

Hernando County Board of County Commissioners

Hernando County Transit – Title VI Plan

August 12, 2025

Hernando County Board of County Commissioners
Approved 8/12/25

Approved As To Form
And Legal Sufficiency

By Victoria Anderson
County Attorney's Office



Table of Contents

INTRODUCTION	1
Title VI Program Checklist	2
Title VI / Nondiscrimination Policy Statement & Management Commitment to the Title VI Plan ...	4
SECTION 1: GENERAL REQUIREMENTS	6
1. Title VI Notice to the Public	6
2. Hernando County Transit Division's Discrimination Complaint Procedures	7
3. Title VI Complaint Form	11
4. List of Title VI Investigations, Complaints, and Lawsuits	11
5. Public Participation Plan	12
6. Meaningful Access to LEP Persons	14
7. Minority Representation on Non-elected Committees and Councils	17
8. Sub-Recipient Compliance with Title VI	18
9. Transit Equity Analysis	20
10. Approval of Title VI Documentation.....	21
SECTION 2: PROGRAM SPECIFIC REQUIREMENTS	22
Service Standards (for Systems under 50 Vehicles)	22
1. Vehicle Load Standards	22
2. Vehicle Headway Standards	23
3. On-Time Performance.....	24
4. Service Availability.....	24
Bus Stop Spacing.....	25
Population Coverage	27
Service Policies	27
1. Transit Amenities Distribution	27
2. Vehicle Assignments	27
3. Major Service and Fare Modifications	27
APPENDICES	31
Appendix A – FTA Circular 4702.1B Reporting Requirements for Transit Providers	A-1

Appendix B – Current System Description	B-1
Appendix C – TITLE VI Plan Adoption Meeting Minutes and FDOT Concurrence Letter	C-1
Appendix D – TITLE VI Sample Notice to the Public.....	D-1
Appendix E – TITLE VI Complaint Forms and Procedures	E-1
Appendix F – Public Participation Plan (PPP).....	F-1
Appendix G – Language Assistance Plan (LAP)	G-1
Appendix H – Operating Area Language Data:	H-1
Appendix I – Demographic Maps	I-1
Appendix J – Hernando County Transit Development Plan (TDP) Link.....	J-1

List of Figures

Figure 1. Hernando County Transit Surveys (On-board)	14
Figure 2. Hernando County Transit Online Survey Announcement.....	14

List of Maps

Map 1. Hernando County Bus Stops	29
--	----

List of Tables

Table 1: Federal Title VI Program Requirements	2
Table 2. Summary of Investigations, Lawsuits, and Complaints	11
Table 3. Limited English-Speaking Population - Hernando County, FL	16
Table 4. Hernando County Bus Vehicle Load	22
Table 5. Vehicle Headway Standards	23
Table 6. Fixed Route and Paratransit/ADA On-Time Performance Standards.....	24
Table 7. Transit Bus PM Tracking Schedule with Assigned Vehicle Type.....	30

Title VI Document Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Concerned Person (Signature)	Remarks
5/10/2022	Title VI Plan updated and submitted for Board approval - approved		
8/12/2025	Title VI Plan updated and submitted for Board approval - approved		

INTRODUCTION

The Hernando County Board of County Commissioners (BoCC) is submitting this Title VI report to the Federal Transit Administration (FTA) on behalf of the Hernando County Transit Division (TheBus), the public transportation provider for Hernando County, Florida. This update includes the level and quality of transit service provided for minority and low-income areas and system-wide environmental justice policies and procedures, pursuant, as amended Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B, 'Title VI Requirements and Guidelines for Federal transit Administration Recipients,' published October 1, 2012.

The objectives of FTA's Title VI Program are to:

- Ensure that the level and quality of public transportation service are provided in a nondiscriminatory manner.
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

This report is submitted to the FTA every three years and is intended to demonstrate compliance with Title VI. This report will detail policies and procedures for ensuring Title VI compliance, including key contacts, policies, and procedures.

TheBus works to continually provide the best transit service possible to Hernando County in a fair and equitable manner. As new services are added in the future, this plan provides sound guidance on serving all communities and needs in the Hernando County service area.

Title VI Program Checklist

Table 1 identifies the Title VI Program reporting requirements described in FTA Circular 4702.1B and notes the associated page numbers in this report. The checklist follows the outline found in the circular and includes general requirements for all recipients of Federal funding assistance and all fixed-route transit and paratransit providers.

Table 1: Federal Title VI Program Requirements

Requirement		Page # or Appendix
General Requirements		
1	Title VI Notice to the Public (English and Spanish)	Appendix D
2	Title VI Complaint Procedures	8/Appendix E
3	Title VI Complaint Form (English and Spanish)	Appendix E
4	List of Title VI Investigations, complaints, and lawsuits	12
5	Public Participation Plan and summary of outreach efforts	Appendix F
6	Language Assistance Plan for persons with Limited English Proficiency (LEP)	Appendix G
7	Table of non-elected committee members, broken down by race	26
8	Sub-recipient compliance with Title VI	18
9	Equity analysis for new facilities	21
10	Board Approval of Title VI documentation	Appendix C
Requirements of Transit Providers		
11	System-wide Service standards	23
11.1	Vehicle Load	22
11.2	Vehicle Headway	23
11.3	On-time Performance	24
11.4	Service Availability	24
12	System-wide Service Policies	25
12.1	Transit Amenities	27

12.2	Vehicle Assignment	27
12.3	Major Service Modification Policy	27

Source: Federal Transit Administration (FTA) Circular 4702, chapters III and IV.



Board of County Commissioners- Hernando County, Florida

Title VI / Nondiscrimination Policy Statement & Management Commitment to the Title VI Plan

The Hernando County Transit Division (TheBus), as the designated public transportation provider for Hernando County, Florida, operates under the direction of the Hernando County Board of County Commissioners (BoCC). TheBus is committed to providing safe, reliable, and equitable transit service to all members of the public and recognizes its responsibility to the diverse community it serves.

Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in any program or activity receiving federal financial assistance. Specifically, Title VI states:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”
— 42 U.S.C. § 2000d

Environmental Justice and Limited English Proficiency

In alignment with federal guidance, including Executive Order 12898 on Environmental Justice and Executive Order 13166 on Limited English Proficiency (LEP), TheBus is committed to ensuring:

- Fair treatment and meaningful involvement of all people—regardless of race, color, national origin, or income level—in transportation decisions.
- Proactive identification and mitigation of disproportionately high and adverse human health or environmental effects on low-income and minority communities.
- Meaningful access to transit-related programs and information for LEP populations through appropriate language assistance services.

Core Environmental Justice (EJ) Principles

TheBus adheres to the following EJ principles:

- To avoid, minimize, or mitigate disproportionately high and adverse effects on minority and low-income populations.
- To ensure full and fair participation by all potentially affected communities in the transit decision-making process.

- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Title VI Coordinator Designation and Management Commitment to Title VI

Hernando County Transit (TheBus)

TheBus does not currently have a designated Civil Rights Officer. In the absence of this position, the Transit Administrator is responsible for ensuring compliance with all Title VI requirements as set forth by the Federal Transit Administration (FTA).

The Transit Administrator holds primary responsibility for the implementation, monitoring, and enforcement of the Title VI Program. This includes:

- Ensuring nondiscrimination in all transit services and activities.
- Managing complaints related to Title VI and Equal Employment Opportunity (EEO) compliance.
- Overseeing program reporting and submissions.
- Monitoring compliance among contractors or subrecipients (if applicable); and
- Supporting internal staff in understanding and fulfilling civil rights obligations.

The Transit Administrator and supporting staff actively participate in Title VI implementation and uphold nondiscrimination as a central principle - equal in importance to all other obligations under federal financial assistance agreements with the U.S. Department of Transportation.

This designation and commitment affirm that TheBus will continue to operate all programs and services in a nondiscriminatory manner, ensuring equitable access and inclusion for all populations served.

Signed:



Darlene Lollie

Transit Administrator

Date: 07/18/2025

SECTION 1: GENERAL REQUIREMENTS

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

1. 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.

A Title VI Notice to the Public must be displayed to inform a recipient's customers of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website and in the public areas of the agency's office(s), including the reception desk, meeting rooms, website, etc.

In accordance with 49 CFR 21.9(d) and guidance provided in FTA Circular 4702.1B Chapter III-5, Hernando County Transit (TheBus) Title VI Notice of Rights (Notice) includes:

1. A statement that TheBus operates programs without regard to race, color, and national origin.
2. A description of the procedures members of the public should follow to request additional information on TheBus nondiscrimination obligations.
3. A description of the procedure members of the public should follow to file a discrimination complaint against TheBus.

Notice Posting Locations

The Notice to the Public will be posted at many locations to apprise the public of TheBus'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 Hernando County Operations Facility's office including the reception area and in meeting rooms at the 700 Aeriform Drive, Brooksville, FL. TheBus has a Title VI Notice to the Public on its website (www.hernandobus.com), and on transit vehicles.

The Title VI notice is posted in English and Spanish. The notice also states that complaints may be filed directly with the Federal Transit Administration/Office of Civil Rights. A copy of that notice, in English and Spanish, is provided in **Appendix D**.

2. Hernando County Transit Division (TheBus) Discrimination Complaint Procedures

The following English and Spanish versions of the Hernando County Transit Division's Title VI complaint procedures are posted on TheBus website and are following Title VI Requirements.

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 members of the public.



Title VI Complaint Procedure

Hernando County Transit Division (TheBus) operates its programs and services without regard to race, color or national origin. To request a copy of this agency's Title VI program contact Hernando Transit Division.

Hernando County Transit Division's Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Hernando County Transit Division (hereinafter referred to as "the County") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (**Appendix E**). The following procedures will be followed to investigate formal Title VI complaints:

1. Filing of Title VI Complaints of Discrimination

Complaints can be submitted in person, postal mail, or received by email, with contact information. The County investigates complaints received no more than 180 days after the alleged incident. The County will only process complaints that are complete. To be considered, complainants must, at a minimum, include their name, contact information, date of the alleged incident, and a description.

Complaints should be in writing, signed by the complainant or his/her representative(s), and must include the complainant(s) name, address, and telephone number. Allegations of discrimination received via email will be acknowledged and processed. The complaint form can be accessed on TheBus website:

<https://www.hernandocounty.us/home/showpublisheddocument/2220/637104450013730000> or the complainant may call (352) 540-6567 to obtain a complaint form.

Signed complaint forms should be submitted to:

Transit Administrator/Title VI Liaison
Hernando County Department of Public Works - Transit Division
1525 E. Jefferson St
Brooksville, FL 34601
Phone: (352) 540-6567
Email: thebus@hernandocounty.us

2. Complaint Investigation

Once the complaint is received, The County will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter within five (5) working days, informing him/her whether our office will investigate the complaint.

The County has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, The County may contact the complainant. The complainant has ten (10) business days from the date of the letter to send the 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, The County can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

3. Disposition

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a Letter of Findings (LOF). A closure letter summarizes the allegations and states that there was no 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 is available to the public on Hernando County Transit (TheBus) website: www.hernandobus.com, and at the Hernando County Transit Division administrative facility.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

4. Retaliation

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964, as amended. It is the policy of Hernando County Government that persons filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion, or fear of reprisal. If a person believes he or she has been discriminated against by any other branch of the Hernando County Government, they are directed to contact the Hernando County Office of Health and Human Services at (352) 540-4338

The Hernando County Transit complaint forms and associated procedures are available in English and Spanish in **Appendix E** of this plan and on TheBus website (www.hernandobus.com).

Si necesita información en otro idioma o necesita los documentos en otros formatos, por favor contactese con nosotros al número telefónico ya mencionado y se le prestará asistencia.



Procedimiento para Presentar Quejas del Título VI

La División de Tránsito del Condado de Hernando (TheBus) opera sus programas y servicios sin distinción de raza, color u origen nacional. Para solicitar una copia del programa del Título VI de esta agencia, comuníquese con la División de Tránsito de Hernando.

Procedimientos para Presentar una Queja según el Título VI

Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional por la División de Tránsito del Condado de Hernando (en adelante, "el Condado") puede presentar una queja del Título VI completando y enviando el Formulario de Queja del Título VI de la agencia (**Apéndice E**). Se seguirán los siguientes procedimientos para investigar las quejas formales del Título VI:

1. Presentación de Quejas por Discriminación según el Título VI

Las quejas pueden presentarse en persona, por correo postal o por correo electrónico, incluyendo la información de contacto. El Condado investiga las quejas recibidas dentro de los 180 días posteriores al supuesto incidente. El Condado solo procesará las quejas que estén completas. Para ser consideradas, las quejas deben incluir, como mínimo, el nombre del denunciante, su información de contacto, la fecha del incidente alegado y una descripción de los hechos.

Las quejas deben presentarse por escrito, firmadas por el denunciante o su(s) representante(s), e incluir el nombre, dirección y número de teléfono del denunciante. Las alegaciones de discriminación recibidas por correo electrónico serán reconocidas y procesadas. El formulario de queja puede encontrarse en el sitio web de TheBus: <https://www.hernandocounty.us/home/showpublisheddocument/5903/638618337752370000>

También puede llamar al (352) 540-6567 para solicitar un formulario de queja.

El formulario debe ser completado, firmado y enviado a:

Administrador de Tránsito / Enlace del Título VI

Departamento de Obras Públicas del Condado de Hernando - División de Tránsito

1525 E. Jefferson St.

Brooksville, FL 34601

Teléfono: (352) 540-6567

Correo electrónico: thebus@hernandocounty.us

2. Investigación de la Queja

Una vez recibida la queja, el Condado la revisará para determinar si tiene jurisdicción. El denunciante recibirá una carta de acuse de recibo dentro de cinco (5) días hábiles, informándole si nuestra oficina investigará la queja.

El Condado tiene noventa (90) días para investigar la queja. Si se necesita más información para resolver el caso, el Condado puede comunicarse con el denunciante. El denunciante tiene diez (10) días hábiles desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el denunciante o no recibe la información adicional dentro de los diez (10) días hábiles, el Condado podrá cerrar el caso administrativamente. Un caso también puede cerrarse administrativamente si el denunciante decide no continuar con el proceso.

3. Resolución

Después de que el investigador revise la queja, emitirá una de dos cartas al denunciante: una carta de cierre o una carta de determinación (LOF, por sus siglas en inglés). Una carta de cierre resume las alegaciones e indica que no hubo violación del Título VI y que el caso se cerrará. Una carta de determinación resume las alegaciones y entrevistas relacionadas con el incidente, y explica si se tomarán medidas disciplinarias, capacitación adicional del personal u otras acciones.

Si el denunciante desea apelar la decisión, tiene siete (7) días desde la recepción de la carta de cierre o la carta de determinación para hacerlo.

El procedimiento para presentar quejas está disponible al público en el sitio web de Hernando County Transit (TheBus): www.hernandobus.com y en la oficina de la División de Tránsito del Condado de Hernando.

También se puede presentar una queja directamente a la Administración Federal de Tránsito (FTA) en: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

4. Represalias

Las represalias están prohibidas bajo el Título VI de la Ley de Derechos Civiles de 1964, según enmiendas posteriores. Es política del Gobierno del Condado de Hernando que las personas que presenten una queja de discriminación tengan el derecho de hacerlo sin interferencia, intimidación, coerción ni temor a represalias. Si una persona cree que ha sido objeto de discriminación por parte de otra dependencia del Gobierno del Condado de Hernando, debe comunicarse con la Oficina de Salud y Servicios Humanos del Condado de Hernando al (352) 540-4338.

Los formularios de queja y los procedimientos relacionados del Tránsito del Condado de Hernando están disponibles en inglés y español en el **Apéndice E** de este plan y en el sitio web del Tránsito del Condado de Hernando: www.hernandobus.com

3. Title VI Complaint Form

The Hernando County Transit complaint forms and associated procedures are available in English and Spanish in **Appendix E** of this plan and on the Hernando County Transit website (www.hernandobus.com).

4. List of 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), Hernando County Transit 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 Hernando County Transit 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 and FTA.

Hernando County Transit has had **no** investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. A summary of these incidents is recorded in Table 2.

Table 2. Summary of Investigations, Lawsuits, and Complaints

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

5. 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 into include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.

The Public Participation Plan (PPP) for Hernando County Transit Division was developed and is implemented to ensure that all members of the public, including minorities, persons with disabilities, and individuals with Limited English Proficiency (LEP), are encouraged to participate in the decision-making process for Hernando County Transit (TheBus).

The activities identified in the PPP (see **Appendix F**) include a planned series of outreach efforts designed to engage a broad spectrum of the community. These efforts are specifically structured to ensure that low-income populations, minority groups, elderly, individuals with disabilities, LEP persons, and various ethnic and religious communities have equitable opportunities to participate and provide input on transportation services, planning initiatives, and programs developments.

TheBus seeks public input in all transit planning and decision-making activities. Updates to the Transit Division's portion of the County website provide current information on activities, including, but not limited to:

- Proposed service or fare changes
- Upcoming public meetings or workshops
- Transit Development Plan (TDP) updates
- Title VI and ADA-related notices and documents
- Public surveys and opportunities for feedback, and
- Language assistance and translated materials.

Additionally, outreach strategies may include attending community events and using social media to broaden engagement. Feedback collected through these efforts.

Recent Public Involvement Activities

The Hernando County Transit Division most recently implemented a successful PPP for the Hernando County FY 2025-34 Transit Development Plan (TDP) effort in calendar year 2024. This plan (see **Appendix J**) encouraged active participation from all community members, particularly Title VI-protected populations. Many of the PPP activities from the TDP are outlined in this section (see below). In addition, the TDP will be updated

annually, and may include some similar public participation activities that help inform updates to the plan.

The following is a summary of recent public outreach efforts:

- Public Meetings/Workshops/Open House:
 - Public Workshops/Open House at West Hernando and Spring Hill Libraries
 - Board of County Commissioners (BOCC)
 - Hernando/Citrus Metropolitan Planning Organization (MPO) Board
 - MPO Technical Advisory Committee (TAC)
 - MPO Citizens Advisory Committee (CAC)
 - MPO Transportation Disadvantaged Local Coordinating Board (TDLCB)
 - Hernando Chamber of Commerce Advocacy Committee Meeting
- Community Stakeholder Meeting and Interviews:
 - You Thrive Florida (Community Transportation Coordinator – CTC)
 - Pasco-Hernando State College
 - Hernando/Citrus MPO
 - United Way of Hernando County
 - Jericho Road Ministries
 - GOPASCO (Pasco County Public Transportation)
 - Citrus County Transit
 - Adventure Coast Visitors Bureau
 - City of Brooksville – Community Development Dept.
 - Hernando County – Dept. of Health & Human Services
- On-board and On-line Surveys
 - See Figure 1 and Figure 2 below for examples.

