TDP) Update completed in 2025. 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@collier.gov

**Online:**

English Form: [https://www.ridecat.com/wp-content/uploads/2020/11/TitleVIComplaintForm\\_Engli.pdf](https://www.ridecat.com/wp-content/uploads/2020/11/TitleVIComplaintForm_Engli.pdf)

Spanish Form: [https://www.ridecat.com/wp-content/uploads/2020/11/TitleVIComplaintForm\\_Spani.pdf](https://www.ridecat.com/wp-content/uploads/2020/11/TitleVIComplaintForm_Spani.pdf)

Creole Form: [https://www.ridecat.com/wp-content/uploads/2020/11/TitleVIComplaintForm\\_Creol.pdf](https://www.ridecat.com/wp-content/uploads/2020/11/TitleVIComplaintForm_Creol.pdf)

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.

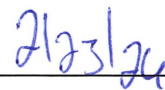
The Title VI Policy statement is disseminated to all staff and is available on CAT's website. The Title VI Notice can be found in this Plan; posted at each transfer Station and on each bus. Implementation of the Title VI Program is considered a legal obligation accepted as part of the financial assistance 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 2023 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** – We have consistently modified the timing of the routes in a seasonal capacity. As well as adjusting the length of daily service hours during each season and ensuring reliability of the service during the “in” Season schedule instead of the “out” of Season schedule.
- **Frequency Improvements** – There have been changes to the Route 24 to increase frequency to ensure revenue service is allocated to areas needing it most.
- **Bus Shelter Construction** – 10 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. 14 ADA bus stops were designed and constructed.
- **Major TDP**- The Transit Development Plan (TDP) analysis presents a comprehensive evaluation of Collier Area Transit (CAT), identifying key performance trends, demographic shifts, and strategic recommendations to enhance transit service.

Collier Area Transit, part of the Public Transit and Neighborhood Enhancement Division of Collier County Government in partnership with the Collier MPO and Stantec, developed a major update to the Transit Development Plan. The TDP reviews financial and business plans updating its Transit Development Plan (TDP) every five years. The Transit Development Plan serves as a Ten-Year strategic guide for public transportation services provided to the residents, visitors, and employers in Collier County. The plan examines business practices and services to develop strategies and data-driven recommendations that identify service needs, prioritize improvements, and appropriately allocate resources to deliver efficient and effective transportation and mobility services. Public Involvement, a key goal and emphasis area for the plan.

**Zero Emissions Study** - Collier County Public Transit and Neighborhood Enhancement (PTNE), in partnership with the Collier MPO and Benesch, led the development of a Zero Emissions Vehicle Transition Plan for the CAT system to support long-term sustainability, operational efficiency, and expanded funding opportunities. The study evaluated fleet needs, service demand, and alternative fuel technologies such as battery-electric and hydrogen fuel cell buses, while identifying infrastructure, workforce training, and facility upgrades required for implementation. Supported by industry best practices, federal guidance, and stakeholder input, the plan outlines a phased and financially responsible transition strategy aligned with County environmental goals and designed to strengthen competitiveness for future FTA and grant funding.

## General Reporting Requirements

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

As of February 10, 2026, 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
1032-2024-1	FY23 Section 5324 Emergency Relief for IAN	1032-2024-1
<a href="#">FL-2019-025-02</a>	FY 18 Section 5324 Emergency Relief for Irma	FL-2019-025-02

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**

Project #	Grant Name/FAIN	Awarded Amount	Avail Funds
33243	5307 FY13 XU-062	\$336,872.00	\$10,699.80
33510	5339 FY16 17-017	\$299,327.00	\$182,476.00
33511	5307 FY17 XU 17-055	\$80,000.00	\$8,536.90
33552	5339 FY17 18-008	\$299,889.00	\$0.00
33590	5324 FY18 DR 19-025 (IRMA)	\$386,920.00	\$213,962.55
33623	5307 XU 19-028	\$286,180.00	\$21,495.55
33682	5307 FY20 20-046 (CARES)	\$8,158,684.00	\$287,083.00
33702	5307 FY20 20-103	\$2,882,918.00	\$25,405.95
33720	5307 XU 20-091	\$500,000.00	\$0.00

33732	5307 XU 20-115	\$250,000.00	\$26,578.05
33736	5339 (b) 21-033	\$9,020,000.00	\$5,418,570.00
33767	5307 FY21 22-005	\$3,019,597.00	\$1,104,882.00
33768	5339 FY21 22-005	\$367,591.00	\$367,591.00
33794	5307 FY21 22-015 (ARP)	\$1,595,333.00	\$0.00
33832	5339 FY22 23-011	\$352,333.00	\$352,333.00
33833	5307 FY22 23-011	\$3,864,850.00	\$1,386,506.01
33871	5307 FY23 23-084	\$3,933,690.00	\$1,182,600.63
33872	5339 FY23 23-084	\$362,341.00	\$218,713.00
33878	5307 XU 24-059	\$5,500,000.00	\$5,499,999.76
33912	5339 FY24 24-066	\$474,920.00	\$0.00
33913	5307 FY24 24-066	\$2,346,899.00	\$580,200.61
33913	5307 FY24 24-066	\$2,810,390.00	\$231,181.46
33923	Community Project Funding 25-079 (Congress-Diaz Balard)	\$4,190,000.00	\$4,190,000.00
33951	5339 FY25 25-089	\$502,127.00	\$502,127.00
33952	5307 FY25 25-089	\$2,740,619.00	\$2,376,375.62
33952	5307 FY25 25-089	\$2,817,869.00	\$816,640.73

#### **FTA Civil Rights Assurance, DOT Title VI Assurance**

CAT submitted the Fiscal Year 2025 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 May 30, 2025. 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@collier.gov](mailto:rideCAT@collier.gov); or visit our administrative office at 8300 Radio Rd, Naples FL 34104. For more information, visit [www.rideCAT.com](http://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](http://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@collier.gov](mailto:rideCAT@collier.gov); o visite nuestra oficina administrativa en 8300 Radio Rd, Naples FL 34104. Para obtener más información, visita [www.rideCAT.com](http://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](http://www.rideCAT.com)

Follow Us @rideCAT  

### 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](http://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 March 2023 through February 2026 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 with joint projects 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](http://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.

## **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 800,000 Fixed Route trips each year within the Collier County area. CAT is continually providing information to LEP residents of the community. Approximately 34.7% 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

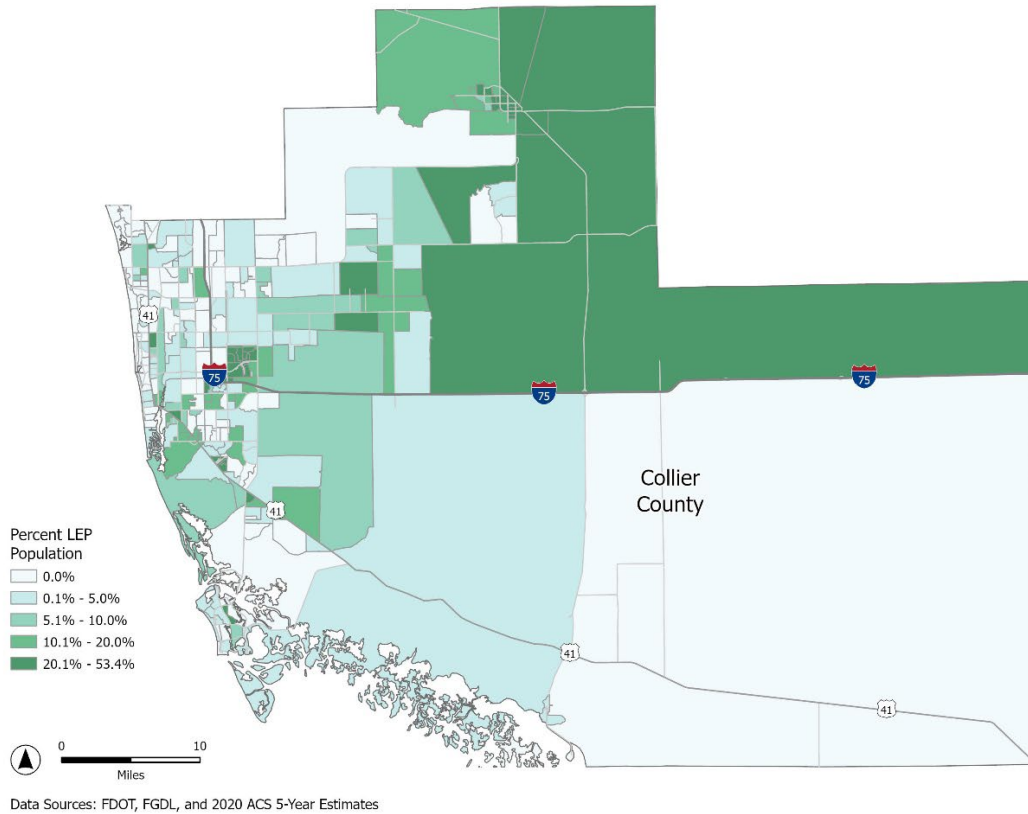


Table 4 presents the percentage of LEP households per nationality for all Census Block Groups within the CAT service area. In addition, Table 4 details the number of households in each of the four major language categories who speak English “less than very well.” These four major language categories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

Block Group 1; Census Tract 1.01; Collier County; Florida	362		0	46	0	6	52	12.56%	414
Block Group 2; Census Tract 1.01; Collier County; Florida	416		10	0	8	0	18	4.15%	434
Block Group 1; Census Tract 1.02; Collier County; Florida	418		16	4	0	0	20	4.57%	438
Block Group 2; Census Tract 1.02; Collier County; Florida	307		32	18	0	0	50	14.01%	357
Block Group 1; Census Tract 2; Collier County; Florida	303		4	7	0	0	11	3.50%	314
Block Group 2; Census Tract 2; Collier County; Florida	466		16	15	0	0	31	6.24%	497
Block Group 1; Census Tract 3.01; Collier County; Florida	164		15	68	0	0	83	33.60%	247
Block Group 2; Census Tract 3.01; Collier County; Florida	456		14	26	7	0	47	9.34%	503
Block Group 3; Census Tract 3.01; Collier County; Florida	325		12	51	7	25	95	22.62%	420
Block Group 4; Census Tract 3.01; Collier County; Florida	352		23	0	0	0	23	6.13%	375
Block Group 1; Census Tract 3.02; Collier County; Florida	348		22	56	0	0	78	18.31%	426
Block Group 2; Census Tract 3.02; Collier County; Florida	1090	0	16	0	0	0	16	12.80%	125
Block Group 1; Census Tract 4.01; Collier County; Florida	981		31	49	6	0	86	8.06%	1,067
Block Group 2; Census Tract 4.01; Collier County; Florida	228		19	0	0	0	19	7.69%	247
Block Group 1; Census Tract 4.02; Collier County; Florida	4380	0	20	0	0	0	20	4.37%	458
Block Group 2; Census Tract 4.02; Collier County; Florida	4190	0	0	0	0	16	16	3.68%	435
Block Group 3; Census Tract 4.02; Collier County; Florida	2370	0	0	0	0	0	0	0.00%	237
Block Group 1; Census Tract 5; Collier County; Florida	471		14	15	0	0	29	5.80%	500
Block Group 2; Census Tract 5; Collier County; Florida	278		7	16	6	14	43	13.40%	321
Block Group 1; Census Tract 6; Collier County; Florida	489		44	19	0	0	63	11.41%	552
Block Group 1; Census Tract 7; Collier County; Florida	429		94	57	0	0	151	26.03%	580
Block Group 1; Census Tract 101.02; Collier County; Florida	666		12	33	0	0	45	6.33%	711
Block Group 2; Census Tract 101.02; Collier County; Florida	612		18	0	0	0	18	2.86%	630

Block Group 3; Census Tract 101.02; Collier County; Florida	486								
Block Group 4; Census Tract 101.02; Collier County; Florida	809	68	29	30	0	127	20.72%	613	
Block Group 1; Census Tract 101.07; Collier County; Florida	637	94	67	0	0	161	16.60%	970	
Block Group 2; Census Tract 101.07; Collier County; Florida	199	131	70	0	0	201	23.99%	838	
Block Group 3; Census Tract 101.07; Collier County; Florida	794	62	34	0	0	96	32.54%	295	
Block Group 1; Census Tract 101.08; Collier County; Florida	803	52	28	0	0	80	9.15%	874	
Block Group 2; Census Tract 101.08; Collier County; Florida	381	105	30	0	0	135	14.39%	938	
Block Group 1; Census Tract 101.09; Collier County; Florida	133	60	0	0	0	60	13.61%	441	
Block Group 2; Census Tract 101.09; Collier County; Florida	174	11	22	0	0	33	19.88%	166	
Block Group 3; Census Tract 101.09; Collier County; Florida	237	5	4	0	0	9	4.92%	183	
Block Group 1; Census Tract 101.10; Collier County; Florida	111	46	26	0	0	72	23.30%	309	
Block Group 2; Census Tract 101.10; Collier County; Florida	346	54	26	0	0	80	41.88%	191	
Block Group 3; Census Tract 101.10; Collier County; Florida	281	98	0	7	0	105	23.28%	451	
Block Group 4; Census Tract 101.10; Collier County; Florida	3240	217	29	0	0	246	46.68%	527	
Block Group 1; Census Tract 101.11; Collier County; Florida	643	0	176	0	0	176	35.20%	500	
Block Group 2; Census Tract 101.11; Collier County; Florida	6290	33	7	0	0	40	5.86%	683	
Block Group 3; Census Tract 101.11; Collier County; Florida	3090	0	10	0	0	10	1.56%	639	
Block Group 1; Census Tract 101.12; Collier County; Florida	292	0	10	0	0	10	3.13%	319	
Block Group 2; Census Tract 101.12; Collier County; Florida	484	6	55	10	0	71	19.56%	363	
Block Group 1; Census Tract 101.13; Collier County; Florida	5970	83	146	0	0	229	32.12%	713	
Block Group 2; Census Tract 101.13; Collier County; Florida	502	0	16	0	0	16	2.61%	613	
Block Group 3; Census Tract 101.13; Collier County; Florida	3770	34	43	0	0	77	13.30%	579	
Block Group 1; Census Tract 101.14; Collier County; Florida	524	0	0	0	0	0	0.00%	377	
		26	31	0	34	91	14.80%	615	

Block Group 2; Census Tract 101.14; Collier County; Florida	360		20	10	0	14	44	10.89%	404
Block Group 1; Census Tract 102.05; Collier County; Florida	400		9	22	0	0	31	7.19%	431
Block Group 2; Census Tract 102.05; Collier County; Florida	312		34	0	80	0	114	26.76%	426
Block Group 3; Census Tract 102.05; Collier County; Florida	459		9	61	0	0	70	13.23%	529
Block Group 1; Census Tract 102.08; Collier County; Florida	301		14	11	0	0	25	7.67%	326
Block Group 2; Census Tract 102.08; Collier County; Florida	4090	0	0	39	0	0	39	8.71%	448
Block Group 3; Census Tract 102.08; Collier County; Florida	6060	0	0	44	8	0	52	7.90%	658
Block Group 4; Census Tract 102.08; Collier County; Florida	3750	0	0	48	0	0	48	11.35%	423
Block Group 1; Census Tract 102.09; Collier County; Florida	4220	0	0	53	0	0	53	11.16%	475
Block Group 2; Census Tract 102.09; Collier County; Florida	621		34	67	13	0	114	15.51%	735
Block Group 3; Census Tract 102.09; Collier County; Florida	275		30	47	0	0	77	21.88%	352
Block Group 1; Census Tract 102.10; Collier County; Florida	717		81	95	1	0	177	19.80%	894
Block Group 2; Census Tract 102.10; Collier County; Florida	906		100	24	14	0	138	13.22%	1,044
Block Group 1; Census Tract 102.11; Collier County; Florida	444		109	56	49	0	214	32.52%	658
Block Group 2; Census Tract 102.11; Collier County; Florida	390		65	78	0	0	143	26.83%	533
Block Group 1; Census Tract 102.13; Collier County; Florida	183		62	80	0	0	142	43.69%	325
Block Group 2; Census Tract 102.13; Collier County; Florida	678		62	119	0	0	181	21.07%	859
Block Group 3; Census Tract 102.13; Collier County; Florida	691		77	77	0	0	154	18.22%	845
Block Group 1; Census Tract 102.15; Collier County; Florida	3880	0	0	17	0	4	21	5.13%	409
Block Group 2; Census Tract 102.15; Collier County; Florida	4590	0	0	24	26	0	50	9.82%	509
Block Group 3; Census Tract 102.15; Collier County; Florida	747		12	17	0	0	29	3.74%	776
Block Group 1; Census Tract 102.16; Collier County; Florida	326		138	85	0	6	229	41.26%	555
Block Group 2; Census Tract 102.16; Collier County; Florida	403		36	110	0	0	146	26.59%	549

Block Group 3; Census Tract 102.16; Collier County; Florida	392		54	33	0	10	97	19.84%	489
Block Group 1; Census Tract 102.17; Collier County; Florida	298		7	77	8	0	92	23.59%	390
Block Group 2; Census Tract 102.17; Collier County; Florida	648		39	61	0	0	100	13.37%	748
Block Group 1; Census Tract 103; Collier County; Florida	793		260	72	0	0	332	29.51%	1,125
Block Group 2; Census Tract 103; Collier County; Florida	329		12	7	0	29	48	12.73%	377
Block Group 3; Census Tract 103; Collier County; Florida	645	2140	0	17	0	0	17	7.36%	231
Block Group 1; Census Tract 104.01; Collier County; Florida	628		61	9	0	0	70	9.79%	715
Block Group 2; Census Tract 104.01; Collier County; Florida	418		190	21	16	0	227	26.55%	855
Block Group 1; Census Tract 104.08; Collier County; Florida	274		202	56	0	0	258	38.17%	676
Block Group 2; Census Tract 104.08; Collier County; Florida	372		77	45	55	0	177	39.25%	451
Block Group 1; Census Tract 104.11; Collier County; Florida	165		456	66	41	0	563	60.21%	935
Block Group 2; Census Tract 104.11; Collier County; Florida	25		256	136	0	0	392	70.38%	557
Block Group 3; Census Tract 104.11; Collier County; Florida	88		292	10	13	0	315	92.65%	340
Block Group 4; Census Tract 104.11; Collier County; Florida	746		258	79	0	0	337	79.29%	425
Block Group 1; Census Tract 104.16; Collier County; Florida	618		84	50	0	19	153	17.02%	899
Block Group 2; Census Tract 104.16; Collier County; Florida	678		83	71	0	0	154	19.95%	772
Block Group 3; Census Tract 104.16; Collier County; Florida	152		70	114	0	0	184	21.35%	862
Block Group 1; Census Tract 104.19; Collier County; Florida	65		307	128	0	0	435	74.11%	587
Block Group 2; Census Tract 104.19; Collier County; Florida	206		426	67	0	0	493	88.35%	558
Block Group 1; Census Tract 104.20; Collier County; Florida	151		408	39	0	0	447	68.45%	653
Block Group 2; Census Tract 104.20; Collier County; Florida	153		568	106	11	0	685	81.94%	836
Block Group 3; Census Tract 104.20; Collier County; Florida			344	56	0	0	400	72.33%	553

