
SunRail Title VI Program and Nondiscrimination Policy

For the
Central Florida Commuter Rail Transit Project



and the Central Florida Rail Corridor



Florida Department of Transportation

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List of Acronyms

ACS	American Community Survey
ABS	Account Based System
ADA	Americans with Disabilities Act
ATR	Above Top of Rail
BG	Block Group
CCTV	Closed Circuit Television
CDCIS	Central Data Collection & Information System
CFCRC	Central Florida Commuter Rail Commission
CFCRT	Central Florida Commuter Rail Transit
CFR	Code of Federal Regulations
CFRC	Central Florida Rail Corridor
CSXT	CSX Transportation
DOTs	Departments of Transportation
EA	Environmental Assessment
EOO	Equal Opportunity Office
ETDM	Efficient Transportation Decision Making
EJ	Environmental Justice
FAMU	Florida Agricultural and Mechanical University
FCEN	Florida Central Railroad
FDOT	Florida Department of Transportation
FFGA	Full Funding Grant Agreement
FONSI	Finding of No Significant Impact
FRA	Federal Railroad Administration
FTA	Federal Transit Administration
GIS	Geographic Information System
HHTV	Handheld Ticket Validator
HHS	Human Health Services
IOS	Initial Operating Segment
LEP	Limited English Proficiency
NEPA	National Environmental Policy Act
OCC	Operations Control Center
OIA	Orlando International Airport
PAO	Program Area Officer
PL	Public Law
QARs	Quality Assurance Reviews

ROW	Right-of-Way
SPTV	Station Platform Ticket Validator
TAC	Technical Advisory Committee
TMOP	Transportation and Maintenance Operations Plan
TVM	Ticket Vending Machine
TrAMS	Transit Award Management System
USC	United States Code
USDOT	United States Department of Transportation
VSLMF	Vehicle Storage and Light Maintenance Facility
VSMF	Vehicle Storage and Maintenance Facility

1. Introduction

On July 18, 2011, the Florida Department of Transportation (FDOT) entered into a Full Funding Grant Agreement (FFGA) with the Federal Transit Administration (FTA) to design, construct, operate and maintain Phase 1 of the Central Florida Commuter Rail Transit (CFCRT) Project (a.k.a. SunRail). SunRail is a commuter rail transit line in Central Florida that provide service from DeBary through downtown Orlando to Poinciana (south of downtown Kissimmee) within Volusia, Seminole, Orange and Osceola Counties. The Full Build Alternative extends approximately 61.5 miles and includes 17 stations (of which 16 are now fully operational with one future station proposed in DeLand). The primary infrastructure improvements include a new railway operations signal system, new areas of 2nd track along with several upgraded highway-rail grade crossings throughout the full length of the 61-mile corridor.

Phase 1, generally referred to as the Initial Operating Segment (IOS), is a 32-mile corridor that provides commuter rail service from DeBary in Volusia County to Sand Lake Road in Orange County traversing through Seminole County and downtown Orlando. FDOT executed an FFGA with FTA for Phase 1 in July 2011 and started revenue service in May 2014. Phase 2 South, also known as the Southern Expansion, is a newly constructed 17.2-mile segment that extends south of the Phase 1 Sand Lake Road station and includes four additional commuter rail stations. One of the Phase 2 South stations is in Orange County (Meadow Woods) while the other three are in Osceola County (Tupperware, Kissimmee, Poinciana). Subsequently, FDOT executed an FFGA with FTA for Phase 2 South on September 28, 2015 and began revenue service on July 30, 2018.

SunRail currently operates along an active Class IV mixed freight and passenger railroad right-of-way (ROW) corridor, that FDOT acquired from CSX Transportation (CSXT) in November 2011. The CFCRT corridor received the Federal Railroad Administration (FRA) alpha designation of Central Florida Rail Corridor (CFRC). The SunRail service operates entirely at-grade, sharing tracks owned by FDOT with freight service provided by CSXT and Florida Central Railroad (FCEN) in addition to intercity passenger rail service provided by Amtrak. Phase 1 and Phase 2 South combined include 16 commuter rail stations, a Vehicle Storage and Maintenance Facility (VSMF), and an Operations Control Center (OCC) located at Rand Yard in Sanford. As part of Phase 2 South, a Vehicle Storage and Light Maintenance Facility (VSLMF) was built adjacent to the newly constructed Poinciana Station.

FDOT has contracted to operate and maintain the SunRail system for the first seven (7) years following Phase 1 start-up service. After the first seven years of operations by FDOT (which is set to expire on or before May 1, 2021), the system will be operated and maintained by the Central Florida Commuter Rail Commission (CFCRC). As a federal grantee (direct recipient) and as a transit provider, FDOT has developed a Title VI program for the SunRail commuter rail system pursuant to Title VI of the Civil Rights Act of 1964 to meet the following objectives:

- Ensure that the level and quality of public transportation service is provided without regard to race, color, or national origin;
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and
- Ensure meaningful access to transit-related programs and activities by persons with Limited English Proficiency (LEP).

This *SunRail Title VI Program and Nondiscrimination Policy* is intended to demonstrate compliance with the reporting requirements as outlined in FTA Circular 4702.1B, “*Title VI Requirements and Guidelines for Federal Transit Administration Recipients*,” effective October 1, 2012 (Federal Register Docket Number FTA–2011–0054). FDOT has developed a Statewide Title VI/Nondiscrimination Program in compliance with FTA’s general reporting requirements for grantees and State Departments of Transportation (DOTs). This *SunRail Title VI Program and Nondiscrimination Policy* is an appendix to FDOT’s

overall Statewide Title VI Program Report. As required by FTA Circular 4702.1B, this SunRail program documentation will be updated every three (3) years and within six months prior to the beginning of new SunRail revenue operations to document the Service and Fare Equity analysis. The most recent Title VI update was completed in May 2018 prior to the start of revenue service on Phase 2 South.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice (EJ) in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with LEP. The rights of women, the elderly and the disabled are protected under related authorities. These Presidential Executive Orders and the related authorities fall under the umbrella of Title VI. FDOT's Title VI/Nondiscrimination Program provides leadership, direction and policy to ensure compliance with Title VI of the Civil Rights Act of 1964 and related authorities. FDOT is proud of its longstanding policy to ensure that social impacts to communities and people are recognized early and continually throughout the transportation decision-making process.

2. General Reporting Requirements

FDOT's Statewide Title VI/Nondiscrimination Program addresses FTA's general Title VI reporting requirements that grantees and State Transportation Agencies document compliance with *Title VI of the Civil Rights Act of 1964*, the United States Department of Transportation (USDOT) implementing regulations in 49 CFR 21 (*Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964*) and FTA policies. This section briefly summarizes FDOT's Nondiscrimination Program and procedures for reference and to assist with training of SunRail transit personnel. Reporting requirements for the SunRail commuter rail system are described in further detail in Section 3 of this report.

2.1 Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), FDOT has provided the required annual Title VI Certifications and Assurances by submitting an electronic copy of the Pinned Certifications and Assurances into FTA's Transit Award Management System (TrAMS) www.transit.dot.gov/TrAMS/.

2.2 FDOT Title VI Complaint Procedures

2.2.1 Title VI/Nondiscrimination Program

Consistent with *Title VI of the Civil Rights Act of 1964* and other related nondiscrimination statutes, regulations, and authorities, FDOT's Title VI Nondiscrimination Policy (001-275-006-o) is broad prohibiting discrimination on the basis of race, color, national origin, sex, age, handicap/disability and income status.

FDOT's Equal Opportunity Office (EOO) Manager is delegated the authority to develop, maintain, implement, and monitor this policy as required by **23 Code of Federal Regulations (CFR) Part 200 and 49 CFR Part 21**. FDOT grant recipients and contractors are required to sign a statement of compliance with Title VI policies and other nondiscrimination authorities (**Appendix A**).

In addition to its Nondiscrimination Policy, FDOT developed a ***Title VI Program and Related Statutes Implementation and Review Procedure*** (275-010-010-f) (**Appendix A**). The procedure details the process FDOT uses to implement its statewide Title VI Nondiscrimination program in accordance with USDOT, FTA and other modal entity Title VI requirements. Like FDOT's Nondiscrimination Policy, the Title VI procedure is broad prohibiting discrimination based on race, color, national origin, age, sex, disability, religion, and family status as required by the following federal and state statutes:

- Title VI of the Civil Rights Act of 1964 - 42 U.S.C. Sec. 2000d to 2000d-7 (23 CFR Part 200; 49 CFR Part 21;
- The standard USDOT Title VI assurances signed by each State pursuant to USDOT Order 1050.2A; Executive Order 11764; 28 CFR Section 50.3);
- Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (42 U.S.C 4601-4655) (49 CFR Part 25; Public Law (P.L.) 91-646);

- Age Discrimination Act of 1975 (42 United States Code (U.S.C.) Sec. 6101 to 6107);
- Federal-Aid Highway Standards (23 U.S.C. 109(h));
- Federal-Aid Highway Act of 1973 (23 U.S.C. Sec. 324);
- Civil Rights Restoration Act of 1987 (P.L. 100-259);
- Title II of the Americans with Disabilities Act of 1990;
- Title VIII of the Civil Rights Act of 1968, amended 1974 (42 U.S.C. 3601-3619);
- Subsequent Federal-aid Highway Acts and related statutes; and
- Florida Civil Rights Act of 1992 (Chapter 760.01-760.11, F.S.).

2.2.2 FDOT Title VI Complaint Form

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin may file a complaint with FDOT. A copy of the FDOT Title VI/Nondiscrimination Program Complaint of Discrimination (Form 275-010-10) is posted on FDOT's Equal Opportunity Office (EOO) website

<https://www.fdot.gov/equalopportunity/titlevi.shtm>

The complaint form is currently available in English, Spanish and Haitian- Creole. The complaint forms must be signed and submitted to either FDOT's State Title VI/Nondiscrimination Office or SunRail's Title VI Coordinator by contacting:

Jacqueline Paramore - State Title VI Coordinator
605 Suwannee Street
Tallahassee, Florida 32399
Phone: (850) 414-4753
Fax: (850) 414-4879
Toll-Free: 1-866-374-FDOT (3368)
Email: jacqueline.paramore@dot.state.fl.us

Roger Masten – SunRail Title VI Coordinator
801 SunRail Drive
Sanford, FL 32771
Phone: (321) 257-7161
Email: roger.masten@dot.state.fl.us

If website access is unavailable, complaint forms may also be obtained by contacting the State Title VI Coordinator, Jacqueline Paramore or the SunRail Title VI Coordinator, Roger Masten.

2.2.3 Records Management

The SunRail Title VI Coordinator will maintain a spreadsheet log of all informal or formal Title VI investigations, lawsuits or complaints received by SunRail. The log will include the name of the complainant; the name of the respondent, contact information for both parties, the basis of the complaint, the date the complaint(s) were received by SunRail, the date SunRail notified the State Title VI Coordinator of the issue and an explanation of the actions SunRail management has taken or proposed to take to resolve the concerns.

If an individual has filed a formal (written) or informal (verbal) Title VI complaint, SunRail will immediately forward the complaint to the State Title VI Coordinator for processing. The State Title VI office must be notified immediately of any actual or pending Title VI issues, complaints, investigation or lawsuit. In addition to the information maintained in SunRail's complaint log noted above, the notification to the State Title VI Coordinator must also include the date the alleged discriminatory act occurred. The State Title VI Coordinator will advise the SunRail Title VI Coordinator and SunRail management of all formal complaints of discrimination accepted for investigation.

In accordance with FTA's reporting requirements, FDOT's Statewide Title VI Coordinator also maintains a spreadsheet log of Title VI investigations, complaints, and lawsuits filed statewide with FDOT. This complaint log contains information identical to that recorded in the SunRail Title VI complaint log noted above.

Triennially, the State Title VI's Coordinator's Title VI Complaint Log is included in the Title VI Program submitted to FTA. The Complaint Log is attached as **Appendix D**.

2.2.4 Public Participation Plan

FDOT recognizes the importance of involving the public in information exchange when providing transportation facilities and services to best meet the state's transportation challenges. Therefore, it is the policy of FDOT to promote public involvement opportunities and information exchange activities in all functional areas using various techniques adapted to local area conditions and project requirements. FDOT's Public Involvement Program guidance requires that Title VI compliance and complaint procedures be noticed at all public hearings.

The FDOT Public Involvement Handbook provides techniques and methods to encourage meaningful public participation. A copy of the Public Involvement Handbook is provided on FDOT's website, <https://fdot.gov/environment/pubinvolvement.shtm>. The handbook is intended to provide clear guidance for developing and implementing effective public involvement activities that meet and may exceed federal and state requirements to involve the public in transportation decision-making. It describes a variety of methods and techniques to involve the public in the development of transportation plans, programs and projects.

Title VI and LEP compliance are integrated in FDOT's public outreach techniques and methods.

2.2.5 Language Assistance

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English may be considered Limited English Proficient. These individuals may be entitled to language assistance with respect to a particular type or service, benefit, or encounter. FDOT, as a recipient of federal financial assistance, takes reasonable steps to ensure meaningful access to its programs, services and activities for all citizens including those individuals who are LEP.

Title VI of the Civil Rights Act of 1964 and Executive Order 13166 require that people with LEP must not be disproportionately affected as it pertains to public involvement. To comply with Title VI, FDOT public involvement efforts shall seek to include LEP members of the public as much as possible to ensure that all affected communities have a voice in the transportation decision making process. FDOT has developed additional policy guidance for assisting LEP persons to ensure meaningful access to FDOT programs, services and activities. FDOT's LEP Guidance and Language Assistance Plan is provided in **Appendix B**. It should be noted that the LEP Guidance will be revised in 2021 when new Census demographic data is available.

2.2.6 Minority Participation

FDOT has two different types of minority programs. One is the Minority Business Enterprise (MBE) program, which applies to all state agencies and is administered by the Office of Supplier Diversity. The other is the Disadvantaged Business Enterprise (DBE) program. The DBE program applies only to the FDOT, and is limited to highway and bridge construction, maintenance, and consultants involved in planning, design, ROW, and construction inspection, and other federally funded contracts. FDOT's DBE utilization policy (Topic 001-275-015-I) effective October 19, 2016 is provided in **Appendix A**.

2.2.7 Monitoring Subrecipients

As a primary recipient of federal funds from the FTA, FDOT is required to monitor subrecipient compliance with Title VI of the Civil Rights Act of 1964. A subrecipient is an entity that receives federal financial assistance from FTA through a primary recipient. In addition to monitoring activities detailed below, FDOT requires each subrecipient to sign an Assurance committing to full and affirmative compliance with Title VI of the Civil Rights Act of 1964 and other nondiscrimination authorities.

FDOT is divided into seven (7) districts and Florida's Turnpike Enterprise. Each district serves a different region of the State, including the population centers of Miami, Tampa, Orlando and Jacksonville. Subrecipient compliance is monitored through FDOT's EEO, Central Office (Transit), and FDOT District Offices. FDOT's EEO is responsible for statewide implementation of Title VI policies and monitoring of FDOT's internal programs (District, SunRail, and Turnpike) and external programs (subrecipient) for Title VI compliance. Internal compliance is monitored through an EEO directed process centering around annual District Title VI Quality Assurance Reviews (QARs) and District Title VI Quarterly Report submissions. Each District, SunRail, and the Turnpike Enterprise has an appointed Title VI Coordinator who leads Title VI monitoring and compliance activities, ensures timely Title VI reporting, and disseminates Title VI and LEP information throughout the District. Program Area Officers (PAOs) have been appointed in each transportation program area to assist the Title VI Coordinators with Title VI reporting and other Title VI activities.

FDOT EEO conducts annual Title VI Nondiscrimination program reviews (QARs) of each District, SunRail, and the Turnpike. On-site Title VI QAR selections are decided using a risk-based process, with lower risk QARs occurring by videoconference. All Title VI Nondiscrimination QARs entail document requests, interviews, training, and when warranted, field-visits to assess Title VI issues or concerns. The structure, policies, procedures and practices FDOT uses to comply with Title VI requirements can be found in FDOT's Title VI/Nondiscrimination Program Implementation Plan at <http://www.fdot.gov/equalopportunity/titlevi.shtm>.

Additionally, each quarter, the Title VI Coordinator in each FDOT District, SunRail, and the Turnpike Enterprise are required to submit Title VI Quarterly Reports (Form 275-010-11, Title VI Quarterly Report) to the State Title VI Coordinator in the EEO office for Title VI Nondiscrimination review and monitoring. A copy of the **Title VI Quarterly Report** is included in **Appendix A**.

FDOT also performs triennial Title VI compliance reviews of all grant recipients. Compliance is checked regularly during site visits to subrecipients. Based on the results of the triennial review, a subrecipient with multiple compliance issues gets monthly visits. A subrecipient with some compliance concerns gets quarterly visits and all other subrecipients receive semi-annual visits. If the subrecipient is in full compliance, the visit is semi-annual on a schedule determined by the District. FDOT Central Office (Transit) reviews each District once a year to ensure Districts comply with subrecipient monitoring requirements. Checklists and reports associated with subrecipient compliance reviews are retained by FDOT District Offices.

Subrecipient monitoring for Title VI compliance is two-tiered with monitoring by FDOT's Transit and EEO in Central Office, and annual District conducted Title VI reviews of grant recipients. Central Office (Transit) affirms system-wide service standards comply with statewide policy, and FDOT's EEO office affirms Title VI Nondiscrimination requirements are being followed.

The State EEO Manager with assistance from the State Title VI Coordinator keeps the SunRail Title VI Coordinator informed of reporting requirements and training opportunities. All monitoring and review processes are reviewed to ensure that LEP is included. The results of this monitoring program (quarterly reports and QARs) are summarized by FDOT EEO and submitted to FTA every three years as required by regulations.

3. General Reporting Requirements for SunRail

3.1 SunRail Title VI Complaint Procedures

As a recipient of federal financial assistance, FDOT has established the following Title VI complaint procedures for SunRail, specifically:

1. Any person who believes that he or she, or any specific class of persons, has been discriminated against on the basis of race, color, or national origin by FDOT, may file a formal (written) or verbal/non-written Title VI complaint. In compliance with civil rights provisions of other federal statutes, any individual who believes that he or she, or any specific class of persons, has been discriminated against on the grounds of sex, age, disability, religion or family status may also file a formal (written) or verbal/non-written Title VI complaint. FDOT may investigate complaints received no more than 180 days after the alleged incident and then will process complaints that are complete.
2. All formal Title VI complaints shall be submitted on FDOT or SunRail's Title VI Complaint Form to SunRail's Title VI Coordinator at the address below. The SunRail Title VI form may be found at this web link:

<https://sunrail.com/title-vinondiscrimination/>

The FDOT Title VI Complaint Form may be found at this web link:

<https://www.fdot.gov/equalopportunity/titlevi.shtm>

Roger Masten
SunRail Title VI Coordinator
801 SunRail Drive
Sanford, FL 32771
Phone: (321) 257-7161
E-Mail: roger.masten@dot.state.fl.us

3. All verbal/non-written complaints received by SunRail shall be resolved informally when feasible. Informal complaints can be received by phone as listed above. However, once a complaint is written it becomes a formal complaint. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the SunRail Title VI Coordinator shall refer the Complainant to the State Title VI Coordinator who will advise the Complainant of the formal process for filing a complaint.
4. Written formal complaints should be submitted in writing via postal service mail, email or fax to the contact identified above.
5. Formal Title VI complaints submitted in writing shall be signed by the Complainant and/or the Complainant's Representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination and shall include the following information:
 - Name, address, and phone number of the Complainant.
 - A written statement of the complaint, including the following details:
 - Basis of complaint (i.e., race, color and national origin).
 - The nature of the incident that led the Complainant to feel discrimination was a factor.
 - A detailed explanation of the alleged discriminatory act(s).
 - The date or dates on which the alleged discriminatory event or events occurred.
 - If applicable, name(s) of alleged discriminating official(s).
 - Other agencies (state, local, or federal) where the complaint is also being filed (if applicable).
 - Complainant's signature and date.

6. Once the complaint is received, FDOT will review it to determine the agency or organization with jurisdictional authority. The Complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by FDOT or forwarded to the appropriate agency or organization for response.
7. FDOT has 30 days to investigate the complaint. If more information is needed to investigate the complaint, FDOT may contact the Complainant. In the event of such request, the Complainant has 30 days from the date of the letter from FDOT to provide the requested information. If FDOT is not contacted by the Complainant or does not receive the additional information within 30 days, FDOT can administratively close the investigation. An investigation can also be administratively closed if the Complainant no longer wishes to pursue their complaint.
8. After the Title VI Compliance personnel reviews/investigates the complaint, she/he will issue a response letter to the Complainant. However, all findings related to alleged Title VI violations will be forwarded to FTA for formal findings and development of a closure letter. A closure letter summarizes the allegations, states that there was not a Title VI violation, and informs the Complainant that the case will be closed. If the Complainant wishes to appeal the decision, she/he has 10 days after the date of the closure letter to do so.
9. Both formal and verbal/non-written complaints received by FDOT are documented, logged and tracked. Once the investigation is complete, the Complainant is notified of the outcome of the investigation. If the Complainant is dissatisfied with the outcome of the investigation, the investigative file/information will be reviewed by the next highest management level within the organization.
10. If information regarding SunRail Title VI Complaint procedures is needed in another language, please contact Mr. Roger Masten at (321) 257-7161 for assistance. To obtain the SunRail Title VI Complaint procedures in Spanish, please contact Mr. Roger Masten at (321) 257-7161 for assistance. Para obtener los procedimientos de queja de SunRail título VI en español, comuníquese con el Sr. Roger Masten al (321) 257-7161 para asistencia.

3.1.1 SunRail Title VI/Nondiscrimination Program

In compliance with Title VI of the Civil Rights Act of 1964, FDOT will not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status. No person will be retaliated against for complaining of discrimination or who participated in an investigation of discrimination.

FDOT civil rights and program area specialists work closely to implement nondiscrimination program responsibilities. The public will be informed of their rights under Title VI through posting the Title VI notice on the SunRail website (<https://sunrail.com/title-vinondiscrimination/>), posters, comment cards, public meeting advertisements and handouts, newsletters, newspaper ads, and flyers placed at SunRail stations, bus shelters and in transit vehicles. Notices detailing FDOT's Title VI obligations and complaint procedures will be translated into languages other than English, as needed. The following language, approved by the FDOT, is included in meeting notices and invitations.

All advertisements for public meetings include the following language as approved by FDOT:

"Persons who require accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact (name of appropriate SunRail personnel) at (telephone number) or by email (email address) at least seven (7) days prior to the meeting. Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons wishing to express their concerns relative to FDOT compliance with Title VI may do so by contacting (name of appropriate SunRail personnel) at (email address)."

A sample Department Title VI Notification is included in **Appendix A**.

3.1.2 SunRail Title VI Complaint Form

Complaints may be filed in person or in writing. Complaints made in writing must be signed by the Complainant and/or the Complainant's Representative. Complaints should set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. A copy of SunRail's Title VI Complaint Form is included in **Appendix C**.

In cases where the Complainant is unable or incapable of providing a written statement, but wishes the FDOT to investigate alleged discrimination, a verbal complaint of discrimination may be made to the SunRail Title VI Coordinator, Roger Masten. Also, complaints may be filed with the State Title VI Coordinator, Jacqueline Paramore. The Complainant will be interviewed by the officer or official authorized to receive complaints. If necessary, the SunRail Title VI Coordinator will assist the person in converting verbal complaints to writing. All complaints must be signed by the Complainant or her/his Representatives. SunRail's representative will assist LEP persons with filing a complaint as needed.

Within 10 days, the SunRail Title VI Coordinator will acknowledge receipt of the allegation, inform the Complainant of the action taken or the proposed action to process the allegations, and advise the Complainant of other avenues of redress available, such as a formal complaint with FTA.

If the Complainant or respondent has not submitted sufficient information to determine jurisdiction or investigative merit, SunRail may request additional information from either party. This request shall be made within 15 working days of the receipt of the complaint and will require that the party submit the information within 60 working days from the date of the original request. Failure of the Complainant to submit additional information within the designated time frame may be considered good cause for a determination of no investigative merit. Failure of respondent to submit additional information within the designated time frame may be considered good cause for a determination of non-compliance.

Within 30 days of receiving the complaint, the investigator prepares an investigation report and submits the report and supporting documentation to the EOO for review. The EOO Manager reviews the file and investigation report. After the review, the EOO Manager forwards the investigation report to FTA for a formal finding. Then, FTA makes a final determination of "*probable cause*" or "*no cause*" and prepares a final decision letter for signature. The investigation will address only those issues relevant to the allegations in the complaint. Confidentiality will be maintained to the extent possible. Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case on which the witness can provide firsthand information. Interviews can be tape recorded with the interviewee's consent. A chronological contact sheet is maintained in the case file throughout the investigation. The EOO prepares and submits a written report which includes:

- The date of the written complaint.
- The date the complaint was received by FDOT.
- The date the investigation, lawsuit, or complaint was filed.
- The basis of the complaint (e.g., race, color, national origin).
- A summary of the allegation(s).
- The status of the investigation, lawsuit, or complaint.
- An explanation of the actions FDOT has taken or proposed to resolve the issue raised in the complaint.
- Preliminary and Final FTA findings related to the investigation, lawsuit, or complaint.
- Other agencies (state, local, or federal), if any, where the complaint has been filed.

A copy of the complaint, together with a copy of the report of investigation, is forwarded to the FTA within 60 days of the date the complaint was received. All records and investigative files are maintained in a confidential area within the FTA Office of Civil Rights. Records are kept for three years internally and then archived for a period of ten years.

Within 60 days, the FTA Civil Rights representative will investigate the allegation based on the information obtained and render a recommendation for action. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in a report.

3.2 Records Management

The State Title VI Coordinator maintains a statewide Title VI complaint log which consolidates all District, SunRail, and Turnpike Title VI complaints, active investigations, and Title VI lawsuits. A copy of SunRail's Title VI Complaint Log is included in **Appendix D**.

3.3 SunRail Public Participation Plan

FDOT will maintain a program to proactively inform the public and provide avenues for public participation in the early development and implementation stages of SunRail service. It is the intent of FDOT to ensure its actions are reasonable, non-capricious, and considerate of public comment in its mission to provide transit services for the welfare and convenience of the residents and visitors in the Central Florida region.

The SunRail public participation plan will utilize the procedures outlined in the FDOT Public Involvement Handbook (refer to Section 2.2.4 for a web link to the Handbook) which provides techniques and methods to encourage meaningful public participation. Public involvement is fundamental and essential in achieving equitable transportation that meets the needs of all persons in Central Florida. The public participation plan provides for public involvement of all persons (including Native Americans, minorities and low-income persons), affected public agencies, representatives of transportation agency employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transit and other interested parties of the community affected by transportation plans, programs and projects. The FDOT Public Involvement Handbook documents the policy for public participation activities in compliance with Federal and State standards.

Public participation is the key to grabbing and holding interest in a project or plan; convincing the public that active involvement is worthwhile; and providing the means for direct and meaningful input on transportation decisions. Engaging stakeholders, businesses and the public early in project scoping, the planning process, and maintaining communication through project implementation is critical. FDOT will proactively inform and involve the Central Florida public in the planning and implementation of SunRail services, routing, passenger fares, new facility construction, and planning activities in accordance with Federal and State regulations.

Public participation activities will take place with all customer groups in many forums, including the riding public, the non-riding public, member jurisdictions (city and county governments), private sector partners, and State and Federal agencies.

As part of the Public Participation Plan, FDOT intends to:

- Maintain operating procedures that will be proactive and organize complete information for full public access to key decisions and opportunities for early and continuous public participation.
- Determine reasonable approaches and techniques to provide public information, input, and agency consideration in response to public concerns.
- Administer a public notice and hearing process for a minimum of the following circumstances, but not limited to:
 - Any fare increases for SunRail services.
 - Any service reduction impacting more than 25% of an individual route's service hours. The exception to this reduction of service threshold will be for routes that have existed less than two years or have been introduced as service development or experimental service.
 - Any major capital or planning project which requires Federal or State funding participation.

3.4 SunRail LEP Implementation

Transit providers must take reasonable steps to ensure that LEP persons have meaningful access to programs, services, and information, which may include accommodating written and/or oral communications in one or more languages other than English.

The published FDOT LEP Guidance document shows the four most prevalent LEP languages in Florida and in FDOT District Five are 1) Spanish or Spanish Creole, 2) French Creole, 3) Chinese, and 4) Vietnamese. The information in the FDOT document was obtained from the 2015 American Community Survey (ACS) data for population ages five and over who speak English less than very well. The 2006-2011 ACS five-year estimates have consistent results for the most prevalent LEP languages. The 2011 ACS data was also reviewed for the four-county region that SunRail Phase 1 and Phase 2 South traverses and for the census tracts within 1/2 mile of the proposed SunRail service. A census tract, as defined by the U.S. Census is shown below:

“Census tracts are small, relatively permanent statistical subdivisions of a county delineated by local participants as part of the U.S. Census Bureau's Participant Statistical Areas Program. The U.S. Census Bureau delineated census tracts in situations where no local participant existed or where local or tribal governments declined to participate. The primary purpose of census tracts is to provide a stable set of geographic units for the presentation of decennial census data.”

“Census tracts generally have between 1,500 and 8,000 people, with an optimum size of 4,000 people.”

Source: U.S. Census http://www.census.gov/geo/www/geo_defn.html#CensusTract

This information is summarized in Table 1 which also provides a comparison to the Florida and FDOT District Five demographic data. The more localized information by tract from ACS is provided in **Appendix E** and is shown graphically in Figure 1 in **Appendix E** with the alignment and stations for the existing SunRail service. The results indicate: 1) Spanish or Spanish Creole, 2) French Creole, 3) Chinese, and 4) Vietnamese are the most common languages with LEP individuals. As with the state and District Five reporting data, the largest LEP population language is Spanish. After Spanish, the other four languages show LEP of less than five percent of the study area population (French Creole, Chinese, Vietnamese, and Portuguese or Portuguese Creole).

Table 1

Limited English Proficiency Demographics

SunRail

Language	Florida Total Population 18,564,715		District Five ¹ Total Population 3,672,594		Region ² Total Population 2,327,821		1/2 Mile from Alignment Total Population 362,525	
Estimate Total - Speaks English Less than "Very Well"	Population	Percent of Total Population	Population	Percent of Total Population	Population	Percent of Total Population	Population	Percent of Total Population
Spanish or Spanish Creole	1,665,389	9.0%	214,708	5.8%	180,768	7.8%	35,698	9.8%
French Creole	176,888	1.0%	17,784	0.5%	16,484	0.7%	1,992	0.5%
Vietnamese	34,670	0.2%	7,744	0.2%	6,395	0.3%	784	0.2%
Tagalog	19,356	0.1%	4,744	0.1%	3,591	0.2%	514	0.1%
Russian	17,491	0.1%	2,576	0.1%	1,350	0.1%	256	0.1%
Chinese	34,922	0.2%	7,780	0.2%	5,818	0.2%	746	0.2%
Other Indic Languages	6,944	0.0%	1,440	0.0%	1,175	0.1%	325	0.1%
Korean	9,855	0.1%	2,898	0.1%	2,448	0.1%	77	0.0%
French (incl. Patois, Cajun)	29,711	0.2%	3,068	0.1%	1,847	0.1%	418	0.1%
Laotian	2,225	0.0%	184	0.0%	136	0.0%	14	0.0%
Persian	3,630	0.0%	714	0.0%	664	0.0%	62	0.0%
Other Indo-European Languages	8,953	0.0%	1,270	0.0%	1,096	0.0%	110	0.0%
Other Asian Languages	11,551	0.1%	1,694	0.0%	1,516	0.1%	251	0.1%
German	10,519	0.1%	2,008	0.1%	1,268	0.1%	178	0.0%
Arabic	16,289	0.1%	4,092	0.1%	3,514	0.2%	781	0.2%
Portuguese or Portuguese Creole	32,400	0.2%	6,837	0.2%	5,434	0.2%	337	0.1%
Serbo-Croatian	6,564	0.0%	415	0.0%	331	0.0%	227	0.1%
Gujarati	5,591	0.0%	1,558	0.0%	805	0.0%	105	0.0%
Hungarian	3,075	0.0%	324	0.0%	207	0.0%	35	0.0%
Hindi	4,174	0.0%	1,303	0.0%	1,102	0.0%	174	0.0%
Greek	4,842	0.0%	367	0.0%	236	0.0%	43	0.0%
Urdu	4,296	0.0%	1,375	0.0%	1,163	0.0%	265	0.1%
Italian	12,964	0.1%	2,050	0.1%	1,339	0.1%	200	0.1%

Table 1

Limited English Proficiency Demographics

SunRail

Language	Florida Total Population 18,564,715		District Five ¹ Total Population 3,672,594		Region ² Total Population 2,327,821		1/2 Mile from Alignment Total Population 362,525	
Estimate Total - Speaks English Less than "Very Well"	Population	Percent of Total Population	Population	Percent of Total Population	Population	Percent of Total Population	Population	Percent of Total Population
African Languages	3,786	0.0%	982	0.0%	733	0.0%	108	0.0%
Thai	5,392	0.0%	848	0.0%	483	0.0%	89	0.0%
Other Pacific Island Languages	3,060	0.0%	647	0.0%	496	0.0%	122	0.0%
Polish	8,637	0.0%	1,344	0.0%	708	0.0%	135	0.0%
Other Slavic Languages	6,226	0.0%	700	0.0%	567	0.0%	176	0.0%
Japanese	4,704	0.0%	1,460	0.0%	986	0.0%	134	0.0%
Scandinavian Languages	1,350	0.0%	293	0.0%	267	0.0%	31	0.0%
Other Native North American Languages	351	0.0%	41	0.0%	25	0.0%	0	0.0%
Hebrew	3,592	0.0%	174	0.0%	159	0.0%	0	0.0%
Mon-Khmer, Cambodian	2,683	0.0%	206	0.0%	170	0.0%	45	0.0%
Other and Unspecified Languages	2,051	0.0%	117	0.0%	56	0.0%	0	0.0%
Other West Germanic Languages	1,669	0.0%	302	0.0%	102	0.0%	14	0.0%
Yiddish	541	0.0%	0	0.0%	0	0.0%	0	0.0%
Armenian	617	0.0%	53	0.0%	48	0.0%	0	0.0%
Hmong	707	0.0%	248	0.0%	75	0.0%	0	0.0%
Navajo	6	0.0%	0	0.0%	0	0.0%	0	0.0%

Notes:

1. District Five includes Brevard, Flagler, Lake, Marion, Orange, Osceola, Seminole, Sumter, and Volusia Counties

2. Region includes Orange, Seminole, Osceola, and Volusia Counties

Source: 2011-2015 ACS Five Year Estimate Table B16001 titled "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over"

(<http://factfinder2.census.gov>)

FDOT is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and within the available resources. In other cases, the FDOT will strive to provide alternative but meaningful accessibility. Moreover, FDOT continually evaluates its programs, services and activities to ensure that persons who may be LEP are always provided with meaningful access.

As a standard for LEP compliance, FDOT has adopted the Safe Harbor Provision which outlines circumstances that can provide a “*safe harbor*” regarding translation of written materials for LEP populations. As such, FDOT provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered in the service area. Such action by FDOT will be considered strong evidence of compliance or a “safe harbor” for the recipient’s written translation obligations. Translation of non-vital documents, if needed, can be provided orally.

If there are fewer than 50 persons in a language group that reach the five percent (5%) threshold, FDOT is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group; and, those individuals have a right to receive competent oral interpretation of the written materials, free of cost. The FDOT will use available resources, both internal and external, to accommodate reasonable requests for translation. Further, the FDOT’s policies require free oral interpretation services, regardless of the language, with seven (7) days notice.

The Safe Harbor Provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. If FDOT determines many people in the LEP language group have low literacy skills in their native language and require oral interpretation, background documentation regarding that determination will be provided to FTA in an updated Title VI Program.

Based on the demographic data shown above, there is a 9.8-percent (35,698 persons) Spanish or Spanish Creole-speaking population and 0.5-percent (1,992 persons) French Creole speaking population with LEP estimated within the SunRail service area. Vital documents including the SunRail Title VI complaint procedures and Title VI Complaint Form are available in Spanish and French Creole, as needed. Additionally, Title VI notices are displayed in kiosks at all SunRail stations and on rail cars to inform customers of their rights under Title VI. The Title VI Notice is considered a vital document by FTA. As the Spanish-speaking population in the SunRail service area exceeds the Safe Harbor threshold, the Title VI notice includes provisions for translation services.

“If information is needed in another language, then contact (321) 257-7161.”

“*Si se necesita informacion en otro idioma, favor de llamar al (321) 257-7161*”.

As an agency, FDOT maintains a list of FDOT District staff who volunteer to assist as interpreters and/or translators if needed. The following Title VI activities may be employed by FDOT for SunRail as part of the Language Implementation Plan:

- Individuals who have contact with the public will be provided with “*I Speak*” language cards to identify language needs to match them with available services. Language cards are verified and distributed annually by the FDOT District Title VI Coordinators. These “*I Speak*” Cards may also be downloaded from <https://www.LEP.gov> to assist in identifying the language being spoken by the LEP individual. Cards can be laminated and distributed to employees most likely to encounter LEP individuals.
- For public meetings, it is a requirement to provide an interpreter if requested. If a project will affect a known LEP neighborhood, it is good customer service to have interpretive services on hand at the meeting who can speak the identified language even if there was no request made for an interpreter. For identified low literacy areas, sufficient staff should be available to sign-in all attendees so that individuals who are unable to read or write will not be intimidated or offended. Use the FDOT approved Title VI language for all advertisements for public meetings. Ensure that Title VI Nondiscrimination information including complaint forms is available for distribution at public gatherings.

- Participate in LEP training when offered. The State Title VI Coordinator can provide training or provide resources for training opportunities. Training for District Title VI Coordinators is provided as a part of each QAR.

SunRail public advertisements clearly state that language services are available with specified notice. Advertisements may also be translated and posted in minority publications and at public forums, as needed.

3.5 Monitoring Compliance

The SunRail service will be monitored to verify Title VI compliance based on the FDOT procedures outlined in Section 2 of this report. The following summarizes the FDOT timeline for monitoring Title VI and LEP Compliance:

Section 5307, 5310, 5311, 5316 and 5317 Recipients	Triennial reviews by District
District Reviews	Annual by Central Office
Quarterly Reports	EOO/Title VI
FTA Reporting Period	Every 3 years EOO/Title VI

4. Program Specific Requirements for SunRail

This section summarizes the system-wide service standards and service policies established for SunRail. Additionally, the following sections are intended to report the program specific requirements for SunRail in compliance with FTA's Title VI reporting procedures. These program specific reporting requirements include: demographic analysis, service monitoring, and service and fare equity analysis.

4.1 System-Wide Service Standards and Policies

Title 49 CFR Section 21.5 states the general prohibition of discrimination on the grounds of race, color, or national origin. Section 21.5(b)(2) specifies that a recipient shall not *"utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin."* Section 21.5(b)(7) requires recipients to *"take affirmative action to assure that no person is excluded from participation in or denied the benefits of the program or activity on the grounds of race, color, or national origin."* Finally, Appendix C to 49 CFR part 21 provides in section (3)(iii) that *"[no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin]."*

The service standards and policies as established for SunRail service, including Phase 2 South, are documented in the Transportation and Maintenance Operations Plan for CFRC/SunRail (TMOP, March 2019). The SunRail service standards were developed in compliance with Title VI regulations to ensure equitable service is provided at operations and maintained. The following narrative briefly summarizes the system-wide service standards as detailed in the TMOP.

4.1.1 Vehicle Load

The SunRail commuter service operates using a fleet of push-pull diesel locomotives and Americans with Disabilities Act (ADA)-compliant coaches and cab cars. The existing vehicle fleet consists of bi-level passenger cars (147 seat capacity) and bi-level cab cars (132 seat capacity). A peak hour load standard of 125% (Load Factor = 1.25) has been assumed due to the higher demand in projected ridership and loads for the stations approaching downtown Orlando and the shorter travel distance between those stations for potential standees. During off peak hours, the load standard will be 100% (Load Factor = 1.00) of the seated load (i.e., no standees).

4.1.2 Vehicle Headway

Base service levels operate during the midday, between 9:00 AM and 3:30 PM. Base period service and evening period (6:30 PM to approximately 11:30 PM) is operated at 60 to 180-minute headways. During the AM peak period (6:00 AM to 9:00 AM) and the PM peak period (3:30 PM to 6:30 PM), the trains operate at 30-minute headways. No revenue service is currently operating on Saturdays, Sundays, or holidays although some special event service may be operated in evening hours or on weekends.

4.1.3 On-Time Performance

Commuter rail trains accelerate at a maximum rate of about 2.0 miles per hour per second (mphps). Normal service braking is a constant 2.0 mphps from 65 mph to 0 mph. Station-to-station run times also include station dwell times (30 to 60 seconds per station) and a five to ten percent (5% - 10%) allowance for schedule margin (e.g., wheelchair boardings and alightings, dispatching delays and other unscheduled delays). The TMOP defines typical equipment or system failures that may cause schedule delays or service disruptions and specifies actions necessary to minimize service disruptions and restore full

service. All failure recovery actions are conducted by CFRC OCC personnel and overseen by the Manager of Train Operations or designated supervisor on duty.

4.1.4 Service Availability

After the equipment or system failure is resolved, non-revenue equipment and staff will return to their normal base and revenue trains must adopt strategies to return to scheduled operations. The appropriate strategy (or strategies) will depend on the deviation of actual operations from scheduled service. For deviations of less than the length of one service headway, late trains can be advanced by reducing the scheduled station dwell times and end-of-line layover times and early trains can be delayed by increasing dwell and layover times. For deviations longer than one service headway, it may be necessary to temporarily reassign train crew runs or dispatch standby trains.

4.1.5 Distribution of Transit Amenities

All stations currently comply with requirements of the ADA of 1990 in accordance with 49 CFR Part 37.42(f) as well as USDOT's amended regulations, ADA's Final Rule (76 FR 57924). All stations are at grade. SunRail station platforms are 8" Above Top of Rail (ATR) and 5'1" from the centerline of the track. Platforms are a minimum of 14' wide and 300' long and capable of berthing three coaches. In compliance with 49 CFR §37.42, all passenger coaches and cab cars include two ADA-compliant car-borne lifts. In addition, a ramp to a mini-high platform to an elevation of 22-inches ATR is available at the south end of each platform. This provides the disabled community another option for boarding onto the vehicles. Passengers boarding at the mini-high use a bridge plate (consistent with 49 CFR §38.95(c) and 38.125(c)) stowed in the car and placed by the conductor when required.

In general, station amenities are standardized, including shelters, platform features and structural elements, with a canopy over a portion of each platform. The extent of canopy coverage varies by station and depends on expected patronage and platform type. Platform amenities include:

- Platform topping to include decorative pavers and detectable warning strip
- Bench seating per platform
- Painted steel map kiosks with lighting and system map
- Trash receptacles
- Inter-track fencing between the platforms
- Platform and canopy lighting
- Informational, directional and regulatory signage
- ADA-compliant bi-level water fountain and drain
- Pedestrian crosswalks with warning signals
- Emergency Call Boxes and Passenger Assist Telephones
- Public Address System
- Ticket Vending Machines (TVMs) (ADA accessible)
- Variable Message Signs
- Closed Circuit Television (CCTV) Security System with Static and Pan/Tilt/Zoom cameras.

4.1.6 Vehicle Assignment

The SunRail commuter service is operated using a mixed fleet of push-pull equipment consisting of diesel locomotives and ADA compliant coaches and cab cars. Per the TMOP, "The Mechanical Supervisor will determine which vehicles will be used for each train and inform the Train Engineers and Conductors of its location in the yard."

4.2 Demographic Analysis

To ensure compliance with 49 CFR 21.9(b), FTA requires transit providers to report demographic and service profile data as well as customer demographics and travel patterns. The reported racial and ethnic data is

provided to identify the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance from FTA.

4.2.1 Demographic and Service Profile

A demographic profile of the SunRail service area was prepared to determine the availability of SunRail service to minority and low-income populations. Demographic maps and charts are provided in **Appendix E**. The demographic data provided in **Appendix E** was based on 2015 ACS data. These demographic and service profile maps and charts will be updated after each decennial census and prior to proposed service reductions or eliminations.

4.2.2 Demographic Ridership and Travel Patterns

To comply with FTA reporting requirements, FDOT will work with LYNX to conduct customer surveys to identify ridership demographics (including race, color, national origin, language spoken at home) and travel patterns. This information is used to develop a demographic profile of the ridership to evaluate the percentage of minority populations utilizing the SunRail system. Any customer surveys are conducted in accordance with LEP regulations. The following sections describe the demographic patterns for the SunRail alignment. To document the socioeconomic characteristics along the alignment, the corridor width was assumed to extend ½ mile on either side of the SunRail alignment which is located within the existing CFRC corridor. For the purposes of reporting demographic data, the data within this section is provided for Phase 1 and Phase 2 South of the SunRail project.

The SunRail service area includes station areas within either a ½ or 3-mile buffer based on the different types of stations that are served by the SunRail system. The ½ mile buffer was utilized for urban stations with no parking and represents an appropriate walkshed for passengers riding the SunRail system. The 3-mile buffer represents the typical service area for park and ride passengers. The minority and low-income population data for the station service areas are documented in the Service and Fare Equity analysis (refer to Section 4.4). The counties served by the SunRail commuter rail system, including Volusia, Seminole, Orange, and Osceola, comprise the regional comparison region.

LYNX and Votran transit services currently provide feeder bus services to Phase 1 of SunRail and LYNX provides feeder bus service to Phase 2 South. The LYNX service is located within existing service routes as documented in LYNX's Title VI Program. Therefore, these existing service routes are not documented as part of the SunRail Title VI Program. The Service and Fare Equity analysis for the feeder bus routes funded by FDOT is documented in **Appendix G**.

4.2.2.1 Station Locations

The Phase 1 and Phase 2 South station locations (shown in **Appendix E**) were identified in consultation with the jurisdictional municipalities and because of extensive public involvement outreach conducted during the National Environmental Policy Act (NEPA) process. The stations serve key population areas and major destinations throughout the corridor. As the SunRail transit system was developed along the existing CFRC corridor, key destinations outside the service area will continue to be serviced in partnership with LYNX and Votran bus transit. The station locations within Phase 1 and Phase 2 South of the project and accessibility to major activity centers are briefly described below. Phase 2 South station information was first included in the last Title VI update in May 2018 prior to the start of revenue operations for Phase 2 South in July 2018.

DeBary Station - Located in DeBary, a stone's throw from the St. Johns River and busy U.S. Highway 17-92, the DeBary station is near some of Central Florida's most scenic parks and is easily accessible to Interstate 4. The SunRail station is within walking and biking distance of the 210-acre Gemini Springs Park, Volusia County's Memorial Park and the newly renovated Lake Monroe Park, which includes a trailhead for the Lake Monroe-Gemini Springs-DeBary Hall recreational trail, as well as lakefront camping opportunities. The City of DeBary also is examining redevelopment opportunities adjacent to the station. Planning is underway for DeBary Town Center on a 68-acre parcel about ¼ mile from the station. The SunRail station includes a park and ride lot with a bus drop-off area. The DeBary Station parking lot was expanded during 2017.

Sanford Station - Located near the intersection of State Road 46 and Airport Boulevard, vacant property near the Sanford station presents unique development partnership opportunities for surrounding land owners, residents and community leaders. The SunRail station provides a direct connection to a residential development (Riverview Townhomes) on the east side of the tracks. Also, the station is a short distance from historic downtown Sanford, with its charming mix of antique stores, restaurants, lakefront recreational activities, county services and Central Florida Regional Hospital, as well as to the Seminole Towne Center and surrounding residential development. The SunRail station includes a park and ride lot with bus drop-off area. The City of Sanford provides a free trolley from the Sanford Station to downtown Sanford which operates Monday through Friday after noon.

Lake Mary Station - The Lake Mary station is conveniently located near the intersection of Lake Mary Boulevard and Country Club Road, adjacent to Stairstep Park and just a stone's throw from the city's municipal services complex, a restaurant and retail center, several additional parks and Seminole State College. Station House apartments, residential neighborhoods and planned expansion of the city center also are within easy walking distance of the SunRail station. The SunRail station includes a park and ride lot with bus drop-off area.

Longwood Station - Near the intersection of Ronald Reagan Boulevard and Church Avenue, the Longwood station is located near the historic center of town, municipal services buildings, civic centers, three public parks and South Seminole Hospital. Dining and shops also are within easy walking distance of the SunRail station and the city's Weston Park, a multi-family residential development located adjacent to the station. Because of its proximity to S.R. 434, the station also provides access to Winter Springs residents and businesses. The SunRail station includes a park and ride lot with bus drop-off area.

Altamonte Springs Station - The Altamonte Springs station is centrally located near the intersection of Altamonte Drive (S.R. 436) and Ronald Reagan Boulevard, offering commuters a brisk walk or easy bus ride to the Altamonte Mall and AdventHealth (formerly Florida Hospital) in Altamonte Springs, with a host of additional dining and shopping opportunities along the way. The SunRail station is within walking distance of Winwood and Eastmonte Parks, several residential neighborhoods and the city's municipal services complex. This station also provides access to Casselberry businesses and residents, including planned redevelopment opportunities along the U.S. 17-92 corridor. The SunRail station includes a park and ride lot with bus drop-off area.

