

Indian River County Title VI Program



Prepared by the:
Indian River County Metropolitan Planning Organization
1801 27th Street
Vero Beach, FL 32960
Phone: (772) 226-1455

March 2017

Table of Contents

Resolution	iii
Title VI Nondiscrimination Policy Statement	v
Introduction	1
Title VI Program Checklist	1
Section 1 – General Reporting Requirements	4
1-1 Title VI Notice to the Public	4
1-2 Title VI Complaint Procedures and Form	4
1-3 Record of Title VI Investigations, Complaints, or Lawsuits	5
1-4 Promoting Inclusive Public Participation	5
1-5 Providing Meaningful Access to Services by Persons with Limited English Proficiency (LEP)	6
Results of the Four Factor Analysis, including a description of the LEP population(s) served.....	7
Developing a Language Assistance Plan	11
1-6 Determination of Site or Location of Facilities	13
Section 2 - Specific Requirements for Transit Providers.....	14
2-1 Service Standards.....	14
Vehicle Load.....	14
Vehicle Headway.....	15
On-Time Performance.....	15
Service Availability	16
2-2 Service Policies.....	16
Distribution of Transit Amenities.....	16
Vehicle Assignment.....	17
Appendix A: Title VI Notices to the Public	18
Appendix B: Title VI Complaint Form.....	19
Appendix C: Transit Quality of Service (TQOS) Evaluation	21

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF INDIAN RIVER COUNTY AUTHORIZING THE SUBMISSION OF A TRIENNIAL TITLE VI PROGRAM UPDATE TO THE FEDERAL TRANSIT ADMINISTRATION

WHEREAS, Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance;

WHEREAS, the Federal Transit Administration (FTA) requires that all direct and primary recipients document their compliance with Title VI requirements by submitting a Title VI Program Update every three years; and

WHEREAS, the Indian River County Board of County Commissioners must approve the Title VI Program Update prior to submission to the FTA;

NOW, THEREFORE, BE IT RESOLVED BY THE METROPOLITAN PLANNING ORGANIZATION THAT:

1. The Chairman, or in his or her absence, the Vice Chairman, is hereby authorized to sign the Title VI Program Update transmittal letter.
2. The MPO Staff Director is authorized to sign any and all assurances, warranties, certifications, and other documents which may be required in connection with the 2017 Title VI Program Update.

THIS RESOLUTION was moved for adoption by _____, and the motion was seconded by _____, and, upon being put to a vote, the vote was as follows:

Chairman Joseph E. Flescher	_____
Vice-Chairman Peter D. O'Bryan	_____
Commissioner Susan Adams	_____
Commissioner Bob Solari	_____
Commissioner Tim Zorc	_____

The Chairman thereupon declared the resolution duly passed and adopted this 21st day of March, 2017.

**BOARD OF COUNTY COMMISSIONERS
INDIAN RIVER COUNTY, FLORIDA**

By: _____
Joseph E. Flescher, Chairman

RESOLUTION No. 2017-_____

Attest: Jeffrey R. Smith, Clerk of Court and Comptroller

By: _____
Deputy Clerk

I HEREBY CERTIFY that on this day, before me, an officer duly authorized in this State and County to take acknowledgments, personally appeared Joseph E. Flescher, as Chairman of the Board of County Commissioners, and _____, as Deputy Clerk, to me known to be the persons described in and who executed the foregoing instrument and they acknowledged before me that they executed the same.

WITNESS my hand and official seal in the County and State last aforesaid this 21st day of March, 2017.

Notary Public

APPROVED AS TO LEGAL SUFFICIENCY

SEAL:

BY: _____
Dylan Reingold,
County Attorney

APPROVED AS TO COMMUNITY DEVELOPMENT MATTERS

BY: _____
Stan Boling, AICP, Director
Community Development Department

TITLE VI NONDISCRIMINATION POLICY STATEMENT

Indian River County and its transit service provider, the Senior Resource Association (SRA), are committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

It is Indian River County's objective to:

1. Ensure that the level and quality of transportation service is provided without regard to race, color or national origin;
2. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
3. Promote the full and fair participation of all affected populations in transportation decision making;
4. Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
5. Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

Indian River County's MPO Staff Director has been designated as the County's Title VI Specialist, responsible for civil rights compliance and monitoring to ensure the nondiscriminatory provision of transit services and programs. In addition, the SRA is responsible for implementing all aspects of the Title VI Program. All County and SRA employees share the responsibility and are committed to ensuring that Indian River County's Title VI Program is strictly adhered to.