Block Group 1; Census Tract 104.21; Collier County; Florida	75								
Block Group 2; Census Tract 104.21; Collier County; Florida	90	482	12	0	0	494	86.82%	569	
Block Group 3; Census Tract 104.21; Collier County; Florida	0	238	56	0	0	294	76.56%	384	
Block Group 1; Census Tract 104.22; Collier County; Florida	62	400	15	0	0	415	100.00%	415	
Block Group 2; Census Tract 104.22; Collier County; Florida	336	249	75	0	0	324	83.94%	386	
Block Group 1; Census Tract 104.23; Collier County; Florida	554	395	108	0	0	503	59.95%	839	
Block Group 2; Census Tract 104.23; Collier County; Florida		173	229	31	0	433	43.87%	987	
Block Group 3; Census Tract 104.23; Collier County; Florida	1,358	4740	0	0	0	0	0.00%	474	
Block Group 4; Census Tract 104.23; Collier County; Florida	399	222	247	0	0	469	25.67%	1,827	
Block Group 1; Census Tract 104.24; Collier County; Florida	1,090	81	156	4	0	241	37.66%	640	
Block Group 2; Census Tract 104.24; Collier County; Florida	330	313	20	0	0	333	23.40%	1,423	
Block Group 1; Census Tract 104.25; Collier County; Florida	508	418	0	0	0	418	55.88%	748	
Block Group 1; Census Tract 104.26; Collier County; Florida	295	299	13	19	0	331	39.45%	839	
Block Group 2; Census Tract 104.26; Collier County; Florida	606	56	0	0	0	56	15.95%	351	
Block Group 3; Census Tract 104.26; Collier County; Florida	411	112	26	36	0	174	22.31%	780	
Block Group 1; Census Tract 104.27; Collier County; Florida	316	251	28	12	0	291	41.45%	702	
Block Group 1; Census Tract 104.28; Collier County; Florida	270	90	15	0	0	105	24.94%	421	
Block Group 2; Census Tract 104.28; Collier County; Florida	717	525	74	0	0	599	68.93%	869	
Block Group 3; Census Tract 104.28; Collier County; Florida	235	517	116	0	15	648	47.47%	1,365	
Block Group 1; Census Tract 104.29; Collier County; Florida	454	166	17	0	0	183	43.78%	418	
Block Group 2; Census Tract 104.29; Collier County; Florida		56	92	0	0	148	24.58%	602	
Block Group 1; Census Tract 104.30; Collier County; Florida	976	4200	0	20	0	10	6.67%	450	
		208	88	0	0	296	23.27%	1,272	

Block Group 2; Census Tract 104.30; Collier County; Florida	115								
Block Group 3; Census Tract 104.30; Collier County; Florida		4170	117	15	69	0	201	63.61%	316
Block Group 1; Census Tract 104.31; Collier County; Florida	420		0	45	6	7	58	12.21%	475
Block Group 2; Census Tract 104.31; Collier County; Florida	192		43	19	0	0	62	12.86%	482
Block Group 1; Census Tract 104.32; Collier County; Florida	567		54	22	72	26	174	47.54%	366
Block Group 2; Census Tract 104.32; Collier County; Florida	488		15	16	0	0	31	5.18%	598
Block Group 3; Census Tract 104.32; Collier County; Florida	466		11	24	20	0	55	10.13%	543
Block Group 1; Census Tract 104.33; Collier County; Florida	445		55	48	18	0	121	20.61%	587
Block Group 2; Census Tract 104.33; Collier County; Florida	224		63	0	0	15	78	14.91%	523
Block Group 1; Census Tract 104.34; Collier County; Florida	955	5260	202	10	0	0	212	48.62%	436
Block Group 2; Census Tract 104.34; Collier County; Florida	351		359	53	0	0	412	30.14%	1,367
Block Group 3; Census Tract 104.34; Collier County; Florida	613		169	0	0	0	169	32.50%	520
Block Group 4; Census Tract 104.34; Collier County; Florida	842		52	69	0	0	121	16.49%	734
Block Group 1; Census Tract 104.35; Collier County; Florida	629		62	53	0	0	115	12.02%	957
Block Group 2; Census Tract 104.35; Collier County; Florida	532		13	135	0	0	148	19.05%	777
Block Group 3; Census Tract 104.35; Collier County; Florida	1,168		53	98	0	0	151	22.11%	683
Block Group 1; Census Tract 104.36; Collier County; Florida	693		61	100	0	0	161	12.11%	1,329
Block Group 2; Census Tract 104.36; Collier County; Florida	174		696	150	23	0	869	55.63%	1,562
Block Group 3; Census Tract 104.36; Collier County; Florida	429		62	0	37	0	99	36.26%	273
Block Group 1; Census Tract 104.37; Collier County; Florida	280		151	43	18	0	212	33.07%	641
Block Group 2; Census Tract 104.37; Collier County; Florida	498		27	15	0	0	42	13.04%	322
Block Group 1; Census Tract 104.38; Collier County; Florida			147	121	53	0	321	39.19%	819

Block Group 2; Census Tract 104.38; Collier County; Florida	560		59	53	31	16	159	22.11%	719
Block Group 3; Census Tract 104.38; Collier County; Florida		2850	0	52	0	14	66	18.80%	351
Block Group 1; Census Tract 105.08; Collier County; Florida	468		208	309	0	0	517	52.49%	985
Block Group 2; Census Tract 105.08; Collier County; Florida	807		67	102	14	0	183	18.48%	990
Block Group 1; Census Tract 105.11; Collier County; Florida	636		149	101	66	0	316	33.19%	952
Block Group 2; Census Tract 105.11; Collier County; Florida	405		356	180	101	0	637	61.13%	1,042
Block Group 1; Census Tract 105.12; Collier County; Florida	354		141	115	0	0	256	41.97%	610
Block Group 2; Census Tract 105.12; Collier County; Florida	216		233	31	0	10	274	55.92%	490
Block Group 1; Census Tract 105.13; Collier County; Florida	118		218	0	0	0	218	64.88%	336
Block Group 2; Census Tract 105.13; Collier County; Florida	420		134	64	51	0	249	37.22%	669
Block Group 1; Census Tract 105.14; Collier County; Florida	451		108	36	16	8	168	27.14%	619
Block Group 2; Census Tract 105.14; Collier County; Florida		46311	11	27	0	0	38	7.58%	501
Block Group 3; Census Tract 105.14; Collier County; Florida	258		19	22	9	0	50	16.23%	308
Block Group 1; Census Tract 105.15; Collier County; Florida	461		21	6	0	0	27	5.53%	488
Block Group 2; Census Tract 105.15; Collier County; Florida		6520	0	8	0	0	8	1.21%	660
Block Group 1; Census Tract 105.16; Collier County; Florida	659		153	33	0	0	186	22.01%	845
Block Group 2; Census Tract 105.16; Collier County; Florida	327		38	26	9	0	73	18.25%	400
Block Group 1; Census Tract 105.17; Collier County; Florida	709		59	34	0	0	93	11.60%	802
Block Group 1; Census Tract 105.18; Collier County; Florida	267		97	53	0	0	150	35.97%	417
Block Group 2; Census Tract 105.18; Collier County; Florida	650		48	158	0	0	206	24.07%	856
Block Group 3; Census Tract 105.18; Collier County; Florida	1,167		95	101	0	0	196	14.38%	1,363
Block Group 1; Census Tract 105.19; Collier County; Florida	380		159	38	5	0	202	34.71%	582

Block Group 2; Census Tract 105.19; Collier County; Florida	332		199	60	0	0	259	43.82%	591
Block Group 1; Census Tract 105.20; Collier County; Florida	252		413	122	14	0	549	68.54%	801
Block Group 2; Census Tract 105.20; Collier County; Florida	478		21	35	0	0	56	10.49%	534
Block Group 1; Census Tract 106.01; Collier County; Florida	388		73	18	0	0	91	19.00%	479
Block Group 2; Census Tract 106.01; Collier County; Florida	222		186	31	0	0	217	49.43%	439
Block Group 1; Census Tract 106.02; Collier County; Florida	834		29	29	0	0	58	6.50%	892
Block Group 2; Census Tract 106.02; Collier County; Florida	367		352	26	22	0	400	52.15%	767
Block Group 1; Census Tract 106.04; Collier County; Florida		568	11	69	0	0	80	12.35%	648
Block Group 2; Census Tract 106.04; Collier County; Florida		791	14	94	26	16	150	15.94%	941
Block Group 1; Census Tract 106.05; Collier County; Florida	347		109	41	0	0	150	30.18%	497
Block Group 2; Census Tract 106.05; Collier County; Florida	355		59	21	11	0	91	20.40%	446
Block Group 3; Census Tract 106.05; Collier County; Florida	384		115	124	1	0	240	38.46%	624
Block Group 1; Census Tract 106.06; Collier County; Florida	270		28	159	15	0	202	42.80%	472
Block Group 2; Census Tract 106.06; Collier County; Florida	722		39	14	9	0	62	7.91%	784
Block Group 1; Census Tract 107.01; Collier County; Florida	410		156	10	0	0	166	28.82%	576
Block Group 2; Census Tract 107.01; Collier County; Florida	387		50	0	0	0	50	11.44%	437
Block Group 3; Census Tract 107.01; Collier County; Florida		2530	0	0	0	0	0	0.00%	253
Block Group 4; Census Tract 107.01; Collier County; Florida	287		308	34	0	0	342	54.37%	629
Block Group 1; Census Tract 107.02; Collier County; Florida	1,100		234	54	0	0	288	20.75%	1,388
Block Group 2; Census Tract 107.02; Collier County; Florida	696		69	8	0	0	77	9.96%	773
Block Group 1; Census Tract 108.01; Collier County; Florida	482		94	19	0	0	113	18.99%	595
Block Group 2; Census Tract 108.01; Collier County; Florida	444		17	38	23	0	78	14.94%	522

Block Group 3; Census Tract 108.01; Collier County; Florida	457		37	120	0	0	157	25.57%	614
Block Group 1; Census Tract 108.04; Collier County; Florida	24		282	256	0	0	538	95.73%	562
Block Group 2; Census Tract 108.04; Collier County; Florida	154		451	36	0	0	487	75.98%	641
Block Group 3; Census Tract 108.04; Collier County; Florida	43		178	0	0	0	178	80.54%	221
Block Group 1; Census Tract 108.05; Collier County; Florida	657		6	29	6	0	41	5.87%	698
Block Group 2; Census Tract 108.05; Collier County; Florida		3050	0	47	0	0	47	13.35%	352
Block Group 1; Census Tract 108.06; Collier County; Florida	144		57	60	0	0	117	44.83%	261
Block Group 2; Census Tract 108.06; Collier County; Florida	527		49	28	0	6	83	13.61%	610
Block Group 1; Census Tract 108.07; Collier County; Florida	948		22	360	16	0	398	29.57%	1,346
Block Group 2; Census Tract 108.07; Collier County; Florida	747		126	17	0	0	143	16.07%	890
Block Group 3; Census Tract 108.07; Collier County; Florida		2180	0	45	0	0	45	17.11%	263
Block Group 4; Census Tract 108.07; Collier County; Florida	599		22	16	0	0	38	5.97%	637
Block Group 1; Census Tract 108.08; Collier County; Florida	971		141	139	0	0	280	22.38%	1,251
Block Group 2; Census Tract 108.08; Collier County; Florida	902		238	23	0	0	261	22.44%	1,163
Block Group 1; Census Tract 109.02; Collier County; Florida		62814	14	45	0	23	82	11.55%	710
Block Group 2; Census Tract 109.02; Collier County; Florida	312		115	23	0	0	138	30.67%	450
Block Group 3; Census Tract 109.02; Collier County; Florida	428		58	22	0	0	80	15.75%	508
Block Group 1; Census Tract 109.04; Collier County; Florida		48515	15	150	0	0	015	3.00%	500
Block Group 2; Census Tract 109.04; Collier County; Florida	571		29	36	0	0	65	10.22%	636
Block Group 1; Census Tract 109.05; Collier County; Florida	256		30	104	0	0	134	34.36%	390
Block Group 2; Census Tract 109.05; Collier County; Florida		4510	011	110	0	0	011	2.38%	462
Block Group 3; Census Tract 109.05; Collier County; Florida	488		6	17	0	0	23	4.50%	511
Block Group 1; Census Tract 109.06; Collier County; Florida	339		44	85	0	11	140	29.23%	479

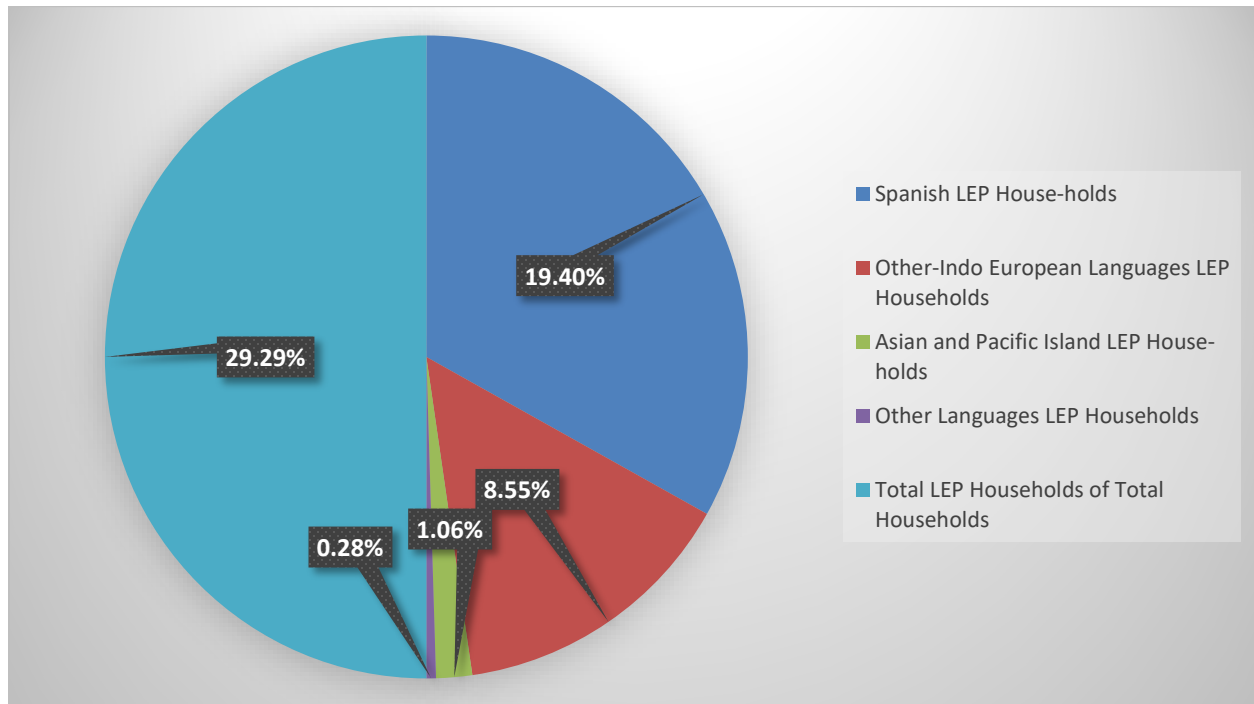
Block Group 2; Census Tract 109.06; Collier County; Florida	356	11	5	0	0	16	4.30%	372
Block Group 1; Census Tract 109.07; Collier County; Florida	154	0	0	0	0	0	0.00%	154
Block Group 2; Census Tract 109.07; Collier County; Florida	653	24	101	24	0	149	18.58%	802
Block Group 3; Census Tract 109.07; Collier County; Florida	308	22	35	0	11	68	18.09%	376
Block Group 1; Census Tract 110.03; Collier County; Florida	932	7	14	8	0	29	3.02%	961
Block Group 2; Census Tract 110.03; Collier County; Florida	869	17	8	0	0	25	2.80%	894
Block Group 3; Census Tract 110.03; Collier County; Florida	451	15	150	0	0	0	3.22%	466
Block Group 1; Census Tract 111.03; Collier County; Florida	430	105	105	10	0	6	21.96%	551
Block Group 2; Census Tract 111.03; Collier County; Florida	130	259	122	0	0	381	74.56%	511
Block Group 1; Census Tract 111.07; Collier County; Florida	91	7	7	0	0	105	13.33%	105
Block Group 2; Census Tract 111.07; Collier County; Florida	283	0	0	0	0	5	1.74%	288
Block Group 1; Census Tract 111.08; Collier County; Florida	991	185	205	17	0	407	29.11%	1,398
Block Group 2; Census Tract 111.08; Collier County; Florida	1,778	60	305	35	0	400	18.37%	2,178
Block Group 1; Census Tract 111.09; Collier County; Florida	420	18	18	15	0	0	7.28%	453
Block Group 2; Census Tract 111.09; Collier County; Florida	564	23	23	0	0	0	3.92%	587
Block Group 1; Census Tract 111.10; Collier County; Florida	251	9	18	0	0	27	9.71%	278
Block Group 2; Census Tract 111.10; Collier County; Florida	323	197	17	6	0	220	40.52%	543
Block Group 1; Census Tract 111.11; Collier County; Florida	288	70	0	17	0	87	23.20%	375
Block Group 2; Census Tract 111.11; Collier County; Florida	195	61	30	0	0	91	31.82%	286
Block Group 3; Census Tract 111.11; Collier County; Florida	609	0	62	0	10	72	10.57%	681
Block Group 1; Census Tract 111.12; Collier County; Florida	740	21	0	14	4	39	5.01%	779
Block Group 1; Census Tract 111.13; Collier County; Florida	413	7	52	0	0	59	12.50%	472
Block Group 1; Census Tract 111.14; Collier County; Florida	764	258	77	40	0	375	32.92%	1,139
Block Group 2; Census Tract 111.14; Collier County; Florida	629	14	28	0	0	42	6.26%	671
Block Group 1; Census Tract 112.04; Collier County; Florida	105	196	183	0	0	379	78.31%	484