Maitland Station - The Maitland station is located at the former Parker Lumber site, just south of the Maitland Boulevard overpass, on U.S. Highway 17-92. The Maitland Station Apartments are located adjacent to the SunRail station. The SunRail station is within walking distance of the city's planned downtown redevelopment and municipal complex, with easy access to shopping, restaurants and a pedestrian path to neighboring residential communities. The SunRail station includes a park and ride lot with bus drop-off area.

Winter Park Station - Near the intersection of Morse Boulevard and Park Avenue, the charming Winter Park Amtrak/SunRail station fronts historic Central Park and the city's fabled Park Avenue shopping and dining district. The SunRail station is within easy walking distance of the city's Winter Park Welcome Center, the Farmer's Market, municipal complex, soccer and softball fields, the city's 9-hole golf course, Charles Hosmer Museum of American Art, and Rollins College, as well as an eclectic mix of residential housing.

AdventHealth Station (formerly Florida Hospital Health Village Station) - One of the largest employers in Central Florida, AdventHealth partnered with SunRail to build a station located at its main campus, near the intersection of Rollins Street and Orange Avenue. The hospital expects to invest more than \$230 million in new facilities within the next five years, as well as create a "*Health Village*" on campus. Within walking distance of the Loch Haven Park Neighborhood Center, Orlando Repertory Theatre, Orlando Shakespeare Theater, Orlando Science Center, Edythe Bush Theatre, Orlando Museum of Art, Mennello Museum of American Art, and Orwin Manor Park, the SunRail station also provides easy access to Orlando's Antique Row on Orange Avenue, shopping and dining, as well as recreational activities on Lake Ivanhoe.

LYNX Central Station - Centrally located in downtown Orlando, the SunRail station at LYNX Central Station, near the intersection of Amelia Street and Garland Avenue, provides quick and easy transfers to the region's bus network and ultimately will be a hub for future rail expansions as approved by the community. The Orange County and Federal courthouses, Florida Agricultural and Mechanical University (FAMU) College of Law, and downtown business activities are within easy walking distance, as are all downtown Orlando's shopping, entertainment and recreational venues. Development nearby includes the Central Station on Orange with apartments and retail locations, Creative Village which will have a new downtown campus for the University of Central Florida and a mixed-use transit-oriented development just west of the station including a Marriott Hotel that opened in early 2018.

Church Street Station - Near the intersection of South Street and Garland Avenue, the SunRail station at Church Street serves the downtown business area and the city's booming residential and entertainment district. Orlando City Hall is a quick walk away, as is the Orange County government complex, the Amway Center entertainment complex, the Federal courthouse, elder high-rise housing and the Parramore residential and business area. The SunRail station at Church Street provides easy access to the Dr. Phillips Performing Arts Center, the newly renovated Camping World Stadium, and Orlando City Stadium serving the Major League Soccer team. A new 28 story mixed use development that includes office, retail, meeting space and a hotel, is under construction adjacent to the station.

Orlando Health/Amtrak Station - The SunRail station located with Orlando's Amtrak station, near the intersection of Sligh Boulevard and Columbia Street, is a partnership between the community and one of the region's largest employers, Orlando Health and its burgeoning medical complex. Surrounding medical facilities, including Orlando Regional Medical Center, M.D. Anderson Cancer Center, the Ambulatory Care Center, Arnold Palmer Children's Hospital, Winnie Palmer Hospital for Women and Babies and the Lucerne Hospital, are within easy walking distance of the station, as are local restaurants and neighboring parks. Orlando Health is expected to employ more than 19,000 people over the next 25 years and provides more than 2,000 hospital beds for the community.

Sand Lake Road Station - Near the intersection of Orange Avenue and Sand Lake Road, the SunRail station at Sand Lake Road serves an expanding residential and business hub in south Orlando, with easy bus access to the Florida Mall and the attractions area, as well as Orlando International Airport (OIA). The SunRail station ultimately is designed to connect with future rail options planned to serve OIA and Lake Nona-Medical City area to the east and the Orange County Convention Center and the International Drive tourism district to the west. This station also serves the residents of nearby Belle Isle and Taft. The SunRail station includes a park and ride lot and bus drop-off area.

Meadow Woods Station - Near the intersection of South Orange Avenue and Fairway Woods Boulevard, the SunRail station at Meadow Woods offers easy transit access to South Orange County and north Osceola County's burgeoning residential neighborhoods. The station also serves the nearby South Orange Sports Complex. The SunRail station includes a park and ride lot and bus drop-off area.

Tupperware Station - Near the intersection of Osceola Parkway and Michigan Avenue, the Tupperware SunRail station at Osceola Parkway is centrally located to the south of the Hunter's Creek subdivision in Orange County and to the west of Buenaventura Lakes. This station is home to Tupperware Brands World Headquarters and a new mixed-use development that includes residential, commercial and retail opportunities adjacent to the SunRail platform. In addition, the station provides direct transit access for Walt Disney World employees and visitors. The SunRail station includes a park and ride lot with bus drop-off area.

Kissimmee Station - The Kissimmee station, located near the intersection of Broadway Street and Monument Avenue in downtown Kissimmee, is within easy walking distance of dining and shopping centers, the Osceola County Courthouse and Government Center, Osceola Regional Medical Center and the Lake Tohopekaliga shore. Indeed, Lakefront Park, where outdoor enthusiasts can enjoy ready access to boating, fishing, picnicking and other recreational activities on Lake Tohopekaliga, is only about a half-mile from SunRail's downtown Kissimmee depot. The SunRail station is adjacent to the Kissimmee Intermodal Center

Garage, a multi-use parking garage with 400 spaces that opened in May 2017. Per a 2015 agreement between FDOT and the City of Kissimmee, during the hours of SunRail operation, no less than 350 parking spaces are available to SunRail passengers and patrons.

Poinciana Station - Near the intersection of Orange Blossom Trail and Poinciana Boulevard, the SunRail station at Poinciana serves one of the fastest growing employment centers in the region, with more than 1,600 current workers at the 1,200-acre park and major planned future expansions. In addition, the nearby Poinciana development is currently one of the fastest growing residential areas in Osceola County. The SunRail station includes a park and ride lot with bus drop-off area, with plenty of transit-oriented development potential in surrounding areas. A VSLMF is located adjacent to the station.

4.2.2.2 Environmental Justice

Pursuant to Executive Order 12898, *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*, disproportionately high and adverse effects on minority populations and low-income populations must be avoided. The project impacts associated with the implementation and construction of the SunRail transit system are fully documented in accordance with NEPA. The environmental record for the CFCRT (SunRail) project consists of the following documents:

- *Environmental Assessment* (December 15, 2006) with *Finding of No Significant Impact (FONSI)* (April 27, 2007);
- *Supplemental EA* (May 8, 2008) with *Addendum to the FONSI* (July 22, 2008); and
- *Second Supplemental EA* (April 20, 2010) with *Second Addendum to the FONSI* (September 10, 2010).

The *Second Addendum to the FONSI* as issued by FTA, indicated no significant impacts were associated with EJ populations. To comply with FTA's reporting requirements, an updated map identifying minority populations within the service area is provided in **Appendix E**.

Minority populations were analyzed based on the 2015 ACS data released by the U.S. Census Bureau. Minority populations, as reported for FTA and NEPA compliance, is not directly presented by the Census raw data. The method used for FDOT's Efficient Transportation Decision Making (ETDM) tool is to subtract the Census reported count for the white non-Hispanic population from the total population of each census block. This method of calculation includes Hispanic populations in the minority population reported data. This information is shown by census tract in the 2015 ACS data shown on the Geographic Information System (GIS) file developed for the ETDM tool in 2011. Figure 2 (provided in **Appendix E**) shows the percentage of minority populations by tract within the study area.

The overall minority population in the census tracts within the study area (159,837 persons) represents approximately 53-percent of the total population within the study area (300,571). Of the 71 tracts within the study area, 14 (19.7-percent) have less than 20-percent minority population, 20 tracts (28.2-percent) have between 20 and 40-percent minority population; and 37 tracts (52.1 percent) have greater than 40-percent minority population. This even distribution indicates the project does not disproportionately impact minorities. Further, the percentage of minorities within the study area are lower than the county-wide values shown below.

- Volusia County (26.1-percent minority population)
- Seminole County (36.0-percent minority population)
- Orange County (56.5-percent minority population)
- Osceola County (63.4 percent minority population)

The census information shows 2 of the 3 tracts in Volusia County are below the 26.1-percent Volusia County average, 10 of the 22 tracts in Seminole County are below the 36.0-percent Seminole County average, 22 of the 34 tracts in Orange County contain a percent of minority population below the 56.5-percent Orange County average, and 4 of the 12 tracts in Osceola County are below the 63.4-percent Osceola County average.

Figure 3 in **Appendix E** identifies the percentage of households below the poverty level within the alignment corridor as an indicator of the proximity of low-income population. This information is shown by block group based on the 2015 ACS Census data shown on the GIS file developed for the ETDM tool in 2017. A block group is defined by the U.S. Census below.

“A block group (BG) is a cluster of census blocks ...within a census tract... BGs generally contain between 600 and 3,000 people, with an optimum size of 1,500 people.”

Source: U.S. Census http://www.census.gov/geo/www/geo_defn.html#BlockGroup

A census block is defined below:

“Census blocks are areas bounded on all sides by visible features, such as streets, roads, streams, and railroad tracks, and by invisible boundaries, such as city, town, township, and county limits, property lines, and short, imaginary extensions of streets and roads. Generally, census blocks are small in area; for example, a block bounded by city streets. However, census blocks in remote areas may be large and irregular and contain many square miles.”

Source: U.S. Census http://www.census.gov/geo/www/geo_defn.html#CensusBlock

Of the 140 block groups within the study area, 97 (65.0-percent) have less than 20-percent low income population; 21 block groups (15.0-percent) have between 20 and 30-percent low-income population; and 22 block groups (15.7-percent) have greater than a 30-percent low income population. The largest portion of the study area has less than 20-percent low-income population, which indicates the project does not disproportionately impact low-income populations. Further, the percentage of low income population within the study area are generally lower than the county-wide values shown below.

- Volusia County (17.4-percent low income population)
- Seminole County (12.1-percent low income population)
- Orange County (17.8-percent low income population)
- Osceola County (19.5-percent low income population)

The census information shows 4 of the 4 block groups in Volusia County are below the 17.4-percent Volusia County average, 21 of the 46 block groups in Seminole County are below the 12.1-percent Seminole County average, 45 of the 69 block groups in Orange County contain a percent of low income households below the 17.8-percent Orange County average, and 12 of the 23 block groups in Osceola County contain a percent of low income households below the 19.5-percent Osceola County average.

Distribution of transportation amenities is another aspect of EJ for a transit provider. The goal is to provide the transit station access to the minority and low-income population centers and work centers. Table 2 shows the tract level information for the stations with respect to minority and low-income access.

Of the 14 stations, 7 are located within, or near, tracts that exceed 40% minority population and 7 stations are located within, or near, block groups that exceed 15% below the poverty line. This reflects the balanced planning approach for the rail service to provide an economic benefit for the vicinity of the stations as well as a transportation resource to minority populations. Further supporting information for the figures and Table 2 are provided in **Appendix E**.

TABLE 2
Station Statistics for Minority and Low-Income Access
SunRail

Station	2010 Tract ¹	Percent Minority ²	Percent Low Income ³
DeBary	909.02	28.5%	9.2%
	909.04	13.7%	9.1%
Sanford	204.01	83.2%	43.8%
	204.02	61.4%	6.0%

TABLE 2
Station Statistics for Minority and Low-Income Access
SunRail

Station	2010 Tract ¹	Percent Minority ²	Percent Low Income ³
Lake Mary	205	69.8%	48.3%
	206	53.0%	26.3%
	208.03	27.5%	8.6%
	208.05	26.2%	3.9%
	208.06	46.8%	16.1%
	208.07	52.2%	18.8%
Longwood	215.02	41.6%	16.6%
	215.03	23.5%	19.6%
	215.04	12.9%	2.5%
	215.06	28.6%	5.4%
Altamonte Springs	218.02	41.7%	20.6%
	219.02	52.1%	16.7%
	220.01	61.3%	26.5%
Maitland	155.01	26.1%	8.2%
	156.01	10.1%	4.7%
	157.01	12.9%	6.1%
	218.02	41.7%	20.6%
	218.05	6.4%	2.8%
	220.05	26.7%	5.8%
Winter Park	158.01	18.7%	9.8%
	159.01	58.2%	24.1%
	160.01	21.5%	3.1%
	161	18.2%	4.9%
AdventHealth	127.01	18.5%	10.9%
	128	15.0%	4.4%
	188	27.3%	10.6%
LYNX Central, Church Street and Orlando Health/Amtrak	102.00	26.1%	11.4%
	103.00	22.6%	19.9%
	104.00	96.7%	50.8%
	105.00	95.4%	41.6%
	113.00	18.4%	7.4%
	185.00	70.2%	27.4%
	188.00	27.3%	10.6%
	189.00	39.6%	23.3%
Sand Lake Road	141	21.2%	4.3%
	142	82.3%	34.3%

TABLE 2
Station Statistics for Minority and Low-Income Access
SunRail

Station	2010 Tract ¹	Percent Minority ²	Percent Low Income ³
Meadow Woods	168.03	70.7%	16.9%
	168.04	65.1%	17.9%
	168.03	70.7%	16.9%
	168.04	65.1%	17.9%
	168.06	76.8%	18.0%
	168.07	84.0%	14.9%
	170.14	64.6%	11.5%
	423.00	72.9%	24.2%
Tupperware	425.00	83.0%	7.6%
	168.06	76.8%	18.0%
	168.07	84.0%	14.9%
	170.14	64.6%	11.5%
	416.00	58.7%	38.5%
	420.00	82.3%	34.3%
	422.00	86.2%	28.5%
	423.00	72.9%	24.2%
Kissimmee	424.00	63.8%	13.8%
	425.00	83.0%	7.6%
Poinciana	416.00	58.7%	38.5%
	408.04	39.7%	19.4%
	409.01	53.7%	11.5%
	410.01	69.5%	9.0%
	415.00	68.3%	15.2%
	416.00	58.7%	38.5%
	417.00	58.6%	27.3%

Notes:

¹ Block groups level data used and totaled by tract for this tabulation.

² Calculated by totaling the population and minority populations within the study area for the block groups within ½ mile of a proposed station using 2015 ACS data.

³ Calculated by totaling the block group population and below poverty level population within the study area for the Census Tracts within ½ mile of the station using 2015 ACS data

Source: 2015 ACS

4.2.2.3 Transit Dependent Populations

The potential transit dependent populations include households with no vehicle, persons age 65 and above, or with disabilities. The US Census no longer reports information regarding disabilities, so ACS also does not produce off census estimates. The transit dependent populations within the corridor are identified on maps and data provided in **Appendix E**.

- **No Vehicle.** Figure 4 in **Appendix E** shows the percentage of households with no vehicle available by block group as presented in the 2015 ACS data.
- **Age 65 and Above.** Figure 5 in **Appendix E** depicts the distribution of elderly population defined as age 65 and above. This information is shown at the block group level based on the 2015 ACS data released.

For transit providers, station location planning should consider the transportation disadvantaged population. To serve the disabled population, the SunRail station amenities and platforms were developed in compliance with the ADA of 1990 (as amended). Table 3 summarizes the transit dependent populations based on the tracts for each station location. Further data is provided in **Appendix E**.

TABLE 3
Station Statistics for Transit Dependent Populations
SunRail

Station	2010 Tract ¹	No Vehicle ²	Above Age 65 ³
DeBary	909.02	0.0%	23.3%
	909.04	0.9%	15.8%
Sanford	204.01	2.2%	6.6%
	204.02	1.7%	19.1%
	205	7.3%	14.1%
	206	0.0%	7.1%
Lake Mary	208.03	0.8%	11.2%
	208.05	1.8%	27.5%
	208.06	1.1%	8.8%
	208.07	0.7%	13.3%
Longwood	215.02	1.2%	10.1%
	215.03	2.6%	22.3%
	215.04	11.6%	37.3%
	215.06	0.5%	16.7%
Altamonte Springs	218.02	2.5%	15.1%
	219.02	2.8%	19.8%
	220.01	2.7%	12. %
Maitland	155.01	6.4%	25.4%
	156.01	2.1%	22.0%
	157.01	1.2%	24.9%
	218.02	2.5%	15.1%
	218.05	0.6%	19.5%
	220.05	3.9%	2%
Winter Park	158.01	1.5%	20.6%
	159.01	11.7%	16.4%
	160.01	1.3%	15.8%
	161	4.9%	27.6%
	127.01	0.0%	11.1%

TABLE 3
Station Statistics for Transit Dependent Populations
SunRail

Station	2010 Tract ¹	No Vehicle ²	Above Age 65 ³
AdventHealth	128	2.3%	18.5%
	188	2.5%	8.9%
LYNX Central, Church Street, and Orlando Health/Amtrak	102.00	2.2%	10.5%
	103.00	18.2%	48.7%
	104.00	12.6%	11.7%
	105.00	18.7%	15.6%
	113.00	0.5%	13.2%
	185.00	6.4%	8.5%
	188.00	2.5%	8.9%
	189.00	8.4%	19.3%
Sand Lake Road Station	141	1.8%	14.2%
	142	2.6%	8.7%
	168.03	0.4%	14.6%
	168.04	0.9%	7.5%
Meadow Woods	168.03	0.4%	14.6%
	168.04	0.9%	7.5%
	168.06	2.2%	10.2%
	168.07	1.3%	6.6%
	170.14	0.6%	13.7%
	423.00	4.7%	18.5%
	425.00	1.1%	16.0%
Tupperware	168.06	2.2%	10.2%
	168.07	1.3%	6.6%
	170.14	0.6%	7.5%
	416.00	3.8%	10.2%
	420.00	2.6%	8.7%
	422.00	7.5%	14.9%
	423.00	4.7%	18.5%
	424.00	0.3%	11.4%
	425.00	1.1%	16.0%
Kissimmee	416.00	3.8%	10.2%
Poinciana	408.04	0.7%	19.3%
	409.01	0.6%	8.0%
	410.01	3.6%	22.0%
	415.00	1.2%	13.9%
	416.00	3.8%	10.2%

TABLE 3
Station Statistics for Transit Dependent Populations
SunRail

Station	2010 Tract ¹	No Vehicle ²	Above Age 65 ³
	417.00	3.0%	13.7%

Notes:

¹ Block groups level data used and totaled by tract for this tabulation.

² Calculated by totaling the vehicle data and the reported no access to a vehicle from the 2010 Census Tracts within ½ mile of the station using 2015 ACS data.

³ Calculated by totaling the block group population and age above 65 population within the study area for the Census block groups within ½ mile of the station of the station using 2015 ACS.

Source: 2015 ACS

4.2.2.4 Minority Transit Routes

A “minority transit route” is defined in Federal Register Volume 77, Number 167, dated August 28, 2012 and FTA Circular 4702.1B as “one in which at least one-third of the revenue miles are located in a Census block or block group, or traffic analysis zone where the percentage minority population is greater than the percentage minority population in the service area”. In addition, FTA Circular 4702.1B indicates that a minority transit route can connect an above-average minority population to jobs. This section documents the minority route analysis conducted to identify potential minority transit routes.

Since SunRail Phase 2 South began revenue service in July 2018, historical ridership data is not available for the new stations. For this reason, the evaluation of minority transit routes is based on 2015 ACS block group data and observations of likely employment destinations, which is consistent with the FTA guidance circular. SunRail ridership data and any future service changes will be used to update this analysis in the future.

Considering the overall 49-mile corridor, less than 1/3 of the distance traverses predominately minority areas as shown in Figure 6 (**Appendix E**). But, due to the station spacing and reasonable access, the length of revenue miles is likely less than the 49-mile overall corridor. So, a specific methodology was determined and coordinated with FTA based on the station to station length (i.e., Route A is Poinciana to Kissimmee Station) to determine potential minority routes within the SunRail alignment. The methodology and results are discussed below.

Step 1. Determine data set. The 2015 ACS block group data was used to determine the population and percentage of minority population. The ETDM definition was used for this analysis (subtract the white non-Hispanic population from the total population). The use of Census block groups and the ETDM minority definition are consistent with the FTA requirements.

Step 2. Set the regional minority threshold. The minority threshold is the average minority population of the regional transit service area. The Phase 2 South regional service area is the full extent of Volusia, Seminole, Orange, and Osceola Counties. Based on 2015 ACS data, the average minority population for the three counties is 47.50%, which is shown in Table 4.

TABLE 4
Minority Population Data for the Transit Service Area

County	Census Block Group Minority Population	2010 Population	Minority Threshold
Volusia Co.	131,354	503,719	
Seminole Co.	157,506	437,346	
Orange Co.	694,180	1,229,039	
Osceola Co.	190,698	300,870	
Transit Service Area	1,173,738	2,470,974	47.50%

Step 3. Set the analysis buffer. With the SunRail commuter system, the area of reasonable ridership access to the route from adjacent minority populations is represented by the station areas consistent with the Service and Fare Equity analysis. For stations with no available parking, a walkshed of 1/2 mile was assumed. For stations that provide parking, a 3-mile station buffer represents the area from which potential riders have reasonable access to the commuter rail. In between the station areas, the SunRail alignment would not be included because this is outside the assumed ridership areas.

Step 4. Perform a regional minority population analysis. This analysis uses the Census data (Step 1) and the station areas (Step 3) for minority and total populations to determine the average percentage of minority population within each station area. This is used to determine if the potential station ridership represents an above-average minority population. Or, in other words, if the station area has a minority percentage that exceeds the regional minority threshold value from Step 2, there is a potential minority transit route.

Step 5. Evaluate if 1/3 of the revenue service length traverses predominantly above-average minority areas. While the 1/3 of the entire 49-mile corridor does not traverse predominately minority areas, the revenue mileage within each station area was evaluated to meet the intent of the FTA Circular. Without full ridership data, the likely workplace destinations are assumed to be the downtown Orlando stations.

In Step 4, the average minority population for each station area was calculated. Additionally, the locations of above-average minority populations are shown graphically on Figure 6 (overall) and Figures 7-22 (individual station graphics) located in **Appendix E**.

The revenue service length calculation was based on the distance (one-way route mileage) of revenue service miles within the station area divided by 3 to set the “1/3 Revenue Mile” value. Next, the line was drawn to represent the distance that the SunRail alignment traverses through a predominantly above-average minority area within the station area. This line was drawn by observation of the calculated above-average minority concentrations in dark blue (Step 4) and represents where the service area is characteristic of a predominant average minority population (i.e., where more than half of the surrounding station area involves an above-average minority population).

If the length of this line exceeds the “1/3 Revenue Mile” value, there is a potential minority transit route. This methodology allows for the minority route determination to be based on the entire station service area and not just the populations immediately adjacent to (or intersecting) the SunRail corridor.

The results are provided in Table 5. The regional minority population (Step 4) is exceeded within six station areas (Orlando Health/Amtrak, Sand Lake Road, Meadow Woods, Tupperware, Kissimmee, and Poinciana).

The conclusions from this analysis are the following six minority transit routes:

- **Route K – Orlando Health / Amtrak to Sand Lake Road.** The percentage of minority population at Orlando Health / Amtrak station exceeds the transit service area regional minority and the minority route length exceeds 1/3 of the revenue mileage.
- **Route L – Sand Lake Road to Meadow Woods.** The percentage of minority population at Sand Lake Road station exceeds the transit service area regional minority threshold and the minority route length exceeds 1/3 of the revenue mileage.
- **Route M – Meadow Woods to Tupperware.** The percentage of minority population at Meadow Woods station exceeds the transit service area regional minority threshold and the minority route length exceeds 1/3 of the revenue mileage.

- **Route N – Tupperware to Kissimmee.** The percentage of minority population at Tupperware station exceeds the transit service area regional minority threshold and the minority route length exceeds 1/3 of the revenue mileage.
- **Route O – Kissimmee to Poinciana.** The percentage of minority population at Kissimmee station exceeds the transit service area regional minority threshold and the minority route length exceeds 1/3 of the revenue mileage.
- **Route P – Poinciana.** The percentage of minority population at Poinciana station exceeds the transit service area regional minority threshold.

These minority route determinations will be re-analyzed after revenue operations have begun for SunRail Phase 2 South and documented in subsequent Title VI Program updates once sufficient historical ridership and monitoring data are available for the full alignment.

TABLE 5
Minority Route Analysis
SunRail

2015 ACS Population Station Area Comparison to Regional Threshold (47.5%)						Revenue Mileage Evaluation within Station Areas					
Station	Route Designation	Total Population	Minority Population	Minority Percentage	Exceeds Regional Minority Threshold	Route Length Between Stations (miles)	One-way Revenue Mileage (miles)	1/3 Revenue Mileage (miles)	Minority Route Length (miles)*	Conclusion	Notes
DeBary	A - DeBary to Sanford	41541	12829	30.88%	No	3.73	1.81	0.6	0	Non- Minority Route	Note 2
Sanford	B - Sanford to Lake Mary	68741	31607	45.98%	No	4.69	6.96	2.33	0	Non- Minority Route	Note 2
Lake Mary	C - Lake Mary to Longwood	99694	40816	40.94%	No	4.4	6.33	2.12	0	Non-Minority Route	Note 2
Longwood	D - Longwood to Altamonte Springs	102740	34233	33.32%	No	2.76	6.21	2.08	0	Non-Minority Route	Note 2
Altamonte Springs	E - Altamonte Springs to Maitland	128647	44525	34.61%	No	2.19	6.25	2.09	0	Non-Minority Route	Note 2
Maitland	F - Maitland to Winter Park	123401	45240	36.67%	No	2.96	6.75	2.26	0	Non-Minority Route	Note 2
Winter Park	G - Winter Park to Florida Health Village	8698	2487	28.59%	No	2.11	1.06	0.36	0.92	Non-Minority Route	Note 2
Florida Hospital Health Village	H - Florida Hospital Health Village to LYNX Central	5914	1152	19.48%	No	2.07	1.02	0.34	0	Non-Minority Route	Note 2
LYNX Central	I - LYNX Central to Church Street.	8879	3206	36.11%	No	0.61	1	0.34	0	Non-Minority Route	Note 2
Church St.	J - Church Street to Orlando Health / Amtrak	9390	3896	41.49%	No	0.82	1.02	0.35	0	Non-Minority Route	Note 2
Orlando Health/Amtrak	K - Orlando Health /	7744	4110	53.07%	Yes	5.29	1	0.34	0.74	Minority Route	Note 1

TABLE 5
 Minority Route Analysis
SunRail

Station	Route Designation	2015 ACS Population Station Area Comparison to Regional Threshold (47.5%)				Revenue Mileage Evaluation within Station Areas				Conclusion	Notes
		Total Population	Minority Population	Minority Percentage	Exceeds Regional Minority Threshold	Route Length Between Stations (miles)	One-way Revenue Mileage (miles)	1/3 Revenue Mileage (miles)	Minority Route Length (miles)*		
	Amtrak to Sand Lake Road										
Sand Lake Road	L - Sand Lake Road to Meadow Woods	92387	59999	64.94%	Yes	4.63	2.96	0.99	2.56	Minority Route	Note 1
Meadow Woods	M - Meadow Woods to Tupperware	109585	81930	74.80%	Yes	3.36	6.21	2.07	6.21	Minority Route	Note 1
Tupperware	N - Tupperware to Kissimmee	163420	124103	75.90%	Yes	3.52	6.18	2.06	6.18	Minority Route	Note 1
Kissimmee	O - Kissimmee to Poinciana	2288	1502	58.70%	Yes	5.59	1.01	0.34	0.78	Minority Route	Note 1
Poinciana	P - Poinciana	58229	40229	69.10%	Yes	-	3.13	1.04	2.49	Minority Route	Note 1

*The Revenue Mileage within Predominantly Above-average Minority Areas is the sum of the alignment segments (revenue mileage) within the station area (walkshed/driveshed) that travel through predominant minority areas (where the total station area has a majority of block groups with minority percentages that exceed the minority percentage for the transit service area).

Notes:

¹ Route segment is a Minority Route (due to station area and minority route mileage).

² Non-Minority Route; Both stations have average minority population less than regional threshold.

Source: 2015 ACS

4.3 Service Monitoring

To ensure compliance with DOT's Title VI regulations, SunRail intends to implement a monitoring program to evaluate system performance relative to the service standards and service policies defined in Section 4.1 of this report. The six systemwide service standards include vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities, and vehicle assignment. SunRail is reviewing how these six service standards are currently reported including how frequently they are reported. Based upon that review, SunRail will develop a service monitoring methodology to include both Phase 1 and Phase 2 South services and submit it to FTA with the next Title VI program update. As outlined in FTA's Circular, the monitoring plan will consist of an evaluation to determine if any disparate impacts on the basis of race, color, or national origin are identified and to ensure the transit system provides equitable service and in particular on the six minority transit routes presented in Table 5 in Section 4.2.2.4 of this report.

4.4 Service and Fare Equity

The SunRail service is fully documented in the Service Development Plan and the FFGA for the project. Additionally, the CFCRT Fare Policy, Equipment and Implementation Plan (December 2013) provided as **Appendix F** was developed to serve as a guide for the FDOT to develop a fare system for the CFCRT. The establishment of a fare policy required regional coordination with the other transit providers, including LYNX and Votran. An equitable fare structure was determined in compliance with Title VI regulations. A Service and Fare Equity analysis was conducted consistent with FTA procedures and is provided in **Appendix G**. Consistent with FTA Circular 4702.1B, the Service and Fare Equity analysis will be updated subsequent to any major service or fare changes. The proposed major service change and service/fare equity policy is provided in **Appendix H** which contains the Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy.

The *Draft SunRail Title VI Program* and appendices were made available to the public via the project website for a minimum 30-day review period from February 5, 2014 through March 7, 2014 to provide an opportunity for comment. Additionally, an overview of these documents (including the Title VI policies and the Service and Fare Equity Analysis) were presented to the Technical Advisory Committee (TAC) and the CFCRC at the February 5, 2014 and February 17, 2014 regular meetings which were advertised to the public to solicit public comment. Both meetings were advertised on SunRail's website and through social media channels.

Because of this public outreach, no public comments were received. After the opportunity for public input, the CFCRC Governing Board approved the SunRail Title VI Program, the Service and Fare Equity Analysis for Phase 1 and the Title VI policies contained within **Appendix H**. A copy of the signed CFCRC Governing Board's resolution of support is provided in **Appendix I**. Consistent with FTA Circular 4702.1B, the service and fare equity analysis was updated for Phase 2 South as part of this Title VI report. The draft Title VI document was posted on the SunRail website from May 21, 2018 through June 20, 2018. No comments were received. The draft Title VI document was also referred to in the minutes of the March 29, 2018 CFCRC meeting and a presentation summarizing the draft Title VI document was made to the TAC on May 17, 2018 and to the CFCRC on May 31, 2018. Those meeting materials are posted on the SunRail website. No public comments on the draft Title VI document were received at either meeting.

APPENDIX A
Title VI/Nondiscrimination
Program & Policies



Florida Department of Transportation

RICK SCOTT
GOVERNOR

605 Suwannee Street
Tallahassee, FL 32399-0450

MIKE DEW
SECRETARY

POLICY

Effective: October 24, 2011
Review: May 1, 2017
Office: Equal Opportunity
Topic No.: 001-275-006-o
Authority: 20.23(3)(a), 334.048(3), F.S.

TITLE VI / NONDISCRIMINATION PROGRAM

The Florida Department of Transportation will not discriminate on the basis of race, color, national origin, sex, age, handicap/ disability or income status. No person may be treated unfavorably, excluded from participating in or denied the benefits of any Department program or activity because of their race, color, national origin, age, sex, handicap/ disability or income status. The Department will not retaliate against any person who complains of discrimination or who participates in an investigation of discrimination. Department grant recipients and contractors must comply with this policy.

Department civil rights and program area specialists must work closely to implement their mutual nondiscrimination program responsibilities. Each Assistant Secretary, District Secretary, Florida's Turnpike Enterprise Executive Director, Director, Manager, and Section Head of the Department's major program areas (Planning, Project Development/Environmental, Design, Right-of-Way, Construction, Maintenance, Public Transportation, and Research), and each Department grant recipient and contractor, is responsible for preventing discrimination and ensuring nondiscrimination in all of their programs and activities, whether those programs and activities are federally assisted or not.

The Department's Equal Opportunity Office Manager is delegated the authority to develop, maintain, implement, and monitor this policy as required by **23 Code of Federal Regulations (CFR) Part 200 and 49 CFR Part 21**.

Mike Dew
Secretary

Approved:



Department of Transportation

Effective: January 6, 2014

Office: Equal Opportunity

Topic No.: 275-010-010-f

TITLE VI PROGRAM and RELATED STATUTES

Implementation and Review Procedure

PURPOSE:

To establish the process for: (a) implementing the Federal Highway Administration (FHWA) Title VI compliance program under ***Title VI of the Civil Rights Act of 1964*** and other related civil rights laws and regulations; and (b) conducting Title VI program compliance reviews relative to the federal-aid highway program directives.

AUTHORITY: Sections 20.23(4) (a) and 334.048(3), Florida Statutes (F.S.)

SCOPE:

This procedure affects all federally and non-federally funded programs and activities administered by the Florida Department of Transportation (Department) and its sub-recipients.

REFERENCES:

Title VI of the Civil Rights of 1964 (Title 42 United States Code Section 2000d - 2000d-7); Section 324 of the Federal-Aid Highway Act of 1973 (Title 23 U.S.C. Sec. 324); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (Title 42 U.S.C. Sec. 4601 - 4655); Section 504 of the Rehabilitation Act of 1973 (Title 29 U.S.C. Sec. 794); Title II of the Americans with Disabilities Act of 1990 (Public Law 101-336); Age Discrimination Act of 1975 (Title 42 U.S.C. Sec. 6101 - 6107); Federal-Aid Highway Standards (Title 23 U.S.C. Part 109(h)); Civil Rights Restoration Act of 1987 (P.L. 100-259); Executive Order 12250; E.O. 12898; E.O. 13166; Title 28 Code of Federal Regulations Part 35; Title 28 C.F.R. Part 36; Title 28 C.F.R. Part 41; Title 28 C.F.R. Part 42, Subpart C; Title 28 C.F.R. Part 50.3; Title 49 C.F.R. Part 21; Title 49 C.F.R. Part 27; Title 23 C.F.R. Part 200; Title 23 C.F.R. Part 1235; United States Department of Transportation Order 1000.12; USDOT Order 1050.2; Federal Transit Administration Circular 4702.1B; Florida Civil Rights Act of 1992; Civil Rights Chapter 760 Florida Statutes; Title VI Nondiscrimination Program (FDOT Policy # 001-275-006)

DEFINITIONS:

AFFIRMATIVE ACTION (AA) - A good faith effort to eliminate past and present discrimination in all federally assisted programs and to ensure future non-discriminatory practice.

AGE DISCRIMINATION ACT OF 1975 (Title 42 U.S.C. Sec. 6101 - 6107) - Prohibits discrimination based on age. "No person in the United States shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

BENEFICIARY - Any person or group of persons (other than states) entitled to receive benefits, directly or indirectly, from any federally assisted program, e.g., relocatees, impacted citizens, communities.

CITIZEN PARTICIPATION - An open process in which the rights of the community to receive information, to provide comments to the government and to receive a response from the government are met through a full opportunity to be involved in the process and to express needs and goals.

CIVIL RIGHTS RESTORATION ACT OF 1987 (P.L. 100-259) - Clarification of the original intent of Congress in *Title VI of the Civil Rights Act, the Age Discrimination Act of 1975*, and *Section 504 of the Rehabilitation Act of 1973*. Restored the broad, institution-wide scope and coverage of the non-discrimination statutes to include all programs and activities of federal-aid recipients, sub-recipients and contractors, whether such programs and activities are federally assisted or not federally-assisted.

COMPLIANCE - That satisfactory condition existing when a recipient has effectively implemented all of the Title VI and related statutory requirements or can demonstrate that every good faith effort toward achieving this end has been made.

DISCRIMINATION - Involves any act or inaction, whether intentional or unintentional, in any program or activity of a federal-aid recipient, sub-recipient, or contractor, which results in disparate (unfavorable) treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, national origin, sex, age, religion, familial status, or, in the case of disability, failed to make a reasonable accommodation.

That act (action or inaction), whether intentional or unintentional, through which a person in the United States solely because of race, color, national origin, age, sex, disability, religion, or familial status, has been otherwise subjected to unequal treatment, or who has been retaliated against under any program or activity receiving financial assistance from the FHWA under *Title 23 U.S.C.*

EQUAL OPPORTUNITY OFFICE (EOO) - Administers the Department's Title VI Program and Related Statutes, Equal Employment Opportunity Contractor Compliance & On-the-Job (OJT) Program, Title VII Program, Disadvantaged Business Enterprise Program, and all related investigations.

FEDERAL-AID HIGHWAY ACT OF 1973 (Title 23 U.S.C. Sec. 324) - Prohibits discrimination on the basis of sex under any program or activity receiving federal assistance under this Title.

FEDERAL-AID HIGHWAY STANDARDS (23 U.S.C. 109(h)) - Requires that guidelines be designed to assure that possible adverse economic, social, and environmental effects relating to any proposed project on any federal-aid system be fully considered in developing such project, and that the final decisions on the project are made in the best overall public interest, taking into consideration the need for fast, safe and efficient transportation, public services, and the costs of eliminating or minimizing such adverse effects and the following:

- (1) air, noise, and water pollution;
- (2) destruction or disruption of man-made and natural resources, aesthetic values, community cohesion and the availability of public facilities and services;
- (3) adverse employment effects, and tax and property value losses;
- (4) injurious displacement of people, businesses and farms; and
- (5) disruption of desirable community and regional growth.

FEDERAL ASSISTANCE – This includes:

- (a) Any grants and loans of federal funds;
- (b) Any grant or donation of federal property and interests in property;
- (c) Any utilization of federal personnel;
- (d) Any sale or lease of, and the permission to use (on other than a casual or transient basis) federal property or any interest in such property without consideration or at a nominal consideration or at a consideration which is reduced for the purpose of assisting the recipient or in recognition of the public interest to be served by such sale or lease to the recipient; and
- (e) Any federal agreement, arrangement, or other contract which has, as one of its purposes, the provision of assistance.

FORMAL COMPLAINT OF DISCRIMINATION - A written explanation of an event in which a person believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by any of the Civil Rights laws, regulations and Executive Orders listed in the **REFERENCE** section of this procedure, based upon race, color, national origin, sex, age, disability, religion, or familial status.

INFORMAL COMPLAINT OF DISCRIMINATION - A verbal or non-written explanation of an event in which a person believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by any of the Civil Rights laws, regulations and Executive Orders listed in the **REFERENCE** section of this procedure, based upon race, color, national origin, sex, age, disability, religion, or familial status.

NONCOMPLIANCE - A recipient has failed to meet prescribed requirements and has shown an apparent lack of a good faith effort in implementing all of the ***Title VI and Related Statutes*** requirements.

PERSONS - Where designation of persons by race, color, or national origin is required, the following designations ordinarily may be used: "White not of Hispanic origin," "Black not of Hispanic origin," "Hispanic," "Asian or Pacific Islander," "American Indian or Alaskan Native." Additional subcategories based on national origin or primary language spoken may be used, where appropriate, on either a national or a regional basis.

PROGRAM - Includes any highway project, or activity for the provision of services, financial aid, or other benefits to individuals. This includes education or training, work opportunities, health, welfare, rehabilitation, housing, or other services, whether provided directly by the recipient of federal financial assistance or provided by others through contracts or other arrangements with the recipient.

RECIPIENT - Any state, territory, possession, the District of Columbia, Puerto Rico, or any political subdivision, or instrumentality thereof, or any public or private agency, institution, or organization, or other entity, or any individual in any state, territory, possession, the District of Columbia, or Puerto Rico, to whom federal assistance is extended, either directly or through another recipient, for any program. Recipient includes any successor, assignee, or transferee thereof. The term "recipient" does not include every ultimate beneficiary under any such program.

RETALIATION - Intimidating, threatening, coercing or discriminating against an individual because he/she made a complaint, testified, assisted or participated in any manner in an investigation, proceeding, or hearing.

SECTION 504 OF THE REHABILITATION ACT OF 1973 (Title 29 U.S.C. Sec. 794) - Provides that "no qualified handicapped person shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, be subjected to discrimination under any program or activity that receives or benefits from federal financial assistance."

SUB-RECIPIENT - Any sub-grantee, contractor, sub-contractor, transferee, assignee, or successor in interest in the program.

TITLE VI - Refers to ***Title VI of the Civil Rights Act of 1964***, which provides that “no person in the United States shall, on the ground 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 EFFECTIVENESS REVIEW – a specific review conducted annually in every program area of every district. This review is part of the Department’s Title VI Quality Assurance Review process. These reviews ensure consistency and effectiveness of nondiscrimination measures in each program area.

TITLE VI PROGRAM and Related Statutes - The system of requirements developed to implement ***Title VI of the Civil Rights Act of 1964***. References in this procedure to Title VI requirements and regulations shall not be limited to only ***Title VI of the Civil Rights Act of 1964***. Where appropriate, this term also refers to the civil rights provisions of other federal statutes provided in the **REFERENCE** section of this procedure to the extent that they prohibit discrimination on the grounds of race, color, national origin, sex, age, disability, religion, familial status or retaliation in programs receiving federal financial assistance of the type subject to ***Title VI*** itself.

UNIFORM RELOCATION ASSISTANCE AND REAL PROPERTY ACQUISITION POLICIES ACT OF 1970 (Title 42 U.S.C. Sec. 4601-4655) – Prohibits unfair and inequitable treatment of persons displaced or whose property will be acquired as a result of federal and federal-aid programs and projects.

1. ROLES AND RESPONSIBILITIES

The following personnel located in the Districts and Central Office have responsibility for implementing the Title VI Program and Related Statutes requirements and related Departmental activities:

1.1 STATE TITLE VI COORDINATOR

1.1.1 Designated person in the Equal Opportunity Office who is responsible for monitoring and administering the Department’s Title VI Program and Related Statutes in accordance with Federal guidelines. This includes:

- (A) Ensuring the Title VI Assurance is updated and signed by the Secretary of Transportation;
- (B) Monitoring Title VI and Related Statutes activities in the Department;

- (C) Providing Title VI and Related Statutes training for the Districts and Central Office;
- (D) Submitting the Department's ***Title VI Program and Related Statutes Implementation Plan*** to FHWA annually;
- (E) Developing Title VI and Related Statutes information for dissemination to the public (where necessary, in languages other than English);
- (F) Preparing an annual accomplishment and goals report for submission to the FHWA by November 1 of each year;
- (G) Investigating formal complaints of discrimination under Title VI and Related Statutes filed against the Department's sub-recipient's on Highway Programs, and forwarding recommendations to the FHWA for a final determination. Coordinating with the FHWA on all Title VI and Related Statutes formal complaints of discrimination filed against the Department on Highway Programs;
- (H) Coordinating with the Federal Transit Administration and Federal Aviation Administration, on all formal complaints of discrimination under Title VI and Related Statutes filed against the Department and its sub-recipients on Transit, Aviation, and ^[M1] safety programs;
- (I) Providing technical assistance to the Districts and Central Office;
- (J) Developing, preparing, and maintaining the Department's ***Title VI Program and Related Statutes*** non-discrimination policy, procedure, and forms;
- (K) Conducting annual Quality Assurance Reviews (QARs) of Districts' compliance with the ***Title VI Program and Related Statutes*** procedure. These QARs will also review specific areas of each District's Program Areas as part of required Title VI Effectiveness Reviews;
- (L) Monitoring the following program areas to ensure compliance with the Title VI Program and Related Statutes requirements: Aviation, Seaports, and Transit. Maintaining records of correspondence sent from these offices regarding Title VI and Related Statutes compliance;
- (M) Reviewing environmental documents such as Environmental Impact Statements and Environmental Assessments for potential discriminatory or disproportionate effects on project populations.

1.2 DISTRICT TITLE VI COORDINATOR

- 1.2.1** Appointed personnel by each District Secretary and Florida's Turnpike Enterprise Executive Director, or his/her designee, who is responsible for monitoring and reporting Title VI and Related Statutes activities within each District/Office program area and ensuring overall compliance with the ***Title VI Program and Related Statutes*** at the District/Office level. The District Title VI Coordinator's Title VI responsibility is designated in their position description. The selection of the District Title VI Coordinator should be based upon: ability to have easy access to the District Secretary, Florida's Turnpike Enterprise Executive Director, or his/her designee; ability to have adequate overview of all program areas; and ability to coordinate and implement needed changes relating to the Title VI Program and Related Statutes. District Title VI Coordinator responsibilities include:
- 1.2.2** Resolving informal (verbal or non-written) Title VI and Related Statutes issues within their respective District. Notifying State Title VI Coordinator and appropriate District management within five (5) calendar days of receipt of informal issues;
- 1.2.3** Referring complainants to the State Title VI Coordinator in the event the Title VI and Related Statutes issue is not satisfactorily resolved within the District, or if the complainant files a formal (written) complaint;
- 1.2.4** Monitoring the Title VI Program and Related Statutes in their respective Districts, including the Department's sub-recipients, and providing all necessary information to the State Title VI Coordinator;
- 1.2.5** Randomly attending a minimum of one (1) public meeting/hearing per quarter to monitor the opportunity for citizen participation and compliance with the Title VI Program and Related Statutes;
- 1.2.6** Providing quarterly reports, within thirty (30) calendar days after each quarter, to the State Title VI Coordinator. (See ***Form No. 275-010-11, Title VI Quarterly Report***);

1.3 DISTRICT TITLE VI PROGRAM AREA OFFICER

- 1.3.1** Appointed personnel in each District Planning, Environmental, Design, Right-of-Way, Construction, Maintenance, Local Agency Program, Public Information, Research Center and Public Transportation office, who are responsible for assisting the District Title VI Coordinator with monitoring and implementing the Title VI Program and Related Statutes in their respective program areas. The District Title VI Program Area Officers' responsibility is designated in their position description. The District Title VI Program Area Officer responsibilities include:

- 1.3.2** Advising the District Title VI Coordinator and respective District management of Title VI and Related Statutes issues;
- 1.3.3** Ensuring Title VI and Related Statutes requirements are included in policy directives, procedures, contracts, and program manuals;
- 1.3.4** Attempting to resolve informal (verbal or non-written) Title VI and Related Statutes issues within their respective program area. Advising the District Title VI Coordinator, and appropriate District management within five (5) calendar days of receipt of informal issues;
- 1.3.5** Referring complainants to the District Title VI Coordinator in the event the Title VI and Related Statutes issue is not satisfactorily resolved within the program area, or if the complainant files a formal (written) complaint;
- 1.3.6** Monitoring the Title VI Program and Related Statutes in their respective program areas, including the Department's sub-recipients, and providing all necessary information to the District Title VI Coordinator.

2. TITLE VI AND RELATED STATUTES COMPLAINT PROCESS

The following informal and formal process will be used to resolve Title VI and Related Statutes complaints of discrimination consistent with the Federal Highway Administration's External Complaint of Discrimination Processing procedures.

2.1 INFORMAL (VERBAL OR NON-WRITTEN) COMPLAINTS

- 2.1.1** District Title VI Coordinators and District Title VI Program Area Officers are encouraged to resolve informal (verbal and non-written) issues internally within their respective District. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) desires to file a formal (written) complaint, the respective District Title VI Coordinator will refer the Complainant to the State Title VI Coordinator who will advise the Complainant of the formal process for filing a complaint. All formal complaints received by the Department's District offices will be referred immediately to the State Title VI Coordinator for processing. The State Title VI Coordinator will advise the District Title VI Coordinator and respective District management of all formal complaints of discrimination accepted for investigation.
- 2.1.2** The District Title VI Coordinator will advise the State Title VI Coordinator and appropriate District management within five (5) calendar days of receipt of the informal issue(s). The following information will be included in every notification to the State Title VI Coordinator:

- (A) Name, address, and phone number of the complainant;
- (B) Name(s) and address(es) of respondent;
- (C) Basis of complaint (race, color, national origin, sex, age, disability, religion, familial status or retaliation);
- (D) Date of alleged discriminatory act(s);
- (E) Date Title VI and Related Statutes issues were received by the District Title VI Coordinator or District Title VI Program Area Officer;
- (F) Statement of the Title VI and Related Statutes issue(s);
- (G) Explanation of the actions the District Title VI Coordinator or District Title VI Program Area Officer took or proposed to resolve the Title VI and Related Statutes issue(s).

2.1.3 Within ten (10) calendar days of receipt, the District Title VI Coordinator will acknowledge receipt of the issue(s), inform the Complainant of action taken or proposed action to address the issue(s), and advise the Complainant of other avenues of redress available, such as the EOO.

2.1.4 Within sixty (60) calendar days of receipt, the District Title VI Coordinator will conduct and complete a review of the informal issue(s) and based on the information obtained, will render a recommendation for action in a report of findings to the appropriate District management.