Figure 1. Hernando County Transit Surveys (On-board)

<p>HERNANDO COUNTY TRANSIT (TheBus) SURVEY</p> <p>DEAR VALUED CUSTOMER: We would like your input to help improve transit service in Hernando County. Your participation is very important to us. Please take a few moments to answer the following questions. If you are unable to complete the survey, even if you are unable to complete the entire survey, please return it to a surveyor or leave it in your seat as you exit the bus. If you do not wish to participate, please return the blank form to the surveyor. Thank you for helping us to improve our service.</p> <p>1. Where did you come FROM before you got on this bus for this trip?</p> <p><input type="checkbox"/> Home <input type="checkbox"/> School/After School Activity <input type="checkbox"/> Work <input type="checkbox"/> College/Job Training <input type="checkbox"/> Shopping/Medical <input type="checkbox"/> Other (please specify)</p> <p><input type="checkbox"/> Walked 1 block or less <input type="checkbox"/> Walked 1-2 blocks <input type="checkbox"/> Walked 2-3 blocks <input type="checkbox"/> Walked 3+ blocks <input type="checkbox"/> Other (please specify)</p> <p>2. How are you going to the bus for this trip?</p> <p><input type="checkbox"/> Taxi <input type="checkbox"/> Uber/Lyft <input type="checkbox"/> Bus <input type="checkbox"/> Bike/Cycling <input type="checkbox"/> Scooter <input type="checkbox"/> Other (please specify)</p> <p>3. Where are you going on THE BUS?</p> <p><input type="checkbox"/> Home <input type="checkbox"/> School/After School Activity <input type="checkbox"/> Work <input type="checkbox"/> College/Job Training <input type="checkbox"/> Shopping/Medical <input type="checkbox"/> Other (please specify)</p> <p>4. Who is traveling with you?</p> <p><input type="checkbox"/> Regular fare (\$3.25) <input type="checkbox"/> Reduced fare (\$2.60) <input type="checkbox"/> Senior fare (\$2.00) <input type="checkbox"/> Reduced fare (\$1.00) <input type="checkbox"/> Reduced fare (\$0.60) <input type="checkbox"/> Reduced fare (\$0.30) <input type="checkbox"/> Reduced fare (\$0.15) <input type="checkbox"/> Reduced fare (\$0.05) <input type="checkbox"/> Reduced fare (\$0.00) <input type="checkbox"/> Other (please specify)</p> <p>5. If you paid a FREE or REDUCED fare, please indicate your discount</p> <p><input type="checkbox"/> Senior <input type="checkbox"/> ADA <input type="checkbox"/> Reduced fare <input type="checkbox"/> Other (please specify)</p> <p>6. After you finish your trip, how will you get to your final destination using transit only? (check all that apply)</p> <p><input type="checkbox"/> Walk <input type="checkbox"/> Bike <input type="checkbox"/> Transfer to GoBus bus <input type="checkbox"/> Transfer to another bus <input type="checkbox"/> Transfer to another transit system <input type="checkbox"/> Other (please specify)</p> <p>7. How many passengers are in your household?</p> <p><input type="checkbox"/> About 1 day per week <input type="checkbox"/> 2 or more days per week <input type="checkbox"/> Once or twice a month <input type="checkbox"/> Other (please specify)</p> <p>8. What is the income of your total annual household income?</p> <p><input type="checkbox"/> Less than \$10,000 <input type="checkbox"/> \$10,000 to \$14,999 <input type="checkbox"/> \$15,000 to \$19,999 <input type="checkbox"/> \$20,000 to \$24,999 <input type="checkbox"/> \$25,000 to \$29,999 <input type="checkbox"/> \$30,000 to \$34,999 <input type="checkbox"/> \$35,000 to \$39,999 <input type="checkbox"/> \$40,000 to \$44,999 <input type="checkbox"/> \$45,000 to \$49,999 <input type="checkbox"/> \$50,000 to \$54,999 <input type="checkbox"/> \$55,000 to \$59,999 <input type="checkbox"/> \$60,000 to \$64,999 <input type="checkbox"/> \$65,000 to \$69,999 <input type="checkbox"/> \$70,000 to \$74,999 <input type="checkbox"/> \$75,000 to \$79,999 <input type="checkbox"/> \$80,000 to \$84,999 <input type="checkbox"/> \$85,000 to \$89,999 <input type="checkbox"/> \$90,000 to \$94,999 <input type="checkbox"/> \$95,000 to \$99,999 <input type="checkbox"/> \$100,000 or more <input type="checkbox"/> Other (please specify)</p> <p>9. Do you have a valid driver's license?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>10. Do you have a valid transit card?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>11. Which three TheBus improvements would you like to see?</p> <p><input type="checkbox"/> More frequent service <input type="checkbox"/> Earlier/later service <input type="checkbox"/> Better/shorter routes <input type="checkbox"/> More connecting subways <input type="checkbox"/> Need for connecting center <input type="checkbox"/> More stops <input type="checkbox"/> Other (please specify)</p> <p>12. How long have you been using TheBus services?</p> <p><input type="checkbox"/> This is my first day <input type="checkbox"/> 1-2 years <input type="checkbox"/> 3-5 years <input type="checkbox"/> 6 months to 2 years <input type="checkbox"/> Other (please specify)</p> <p>13. How often do you use the bus?</p> <p><input type="checkbox"/> Once a week <input type="checkbox"/> Twice a week <input type="checkbox"/> Once a month <input type="checkbox"/> Once a year <input type="checkbox"/> Other (please specify)</p> <p>14. Do you use a wheelchair or other mobility aid?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>15. Your gender</p> <p><input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other (please specify)</p> <p>16. Your age:</p> <p><input type="checkbox"/> 19 or under <input type="checkbox"/> 20 to 29 <input type="checkbox"/> 30 to 39 <input type="checkbox"/> 40 to 49 <input type="checkbox"/> 50 to 59 <input type="checkbox"/> 60 to 69 <input type="checkbox"/> 70 or older</p> <p>17. Your language</p> <p><input type="checkbox"/> White/Caucasian <input type="checkbox"/> African American/Black <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Asian <input type="checkbox"/> Other (please specify)</p> <p>18. Please circle the number that best reflects your opinion</p> <p>Very Satisfied Neutral Unsatisfied Very Unsatisfied</p> <p>19. How would you make this trip if TheBus were not available?</p> <p><input type="checkbox"/> Drive <input type="checkbox"/> Take Uber/Lyft <input type="checkbox"/> Bus <input type="checkbox"/> Bike/Cycling <input type="checkbox"/> Scooter <input type="checkbox"/> Other (please specify)</p> <p>20. How long does it take to get to your destination?</p> <p><input type="checkbox"/> 10 minutes or less <input type="checkbox"/> 11-20 minutes <input type="checkbox"/> 21-30 minutes <input type="checkbox"/> 31-40 minutes <input type="checkbox"/> 41-50 minutes <input type="checkbox"/> 51-60 minutes <input type="checkbox"/> 61-70 minutes <input type="checkbox"/> 71-80 minutes <input type="checkbox"/> 81-90 minutes <input type="checkbox"/> 91-100 minutes <input type="checkbox"/> 101-110 minutes <input type="checkbox"/> 111-120 minutes <input type="checkbox"/> 121-130 minutes <input type="checkbox"/> 131-140 minutes <input type="checkbox"/> 141-150 minutes <input type="checkbox"/> 151-160 minutes <input type="checkbox"/> 161-170 minutes <input type="checkbox"/> 171-180 minutes <input type="checkbox"/> 181-190 minutes <input type="checkbox"/> 191-200 minutes <input type="checkbox"/> 201-210 minutes <input type="checkbox"/> 211-220 minutes <input type="checkbox"/> 221-230 minutes <input type="checkbox"/> 231-240 minutes <input type="checkbox"/> 241-250 minutes <input type="checkbox"/> 251-260 minutes <input type="checkbox"/> 261-270 minutes <input type="checkbox"/> 271-280 minutes <input type="checkbox"/> 281-290 minutes <input type="checkbox"/> 291-300 minutes <input type="checkbox"/> 301-310 minutes <input type="checkbox"/> 311-320 minutes <input type="checkbox"/> 321-330 minutes <input type="checkbox"/> 331-340 minutes <input type="checkbox"/> 341-350 minutes <input type="checkbox"/> 351-360 minutes <input type="checkbox"/> 361-370 minutes <input type="checkbox"/> 371-380 minutes <input type="checkbox"/> 381-390 minutes <input type="checkbox"/> 391-400 minutes <input type="checkbox"/> 401-410 minutes <input type="checkbox"/> 411-420 minutes <input type="checkbox"/> 421-430 minutes <input type="checkbox"/> 431-440 minutes <input type="checkbox"/> 441-450 minutes <input type="checkbox"/> 451-460 minutes <input type="checkbox"/> 461-470 minutes <input type="checkbox"/> 471-480 minutes <input type="checkbox"/> 481-490 minutes <input type="checkbox"/> 491-500 minutes <input type="checkbox"/> 501-510 minutes <input type="checkbox"/> 511-520 minutes <input type="checkbox"/> 521-530 minutes <input type="checkbox"/> 531-540 minutes <input type="checkbox"/> 541-550 minutes <input type="checkbox"/> 551-560 minutes <input type="checkbox"/> 561-570 minutes <input type="checkbox"/> 571-580 minutes <input type="checkbox"/> 581-590 minutes <input type="checkbox"/> 591-600 minutes <input type="checkbox"/> 601-610 minutes <input type="checkbox"/> 611-620 minutes <input type="checkbox"/> 621-630 minutes <input type="checkbox"/> 631-640 minutes <input type="checkbox"/> 641-650 minutes <input type="checkbox"/> 651-660 minutes <input type="checkbox"/> 661-670 minutes <input type="checkbox"/> 671-680 minutes <input type="checkbox"/> 681-690 minutes <input type="checkbox"/> 691-700 minutes <input type="checkbox"/> 701-710 minutes <input type="checkbox"/> 711-720 minutes <input type="checkbox"/> 721-730 minutes <input type="checkbox"/> 731-740 minutes <input type="checkbox"/> 741-750 minutes <input type="checkbox"/> 751-760 minutes <input type="checkbox"/> 761-770 minutes <input type="checkbox"/> 771-780 minutes <input type="checkbox"/> 781-790 minutes <input type="checkbox"/> 791-800 minutes <input type="checkbox"/> 801-810 minutes <input type="checkbox"/> 811-820 minutes <input type="checkbox"/> 821-830 minutes <input type="checkbox"/> 831-840 minutes <input type="checkbox"/> 841-850 minutes <input type="checkbox"/> 851-860 minutes <input type="checkbox"/> 861-870 minutes <input type="checkbox"/> 871-880 minutes <input type="checkbox"/> 881-890 minutes <input type="checkbox"/> 891-900 minutes <input type="checkbox"/> 901-910 minutes <input type="checkbox"/> 911-920 minutes <input type="checkbox"/> 921-930 minutes <input type="checkbox"/> 931-940 minutes <input type="checkbox"/> 941-950 minutes <input type="checkbox"/> 951-960 minutes <input type="checkbox"/> 961-970 minutes <input type="checkbox"/> 971-980 minutes <input type="checkbox"/> 981-990 minutes <input type="checkbox"/> 991-1000 minutes <input type="checkbox"/> 1001-1010 minutes <input type="checkbox"/> 1011-1020 minutes <input type="checkbox"/> 1021-1030 minutes <input type="checkbox"/> 1031-1040 minutes <input type="checkbox"/> 1041-1050 minutes <input type="checkbox"/> 1051-1060 minutes <input type="checkbox"/> 1061-1070 minutes <input type="checkbox"/> 1071-1080 minutes <input type="checkbox"/> 1081-1090 minutes <input type="checkbox"/> 1091-1100 minutes <input type="checkbox"/> 1101-1110 minutes <input type="checkbox"/> 1111-1120 minutes <input type="checkbox"/> 1121-1130 minutes <input type="checkbox"/> 1131-1140 minutes <input type="checkbox"/> 1141-1150 minutes <input type="checkbox"/> 1151-1160 minutes <input type="checkbox"/> 1161-1170 minutes <input type="checkbox"/> 1171-1180 minutes <input type="checkbox"/> 1181-1190 minutes <input type="checkbox"/> 1191-1200 minutes <input type="checkbox"/> 1201-1210 minutes <input type="checkbox"/> 1211-1220 minutes <input type="checkbox"/> 1221-1230 minutes <input type="checkbox"/> 1231-1240 minutes <input type="checkbox"/> 1241-1250 minutes <input type="checkbox"/> 1251-1260 minutes <input type="checkbox"/> 1261-1270 minutes <input type="checkbox"/> 1271-1280 minutes <input type="checkbox"/> 1281-1290 minutes <input type="checkbox"/> 1291-1300 minutes <input type="checkbox"/> 1301-1310 minutes <input type="checkbox"/> 1311-1320 minutes <input type="checkbox"/> 1321-1330 minutes <input type="checkbox"/> 1331-1340 minutes <input type="checkbox"/> 1341-1350 minutes <input type="checkbox"/> 1351-1360 minutes <input type="checkbox"/> 1361-1370 minutes <input type="checkbox"/> 1371-1380 minutes <input type="checkbox"/> 1381-1390 minutes <input type="checkbox"/> 1391-1400 minutes <input type="checkbox"/> 1401-1410 minutes <input type="checkbox"/> 1411-1420 minutes <input type="checkbox"/> 1421-1430 minutes <input type="checkbox"/> 1431-1440 minutes <input type="checkbox"/> 1441-1450 minutes <input type="checkbox"/> 1451-1460 minutes <input type="checkbox"/> 1461-1470 minutes <input type="checkbox"/> 1471-1480 minutes <input type="checkbox"/> 1481-1490 minutes <input type="checkbox"/> 1491-1500 minutes <input type="checkbox"/> 1501-1510 minutes <input type="checkbox"/> 1511-1520 minutes <input type="checkbox"/> 1521-1530 minutes <input type="checkbox"/> 1531-1540 minutes <input type="checkbox"/> 1541-1550 minutes <input type="checkbox"/> 1551-1560 minutes <input type="checkbox"/> 1561-1570 minutes <input type="checkbox"/> 1571-1580 minutes <input type="checkbox"/> 1581-1590 minutes <input type="checkbox"/> 1591-1600 minutes <input type="checkbox"/> 1601-1610 minutes <input type="checkbox"/> 1611-1620 minutes <input type="checkbox"/> 1621-1630 minutes <input type="checkbox"/> 1631-1640 minutes <input type="checkbox"/> 1641-1650 minutes <input type="checkbox"/> 1651-1660 minutes <input type="checkbox"/> 1661-1670 minutes <input type="checkbox"/> 1671-1680 minutes <input type="checkbox"/> 1681-1690 minutes <input type="checkbox"/> 1691-1700 minutes <input type="checkbox"/> 1701-1710 minutes <input type="checkbox"/> 1711-1720 minutes <input type="checkbox"/> 1721-1730 minutes <input type="checkbox"/> 1731-1740 minutes <input type="checkbox"/> 1741-1750 minutes <input type="checkbox"/> 1751-1760 minutes <input type="checkbox"/> 1761-1770 minutes <input type="checkbox"/> 1771-1780 minutes <input type="checkbox"/> 1781-1790 minutes <input type="checkbox"/> 1791-1800 minutes <input type="checkbox"/> 1801-1810 minutes <input type="checkbox"/> 1811-1820 minutes <input type="checkbox"/> 1821-1830 minutes <input type="checkbox"/> 1831-1840 minutes <input type="checkbox"/> 1841-1850 minutes <input type="checkbox"/> 1851-1860 minutes <input type="checkbox"/> 1861-1870 minutes <input type="checkbox"/> 1871-1880 minutes <input type="checkbox"/> 1881-1890 minutes <input type="checkbox"/> 1891-1900 minutes <input type="checkbox"/> 1901-1910 minutes <input type="checkbox"/> 1911-1920 minutes <input type="checkbox"/> 1921-1930 minutes <input type="checkbox"/> 1931-1940 minutes <input type="checkbox"/> 1941-1950 minutes <input type="checkbox"/> 1951-1960 minutes <input type="checkbox"/> 1961-1970 minutes <input type="checkbox"/> 1971-1980 minutes <input type="checkbox"/> 1981-1990 minutes <input type="checkbox"/> 1991-2000 minutes <input type="checkbox"/> 2001-2010 minutes <input type="checkbox"/> 2011-2020 minutes <input type="checkbox"/> 2021-2030 minutes <input type="checkbox"/> 2031-2040 minutes <input type="checkbox"/> 2041-2050 minutes <input type="checkbox"/> 2051-2060 minutes <input type="checkbox"/> 2061-2070 minutes <input type="checkbox"/> 2071-2080 minutes <input type="checkbox"/> 2081-2090 minutes <input type="checkbox"/> 2091-2100 minutes <input type="checkbox"/> 2101-2110 minutes <input type="checkbox"/> 2111-2120 minutes <input type="checkbox"/> 2121-2130 minutes <input type="checkbox"/> 2131-2140 minutes <input type="checkbox"/> 2141-2150 minutes <input type="checkbox"/> 2151-2160 minutes <input type="checkbox"/> 2161-2170 minutes <input type="checkbox"/> 2171-2180 minutes <input type="checkbox"/> 2181-2190 minutes <input type="checkbox"/> 2191-2200 minutes <input type="checkbox"/> 2201-2210 minutes <input type="checkbox"/> 2211-2220 minutes <input type="checkbox"/> 2221-2230 minutes <input type="checkbox"/> 2231-2240 minutes <input type="checkbox"/> 2241-2250 minutes <input type="checkbox"/> 2251-2260 minutes <input type="checkbox"/> 2261-2270 minutes <input type="checkbox"/> 2271-2280 minutes <input type="checkbox"/> 2281-2290 minutes <input type="checkbox"/> 2291-2300 minutes <input type="checkbox"/> 2301-2310 minutes <input type="checkbox"/> 2311-2320 minutes <input type="checkbox"/> 2321-2330 minutes <input type="checkbox"/> 2331-2340 minutes <input type="checkbox"/> 2341-2350 minutes <input type="checkbox"/> 2351-2360 minutes <input type="checkbox"/> 2361-2370 minutes <input type="checkbox"/> 2371-2380 minutes <input type="checkbox"/> 2381-2390 minutes <input type="checkbox"/> 2391-2400 minutes <input type="checkbox"/> 2401-2410 minutes <input type="checkbox"/> 2411-2420 minutes <input type="checkbox"/> 2421-2430 minutes <input type="checkbox"/> 2431-2440 minutes <input type="checkbox"/> 2441-2450 minutes <input type="checkbox"/> 2451-2460 minutes <input type="checkbox"/> 2461-2470 minutes <input type="checkbox"/> 2471-2480 minutes <input type="checkbox"/> 2481-2490 minutes <input type="checkbox"/> 2491-2500 minutes <input type="checkbox"/> 2501-2510 minutes <input type="checkbox"/> 2511-2520 minutes <input type="checkbox"/> 2521-2530 minutes <input type="checkbox"/> 2531-2540 minutes <input type="checkbox"/> 2541-2550 minutes <input type="checkbox"/> 2551-2560 minutes <input type="checkbox"/> 2561-2570 minutes <input type="checkbox"/> 2571-2580 minutes <input type="checkbox"/> 2581-2590 minutes <input type="checkbox"/> 2591-2600 minutes <input type="checkbox"/> 2601-2610 minutes <input type="checkbox"/> 2611-2620 minutes <input type="checkbox"/> 2621-2630 minutes <input type="checkbox"/> 2631-2640 minutes <input type="checkbox"/> 2641-2650 minutes <input type="checkbox"/> 2651-2660 minutes <input type="checkbox"/> 2661-2670 minutes <input type="checkbox"/> 2671-2680 minutes <input type="checkbox"/> 2681-2690 minutes <input type="checkbox"/> 2691-2700 minutes <input type="checkbox"/> 2701-2710 minutes <input type="checkbox"/> 2711-2720 minutes <input type="checkbox"/> 2721-2730 minutes <input type="checkbox"/> 2731-2740 minutes <input type="checkbox"/> 2741-2750 minutes <input type="checkbox"/> 2751-2760 minutes <input type="checkbox"/> 2761-2770 minutes <input type="checkbox"/> 2771-2780 minutes <input type="checkbox"/> 2781-2790 minutes <input type="checkbox"/> 2791-2800 minutes <input type="checkbox"/> 2801-2810 minutes <input type="checkbox"/> 2811-2820 minutes <input type="checkbox"/> 2821-2830 minutes <input type="checkbox"/> 2831-2840 minutes <input type="checkbox"/> 2841-2850 minutes <input type="checkbox"/> 2851-2860 minutes <input type="checkbox"/> 2861-2870 minutes <input type="checkbox"/> 2871-2880 minutes <input type="checkbox"/> 2881-2890 minutes <input type="checkbox"/> 2891-2900 minutes <input type="checkbox"/> 2901-2910 minutes <input type="checkbox"/> 2911-2920 minutes <input type="checkbox"/> 2921-2930 minutes <input type="checkbox"/> 2931-2940 minutes <input type="checkbox"/> 2941-2950 minutes <input type="checkbox"/> 2951-2960 minutes <input type="checkbox"/> 2961-2970 minutes <input type="checkbox"/> 2971-2980 minutes <input type="checkbox"/> 2981-2990 minutes <input type="checkbox"/> 2991-3000 minutes <input type="checkbox"/> 3001-3010 minutes <input type="checkbox"/> 3011-3020 minutes <input type="checkbox"/> 3021-3030 minutes <input type="checkbox"/> 3031-3040 minutes <input type="checkbox"/> 3041-3050 minutes <input type="checkbox"/> 3051-3060 minutes <input type="checkbox"/> 3061-3070 minutes <input type="checkbox"/> 3071-3080 minutes <input type="checkbox"/> 3081-3090 minutes <input type="checkbox"/> 3091-3100 minutes <input type="checkbox"/> 3101-3110 minutes <input type="checkbox"/> 3111-3120 minutes <input type="checkbox"/> 3121-3130 minutes <input type="checkbox"/> 3131-3140 minutes <input type="checkbox"/> 3141-3150 minutes <input type="checkbox"/> 3151-3160 minutes <input type="checkbox"/> 3161-3170 minutes <input type="checkbox"/> 3171-3180 minutes <input type="checkbox"/> 3181-3190 minutes <input type="checkbox"/> 3191-3200 minutes <input type="checkbox"/> 3201-3210 minutes <input type="checkbox"/> 3211-3220 minutes <input type="checkbox"/> 3221-3230 minutes <input type="checkbox"/> 3231-3240 minutes <input type="checkbox"/> 3241-3250 minutes <input type="checkbox"/> 3251-3260 minutes <input type="checkbox"/> 3261-3270 minutes <input type="checkbox"/> 3271-3280 minutes <input type="checkbox"/> 3281-3290 minutes <input type="checkbox"/> 3291-3300 minutes <input type="checkbox"/> 3301-3310 minutes <input type="checkbox"/> 3311-3320 minutes <input type="checkbox"/> 3321-3330 minutes <input type="checkbox"/> 3331-3340 minutes <input type="checkbox"/> 3341-3350 minutes <input type="checkbox"/> 3351-3360 minutes <input type="checkbox"/> 3361-3370 minutes <input type="checkbox"/> 3371-3380 minutes <input type="checkbox"/> 3381-3390 minutes <input type="checkbox"/> 3391-3400 minutes <input type="checkbox"/> 3401-3410 minutes <input type="checkbox"/> 3411-3420 minutes <input type="checkbox"/> 3421-3430 minutes <input type="checkbox"/> 3431-3440 minutes <input type="checkbox"/> 3441-3450 minutes <input type="checkbox"/> 3451-3460 minutes <input type="checkbox"/> 3461-3470 minutes <input type="checkbox"/> 3471-3480 minutes <input type="checkbox"/> 3481-3490 minutes <input type="checkbox"/> 3491-3500 minutes <input type="checkbox"/> 3501-3510 minutes <input type="checkbox"/> 3511-3520 minutes <input type="checkbox"/> 3521-3530 minutes <input type="checkbox"/> 3531-3540 minutes <input type="checkbox"/> 3541-3550 minutes <input type="checkbox"/> 3551-3560 minutes <input type="checkbox"/> 3561-3570 minutes <input type="checkbox"/> 3571-3580 minutes <input type="checkbox"/> 3581-3590 minutes <input type="checkbox"/> 3591-3600 minutes <input type="checkbox"/> 3601-3610 minutes <input type="checkbox"/> 3611-3620 minutes <input type="checkbox"/> 3621-3630 minutes <input type="checkbox"/> 3631-3640 minutes <input type="checkbox"/> 3641-3650 minutes <input type="checkbox"/> 3651-3660 minutes <input type="checkbox"/> 3661-3670 minutes <input type="checkbox"/> 3671-3680 minutes <input type="checkbox"/> 3681-3690 minutes <input type="checkbox"/> 3691-3700 minutes <input type="checkbox"/> 3701-3710 minutes <input type="checkbox"/> 3711-3720 minutes <input type="checkbox"/> 3721-3730 minutes <input type="checkbox"/> 3731-3740 minutes <input type="checkbox"/> 3741-3750 minutes <input type="checkbox"/> 3751-3760 minutes <input type="checkbox"/> 3761-3770 minutes <input type="checkbox"/> 3771-3780 minutes <input type="checkbox"/> 3781-3790 minutes <input type="checkbox"/> 3791-3800 minutes <input type="checkbox"/> 3801-3810 minutes <input type="checkbox"/> 3811-3820 minutes <input type="checkbox"/> 3821-3830 minutes <input type="checkbox"/> 3831-3840 minutes <input type="checkbox"/> 3841-3850 minutes <input type="checkbox"/> 3851-3860 minutes <input type="checkbox"/> 3861-3870 minutes <input type="checkbox"/> 3871-3880 minutes <input type="checkbox"/> 3881-3890 minutes <input type="checkbox"/> 3891-3900 minutes <input type="checkbox"/> 3901-3910 minutes <input type="checkbox"/> 3911-3920 minutes <input type="checkbox"/> 3921-3930 minutes <input type="checkbox"/> 3931-3940 minutes <input type="checkbox"/> 3941-3950 minutes <input type="checkbox"/> 3951-3960 minutes <input type="checkbox"/> 3961-3970 minutes <input type="checkbox"/> 3971-3980 minutes <input type="checkbox"/> 3981-3990 minutes <input type="checkbox"/> 3991-4000 minutes <input type="checkbox"/> 4001-4010 minutes <input type="checkbox"/> 4011-4020 minutes <input type="checkbox"/> 4021-4030 minutes <input type="checkbox"/> 4031-4040 minutes <input type="checkbox"/> 4041-4050 minutes <input type="checkbox"/> 4051-4060 minutes <input type="checkbox"/> 4061-4070 minutes <input type="checkbox"/> 4071-4080 minutes <input type="checkbox"/> 4081-4090 minutes <input type="checkbox"/> 4091-4100 minutes <input type="checkbox"/> 4101-4110 minutes <input type="checkbox"/> 4111-4120 minutes <input type="checkbox"/> 4121-4130 minutes <input type="checkbox"/> 4131-4140 minutes <input type="checkbox"/> 4141-4150 minutes <input type="checkbox"/> 4151-4160 minutes <input type="checkbox"/> 4161-4170 minutes <input type="checkbox"/> 4171-4180 minutes <input type="checkbox"/> 4181-4190 minutes <input type="checkbox"/> 4191-4200 minutes <input type="checkbox"/> 4201-4210 minutes <input type="checkbox"/> 4211-4220 minutes <input type="checkbox"/> 4221-4230 minutes <input type="checkbox"/> 4231-4240 minutes <input type="checkbox"/> 4241-4250 minutes <input type="checkbox"/> 4251-4260 minutes <input type="checkbox"/> 4261-4270 minutes <input type="checkbox"/> 4271-4280 minutes <input type="checkbox"/> 4281-4290 minutes <input type="checkbox"/> 4291-4300 minutes <input type="checkbox"/> 4301-4310 minutes <input type="checkbox"/> 4311-4320 minutes <input type="checkbox"/> 4321-4330 minutes <input type="checkbox"/> 4331-4340 minutes <input type="checkbox"/> 4341-4350 minutes <input type="checkbox"/> 4351-4360 minutes <input type="checkbox"/> 4361-4370 minutes <input type="checkbox"/> 4371-4380 minutes <input type="checkbox"/> 4381-4390 minutes <input type="checkbox"/> 4391-4400 minutes <input type="checkbox"/> 4401-4410 minutes <input type="checkbox"/> 4411-4420 minutes <input type="checkbox"/> 4421-4430 minutes <input type="checkbox"/> 4431-4440 minutes <input type="checkbox"/> 4441-4450 minutes <input type="checkbox"/> 4451-4460 minutes <input type="checkbox"/> 4461-4470 minutes <input type="checkbox"/> 4471-4480 minutes <input type="checkbox"/> 4481-4490 minutes <input type="checkbox"/> 4491-4500 minutes <input type="checkbox"/> 4501-4510 minutes <input type="checkbox"/> 4511-4520 minutes <input type="checkbox"/> 4521-4530 minutes <input type="checkbox"/> 4531-4540 minutes <input type="checkbox"/> 4541-4550 minutes <input type="checkbox"/> 4551-4560 minutes <input type="checkbox"/> 4561-4570 minutes <input type="checkbox"/> 4571-4580 minutes <input type="checkbox"/> 4581-4590 minutes <input type="checkbox"/> 4591-4600 minutes <input type="checkbox"/> 4601-4610 minutes <input type="checkbox"/> 4611-4620 minutes <input type="checkbox"/> 4621-4630 minutes <input type="checkbox"/> 4631-4640 minutes <input type="checkbox"/> 4641-4650 minutes <input type="checkbox"/> 4651-4660 minutes <input type="checkbox"/> 4661-4670 minutes <input type="checkbox"/> 4671-4680 minutes <input type="checkbox"/> 4681-4690 minutes <input type="checkbox"/> 4691-4700 minutes <input type="checkbox"/> 4701-4710 minutes <input type="checkbox"/> 4711-4720 minutes <input type="checkbox"/> 4721-4730 minutes <input type="checkbox"/> 4731-4740 minutes <input type="checkbox"/> 4741-4750 minutes <input type="checkbox"/> 4751-4760 minutes <input type="checkbox"/> 4761-4770 minutes <input type="checkbox"/> 4771-4780 minutes <input type="checkbox"/> 4781-4790 minutes <input type="checkbox"/> 4791-4800 minutes <input type="checkbox"/> 4801-4810 minutes <input type="checkbox"/> 4811-4820 minutes <input type="checkbox"/> 4821-4830 minutes <input type="checkbox"/> 4831-4840 minutes <input type="checkbox"/> 4841-4850 minutes <input type="checkbox"/> 4851-4860 minutes <input type="checkbox"/> 4861-4870 minutes <input type="checkbox"/> 4871-4880 minutes <input type="checkbox"/> 4881-4890 minutes <input type="checkbox"/> 4891-4900 minutes <input type="checkbox"/> 4901-4910 minutes <input type="checkbox"/> 4911-4920 minutes <input type="checkbox"/> 4921-4930 minutes <input type="checkbox"/> 4931-4940 minutes <input type="checkbox"/> 4941-4950 minutes <input type="checkbox"/> 4951-4960 minutes <input type="checkbox"/> 4961-4970 minutes <input type="checkbox"/> 4971-4980 minutes <input type="checkbox"/> 4981-4990 minutes <input type="checkbox"/> 4991-5000 minutes <input type="checkbox"/> 5001-5010 minutes <input type="checkbox"/> 5011-5020 minutes <input type="checkbox"/> 5021-5030 minutes <input type="checkbox"/> 5031-5040 minutes <input type="checkbox"/> 5041-5050 minutes <input type="checkbox"/> 5051-5060 minutes <input type="checkbox"/> 5061-5070 minutes <input type="checkbox"/> 5071-5080 minutes <input type="checkbox"/> 5081-5090 minutes <input type="checkbox"/> 5091-5100 minutes <input type="checkbox"/> 5101-5110 minutes <input type="checkbox"/> 5111-5120 minutes <input type="checkbox"/> 5121-5130 minutes <input type="checkbox"/> 5131-5140 minutes <input type="checkbox"/> 5141-5150 minutes <input type="checkbox"/> 5151-5160 minutes <input type="checkbox"/> 5161-5170 minutes <input type="checkbox"/> 5171-5180 minutes <input type="checkbox"/> 5181-5190 minutes <input type="checkbox"/> 5191-5200 minutes <input type="checkbox"/> 5201-5210 minutes <input type="checkbox"/> 5211-5220 minutes <input type="checkbox"/> 5221-5230 minutes <input type="checkbox"/> 5231-5240 minutes <input type="checkbox"/> 5241-5250 minutes <input type="checkbox"/> 5251-5260 minutes <input type="checkbox"/> 5261-5270 minutes <input type="checkbox"/> 5271-5280 minutes <input type="checkbox"/> 5281-5290 minutes <input type="checkbox"/> 5291-5300 minutes <input type="checkbox"/> 5301-5310 minutes <input type="checkbox"/> 5311-5320 minutes <input type="checkbox"/> 5321-5330 minutes <input type="checkbox"/> 5331-5340 minutes <input type="checkbox"/> 5341-5350 minutes <input type="checkbox"/> 5351-5360 minutes <input type="checkbox"/> 5361-5370 minutes <input type="checkbox"/> 5371-5380 minutes <input type="checkbox"/> 5381-5390 minutes <input type="checkbox"/> 5391-5400 minutes <input type="checkbox"/> 5401-5410 minutes <input type="checkbox"/> 5411-5420 minutes <input type="checkbox"/> 5421-5430 minutes <input type="checkbox"/> 5431-5440 minutes <input type="checkbox"/> 5441-5450 minutes <input type="checkbox"/> 5451-5460 minutes <input type="checkbox"/> 5461-5470 minutes <input type="checkbox"/> 5471-5480 minutes <input type="checkbox"/> 5481-5490 minutes <input type="checkbox"/> 5491-5500 minutes <input type="checkbox"/> 5501-5510 minutes <input type="checkbox"/> 5511-5520 minutes <input type="checkbox"/> 5521-5530 minutes <input type="checkbox"/> 5531-5540 minutes <input type="checkbox"/> 5541-5550 minutes <input type="checkbox"/> 5551-5560 minutes <input type="checkbox"/> 5561-5570 minutes <input type="checkbox"/> 5571-5580 minutes <input type="checkbox"/> 5581-5590 minutes <input type="checkbox"/> 5591-5600 minutes <input type="checkbox"/> 5601-5610 minutes <input type="checkbox"/> 5611-5620</p>
--