Phillip Matson, MPO Staff Director

Date

INTRODUCTION

Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance. As a direct recipient of federal public transportation funds, Indian River County is required to submit a Title VI update to the Federal Transit Administration (FTA). This update includes the level and quality of transit service provided for minority and low-income areas and also system-wide environmental justice policies and procedures. This update is submitted to the FTA every three years and is intended to demonstrate compliance with Title VI requirements.

The purpose of this Title VI program is to assure that no person is excluded from participating in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance from the FTA, on grounds of race, color, or national origin. This report will detail policies and procedures for ensuring Title VI compliance.

This program is consistent with FTA Circular 4702.1B, dated October 1, 2012.

TITLE VI PROGRAM CHECKLIST

The following checklist addresses Title VI reporting requirements for all recipients as described in FTA Circular 4702.1B:

1. Title VI Notice to the Public, including a list of locations where the notice is posted
✓ Pages 4, 18
2. Title VI Complaint Procedures
✓ Page 4
3. Title VI Complaint Form
✓ Page 19
4. List of transit-related Title VI investigations, complaints, and lawsuits
✓ Page 5
5. 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
✓ Page 5
6. Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance

✓ Page 6

7. 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

N/A

8. Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions

N/A

9. A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.

✓ Page 13

10. A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.

✓ Page iii

The following checklist addresses Title VI reporting requirements for all fixed route transit providers as described in FTA Circular 4702.1B:

Service standards:

1. Vehicle load

✓ Page 14

2. Vehicle headway

✓ Page 15

3. On time performance

✓ Page 15

4. Service availability

✓ Page 16

Service policies:

1. Transit Amenities

✓ Page 16

2. Vehicle Assignment

✓ Page 17

SECTION 1 – GENERAL REPORTING REQUIREMENTS

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

1-1 TITLE VI NOTICE TO THE PUBLIC

Agencies shall inform the public of their rights under Title VI through such measures as posting the Title VI notice on posters, comment cards, or flyers placed at stations, bus shelters, and in transit vehicles. The type, timing, and frequency of these measures are at the recipient's discretion, as long as the type, timing, and frequency are sufficient to notify passengers and other interested persons of their rights under DOT's Title VI regulations with regard to the recipient's program. Notices detailing a recipient's Title VI obligations and complaint procedures shall be translated into languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient's language assistance plan.

Indian River County has a Title VI notice to the public that directs citizens to contact the County if any person feels that the County or its transit service provider, the Senior Resource Association (SRA), has violated his or her Title VI protections. This notice is on the County website, the GoLine website, on GoLine buses, at GoLine stations, and in the GoLine rider brochure. The Title VI notice is available in both English and Spanish. A copy of the Title VI notice is provided in Appendix A.

1-2 TITLE VI COMPLAINT PROCEDURES AND FORM

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), 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. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website. FTA requires direct and primary recipients to report information regarding their complaint procedures in their Title VI Programs in order for FTA to determine compliance with DOT's Title VI regulations.

As a recipient of federal dollars, Indian River County is required to comply with Title VI of the Civil Rights Act of 1964, as amended, and ensure that services and benefits are provided on a nondiscriminatory basis. The County has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in FTA Circular 4702.1B, dated October 1, 2012. The complaint procedure has five (5) steps, outlined below:

1. **Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on a basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination under any program of activity receiving federal financial assistance through Indian River County may file a written complaint, using the FTA Title VI complaint form which can be downloaded by accessing the following website: <http://www.irmpo.com/complaintform.pdf> (a copy of the complaint form is also available in Appendix B). Any complaint must be filed within 180 calendar days after the person believes discrimination occurred. If the complainant is unable to provide a written complaint, the MPO's Title VI Specialist will conduct an interview and assist the complainant in converting verbal complaints to writing. All complaints must be signed by the complainant or his/her representative.

2. **Complaint Tracking Log:** Once Indian River County receives the complaint and the investigation is initiated, the complaint will receive a case number and will then be logged into the County's records identifying its basis and alleged harm.
3. **Complaint Review:** Upon receipt of the signed complaint, the MPO's Title VI Specialist will coordinate with the County and its transit service provider, the SRA, to ensure a thorough review of the complaint within 60 calendar days after the date received. If more time is required, the Title VI Specialist shall notify the complainant of the estimated timeframe for completing the review. Upon completion of the review, the Title VI Specialist shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the Title VI Specialist may recommend improvements relative to Title VI and environmental justice, as appropriate. The Title VI Specialist shall then issue a written response to the complainant explaining the determination.
4. **Request for Reconsideration:** If the complainant is dissatisfied with the determination and/or resolution set forth by the County, the same complaint may be submitted to the Federal Transit Administration (FTA) for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.
5. **County Response to FTA:** A copy of the complaint and the County's investigative report of finding and final remediation action plan, if appropriate, will be issued to FTA within 120 days of receipt of the complaint. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

1-3 RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS

In order to comply with the reporting requirements of 49 CFR Section 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 conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint.

