

# **CITY OF PEMBROKE PINES**

## **COMMUNITY SHUTTLE OPERATIONS**

### **TITLE VI PLAN**

**(Compliance with Title VI of the Civil Rights Act of 1964)**

Adopted \_\_\_\_\_

In accordance with FTA Circular 4702.1B

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

*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].*

Pembroke Pines Community Shuttle Service 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.

Pembroke Pines Community Shuttle Service further agrees to the following responsibilities with respect to its programs and activities:

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.

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.

Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.

Develop a complaint process and attempt to resolve complaints of discrimination against Pembroke Pines Community Shuttle Service.

Participate in training offered on the Title VI and other nondiscrimination requirements.

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.

Have a process to collect racial and ethnic data on persons impacted by the agency's programs.

Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix A of this plan)

**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: \_\_\_\_\_



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

Pembroke Pines Community Shuttle Service submits this Title VI Plan 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.

Pembroke Pines Community Shuttle Service is a sub-recipient of FTA funds and provides service in the City of Pembroke Pines, Florida. A description of the current Pembroke Pines Community Shuttle Service system is included in Appendix B.

### **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](mailto: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

Pembroke Pines Community Shuttle Service 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.

## 2.1 First Time Applicant Requirements

*FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.*

Pembroke Pines Community Shuttle Service is not a first-time applicant for FTA/FDOT funding. The following is a summary of Pembroke Pines Community Shuttle Service's current and pending federal and state funding.

### Current and Pending FTA Funding

1. N/A

### Current and Pending FDOT Funding

1. Section 5310 Formula Grant for the Enhanced Mobility of Seniors and Disabilities, February 2020, \$224,502 grant for 2 Freightliner Odyssey buses + equipment, Pending

### Current and Pending Federal Funding (non-FTA)

1. N/A

### Current and Pending State Funding (non-FDOT)

1. FL Department of Elder Affairs Pass-Through Areawide Council on Aging of Broward County Local Services Program, \$231,155, Current
2. Broward County Transit Grant \$300,000, Current

During the previous three years, Florida Department of Transportation (FDOT) did complete a Title VI compliance review of Pembroke Pines Community Shuttle Service. Pembroke Pines Community Shuttle Service was not found to be in noncompliance with any civil rights requirements. However, FDOT requested that Pembroke Pines Community Shuttle Service make revisions to its Title VI Plan, Public Notice procedures and its Title VI investigations tracking and reporting system.

The following is a summary of the compliance review.

- a. Date of the compliance review - February 5, 2019
- b. The purpose or reason for the review - Triennial Review
- c. Agency or organization that performed the review - Florida Department of Transportation, (FDOT)
- d. Summary of the finding and recommendations of the review

FDOT requested that the Pembroke Pines Shuttle Service revise its Title VI Plan to eliminate inconsistencies, obtain FDOT concurrence with the revisions, revise its Notices to the Public (and translations), ensure that the Notices are posted, and develop a tracking and reporting system for Title VI investigations.

- e. Report on the status of the findings and recommendations - These recommended revisions to the Title VI Plan and procedures have been incorporated into the Title VI Plan as of 11/2020.
- f. Current status of the compliance review - The compliance review is in progress as of 11/2020. All recommendations have been addressed.

## 2.2 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.

*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.*

Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

Pembroke Pines Community Shuttle Service will remain in compliance with this requirement by annual submission of certifications and assurances as required by FDOT.

## 2.3 Title VI Plan Concurrence and Adoption

This Title VI Plan received FDOT concurrence on \_\_\_\_\_ (date). The Plan was approved and adopted by Pembroke Pines Community Shuttle Service's Board of Directors during a meeting held on December 16, 2020. A copy of the meeting minutes and FDOT concurrence letter is included in Appendix C of this Plan.

### 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 Plan. 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

#### 3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of Pembroke Pines Shuttle Service's 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 Pembroke Pines Shuttle Service's office(s) including the reception desk and meeting rooms, and on the Pembroke Pines Shuttle Service's website at <https://www.ppines.com/218/Community-Bus-Service>. Additionally, Pembroke Pines Shuttle Service will post the notice at stations, stops and on transit vehicles.

A sample version of this notice is included in Appendix D of this Plan along with any translated versions of the notice.

## 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 Pembroke Pines Shuttle Service may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). Pembroke Pines Shuttle Service investigates complaints received no more than 180 days after the alleged incident. Pembroke Pines Shuttle Service will process complaints that are complete.

Once the complaint is received, Pembroke Pines Shuttle Service 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.

Pembroke Pines Shuttle Service has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Pembroke Pines Shuttle Service 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, Pembroke Pines Shuttle Service 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 procedure will be made available to the public on Pembroke Pines Shuttle Service's website <https://www.ppines.com/218/Community-Bus-Service>

### 4.2 Complaint Form

A copy of the complaint form in English, Spanish and Haitian Creole is provided in Appendix E and on Pembroke Pines Shuttle Service's website at <https://www.ppines.com/218/Community-Bus-Service>.

### 4.3 Record Retention and Reporting Policy

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

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

### 4.4 Sub-recipient Assistance and Monitoring

Pembroke Pines Shuttle Service does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to FDOT, Pembroke Pines Shuttle Service utilizes the sub-recipient assistance and monitoring provided

by FDOT, as needed. In the future, if Pembroke Pines Shuttle Service has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B. ]

#### 4.5 Contractors and Subcontractors

Pembroke Pines Shuttle Service is responsible for ensuring that contractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. Pembroke Pines Shuttle Service, contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

#### Nondiscrimination Clauses

During the performance of a contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") must agree to the following clauses:

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.

**Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

**Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.

**Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Florida Department of Transportation*, the *Federal Highway Administration*, *Federal Transit Administration*, *Federal Aviation Administration*, and/or the *Federal Motor Carrier Safety Administration* to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the *Florida Department of Transportation*, the *Federal Highway Administration*, *Federal Transit Administration*, *Federal Aviation Administration*, and/or the *Federal Motor Carrier Safety Administration* as appropriate, and shall set forth what efforts it has made to obtain the information.

**Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Pembroke Pines Shuttle Service shall impose contract sanctions as appropriate, including, but not limited to:

- a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
- b. cancellation, termination or suspension of the contract, in whole or in part.

**Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the Pembroke Pines Shuttle Service, Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance.

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

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

## **E-Verify**

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

## 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), Pembroke Pines Shuttle Service 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 Pembroke Pines Shuttle Service 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 Plan when it is submitted to FDOT.

Pembroke Pines Shuttle Service 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.

Table 1: Summary of Investigations, Lawsuits, and Complaints

|                            | <b>Date</b><br><b>(Month, Day, Year)</b> | <b>Summary</b><br><b>(include basis of complaint: race, color, or national origin)</b> | <b>Status</b> | <b>Action(s) Taken</b> |
|----------------------------|--|--|---------------|------------------------|
| <b>Investigations</b>      |  |  |               |                        |
| 1. No incidents in 3 years |  |  |               |                        |
| 2.                         |  |  |               |                        |
| <b>Lawsuits</b>            |  |  |               |                        |
| 1. N/A                     |  |  |               |                        |
| 2.                         |  |  |               |                        |
| <b>Complaints</b>          |  |  |               |                        |
| 1. N/A                     |  |  |               |                        |
| 2.                         |  |  |               |                        |



## 6.0 Public Participation Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Plan 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 Plan 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.*

The Public Participation Plan (PPP) for Pembroke Pines Shuttle Service 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 Pembroke Pines Shuttle Service. 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 Pembroke Pines Shuttle Service services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The PPP is included as Appendix F to this Title VI Plan.