In compliance with Executive Order 13166, Hernando County Transit Division is required to take reasonable steps to ensure that LEP individuals have meaningful access to the benefits, services, and information it provides. This includes offering language assistance and making key communications accessible to all users, regardless of their English language proficiency.

To support this mandate, the Transit Division utilized the U.S. Department of Transportation's LEP Guidance Handbook and conducted a comprehensive Four-Factor Analysis to evaluate language access needs and inform the development of this LAP. The analysis considers the following four factors:

1. The number or proportion of LEP persons in the service area who are eligible to be served or likely to encounter transit programs, services, or activities.
2. The frequency of contact LEP persons have with the Transit Division's programs, services, or staff.
3. The nature and importance of the programs, services, or activities provided by the Transit Division to the LEP population.
4. The resources available to the Transit Division and the associated costs of providing language assistance services.

The findings of this Four-Factor Analysis serve as the foundation of the County's Language Assistance Plan. The complete LAP, detailing language assistance strategies and implementation measures, is included in **Appendix G** of this Title VI Program.

Table 3. Limited English-Speaking Population - Hernando County, FL

Language Spoken	Estimated Population	Estimated Population Speaking English Less Than "Very Well"	Estimated Population Speaking English Less Than "Very Well"
English	168,589	N/A	N/A
Spanish	18,514	5,759	2.99%
French, Haitian, or Cajun	705	297	0.15%
German or other west Germanic Languages	994	106	0.05%
Russian, Polish, or other Slavic languages	726	241	0.13%
Other Indo-European languages	1,148	407	0.21%
Korean	50	23	0.01%
Chinese (incl. Mandarin, Cantonese)	336	191	0.10%
Vietnamese	338	201	0.10%
Tagalog (incl. Filipino)	360	70	0.04%
Other Asian and Pacific Island languages	576	302	0.16%
Arabic	201	24	0.01%
Other and unspecified languages	215	22	0.01%
Total	192,752	7,643	3.97%

7. Minority Representation on Non-elected Committees and Councils

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.

The Hernando County Transit Division (TheBus) ensures representation in regional planning and decision-making processes through staff participation in non-elected committees and councils. The following staff members are actively involved:

- Hernando/Citrus Metropolitan Planning Organization (MPO) Technical Advisory Committee (TAC)
- Hernando/Citrus Metropolitan Planning Organization (MPO) Transportation Disadvantaged Local Coordinating Board (TDLCB)

Transit-Related Advisory Committees

Several transit-related advisory committees that inform Hernando County Transit Division (TheBus) are administered by the Hernando/Citrus Metropolitan Planning Organization (MPO). These committees provide input on public transportation services, planning activities, and funding priorities.

Currently, the MPO does not request or collect racial or ethnic demographic data from applicants on volunteer interest forms, nor is such data utilized in the composition of these committees. As a result, a racial breakdown of advisory committee membership is unavailable and, therefore, is not included in this Title VI Program.

TheBus recognizes the importance of evaluating the diversity and representativeness of advisory committees as part of its ongoing commitment to equity and nondiscrimination. To that end, TheBus will collaborate with the MPO to explore the feasibility of collecting voluntary demographic data in the future, consistent with FTA Circular 4702.1B and best practices in inclusive public participation.

While committee appointments are not based on race, ethnicity, or national origin, the Hernando County Transit Division supports inclusive representation and encourages participation from individuals with diverse perspectives in all transit-related planning and advisory processes.

8. Sub-Recipient Compliance with Title VI

At this time, the Hernando County Transit Division does not have any sub-recipients receiving federal funding through its programs. However, in alignment with FTA Circular 4702.1B, the County has established monitoring mechanisms that would be applied should sub-recipients be designated in the future.

Although the County currently contracts with RATP Dev to operate and manage transit services, this entity is not classified as a sub-recipient. The Hernando County Transit Division remains the direct recipient and assumes full responsibility for Title VI compliance. The following oversight measures are in place to ensure all operations, including contracted services, comply with Title VI requirements:

- Periodic service surveys to assess service equity and customer experience.
- Unannounced inspections of vehicles, service facilities, and operations.
- Review of the contractor's Title VI policy, which is integrated into and consistent with Hernando County Transit's Title VI Plan.
- Review and follow-up on citizen complaints to ensure resolution and corrective action where applicable.

These monitoring activities help maintain accountability and ensure that all aspects of Hernando County Transit Division operations are in full compliance with Title VI of the Civil Rights Act of 1964.

Sub-Recipient Assistance and Monitoring

The Hernando County Transit Division currently has no sub-recipients that meet this requirement. If/when this changes, the Hernando County Transit Division will monitor any sub-recipient to ensure it meets all applicable Federal and State regulations. As a sub-recipient to FDOT, the Hernando County Transit Division utilizes the sub-recipient assistance and monitoring provided by FDOT, as needed.

Contractors and Subcontractors

The Hernando County Transit Division 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 against the selection and retention of any subcontractors. Hernando County Transit, contractors, and subcontractors may not discriminate against their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Plan.

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 (USDOT), as set forth in Title 49, Code of Federal Regulations (CFR), Part 21, as amended (hereinafter referred to as the “Regulations”), which are hereby incorporated by reference and made a part of this Agreement.

- 2) **Nondiscrimination:** The Contractor, with regard to the work performed under this 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 49 CFR §21.5, including employment practices where the contract covers a program set forth in Appendix B of the Regulations.
- 3) **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, whether by competitive bidding or negotiation, for work to be performed under a subcontract—including procurement of materials or leases of equipment—each potential subcontractor or supplier shall be notified by the Contractor of its obligations under this contract and the Regulations regarding nondiscrimination.
- 4) **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto. The Contractor shall permit access to its books, records, accounts, other sources of information, and its facilities, as may be determined by Hernando County Transit, the Florida Department of Transportation (FDOT), the Federal Transit Administration (FTA), the Federal Highway Administration (FHWA), the Federal Aviation Administration (FAA), and/or the Federal Motor Carrier Safety Administration (FMCSA), to be pertinent to ascertain compliance with such Regulations, orders, and instructions.