There are no lawsuits or complaints alleging that Indian River County discriminates on the basis of race, color, or national origin with respect to service or other transit benefits.

1-4 PROMOTING INCLUSIVE PUBLIC PARTICIPATION

The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities). Grant recipients are required to comply with the public participation requirements of 49 U.S.C. Sections 5307(b) (requires programs of projects to be developed with public participation) and 5307(c)(1)(I) (requires a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service). Recipients engaged in planning and other decision-making activities at the local level should consider the principles embodied in the planning regulations, and develop and use a documented public participation plan or process that provides adequate

notice of public participation activities, as well as early and continuous opportunities for public review and comment at key decision points.

Indian River County welcomes the opportunity to include the public in its activities. The County continually updates both the County website and the GoLine website to provide the most current information on transit activities, including, but not limited to, public notices, service changes, public workshops, fares, and policies. Comparable information is posted on GoLine buses and at GoLine stations. The County's transit service provider, the Senior Resource Association (SRA), produces a rider brochure, also available on the GoLine website, with information on GoLine policies, procedures, and routes.

In an effort to identify racial and ethnic minority, transportation disadvantaged, economically challenged, Limited English Proficient (LEP), elderly, and other populations that could potentially be the victims of discrimination in the use of federal funds, the Indian River County MPO undertook the state's first comprehensive Community Outreach/Socio-cultural Effects study in 2003. In 2012, this study was updated to incorporate data from the 2010 Census and American Community Survey (ACS). The study utilized geographic data and outreach techniques to identify concentrations of similar populations in the county, and identified the community boundaries of the similar populations. For each community, major institutions and issues of concern were identified in order to meet the state's mandate of "early and proactive public involvement in future transportation improvements."

Based on the results of that input, the county has identified a number of neighborhoods with minority populations and has targeted numerous public transportation events and outreach activities in those areas. Most of these events have been conducted in conjunction with updates to the MPO's Transit Development Plan (TDP) and Long Range Transportation Plan (LRTP).

As part of the 2013 Transit Development Plan (TDP) process, five public workshops were conducted throughout the county to gather public input on the future of public transportation in Indian River County. Of those five public workshops, three were conducted in predominantly minority communities, including a predominantly African-American community and a predominantly Spanish-speaking community. In addition, 560 passenger surveys were conducted to provide riders an opportunity to provide the County with valuable feedback on how the GoLine can best serve the community and the surrounding region. Both the workshops and surveys were conducted in both English and Spanish, as needed. For the upcoming 2018 TDP major update, additional workshops and surveys will be conducted during the next year.

The County, to the best of its ability, follows the Indian River County Metropolitan Planning Organization's Public Participation Plan. This document is available on the MPO's website, <http://www.irmpo.com/Documents/Index.htm>.

1-5 PROVIDING MEANINGFUL ACCESS TO SERVICES BY PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP). In order to ensure meaningful access to programs and activities, recipients shall use the information

obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide.

Results of the Four Factor Analysis, including a description of the LEP population(s) served

To continue reaching LEP persons in Indian River County, MPO staff conducted targeted needs assessments and gathered data to gain an understanding of the public transportation needs. The four-factor framework, as described in Chapter III of FTA Circular 4702.1B, was used to determine the following:

Factor 1 – The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

GoLine continually provides information to LEP residents of the community. According to data from the Census Bureau’s 2015 American Community Survey (ACS), Indian River County’s population aged 5 years and over is 136,498, with 86.2% speaking English as the primary language at home. The ACS estimates that 13,266 people, or 9.7% of the population age 5 and over, speaks primarily Spanish or Spanish Creole at home. Table 1 provides a detailed breakdown of the languages spoken in Indian River County. Over five percent of the total population speaks English less than “very well”. Of those who speak English less than “very well”, the overwhelming majority speak Spanish as their primary language. Map 1 shows the geographic location of persons in Indian River County who speak English less than “very well”. As a result of this analysis, the GoLine has targeted Spanish speakers as the predominant LEP population for assistance. The agency will work to target areas with a high proportion of LEP populations to ensure that all needs for assistance are met.

Factor 2 - The frequency with which LEP persons come into contact with the program.

Among the users of the GoLine are persons with LEP. As shown in Map 1, many GoLine routes serve portions of Indian River County where there are concentrations of persons with LEP. This includes the community of Fellsmere, where, according to the ACS, 29% of the population speaks English less than “very well”. In the Fellsmere community, nearly all LEP persons speak Spanish as their primary language.

