

**PROPOSED RESOLUTION NO. 2022-R-27**

**RESOLUTION NO. 3808**

**A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF PEMBROKE PINES, FLORIDA, APPROVING UPDATES TO THE 2020-2023 CITY OF PEMBROKE PINES COMMUNITY SHUTTLE OPERATIONS, TITLE VI PROGRAM PURSUANT TO FEDERAL TRANSIT ADMINISTRATION REQUIREMENTS; DIRECTING THE APPROPRIATE CITY OFFICIALS TO TAKE ANY AND ALL ACTION NECESSARY TO EFFECTUATE THE INTENT OF THIS RESOLUTION; PROVIDING FOR CONFLICTS; PROVIDING FOR SEVERABILITY AND PROVIDING FOR AN EFFECTIVE DATE.**

**WHEREAS**, the City of Pembroke Pines ("City") has an agreement with both the Aging and Disability Resource Center of Broward County and Broward County to provide Senior Transportation and fixed route transportation services respectively, and;

**WHEREAS**, the City utilizes funding from the Federal Transit Administration ("FTA") to assist in the operation of its Senior Transportation and fixed route transportation services, and;

**WHEREAS**, the City, as a sub-recipient of FTA funds, is required to adopt FTA Title VI Program Guidelines every three (3) years; and,

**WHEREAS**, the City monitors and manages its services to ascertain any beneficial updates are needed to support its services; and,

**WHEREAS**, the City Commission of the City of Pembroke Pines deems it beneficial to submit the updates to the 2020-2023 City of Pembroke Pines Community Shuttle Operations, Title VI Program.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION**

PROPOSED RESOLUTION NO. 2022-R-27

RESOLUTION NO. 3808

OF THE CITY OF PEMBROKE PINES, FLORIDA, AS FOLLOWS:

**Section 1.** The foregoing "WHEREAS" clauses are hereby ratified and confirmed as being true and correct and are hereby made a specific part of this Resolution.

**Section 2.** The City Commission hereby approves and adopts updates to the 2020-2023 City of Pembroke Pines Community Shuttle Operations, Title VI Program, in substantially the form as attached hereto as Composite Exhibit "A" and incorporated herein by reference.

**Section 3.** The appropriate City officials are hereby authorized and directed to take any and all action necessary to effectuate the intent of this resolution.

**Section 4.** All resolutions or parts of resolutions in conflict herewith are hereby repealed to the extent of such conflict.

**Section 5.** If any clause, section, other part or application of this Resolution is held by any court of competent jurisdiction to be unconstitutional or invalid, in part or application, it shall not affect the validity of the remaining portions or applications of this Resolution.

**Section 6.** This Resolution shall become effective immediately upon its passage and adoption.

PROPOSED RESOLUTION NO. 2022-R-27

RESOLUTION NO. 3808

PASSED AND ADOPTED BY THE CITY COMMISSION OF THE CITY OF  
PEMBROKE PINES, FLORIDA, THIS 2ND DAY OF NOVEMBER, 2022.

CITY OF PEMBROKE PINES, FLORIDA

By: \_\_\_\_\_

MAYOR FRANK C. ORTIS

ATTEST:

  
Marlene Graham 11/3/2022  
MARLENE GRAHAM, CITY CLERK

APPROVED AS TO FORM:

James M. G. Jr. 11/3/22  
OFFICE OF THE CITY ATTORNEY

ORTIS

AYE

CASTILLO

AYE

GOOD

AYE

SCHWARTZ

AYE

SIPLE

AYE



# City of Pembroke Pines, FL

601 City Center Way  
Pembroke Pines, FL  
33025  
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## Agenda Request Form

**Agenda Number: 16.**

**File ID:** 2022-R-27

**Type:** Resolution

**Status:** Passed

**Version:** 2

**Agenda  
Section:**

**In Control:** City Commission

**File Created:** 09/26/2022

**Short Title:** Proposed Resolution 2022-R-27: Title VI Program  
Community Shuttle Operation

**Final Action:** 11/02/2022

**Title:** MOTION TO ADOPT PROPOSED RESOLUTION 2022-R-27.

PROPOSED RESOLUTION 2022-R-27 IS A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF PEMBROKE PINES, FLORIDA APPROVING THE 2020-2023 CITY OF PEMBROKE PINES COMMUNITY SHUTTLE OPERATION, TITLE VI PROGRAM PURSUANT TO FEDERAL TRANSIT ADMINISTRATION REQUIREMENTS; DIRECTING THE APPROPRIATE CITY OFFICIALS TO TAKE ANY AND ALL ACTION NECESSARY TO EFFECTUATE THE INTENT OF THE RESOLUTION; PROVIDING FOR CONFLICTS; PROVIDING FOR SEVERABILITY AND PROVIDING FOR AN EFFECTIVE DATE.

**\*Agenda Date:** 11/02/2022

**Enactment Date:** 11/02/2022

**Agenda Number:** 16.

**Enactment Number:** 3808

### Internal Notes:

**Attachments:** 1. 2022-R-27 (Resolution Federal Transit Title VI Program) (00540638-2xC4B6A), 2. Exhibit A - Title VI Plan Pembroke Pines 2022 v1, 3. Map Pembroke Pines Blue Route, 4. Map Pembroke Pines Gold Route, 5. Map-Pembroke Pines Green Route, 6. ADA PPines Policy-Procedure-Complaint Form

### Indexes:

1	City Commission	10/19/2022	
2	City Commission	11/02/2022 adopt	Pass

**Action Text:** A motion was made by Commissioner Castillo, seconded by Commissioner Siple, to adopt Proposed Resolution 2022-R-27. The motion carried by the following vote:

Aye: - 5 Mayor Ortis, Vice Mayor Schwartz, Commissioner Siple, Commissioner Good Jr., and Commissioner Castillo

Nay: - 0

### SUMMARY EXPLANATION AND BACKGROUND:



1. On January 13, 2021 with Resolution 2020-R-53 Title VI was presented at the Commission Meeting.
2. The City of Pembroke Pines ("City:") has an agreement with both the Aging and Disability Resource Center of Broward County and Broward County to provide Senior Transportation and fixed route transportation services respectively.
3. The City utilizes funding from the Federal Transit Administration ("FTA") to assist in the operation of its Senior Transportation and fixed route transportation services.
4. The City as a sub-recipient of FTA Funds, is required to adopt FTA Title VI Program Guidelines (Exhibit "A") every three (3) year.
5. Title VI and the ADA Transportation Policies and Procedures have been revised as per FTA.
6. Requesting Commission Approval.

**FINANCIAL IMPACT DETAIL:**

- a) **Initial Cost:** None
- b) **Amount budgeted for this item in Account No:** Not Applicable
- c) **Source of funding for difference, if not fully budgeted:** Not Applicable.
- d) **5 year projection of the operational cost of the project:** Not Applicable.

	Current FY	Year 2	Year 3	Year 4	Year 5
Revenues					
Expenditures					
Net Cost					

- e) **Detail of additional staff requirements:** Not Applicable.

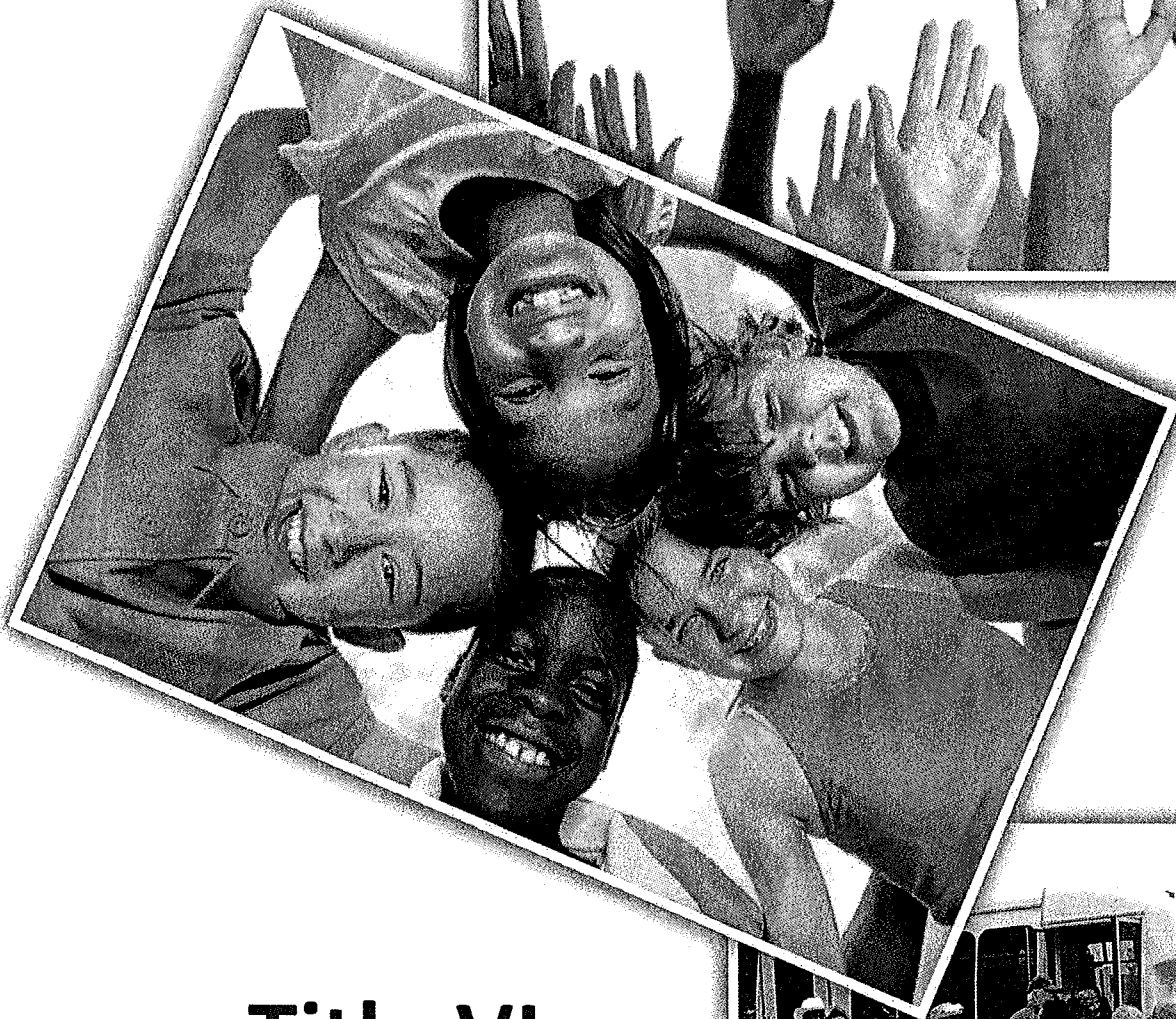
**FEASIBILITY REVIEW:**

*A feasibility review is required for the award, renewal and/or expiration of all function sourcing contracts. This analysis is to determine the financial effectiveness of function sourcing services.*

- a) **Was a Feasibility Review/Cost Analysis of Out-Sourcing vs. In-House Labor Conducted for this service?** Not Applicable.
- b) **If Yes, what is the total cost or total savings of utilizing Out-Sourcing vs. In-House Labor for this service?** [Enter the total cost or savings here and include length of time that

was considered.]

**City of Pembroke Pines Transportation Division - Community Shuttle  
Mobility for Seniors/Individuals with Disabilities Program**



**Title VI  
Program**

*Date Adopted: October 19, 2022*



## Title VI Program Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Concerned Person (Signature)	Remarks
10-5-2022	Adopted by City Commission	Jay Shechter	

## Table of Contents

<b>1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Program.....</b>	<b>1-1</b>
<b>2.0 Introduction &amp; Description of Services .....</b>	<b>2-2</b>
2.1 Annual Certifications and Assurances.....	2-5
2.2 Title VI Program Concurrence and Adoption.....	2-5
<b>3.0 Title VI Notice to the Public .....</b>	<b>1</b>
3.1 Notice to Public.....	1
3.2 Notice Posting Locations.....	3-1
<b>4.0 Title VI Procedures and Compliance .....</b>	<b>4-1</b>
4.1 Complaint Procedure .....	4-1
4.2 Complaint Form .....	4-2
4.3 Record Retention and Reporting Policy.....	4-4
<b>5.0 Title VI Investigations, Complaints, and Lawsuits .....</b>	<b>5-1</b>
<b>6.0 Public Participation Plan .....</b>	<b>6-1</b>
<b>7.0 Language Assistance Plan .....</b>	<b>7-4</b>
7.1 Overview .....	7-4
7.2 Four Factor Analysis.....	7-5
7.3 Language Assistance Plan .....	7-7
<b>8.0 Transit Planning and Advisory Bodies.....</b>	<b>8-10</b>
<b>9.0 Title VI Equity Analysis.....</b>	<b>9-1</b>
<b>10.0 System-Wide Service Standards and Service Policies .....</b>	<b>10-1</b>
10.1 Service Standards.....	10-1
10.2 Service Policies.....	10-3
<b>11.0 Appendices.....</b>	<b>11-1</b>

APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS
APPENDIX B	TITLE VI PROGRAM ADOPTION MEETING MINUTES AND FDOT CONCURRENCE LETTER
APPENDIX C	OPERATING AREA LANGUAGE DATA: <b>City of Pembroke Pines</b> SERVICE AREA
APPENDIX D	DEMOGRAPHIC MAPS
APPENDIX E	TITLE VI EQUITY ANALYSIS

## 1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Program

*49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].*

**City of Pembroke Pines** assures the Florida Department of Transportation that no person shall, on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

**City of Pembroke Pines** further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this program into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against **City of Pembroke Pines**. Participate in training offered on the Title VI and other nondiscrimination requirements.
5. If reviewed by FDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
6. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
7. Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix A of this program)

**THIS ASSURANCE** is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

Signature



Charles F. Dodge  
City Manager, City of Pembroke Pines, Date: 11/7/22

## **2.0 Introduction & Description of Services**

**City of Pembroke Pines** submits this Title VI Program in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

**City of Pembroke Pines** is a sub-recipient of FTA funds and provides service in the City of Pembroke Pines, Florida.

### **Organization & 5310 Transportation Program Overview**

The City of Pembroke Pines is a municipal local government that owns and operates the SW Focal Point Community Center (SW Focal Point), located at 301 N.W. 103rd Avenue, Pembroke Pines, FL 33026. SW Focal Point is Broward County's designated central location for comprehensive services for elder citizens of southwest Broward County. Built by the City in 1995, this 200,000 square foot senior complex is connected to the community by its transportation system serving the Elderly and Persons with Disabilities. The 52,000 square foot Senior Center offers a wide range of comprehensive services to 700 daily clients, next door to 190 rental apartments for seniors. The City also has 390 units of affordable rental apartments, most occupied by seniors, at Pines Place on the Forman Human Services Campus.

The goals of SW Focal Point are: 1) to provide a centralized, welcoming facility that encourages seniors to stay active and healthy; 2) to provide services, housing and transportation that allow seniors to live on their own longer; and 3) to be a resource and gathering point for the community, encouraging multigenerational use and events. The goal of the City's Transportation Division is to provide safe, reliable, and efficient transportation services to seniors and people with disabilities via a coordinated system of OAA service and a fixed route service.