Block Group 2; Census Tract 112.04; Collier County; Florida	53								
Block Group 3; Census Tract 112.04; Collier County; Florida	49	330	132	0	0	462	89.71%	515	
Block Group 1; Census Tract 112.05; Collier County; Florida	32	56	76	0	0	132	72.93%	181	
Block Group 2; Census Tract 112.05; Collier County; Florida	120	131	149	0	2	282	89.81%	314	
Block Group 1; Census Tract 112.06; Collier County; Florida	668	276	124	0	0	400	76.92%	520	
Block Group 2; Census Tract 112.06; Collier County; Florida	487	431	222	18	0	671	50.11%	1,339	
Block Group 3; Census Tract 112.06; Collier County; Florida	152	233	23	0	0	256	34.45%	743	
Block Group 1; Census Tract 112.07; Collier County; Florida	674	315	0	0	0	315	67.45%	467	
Block Group 2; Census Tract 112.07; Collier County; Florida		50	29	0	0	79	10.49%	753	
Block Group 1; Census Tract 112.08; Collier County; Florida	754	509	0	33	0	33	6.09%	542	
Block Group 2; Census Tract 112.08; Collier County; Florida	700	531	140	16	0	687	47.68%	1,441	
Block Group 3; Census Tract 112.08; Collier County; Florida		194	107	0	0	301	30.07%	1,001	
Block Group 1; Census Tract 112.09; Collier County; Florida	2,540	273	30	0	0	47	20.59%	34	
Block Group 1; Census Tract 112.10; Collier County; Florida		605	292	111	33	1041	29.07%	3,581	
Block Group 2; Census Tract 112.10; Collier County; Florida		385	190	0	0	0	4.70%	404	
Block Group 3; Census Tract 112.10; Collier County; Florida	151	384	0	9	0	9	2.29%	393	
Block Group 4; Census Tract 112.10; Collier County; Florida		110	0	0	0	110	42.15%	261	
Block Group 1; Census Tract 112.11; Collier County; Florida	251	320	18	28	9	55	14.67%	375	
Block Group 2; Census Tract 112.11; Collier County; Florida	765	425	0	0	0	425	62.87%	676	
Block Group 1; Census Tract 112.12; Collier County; Florida	633	553	0	0	0	553	41.96%	1,318	
Block Group 2; Census Tract 112.12; Collier County; Florida	662	360	168	0	31	559	46.90%	1,192	
Block Group 1; Census Tract 112.13; Collier County; Florida		70	69	47	0	186	21.93%	848	
Block Group 2; Census Tract 112.13; Collier County; Florida	404	1,454	10	74	28	204	12.30%	1,658	
		02	2						
		61	17	0	0	78	16.18%	482	

Block Group 3; Census Tract 112.13; Collier County; Florida	4290	0	0	0	0	0.00%	429	
Block Group 1; Census Tract 112.14; Collier County; Florida	289	581	24	36	0	641	68.92%	930
Block Group 2; Census Tract 112.14; Collier County; Florida	175	309	74	0	0	383	68.64%	558
Block Group 1; Census Tract 113.03; Collier County; Florida	13	151	159	0	0	310	95.98%	323
Block Group 2; Census Tract 113.03; Collier County; Florida	70	132	116	0	9	257	78.59%	327
Block Group 3; Census Tract 113.03; Collier County; Florida	60	315	62	0	0	377	86.27%	437
Block Group 1; Census Tract 113.04; Collier County; Florida	63	302	0	0	0	302	82.74%	365
Block Group 2; Census Tract 113.04; Collier County; Florida	20	197	0	0	0	197	90.78%	217
Block Group 3; Census Tract 113.04; Collier County; Florida	0	69	0	0	0	69	100.00%	69
Block Group 1; Census Tract 113.05; Collier County; Florida	28	413	73	0	0	486	94.55%	514
Block Group 2; Census Tract 113.05; Collier County; Florida	13	201	63	0	0	264	95.31%	277
Block Group 1; Census Tract 113.06; Collier County; Florida	64	276	0	0	0	276	81.18%	340
Block Group 2; Census Tract 113.06; Collier County; Florida	24	178	104	12	0	294	92.45%	318
Block Group 3; Census Tract 113.06; Collier County; Florida	59	243	13	0	0	256	81.27%	315
Block Group 1; Census Tract 114; Collier County; Florida	19	338	52	0	0	390	95.35%	409
Block Group 2; Census Tract 114; Collier County; Florida	33	223	63	0	0	286	89.66%	319
Block Group 3; Census Tract 114; Collier County; Florida	21	331	0	0	0	331	94.03%	352
Block Group 0; Census Tract 9900; Collier County; Florida		0	0	0	0	0	0.00%	0

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

Spanish LEP House-holds	Other-Indo European Languages LEP Households	Asian and Pacific Island LEP House-holds	Other Languages LEP Households	Total LEP Households of Total Households	Total LEP House-holds
32184	14185	1750	463	48582	165875
19.40%	8.55%	1.06%	0.28%	29.29%	



### 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
47045	7,525	16%

Diversity of Student Population	
Hispanic	50.3%
White	29.9%
Black	11.6%
Mixed	6.3%
Asian	<2%
Indian	<1%
Hawaiian/Pacific Islander	0%

The information shown above is from the Collier County Public Schools Mission and Demographics, updated 2/12/2026.

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.

Schedules and route maps are printed in English with Spanish on the same document, rider alerts and notices posted at the stations are separately printed and posted in 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 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, Spanish and Creole. 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 English Spanish and Creole to ensure none English speaking customers have meaningful access to provide input in the planning process.

CAT also completes periodic surveys to explore the need for providing surveys in languages other than English, Spanish and Creole. 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 or are in attendance for many of the MPO Committees, including the Technical Advisory Committee, the Congestion Management Committee, the Local Coordinating Board, and the Bicycle & Pedestrian Advisory Committee (BPAC). 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/or 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 passengers 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.

**Audio Announcements** – CAT pushes out regular audio announcements of service changes or information regarding the route they may be on in multiple languages. Either at the behest of changes or the request of persons needing assistance..

## **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 consistently works with schools and attends events to give 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 2023 and 2024. CAT completed the 2025 Major update. 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 2025 Annual TDP Update public involvement activities included the following:

- **Public Workshops** - Two public workshops were 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 meetings were 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 meetings were held at times to best accommodate a variety of work and personal schedules. There was 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 Study**

In 2025 CAT conducted a fare analysis to evaluate the fare structure for the bus system and determine whether a fare change would be warranted. The study met the FTA Title VI requirement.

## **Public Outreach**

As part of this fare study, a rider intercept survey and public workshops were conducted to gather input on potential fare changes from both fixed-route and paratransit riders.

- Rider Intercept Surveys - CAT staff conducted multiple in person surveys gathering feedback from the passengers in transit.
- Public Workshops - Two public workshops were held to solicit feedback from the public on potential fare changes for CAT's fixed-route and paratransit services. The workshops were noticed on CAT buses in English, Spanish, and Creole.

## **There was one held at the North Collier Regional Park and the second was held at the Government Center**

### **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@collier.gov](mailto:rideCAT@collier.gov) All comments are tracked and responded to, if warranted.

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, planners and 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
<b>White Male - 4</b>	White Male - 5	White Male - 5	White Male - 5
<b>White Female - 2</b>	White Female - 5	White Female - 3	White Female - 7
<b>Black Male - 0</b>	Black Male - 0	Black Male - 0	Black Male - 0
<b>Black Female - 0</b>	Black Female - 0	Black Female - 1	Black Female - 0
<b>Hispanic Male - 0</b>	Hispanic Male - 2	Hispanic Male - 1	Hispanic Male - 1
<b>Hispanic Female - 0</b>	Hispanic Female - 0	Hispanic Female - 0	Hispanic Female - 1
<b>Other Male - 0</b>	Other Male - 0	Other Male - 0	Other Male - 0
<b>Other Female - 0</b>	Other Female - 0	Other Female - 0	Other Female - 1
<b>Vacancy - 1</b>	Vacancy - 2	Vacancy - 3	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.

CAT does not currently have any sub-recipients.

#### **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**

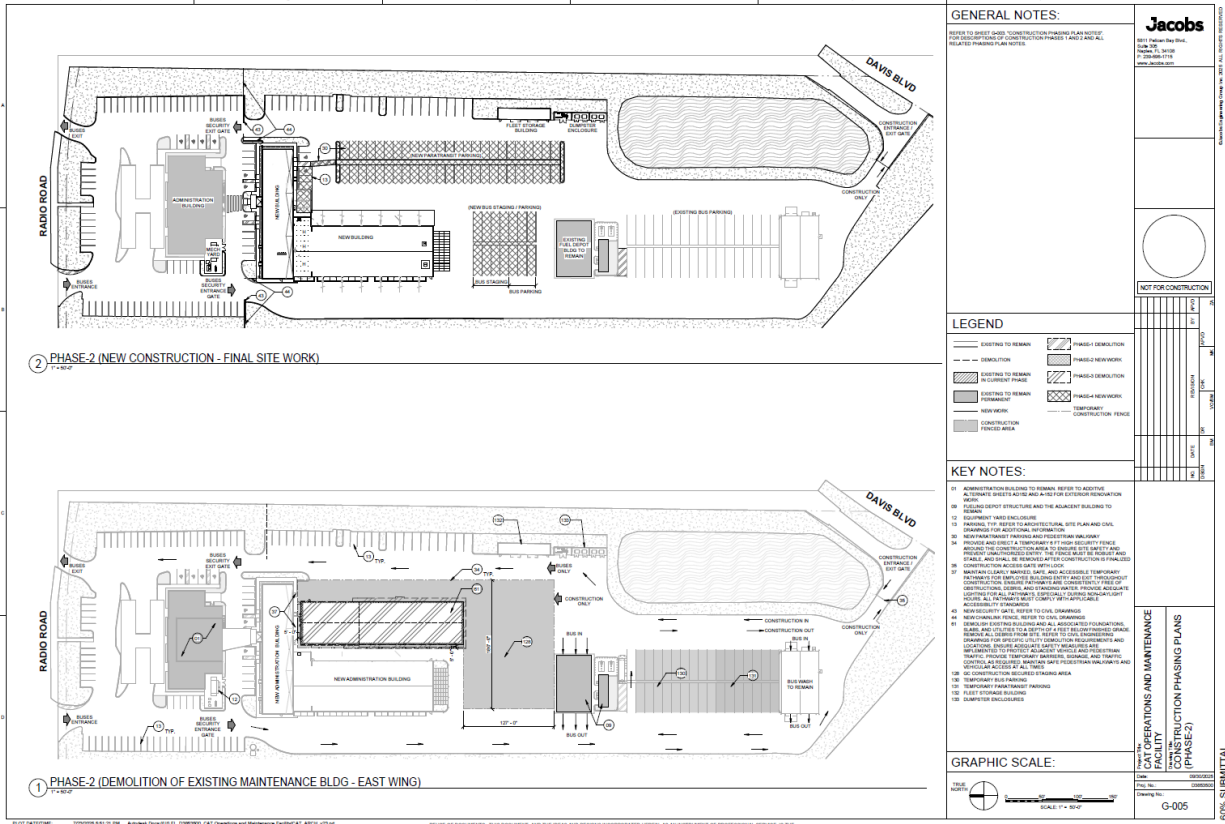
#### **CAT Operations and Transfer Station – 8300 Radio Road**

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. A total estimated construction cost of \$16,349,500 was originally established in 2021, upon completion of the Immersion and Concept Design, which included an evaluation of the existing facility's condition. The estimate will be re-evaluated as the facility design progresses to meet the requirements of the transit system.

. 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**



## 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 I 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-9 PM	60 minutes	7:30 AM-3:45 PM	90 minutes
Route 12	Airport Rd. to Creekside Park of Commerce	6:00 AM-7:30 PM	90 minutes	7:30 AM-2:11 PM	90 minutes
Route 13	NCH & Coastland Mall	6:00 AM-7:21 PM	60 minutes	7:00 AM-2:50 PM	60 minutes
Route 14	Bayshore Dr. & Coastland Mall	6:30 AM-4:17 PM	60 minutes	No service	N/A
Route 15	Golden Gate City via Santa Barbara Blvd.	4:45 AM-8:30 PM	90 minutes	7:25 AM-4:04PM	90 minutes
Route 16	Golden Gate City via Golden Gate Pkwy	4:35 AM-4:36 PM	90 minutes	No service	N/A
Route 17	Rattlesnake & Florida Southwestern College	6:00 AM-5:46 PM	90 minutes	7:30 AM-4:25 PM	90 minutes
Route 19	Golden Gate Estates to Immokalee City	3:15 AM-9:10 PM	100 minutes	7:10 AM-9:53 AM 12:00 PM – 2:45 PM 5:05 PM-7:36 PM	3 runs

<b>Route 20</b>	Pine Ridge Road to Goodlette-Frank Rd.	5:50 AM-6:34 PM	90 minutes	7:10 AM-9:00 AM 1:40 PM-2:50 PM	2 runs
<b>Route 21</b>	Marco Circulator*	6:00 AM-6:52 PM	90 minutes	6:00 AM-7:32 PM	90 minutes
<b>Route 22</b>	Immokalee Circulator*	7:00 AM-6:14 PM	75 minutes	7:00 AM-6:14 PM	90 minutes
<b>Route 23</b>	Immokalee Circulator*	7:30 AM-6:38 PM	75 minutes	No Service	N/A
<b>Route 24</b>	US 41 East to Charlee Estates	5:45 AM-8:14 PM	90 minutes	8:2 AM-5:20 PM	90 minutes
<b>Route 25</b>	Golden Gate Pkwy & Goodlette-Frank Rd.	5:50 AM-6:46 PM	90 minutes	8:55 AM-10:12 AM 3:25 PM-4:47 PM	2 runs
<b>Route 27</b>	CR 951 & Immokalee Rd to Creekside POC	5:45 AM-8:00 PM	90 minutes	7:25 AM-10:49 PM 2:40 PM-6:16 PM	4 runs
<b>Seasonal Route(s)</b>					
<b>Route 29</b>	Bluebill Avenue Beach Bus	9:00 AM-3:00 PM	60 minutes	9:00 AM-3:00 PM	60 minutes
<b>Express Route(s)</b>					
<b>Route 121</b>	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 85 percent on-time performance for all bus transit. Routes performing with an on-time performance of less than 80 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)
<b>Local Bus</b>	85 %	Up to 5 minutes late
<b>Express Bus</b>	85%	Up to 5 minutes late
<b>Trolley Bus</b>	85%	Up to 5 minutes late
<b>Paratransit Bus</b>	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 in two dedicated service schedules. One Ranging from November until April and the other from April to November. The typical (but fluctuating service hours are from 3:15 a.m. to 9:30 p.m., Monday through Saturday and 6:00 a.m. until 8:00 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 ¼-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	14	7	18.4	9.2	68.7
14	14	7	16.8	8.4	62.2
15	24	12	36.8	18.4	75.7
16	24	12	29.8	14.9	61.3
17	24	12	30.8	15.4	71.6
19	88	44	61.4	30.7	36.5
20	24.2	12.1	7.2	3.6	29.8
21	36	18	13.6	6.8	24.3
22	30	15	42.6	21.3	100
23	30	15	42.4	21.2	100
24	24.0	12	17.6	8.8	73.3
25	34	17	10.2	5.1	35.6
27	36	18	27.4	13.7	44.4
121	140	70	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 568 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:

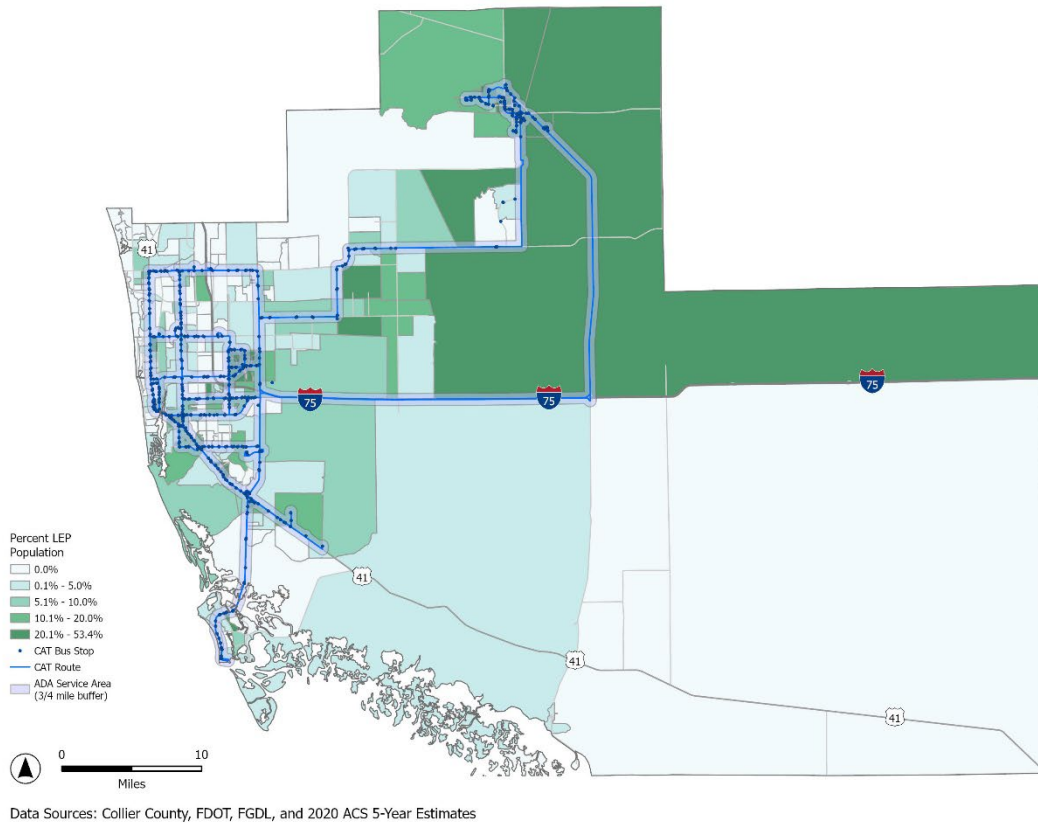
- Fixed-route bus stops are provided based on the number of passengers boarding and alighting at stops; availability of right of way, and provision of ADA access. Stops are placed approximately every two blocks on lower speed roadways and in more population dense areas and every ¼-mile along higher speed 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, major place of work, 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**