Where any information required of the Contractor is in exclusive possession of another entity and that entity fails or refuses to furnish the information, the Contractor shall certify this to Hernando County Transit, FDOT, FTA, FHWA, FAA, and/or FMCSA as appropriate, and shall set forth the efforts made to obtain the information.

- 5) **Sanctions for Noncompliance:** In the event of the Contractor’s noncompliance with the nondiscrimination provisions of this contract, Hernando County Transit may impose such contract sanctions as it deems appropriate, including, but not limited to:
 - Withholding payments until compliance is achieved; and/or
 - Cancellation, termination, or suspension of the contract, in whole or in part.
- 6) **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) of this clause 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 Hernando County Transit, FDOT, FTA, FHWA, FAA, and/or FMCSA may direct as a means of enforcing such provisions, including sanctions for noncompliance.

Disadvantaged Business Enterprise (DBE) Policy

Federal Transit Administration (FTA) grant recipients must comply with Title 49 of the Code of Federal Regulations (CFR) Part 26 to ensure nondiscrimination in the award and administration of US Department of Transportation (US DOT)-assisted contracts. Recipients also must create a level playing field on which DBEs can compete fairly for US DOT-assisted contracts.

To that end, the Hernando County Transit Division (TheBus) staff developed and regularly updates a DBE Policy that outlines steps to ensure nondiscrimination in the award and administration of DOT-assisted contracts, remove barriers to the participation of DBEs in DOT-assisted contracts, and assist the development of firms, if possible, that can compete successfully in the marketplace outside of the DBE program. The activities defined in TheBus's DBE Policy are delegated to the Transit Financial Specialist who serves as the DBE Liaison Officer (DBELO) and is responsible for implementing all aspects of the DBE program.

9. Transit 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, the Hernando County Transit Division will ensure the following:

1. Equity Analysis During Planning Stage

The Hernando County Transit Division will complete a Title VI equity analysis for any facility during the planning stage regarding where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. The Hernando County Transit Division will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.

2. Assessment of Cumulative Impacts

When evaluating locations of facilities, the Hernando County Transit Division will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.

3. Addressing Potential Disparate Impacts

If it is determined that locating the facility at a proposed site would result in a disparate impact based on race, color, or national origin, the Hernando County Transit Division will: 1) demonstrate a substantial legitimate justification for selecting that site, and 2) demonstrate that there is no less discriminatory alternative available.

In such cases, the Transit Division will document how both tests are satisfied and show that alternative locations were considered and analyzed.

Current status

The Hernando County Transit Division has not constructed any new facilities in the past three years using federal funding that would have triggered a Title VI equity analysis. No such projects are currently in the planning phase. Therefore, there are no Title VI Equity Analysis reports to include in this submission.

Hernando County Transit Division will utilize the demographic maps and data provided in Appendix I for all future Title VI facility site assessments.

10. Approval of Title VI Documentation

The Title VI Program was approved and adopted by Hernando County Board of County Commissioners, Florida during a meeting held on August 12, 2025. A copy of the meeting minutes and FDOT concurrence letter, and FTA concurrence letter, will be included in Appendix C of this document, after they are received.

SECTION 2: PROGRAM SPECIFIC REQUIREMENTS

Chapter IV of FTA Circular 4702.1B provides program-specific guidance for all transit providers that operate fixed-route services.

Service Standards (for Systems under 50 Vehicles)

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 the service they provide.

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 must address how service is distributed across these assets.

The Hernando County Transit Division (TheBus) has established service standards and policies for each mode of service operated, which includes the local fixed-route bus, as well as ADA-accessible cutaway vehicles. These standards serve as a guide to ensure quality service delivery and compliance with Title VI requirements. The Vehicle Load Standards outlined below are a critical component of these policies.

1. Vehicle Load Standards

TheBus uses a combination of heavy-duty fixed-route buses and ADA-accessible cutaway vehicles to provide public transportation services. The table below outlines the key parameters related to the vehicle types used for fixed-route service, including seating capacity, standing capacity (if applicable), wheelchair accommodations, and maximum load ratios for peak and off-peak times, and the maximum load factor during peak service. See Table 4 below.

Table 4. Hernando County Bus Vehicle Load

Hernando The Bus Vehicle Load							
Vehicle Type	Seated capacity	Standing capacity Off-Peak	Standing capacity peak	Max vehicle load Off peak	Max vehicle load peak	Wheelchair capacity	Max load factor-peak
Gillig 30'	23	0	8	23	31	2	1:3
ADA Cutaway	14	0	0	14	14	3	1:0
ADA small Cutaway	11	0	0	11	11	2	1:0

Definitions & Notes:

- Max Load Factor (Peak) refers to the ratio of all passengers (seated + standing) to seated passengers during peak service.
- Standing capacity is not applicable on cutaway vehicles due to size and ADA compliance considerations.
- Vehicle load standards are used to monitor passenger comfort and service efficiency and are reviewed annually as part of performance evaluation.

These standards ensure that Hernando County Transit provides equitable and accessible service while adhering to safety and comfort thresholds.

2. Vehicle Headway Standards

Hernando County Transit (TheBus) operates fixed-route service on a consistent headway schedule to ensure reliable and accessible public transportation throughout the service area.

Table 5. Vehicle Headway Standards

Vehicle Headway Standards	
Detail	Description
Standard Headway	60-minute headways
Days of Operation	Monday through Saturday
Service Hours	5:30 a.m. to 8:30 p.m.
Routes Affected	All 8 fixed routes & 1 microtransit route
Adjustment Criteria	Ridership data, public input, or operational capacity

This headway standard of 60 minutes applies directly to seven fixed routes (Routes 1, 2, 3, 4, 5, 7, & 8). Route 9, which will operate as a fixed route once initiated (see Appendix B), will likely have a travel time that will be less than 60 minutes in one direction. In addition, the lone microtransit route (Route 6) operates within a designated zone, which allows for shorter headways depending on the trip scheduled.

Service schedules are reviewed regularly to assess performance, on-time reliability, and demand fluctuations. Adjustments to headways may be made based on ridership data, public input, or operational capacity.

3. On-Time Performance

The Hernando County Transit Division defines on-time performance as follows:

- Fixed Route Service: A vehicle is considered “on time” if it departs from a scheduled timepoint no more than one (1) minute early and no more than five (5) minutes late. The Division has established a performance objective of 85% on-time or greater system-wide.
- Paratransit Service: A vehicle is considered “on time” if it arrives at the scheduled drop-off location no more than five (5) minutes past the scheduled time. The performance target for paratransit on-time arrivals is 90% or greater.

To ensure compliance with Title VI Equity standards and to support continuous service improvement, the Transit Division utilizes real-time data monitoring tools to track vehicle performance. Monthly performance reports are generated and reviewed, covering all fixed-route services. These published, covering on-time performance across all fixed routes, and are made available to the public via the Transit Division’s website and internal reporting channels. This monitoring helps guide service improvements and ensures equity across the system.

Table 6. Fixed Route and Paratransit/ADA On-Time Performance Standards

Fixed Route and Paratransit On-Time Performance Standards		
Mode	On-Time Performance Goal (%)	On-Time Performance Result (FY 2024)
Fixed-route	85%	91.87%
Paratransit – ADA	90%	99.41%
Microtransit	85%	100%

4. Service Availability

The Hernando County Transit Division will continue to distribute transit service so that a minimum of 61.6% of all residents in the service area are within a 3/4-mile walk of fixed route bus service. To ensure equitable access under Title VI, Hernando County Transit will monitor the share of the minority population within 3/4 mile of fixed-route transit. The minority percentage served should meet or exceed the percentage of the total population served. As of the latest analysis, 66.0% of the county’s minority population is within the service buffer compared to 61.6% of the total population, meeting the Title VI threshold for equitable service distribution.

Table 7. Total Service Area and Minority Populations Within ¾ Mile Buffer

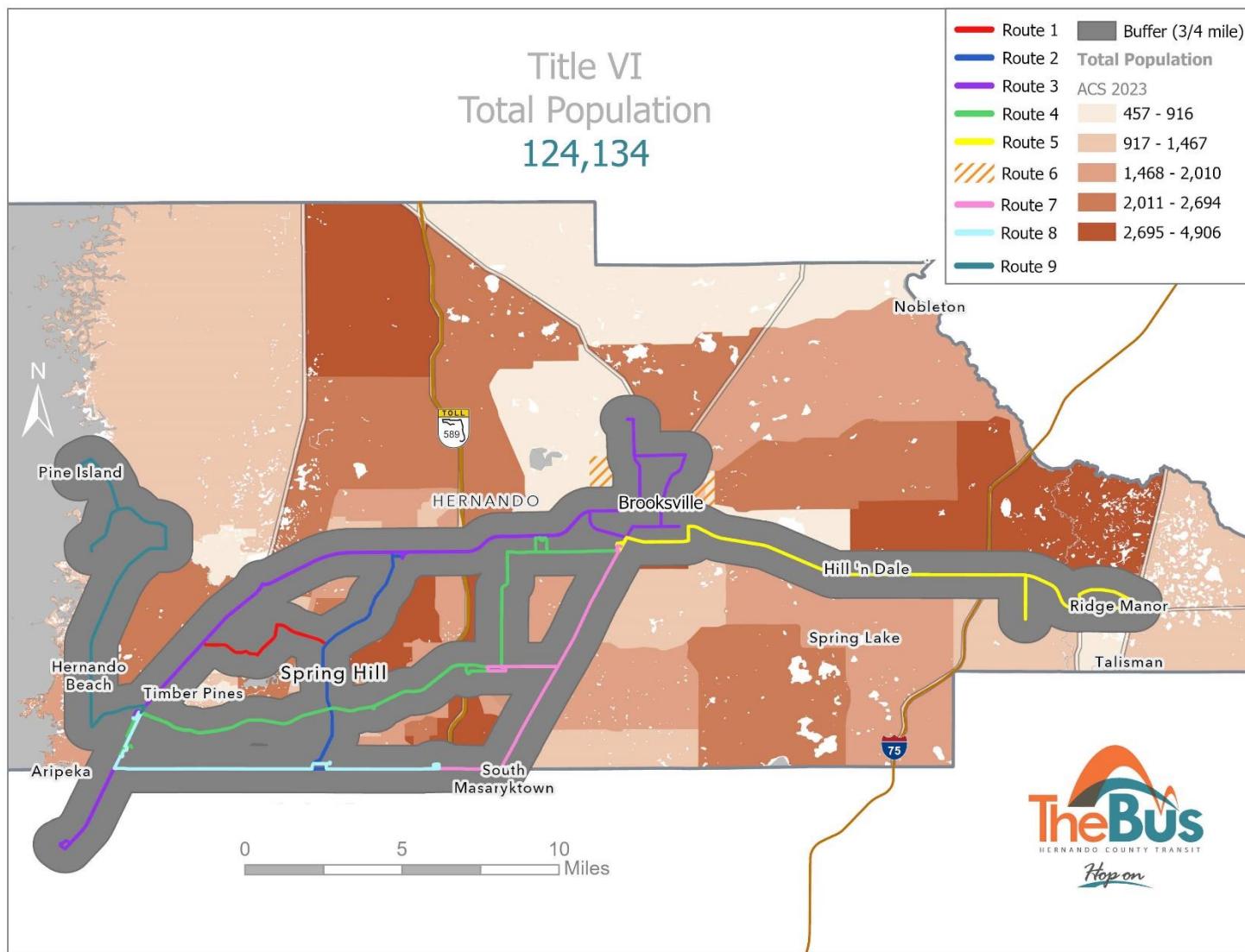
Category	Total	Within ¾ Mile Buffer	% Within ¾ Mile Buffer
*Total Population	201,512	124,134	61.6%
Minority Population	53,561	35,327	66.0%
Total Area (sq mi)	472.5	144.5	30.6%

Bus Stop Spacing

The Hernando County Transit Division (TheBus) does not have a formally adopted bus stop spacing policy due to the nature of the current Small Urban and Rural service area. In general, TheBus places stops in locations with higher residential and commercial densities, or locations that are key trip generators like colleges, hospitals, and public/government facilities. Stop frequency and locations will also vary depending on land use, ridership demand, pedestrian accessibility, roadway characteristics favorable for safe pedestrian and bus movement, and right-of-way availability.

The system currently maintains 244 unduplicated stops across approximately 79.29 directional route miles, which reflects a moderate to high level of service coverage (see Map 2 below). In more densely developed or high-ridership areas, bus stops may be spaced more closely to accommodate passenger needs.

Map 1. Title VI Total Population (with 3/4-mile Buffer)



Population Coverage

As noted above, 61.6% of Hernando County's total population and 66% of the total Title VI populations resides within $\frac{3}{4}$ -mile of a fixed-route transit line. This reflects a commitment to providing broad accessibility across urban and semi-rural areas of the county.

Service Policies

The Federal Transit Administration (FTA) requires fixed route transit providers to develop a policy for service indicators. The Hernando County Transit Division has prepared the following additional service policies for TheBus transit system.

1. Transit Amenities Distribution

Installation of transit amenities along bus routes will be based on the number of passengers boarding at stops along those routes. Currently, TheBus has a total of 244 bus stops throughout the system. Forty percent (40%) of the bus stop locations have been improved to comply with ADA accessibility requirements. Approximately 48% of these bus stops have some type of transit amenities (bench, shelter, or garbage container). On an annual basis, bus stop locations are reviewed for necessary amenity and pedestrian connectivity improvements.

2. Vehicle Assignments

All fixed route vehicles that are 29' feet in length are rotated among the following fixed routes (1, 2, 3, 4, 5, 7, 8) on a daily basis. These low-floor buses are also equipped with air conditioning and automated stop announcement systems. In addition, smaller cutaway vehicles or vans are utilized on the other fixed or micro transit routes (6 & 9). These vehicles are also rotated daily. Route rotations help the Hernando County Transit Division (TheBus) maintain optimal mileage and maintenance schedules, which is beneficial to the users of the system and to the minimizing operational and cost factors involved with the maintenance and operability of the system.

3. Major Service and Fare Modifications

FTA Title VI implementing regulations require agencies with more than 50 vehicles in peak fixed route service to adopt a numerical standard defining what constitutes a "major" service modification. Despite its small size, Hernando County Transit Division's TheBus public transportation system has chosen to adopt elements of such a service and fare modification standards normally required of larger transit systems. This supports the effort to ensure minority and low-income communities in the TheBus service area are not disproportionately impacted by major service or fare modifications.

For the Hernando County Transit Division, a major service and fare modification is defined as:

- Any action that reduces service by more than 20% of an individual route's total service hours.
- Any action that eliminates a route in its entirety (unless the route was originally stipulated for a limited timeframe as a pilot project or due to a time limit on funding, such as a three-year limit on operational funding from a Florida Department of Transportation (FDOT) Service Development grant).
- Any increase to a fixed route fare category and resulting increase in paratransit fare.

If any of the above major service or fare modifications are proposed by the Hernando County Transit Division, then the following will occur:

- The Hernando County Transit Division will provide an impact analysis that details how the major service and/or fare medication does not impact Title VI populations negatively; and
- A Public Participation (see Section 1 and Appendix F) Process will be initiated that facilitates all populations (including Title VI) the ability to review and comment on the proposed changes and the impact analysis provided.