Since 2000, Pembroke Pines has had a CTC agreement with Broward County. The City contracts with The Transportation Authority, LLC to provide transportation services and with Vera Cadillac Buick GMC to provide maintenance and repairs.

The Community Bus system and the transportation services for Seniors and Individuals with Disabilities are funded by the City of Pembroke Pines. The City also receives Local Services Program (State Funds) grant funding to support: 1) OAA/Nutrition Program clients. Individuals participating in the OAA/Nutrition program must be registered, 60 years and older who do not have access to other forms of transportation. Service is offered on an as-needed, first-come, first-served basis and includes trips to and from SW Focal Point, medical/dental appointments, pharmacies, grocery stores, social service agencies, post offices, banks, and center-sponsored field trips. 2) Regular daily bus service for registered Seniors and Individuals with Disabilities on 8 routes in Pembroke Pines and Hollywood.

Individuals participating in the program must be registered clients, 55 years and older residing in the Southwest section of Broward County who do not have access to other forms of transportation.

The Section 5310-funded transportation program has:

Full Time Drivers – 16

Part time Drivers – 13

Total Drivers - 29



Vehicles that require a Commercial Driver's License - 24

Drivers needed during peak service – 16

Vehicles needed for peak service – 21

**Service hours, routes and trip types** – Pembroke Pines offers transportation services to seniors and people with disabilities via a coordinated system of OAA individual trip service and a fixed route service with 8 routes. Bus service coordinates with BCT routes and other community bus services in the southwest Broward County service area. There is no cost to use this service. Transportation is offered from 7:00 a.m. to 7:55 p.m. Monday-Saturday. Riders may call **954-450-6850** between the hours of 8:30 a.m. and 4:30 p.m. or use [www.ppines.com](http://www.ppines.com) (under Community Services Department, Transportation).

The City's service area boundaries span from County Line/Pembroke Road on the South, 441 on the East, State Road 84 on the North and US 27 on the West. When new routes are being created, special consideration is given to the accessibility of the areas. Transportation staff gives acute attention to ensuring that vehicles can safely and easily navigate the geographic area, thus reducing the risk for accidents. Periodically, vehicles that are assigned to distant areas are switched around so as to reduce wear and tear on any one vehicle. Routes are designed with the elderly in mind. One hundred percent (100%) of all trips, including wheelchair trips, are assigned to routes in advance. Door-to-door service is offered to every rider. Trips are multi-loaded to achieve maximum efficiency and are scheduled to provide for timely arrival of clients to their destination. Each trip is designed to eliminate excessive ride time. Average ride time for each trip is limited to less than 40 minutes, or less than twice the normal, direct-route ride time for a particular trip. Exceptions to this arrangement include inclement weather, vehicle mechanical problems, and the like. The Transportation Division staff is readily adaptable and flexible when unforeseen circumstances such as these become a factor in maintaining regularly scheduled service. Back-up plans are efficiently initiated in these cases in order to avoid interruption of service to clients.

**Staffing** - Since 2000, Pembroke Pines has had a CTC agreement with Broward County. The City contracts with The Transportation Authority, LLC to provide these transportation services and with Vera Cadillac Buick GMC to provide preventive maintenance and repairs. Pembroke Pines Risk Management Department is responsible for insurance for the vehicles. Transportation Authority, LLC insures its personnel. Transportation services are directed by the City's Community Services Department Director, Jay Shechter, and finances are administered by Astrid Grosso, Accounting Specialist. The Transportation Authority, LLC has four administrative staff (President Richard Passero, Administrator Jessica Matos, District Manager Evelyn Marti, Dispatcher/Operations Specialist Emmanuel Brutus), 2 part-time clerks and 29 drivers. All drivers must have a valid Florida Commercial Driver License. They must attend and participate in departmental, City, and County-sponsored training seminars. Seminars will include but not be limited to defensive driving, passenger relations, wheelchair securement procedures, Americans with Disabilities Act (ADA) and non-discrimination requirements, and CPR. See attached TOP document.

**Records** - The Transportation Division is required to maintain all records in accordance with Rule 14-90. The Division maintains two databases – Community Center Database and Easy Rides3. Both systems house information on clients, staff, vehicles, service, and operations. Both systems are on a dedicated server



that is maintained by the City's Information and Technology Department. Additional support comes from the vendor, Mobilitat. Information is entered and retrieved from both systems daily. Drivers are required to maintain Vehicle Log Book records and Transportation Authority enters data and generates reports for the City's Transportation Division. See attached TOP document.

**Vehicle maintenance** - Maintenance and repair work on all vehicles takes place at the City garage and are sub-contracted to Vera Cadillac Buick GMC. All repairs/maintenance must be documented and follow procedures outlined in the System Safety Program Plan, revised in 2020.

**System Safety** – The City's System Safety Plan (SPP) (dated 8/14/17), a System Safety Program Plan (SSPP) (dated 8/14/17) and a Transportation Handbook (revised August 2022) outline the functions and responsibilities that shall be implemented and maintained to achieve a high level of safety at the City Transportation Division. The SSPP goal is to guide communications, documentation, and coordination and to reduce injuries, property damage, and delays in service. The SSPP applies to design, procurement, administration, operations and maintenance.

**Drug free work place** – The Transportation Division adheres to the City's Drug Free Work Place policy. Procedures are outlined on pages 60-72 of the City's TOP document.

**Data collection methods** - Transportation Authority, LLC collects and maintains data on all Section 5310 vehicles and drivers. The **Easy Rides3 (ER3) Database** is used for scheduling and routing of vehicles, as well as client registration, trip reservation, scheduling and routing of clients, drivers, and vehicles, reporting, data processing and retrieval. Each driver must complete detailed reports of the day's mileage and clients. This information is collected daily and entered by Transportation Authority into the City database. The data is available on spreadsheets and is provided to the state for inclusion in the state database.

*FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.*

## **Title VI Liaison**

**City of Pembroke Pines** must designate a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by FDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.

- Develop a process to collect data related to race, gender, and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

#### **Title VI Liaison**

Jessica Matos, Transportation Administrator  
301 NW 103<sup>rd</sup> Avenue  
Pembroke Pines, FL 33026  
954-450-6850  
Email: jmatos@ppines.com

#### **Alternate Title VI Contact**

Richard Passero, Operating Manager of Transportation Authority, LLC  
901 Poinciana Drive  
Pembroke Pines, FL 33026  
954-214-7421

## **2.1 Annual Certifications and Assurances**

*In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.*

**City of Pembroke Pines** will remain in compliance with this requirement by annual submission of certifications and assurances as required by Florida Department of Transportation.

## **2.2 Title VI Program Concurrence and Adoption**

This Title VI Program received FDOT concurrence on \_\_\_\_\_, 20\_\_\_\_. The Program was approved and adopted by **City of Pembroke Pines** City Commission during a meeting held on October 5, 2022. A copy of the meeting minutes and FDOT concurrence letter is included in Appendix B of this document.

### 3.0 Title VI Notice to the Public

*FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.*

#### 3.1 Notice to Public

*Recipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Program. The notice must include:*

- *A statement that the agency operates programs without regard to race, color and national origin*
- *A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations*
- *A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee*

##### 1. Title VI Public Notice of Complaint Procedures

The **City of Pembroke Pines** operates its transportation programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **City of Pembroke Pines**.

For more information on the **City of Pembroke Pines Community Shuttle Service** civil rights program, and the procedures to file a complaint about the transportation program, contact the Title VI Liaison, Jessica Matos, at 301 NW 103<sup>rd</sup> Avenue, Pembroke Pines, FL 33026, 954-450-6850, [jmatos@ppines.com](mailto:jmatos@ppines.com). A complainant may file a complaint directly with the Florida Department of Transportation by filing a complaint with the District 4 Title VI Coordinator, Sharon Singh Hagyan, 954-777-4190, [Sharon.SinghHagyan@dot.state.fl.us](mailto:Sharon.SinghHagyan@dot.state.fl.us)

A complainant may also file a complaint directly with Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact Jessica Matos, 954-450-6850, [jmatos@ppines.com](mailto:jmatos@ppines.com).

The Notice to Public must be provided in any languages spoken by the LEP population which meet the Safe Harbor threshold of 5% or 1,000 person criteria (See Section 7.1 Overview – Safe Harbor Threshold). Public Notices in Spanish and Haitian Creole will be posted.

## 2. Title VI Public Notice of Complaint Procedures (Spanish Translation)

El propósito de este documento es para detallar específicos procedimientos de queja para mejores esfuerzos de documentación tocante al Título VI y estatutos relacionados.

El título VI de la Ley de Derechos Civiles de 1964 dispone que:

Ninguna persona en los Estados Unidos será excluida de participar en, ni se le negará los beneficios de, o será objeto de discriminación debido a su raza, color u origen nacional, en cualquier programa o actividad que recibe ayuda financiera federal.

City of Pembroke Pines no condona la discriminación y cree que todos deben ser protegidos basado en la criteria citada y no serán excluidos de participación en, negados beneficios de, a traves de actividades de City of Pembroke Pines Transportación.

City of Pembroke Pines PROCEDIMIENTO DE QUEJA: Toda persona que cree que él o ella, o una clase específica de personas, ha sido objeto de discriminación basada en raza, color, país de origen, por City of Pembroke Pines puede fichar una queja si entregue el formulario para quejas adjunto. Este formulario está disponible en nuestras oficinas y puede ser enviado por correo postal, o, correo electrónico. City of Pembroke Pines investigue quejas entregadas dentro de 180 días después del alegado incidente. Cuando City of Pembroke Pines reciba una queja, la queja será repasada para determinar si esta completa. City of Pembroke Pines va a procesar todas las quejas completas que hayan sido entregadas.

## 3. Title VI Public Notice of Complaint Procedures (French Creole Translation)

### Fason pou nou pote plent

Nenpot moun ki santi l te diskrimine akòz ras li, koule l oubyen nasyonalite l bo kote **City of Pembroke Pines** ta dwe pote plent sou baz atik VI konpayi a le l konplete epi remet fomile VI la bay konpayi a. Yo ka pote plent tou nan telefon nimewo a se 954-450-6850, ekstansyon 107 oubyen pa mwayen entenet nan <https://www.ppines.com/215/Transportation>. Pou **City of Pembroke Pines** mennen investigasyon sou yon plent yo te resevwa, li pa dwe depase 180 jou depi ensidan an te pase. Se selman plent konple yo **City of Pembroke Pines** pral envestige. Pou plent la ka konple, moun k ap fe l la ta dwe omwens mete non l, telefon li, dat ensidan te pase, epibay detay sou sa k te pase a.

Yon fwa nou fin resevwa plent la, **City of Pembroke Pines** pral revize ka a pou yo konnen si biwo yo a gen jiridiksyon sou li. Moun ki te depoze plent la pral resevwa yon let pou fe l konnen si biwo nou an pral envestige ka a.

**City of Pembroke Pines** gen katrevendis (90) jou pou yo envestige plent la. Si yo bezwen plis enfomasyon pou yo rezoud ka a, **City of Pembroke Pines** ka kontakte moun ki te depoze plent la. Moun ki depoze plent la gen dis jou (10) travay pou l voye enfomasyon yo mande l la bay moun k ap envestige ka a. Si moun ki

depoze plent la pa kontakte envestigate a oubyen l pa resevwa enfomasyon l bezwen an nan dis jou (10) travay, **City of Pembroke Pines** ka femen ka a administrativman. Yo ka femen ka a administrativman tou si moun ki depoze plent la pa de-sisde pouswiv ka a.

Aprè envestigate a fin revize plent la, l ap voye youn nan de let sa yo bay moun ki te depoze plent la: yon let pou femen ka a oubyen yon let ki gen rezilta ka a ladan l (LOF). Let femti a gen ladan l rezime tout akizasyon yo epi l fe konnen pa gen vyolasyon atik VI la donk ka a femen. Let (rezilta a) LOF la fe yon rezime tout akizasyon ak entevyou yo te fe sou ensidan ki te pase a, epi l eksplike kelkeswa aksyon disipline, fomasyon siplemanman manm pesonel la oubyen nenpot lot aksyon yo ta deside fe. si moun ki te pote plent la vle fe yon apel kont desizyon sa ,li gen set (7)jou pou l fe sa depi le l te resevwa let LOF la.

Fason pou yo fe l ak fomile pou yo pote plent yo pral disponib pou piblik la sou sit entenet **City of Pembroke Pines** la nan <https://www.ppines.com/215/Transportation>. Si yo bezwen enfomasyon nan yon lot lang, kontakte Jessica Matos , Direktris operasyon yo nan 954-450-6850.

### 3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of **City of Pembroke Pines'** obligations under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of **City of Pembroke Pines'** office(s) and in all vehicles.

**City of Pembroke Pines'** notice to the public will be posted at the following locations:

Location Name	Address	City
Transportation office at Southwest Focal Point Community Center	301 NW 103 <sup>rd</sup> Avenue Pembroke Pines, FL 33026	Pembroke Pines, FL
Section 5310 Vehicles	301 NW 103 <sup>rd</sup> Avenue Pembroke Pines, FL 33026	Pembroke Pines, FL
City of Pembroke Pines' website	<a href="https://www.ppines.com/215/Transportation">https://www.ppines.com/215/Transportation</a> .	

## 4.0 Title VI Procedures and Compliance

*FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.*

### 4.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by **City of Pembroke Pines** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaints can also be submitted by telephone or email to:

Jessica Matos, Transportation Administrator  
301 NW 103<sup>rd</sup> Avenue, Pembroke Pines, FL 33026  
954-450-6850 / Email: jmatos@ppines.com

**City of Pembroke Pines** investigates complaints received no more than 180 days after the alleged incident. **City of Pembroke Pines** will only process complaints that are complete. To be considered complete, complainants must, at a minimum, include their name, contact information, date of alleged incident, and a description of the incident.

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

**City of Pembroke Pines** has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, **City of Pembroke Pines** may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, **City of Pembroke Pines** can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedures and forms will be made available to the public on **City of Pembroke Pines'** website (<https://www.ppines.com/215/Transportation>). The complaint form must be provided in any languages spoken by the LEP population which meet the Safe Harbor threshold of 5% or 1,000 person criteria (See Section 7.1 Overview – Safe Harbor Threshold). Forms will be available in Spanish and French Creole.

## 4.2 Complaint Form

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



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

You may attach any written materials or other information that you think is relevant to your complaint.  
Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

**City of Pembroke Pines Title VI Liaison**  
 Jessica Matos, Transportation Administrator  
 301 NW 103<sup>rd</sup> Avenue  
 Pembroke Pines, FL 33026

### **4.3 Record Retention and Reporting Policy**

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three (3) years. **City of Pembroke Pines** will submit Title VI Programs to FDOT for concurrence on an annual basis or any time a major change in the Program occurs.

Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to FDOT annually.