Factor 3 - The nature and importance of the program, activity, or service provided by the program to people’s lives.

Due to the number of Spanish-speaking residents that rely upon the GoLine as a primary mode of transportation, the County’s transit service provider, the SRA, maintains at least one Spanish-speaking dispatcher and driver on staff. Where feasible, the County, the MPO, and SRA translate plans, programs, and guidelines into Spanish, including surveys. In addition, both the County and the MPO make available translators at public transportation public meetings conducted in Fellsmere, a community which has the highest concentration of LEP persons in Indian River County.

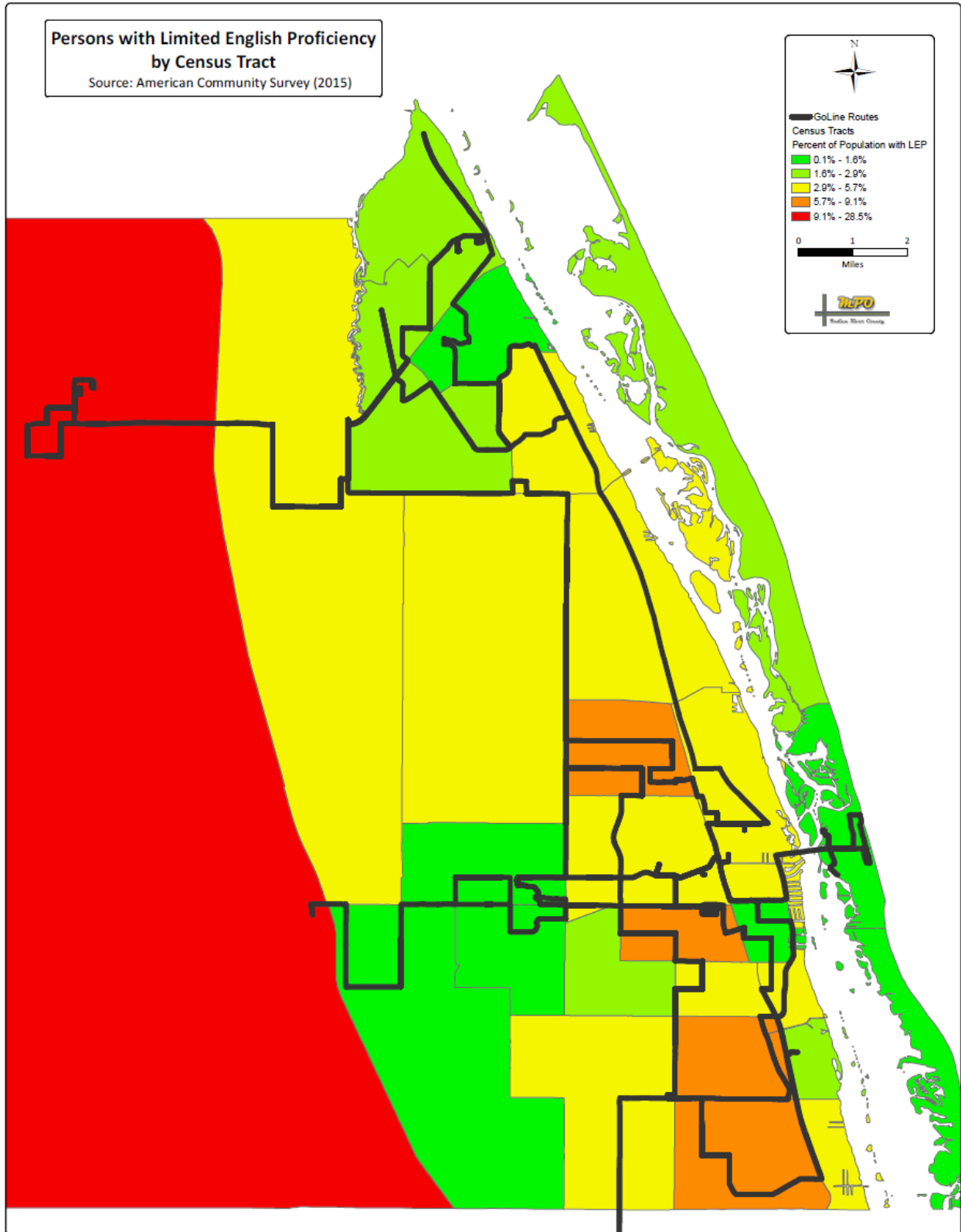
Factor 4 - The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach

Based on the current resources available, the County and its transit service provider, the SRA, are providing the most cost-effective means of delivering competent and accurate language services within the GoLine service area. Both the County and the SRA will continue to monitor the need for additional language assistance, including the need for greater dissemination of information in the existing languages and/or translation to new languages. If additional services are needed, the County and the SRA will determine which additional language assistance measures are cost-effective and feasible for implementation based on current and projected financial resources.