2.1.5 Within ninety (90) calendar days of receipt, the District Title VI Coordinator will notify the Complainant in writing of the District management's decision, for the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the EOO, if he/she is dissatisfied with the decision of the District management. The District Title VI Coordinator will also provide the State Title VI Coordinator with a copy of this decision and Report of Findings.

2.1.6 Each District Title VI Coordinator will maintain a log of all informal issues received by the District. The log will include the following information:

- (A) Name of complainant;
- (B) Name of respondent;
- (C) Basis of complaint (race, color, national origin, sex, age, disability, religion, familial status or retaliation);

- (D) Date informal issue(s) were received by the District;
- (E) Date respective District notified the State Title VI Coordinator of the informal issue(s); and
- (F) Explanation of the actions the District management took or proposed to resolve the issue(s)

2.2 FORMAL (WRITTEN) COMPLAINTS

2.2.1 Persons Eligible to File

Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities listed in the **REFERENCE** section of this procedure, based upon race, color, national origin, sex, age, disability, religion, or familial status may file a written complaint. The complaint may be filed by the affected person or a representative and must be provided in writing.

2.2.2 Time Limits for Filing

A formal complaint must be filed no later than 180 calendar days after the following:

- (A) The date of the alleged act of discrimination; or
- (B) The date when the person(s) became aware of the alleged discrimination; or
- (C) Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

2.2.3 Form of Formal Complaints

Complainants may use **Form No. 275-010-10, Title VI/ Nondiscrimination Complaint** to submit a complaint to the EOO or some other format as long as the alternative format includes the following information:

- (A) A written explanation of what has happened, signed by the complainant(s) or by the complainant(s) representative(s);
- (B) The Complainant's name, address, and telephone number;
- (C) The basis of the complaint (race, color, national origin, sex, age, disability, religion, familial status, or retaliation);

- (D) The respondent's name, address, and telephone number; and
- (E) Sufficient information to understand the facts that led the complainant(s) to believe that discrimination has occurred and when the event complained of occurred.

2.2.3.1 Complaints filed in alternate formats from persons with disabilities will be accepted. The complaint may be filed on a computer disk, by audio tape, or in Braille. If the complainant(s) is/are unable to write and cannot have someone write out the complaint or cannot tape it, the State Title VI Coordinator will write out the allegations provided over the telephone by the complainant(s) and send the complaint to him or her for signature. The complainant(s) will be asked in what format he or she would like written documents sent to him or her; generally, complaints should be sent in the format in which the complaint was received from the complainant(s).

2.2.3.2 Complaints in languages other than English will be translated and responded to in the language in which they were sent, to the greatest extent possible.

2.2.3.3 Complaints received by fax or e-mail will be acknowledged and processed in accordance with this procedure.

2.2.3.4 Complaints received by phone will be reduced to writing and provided to the complainant(s) for confirmation or revision before processing.

2.2.3.5 The complainant(s) will be provided with a Notice of Investigatory Uses of Personal Information, which outlines the complainant's rights and protections during an investigation. The complainant(s) will also be provided with a Complainant Consent/Release Form, which requests the complainant's consent to release information about the complainant's identity during the course of the investigation.

2.2.4 Agencies Authorized to Receive Formal Complaints

Formal complaints should be submitted either to the Department or to the Federal Highway Administration (FHWA), Federal Transit Administration (FTA), Federal Aviation Administration (FAA), and the U.S. Department of Justice (DOJ).

2.2.5 Processing Formal Complaints

2.2.5.1 Responsibilities

- (A) Complaints filed with the Department in which the Department is named as the respondent, will be forwarded by the State Title VI Coordinator to

the FHWA, FTA, FAA, or the Federal Motor Carrier Safety Administration (FMCSA) for processing.

- (B) Complaints filed with the Department's sub-recipients will be forwarded by the respective District Title VI Coordinator to the State Title VI Coordinator for processing.
- (C) Complaints filed against the Department's sub-recipients on Highway Programs will be processed and investigated by the State Title VI Coordinator in accordance with the FHWA approved complaint procedures as required under 23 CFR Part 200.
- (D) Complaints filed against the Department's sub-recipients on Transit and Aviation safety programs will be forwarded by the State Title VI Coordinator to the appropriate Federal Civil Rights office.

2.2.5.2 Investigative Report Review and Issuance

Complaints processed by the EOO will be investigated by the State Title VI Coordinator and a copy of the complaint, together with a copy of the EOO's report of the investigation, will be forwarded to the FHWA within sixty (60) calendar days of the date the complaint was received by the EOO for review and issuance. An extension of an additional sixty (60) calendar days may be granted by the FHWA, Director Office of Civil Rights for justifiable reasons.

2.2.5.3 Final Agency Decisions

- (A) All final agency decisions and dismissals will be issued by the FHWA, FTA, FAA, U.S. Department of Transportation, or U.S. Department of Justice, including all Title II ADA decisions.
- (B) The State Title VI Coordinator will notify the respective District Title VI Coordinator of all final agency decisions and dismissals issued by the FHWA, FTA, FAA, USDOT, or USDOJ.

2.2.5.4 Records

The State Title VI Coordinator will maintain records of formal complaints filed with the EOO, identifying each complaint by race, color, national origin, sex, age, disability, religion, familial status, or retaliation. The record should contain:

- (A) The complaint;
- (B) The agency with which the complaint was filed;

- (C) The date the complaint was filed;
- (D) The investigative plan;
- (E) The investigative report;
- (F) The complaint disposition and date; and
- (G) Other pertinent information.

3. TRAINING

To effectively implement and sustain the Title VI Program and Related Statutes, mandatory training will be provided by the EOO. This training shall be:

- (A) Conducted during QARs or as needed;
- (B) Provided to District Title VI Coordinators, District Title VI Program Area Officers and Central Office.

4. FORMS

The following forms are available from the Department's Forms Library:

- Form No. 275-010-10, Title VI/ Nondiscrimination Complaint Form
- Form No. 275-010-11, Title VI Quarterly Report



Florida Department of Transportation

RICK SCOTT
GOVERNOR

605 Suwannee Street
Tallahassee, FL 32399-0450

JIM BOXOLD
SECRETARY

POLICY

Effective: October 19, 2016
Review: September 1, 2016
Office: Equal Opportunity
Topic No: 001-275-015-I
Authority: s. 20.23(3)(a), F.S.
s. 334.048(3), F.S.

DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION


References: Sections 337.125, 337.139, 339.0805, Florida Statutes
Rule Chapter 14-78, Florida Administrative Code
49 Code of Federal Regulation Part 26
Disadvantaged Business Enterprise Program Plan

It is the policy of the Florida Department of Transportation (Department) that disadvantaged business enterprises, as defined by **49 Code of Federal Regulations Part 26**, shall have an opportunity to participate in the performance of Department contracts in a nondiscriminatory environment.

The objectives of the Disadvantaged Business Enterprise Program are to ensure nondiscrimination in the award and administration of contracts, ensure firms fully meet eligibility standards, help remove barriers to participation, create a level playing field, and assist in the development of a firm so it can compete successfully outside of the program.

The Department, its grant recipients, contractors, consultants, and suppliers shall take all necessary and reasonable steps to ensure that disadvantaged business enterprises have an opportunity to compete for and perform the contract work of the Department in a nondiscriminatory environment.

No grant recipient, contractor, consultant, or supplier shall discriminate on the basis of race, color, sex, or national origin in the award and performance of its contracts.


Jim Boxold
Secretary

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
TITLE VI QUARTERLY REPORT

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EQUAL OPPORTUNITY OFFICE
12/07
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This report will be prepared by each District Title VI Coordinator, in coordination with each District Title VI Program Area Officer, and submitted quarterly, to the State Title VI Administrator. If needed, comments can be included in the best/innovative practices section at the bottom of page four of this report.

District _____ Reporting Period _____
District Title VI Coordinator _____

Coordinator

Title VI	Response
# of Title VI complaints filed with the District	
# of informal (verbal) complaints	
# of formal (written) complaints	
# of completed investigations conducted by the District	
# of completed investigations with findings	
# of planned Title VI/Nondiscrimination workshops/training sessions	
# of completed workshops/training sessions	

1. Were any Title VI issues (positive or unfavorable) identified this quarter? Explain
2. List the State Project Number(s) for the workshops/meetings/hearings you attended this quarter:
3. Describe Title VI/Nondiscrimination Program Monitoring activities you have conducted this quarter:
4. Provide any special outreach or affirmative action conducted this quarter (i.e. community presentations, volunteer activities, CCD, etc)

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Limited English Proficiency (LEP)	Response
# of translation services provided by the District	
# of interpreter services provided by the District	
Cost of translation and interpreter services provided this quarter	\$

Planning and Environment

At the end of the Report, please include State Project Numbers for meetings and PIPs noted in questions 1-4

# of Webinar public meetings	
# of traditional public meetings	
# of meetings held in low income or minority areas	
# of PIPs developed during report period	
# of translation services provided	
# of interpreter services provided	
# LEP request received and services provided during traditional meeting/hearing?	
# of EA and EIS and/or Corridor Studies Reviewed	
# of EA, EIS and/or Corridor Studies where underserved communities were identified	
# of Revaluations reviewed for potential EJ/Title VI issues	
# of EA, EIS and/or Corridor Study plan amendments impacting underserved communities	

Design

# of Title VI complaints received	
# of informal (verbal) complaints	
# of formal (written) complaints	
# unresolved complaints sent to Central Office	
# of translation services provided	
# of interpreter services provided	

Maintenance

# of Title VI complaints received	
# of informal (verbal) complaints	
# of formal (written) complaints	
# unresolved complaints sent to Central Office	
# of translation services provided	
# of interpreter services provided	
# of maintenance work orders issued this quarter	
# of maintenance work orders issued in primarily low income and minority areas	No response required revision underway

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Right of Way

Did the District have ROW activities this quarter (appraisal, acquisition and/or relocation only)	YES	No
Breakdown of Appraisers (# by race/gender/ethnicity)	Male	Female
African American		
Hispanic/Latino		
American Indian/Alaskan Native		
Asian		
Native Hawaiian/Other Pacific Islander		
2 or More Ethnicities		

# of Relocation comment cards provided	
# of Relocation comment cards returned	
# of Relocation cards returned from primarily low income or minority area zip codes	
# of translation services provided	
# of interpreter services provided	

Construction

# of complaints received	
# of informal(verbal) complaints	
# of formal (written) complaints	
# of unresolved complaints sent to CO	
# of Contractors trained	
# of reviewed contracts lacking contract requirements (1273, 26.13(b), Appendix A & E)	

Below, identify which contracts were reviewed and what requirement(s) they lack:

Contract Identifier	1273	26.13(b)	Appendix A	Appendix E

LAP

# of Certifications	
# of Recertifications	
# of Certs/Recerts provided to SCAT Team for Review	
# of Title VI complaints, serious compliance issues, etc involving a local agency	
Name(s) of Local Agencies, if any, with Title VI complaints, serious compliance issues, etc	

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Number of District initiated Civil Rights reviews of LAP project(s) for compliance (contract compliance, Contract Administration, ADA)	

ADA/Section 504

# of ADA non-compliant PROW facilities identified in the FDOT ADA Transition Plan within the district:	
# of ADA non-compliant PROW facilities corrected in the FDOT ADA Transition Plan within the district:	
# of LAP project plans reviewed for ADA compliance	
# of State design plans reviewed for ADA Compliance	
# of LAP project inspections conducted for ADA compliance	
# of complaints filed with the STA ADA Coordinator	
# of completed investigations	
# of open complaints (formal and informal)	

Public Information

# of complaints received	
# of informal (verbal) complaints	
# of formal (written) complaints	
# of unresolved complaints sent to District T6 Coordinator or Central Office Coordinator	
# # of public meetings noticed this quarter	
# of translation services provided	
# of interpreter services provided	
# of public meeting or information notices reviewed for compliant Title VI/Nondiscrimination statement	

In the area below, please describe your best practice(s), exceptional outcomes, innovative practices, or include any comments you would like to make:

Title VI
Civil Rights Act of 1964 and Related Statutes

Any person or beneficiary who believes they have been discriminated against because of race, color, national origin, age, sex, religion, disability or family status may file a written complaint to the Florida Department of Transportation's Equal Opportunity Office in Tallahassee

or

contact the SunRail's Title VI Coordinator as shown below:

SunRail
Roger Masten
SunRail Title VI Coordinator
Florida Department of Transportation
801 SunRail Drive
Sanford, FL 32771
Phone: (321) 257-7161
Email: Roger.Masten@dot.state.fl.us

CENTRAL OFFICE
Jacqueline Paramore
State Title VI Coordinator
Florida Department of Transportation
605 Suwannee Street
Tallahassee, FL 32399
Phone: (850) 414-4753
Fax: (850) 414-4879
Toll Free: 1-866-374-FDOT (3368)
Email: Jacqueline.Paramore@dot.state.fl.us

Persons who require information services
(free of charge) should contact
Roger Masten at (321) 257-7161.

APPENDIX B

**FDOT'S Limited English Proficiency
Guidance & Language Assistance Plan**

FLORIDA DEPARTMENT OF TRANSPORTATION

LIMITED ENGLISH PROFICIENCY (LEP) GUIDANCE

Title VI of the Civil Rights Act of 1964, The Civil Rights Restoration Act of 1987; 42 USC 2000(d) to 2000-4; and Executive Order 13166 prohibit recipients of federal financial assistance from discriminating against individuals based on race, color and national origin. Other federal and state nondiscrimination regulations prohibit discrimination against individuals based on age, sex, disability, religion, and family or income status. The Florida Department of Transportation (FDOT), as a recipient of federal financial assistance, takes reasonable steps to ensure meaningful access to its programs, services and activities for all citizens including those individuals with limited English proficiency. Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English may be considered Limited English Proficient (LEP).

The FDOT interacts with persons who may be LEP in the administration of its programs, services and activities. This guidance ensures that LEP individuals are provided meaningful access to the FDOT's programs, services and activities.

LEP services can be provided in two ways: verbal interpretation and written translation of vital documents. Florida is a richly diverse state with residents and visitors from all over the world. FDOT's own staff is representative of that diversity and has competent language speakers of a variety of languages. FDOT does provide verbal interpretation with reasonable notice, regardless of the LEP language. FDOT's public advertisements clearly state that language services are available with specified notice. These advertisements are also routinely translated and posted both in minority publications and at public forums. FDOT also utilizes 'I Speak' cards to help identify language needs and match them to LEP services. Finally, most of FDOT's public meetings have staff members available who are competent speakers of the most frequently encountered languages in the FDOT district where the meeting is being held.

Written translation of vital documents is handled somewhat differently. The Department of Justice (DOJ) LEP Guidance requires that four (4) factors be considered when deciding whether written LEP services are required:

- The number or proportion of LEP persons in the eligible service population;
- The frequency with which LEP individuals come into contact with the program or activity;
- The importance of the service provided by the program; and
- The resources available.

Florida's population and diversity varies vastly from region to region, making a single LEP approach difficult. For example, the recent American Community Survey (ACS) (an office of the U. S. Census Bureau) from 2009 indicated an LEP population (percent of people 5 years old and over who speak English less than very well) at an estimated 11.6% statewide compared to 8.6% nationwide. However, this percentage is not evenly represented throughout the State. Further, frequency of contact with FDOT by LEP individuals also varies greatly. The Miami area sees a much higher proportion of Spanish and Creole speakers than does its more rural partners in the northern area of the state. Similarly, based on transportation needs, availability of public transit and long/short term transportation planning, the importance of the services also varies depending on the area of the State.

Generally, the FDOT offers written language services in Spanish and Haitian-Creole. Public information documents such as project flyers, public safety brochures, public transit information, and nondiscrimination processes are translated into these languages. Moreover, the FDOT also has guidelines in place through its Right of Way Office (ROW) to equitably address the language needs of individuals and families being displaced.

More specifically, FDOT is divided into seven (7) districts and Florida's Turnpike Enterprise. Each district serves a different region of the State, including the population centers of Miami, Tampa, Orlando and Jacksonville. Each district has a Title VI Coordinator responsible for disseminating Title VI and LEP information throughout the district with the assistance of Program Area Officers (PAOs) in the following programs: planning, environmental, design, right-of-way, construction, maintenance, public transportation, professional services, contractual services and public information (Procedure #275-010-010-e). In order to properly gauge the quantity, quality and type of LEP service for each region, the FDOT districts will each analyze their programs, services and activities using the four factor test.

1. **The number or proportion of LEP persons eligible to be served.** The 2009 American Community Survey shows that the four (4) most prevalent languages spoken by individuals who are LEP in Florida (among the population 5 and over who speak English less than very well) are: Spanish (8.92%); French Creole (1.03%); Portuguese (.106%); and Vietnamese (.107%). The following table is representative of Florida's overall LEP demographics:

ANALYSIS OF TOP FOUR LANGUAGES STATEWIDE

DISTRICT	SPANISH	FRENCH CREOLE	VIETNAMESE	PORTUGUESE
1	175,549	15,549	2,104	2,110
2	33,625	3,737		
3	17,969	1,695	1,737	
4	265,871	81,233		5,205
5	187,291	16,920	6,839	6,397
6	718,521	53,970		4,427
7	125,431	3,981	7,761	
TOTAL	1,524,257	177,085	18,441	18,139
PERCENT	8.92%	1.03%	0.107%	0.106%

In addition, each District analyzed its census data and reported Spanish as the highest population of LEP individuals. However, the Districts found that their regional areas had other unique LEP populations, as represented by the following tables showing an analysis of the top four (4) languages spoken by LEP individuals in each district:

ANALYSIS OF TOP FOUR LANGUAGES IN DISTRICT 1

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak French Creole		LEP Persons who Speak Portuguese		LEP Persons who Speak Vietnamese	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
2,389,201	220,824	9.24%	175,549	7.34%	15,549	0.65%	2,110	0.08%	2,104	0.08%

ANALYSIS OF TOP FOUR LANGUAGES IN DISTRICT 2

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak French Creole		LEP Persons who Speak Tagalog		LEP Persons who Speak Serbo-Croatian	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
1,762,539	63,797	3.61%	33,625	1.90%	3,737	0.21%	3,090	0.17%	2,069	0.11%

**ANALYSIS OF TOP FOUR LANGUAGES IN
DISTRICT 3**

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak Vietnamese		LEP Persons who Speak Tagalog		LEP Persons who Speak French Creole	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
1,253,205	34,074	2.71%	17,969	1.43%	1,737	0.13%	1,709	0.13%	1,695	0.13%

**ANALYSIS OF TOP FOUR LANGUAGES IN
DISTRICT 4**

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak French Creole		LEP Persons who Speak Chinese		LEP Persons who Speak Portuguese	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
3,332,712	423,794	12.71%	265,871	7.97%	81,233	2.43%	6,361	0.19%	5,205	0.15%

**ANALYSIS OF TOP FOUR LANGUAGES IN
DISTRICT 5**

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak French Creole		LEP Persons who Speak Vietnamese		LEP Persons who Speak Portuguese	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
3,309,395	259,078	7.82%	187,291	5.65%	16,920	0.51%	6,839	0.20%	6,397	0.19%

**ANALYSIS OF TOP FOUR LANGUAGES IN
DISTRICT 6**

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak French Creole		LEP Persons who Speak Portuguese		LEP Persons who Speak Chinese	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
2,358,564	800,348	33.93%	718,521	30.46%	53,970	2.28%	4,427	0.18%	3,568	0.15%

ANALYSIS OF TOP FOUR LANGUAGES IN DISTRICT

7

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak Vietnamese		LEP Persons who Speak French Creole		LEP Persons who Speak Serbo-Croatian	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
2,671,137	178,012	6.66%	125,431	4.69%	7,761	0.29%	3,981	0.14%	2,263	0.08%

Note: For a breakdown by county within each District, see Appendix A.

FDOT used other sources to verify this data, including the environmental screening tool within the Efficient Transportation Decision Making (ETDM) Process. Another resource used to verify the LEP populations identified by the ACS was the U. S. Department of Education's Annual Consolidated State Performance Report (CSPR) for school year 2008-2009. The CSPR includes a section on LEP students in grades K-12 and identifies the most commonly spoken languages by those students. The CSPR identifies Spanish, Creole, Portuguese and Vietnamese as the most commonly spoken languages among Florida's LEP students (Appendix B).

The results of the analysis are that Spanish and French Creole are the largest representative populations statewide with lesser representation of Vietnamese, Portuguese and Chinese. In addition some Districts have varying LEP populations of Italian, German, Tagalog and Greek.

2. **Frequency of contact with LEP persons.** In order to validate the census information and determine which of the LEP populations most frequently have contact with FDOT programs, services and activities, FDOT conducted a field review of each of its District nondiscrimination programs. Data was collected on the frequency of telephone, mail and in-person contact with LEP individuals. The FDOT also required the Districts to report frequency of contact with LEP individuals on its Quarterly District Title VI Report (Report Number 275-010-11). The results indicate that Spanish is by far the most frequently encountered LEP language in all Florida's Districts, though the regions of central and south Florida have more frequency of contact. Creole was also a commonly encountered language, though generally only in the southeast portion of the state.
3. **Nature or importance of the program.** All of the FDOT's programs are important; however, those related to safety, public transit, ROW, environment, nondiscrimination and public involvement are among the most important. As

such, publications and other material disseminated regarding these programs are routinely available in both Spanish and French Creole. Nevertheless, the FDOT is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and within the available resources. In other cases, the FDOT will strive to provide alternative but meaningful accessibility. Moreover, the FDOT continually evaluates its programs, services and activities to ensure that persons who may be LEP are always provided with meaningful access. For a list of publications/documents in Spanish and French Creole, see Appendix C.

- 4. Resources available.** The FDOT understands that it is a large entity serving a potentially large number of Spanish and French Creole speaking individuals. The FDOT makes every effort to make its programs, services and activities accessible to LEP individuals. In addition to documents that are routinely published in the most frequently encountered languages, the FDOT will use available resources, both internal and external, to accommodate reasonable requests for translation. Further, the FDOT's policies require free oral interpretation services, regardless of the language, with seven (7) days notice.

In addition, the FDOT has identified, developed and uses the following:

- a. District lists of staff who volunteers to assist as interpreters and/or translators if needed. Lists are verified and updated annually by the District Title VI Coordinators and provided to the Statewide Title VI Coordinator.
- b. Individuals who have contact with the public are provided with "I Speak" language cards to identify language needs in order to match them with available services. Language cards are verified and distributed annually by the District Title VI Coordinators.
- c. The FDOT through the District Offices have developed partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with its LEP responsibilities.
- d. A list of web based translation services for use, when required.
- e. A list of telephone translation services for use, when required.

Safe Harbor Stipulation

Federal law provides a "Safe Harbor" stipulation so that recipients such as FDOT can ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. A "safe harbor" means that if a recipient (FDOT) provides written translations in certain circumstances; such action will be

considered strong evidence of compliance with the FDOT's written-translation obligations under Title VI.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance that can be provided by a fact-intensive, four factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient's written-translation obligations under 'safe harbor' includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of person's eligible to be served or likely to be affected or encountered. FDOT's translation of other documents, if needed, can be provided orally.

This safe harbor provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

CONCLUSION:

FDOT recognizes that language needs will change as Florida's population changes. Further, FDOT is required to assess its programs and services each year to determine compliance with various nondiscrimination regulations. As such, FDOT will revisit the LEP plan each year and make appropriate changes, as needed. For questions or concerns regarding the FDOT's commitment to nondiscrimination or to request LEP services, contact Michael Klump, Interim FDOT Statewide Title VI Coordinator at (850) 414-4764 or by email michael.klump@dot.state.fl.us .

APPENDIX A

DISTRICTS BY COUNTY

COUNTY	SPANISH	FRENCH CREOLE	PORTUGUESE	ITALIAN	VIETNAMESE	CHINESE	POLISH
Charlotte	2,384	777	139	181			
Collier	37,317	4,861	174	538			
Desoto	6,933						
Glades	1,062						
Hardee	5,725						
Hendry	9,352	130					
Highlands	6,845	271					
Lee	39,994	4,186	1,246	595			
Manatee	15,548	1,939			630	579	
Okeechobee	4,395						
Polk	35,171	2,687	551		599		
Sarasota	10,823	1,095			875		931
D-1 TOTALS	175,549	15,945	2,110	1,314	2,104	579	931

COUNTY SPANISH FRENCH CREOLE CHINESE KOREAN VIETNAMESE TAGALOG ARABIC OTH SLAVIC LANG SERBO CROATIAN

Alachua	4,397	634	841	548					
Baker	142								
Bradford	166								
Clay	3,082	669	385			305			
Columbia	759								
Dixie	0								
Duval	15,793	2,070				2,785			2,069
Gilchrist	232								
Hamilton	468								
Lafayette	96								
Levy	937								
Madison	400								
Nassau	529								
Putnam	2,476								
St. Johns	1,912		287				261	237	
Suwannee	1,590								
Taylor	68								
Union	578				94				
D-2 TOTALS	33,625	3,373	1,513	548	94	3,090	261	237	2,069

COUNTY SPANISH FRENCH CREOLE CHINESE KOREAN VIETNAMESE TAGALOG THAI OTH ASIAN GERMAN HINDI

Bay	1,973	264			451			311		
Calhoun	236	116							102	
Escambia	3,107	564			593	820				
Franklin	148									
Gadsden	2,000	79								
Gulf	351	32								
Holmes	149	10								
Jackson	746	68			57					
Jefferson	71								100	235
Leon	2,984	539	512		326					
Liberty	63									
Okaloosa	3,126			445		473	309			
Santa Rosa	1,685			154	310	294				
Wakulla	102	23	25			51				
Walton	959					71	91			
Washington	269								61	
D-3 TOTALS	17,969	1,695	537	599	1,737	1,709	400	311	263	235

COUNTY	SPANISH	FRENCH CREOLE	PORTUGUESE	ITALIAN	CHINESE	VIETNAMESE	TAGALOG	POLISH
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Broward	143,523	45,925			4,049	2,744		
Indian River	6,098	347		144		227		
Martin	6,676	779		174				237
Palm Beach	94,698	30,530	4,406		2,312			
St. Lucie	14,876	3,652	799				278	
D-4 Totals	265,871	81,233	5,205	318	6,361	2,971	278	237

COUNTY	SPANISH	FRENCH	GERMAN	RUSSIAN	PORTUGUESE	VIETNAMESE	CHINESE	ARABIC	OTH SLAVIC	ITALIAN	OTH INDIC
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Brevard	8,180	1,264				647		959			
Flagler	1,673			678	524				494		
Lake	9,891	662	198				316			198	
Marion	9,508	380	265								199
Orange	87,455	11,484			5,251	5,232					
Osceola	37,895	1,678			622			587			
Seminole	16,037					780	711	355			
Sumter	2,792	71				180					
Volusia	13,860	1,381					498	503			
D-5 TOTALS	187,291	16,920	463	678	6,397	6,839	1,525	2,404	494	198	199

COUNTY	SPANISH	FRENCH CREOLE	PORTUGUESE	CHINESE	RUSSIAN	OTH SLAVIC
Miami-Dade	714,117	53,349	4,427	3,568		
Monroe	4,404	621			290	143
D-6 TOTALS	718,521	53,970	4,427	3,568	290	143

COUNTY	SPANISH	FRENCH CREOLE	GERMAN	ITALIAN	CHINESE	VIETNAMESE	KOREAN	GREEK	SERBO-CROATIAN
Citrus	1,637	206		212	385				
Hernando	3,240	242	285	390					
Hillsborough	86,596	2,997				3,435	1,341		
Pasco	12,813	536			561			767	
Pinellas	21,145					4,326		1,810	2,263
D-7 TOTALS	125,431	3,981	285	602	946	7,761	1,341	2,577	2,263

APPENDIX B

1.6.2 Student Demographic Data

1.6.2.1 Number of ALL LEP Students in the State

In the table below, provide the unduplicated number of ALL LEP students in the State who meet the LEP definition under Section 9101(25).

- Include newly enrolled (recent arrivals to the U.S.) and continually enrolled LEP students, whether or not they receive services in a Title III language instruction educational program
- Do not include Former LEP students (as defined in Section 200.20(f)(2) of the Title I regulation) and monitored Former LEP students (as defined under Section 3121(a)(4) of Title III) in the ALL LEP student count in this table.

Number of ALL LEP students in the State	257,776
Comments:	

1.6.2.2 Number of LEP Students Who Received Title III Language Instruction Educational Program Services

In the table below, provide the unduplicated number of LEP students who received services in Title III language instructional education programs.

	#
LEP students who received services in a Title III language instruction educational program in grades K through 12 for this reporting year.	238,349
Comments:	

Source – The SEA submits the data in file N/X116 that contains data group ID 648, category set A.

1.6.2.3 Most Commonly Spoken Languages in the State

In the table below, provide the five most commonly spoken languages, other than English, in the State (for all LEP students, not just LEP students who received Title III Services). The top five languages should be determined by the highest number of students speaking each of the languages listed.

Language	# LEP Students
Spanish; Castilian	187,339
Haitian; Haitian Creole	28,088
Portuguese	3,353
Vietnamese	2,965
Arabic	2,095

Report additional languages with significant numbers of LEP students in the comment box below.

The response is limited to 8,000 characters.

APPENDIX C

FDOT DOCUMENTS THAT HAVE BEEN TRANSLATED INTO OTHER LANGUAGES

1. Title VI Policy (Spanish and Haitian Creole)
2. Title VI Complaint Form (Spanish and Haitian Creole)
3. Essential Right of Way Documents (Forms Library)

FLORIDA DEPARTMENT OF TRANSPORTATION

LANGUAGE ASSISTANCE PLAN

INTRODUCTION:

The Florida Department of Transportation (FDOT) believes that early, extensive and sustained public involvement is critical to providing safe and equitable transportation facilities for everyone in Florida, including those who are limited English proficient (LEP), either because English is not their native language or they have low literacy in general. Providing meaningful access to essential FDOT services for LEP individuals not only ensures a balance in public interaction, but also complies with key civil rights authorities, including Title VI of the Civil Rights Act of 1964 (which in part prohibits national origin discrimination) and regulations issued subsequent to Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*. To ensure LEP access, FDOT developed a [Limited English Proficiency \(LEP\) Guidance](#) to evaluate the number or proportion of LEP persons; the frequency with which these persons contact FDOT; nature and importance of FDOT services; and the resources available to FDOT. FDOT revisits and updates the guidance, as necessary, at least every three (3) years. To view the LEP Guidance, click the link above or contact the FDOT Equal Opportunity Office at 850-414-4750 (711 Florida Relay).

This Language Assistance Plan (Plan) was developed to address interpretation and translation needs identified by the FDOT LEP Guidance. FDOT is a state agency comprised of a Central Office in Tallahassee and eight (8) districts. This Plan provides FDOT's overall language assistance resources, but does not preclude the districts from offering more extensive or tailored LEP services, depending on their various needs. For more information on additional services available in particular areas, visit the FDOT [Public Information Office](#) or call the Central Office Communication Director at 850-414-4590 (711 Florida Relay).

FDOT has divided the Plan into three (3) parts addressing the training, verbal interpretation, and written translation resources used to assist those who are LEP, as well as measuring compliance and effectiveness. As with the LEP Guidance, this Plan will be regularly reviewed for accuracy and updated no less than once every three (3) years. For additional information, contact the plan administrator, Jacqueline Paramore at 850-414-4753, Jacqueline.paramore@dot.state.fl.us.

I. Staff Training

FDOT has more than 6,000 employees statewide, all of whom receive nondiscrimination training every three (3) years, tracked by the FDOT Equal Opportunity Office. In addition, FDOT has a robust, ongoing civil rights training initiative that includes staff in its districts, as well as those in the Local Agency Program (LAP) and Florida Metropolitan Planning Organizations (MPOs). For public involvement, FDOT offers several intensive training sessions each year and comprehensive guidance providing attendees with the most effective way of reaching vulnerable populations. Regardless of the topic or audience, FDOT always incorporates LEP information, including a description of the four-factor analysis and tips

for providing LEP services in an effective but resource-conscious manner. Finally, FDOT ensures that all staff participating in direct or phone contact with the public receive annual refresher training specifically on providing language services.

Beyond staff training, FDOT offers a number of resources to employees and sub-recipients on effective communication with LEP individuals. Both the [Planning](#) and [LPA](#) handbooks have sections dedicated to LEP provisions, as do the FDOT [Project Development & Environmental Manual](#) and [Public Involvement Handbook](#). These resources are regularly distributed in the field and easily accessible on the Internet. Further, FDOT believes that FHWA's publication [How to Engage Low-Literacy and LEP Populations in Transportation Decisionmaking](#) is still the best resource of its kind. FDOT provides links to this document and promotes its use among employees, sub-recipients and the industry. FDOT annually updates and publishes a nondiscrimination [Resources for Practitioners](#) document, available in hard copy or via the web. The list includes several resources that are specifically for LEP services, including links to the popular I Speak cards. Other resources on the list also provide LEP information, ancillary to more general civil rights topics.

II. Verbal Interpretation

Florida is culturally rich, with residents and visitors from all over the world. FDOT is proud of this diversity, including the many different languages spoken. Therefore FDOT requires that its districts and various departments provide verbal interpretation to LEP individuals *regardless of the language*, given reasonable notice. FDOT includes the following statements on all public notices and project information documents:

"Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the American with Disabilities Act (ADA) or persons who require translation services (free of charge) are asked to contact the [person listed in the notice] at least [up to but no longer than ten (10)] days before the meeting."

FDOT refers to its LEP Guidance when providing this statement in areas with high numbers of persons speaking Florida's identified LEP languages, Spanish and Haitian Creole. In these areas, FDOT uses Spanish and Creole language media sources to advise communities in their primary language of available language services:

La participación del público es solicitado sin distinción de raza, color, origen nacional, edad, sexo, religión, discapacidad o estado civil. Las personas que requieran acomodaciones especiales bajo la Ley para las Personas con Impedimentos (Americans with Disabilities Act), conocida por sus siglas en inglés ADA, o las personas que requieran servicios de traducción (de forma gratuita) deben comunicarse con [la persona que aparece en el aviso] al menos [hasta, pero no más de diez (10)] días antes de la reunión.

Nou mande patisipasyon tout moun nenpòt ras, koulè, peyi ou soti, laj, gason ou fanm, relijyon, andikape ou pa, ak nenpòt sitiyaasyon fanmiw. Andikape American with Disabilities Act (ADA) rekonèt yo ki bezwen sipò espesyal oswa moun ki bezwen

tradiksyon pap peye anyen, Selman rele nan nimero telefòn sa xxxxxxxx pou pi piti xxxx jou avan reyinyon an.

FDOT's workforce is an almost exact demographic reflection of the state it serves. As such, many FDOT employees and consultants are fluent in languages other than English. Each FDOT district and the Turnpike Enterprise maintains a list of employees who are 1) competent foreign language speakers and 2) who are fluent with transportation industry terms and concepts in their additional language(s). As not all bilingual speakers are equally capable of reading and writing at a level equivalent to speaking, the list is annotated for those who can provide both verbal interpretation and written translation. Again, though not assessed, language mastery is required, up to and including the ability to discuss/translate industry terms-of-art and concepts in the foreign language. FDOT Districts update the lists every three (3) years.

Employee Interpretation Lists are not public documents and FDOT does not encourage public contact of its employees based on language ability. Rather, all staff that assists the public has access to the list, along with other tools to identify the language and refer the LEP individual to a representative who can competently assist.

FDOT recognizes that it may not be able to provide all verbal interpretation using in-house resources. Therefore each district has the authority to purchase professional interpretation services, either on contract or via minutes of use. Each district has identified one or more interpretation service providers and either executed a suitable contract or otherwise arranged for service on hand when/if need arises. FDOT also recommends that each district have regular contact with institutions of higher education (IHE) in their areas, as schools are often able to provide language resources with short notice.

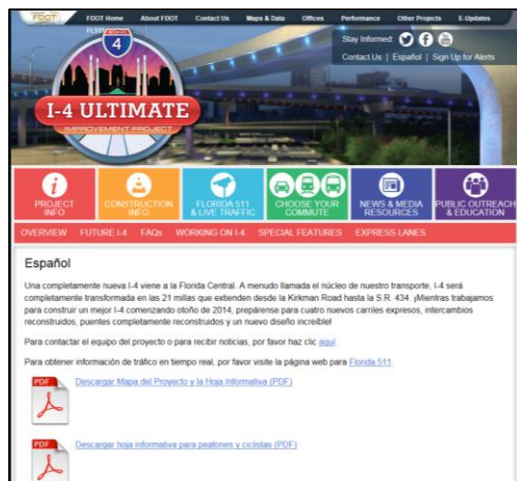
III. Written Translation

In its LEP Guidance, FDOT determined that while transportation is of critical importance to the lives and wellbeing of those living or visiting Florida, many of its documents lack essential information necessitating translation to Spanish or Haitian Creole, the two (2) representative populations whose languages were identified as LEP service-eligible based on the four-factor analysis. FDOT believes that information regarding civil rights, safety, and property appraisal/acquisition/relocation (realty) are of vital importance and require translation. Therefore, general distribution information for these programs has been translated into the two (2) prevalent languages. Moreover, 511, FDOT's telephone number for advising the public of transportation and traffic related incidents, is accessible in Spanish both by telephone and by [web](#).

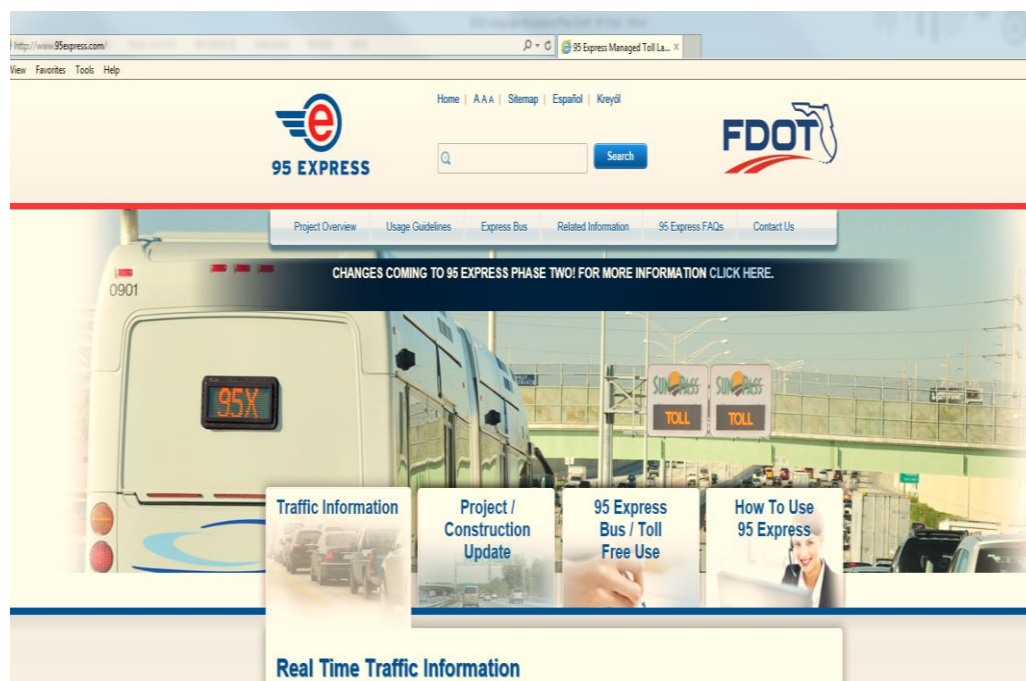
However, due to the demographic diversity among FDOT's districts, the decision to translate project documents is made case by case, based on the language(s) represented in the project area. Further, FDOT carefully evaluates project documents to determine whether translation is the best method of reaching the public. FDOT is committed to providing meaningful access, and will provide translation of any document when reasonable, effective and within available resources. FDOT Districts routinely provide vital information by developing Fact Sheets in English, Spanish and Creole (as needed) for major

Design/Construction projects. The Districts also provide translation of plan and project documents for common occurrences such as lane closures, new sidewalk and pedestrian ramp additions, and new lighting, traffic signals and pavement marking.

Similarly, all of FDOT significant transportation projects use websites to provide information to the public. These sites are available in English and Spanish and, as needed, Haitian Creole.



In districts with much higher proportions of Spanish and Haitian-Creole speakers than the more northern areas of the state, when warranted, FDOT will incorporate Spanish and Haitian-Creole translation capacities to major project websites to meet LEP needs. <http://www.95express.com/>.



IV. Measuring Effectiveness

To ensure that civil rights programs, including LEP, are substantially compliant and meaningfully delivered, FDOT annually reviews all of its federal program areas. As part of these Quality Assurance

Reviews (QARs), the State Title VI/Nondiscrimination Coordinator collects alternative language publications and media sources in each district and then compares them to area demographics. The Coordinator also tests the accuracy of the district interpreter/translator list to ensure that it is up to date and that employees remain willing to provide their services.

In addition, FDOT quarterly collects field information on the number of instances verbal interpretation and written translation is requested and provided. This data is loosely compared to American Community Survey (ACS) demographics for the various districts showing English spoken “less than very well.” If a disparity exists between the figures, the Coordinator schedules a special emphasis review to further assess compliance. The Coordinator also maintains this data for annual reporting to federal funding authorities.

Title VI	FY 20XX
# of Title VI complaints filed with the STA	
# of completed investigations conducted by the STA	
# of STA completed investigations with findings	
# of planned STA reviews	
# of completed STA reviews	
# of current STA Subrecipients	
# of planned STA Subrecipient reviews	
# of completed STA Subrecipient reviews	
# of planned training sessions	
# of completed training sessions	
Limited English Proficiency (LEP)	
% of population that does not speak English proficiently	
# of languages (other than English) used by the population	
# of translation services provided by STA	
# of interpreter services provided by STA	
Cost of translation and interpreter services provided	

V. Conclusion

FDOT believes that its alternative language services meet or exceed LEP requirements by focusing on customer service rather than exclusively on legal compliance. To date, FDOT has no record of unmet language service needs and, though it regularly processes Title VI and other complaints, none have been related to LEP. For more information on FDOT’s LEP responsibilities, contact the

Language Assistance Plan Administrator, Jacqueline Paramore at 850-414-4753 or Jacqueline.Paramore@dot.state.fl.us. For additional information on LEP requirements or resources, visit www.lep.gov.