### Current Outreach Efforts

Pembroke Pines Shuttle Service 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 Pembroke Pines Shuttle Service's recent, current,

The following is a list and short description of the City of Pembroke Pines Community Shuttle Operations' recent, current, and planned outreach activities.

- Public meeting at Southwest Focal Point Community Center and Century Village Clubhouse to inform and get feedback regarding community bus route expansion effort.
- Held meetings at Pembroke Pines Century Village Courthouse and Southwest Focal Point Community Center on July 25, 2016, August 25, 2016. A public hearing was also held at the City of Pembroke Pines Commission Chambers on September 21, 2016. Meetings were open to the public and feedback from the public regarding bus routes and time changes was obtained.
- August 4, 2018 – Holly Lakes Neighborhood Community Event – Passed out flyers and rider's guides.

## 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).*

Pembroke Pines Shuttle Service operates a transit system within the boundaries of the City of Pembroke Pines and portions of the cities of Davie and Southwest Ranches. The Language Assistance Plan (LAP) has been prepared to address The City of Pembroke Pines Community Shuttle Operations' responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak or understand English are LEP

In the City of Pembroke Pines Community Shuttle Operations service area there are 26,010 residents or 15.3% who describe themselves as not able to communicate in English very well (Source: US Census). The City of Pembroke Pines Community Shuttle Operations is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. The City of Pembroke Pines Community Shuttle Operations has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Appendix G.

## 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.*

Pembroke Pines Shuttle Service does not have a transit-related committee or board, therefore this requirement does not apply.

The City of Pembroke Pines is a “majority minority” community and its demographics ensure that minorities participate in the programs of the Southwest Focal Point Community Center and the City’s Transportation Division. The demographic breakdown of the City is:

Hispanic or Latino – 43.1%

White alone, not Hispanic or Latino – 29.6%

Black or African American alone – 21.7%

Asian alone – 4.9%

Two or More Races – 2.5%

## 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, Pembroke Pines Shuttle Service will ensure the following:

- Pembroke Pines Shuttle Service will complete a Title VI equity analysis for any 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. Pembroke Pines Shuttle Service 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.
- When evaluating locations of facilities, Pembroke Pines Shuttle Service 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.
- If Pembroke Pines Shuttle Service determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, Pembroke Pines Shuttle Service 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. Pembroke Pines Shuttle Service must demonstrate and document how both tests are met. Pembroke Pines Shuttle Service 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.

Pembroke Pines Shuttle Service has not recently constructed any facilities nor does it currently have any facilities in the planning stage. Therefore, Pembroke Pines Shuttle Service does not have any Title VI Equity Analysis reports to submit with this Plan. Pembroke Pines Shuttle Service will utilize the demographic maps included in Appendix I 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.*

Pembroke Pines Shuttle Service 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 Plan. 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.

Pembroke Pines Shuttle Service 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 for Each Mode

| Vehicle Load Summary |                                |                             |                 |
|----------------------|--------------------------------|-----------------------------|-----------------|
| Route Name           | Weekday Peak Load Per Bus Hour | Saturday Peak Load Per Hour | Seats Available |
| Gold East            | 12.6                           | 12.6                        | 20              |
| Gold West            | 10.3                           | 10.3                        | 20              |
| Green                | 7.7                            | 7.7                         | 20              |
| Blue East            | 8.8                            | N/A                         | 20              |
| Blue West            | 4.5                            | N/A                         | 20              |

| Vehicle Load Factor Standards |      |          |
|-------------------------------|------|----------|
| Route Type                    | Peak | Off-Peak |
| Weekday                       | 150% | 100%     |
| Saturday                      | 150% | 100%     |

#### A. Vehicle Headway for Each Mode

| Route Name | Headway AM Peak | Headway Off-Peak | Headway PM Peak | Headway Saturday |
|------------|-----------------|------------------|-----------------|------------------|
| Gold East  | 45              | 45               | 45              | 45               |
| Gold West  | 65              | 65               | 65              | 65               |

|                  |    |    |    |     |
|------------------|----|----|----|-----|
| <b>Green</b>     | 57 | 65 | 65 | 65  |
| <b>Blue East</b> | 0  | 69 | 0  | N/A |
| <b>Blue West</b> | 70 | 70 | 0  | N/A |

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. 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.

a. 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.

### 10.3 Service Policies

The City of Pembroke Pines Community Shuttle Operations 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 and stations along those routes.

#### Vehicle Assignment

Vehicles will be assigned to the South, North, and East depots such that the average age of the fleet serving each depot is equally represented. 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**

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## **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** *(A// 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 of service availability for each mode
- Service policies
  - Transit Amenities for each mode
  - Vehicle Assignment for each mode



## **APPENDIX B – PEMBROKE PINES COMMUNITY SHUTTLE SERVICE SYSTEM DESCRIPTION**

The Pembroke Pines Community Shuttle Service System serves the geographic area of the City of Pembroke Pines. The City has a total area of 34.4 square miles spanning east and west between the Florida Turnpike and US 27. Generally speaking, the northern border of Pembroke Pines is Sheridan Street and the southern border is Pembroke Road. The Community Bus Service serves this entire geographic area.

Incorporated in 1960, the City of Pembroke Pines 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 sf senior complex is connected to the southwest Broward community by its transportation system serving Seniors and Individuals with Disabilities. The campus includes a 52,000 square foot Senior Center and a residence with 190 rental apartments. The City also has additional units of affordable rental apartments, most occupied by seniors, at Pines Place on the Forman Human Services Campus – a 20-minute drive from the City's senior services at SW Focal Point Community Center.

The goals of SW Focal Point, which offers specially designed, multi-disciplinary programming for seniors and individuals with special needs, 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 to seniors and individuals with disabilities, as well as to the wider community through fixed routes that operate for 8.5 hours per day.

### **SYSTEM ADMINISTRATION**

Since March 2, 2000, Pembroke Pines has had a CTC agreement with Broward County to provide Transportation Disadvantaged Services. The City contracts with the Transportation Authority, Inc. (TAINC) to provide these transportation services and with Vera Cadillac Buick GMC to provide maintenance and repairs. Pembroke Pines Risk Management Department is responsible for insurance for the vehicles. Transportation Authority, Inc. insures its personnel. Transportation services are directed by Community Services Director Jay Shechter; finances are administered by Astrid Grosso, Accounting Specialist. Transportation Authority, Inc. has 7 administrative staff, 3 clerks and 30 drivers.

The City of Pembroke Pines has an agreement with the Aging and Disability Resource Center of Broward County and Broward County to provide Senior Transportation and fixed route transportation services respectively. The City contracts with The Transportation Authority, LLC to manage day-to-day operations and with Vera-Williamson Investments, Inc. to provide preventive maintenance and repairs. Transportation services are directed by the City's Community Services Director.

The Transportation Authority, LLC is responsible for insurance of the vehicles (liability) and the City of Pembroke Pines is responsible for the physical damage of the City's vehicles. The Transportation Authority, LLC is responsible for the hiring and training of administrative staff and drivers and for insuring its personnel in compliance with the provision of Florida Statute (FS) 341.061 and Rule,

Chapter 14-90, Florida Administrative Code. The Transportation Authority, LLC maintains a structured System Safety Program Plan to ensure the overall safety of the program. This facet of the operation is critical as the issue of safety is considered a high priority for both staff and members. The 27 vehicles used in the transport of members are housed in a reserved area at the site of the Transportation Authority, LLC, 901 Poinciana Drive, Pembroke Pines, FL 33025. One hundred percent (100%) of the vehicles used for client transportation are wheelchair accessible which meet all applicable Americans with Disabilities Act regulations.

The City operates two (2) programs- Senior Transportation Service and the Community Bus (fixed Route) service. There is no cost to use this service.