Table 1 – Languages Spoken in Indian River County

Languages Spoken at Home (Population Age 5 and Above)			
Language	Total Population	Population Speaking English Less Than "Very Well"	% of Total Population Speaking English Less Than "Very Well"
English	117,679	0	0.00%
Spanish or Spanish Creole	13,266	5,493	4.02%
French (incl. Patois, Cajun)	594	193	0.14%
French Creole	678	289	0.21%
Italian	596	167	0.12%
Portuguese or Portuguese Creole	258	85	0.06%
German	694	48	0.04%
Yiddish	0	0	0.00%
Other West Germanic languages	111	0	0.00%
Scandinavian languages	162	18	0.01%
Greek	81	14	0.01%
Russian	55	20	0.01%
Polish	351	133	0.10%
Serbo-Croatian	32	0	0.00%
Other Slavic languages	165	52	0.04%
Armenian	93	16	0.01%
Persian	13	0	0.00%
Gujarati	60	0	0.00%
Hindi	69	0	0.00%
Urdu	53	0	0.00%
Other Indic languages	24	0	0.00%
Other Indo-European languages	13	0	0.00%
Chinese	159	71	0.05%
Japanese	72	19	0.01%
Korean	103	68	0.05%
Mon-Khmer, Cambodian	0	0	0.00%
Hmong	0	0	0.00%
Thai	37	20	0.01%
Laotian	0	0	0.00%
Vietnamese	188	145	0.11%
Other Asian languages	175	137	0.10%
Tagalog	351	176	0.13%
Other Pacific Island languages	0	0	0.00%
Navajo	0	0	0.00%
Other Native North American languages	0	0	0.00%
Hungarian	35	34	0.02%
Arabic	162	62	0.05%
Hebrew	77	15	0.01%
African languages	0	0	0.00%
Other and unspecified languages	92	25	0.02%
Total	136,498	7,300	5.35%

Map 1 – Persons with LEP in Indian River County



Developing a Language Assistance Plan

Based upon the Four Factor Analysis described above, the Language Assistance Plan addresses the results and provides further direction.

Describe how the recipient provides language assistance services by language.

Individuals who have a limited ability to read, write, speak, or understand English are considered LEP persons. Indian River County recognizes that a special effort is necessary to communicate important transit information to some transit system users. In order to meet this need, the County and its transit service provider, the SRA, take the following steps:

- Seek out opportunities to conduct outreach to the community and faith-based organizations serving minority populations.
- Provide language assistance on its transit customer service hotline.
- Participate in updates to the County's evacuation and disaster preparedness plans to ensure the plans include the needs of all community members, especially LEP, low-income, and minority populations.
- Continue to review programs, activities, and services provided to ensure that LEP persons can participate and utilize our services.

To determine how best to continue reaching LEP persons in Indian River County and improve current ongoing efforts, the County and the SRA will continue to conduct targeted needs assessments and gather data to gain an understanding of the need.

Describe how the recipient provides notice to LEP persons about the availability of language assistance.

Through the methods listed below, the County and its transit service provider, the SRA, provide notice to LEP persons about the availability of language assistance:

- **Website:** Information on how to access GoLine services, bus schedules, route maps, and instructions on riding the bus are available in English and Spanish.
- **Safety and Security:** Several GoLine drivers speak Spanish and assist Spanish-speaking bus riders as needed.
- **Training:** Driver training for new employees and refresher training provided annually to drivers reminds them of the importance of conveying information to passengers as part of their customer service training.
- **Customer Service:** Telephone lines are equipped to the extent possible with persons who speak Spanish and English. Personnel who are bilingual are identified for providing assistance.
- **Translated Material:** Spanish versions of the rider brochure and survey materials are available upon request.
- **Telecommunications Device for the Deaf (TDD):** The SRA, Indian River County's transit service provider, has a TDD dedicated line.

- **Community Outreach:** Indian River County makes available persons who can serve as translators at community outreach meetings whenever possible.

Describe how the recipient monitors, evaluates and updates the language assistance plan.