APPENDIX C
SunRail Title VI Complaint Form



SUNRAIL TITLE VI / NONDISCRIMINATION COMPLAINT FORM

Complainant(s) Name:		Complainant(s) Address:	
Complainant(s) Phone Number:		Complainant(s) Email Address:	
Complainant's Representative's Name, Address, Phone Number, Email, and Relationship (e.g. friend, attorney, parent, etc.):			
Name and Address of Agency, Institution, or Department Whom You Allege Discriminated Against You:			
Names of the Individual(s) Whom You Allege Discriminated Against You (If Known):			
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, check all that apply:			
<input type="checkbox"/> Federal Agency <input type="checkbox"/> Federal Court <input type="checkbox"/> State Court		Name of Agency/Court _____ _____ _____	
		Name of Agency <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Local Agency _____	
Discrimination Because of:		Date of Alleged Discrimination:	
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Sex <input type="checkbox"/> Age <input type="checkbox"/> Handicap/Disability <input type="checkbox"/> Income Status <input type="checkbox"/> Retaliation <input type="checkbox"/> Other			
Please list the name(s) and phone number(s) of any person, if known, that SunRail could contact for additional information to support or clarify your allegation(s).			
Please explain as clearly as possible how, why, when and where you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Additional pages may be attached if needed.			
Complainant(s) or Complainant(s) Representatives Signature:		Date of Signature:	
Please submit this form in person to either person listed below, or email this form to:			
Jacqueline Paramore-State Title VI Coordinator 605 Suwannee Street Tallahassee, Florida 32399 Phone: (850) 414-4753 Fax: (850) 414-4879 Toll-Free: 1 (866) 374-FDOT (3368) Email: jacqueline.paramore@dot.state.fl.us		Roger Masten-SunRail Title VI Coordinator 801 SunRail Drive Sanford, Florida 32771 Phone: (321) 257-7161 Email: roger.masten@dot.state.fl.us	

APPENDIX D
SunRail Title VI Complaint Log

CFRC Title VI Log						
Date of Complaint	Complainant	Respondent		Basis of the Complaint	Action Taken	Category
	Name	Name	Contact Information			
11/21/2014	Jeffrey Foultz	CFRC		Passenger complained that his partner was denied boarding.	SunRail Staff investigated, the customer was denied boarding because we was drunk and was throwing up at the station. Once he got sobered up, the he was allowed to board.	Sexual Orientation
11/25/2014	Ricky Norris	CFRC		Sanford Station Ambassador is rude to the customer.	SunRail Ambassador was told to talk to passengers nicely.	Customer Service
1/8/2015	Lisa Adams	CFRC		Please have someone contact Lisa Adams at 502-316-3737 regarding the train not waiting for her when the conductor sees her. Her message says that she has complained several times but no one is getting back to her.	SunRail Customer Services called Ms. Adams. She is now happy. See email.	Customer Service
1/22/2015	Jared Petersen	CFRC		He stated he was treated rudely at the Lynx station because he laid on the bench. He said he was not sleeping and didn't know you were not allowed to lay down and that it was a crime. He was told he had to leave even when he said he was waiting for the bus. He said just because he had a backpack and may look homeless doesn't mean that he is. And he in fact is not homeless.	SunRail Ambassador was told to talk to passengers nicely. SunRail staff called and apologized.	Customer Service & Environmental Justice
2/6/2015	No Name	CFRC		I received the voicemail below regarding a Sun Rail complaint (issue) and I am forwarding it to the District for resolution. The caller complains that the Conductor nor any other Sun Rail employee informs potential passengers that they are on the wrong side of the tracks waiting for the train (and these potential riders miss the train). Apparently this routinely happens and this rider feels that it is wrong. The caller did not specify his name, but his phone number is within the e-mail.	Bombardier staff was ask to make sure proper station announcements are made.	Customer Service
2/23/2015	Latasha Robinson	CFRC		She stated that she is a disabled veteran and the train pulled off without her. She cannot run to catch the train and did not have time to get her ticket prior to embarking. She therefore boarded the train without a ticket and told the conductor that she had no problem purchasing a ticket but it would have caused her to miss the train. She states that he made her get off, there is no bathroom and it was cold. She felt it was discrimination; she is black, a veteran and disabled.	Jonathan Duazo emailed Ms. Robinson to get more information about her complaint. No response from Ms. Robinson.	Disability & Color
4/3/2015	knucklechop@yahoo.com	Bombardier		Veteran not being hired by Bombardier.	Bombardier HR investigating	Veteran

						Disability - Carlos Gerena - Ticket Check
9/25/2015	Nelly Retamal	CRFC		A passenger Named Nelly Retamal (321-695-0954) called to submit a complaint about the ambassador at the Sand Lake Road station this morning. She claims that she approached the ambassador at around 9:00 a.m. for assistance using the ticket vending machine. She explains that the ambassador came to her, saw her trying to use cash at a credit/debit TVM and then pointed her to the cash TVM because she did not know how to operate it. She claims that the ambassador ignored her to go help two “younger ladies” and never went back to assist her in purchasing her ticket. She stated that she felt that she was discriminated against due to her older age when the ambassador went to go help the younger passengers and left her on how own. She also stated that she had a hard time communicating with the ambassador because she is not fluent in English. Ms. Retamal felt that she was trying her best to communicate with the ambassador but that he did not do the same to her.		
10/22/2015	Dwight Franklin	Jennifer Smith		Based on our investigation, we have video of who we believe to be Mr. Franklin on the platform at the hospital prior to the train arriving for 30+ minutes. During this time he is seen exercising, and then speaking with our Ambassadors on the platform. He is then seen boarding the train at the Hospital station and then exiting the train in Longwood. It appears the calls to me were made prior to him getting on the train. His claim of being singled out for a ticket inspection does not seem to be what happened since he was allowed a courtesy ride to Longwood since he didn’t have money in the proper format to buy a ticket. The voicemails I received from Mr. Franklin were at 5:40, 5:43, and 5:56 prior to the train even coming to the station. When I actually spoke to him on the phone at approximately 7:10 am, he continued to use profanity and threaten us with a lawsuit. I offered him the information for filing a formal complaint which he refused, and said his lawyer would handle it. He did request a free week ticket on sunrail to make this go away. Based on our investigation, he received a high level of customer service and we will not be issuing anything to him. He was not inconvenienced, in fact he received a free ride.	Jennifer Smith emailed Jacqueline Paramore 10/23/2015.	Age
						Color - Ticket Check

12/16/2015	Cindy Phillamont	Jennifer Smith		Customer Cindy Phillamont (407-283-0693) called customer service because the 5:52 p.m. northbound Orlando Health Amtrak train did not lower the ADA ramp for her. She claims that she does not use a wheel chair or a walker but that she cannot step onto the train without the assistance of the train due to an injury. She claims that the conductor of the train saw her waiting on the mini-hi but failed to drop the ramp for her. She then stated that she was wondering if the conductor did not drop the ramp for her due to her race. Jay Aguilar SunRail Customer Service	Emails & Statements	
1/31/2016	David Porter	Jennifer Smith		David Porter a writer—blogger—alleges FDOT is trying to hide things by doing a news release on a Sunday and alleges our choice of locations for the meeting adversely impacts a developmentally disabled adult, referred to as Joanne, who regularly attends SunRail related meetings.	Emails & Statements - I (Jennifer Smith) spoke with David Porter 02/02/2016 and he reiterated his concerns regarding the incident on the platform contained in his emails that I previously forwarded to you. By the time we finished talking, I agreed to look into our platform procedures and review the SOP for consistency. He said he didn't intend to file a formal complaint but asked that I send him the forms so he would have them. I sent those to him this morning and copied you. I also asked him to contact me directly if he had any further concerns or issues. I will let you know if anything else comes in, otherwise I will consider this matter closed with the exception of reviewing the SOP with the Sunrail team to ensure consistency with the media on the platform.	Disability & Race
						Disability

2/1/2016	David Porter	Jennifer Smith		<p>An incident that apparently escalated at the Altamonte Springs platform on 02/01/2016, involving writer-blogger, David Porter. His blog and social media site also involves the usage of video. On 02/01/2016 morning, Mr. Porter was observed setting up a video camera and tripod on the SunRail platform, which is not in keeping with rules established early on, and was reportedly asked by a SunRail ambassador to move his equipment off the platform. There was apparently some resistance and the matter escalated. Mr. Porter stated, "During the video interview someone in the operations center made an announcement threatening to have me arrested because I was shooting the interview with a small camera on a tripod. As a black male I became very alarmed at hearing the police were being called because during numerous well publicized incidents police have killed black males for trivial matters. The Ambassador told me he called Marianne because I was using a tripod. Marianne told operations to make the threatening announcement. Her intention was to intimidate me and I felt intimidated. I quickly finished the interview because I did not want to be arrested -- or worse. At the time I conducted the interview the only people on the southbound platform were me, the interview subject and the Ambassador. The southbound train was long gone and no other southbound train was due for 2 hours. I purposely positioned myself and my camera at the far end of the platform away from any possible flow of passengers. (Please consult the security video to verify these details). I want to know why I was threatened."</p>	<p>Emails & Statements - I (Jennifer Smith) spoke with David Porter 02/02/2016 and he reiterated his concerns regarding the incident on the platform contained in his emails that I previously forwarded to you. By the time we finished talking, I agreed to look into our platform procedures and review the SOP for consistency. He said he didn't intend to file a formal complaint but asked that I send him the forms so he would have them. I sent those to him this morning and copied you. I also asked him to contact me directly if he had any further concerns or issues. I will let you know if anything else comes in, otherwise I will consider this matter closed with the exception of reviewing the SOP with the Sunrail team to ensure consistency with the media on the platform.</p>	
2/2/2016	Carlos Gerena Jr.	Jennifer Smith		<p>Carlos Gerena, SunRail Conductor wrote up an Unusual Event Report stating a passenger would not provide a ticket. He instructed the passenger to get off the next stop and purchase one and called dispatch so Orlando PD would me him at Orlando Health Station. Conductor was uncomfortable with passengers demeanor. The Engineer confronted the passenger who ended up showing his ticket. He stated he didn't have to provide proof of a ticket to the conductor because he felt this particular conductor was racist and always signles him out. Orlando PD arrived and removed the passenger along with his bike from the train. The train was delayed for 15 minutes due to the incident.</p>	<p>Emails & Statements</p>	<p>Color</p> <p>Unusual Event - Carlos Gerena</p>

2/17/2016	Derrick Davis	Jennifer Smith		<p>Linda Nesbit, SunRail Customer Service Manager received a complaint 02/17/2016 on Carlos Gerena, SunRail Conductor from a customer who was removed from the train for not having proper identification to show he was qualified to have a disabled ticket. Mr. Derrick Davis stated that he boarded the train at Sanford heading NB and that Carlos approached him and asked for his ticket and then stated you are not disabled you don't have the appropriate ticket and made him exit the train. I explained the fare policy and him needing a LYNX Advantage ID. He stated he is a visitor and has an ID from the state of Washington showing he is disabled but did not have it with him. I explained he must have it with him in case the conductor requests it. Mr. Davis stated he does carry it with him but doesn't need to prove to anyone he is disabled and that he has been riding the train for 2 years and lives in Volusia County and inquired why he would need a LYNX Advantage ID and that he will not get one. He also stated Carlos could have let him buy the correct ticket in DeBary and told me to quit skirting around the problem, that we needed to handle the real situation which is that Carlos approached him because he is black and did not approach the white customers and ask for a ticket when they boarded.</p>	Emails & Statements	<p>Disability & Color - Carlos Gerena - Ticket Check</p>
4/7/2016	Cindy Phillamont	Tamii Chapman		<p>Cindy complained that she was almost left again at the Lynx station. She said that no one came to help her and she had to hobble down to where she could board the train. The is the second time this has happened. The first time was 12/16/2015.</p>	<p>Emails & Statements - I spoke with Cindy this morning and informed her of the information below. She said the female conductor was very rude to her and that they had plenty of time to stop. She said instead, the conductor was speaking with other people and ignored her. I apologized to her. Cindy did say that since then, she had a great experience with a male conductor. That he was very polite and helpful, and made her feel good about herself. She recommends we train our conductor's on how to deal with the public politely (customer service). I said I would forward her recommendation to the appropriate people, apologized again and asked if she wanted to file a formal complaint. She said yes. I emailed her the form to authenticpropheticexperience@gmail.com, and logged it in our complaint chart.</p>	<p>Disability</p>

4/11/2016	Randy Parciael	Tamii Chapman		Monday, 4/11 SunRail Customer Service received a complaint from Mr. Randy Parciael regarding racial discrimination by conductor Carlos Gerena. I spoke to him on 4/12 and he stated that when he boarded the train at LYNX Central Station several people boarded the train but the conductor only checked his ticket. He stated that he believes he was singled out because he is African-American. His telephone number is 407-483-2161, he is not available between the hours of 7 a.m. – 4 p.m.	Email & Statements - I called Mr. Randy Parciael this afternoon and he said he rides the SunRail every day and has never felt this way before. He's to the point where he doesn't want to ride the SunRail anymore. He stated he was getting on the train with about 15 other people Monday morning (04/11/2016) when the conductor asked to see his ticket. He noticed that he was the only person of color and the only person to get his ticket checked, and felt he was singled out because of his race. He stated he was dressed down for work. He's a labor type worker and said there were other people dressed the same way, so it wasn't because of the way he was dressed. He felt like he would have been kicked off the train if he asked the conductor why he was only checking his ticket and no one else's. His request was that the situation be handled appropriately and that appropriate actions be taken. I told him we would look into it and get back with him soon.	Color - Carlos Gerena - Ticket Check
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CFRC Title VI Log

Date of Complaint	How was the compliant Received	If Written Formal	Complainant	Respondent	Basis of the Complaint	Action Taken	Complaint type
	(Verbal, Email, Written Formal)	Notarized?	Name/Contact Information	Name/Contact Information			
10/9/2017			Tekean Chambers		I received a complaint from Mr. Tekean Chambers (407-406-7929), he stated the conductor (Carlos) is racist and discriminated against him by refusing to let him board the train even though he had a ticket. This incident happened yesterday (Oct 9) at the Longwood station. We are in the process of obtaining a statement from the conductor and will provide it to you as soon as it is available. The passenger boarded the next northbound train P312, 30 minutes later. Tamii Chapman called Mr. Chambers on 10/10/2017 and left a voicemail stating the Department is looking into it and asked him to call her back. Mr. Chambers called Tamii back, but when she answered "Department of Transportation, this is Tamii", Mr. Chambers hung the phone up. The Conductor, Carlos stated that the passenger is a habitual fare evader and that he has kicked him off the fare evasion at least 5 times this year.	Email & Statements	Race - Carlos Gerena
10/18/2017			Anonymous		A customer called to file a complaint on the engineer of train P327 stating that she was talking with a colleague near where the engineer was and that he kept shushing them as if they were children. The customer got upset because she says that has taken that train regularly and there has been occasions where the engineer is laughing and joking at the same area. She states that it seemed like the engineer was bothered by them and did not understand why the engineer told them be quiet when he does not set the example. The customer is hispanic and felt that she was discriminated against by the engineer. The customer requested assistance in Spanish and did not want to leave her information. She only wants the issue to be addressed and for the engineer to set an example.	Email & Statements	Race

11/15/2017			Takean (Chambers) Byrd		I received another call from Mr. Chambers however, this time he told me that his last name is Byrd. I asked him if he spoke to you or someone from your office regarding his claim and he stated no that he has not had a chance to speak with you. I told him that I knew that your office had been trying to contact him and that I would contact you to reach out to him again. He provided the same phone number 407-406-7929.	Email & Statements	Race - Carlos Gerena
12/14/2017			Tekeavias (female)		We received a 3rd call from a lady, Tekeavias. This is the same person who has been complaining about Carlos, the conductor, not letting her on the train, even though her ticket was valid. Tekeavias claimed that Carlos only opened one door and that he physically put his hands on her wrist to keep her from getting on the train. At the same time, she had her foot on the trail while Thomas, the engineer, made smart remarks loud enough for others to hear - "She better be glad she wasn't one of those people to get his by a train!". This Tekeavias' 3rd complaint since October, and feels like she's continuing to get a lot of harassment, specifically from Carlos. She claims that she's never had any trouble with the other conductor's. Tekeavias was emailed a complaint form for 2nd time on 12/20/2017. A meeting is scheduled with Jackie Paramore, Jennifer Smith and SunRail employees to review the complaint on 01/31/2018.	Email & Statements	Race - Carlos Gerena
2/1/2018			Karen Ramsay		I spoke with Ms. Karen Ramsay today and this is what she said happened: On 02/01/2018 at 4:20pm when she was heading back to DeBary from the Orlando Health SunRail Station platform, she was walking close to the yellow line where the handicap area is (she is not disabled). The ambassador attempted to usher Ms. Ramsay away from the yellow line and as Ms. Ramsay tried to move away, she ended up falling down and breaking her elbow. Ms. Ramsay's complaint is that the ambassador said "See!?" and did not offer her any empathy, and was basically like "I told you so!". She also said, if she wasn't rushed by the ambassador to move, it would have never happened. She gave me her email address and I informed her that we would send her a complaint form, but it may not be considered a Title VI complaint. Her email address is kskade563@gmail.com.	Email & Statements	Injury

3/20/2018			Chad Morency		We received a complaint last night from Mr. Chad Morency, on our conductor for train P328. The conductor did not allow him to bring his dog on to the train. Mr. Morency stated the dog (pitbull) was a service animal.	Email & Statements	ADA
6/4/2018			Demi Lopez		We had an incident on one of the trains Friday and before we called the person back I was asked to run this by you to see if you had any thoughts. The report states that there was a racial motivation for this action. It has already been posted to social media/ Twitter and before we returned her call we wanted to check with you about how we should proceed. One of the complainants , Demi Lopez, has asked for a return call. Attached are the E-mail from Todd Gruenemeier the GM from BTNA, the conductor and the conductor trainee. Roger Masten spoke to Ms. Lopez and gave her the link to file a Title VI complaint and the e-mail address of customer service to file a general complaint. Customer service is pulling the video and we are looking into social media.	Email & Statements	Race
8/15/2015			Marc Thompson		Mr Thompson emailed customer service on 8/15/18. On 8/16/18 Linda Nesbit returned his call. He was not interested in filing a Title VI complaint but I did offer him Roger Masten's contact information		ADA
7/30/2018			Refused name		Passenger claims he felt the condutor's actions towards him were due to how he looks. (He had fallen asleep and missed his stop.) He was given Roger Masten's email and phone number.		Race
7/16/2018			George Paul		Mr Paul emailed customer service on 7/16/18. He claims an ambassador is harassing him based on his apprearance. I attempted to call him and responded to his email but he never responded back. He did not indicate which station this was allegedly taking place. I provided Roger Masten's email in my response to him.		Race/Economic Status
11/6/2018			Jerry P. (No last mname provided)		Passenger stated he is disabled and the Ambassador at Altamonte Springs station allowed the busses to leave without him at 6:50 am	Provided Title VI form, Customer service notified to investigate Ambassador behavior	ADA/ Customer service

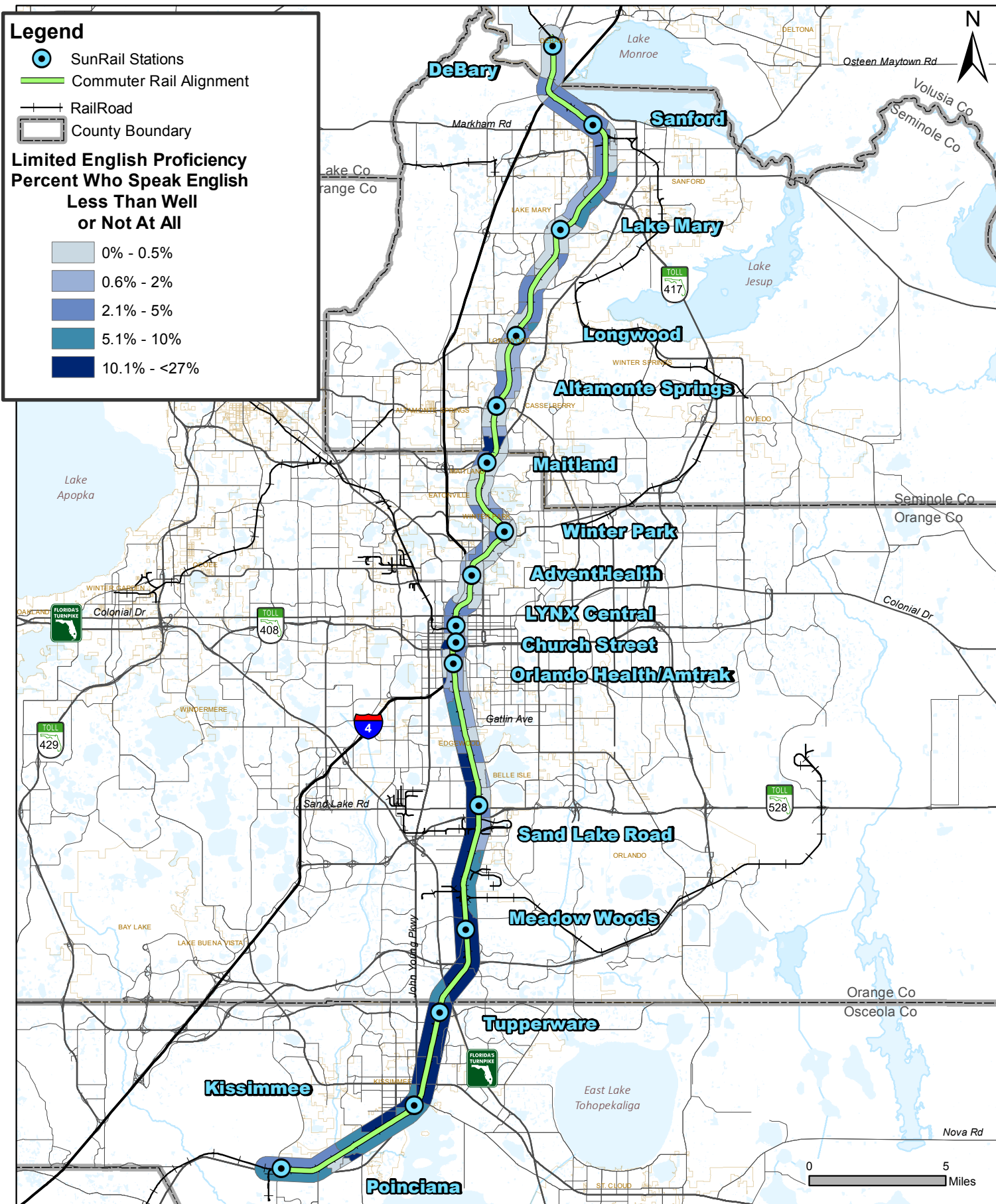
CFRC Title VI Log							
Date of Complaint	How was the compliant Received	If Written Formal	Complainant	Respondent	Basis of the Complaint	Action Taken	Complaint type
	(Verbal, Email, Written Formal)	Notarized?	Name/Contact Information	Name/Contact Information			
12/31/2018	Phone message	No	Cathy Butler(?) 561-667-2850	Roger Masten	Person state that the doors closed before she could get onto the train. Which then left with her daughter on board	Returned call and left voicemail 1/4/19	Age discrimination

CFRC Title VI Log

Date of Complaint	How was the complaint Received	If Written Formal	Complainant	Respondent	Basis of the Complaint	Action Taken	Complaint type
	(Verbal, Email, Written Formal)	Notarized?	Name/Contact Information	Name/Contact Information			
3/28/2019	Phone Call	Not a formal complaint.	Victor Vanell 321-315-1356	Roger Masten 321-257-7161	Traveling from Sanford station. Stated he was singled out by being thrown off train at Winter Park for not purchasing ticket. Claims someone put hands on him and Conductors were not wearing uniforms.	Roger Masten called to follow up on two separate occasions with no response. Video reviewed to validate what was said, in particular the hands on claim which proved to be incorrect.	Non-specific Title VI

APPENDIX E

SunRail Socioeconomic Maps/Tables



Sources: FGDL, FDOT, Cetract 2015



Figure 1
Limited English Proficiency
2015 Census

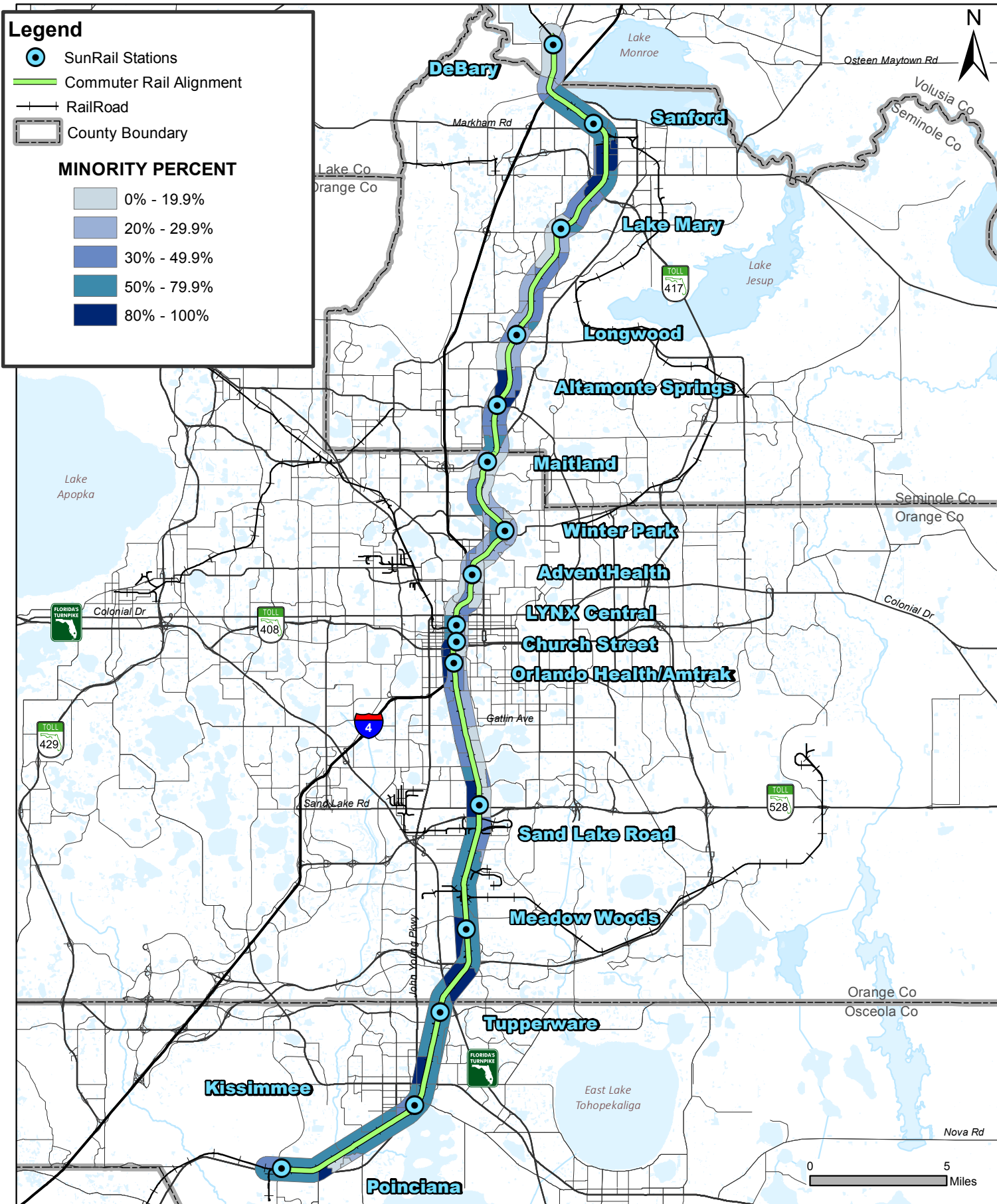
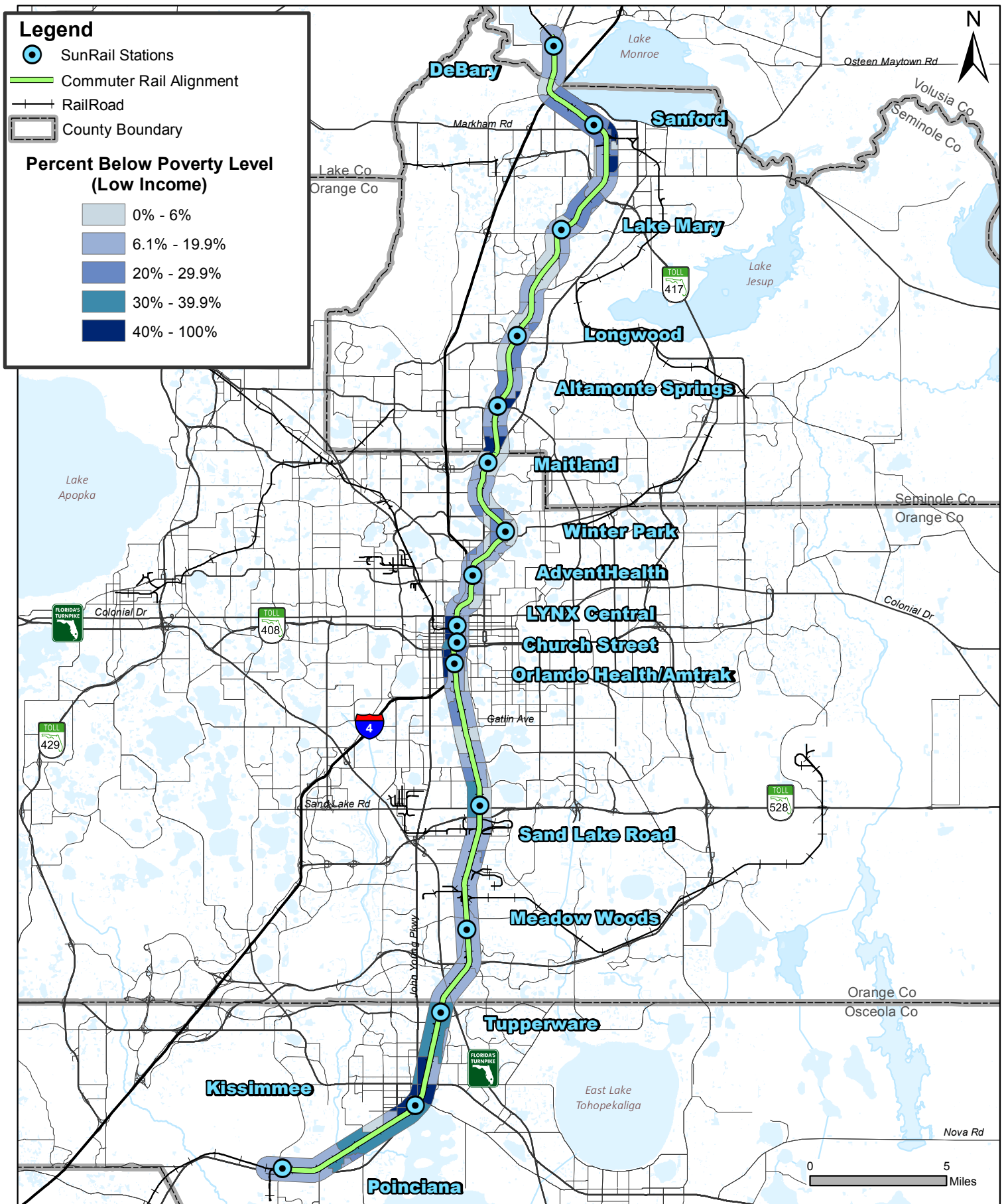


Figure 2
Minority Population
 2015 Census





Sources: FGDL, FDOT, Cetract 2015



Figure 3
Percent of Households Below Poverty Level (Low Income)

2015 Census

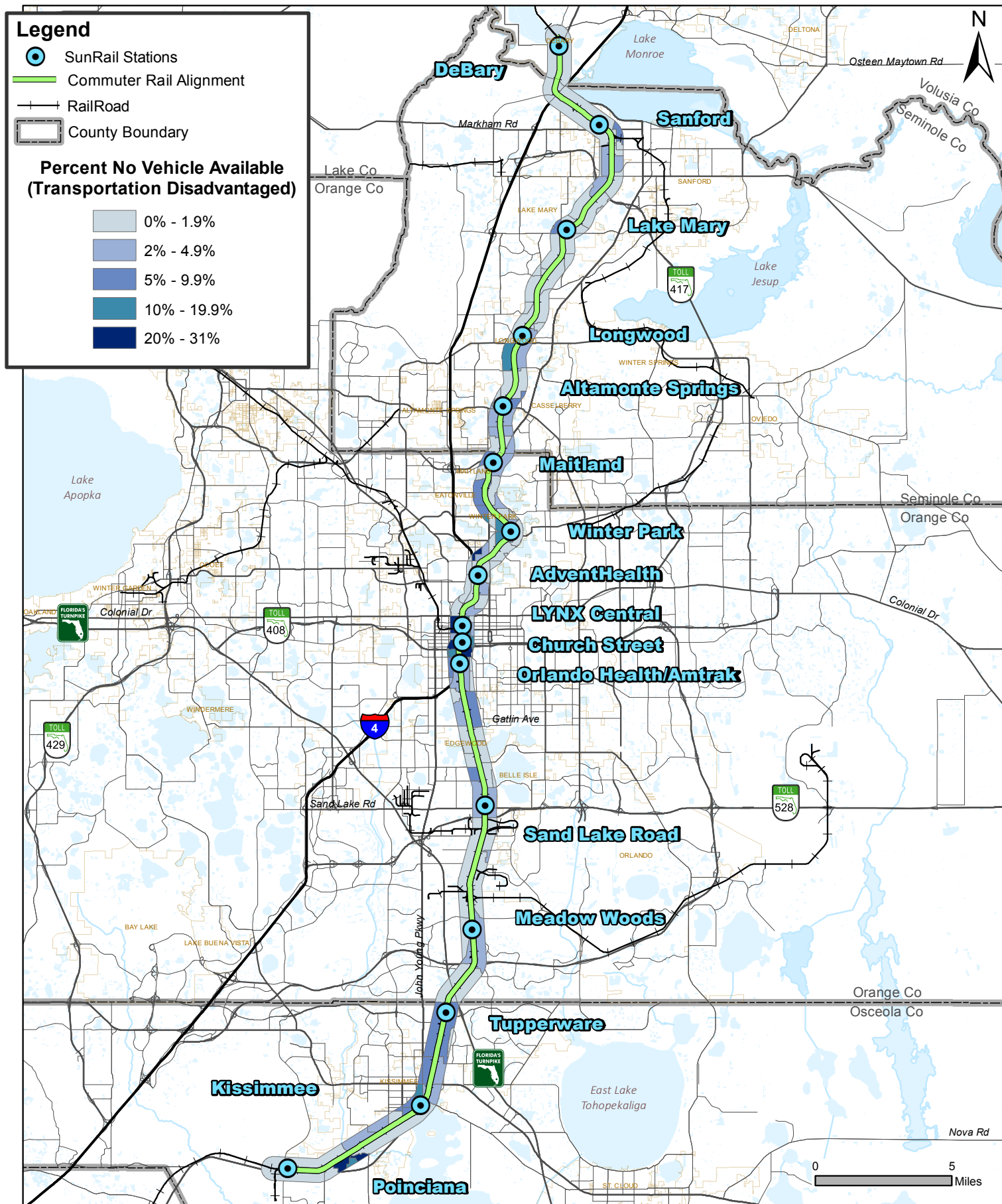


Figure 4
Percent of Population with No Vehicle Available (Transportation Disadvantaged)

2015 Census



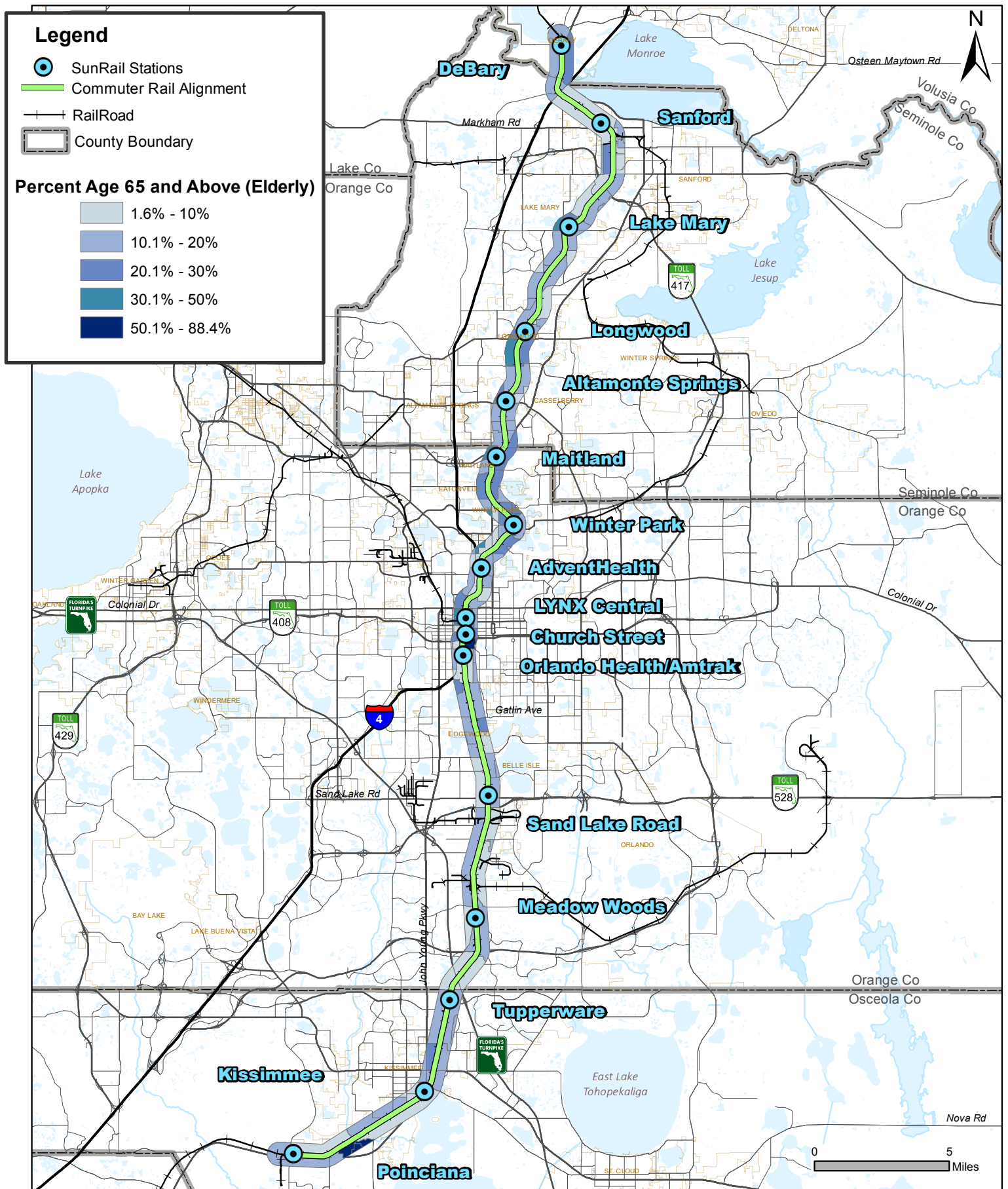










Figure 5
Percent Population Age 65 and Above (Elderly)
 2015 Census





Legend

-  SunRail Stations
-  Commuter Rail Alignment
-  RailRoad
-  Minority Transit Routes
-  1/2-Mile Urban Station Buffer
-  3-Mile Non-Urban Station Buffer
-  County Boundary



2015 Census Block Group Data-Station Buffers Minority Percent Comparison in 4 County Average of 47.5%

-  0% - 47.5% Equal or Less Than Average
-  47.6% - 100% Above Average



2015 Census Block Group Data-Volusia County

-  0% - 47.5%
-  47.6% - 100%



2015 Census Block Group Data-Seminole County

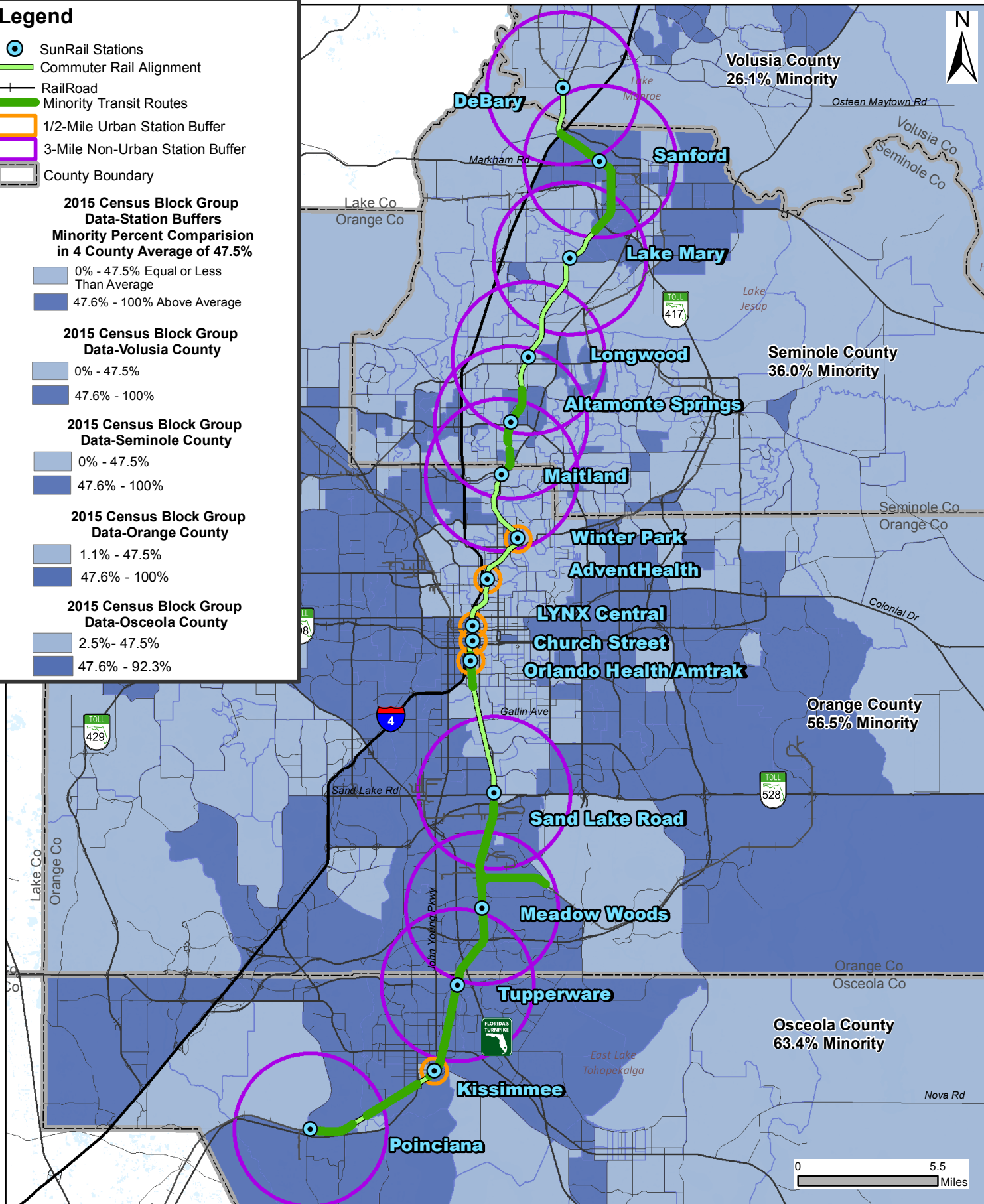
-  0% - 47.5%
-  47.6% - 100%

2015 Census Block Group Data-Orange County

-  1.1% - 47.5%
-  47.6% - 100%

2015 Census Block Group Data-Osceola County

-  2.5% - 47.5%
-  47.6% - 92.3%



Sources: FGDL, FDOT, Centract 2015



Figure 6
Minority Transit Routes

2015 Census

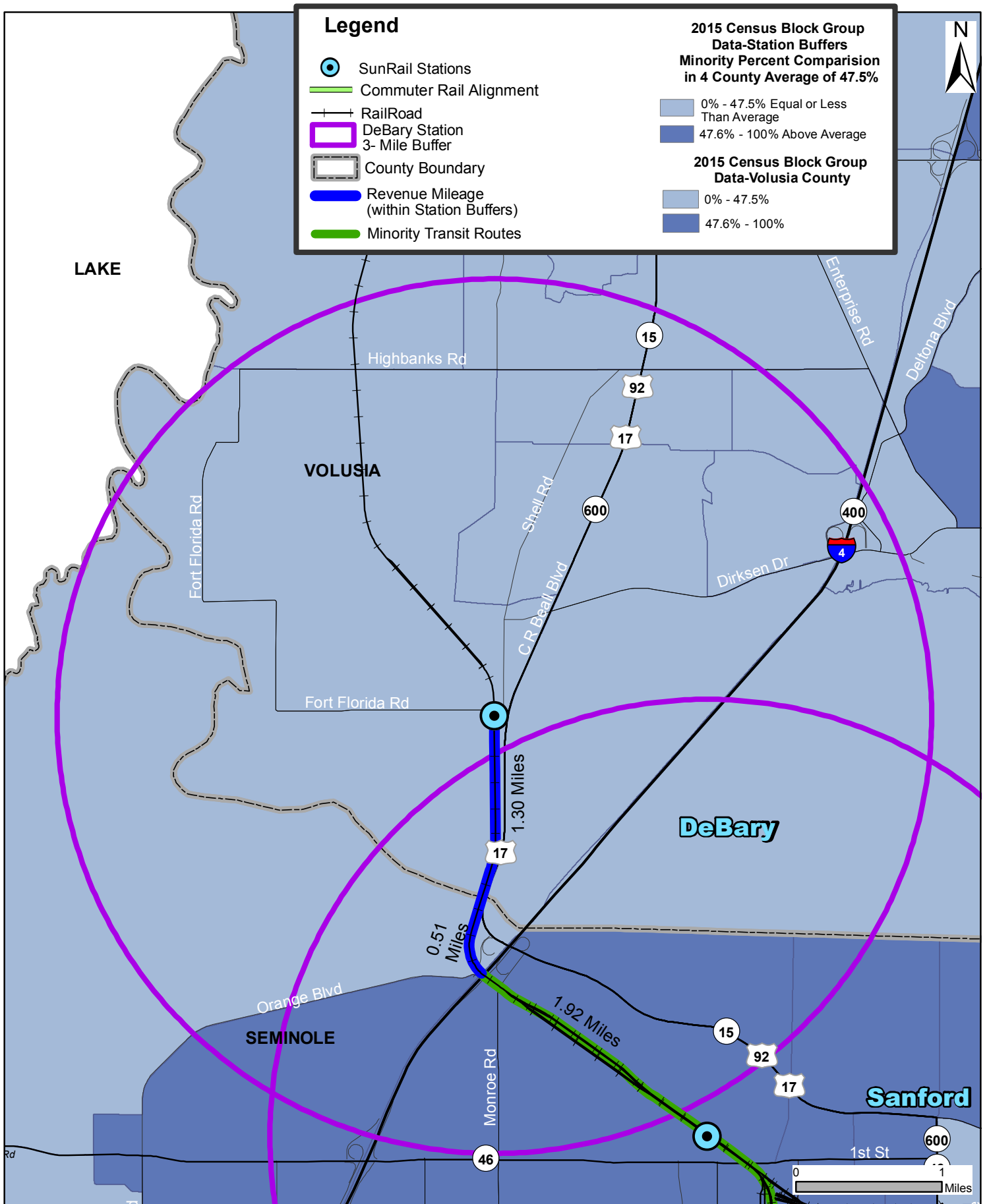
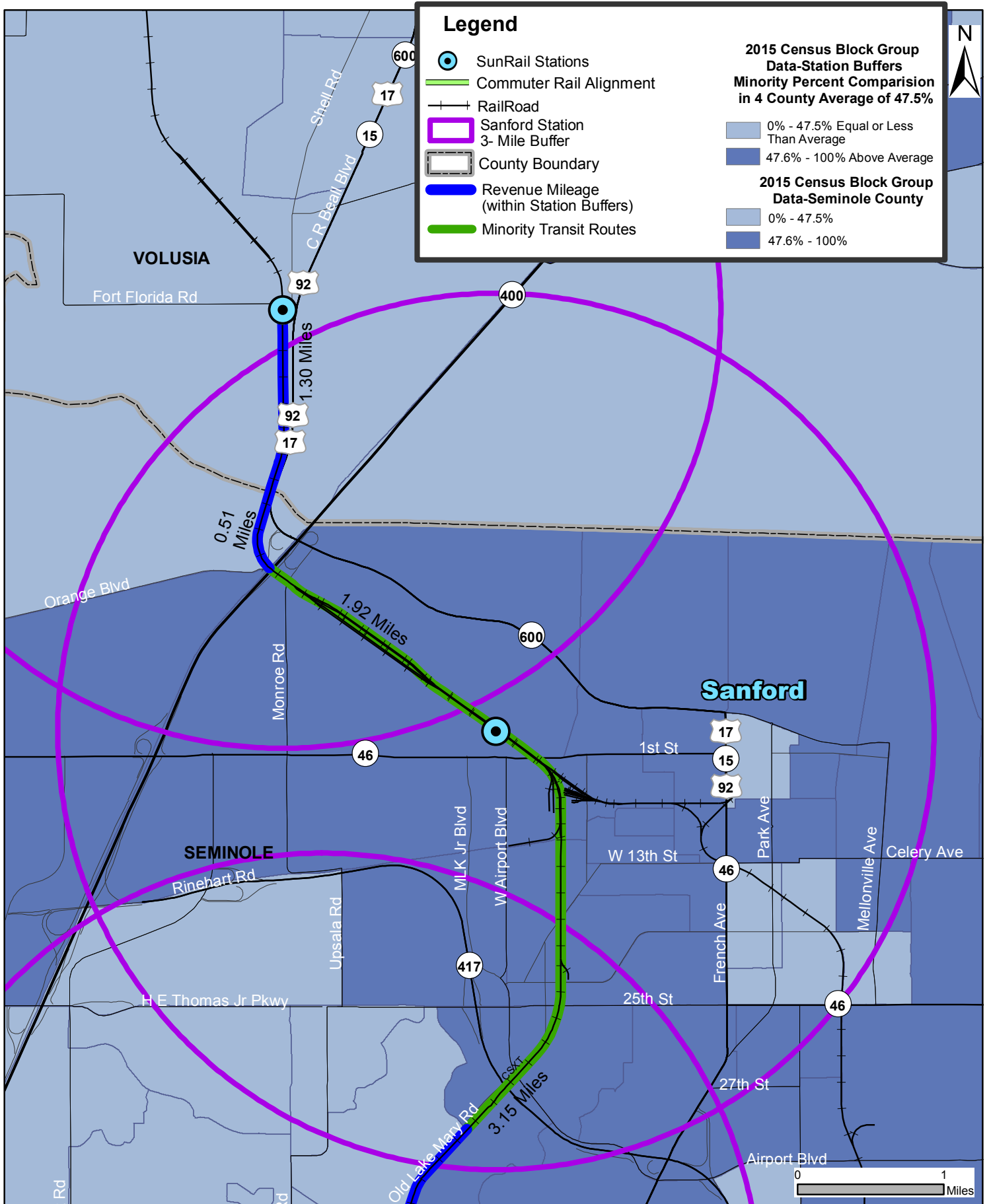


Figure 7
Minority Transit Routes (DeBary Station)
 Seminole County, Florida
 2015 Census

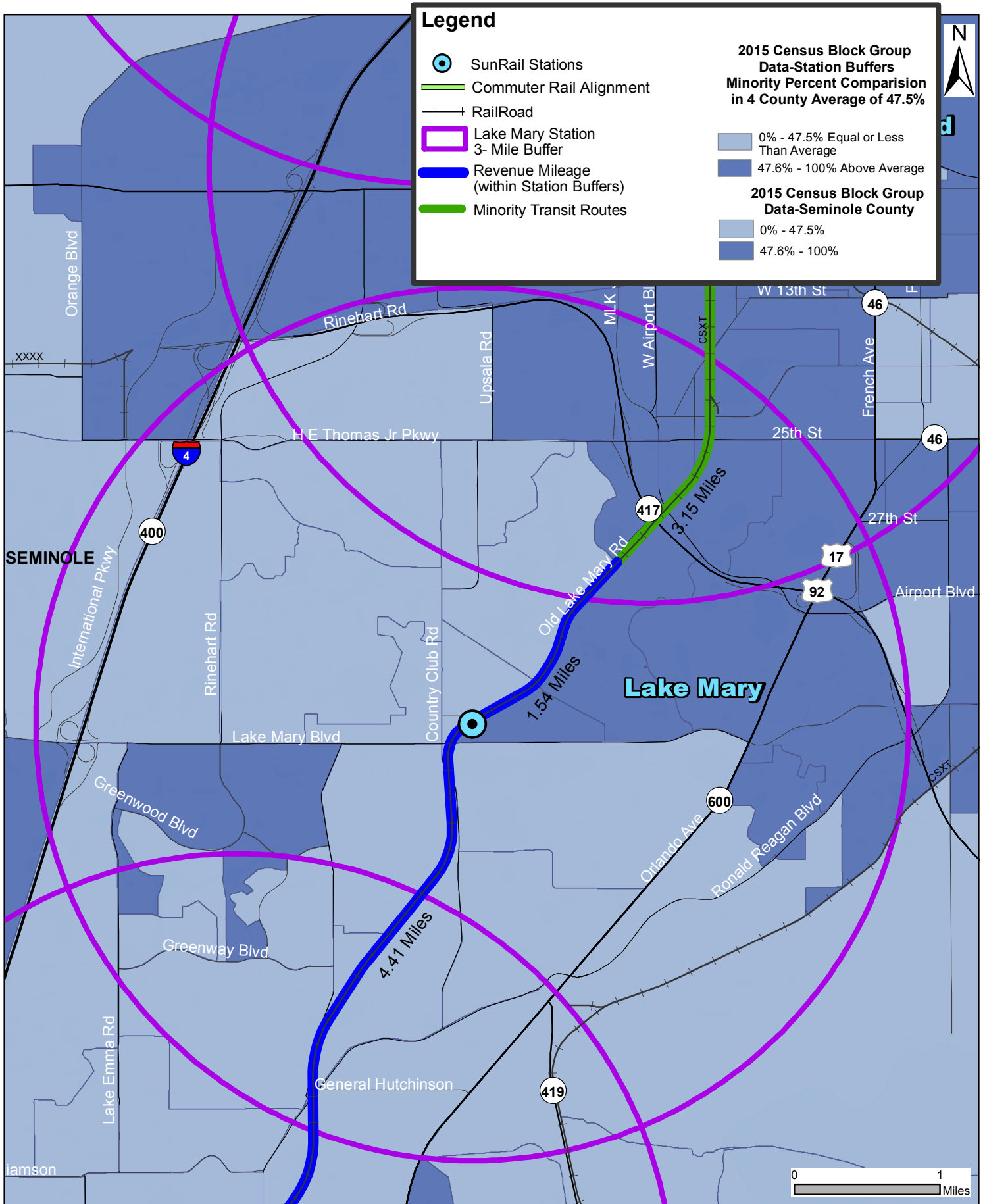




Sources: FGDL, FDOT, Centract 2015



Figure 8
Minority Transit Routes (Sanford Station)
Seminole County, Florida
2015 Census