Map 2. Hernando County Bus Stops

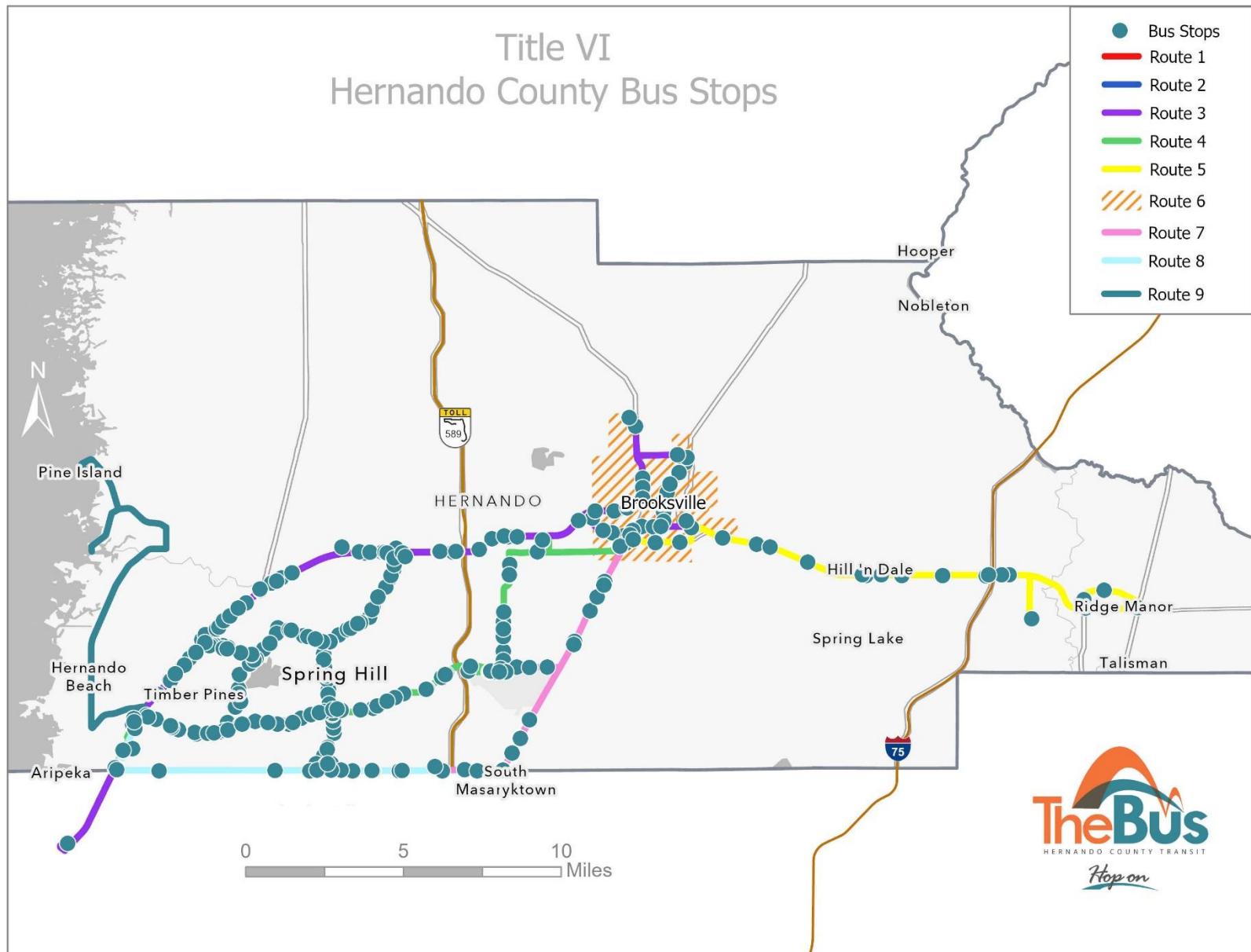


Table 8. Transit Bus PM Tracking Schedule with Assigned Vehicle Type

EQ #	EQ Desc	Year	Make	Model ID	VIN	Date Last PM Performed	Current Life Meter	Last PM Performed	Next PM Mileage Due	PM Mileage Remaining	Grant #	Dept #	GMS #	Service
19429	GILLIG LOW FLOOR	2015	GILLIG	29' Low Floor	15GGE271XF1092952	1/6/2025	509,003	504,104	510,104	1101	FL-90-X864	34041	114	Fixed Route
20038	FORD E450	2016	GLAVAL	CUTAWAY	1FDFE4FS6HDC01266	3/13/2025	188,924	187,604	193,604	4680	Insurance proceeds/surplus	Replacement of Asset 15219	Destroyed by fire	ADA/Fixed/Micro
20041	GILLIG LOW FLOOR	2016	GILLIG	29' Low Floor	15GGE2719G1093155	2/25/2025	452,387	446,894	452,894	507	FL-90-X865	34041	143	Fixed Route
20042	GILLIG LOW FLOOR	2016	GILLIG	29' Low Floor	15GGE2710G1093156	3/1/2025	437,442	433,675	439,675	2233	FL-90-X865	34041	143	Fixed Route
20054	FORD E450	2016	GLAVAL	UNIVERSAL 23'	1FDFE4FS5HDC01288	2/7/2025	216,202	212,765	218,765	2563	FL-90-X776	34041	108	ADA/Fixed/Micro
20055	FORD E450	2016	GLAVAL	UNIVERSAL 23'	1FDFE4FS3HDC01287	2/20/2025	153,917	153,596	159,596	5679	FL-90-X776	34041	108	ADA/Fixed/Micro
20056	FORD E450	2016	GLAVAL	UNIVERSAL 23'	1FDFE4FS5HDC01260	10/21/2024	122,947	117,641	123,641	694	FL-90-X776	34041	108	ADA/Fixed/Micro
20079	GILLIG LOW FLOOR	2017	GILLIG	29' LOW FLOOR	15GGE2711H3093205	3/12/2025	410,678	407,430	413,430	2752	G0956	34043	109	Fixed Route
20828	TRANSIT CUTAWAY	2017	GLAVAL	CUTAWAY	1FDFE4FS3HOC75941	2/4/2025	173,948	170,698	176,698	2750	FL-2017-062	34005	181	ADA/Fixed/Micro
21367	GILLIG LOW FLOOR	2018	GILLIG	29' LOW FLOOR	15GGE2712J3093350	2/14/2025	401,628	396,175	402,175	547	FL-2014-094	34006	221	Fixed Route
22093	FORD E450	2019	Champion	CUTAWAY	1FDFE4FSXKDC14092	2/18/2025	134,116	132,751	138,751	4635	FL-2018-031	34007	239	ADA/Fixed/Micro
22136	GILLIG LOW FLOOR	2019	GILLIG	29' Low Floor	15GGE2711K3093289	3/20/2025	362,667	361,561	367,561	4894	FL-2018-031	34007	239	Fixed Route
22137	GILLIG LOW FLOOR	2019	GILLIG	29' Low Floor	15GGE2718K3093290	3/11/2025	334,169	330,288	336,288	2119	FL-2018-031	34007	239	Fixed Route
22256	CHEVROLET	2019	EQUINOX	SUV	3GNAXHEV8KS640835	6/5/2024	31,984	27,666	33,666	1682	FL-2018-105	34008	280	Non-Revenue
22363	GILLIG LOW FLOOR	2019	GILLIG	29' Low Floor	15GGE2718K3093595	3/27/2025	304,833	304,833	310,833	6000	FL-2018-105	34008	280	Fixed Route
22650	GILLIG LOW FLOOR	2020	GILLIG	29' Low Floor	15GGE2710L3093639	3/11/2025	233,587	229,520	235,520	1933	FL-2019-082	34009	336	Fixed Route
22651	GILLIG LOW FLOOR	2020	GILLIG	29' Low Floor	15GGE2719L3093638	3/4/2025	258,553	253,830	259,830	1277	FL-2019-082	34009	336	Fixed Route
22676	GILLIG LOW FLOOR	2021	GILLIG	29' Low Floor	15GGE2710M3093867	2/4/2025	215,259	209,699	215,699	440	FL-2020-023	34043	372	Fixed Route
22983	GILLIG LOW FLOOR	2023	GILLIG	29' Low Floor	15GGE2715P3094419	2/27/2025	13,767	8,455	14,455	688	FL-2021-082	34001	446	Fixed Route
22985	GILLIG LOW FLOOR	2023	GILLIG	29' Low Floor	15GGE2711P3094420	9/28/2023	6,708	2,879	8,879	2171	FL-2021-082	34001	446	Fixed Route
23115	GMC (RATP Dev)	2024	GMC	Sierra 1500	1GTUUAED3RZ235766	7/1/2024	2,414	0	6,000	3586	FL-2022-051	34013	478	Non-Revenue
23119	GILLIG LOW FLOOR	2024	GILLIG	29' Low Floor	15GGE2713R3094583		3,103	0	6,000	2897	FL-2024-045	34002	460	Fixed Route
23120	GILLIG LOW FLOOR	2024	GILLIG	29' Low Floor	15GGE2715R3094584		3,088	0	6,000	2912	FL-2024-045	34002	460	Fixed Route
23121	GILLIG LOW FLOOR	2024	GILLIG	29' Low Floor	15GGE2717R3094585		2,944	0	6,000	3056	FL-2024-045	34002	460	Fixed Route
23090	Chevrolet (Admin)	2024	Silverado	1500	3GCPDAEK7RG136933	10/28/2024	9,032	6,159	12,159	3127	FL-2021-082	34001	446	Non-Revenue
					PM Pre-Warning Indicator									
					PM Due Now Indicator									

APPENDICES

Appendix A – FTA Circular 4702.1B Reporting Requirements for Transit Providers

FTA Circular 4702.1B Reporting Requirements for Transit Providers

Every three (3) years, on a date determined by Federal Transit Administration (FTA), each recipient is required to submit the following information to the FTA as part of their Title VI Program. 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 and 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 of appropriate governing entity or official(s) responsible for policy decisions reviewed and approved of 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 transit provider, a State, or a planning entity (see below)

Requirements of Transit Providers

All Fixed Route Transit Providers must submit:

- Service Standards
- Vehicle load for each mode
- Vehicle headway for each mode
- On-time performance for each mode
- Service availability for each mode

- Service policies
- Transit Amenities for each mode
- Vehicle assignments for each mode

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

- Demographic and service profile maps and charts
- Demographic ridership and travel patterns collected by surveys
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the ‘major service change policy,’ disparate impact policy, and disproportionate burden policy

Appendix B – Current System Description

Current System Description

Overview of Hernando County Transit (TheBus)

Hernando County Transit Division, known as TheBus, is the public transportation system serving Hernando County, Florida. TheBus operates under the authority of the Hernando County Board of County Commissioners (BoCC) and is administered by the Hernando County Transit Division, which is under the management umbrella of the Department of Public Works.

TheBus system is managed by the Transit Administrator, who oversees day-to-day operations in coordination with a contracted operator (currently RATP Dev). TheBus provides essential transportation services to the residents of Hernando County through a network of fixed-route and complementary paratransit services.

TheBus Mission Statement

"Our mission is to provide safe, efficient and accessible transit services to citizens and visitors in need of transportation and to evolve into a system that ultimately provides for the mobility of all residents and visitors in Hernando County offering a viable choice among travel modes."

Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.

Hernando County Transit, known as TheBus, operates under the Hernando County Board of County Commissioners (BoCC). The transit system is managed by the Transit Administrator.

Who is responsible for insurance, training and management, and administration of the agency's transportation programs?

Hernando County Transit (TheBus) operates under a contractual agreement with **RATP Dev**, a professional transit management and operations firm, to support its day-to-day service delivery. Responsibilities are divided between RATP Dev. and the Hernando County Transit Team as follows:

RATP Dev (Contracted Operator):

- **Vehicle Insurance:** Maintains all required insurance coverage for transit vehicles operated under the contract;
- **Driver Operations:** Responsible for the recruitment, training, supervision, and performance management of all vehicle operators.
- **Daily Operations Management:** Oversees route operations, scheduling, dispatch, and vehicle readiness.

Hernando County Transit Division:

- **Program Administration:** Provides overall management of the county's transportation programs, including compliance with federal and state requirements.
- **Policy Development & Oversight:** Develops service policies, monitors service performance, and ensures alignment with local goals and FTA guidelines.

- **Title VI Compliance:** Ensures that all aspects of the transit program are administered in a non-discriminatory manner.

This collaborative structure ensures that Hernando County Transit delivers safe, reliable, and equitable public transportation services to its residents while maintaining full compliance with federal regulations, including Title VI of the Civil Rights Act.

Who provides vehicle maintenance and record keeping?

The Hernando County Fleet Division is responsible for the maintenance and upkeep of all transit vehicles operated under Hernando County Transit (TheBus). This includes preventive maintenance services, corrective repairs, vehicle inspections, and parts inventory management.

The Fleet Division maintains detailed records for each vehicle, including maintenance schedules, service logs, repair history, and compliance with safety and ADA standards.

Record Oversight and Verification:

The Hernando County Transit Division routinely reviews vehicle maintenance records to ensure vehicles are maintained in a State of Good Repair (SGR), safety standards are consistently met, and maintenance procedures are in compliant with FTA requirements.

This coordinated approach between the Fleet Division and Transit Division ensures that vehicles are safe, reliable, and properly documented to support quality service and Title VI compliance.

Number of current transportation related employees? If there is a third party, please list.

There are three (3) Hernando County Transit employees: Transit Administrator, Transit Finance Specialist, and Transit Operations Coordinator.

- 45 RATP Dev (Operation Contractors): 1 General Manager; 1 Administrative Assistant; 6 Route Supervisors; 1 Dispatcher; 4 Servicers; and 32 Drivers

Who will drive the vehicle, number of drivers, CDL certifications, etc.?

Hernando County Transit's fixed-route and paratransit services are operated by contracted staff through RATP Dev, the County's third-party transit operations provider. As of FY 2025, a total of 44 individuals are qualified to operate transit vehicles:

- 42 drivers possess a valid Commercial Driver's License (CDL) appropriate for the vehicles they operate.
- 2 drivers operate non-CDL vehicles and do not possess a CDL. These individuals are assigned duties that do not require a CDL in accordance with applicable regulations.

All drivers are subject to ongoing training, safety certification, and compliance monitoring to ensure safe and professional service delivery. CDL drivers are also required to meet all Federal Motor Carrier Safety Administration (FMCSA) standards, including medical certification and periodic skills assessments.

A detailed description of service routes and ridership numbers.

Currently (FY 2025), Hernando County “TheBus” has 8 fixed routes and 1 Micro Transit route, and Complementary Paratransit services within ¾ of a mile of each fixed route. The routes cover the county from the East to the West with more coverage area in the middle to western side of the county based on population and demand.

The ridership for FY 2024 is as follows:

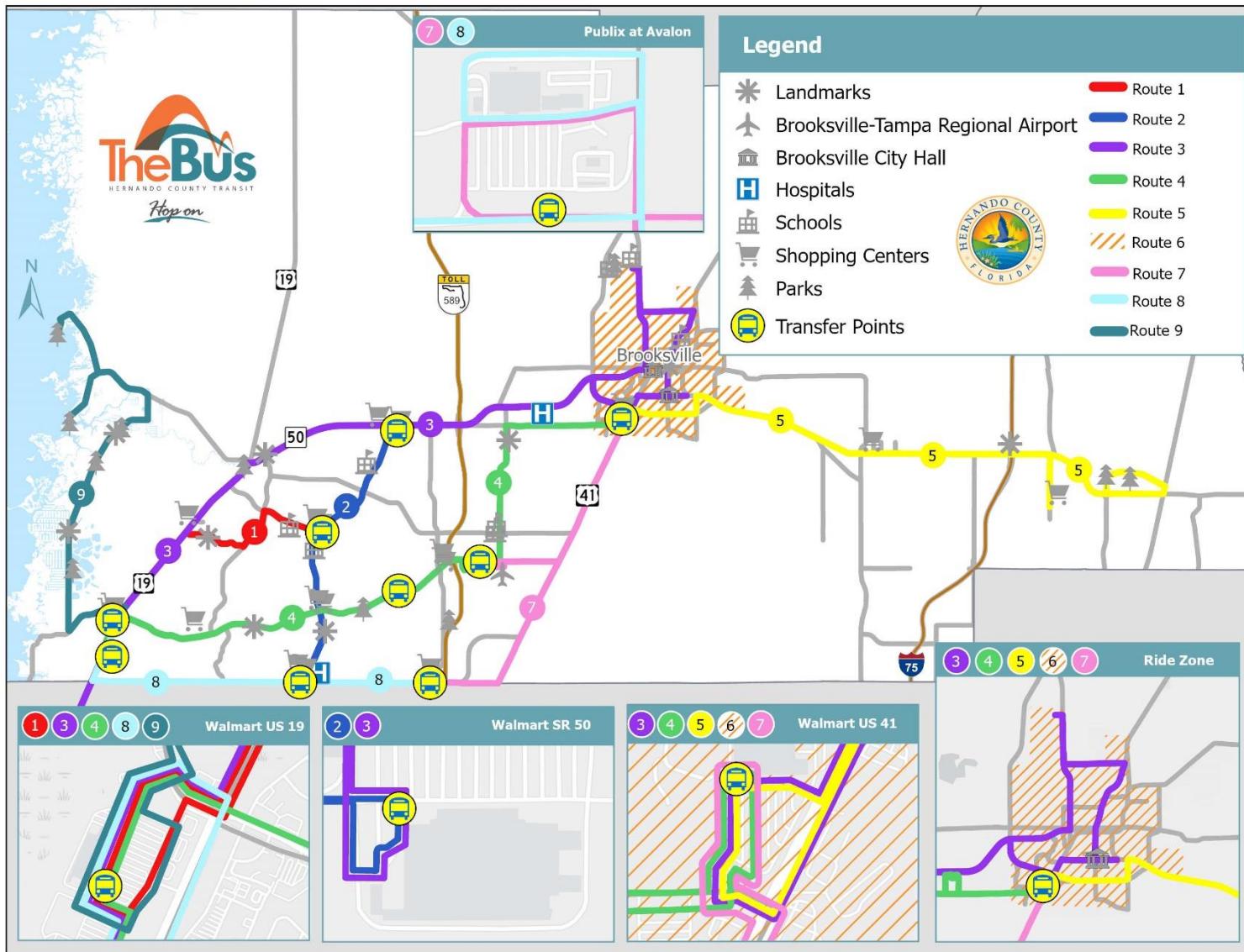
Table B-1. Hernando County Ridership FY 2024

	Fixed Route		ADA			TOTAL RIDERSHIP		TOTAL FAREBOX REVENUE				
	Ridership	Farebox Revenue	Ridership		Farebox/Ticket Revenue							
2017	128,380	\$94,457.73	12468		\$30,979.36		140,848		\$125,437.09			
2018	132,324	3%	\$98,473.22	4%	12574	1%	\$31,356.37	1%	144,898	3%	\$129,829.59	3%
2019	147,834	10%	\$104,094.33	5%	11990	-5%	\$30,257.76	-4%	159,824	9%	\$134,352.09	3%
2020	120,677	-23%	\$74,206.60	-40%	11705	-2%	\$27,536.21	-10%	132,382	-21%	\$101,742.81	-32%
2021	110,127	-10%	\$77,439.01	4%	7998	-46%	\$19,322.35	-43%	118,125	-12%	\$96,761.36	-5%
2022	126,302	13%	\$81,041.10	4%	7533	-6%	\$16,503.90	-17%	133,835	12%	\$97,545.00	1%
2023	137,661	8%	\$89,413.28	9%	7778	3%	\$15,409.43	-7%	145,439	8%	\$104,822.71	7%
2024	149,509	8%	\$94,138.65	5%	8050	3%	\$16,308.83	6%	157,559	8%	\$110,447.48	5%

Table B-2. Hernando County Bus System

Route	Days of Service	Service Span	Headways	Connecting Routes	Vehicles In Service	Notes
Route 1	Mon.-Fri. Sat.	5:47 am - 7:43 pm 5:47 am - 6:43 pm	60 minutes 60 minutes	2, 3, 4, 8, 9	1	
Route 2	Mon.-Fri. Sat.	6:00 am - 7:54 pm 6:00 am - 6:54 pm	60 minutes 60 minutes	1, 3, 4, 8	1	
Route 3	Mon.-Fri. Sat.	5:20 am - 8:10 pm 5:20 am - 7:10 pm	60 minutes 60 minutes	1, 2, 4, 5, 6, 7, 8, 9	3	
Route 4	Mon.-Fri. Sat.	6:10 am - 8:03 pm 6:10 am - 7:03 pm	60 minutes 60 minutes	1, 2, 3, 5, 6, 7, 8, 9	2	
Route 5	Mon.-Fri. Sat.	6:10 am - 8:03 pm 6:10 am - 7:03 pm	60 minutes 60 minutes	3, 4, 6, 7	2	
Route 6	Mon.-Fri. Sat.	6:10 am - 8:03 pm 6:10 am - 7:03 pm	60 minutes 60 minutes	3, 4, 5, 7	1	
Route 7	Mon.-Fri. Sat.	6:10 am - 8:03 pm 6:10 am - 7:03 pm	60 minutes 60 minutes	3, 4, 5, 6, 8	1	<i>*Start of service TBD in FY 2025</i>
Route 8	Mon.-Fri. Sat.	6:10 am - 8:03 pm 6:10 am - 7:03 pm	60 minutes 60 minutes	1, 2, 3, 4, 7, 9	1	<i>*Start of service TBD in FY 2025</i>
Route 9	Mon.-Fri. Sat.	*TBD	*TBD	1, 3, 4, 8	1	<i>*Start of service TBD in FY 2025 due to storm recovery</i>

Map B-1. TheBus System Map



Appendix C – TITLE VI Plan Adoption Meeting Minutes and FDOT Concurrence Letter



Board of County Commissioners

AGENDA ITEM

Meeting: 08/12/2025
Department: Transit
Prepared By: Georgia Lim
Initiator: Darlene Lollie
DOC ID: 16167
Legal Request Number: LR25-356
Bid/Contract Number:

TITLE

Submittal of Updated Transit Operations 2025 Title VI Plan to Federal Transit Administration

Submittal of Updated Transit Operations 2025 Title VI Plan to Federal Transit Administration

BRIEF OVERVIEW

As a direct recipient of Federal Transit Administration (FTA) grant funding and in accordance with FTA Circular 4702.1B, Hernando County is required to comply with civil rights laws and maintain a Title VI program. Attached is the updated Title VI Plan that is required every three (3) years for review and approval by the Board.

FINANCIAL IMPACT

N/A

LEGAL NOTE

Pursuant to Chapter 125, Florida Statutes, and in accordance with Circular 4702.1B, Federal Transit Administration, the Board has the authority to take the recommended action.

RECOMMENDATION

It is recommended the Board approve the attached updated Hernando County Transit Title VI Plan and authorize staff to submit the Plan to the Federal Transit Administration (FTA) for final review and approval.

REVIEW PROCESS

Darlene Lollie	Approved	07/18/2025 12:32 PM
Todd Crosby	Approved	07/18/2025 5:05 PM
Pamela Hare	Approved	07/22/2025 1:45 PM
Michael Cowan	Approved	07/23/2025 9:01 AM
Heidi Prouse	Approved	07/23/2025 11:22 AM
Toni Brady	Delegated	07/24/2025 8:40 AM
Carla Rossiter-Smith	Delegated	07/24/2025 10:29 AM
Erin Briggs	Approved	07/24/2025 2:40 PM
Carla Rossiter-Smith	Approved	07/24/2025 4:25 PM
Jeffrey Rogers	Approved	07/30/2025 9:09 AM
Colleen Conko	Approved	07/30/2025 9:20 AM

AYES: Hawkins, Campbell, Allocco, Amsler and Champion

Save | Print | New | Clear |  Edit | Tools | Browse |

EZ Text Search 

File ID	16167	ID	Type	Agenda Item	Status	Agenda Ready
In Control	Board of County Commissioners		File Created	7/11/2025		
Formal Title	Submittal of Updated Transit Operations 2025 Title VI Plan to Federal Transit Administration		Agenda Date	8/12/2025		
			Final Action			

Agenda Item Body | Attachments (2) | Associations | Details | Item Details | Approval Tracking (11) | Minutes History (1)

Date	Acting Body	Action Taken
8/12/2025	Board of County Commissioners	adopted

Version 1

Action Date 8/12/2025  Time 12:00 AM 

Acting Body Board of County Commissioners

Action Taken adopted

Sent To

Due Date  Return 

Action Note

Motion Text To approve Consent Agenda Item No. G-6. 