- **Senior Transportation Service**

Since 2002, the City has been a subcontractor to the Aging and Disability Resource Center of Broward County f/k/a the Areawide Council on Aging of Broward County, for providing transportation services as mandated by the 2002 Older Americans Act Title IIIB. Free Senior Transportation service is provided to and from the Southwest Focal Point Senior Center, medical/dental appointments, pharmacies, social services and legal agencies, post office, banks, grocery stores, and center-sponsored field trips.

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 City's service area boundaries span from County Line Road/Pembroke Road on the South, State Road 7 on the East, State Road 84 on the North and US 27 on the West.

- **Community Bus (Fixed-Route) Service**

In 1994, the City of Pembroke Pines entered into an interlocal agreement with Broward County Transit (BCT) to offer community bus service to residents in Pembroke Pines. The service increases the number of destinations within the city limits that can be reached through public transit. The Community Bus Service is designed to operate in conjunction with BCT routes. Community buses service residential areas, freeing the larger BCT fixed-route buses to travel along major thoroughfares as part of a bus system network. While BCT routes serve mainly arterial corridors, community buses can penetrate neighborhoods and create short distance linkages between origins and destinations. The City operates 7 community bus service routes - five (5) servicing western Pembroke Pines and two (2) servicing eastern Pembroke Pines. Organizational structure, type of operation, number of employees, service hours, staffing plan and a safety and security plan are adopted and implemented by the City.

## **SYSTEM FUNDING**

The program operations are funded by the City of Pembroke Pines. The City offers a range of programs for seniors and individuals with special needs, including: 1) OAA/Nutrition Program. Individuals participating in the OAA/Nutrition Program must be registered clients, 60 years and older who do not have access to other forms of transportation. Service is offered on as 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.

## **TRANSPORTATION FOR SENIORS AND INDIVIDUALS WITH DISABILITIES**

Transportation for Seniors and Individuals with Disabilities is a component of the SW Focal Point Senior Center Transportation Division operations. Clients must register with the Center's Social Worker. Clients provide their age and disability status during the registration process.

## **SERVICE TO MINORITY POPULATIONS**

The population of the City of Pembroke Pines is 20.4% African American and 43% Hispanic, and its Transportation Division serves these minority populations.

## **TRANSPORTATION PROGRAM OVERVIEW**

a. **Service hours, routes and trip types** - The City 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** 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).

b. **Staffing** - The City has a CTC agreement with Broward County to provide Transportation Disadvantaged Services. The City contracts with The Transportation Authority, Inc. to provide these transportation services and with Vera Cadillac Buick GMC to provide preventive maintenance and repairs. 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, Inc. has five administrative staff, 2 part-time clerks and 29 drivers, 10 of whom drive 5310 vehicles. 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 nondiscrimination requirements, and CPR.

c. **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.

d. **Vehicle maintenance** - Maintenance and repair work on all vehicles takes place at the City garage through a sub-contract with Vera Cadillac Buick GMC. All repairs/maintenance are required to be documented and follow procedures outlined in the System Safety Program Plan, revised in August of 2017. Also, see pages 8-16 of TOP.

e. **System Safety** – The City’s System Safety Plan (SPP) (revised 12/18), a System Safety Program Plan (SSPP) (revised 12/18) and a Transportation Handbook (dated January 2016) outline the functions and responsibilities that shall be implemented and maintained to achieve a high level of safety at the City Transportation Department. 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.

f. **Drug Free Work Place** – The City’s Drug Free Work Place policy and procedures are outlined in TOP.

g. **Data collection methods** – The Transportation Authority, Inc. collects and maintains data on all vehicles and drivers. The FDOT **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 combined 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.

**APPENDIX C    TITLE VI PLAN ADOPTION MEETING MINUTES AND FDOT CONCURRENCE LETTER**

## APPENDIX D TITLE VI SAMPLE NOTICE TO PUBLIC

### Notifying the Public of Rights Under Title VI

#### **City of Pembroke Pines Community Bus/Senior Transportation Operations**

- The City of Pembroke Pines Community Bus/Senior Transportation Division operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Pembroke Pines Community Bus/Senior Transportation Division.
- For more information on the City of Pembroke Pines Community Bus/Senior Transportation Division's civil rights program, and the procedures to file a complaint, contact: 954-450-6888, TTY 954-357-8481; email [jmatos@ppines.com](mailto:jmatos@ppines.com); or visit the Division's office at The Carl Shechter S.W. Focal Point Community Center, 301 NW 103<sup>rd</sup> Ave, Pembroke Pines, FL 33026; or visit <https://www.ppines.com/215/Transportation>.
- If information is needed in another language, contact 954-450-6888.

#### **Ciudad de Pembroke Pines**

##### **Autobús comunitario / Operaciones de transporte para personas mayores**

- La División de Transporte Comunitario / para Personas Mayores de la Ciudad de Pembroke Pines opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que él o ella ha sido agraviada por alguna práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante la División de Transporte Comunitario / Transporte para Personas Mayores de la Ciudad de Pembroke Pines.
- Para obtener más información sobre el programa de derechos civiles de la Ciudad de Pembroke Pines Community Bus/Senior Transportation Division, y los procedimientos para presentar una queja, comuníquese con: 954-450-6888; TTY 954-357-8481; correo electrónico [jmatos@ppines.com](mailto:jmatos@ppines.com); o visite la oficina de la División en The Carl Shechter Southwest Focal Point Senior Center, 301 NW 103<sup>rd</sup> Ave, Pembroke Pines, FL 33026; o visite <https://www.ppines.com/215/Transportation>.
- Si necesita información en otro idioma, comuníquese al 954-450-6888.

#### **Vil Pembroke Pines**

##### **Otobis Kominotè / Operasyon Transpòtasyon Senior**

- Divizyon Transpò Kominotè Bis Pembroke Pines la opere pwogram ak sèvis li yo san konsiderasyon ras, koulè ak orijin nasyonal dapre Tit VI Lwa sou Dwa Sivil la. Nenpòt moun ki kwè ke li te agrave li ak nenpòt pratik diskriminatwa ilegal nan Tit VI ka depoze yon plent nan City Bus Pembroke Pines Bus / Divizyon Transpò Senior.
- Pou plis enfòmasyon sou pwogram dwa sivil Vil Pembroke Pines Bus / Senior Transportation, ak pwosedi pou depoze yon plent, kontakte: 954-450-6888; TTY 954-357-8481; imèl [jmatos@ppines.com](mailto:jmatos@ppines.com); oswa vizite biwo Divizyon an nan Carl Shechter S.W. Sant Kominotè Focal Point, 301 NW 103<sup>rd</sup> Ave, Pembroke Pines, FL 33026; oswa vizite <https://www.ppines.com/215/Transportation>.
- Si yo bezwen enfòmasyon nan yon lòt lang, kontakte 954-450-6888.

**APPENDIX E     TITLE VI COMPLAINT FORM**

**City of Pembroke Pines  
Southwest Focal Point Transportation Division  
List of Title VI Investigations, Complaints, and Lawsuits**

The City of Pembroke Pines/Southwest Focal Point Senior Center Transportation Division will keep on file a record of Title VI complaints, investigations and/or lawsuits in the Transportation Division files at Southwest Focal Point Senior Center. Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to FDOT, the primary recipient, annually.

|                      | <b>Date of<br/>Complaint<br/>(Month, Day,<br/>Year)</b> | <b>Complaint (includes<br/>basis of Complaint:<br/>race, color, or<br/>national origin, etc.)</b> | <b>Status of<br/>Complaint</b> | <b>Action(s) Taken</b> |
|----------------------|---|---|--------------------------------|------------------------|
| <b>Complaint</b>     |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
| <b>Investigation</b> |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
| <b>Lawsuit</b>       |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |
|                      |   |   |                                |                        |

## **APPENDIX F - PUBLIC PARTICIPATION PLAN**

The Public Participation Plan (PPP) for Pembroke Pines Shuttle Service 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 Pembroke Pines Shuttle Service. 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 Pembroke Pines Shuttle Service services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services.