## 5.0 Title VI Investigations, Complaints, and Lawsuits

*FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.*

In accordance with 49 CFR 21.9(b), **City of Pembroke Pines** must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by **City of Pembroke Pines** in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Program when it is submitted to FDOT.

**City of Pembroke Pines** has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. A summary of these incidents is recorded in Table 1.

**Table 1: Summary of Investigations, Lawsuits, and Complaints**

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

## 6.0 Public Participation Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Program shall include the following information: A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.*

### Introduction

The Public Participation Plan (PPP) for **City of Pembroke Pines** was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for **City of Pembroke Pines Transportation Division**. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about **City of Pembroke Pines** services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. **City of Pembroke Pines** also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community-based organizations, major employers, passengers and the general public, including low-income, minority, LEP, and other traditionally underserved communities.

### Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment to the **City of Pembroke Pines** and its Transportation Division. The goals for this PPP include:

- **Inclusion and Diversity:** **City of Pembroke Pines Transportation Division** proactively reaches out annually and engages low-income, minority, and LEP populations for the **City of Pembroke Pines** service area so these groups have an opportunity to participate.
- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation: physically, geographically, temporally, linguistically and culturally.
- **Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.
- **Responsive:** **City of Pembroke Pines** will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- **Tailored:** Public participation methods will be tailored to local and cultural preferences as much as possible.

- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

### **Public Participation Methods**

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of **City of Pembroke Pines**. **City of Pembroke Pines** intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

**City of Pembroke Pines** will conduct community meetings and listening sessions as appropriate with passengers, employers, community based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the **City of Pembroke Pines** website (<https://www.ppines.com/215/Transportation>) and all feedback on the site will be recorded and passed on to **City of Pembroke Pines Transportation Division** management. The public will also be able to call the **City of Pembroke Pines Transportation Office** at 954-450-6850 during its hours of operation. Feedback collected over the phone will be recorded and passed on to **City of Pembroke Pines Transportation Division** management. Formal customer surveys to measure performance, and listening sessions to solicit input, will be conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary -- by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meetings will be created that work to achieve the stated goals and is relevant to the subject and not overwhelming for the public.

For all public meetings, the venue will be Southwest Focal Point Community Center, which is accessible for persons with disabilities and is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants. Recent meetings have been held, for example, at Century Village Clubhouse and at Holly Lakes neighborhood.

For community meetings and other important information, **City of Pembroke Pines** will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement

- Posters or flyers in transit center at Southwest Focal Point Community Center
- Posting information on website
- Press releases and briefings to media outlets, including OCTV
- Multilingual flyer distribution to community organizations, particularly those that target LEP population
- Flyers/information distributed at libraries and civic locations that distribute timetables, other information
- Communications to relevant elected officials
- Other methods required by local or state laws or agreements

All information and materials communicating proposed and actual service adjustments will be provided in English, Spanish and French Creole – languages that meets the “safe harbor” criteria.

#### Public Hearing

The City of Pembroke Pines is required to notify the public about intended Capital purchases that are funded in part through the Section 5310 program. These include new buses that are purchased with Federal and State of Florida grant funding.

#### **LCB Meetings**

The Broward MPO, in coordination with the Transportation Disadvantaged (TD) Local Coordinating Board (LCB), is committed to assisting disadvantaged persons of Broward County with their transportation needs. The LCB meets quarterly in the MPO Board Room, located in the Trade Centre South Building at 100 West Cypress Creek Road, 6th Floor, Suite 650, Fort Lauderdale, FL 33309 at 2:00 p.m.

These meetings are open to the public and participation is encouraged. For more information about meeting dates and participation guidelines, visit:

<https://www.browardmpo.org/our-committees/transportation-disadvantaged-local-coordinating-board-lcb>

#### **Current Outreach Efforts**

**City of Pembroke Pines** is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of **City of Pembroke Pines’** recent, current, and planned outreach activities.

- The City’s Transportation Division conducts annual satisfaction surveys with participants to gather input about service quality. The surveys are distributed to riders on the bus or at Southwest Focal Point Community Center. The responses are tallied every fall by the Transportation Coordinator.
- When routes were being fine-tuned, meetings were held at Southwest Focal Point Community Center, City of Pembroke Pines Commission Chambers, Century Village Clubhouse and at a Holly Lakes Neighborhood community event.
- Pembroke Pines Transportation Division will conduct public meetings as necessary that are accessible to persons with disabilities, with interpreters available for those who speak Spanish and Haitian Creole. Pembroke Pines Transportation Division will post flyers on buses and distribute flyers to make riders, residents and businesses aware of the meeting.

## 7.0 Language Assistance Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).*

### 7.1 Overview

The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficient (LEP) analysis used to identify LEP needs and assistance measures.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize[ing] criteria or methods of administration which have the effect of subjecting individuals 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 as respects to individuals of a particular race, color, or national origin."

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

Safe Harbor Provision, DOT has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP population. The Safe Harbor Provision stipulates that, if a recipient 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, then such action will be considered strong evidence of compliance with 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 reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the

primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. **City of Pembroke Pines'** language assistance plan (LAP) includes a four-factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

## **7.2 Four Factor Analysis**

The analysis provided in this report has been developed to identify Limited English Proficient (LEP) populations that may use **City of Pembroke Pines** services and identify needs for language assistance. This analysis is based on the "Four Factor Analysis" presented in the Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to LEP persons, dated April 13, 2007, which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter **City of Pembroke Pines'** program, activity or service.
2. The frequency with which LEP persons come in contact with **City of Pembroke Pines'** program, activity or service.
3. The nature and importance of programs, activities or services provided by **City of Pembroke Pines'** program, activity or service to the LEP population.
4. The resources available to **City of Pembroke Pines'** program, activity or service and overall cost to provide LEP assistance.

### **Factor 1: The Number and Proportion of LEP Persons Serviced or Encountered in the Eligible Service Population**

**City of Pembroke Pines'** service area does have LEP populations which qualify for the Safe Harbor Provision.

Of the 170,000 residents in the **City of Pembroke Pines** service area 242,866 residents describe themselves as speaking English less than "very well". Spanish language speakers are the primary LEP persons likely to utilize **City of Pembroke Pines** services. For the **City of Pembroke Pines** service area, the American Community Survey of the U.S. Census Bureau shows that among the area's population 62.16% speak English "very well." For groups who speak English "less than very well", 8.84% speak Spanish and 5.68% speak Haitian Creole.

Appendix C contains a table which lists the languages spoken at home by the ability to speak English for the population within the **City of Pembroke Pines** service area. The following is a summary of **City of Pembroke Pines** Language Data Table: (This table includes all languages that meet the Safe Harbor Threshold of 5% or 1,000 person criteria or at least English and the identified languages one and two).



<b>Broward County, Florida</b>	<b>Estimate</b>	<b>Percentage</b>
<b>Total:</b>	<b>1,679,692</b>	<b>100%</b>
<b>Speak only English</b>	<b>1,044,093</b>	<b>62.16%</b>
<b>Language One - Spanish</b>	<b>390,651</b>	<b>23.26%</b>
<b>Speak English "very well"</b>	<b>240,497</b>	<b>14.32%</b>
<b>Speak English less than "very well".</b>	<b>150,154</b>	<b>8.94%</b>
<b>Language Two – French Creole</b>	<b>95,374</b>	<b>5.68%</b>
<b>Speak English "very well"</b>	<b>49,879</b>	<b>2.97%</b>
<b>Speak English less than "very well".</b>	<b>45,495</b>	<b>2.71%</b>

**Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services**

The Federal guidance for this factor recommends that agencies should assess the frequency with which they have contact with LEP individuals from different language groups. The more frequent the contact with a particular LEP language group, the more likely enhanced services will be needed.

**City of Pembroke Pines** has assessed the frequency with which LEP individuals come in contact with the transit system. The methods utilized for this assessment include analysis of Census data, examining phone inquiries, requests for translated documents, and staff survey. As discussed above, Census data indicates that of the 170,000 residents of the City of Pembroke Pines, 37.3% are foreign born and 49.7% speak a language other than English at home. The 2020 US Census reports that 45% claim Hispanic origin. Phone inquiries and staff survey feedback indicated that **City of Pembroke Pines** dispatchers and drivers interact frequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish. Over the past 3 years, **City of Pembroke Pines** has had fewer than 10 requests for translated documents, as our dispatcher is bi-lingual and adjacent staff speak French Creole.

**Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People's Lives**

Public transportation and regional transportation planning is vital to many people's lives. According to the Department of Transportation's *Policy Guidance Concerning Recipient's Responsibilities to LEP Persons*, providing public transportation access to LEP persons is crucial. A LEP person's inability to utilize public transportation effectively may adversely affect his or her ability to access health care, education, or employment.)

With nearly 40,000 residents age 65+ or with disabilities – many of whom are LEP -- the bus service is critically important. It provides free access for these residents to employment, shopping, medical appointments and many other services.

#### **Factor 4: The Resources Available to the Recipient and Costs**

The **City of Pembroke Pines Transportation Division** assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations. These resources include the following: 1) the majority of bus drivers are bi-lingual (English-Spanish or English-French Creole); 2) if drivers need assistance with translation, there are Spanish- and French-Creole-speaking employees at the Transportation office, 3) multi-lingual speakers will attend any public meetings to ensure all voices are heard, and 4) if necessary, the City will arrange for competent interpreter services in additional languages. **City of Pembroke Pines** is committed to providing a reasonable degree of services for LEP populations in its service area.

### **7.3 Language Assistance Plan**

In developing a Language Assistance Plan, FTA guidance recommends the analysis of the following five elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

The five elements are addressed below.

#### **Element 1: Identifying LEP Individuals Who Need Language Assistance**

Federal guidance provides that there should be an assessment of the number or proportion of LEP individuals eligible to be serviced or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

**City of Pembroke Pines** has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix C). As presented earlier, 62.16% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish (23.26%). Of those whose primary spoken language is Spanish, approximately 8.94% identify themselves as speaking less than “very well”. Those residents whose primary language is not English or Spanish and who identify themselves as speaking English less than “very well” account for 2.71% of the service area population.

**City of Pembroke Pines** may identify language assistance need for an LEP group by:

1. Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Having Language Identification Flashcards available at **City of Pembroke Pines** Meetings. This will assist **City of Pembroke Pines** in identifying language assistance needs for future events and meetings.

3. Having Language Identification Flashcards on transit vehicles to assist operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to obtain contact information to give to **City of Pembroke Pines** management to follow-up.
4. Vehicle operators and front-line staff (i.e. Dispatchers, Transit Operation Supervisors, etc.) will be polled on their experience concerning any contacts with LEP persons during the previous year.

### **Element 2: Language Assistance Measures**

Federal Guidance suggests that an effective LAP should include information about the ways in which language assistance will be provided. This refers to listing the different language services an agency provides and how staff can access this information.

For this task Federal Guidance recommends that transit agencies consider developing strategies that train staff as to how to effectively deal with LEP individuals when they either call agency centers or otherwise interact with the agency.

**City of Pembroke Pines** has undertaken the following actions to improve access to information and services for LEP individuals:

1. Provide bilingual staff at community events, public hearings, and transit committee meetings.
2. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
3. Provide Language Identification Flashcards onboard transit vehicles and in the **City of Pembroke Pines** offices.
4. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

**City of Pembroke Pines** will utilize the demographic maps provided in Appendix D in order to better provide the above efforts to the LEP persons within the service area.

### **Element 3: Training Staff**

Federal guidance states staff members of an agency should know their obligations to provide meaningful access to information and services for LEP persons and that all employees in public contact positions should be properly trained.

Suggestions for implementing Element 3 of the Language Assistance Plan, involve: (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying existing staff training opportunities; (3) providing regular re-training for staff dealing with LEP individual needs; and (4) designing and implementing LEP training for agency staff.

In the case of **City of Pembroke Pines**, the most important staff training is for customer service representatives and drivers. Several representatives are bilingual in English and Spanish, as well as English and French-Creole.

The following training will be provided to customer service representatives and drivers:

1. Information on Title VI Procedures and LEP responsibilities
2. Use of Language Identification Flashcards
3. Documentation of language assistance requests
4. How to handle a potential Title VI/LEP complaint

#### **Element 4: Providing Notice to LEP Persons**

**City of Pembroke Pines** will make Title VI information available in English, Spanish and French Creole on the Agency's website. Key documents are written in English, Spanish and French Creole. Notices are also posted in **City of Pembroke Pines** Transportation office and on vehicles. Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in Spanish and French Creole based on the known LEP population.

#### **Element 5: Monitoring and Updating the Plan**

The plan will be reviewed and updated on an ongoing basis. Updates will consider the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether **City of Pembroke Pines'** financial resources are sufficient to fund language assistance resources needed

**City of Pembroke Pines** understands the value that its service plays in the lives of individuals who rely on this service, and the importance of any measures undertaken to make the use of system easier. **City of Pembroke Pines** is open to suggestions from all sources, including customers, **City of Pembroke Pines** staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

## 8.0 Transit Planning and Advisory Bodies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.*

**City of Pembroke Pines** does not have a transit-related committee or board; therefore this requirement does not apply.

## 9.0 Title VI Equity Analysis

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.8: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.*

Title 49 CFR, Appendix C, Section (3)(iv) requires that “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations, **City of Pembroke Pines** will ensure the following:

1. **City of Pembroke Pines** will complete a Title VI equity analysis for any future new facility during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. **City of Pembroke Pines** will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
2. When evaluating locations of facilities, **City of Pembroke Pines** will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.
3. If **City of Pembroke Pines** determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, **City of Pembroke Pines** may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. **City of Pembroke Pines** must demonstrate and document how both tests are met. **City of Pembroke Pines** will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

**City of Pembroke Pines** has not recently constructed any facilities nor does it currently have any facilities in the planning stage. Therefore, **the City of Pembroke Pines** does not have any Title VI Equity Analysis reports to submit with this Program. **City of Pembroke Pines** will utilize the demographic maps included in Appendix D for future Title VI analysis.]

## 10.0 System-Wide Service Standards and Service Policies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

**City of Pembroke Pines** is both a fixed route service provider and an individual trip provider for seniors and individuals with disabilities.

FTA Circular 4702.1B requires that all fixed route service providers prepare and submit system-wide service standards and service policies as a part of their Title VI Program. These standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets.

**City of Pembroke Pines** has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

### 10.1 Service Standards

The City of Pembroke Pines Community Shuttle Operations has prepared standards for all modes it operates including Gold East, Gold West, Green, Blue East, and Blue West.