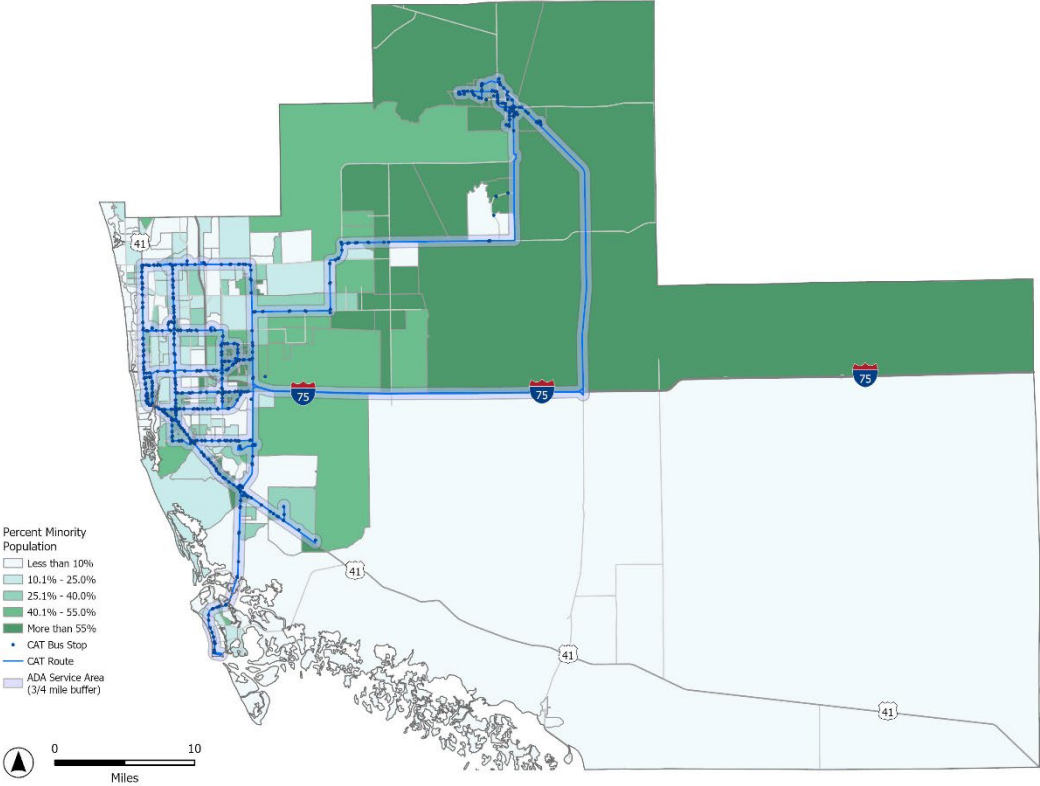
CAT will maintain procedures identified in this Plan to assure continued compliance with Title VI. These procedures will allow for comparing the level and quality of transit services against overall system averages. These procedures will document both the Level of Service Methodology and the Quality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

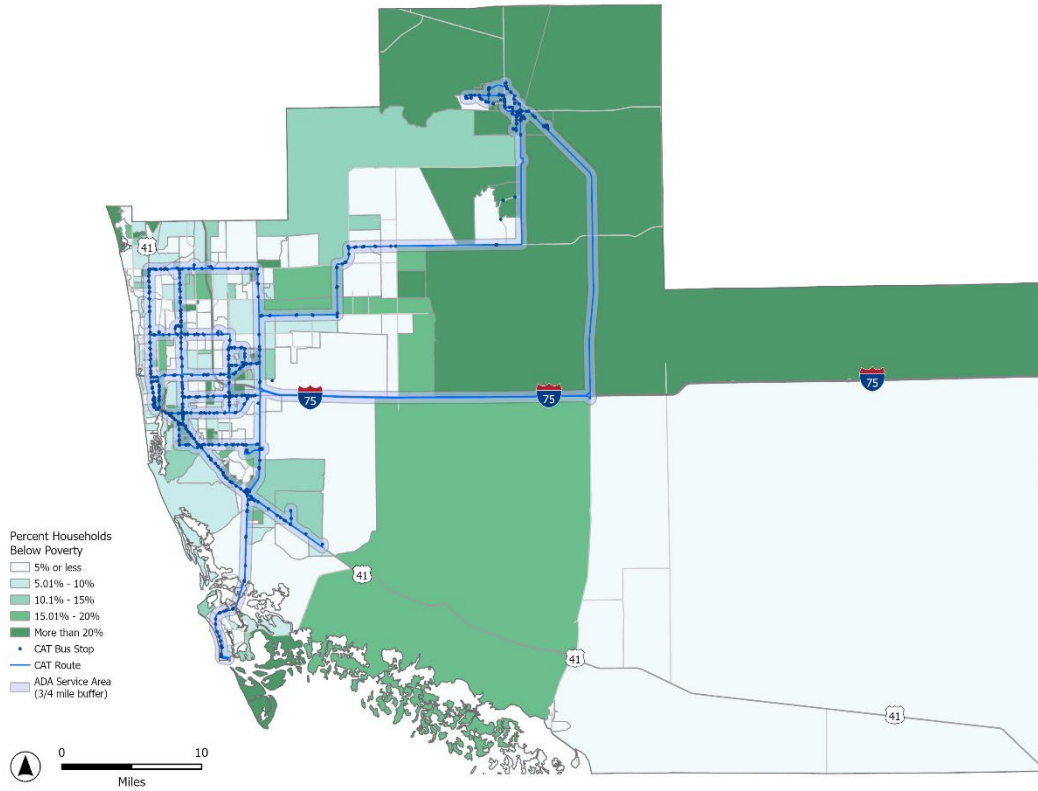
1. This plan and its requirements will be made available to the public upon request and will be available for review from the CAT website or in the CAT offices during regular business hours.
2. CAT will maintain records and submit compliance reports and assessments as required and make available such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

<b>Section I:</b>							
Name:							
Address:							
Telephone (Home/Cell):				Telephone (Work):			
Email Address:							
		Large Print		Audio Tape			
		TDD		Other			
<b>Section II:</b>							
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
<b>Section III:</b>							
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.							
<b>Section IV:</b>							
Have you previously filed a Title VI complaint with this agency?						Yes	No
<b>Section V:</b>							
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

COUNTY OF COLLIER | COLLIER COUNTY | 1032

Summary Applications/Awards THMS Users Locations Designated Recipient Related Actions

### Certifications & Assurances | FY 2025 C&A Affirmations

#### Certification and Assurance Information

Fiscal Year 2025  
 Assigned Date 5/29/2025  
 Due Date 8/21/2025

Original Certification Date 5/29/2025  
 Latest Certification Date 5/29/2025

#### Published Certifications and Assurances

FTA CERTIFICATIONS AND ASSURANCES

Public Transportation Agency Safety Plan (PTASP)

Applicants and recipients of Section 5305 grants and rail transit agencies that are subject to the Safe Safety Oversight Program must certify to Category 2: Public Transportation Agency Safety Plans (PTASPs). 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: 5/29/2025 | Official: Trinity Scott | Attorney: Scott Teach

Category	Title	Cat
01	Certifications and Assurances Required of Every Applicant	1
02	Public Transportation Agency Safety Plans	1
03	Tax Liability and Felony Convictions	1
04	Private Sector Protections	1
05	Transit Asset Management Plan	1
06	Rolling Stock Buy America Reviews and Bus Testing	1
07	Urbanized Area Formula Grants Program	1
08	Formula Grants for Rural Areas	1
09	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	1
10	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	1
11	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	1
12	State of Good Repair Grants	1
13	Infrastructure Finance Programs	1
14	Alcohol and Controlled Substances Testing	1
15	Rail Safety Training and Oversight	1
16	Demand Responsive Service	1
17	Interest and Financing Costs	1
18	Cybersecurity Certification for Rail Rolling Stock and Operations	1
19	Tribal Transit Programs	1
20	Emergency Relief Program	1

1 • 28 of 20

#### Documents

##### Existing Documents

Document	Description	Uploaded By	Date	1
No items available				

Affirmation of Applicant

**Affirmation of Applicant:** BY SIGNING BELOW, on behalf of the Applicant, I declare that I have duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, I agree 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 by 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** May 30, 2025

Affirmation of Attorney

**Affirmation of Applicant's Attorney:** As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that I have 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** May 30, 2025

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.

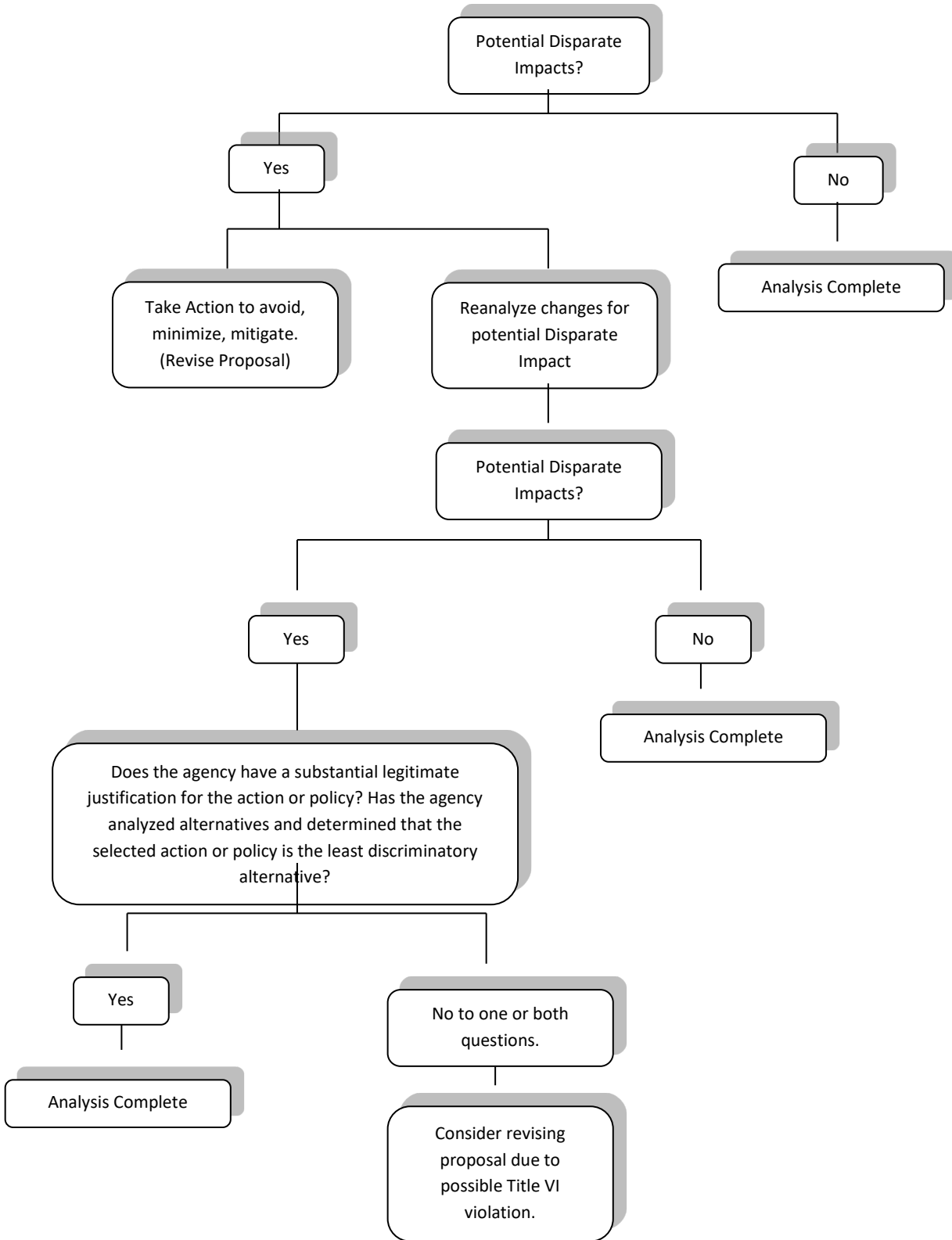
A “disparate impact” is defined as occurring when an adverse effect of a major service or fare change on minority populations is at least 20 percent greater than the adverse effect on the average minority population of CAT’s service area. In order to identify a potential impact, CAT will follow the process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

**2024 Poverty Guidelines: 48 Contiguous States (all states except Alaska and Hawaii)**

### Dollars Per Year

Household/ Family Size	50%	75%	100%	125%	130%	133%	135%	138%	150%	175%	180%	185%
1	7,530.00	11,295.00	15,060.00	18,825.00	19,578.00	20,029.80	20,331.00	20,782.80	22,590.00	26,355.00	27,108.00	27,861.00
2	10,220.00	15,330.00	20,440.00	25,550.00	26,572.00	27,185.20	27,594.00	28,207.20	30,660.00	35,770.00	36,792.00	37,814.00
3	12,910.00	19,365.00	25,820.00	32,275.00	33,566.00	34,340.60	34,857.00	35,631.60	38,730.00	45,185.00	46,476.00	47,767.00
4	15,600.00	23,400.00	31,200.00	39,000.00	40,560.00	41,496.00	42,120.00	43,056.00	46,800.00	54,600.00	56,160.00	57,720.00
5	18,290.00	27,435.00	36,580.00	45,725.00	47,554.00	48,651.40	49,383.00	50,480.40	54,870.00	64,015.00	65,844.00	67,673.00
6	20,980.00	31,470.00	41,960.00	52,450.00	54,548.00	55,806.80	56,646.00	57,904.80	62,940.00	73,430.00	75,528.00	77,626.00
7	23,670.00	35,505.00	47,340.00	59,175.00	61,542.00	62,962.20	63,909.00	65,329.20	71,010.00	82,845.00	85,212.00	87,579.00
8	26,360.00	39,540.00	52,720.00	65,900.00	68,536.00	70,117.60	71,172.00	72,753.60	79,080.00	92,260.00	94,896.00	97,532.00
9	29,050.00	43,575.00	58,100.00	72,625.00	75,530.00	77,273.00	78,435.00	80,178.00	87,150.00	101,675.00	104,580.00	107,485.00
10	31,740.00	47,610.00	63,480.00	79,350.00	82,524.00	84,428.40	85,698.00	87,602.40	95,220.00	111,090.00	114,264.00	117,438.00
11	34,430.00	51,645.00	68,860.00	86,075.00	89,518.00	91,583.80	92,961.00	95,026.80	103,290.00	120,505.00	123,948.00	127,391.00
12	37,120.00	55,680.00	74,240.00	92,800.00	96,512.00	98,739.20	100,224.00	102,451.20	111,360.00	129,920.00	133,632.00	137,344.00
13	39,810.00	59,715.00	79,620.00	99,525.00	103,506.00	105,894.60	107,487.00	109,875.60	119,430.00	139,335.00	143,316.00	147,297.00
14	42,500.00	63,750.00	85,000.00	106,250.00	110,500.00	113,050.00	114,750.00	117,300.00	127,500.00	148,750.00	153,000.00	157,250.00

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 2025 Annual Ridership	Percent of Capacity	Estimated Excess Capacity
11	30	102	3,060	159,120	104,485	66%	34%
12	30	53	1,590	82,680	56,203	68%	32%
13	30	88	2,640	137,280	44,649	33%	67%
14	30	60	1,800	93,600	36,050	39%	61%
15	30	73	2,190	113,880	76,873	68%	32%
16	30	48	1,440	74,880	45,989	61%	39%
17	30	60	1,800	93,600	27,588	29%	71%
19	30	57	1,710	88,920	120,731	136%	-36%
20	30	44	1,320	68,640	19,058	28%	72%
21	30	26	780	40,560	10,629	26%	74%
22	30	56	1,680	87,360	33,225	38%	62%
23	30	48	1,440	74,880	29,741	40%	60%
24	30	104	3,120	162,240	81,455	50%	50%
25	30	44	1,320	68,640	19,972	29%	71%
27	30	52	1,560	81,120	32,911	41%	59%
121	30	14	420	21,840	26,055	119%	-19%
<b>Totals</b>				<b>1,449,240</b>	<b>768,951</b>	<b>53%</b>	<b>47%</b>

**Table 15: Demand Response Capacities**

Rev Miles	Avg Capacity	Est. Annual Seat Miles	Avg Trip Length	FY25 Ridership	Annual Passenger Miles	Percent of Capacity	Estimated Excess Capacity
1,416,057.00	11	15,576,627	10.38	136,359	1,416,057	9%	91%

### **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

**TREND AND PEER COMPARISON ANALYSIS** This section provides trend analyses for key performance, effectiveness, and efficiency measures for the CAT system for the past 5 years. In addition, comparisons to peer agencies have been provided to show how the CAT system performs against similar systems. This evaluation was conducted using data directly obtained from the National Transit Database (NTD) across a number of different variables for transit performance. These system performance measures are recommended by the FDOT TDP Handbook for general performance, efficiency, and effectiveness, as listed and categorized in Table 2-15. **PEER SELECTION** The peer selection process followed the methodology provided by the Transit Cooperative Research Program (TCRP) Report 141: A Methodology for Performance Measurement and Peer Comparison in the Public Transportation Industry and recommended by the FDOT TDP Handbook (2022). The guidance recommends a minimum of 5 agencies and for the purposes of this TDP, 10 agencies have been selected as the final peer group. It is crucial to select a suitable group of peer agencies to ensure that credible comparisons can be made to provide insight and trigger action, as opposed to poorly chosen peers which can produce irrelevant results. For the purpose of performance measuring, an initial group of 15 peers was formed to be compared to CAT. For this TDP update, all previous agencies that were included in the prior TDP update were included as well as additional agencies that were deemed to be similar in nature to CAT

Performance Measures	Effectiveness Measures	Efficiency Measures
Unlinked Passenger Trips	Unlinked Passenger Trips per Capita	Operating Expense per Capita
Passenger Miles Traveled	Passenger Miles Traveled per Capita	Operating Expense per Unlinked Passenger Trip
Vehicle Revenue Miles	Vehicle Revenue Miles per Capita	Operating Expense per Passenger Miles Traveled
Vehicle Revenue Hours	Unlinked Passenger Trips per Vehicle Revenue Mile	Operating Expense per Vehicle Revenue Miles
Vehicles Operating/Available at Maximum Service	Unlinked Passenger Trips per Vehicle Revenue Hour	Operating Expense per Vehicle Revenue Hours
Operating Expense	Vehicle Revenue Miles per Vehicle	
Fare Revenue	Farebox Recovery Ratio	
Average Fare		

TABLE 2-15: SYSTEM PERFORMANCE REVIEW MEASURES

PEER SELECTION The peer selection process followed the methodology provided by the Transit Cooperative Research Program (TCRP) Report 141: A Methodology for Performance Measurement and Peer Comparison in the Public Transportation Industry and recommended by the FDOT TDP Handbook (2022). The guidance recommends a minimum of 5 agencies and for the purposes of this TDP, 10 agencies have been selected as the final peer group. It is crucial to select a suitable group of peer agencies to ensure that credible comparisons can be made to provide insight and trigger action, as opposed to poorly chosen peers which can produce irrelevant results. For the purpose of performance measuring, an initial group of 15 peers was formed to be compared to CAT. For this TDP update, all previous agencies that were included in the prior TDP update were included as well as additional agencies that were deemed to be similar in nature to CAT

This initial list of peer agencies consisted of:

Transit System	Location	Peer Description
The M (Montgomery Area Transit)	City of Montgomery, AL	From Previous TDP
TTA (Tri-State Transit Authority)	Huntington, WV	From Previous TDP
The Wave Transit System	City of Mobile, AL	From Previous TDP
ART (Asheville Redefines Transit)	City of Asheville, NC	From Previous TDP
GCT (Gwinnett County Transit)	Lawrenceville, GA	From Previous TDP
PCPT (Pasco County Public Transportation)	New Port Richey, FL	From Previous TDP
The Wave (Cape Fear Public Transportation Authority)	Wilmington, NC	From Previous TDP
Breeze Transit (Sarasota County Area Transit)	Sarasota, FL	Newly Added
LeeTran (Lee County Transit)	Fort Myers, FL	Newly Added
Bayway (Bay County Transportation)	Panama City, FL	Newly Added
GoLine (Indian River County)	Vero Beach, FL	Newly Added
Citrus Connection (Lakeland Area Mass Transit District)	Lakeland, FL	Newly Added
CARTA (Charleston Area Regional Transportation Authority)	North Charleston, SC	Newly Added
ECAT (Escambia County Area Transit Authority)	Pensacola, FL	Newly Added
CCRTA (Cape Cod Regional Transit Authority)	Hyannis, MA	Newly Added

TABLE 2-16: TRANSIT SYSTEM PEER REVIEW SELECTION

The selection of potential peers was conducted using the peer selection methodology outlined in the FDOT TDP Handbook, employing validated 2022 National Transit Database (NTD) data and the Florida Transit Information System (FTIS). Additional potential peers that were selected consisted of transit agencies from the previous TDP and agencies located in the southeastern United States, specifically those with coastal characteristics in their geographic profiles. From the newly identified transit agencies, Breeze Transit (Sarasota, FL), LeeTran (Fort Myers, FL), Bayway (Panama City, FL), GoLine (Vero Beach, FL), and Citrus Connection (Lakeland, FL) were chosen because they are situated within Florida, either in coastal counties or counties near Collier County. Additionally, CARTA (North Charleston, SC), ECAT (Pensacola,

FL), and CCRTA (Hyannis, MA) were selected based on their recommendation as top peers to CAT according to the FTIS Urban iNTD tool. It is worth noting that ART was also recommended but was already included in the previous TDP peer group. NTD data for this initial set of peer agencies was then obtained and analyzed to determine similarity to CAT and suitability to be used as a peer. Likeness scores were calculated for 14 different indicators including 8 operating characteristics and 6 exogenous variables. A secondary screening was also performed with additional indicators to rule out any anomalies within the initial peer group. A detailed account of the selection methodology can be found in Appendix A.