Indian River County provides an ongoing needs assessment to determine how best to continue reaching LEP persons in the community and how to improve ongoing efforts. To ensure that the intent of the language assistance plan remains current, County and SRA staff will continue to monitor and update the plan and report progress every three years. These efforts will include the following actions:

- Monitor current LEP populations in the service area and in emerging populations affected or encountered.
- Assess the language assistance plan's success in meeting the needs of LEP persons.
- Communicate the goals and objectives of the language assistance plan and evaluate the opportunity for community involvement and planning.
- Post signs to communicate language services available at initial contact points. The County and SRA will continue to provide signage and written information on vehicles and at transfer stations in other languages.
- Indicate the availability of language services on outreach documents, brochures, booklets, and in recruitment materials.
- Whenever possible, make announcements in vehicles in other languages.
- Whenever possible, make available telephone voicemail and menu systems in Spanish and services about how to get them.
- Conduct outreach presentations and notices to schools, community, and faith-based organizations. The County and SRA will provide announcements and collect information on how best to serve LEP persons through community and faith-based organizations.
- Whenever possible, include Spanish and other languages on its website.
- Strive to provide excellent customer service, in-person and over the phone, in other languages. Front-line personnel will routinely provide information on LEP persons in order to best address identified needs.
- Participate to the greatest extent possible in local events.

Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations.

Both the County and SRA will provide ample training opportunities for employees to assist LEP populations with timely and reasonable language assistance. Towards this end, the County and SRA will conduct the following activities:

- Provide information on LEP policies and procedures as part of new employee orientation and staff retraining.
- Require staff to complete customer service training and be provided guidance on working effectively with in-person and telephone interpreters.
- Inform transit staff on how to obtain LEP services.
- Train staff on how to respond to LEP persons over the telephone, through written communications, and through in-person contact.

- Strive to ensure the competency of interpreters and translation services per DOT LEP Guidance Section VII(2).

1-6 DETERMINATION OF SITE OR LOCATION OF FACILITIES

Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part." Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, "The location of projects requiring land acquisition and the displacement of persons from their residences and businesses 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 these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

Indian River County is committed to determining sites and location of facilities in a fair and equitable manner that is in accordance with Title VI.

Excluding bus shelters and transit stations, the County has constructed one transit facility in recent years. That facility is the transit administration building and bus parking facility and was funded through an American Recovery and Reinvestment Act (ARRA) grant awarded by the FTA. That facility was constructed on a former citrus grove owned by the County and is adjacent to other County facilities. Construction of that facility was completed in the spring of 2012.

During the planning stage for the transit administration and bus parking facility, a Title VI equity analysis was conducted as part of the facility's Documented Categorical Exclusion prepared through the National Environmental Policy (NEPA) process. Through this analysis, it was determined that the facility was in compliance with Title VI.

SECTION 2 - SPECIFIC REQUIREMENTS FOR TRANSIT PROVIDERS

The following information addresses the Title VI reporting requirements for fixed route transit providers, as described in Chapter IV of the FTA Circular 4702.1B.

2-1 SERVICE STANDARDS

FTA requires all fixed route transit providers to develop quantitative standards for all fixed route modes of operation for the indicators listed below. Providers of public transportation may set additional standards as appropriate or applicable to the type of service they provide.

As part of the 2013 Transit Development Plan (TDP), the Indian River County MPO conducted a Transit Quality of Service (TQOS) Evaluation. The TQOS is an evaluation of transit service from the passenger's point of view. There are two primary considerations while determining transit quality of service – availability of service and comfort and convenience. Availability of service includes geographical locations of service, time of day, and service frequency (i.e. where, when, and how often is service provided), service frequency. Comfort and convenience encompasses several factors, such as the waiting environment at a transit stop, the ability to get a seat on the bus, overall bus travel time, reliability of service, passengers' perception of safety, and trip costs relative to other modes of transportation.

The TQOS evaluation methodology was based on the *Transit Capacity and Quality of Service Manual, 2nd Edition (TCQSM, 2nd Ed.)*, sponsored and developed by the Transportation Research Board (TRB). During the course of the evaluation, each service measure was reviewed between nine activity centers, representing the central business district (CBD), shopping centers, a college satellite campus, a hospital, a (predominantly minority) residential neighborhood, and an employment center outside the CBD. For each the service measure, a grade was assigned from "A", representing the best level of service, to "F", representing the worst level of service.

A copy of the TQOS evaluation is available in Appendix C.

Vehicle Load

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times.

Vehicle load, or load factor, is a ratio of the number of seats on a vehicle to the number of passengers on a particular route during periods of either peak or off-peak travel. Load factors are used by transit systems to determine the extent of possible overcrowding or the need for larger or additional vehicles on a route. The County and SRA monitor vehicle loads through feedback from passengers and operations staff, as well as ride checks. Once overcrowding is reported, staff conducts follow-up checks to ensure that the vehicles assigned to these trips can accommodate peak passenger loads. Route 2, for example, provides service from the Main Transit Hub to Indian River Mall and carries the highest passenger loads on the GoLine system. As the Route 2 bus began to reach capacity, SRA added a second vehicle to the route and then acquired a larger vehicle with a higher seating and standing passenger capacity.