#### Vehicle Load

Number	Vehicle Type	Average Passenger Capacities			
		Seated	Wheelchair	Total	Maximum Load Factor
8	E450 Buses	20	2	22	
4	Ford Turtle Top F550 Buses	18	2	20	
4	Ford F550 Goshen Gforce Buses	16-20	2	18-22	
2	Ford F550 Goshen Coach Buses	18	2	20	
2	Ford E450 Turtle Top Odyssey	14	2	16	
2	Ford E550 G-Force Champion	18	2	20	



POLICY HEADWAYS AND PERIODS OF OPERATION				
<u>WEEKDAY</u>	<u>Peak Weekday</u>	<u>Saturday Peak</u>	<u>Seats Available</u>	<u>Load Factor Standard</u>
Gold East	12.6	12.6	20	1.5
Gold West	10.3	10.3	20	1.5
Green	7.7	7.7	20	1.5
Blue East	8.8	N/A	20	1.5
Blue West	4.5	N/A	20	1.5
* Peak: 7-9 am and 4-6 pm; Base 9am - 4pm; Evening: 6-7:30 pm; Night: no service				

a. Vehicle Headway

VEHICLE HEADWAY FOR EACH ROUTE				
Route Name	AM Peak	Base	PM Peak	Saturday
Gold East	45	45	45	45
Gold West	65	65	65	65
Green	57	65	65	65
Blue East	0	69	0	N/A
Blue West	70	70	0	N/A
* Peak: 7-9 am and 4-6 pm; Base 9am - 4pm; Evening: 6-7:30 pm; Night: no service				

**b. On-Time Performance**

A vehicle is considered on time if it departs a scheduled time point no more than one (1) minute early and no more than five (5) minutes late. The City of Pembroke Pines Community Shuttle Operations on-time performance objective is 90% or greater and is currently at 96%. The City of Pembroke Pines Community Shuttle Operations continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

**c. Service Availability**

The City of Pembroke Pines Community Shuttle Operations will distribute transit service so that 90% of all residents in the service area are within a ½-mile walk of bus service.

**10.2 Service Policies**

FTA requires fixed route transit providers to develop a policy for service indicators. **City of Pembroke Pines** has prepared the following policies for its transit system.

**a. Distribution of Transit Amenities**

Installation of transit amenities along bus routes are based on the number of passengers boarding at stops along those routes.

b. Vehicle Assignment

Vehicles will be assigned to the various routes such that the average age of the fleet serving each route does not exceed 10 years. Low-floor buses are deployed on frequent service and other high-ridership lines, so these buses carry a higher share of ridership than their numerical proportion of the overall bus fleet. Low-floor buses are also equipped with air conditioning and automated stop announcement systems. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 30-foot buses rather than the 40-foot buses. Some routes requiring tight turns on narrow streets are operated with 30-foot rather than 40-foot buses.

## 11.0 Appendices

APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS
APPENDIX B	TITLE VI PROGRAM ADOPTION MEETING MINUTES AND FDOT CONCURRENCE LETTER
APPENDIX C	OPERATING AREA LANGUAGE DATA: City of Pembroke Pines SERVICE AREA
APPENDIX D	DEMOGRAPHIC MAPS
APPENDIX E	TITLE VI EQUITY ANALYSIS

# Appendix A

## FTA Circular 4702.1B Reporting Requirements for Transit Providers

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Sub-recipients shall submit the information below to their primary recipient (the entity from whom the sub-recipient receives funds directly), on a schedule to be determined by the primary recipient.

### General Requirements

*All recipients must submit:*

- ☐ Title VI Notice to the Public, including a list of locations where the notice is posted
- ☐ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ☐ Title VI Complaint Form
- ☐ List of transit-related Title VI investigations, complaints, and lawsuits
- ☐ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- ☐ Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- ☐ A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ☐ Primary recipients shall include a description of how the agency monitors its sub-recipients for compliance with Title VI, and a schedule of sub-recipient Title VI Program submissions
- ☐ A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- ☐ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- ☐ Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

## **Requirements of Transit Providers**

*All Fixed Route Transit Providers must submit:*

- ☐ All requirements set out in Chapter III (General Requirements)
- ☐ Service standards
  - Vehicle load for each mode
  - Vehicle headway for each mode
  - On time performance for each mode
  - Service availability for each mode
- ☐ Service policies
  - Transit Amenities for each mode
  - Vehicle Assignment for each mode

*Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:*

- ☐ Demographic and service profile maps and charts
- ☐ Demographic ridership and travel patterns, collected by surveys
- ☐ Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- ☐ A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- ☐ Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

**Appendix B**

**Title VI Program Adoption Meeting  
Minutes and FDOT Concurrence Letter**

Insert a copy of the Title VI Program adoption meeting minutes and the FDOT concurrence letter.



## Appendix C

### Operating Area Language Data:

#### City of Pembroke Pines Service Area

Broward County Language Data Tables - US Census 2013 ACS 5 Year		
	Broward County	Percent of Population
<b>Total Population</b>	<b>1,679,692</b>	<b>100.00%</b>
Speak only English	1,044,093	62.16%
Spanish or Spanish Creole:	390,651	23.26%
Speak English "very well"	240,497	14.32%
Speak English less than "very well"	150,154	8.94%
French (incl. Patois, Cajun):	26,002	1.55%
Speak English "very well"	16,217	0.97%
Speak English less than "very well"	9,785	0.58%
French Creole:	95,374	5.68%
Speak English "very well"	49,879	2.97%
Speak English less than "very well"	45,495	2.71%
Italian:	8,431	0.50%
Speak English "very well"	5,834	0.35%
Speak English less than "very well"	2,597	0.15%
Portuguese or Portuguese Creole:	24,048	1.43%
Speak English "very well"	13,905	0.83%
Speak English less than "very well"	10,143	0.60%
German:	5,280	0.31%
Speak English "very well"	4,377	0.26%
Speak English less than "very well"	903	0.05%
Yiddish:	2119	0.13%
Speak English "very well"	1,979	0.12%
Speak English less than "very well"	140	0.01%
Other West Germanic languages:	1862	0.11%
Speak English "very well"	1,684	0.10%
Speak English less than "very well"	178	0.01%
Scandinavian languages:	1436	0.09%
Speak English "very well"	1,282	0.08%
Speak English less than "very well"	154	0.01%
Greek:	2441	0.15%
Speak English "very well"	1,836	0.11%
Speak English less than "very well"	605	0.04%
Russian:	6295	0.37%
Speak English "very well"	3,225	0.19%

Speak English less than "very well"	3,070	0.18%
Polish:	3,246	0.19%
Speak English "very well"	2,244	0.13%
Speak English less than "very well"	1,002	0.06%
Serbo-Croatian:	996	0.06%
Speak English "very well"	760	0.05%
Speak English less than "very well"	236	0.01%
Other Slavic languages:	2268	0.14%
Speak English "very well"	1,238	0.07%
Speak English less than "very well"	1,030	0.06%
Armenian:	619	0.04%
Speak English "very well"	336	0.02%
Speak English less than "very well"	283	0.02%
Persian:	1132	0.07%
Speak English "very well"	761	0.05%
Speak English less than "very well"	371	0.02%
Gujarati:	840	0.05%
Speak English "very well"	632	0.04%
Speak English less than "very well"	208	0.01%
Hindi:	3105	0.18%
Speak English "very well"	2,305	0.14%
Speak English less than "very well"	800	0.05%
Urdu:	6366	0.38%
Speak English "very well"	4,849	0.29%
Speak English less than "very well"	1,517	0.09%
Other Indic languages:	2,602	0.15%
Speak English "very well"	1,748	0.10%
Speak English less than "very well"	854	0.05%
Other Indo-European languages:	5812	0.35%
Speak English "very well"	3,769	0.22%
Speak English less than "very well"	2,043	0.12%
Chinese:	8,159	0.49%
Speak English "very well"	3,653	0.22%
Speak English less than "very well"	4,506	0.27%
Japanese:	702	0.04%
Speak English "very well"	308	0.02%
Speak English less than "very well"	394	0.02%
Korean:	2172	0.13%
Speak English "very well"	1,030	0.06%
Speak English less than "very well"	1,142	0.07%
Mon-Khmer, Cambodian:	52	0.00%
Speak English "very well"	29	0.00%
Speak English less than "very well"	23	0.00%

Hmong:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Thai:	574	0.03%
Speak English "very well"	210	0.01%
Speak English less than "very well"	364	0.02%
Laotian:	148	0.01%
Speak English "very well"	36	0.00%
Speak English less than "very well"	112	0.01%
Vietnamese:	5228	0.31%
Speak English "very well"	2,226	0.13%
Speak English less than "very well"	3,002	0.18%
Other Asian languages:	5,904	0.35%
Speak English "very well"	3,650	0.22%
Speak English less than "very well"	2,254	0.13%
Tagalog:	4,622	0.28%
Speak English "very well"	3,011	0.18%
Speak English less than "very well"	1,611	0.10%
Other Pacific Island languages:	479	0.03%
Speak English "very well"	341	0.02%
Speak English less than "very well"	138	0.01%
Navajo:	6	0.00%
Speak English "very well"	6	0.00%
Speak English less than "very well"	0	0.00%
Other Native North American languages:	271	0.02%
Speak English "very well"	252	0.02%
Speak English less than "very well"	19	0.00%
Hungarian:	1947	0.12%
Speak English "very well"	1,221	0.07%
Speak English less than "very well"	726	0.04%
Arabic:	5113	0.30%
Speak English "very well"	3,758	0.22%
Speak English less than "very well"	1,355	0.08%
Hebrew:	7,226	0.43%
Speak English "very well"	5,694	0.34%
Speak English less than "very well"	1,532	0.09%
African languages:	1,769	0.11%
Speak English "very well"	1,608	0.10%
Speak English less than "very well"	161	0.01%
Other and unspecified languages:	302	0.02%
Speak English "very well"	273	0.02%
Speak English less than "very well"	29	0.00%

# Appendix D

## Demographic Maps

These maps will be **PROVIDED UPON REQUEST** by the agency. There are a total of 3 maps included per county (Poverty, Minority, and Limited English Proficiency).

**INSERT MAPS HERE**

## CITY OF PEMBROKE PINES COMMUNITY BUS BLUE EAST AND BLUE WEST ROUTES

The City of Pembroke Pines and Broward County Transit (BCT) have partnered to provide the Blue East and Blue West Community Bus Routes. This community bus service will increase the number of destinations and connections that can be reached through public transit. Destinations along the Blue East and Blue West Routes include:

### BLUE EAST

Destinations along the Blue East include: Pines Place, Big Lois Plaza, Public-Pembroke Commons, Sedano's Pines Blvd & NW 103 Ave, Pembroke Pines City Hall, Carl Shechter Southwest Focal Point Community Center, Beall's-Plaza-Doris Market, Douglas Gardens and surrounding neighborhoods.

Connections are available from the Blue East Route to BCT routes 2 and University Breeze (University Dr), 7 (Pines Blvd), 107-95 Express University Dr Park & Ride (next to Pembroke Commons Plaza), Pembroke Pines Community Bus Gold and Blue West at Carl Shechter Southwest Focal Point Center, Beall's Plaza.

### BLUE WEST

Destinations along the Blue West Routes include: Century Village Clubhouse, Park Place, Carl Shechter Southwest Focal Point Community Center, Villas West, Memorial Hospital West, Pembroke Lakes Mall, Flamingo Pines Plaza, Colony Point, and surrounding neighborhoods.

Connections are available from the Blue West Route to BCT routes 5(Pembroke Lakes Mall), 7(Pines Blvd and Pembroke Lakes Mall) 23(Pembroke Lakes Mall), 109-95 Express (in front and opposite side of C.B. Smith Park), Pembroke Pines Blue East and Gold Community Bus at Carl Shechter Southwest Focal Point Community Center, Memorial Hospital West, Pembroke Lakes Mall, and Miramar Red Community Bus at Pembroke Lakes Mall.

All buses on this route are air-conditioned and wheelchair accessible in accordance with the American with Disabilities Act (ADA). Bicycle racks are also provided. Please refer to this pamphlet for instruction on how to correctly use the bicycle racks.

The Pembroke Pines Blue East and Blue West are free of charge, but riders making connections to BCT routes are expected to pay the appropriate fares.

### Hours of Operation

**Tuesday, Wednesday & Friday**  
9:00 am – 3:25 pm Blue East  
**Tuesday, Wednesday and Friday**  
8:00 am – 3:15 pm Blue West

The Pembroke Pines Blue East and Blue West Routes operate approximately every 69 and 70 minutes, with designated stops for each route.

Please refer to the timetable and map on the reverse side of this pamphlet. The bus will operate as close to schedule as possible. Traffic conditions and/or inclement weather may cause the bus to arrive earlier or later than the expected time. Please allow yourself enough time when using this service.

The Pembroke Pines Blue East and Blue West Routes will not operate once a hurricane warning has been issued or if other hazards do not allow for the safe operation of the bus.

### Holiday Schedule

The Pembroke Pines Blue East and Blue West Routes do not operate on the following holidays observed by City of Pembroke Pines:

New Year's Day • Martin Luther King Jr. Birthday  
Presidents' Day • Memorial Day • Independence Day  
Labor Day • Veterans' Day • Thanksgiving Day  
Christmas Day

Holidays falling on a Sunday are not observed.

### Bike Racks

The Pembroke Pines Blue Community Bus. Bike Racks are designed to carry two bikes only. It is important to have the operator's attention before loading and unloading your bike. As the bus approaches, have your bike ready to load. Remove any loose items that may fall off.

#### Loading

- Always load your bike from the curbside of the street.
- Lower-Squeeze the handle and pull down to release the folded bike rack.
- Lift your bike into the rack, fitting the wheels into the slots of the vacant position closest to the bus.
- Latch-Pull and release the support arm over the front tire, making sure the support arm is resting on the tire, not on the fender or frame.

#### Unloading

- Before exiting, notify the operator you are removing your bike.
- Pull the support arm off the tire. Move the support arm down and out of the way. Lift your bike out of the rack. If your bike is the only one on the rack, return the rack to the upright position.
- **Move quickly to the curb.**

### Information

For additional information about the Pembroke Pines Community Bus Service routes and connections, call the Pembroke Pines Southwest Focal Point Senior Center:

**954.450.6850**

Monday - Friday: 8 am - 4:30 pm

Hearing-speech impaired/TTY:

**954.435.6579**

Visit the City of Pembroke Pines web site at: [www.ppines.com](http://www.ppines.com)

For additional information about BCT routes, fares or connections, call:

**BCT Rider Info 954.357.8400**

Hearing-speech impaired/TTY  
**954.357.8302**

This publication can be made available in alternative formats upon request by contacting 954-357-8400 or TTY 954-357-8302.



Visit Broward County's web site  
**[www.Broward.org/BCT](http://www.Broward.org/BCT)**



**BROWARD COUNTY  
BOARD OF COUNTY COMMISSIONERS  
TRANSPORTATION DEPARTMENT  
TRANSIT DIVISION**

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### PROTECTIONS OF TITLE VI OF THE

**CIVIL RIGHTS ACT OF 1964 AS AMENDED**  
Any person(s) or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity provided by Broward County Transit (BCT), may call 954-357-8481 to file a Title VI discrimination complaint or write to Broward County Transit Division, Compliance Manager, 1 N. University Drive, Suite 3100A, Plantation, FL 33324.