The following is a list and short description of The City of Pembroke Pines Community Shuttle Operations' recent, current, and planned outreach activities.

- Public meeting at Southwest Focal Point Community Center and Century Village Clubhouse to inform and get feedback regarding community bus route expansion effort.
- Held meetings at Pembroke Pines Century Village Courthouse and Southwest Focal Point Community Center on July 25, 2016, August 25, 2016. A public hearing was also held at the City of Pembroke Pines Commission Chambers on September 21, 2016. Meetings were open to the public and feedback from the public regarding bus routes and time changes was obtained.
- August 4, 2018 – Holly Lakes Neighborhood Community Event – Passed out flyers and rider's guides.



## **APPENDIX G: LANGUAGE ASSISTANCE PLAN (LAP)**

### **I. Introduction**

The City of Pembroke Pines Community Shuttle Operations operates a transit system within Pembroke Pines, and portions of Davie and Southwest Ranches. The Language Assistance Plan (LAP) has been prepared to address The City of Pembroke Pines Community Shuttle Operations' responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak or understand English are LEP. In the City of Pembroke Pines Community Shuttle Operations service area there are 26,010 residents or 15.3% who describe themselves as not able to communicate in English "very well" (Source: US Census). The City of Pembroke Pines Community Shuttle Operations is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP.

For many LEP individuals, public transit is the principal transportation mode available. It is important for The City of Pembroke Pines Community Shuttle Operations be able to communicate effectively with all of its riders. When the City of Pembroke Pines Community Shuttle Operations is able to communicate effectively with all of its riders, the service provided is safer, more reliable, convenient, and accessible for all within its service area. The City of Pembroke Pines Community Shuttle Operations is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency's services in accordance with Title VI.

This plan will demonstrate the efforts that The City of Pembroke Pines Community Shuttle Operations undertakes to make its service accessible to all persons without regard to their ability to communicate in English. The plan addresses how services will be provided through general guidelines and procedures including the following:

- Identification: Identifying LEP populations in service areas
- Notification: Providing notice to LEP individuals about their right to language services
- Interpretation: Offering timely interpretation to LEP individuals upon request
- Translation: Providing timely translation of important documents
- Staffing: Identifying the City of Pembroke Pines Community Shuttle Operations staff to assist LEP
- Customers
- Training: Providing training on LAP to responsible employees.

### **II. Four Factor Analysis**

The analysis provided in this report has been developed to identify LEP population that may use The City of Pembroke Pines Community Shuttle Operations 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 Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

1. Demography: identifying the number and/or proportion of LEP persons served or encountered, and languages spoken in service area.
2. Frequency: determining the rate of contact with the City's programs, activities, and services.

3. Importance: gauging the nature and importance of City's program, service, and activities to people's lives.
4. Resources: assessing current and available resources, including language assistance services.

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

Of the 170,000 residents who reside in The City of Pembroke Pines Community Shuttle Operations service area, it is estimated that 26,010 residents speak English less than "very well." People of Hispanic and Haitian descent are the primary LEP persons likely to utilize The City of Pembroke Pines Community Shuttle Operations services. For the City of Pembroke Pines Community Shuttle Operations service area, the American Community Survey of the U.S. Census Bureau (2015) shows that of the area's population, 84.7% speak English "very well". For groups who speak English "less than very well", 9.4% speak Spanish and 2.7% speak French/Haitian Creole.

Appendix H contains a table which lists the languages spoken at home for the population within The City of Pembroke Pines Community Shuttle Operations service area.

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

The City of Pembroke Pines Community Shuttle Operations 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 the primary languages spoken other than English are Spanish and Haitian Creole. Phone inquiries and staff survey feedback indicated that The City of Pembroke Pines Community Shuttle Operations dispatchers and drivers interact frequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish or Haitian Creole. Over the past 3 years, The City of Pembroke Pines Community Shuttle Operations has had less than 10 requests for translated documents.

#### Factor 3: The Nature and Importance of the Program, Activity, or Service to People's Lives

Public transportation and regional transportation planning are 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. An LEP person's inability to utilize public transportation effectively may adversely affect his or her ability to access health care, education, or employment.

An on-board passenger survey was conducted by Broward County to collect data on usage of and access to The City of Pembroke Pines Community Shuttle Operations services. At this time the City is still awaiting the results of the survey.

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

The City of Pembroke Pines Community Shuttle Operations assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations. These

resources include having the ability to access materials in English, Spanish, and Haitian Creole. The City publishes all of its materials in English, Spanish, and Haitian Creole. The City of Pembroke Pines Community Shuttle Operations provides a reasonable degree of services for LEP populations in its service area.

### III. 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

Pembroke Pines Transportation Division will assess 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.

Pembroke Pines Transportation Division has identified the number and proportion of LEP individuals within its service area using United States Census data American Community Survey 5-Year Estimate (2015-see Appendix H).

The Census data indicate the following language data:

Speak English proficiently – 84.7%

Spanish primary language – 9.4%

Haitian Creole primary language – 2.7%

Pembroke Pines Transportation Division will 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. Vehicle operators and front-line staff (i.e. Dispatchers, Transit Operation Supervisors, etc.) will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

#### Element 2: Language Assistance Measures

Pembroke Pines Transportation Division provides the following actions to improve access to information and services for LEP individuals:

1. Provides bilingual staff at community events and public meetings as necessary.
2. Surveys transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.

3. When an interpreter is needed in person or on the telephone, staff attempts to access language assistance services from a professional translation service or qualified community volunteers.

#### Element 3: Training Staff

Pembroke Pines Transportation Division will train its administrative staff, customer service representatives and drivers. Several representatives are bilingual in English and Spanish.

The following training has been provided to administrative staff, customer service representatives, and drivers:

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

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

Pembroke Pines Transportation Division makes Title VI information available in English, Spanish and Haitian Creole on the Agency's website. Key documents will be available in English, Spanish and Haitian Creole. Notices are available in our main office. 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 an alternative language 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
- Whether Pembroke Pines Transportation Division financial resources are sufficient to fund language assistance resources needed

Pembroke Pines Transportation Division Transportation 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. Pembroke Pines Transportation Division is open to suggestions from all sources, including customers, Pembroke Pines Transportation staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

#### IV. 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 City of Pembroke Pines Community Shuttle Operations service area does have LEP populations which qualify for the Safe Harbor Provision. As shown in Appendix H, 9.4% of the population speaks Spanish and therefore qualifies for the Safe Harbor Provision. Of the 170,000 Pembroke Pines residents, this represents 15,980 people.