Sources: FGDL, FDOT, Centract 2015



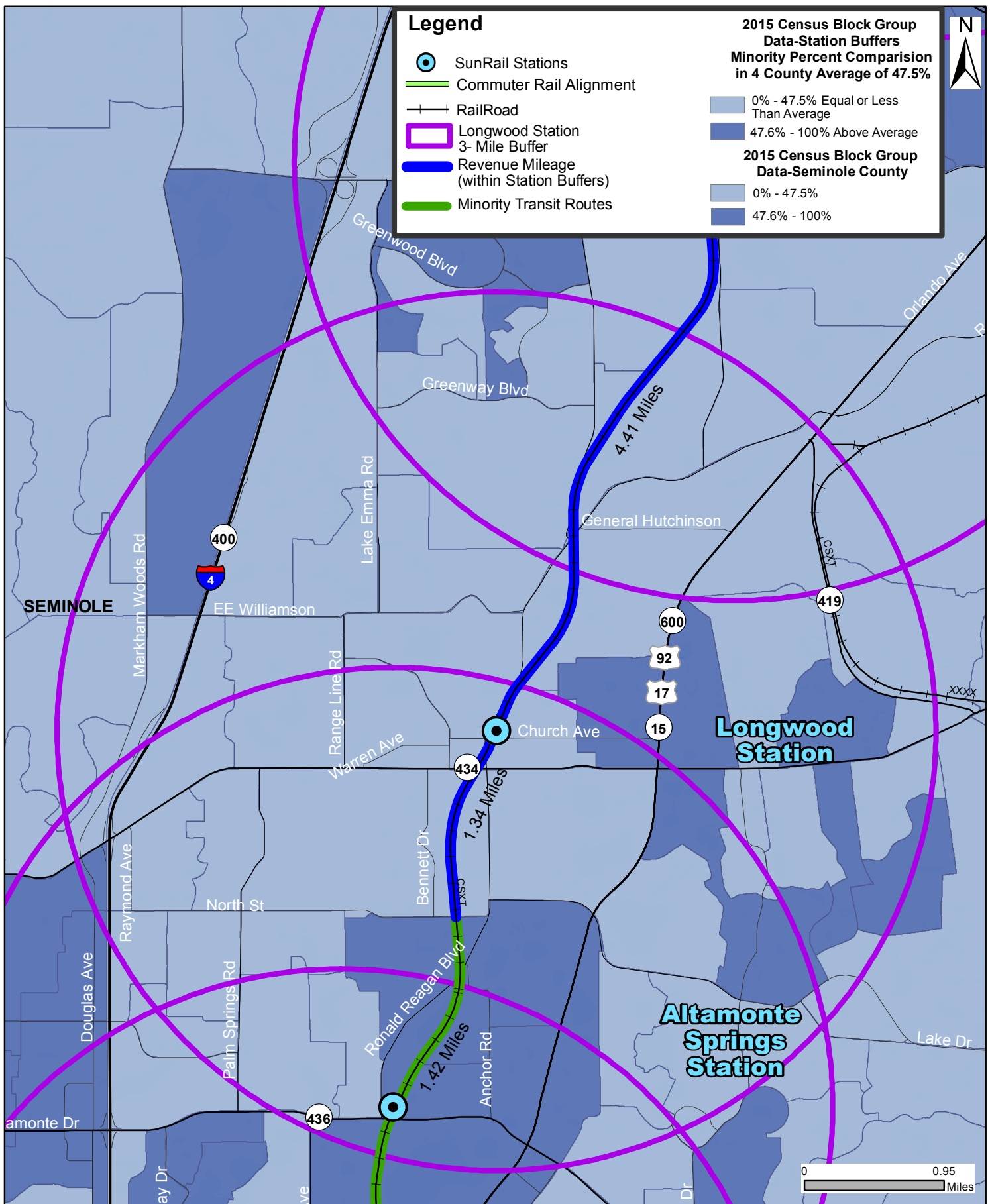
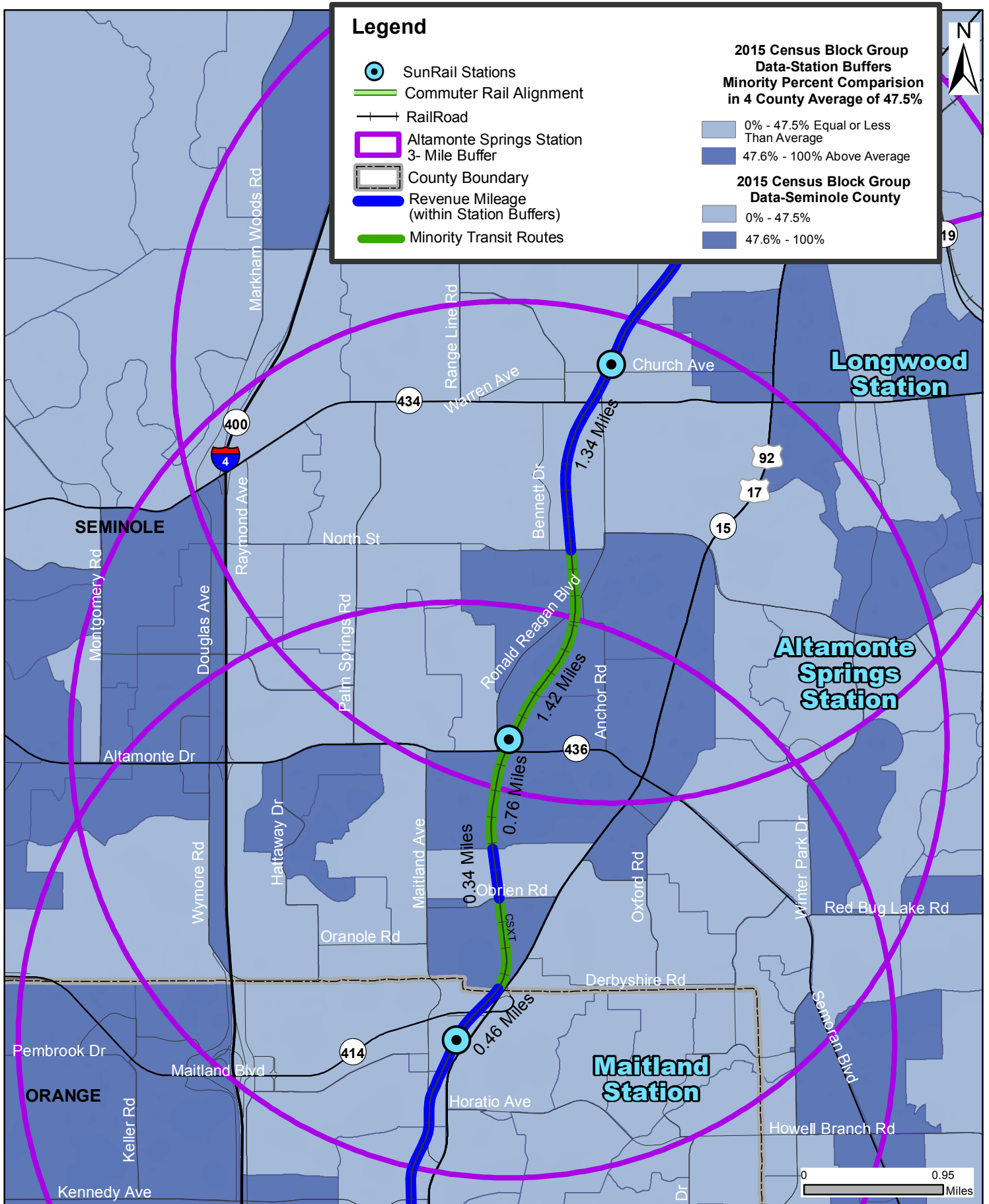


Figure 10
Minority Transit Routes (Longwood Station)
 Seminole County, Florida
 2015 Census

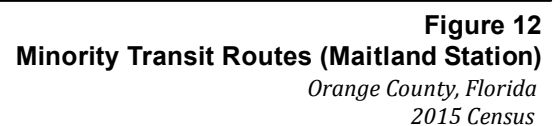




Sources: FGDL, FDOT, Centract 2015



Figure 11
Minority Transit Routes (Altamonte Springs Station)
 Seminole County, Florida
 2015 Census



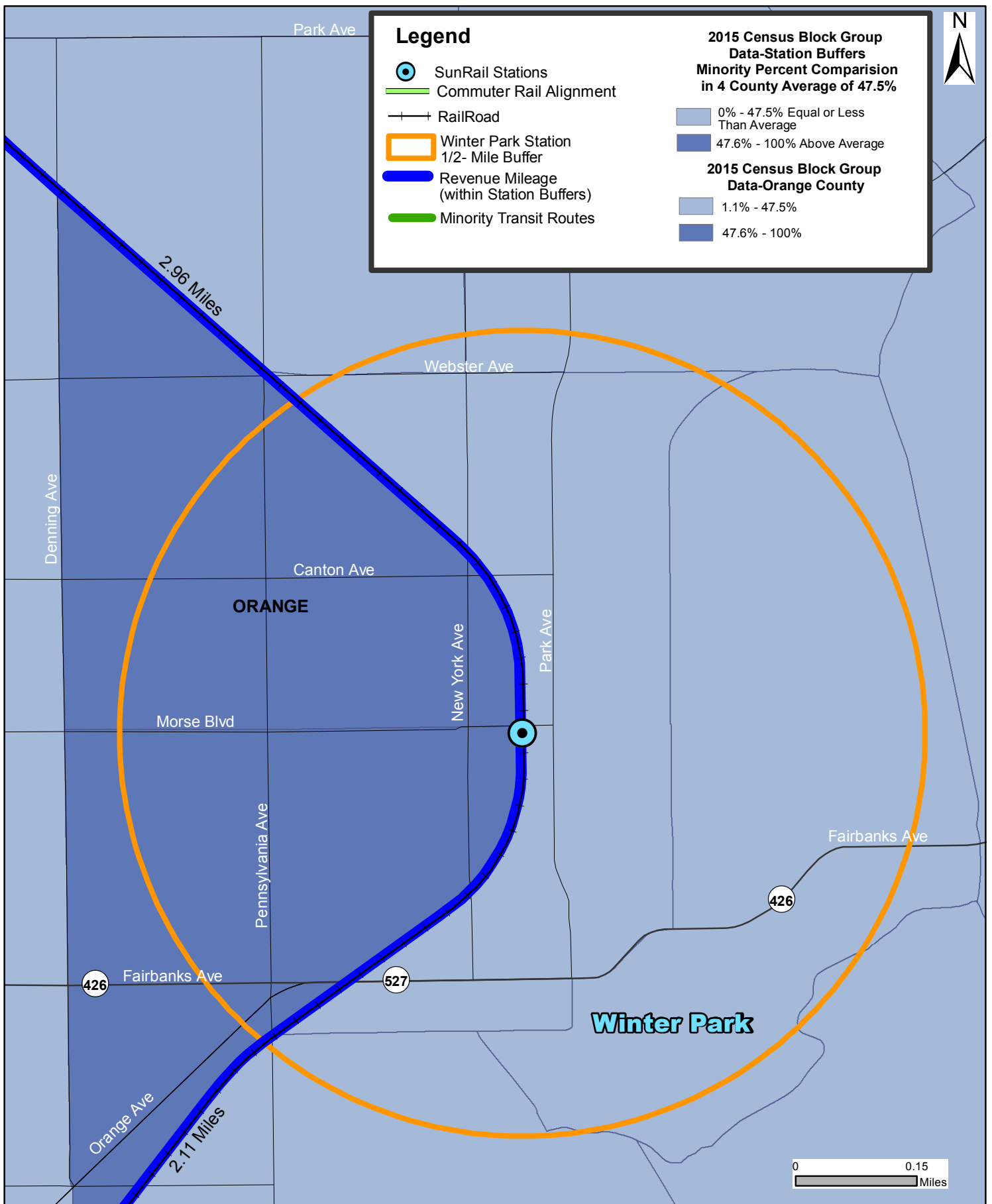
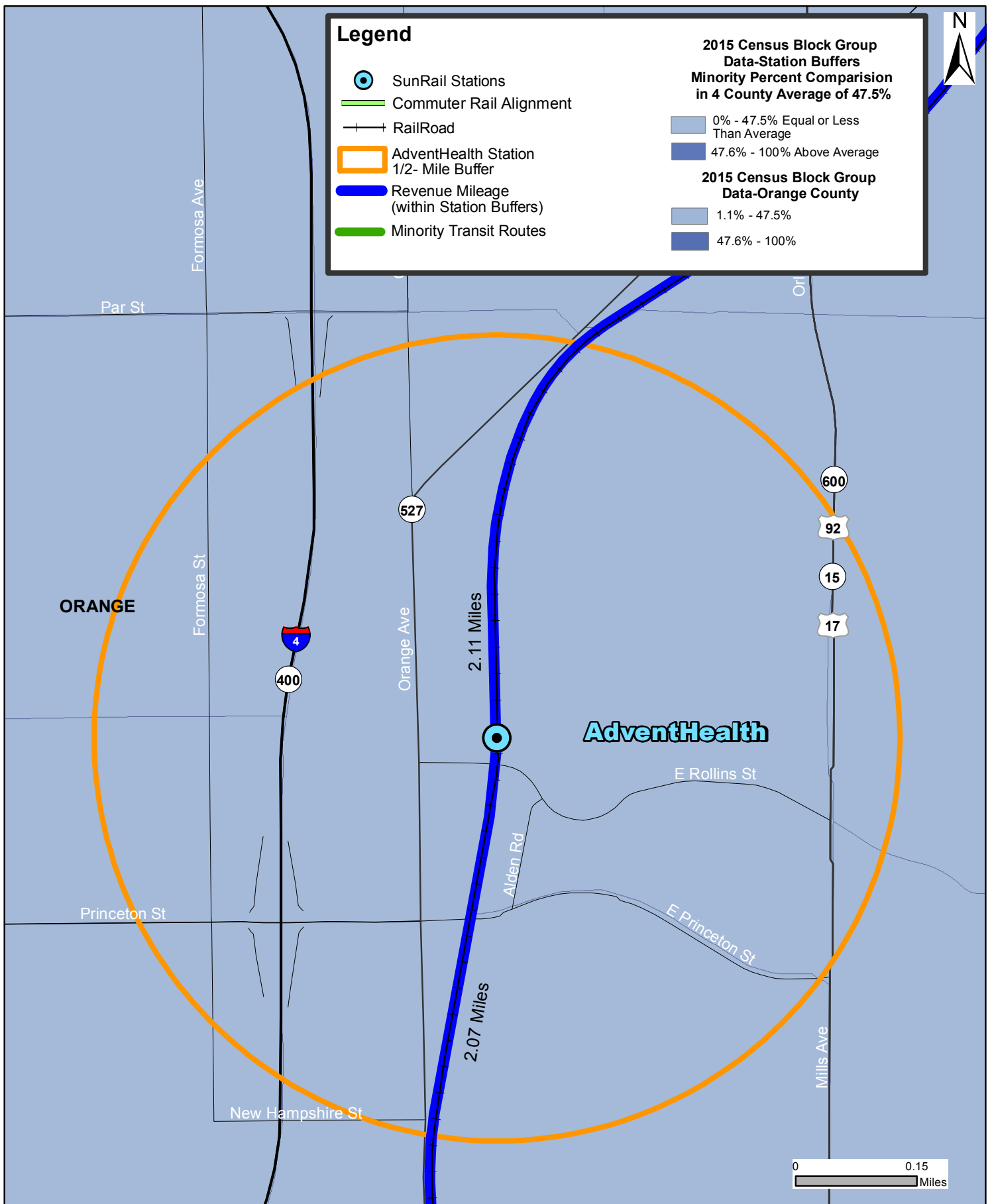


Figure 13
Minority Transit Routes (Winter Park Station)
 Orange County, Florida
 2015 Census

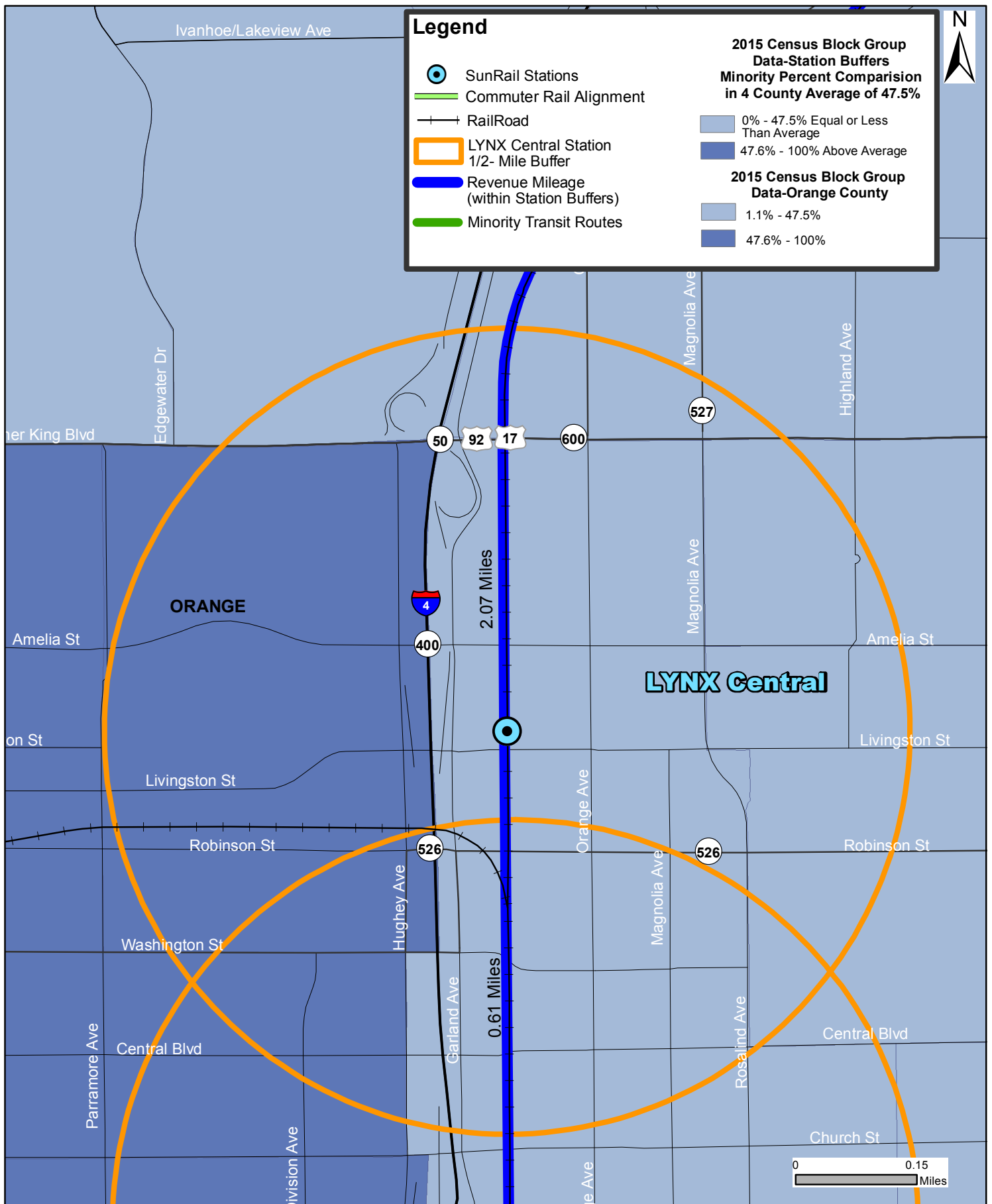




Sources: FGDL, FDOT, Centract 2015



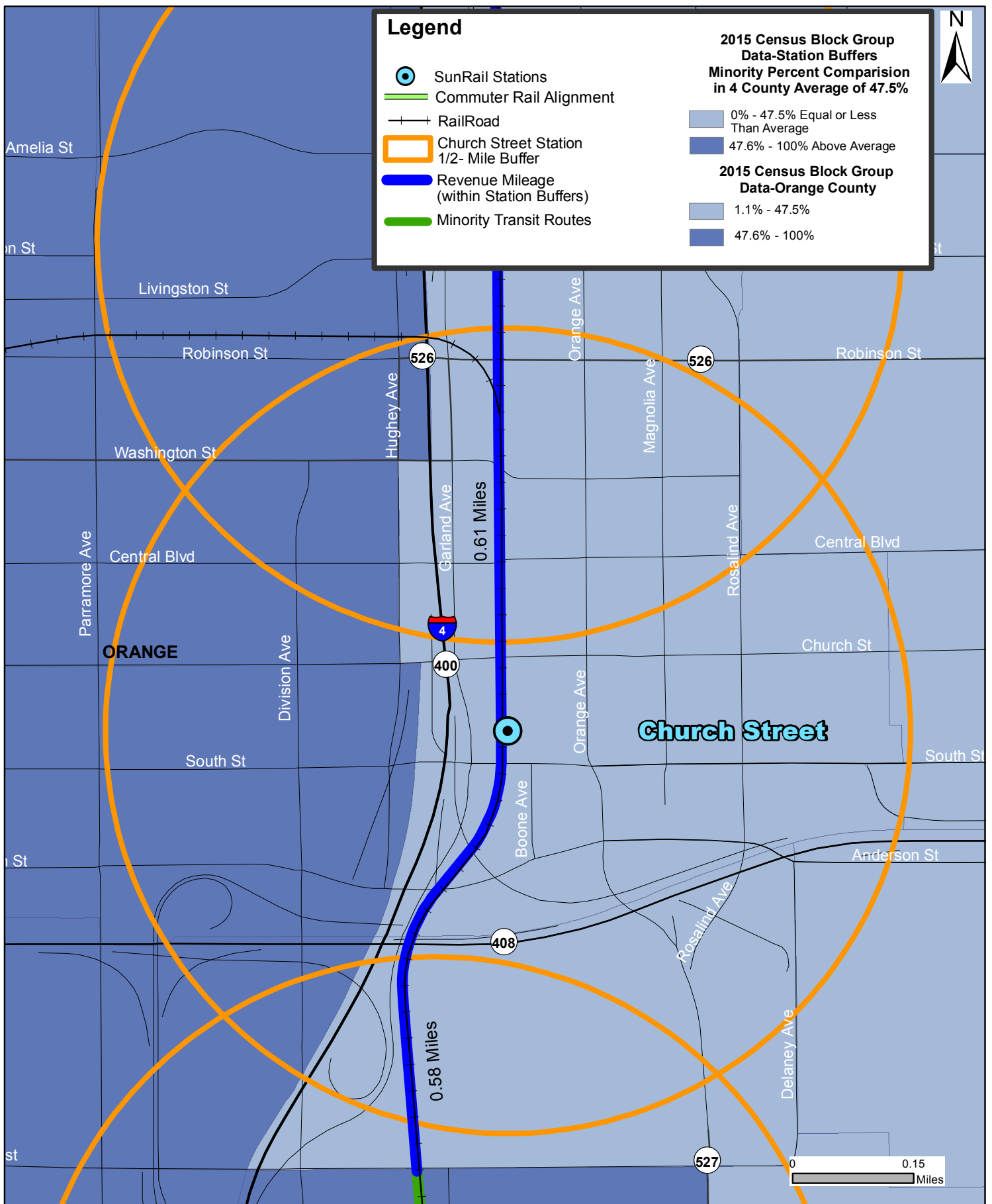
Figure 14
Minority Transit Routes (AdventHealth Station)
Orange County, Florida
2015 Census



Sources: FGDL, FDOT, Centraact 2015



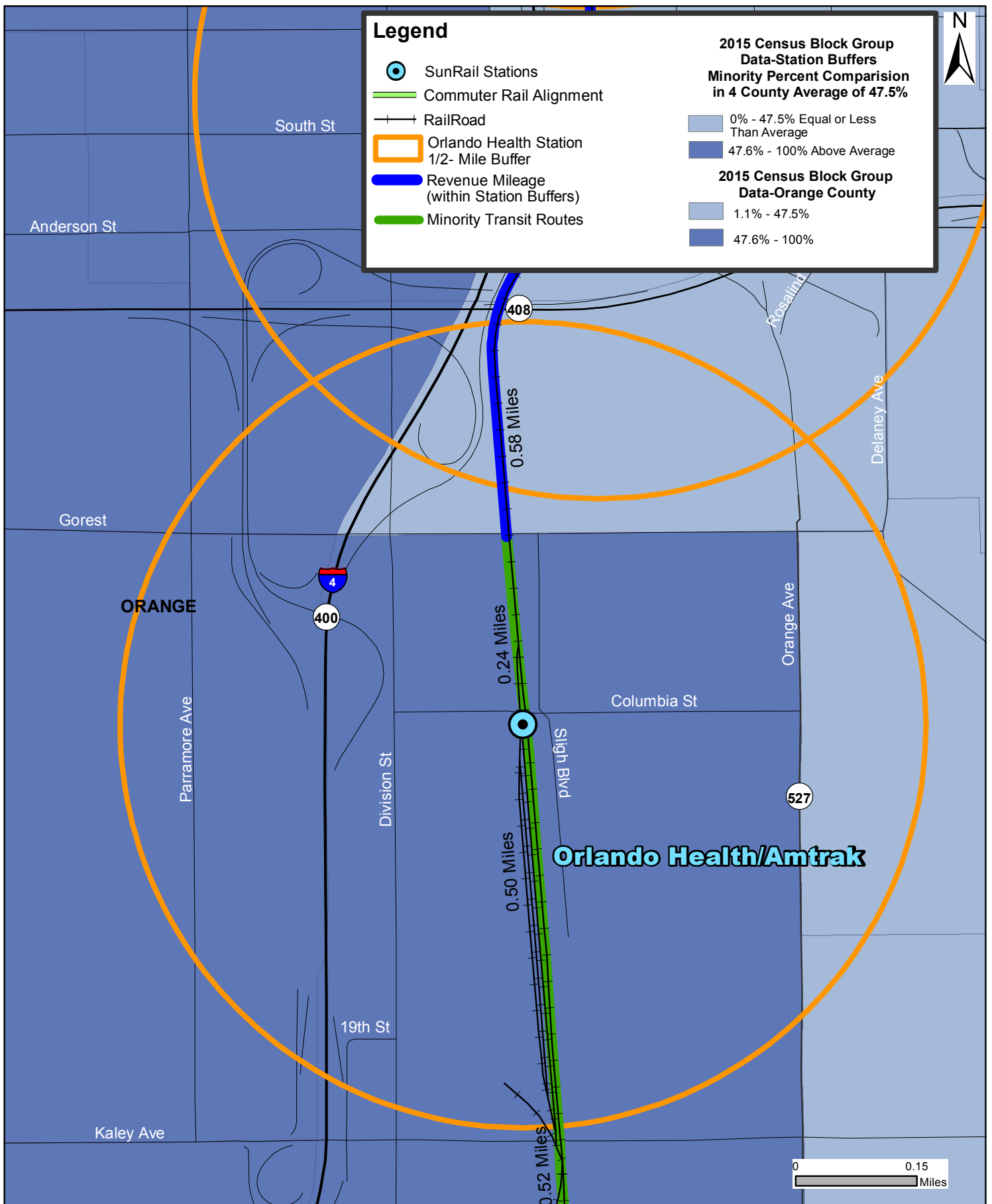
Figure 15
Minority Transit Routes (LYNX Central Station)
Orange County, Florida
2015 Census



Sources: FGDL, FDOT, Centralect 2015



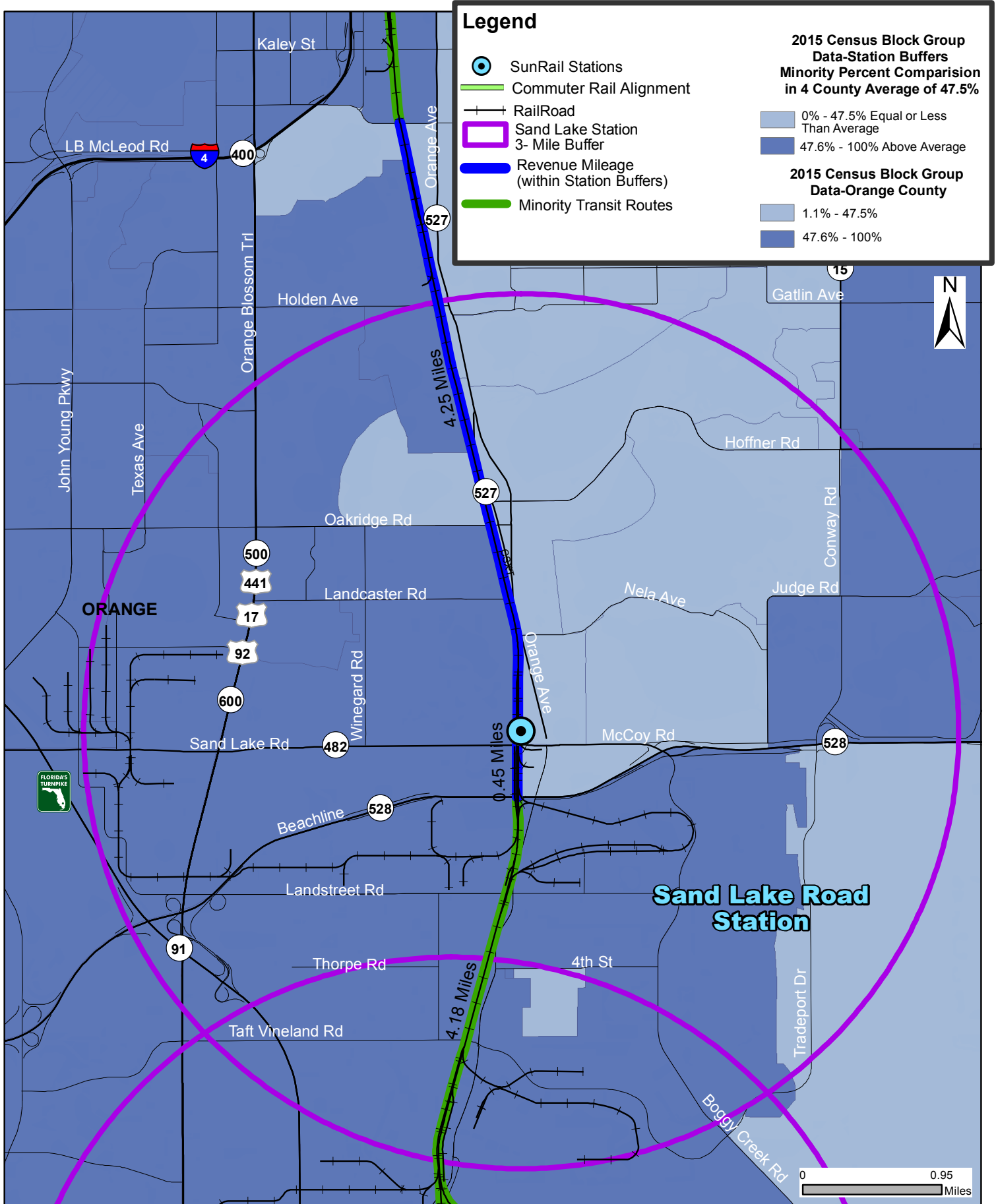
Figure 16
Minority Transit Routes (Church Street Station)
Orange County, Florida
2015 Census



Sources: FGDL, FDOT, Centract 2015



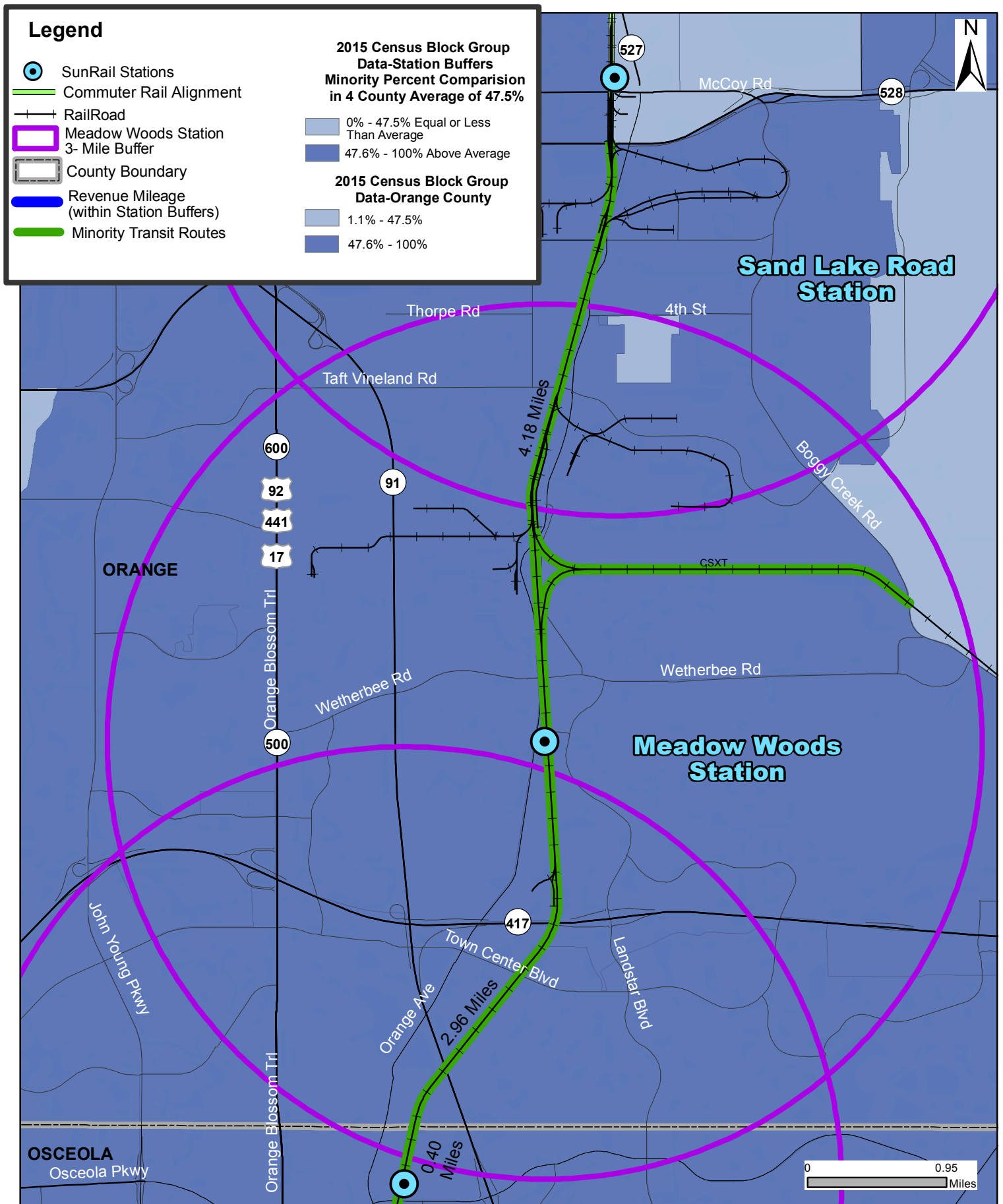
Figure 17
Minority Transit Routes (Orlando Health/Amtrak Station)
 Orange County, Florida
 2015 Census



Sources: FGDL, FDOT, Centract 2015



Figure 18
Minority Transit Routes (Sand Lake Road Station)
 Orange County, Florida
 2015 Census










Sources: FGDL, FDOT, Centract 2015





Figure 19
Minority Transit Routes (Meadow Woods Station)
Orange County, Florida
2015 Census



Legend

-  SunRail Stations
-  Commuter Rail Alignment
-  RailRoad
-  County Boundary
-  Tupperware Station 3-Mile Buffer
-  Revenue Mileage (within Station Buffers)
-  Minority Transit Routes

2015 Census Block Group Data-Station Buffers Minority Percent Comparison in 4 County Average of 47.5%

-  0% - 47.5% Equal or Less Than Average
-  47.6% - 100% Above Average

2015 Census Block Group Data-Osceola County

-  2.5% - 47.5%
-  47.6% - 92.3%

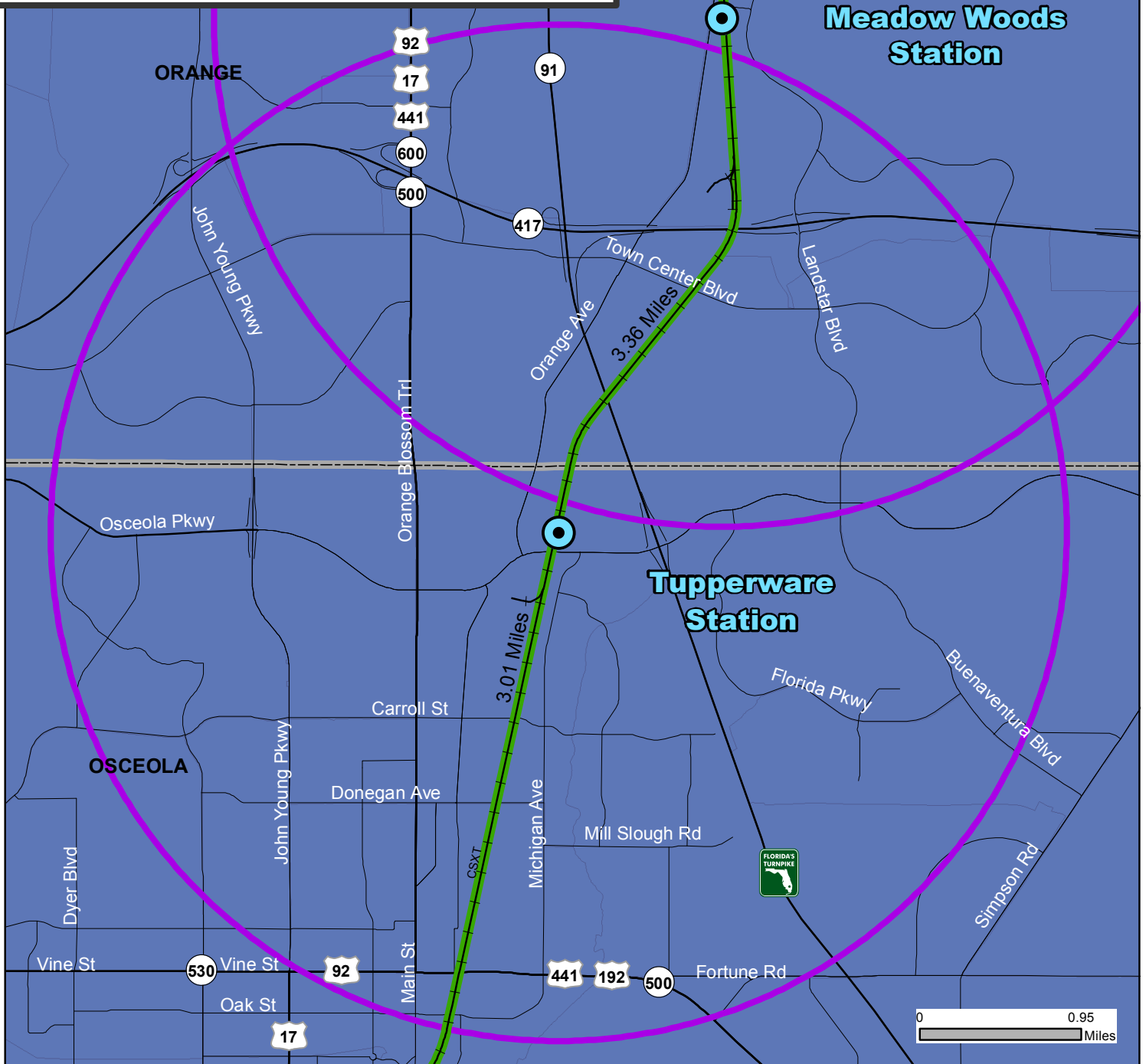
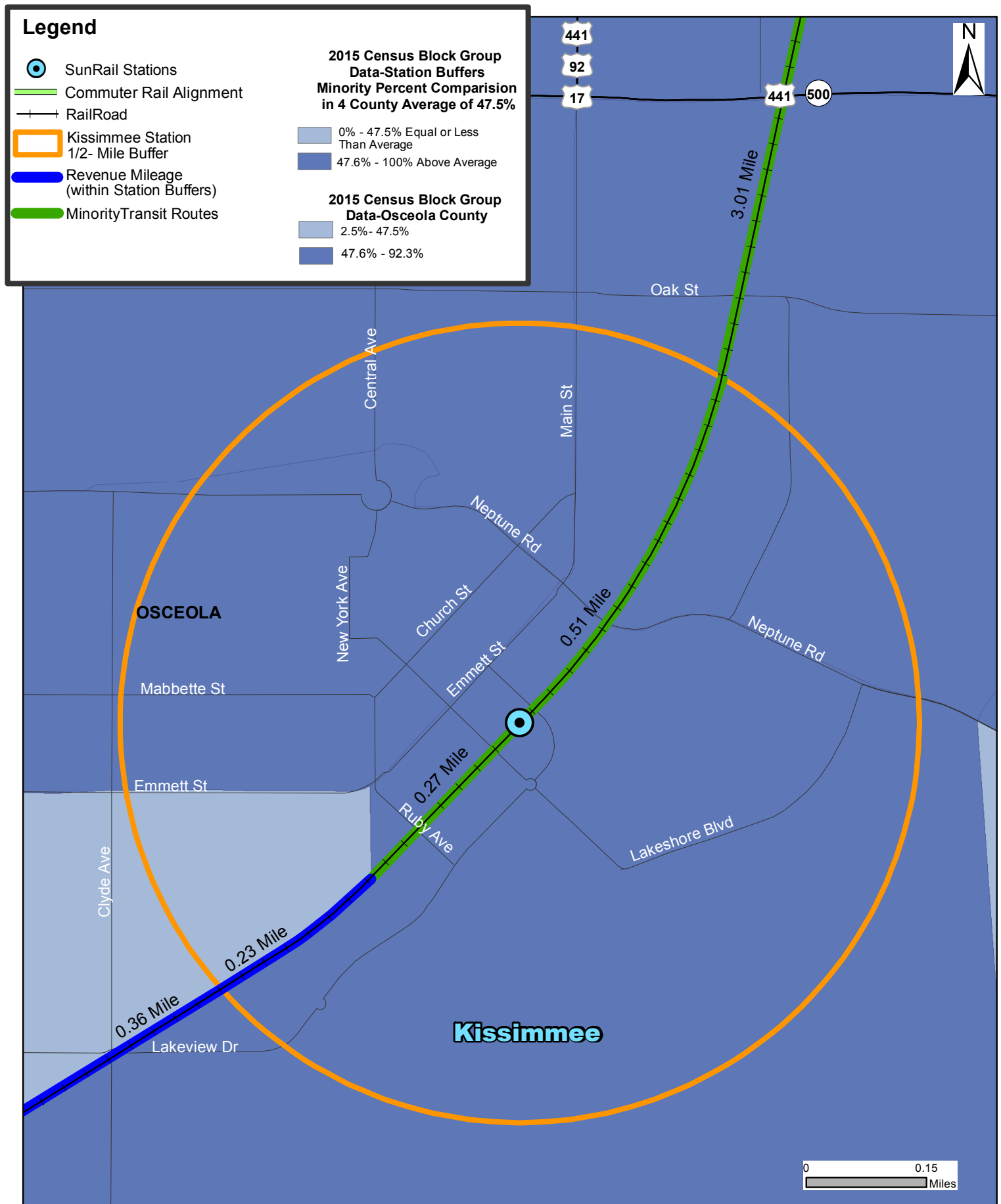


Figure 20
Minority Transit Routes (Tupperware Station)
Osceola County, Florida
2015 Census

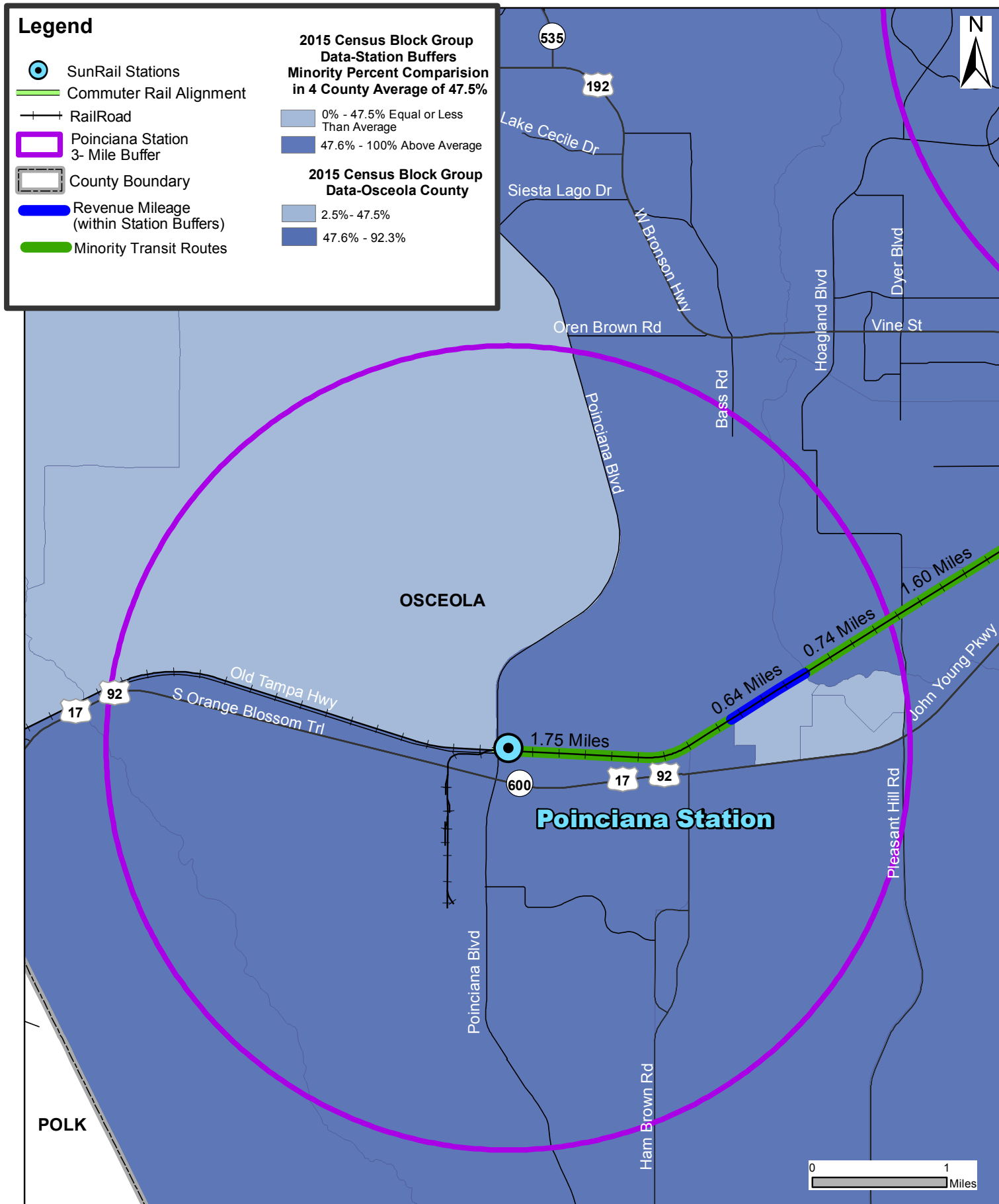




Sources: FGDL, FDOT, Centract 2015

Figure 21
Minority Transit Routes (Kissimmee Station)
 Osceola County, Florida
 2015 Census





Sources: FGDL, FDOT, Centract 2015

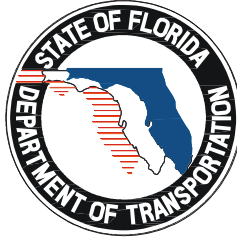


Figure 22
Minority Transit Routes (Poinciana Station)
 Osceola County, Florida
 2015 Census

APPENDIX F

**Central Florida Commuter Rail Transit Fare Policy,
Equipment & Implementation Plan**

Florida Department of Transportation District V



CENTRAL FLORIDA COMMUTER RAIL TRANSIT

FARE POLICY, EQUIPMENT AND IMPLEMENTATION PLAN Version 1.2



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Submittal Date:
December 2013

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1.0 INTRODUCTION

The purpose of developing a fare policy is to establish a fare structure, which includes pricing, selection of fare collection and payment methods for a transit system. Fare policy has a direct affect on ridership and revenue. Creating an effective fare policy and structure can increase ridership and improve the effectiveness of the system.

The Central Florida Commuter Rail Transit (CFCRT) Fare Policy, Equipment and Implementation Plan will serve as a guide for the Florida Department of Transportation (FDOT) to develop a fare system for the CFCRT, with revenue service projected to commence in Spring of 2014. The establishment of a fare policy will require regional coordination with the other transit providers, including Central Florida Regional Transportation Authority (LYNX) and Volusia County's Votran.

There are four fundamental parameters that are generally related to the planning, design, implementation and application of fare decisions: fare policy, fare strategy and fare structure, fare payment technology and equipment, and implementation responsibilities.

- **Fare policy** identifies goals and priorities that will guide FDOT in setting and collecting fares.
- **Fare strategy and structure** refers to a general fare collection and payment structure approach (i.e., flat fare, differential pricing market-based or discounted payment options, and transfer pricing) and recommended fare levels (full fares and discounted fares based on ridership groups).
- **Fare payment technology and equipment** refers to the type of fare payment media (i.e., cash, token, paper ticket, stored value cards) and the specific fare collection equipment required to distribute and collect a system's various fare media.
- **Implementation Responsibilities** defines the roles and responsibilities of FDOT, its partners, other transit providers and contractors in developing and implementing the fare program.

The CFCRT fare policy, equipment and implementation plan are described in the following chapters:

- 2.0 Fare Policy Goals and Priorities
- 3.0 Recommended Fare Structure
- 4.0 Fare Equipment Technology and Media
- 5.0 Recommended Fare Procedures
- 6.0 Organization Roles and Responsibilities
- 7.0 Security
- 8.0 Customer Service
- 9.0 Reporting Requirements
- 10.0 Implementation Issues

2.0 FARE POLICY GOALS AND PRIORITIES

There are specific goals (customer-related, financial, and institutional) that are widely used in setting fare policies for transit systems. These goals, identified below, are the basis of the recommended fare policy. FDOT should emphasize customer-related goals that relate to how the fare structure and system will be perceived and used when attracting riders to the new system. Equally important is for FDOT to consider a fare policy that will attract existing riders on the LYNX and Votran systems that may use CFCRT as part of their commute. Financial goals should be developed that attempt to reduce the costs associated with fare collection, and that ensure potential revenue is maximized. Institutional goals regarding regional connectivity should target reducing the complexity of new transit system integration.