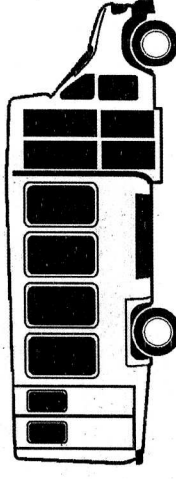
1,500 copies of this public document were promulgated at a gross cost of \$21.50 or \$.018 per copy to inform the public about Broward County Transit (BCT) and the City of Pembroke Pines Bus routes. SD4650 Reprinted 1/18

**CITY OF  
PEMBROKE PINES**  
Blue East Route  
Blue West Route

**BCT Route 726 East  
BCT Route 727 West**



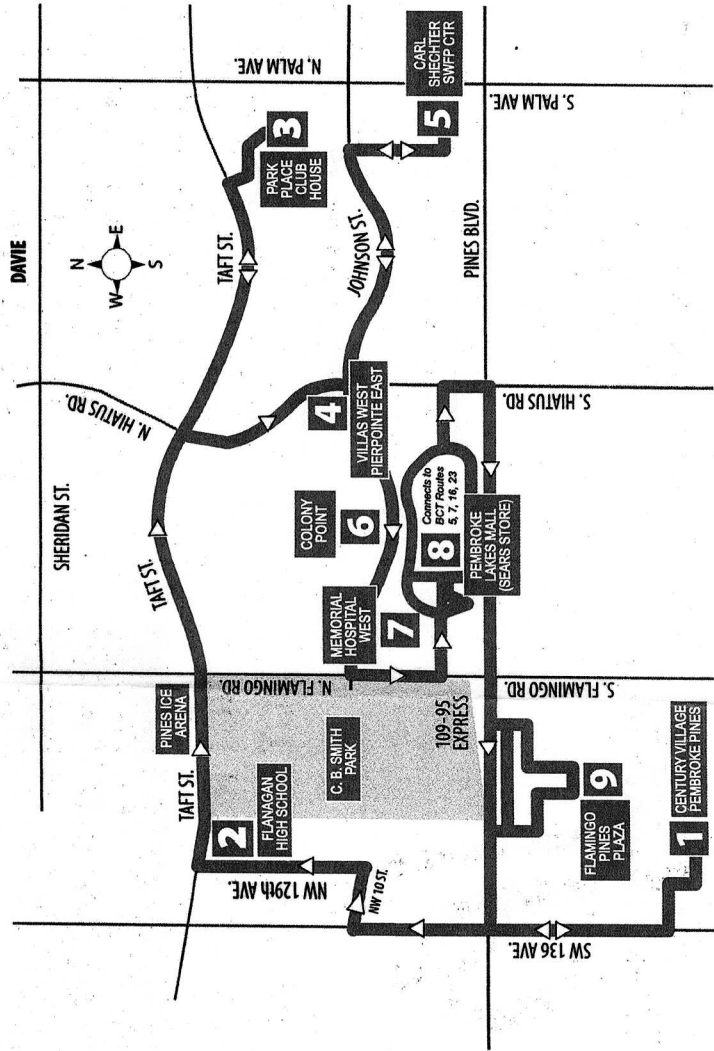
**Community Bus Service  
Route and Timetable**



**Effective September 2017**

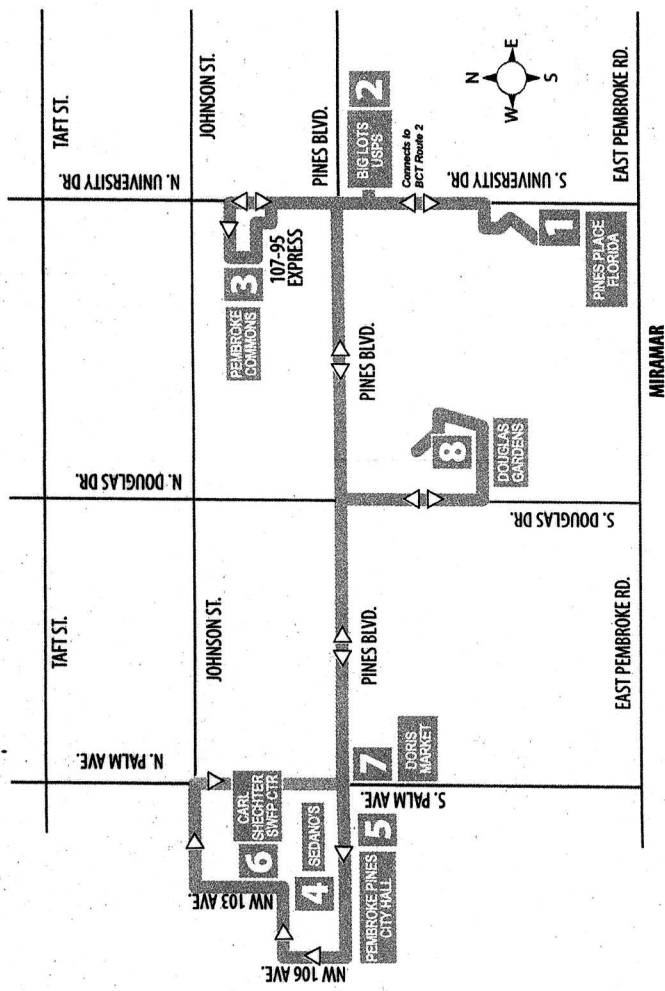


BCT ROUTE 727 BLUE WEST ROUTE



1	2	3	4	5	6	7	8	9	1
8:00a	8:12a	8:20a	8:25a	8:30a	8:35a	8:45a	8:50a	9:00a	9:10a
9:10a	9:18a	9:30a	9:35a	9:40a	9:45a	9:55a	10:00a	10:10a	10:20a
10:20a	10:28a	10:40a	10:45a	10:50a	10:55a	11:05a	11:10a	11:20a	11:30a
11:30a	11:38a	11:50a	11:55a	12:00p	12:05p	12:15p	12:20p	12:30p	12:40p
12:40p	12:48p	1:00p	1:05p	1:10p	1:15p	1:25p	1:30p	1:40p	1:50p
1:50p	1:58p	2:10p	2:15p	2:20p	2:25p	2:35p	2:40p	2:50p	3:00p
3:00p				3:15p					

BCT ROUTE 726 BLUE EAST ROUTE



1	2	3	4	5	6	7	8	1
9:00a	9:07a	9:15a	9:25a	9:28a	9:34a	9:40a	9:49a	10:09a
10:09a	10:16a	10:24a	10:34a	10:37a	10:43a	10:49a	11:07a	11:18a
11:18a	11:25a	11:33a	11:43a	11:46a	11:52a	11:58a	12:07p	12:27p
12:27p	12:34p	12:42p	12:52p	12:55p	1:01p	1:07p	1:16p	1:36p
1:36p	1:43p	1:51p	2:01p	2:04p	2:10p	2:16p	2:25p	2:45p
2:51p		3:06p	3:16p	3:19p	3:25p			

# CITY OF PEMBROKE PINES COMMUNITY BUS GOLD ROUTE BCT ROUTE 725

The City of Pembroke Pines and Broward County Transit (BCT) have partnered to provide the Gold Community Bus Route. The Gold Community Bus Route operates on a two directional eastbound and westbound service. This community bus service will increase the number of destinations and connections that can be reached through public transit. Destinations along the Gold Route:

Eastbound service includes: Century Village Pembroke Pines, Flamingo Pines Plaza, Pembroke Lakes Mall, Memorial Hospital West, Southwest Focal Point, Flamingo Fall Plaza Fresh Market, Flanagan High School.

Connections are available from the Gold Route Eastbound service to BCT Routes 5 (Pembroke Lakes Mall, Memorial West Hospital), 7 (Pembroke Lakes Mall), 16 (Pembroke Lakes Mall, Memorial Hospital West), 23 (Pembroke Lakes Mall) 95express in front and opposite side of C.B. Smith Park; Pembroke Pines Blue East and Blue West Community Bus at Southwest Focal Point, Memorial Hospital West, Pembroke Lakes Mall, Hiatus Rd and Johnson St, Flamingo Rd and Johnson Street; Miramar Red Community Bus at Pembroke Lakes Mall.

Westbound service includes: Century Village Pembroke Pines, Shops of Pembroke Gardens, Westfork Plaza, Sedanos Plaza, Whole Foods, BJ'S Plaza, Pines Professional Campus, Walmart at SW 184 Ave

Connections are available from the Gold Route Westbound service to BCT Routes 7 (Along Pines Blvd), Pembroke Pines Green Route Community Bus at Westfork Plaza, Walmart at SW 184 Ave; Pines Professional Campus and Sedanos Plaza.

All buses on this route are air-conditioned and wheelchair accessible in accordance with the American with Disabilities Act (ADA). Bicycle racks are also provided. Please refer to this pamphlet for instruction on how to correctly use the bicycle racks.

The Gold Route is free of charge, but riders making connections to BCT routes are expected to pay the appropriate fares.

## Hours of Operation

**Monday - Saturday • 7:00 am - 7:21 pm**

The Pembroke Pines Gold Route operates approximately every 45 minutes on the Eastbound Service and 65 minutes on the Westbound Service

Please refer to the timetable and map on the reverse side of this pamphlet. The bus will operate as close to schedule as possible. Traffic conditions and/or inclement weather may cause the bus to arrive earlier or later than the expected time. Please allow yourself enough time when using this service.

The Pembroke Pines Gold Route will not operate once a hurricane warning has been issued or if other hazards do not allow for the safe operation of the bus

## Holiday Schedule

The Pembroke Pines Gold Route does not operate on the following holidays observed by the City of Pembroke Pines:

New Year's Day • Martin Luther King Jr. Birthday  
Presidents' Day • Memorial Day  
Independence Day • Labor Day • Veterans' Day  
Thanksgiving Day • Christmas Day

Holidays falling on a Sunday are not observed.

## Bike Racks

Bike racks are available on The Pembroke Pines Gold Community Bus. Bike Racks are designed to carry two bikes only. It is important to have the operator's attention before loading and unloading your bike. As the bus approaches, have your bike ready to load. Remove any loose items that may fall off.

### Loading

- Always load your bike from the curbside of the street.
- Lower-Squeeze the handle and pull down to release the folded bike rack.
- Lift your bike into the rack, fitting the wheels into the slots of the vacant position closest to the bus.

- Latch-Pull and release the support arm over the front tire, making sure the support arm is resting on the tire, not on the fender or frame.

### Unloading

- Before exiting, notify the operator you are removing your bike.
- Pull the support arm off the tire. Move the support arm down and out of the way. Lift your bike out of the rack. If your bike is the only one on the rack, return the rack to the upright position.
- **Move quickly to the curb.**

## Information

For additional information about the Pembroke Pines Community Bus Service routes and connections, call the Pembroke Pines Southwest Focal Point Senior Center:

**954.450.6850**

Monday - Friday: 8 am - 4:30 pm

Hearing-speech impaired/TTY:

**954.435.6579**

Visit the City of Pembroke Pines

web site at: [www.ppines.com](http://www.ppines.com)

For additional information about BCT routes, fares or connections, call:

**BCT Rider Info 954.357.8400**

Hearing-speech impaired/TTY

**954.357.8302**

This publication can be made available in LARGE PRINT, tape cassette, or braille by request.



Visit Broward County's web site

[www.Broward.org/BCT](http://www.Broward.org/BCT)



BROWARD COUNTYBOARD OF COUNTY  
COMMISSIONERS TRANSPORTATION DEPARTMENT  
TRANSIT DIVISION

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## PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED

Any person(s) or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity provided by Broward County Transit (BCT), may call 954-357-8481 to file a Title VI discrimination complaint or write to Broward County Transit Division, Compliance Manager, 1 N. University Drive, Suite 3100A, Plantation, FL 33324.

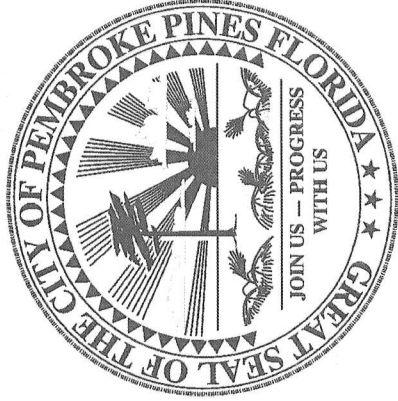
3,500 copies of this public document were promulgated at a gross cost of \$402 or \$.114 per copy to inform the public about Broward County Transit (BCT) and the City of Pembroke Pines Bus routes.