Result Pass Fail None

Save | New | Delete | Agenda | Minutes | Votes | HistoryCriteria | 1 of 1 HistoryLines

INSERT Concurrence letter (once received from D-7 and/or FTA)

Appendix D – TITLE VI Sample Notice to the Public

(English and Spanish)

Notifying the Public of Rights Under Title VI



- Hernando County Transit Division (TheBus) 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 Hernando County.
- For more information on Hernando County Transit Division's civil rights program, and the procedures to file a complaint, contact (352) 540-6567; email thebus@hernandocounty.us; or visit our administrative office at 1525 E. Jefferson Street, Brooksville, Florida 34601. For more information, visit <https://www.hernandocounty.us/home/showdocument?id=2220>
- If information is needed in another language, contact (352) 540-4338.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

Notificación al público de los derechos en virtud del Título VI



- La División de Tránsito del Condado de Hernando (TheBus) opera sus programas y servicios sin distinción de raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido objeto de una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Condado de Hernando.
- Para obtener más información sobre el programa de derechos civiles de la División de Tránsito del Condado de Hernando y los procedimientos para presentar una queja, comuníquese al (352) 540-6567; envíe un correo electrónico a thebus@hernandocounty.us; o visite nuestra oficina administrativa en 1525 E. Jefferson Street, Brooksville, Florida 34601. Para más información, visite
<https://www.hernandocounty.us/home/showpublisheddocument/5903/638618337752370000>
- Si necesita información en otro idioma, comuníquese al (352) 540-4338.
- Un denunciante puede presentar una queja directamente ante la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa del Título VI, Edificio Este, 5.º Piso-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590

Appendix E – TITLE VI Complaint Forms and Procedures

(English and Spanish)

TheBus – Hernando County Transit

Title VI Complaint Form

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



The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for TheBus, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information TheBus provides.

TheBus works to ensure nondiscriminatory transportation in support of our mission to provide effective and efficient transportation services to enhance the social and economic quality of life for all Hernando County citizens. TheBus's Civil Rights Liaison is responsible for Civil Rights compliance and monitoring to ensure nondiscriminatory provision of transit services and programs.

Section I:				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. YES or NO				
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
[] Race		[] Color		[] National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed a Title VI complaint with this agency? Yes _____ No _____

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency:

Federal Court

State Agency

State Court

Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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

Signature

Date

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

TheBus – Hernando County Transit, 1653 Blaise Drive, Brooksville, FL 34601

A person may also file a complaint with the Federal Transit Administration's Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

TheBus – Hernando County Transit

Formulario de Reclamo del Título VI

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color o nacionalidad, en programas y actividades que reciben asistencia financiera Federal.

Especificamente, el Título VI establece que "ninguna persona en los Estados Unidos deberá, por motivos de raza, color, o nacionalidad, ser excluida de participar en, negársele los beneficios de, o someterse a discriminación bajo ningún programa o actividad que reciba asistencia financiera Federal".



El componente de Justicia Ambiental del Título VI garantiza un trato justo para todas las personas y contempla a TheBus, para identificar y dirigir, según convenga, los efectos desproporcionadamente altos y adversos de sus programas, políticas y actividades en las poblaciones minoritarias y de bajos ingresos, tal como comprometerse a medidas razonables para garantizar que personas con Dominio Limitado del Inglés (LEP) tengan un acceso significativo a los programas, servicios, e información que proporciona TheBus.

TheBus trabaja para asegurar un transporte no discriminatorio en apoyo de nuestra misión para proveer un transporte público efectivo y eficaz y, así mejorar la calidad de vida social y económica para todos los ciudadanos del Condado de Hernando. La oficina del coordinador de este programa es responsable del cumplimiento y supervisión de los Derechos Civiles para garantizar la no discriminación en los servicios y programas de TheBus.

Sección I:				
Nombre:				
Dirección:				
Telefono (Casa):	Telefono (Trabajo):			
Correo electrónico:				
Ud. requiere formatos accesibles?	Letras grandes		Cinta de audio	
	TDD		Otro	
Sección II:				
Este reclamo está siendo presentado por la persona supuestamente agraviada?			Si*	No
*Si responde que "Si" a esta pregunta, por favor vaya a la Sección III.				
Si responde que "No", por favor proporcione el nombre de la persona que está haciendo este reclamo y su relación con esta persona:				
Por favor explique la razón por la que otra persona está submitiendo el reclamo por ud.				
Sección III:				

Creo que la discriminación que experimenté fue basado en (marque todo lo que corresponda):

Raza

Color

Nacionalidad

Fecha de la alegada discriminación: (Mes, Dia, Año): _____

Explicar lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir todas las personas que estuvieron involucradas. Incluir el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce), así como los nombres y la información de contacto con los testigos. Si se necesita más espacio, por favor use el reverso de este formulario:

Sección IV

Alguna vez ha submitido algun reclamo del Titulo VI a esta agencia?

Si

No

Sección V

Alguna vez ha submitido un reclamo con alguna agencia Federal, Estatal o Local or alguna corte Federal o Estatal?

Si No

Si fue así, por favor marque a todos lo que aplica:

Agencia: _____

Federal: _____

Corte Federal: _____

Agencia Estatal: _____

Corte Estatal: _____

Agencia Local: _____

Pro favor proveanos de la información acerca de la persona de la agencia/corte donde el reclamo fue archivado:

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI

Nombre de la agencia la cual esta haciendo el reclamo:

Nombre de la persona que contacto:

Título:

Número telefónico:

Ud. puede adjuntar cualquier document or cualquier otra información que ud. crea es relevante a este reclamo.

Firma

Fecha

Por favor, mande por correo este formulario a la siguiente persona y dirección:

TheBus – Hernando County Transit, 1653 Blaise Drive, Brooksville, FL 34601

La persona también puede presentar su queja ante la Oficina de Derechos Civiles de la Administración Federal de Tránsito, 1200 New Jersey Avenue SE, Washington, DC 20590.



Title VI Complaint Procedure

Hernando County Transit Division (TheBus) operates its programs and services without regard to race, color or national origin. To request a copy of this agency's Title VI program contact Hernando Transit Division.

Hernando County Transit Division's Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Hernando County Transit Division (hereinafter referred to as "the County") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (Appendix E). The following procedures will be followed to investigate formal Title VI complaints:

1. Filing of Title VI Complaints of Discrimination

Complaints can be submitted in person, postal mail, or received by email, with contact information. The County investigates complaints received no more than 180 days after the alleged incident. The County will only process complaints that are complete. To be considered, complainants must, at a minimum, include their name, contact information, date of the alleged incident, and a description.

Complaints should be in writing, signed by the complainant or his/her representative(s), and must include the complainant(s) name, address, and telephone number. Allegations of discrimination received via email will be acknowledged and processed. The complaint form can be accessed on TheBus website: <https://www.hernandocounty.us/home/showpublisheddocument/2220/637104450013730000> or the complainant may call (352) 540-6567 to obtain a complaint form.

Signed complaint forms should be submitted to:

Transit Administrator
Hernando County Department of Public Works - Transit Division
1525 E. Jefferson St
Brooksville, FL 34601
Phone: (352) 540-6567
Email: thebus@hernandocounty.us

2. Complaint Investigation

Once the complaint is received, The County will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter within five (5) working days, informing him/her whether our office will investigate the complaint.

The County investigates has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, The County may contact the complainant. The complainant has ten (10) business days from the date of the letter to send the 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), The County can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

3. Disposition

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 no 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 is available to the public on Hernando County Transit (TheBus) website: www.hernandobus.com, and at the Hernando County Transit Division .

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

4. Retaliation

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964, as amended. It is the policy of Hernando County Government that persons filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion, or fear of reprisal. If a person believes he or she has been discriminated against by any other branch of the Hernando County Government, they are directed to contact the Hernando County Office of Health and Human Services at (352) 540-4338

The Hernando County Transit's complaint forms and associated procedures are available in English and Spanish in **Appendix E** of this plan and on the Hernando County Transit's website (www.hernandobus.com).

Si necesita información en otro idioma o necesita los documentos en otros formatos, por favor contactese con nosotros al número telefónico ya mencionado y se le prestará asistencia.



Procedimiento para Presentar Quejas del Título VI

Procedimientos para Presentar una Queja según el Título VI

Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional por la División de Tránsito del Condado de Hernando (en adelante, "el Condado") puede presentar una queja del Título VI completando y enviando el Formulario de Queja del Título VI de la agencia (Apéndice E). Se seguirán los siguientes procedimientos para investigar las quejas formales del Título VI:

1. Presentación de Quejas por Discriminación según el Título VI

Las quejas pueden presentarse en persona, por correo postal o por correo electrónico, incluyendo la información de contacto. El Condado investiga las quejas recibidas dentro de los 180 días posteriores al supuesto incidente. El Condado solo procesará las quejas que estén completas. Para ser consideradas, las quejas deben incluir, como mínimo, el nombre del denunciante, su información de contacto, la fecha del incidente alegado y una descripción de los hechos.

Las quejas deben presentarse por escrito, firmadas por el denunciante o su(s) representante(s), e incluir el nombre, dirección y número de teléfono del denunciante. Las alegaciones de discriminación recibidas por correo electrónico serán reconocidas y procesadas. El formulario de queja puede encontrarse en el sitio web de TheBus: <https://www.hernandocounty.us/home/showpublisheddocument/5903/638618337752370000>

También puede llamar al (352) 540-6567 para solicitar un formulario de queja.

El formulario debe ser completado, firmado y enviado a:

Administrador de Tránsito

Departamento de Obras Públicas del Condado de Hernando - División de Tránsito

1525 E. Jefferson St.

Brooksville, FL 34601

Teléfono: (352) 540-6567

Correo electrónico: thebus@hernandocounty.us

2. Investigación de la Queja

Una vez recibida la queja, el Condado la revisará para determinar si tiene jurisdicción. El denunciante recibirá una carta de acuse de recibo dentro de cinco (5) días hábiles, informándole si nuestra oficina investigará la queja.

El Condado tiene noventa (90) días para investigar la queja. Si se necesita más información para resolver el caso, el Condado puede comunicarse con el denunciante. El denunciante tiene diez (10) días hábiles desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el denunciante o no recibe la información adicional dentro de los diez (10) días hábiles, el Condado podrá cerrar el caso administrativamente. Un caso también puede cerrarse administrativamente si el denunciante decide no continuar con el proceso.

3. Resolución

Después de que el investigador revise la queja, emitirá una de dos cartas al denunciante: una carta de cierre o una carta de determinación (LOF, por sus siglas en inglés). Una carta de cierre resume las alegaciones e indica que no hubo violación del Título VI y que el caso se cerrará. Una carta de determinación resume las alegaciones y entrevistas relacionadas con el incidente, y explica si se tomarán medidas disciplinarias, capacitación adicional del personal u otras acciones.

Si el denunciante desea apelar la decisión, tiene siete (7) días desde la recepción de la carta de cierre o la carta de determinación para hacerlo.

El procedimiento para presentar quejas está disponible al público en el sitio web de Hernando County Transit (TheBus): www.hernandobus.com y en la oficina de la División de Tránsito del Condado de Hernando.

También se puede presentar una queja directamente a la Administración Federal de Tránsito (FTA) en: **FTA Office of Civil Rights**, 1200 New Jersey Avenue SE, Washington, DC 20590

4. Represalias

Las represalias están prohibidas bajo el Título VI de la Ley de Derechos Civiles de 1964, según enmiendas posteriores. Es política del Gobierno del Condado de Hernando que las personas que presenten una queja de discriminación tengan el derecho de hacerlo sin interferencia, intimidación, coerción ni temor a represalias. Si una persona cree que ha sido objeto de discriminación por parte de otra dependencia del Gobierno del Condado de Hernando, debe comunicarse con la Oficina de Salud y Servicios Humanos del Condado de Hernando al (352) 540-4338.

Los formularios de queja y los procedimientos relacionados del Tránsito del Condado de Hernando están disponibles en inglés y español en el Apéndice E de este plan y en el sitio web del Tránsito del Condado de Hernando: www.hernandobus.com

Appendix F – Public Participation Plan (PPP)

Introduction

The Public Participation Plan (PPP) for the Hernando County Transit Division 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 the TheBus public transportation services. 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 TheBus services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The Hernando County Transit Division also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community-based organizations, major employers, passengers, and the general public, including low-income, minority, Limited English Proficiency (LEP), and other traditionally underserved communities.

Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public to have opportunities to learn about and comment on the planning and development of public transportation services in Hernando County. This PPP includes, but not limited to, a focus on outreach efforts that reach low-income, minority and LEP groups in TheBus service area. Overall, the goals for this PPP include:

- **Comprehensive Outreach:** Hernando County Transit Division will proactively reach out and engage low-income, minority, and LEP populations for TheBus service area so these groups will have an opportunity to participate and comment on proposed plans and programs.
- **Accessibility:** All existing legal requirements for accessibility will be met. Efforts will be made to enhance the overall physical, geographical, temporal, linguistic, and cultural accessibility of all public participation activities.
- **Clarity and Relevance:** Public transportation topics and issues will be framed in public outreach in such a way that the significance and potential effect of proposed decisions is understood by the public. All information or proposals will be described in verbal and visual means that are clear and easy to understand.
- **Responsiveness:** The Hernando County Transit Division will strive to respond to and incorporate, when possible, appropriate public comments into the transportation decision-making process.
- **Tailored-Focus:** Public participation methods will be tailored to match local and cultural preferences and conditions as much as possible.
- **Flexibility:** The public participation process will accommodate participation in a variety of delivery methods and will be adjusted over time as needed and requested by the public.

Public Participation Methods

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

The Hernando County Transit Division will conduct community meetings and listening sessions as appropriate with passengers, employers, community based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the Hernando County Transit Division's website (www.hernandobus.com). The public will also be able to call the Hernando County Transit Division office at (352) 540-6567 during its regular hours of operation. Feedback collected over the phone will be noted, recorded and acted on by the Hernando County Transit Division management or designated staff. Formal customer surveys to measure performance, and listening sessions to solicit input, will be conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate and incorporated into existing policies and/or Transit Development Plan (TDP) updates.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project type (such as service/fare changes or capital project development). Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meeting(s) will be created that works to achieve the stated goals, is relevant to the subject, and not overwhelming for the public.

For all public meetings, the venue will be at a facility that is accessible for persons with disabilities and, preferably, is served by public transportation service. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.

For community meetings and other important information, the Hernando County Transit Division will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement
- Posters or flyers at County, public, nonprofit, or supportive private facilities/institutions
- Posting information on TheBus website
- Press releases and briefings to media outlets
- Multilingual flyer distribution to community based organizations, particularly those that target LEP populations
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Communications to relevant County administration and elected officials
- Other methods required by local, state, or federal laws or agreements

All information and materials communicating proposed and actual service adjustments will be provided in English and Spanish.

Public Participation Approach and Techniques

The Hernando County Transit Division has adopted a Public Participation Plan (PPP) process that seeks to maximize the ability for different members of the public to become and remain involved with the transportation decision-making process. This PPP therefore aims to offer a variety of flexible approaches and resources that will encourage an increase in public awareness and participation with the community and stakeholders in Hernando County. As such, the following methods of communication will be utilized to solicit input from the public:

- **TheBus Website:**

Website information for TheBus is located online at:

<https://www.hernandocounty.us/departments/departments-n-z/transit-thebus>.

This webpage, which is part of the Hernando County Government webpage, offers a comprehensive guide to existing services, plans, policies, and current updates/news/media releases. This webpage will also post all public hearing and meeting notices. Members of the public, including customers, are provided the public with the ability to contact staff directly with questions or provide a written response/submittal that will be addressed by Customer Service staff or management.

- **Press, Media Releases and Social Media Outreach:**

Hernando County's Public Information Office (PIO) assists the Transit Division in posting and managing press and social media outlet information. All press releases are posted on the County webpage (<https://www.hernandocounty.us/home>). All social media releases are posted under their respective platforms:

- Facebook: <https://www.facebook.com/HernandoCoGov>
- X: https://x.com/i/flow/login?redirect_after_login=%2FHernandoCoGov
- YouTube: <https://www.youtube.com/channel/UCvW76oulWUK2sZpCFk5BB3A>

In addition, the Transit Division Administrator is available to speak with reporters on behalf of the County as it relates to TheBus services.

- **Printed Materials:**

The Hernando County Transit Division produces printed materials that outline current services, policies, and plans. Printed materials include bus routes and schedules, riders guide, and numerous policies and related forms aimed at providing clear and instructive information on the area of need. When possible, all printed materials can be translated into other languages. As noted in the adopted Title VI Plan, many key printed materials are available or can be translated into Spanish. Printed materials are also made available at key locations, including but not limited to:

- Hernando County Transit Division Administrative Office (1525 E. Jefferson Street, Brooksville, FL 34601)
- Hernando County Transit Division Operations Facility (700 Aeriform Dr. Brooksville, FL 34601)
- Local charities and other County facilities (libraries, court house, career center, health and human service – addresses can be provided upon request).

- **Surveys:**

The Hernando County Transit Division may also perform periodic surveys in print, online, by telephone, or in person to collect feedback from customers and/or public and stakeholder opinions. Major on-board survey efforts occur every five years as part of the Transit Development Plan (TDP) process. Smaller on-board survey efforts may occur at any time if there is a planned service change or reduction, or new marketing effort. For on-board surveys of current users of TheBus system, printed surveys are handed out and collected in-person on transit vehicles for optimal validity. Other surveys are conducted via online (website, social media) channels so that a broader perspective of the public can be reached. All surveys are provided in English and Spanish language formats.

- **Telephone and Email Communication**

- **Telephone Access:**

The Hernando County Transit Division provides customer service via telephone at (352) 754-4444. Live representatives are available Monday through Friday, from 8:00 a.m. to 5:00 p.m. In addition, the phone system offers pre-recorded information on service changes due to holidays, inclement weather, construction, or other events, as well as general customer service and administrative office hours.

Individuals who are deaf, hard of hearing, or have speech disabilities may access the Transit Division via the Florida Relay Service by dialing TTY 711, which connects users to a relay operator for assistance.

- **Email Communication:**

Emails submitted through the designated transit contact link are directed

to the Transit Administrator, who checks the inbox daily and provides timely responses to inquiries, comments, or concerns submitted by the public.

Additional Community Outreach:

The Hernando County Transit Division staff also attends other community events and provides information on TheBus services and programs in order to raise awareness and increase exposure to the public of the service provided.

- **Open House/Public Workshops:**

Open houses or public workshops are informal settings where the public is provided information about a service, program, plan, or project. Often, information and exhibits are provided. Participants are encouraged to review and comment/provide their opinions (either in-person or in writing via a survey instrument). Typically, the open house/public workshop format has an allotted time period with no set/scheduled agenda. Such a format allows the public the freedom to “drop-in” at their convenience. Staff makes every effort to locate these meetings in public spaces accessible by an active fixed or microtransit bus route at different hours of the day and week for maximum flexibility for the public.

- **Board Meetings:**

The Hernando County Board of County Commissioners (BoCC) is the governing board for the Hernando County Transit Division. The BoCC is the chief legislative body in Hernando County. The Board meets the second and fourth Tuesdays of the month at 9 a.m., with the first Tuesday reserved for Land Use Hearings, workshops, etc. The Board meets in the John Law Ayers room located on the first floor of the Government Center at 20 North Main Street in Brooksville. The Hernando County Transit Division board items and information are posted the week before the BoCC meeting for review. The public is allowed to comment on all BoCC items once the item is called. In addition, the public can provide additional comments on TheBus programs during the initial public comment period that begins each BoCC meeting.