Customer-Related Goals:

- *Increase ridership:* To maximize ridership subject to charging a maximum acceptable fare.
- *Maximize social equity:* To ensure equivalent levels of mobility for equivalent fares, by ensuring that those riders most in need of the service and with the least ability to pay are not adversely affected by the fare structure or any future adjustments.
- *Increase ease of use and reduce complexity:* To provide a fare system (policy, pricing structure, and fare equipment) that is fairly simple and easily understood and utilized by customers.
- *Increase fare options:* To improve the ability of customers to choose a fare option that best meets their needs by offering a range of options (i.e., prepaid and discounted options).

Financial Goals:

- *Increase revenue:* To maximize revenue and/or to achieve a specific revenue target while minimizing the accompanying ridership loss.
- *Reduce fare collection costs:* To reduce costs associated with selling prepaid fare media, as well as the reduction of collecting and counting farebox revenues costs.
- *Reduce fare abuse/evasion; improve revenue control:* To increase revenue by establishing measures to prevent riders from underpaying the fare or not paying the fare at all. Developing revenue controls and security features to reduce employee fraud, theft, and the mishandling of fare revenue will help increase revenue and agency accountability.

Institutional Goals:

- *Improve modal and regional connectivity:* To improve connections between different modes in a system (i.e., automobile, local bus, circulators express bus, rail) and different transit providers in the region to promote seamless transit travel.

- Maximize ease of implementation: To decrease the difficulty in introducing the new fare system and the complexity of the fare structure and equipment in order to ensure acceptance by the general public and elected officials. This goal also relates to how adaptable the fare system is to future fare increases and technology upgrades.
- Achieve farebox recovery ratio goals or requirements: Achieve an acceptable level of cost-effectiveness as measured by the farebox recovery ratio (passenger revenue ÷ operating costs). This policy could be a goal or target (such as what was assumed in the project's financial plan).

Many fare policy goals can be in competition with each other. For example, a fare strategy that maximizes ridership tends to reduce revenue and cost-effectiveness. Establishing fare policy is a balancing act, in which goals must be prioritized if the policy is to lead to a useful fare structure. Fare elasticity helps identify how riders will respond to fare change, which can affect potential ridership. Many transit systems develop fare structures with differential pricing for services in order to increase revenues and ridership.

After the policy goals are defined, the next step in fare development and evaluation is to establish appropriate evaluation criteria. These criteria facilitate the assessment of the relative merit of each option under consideration. In general, evaluation criteria are derived from the policy goals and customer related, financial and institutional constraints facing the agency.

Various constraints may influence a transit agency's fare-related decision making, which may include lack of sufficient capital or operating funds, need to address multi-jurisdictional issues, or political mandated fare requirements.

3.0 FARE STRUCTURE

A recommended fare structure is included in this section as a basis for FDOT to ultimately develop a fare structure for the CFCRT that will best serve the agency and its customers. The proposed fare structure intent is to balance the fare policy goals described in the previous section and preliminary fare levels to implement for customers to use its service. It is often helpful to examine fare strategies and current pricing levels of other transit agencies when developing a new fare structures. Examples of other similar U.S. commuter rail transit systems are included for comparison to identify approaches that work and are commonly used elsewhere. The CFCRT fare structure should be easy to use and understand, convenient to its customers, and not complex in structure to in terms of administration and fare collection costs.

3.1 Fare Strategy

Fare strategy refers to the general fare collection and payment approaches that transit agencies use in developing a fare structure. Fare strategies generally fall into two basic categories: flat and differentiated. Each fare strategy presents certain advantages and disadvantages; however, these options are not mutually exclusive and, in fact, two or three are often combined within a single fare structure. The different strategy types are summarized as follows:

3.1.1 Flat Fare

The simplest and most common fare strategy is the flat fare. Riders are charged the same fare, regardless of the length of the trip, time of day, speed or quality of service.

Advantages - easy to administer and easy to understand.

Disadvantages – places an inequitable burden on those making short trips, and fare increases may cause a great loss of riders. To mitigate these effects the flat fare strategy often is combined with prepaid fare options.

3.1.2 Service Based Differential

Differentiating fares by mode or by speed (i.e., a higher fare for express service than for local service) is often considered as a means to reflect the higher level of service provided and the higher operating costs of providing express service, which typically has longer trips and only peak period service.

Advantages – relatively easy to understand and is considered more equitable with a higher cost associated with a higher quality service.

Disadvantages – may be unpopular among users of the higher cost service and complicates transfers (e.g., may require payment of an “upgrade” fare in transferring from local to express).

3.1.3 Distance Based or Zonal Pricing

Distance based fares (zonal charges or surcharges beyond a certain distance) are often considered on the basis that riders should pay more for longer trips.

Advantages – should produce the greatest revenue and is considered equitable since a longer trip has a higher cost.

Disadvantages – increases costs for low-income people making long trips such as reverse commute trips to suburban employment centers.

3.1.4 Time Based Differential

A time based (e.g., peak/ off-peak) method of charging is often considered because: 1) the peak period market is generally less sensitive to price and has a greater ability to pay for fare increases; and 2) the costs of providing service and accommodating additional riders are significantly higher in peak hours than in off-peak hours.

Advantages – may increase ridership by encouraging more usage during off-peak times. It could be helpful as part of a comprehensive travel demand management program by shifting some travel demand out of peak periods.

Disadvantages – any shifts in transit riders would be minor, and the experience of most transit agencies has been that peak service requirements and costs are not reduced. There is an increase in complexity for both the rider and the transit agency with cash and paper ticket media. However, magnetic and smart card media can mitigate the difficulties in using and administering the system.

3.1.5 Market Based Pricing

Another type of differentiated pricing strategy widely used by the transit industry is market based, or consumer based pricing. This strategy often is included with the flat fare structure or with any of the other differentiated structures described above. This strategy offers differential fares according to frequency of use and willingness to prepay through the offering of passes and discounted tickets. This is often seen as a way to discriminate price among the different ridership markets (e.g., frequent versus infrequent users), and to reduce cash handling requirements by increasing pre-payment.

Advantages - this strategy is considered equitable, offers some ability to pay less for a trip, is more convenient to customers through prepayment, reduces cash handling by the transit agency, and with fare increases can minimize ridership loss in some market segments.

Disadvantages - it generally produces the least revenue; can have some fare abuse; has the highest fare media production and distribution cost; and requires extensive marketing to maximize ridership.

3.1.6 Deep Discount Pricing

One of the most important elements of market based pricing strategy is offering significant discounts for prepayment of fares, referred to as “deep discount” pricing. The deep discount fare strategy motivates riders to increase their usage by providing major savings on fares by purchasing weekly, monthly and/or multi-ride passes. The provision of prepaid discounted fare options has become quite prevalent in the transit industry, particularly among commuter rail systems which typically make discounted

weekly or monthly tickets available to regular commuters. Discounts are typically provided by two methods:

- Weekly and monthly passes provide for unlimited rides at a set price during that specific time period pass price, which provide daily user a discount compared to paying a cash fare every day.
- Multi-ride tickets are often intended for occasional, but not everyday, users. A ticket-book of ten tickets might be discounted by 10 percent or more. The tickets could be used at any time.

Advantages of deep discounting include:

- The ability to optimize ridership and revenue, by encouraging increased usage among passengers who are relatively price-sensitive, and collecting higher fares from passengers who are less price-sensitive.
- Experience with pass usage shows that passengers who use passes tend to make more trips by transit than they would if they were paying single fares.
- Making a single purchase for a period of time instead of twice-daily cash transactions is much more convenient for the passenger, and reduces processing costs for the transit agency.

Disadvantages of deep discounting include:

- Increased complexity: each additional payment option increases the potential for confusion among both existing and prospective riders. Additional options may mean more administrative and operating costs to monitor, market, produce and distribute the additional fare media.
- While the discounted option is designed to offer a break to those who do not wish to pay the higher cash fare, taking advantage of the discount requires an initial payment that is higher than the cash fare.
- Use of passes may lead to illegal sharing of passes and counterfeiting.
- “Lost revenue” from high frequency use.

3.1.7 Transfer Pricing and Policy

Transfer pricing and policy are major issues that relate to both the pricing and convenience of transit service. The basic pricing options for transfers are as follows:

- Free transfers.
- Low-priced transfers (i.e., 10-25 percent of the full cash fare).
- No transfers (i.e., a full fare for each boarding); some systems that use this approach sell a one-day pass that allows unlimited trips, including transfers.

- “Upgrade” fares for transferring between different services; i.e. if the fare for the second vehicle is higher than the first, the passenger would pay the difference for a transfer.

Advantages - the primary basis for transfer charges is that it offers the transit agency a convenient way of raising more revenue.

Disadvantages - most transit networks are designed to encourage, or in many cases require, transferring in order to complete the desired trip. As such, charging for transfers is often said to add “insult to injury” by forcing the rider to have to use more than one vehicle to make a trip and then charging an extra fare to do it. Other disadvantages are that transfer charges often conflict with the physical and operational design of the system, can destroy “seamless” travel goals for the agency, and increase fare collection costs. In addition to the pricing of transfers, the transfer policy must address the use of transfers such as the amount of time allowed for a transfer (e.g., 2 hours after the initial full fare boarding) and whether the transfer can be used for round-tripping or stop-overs.

3.1.8 Reduced Fares

Recipients of financial assistance under section 5307 of the Federal transit laws must provide reduced fares for elderly and handicapped persons during non-peak hours of operation that will not exceed one-half of the rates generally applicable to other persons at peak hours. Therefore virtually all U.S. transit systems offer reduced fares. Some agencies go beyond the legal requirements, either by offering the reduced fare during peak hours also, or by providing a discount greater than 50%.

The definitions of elderly and handicapped as applied under this rule permit a broader class of handicapped persons to take advantage of the reduced fare than would be permitted under the more restrictive definition applied to the non-discrimination provisions of FTA’s section 504 program, which includes only handicapped persons otherwise unable to use the recipient’s bus service for the general public. The definition of elderly persons may be determined by the FTA recipient but must, at a minimum, include all persons 65 years of age or over.

3.1.9 ADA Paratransit Fares

The Americans with Disabilities Act of 1990 (ADA) requires that complementary paratransit service must be provided for eligible persons within 3/4-mile of the agency’s local fixed route service. The fare charged to the ADA eligible user of the complementary paratransit service shall not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the agency’s local fixed route system.

3.2 Recommended Fare Structure

The recommended CFCRT fare structure is distance based using zonal pricing system. Nearly all U.S. commuter rail operations employ distance based fare structures using zones. It tends to provide a system producing the greatest revenue and most equitable approach, by charging a higher cost for a longer trip.

3.2.1 Zonal Pricing

The fare would be determined by number of zones through which a passenger travels. CFCRT system can be divided into four zones based on county boundaries (Volusia, Seminole, Orange, and Osceola Counties). Passengers traveling within a zone (or County) would pay the standard base fare, while those passengers commuting a further distance, through more than one zone, would pay a higher fare.

Passengers would be able to purchase a standard one-way or round-trip fare based on the zone in which the station is located where they board the train and the zone that they intend to exit the train. The tickets and practices of passengers would need to be enforced by conductors, but also managed on an “honor system” that trusts that those who pay a fare to travel a certain distance or zone abide by that standard. Figure 1 displays the CFCRT system with four zones and proposed stations identified.

3.2.2 Base Fares

FDOT will need to determine the prices to charge its customers based on the varying types of fares to maximize its revenue, maintain its ridership, and continue to provide a service that exceeds national standards. Below is a table that identifies recommended price structure that FDOT could consider in establishing the prices of its fares. With use of a smart card technology, multiple fare types could be purchased utilizing the same fare media, and could include stored value payments that would factor in up-front discount pricing for frequent riders of the system.

Table 1. Recommended CFCRT Fare Policy

Number of Zones Traveled	One Way	Reduced One Way	Round Trip	Reduced Round Trip	Weekly	Reduced Weekly	Monthly	Reduced Monthly	Annual	Reduced Annual
1	\$2.00	\$1.00	\$3.75	\$1.75	\$17.00	\$8.50	\$56.00	\$28.00	\$560.00	\$280.00
2	\$3.00	\$1.50	\$5.50	\$2.75	\$25.00	\$12.50	\$84.00	\$42.00	\$840.00	\$420.00
3	\$4.00	\$2.00	\$7.50	\$3.75	\$34.00	\$17.00	\$112.00	\$56.00	\$1,120.00	\$560.00
4	\$5.00	\$2.50	\$9.50	\$4.75	\$42.50	\$21.25	\$140.00	\$70.00	\$1,400.00	\$700.00
Stored Value Purchase Examples					Bonus Value	Smart Card Fee		Stored Value		
\$5					10%	\$5.00		\$5.50		
\$10					10%	\$5.00		\$11.00		
\$25					10%	\$5.00		\$27.50		
\$50					10%	\$5.00		\$55.00		
\$100					10%	\$5.00		\$110.00		
\$200					10%	\$5.00		\$220.00		
\$300					10%	\$5.00		\$330.00		

Figure 1 – CFCRT System Map by Zones

3.2.3 Reduced Fares

The CFCRT system would include reduced fares for elderly and disabled persons that choose to ride the system to ensure compliance with Federal transit laws. The proposed reduction would be a 50% discount on all fares, during peak and non-peak hours. Elderly persons include all persons 65 years of age or over, while disabled persons would be permitted under the more restrictive definition applied to the non-discrimination provisions of FTA's Section 504 program.

3.2.4 Discount Pricing

With the proposed fare structure, CFCRT system would also include a discount pricing initiative as a market based pricing strategy. An option would be given to purchase prepaid fares to provide significant savings for regular commuters. Weekly and monthly passes would provide for unlimited rides during the specific time period. The pass price would be set so that the daily user will receive a discount compared to paying the cash fare every day (typically 10-15% of the full cash fare). Implementing these passes would give the rider a choice based on the needs of their use of the commuter rail system as well as provide a convenience for those who plan to commute on a daily basis not have to purchase a single fare ticket for each trip. FDOT would benefit by receiving more upfront revenue from purchases of weekly and monthly pass as well as cut down on processing costs of fare collection. The use of smart card technology would help administer collecting multiple fare types upfront.

3.3 Transfer Policy

The recommended fare policy for the CFCRT system would provide for free transfers from the CFCRT to the LYNX and Votran feeder bus routes serving commuter rail stations only. Passengers boarding LYNX and Votran feeder buses could transfer free to the CFCRT for a 1 zone trip. Transferring passengers would need to pay a \$1.00 upgrade for each additional zone traveled. For example, a LYNX rider boarding a feeder bus in Altamonte Springs (Seminole County) traveling to downtown Orlando would need to pay a \$1.00 fare upgrade. All passengers traveling from a Votran feeder bus to the CFCRT would be required to pay a fare upgrade, since only one station (Fort Florida) is included in the Initial Operating Segment (IOS) and Locally Preferred Alternative (LPA) systems. Passengers would present their paper/magnetic at the TVM to receive a transfer upgrade smart card for free or charge for multiple zones traveled. The CFCRT conductor would be responsible for verifying that the transfer upgrade smart card is valid.

For passengers traveling from the CFCRT to LYNX and Votran, passengers would purchase their CFCRT smart cards from TVMs or other outlets. Conductors would validate smart cards onboard the CFCRT trains. These validated CFCRT smart cards would be read using smart card validators on-board the LYNX and Votran feeder buses to receive the free transfer. Below are example passenger transfer pricing scenarios based on travel between CFCRT, LYNX and Votran systems. Appendix 3 provides a more detailed description of example scenarios and pricing when traveling between systems.

Table 2. CFCRT/LYNX/Votran Transfer Pricing Scenarios

Volusia County	Seminole County	Orange County	Osceola County
Board at Fort Florida Train Station for One Way Trip	\$3.00	\$4.00	\$5.00
Return from Seminole / Orange / Osceola County For One Way Trip	\$3.00	\$4.00	\$5.00
Transfer from Votran Bus after paying One Way Fare of \$1.50	\$2.50	\$3.50	\$4.50
Return from Seminole / Orange / Osceola County after paying Votran One Way Fare	\$3.00	\$4.00	\$5.00
Return from Seminole / Orange / Osceola County after paying Lynx One Way Fare	\$3.00	\$4.00	\$5.00
Board at Fort Florida Train Station with Votran One Day Pass – Purchase Round Trip Pass for Sun Rail	\$5.50	\$7.50	\$9.50

SunRail service will be required to meet ADA requirements including accessibility on trains, at stations and using fare equipment. Paratransit service is provided by LYNX (Access LYNX) and Votran (Gold Service) through door-to-door services for individuals unable to use fixed route bus service due to a physical or mental disability or other limitations. Eligibility certifications, requirements and policies will be provided through Access LYNX and Votran's Gold Service. These services will offer qualified paratransit customers direct connections to SunRail stations. The same transfer policy of a free transfer or a reduced fare transfer upgrade charge for multiple zones traveled will be provided to customers using Access LYNX and Votran's Gold Service equal to that of those customers using fixed route service. LYNX and Votran should establish a joint agreement for eligibility, scheduling trips, fares and policies for paratransit riders traveling between paratransit service areas.

3.3.1 LYNX

The LYNX fixed route bus system sells fares onboard its buses, at LYNX Central Station and at more than 130 retail outlets. Passengers pay upon boarding the bus by depositing coins or cash into LYNX' GFI Odyssey farebox or by swiping a 1-Day, 7-Day or 30-Day pass. LYNX uses magnetic stripe tickets for transfers and passes. LYNX has plans to upgrade its GFI Odyssey fareboxes to accommodate Smart Cards. In addition, LYNX currently intends to procure and install ticket vending machines (TVMs) at LYNX Central Station.

The following table shows LYNX current fare structure (as of June 1, 2011). Transfers are free but are limited to 90 minutes and apply to all riders. Transfers are not valid on the same link or for roundtrip purposes. A transfer ticket is issued via the farebox with the time expiration stamped on the back of the ticket.

Table 3. LYNX Local and Express Routes Fares (effective June 1, 2011)

Fare Type	Local Adult	Express Adult	Local/Express Advantage**	Local/Express Youth***
One-Way Fare	\$2.00	\$3.50	\$1.00	\$1.00
1-Day Pass	\$4.50	\$6.50	\$2.25/\$3.25	\$2.25/\$3.25
7-Day Pass*	\$16.00	\$23.00	\$8.00	\$8.00
30-Day Pass*	\$50.00	\$70.00	\$25.00	\$25.00

* Rolling days after activation.

** Riders age 65 and older, persons with disabilities and Medicare card are eligible for Advantage fares and must present a valid LYNX ID.

*** Youth 18 years and younger; students must present a valid LYNX ID; children 6 and under ride free with an adult paying full-fare with a 3-child limit with a full-fare paying adult or the child must be a discount fare.

3.3.2 Votran

The Votran fixed route bus system sells fares onboard its buses, at Volusia County libraries, Votran Transfer Plaza, and at selected retail outlets. Passengers pay upon boarding the bus by depositing coins or cash into Votran's CENTSaBILL farebox or by swiping a 3-Day, 7-Day or 31-Day pass. Votran uses magnetic stripe tickets for transfers and passes. Votran has plans to upgrade its GFI current fareboxes to GFI Odyssey fareboxes for feeder bus service to accommodate Smart Cards.

The following table shows Votran's fare structure effective on February 14, 2014. Transfers are not offered on a cash fare single ride trip. Riders are encouraged to purchase an all day pass for local route travel for the entire day that provide unlimited transfers. A 3-day, 7-day and 31-day pass also provides unlimited transfers.

Table 4. Votran Local and Express Routes Fares (effective February 14, 2014)

Fare Type	Local Adult	Local Reduced**	Express Adult	Express Reduced**
One-Way Fare	\$1.50	\$0.75	\$3.50	\$1.75
Ten Tokens	\$13.50	\$6.50	\$31.50	\$15.75
All-Day Pass	\$3.50	\$1.75	--	--
3-Day Pass*	\$7.00	\$3.50	--	--
7-Day Pass*	\$12.75	\$6.35	--	--
31-Day Pass*	\$45.00	\$22.50	\$80.00	\$40.00

* Rolling days after activation.

** Riders age 65 and older, persons with disabilities, and youth 18 years and younger are eligible for reduced fares.

*** Children 6 and under ride free with an adult.

3.4 Revenue Sharing

The transfer policy described above requires CFCRT to honor valid paper/magnetic transfers as well as monthly passes issued by both LYNX and Votran. Similarly, LYNX and Votran would honor validated (punched) one-way tickets and weekly and monthly passes issued by CFCRT. CFCRT, LYNX and Votran would agree that whichever agency collects the fares, keeps the fares. For example, when a passenger boards a LYNX feeder bus then transfers to CFCRT, LYNX would retain the initial base fare and CFCRT would retain any fare upgrades for travel to other zones. In the reverse

direction, CFCRT would retain the base and upgrade fares for passengers boarding the CFCRT system; LYNX and Votran would not collect any revenue for transferring passengers.

LYNX and Votran would retain all revenue derived from sales of their weekly, monthly and multi-ride tickets. CFCRT would retain all revenue derived from sales of its weekly and monthly passes.

4.0 RECOMMENDED FARE PROCEDURES

FDOT CFCRT will need to adopt fare procedures that describe how the fare policy will be implemented and enforced for CFCRT. LYNX and Votran will also need to adopt fare procedures for handling CFCRT passengers and their revenue. An overview of recommended fare procedures are described below.

4.1 Payment of Base Fares

CFCRT riders may purchase tickets and passes at Ticket Vending Machines (TVM) located at station platforms, at Point of Sale (POSM) located at selected government offices, schools, libraries and retail outlets, and on-line at the SunRail web site. CFCRT fare collection equipment will only sale CFCRT fare media and not sell LYNX and Votran fare media. CFCRT fare media will not be sold on LYNX or Votran fare collection equipment or websites. CFCRT tickets and passes will use Smart Card technology that are activated and upgraded by “tapping” the TVM unit. Tickets and passes will include “permanent” plastic Smart Cards that can be reused many times and “temporary” paper stock Smart Cards that will be marketed to visitors and occasional riders. LYNX and Votran fare media will be accepted by CFCRT TVMs for issuing transfer upgrades.

4.2 Payment of Transfer Upgrades

Riders transferring from LYNX to CFCRT will swipe their magnetic transfer cards into the station platform TVM, pay an appropriate fare upgrade (depends on the number of zones travelled), and receive a paper stock Smart Card valid for the subsequent trip on CFCRT. The CFCRT TVM will “read” the magnetic card to verify that the magnetic transfer card is valid for the date, time (within 90 minutes) and bus route/station pair. If the magnetic card is not valid (timed exceeds 90 minutes from issuance, bus route does not connect to that station), the magnetic card will be returned by the TVM and no CFCRT ticket will be issued.

Since Votran does not allow free transfer among its bus routes with the one-way cash fare, only 1-day, 3-day, 7-day or 31-day passes will be accepted by the CFCRT TVMs. Also, since there is only one station located in Volusia County, ALL Votran riders will have to pay at least one zone upgrade, depending on their final destination. Riders transferring from Votran to CFCRT will insert their magnetic pass into the station platform TVM, pay an appropriate fare upgrade (depends on the number of zones travelled), and receive a paper stock Smart Card valid for the subsequent trip on CFCRT. The CFCRT TVM will “read” the magnetic card to verify that the magnetic pass is valid for the date and bus route/station pair. If the Votran pass is not valid for that date or the bus route does not connect to the DeBary station, the pass card will be returned by the TVM and no CFCRT ticket will be issued.

Riders transferring from CFCRT to either LYNX or Votran must buy their valid CFCRT fare media at a CFCRT TVM or other outlet. Riders will then show the ticket or pass to the Bus Operator or “tap” the ticket or pass on the smart card reader located on the fare box. Bus Operators will be responsible for verifying that CFCRT tickets and passes are valid, if there is an issue with pass that is determined by smart card reader.

4.3 Validation of Fare Media

Passengers boarding CFCRT trains must have in their possession a CFCRT ticket or pass that has been validated at a Station Platform Ticket Validator (SPTV) located at the boarding station platform. ***Unless the CFCRT ticket or pass has been validated, the fare media is not considered valid for travel.*** The ticket validator will record the date, time and boarding station on the Smart Card. Train Conductors and/or Roving Ticket Inspectors will use handheld ticket validators (HHTV) to verify that the ticket or pass is valid. If Train Conductors and/or Roving Ticket Inspectors find that the CFCRT ticket or pass has not been validated for that trip, regardless of whether the appropriate fare has been paid, the ticket or pass will be considered invalid and the passenger may be subject to fines or other penalties.

When passengers “tap on” at a SPTV prior to boarding the train, a hold will be placed on the smart card for the maximum fare (i.e. \$5.00) and upon exiting the train, passengers must “tap off” at a SPTV located at the destination station platform in order to be credited for the correct zone fare to encourage use of this process and avoid fare evasion and fraud.. If passengers fail to “tap off” at the destination station, their ticket or pass will be charged for the maximum zone fare, currently recommended at \$5.00.

4.4 Free and Discounted Fares

Discounted fares include free fares for young children and employees and discounts for students, seniors and persons with disabilities. LYNX and Votran have adopted similar policies for discounted fares (refer to Section 3.3). In order to avoid confusion for passengers and inconsistencies among the partner agencies, it is suggested that CFCRT adopt similar policies as LYNX and Votran:

- Children 6 and under ride free when accompanied by an adult paying full-fare with a 3-child limit or the child must pay a discount fare. No CFCRT ticket or pass is required.
- Students, ages 7 through 18, pay half the adult cash fare. A CFCRT half-fare ticket or pass must be purchased and validated. Students must show a valid ID.
- Seniors 65 and over pay half the adult cash fare. A CFCRT half-fare ticket or pass must be purchased and validated. Seniors must show a valid ID.
- Persons with disabilities pay half the adult cash fare. A CFCRT half-fare ticket or pass must be purchased and validated. Persons with disabilities must show certification by LYNX, Votran or another public transit agency.
- CFCRT employees ride free. A CFCRT smart card would be issued to employees.

4.5 Fare Enforcement

The CFCRT Train Conductor and/or Roving Fare Inspector will be responsible for inspecting tickets and passes onboard CFCRT trains using handheld ticket validators (HHTV). The HHTVs will “read” the ticket or pass and determine if the ticket or pass has a sufficient balance for travel and if the ticket or pass has been properly validated at a SPTV. For the purposes of enforcement, CFCRT considers the station platform to be a “free” area where persons do not have to possess a valid fare. CFCRT trains are considered to be “paid” areas, where any person onboard must have a valid CFCRT ticket or pass.

CFCRT Train Conductors and/or Roving Fare Inspectors will have limited enforcement powers. Train Conductors and Roving Fare Inspectors will have authority to issue warnings and citations for fare violations. If the passenger refuses to pay then the Train Conductor and/or Roving Fare Inspector will direct the passenger to exit the train at the next station and will call CFCRT Central Control to request assistance from law enforcement personnel in that jurisdiction. CFCRT will need to work closely with local law enforcement agencies and state courts to enforce fare violations.

4.6 Special Events

Scheduled CFCRT service may be augmented for special events (i.e. Orlando Magic basketball games, Citrus Bowl football games). The fare collection system shall be designed to accommodate higher ridership demands during special events. It is anticipated that a flat fare of \$5.00 (\$2.50 for reduced fare customers) to be charged during certain special events.

5.0 FARE PAYMENT TECHNOLOGY AND MEDIA

FDOT has decided to implement a smart card fare collection system for the CFCRT system that is convenient to its riders as well as easy to use. The prevailing trend among transit agencies is to incorporate technology to automate fare payment and ticket distribution, most commonly using smart cards. FDOT will ensure designing a fare collection system for a multicounty public rail system that complies with Florida Statutes (Section 341.3025, F.S.) requiring “a universally accepted contactless fare media that is compatible with the American Public Transportation Association’s Contactless fare Media System Standard or the applicable bankcard contactless media standards and allows users to purchase fares at a single point of sale with coin, cash, or credit card.”

Train conductors and/or roving inspectors will inspect smart card tickets that have been purchased through a ticket vending machine (TVM) located at station platforms, at point of sale (POS) machines, online and validated at Ticket Validator machines located on station platforms. FDOT will install two TVM’s at each commuter rail station platform. It is anticipated, with the exception of the proposed LYNX Central Station, that the stations will not be manned by any employees, so it is important to provide at least two machines to meet demand during peak hours and in the event of a machine malfunctioning. Customers shall buy smart card tickets and passes or use transfer upgrade tickets for passage on the CFCRT system. The smart card ticket, pass, or transfer upgrade ticket evidences payment of fare and enables barrier-free fare control throughout the CFCRT system. Since the CFCRT system will include zone fares, it will be necessary for all passengers to “tap on” (at the boarding station) and “tap off” (at the alighting station) at Ticket Validators in order to ensure that the correct amount has been deducted from their smart card or ticket.

The CFCRT Fare Collection System shall consist of Ticket Vending Machines (TVMs), a Central Data Collection & Information System (CDCIS), Station Platform Ticket Validators (SPTVs), Handheld Ticket Validators (HHTVs), Point-of-Sale Machines (POSMs), spare parts, special tools, test equipment, documentation, training, technical assistance and warranty as part of the system. Elements of the fare collection system are described below.

A long-term goal for FDOT and its regional partners, LYNX and Votran, would be to implement a smart card technology that would promote seamless connections among the regional transit systems, allow a variety of fare structures and fare payment options to be offered, and provide for allocation of fare revenues among the operators for services rendered.

5.1 Ticket Media

Ticket media will use Contactless Smart Card technology, using “permanent” plastic cards and “temporary” paper stock cards. The “permanent” smart card will load, reload, validation of base, reduced, prepaid fares for daily commuters on CFCRT and daily commuters transferring to CFCRT from LYNX and Votran bus systems. The paper stock Smart Card is intended for use by occasional riders on CFCRT and for transfer upgrades for riders transferring from LYNX and Votran bus systems.

5.2 Ticket Vending Machines

At system start-up, CFCRT intends to procure 50 TVMs (two per platform, 12 stations, plus two spares), with a combination of TVMs that accept only credit/debit cards but not cash and full-service TVMs that will accept both cash and credit/debit cards for payment and issue change (the quantity of each machine type to be supplied is subject to change). TVMs shall be designed to issue tickets (standard and limited use contactless smart cards) and add value to smart cards for CFCRT customers by accepting credit/debit cards transactions. The design of the TVMs shall be based on simple, clear and reliable construction, and modular components to make them easy to use and maintain.

Each TVM shall be equipped to:

- Accept credit and debit cards
- Accept and add value to contactless smart cards
- Respond to customer's choice of action
- Accept magnetic stripe cards from LYNX and Votran bus systems
- Issue standard and limited use contactless smart cards
- Register the number of media of each type and price range issued and total value of fare media sold
- Must be ADA compliant
- Provide audio output of messages and instructions
- Include a security and alarm system
- Indicate malfunctions of the unit
- Include complete on-line TVM network capability with remote TVM status monitoring, automatic polling for sales information, a complete audit and accounting system, ability to remotely command TVMs to reset and self-diagnose, ability to remotely modify operating parameters, and process all credit/debit card authorizations

5.3 Ticket Validators

At system start-up, CFCRT intends to procure 50 Station Platform Ticket Validators (SPTV) located at station platforms (two per platform, 12 stations, plus two spares). Each SPTV shall allow for contactless validation of both smart card and ticket media. The SPTV units shall have the capability to deduct the appropriate fare from the smart card based on passenger boarding and alighting zone. SPTV units will have a visual display screen that has the capability to display text messages and will give instantaneous notification of card acceptance or rejection via a distinct audible tone and visible notification. The SPTV's visual display will indicate card read errors by error type and display a short message instructing the customer as to the appropriate action required to remedy the error.

In addition, CFCRT will procure 15 handheld ticket validators (HHTV) machines for use by Train Conductors and/or Roving Inspectors who will check tickets onboard the train. Each HHTV shall allow for contactless reading of both smart card and ticket media via

remote radio frequency (RF) interface. The HHTV units shall have the capability to deduct the appropriate fare from the smart card based on passenger boarding and alighting zone.

5.4 Point of Sale Ticket Vending Machines

CFCRT will also procure 50 Point of Sale (POS) ticket vending machines which will be located at selected government offices, libraries, and participating retail outlets. Customers can use the POS for payment of fares, reloading value on smart cards, and selling smart cards.

5.5 Back House / Clearinghouse

All fare collection and validation equipment will communicate with the Central Data Collection and Information System (CDCIS, i.e. “back of house”) for transfer of all stored data and transfer of equipment parameters. The CDCIS will provide automatic monitoring and control of all devices connected to the network. The CDCIS will be comprised of all of a data storage computer (DSC), data networking system and workstations.

All TVMs and SPTVs at stations will communicate over a fiber optic back bone from the station platform to the back office. All HHTVs and SPTVs or validators on-board LYNX and Votran buses will communicate by means of a wireless technology that allows for remote data transfer to the central data collection system via wireless access points on coach cars and buses or at stations and at maintenance facilities. The fare collection equipment will report status, events, alarms, and other information when necessary. All fare collection equipment will also be able to receive information from the central computer to update fare structures, ticket print layouts, customer display information, operating parameters, and to be remotely commanded to perform certain diagnostic exercises. Remote workstations will provide users access to the data for queries, report generation and status information.

5.6 Future Expansion of SunRail Cards

CFCRT may explore future expansion or consolidation of its Smart Card program with other local, regional and state agencies including its local partners LYNX and Votran and other transportation agencies like the Orlando Orange County Expressway Authority (i.e. universal regional pass). The fare collection equipment will be designed with an “open architecture” as an Account Based System (ABS), allowing passengers to open accounts linked to contactless smart cards to hold fare products. to enable future expansion and/or consolidation with minimal cost or disruption to CFCRT, its partner agencies and their riders, as well as to accommodate for emerging technologies for contactless smart card payments (i.e. contactless debit/credit card smart cards, near field communication (NFC) mobile phones).

6.0 ORGANIZATION ROLES AND RESPONSIBILITIES

The creation of an interagency agreement between the Central Florida transit providers (FDOT on behalf of CFCRT, LYNX, and Votran) is important to consider when developing a regional transit system. LYNX and Votran currently provide bus service to their respective service areas. With the establishment of a new commuter rail system, it is valuable to provide connectivity between new and existing systems to maximize ridership on a regional level. An interagency agreement for fare policy comes into play in particular with transfers and revenue sharing between transit operators.

FDOT and the existing transit operators (LYNX and Votran) will develop and execute an interagency fare policy agreement signed by all parties. The interagency agreement would include a regional fare policy that would contain the following features:

- Purpose of agreement and guiding principles
- Procedures for dispute resolution and amending the agreement to include new issues and/ or new parties
- Description of fare policy as it relates to fare structure and pricing, inter-operator transfers, and facility operational issues
- Description of how fare revenues are collected and retained by each agency and description of procedures for counting boarding passengers and reconciling fare revenue allocations among the operators
- Description of pass and transfer media and operator responsibilities for media print stock, printing costs, encoding costs, and costs associated with sales and distribution
- Description of responsibilities for creating and administering a regional clearinghouse for Smart Card revenues
- Description of policies and procedures for certifying passenger eligibility for reduced fares (i.e., seniors and disabled riders) and reciprocal agreements for honoring other agency eligible reduced fare passengers.
- Description of responsibilities for provision of ADA paratransit service within the CFCRT service area.
- Summary of each operator's role and responsibilities, including administrative, operating and maintenance commitment.

The following matrix summarizes recommended roles and responsibilities for CFCRT, Chief Operating Officer (COO), Contract Operator, LYNX and Votran, and local jurisdictions.

CFCRT Fare Collection Recommended Roles and Responsibilities

	CFCRT	COO	Contract Operator	LYNX, Votran	Third Parties
1. Fare Policy	CFCRT will set fares in coordination with LYNX and Votran	n/a	n/a	LYNX and Votran will coordinate future fare increases and fare policies with CFCRT to maintain consistency	n/a
2. Fare Collection			Contract Operator will collect cash from TVMs. Electronic revenues (credit cards) will be routed to the clearinghouse for allocation to the appropriate operator.		
3. Fare Equipment	CFCRT will procure fare equipment for CFCRT system.	n/a	n/a	LYNX and Votran will procure TVMs and compatible Smart Card readers for buses.	CFCRT fare equipment vendor will supply and install equipment
4. Fare Media					CFCRT fare equipment vendor will supply fare media
5. Enforcement	CFCRT Train Conductors and Roving Fare Inspectors will inspect fares and issue citations. CFCRT personnel will not have police powers.	COO will oversee performance of Contract Operator.	Contract Operator will hire, train and manage Train Conductors and Roving Fare Inspectors.	n/a	Local jurisdictions will provide police authority in their jurisdictions.
6. Clearinghouse	CFCRT fare equipment vendor will provide hardware and software for regional fare clearinghouse.	n/a	Contract Operator may administer regional clearinghouse (TBD).	n/a	CFCRT fare equipment vendor may host regional clearinghouse (TBD).
7. Maintenance	CFCRT will establish maintenance	COO oversees Contract Operator.	Beginning in Year 1, Contract Operator will	LYNX, Votran are responsible for	Fare equipment vendor will provide

	guidelines.		collect revenue, service TVMs (replenish stock, clear jams), and remove graffiti. Beginning in Year 2, Contract Operator will provide Level 1 and 2 maintenance services for CFCRT fare equipment.	maintenance of their TVMs and fare equipment onboard their buses.	Level 1 and 2 fare maintenance services for CFCRT owned fare equipment in Year 1 – Extended Warranty.
8. Marketing	CFCRT will develop a SunRail marketing and customer information program in cooperation with LYNX, Votran and other regional partners.	n/a	n/a	LYNX, Votran will support development and implementation of SunRail marketing and public education program.	CFCRT will hire contractor to develop and implement marketing and public education program.
9. Reporting	CFCRT will establish reporting requirements for fare equipment vendor.	COO will oversee Contract Operator.	Contract Operator may be responsible for reporting ridership and fare revenue based on CDCIS responsibilities (TBD).	LYNX and Votran will report ridership and fare revenue for CFCRT transfer passengers. CDCIS Clearinghouse administrator will be responsible for CFCRT reporting ridership and fare revenue (TBD)	Fare equipment vendor will provide hardware and software necessary to meet reporting requirements.

7.0 SECURITY

The CFCRT fare collection system will require security measures to protect CFCRT revenue and equipment and protect the privacy of users.

7.1 TVM Security

Each TVM will be equipped with an alarm to detect an intrusion/security violation. The alarm will sound when the front door is opened without a valid access code and the door plane is ¼ inch from its closed and locked position. The TVM will be monitored and will transmit, in real time, a status report containing detailed information regarding the nature of the alarm event. All stations will be equipped with closed circuit TVs (CCTV) that will monitor TVMs to detect vandalism, intrusion and other security violations.

7.2 Revenue Collection

All revenue service personnel that will be responsible for routine service functions of accessing the TVM, collecting monies, replenishing ticket stock and change, clearing basic jams, printing and retrieving audit tickets, and securing the TVM. Vaults will be monitored in the TVM to detect when low and in need of replacement. Authorized revenue service personnel shall remove collect revenue from full service ticket vending machines (FSTVMS) by removing sealed coin vaults and bill vaults using a key to unlock from TVM. The old vault will be replaced with a new vault.

7.3 Credit Card Information

All credit/debit transactions for purchasing SunRail fares will include consumer credit card protection through the Payment Card Industry Data Security Standard (PCI DSS).

7.4 Smart Card Registration

Smart card registration will be provided for customers through the SunRail website to provide an opportunity to reload value and use balance protection for lost, damaged or stolen cards. Registration will be encouraged but not required for customers.

7.4.1 Balance Protection

Balance protection will be provided through SunRail customer service and will preserve the value of card in the event that it is lost or stolen and transfers the remaining balance to a new card at the time of notification. The lost or stolen card will be deactivated. A fee will be charged (i.e. \$5) to customers for the replacement of any standard smart card issued.

7.4.2 Privacy Laws

Privacy laws will ensure that personal information is protected from public record and not accessed for other uses. A privacy plan will be established to govern the collection, use and handling of personal information.

8.0 CUSTOMER SERVICE

Because premium, commuter rail services are new to the Central Florida area, FDOT will need to develop a brand for the CFCRT services, prepare and implement a marketing program, and educate the public about the commuter rail services and, in particular, about the fare policy and procedures. Following are some of the responsibilities of the CFCRT public information and marketing team for supporting the CFCRT fare policy and fare collection program.

8.1 Pre-Revenue Information and Education Campaigns

Prior to the start of revenue services, CFCRT will need to develop information and education campaigns for the general public and special needs communities. One of the major impediments of any public transit system, and especially a new technology (as commuter rail and Smart Card fare collection is new to Central Florida) is overcoming the fear and uncertainty that people have about using the system. CFCRT will need to develop educational campaigns geared to several unique markets:

- Current LYNX and Votran riders who are knowledgeable about using their bus systems but know little about commuter rail,
- Non-users who commute in the corridor but who have never used transit,
- Occasional riders who may use SunRail to attend special events, and
- Visitors to Central Florida, who may or may not be familiar with commuter rail in other cities, but have no knowledge of the CFCRT system.

An important element of these information and education campaigns will be conveying the CFCRT fare policy the procedures, how to purchase tickets and passes, and how to “tap on” and “tap off” the system.

8.2 Start-up Activities

CFCRT will likely have a brief “break-in” period where passengers will be allowed to use the system for free and a longer period during which fare violators will be given lenience. Some new systems provide staff at stations during the “break-in” period to answer questions and show customers how to use the fare machines. For example when MARTA (Atlanta) implemented its **Breeze** card it provided fare attendants at its rail stations for several months after implementation.

8.3 Special Needs Communities

CFCRT will need to coordinate with persons with disabilities and special needs groups about the CFCRT service and, in particular, the fare policy and procedures. Some of the issues that may arise include:

- Special needs of the visually impaired community in using TVMs and SPTVs (provision of Braille or audio media)
- Special needs of persons in wheelchairs in using TVMs and SPTVs (ability to reach the touch screen)
- Customer information for non-English speaking riders.

CFCRT will need to assess the needs of these groups and provide services or programs specially directed at those groups.

9.0 REPORTING REQUIREMENTS

Accurate and timely reporting of ridership and fare revenue are essential elements of CFCRT's fare policy plan. The CFCRT fare collection equipment vendor will be required to provide regular reports on ridership, revenue and system maintainability. The fare collection equipment vendor will supply a Central Data Collection and Information System (CDCIS) comprised of all of the following subsystems:

- Data Storage Computer (DSC)
- Data networking system
- Workstations

The CDCIS will generate reports that shall enable FDOT, LYNX and/or Votran to analyze the fare collection system, revenues, trends, maintenance activities, passenger activities, security status, equipment failures, alarms, and so on. All reports will be available on demand, spanning any range of data stored (such as by date, station, TVM, ticket type, event type, etc.). Based on user selection, the computer system will also generate reports automatically at programmed intervals (such as daily, weekly, monthly and quarterly).

In addition to those reports to be provided with the system, the computer system will enable the Department to customize existing reports and create new reports using Structured Query Language (SQL) commands available from the relational database manager.

All reports will be available locally on the computer screen, printed to any available printer, or on any other workstation networked to the central computer.

The system will also provide line graphs, bar charts, pie charts and other common data presentation methods to represent summarized data.

In addition, LYNX and Votran will provide farebox reports on CFCRT/feeder bus transfers and fare revenue.

10.0 IMPLEMENTATION ISSUES

10.1 Transfer Protocol

I. Procedures for Transfers from LYNX and Votran Feeder Buses to CFCRT

- a) One-zone transfers are free; Multi-zone transfers charge \$1 for each additional zone travelled
- b) Purchase of SunRail Limited Use Smart Card (with CFCRT Transfer Upgrade) at Ticket Vending Machine (TVM) required with LYNX and Votran fare media
- c) Purchase of SunRail Standard Smart Card (with minimum one-way CFCRT fare) required without LYNX and Votran fare media
- d) Limited Use SunRail Smart Card (with one-way or roundtrip CFCRT fare) not valid for transfers from bus to rail
- e) Transfers must occur within 90 minutes upon alighting a LYNX or Votran feeder bus.
- f) Ticket Vending Machine (TVM) to determine valid transfer based on date, time, feeder bus route/station pair
- g) Transfer Scenarios
 - i) Occasional CFCRT Rider (One-Way Fare: Coin/Cash/Ticket)
 1. LYNX and Votran passengers purchase a valid LYNX or Votran one-way fare (magnetic stripe ticket) prior to boarding feeder bus at participating outlet or onboard feeder bus (***Recommend a policy for bus operators to issue one-way fare magnetic stripe ticket for riders transferring to CFCRT***)
 2. Before boarding CFCRT train, LYNX and Votran passengers must swipe one-way fare ticket into Ticket Vending Machine (TVM) and select zone for transfer
 3. A) One-Zone Free Transfer -Ticket Vending Machine (TVM) will read valid magnetic stripe tickets from feeder bus routes and will provide a free transfer upgrade limited-use smart card. B) Multi-Zone \$1 Fare Upgrade Transfer – Ticket Vending Machine (TVM) will read and collect valid magnetic stripe tickets from feeder bus routes and will provide a transfer upgrade limited-use smart card after charging passenger \$1 for each additional zone travelled.
 4. Before boarding CFCRT train, LYNX and Votran passengers will validate transfer upgrade limited-use smart card pass (tap on) at Station Platform Ticket Validator (SPTV)
 5. Onboard CFCRT train, Conductor or Fare Inspector validates LYNX or transfer upgrade limited-use smart card pass with Handheld Ticket Validator (HHTV)
 6. After alighting CFCRT train, LYNX and Votran passengers validate transfer upgrade limited-use smart card pass (tap off) at Station Platform Ticket Validator (SPTV)
 7. Same procedures apply to LYNX and Votran reduced fare cash and pass ticket holders (***presented in more detail in 10.2 Reduced Fare Transfers to/from CFCRT***).

ii) Occasional CFCRT Rider (Multi-Ride Fare: LYNX – 1-Day Pass, 7-Day Pass; Votran – All-Day Pass, 3-Day Pass, 7-Day Pass)

1. LYNX and Votran passengers purchase a valid LYNX or Votran multi-ride fare (magnetic stripe ticket) prior to boarding feeder bus at participating outlet
2. Before boarding CFCRT train, LYNX and Votran passengers must swipe multi-ride fare ticket into Ticket Vending Machine (TVM) and select zone for transfer
3. A) One-Zone Free Transfer -Ticket Vending Machine (TVM) will read valid magnetic stripe tickets from feeder bus routes and will provide a free transfer upgrade limited-use smart card. B) Multi-Zone \$1 Fare Upgrade Transfer – Ticket Vending Machine (TVM) will read and return valid magnetic stripe tickets from feeder bus routes and will provide a transfer upgrade limited-use smart card after charging passenger \$1 for each additional zone travelled.
4. Before boarding CFCRT train, LYNX and Votran passengers will validate transfer upgrade limited-use smart card pass (tap on) at Station Platform Ticket Validator (SPTV)
5. Onboard CFCRT train, Conductor or Fare Inspector validates LYNX or transfer upgrade limited-use smart card pass with Handheld Ticket Validator (HHTV)
6. After alighting CFCRT train, LYNX and Votran passengers validate transfer upgrade limited-use smart card pass (tap off) at Station Platform Ticket Validator (SPTV)
7. Same procedures apply to LYNX and Votran reduced fare cash and pass ticket holders (***presented in more detail in 10.2 Reduced Fare Transfers to/from CFCRT***).

iii) Daily CFCRT Commuter (Multi-Ride Fare: LYNX – 30-Day Pass; Votran – 31-Day Pass)

1. LYNX and Votran passengers purchase a valid LYNX or Votran multi-ride fare (magnetic stripe ticket) prior to boarding a feeder bus at participating outlet (***Recommend promoting purchase of monthly or annual SunRail smart card pass for Daily CFCRT Commuter transfer from LYNX and/or Votran.***)
2. Before boarding CFCRT train, LYNX and Votran passengers must swipe multi-ride fare ticket into Ticket Vending Machine (TVM) and select one-zone trip free transfer
3. A) One-Zone Free Transfer -Ticket Vending Machine (TVM) will read valid magnetic stripe tickets from feeder bus routes and will provide a free transfer upgrade limited-use smart card. B) Multi-Zone \$1 Fare Upgrade Transfer – Ticket Vending Machine (TVM) will read valid magnetic stripe tickets from feeder bus routes and will provide a transfer upgrade limited-use smart card after charging passenger \$1 for each additional zone travelled.
4. Before boarding CFCRT train, LYNX and Votran passengers will validate transfer upgrade limited-use smart card pass (tap on) at Station Platform Ticket Validator (SPTV)
5. Onboard CFCRT train, Conductor or Fare Inspector validates LYNX or transfer upgrade limited-use smart card pass with Handheld Ticket Validator (HHTV)

6. After alighting CFCRT train, LYNX and Votran passengers validate transfer upgrade limited-use smart card pass (tap off) at Station Platform Ticket Validator (SPTV)
 7. Same procedures apply to LYNX and Votran reduced fare cash and pass ticket holders (***presented in more detail in 10.2 Reduced Fare Transfers to/from SunRail***).
- iv) Occasional Rider or Daily Commuter on CFCRT (SunRail Standard Smart Card Pass)
1. LYNX and Votran passengers purchase a valid SunRail pass (standard smart card) prior to boarding a feeder bus at participating outlet
 2. Before boarding CFCRT train, LYNX and Votran passengers will validate standard smart card pass (tap on) at Station Platform Ticket Validator (SPTV)
 3. Onboard CFCRT train, Conductor or Fare Inspector validates LYNX or transfer upgrade limited-use smart card pass with Handheld Ticket Validator (HHTV)
 4. After alighting CFCRT train, LYNX and Votran passengers validate transfer standard smart card pass (tap off) at Station Platform Ticket Validator (SPTV)

II. Procedures Transfers from CFCRT to LYNX and Votran Feeder Buses

- a) One zone and multi-zone trips transfers are free
- b) Purchase of SunRail Limited Use or Standard Smart Card (with minimum one-way CFCRT fare) required without LYNX and Votran fare media
- c) Transfers must occur within 90 minutes of validation (tap off) of SunRail Limited Use or Standard Smart Card
- d) Smart card reader located on farebox or OSMP adjacent to farebox on-board feeder buses will determine valid transfer based on date, time, feeder bus route/station pair
- e) Transfer Scenarios:
 - i) Occasional Rider or Daily Commuter on CFCRT (SunRail Limited Use and Standard Smart Card Pass)
 1. Passengers transferring to LYNX and Votran feeder buses must tap valid SunRail smart card on smart card reader located on farebox or OSMP adjacent to farebox on-board feeder buses
 2. Bus operators will verify SunRail smart card, if smart card reader is not functioning (***Recommend policy for bus operators to verify valid fare if smart card reader/system is down***)

10.2 Reduced Fare Transfers to/from CFCRT

- I. **Eligibility** - Discounted fares include free fares for young children and employees and reduced fares (approximately 50% of the full fare) for students, seniors and persons with disabilities.