Based on the results from the initial likeness score comparison and the secondary screening, a final set of 10 agencies were selected, as listed in Table 2-17. The table also includes the likeness score for each agency and the reasons that the agency was selected to be in the final peer group. It is acknowledged as part of the methodology that peers will not be exactly like one another in all categories and the approved methodology is built to allow for that and allow for similarity in only a few other categories. For full details on stage 2 of the screening refer to Appendix A for the full Peer Selection methodology.

Peer Agency	Likeness Score	Reasoning for Top 10 Selection
Breeze Transit (Sarasota County Area Transit), Sarasota, FL	6.98	Likeness score and location of the peer is desirable.
LeeTran (Lee County Transit), Fort Myers, FL	7.80	Likeness score from the primary review was substantially lower and location of the peer is desirable.
Bayway (Bay County Transportation), Panama City, FL	6.03	Likeness score and location of the peer is desirable.
ECAT (Escambia County Area Transit Authority), Pensacola, FL	6.05	Likeness score
CCRTA (Cape Cod Regional Transit Authority), Hyannis, MA	6.30	Likeness score
CARTA (Charleston Area Regional Transportation Authority), North Charleston, SC	6.06	Likeness score
Citrus Connection (Lakeland Area Mass Transit District), Lakeland, FL	5.68	Likeness score and location of the peer is desirable.
The Wave (Cape Fear Public Transportation Authority), Wilmington, NC	5.49	Likeness score
The Wave Transit System, City of Mobile, AL	6.81	Likeness score
PCPT (Pasco County Public Transportation), New Port Richey, FL	6.35	Likeness score

TABLE 2-17: LIKENESS SCORES AND REASONING FOR TOP 10 PEER GROUP SELECTION

**NORMALIZING DATA** To accurately portray cost data, all monetary values were normalized to reflect the effects of inflation and differences in labor costs between geographical regions. It is important to consider for labor costs differences as it allows for conclusions to be drawn with more certainty that the cost differences between agencies are due to internal agency efficiency variances rather than external cost variation. Labor costs are also typically the largest component of an agency's operating costs. It is relevant to consider inflation rates to see if an agency's costs are changing faster or slower than inflation when conducting trend analyses. To adjust for differences in labor costs between counties, average labor wage rates were used to recalculate cost data. Annual average weekly wages for 2022 were obtained from the US Bureau of Labor Statistics' Quarterly Census of Employment and Wages. All occupation types were included in the average calculation as agencies have no control over general labor environments in the county, which the cost data is being adjusted for, as opposed to the industry-specific labor rates that the agencies have some control over. Including all occupations also allows for an agency to analyze how much of its labor is spent in comparison to the county's average wages, as well as to adjust its costs to reflect changes in the county's overall cost of living. The peer agencies' cost data was adjusted for labor cost differences by multiplying the raw cost data from NTD by the ratio between Collier's average labor cost over the peer agency county's average labor cost. To adjust for inflation in trend analyses, consumer price indices (CPI) were used to recalculate cost data. As the selected peers are located in different states around the United States, national CPIs were used. CPI values for the years of 2018 to 2022 were obtained from the US Bureau of Labor Statistics' CPI Inflation Calculator to adjust cost data for inflation across these years. This was done by multiplying the raw cost data from NTD by a ratio between the initial year's (2018) CPI over the analysis year's CPI.

**PERFORMANCE MEASURES** Data for select system characteristics were taken from NTD to assess the general operating performance of the CAT system and its chosen peers. All of the performance indicators are based on exact data values from the NTD database, reflecting total values for all modes. **UNLINKED PASSENGER TRIPS (UPT)** Unlinked passenger trips (UPT) refer to the number of people riding only one public transit vehicle from origin to destination, counting a new trip each time a vehicle is boarded no matter how many transfers are made. UPT data represents the market demand for service, and a higher number of passenger trips is considered a positive metric. UPT numbers for CAT decreased by almost 30% from 0.95 million trips in 2018 to 0.65 million in 2021 but increased to 0.75 million in 2022. The growth in trips from 2021 to 2022 suggests service improvements have started to take effect as ridership has returned following the COVID pandemic. Due to three peers with much higher UPT values, CAT falls below the average UPT (shown with the blue line in Figure 2-41) of the peer group. Excluding these top three peers, Collier has one of the higher UPT values amongst the remaining peers.

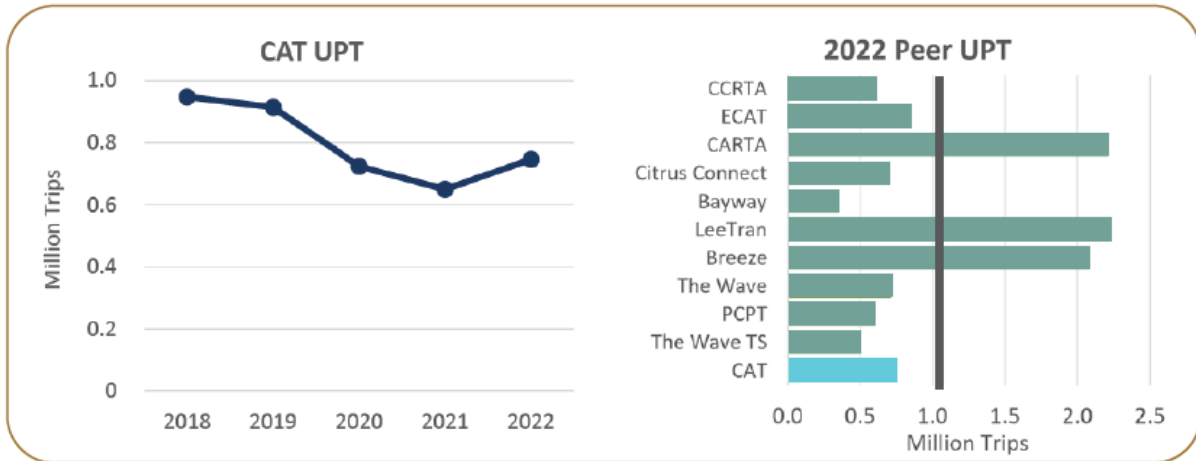


FIGURE 2-41: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR UNLINKED PASSENGER TRIPS

PASSENGER MILES TRAVELED (PMT) Passenger miles traveled (PMT) denotes the total distance traveled by all passengers using the service. As with UPT, higher PMT is also a positive metric. PMT numbers for CAT follow the same trend as the UPT numbers, decreasing about 30% from 7.4 million miles in 2018 to 5.3 million in 2021, but increasing to 6.1 million in 2022 (shown in Figure 2-42). This is directly reflective of passenger trips which are to be expected. Similar to UPT, the same three agencies with much higher PMT values are influencing the average value to be higher. CAT PMT is just below the average value and is also one of the higher values excluding these top three agencies.

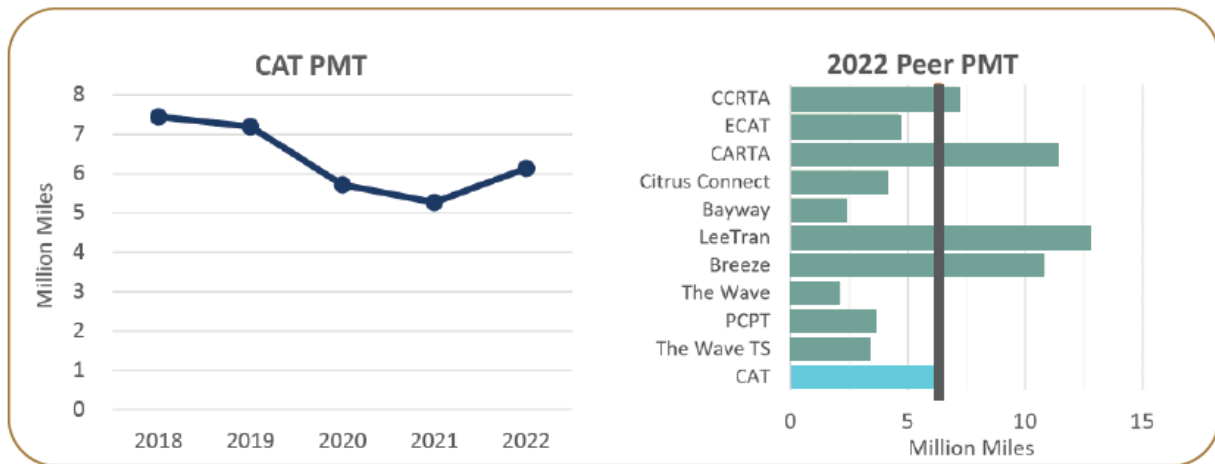


FIGURE 2-42: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR PASSENGER MILES TRAVELED

VEHICLE REVENUE MILES (VRM) Vehicle revenue miles (VRM) detail the total distance traveled where the transit service was operating in revenue service, which excludes deadhead travel, training operations, and charter services. VRM as a metric itself is not indicative of positive or negative performance and should be analyzed in relation to productivity and cost-effectiveness measures. The slightly decreasing trend in CAT vehicle revenue miles suggests that services are being withdrawn, and with the lack of riders and passenger miles in 2020 and 2021 but a relatively stable amount of service being provided suggest that a major cost recovery issue would have occurred that is likely still impacting the agency (shown in Figure 2-43). CAT VRM is just below the peer average, however, VRM itself is not indicative of performance. The larger transit agencies such as LeeTran and Sarasota Breeze most likely run more service or longer routes that result in greater VRM.

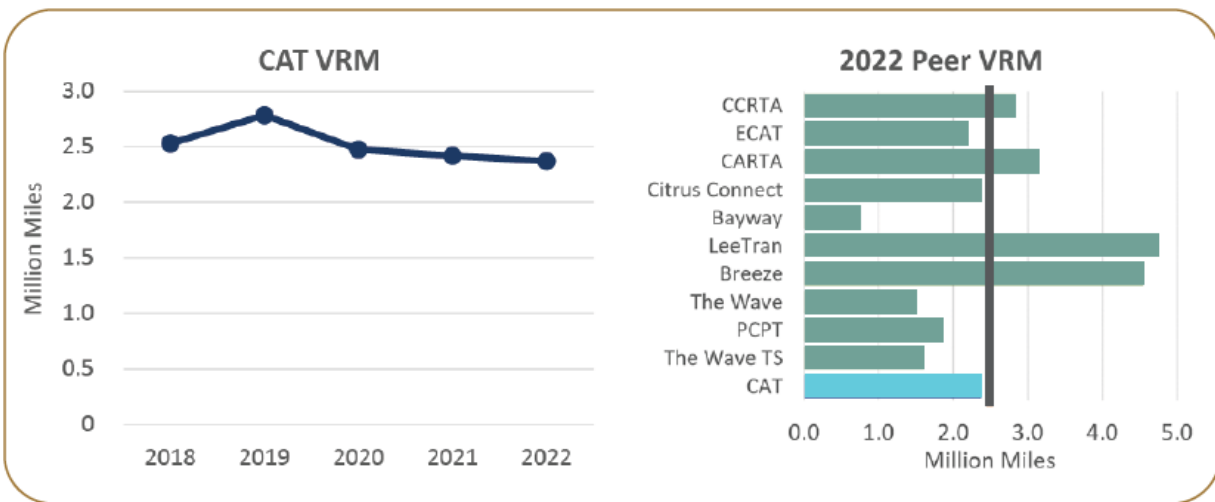
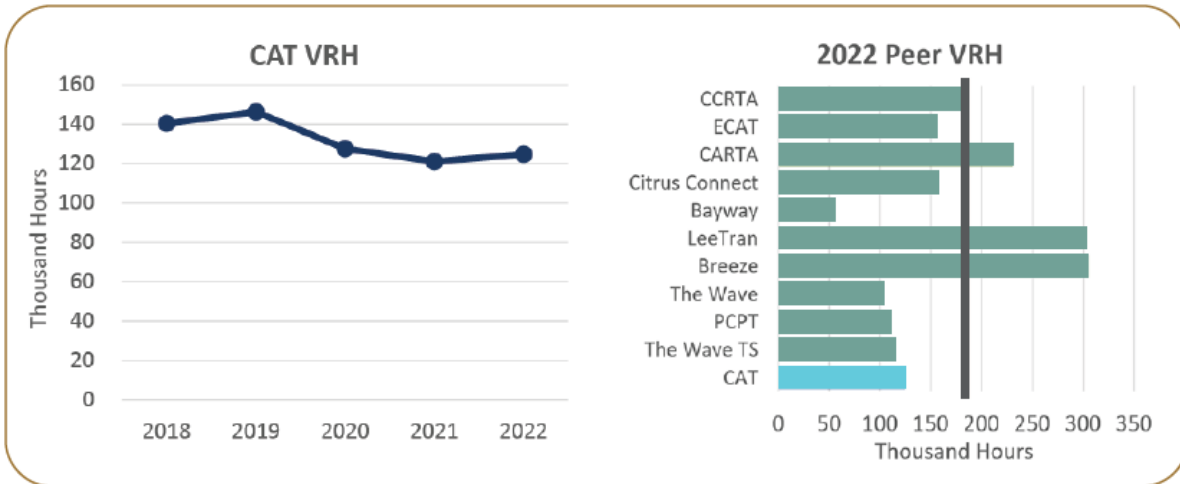


FIGURE 2-43: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR VEHICLE REVENUE MILES

VEHICLE REVENUE HOURS (VRH) Vehicle revenue hours (VRH) represent the total travel time that transit vehicles have operated during revenue service. Like with VRM, VRH as a metric itself is not indicative of positive or negative performance and should be analyzed in relation to productivity and cost-effectiveness measures. Given that CAT VRH values have gone up slightly from 2021 to 2022 compared to decreasing VRM, this would suggest that routes that serve longer distances and cover more miles, possibly towards more rural areas have been restricted and instead shorter routes with more service has replaced it. The increase is also a reflection of congestion as a result of the growth within the County, causing longer travel times for the same distances compared to the previous year. CAT VRH is below the peer average, but again VRH itself is not indicative of performance (shown in Figure 2-44). The larger transit agencies such as LeeTran and Sarasota Breeze most likely run more service or for longer times which results in greater VRH.



**FIGURE 2-44: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR VEHICLE REVENUE HOURS**

VEHICLES OPERATING/AVAILABLE AT MAXIMUM SERVICE (VOMS/VAMS) Vehicles operating or available at maximum service counts the number of vehicles that are required for (VOMS) or are available to (VAMS) the transit agency to operate at peak full service. VOMS is important for assessing fleet size, directly relating to the network structure and availability of service. VOMS/VAMS numbers can impact the number of routes and frequency of service offered by the transit agency. VOMS helps to determine the required vehicle demand during maximum service versus the vehicles available. VAMS increased from 2020 to 2021 during the pandemic, when less service was required and VOMS was lower. This likely resulted in the decrease in VAMS from 2021 to 2022, however, VOMS has since increased, which would suggest that CAT are operating very close to the line in terms of not having enough vehicles to provide service. Both CAT VOMS and VAMS values are below the peer average, but this is not indicative of performance as agencies will require different numbers of vehicles due to varying services.