SD4012 9/16

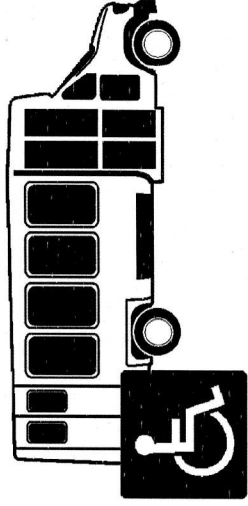
# CITY OF PEMBROKE PINES Gold Route

## Eastbound / Westbound Service

## BCT Route 725

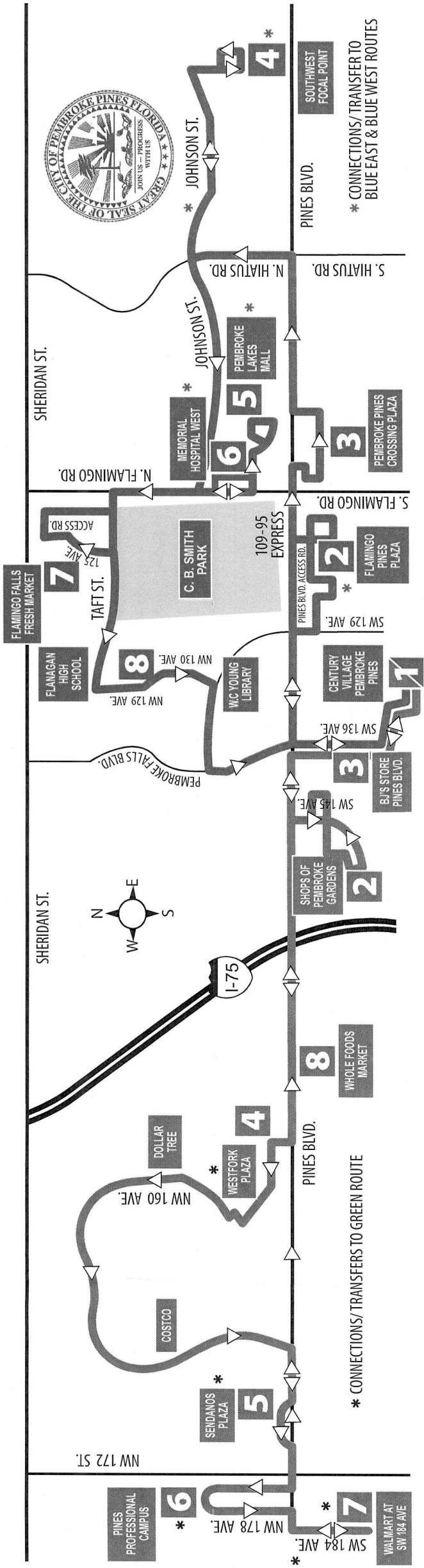


## Community Bus Service Route and Timetable



Effective September 22, 2016





GOLD WESTBOUND

1	2	3	4	5	6	7	8	1
CLUBHOUSE	SHOPS OF PEMBROKE GARDENS SOUTH BUS SHELTER	BJ'S STORE PINES BLVD/	WESTFORK PLAZA	SEDANOS PLAZA - ANES B/	PINES PROFESSIONAL	WALMART AT PINES B/	COBBLESTONE PLAZA -	WHOLE FOODS MARKET
7:30a	7:39a	7:42a	7:50a	7:56a	8:01a	8:07a	8:17a	8:25a
8:35a	8:44a	8:47a	8:55a	9:01a	9:07a	9:11a	9:20a	9:27a
9:40a	9:48a	9:51a	9:59a	10:08a	10:14a	10:18a	10:27a	10:34a
10:45a	10:53a	10:56a	11:04a	11:13a	11:19a	11:23a	11:32a	11:39a
11:50a	11:58a	12:01p	12:09p	12:18p	12:24p	12:28p	12:37p	12:44p
12:55p	1:03p	1:06p	1:14p	1:23p	1:29p	1:33p	1:42p	1:49p
2:00p	2:08p	2:11p	2:19p	2:28p	2:34p	2:38p	2:47p	2:54p
3:05p	3:13p	3:16p	3:24p	3:33p	3:39p	3:43p	3:52p	3:59p
4:10p	4:18p	4:21p	4:29p	4:38p	4:44p	4:48p	4:57p	5:04p
5:15p	5:23p	5:26p	5:34p	5:43p	5:49p	5:53p	6:02p	6:09p
6:21p	6:29p	6:32p	6:40p	6:49p	6:55p	6:59p	7:08p	7:15p
7:30a	7:39a	7:42a	7:50a	7:56a	8:01a	8:07a	8:17a	8:25a
8:35a	8:44a	8:47a	8:55a	9:01a	9:07a	9:11a	9:20a	9:27a
9:40a	9:48a	9:51a	9:59a	10:08a	10:14a	10:18a	10:27a	10:34a
10:45a	10:53a	10:56a	11:04a	11:13a	11:19a	11:23a	11:32a	11:39a
11:50a	11:58a	12:01p	12:09p	12:18p	12:24p	12:28p	12:37p	12:44p
12:55p	1:03p	1:06p	1:14p	1:23p	1:29p	1:33p	1:42p	1:49p
2:00p	2:08p	2:11p	2:19p	2:28p	2:34p	2:38p	2:47p	2:54p
3:05p	3:13p	3:16p	3:24p	3:33p	3:39p	3:43p	3:52p	3:59p
4:10p	4:18p	4:21p	4:29p	4:38p	4:44p	4:48p	4:57p	5:04p
5:15p	5:23p	5:26p	5:34p	5:43p	5:49p	5:53p	6:02p	6:09p
6:21p	6:29p	6:32p	6:40p	6:49p	6:55p	6:59p	7:08p	7:15p
7:30a	7:39a	7:42a	7:50a	7:56a	8:01a	8:07a	8:17a	8:25a
8:35a	8:44a	8:47a	8:55a	9:01a	9:07a	9:11a	9:20a	9:27a
9:40a	9:48a	9:51a	9:59a	10:08a	10:14a	10:18a	10:27a	10:34a
10:45a	10:53a	10:56a	11:04a	11:13a	11:19a	11:23a	11:32a	11:39a
11:50a	11:58a	12:01p	12:09p	12:18p	12:24p	12:28p	12:37p	12:44p
12:55p	1:03p	1:06p	1:14p	1:23p	1:29p	1:33p	1:42p	1:49p
2:00p	2:08p	2:11p	2:19p	2:28p	2:34p	2:38p	2:47p	2:54p
3:05p	3:13p	3:16p	3:24p	3:33p	3:39p	3:43p	3:52p	3:59p
4:10p	4:18p	4:21p	4:29p	4:38p	4:44p	4:48p	4:57p	5:04p
5:15p	5:23p	5:26p	5:34p	5:43p	5:49p	5:53p	6:02p	6:09p
6:21p	6:29p	6:32p	6:40p	6:49p	6:55p	6:59p	7:08p	7:15p
7:30a	7:39a	7:42a	7:50a	7:56a	8:01a	8:07a	8:17a	8:25a
8:35a	8:44a	8:47a	8:55a	9:01a	9:07a	9:11a	9:20a	9:27a
9:40a	9:48a	9:51a	9:59a	10:08a	10:14a	10:18a	10:27a	10:34a
10:45a	10:53a	10:56a	11:04a	11:13a	11:19a	11:23a	11:32a	11:39a
11:50a	11:58a	12:01p	12:09p	12:18p	12:24p	12:28p	12:37p	12:44p
12:55p	1:03p	1:06p	1:14p	1:23p	1:29p	1:33p	1:42p	1:49p
2:00p	2:08p	2:11p	2:19p	2:28p	2:34p	2:38p	2:47p	2:54p
3:05p	3:13p	3:16p	3:24p	3:33p	3:39p	3:43p	3:52p	3:59p
4:10p	4:18p	4:21p	4:29p	4:38p	4:44p	4:48p	4:57p	5:04p
5:15p	5:23p	5:26p	5:34p	5:43p	5:49p	5:53p	6:02p	6:09p
6:21p	6:29p	6:32p	6:40p	6:49p	6:55p	6:59p	7:08p	7:15p

GOLD EASTBOUND

1	2	3	4	4	5	6	7	8	2	1
CENTURY VILLAGE CLUBHOUSE	FLAMINGO PINES PLAZA (WALMART, PUBLIX)	PEMBROKE CROSSING PLAZA (TRADER JOES)	SOUTHWEST FOCAL POINT (ARRIVAL)	SOUTHWEST FOCAL POINT (DEPART)	PEMBROKE LAKES MALL (SEARS AUTO CENTER)	MEMORIAL HOSPITAL WEST (MAIN ENTRANCE)	FLAMINGO FALLS PLAZA (FRESH MARKET)	FLANAGAN HIGH SCHOOL (NW 129TH AVE & TAFT ST)	FLAMINGO PINES PLAZA (WALMART, PUBLIX)	CENTURY VILLAGE CLUBHOUSE
7:00a	7:14a	7:22a	7:31a	7:39a	7:49a	7:53a	8:01a	8:07a	8:17a	8:30a
7:45a	7:59a	8:07a	8:16a	8:24a	8:34a	8:38a	8:46a	8:52a	9:02a	9:15a
8:30a	8:44a	8:52a	9:01a	9:09a	9:19a	9:23a	9:31a	9:37a	9:47a	10:00a
9:15a	9:29a	9:37a	9:46a	9:54a	10:04a	10:08a	10:16a	10:22a	10:32a	10:45a
10:00a	10:14a	10:22a	10:31a	10:39a	10:49a	10:53a	11:01a	11:07a	11:17a	11:30a
10:45a	10:59a	11:07a	11:16a	11:24a	11:34a	11:38a	11:46a	11:52a	12:02p	12:15p
11:30a	11:44a	11:52a	12:01p	12:09p	12:19p	12:23p	12:31p	12:37p	12:47p	1:00p
12:15p	12:29p	12:37p	12:46p	12:54p	1:04p	1:08p	1:16p	1:22p	1:32p	1:45p
1:00p	1:14p	1:22p	1:31p	1:39p	1:49p	1:53p	2:01p	2:07p	2:17p	2:30p
1:45p	1:59p	2:07p	2:16p	2:24p	2:34p	2:38p	2:46p	2:52p	3:02p	3:15p
2:30p	2:44p	2:52p	3:01p	3:09p	3:19p	3:23p	3:31p	3:37p	3:47p	4:00p
3:15p	3:29p	3:37p	3:46p	3:54p	4:04p	4:08p	4:16p	4:22p	4:32p	4:46p
4:00p	4:14p	4:22p	4:31p	4:36p	4:46p	4:50p	4:58p	5:04p	5:14p	5:28p
4:52p	5:06p	5:14p	5:23p	5:28p	5:38p	5:42p	5:50p	5:56p	6:06p	6:20p
5:35p	5:49p	5:57p	6:06p	6:11p	6:21p	6:25p	6:33p	6:39p	6:49p	7:03p

## Community Bus Service

# CITY OF PEMBROKE PINES GREEN ROUTE

The City of Pembroke Pines and Broward County Transit (BCT) have partnered to provide the Green Community Bus Route. This community bus service will increase the number of destinations and connections that can be reached through public transit. Destinations along the Green Route include: Westfork Plaza, Academic Village, Heritage Lakes Mobile Home Park (MHP), Chapel Trail Estates, Walmart at SW 184 Ave, Sedanos Plaza, Pines Professional Campus, Academic Village, NW 184 Ave between Sheridan St and Pines Blvd, NW 17 St/NW 178 Ave between NW 184 Ave and Pines Blvd and surrounding neighborhoods.

Connections are available from the Green Route to BCT routes 7 (Pines Boulevard), 28 (Memorial Hospital Miramar), Pembroke Pines Gold Community Bus at Westfork Plaza and Academic Village; Miramar Orange Route at Memorial Hospital Miramar.

All buses on this route are air-conditioned and wheelchair accessible in accordance with the Americans with Disabilities Act (ADA). Bicycle racks are also provided. Please refer to this pamphlet for instruction on how to correctly use the bicycle racks.

The Green Route is free of charge, but riders making connections to BCT routes are expected to pay the appropriate fares.

## Hours of Operation

**Monday-Saturday • 7:45 am – 7:55 pm**  
The Pembroke Pines Green Route operates approximately every 57 – 60 minutes, with designated stops. The last trip begins at 6:27 pm and ends at West Fork Plaza.

Please refer to the timetable and map on the reverse side of this pamphlet. The bus will operate as close to schedule as possible. Traffic conditions and/or inclement weather may cause the bus to arrive earlier or later than the expected time. Please allow yourself enough time when using this service.

The Pembroke Pines Green Route will not operate once a hurricane warning has been issued or if other hazards do not allow for the safe operation of the bus.

## Holidays

The Pembroke Pines Green Route does not operate on the following holidays observed by City of Pembroke Pines:

New Year's Day • Martin Luther King Jr. Birthday  
Presidents' Day • Memorial Day  
Independence Day • Labor Day • Veterans' Day  
Thanksgiving Day • Christmas Day  
Holidays falling on a Sunday are not observed.

## Bike Racks

Bike racks are available on The Pembroke Pines Green Community Bus. Bike Racks are designed to carry two bikes only. It is important to have the operator's attention before loading and unloading your bike. As the bus approaches, have your bike ready to load. Remove any loose items that may fall off.

### Loading

- Always load your bike from the curbside of the street.
- Lower-Squeeze the handle and pull down to release the folded bike rack.
- Lift your bike into the rack, fitting the wheels into the slots of the vacant position closest to the bus.

- Latch-Pull and release the support arm over the front tire, making sure the support arm is resting on the tire, not on the fender or frame.

### Unloading

- Before exiting, notify the operator you are removing your bike.
- Pull the support arm off the tire. Move the support arm down and out of the way. Lift your bike out of the rack. If your bike is the only one on the rack, return the rack to the upright position.
- **Move quickly to the curb.**

## Information

For additional information about the Pembroke Pines Community Bus Service routes and connections, call the Pembroke Pines Southwest Focal Point Senior Center:

**954.450.6850**

Monday - Friday: 8 am - 4:30 pm

Hearing-speech impaired/TTY:

**954.435.6579**

Visit the City of Pembroke Pines web site at: [www.ppines.com](http://www.ppines.com)

For additional information about BCT routes, fares or connections, call:

**BCT Rider Info 954.357.8400**

Hearing-speech impaired/TTY

**954.357.8302**

This publication can be made available in LARGE PRINT, tape cassette, or braille by request.



Visit Broward County's web site  
[www.broward.org/BCT](http://www.broward.org/BCT)



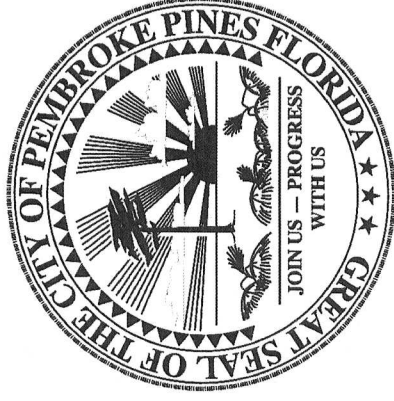
**BROWARD COUNTY BOARD OF COUNTY  
COMMISSIONERS TRANSPORTATION DEPARTMENT  
TRANSIT DIVISION**

An equal opportunity employer and provider of services.

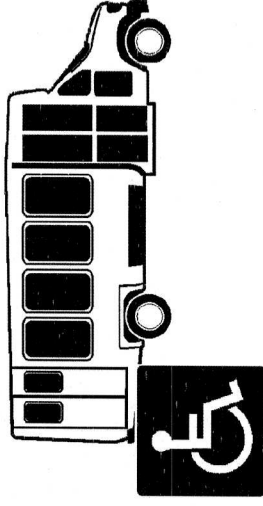
### PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED

Any person(s) or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity provided by Broward County Transit (BCT), may call 954-357-8481 to file a Title VI discrimination complaint or write to Broward County Transit Division, Compliance Manager, 1 N. University Drive, Suite 3100A, Plantation, FL 33324.

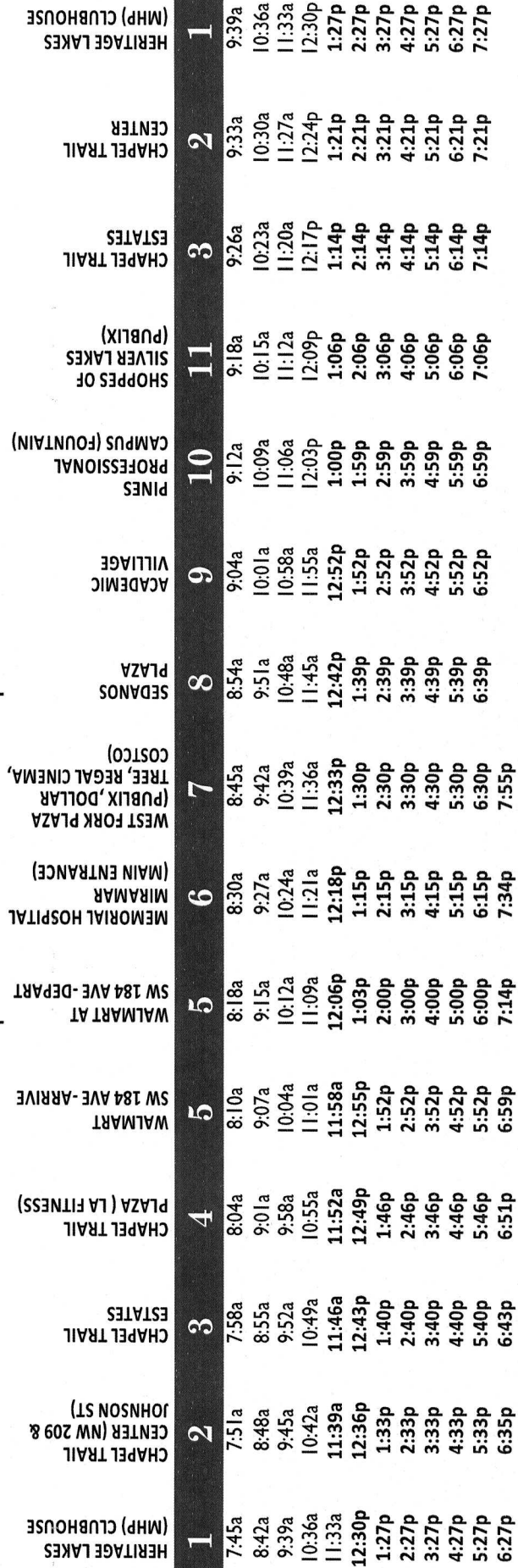
00,000 copies of this public document were promulgated at a gross cost of \$000.00 and \$0.000 per copy to Broward County Transit (BCT) and the City of Pembroke Pines.  
SD3759 3/16



## Community Bus Service Route and Timetable



Effective July 2016



# Appendix E

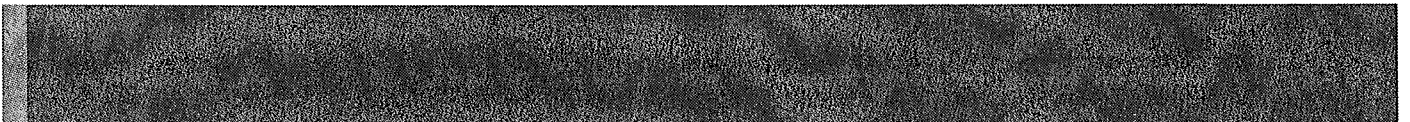
## Title VI Equity Analysis

The City of Pembroke Pines is not required to perform a Title VI Equity Analysis.