## APPENDIX H

### LEP Persons in Broward Urbanized Area by Language Spoken

| Language Spoken       | Speak English Less Than "Very Well" | % LEP Population | % Broward County Population |
|-----------------------|-------------------------------------|------------------|-----------------------------|
| Spanish               | 163,692                             | 61.7%            | 9.4%                        |
| French/Haitian Creole | 46,880                              | 17.7%            | 2.7%                        |
| Portuguese            | 9,540                               | 3.6%             | 0.5%                        |
| French                | 9,454                               | 3.6%             | 0.5%                        |
| Chinese               | 6,072                               | 2.3%             | 0.3%                        |
| Russian               | 3,428                               | 1.3%             | 0.2%                        |
| Vietnamese            | 3,177                               | 1.2%             | 0.2%                        |
| Italian               | 2,704                               | 1.0%             | 0.2%                        |
| Arabic                | 2,080                               | 0.8%             | 0.1%                        |
| Other Asian           | 1,999                               | 0.8%             | 0.1%                        |
| Tagalog               | 1,578                               | 0.6%             | 0.1%                        |
| Urdu                  | 1,481                               | 0.6%             | 0.1%                        |
| Hebrew                | 1,478                               | 0.6%             | 0.1%                        |
| Other Languages       | 11,763                              | 4.4%             | 0.7%                        |
| <b>Total</b>          | <b>265,326</b>                      | <b>100.0%</b>    | <b>15.3%</b>                |

## **APPENDIX I**

### **Equity Analysis**

#### **Service**

Service Equity Analyses are required as part of a Title VI program if the entity is a transit provider with 50 or more fixed route vehicles in peak service located in a UZA of 200,000 + pop.

The City of Pembroke Pines Shuttle Service has fewer than 50 fixed route vehicles; therefore, an Equity Analysis is not required.

#### **Facilities**

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, Pembroke Pines Shuttle Service will ensure the following:

- Pembroke Pines Shuttle Service will complete a Title VI equity analysis for any 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. Pembroke Pines Shuttle Service 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.
- When evaluating locations of facilities, Pembroke Pines Shuttle Service 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.
- If Pembroke Pines Shuttle Service determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, Pembroke Pines Shuttle Service 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. Pembroke Pines Shuttle Service must demonstrate and document how both tests are met. Pembroke Pines Shuttle Service 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.

Pembroke Pines Shuttle Service has not recently constructed any facilities nor does it currently have any facilities in the planning stage. Therefore, Pembroke Pines Shuttle Service does not have any Title VI Equity Analysis reports to submit with this Plan. Pembroke Pines Shuttle Service will utilize the demographic maps included in Appendix I for future Title VI analysis.

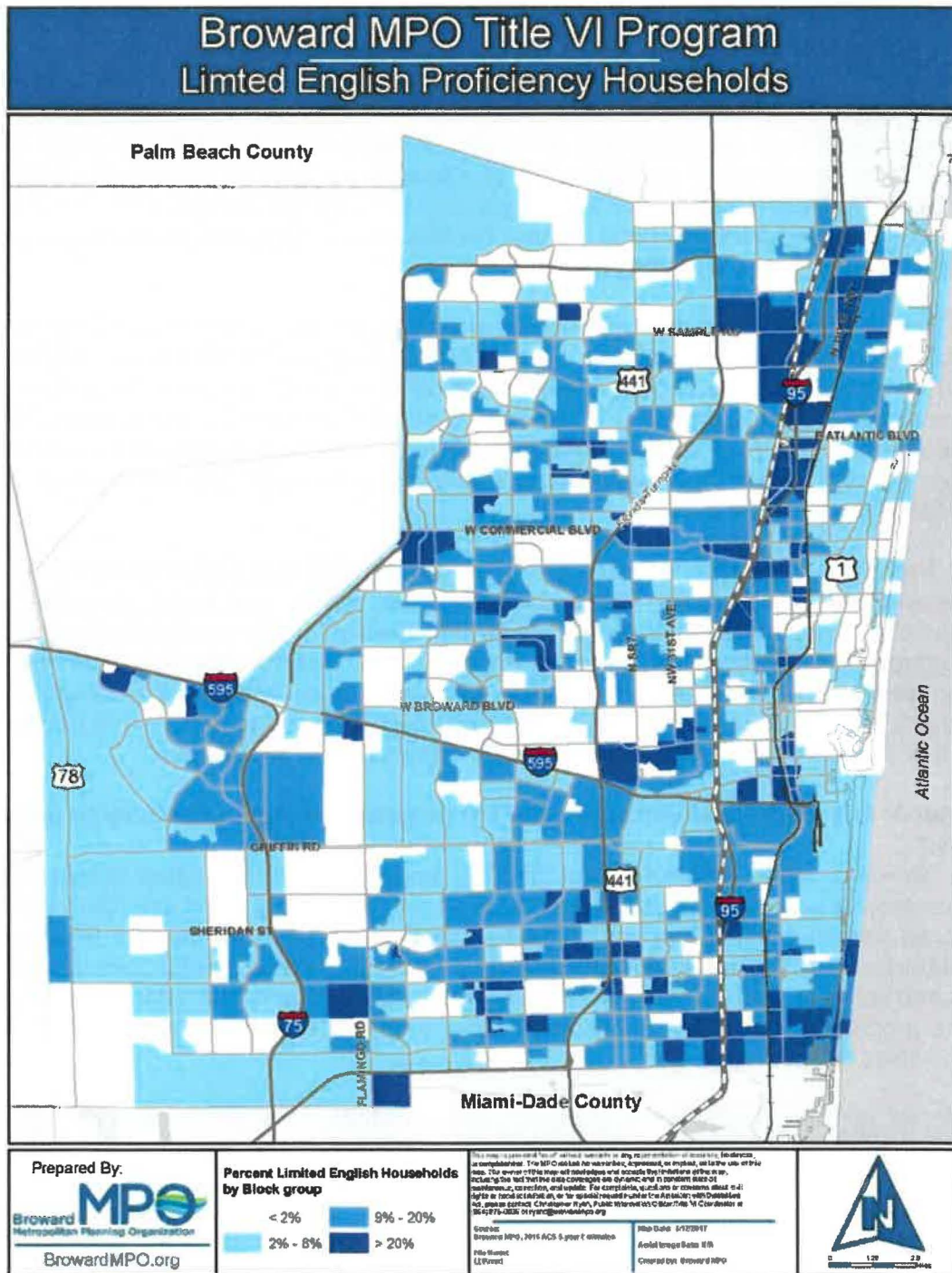
## **APPENDIX J**

Pembroke Pines Community Demographic Map

Pembroke Pines Community Shuttle Service Area Maps – Blue, Green & Gold Routes



**Map 1: Percent of LEP Households, 2015**





## 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 Lots Plaza, Publix-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)**



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

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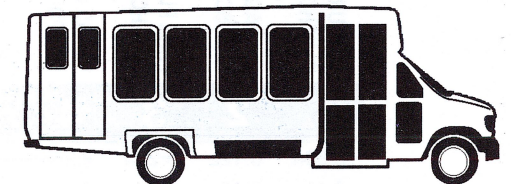
1,500 copies of this public document were promulgated at a gross cost of \$21.50 or \$.018 per copy to inform the public about Broward County Transit (BCT) and the City of Pembroke Pines Bus routes.  
SD4650 Reprinted 1/18