II. Procedures for Transfers to and from LYNX and Votran Feeder Buses to CFCRT

- a) Same procedures for transferring apply as presented in section **10.1 Transfer Protocol**
- b) CFCRT Half-Fare - CFCRT limited use or standard smart card must be purchased and validated. Eligible passengers must also present the following to the CFCRT conductor or fare inspector:
 - i) Students (ages 7 through 18) - Must show a government issued valid ID (i.e. driver's license, state ID card or passport), LYNX Youth ID or Volusia County school student I.D. card.
 - ii) Seniors (ages 65 and older) - Must show a government issued valid ID (i.e. driver's license, state ID card, Medicare card or passport), AdvantAge ID (LYNX) or Votran Reduced Fare Card.
 - iii) Persons with disabilities - Must show valid agency ID, a government issued valid ID (i.e. driver's license, state ID card, Medicare card or passport), AdvantAge ID (LYNX) or Votran Reduced Fare Card.
- c) CFCRT Free Fare – Eligible passengers include the following:
 - i) Children (ages 6 and under) – Must be accompanied by an adult paying appropriate fare (full or discount) with a 3-child limit. Any child beyond the 3rd child or when not accompanied by an adult must pay a discount fare.
 - ii) CFCRT employees – Will be issued a standard smart card for use.
 - iii) Uniformed safety personnel (police and fire) from local jurisdictions – Will not be required to carry a stand smart card.

10.3 Emergency Service Plan and Emergency Fare Policies

Service Disruptions are events or occurrences on or off the CFCRT property which result in delays in excess of 30 minutes or cancellation of scheduled trips. Causes of service disruptions may include, but are not limited to collisions, derailments, fires, fatalities or injuries to CFCRT passengers, staff or general public, mechanical or electrical equipment failures, signal and communications system failures, closure or obstruction of the running tracks, and security incidents.

CFCRT responses to emergencies and service disruptions shall follow the policies and procedures described in the CFRC Safety Integration Plan (SIP), Passenger Train Emergency Preparedness Plan (PTEPP), Security Emergency Preparedness Plan (SEPP), and Emergency Response Standard Operating Procedures (SOP). The CFCRT Contract Operator will develop an Emergency Service Plan that describes actions that CFCRT, its contractors, and its partner transit agencies (LYNX and Votran) will take to provide replacement bus service (a.k.a. bus bridge) and associated emergency fare policies in the event of a service disruption that affects the safe delivery of regularly scheduled train service. The Emergency Service Plan will be developed once the SIP, SEPP, PTEPP, SEPP and SOPs have been prepared and adopted.

The development and implementation of a prompt and effective action plan in the event of a service disruption will require the close coordination of the Chief Operating Officer (COO), CFCRT Operations & Maintenance Contractor, partner transit agencies (LYNX and Votran), emergency responders, and potentially private bus companies.

10.3.1 Emergency Fare Procedures

Several types of failures or incidents could delay or disrupt normal operations and fare revenue collection of the CFCRT system. Emergency fare procedures will need to be established to address or accommodate emergency response, evacuation and/or movement of riders on the system.

I. CFCRT Fare Collection System Not Operable

- a) Due to isolated/widespread power failures and/or malfunctioning fare collection system
- b) Fare collection media unable to communicate with all fare collection equipment
- c) All fare collection equipment unable to communicate with Central Data Collection & Information System (CDCIS) and/or clearinghouse

II. LYNX and/or Votran Fare Collection System Not Operable

- a) Due to system software failures or malfunctioning fare collection system
- b) Isolated malfunctions of LYNX or Votran fare boxes / validator units

III. Potential Emergency Conditions

- a) CFCRT system
 - i) Vehicle failures – stalled/disabled trains
 - ii) Wayside problems – malfunctioning signals, communications, damaged rail, obstruction on tracks, train derailments.
 - iii) Accidents – conflicts/collisions with general traffic or pedestrians
 - iv) Other Incidents – medical emergencies, attempted suicides, terrorism, and felonious activities
- b) Regional
 - i) Foul Weather – flooding, high winds, tornados, hurricanes
 - ii) Widespread Power Failures

IV. Emergency Fare Strategies

- a) Temporarily Suspension of CFCRT Fares – Would be required during CFCRT related emergency situations where fares cannot be collected using fare collection equipment and/or movement of riders on the system is a priority.
 - i) Passengers onboard trains - Train Conductor to scan smart cards and “cancel” the trips on their HHTV units as train passenger alight. Alternatively, the “back end” system could identify affected smart cards and credit the fare back to the passenger.
 - ii) Boarding passengers at stations – would not be required to pay a fare or validate smart card at SPTV
 - iii) Passengers boarding replacement bus - would not be required to pay a fare or validate smart card at OSMP on the emergency bus
 - iv) Passengers reboarding train - would not be required to pay a fare or validate smart card at SPTV

- v) Passengers transferring from feeder bus service – would be required to validate smart card and pay regular fares onboard LYNX or Votran feeder buses prior to transferring to CFCRT, but not required to purchase a transfer upgrade at TVM or validate smart card at SPTV.
- vi) Passengers transferring to feeder bus service – would be required to validate smart card onboard bus
- b) Temporarily Suspension of CFCRT, LYNX and Votran Fares – Would be required when fares cannot be collected due to the entire fare collection system being down and/or during significant regional emergency situations.
 - i) All fares and collection methods would be temporarily suspended.
- c) Personnel Issuing Cash Fares – Train Conductors and/or Roving Ticket Inspectors will not collect cash fares during normal revenue operations. There may be certain situations when the fare collection system is down that may not require temporarily suspending fares.

10.4 Fare Media

- I. **Overview** - The CFCRT fare collection system will be designed as an Account Based System (ABS), allowing passengers to open accounts linked to contactless smart cards and other contactless fare media (such as contactless credit cards, near field communication (NFC) mobile phones, etc.). Account products shall be hosted at the Central Data Collection & Information System (CDCIS) back-office to allow for any type of contactless fare media with a unique chip serial number to be linked to an account.
 - a) *Initial Deployment* – closed loop smart cards and limited use tickets used for payment, validation and reloading of fares through contactless interface with fare collection equipment. Each card will have a pre-encoded unique 20-digit permanent serial number associated with a customer account hosted at CDCIS.
 - *Contactless Smart Card (Standard)* – to load, reload, validation of base, reduced, prepaid fares for daily commuters on CFCRT and daily commuters transferring to CFCRT from LYNX and Votran bus systems.
 - *Contactless Smart Card (Limited Use Paper Tickets)* – for preset loaded values for base and reduced fares for the occasional rider on CFCRT. Also, dispensed for transfer upgrade for occasional riders transferring from LYNX and Votran bus systems.
 - b) *Future Deployments* – open loop smart media (contactless credit/debit cards, prepaid cards and various near field communications devices) will be deployed utilizing the same CDCIS and fare collection equipment. Fare media will be associated with customer accounts hosted at CDCIS.
- II. **Estimated Quantities** – Initial procurement of smart cards include the following quantities:
 - a) FDOT – 10,000 (Smart Cards); 10,000 (Limited Use Tickets)
 - b) LYNX/Votran – 10,000 (Smart Cards); 20,000 (Limited Use Tickets)

- c) Additional smart cards to be ordered based on demand

III. **Issuance of Fare Media**

- a) *TVMs* – purchase and issue standard and limited use smart cards at all TVMs. TVMs will also provide balance on smart cards to customers. Customers will be able to load, reload values to standard smart cards. Each TVM will be designed to store a minimum of 500 standard smart cards and 1000 limited use tickets.
- b) *POSMs* - purchase and issue standard smart cards at participating retail outlets and ride stores. Clerks at these outlets will assist CFCRT customers by selling and loading values to new smart cards, selling new smart cards with prepaid values and reloading values on existing smart cards.
- c) *Online/Mailings* – purchase smart cards online and issued by mailing to customers. Customers can also register their smart card, sign up for balance protection and *auto-reload*.
- d) *Employees* – each CFCRT employee will be provided directly with a smart card for use of CFCRT for free.

- IV. **Smart Card Fee** – Anticipated fee of \$5 for customers to purchase a Contactless Smart Card (standard) and \$0.50 for the limited use smart card. Fee will be waived for the first 90 days of operations to encourage riders to use smart card.

- V. **Smart Card Registration** – for customers through the CFCRT website to register for a CFCRT account for reloading value and use balance protection for lost, damaged or stolen cards. Registration will be encouraged but not required. Balance protection will preserve the value of card in the event that it is lost or stolen and transfers the remaining balance to a new card at the time of notification. The lost or stolen card will be deactivated. A fee will be charged (i.e. \$5) will be charged for the replacement smart card.

- VI. **Smart Card Branding** – SunRail logo, graphics and color scheme shall be printed on smart cards. Additional design options will be available to be printed on smart cards.

10.5 Revenue Sharing

- I. **Overview** – CFCRT, LYNX and Votran would agree that whichever agency collects the fares, keeps the fares. For example, when a passenger boards a LYNX feeder bus then transfers to CFCRT, LYNX would retain the initial base fare and CFCRT would retain any fare upgrades for travel to other zones. In the reverse direction, CFCRT would retain the base and upgrade fares for passengers boarding the CFCRT system; LYNX and Votran would not collect any revenue for transferring passengers.

LYNX and Votran would retain all revenue derived from sales of their weekly, monthly and multi-ride tickets. CFCRT would retain all revenue derived from sales of its weekly, monthly and annual passes.

- II. **Future Revenue Sharing Considerations** – The development of a revenue sharing strategy and agreement between the regional partners (CFCRT, LYNX and Votran) will be driven by balancing agency and regional goals, as well as the availability of ridership data. Since, CFCRT will be a new transit system, the availability of actual ridership data limits the regional partners to initially establish a more simplified approach to revenue sharing to support the implementation of service. The smart card system will support collection of more accurate ridership information to potentially develop formulas for future revenue sharing options.

10.6 Back Office/Clearinghouse

- I. **Overview** - All fare collection and validation equipment will communicate with the Central Data Collection and Information System (i.e. CDCIS or “back office”) for transfer of all stored data and transfer of equipment parameters. The CDCIS will be an “Account Based System” and all fare product and customer information will reside on the account level and not on the smart card itself.

In the account-based system, the data stored on the issued smart media will only be used as a means to identify the smart card uniquely and be linked to an account within the CDCIS. Fare products purchased or reloaded (stored value, trips, passes, transfers) will be associated to the account within the CDCIS. The accounts will be accessed and verified each time the smart media is presented (tapped) to a contactless reader. Fare processing will apply the transfer rules, fare policy rules, and fare calculation will occur in the CDCIS.

The CDCIS offered shall be a single integrated CDCIS that is capable of serving the regional system and shall allow for regional clearing and settlement activities among regional partners based upon flexible configuration rules. Functions of the CDCIS include:

- Continuous monitoring of the system.
- Remote monitoring of field devices.
- Provide data and reports for the settlement of funds.
- Monitor & apply software upgrades, fixes, security patches.
- Provide a disciplined change control process.
- Provide notice of alerts and alarms whether operational, equipment intrusion, software attacks or other threats.
- Provide customer service to regional partners such as Lynx, Votran and future participants.
- Provide support for information requests, audits and routine reports.

- II. **Subsystems and Applications** - The CDCIS shall be comprised of the following subsystems and applications to support an account based back office:

- Data Storage Computer (DSC)
- Fare Processor

- Device Management System (DMS)
- Regional Clearinghouse Application (RCA)
- Online Ticketing Application (OTA)
- Customer Administration Application (CAA)
- System Status and Security Monitoring Application (SSSMA)
- Servers
- Work Stations

III. **PCI Compliance** - The CDCIS requires a secure, environmentally controlled facility. Quality customer service and operations integrity requires 24/7/365 monitoring of computer hardware, software and system devices. Minimization of risk and best practices dictate a Payment Card Industry (PCI) compliant facility and processes.

PCI standards are the accepted method of mitigating risk for enterprises managing data related to handling credit & debit transactions and accounting for the settlement of funds among entities such as regional transportation systems.

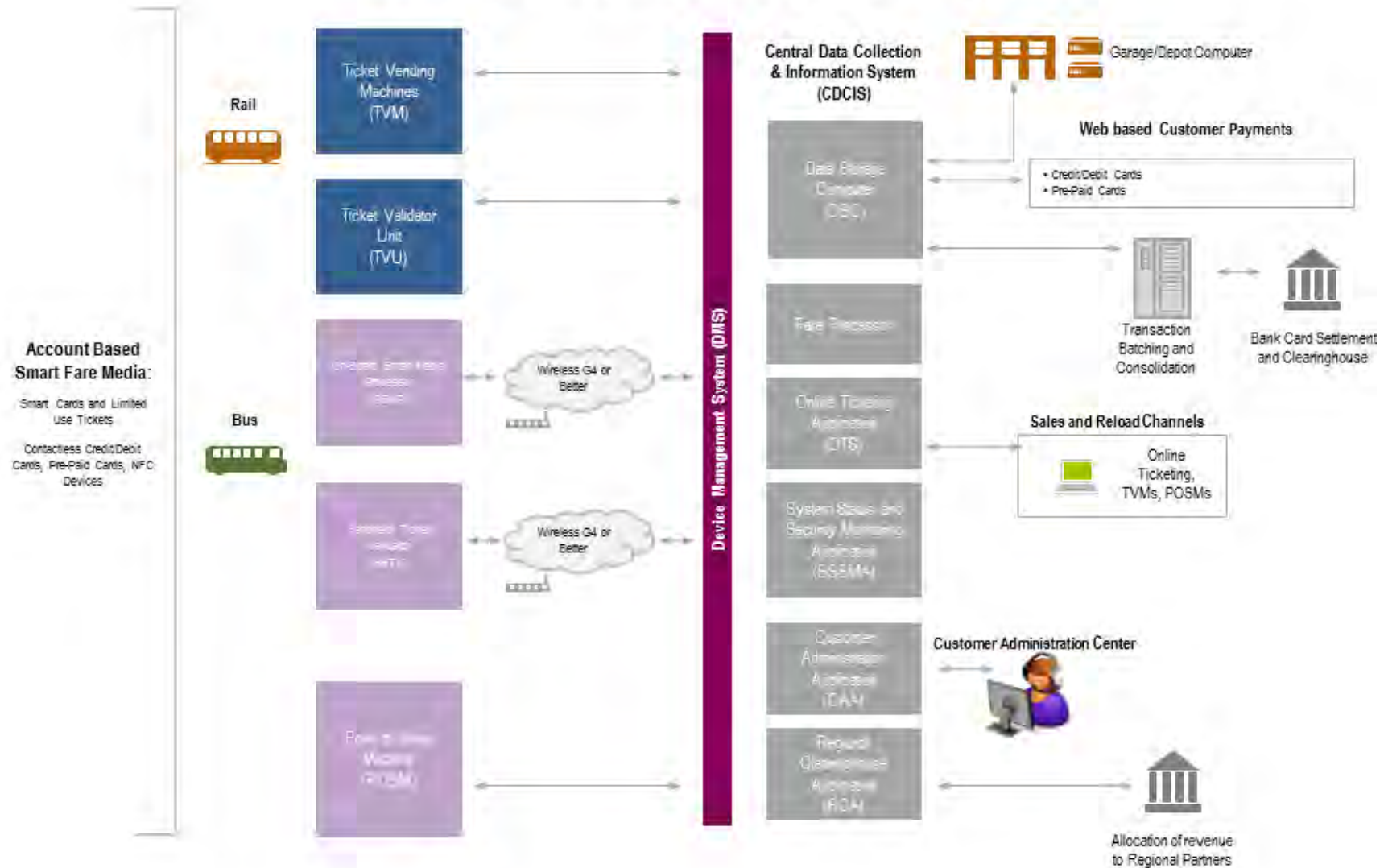
PCI compliance sets the standards for the physical environment, software security, encryption of data, process flows and including mundane functions such as the shredding of printed documents.

IV. **CDCIS Hosting Solutions** - The CDCIS environment for the secure physical and technological hosting of the computer hardware, software and supporting devices. Hosting also includes the administration and maintenance of the back office; whether provided internally by CFCRT, another public agency or a private contractor. An analysis of potential hosting solutions will identify the costs, benefits, issues and risks associated with a decision to provide services in-house or on a contracted basis. Three options are in consideration for the hosting solution:

- a) **CFCRT** – The Operations Control Center (OCC) has been identified to potentially host the CDCIS. The room is being constructed to standard office/warehouse standards and must be upgraded for PCI compliance. Additional required elements of upgrading the OCC to support back office operations include redundant power and HVAC, raised flooring for cabling and security upgrades.
- b) **Florida Turnpike** – A proposal to consolidate operations of the current four toll agencies in Florida under the Florida Turnpike Enterprise (FTE). The FTE currently has established a back office for their toll operations that could also be utilized for CFCRT, but require some time to consolidate back offices for all the toll operations. A contract with the Florida Turnpike could provide a solution to operate, maintain and monitor the system, but likely would not occur until all back office operations are consolidated.
- c) **Fare Collection Vendor** – A contract with the selected fare collection vendor could be established, to host back office operations remotely. CFCRT fare collection equipment and media would still communicate and operate similar to a locally established CDCIS. This would assume establishing a multi-year agreement with the vendor to operate, maintain and monitor the system.

- V. **Clearinghouse** – CFCRT will contract with a third-party clearinghouse (i.e. bank or other financial institution) in order to process transactions of the fare collection system. Credit/debit transactions would be initially processed with authorization in the CDCIS and as pending by the third-party clearinghouse. The provisions of S. 215.322, F.S., must be complied with including the utilization of the standardized contract between the financial institution or other appropriate intermediaries and the transaction processor. The PCI DSS (Payment Card Industry Data Security Standard) shall be required for credit card transactions. Communication between the fare collection equipment (i.e. TVM, POSM, online), CDCIS and a clearinghouse will occur for determining validity and approving or rejecting bank card transactions transmitting information to the financial institution and/or clearinghouse and requests authorization.

Account Based “Back Office” System



10.7 Interagency Agreements

- I. **Overview** – Interagency agreements between FDOT, LYNX and Votran have been established related to the CFCRT system and supporting feeder bus service. An interlocal agreement between the partnering agencies will need to be established for agreement on the fare policy, which should include the following issues related to the CFCRT fare collection system:
- Fare structure/transfer policy
 - CDCIS (ownership, operations and maintenance)
 - Fare revenue sharing
 - Sales and distribution of fare media
 - Emergency service and policy coordination

10.8 Legislation

- I. **Overview** - The Florida Statute 341.3025 provides guidance for how multicounty public system should be designed to collect and enforce fares. It also states how any new public rail system that is constructed after December 1, 2010 shall incorporate a universally accepted contactless fare media to facilitate the ease of transfer from one public transportation system to another. The Florida Statute 716.02 provides guidance for the escheat of funds in the possession of federal agencies, as it relates to fares that have remained “unknown” or unused on smart cards for period of for 5 or more consecutive years are declared to have escheated and become the property of the state.
- II. **Florida Statute 341.3025 Multicounty public rail system fares and enforcement.**
- (1) *Any entity that owns or operates a public rail system in two or more counties of the state may adopt rules and regulations relating to the operation and management of its rail system, including regulations relating to fares, fees, and charges for the use of the facilities and services of the system.*
- (2) *It is unlawful for any person to ride the rail system without payment of the appropriate fare or to cause goods or other items for which a fee is charged to be carried on the rail system without payment of the fee.*
- (3)(a) *Any person riding the rail system without paying the appropriate fare or causing goods or other items for which a fee is charged to be carried without paying such fee shall be subject to citation by an enforcement officer of the system and, in addition to any other penalty provided by law, is guilty of a noncriminal violation punishable by a fine of \$50 per each such violation.*
- (b) *The citation issued to a person in violation of this section shall state the reason for the citation, the amount of the fine, and the court having jurisdiction of the offense.*
- (c) *Each enforcement officer issuing a citation for an alleged violation of this section shall deposit the original and one copy of the citation with a court having jurisdiction over the alleged offense within 5 days after issuance to the violator.*
- (d) *The entity operating the system shall maintain a copy of the citation.*
- (e) *Upon the deposit of the original and one copy of such citation with a court having jurisdiction over the alleged offense, the original or copy of such citation may be disposed of only by trial in the court or other official action by a judge of the court, including forfeiture*

of the bail, or by the deposit of sufficient bail with or payment of a fine to the entity by the person to whom such citation has been issued.

(f) The entity shall maintain or cause to be maintained a record of the disposition of each citation issued.

(4)(a) Any person cited for an offense under this section shall sign and accept a citation indicating a promise to appear.

(b) Any person who does not elect to appear shall pay the fine either by mail or in person within 30 days of the date of receiving the citation. If the person cited follows the procedure provided in this paragraph, he or she shall be deemed to have admitted the infraction and to have waived his or her right to a trial on the issue of commission of the infraction. Such admission shall not be used as evidence in any other proceeding.

(c) Any person electing to appear before the judge shall be deemed to have waived his or her right to pay the penalty. The judge, after a trial, shall make a determination as to whether an infraction has been proven and may impose a civil penalty not to exceed \$500. If the judge determines that no infraction has been committed, no cost or penalties shall be imposed, and any cost or penalty which has been paid shall be returned.

(d) Any person who fails to appear or otherwise properly respond to a citation issued under this section shall also be charged with the offense of failing to respond to such citation and, upon conviction, be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083. A written warning to this effect shall be provided at the time such citation is issued.

(e) The commission of an offense must be proved beyond a reasonable doubt at any trial.

(5) For the purpose of enforcing the payment of such fares, fees, and charges for use of the facilities and services of the system, such entity shall have the authority:

(a) To employ enforcement officers or contract with a private firm or company to verify payment of appropriate fares or fees and to issue citations to persons traveling on the system without paying the appropriate fare or to persons who cause goods or other items for which a fee is charged to be carried without paying such fee. Such enforcement officers who are not licensed security officers shall not carry firearms or other weapons or have arrest authority; armed security officers performing fare inspection services shall not have arrest authority and shall be licensed as required by chapter 493 and all other applicable laws and regulations.

(b) To maintain records of citations issued and to accept payment of fines and costs.

(6) All fines and forfeitures received by any court from violations of this section shall be paid monthly, less any administrative costs, to the entity operating the system.

(7)(a) The Legislature recognizes the importance of encouraging the seamless use of local and regional public transportation systems by residents of and visitors to the state wherever possible. The paramount concern is to encourage the implementation of fare collection systems that are interoperable and compatible with multiple public transportation systems throughout the state.

(b) Notwithstanding any other provision of law to the contrary, in order to facilitate the ease of transfer from one public transportation system to another, any new public rail system that is constructed after December 1, 2010, by the state, an agency of the state, a regional transportation authority, or one or more counties or municipalities shall use a universally accepted contactless fare media that is compatible with the American Public Transportation Association's Contactless fare Media System Standard or the applicable bankcard contactless media standards and allows users to purchase fares at a single point of sale with coin, cash, or credit card. Additionally, any existing public rail system that is adding a new fare media system or is upgrading its existing fare media system shall use a universally accepted contactless fare media that is compatible with the American Public

Transportation Association's Contactless fare Media System Standard or the applicable bankcard contactless media standards and allows users to purchase fares at a single point of sale with coin, cash, or credit card.

(8) Venue for prosecution or recovery for violations of rules or regulations adopted pursuant to this section shall be in the county where the entity which owns and operates the public rail system maintains its principal place of business.

History.—s. 1, ch. 88-360; s. 73, ch. 92-152; s. 38, ch. 93-164; s. 506, ch. 95-148; s. 55, ch. 95-257; s. 26, ch. 2010-225.

III. Florida Statute 716.02 Escheat of funds in the possession of federal agencies.—

All property within the provisions of subsections (1), (2), (3), (4) and (5), are declared to have escheated, or to escheat, including all principal and interest accruing thereon, and to have become the property of the state.

(1) All money or other property which has remained in, or has been deposited in the custody of, or under the control of, any court of the United States, in and for any district within this state, or which has been deposited with and is in the custody of any depository, registry, clerk or other officer of such court, or the United States treasury, which money or other property the rightful owner or owners thereof, either:

(a) Has been unknown for a period of 5 or more consecutive years; or,

(b) Has died, without having disposed thereof, and without having left heirs, next of kin or distributees, or

(c) Has made no demand for such money or other property for 5 years;

are declared to have escheated, or to escheat, together with all interest accrued thereon, and to have become the property of the state.

(2) After June 16, 1947, all money or other property which has remained in, or has been deposited in the custody of, or under the control of, any court of the United States, in and for any district within this state, for a period of 4 years, the rightful owner or owners of which, either:

(a) Shall have been unknown for a period of 4 years; or,

(b) Shall have died without having disposed thereof, and without having left or without leaving heirs, next of kin or distributees; or,

(c) Shall have failed within 4 years to demand the payment or delivery of such funds or other property;

is hereby declared to have escheated, or to escheat, together with all interest accrued thereon, and to have become the property of the state.

(3) All money or other property which has remained in, or has been deposited in the custody of, or under the control of any officer, department or agency of the United States for 5 or more consecutive years, which money or other property had its situs or source in this state, except as hereinafter provided in subsection (4), the sender of which is unknown, or who sent the money or other property for an unknown purpose, or money which is credited as "unknown," and which said governmental agency is unable to credit to any particular account, or the sender of which has been unknown for a period of 5 or more consecutive years; or when known, has died without having disposed thereof, and without leaving heirs, next of kin or distributees, or for any reason is unclaimed from such governmental agency.

(4) In the event any money is due to any resident of this state as a refund, rebate or tax rebate from the United States Commissioner of Internal Revenue, the United States Treasurer, or other governmental agency or department, which said resident will, or is likely to have her or his rights to apply for and secure such refund or rebate barred by any statute of limitations or, in any event, has failed for a period of 1 year after said resident could have filed a claim for said refund or rebate, the Department of Financial Services is

appointed agent of such resident to demand, file and apply for said refund or rebate, and is appointed to do any act which a natural person could do to recover such money, and it is hereby declared that when the department files such application or any other proceeding to secure such refund or rebate, its agency is coupled with an interest in the money sought and money recovered.

(5) It is the purpose of this chapter to include all funds or other property in the possession of the government of the United States, and of its departments, officers, and agencies, which property has its situs in this state or belonged to a resident thereof, and not to limit the application of this chapter by the naming of any particular agency. This chapter shall include all funds held in the United States Department of Veterans Affairs, Comptroller of Currency, United States Treasury, Department of Internal Revenue, federal courts, registry of federal courts, and such evidences of indebtedness as adjusted service bonds, old matured debts issued prior to 1917, unclaimed and interest thereon, postal savings bonds, liberty bonds, victory notes, treasury bonds, treasury notes, certificates of indebtedness, treasury bills, treasurer's savings certificates, bonuses and adjusted compensation, allotments, and all unclaimed refunds or rebates of whatever kind or nature, which are subjects of escheat, under the terms of this chapter. Provided, however, that nothing in this chapter shall be construed to mean that any refunds due ratepayers under order of any court of the United States shall become the property of the state.

History.—s. 2, ch. 24333, 1947; s. 11, ch. 25035, 1949; ss. 12, 35, ch. 69-106; s. 1, ch. 70-405; s. 36, ch. 93-268; s. 847, ch. 97-102; s. 1881, ch. 2003-261.

10.9 Transition Plan (After 7-year FDOT Operation)

- I. **Overview** – An interlocal governance agreement for the creation of the Central Florida Commuter Rail Commission has been established that states that FDOT will be responsible for funding, operation, management, and maintenance for a period of 7 years, following the start of revenue operation. The Local Government Partners consisting of representation from Orange, Osceola, Seminole and Volusia counties and the City of Orlando will create the Central Florida Commuter Rail Commission to assume the responsibility from FDOT after the completion of the 7 year period.

10.10 Compatibility with Future Fare Collection Methods

- I. **Overview** - CFCRT may explore future expansion or consolidation of its Smart Card program with other local, regional and state agencies including its local partners LYNX and Votran and other transportation agencies like the Orlando Orange County Expressway Authority (i.e. universal regional pass). The fare collection equipment will be designed with an “open architecture” as an Account Based System (ABS), allowing passengers to open accounts linked to contactless smart cards to hold fare products. to enable future expansion and/or consolidation with minimal cost or disruption to CFCRT, its partner agencies and their riders, as well as to accommodate for emerging technologies for contactless smart card payments (i.e. contactless debit/credit card smart cards, near field communication (NFC) mobile phones). The fare media used for the account based system in the initial stage will be closed loop. Open loop media will be deployed at a future stage and is not part of this procurement. The following table depicts the migration and acceptance of various fare media types in the transit sector in U.S. that should be considered.

Forward-Looking Media Type and Technology

	Present to 2 Year	3 to 6 Year	7 to 10 Year
Media Type	Transit Smart Card MagStrip & EMV Contactless Closed-loop (cards, stickers)	MagStrip & EMV Contactless Open-loop (Cards, Stickers) Mobile ticketing (NFC) Transit specific open payment Form factors: (Phone, tablets, FOBs, ID Cards)	MagStrip & EMV Contactless Open- loop (Cards, Stickers) Mobile ticketing (NFC) EMV Contactless on PIV Social Media Type Payments NFC form factors Transit-specific open payments
Contactless Reader	ISO 14443 A&B (NFC) Bar Code	ISO 14443 A&B (NFC) Barcode	ISO 14443 A&B (NFC) Biometric Scanner

The fare collection equipment, media and system will be designed at initial deployment to support future upgrades required to ensure the acceptance of open loop smart media, including the following technical requirements:

- ISO 14443 Compliancy
- Provisioning of card readers to be certified and compliant with Europay/MasterCard/Visa (EMV) Level 1 and Level 2
- Necessary firmware to encrypt and de-encrypt data

Some software/module and CDCIS server upgrades will be required to support the use of the fare collection equipment to accept open payments, but would not require additional fare collection equipment.

APPENDIX 1 - PEER COMMUTER RAIL FARE COLLECTION AND ENFORCEMENT PRACTICES

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
ABQ (NM) RailRunner Operator is Herzog Transit Services. http://nmrailrunner.com/	Engineer	Conductor	Ticket Agent/Clerk	On-line or On-board Ticket Agent	Violations by Ticket Agents. Charged by State Police	Up to 5	RR has indicated that they use the Ticket Clerk to assist with ticket sales because they have no TVMs at stations.
Altamont Commuter Express (San Joaquin Regional Rail Commission) http://www.acerail.com/Home.aspx	Engineer	Conductor	N/A	Purchase tickets/monthly passes online, mail, agency offices, company sponsored employee programs, at station ticket booths (all methods, e.g., cash) validate the ticket at validators before boarding	ACE is a barrier-free system. Train attendants and Fare Inspectors check the tickets for validation as they greet the passengers between stations.	ACE passenger train runs Monday through Friday, from Stockton to San Jose Locomotive, coach and cab car, 6 car train. Bicycle Capacity = 34.	
Caltrain	Engineer	Conductor	Assistant Conductor	A Proof-of-Payment (POP) fare enforcement	Conductor/assistant conductor responsible for fare verifying tickets and		CLIPPER – The universal transit card for the San

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
				system is utilized with all purchases of tickets and passes from <u>staffed ticket offices</u> in San Francisco and San Jose, <u>TVMs</u> located at all stations, or the <u>Clipper universal transit card</u> .	validations, writing citations, and performing passenger counts. Onboard fare instrument inspection rate goal of 50%,		Francisco Bay Area. The Clipper card is a stored-value card that can be used to pay for a variety of Caltrain tickets and passes.

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
Capital Metro METRORAIL Austin, Tx. http://www.capmetro.org/MetroRail/	Operator	Arriving trains stop at all stations. Once the train has stopped, the doors open automatically.		TVM Uses a self-service, proof-of-payment (POP) fare collection system that will be integrated with Capital Metro's existing bus fare collection system. Passes purchased on-line, retail outlets and TVMs at stations. Passes purchased in advance must be validated at a rail station validator on the rail platform before boarding the train. TVM-issued passes are already validated upon purchase.	Roving Inspectors. Fare inspectors will randomly check riders for their fare. Individuals who do not have the proper fare will be subject to citations, fines and/or removal from the train at the next station	Two-car DMU (level boarding)	Weekday service.

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
FrontRunner (SLC) http://www.rideuta.com/index.aspx Operator is Utah Transit Authority.	Operator	Train Host (Part-time classification)	N/A	Smart Card at TVMs, purchase passes on-line or sales outlets. FrontRunner TVMs accept cash and major credit and debit cards	Percentage basis by UTA Police. Have power of arrest, carry fire arms	Push/pull (11) MP36PH diesel locomotive system complete with (20) Bombardier bi-level cab cars and (25) refurbished single-level vehicles (NJT Comet cars) 1 Locomotive and 3 bi-level passenger cars consist.	Operator classification shared with bus and light rail (TRAX) so that salary standardized for 3 groups Train Hosts do not check for fares or handle fare evasion - responsible for emergency preparedness and customer relations Station Attendants may assist with ADA ramp deployment

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
Metrolink (Southern California Regional Rail Authority) Amtrak operator as of July 2010. http://www.metrolinktrains.com/	Engineer	Conductor		Tickets are not sold onboard. TVMs (accept all types of payment) and validators are located on Metrolink train platforms.	Passengers are subject to inspection by Fare Inspector. Metrolink has its own L.A. County Sheriff's unit, which provides security on our trains and along our routes.	The Metrolink fleet consists of 52 locomotives and 150 Bombardier BiLevel Coaches with 117 Rotem Bi-level cars on order (57 cab cars and 60 coaches). As of March 2010, the cab car portion of the fleet consists of 32 Metrolink-owned cab cars. The trailer portion of the fleet includes 118 Metrolink-owned	Seven lines, 55 stations and 40,000 passengers per day. All lines during week, select lines on weekends. Metrolink stations are generally owned and operated by the cities they are in; the Riverside County Transportation Commission operates the Riverside stations. The station operators, not Metrolink, fund the guards and/or security personnel passengers see at various

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
						trailers and leased (5 from NJT and 10 from UTA).	stations. In most cases, the station operators either hire private security guards or have their police department patrol the station on a regular basis.
<p>Music City Star Train, Nashville MTA/RTA</p> <p>Operator is Transit Solutions Group</p> <p>http://www.musiccitystar.org/index.html</p>	Engineer	Conductor: Boarding assistance, will announce each station stop.		Ten-trip tickets and monthly passes can be purchased online, Riverfront Station, retail outlets, Ticket Vending Machines (TVM) located on the platform at each station. The machines accept \$5 and \$20 bills only; they do not accept credit cards.	The conductor will check and validate your ticket on board.	Three rebuilt Amtrak EMD F40PH locomotives, eleven former bi-level gallery Chicago Metra coaches	RTA Music City Star operates Monday through Friday, no restrooms on the trains. The 32 mile service uses the existing track of the Nashville and Eastern Railroad

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
Northstar (Metro Transit, Minneapolis-St. Paul) BNSF is the operator. http://northstarcommuterrail.com/	Engineer (BNSF)	Conductor (BNSF)	N/A	TVM accepts cash/credit Smart card readers next to TVM on platform	Metro Transit PD dedicates three uniformed, armed, police officers to the service. The three law enforcement officers share fare inspection with on-board train crew (conductor).	Each train consists of a diesel-powered locomotive and typically four passenger cars (multi-level passenger coach trains in push/pull service). Six locomotives and 18 passenger rail cars have been acquired as part of the project.	operating over Burlington Northern Santa Fe (BNSF) railroad freight tracks between Minneapolis and Big Lake (40 miles). Northstar shares the tracks with freight trains and Amtrak. Northstar operates five (5) trains a day in each direction on weekdays and three (3) trains a day in each direction on weekends or holidays.

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
SD Coaster Operator is TransitAmerica Services LLC subsidiary to Herzog Transit Services. North County Transit District (NCTD) http://www.gonctd.com/	Engineer	Conductor	N/A	Contactless smart card (Compass Card) Internet and TVMs – tickets & monthly passes, Validators on platform.	Random checks by fare inspectors (NCTD Security Officer or private security officer)	Typical 5 but 6 for half of the weekday trains GM-EMD locomotives , Bombardier bi-level coach.	
SD Sprinter Operator is Veolia (NCTD) http://www.gonctd.com/sprinter				Smart Card (Compass Card) TVMs– tickets & monthly Validator on platform	Random checks by fare inspectors (NCTD Security Officer or private security officer)	light rail Siemens DMUs	
SEA Sounder BNSF operates the trains http://www.soundtransit.org/	Engineer	Conductor	N/A	Automated (TVM or ORCA regional transit fare card, i.e., tap-on/tap-off) The TVM accepts cash, MasterCard or VISA.	On board, fares are inspected at random by On-board Security Firm for 10% trips Passengers without a valid ticket or pass are subject to a citation and fine	7	Sounder trains provide weekday commuter service.

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
TriMet WES (Westside Commuter Rail) Operated by Portland & Western RR (info from website and O&M scope) http://www.trimet.org/wes/index.htm	Engineer	Conductor may check tickets	N/A	TVM and validators, accept only debit/credit cards	TriMet has a complement of 18 Fare Inspectors who are deployed throughout the TriMet system and verify proof-of-payment (POP)	Four Colorado Rail Cars, three DMU (74 seats) and one trailer (80 seats)	Runs every 30 minutes during weekday ONLY AM and PM rush hour Level boarding 14.7 miles, 5 stations, Security: Sworn police officers/ Non-sworn Transit Security Officers and an on-site manager under contract with a private security firm (Wackenhut Corporation)/ Rider Advocates

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
Trinity Railway Express TRE (Dallas). Operator is Herzog Transit Services. http://www.trinityrailwayexpress.org/	Engineer	Train Attendant (Conductor) assists passengers alighting, disabled passengers, periodic announcements, operate doors, verify fares		A monthly or annual pass, E PASS or validated ticket/day pass (TVM). TVMs validate tickets (no validators)	TRE relies on an "honor system" with random fare inspection. Anyone riding without a valid pass or ticket will be issued a citation by the conductor, and fees or fines cannot be waived (\$75.00 administrative fee). Conductor shall verify fare compliance by inspecting tickets <u>at least once per shift</u> Estimated 35% coverage for random fare checks, 97-98% fare compliance.	At least one locomotive unit and one bi-level cab car. Typically, one or two additional coach cars are included between the locomotive and cab car.	From scope: The system is currently operated with 13 self-propelled Rail Diesel Cars (RDCs), ten bi-level coaches, four bi-level cab cars and four diesel-electric locomotives. Weekday service consists of 51 trains in two, three and four car consists, while 34 trains operate on Saturdays. The conductor does not have the ability to take money for the ticket and tickets are not sold on the train.

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
							They use ambassadors / hosts during special events to assist passengers Rely on local law enforcement for response / criminal activity
Virginia Railway Express (VRE) Operated by Keolis Rail Services America http://www.vre.org/	Engineer	Conductor		There are a total of 18 stations on VRE's lines. The fare structure is distance-based, with stations grouped into zonesSingle-Ride and Ten-Ride tickets must be validated before boarding trains. Purchasers of a Monthly ticket or VRE-TLC pass must validate their ticket by signing their	Passengers observed onboard without a valid ticket are subject to a fine of not less than \$150. Conductor checks tickets.	Locomotives GP 39 (2), GP 40 (2), F40PH-2 (3) and MP36ph-3C (2); Gallery cars (69)	VRE doesn't run on weekends.

System	Train Operator	Second Position	Third Position	Fare Purchase	Fare Evasion	# Cars	Comment
				name in the designated space on the ticket. Tickets are not sold on board VRE trains. Purchase on-line, TVMs (combo-validators) at stations (don't accept cash), retail outlets, employers			

APPENDIX 2 - CLEARINGHOUSE CASE STUDIES

This paper is a summary of examples of how agencies administer and operate inter-county/agency Smart Card systems across the United States. The Central Florida CFCRT project participants are evaluating the possibility of utilizing a “regional clearinghouse” for the eventual operations of the Commuter Rail system. The draft plan is for Florida Department of Transportation (FDOT) to operate the Commuter Rail system for 7 years. Afterwards a regional Commuter Rail Commission established by the local jurisdictions, will operate the system.

LYNX, Central Florida Regional Transportation Authority, and Voltran, Volusia County’s public transit system, are two major public transit providers in the area directly served by the CFCRT project. FDOT’s role has been primarily to lead the project and get it through the start-up process. LYNX is in the process of developing a smart card program for its system which would have direct impact on the operations of the commuter rail program when it begins operations. The agencies are seeking a model that would enable effective operations of the commuter rail system long term.

This memo discusses examples of regional fare management programs currently in use that could serve as models for what the operators of CFCRT want to implement in Central Florida. Each program is unique and the systems have established programs that are suited for their locality and thus the success of each program depends on the working relationships between the local agencies. Ultimately, MOUs/Agreements are negotiated and developed on terms (relating to revenue sharing, cost distribution, service provision, governance, etc.) agreeable to each participant in the program.

The four existing programs this memo summarizes are:

- *One Regional Card for All* (for the Northwest Puget Sound region), a program that has seven participating transit agencies involving travel on buses, rail and ferries.
- *The Clipper* (for the San Francisco Bay area), a program that currently has 7 participating agencies involving travels on buses, rail and ferries. It can allow up to 26 participating agencies.
- *Breeze Card* (For Metro Atlanta Regional Transit Authority), a program that includes two participating agencies and involves travels on rail and buses.
- *EASY CARD*, a program implemented first by Miami-Dade Transit and later by South Florida Regional Transit Authority and interoperates between the two agencies for travels on rail and buses. Palm Tran and Broward County Transit are expected to participate in the future.

One Regional Card for All (ORCA)

Washington State's Puget Sound region has the ORCA (One Regional Card for All) card for transit users to enable seamless travel throughout the region from one system to another. There are 7 transit agencies participating in it:

- Snohomish County Public Transportation (Community Transit),
- City of Everett (Everett Transit),
- King County Metro,
- Kitsap County Public Transportation (Kitsap Transit),
- Pierce County Public Transportation (Pierce Transit),
- Central Puget Sound Regional Transit Authority (Sound Transit)
- Washington State Department of Transportation, Ferries Division (Washington State Ferries).

The mode of travels between these agencies in the region include: bus, train and ferry. The agencies signed an Interlocal Cooperation Agreement for design, implementation, operation and maintenance of the Regional Fare Coordination System (RFC) in April 2009. The Agreement states that the agencies desire to implement the RFC to establish a common, non-cash fare system throughout their service areas. An RFC Contractor was procured by the agencies to design, implement and operate the system while the agreement was entered into specifically to manage the system.

The Agreement established the framework for the management of the Operating Phase of the RFC and specified each agency roles and responsibilities and the respective roles and responsibilities of the Contractor (ERG Transit Systems), vendors and service providers to the agencies. A Joint Board was thus created for the purpose of acting for the common good for all the agencies.

There are two types of costs associated with the smart card system. There are agency-specific costs which each agency is responsible for. There are also region-specific costs which all the agencies share based on a formula. The regionally shared costs have been established in proportion to the agency ridership numbers as reported to the National Transit Database (NTD). Revenues are distributed based on use of fare media and formula agreed upon by the agencies.

During the development phase, King County, acting as the Fiscal Agent for the seven agency partners was the recipient of the individual agency cost shares to pay for system design. King County then paid ERG, the system developer, for their services. A component of the seven agency partners' agreement with ERG is to the greatest extent possible act as one client for the vendor. In this case, making one payment in lieu of seven. The agencies have a 10-year contract with ERG to provide system support services ("back office" services) but there is no customer contact with ERG.

The Clipper

The San Francisco Clipper (formerly Translink) card is managed by the Bay Area Metropolitan Transportation Commission (MTC, the San Francisco metropolitan governing agency) to reduce number of fare systems and integrate transit systems in the bay area. Seven transit agencies that currently participate in the program are:

- AC Transit,
- BART,
- Caltrain,
- Golden Gate Transit,
- Muni,
- SamTrans
- Valley Transportation Authority (VTA).

Same as ORCA, the modes of travels between these agencies are rail, buses and ferries. Although managed by the MTC, it is operated by Cubic Transportation Systems who took over from ERG. MTC has a Memorandum of Understanding with each of the agencies to manage the Clipper program. MTC also has a contract between itself and Cubic to provide operations of the program.

Cubic Transportation Systems, Inc. designs and manufactures automated fare collection systems for public mass transit authorities. It offers integrated fare collection systems, which include access control, fare payment, revenue control, card distribution/vending, data communications, and information management. For the Clipper program, Cubic Transportation Systems, Inc. owns rights to the back-end and allows up to 26 operators to be on the system at the same time. Fares are collected on daily basis and are settled with each agency a day later.

MARTA Breeze Card

The system was installed by Cubic Transportation Systems, Inc. and available to the public in 2006. It can be used on MARTA Rail and Bus. Among the regional transit operators, only Cobb Community Transit has implemented the Breeze system for use on its buses. Other transit operators have expressed interest of the ability to do seamless transfers. These agencies have existing reciprocal agreements with MARTA. Cubic provided the software, computer networks, communications, high-speed smart card encoding machines, sales terminals for customer agents, parking equipment, bus fareboxes, faregates and multi-language ticket vending machines that issued the smart cards. Cubic also provided innovative customer service features including credit-debit payment, Internet-based ticketing, Autoload (the ability to automatically load value onto the card), and electronic transit benefits delivery.

These and other advanced capabilities are integrated and managed by Cubic's Nextfare™ Central System, a configurable suite of software modules designed using industry standards, open platforms and commercial off-the-shelf applications to provide the core fare collection, management and reporting functions. Through Nextfare's modular design and scalability, the MARTA system can expand to support a variety of financial, operational and customer service options.

Cubic became the clearinghouse for MARTA's operations of its Breeze Card.

South Florida Regional Transportation Authority (SFRTA)/Miami-Dade EASY CARD

Tri-Rail implemented the EASY CARD in January 2011. Cubic Transportation Systems Inc., the transportation business unit of Cubic Corp., was awarded the contract to design, deliver and provide services for the new smart card ticketing and revenue management system for the SFRTA. The system will be interoperable with Miami-Dade County's new EASY CARD system which was in place previously.

Plans are for Palm Tran and Broward County Transit to join in the near future. Tri-Rail, the commuter rail service connecting Palm Beach and Broward Counties with Miami-Dade County, will be the first transit agency to join in the creation of a South Florida regional system, giving Floridians the ability to use one fare card to travel on both systems.

Tri-Rail's transaction monitoring, processing, settlement and reporting are handled by the Miami-Dade Transit through the back-office system of Cubic's Nextfare open software and hardware platform. Nextfare integrates a business management system and passenger devices for smart card issuing, processing and validating. The open design enables multiple agencies in a region to share resources while keeping all proprietary information separate and secure, giving agencies a way to reduce costs. Examples of regional systems where Cubic's Nextfare systems are in use are the greater Los Angeles area, Atlanta, and Brisbane, Australia.

Miami-Dade Transit's EASY CARD, which officially launched in October 2009, was built, integrated and fully operational across all bus and rail services within 15 months, an accomplishment owing to the increasing maturity of Nextfare, which has been fielded by more than a dozen transit agencies around the world.