- **Public Presentations - Agency/Committee Participation:**

Hernando County Transit Division staff makes an effort to attend and where possible present current programs or plans at other public and agency meetings where possible. In some cases, staff are members of a Committee related to the transportation planning process, including holding voting/membership roles on the following:

- Hernando/Citrus Metropolitan Planning Organization (MPO) Transportation Disadvantaged Local Coordinating Board (TDLCB)
- Hernando/Citrus Metropolitan Planning Organization (MPO) Technical Advisory Committee (TAC)

In addition, Hernando County Transit Division staff participates in the annual public involvement process of the Hernando/Citrus MPO. This participation includes but is not limited to presenting program and seeking feedback and providing updates annually on the latest Transit Development Plan (TDP), Transportation Improvement Plan (TIP), and Unified Planning Work Program (UPWP) processes. As part of this coordination with the MPO, Hernando County Transit Division aims to present at least annually to the following additional MPO bodies:

- Hernando/Citrus Metropolitan Planning Organization (MPO) Board
- Hernando/Citrus Metropolitan Planning Organization (MPO) Citizens Advisory Committee (CAC)

Lastly, in-person interviews and presentations with community stakeholders are conducted as part of an ongoing effort to reach a wide array of constituents and transit customers, including those organizations that represent low income, limited english proficiency (LEP) or minority populations. Targeted organizations/institutions include but are not limited to:

- Pasco-Hernando Workforce Development Board
- United Way of Hernando County
- Greater Hernando Chamber of Commerce
- You Thrive Florida (Community Transportation Coordinator)
- Florida Department of Transportation (FDOT) District Seven
- Education institutions (public school and state colleges)
- Faith-based organizations
- Health and human services (public and nonprofit)
- Affordable housing/planning (public and nonprofit)
- Tourism industry

Appendix G – Language Assistance Plan (LAP)

Introduction

The Hernando County Transit Division operates a transit system within Hernando County, Florida. The Language Assistance Plan (LAP) has been prepared to address the Hernando County Transit Division's 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 Hernando County Transit Division service area, there are 7,643 residents or 3.97% who describe themselves as not able to communicate in English "very well" (Source: 5-year American Com. Survey 2023). The Hernando County Transit Division is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to benefits, services, information and other important portions of its programs and activities for individuals who are LEP. The Hernando County Transit Division has utilized the U.S. Department of Transportation (USDOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP.

Methodology for Assessing Needs for Reasonable Steps for an Effective LEP Policy

The analysis provided in this report has been developed to identify Limited English Proficient (LEP) populations (see Map 3) that may use Hernando County Transit Division services and to determine the appropriate language assistance measures necessary to ensure meaningful access. This evaluation is based on the Four Factor Analysis framework established in the U.S. Department of Transportation's Policy Guidance titled "*Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*", dated April 13, 2007. The methodology considers the following four factors:

1. The number and proportion of LEP persons in the service area who may be served or are likely to encounter a Hernando County Transit Division program, activity, or service.
2. The frequency with which LEP persons come into contact with Hernando County Transit Division programs, activities, or services.
3. The nature and importance of the programs, activities, or services provided by the Hernando County Transit Division to the LEP population.
4. The resources available to the Hernando County Transit Division and the overall cost of providing language assistance.

The greater the number or proportion of LEP persons, the more frequently they interact with the agency's services, and the more critical those services are to the public, the higher the obligation to provide meaningful language assistance. Conversely, where contact is minimal or resources are constrained, agencies are permitted flexibility in the level and types of assistance provided.

The intent of the DOT guidance is to help agencies balance the need to provide meaningful access for LEP individuals to essential transit services without imposing undue financial or administrative burdens, particularly on smaller organizations and local governments.

It is understood that smaller recipients, such as the Hernando County Transit Division, which operate with limited staff and budgets, are not expected to provide the same level of language access services as larger transit agencies. However, reasonable steps must still be taken to ensure LEP persons have access to important information and services, such as fare changes, route adjustments, public meetings, and complaint procedures.

More guidance for FTA recipients and subrecipients can be found on the official LEP website at: <http://www.lep.gov>

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

According to the 2023 American Community Survey (ACS), Hernando County has a total population of 192,752. Within the transit service area, approximately 7,643 residents (or 3.97% of the population age 5 and older) speak English less than “very well”, and are therefore considered LEP.

The predominant LEP language group in Hernando County is Spanish-speaking individuals, representing 2.99% of the total population. An additional 0.21% speak other Indo-European languages (e.g., French, German, Russian, etc.) and report speaking English less than very well. These statistics suggest that Spanish is the most significant LEP language group in the region and is likely to benefit most from targeted language assistance.

A detailed breakdown of languages spoken at home and corresponding English proficiency levels can be found in **Appendix H**.

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

Federal guidance for this factor recommends assessing how often LEP individuals interact with an agency’s services. The more frequent the contact, the more necessary it is to provide language assistance to ensure meaningful access.

The Hernando County Transit Division has evaluated the frequency of contact with LEP individuals using a variety of methods, including:

- U.S. Census and American Community Survey (ACS) data
- Phone inquiry logs
- Staff (dispatch and driver) surveys
- Requests for translated materials
- Customer feedback from the 2024 Transit Development Plan (TDP) on-board survey

As discussed in Factor 1, data from the 2023 ACS indicates that approximately 3.97% of Hernando County’s population speaks English less than “very well,” with the majority of these individuals being Spanish-speaking. This confirms that Spanish is the most prominent LEP language group in the service area.

Phone and email inquiry logs, along with driver and dispatcher feedback indicate that LEP interactions occur infrequently but consistently, with most contacts involving Spanish-speaking riders. Over the past three years, the Hernando County Transit Division has received four (4) formal requests for translated documents in Spanish. Additionally, during the 2024 TDP on-board survey, six (6) passengers opted to complete the Spanish-language version of the survey. These data points suggest that while daily contact with LEP individuals is limited, there is ongoing engagement from the Spanish-speaking LEP population.

As a result, the Hernando County Transit Division recognizes a continued need to maintain basic language access measures, particularly for Spanish-speaking individuals, to ensure equitable service delivery.

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

The Hernando County Transit Division provides fixed-route public transportation service to the residents in Hernando County. As demonstrated by the analysis of demographic and on-board survey data from the 2024 Transit Development Plan (TDP) effort, there are a number of LEP persons in the community who use those public transit services. Furthermore, additional public outreach efforts completed by Transit Division staff in the 2024 TDP process reinforce the importance of public transportation services for LEP persons for purposes of employment and access to educational opportunities.

The Hernando County Transit Division ensures that all vital documents are made available in Spanish language format. This includes printed materials for public workshops/open houses, program and planning materials, and on-board and online surveys.

Factor 4: The Resources Available to the Recipient and Costs

Over the last several years, the Hernando County Transit Division continues to dedicate budget and resources with the intent to enhance access to services for LEP persons within the community. These resources include the translation of various communications materials including website pages and program applications, and preparation of dedicated Spanish language materials used in the development of the agency's 2025-2034 Transit Development Plan (TDP) Update. Bilingual (in English and Spanish) staff are available to assist customers with in-person, written, or electronic translations when needed.

Language Assistance Plan (LAP)

Hernando County Transit Division

Pursuant to Title VI of the Civil Rights Act of 1964 and Executive Order 13166

FTA guidance recommends the inclusion of five (5) key elements in the Language Assistance Plan (LAP). The Hernando County Transit Division has addressed each element below to ensure meaningful access to services for individuals with Limited English Proficiency (LEP).

Element 1: Identifying LEP Individuals Who Need Language Assistance

As outlined in the Four-Factor Analysis, the Hernando County Transit Division has assessed the number and proportion of LEP individuals within its service area using data from the U.S. Census Bureau's American Community Survey (see Appendix H). Key findings include:

1. 87.46% of residents speak English only.
2. 9.61% of residents speak Spanish at home.
3. Of the Spanish-speaking population, 2.99% report speaking English less than "very well."

4. An additional 0.98% of residents who speak languages other than English or Spanish also report speaking English less than “very well.”

To better identify and serve LEP populations, the Hernando County Transit Division will implement the following strategies:

- 1) Examining records to see if requests for language assistance have been received in the past, either at meetings, over the phone or e-mail, to determine whether language assistance might be needed at future events or meetings.
- 2) Having Census Bureau Language Identification Flashcards available at Hernando County Transit Division Meetings. This will assist the Hernando County Transit Division in identifying language assistance needs for future events and meetings.
- 3) 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

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

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

Modify the following list with the efforts your agency is willing and able to undertake with regards to language assistance measures.

The Hernando County Transit Division has undertaken the following actions to improve access to information and services for LEP individuals:

- 1) Provide bilingual staff at community events, public hearings, and transit committee meetings.
- 2) Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
- 3) Provide Language Identification Flashcards onboard transit vehicles and in the Hernando County Transit Division offices.
- 4) Include statements clarifying that being bilingual is preferred on bus driver recruitment flyers and onboard recruitment posters.
- 5) When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

The Hernando County Transit Division will utilize the demographic maps provided in Appendix I in order to better provide the above efforts to the LEP persons within the service area.

Element 3: Training Staff

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

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

In the case of the Hernando County Transit Division, one County employee is bilingual in English and Spanish and assists with in-person, written, and electronic responses to customers requests.

Modify the following list with the efforts your agency is willing and able to undertake with regards to training staff.

The following training will be provided to all Customer Service Representatives:

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

Element 4: Providing Note to LEP Persons

The Hernando County Transit Division will make Title VI information available in English and Spanish on the Agency's website. Key documents are written in English and Spanish. Notices are also posted in the Hernando County Transit Division office lobby, on buses, in meeting rooms, and on the website. Additionally, when planning public meetings or distributing materials to communities with known LEP populations, documents, flyers, agendas, and notices are printed in Spanish or other relevant languages as needed. Key planning and service documents (e.g., surveys, public notices) are routinely translated into Spanish to ensure accessibility.

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 encounters per year
- How LEP needs were addressed and whether resources were adequate
- Any shifts in the LEP population or newly identified language groups
- Determine whether the Hernando County Transit Division financial resources are sufficient to fund language assistance resources needed

The Hernando County Transit Division values the critical role transit plays in the lives of LEP individuals. The Hernando County Transit Division is open to suggestions from all sources, including customers, Hernando County Transit Division staff, other transportation

agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

Table G-1. Limited English-Speaking Population - Hernando County, FL

Language Spoken	Estimated Population	Estimated Population Speaking English Less Than "Very Well"	Estimated Population Speaking English Less Than "Very Well"
English	168,589	N/A	N/A
Spanish	18,514	5,759	2.99%
French, Haitian, or Cajun	705	297	0.15%
German or other west Germanic Languages	994	106	0.05%
Russian, Polish, or other Slavic languages	726	241	0.13%
Other Indo-European languages	1,148	407	0.21%
Korean	50	23	0.01%
Chinese (incl. Mandarin, Cantonese)	336	191	0.10%
Vietnamese	338	201	0.10%
Tagalog (incl. Filipino)	360	70	0.04%
Other Asian and Pacific Island languages	576	302	0.16%
Arabic	201	24	0.01%
Other and unspecified languages	215	22	0.01%
Total	192,752	7,643	3.97%

Source: Data.Census.gov

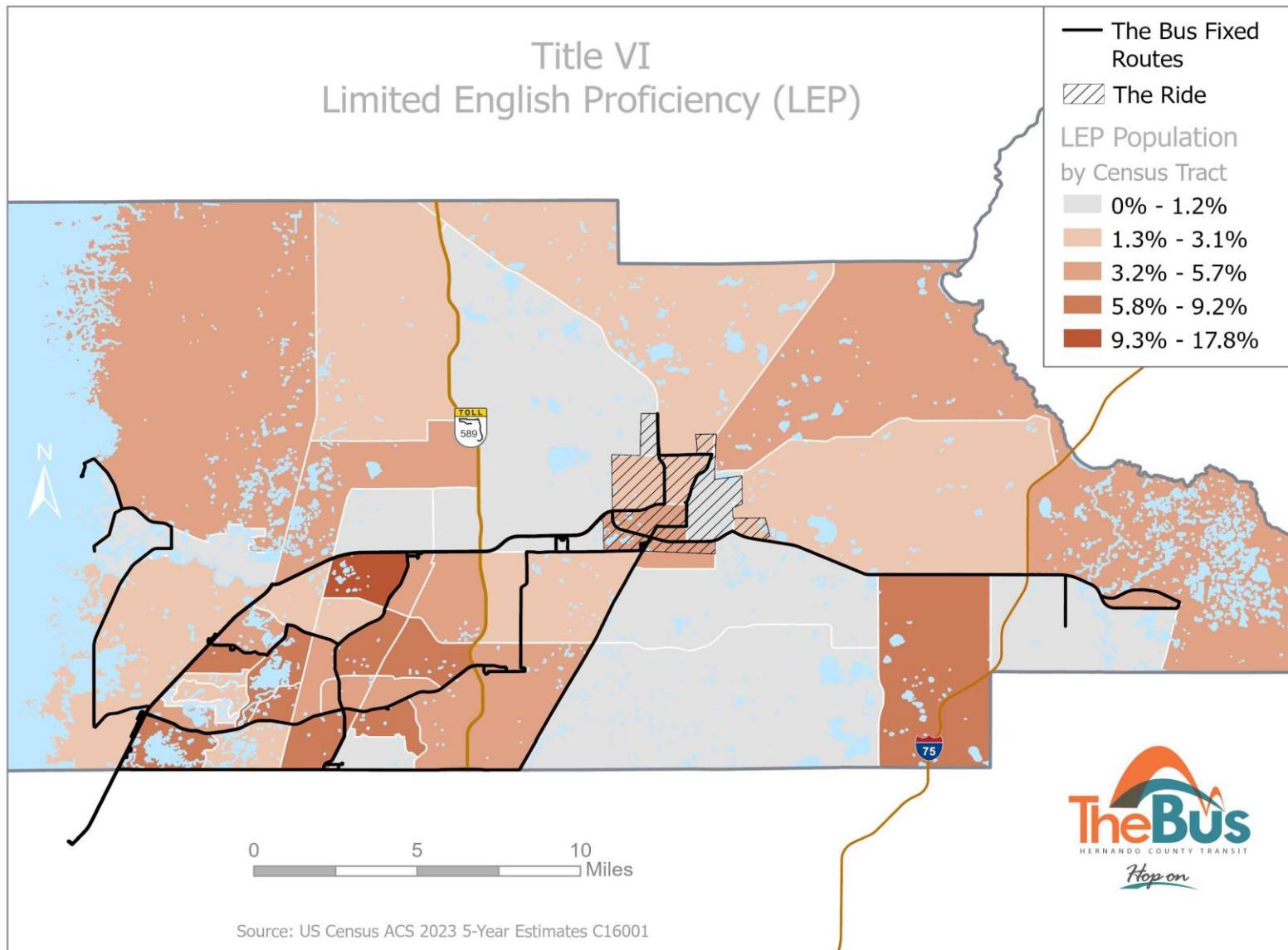
Safe Harbor Provision

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 Hernando County Transit Division service area has LEP populations which qualify for the Safe Harbor Provision. As shown in Appendix H, 5,759 speakers qualify for the Safe Harbor Provision (as the number of person which speak English less than "very well" is counted as 2.99% and 5,759 persons).

The Safe Harbor Provision applies to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. The Hernando County Transit Division may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures.

Map G-1. Limited English Proficiency (LEP)



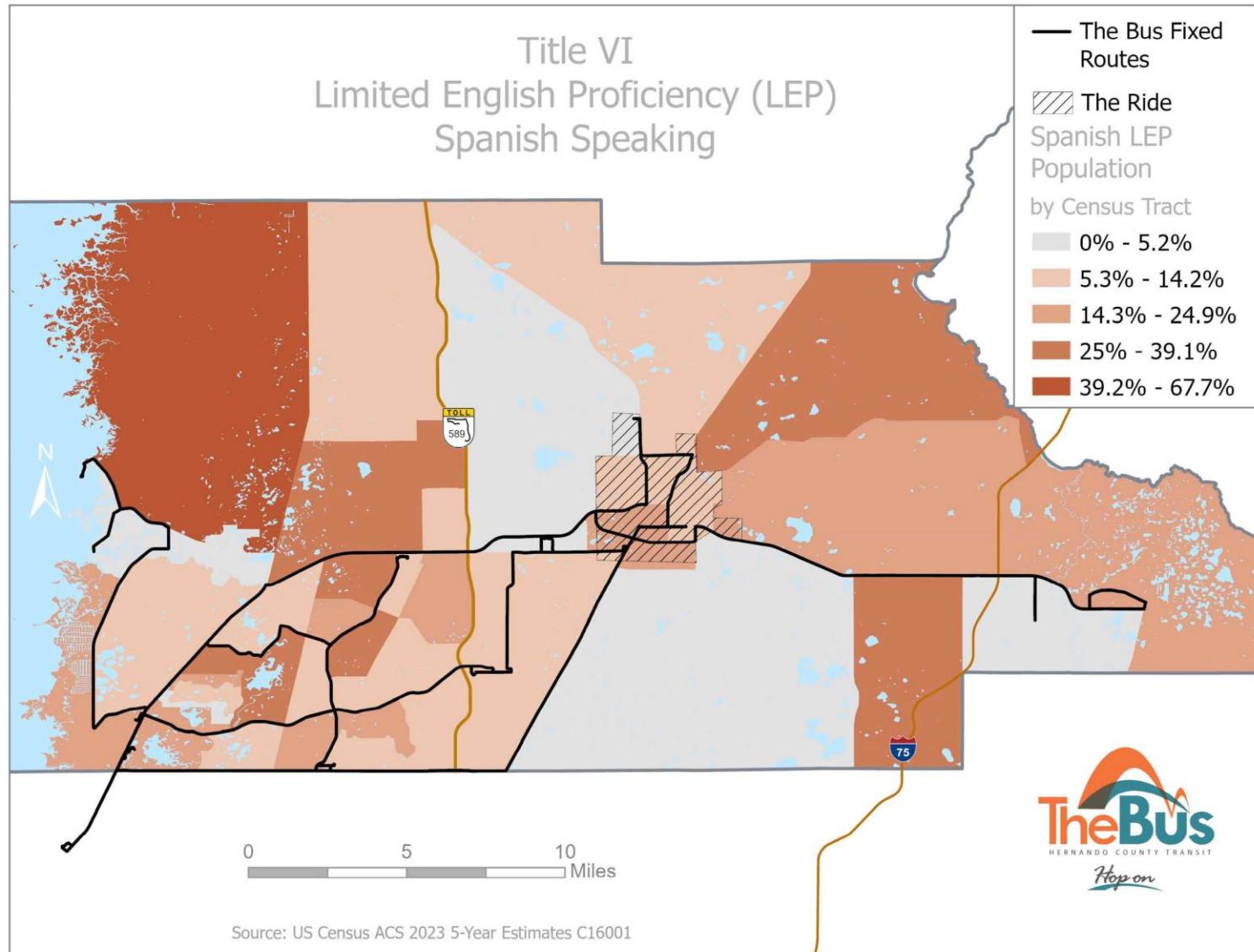
Appendix H – Operating Area Language Data: Hernando County Service Area