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

### BCT Route 726 East BCT Route 727 West



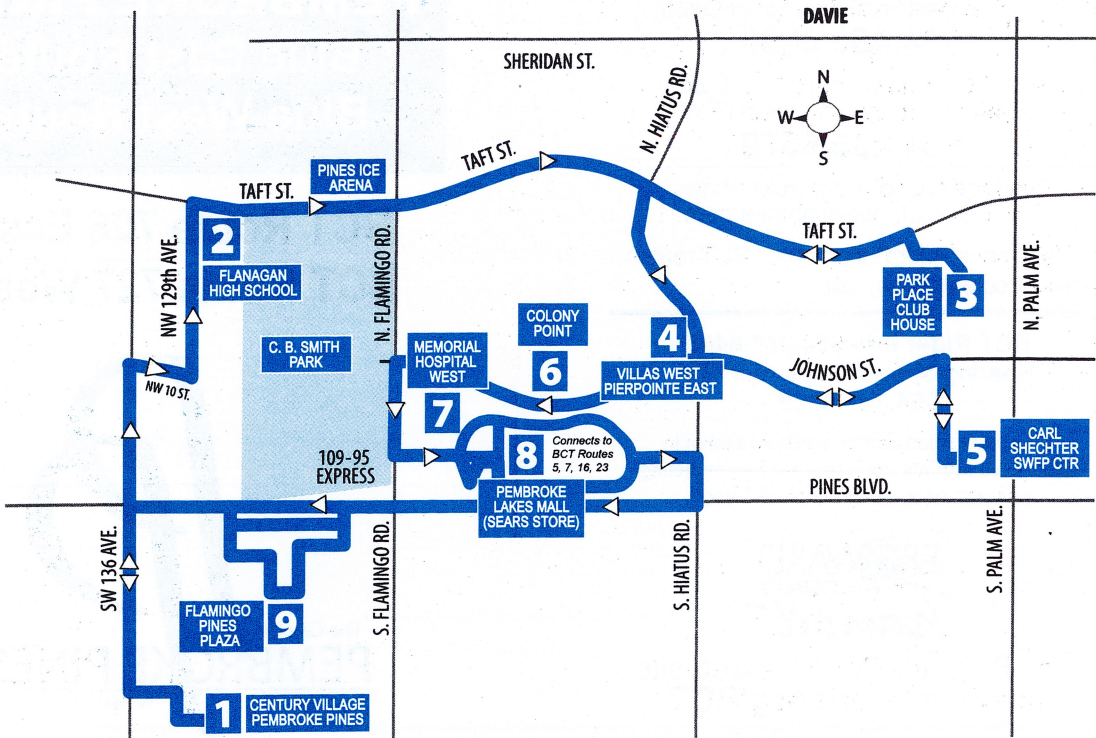
### Community Bus Service Route and Timetable



**Effective September 2017**

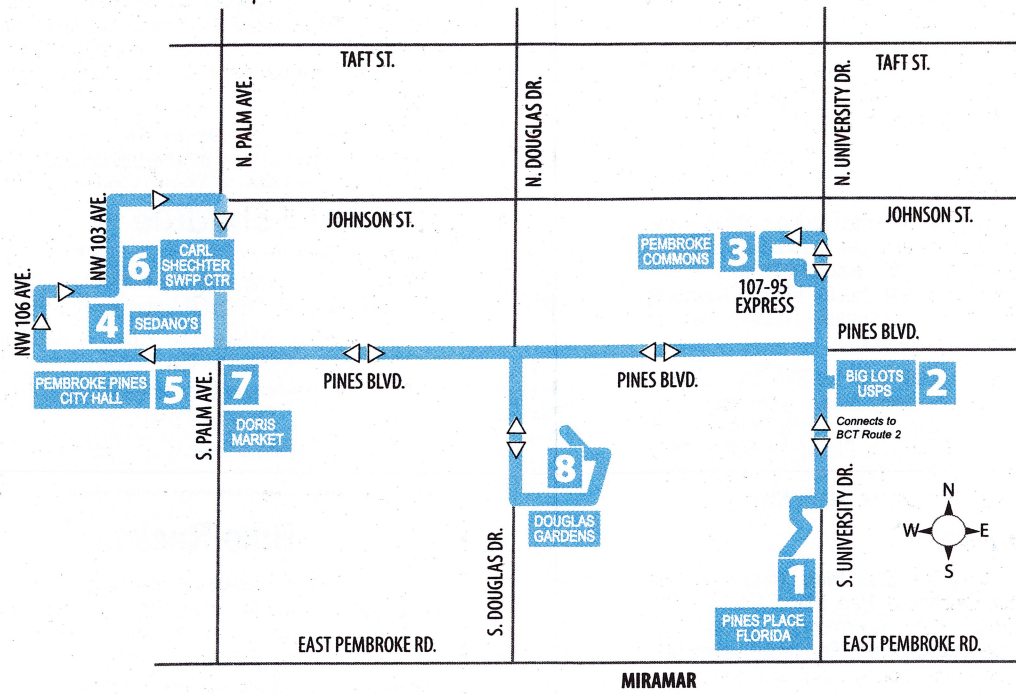


BCT ROUTE 727 BLUE WEST ROUTE



| CENTURY VILLAGE CLUBHOUSE | FLANAGAN HIGH SCHOOL | PARK PLACE CLUBHOUSE | VILLAS WEST PIERPOINTE EAST | CARL SHECHTER SW FOCAL PT. CTR ARRIVAL | CARL SHECHTER SW FOCAL PT. CTR DEPART | COLONY POINT | MEMORIAL HOSPITAL WEST | PEMBROKE LAKES MALL (SEARS STORE) | FLAMINGO PINES PLAZA (PUBLIX, WALMART) | CENTURY VILLAGE CLUBHOUSE |
|---------------------------|----------------------|----------------------|-----------------------------|--|---------------------------------------|--------------|------------------------|-----------------------------------|--|---------------------------|
| 1                         | 2                    | 3                    | 4                           | 5                                      | 5                                     | 6            | 7                      | 8                                 | 9                                      | 1                         |
| 8:00a                     | 8:12a                | 8:20a                | 8:25a                       | 8:30a                                  | 8:35a                                 | 8:38a        | 8:45a                  | 8:50a                             | 9:00a                                  | 9:10a                     |
| 9:10a                     | 9:18a                | 9:30a                | 9:35a                       | 9:40a                                  | 9:45a                                 | 9:48a        | 9:55a                  | 10:00a                            | 10:10a                                 | 10:20a                    |
| 10:20a                    | 10:28a               | 10:40a               | 10:45a                      | 10:50a                                 | 10:55a                                | 10:58a       | 11:05a                 | 11:10a                            | 11:20a                                 | 11:30a                    |
| 11:30a                    | 11:38a               | 11:50a               | 11:55a                      | 12:00p                                 | 12:05p                                | 12:08p       | 12:15p                 | 12:20p                            | 12:30p                                 | 12:40p                    |
| 12:40p                    | 12:48p               | 1:00p                | 1:05p                       | 1:10p                                  | 1:15p                                 | 1:18p        | 1:25p                  | 1:30p                             | 1:40p                                  | 1:50p                     |
| 1:50p                     | 1:58p                | 2:10p                | 2:15p                       | 2:20p                                  | 2:25p                                 | 2:28p        | 2:35p                  | 2:40p                             | 2:50p                                  | 3:00p                     |
| 3:00p                     |                      |                      |                             | 3:15p                                  |                                       |              |                        |                                   |  |                           |

BCT ROUTE 726 BLUE EAST ROUTE



| PINES PLACE 8203 FLORIDA DR - BUILDING | BIG LOT/USPS PINES BL & UNIVERSITY DR. | PUBLIX-PEMBROKE COMMONS | SEDANO'S PINES B & 103 A | PEMBROKE PINES CITY HALL | CARL SHECHTER SW FOCAL PT. CTR ARRIVAL | CARL SHECHTER SW FOCAL PT. CTR DEPART | BEALLS PLAZA (DORIS MKT.) PINES BL & PALM AV | DOUGLAS GARDENS SW 88 AVE-BUILDING | PINES PLACE 8203 FLORIDA DR - BUILDING |
|--|--|-------------------------|--------------------------|--------------------------|--|---------------------------------------|--|------------------------------------|--|
| 1                                      | 2                                      | 3                       | 4                        | 5                        | 6                                      | 6                                     | 7  | 8                                  | 1                                      |
| 9:00a                                  | 9:07a                                  | 9:15a                   | 9:25a                    | 9:28a                    | 9:34a                                  | 9:40a                                 | 9:49a  | 9:58a                              | 10:09a                                 |
| 10:09a                                 | 10:16a                                 | 10:24a                  | 10:34a                   | 10:37a                   | 10:43a                                 | 10:49a                                | 10:58a                                       | 11:07a                             | 11:18a                                 |
| 11:18a                                 | 11:25a                                 | 11:33a                  | 11:43a                   | 11:46a                   | 11:52a                                 | 11:58a                                | 12:07p                                       | 12:16p                             | 12:27p                                 |
| 12:27p                                 | 12:34p                                 | 12:42p                  | 12:52p                   | 12:55p                   | 1:01p                                  | 1:07p                                 | 1:16p  | 1:25p                              | 1:36p                                  |
| 1:36p                                  | 1:43p                                  | 1:51p                   | 2:01p                    | 2:04p                    | 2:10p                                  | 2:16p                                 | 2:25p  | 2:34p                              | 2:45p                                  |
| 2:51p                                  | 2:58p                                  | 3:06p                   | 3:16p                    | 3:19p                    | 3:25p                                  |                                       |  |                                    |  |