**Service area population characteristics:**

The 2020 Census defined the following population characteristics for the City of Pembroke Pines:

- 26.8% White,
- 22.3% Black,
- 45.0% Hispanic



**CITY OF PEMBROKE PINES, FLORIDA  
TRANSPORTATION DIVISION**

**ADA TRANSPORTATION  
SERVICE POLICIES AND PROCEDURES**

**SEPTEMBER 2022**

**The City of Pembroke Pines Transportation Division ADA  
Transportation Policies and Procedures Activity Log**

<b>Document Review Date</b>	<b>Reviewer</b>	<b>Action Taken</b>



## **THE CITY OF PEMBROKE PINES TRANSPORTATION DIVISION ADA TRANSPORTATION SERVICE POLICIES AND PROCEDURES**

### **Basic Requirements**

The main tenet of ADA transportation regulation is that:

"No entity shall discriminate against an individual with a disability in connection with the provision of transportation service."

### **Service Delivery Requirements**

Access to information: All print material made available to the users of a transportation service will also be available in accessible formats for persons with disabilities. The City of Pembroke Pines Transportation Division utilizes large print, Braille, or audio tape, allowing individuals with disabilities to obtain information and schedule transportation services. These materials are available upon request.

Access to communications: The City of Pembroke Pines at the Southwest Focal Point Community Center maintains a TTY line at 954-743-1457 for persons with speech and/or hearing impairments. Clients may also email the Transportation Division directly by visiting [www.ppines.com](http://www.ppines.com) and clicking on Community Services Department, Transportation.

Service hours, routes and trip types: Pembroke Pines offers transportation services to seniors and people with disabilities via a coordinated system of OAA individual trip service and a fixed route service with 8 routes. Bus service coordinates with Broward County Transit (BCT) routes and other community bus services in the southwest Broward County service area. There is no cost to use this service. Transportation is offered from 7:00 a.m. to 7:55 p.m. Monday-Saturday. Riders may call **954-450-6850** between the hours of 8:30 a.m. and 4:30 p.m. or use [www.ppines.com](http://www.ppines.com) (under Community Services Department, Transportation).

The City's service area boundaries span from Pembroke Road on the South, 441 on the East, State Road 84 on the North and US 27 on the West. When routes are being created or modified, special consideration is given to the accessibility of the areas. Transportation staff gives acute attention to ensuring that vehicles can safely and easily navigate the geographic area, thus reducing the risk for accidents. Periodically, vehicles that are assigned to distant areas are switched around so as to reduce wear and tear on any one vehicle. Routes are designed with the elderly in mind. One hundred percent (100%) of all trips, including wheelchair trips, are assigned to routes in advance. Door-to-door service is offered to every rider. Trips are multi-loaded to achieve maximum efficiency and are scheduled to provide for timely arrival of clients to their destination. Each trip is designed to eliminate excessive ride time. Average ride time for each trip is limited to less than 40 minutes, or less than twice the normal, direct-route ride time for a particular trip. Exceptions to this arrangement include inclement weather, vehicle mechanical problems, and the like. The Transportation Division staff is readily adaptable and flexible when unforeseen circumstances such as these become a factor in maintaining regularly scheduled service. Back-up plans are efficiently initiated in these cases in order to avoid interruption of service to clients.

## ADA Trips

### SENIOR & INDIVIDUALS WITH DISABILITIES TRANSPORTATION PROGRAM (Section 5310)

#### - (Nutrition/ Medical/ Grocery Trips)

Service is offered on an as-needed, first-come, first-served basis and includes trips to and from the Carl Shechter SOUTHWEST FOCAL POINT COMMUNITY CENTER, medical/dental appointments, pharmacies, social and legal service agencies, post offices, banks, grocery stores, and center-sponsored field trips. Prior to the start of service, clients will be furnished with a copy of the Transportation Rider's Guide, a publication that provides important information on service and service requirements/provisions. Individuals participating in the Section 5310 Transportation program must be registered clients, 55 years and older or be individuals with a disability.

### NUTRITION TRIPS

Nutrition trips refer primarily to those that transport members to and from the congregate meal site at the Carl Shechter SW Focal Point Community Center. Service area boundaries span from County Line Road South, 441 East, State Road 84 North and US 27 West. Member trips are arranged and organized by routes according to their address locations. There are currently 8 Nutrition routes which operate in the cities of Pembroke Pines and Hollywood. Spouses of registered clients who are younger than 55 years will be allowed to receive service.

Registration for transportation service to and from the Center will be conducted at the SW Focal Point Center by the Social Worker/Intake worker or designee. Clients will need to call the Center at 954-450-6888 to schedule an appointment to register.

If clients indicate the need for transportation service at the time of registration, this information will be documented on the client's intake file.

Intakes are maintained electronically for immediate access. Information for clients who receive transportation service from SW Focal Point is maintained in the new Easy Rides 3 database.

Following registration, clients will be placed immediately on a service route if space is available. If a service route is not available, clients will be placed on a wait-list and a *priority score* will be the sole factor that dictates when transportation service becomes available to that client. Priority Scores are generated via the state-mandated registration process. Wait-lists are reviewed quarterly. Individuals assigned to a wait list will be notified by a transportation staff member as soon as an opening becomes available.

Transportation to and from the Center is provided on a *subscription basis (advanced reservation or prescheduled trip in which an individual goes to/from the same origin and destination, at the same time of day, at least twice per week, and requests the trip through a standing reservation rather than a daily request)*.

Once an opening becomes available, an attendance schedule will be arranged for the client, and he or she will be placed on the daily schedule for service.

A client will only need to call when there are cancellations or changes to their attendance schedule.

All arrangements for transportation service will be made with the administrative staff. The office will not be responsible for transportation service arrangements made with van drivers.



Clients must be ready by 8:00 a.m. at pick-up address for trip to the Center. Pick up time for the return trip from the Center starts at 2:00 p.m. daily. Any changes will be communicated to clients and their caregivers in a timely manner.

Each client must initial driver's schedule/manifest for every trip taken.

Trips to the Center will be offered on a subscription basis. Clients need only call with cancellations.

ESSENTIAL SERVICES TRIPS - (Medical, Pharmacies, Post Offices, Banks, Social & Legal Service Agencies Trips)

1. Registration for all trips (other than trips for clients to attend the Center) may be conducted over the telephone by any transportation administrative staff. Clients will need to call the transportation office at 954-450-6850 to register. Trip type includes medical/dental appointments, pharmacies, post offices, banks, social and legal service agencies.

2. Service for all trips, except those to the Center, is immediate. However, appointments will be taken on a first-come, first-served basis, *as space is available*.

Clients are encouraged to arrange transportation service as soon as they have scheduled a medical/dental appointment, but no sooner than 30 days in advance.

When arranging transportation service, clients are instructed to be *ready* at least one hour before their scheduled appointment time. All rides will arrive within a time frame, which will allow drop off of client in a timely manner. Clients may wait inside their residences for rides. In such cases, drivers will radio dispatch to have staff alert client of their arrival.

Following an appointment, it is the client's responsibility to call the Transportation Office and request a return trip. A driver will be dispatched to transport the client home. Wait time ranges from 30 to 45 minutes.

Rides for appointments will be offered between the hours of 10:00 a.m. and 1:00 p.m.

Clients need to call 954-450-6850 to cancel a trip as soon as they are aware trip is not needed.

GROCERY SHOPPING TRIPS

1. Transportation service to the grocery store will be provided in the assigned areas on Mondays, and Thursdays of each week. Grocery shopping schedule is as follows:

Monday – Century Village

Thursday – 2201 N. University Drive (Towers); Gateland and Driftwood Terrace areas, 401 & 601 NW 103 Avenue (Pembroke Pines residents next to community center)

2. Clients are picked up at 10:00am at their homes and taken to the designated grocery store in the area. Return pick-up at grocery store is 12:00pm

Grocery shoppers are allowed to shop for 90 minutes and are also strongly advised to limit their shopping to the number of grocery bags they can carry. Van Drivers need to enforce this policy with clients. Drivers are not permitted to carry clients' grocery bags except to place them on the vehicle or remove them from the vehicle to the curb, lobby, or door of a single family home or ground floor of an apartment. Drivers may not enter the home of a client.

Whenever a shopping day falls on a holiday, the grocery shopping service day will be changed and shoppers will be notified in advance. If a holiday falls on a Monday, grocery shopping service will be changed to Tuesday of the same week. If a holiday falls on a Wednesday or Thursday, grocery shopping service will be moved up by a day. If a holiday falls on both Thursday and Friday, service will be moved to Wednesday of the same week.

#### CENTER-SPONSORED FIELD TRIPS

1. Individuals participating in center-sponsored trips will sign up in advance in the sponsoring department. All trip inquiries will be directed to the sponsoring department.

Whenever a trip falls on a day that a client is not regularly scheduled to come to the Center, it is the client's responsibility to request transportation service for that day.

Drivers will only provide service to those clients whose names appear on their schedules/manifests. Under no circumstance should a driver accommodate a client without getting clearance from the dispatcher or designee.

If at any time there is a discrepancy, it is the driver's responsibility to seek verification and/or approval from the Transportation office.

2. In order for the division to effectively deliver efficient transportation service, it is necessary to follow the procedures below when conducting trips:

Trips will be coordinated with the Transportation division via monthly meetings or other appropriate means at least 21 days in advance.

Approximate number of participating clients is necessary in order to coordinate vehicle schedule. Sponsoring division will make arrangements for clients to sign up in advance.

Sponsoring division will present a computer-generated trip list to the Transportation division no later than 2 working days prior to day of trip. This will allow adequate time to verify registration of all participating clients, adjust schedules where necessary, schedule drivers, and prepare driver schedules/manifests. Coordinator will also be provided with a copy of trip schedule prior to day of trip. Likewise, cancellations should be done in a timely manner.

Before submitting the trip list, it is the responsibility of the sponsoring division to ensure the accuracy of information appearing on the list, and that all the clients are registered. The transportation division will verify this information.

Last minute additions/changes due to cancellations, etc. will be coordinated by the division sponsoring the trip. The transportation division must be apprised of trip changes.

On the day of the trip, only individuals who have signed up will be allowed to board the vehicle(s). If there are cancellations on the day of the trip, the coordinating division may add clients from a wait list that they would have already established. Clients and chaperones must board and remain on the vehicle to which they are assigned. This will help to ensure optimum safety for everyone. Sponsoring division will prepare a Release of Liability form and have all participating clients sign prior to boarding the vehicle. The driver will verify completion of release from liability forms prior to departure. Every client and volunteer must sign the release from liability form before

leaving on a trip. Driver will provide a copy of completed release from liability form to the Coordinator/Specialist of the sponsoring division or a designee before departing on the trip. Drivers will have clients board bus only after getting approval of the sponsoring department. Prior to departure, driver(s) will do a head count to ensure that all eligible clients are on board the vehicle. A head count will also be done after clients have boarded the vehicle for the return trip.

Drivers will be prepared to assist with chaperoning all trips. He/she will remain in constant communication with the lead chaperone for each trip or transportation office.

A trip list will consist of the following information:

Name of trip

Date of trip

Destination - including complete address and telephone number

Names of participating registered clients

Names of chaperones and/or staff accompanying clients

Departure time and estimated return time

Any other information that sponsoring department deems important.

#### ALL TRIPS

It is mandatory that drivers provide direct assistance to clients or stand ready to assist clients as they get on and off the vehicle. Drivers will not enter any client's residence. All rides are provided door-to-door with driver's assistance. All rides are free of cost.

All clients must call the transportation office at 954-450-6850 to cancel trips at the pick-up address at least 24 hours in advance.

If client does not cancel a trip prior to driver's arrival at client's pick-up address, then client's trip will be considered a 'no-show'. Three or more consistent 'no-show' may result in suspension of service.

#### CANCELLATION POLICY/REQUEST FOR SERVICE

Clients who utilize the service are made aware of the cancellation policy and are required to provide cancellations to the transportation office 24 hours in advance.

Drivers will not be responsible for making cancellations for clients. Clients who fail to cancel service prior to the driver arriving at the pick up address will incur a 'no show'. Drivers must verify a cancellation/no-show designation with the office.

Upon request, clients may be put on hold for a short period of time. Clients must request resumption of service in a timely manner.

All requests for transportation outside of the service area will be referred to other applicable transportation providers.

Clients who wish to discontinue their service will need to inform the Transportation office via phone, in person, or in writing.

#### CLIENTS ON HOLD

Clients may request to be on hold for short periods of time. Extended hold periods for any reason may result in a client's seat being assigned to a client on the wait list. Clients who have been placed on hold due to illness will need a doctor's note in order to resume their attendance at the center. Supervisors/designee from the appropriate program (Alzheimer's, Day Care, General Population) must review the return-to-work note and advise transportation staff to resume service for the client. Care must be exercised when booking trips for Alzheimer's and Day Care clients who have been out on medical hold. Such clients or their caregivers should be redirected to the appropriate program to confirm return to the center, prior to reactivating their transportation service.

Employee training: ADA regulations require that:

"Each public or private entity which operates a fixed-route or demand responsive system shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the differences among individuals with disabilities."

The City of Pembroke Pines Transportation Division requires that all employees be trained according to ADA regulations and that this required training is incorporated in the overall training program of all employees. This training shall include passenger sensitivity and disability awareness training. Training emphasizes the importance of equipment such as lifts/ramps being in good working order. Personnel are also be trained in agency ADA transportation-related policies and procedures.