Table H-1.Hernando County 5 Year Estimates Language Spoken at Home

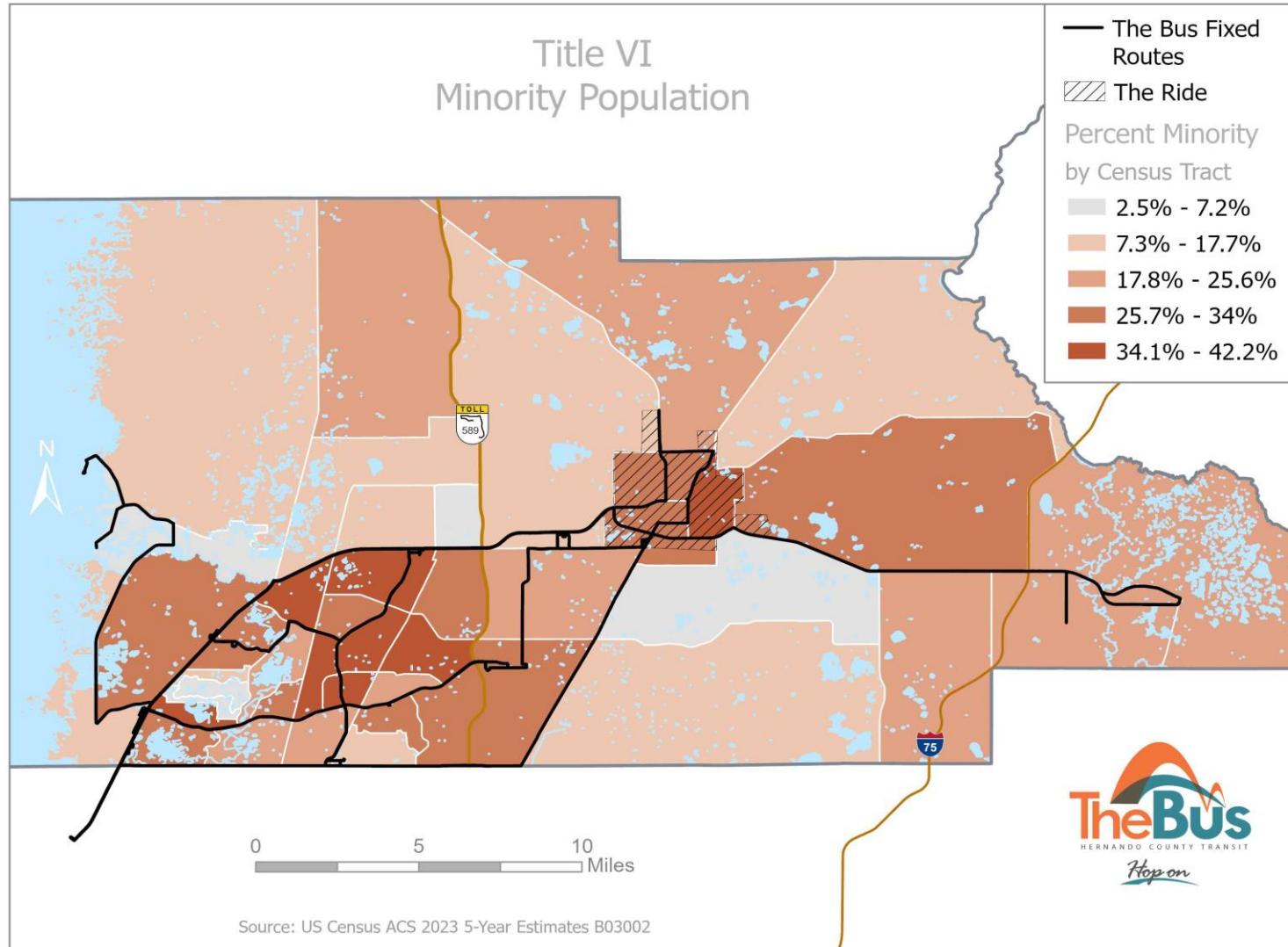
Hernando County, Florida American Com. Survey 2023 - 5 Year Estimates LEP Data ACSDT5Y2023.C16001-2025-02			
	Estimate	% of Total	NOTES Safe Habor Provision
Total:	192,752	100%	
Speak only English	168,589	87.46%	
Spanish:	18,514	10%	
Speak English "very well"	12,755	6.62%	
Speak English less than "very well"	5,759	2.99%	5759
French, Haitian, or Cajun:	705	0.37%	
Speak English "very well"	408	0.21%	
Speak English less than "very well"	297	0.15%	297
German or other West Germanic languages:	994	0.52%	
Speak English "very well"	888	0.46%	
Speak English less than "very well"	106	0.05%	106
Russian, Polish, or other Slavic languages:	726	0.38%	
Speak English "very well"	485	0.25%	
Speak English less than "very well"	241	0.13%	241
Other Indo-European languages:	1,148	0.60%	
Speak English "very well"	741	0.38%	
Speak English less than "very well"	407	0.21%	407
Korean:	50	0.03%	
Speak English "very well"	27	0.01%	
Speak English less than "very well"	23	0.01%	23
Chinese (incl. Mandarin, Cantonese):	336	0.17%	
Speak English "very well"	145	0.08%	
Speak English less than "very well"	191	0.10%	191
Vietnamese:	338	0.18%	
Speak English "very well"	137	0.07%	
Speak English less than "very well"	201	0.10%	201
Tagalog (incl. Filipino):	360	0.19%	
Speak English "very well"	290	0.15%	
Speak English less than "very well"	70	0.04%	70
Other Asian and Pacific Island languages:	576	0.30%	
Speak English "very well"	274	0.14%	
Speak English less than "very well"	302	0.16%	302
Arabic:	201	0.10%	
Speak English "very well"	177	0.09%	
Speak English less than "very well"	24	0.01%	24
Other and unspecified languages:	215	0.11%	
Speak English "very well"	193	0.10%	
Speak English less than "very well"	22	0.01%	22
Source: data.census.gov/table...Language Spoken at Home for the Population 5 Years and Over			7,643
			3.97%

Appendix I – Demographic Maps

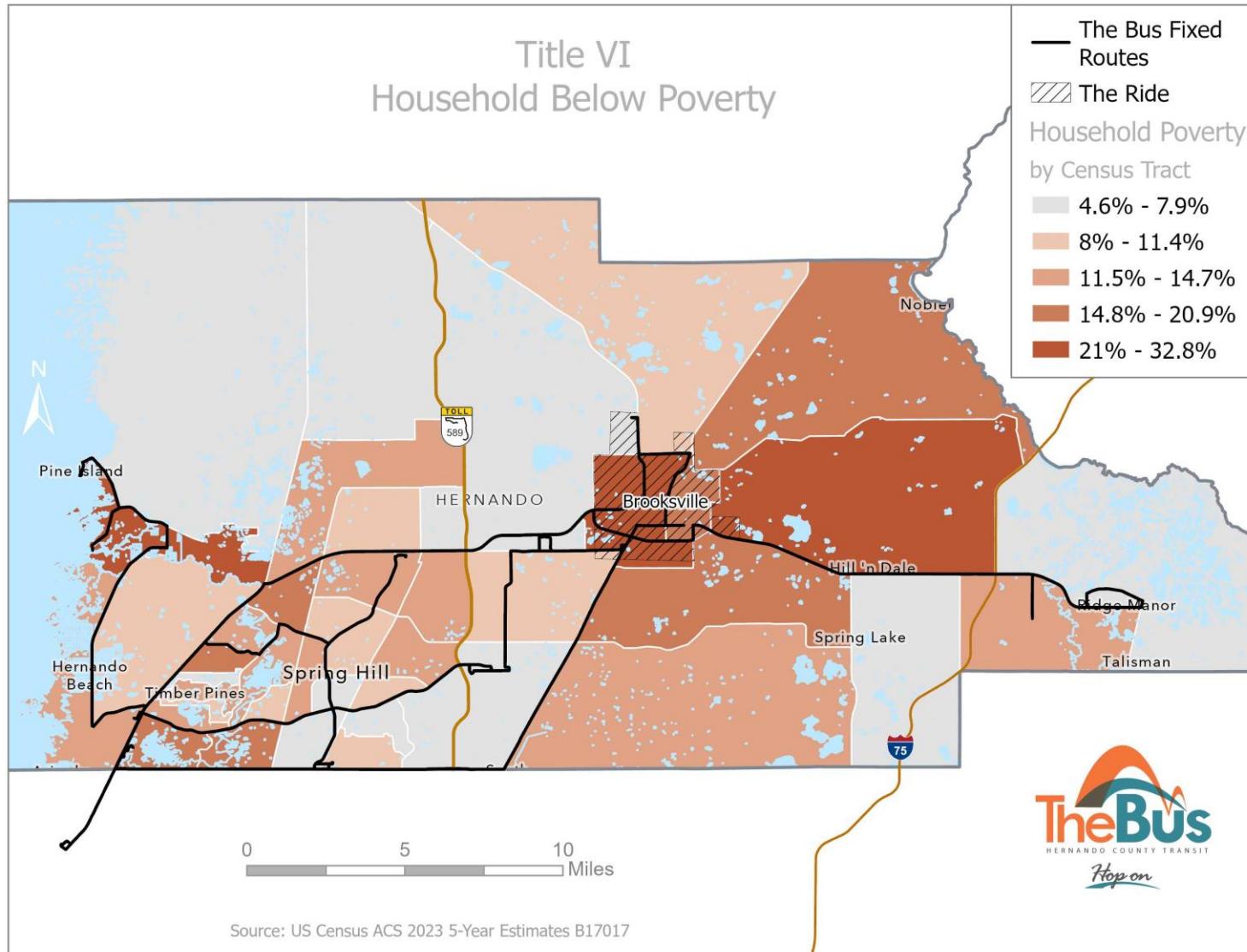
Map I-1. Title VI Limited English Proficiency (LEP) Spanish Speaking



Map I-2. Title VI Minority Population



Map I-3. Title VI Household Below Poverty



Map I-4. Title VI Total Population (with 3/4 mile buffer)

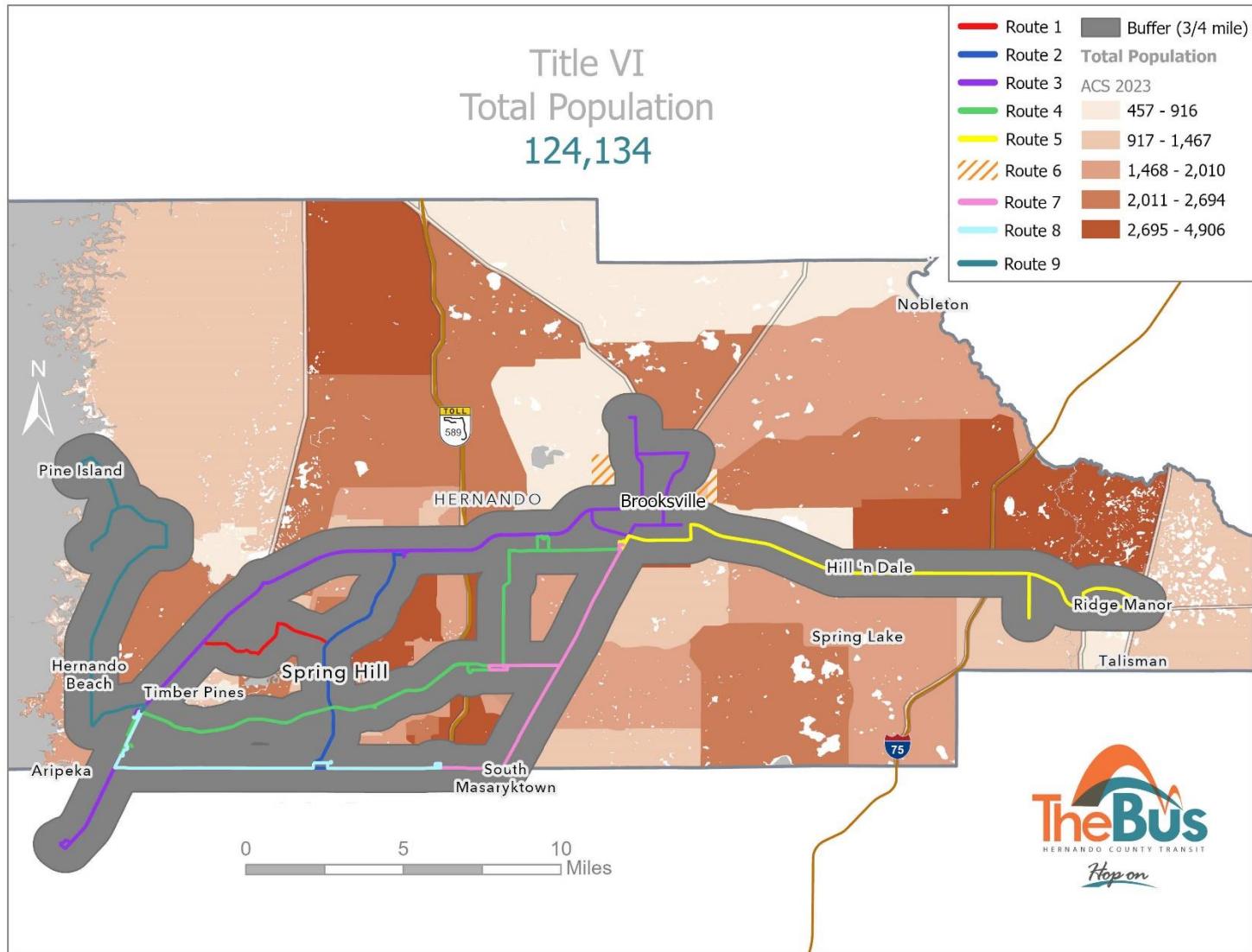


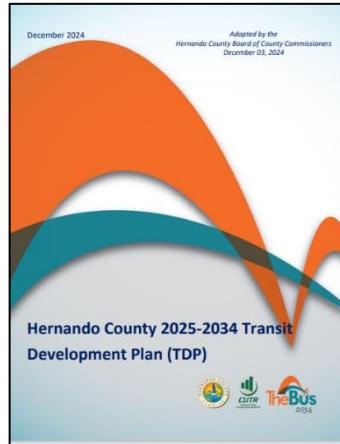
Table I-1. Transit Bus PM Tracking Schedule

TRANSIT BUS PM TRACKING SCHEDULE							3/29/2025							
EQ #	EQ Desc	Year	Make	Model ID	VIN	Date Last PM Performed	Current Life Meter	Last PM Performed	Next PM Mileage Due	PM Mileage Remaining	Grant #	Dept #	GMS #	Service
19429	GILLIG LOW FLOOR	2015	GILLIG	29' Low Floor	15GGE271XF1092952	1/6/2025	509,003	504,104	510,104	1101	FL-90-X864	34041	114	Fixed Route
20038	FORD E450	2016	GLAVAL	CUTAWAY	1FDFE4FS6HDC01266	3/13/2025	188,924	187,604	193,604	4680	Insurance proceeds/surplus	Replacement of Asset 15219	Destroyed by fire	ADA/Fixed/Micro
20041	GILLIG LOW FLOOR	2016	GILLIG	29' Low Floor	15GGE2719G1093155	2/25/2025	452,387	446,894	452,894	507	FL-90-X865	34041	143	Fixed Route
20042	GILLIG LOW FLOOR	2016	GILLIG	29' Low Floor	15GGE2710G1093156	3/1/2025	437,442	433,675	439,675	2233	FL-90-X865	34041	143	Fixed Route
20054	FORD E450	2016	GLAVAL	UNIVERSAL 23'	1FDFE4FS5HDC01288	2/7/2025	216,202	212,765	218,765	2563	FL-90-X776	34041	108	ADA/Fixed/Micro
20055	FORD E450	2016	GLAVAL	UNIVERSAL 23'	1FDFE4FS3HDC01287	2/20/2025	153,917	153,596	159,596	5679	FL-90-X776	34041	108	ADA/Fixed/Micro
20056	FORD E450	2016	GLAVAL	UNIVERSAL 23'	1FDFE4FS5HDC01260	10/21/2024	122,947	117,641	123,641	694	FL-90-X776	34041	108	ADA/Fixed/Micro
20079	GILLIG LOW FLOOR	2017	GILLIG	29' LOW FLOOR	15GGE2711H3093205	3/12/2025	410,678	407,430	413,430	2752	G0956	34043	109	Fixed Route
20828	TRANSIT CUTAWAY	2017	GLAVAL	CUTAWAY	1FDFE4FS3HOC75941	2/4/2025	173,948	170,698	176,698	2750	FL-2017-062	34005	181	ADA/Fixed/Micro
21367	GILLIG LOW FLOOR	2018	GILLIG	29' LOW FLOOR	15GGE2712J3093350	2/14/2025	401,628	396,175	402,175	547	FL-2014-094	34006	221	Fixed Route
22093	FORD E450	2019	Champion	CUTAWAY	1FDFE4FSXKDC14092	2/18/2025	134,116	132,751	138,751	4635	FL-2018-031	34007	239	ADA/Fixed/Micro
22136	GILLIG LOW FLOOR	2019	GILLIG	29'Low Floor	15GGE2711K3093289	3/20/2025	362,667	361,561	367,561	4894	FL-2018-031	34007	239	Fixed Route
22137	GILLIG LOW FLOOR	2019	GILLIG	29'Low Floor	15GGE2718K3093290	3/11/2025	334,169	330,288	336,288	2119	FL-2018-031	34007	239	Fixed Route
22256	CHEVROLET	2019	EQUINOX	SUV	3GNAXHEV8KS640835	6/5/2024	31,984	27,666	33,666	1682	FL-2018-105	34008	280	Non-Revenue
22363	GILLIG LOW FLOOR	2019	GILLIG	29'Low Floor	15GGE2718K3093595	3/27/2025	304,833	304,833	310,833	6000	FL-2018-105	34008	280	Fixed Route
22650	GILLIG LOW FLOOR	2020	GILLIG	29'Low Floor	15GGE2710L3093639	3/11/2025	233,587	229,520	235,520	1933	FL-2019-082	34009	336	Fixed Route
22651	GILLIG LOW FLOOR	2020	GILLIG	29'Low Floor	15GGE2719L3093638	3/4/2025	258,553	253,830	259,830	1277	FL-2019-082	34009	336	Fixed Route
22676	GILLIG LOW FLOOR	2021	GILLIG	29'Low Floor	15GGE2710M3093867	2/4/2025	215,259	209,699	215,699	440	FL-2020-023	34043	372	Fixed Route
22983	GILLIG LOW FLOOR	2023	GILLIG	29' Low Floor	15GGE2715P3094419	2/27/2025	13,767	8,455	14,455	688	FL-2021-082	34001	446	Fixed Route
22985	GILLIG LOW FLOOR	2023	GILLIG	29' Low Floor	15GGE2711P3094420	9/28/2023	6,708	2,879	8,879	2171	FL-2021-082	34001	446	Fixed Route
23115	GMC (RATP Dev)	2024	GMC	Sierra 1500	1GTUUAED3RZ235766	7/1/2024	2,414	0	6,000	3586	FL-2022-051	34013	478	Non-Revenue
23119	GILLIG LOW FLOOR	2024	GILLIG	29'Low Floor	15GGE2713R3094583		3,103	0	6,000	2897	FL-2024-045	34002	460	Fixed Route
23120	GILLIG LOW FLOOR	2024	GILLIG	29'Low Floor	15GGE2715R3094584		3,088	0	6,000	2912	FL-2024-045	34002	460	Fixed Route
23121	GILLIG LOW FLOOR	2024	GILLIG	29'Low Floor	15GGE2717R3094585		2,944	0	6,000	3056	FL-2024-045	34002	460	Fixed Route
23090	Chevrolet (Admin)	2024	Silverado	1500	3GCPDAEK7RG136933	10/28/2024	9,032	6,159	12,159	3127	FL-2021-082	34001	446	Non-Revenue
					PM Pre-Warning Indicator									
					PM Due Now Indicator									

Appendix J – Hernando County Transit Development Plan (TDP) Link

Latest TDP link

The link below is a link to the most recent TDP: Hernando County 2025-2034 Transit Development Plan (TDP)



<https://www.hernandocounty.us/home/showdocument?id=9851&t=638695061581940724>

Map J-1. Hernando County System Map