# 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**

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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

# CITY OF PEMBROKE PINES

## Green Route

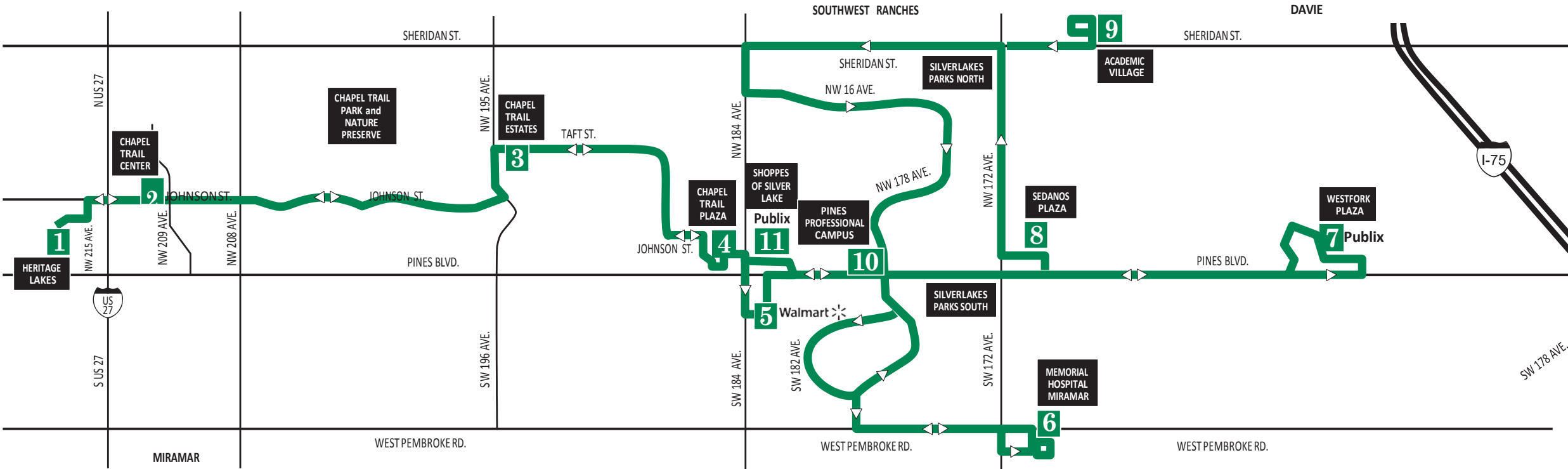
### BCT Route 724



### Community Bus Service Route and Timetable



**Effective July 2016**



# GREEN ROUTE



| HERITAGE LAKES<br>(MHP) CLUBHOUSE | CHAPEL TRAIL<br>CENTER (NW 209 &<br>JOHNSON ST) | CHAPEL TRAIL<br>ESTATES | CHAPEL TRAIL<br>PLAZA (LA FITNESS) | WALMART<br>SW 184 AVE -ARRIVE | WALMART AT<br>SW 184 AVE -DEPART | MEMORIAL HOSPITAL<br>MIRAMAR<br>(MAIN ENTRANCE) | WEST FORK PLAZA<br>(PUBLIX, DOLLAR<br>TREE, REGAL CINEMA,<br>COSTCO) | SEDANOS<br>PLAZA | ACADEMIC<br>VILLAGE | PINES<br>PROFESSIONAL<br>CAMPUS (FOUNTAIN) | SHOPPES OF<br>SILVER LAKES<br>(PUBLIX) | CHAPEL TRAIL<br>ESTATES | CHAPEL TRAIL<br>CENTER | HERITAGE LAKES<br>(MHP) CLUBHOUSE |
|-----------------------------------|---|-------------------------|------------------------------------|-------------------------------|----------------------------------|---|--|------------------|---------------------|--|--|-------------------------|------------------------|-----------------------------------|
| 1                                 | 2   | 3                       | 4                                  | 5                             | 5                                | 6   | 7  | 8                | 9                   | 10   | 11                                     | 3                       | 2                      | 1                                 |
| 7:45a                             | 7:51a   | 7:58a                   | 8:04a                              | 8:10a                         | 8:18a                            | 8:30a   | 8:45a  | 8:54a            | 9:04a               | 9:12a                                      | 9:18a                                  | 9:26a                   | 9:33a                  | 9:39a                             |
| 8:42a                             | 8:48a   | 8:55a                   | 9:01a                              | 9:07a                         | 9:15a                            | 9:27a   | 9:42a  | 9:51a            | 10:01a              | 10:09a                                     | 10:15a                                 | 10:23a                  | 10:30a                 | 10:36a                            |
| 9:39a                             | 9:45a   | 9:52a                   | 9:58a                              | 10:04a                        | 10:12a                           | 10:24a  | 10:39a   | 10:48a           | 10:58a              | 11:06a                                     | 11:12a                                 | 11:20a                  | 11:27a                 | 11:33a                            |
| 10:36a                            | 10:42a  | 10:49a                  | 10:55a                             | 11:01a                        | 11:09a                           | 11:21a  | 11:36a   | 11:45a           | 11:55a              | 12:03p                                     | 12:09p                                 | 12:17p                  | 12:24p                 | 12:30p                            |
| 11:33a                            | 11:39a  | 11:46a                  | 11:52a                             | 11:58a                        | 12:06p                           | 12:18p  | 12:33p   | 12:42p           | 12:52p              | 1:00p                                      | 1:06p                                  | 1:14p                   | 1:21p                  | 1:27p                             |
| 12:30p                            | 12:36p  | 12:43p                  | 12:49p                             | 12:55p                        | 1:03p                            | 1:15p   | 1:30p  | 1:39p            | 1:52p               | 1:59p                                      | 2:06p                                  | 2:14p                   | 2:21p                  | 2:27p                             |
| 1:27p                             | 1:33p   | 1:40p                   | 1:46p                              | 1:52p                         | 2:00p                            | 2:15p   | 2:30p  | 2:39p            | 2:52p               | 2:59p                                      | 3:06p                                  | 3:14p                   | 3:21p                  | 3:27p                             |
| 2:27p                             | 2:33p   | 2:40p                   | 2:46p                              | 2:52p                         | 3:00p                            | 3:15p   | 3:30p  | 3:39p            | 3:52p               | 3:59p                                      | 4:06p                                  | 4:14p                   | 4:21p                  | 4:27p                             |
| 3:27p                             | 3:33p   | 3:40p                   | 3:46p                              | 3:52p                         | 4:00p                            | 4:15p   | 4:30p  | 4:39p            | 4:52p               | 4:59p                                      | 5:06p                                  | 5:14p                   | 5:21p                  | 5:27p                             |
| 4:27p                             | 4:33p   | 4:40p                   | 4:46p                              | 4:52p                         | 5:00p                            | 5:15p   | 5:30p  | 5:39p            | 5:52p               | 5:59p                                      | 6:06p                                  | 6:14p                   | 6:21p                  | 6:27p                             |
| 5:27p                             | 5:33p   | 5:40p                   | 5:46p                              | 5:52p                         | 6:00p                            | 6:15p   | 6:30p  | 6:39p            | 6:52p               | 6:59p                                      | 7:06p                                  | 7:14p                   | 7:21p                  | 7:27p                             |
| 6:27p                             | 6:35p   | 6:43p                   | 6:51p                              | 6:59p                         | 7:14p                            | 7:34p   | 7:55p  |                  |                     |  |  |                         |                        |                                   |