Equipment maintenance: It is the policy of The City of Pembroke Pines Transportation Division that all lifts, securement systems, and other access-related equipment must be maintained in safe, operating condition. If damaged or out of order, this equipment will be repaired promptly. When equipment is out of order, reasonable steps will be taken to accommodate riders who would otherwise use the equipment. The City of Pembroke Pines Transportation Division will provide an alternate lift-equipped vehicle whenever another lift-equipped vehicle is removed from service for any reason to ensure meeting equivalency of service requirements"

Lift and securement use: It is the policy of The City of Pembroke Pines Transportation Division that all people using wheelchairs and other powered mobility devices must be allowed to ride the entity's vehicles. A "wheelchair" is defined as a mobility aid belonging to any class of three-or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. A lift conforming to ADA requirements has a platform measuring and least 30" x 48". Transportation operators must carry a wheelchair and occupant if the lift and vehicle can physically accommodate them. If a lift has the minimum design load of 600 pounds, there is no requirement for an agency to transport a heavier occupied device. However, if the vehicle lift has a design load of 800 pounds, the agency would need to transport an 800-pound wheelchair/passenger combination, but not a combination exceeding 800 pounds. An operator may deny transportation if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, as when, for example, the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency. Where necessary or upon request, The City of Pembroke Pines Transportation Division personnel must assist individuals with disabilities with the use of

securement systems and ramps/lifts. If the driver must leave their seat to provide this assistance, they must do so.

The City of Pembroke Pines Transportation Division requires that all wheelchairs be secured during transport. Drivers are responsible for safely operating the lift and properly securing the wheelchair in a forward-facing position using the securement system in the vehicle. The City of Pembroke Pines Transportation Division will not deny transportation to an individual with disabilities because the person's mobility device cannot be secured satisfactorily by the vehicle's securement system (Exception: if accommodating an unsecured mobility device would violate a legitimate safety requirement, such as blocking an aisle).

It is the policy of The City of Pembroke Pines Transportation Division that all passengers, both ambulatory passengers and those that use mobility aids, must wear seat belts.

The City of Pembroke Pines Transportation Division shall not require an individual with a disability to use designated priority seats, if the individual does not choose to use these seats. Subrecipient agencies cannot require individuals with disabilities to use designated priority seats.

When transporting users of three-wheeled wheelchairs or other mobility devices that pose securement problems, The City of Pembroke Pines Transportation Division drivers can request that the user transfer to a vehicle seat. It is not a requirement that the rider make this transfer. Drivers can explain to riders the reasons for requesting a transfer but must allow them to make the final decision on whether a transfer is appropriate given their particular disability. The City of Pembroke Pines Transportation Division drivers will be provided training on the proper techniques for assisting passengers in transferring from their three-wheeled wheelchair to a vehicle seat.

The City of Pembroke Pines Transportation Division policies require that a person who cannot enter a vehicle using the stairs but who does not use a wheelchair must be allowed to enter the vehicle using the lift without inquiring about the passenger's disability. All lifts must be properly equipped with handrails on both sides of the lift.

Accommodating service animals, mobility aids and life support systems: The City of Pembroke Pines Transportation Division policies permit ADA paratransit eligible riders to travel with service animals. Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. The City of Pembroke Pines Transportation Division drivers may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability. A service animal may not be excluded unless the animal is out of control and the animal's owner does not take effective action to control the service animal, or if the animal poses a direct threat to the health and safety of others. The City of Pembroke Pines Transportation Division must also exclude a service animal if it is blocking aisles or exits and cannot be moved to a safe location in the vehicle.

In addition, The City of Pembroke Pines Transportation Division policies allow riders to travel with respirators and portable oxygen. Travel with this equipment can only be denied if it would violate rules

concerning the transportation of hazardous materials. In general, the transport of common types of portable life support equipment is not prohibited. Cylinders of oxygen used by passengers for health reasons, for example, are not subject to the Hazardous Materials Regulations.

Attendant policies/refusing service: Personal care attendants (PCAs) must be permitted to accompany riders and are not considered companions. PCAs are not charged a fare. The City of Pembroke Pines Transportation Division requires that individuals indicate the need to travel with a PCA when they request paratransit eligibility certification.

The City of Pembroke Pines Transportation Division cannot require that an individual travel with an attendant. If The City of Pembroke Pines Transportation Division feels that a rider would benefit from the aid of an attendant, this can be suggested. Service cannot be refused, however, if the person decides to continue to travel independently.

Service can only be refused if a rider engages in "violent, seriously disruptive, or illegal conduct." Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees.

Additional charges: Special fares and charges, beyond those required of other riders, will not be imposed on persons with disabilities, even if additional services are required.

Boarding/disembarking time: Adequate time must be provided for persons with disabilities to board and disembark from vehicles.

**City of Pembroke Pines Transportation Division  
ADA Complaint/Appeal Form and Process**

This grievance procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Pembroke Pines Transportation Division.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to:

Jessica Matos, Transportation Administrator & ADA Coordinator  
301 NW 103<sup>rd</sup> Avenue  
Pembroke Pines, FL 33026  
954-450-6850  
Email: jmatos@ppines.com

Within 15 calendar days after receipt of the complaint, Jessica Matos, ADA Coordinator, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Jessica Matos will respond in writing, and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Insert Agency Name and offer options for substantive resolution of the complaint.

If the response by Jessica Matos does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to Jay Shechter, the Community Services Department Director, or designee.

Within 15 calendar days after receipt of the appeal, Community Services Department Director Jay Shechter or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Community Services Department Director or designee will respond in writing, and, where appropriate, in a format and/or language that is accessible to the complainant, with a final resolution of the complaint.

The ADA Coordinator for the City of Pembroke Pines Transportation Division is:  
Jessica Matos, Transportation Administrator  
301 NW 103<sup>rd</sup> Avenue  
Pembroke Pines, FL 33026  
954-450-6850  
Email: jmatos@ppines.com

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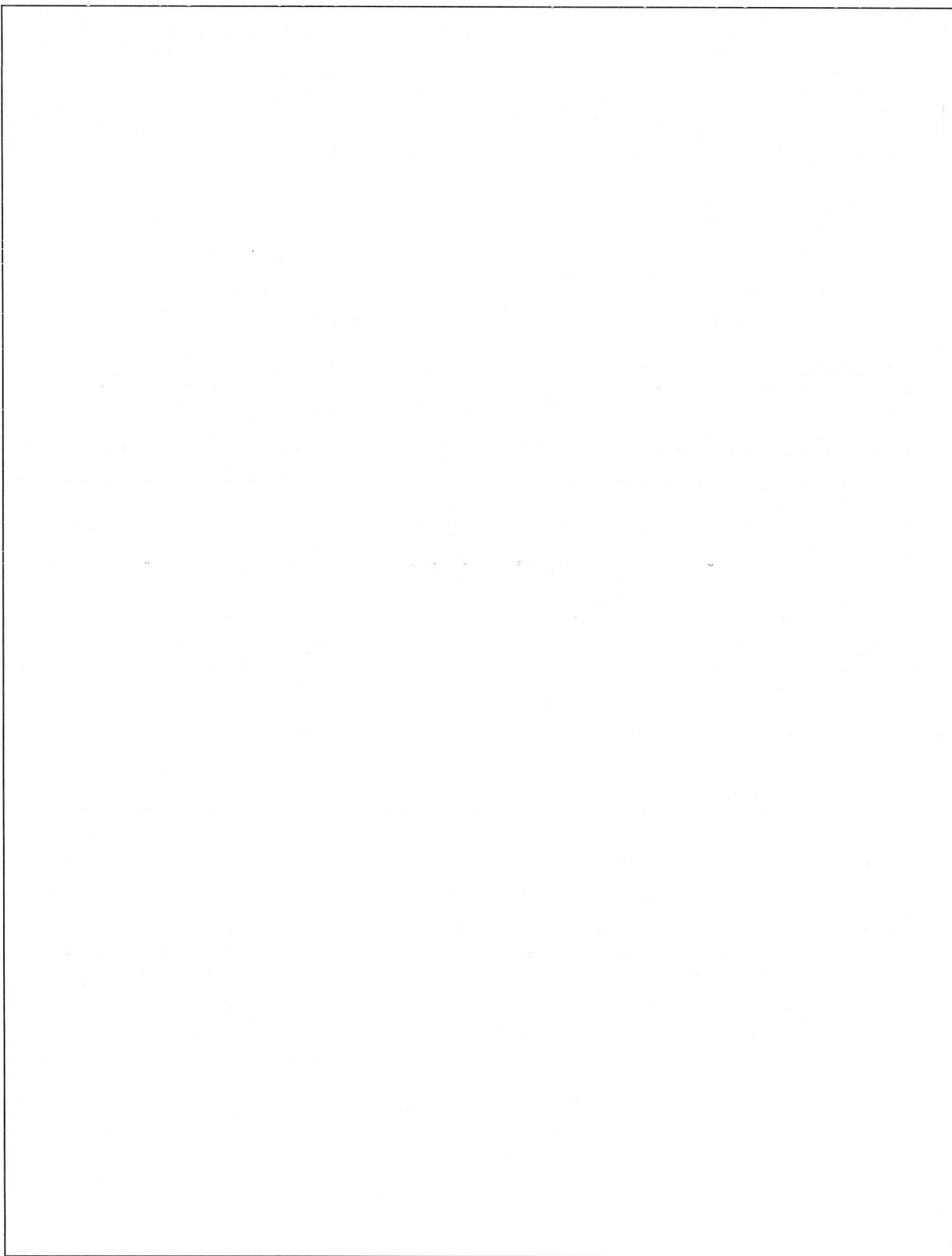
**ADA Coordinator Signature**

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**Date**

What is the nature of the ADA complaint/appeal (include the time/date and location of the incident):







Has an appeal been submitted to the City of Pembroke Pines Transportation Division for a denial of service (if applicable)?

- ☐ Yes
- ☐ No

Result of appeal (include agency staff responsible for appeal process and date/time/location of meeting)

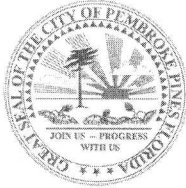
Has this appeal been resolved?

- ☐ Yes
- ☐ No

Please describe any further action or follow-up required:

\_\_\_\_\_  
**Community Services Director**

\_\_\_\_\_  
**Date**



# City of Pembroke Pines, FL

601 City Center Way  
Pembroke Pines, FL  
33025  
www.ppines.com

## Agenda Request Form

**Agenda Number: 16.**

**File ID:** 2022-R-27

**Type:** Resolution

**Status:** Passed

**Version:** 2

**Agenda  
Section:**

**In Control:** City Commission

**File Created:** 09/26/2022

**Short Title:** Proposed Resolution 2022-R-27: Title VI Program  
Community Shuttle Operation

**Final Action:** 11/02/2022

**Title:** MOTION TO ADOPT PROPOSED RESOLUTION 2022-R-27.

PROPOSED RESOLUTION 2022-R-27 IS A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF PEMBROKE PINES, FLORIDA APPROVING THE 2020-2023 CITY OF PEMBROKE PINES COMMUNITY SHUTTLE OPERATION, TITLE VI PROGRAM PURSUANT TO FEDERAL TRANSIT ADMINISTRATION REQUIREMENTS; DIRECTING THE APPROPRIATE CITY OFFICIALS TO TAKE ANY AND ALL ACTION NECESSARY TO EFFECTUATE THE INTENT OF THE RESOLUTION; PROVIDING FOR CONFLICTS; PROVIDING FOR SEVERABILITY AND PROVIDING FOR AN EFFECTIVE DATE.

**\*Agenda Date:** 11/02/2022

**Enactment Date:** 11/02/2022

**Agenda Number:** 16.

**Enactment Number:** 3808

### Internal Notes:

**Attachments:** 1. 2022-R-27 (Resolution Federal Transit Title VI Program) (00540638-2xC4B6A), 2. Exhibit A - Title VI Plan Pembroke Pines 2022 v1, 3. Map Pembroke Pines Blue Route, 4. Map Pembroke Pines Gold Route, 5. Map-Pembroke Pines Green Route, 6. ADA PPines Policy-Procedure-Complaint Form

1 City Commission 10/19/2022

2 City Commission 11/02/2022 adopt

Pass

**Action Text:** A motion was made by Commissioner Castillo, seconded by Commissioner Siple, to adopt Proposed Resolution 2022-R-27. The motion carried by the following vote:

Aye: - 5 Mayor Ortis, Vice Mayor Schwartz, Commissioner Siple, Commissioner Good Jr., and Commissioner Castillo

Nay: - 0

MOTION TO ADOPT PROPOSED RESOLUTION 2022-R-27.

PROPOSED RESOLUTION 2022-R-27 IS A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF PEMBROKE PINES, FLORIDA APPROVING THE 2020-2023 CITY OF PEMBROKE PINES COMMUNITY SHUTTLE OPERATION, TITLE VI PROGRAM PURSUANT TO FEDERAL TRANSIT ADMINISTRATION REQUIREMENTS; DIRECTING THE APPROPRIATE CITY OFFICIALS TO TAKE ANY AND ALL ACTION NECESSARY TO EFFECTUATE THE INTENT OF THE RESOLUTION; PROVIDING FOR CONFLICTS; PROVIDING FOR SEVERABILITY AND PROVIDING FOR AN EFFECTIVE DATE.

**SUMMARY EXPLANATION AND BACKGROUND:**

1. On January 13, 2021 with Resolution 2020-R-53 Title VI was presented at the Commission Meeting.
2. The City of Pembroke Pines ("City:") has an agreement with both the Aging and Disability Resource Center of Broward County and Broward County to provide Senior Transportation and fixed route transportation services respectively.
3. The City utilizes funding from the Federal Transit Administration ("FTA") to assist in the operation of its Senior Transportation and fixed route transportation services.
4. The City as a sub-recipient of FTA Funds, is required to adopt FTA Title VI Program Guidelines (Exhibit "A") every three (3) year.
5. Title VI and the ADA Transportation Policies and Procedures have been revised as per FTA.
6. Requesting Commission Approval.

**FINANCIAL IMPACT DETAIL:**

- a) **Initial Cost:** None
- b) **Amount budgeted for this item in Account No:** Not Applicable
- c) **Source of funding for difference, if not fully budgeted:** Not Applicable.
- d) **5 year projection of the operational cost of the project:** Not Applicable.

	Current FY	Year 2	Year 3	Year 4	Year 5
Revenues					
Expenditures					
Net Cost					

- e) **Detail of additional staff requirements:** Not Applicable.

**FEASIBILITY REVIEW:**

*A feasibility review is required for the award, renewal and/or expiration of all function sourcing contracts. This analysis is to determine the financial effectiveness of function sourcing services.*

**a) Was a Feasibility Review/Cost Analysis of Out-Sourcing vs. In-House Labor Conducted for this service?** Not Applicable.

**b) If Yes, what is the total cost or total savings of utilizing Out-Sourcing vs. In-House Labor for this service?** [Enter the total cost or savings here and include length of time that was considered.]