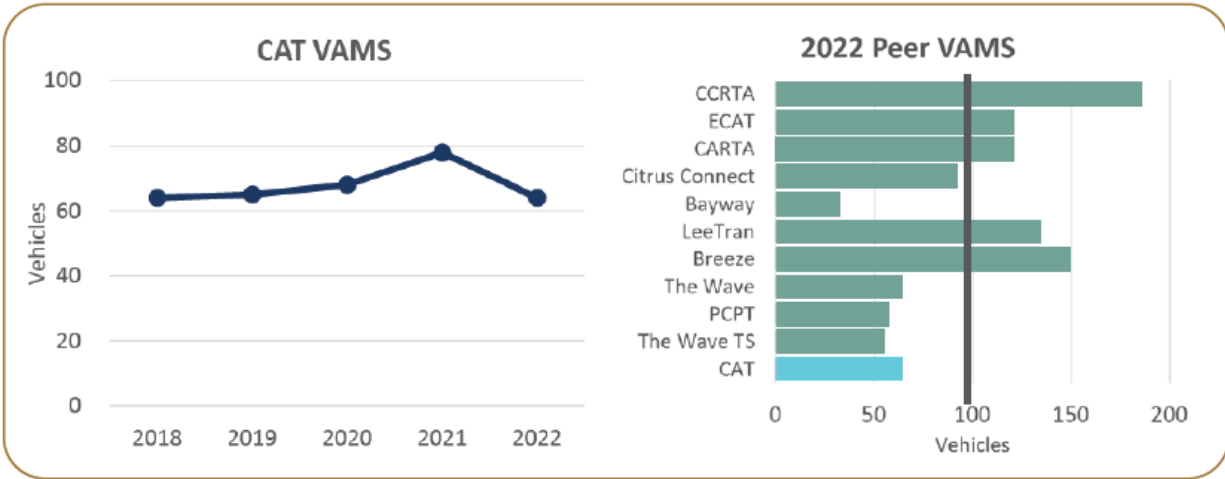


FIGURE 2-45: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR VEHICLES AVAILABLE AT MAXIMUM SERVICE

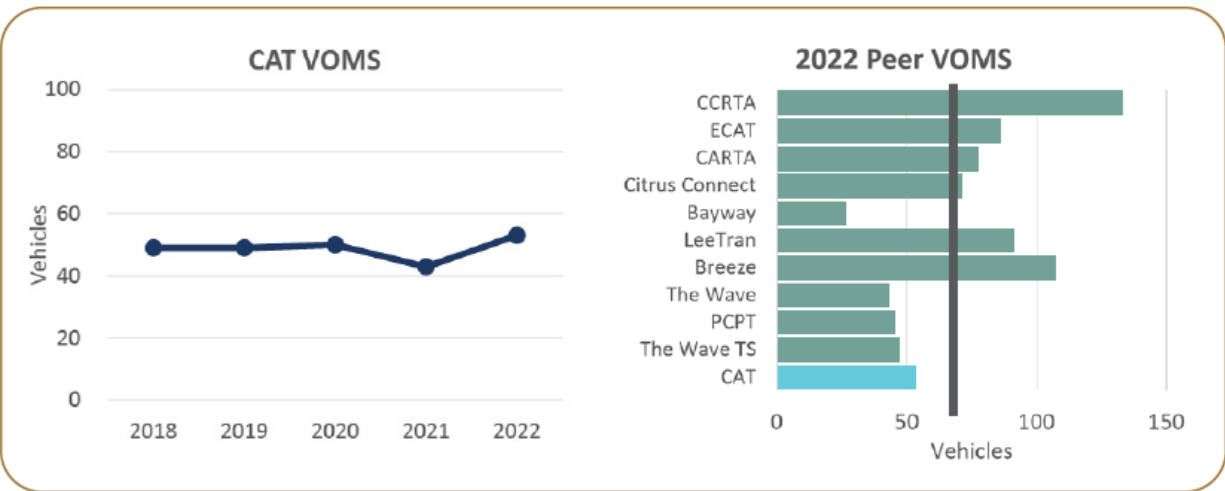


FIGURE 2-46: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR VEHICLES OPERATING AT MAXIMUM SERVICE

**OPERATING EXPENSE** Total operating expense considers all costs associated with operating the transit service, including operational, maintenance, and administrative costs. The NTD data values for operating expense were recalculated for the peer comparison chart to account for differences in labor costs across different geographical regions. The CAT trend chart includes a secondary data series reflecting the cost data in 2018-dollar values, depicting the impacts of inflation over the years (shown in Figure 2-47). CAT operating expenses have shown a general increase in trends since 2018 which is to be expected as service gets more expensive to deliver. However, the increase in operating expenses does not appear as drastic between 2021 to 2022 in 2018-dollars, indicating the increase in cost is mostly due to the impact of inflation. Operating expenses should be analyzed in relation to fare revenue and farebox recovery rates to determine how much of the cost of the service is being recouped. CAT operating expenses are below

the peer average, indicating that the transit system does not cost as much to operate compared to the other larger agencies.

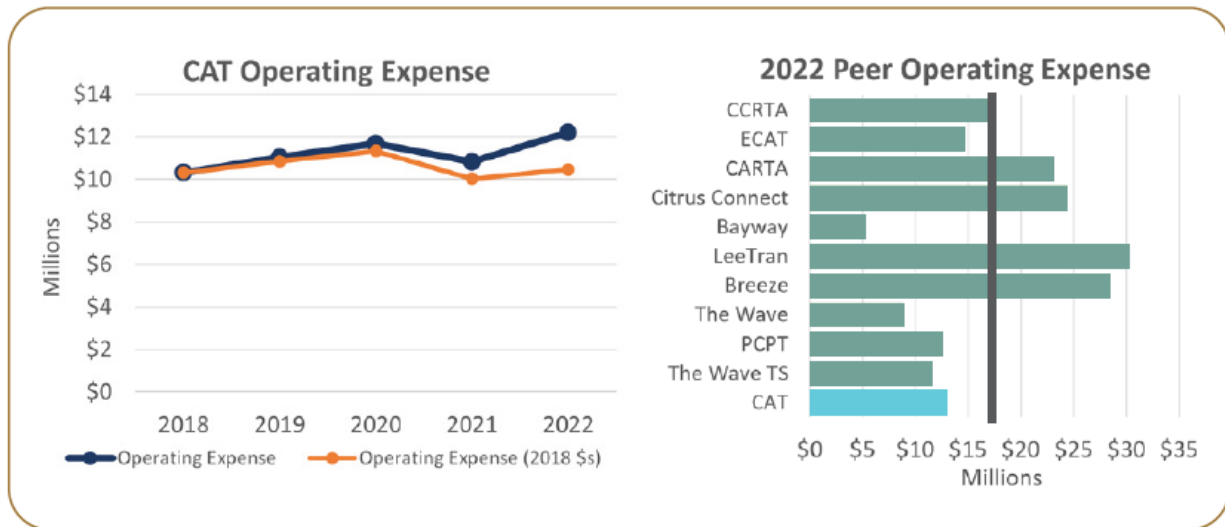


FIGURE 2-47: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR OPERATING EXPENSE

**FARE REVENUE** Fare revenue is the total amount of revenue generated from fare-paying transit service users. Again, the CAT trend chart includes a secondary data series reflecting the revenue data in 2018-dollar values, depicting the impacts of inflation over the years (shown in Figure 2-48). Post-pandemic, CAT fare revenue has been steadily increasing which would be in line with passenger trips also increasing. As with operating expense, fare revenue is most useful when analyzed in relation to operating expense and farebox recovery rates. CAT fare revenue is below the peer average, indicating that CAT receives less revenue from rider fares compared to other agencies, especially CARTA with a significantly higher fare revenue value

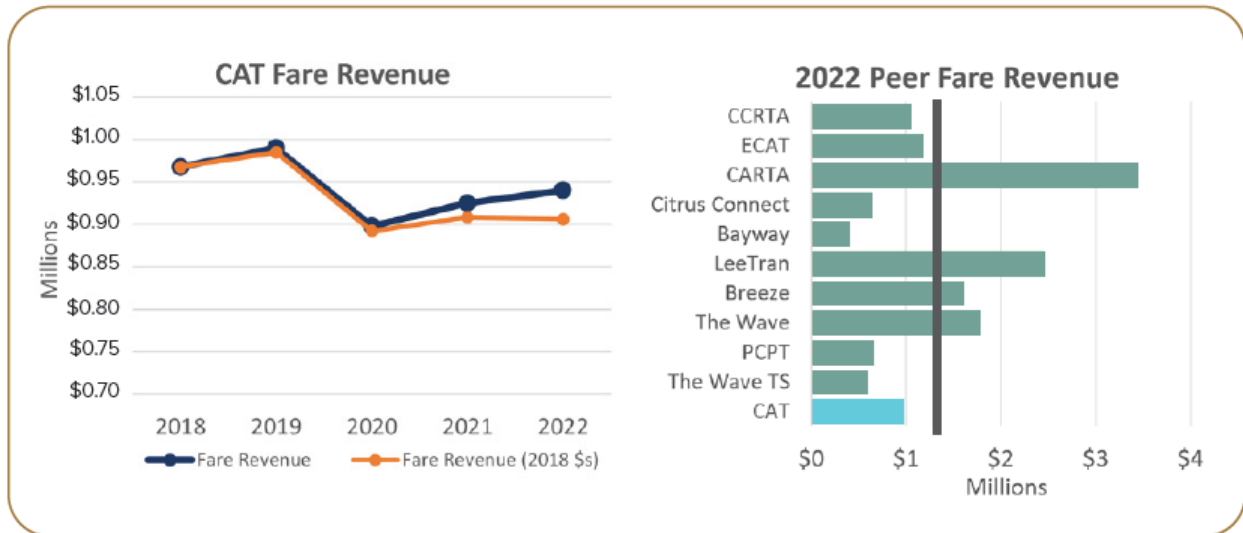


FIGURE 2-48: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR FARE REVENUE

EFFECTIVENESS MEASURES Service effectiveness is represented by performance characteristics in relation to the population, as the selected indicators demonstrate to what extent service-related goals are being achieved. This includes service supply, service consumption, and quality of service. Effectiveness measure values are obtained or derived from NTD data and reflect total values for all modes. UNLINKED PASSENGER TRIPS/ PASSENGER MILES TRAVELED PER CAPITA UPT per capita is calculated by dividing UPT by the service area population, measuring transit usage within the service area. Similarly, PMT per capita is derived from dividing PMT by the service area population. Higher values represent a greater utilization of service. CAT UPT and PMT per Capita values have been decreasing over the years, with a steeper decrease towards 2020, likely due to people taking transit less during the pandemic. There was a small increase from 2021 to 2022 as ridership began to improve back towards pre-pandemic levels. CAT UPT per capita is below the peer average (shown in Figure 2-49) and PMT per capita just slightly below, demonstrating that service utilization is less effective compared to other agencies, especially CARTA with a significantly higher value (shown in Figure 2-50).

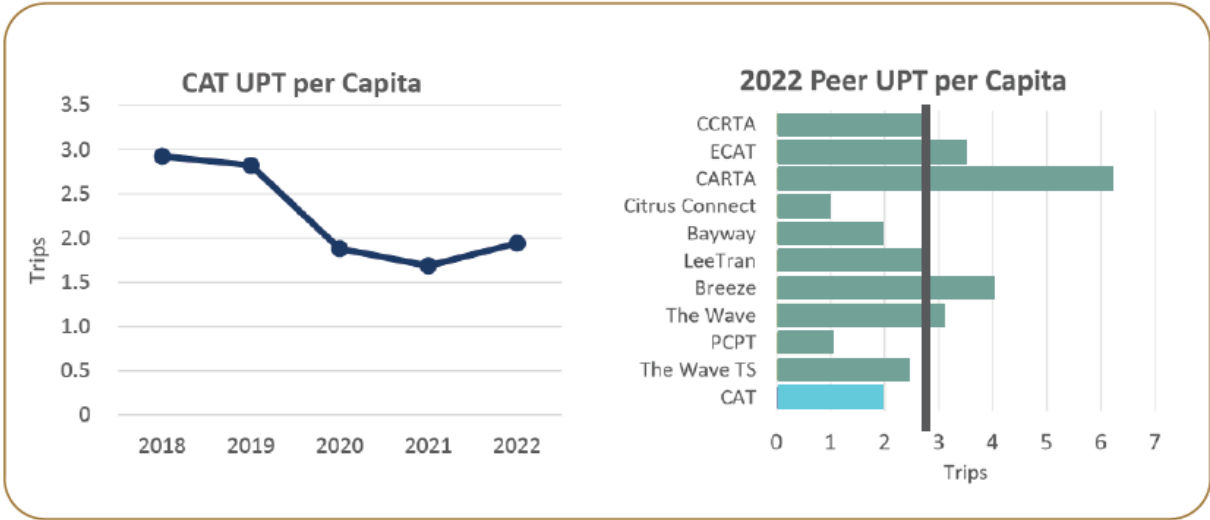


FIGURE 2-49: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR UNLINKED PASSENGER TRIPS PER CAPITA

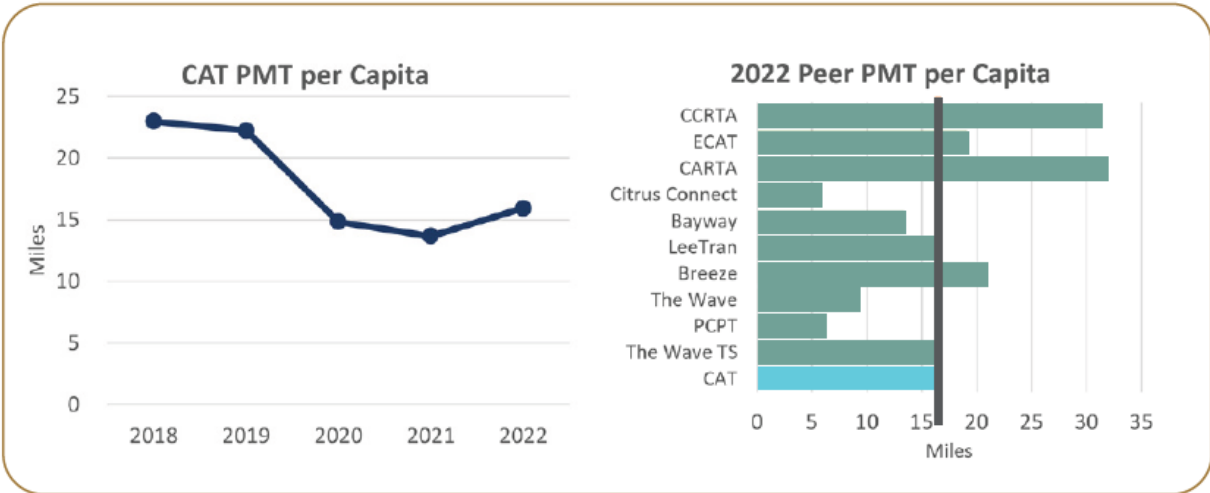
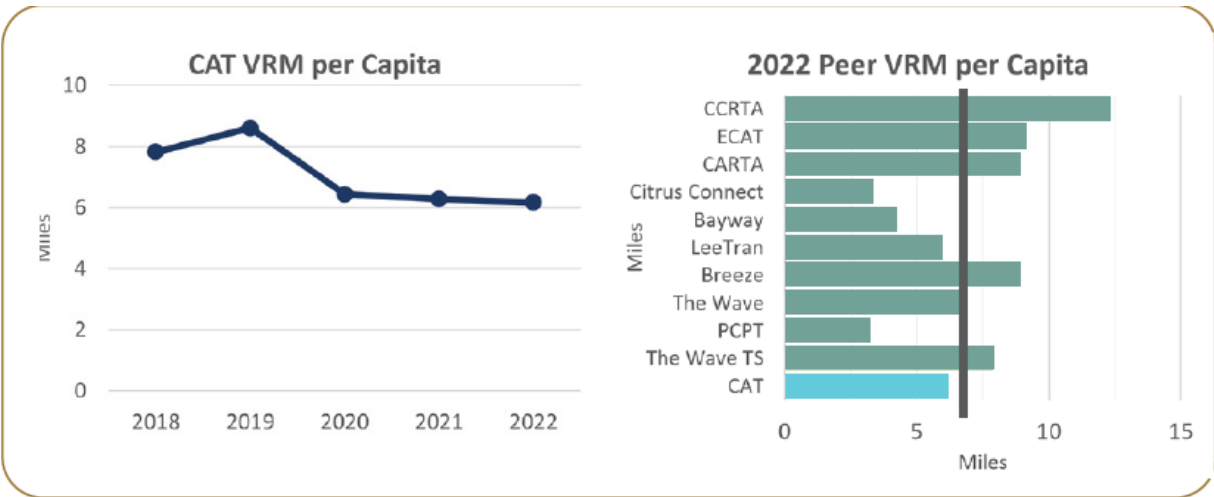


FIGURE 2-50: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR PASSENGER MILES TRAVELED PER CAPITA

VEHICLE REVENUE MILES PER CAPITA VRM per capita is calculated from the dividing VRM by the service area population, measuring the supply of service provided based on the population of the service area. There was a significant decrease in VRM per capita from 2019 to 2020, likely due to reduced service as a result of the pandemic (shown in Figure 2-51). Values stayed relatively steady after 2020, but still slightly decreasing. The 2022 CAT value is just below the peer average.



**FIGURE 2-51: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR VEHICLE REVENUE MILES PER CAPITA**

UNLINKED PASSENGER TRIPS PER VEHICLE REVENUE MILE/ VEHICLE REVENUE HOUR Dividing UPT by VRM or VRH can serve as other indicators for productivity and service consumption, measuring the utilization rates per unit of provided service. Higher values are desirable as it reflects that there is greater utilization of service. CAT UPT (shown in Figure 2-52) per VRM values stayed consistent for four years after a decrease from 2018 to 2019, while UPT per VRH values decreased over the years and only increased from 2021 to 2022. CAT UPT per VRM is below average and UPT per VRH is average amongst the peers (shown in Figure 2-53).