The SFRTA system processes smart cards and printed tickets encompassing about 76 ticket vending machines, 85 station validators, six ticket office machines, and 60 handheld units.

Conclusions

Based on this summary of examples, transit agencies typically employ the services of contractors to design, build, install and/or operate the system, serving as clearinghouses. Contractors that have been used by others include:

- Cubic Transportation group (MARTA, Clipper, TransLink, EZ Transit Pass, etc)
- ERG/Motorola (ORCA)
- On Track Innovation (OTI)
- Affiliated Computer Systems (ACS) (Harris County MTA, Texas)
- Accenture
- LG

APPENDIX 3 – CFCRT/LYNX/Votran Transfer Pricing Scenarios

One Way	
Board Votran Bus, pay one way full fare to Fort Florida Train Station	\$ 1.25
Go to Ticket Vending Machine and pay up charge to travel to Sanford	\$ 1.00
Total Fares Paid from Volusia to Seminole County	\$ 2.25
One Way	
Board Sun Rail at Sanford / State Road 46 Station	
Pay one way full fare plus one zone	\$ 3.00
Board Votran Bus from Sun Rail - Free Transfer	\$ -
Total Fares Paid from Seminole to Volusia County	\$ 3.00
Total Fares Paid	\$ 5.25
Round Trip	
Purchase round trip Sun Rail Pass - 2 - Zones	\$ 5.50
Board Votran Bus, with round trip Sun Rail Pass to Fort Florida Train Station	\$ -
Board Sun Rail at Sanford / State Road 46 Station	\$ -
Total Fares Paid	\$ 5.50

One Way	
Board Votran Bus, pay one way full fare to Fort Florida Train Station	\$ 1.25
Go to Ticket Vending Machine and pay up charge to travel to Orlando	
2 Zones, Seminole County and Orange County	\$2.00
Board Lynx Bus to complete trip, get validation from TVM	\$ -
Lynx trip completed with 90 minute / free transfers	
Total Fares Paid from Volusia to Orange County	\$3.25
One Way	
Board Lynx Bus, pay one way full fare to Sun Rail Train Station	\$ 2.00
Go to Ticket Vending Machine and pay up charge to travel to Debary	
2 Zones, Orange County and Seminole County	\$2.00
Board Votran Bus to complete trip, get validation from TVM	\$ -
Total Fares Paid from Volusia to Orange County	\$4.00
Total Fares Paid	\$7.25
Round Trip	
Purchase round trip Sun Rail Pass - 3 - Zones	\$ 7.50
Board Votran Bus, with round trip Sun Rail Pass to Fort Florida Train Station	\$ -
Board Lynx Bus, with round trip Sun Rail Pass in Orlando	\$ -
Board Lynx Bus, with round trip Sun Rail Pass in Orlando to Train Station	\$ -
Board Votran Bus, with round trip Sun Rail Pass at Fort Florida Train Station	\$ -
Total Fares Paid	\$ 7.50

APPENDIX G

SunRail Service and Fare Equity Analysis

1. Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin under any program or activity receiving Federal financial assistance. To comply with this law, the Federal Transit Administration (FTA) published mandatory guidance in FTA Circular 4702.1A and 4702.1B which requires each transit agency receiving Federal funds to develop and implement an agency-wide Title VI program.

As part of these requirements, a service equity analysis is required for agencies within urbanized areas with a population of 200,000 or more that propose a “major” service change. The threshold for defining a “major” service change is left to the discretion of the transit agency. In addition, all agencies, regardless of population, are required to perform a fare equity analysis if any fare change is proposed.

The purpose of the service and fare equity analysis is threefold:

- To analyze how the proposed changes impact low-income and minority populations
- To identify whether the change disproportionately impacts low-income and minority populations in an adverse manner, and
- To identify methods to avoid, minimize, and mitigate disproportionate methods.

This report documents the SunRail Title VI Service and Fare Equity Analysis for Phase 2 South. Section 2 of this Appendix describes the methodology used to perform the analysis, Section 3 documents the results of the Service Equity Analysis, and Section 4 documents the results of the Fare Equity Analysis.

2. Methodology

The FTA guidance affords transit agencies flexibility in developing a methodology for conducting a service and fare equity analysis. For the SunRail Title VI service and fare equity analysis for Phase 2 South, it is necessary to evaluate the proposed service changes to the existing LYNX bus routes resulting from the implementation of the SunRail Phase 2 South commuter rail extension, as well as any proposed changes to the existing fare structure.

Table 1 shows the LYNX bus routes that are changing to provide service to the four new Phase 2 South SunRail stations. As mentioned earlier, only the feeder bus routes being funded by FDOT will be evaluated in this analysis. Any other bus modifications to the existing LYNX local network should be evaluated, if required, under their respective Title VI program.

Table 1: LYNX's Feeder Bus Routes Funded by FDOT to Serve SunRail Phase 2 South

LYNX Routes	SunRail Station Connection	Annual Incremental Weekday Revenue Bus-Hours (funded by FDOT)	Existing Annual Weekday Revenue Bus-Hours	% Change	Major Service Change	Description of Service Change
155	Tupperware	5,738	0	100%	Yes	New Local Circulator route serving Buena Ventura Lakes, Osceola Parkway, Simpson Road and the Loop Shopping District in morning and peak periods only.
26	Kissimmee	635	13,115	4.85%	No	Add two (2) am trips per weekday to meet first SunRail trains.
604	Poinciana	711	2,560	27.8%	Yes	Change base location from Orange Blossom Trail and Pleasant Hill Road to SunRail Poinciana Station and match SunRail's hours of operation. On-call NeighborLink.
631	Tupperware	127	4,945	2.57%	No	Serve Tupperware Station and match SunRail's hours of operation. On-call NeighborLink.
632	Tupperware	381	5,082	7.5%	No	Serve Tupperware Station and match SunRail's hours of operation. On-call NeighborLink.
TOTAL CHANGE		7,592	25,702	29.54%	Yes	

Source: SunRail Phase 2 South Feeder Bus Transit Service Plan Report, April 27, 2018; Table 1: SunRail Phase 2 South Service Area – Existing LYNX Transit Service Operating Requirements, Table 2: SunRail Phase 2 South Service Area – Proposed LYNX Feeder Transit Service Operating Requirements

A major service change is defined as a change (unless otherwise noted under “Exemptions”) in service that would remain in effect for twelve (12) or more months on any individual route that would add or eliminate more than: (1) twenty-five percent (25%) of the route revenue miles; or (2) twenty-five percent (25%) of the route revenue hours. If more than one service or fare adjustment is happening simultaneously, the presence of disparate impact and disproportionate burden will be determined cumulatively.

LYNX Route 208 Downtown Kissimmee Xpress hereafter referred to as LYNX Route 208 exceeds the SunRail Major Service Change Policy threshold established for revenue hours (**Appendix H**). However, FDOT does not fund LYNX Route 208 so it is not analyzed herein. If LYNX Route 208 exceeds the Major Service Change Policy for LYNX, they will need to analyze it as part of their Title VI Update. The overall route changes are occurring simultaneously and are over the 25% threshold for revenue hours (29.54%); thus, the service adjustments are subject to an equity analysis which includes an analysis of adverse effects. Revenue miles have not been calculated for the proposed feeder bus changes.

Based on the results in Table 1, two routes exceed the Major Service Change Policy threshold established for revenue hours because they are new or expanded routes that will add more than 25% of the route revenue hours (**Appendix H**). However, riders will benefit from the introduction of one new route as well as increased service on LYNX Route 26 since they would provide new connections and service frequency. The new route, LYNX Route 155 would provide service to the SunRail Tupperware Station and through Buena Ventura Lakes and The Loop shopping district during weekdays at 30-minute frequencies. The new route and increased service collectively will add 7,592 annual bus-hours. The increases in bus-hours will provide new connections to SunRail and service frequency improving mobility options for all feeder bus users.

The following methodologies documented in Sections 2.1 and 2.2 were used for the SunRail Title VI service and fare equity analysis.

2.1 Service Equity Evaluation Methodology

Step 1. Due to the introduction of a new fixed guideway project (commuter rail) and express bus route changes, those proposed changes are considered “major” and thus require service equity analysis. Furthermore, the service changes do not exceed the 25% threshold established by SunRail for major service changes in **Appendix H**.

Step 2. Routes which provide redundant service to the Build Alternative that are planned for deletion are considered “adversely impacted routes”.

Step 3. Assemble data that will be used to determine if adversely impacted routes disproportionately affect low-income or minority populations:

- a. 2015 Census data for minority and low-income populations
- b. Ridership data
- c. 2016/2017 LYNX on-board survey data.

Step 4. Map census data and determine regional averages, or thresholds, for minority and low-income populations. Identify areas of above-average minority and low-income populations.

Step 5. The analysis of adversely impacted bus routes and the SunRail system will look at two factors:

- a. Population of area served by commuter rail or bus stops/stations:
 - i. Overlay the route network on minority and low-income census data maps developed in Step 4. Create a 3-mile buffer, for each impacted route and selected Census blocks intersected by the buffer. The Phase 2 South commuter rail station, Kissimmee, will have a ½ mile buffer since it is considered an urban station. The other three stations, Meadow Woods, Tupperware, and Poinciana, will have a 3-mile buffer that represents the typical watershed for park-ride passengers. Minority population and low-income population data will be extracted to determine the percent population within the buffer for each station.

Step 6. The presence of a disparate impact and/or disproportionate burden occurs if a proposed major service requires minority and/or low-income populations to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the whole population. If more than one service adjustment is happening simultaneously, the presence of disparate impact and disproportionate burden will be determined cumulatively.

Step 7. Should a proposed major service change result in disparate impacts and/or disproportionate burden, SunRail will consider modifying the proposed change to avoid, minimize or mitigate the disparate impact and/or disproportionate burden. If SunRail finds potential disparate impacts and/or disproportionate burden and then modifies the proposed changes to avoid, minimize, or mitigate potential disparate impacts and/or disproportionate burden, SunRail will reanalyze the proposed changes to determine if the modifications removed the potential disparate impacts and/or disproportionate burden of the changes. If SunRail chooses not to alter the proposed change, SunRail may implement the service change if there is substantial legitimate justification for the change and SunRail can show there are not alternatives that would have less of an impact on the minority and/or low-income populations and would still accomplish SunRail's legitimate program goals.

2.2 Fare Equity Evaluation Methodology

Step 1. Fare equity analysis is required for all fare changes regardless of magnitude.

Step 2. Routes impacted by the proposed fare change are considered "adversely impacted routes."

Step 3. Assemble data to determine if adversely impacted routes disproportionately affect low-income or minority populations:

- a. 2015 Census data for minority and low-income populations
- b. Ridership data
- c. 2016/2017 LYNX on-board survey data.

Step 4. Map census data and determine regional averages, or thresholds, for minority and low-income populations. Identify areas of above-average minority and low-income populations. In addition to the census data, on-board survey data for the adversely impacted route, ridership will be collected and aggregated by low-income and non-low-income passenger. This data will be cross-referenced with the fare type (cash, pass, discounted cash, discounted pass, etc.). Minority and non-minority population data will be extracted to determine percent population using the buffers established for the service equity evaluation (Section 2.1). A ½ mile and 3-mile buffers were developed for the SunRail Phase 2 South commuter rail stations.

Step 5. Fare change for each fare type will be determined by calculating the difference between the current fare and proposed fare.

Step 6. For each adversely impacted route, the aggregate fare change by income status (low-income vs. non-low-income) will be calculated by multiplying the fare difference by total ridership. Average fare

change will then be calculated by dividing the aggregate fare change by total affected riders. This will be done for each fare type.

Step 7. A disparate impact and/or disproportionate burden occurs if a proposed fare change requires minority and/or low-income populations to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the whole population. If more than one fare adjustment is happening simultaneously, the presence of disparate impact and disproportionate burden will be determined cumulatively.

Step 8. Should a proposed fare change result in disparate impacts and/or disproportionate burden, SunRail will consider modifying the proposed change to avoid, minimize or mitigate the disparate impact and/or disproportionate burden. If SunRail finds potential disparate impacts and/or disproportionate burden and then modifies the proposed changes to avoid, minimize, or mitigate potential disparate impacts and/or disproportionate burden, SunRail will reanalyze the proposed changes to determine if the modifications removed the potential disparate impacts and/or disproportionate burden of the changes. If SunRail chooses not to alter the proposed change, SunRail may implement the fare change if there is substantial legitimate justification for the change and SunRail can show there are not alternatives that would have less of an impact on the minority and/or low-income populations and would still accomplish SunRail's legitimate program goals.

3. Service Equity Evaluation

The introduction of this new SunRail Phase 2 South service was determined to be a major service change requiring a service equity evaluation. Phase 2 South adds 17.2 miles of SunRail passenger service to the existing 32 miles of SunRail passenger service, an increase of 53.75% exceeding the 25% of the route revenue miles threshold for a major service change. LYNX Route 208, which provides an express route between the Sand Lake SunRail Station and LYNX Kissimmee Intermodal Station, duplicates service of the SunRail commuter rail corridor and will be eliminated once the Phase 2 South extension is operational.

2015 Census American Community Survey (ACS) 5-year average data was used to map Title VI communities throughout the SunRail service area at the census tract level. For this analysis, Title VI thresholds, or the comparison values against which the impacted corridor is evaluated, were developed based on regional averages for each demographic variable. Volusia, Seminole, Orange, and Osceola Counties serve the SunRail commuter rail system and represent the comparison region. The Title VI demographic variables, or populations, evaluated include minority population and low-income population (as measured by population below poverty status). The following racial/ethnic groups are included in the determination of minority population:

- Black/African American
- American Indian and Alaska Native
- Asian
- Hawaiian/Pacific Islander
- Hispanic/Latino.

New LYNX Route 155 Corridor and NeighborLink 604 Service Area

Table 2 documents the LYNX Route 155 corridor and LYNX NeighborLink 604 and the SunRail Phase 2 service areas using the specified buffers (½ or 3-mile) or service area. For a conservative analysis of the potential impacts, this analysis considered all populations within ½-mile of the route not just those locations that allow boarding/alighting the route. In the LYNX Route 155 corridor, minorities make up 27.7% of the regional population and would bear 27.8% of the adverse effects. Since the minority population along LYNX Route 155 will bear only 0.1% more than the regional population, well below SunRail's Disparate Impact Policy threshold of 20% based on the cumulative impact of the proposed service change, they will not bear a disparate impact resulting from changes in LYNX Route 155 service. Similarly, within the NeighborLink 604 service area the minority population makes up 24.2% of the population, 3.5% less than the regional population. Thus, the adverse effects on the minority population within the SunRail service area do not exceed SunRail's Disparate Impact Policy threshold of 20% based on the cumulative impact of the proposed NeighborLink 604 service change. Again, the adverse effects on the non-minority group are higher at 69.9% compared to minorities within the SunRail service area.

This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

In the LYNX Route 155 corridor, the low-income population is 17.7% as compared to the regional low-income population of 16.6%, so the LYNX Route 155 corridor low-income population is 1/1% greater than the regional low-income population. In the NeighborLink 604 service area, the low-income population is 4.3% significantly lower than the regional low-income population of 16.6%. Because the NeighborLink 604 service area low-income population is lower than the regional low-income population percentage, there is no disparate impact.

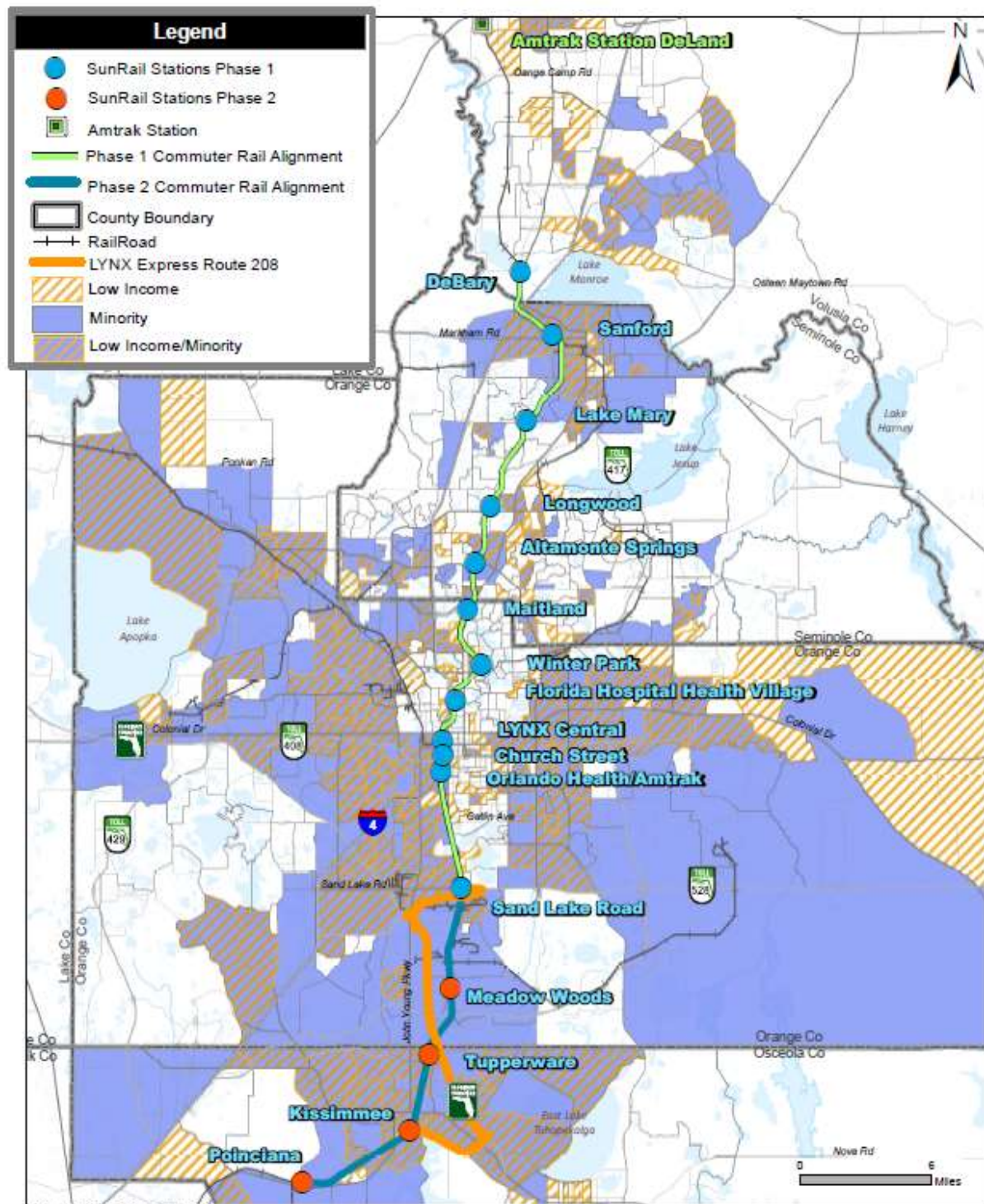
The new LYNX Route 155 and the expanded service level on NeighborLink 604 provide these minority and low-income populations with increased mobility options.

*Table 2: Title VI Populations within SunRail Service Area,
LYNX Route 155 Corridor, LYNX Expanded NeighborLink 604 and Regional Averages for Phase 2 South*

Type of Service Change		Total Population				Minority Population				Low-Income Population			
		All Regional Tracts*	Tracts within SunRail Service Area**	Tracts along Route 155***	Tracts within NeighborLink 604	All Regional Tracts*	Tracts within SunRail Service Area**	Tracts along Route 155***	Tracts within NeighborLink 604	All Regional Tracts*	Tracts within SunRail Service Area**	Tracts along Route 155***	Tracts within NeighborLink 604
Expanded Service	Raw	2,470,974	335,132	113,723	44,676	685,018	100,790	31,636	10,800	409,153	58,631	20,082	1,907
	Percent					27.70%	30.10%	27.80%	24.20%	16.60%	17.50%	17.70%	4.30%

*Based on census tracts located in the following counties: Volusia, Seminole, Orange, and Osceola.
 **Based on ½ or 3-mile service area buffer around the proposed SunRail stations.
 ***Based on ½-mile service area buffer for the entire LYNX Route 155.
 ****Based on the service area for the entire NeighborLink 604*

Figure 1: Title VI Communities within SunRail Corridor



Sources: FGDL, FDOT, Centract 2015



Figure 1
Title VI Communities within SunRail Corridor
2015 Census

After the elimination of LYNX Route 208, riders transferring from other LYNX local and regional routes at the Kissimmee Intermodal Station will have to walk an additional 0.2 mile from the existing LYNX bus stop at Kissimmee Intermodal Station to catch the new SunRail commuter service at Kissimmee Station in Phase 2 South. Trips that begin at SunRail Sand Lake Road Station will remain unchanged with Phase 2 South operation. Despite the deletion of LYNX Route 208, transit riders within the corridor will likely benefit by shifting to the SunRail commuter rail service which will provide more frequent and increased hours of service. As shown in Table 3, the introduction of SunRail service will increase the daily trips within the LYNX Route 208 corridor from six per day to 36 per day, or a 500% increase. Trips will begin earlier in morning and continue throughout the day, providing mid-day and early-evening service and increasing the span of service for all transit riders. Furthermore, the new SunRail service will provide greater access to former LYNX Route 208 riders along the length of the corridor.

Currently, LYNX only offers riders the option of boarding and alighting LYNX Route 208 at three places: two bus stops and the SunRail Sand Lake Station. One bus stop is in downtown Kissimmee while the other is located at the Kissimmee/St. Cloud Turnpike Park and Ride. The SunRail service will provide service to 16 stations throughout Osceola, Orange, Seminole and Volusia counties, a 460% increase in the number of stops currently offered by LYNX Route 208, allowing more mobility options for riders including low-income and minorities. Another benefit of the new SunRail service is that it will provide longer and more frequent service hours than the current LYNX Route 208. Whereas LYNX Route 208 only operates during peak commute hours, SunRail operates throughout the day until late evening.

Table 3: Frequency, Span of Service and Stops, LYNX Route 208 and SunRail Commuter Rail

	Route 208	SunRail
Frequency	6 Trips/Day	36 Trips/Day
Span of Service	5:45 am – 9:25 am 4:25 pm – 7:05 pm	5:06 am – 10:18 pm
Number of Stops	3 Stops	16 Stops

Sources: LYNX <https://www.golynx.com/maps-schedules/>
SunRail <http://sunrail.com/schedules>

4. Fare Equity Evaluation

FTA's Title VI guidelines require that a fare equity analysis must be completed whenever a fare change is implemented. The fare equity analysis compares the fares paid under the change with fares that would be paid through available alternatives. It was determined that the LYNX Feeder Bus routes for SunRail in addition to the LYNX Route 208, proposed for deletion, may be adversely impacted. This analysis will determine if the shifting of passengers from LYNX Route 208 to the new commuter rail service constitutes a fare increase, and if so, to what degree the fare increase adversely impacts minority or low-income riders. The 2016/2017 LYNX on-board survey was used to analyze fare media usage by passenger income for LYNX Route 208. Since the survey did not collect data regarding minority riders, census data gathered for the service equity evaluation was used to approximate impacts to minority populations and low-income riders. Table 4 provides the current fare structure for LYNX Route 208 for Adults and Reduced fare riders.

Table 4: LYNX Route 208 Fare Structure

Fare Type	LYNX Route 208	
	Adult	Reduced
One-Way Fare	\$3.50	\$1.75
1-Day Fare	\$6.50	\$3.25
7-Day Pass	\$23.00	\$11.50
Monthly Pass	\$70.00	\$35.00

Source: LYNX <https://www.golynx.com/plan-trip/riding-lynx/xpress-bus-service.html>

The SunRail fare structure is distance based using a zonal pricing system. Nearly all U.S. commuter rail operations employ distance based fare structures using zones. Table 5 summarizes fare types and transfer policies for the SunRail system.

Table 5: SunRail Fare Structure

Number of Zones Traveled	One Way	Reduced One Way	Round Trip	Reduced Round Trip	Weekly	Reduced Weekly	Monthly	Reduced Monthly	Annual	Reduced Annual
1	\$2.00	\$1.00	\$3.75	\$1.75	\$17.00	\$8.50	\$56.00	\$28.00	\$560.00	\$280.00
2	\$3.00	\$1.50	\$5.50	\$2.75	\$25.00	\$12.50	\$84.00	\$42.00	\$840.00	\$420.00
3	\$4.00	\$2.00	\$7.50	\$3.75	\$34.00	\$17.00	\$112.00	\$56.00	\$1,120.00	\$560.00
4	\$5.00	\$2.50	\$9.50	\$4.75	\$42.50	\$21.25	\$140.00	\$70.00	\$1,400.00	\$700.00
Stored Value Purchase Examples					Bonus Value		Cost of Smart Card		Stored Value	
\$5					10%		\$5.00		\$5.50	
\$10					10%		\$5.00		\$11.00	
\$25					10%		\$5.00		\$27.50	
\$50					10%		\$5.00		\$55.00	
\$100					10%		\$5.00		\$110.00	
\$200					10%		\$5.00		\$220.00	
\$300					10%		\$5.00		\$330.00	

Source: SunRail.com

Zonal Pricing – SunRail’s fare is determined by the number of zones through which a passenger travels. The SunRail system can be divided into four zones based on county boundaries (Volusia, Seminole, Orange, and Osceola Counties). Passengers traveling within a single zone (or county) would pay the standard based fare, while those passengers commuting through more than one zone would pay a higher fare. This pricing strategy optimizes passenger revenue by charging a higher cost for a longer trip. The downside is that low-income people may have increased costs for making longer trips (i.e., reverse commute trips to suburban employment centers).

Passengers can purchase multiple fare types depending on their travel needs. Fare payment by passengers is enforced by conductors. Figure 2 displays the SunRail system with four zones and stations identified. The fare equity analysis is only focused on Phase 2 South, which will commence revenue operations in late July 2018. No changes in fare structure will occur in the Phase 1 portion of the SunRail system.

Figure 2: SunRail System Map by Fare Zones



Sources: FGDL, FDOT, Contract 2015



Figure 2
SunRail System Map by Fare Zones
2015 Census

Reduced Fares – The SunRail system includes reduced fares for elderly and disabled persons that choose to ride the system in compliance with Federal transit laws. The reduction is a 50% discount on all fares, during peak and non-peak hours. Elderly persons include all persons 65 years of age or over, while disabled persons would be permitted under the more restrictive definition applied to the non-discrimination provisions of FTA’s Section 504 program.

Discount Pricing – With the fare structure, the SunRail system also includes a discount pricing initiative as a market-based pricing strategy. An option is given to purchase prepaid fares to provide significant savings for regular commuters. The stored value card allows for an up-front discount price (10%) for frequent riders of the system; in addition, riders have the option to purchase multi-ride passes (i.e., weekly, monthly, annual passes). The stored value card has a one-time cost of \$5.00 and can be loaded and reloaded, offering daily SunRail and LYNX commuters a single fare card that can be used on both systems.

The benefit of discount pricing is that all riders receive the same discount after the purchase of a stored value card for travel to all zones. SunRail customers traveling shorter distances receive the same discount (10%) as customers traveling longer distances or between zones. As such, this pricing strategy treats all passengers equally.

Transfer Policy – LYNX bus riders receive one free transfer to use the SunRail system if the travel happens within one zone and within a 90-minute period. Passengers boarding LYNX feeder buses can transfer free to SunRail within the same zone of travel. Transferring passengers need to pay a \$1.00 upgrade for each additional SunRail zone traveled. For example, a LYNX rider boarding a feeder bus in Altamonte Springs in Seminole County traveling to downtown Orlando would need to pay a \$1.00 fare upgrade. All SunRail riders transferring to LYNX buses receive a free transfer regardless of the number of zones travelled. Table 6 provides a summary of the transfer upgrade fare structure between SunRail and LYNX feeder buses. The fare zones, which include Volusia, Seminole, Orange, and Osceola counties, are illustrated in Figure 2.

Table 6: SunRail Transfer Pricing

Number of Zones Traveled	From LYNX to SunRail		From SunRail to LYNX	
	Adult Fare	Reduced Fare	Adult Fare	Reduced Fare
1	\$0.00	\$0.00	\$0.00	\$0.00
2	\$1.00	\$0.50	\$0.00	\$0.00
3	\$2.00	\$1.00	\$0.00	\$0.00
4	\$3.00	\$1.50	\$0.00	\$0.00

Source: Central Florida Commuter Rail Transit - SunRail.com

Fare Payment Technology and Media - SunRail uses a fare collection system designed as an Account Based System (ABS), allowing passengers to open accounts linked to contactless smart cards. The SunRail Fare Collection System consists of Ticket Vending Machines (TVMs), a Central Data Collection and Information System (CDCIS), Station Platform Ticket Validators (SPTVs) and Handheld Ticket Validators (HHTVs). Train conductors and/or roving inspectors inspect plastic and paper (limited use) smart card tickets purchased through a TVM located at station platforms and retail outlets and validated at SPTVs on station platforms. SunRail has two TVMs at each commuter rail station platform. The smart card ticket, pass, or transfer upgrade ticket evidences payment of fare and enables barrier-free fare control throughout the CFCRT system. Since the CFCRT system includes zone fares, it is necessary for all passengers to “tap on” (at the boarding station) and “tap off” (at the alighting station) at SPTVs to ensure the correct fare amount has been deducted from their smart card or ticket.

LYNX Route 208

The SunRail fare structure compared to LYNX Route 208's is presented in Table 7: Current Fare Structure, LYNX Route 208 and SunRail Commuter Rail. LYNX Route 208 operates in two SunRail fare zones (Orange and Osceola) and for a direct comparison the fare for traveling the two zones is calculated for SunRail service. Based on the data, fares for one way and round trips will decrease substantially (dropping 14-21%) when shifted from LYNX Route 208 to the SunRail commuter rail. When converting to SunRail service, pass prices will increase. The pass price increases range from four percent for reduced weekly to 20% for monthly and reduced monthly passes. Despite the price increases, riders will have more frequent and expanded service over the current LYNX Route 208 service.

Table 7: Current Fare Structure, LYNX Route 208 and SunRail Commuter Rail

Trip Type		One Way	Round Trip	One Way % Increase	Round Trip % Increase
Current Route 208 Fare	One Trip	\$3.50	\$6.50*		
	Reduced One Trip	\$1.75	\$3.25*		
	Weekly*	\$23.00			
	Reduced Weekly*	\$11.50			
	Monthly*	\$70.00			
	Reduced Monthly*	\$35.00			
Orange (Phase 1) – Osceola (Phase 2) 2 Zones	One Trip	\$3.00	\$5.50	-14%	-21%
	Reduced One Trip	\$1.50	\$2.75	-14%	-21%
	Weekly	\$25.00		9%	
	Reduced Weekly	\$12.50		4%	
	Monthly	\$84.00		20%	
	Reduced Monthly	\$42.00		20%	

* 1-Day Pass available for LYNX Route 208.

**LYNX has 7-Day and 30-Day passes which are equivalent to a week and a month, respectively.

To put these fare changes in context in terms of impacts to the low-income riders who utilize LYNX Route 208, 2016/2017 on-board survey data was analyzed to determine what types of fare media riders use relative to their household income. Table provides a comparison of fare media used by household income for both LYNX Route 208 and the entire LYNX system.

The LYNX Route 208 passengers tend to have a middling average household income and use passes more often than cash. No riders on LYNX Route 208 had a household income below \$10,000 per year, while LYNX's whole system has 26% of riders with household incomes below \$20,000 per year. Half of LYNX Route 208 riders had household incomes above \$40,000 per year and only one rider reported using a discounted pass. The most common fare media used on LYNX Route 208, at 50%, was a standard pass.

Table 8: Fare Media Used by Household Income

Household Income	Fare Media Used (Count)													
	Adult Cash		Discounted Cash		Standard Pass		Discounted Pass		Tokens/Other		TOTAL		PERCENT	
	System	Rt 208	System	Rt 208	System	Rt 208	System	Rt 208	System	Rt 208	System	Rt 208	System	Rt 208
Less than \$10,000	1,566	0	119	0	777	0	220	0	0	0	2,682	0	26%	0%
\$10,000 to \$19,999	1,073	0	115	0	1,148	0	192	0	0	0	2,528	1	18%	0%
\$20,000 to \$29,999	1,059	1	86	0	1,178	1	124	0	0	0	2,447	0	17%	17%
\$30,000 to \$39,999	747	1	49	0	806	1	91	1	0	0	1,693	2	12%	33%
\$40,000 to \$49,999	473	1	30	0	395	0	34	0	0	0	932	1	8%	17%
\$50,000 to \$74,999	317	0	33	0	290	1	30	0	0	0	670	2	5%	33%
\$75,000 to \$99,999	113	0	7	0	95	0	10	0	0	0	225	0	2%	0%
\$100,000 or greater	25	0	7	0	97	0	8	0	0	0	137	0	0%	0%
No Response	752	0	132	0	700	0	148	0	0	0	1,732	0	12%	0%
TOTAL	6,125	2	578	0	5,486	3	857	1	0	0	13,046	6		
PERCENT	47%	33%	4%	0%	42%	50%	7%	17%	0%	0%				

Source: 2017 LYNX On-Board Survey

Based on the survey data, the fare increases imposed on current LYNX Route 208 riders who might be shifted to SunRail commuter rail do not constitute an adverse or disparate impact on low-income populations. Only 17% of the LYNX Route 208 riders make less than \$30,000 a year compared to 60% of

transit riders who utilize the LYNX transit system. The majority of LYNX Route 208 riders (83%) make more than \$30,000 a year. As such, it is concluded that low-income populations will not bear a disproportionate burden regarding increased fares. Furthermore, the adverse effects ---deletion of LYNX Route 208--- do not exceed SunRail's Disproportionate Burden Policy threshold of 20% based on the cumulative impact of the proposed fare increase. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by the whole population. Furthermore, the low-income populations located within the tracts along the new SunRail alignment (30.3%) are below the 20% threshold and the regional average (27.7%).

New LYNX Route 155 and Expanded NeighborLink 604

As shown in Table 9, 16.6% of the regional population is comprised of low-income individuals whereas the LYNX Route 155 and NeighborLink 604 have low-income population of 17.7% and 4.3%, respectively. LYNX Route 155's slight increase of 1.1% over the regional population is still well below the 20% threshold established for low-income populations for the service change to be considered a disproportionate burden. NeighborLink 604's low income population is actually 12.3% lower than the regional population's low-income population. Thus, the adverse effects on the minority population within the SunRail service area do not exceed SunRail's Disparate Impact Policy threshold of 20% based on the cumulative impact of the proposed service change. Since LYNX Route 155 is a new bus service, it provides low income riders more transit service and more connections to SunRail service. Additionally, NeighborLink 604 will have increased service hours to match the new SunRail service hours and provides riders with more access to SunRail service.

Table 9: Minority Population within LYNX Route 155 Corridor and NeighborLink 604 Service Area

Type of Service Change		Low-Income Population			
		All Regional Tracts*	Tracts within SunRail Service Area**	Tracts along Route 155***	Tracts within NeighborLink 604****
Expanded Service	Raw	409,153	58,631	20,082	1,907
	Percent	16.6%	17.5%	17.7%	4.3%

Based on census tracts located in the following counties: Volusia, Seminole, Orange, and Osceola.

***Based on ½ or 3-mile service area buffer around the proposed SunRail stations.*

****Based on ½-mile service area buffer for the entire LYNX Route 155.*

*****Based on the service area for the entire NeighborLink 604*

5. Major Service Change Policy

For the purpose of this service and fare equity analysis, a Major Service Change is defined as the introduction of a new mode of service (commuter rail) and deletion of current express bus service. FTA Circular 4702.1B requires that a Major Service Change Policy be developed prior to initiation of revenue service. This policy dictates when a service and fare equity analysis will need to be conducted in the future. The proposed Major Service Change Policy is contained in SunRail's Title VI Program and Nondiscrimination Policy (in **Appendix H**).

APPENDIX H
SunRail Proposed Major Service Change
&
Service/Fare Equity Policy

MAJOR SERVICE CHANGE & SERVICE/FARE EQUITY POLICY

Introduction

As a federally funded and regulated transit provider, SunRail has a responsibility to adhere to the objectives of Title VI of the Civil Rights Act of 1964 as well as the policies set forth in the Executive Order on Federal Actions to Address Environmental Justice (EJ) in Minority Populations and Low-Income Populations (1994).

- A. **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 ground 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.” (42 U.S.C. Section 2000d).
- B. **ENVIRONMENTAL JUSTICE:** Although no formal report is required for the Executive Order on Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, the Federal Transit Administration (FTA) requires transit providers to incorporate EJ and non-discrimination principles into its transportation planning and decision-making process as well as environmental review for specific projects. The two primary classes considered are minorities and low-income populations.

Service Coordination/Solicitation of Public Comments

In response to recent changes made by the FTA on Title VI Requirements and Guidelines for FTA Recipients, SunRail sought public comment on the following policies regarding (1) **major service changes**, (2) **fare changes**, (3) **disparate impacts**, and (4) **disproportionate burden** based on FTA Circular 4702.1B.

Coordination regarding these policies occurred between the Florida Department of Transportation (FDOT) and the regional transit providers---LYNX and Votran---in addition to gathering public input for determining acceptable thresholds for disparate impact (minority population) and disproportionate burden (low-income population). The establishment of SunRail’s Fare Policy, Equipment and Implementation Plan was also based on regional coordination between FDOT and the regional transit providers. Coordination meetings were held between the three agencies to discuss the following fare media-related issues in 2008:

- SunRail fare policy,
- Fare strategy and fare structure,
- Fare payment technology and equipment, and
- Implementation responsibilities.

The coordination effort was conducted to ensure that SunRail's new fare collection system was designed to support fully integrated, seamless transfers between the other transit systems.

Description of the Public Engagement Process

To comply with Circular 4702.1B, SunRail sought public comments on all the proposed Title VI policies. SunRail held a Technical Advisory Committee Meeting (February 5, 2014) and a Central Florida Commuter Rail Commission (CFCRC) meeting (February 17, 2014) to present these policies and to solicit public comment. Both meetings were advertised on SunRail's website and through social media channels. Additionally, SunRail posted its Proposed Title VI policies online throughout the public notice and comment period (February 5, 2014 – March 7, 2014). The input received throughout the public comment period was analyzed and incorporated into SunRail's Major Service Change and Service/Fare Equity Policy.

Implementation and Adoption of Proposed Policies

After the completion of the public meetings and public comment period, SunRail analyzed and incorporated the input received from the public engagement process into its Proposed Title VI Policies. The threshold definitions were presented to the CFCRC Board at its February 17, 2014 meeting and to establish the following policies following Board approval. The CFCRC Board approved these policies through adoption of Resolution No. 2014-01 on April 11, 2014.

Purpose of the Policy

The purpose of the Major Service Change and Service/Fare Equity Policy is to define thresholds for determining major service changes and for determining whether potential changes to existing service or transit fares will have a discriminatory impact based on low-income populations in addition to Title VI-protected populations.

The FTA Circular 4702.1B, effective October 1, 2012, requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and is located in an Urbanized Area of 200,000 or more in population, to evaluate any major service or fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts. To meet this requirement, SunRail will prepare and submit an equity analysis for major service changes (including all new service changes) and all fare adjustments including an analysis of adverse effects.

Definitions (FTA Circular 4702.1B)

Adverse Effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of services changes, frequency changes, route segment elimination, rerouting, or route elimination.

Disparate Impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where SunRail's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the

same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin and/or income status.

Disparate treatment refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin and/or income status.

Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Low-income person means a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Minority Persons include those persons who self-identify as being one more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular.

Service Area is a half mile radial buffer on either side of SunRail's alignment.

Level of Service refers to the span of service (hours of operation), days of operation, trips and headways (service frequencies) for a transit route or the regional transit service.

Adopted Policies

The following are adopted policies for SunRail for determining if a service or fare adjustment will result in a disparate impact or low-income disproportionate impact. These adjustments will be evaluated in accordance with the regulatory requirements set forth in the FTA Circular 4702.1B.

- A. MAJOR SERVICE CHANGE POLICY:** A major service change shall be defined as a change (unless otherwise noted under "Exemptions") in service that would remain in effect for twelve (12) or more months on any individual route that would add or eliminate more than: (1) twenty-five percent (25%) of the route revenue miles; or (2) twenty-five percent (25%) of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects. The major service change thresholds **exclude** any changes to service that are caused by the following:

Exemptions

Temporary or Demonstration Services: SunRail may initiate or terminate a temporary service that is in effect for less than 12 months.

Service Level Adjustments: SunRail service may be adjusted up to 15 minutes during the peak hour periods, and 30 minutes during non-peak hour periods.

New SunRail Service: SunRail may adjust the level of service for a new SunRail route that has been in revenue service for less than 6 months.

Natural or Catastrophic Disasters: A major adverse event resulting from natural forces such as hurricanes, earthquakes, or other natural disasters, or human-caused catastrophic disasters that may force the suspension of transit service for public safety reasons and/or technical events.

Seasonal Service/Special Events: Changes in level of service because of seasonal ridership changes and events activities served within the SunRail service area.

Temporary Route Detours: A short-term change to SunRail's route caused by rail construction, rail maintenance, emergency rail conditions, fiscal crisis, or any other circumstances beyond SunRail's control.

- B. DISPARATE IMPACT POLICY:** The purpose of this policy is to establish a threshold which identifies when adverse effects of major service change or any fare changes are borne disproportionately by minority populations. For this policy, minority population means any readily identifiable group of minority persons who live in geographic proximity and in residential land use areas within Census tracts where the percentage of minority persons is higher than SunRail's service area average. As defined in the FTA Title VI Circular, minority persons include persons who identify themselves as American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or Other Pacific Islander.

A disparate impact occurs if a proposed major service or fare change includes the following:

- route elimination,
- new route creation,
- reorganization of a route,
- change in frequency, and
- any fare change

that requires minority populations to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the population as a whole. If more than one service or fare adjustment is happening simultaneously, the presence of disparate impact will be determined cumulatively.

Should a proposed major service or fare change result in disparate impacts, SunRail will consider modifying the proposed change to avoid, minimize or mitigate the disparate impact. If SunRail finds potential disparate impacts and then modifies the proposed changes to avoid, minimize, or mitigate the potential disparate impacts, SunRail will reanalyze the proposed changes to determine whether the modifications removed the potential disparate impacts of the changes. If SunRail chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change and the agency can show that there are not alternatives that would have less of an impact on the minority populations and would still accomplish the agency's legitimate program goals.

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

A disproportionate burden occurs if a proposed major service or fare change includes the following:

- route elimination,
- new route creation,
- reorganization of a route,
- change in frequency, and
- any fare change

that requires low-income populations to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the population as a whole. If more than one service or fare adjustment is happening simultaneously, the presence of disproportionate burden will be determined cumulatively.

Should a proposed major service or fare change result in disproportionate burdens, SunRail will consider modifying the proposed change to avoid, minimize, or mitigate the disproportionate burden. If SunRail finds potential disproportionate burdens and then modifies the proposed changes to avoid, minimize, or mitigate the potential disproportionate burdens, SunRail will reanalyze the proposed changes to determine whether the modifications removed the potential disproportionate burden of the changes. If SunRail chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change and the agency can show that there are not alternatives that would have less of an impact on the low-income population and would still accomplish the agency's legitimate program goals.

D. SERVICE/FARE EQUITY ANALYSIS DATA METHODOLOGY: Tables 1 and 2 represent the service/fare equity analysis data methodology for determining if major service or fare changes result in disparate impacts or disproportionate burdens on SunRail’s customers. This methodology will be used **except** during the following fare adjustment actions: (1) “Spare the air days” or other promotional events when a local municipality or transit agency has declared that all passengers ride free;¹ (2) Temporary fare reductions that are mitigating measures for other actions;¹ (3) All promotional fare reductions remaining in effect for less than 6 months.¹

TABLE 1. SERVICE/FARE EQUITY ANALYSIS DATA METHODOLOGY

CATEGORY	ACTION	EVALUATION METHOD
Fare	Adjustment	On-board Survey Data – profile data of affected fare category and/or Census Data
Service Span	Reduction	On-board Survey Data – profile data of affected route
	Expansion	
Service Headway	Reduction	On-board Survey Data – profile data of affected route
	Expansion	
Route Length	Reduction	On-board Survey Data
	Expansion	Census Data
Route Alignment	Reduced Alignment	On-board Survey Data
	Expanded Alignment	Census Data
	Modified Alignment, Eliminated Segments, and Segments to New Areas	On-board Survey Data
		Census Data
New Route	New Route	Census Data

TABLE 2. EQUITY ANALYSIS DATA SOURCES

DATA SOURCE	DATA PROVIDER	COLLECTION METHODOLOGY	EVALUATION METHOD
American Community Survey	U.S. Census Bureau	Sample of general population	Identify minority and low-income population by Census tracts

¹ FTA’s Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” Chapter IV Sections 13 and 19.

DATA SOURCE	DATA PROVIDER	COLLECTION METHODOLOGY	EVALUATION METHOD
SunRail On-Board Survey	SunRail	Sample of passengers riding SunRail at various times of the day and days of the week	Identify origin-destination patterns, ethnicity, household income and fare type usage among riders.

E. PUBLIC PARTICIPATION POLICY: SunRail will hold at least one public meeting for all proposed major service changes and all fare adjustments, advertised for a period of 30 days, to receive public comments. Public materials will be produced in English, and in the Limited English Proficient (LEP) languages (Spanish and French Creole) prevalent within the service area. Other languages will be available upon request. This will ensure that all Limited English Proficient (LEP) populations within the service area are informed of the proposed service and/or fare changes. The public will have at least 30 days from the date of publication to make comments. SunRail will conduct a service and fare equity analysis for the CFCRC Board and public consideration prior to any public meetings associated with the proposed service and fare changes.

The following is the public meeting procedure for major service changes and all fare adjustments:

- All public meetings shall be held during a regular meeting of the CFCRC Board.
- SunRail shall advertise notice of public meetings approximately 30 days prior to the public meeting and on the SunRail website in accordance with Title VI guidelines and requirements outlined in Circular 4702.1B.
- In addition to the public meeting, SunRail will follow the Agency's LEP policy to notify the public of the public comment period during which comments will be accepted up to 30 days after the date of publication by any standard method of communication-- phone, email, postal mail, at public meetings, at SunRail's main office, or at CFCRC Board meetings.
- A summary of the service and fare equity analysis to identify disparate impact including disproportionate burden affects related to minority and low-income communities to all CFCRC Board members.
- A summary of all input received from the public will be provided to all CFCRC Board members for consideration in the evaluation of proposed service changes.

- The CFCRC Board will vote on the proposed changes including mitigations for identified disparate impacts. SunRail will publicize the Board's decision to the public prior to implementing the major service changes.

APPENDIX I

Central Florida Commuter Rail

Commission Resolution of Support



Resolution No. 2014-01

Central Florida Commuter Rail Commission

in support for the *Service and Fare Equity Analysis* (and Title VI policies)

included in the *SunRail Title VI Program* (January 2014)

WHEREAS, the Central Florida Commuter Rail Commission Governing Board, is the duly designated and constituted body responsible for assisting the Florida Department of Transportation with policy direction during the planning, design, construction and first seven years of operation for the SunRail System; and

WHEREAS, the Technical Advisory Committee (TAC) serves in an advisory capacity to the Central Florida Commuter Rail Commission Governing Board; and

WHEREAS, the Technical Advisory Committee members collectively represent communities along the Central Florida Rail Corridor in the Orange, Seminole, Osceola and Volusia Counties; and

WHEREAS, the *Draft SunRail Title VI Program* was developed pursuant to Title VI of the Civil Rights Act of 1964 and in compliance with the Federal Transit Administration's Circular 4702.1B; and

WHEREAS, the Technical Advisory Committee is recommending for approval the *Service and Fare Equity Analysis* and corresponding Title VI policies including: The *Proposed Major Service Change* and *Service/Fare Equity Policy* which outline the *Major Service Change Policy*, *Disparate Impact Policy* and the *Disproportionate Burden Policy* as documented in the *Draft SunRail Title VI Program* dated January 2014; and

WHEREAS, the Technical Advisory Committee and the Central Florida Commuter Rail Commission received an overview of the *Service and Fare Equity Analysis* as was presented at the February 5th and February 17th, 2014 regular meetings, respectively; and

WHEREAS, the *Draft SunRail Title VI Program* and associated attachments were made available to the public for a 30-day review period. No public comments were received. Additional FTA comments were received during the comment period for consideration and will

be included in the final document for submission to the Federal Transit Administration; and

WHEREAS, per FTA requirements, the *Service and Fare Equity Analysis* must be approved by the Central Florida Commuter Rail Commission Governing Board prior to commencement of revenue service; and

NOW, THEREFORE BE IT RESOLVED that we, the Central Florida Commuter Rail Commission, do hereby approve for submission the aforementioned documents to the Federal Transit Administration (FTA) for concurrence.

Passed and duly adopted at a regular meeting of the Central Florida Commuter Rail Commission on the 11th day of April, 2014.

The undersigned duly qualified and Chairman of the Central Florida Commuter Rail Commission certifies that the foregoing is a true and correct copy of a Resolution adopted at a legally convened meeting.


Teresa Jacobs, Chairman


Carlton Henley, Secretary