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, Sedan 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 Sedan 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

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SD4012 9/16

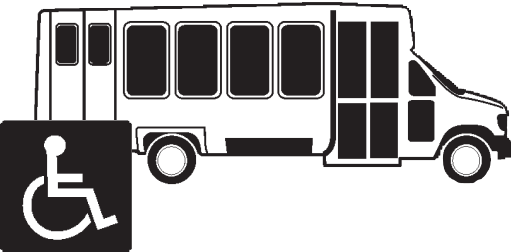
CITY OF  
PEMBROKE PINES  
Gold Route

Eastbound / Westbound  
Service

BCT Route 725

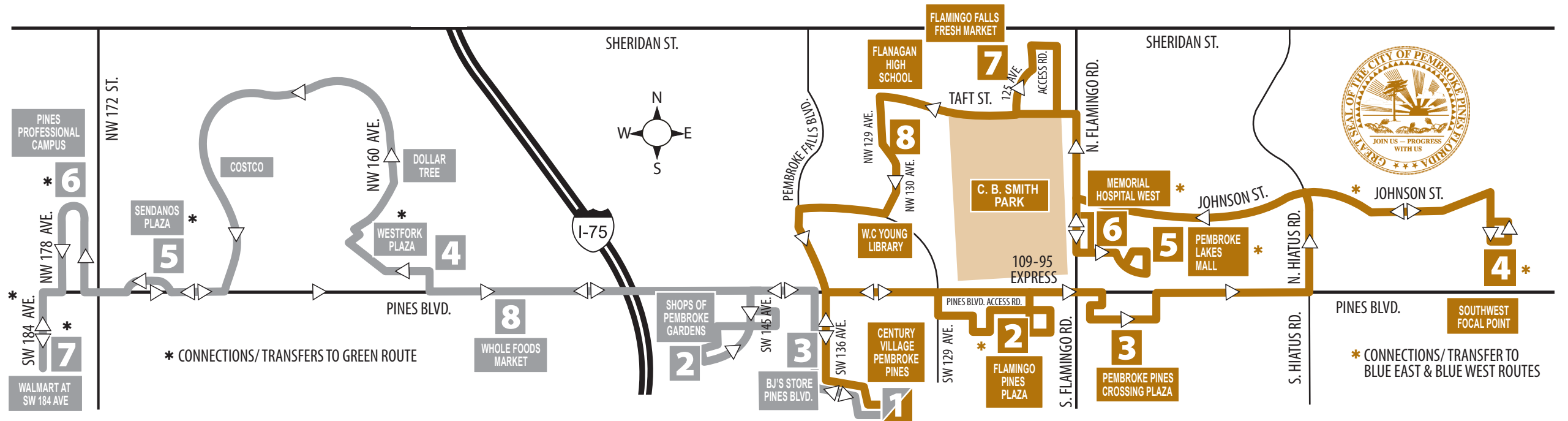


Community Bus Service  
Route and Timetable



Effective September 22, 2016





GOLD WESTBOUND

| CENTURY VILLAGE CLUBHOUSE | SHOPS OF PEMBROKE GARDENS SOUTH BUS SHELTER | BJ'S STORE PINES BLVD/ SW 145 AVE | WESTFORK PLAZA PUBlix, DOLLAR TREE, & COSTCO | SEDANOS PLAZA - ANES B/ NW172 AVE | PINES PROFESSIONAL CAMPUS - PINES B/ NW178 AVE | WALMART AT PINES B/ SW 184 AVE | COBBLESTONE PLAZA- WHOLE FOODS MARKET | SHOPS OF PEMBROKE GARDENS SOUTH BUS SHELTER | BJ'S STORE PINES BLVD/ SW 145 AVE | CENTURY VILLAGE CLUBHOUSE |
|---------------------------|---|-----------------------------------|--|-----------------------------------|--|--------------------------------|---------------------------------------|---|-----------------------------------|---------------------------|
| 1                         | 2   | 3                                 | 4  | 5                                 | 6  | 7                              | 8                                     | 2   | 3                                 | 1                         |
| 7:30a                     | 7:39a                                       | 7:42a                             | 7:50a  | 7:56a                             | 8:01a  | 8:07a                          | 8:17a                                 | 8:25a                                       | 8:28a                             | 8:31a                     |
| 8:35a                     | 8:44a                                       | 8:47a                             | 8:55a  | 9:01a                             | 9:07a  | 9:11a                          | 9:20a                                 | 9:27a                                       | 9:30a                             | 9:33a                     |
| 9:40a                     | 9:48a                                       | 9:51a                             | 9:59a  | 10:08a                            | 10:14a   | 10:18a                         | 10:27a                                | 10:34a                                      | 10:37a                            | 10:40a                    |
| 10:45a                    | 10:53a                                      | 10:56a                            | 11:04a                                       | 11:13a                            | 11:19a   | 11:23a                         | 11:32a                                | 11:39a                                      | 11:42a                            | 11:45a                    |
| 11:50a                    | 11:58a                                      | 12:01p                            | 12:09p                                       | 12:18p                            | 12:24p   | 12:28p                         | 12:37p                                | 12:44p                                      | 12:47p                            | 12:50p                    |
| 12:55p                    | 1:03p                                       | 1:06p                             | 1:14p  | 1:23p                             | 1:29p  | 1:33p                          | 1:42p                                 | 1:49p                                       | 1:52p                             | 1:55p                     |
| 2:00p                     | 2:08p                                       | 2:11p                             | 2:19p  | 2:28p                             | 2:34p  | 2:38p                          | 2:47p                                 | 2:54p                                       | 2:57p                             | 3:00p                     |
| 3:05p                     | 3:13p                                       | 3:16p                             | 3:24p  | 3:33p                             | 3:39p  | 3:43p                          | 3:52p                                 | 3:59p                                       | 4:02p                             | 4:05p                     |
| 4:10p                     | 4:18p                                       | 4:21p                             | 4:29p  | 4:38p                             | 4:44p  | 4:48p                          | 4:57p                                 | 5:04p                                       | 5:07p                             | 5:10p                     |
| 5:15p                     | 5:23p                                       | 5:26p                             | 5:34p  | 5:43p                             | 5:49p  | 5:53p                          | 6:02p                                 | 6:09p                                       | 6:12p                             | 6:15p                     |
| 6:21p                     | 6:29p                                       | 6:32p                             | 6:40p  | 6:49p                             | 6:55p  | 6:59p                          | 7:08p                                 | 7:15p                                       | 7:18p                             | 7:21p                     |

GOLD EASTBOUND

| 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 |
|---------------------------|--|---------------------------------------|---------------------------------|--------------------------------|---|--|-------------------------------------|---|--|---------------------------|
| 1                         | 2                                      | 3                                     | 4                               | 4                              | 5                                       | 6                                      | 7                                   | 8   | 2                                      | 1                         |
| 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                     |

Bold times indicate pm hours.

GOLD ROUTE