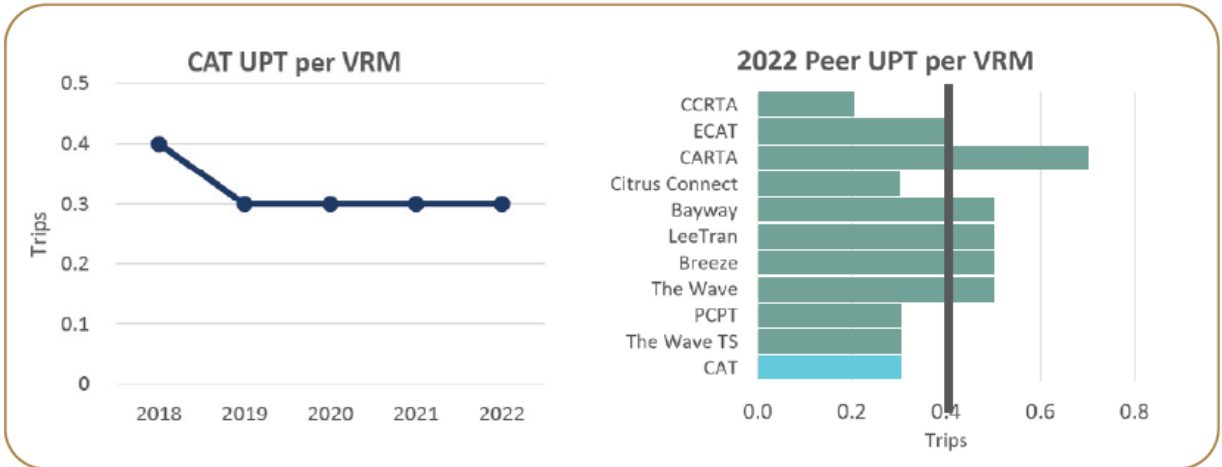


FIGURE 2-52: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR UNLINKED TRIPS PER VEHICLE REVENUE MILE

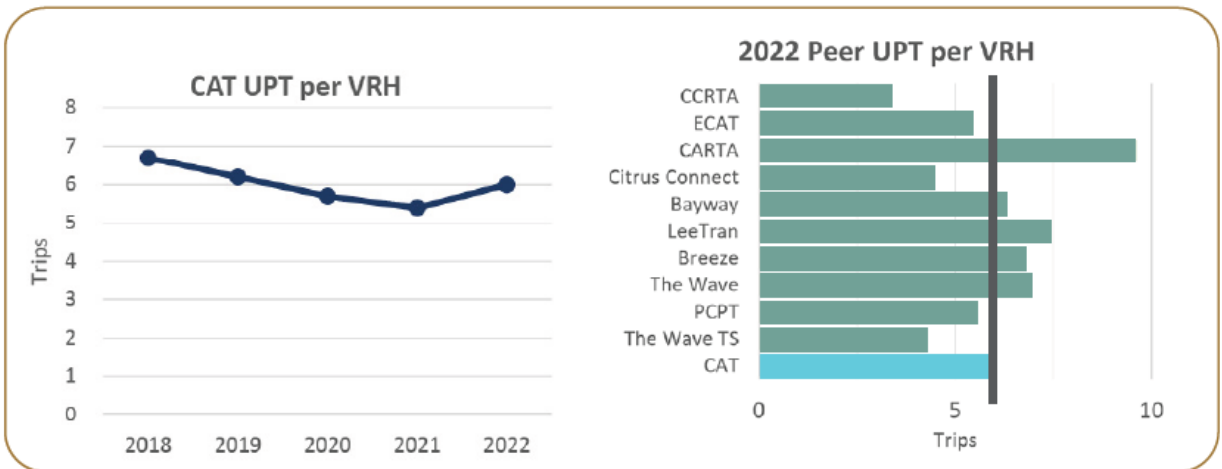
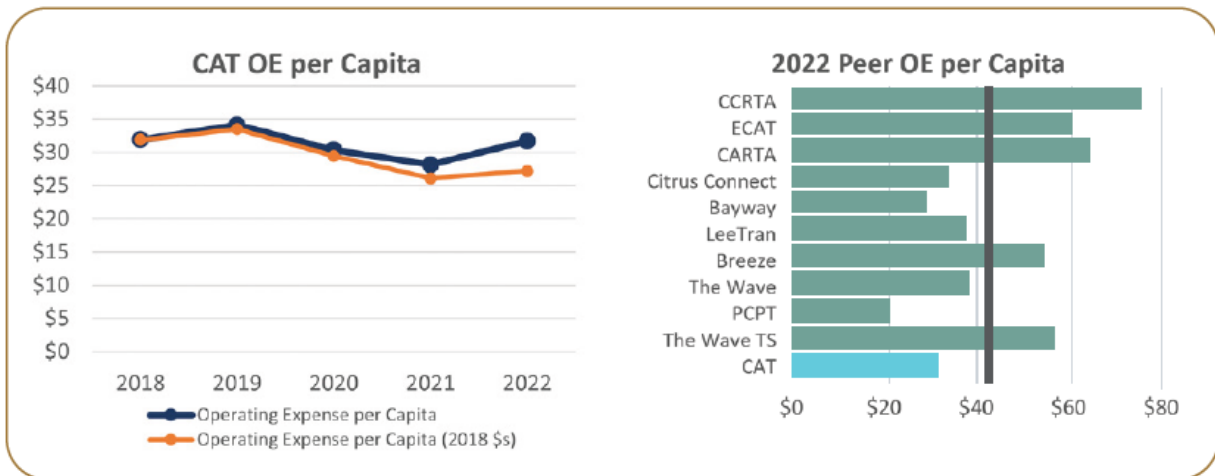


FIGURE 2-53: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR UNLINKED TRIPS PER VEHICLE REVENUE HOUR

**EFFICIENCY MEASURES** Service efficiency revolves mostly around operating expenses and a few other indicators, in essence, how much it costs to provide and run the service. Most of the efficiency measures are derived from ratios between two performance measures, and again reflect total values for all modes. The data values for all measures involving operating expense were recalculated for the peer comparison charts to account for differences in labor costs across different geographical regions. The trend charts include secondary data series reflecting the cost data in 2018-dollar values, depicting the impacts of inflation over the years. **OPERATING EXPENSE PER CAPITA** Operating expense per capita reflects the total investment spent on provided transit services in relation to the service area population. The metric itself reflects greater investment in transit with higher values, however, there are many additional underlying considerations including productivity, demand, and utilization. Operating expense per capita decreased from 2019 to 2021, possibly due to lowered costs from less service during the pandemic, then increased in 2022. CAT’s operating expense per capita value is below the peer average, indicating that it spends less per capita to operate compared to other agencies (shown in Figure 2-54).



**FIGURE 2-54: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR OPERATING EXPENSE PER CAPITA**

OPERATING EXPENSE PER UNLINKED PASSENGER TRIP/PASSENGER MILE TRAVELED Operating expense per UPT/PMT indicate the average cost to provide service for each unlinked trip or passenger mile, showcasing the market demand for the service and how service is delivered. The lower these values, the better, as it is ideal to minimize cost per trip/mile. The trends for operating expense per UPT/PMT are identical; increasing up to 2021 and slightly decreased in 2022 (shown in Figures 2-55 and Figure 2-56). The increase from 2020 to 2021 was mostly due to inflation as the trends decreased from 2020 to 2022 in 2018-dollar values. The operating expense per UPT/PMT values for CAT are below the peer averages, meaning that it costs less to operate per trip/mile compared to other agencies.

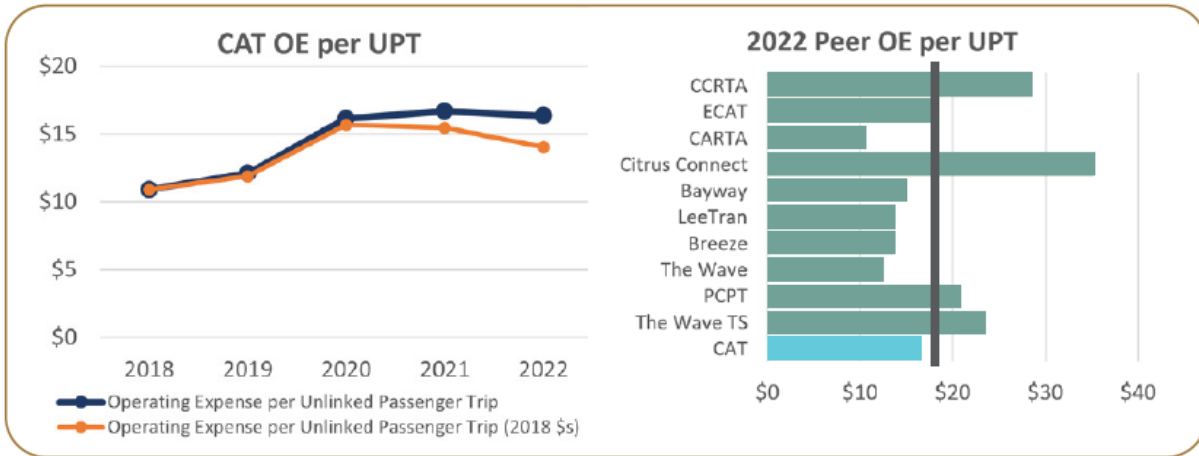


FIGURE 2-55: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR OPERATING EXPENSE PER UNLINKED TRIP

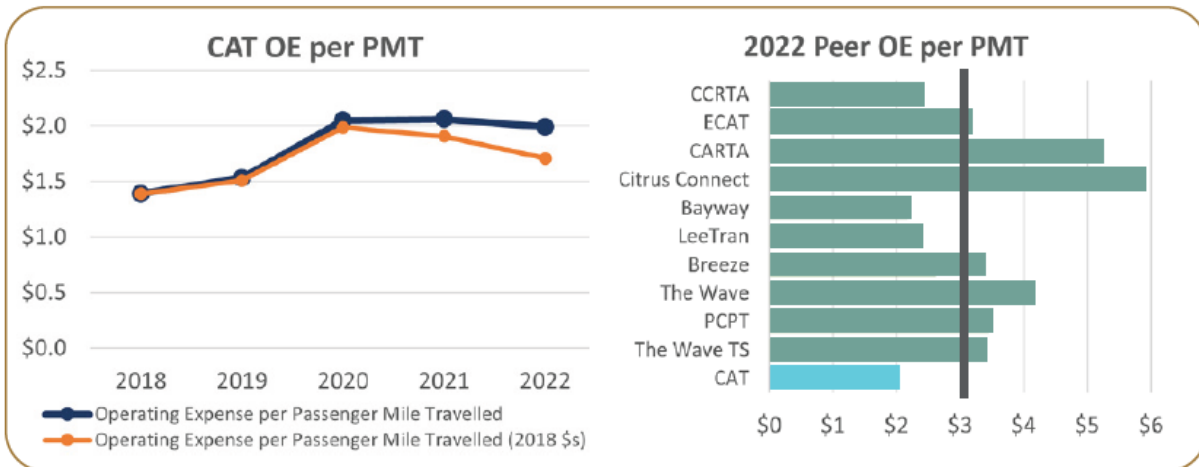


FIGURE 2-56: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR OPERATING EXPENSE PER PASSENGER MILE

OPERATING EXPENSE PER VEHICLE REVENUE MILE/ VEHICLE REVENUE HOUR Operating expense per VRM/VRH are average cost calculations for every service mile or hour, evaluating the efficiency of transit service delivery. Lower values are ideal to minimize the cost per mile/hour. CAT operating expense and vehicle revenue miles have been consistently increasing, except for a slight decrease from 2020 to 2021. Apart from Citrus Connect, the operating expense per VRM/VRH values are close together across the agencies. CAT's values are below the peer averages, demonstrating that it costs less to operate per mile/hour compared to other agencies (shown in Figures 2-57 and 2-58).

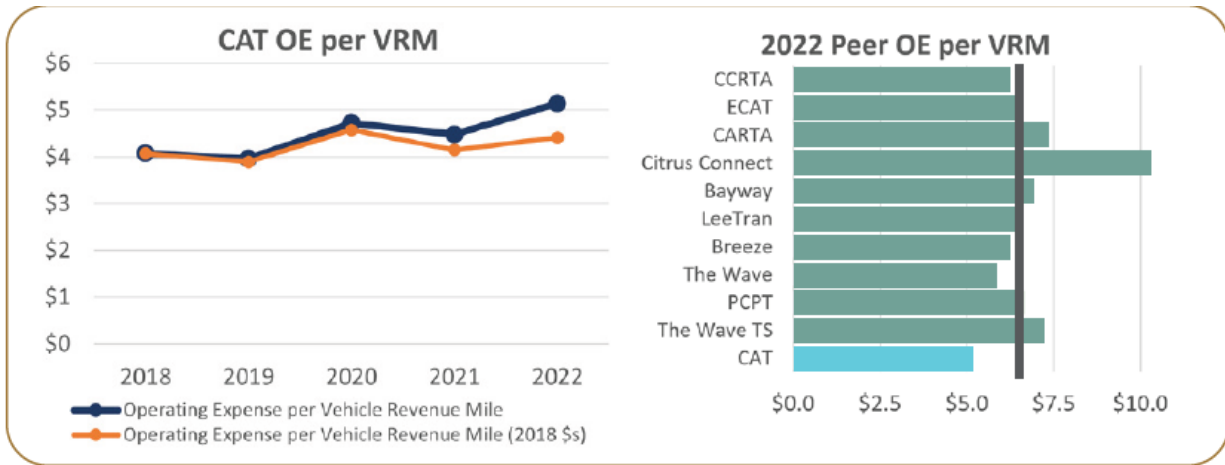


FIGURE 2-57: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR OPERATING EXPENSE PER REVENUE MILE

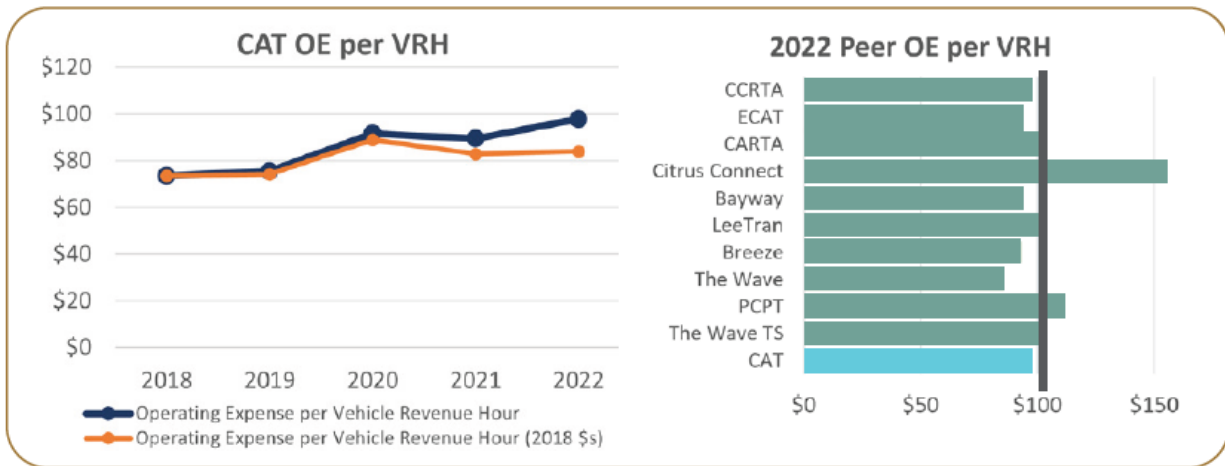


FIGURE 2-58: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR OPERATING EXPENSE PER REVENUE HOUR

VEHICLE REVENUE MILES PER VEHICLE VRM per vehicle is the average service provided by each vehicle in operation during maximum service, derived from dividing VRM by VOMS. It is an indication of vehicle utilization, but there are other contextual considerations to be made including fleet size and age. VRM per vehicle values decreased from 2019 to 2021, likely due to lowered vehicle utilization during the pandemic. CAT has the highest VRM per vehicle value compared to the other peer agencies, indicating high vehicle utilization (shown in Figure 2-59).

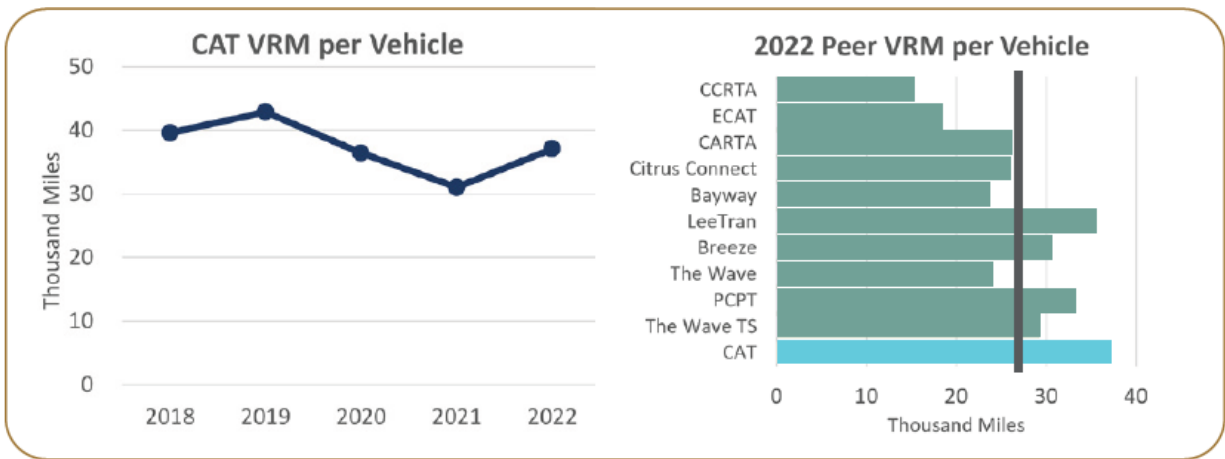


FIGURE 2-59: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR VEHICLE REVENUE MILE PER VEHICLE

**FAREBOX RECOVERY RATIO** Farebox recovery ratio is the percentage of the total operating expenses that are funded by total fare revenue from service users, equating fare revenue over operating costs. Higher farebox recovery is desired as that means a greater percentage of the operating costs are covered by passengers compared to other funding sources. The farebox recovery ratio of approximately 8% in 2022 demonstrates a low level of recovery and therefore indicating that the transit network is heavily reliant on other funding sources. However, CAT is performing below but near the peer mean which suggests that it is performing at an average level in comparison to other agencies, many of whom are performing worse (shown in Figure 2-60).

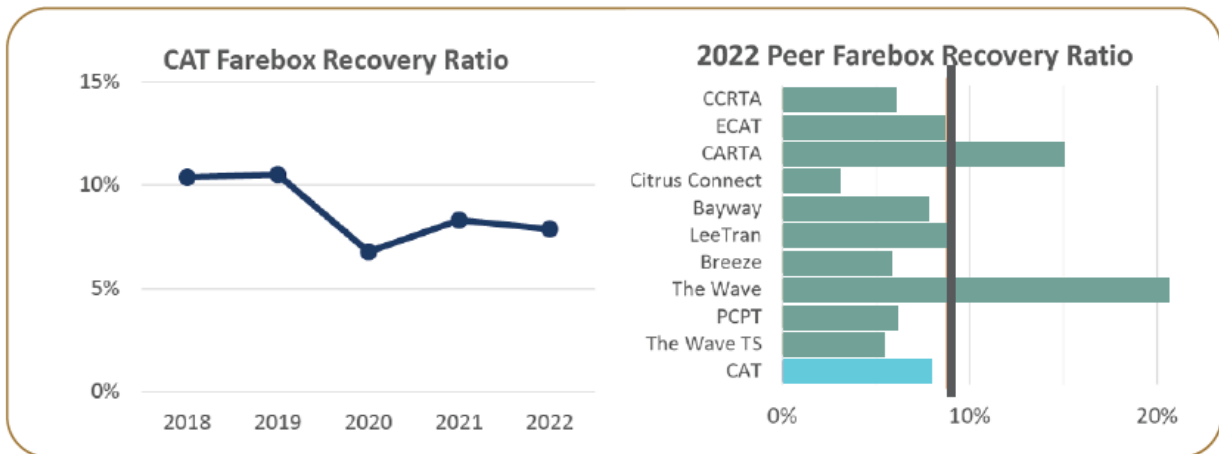
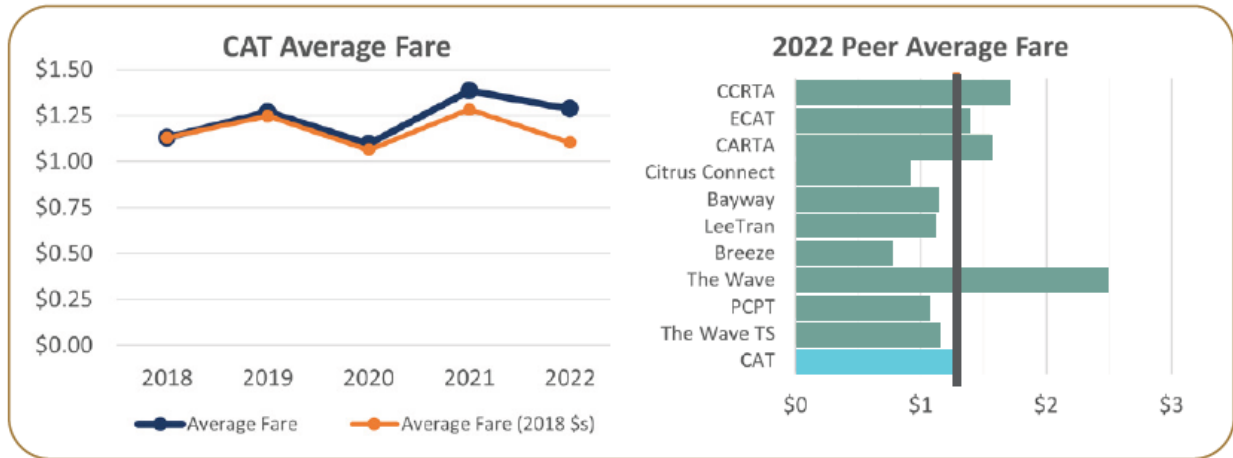


FIGURE 2-60: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR FAREBOX RECOVERY RATIO

**AVERAGE FARE** Average fare is the average amount paid per passenger per trip and is calculated by dividing fare revenue by UPT. The metric itself is not necessarily indicative of performance but is a good comparison to other transit systems in terms of fare cost. CAT's average fare value is right at the peer average, showing that the fares implemented by CAT are comparable to the other agencies, other than The Wave, which has a much higher average fare (shown in Figure 2-61).



**FIGURE 2-61: 5-YEAR TREND AND 2022 PEER COMPARISON CHARTS FOR AVERAGE FARE**

## Appendix H

### List of Community Agencies

#### Collier Senior Center

4898 Coronado Parkway  
Naples, Florida  
[www.collierseniorcenter.org](http://www.collierseniorcenter.org)

Naples, FL 34104  
Phone: 239-430-3934  
Fax: 239-430-9213  
[www.lighthouseofcollier.org](http://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](http://www.healthycollier.org)



#### Neighborhood Health Clinic

88 12<sup>th</sup> St N Unit 100  
Naples, FL 34102  
Phone: 239-529-2255

Email: [info@neighborhoodhealthclinic.org](mailto:info@neighborhoodhealthclinic.org)  
[www.neighborhoodhealthclinic.org](http://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](http://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](mailto:info@plancc.org)  
[www.plancc.org](http://www.plancc.org)

#### Catholic Charities, Diocese of Venice, Inc.

P.O. Box 2116  
Venice, Florida 34284  
[www.catholiccharitiesdov.org](http://www.catholiccharitiesdov.org)

#### United Way of Collier and the Keys

P.O. Box 2143  
Key West, FL 33045  
[admin@keysunitedway.org](mailto:admin@keysunitedway.org)  
[www.keysunitedway.org](http://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](mailto:hiram_ruiz@dcf.state.fl.us)

#### Harry Chapin Food Bank

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

#### Collier 211

Phone: 211 (IN FL) or (239)-263-4211  
[www.collier211.org](http://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](mailto: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.

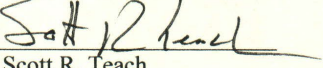
ATTEST:  
DWIGHT E. BROCK, Clerk

BOARD OF COUNTY COMMISSIONERS,  
COLLIER COUNTY, FLORIDA.

By:   
Deputy Chairman's  
signature only.

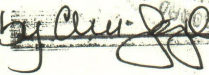
By:   
Tom Henning, Chairman

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 10<sup>th</sup> day of June, 2014.

DWIGHT E. BROCK, CLERK OF COURTS  
 D.C.



## **Appendix J**

### **Fare Study**

**The link below is the completed fare study.**

[https://www.ridecat.com/wp-content/uploads/2025/03/CAT-Regional-Service-and-Regional-Fare-Study\\_3-21-24\\_FINAL.pdf](https://www.ridecat.com/wp-content/uploads/2025/03/CAT-Regional-Service-and-Regional-Fare-Study_3-21-24_FINAL.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/2025/03/FY2024-Annual-Progress-Report-BCC-Approved.pdf>

## **Appendix L**

### **PTGA Requirements**

#### **Disadvantaged Business Enterprise (DBE) Policy**

As a part of the Public Transportation Grant Agreement (PTGA) with FDOT, Collier County and its contractors and subcontractors agree to ensure that Disadvantaged Business Enterprises as defined in 49 CFR Part 26, as amended, have the opportunity to participate in the performance of contracts. Collier County and its contractor and subcontractors shall not discriminate on the basis of race, color, national origin, or sex in the performance of any contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of FDOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of the contract or such other remedy as the recipient deems appropriate.

#### **E-Verify**

As a part of the PTGA with FDOT, vendors and contractors of Collier County shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the vendor or contractor while contracted with Collier County. Additionally, vendors and contractors shall expressly require any subcontractors performing work or providing services pursuant to work for Collier County shall likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor while working for Collier County.

## **Appendix M**

### **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 N**

### **Staff Training Documents on Title VI**



# Title VI Program

CAT's 2026-2029 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 2026-2029

# 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@collier.gov; or visit our administrative office at 8300 Radio Rd, Naples FL 34104. For more information, visit [www.rideCAT.com](http://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](http://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@collier.gov; o visite nuestra oficina administrativa en 8300 Radio Rd, Naples FL 34104. Para obtener más información, visita [www.rideCAT.com](http://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](http://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
- **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

# 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)

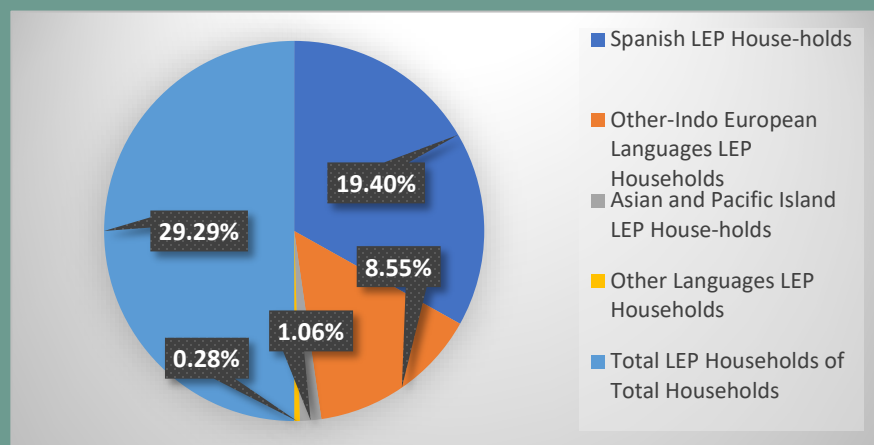
CAT has a responsibility, under Title VI of the Civil Rights Act of 1964, to take reasonable steps to ensure that LEP persons have meaningful access to benefits, services, information, and other important programs and activities provided by CAT.

- 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)

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	32,184	14,185	1,750	463	48,582
100%	19.4%	8.55%	1.06%	0.28%	

Distribution of Limited English Proficiency Persons within the CAT Service Area

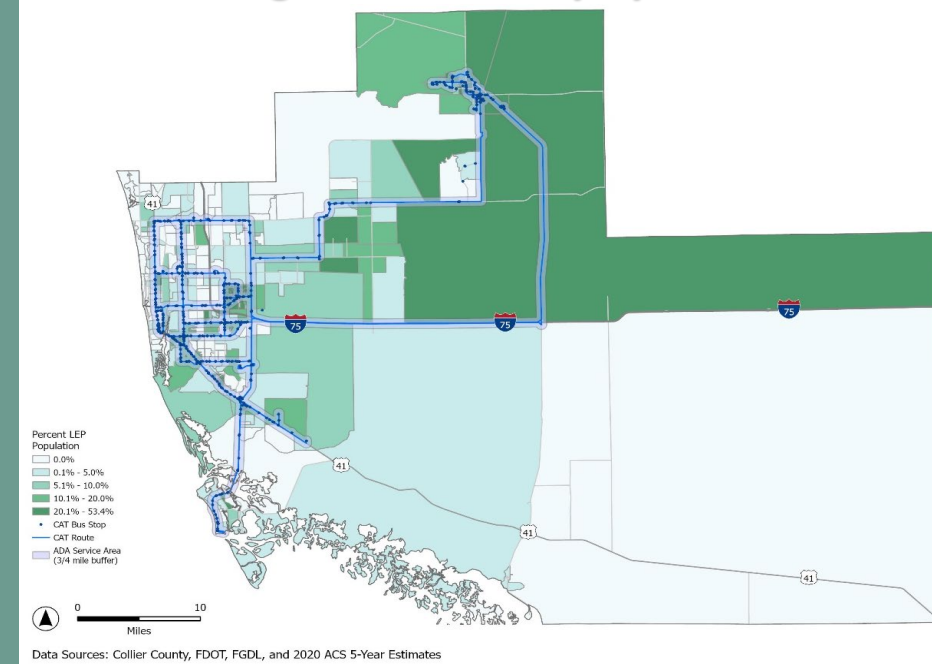


LEP Population

=

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
- 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

## Racial breakdown of non-elected advisory boards/councils

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

# 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

# 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

<b>Mode</b>	<b>On-Time Performance Measure Goal (Percent)</b>	<b>On-Time Performance Measure (Time)</b>
<b>Local Bus</b>	85 %	Up to 5 minutes late
<b>Express Bus</b>	85%	Up to 5 minutes late
<b>Trolley Bus</b>	85%	Up to 5 minutes late
<b>Paratransit Bus</b>	90%	0 minutes late

# System-Wide Service Standards

## **Service Availability(fluctuates with Seasonal changes)**

CAT provides service from 3:15 a.m. to 9:30 p.m., Monday through Saturday and 5:40 a.m. until 7:40 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

- Almost 600 bus stops throughout the 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	14	7	18.4	9.2	68.7
14	14	7	16.8	8.4	62.2
15	24	12	36.8	18.4	75.7
16	24	12	29.8	14.9	61.3
17	24	12	30.8	15.4	71.6
19	88	44	61.4	30.7	36.5
20	24.2	12.1	7.2	3.6	29.8
21	36	18	13.6	6.8	24.3
22	30	15	42.6	21.3	100
23	30	15	42.4	21.2	100
24	24.0	12	17.6	8.8	73.3
25	34	17	10.2	5.1	35.6
27	36	18	27.4	13.7	44.4
121	140	70	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

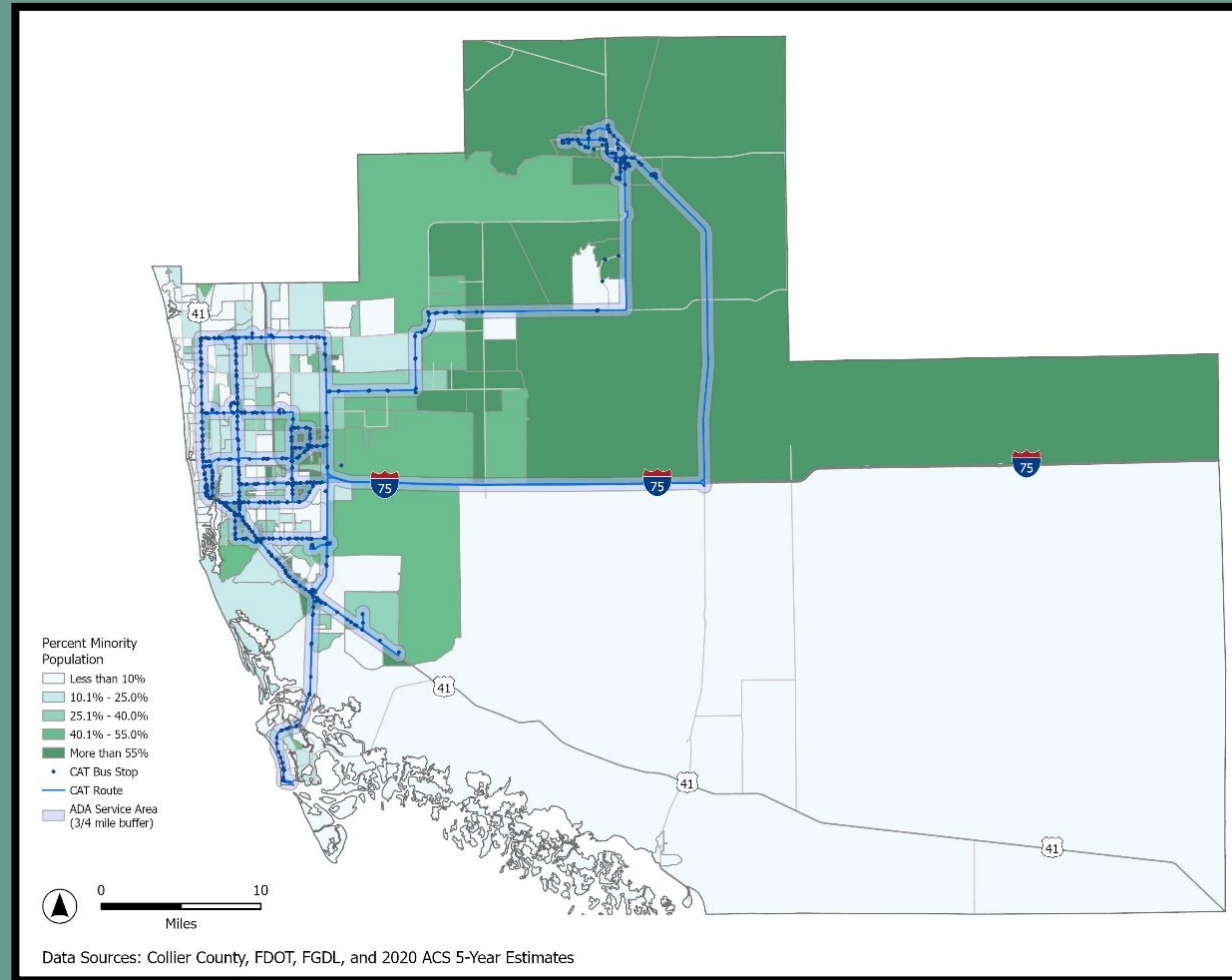
Executive Order 12898 passed in February 1994

Department of Transportation EJ Order 5610.2 (a) May  
2012

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

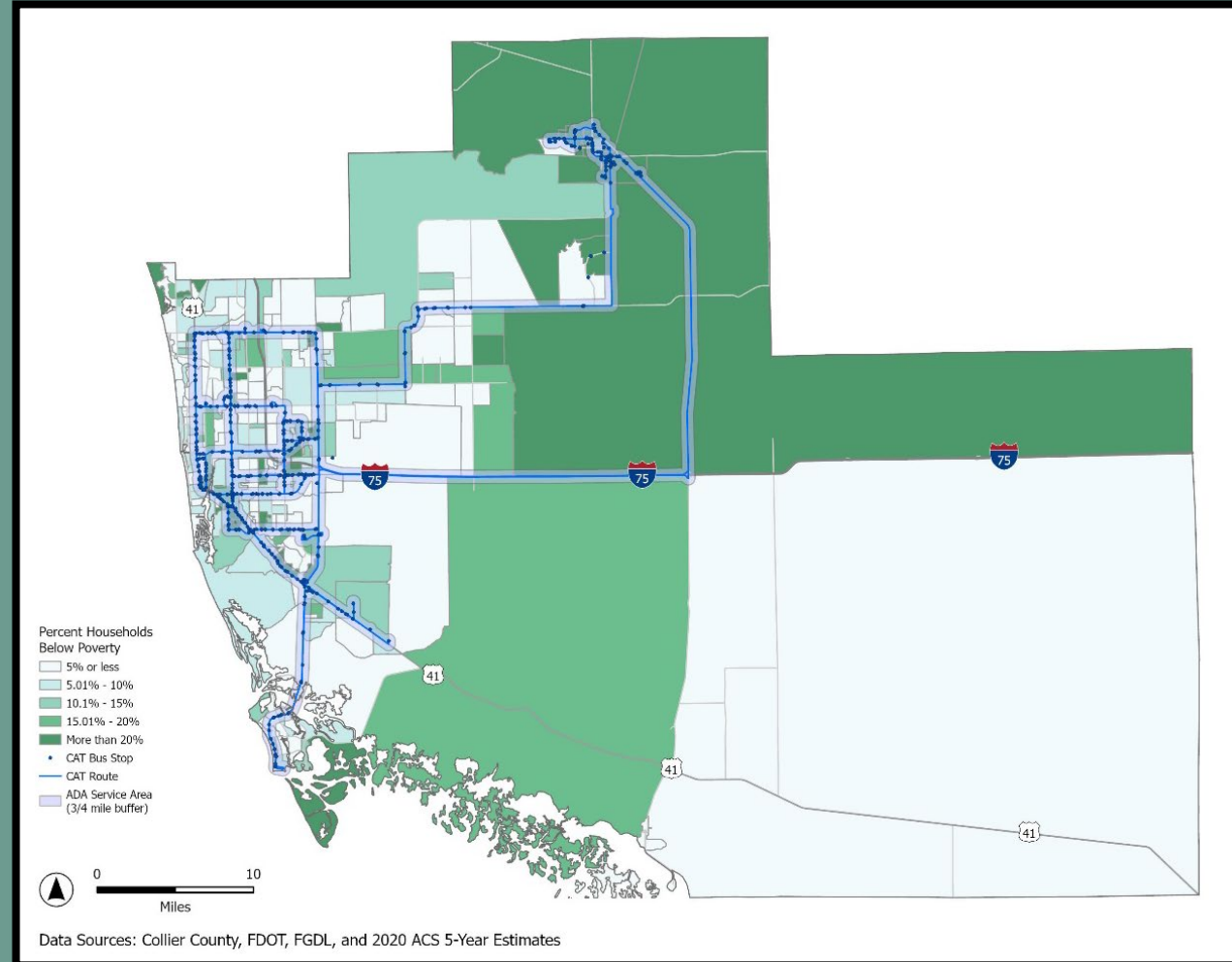
# Environmental Justice

## 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](http://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?**

# Title VI Training

March 19<sup>th</sup>, 2025

#	NAME	EMAIL	ORGANIZATION
1	Omar Deleon	Omar.deleon@collier.gov	CAT
2	Elena Ortiz	elena.ortiz@collier.gov	CAJ
3	Ellen Sheffey	ellen.sheffey@collier.gov	CAT
4	Keyla Castro	Keyla.Castro@collier.gov	CAI
5	Corene Sanger	corene.sanger@collier.gov	OPM/CAT
6	Liz Soriano	liz.soriano@collier.gov	CAT
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			