Passenger loads were a service measure reviewed as part of the TQOS evaluation. Based on the standards established in the *TCQSM, 2nd Ed.*, it was determined that all routes, with one exception, operate at an “A” level of service during both peak and off-peak times. That exception was Route 1, which provides service from the Main Transit Hub to Humiston Beach Park. That route operates at a “C” level of service during peak times and a “B” level of service during off-peak times, which are considered acceptable levels of service.

Vehicle Headway

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines.

Vehicle headway is a measurement of the time interval between two vehicles traveling in the same direction along the same route. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 60 minutes).

Indian River County has the same frequency of service standard for all routes, with the only exception being for routes that provide regional or intercity service. With the exception of Route 11, all GoLine routes operate on 60 minute headways. Route 11, which provides intercity service along the US 1 corridor from Vero Beach to Sebastian, operates on 120 minute headway.

Service frequency was a service measure reviewed as part of the TQOS evaluation. Based on the level of service standards established in the *TCQSM, 2nd Ed.*, service at a 60-minute headway is graded an “E”, while service at headways exceeding 60 minutes are graded an “F”. Based on this standard, all GoLine routes are graded at an “E” or “F” level of service. Because of the limited resources available to a transit system operating in a county of only 140,000 residents, it is not financially feasible to reduce headways at this time.

On-Time Performance

On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be “on time.” An acceptable level of performance must be defined (expressed as a percentage).

Indian River County strives to continually maintain on-time bus service. Because of the “hub and spoke” design of the GoLine route system, it is important that buses consistently operate on-time. Whenever one bus falls behind schedule, it can cause delays on all vehicles that operate on connecting routes. Therefore, County and SRA staff evaluate on-time performance on an ongoing basis and implement service changes to improve performance, as necessary.

The TQOS evaluation included a reliability service measure. This measure is a comparison of actual versus scheduled arrival times of transit vehicles at designated bus stops or time points. During the TQOS evaluation, on-time performance was defined as the arrival of the transit vehicle at the scheduled time or within five minutes after. Based on the standards established in the *TCQSM, 2nd Ed.*, it was determined that all routes operate at an “A” level of service, which represents buses operate on-time 97.5-100% of the time.

Service Availability

Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density.

Service availability is a measure of the distance a person must travel to gain access to transit service. Standards developed with respect to transit access would apply to existing services as well as any proposed service modifications affecting transit service levels. The Indian River County Transit Development Plan includes policies to provide fixed route bus service to all multi-family developments exceeding 500 units and to all commercial areas exceeding 200,000 square feet.

The TQOS evaluation included a review of service area coverage for the GoLine system. The service area coverage measure is the percent of a transit-supportive area that is served by fixed-route transit. According to the evaluation, a transit-supportive area is an area with a minimum population density or a minimum employment density sufficient to support hourly transit service. Such areas must have either a population density of three or more dwelling units per gross acre or an employment density of four or more jobs per gross acre. To be considered to have transit service, a transit-supportive area must be within a ¼ radius of a bus stop. As with other TQOS service measures, service coverage is graded on an "A" to "F" level of service scale. Based on this analysis, it was determined that higher density areas within the community are generally served at an "A" or "B" level of service, while low density areas generally receive a "C" to "F" level of service.

2-2 SERVICE POLICIES

FTA requires fixed route transit providers to develop a policy for each of the following service indicators. Transit providers may set policies for additional indicators as appropriate.

In accordance with Chapter IV of FTA Circular 4702.1B, Indian River County has adopted the transit service policies below.

Distribution of Transit Amenities

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities.

Policy: The location of transit amenities, such as bus shelters and benches, along bus routes shall be based on the number of passenger boardings at bus stops along those routes. In addition, the availability of public right-of-way and the presence, or lack thereof, of physical constraints are factors that can affect the installation of transit amenities.

Indian River County strives to maximize the coverage of transit service with amenities that provide comfort and convenience to its riders. In recent years, the County has implemented a program to install bus shelters at bus stop locations with high levels of passenger boardings. Through 2016, five phases of bus shelters have been constructed throughout Indian River County, including at bus stops in busy

commercial areas, near employment centers and adjacent to multi-family developments. Because those bus shelters have been constructed throughout Indian River County, including in Fellsmere and Gifford (two predominantly minority communities with high levels of transit ridership), transit users have equal access to such transit amenities. All transit amenities are provided in a manner that complies with ADA regulations.

Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider’s system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition.

Policy: Bus assignments shall take into account the operating characteristics of buses of various lengths in relation to the operating characteristics of each route. The largest vehicles shall be assigned to those routes that carry the highest number of passengers per revenue hour. Routes which require tight turns on narrow streets may be assigned smaller vehicles that are more maneuverable.

Indian River County assigns vehicles based on the number of passengers along a route, vehicle seating capacity, and vehicle maneuverability. Bus assignments and the distribution of equipment are monitored to ensure that vehicle load/assignment policies are followed. All buses are wheelchair accessible.

As of March 2017, the GoLine fleet consists of the following vehicles:

Table 2 – Vehicle Capacity

Model	Type	Number of Vehicles	Average Wheelchair Capacity	Average Seated Passenger Capacity
16’ Turtle Top	Cutaway	5	2	11
24’ Turtle Top	Cutaway	3	2	16
27’ Turtle Top	Cutaway	2	2	20
27’ International	Cutaway	4	2	16
29’ Gillig	Bus	4	2	28
31’ Glaval	Cutaway	7	2	24
35’ Gillig	Bus	2	2	32

APPENDIX A: TITLE VI NOTICES TO THE PUBLIC

Standard Notice:

Notifying the Public of Rights Under Title VI **INDIAN RIVER TRANSIT**

Indian River Transit 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 Indian River County.

For more information on the Indian River Transit's civil rights program, and the procedures to file a complaint, contact 772-569-0903 or visit our administrative office at 4385 43rd Avenue, Vero Beach, FL 32967.

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

Si necessita información en español, llame 772-569-0903.

Vehicle Notice (English):

In accordance with title VI of the Federal Civil Rights Act of 1964, any person who feels they have been discriminated against may issue a formal written complaint. The complaint procedure and Title VI Policy is available upon request from Indian River Transit's Administrative Offices or by calling 772-569-0903.

Vehicle Notice (Spanish):

En conformidad con el título VI de la Ley Federal de Derechos Civiles de 1964, cualquier persona que se sienta haber sido discriminados pueden emitir una queja formal por escrito. El procedimiento de denuncia y Política del Título VI está disponible a petición de las oficinas administrativas de Indian River Transit o llamando al 772-569-0903.

APPENDIX B: TITLE VI COMPLAINT FORM

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	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

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

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

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

 Signature

 Date

Please submit this form in person at the address below, or mail this form to:
 Indian River County Title VI Specialist
 Indian River County MPO
 1801 27th Street
 Vero Beach, FL 32960

APPENDIX C: TRANSIT QUALITY OF SERVICE (TQOS) EVALUATION

APPENDIX C

TRANSIT QUALITY OF SERVICE REPORT

INDIAN RIVER COUNTY TRANSIT QUALITY OF SERVICE EVALUATION

INTRODUCTION..... 1

AGENCIES INVOLVED IN EVALUATION 2

ACTIVITY CENTERS CHOSEN FOR ANALYSIS 3

EVALUATION OF SERVICE MEASURES..... 6

 A. SERVICE FREQUENCY LOS 6

 B. HOURS OF SERVICE LOS..... 7

 C. SERVICE COVERAGE LOS 8

 D. PASSENGER LOADING LOS..... 11

 E. RELIABILITY LOS..... 13

 F. TRANSIT VERSUS AUTO TRAVEL TIME LOS 15

INDIAN RIVER COUNTY TRANSIT QUALITY OF SERVICE EVALUATION

1. INTRODUCTION

The Indian River County Metropolitan Planning Organization (MPO) is preparing this Transit Quality of Service (TQOS) analysis in conjunction with the Florida Department of Transportation (FDOT) requirements, to measure the quality of service of their local public transportation system. The TQOS is an evaluation of transit service from the passenger's point of view. The TQOS analysis helps local governments and transit agencies better understand ridership patterns within their jurisdictions. It also assists local governments and agencies to plan for the highest quality service possible for the greatest number of potential customers, within budget constraints.

The goal of the TQOS analysis is to provide a systematic evaluation of transit quality of service for transit systems throughout Florida. There are two primary considerations while determining transit quality of service – availability of service and comfort and convenience. Availability of service includes both geographical locations and time of day; where and when service is provided. Comfort and convenience encompasses several factors, such as the waiting environment at a transit stop, the ability to get a seat on the bus, overall bus travel time, reliability of the service, passengers' perception of safety, and trip costs relative to other modes of transportation.

The national reference on TQOS is the "Transit Capacity and Quality of Service Manual, 2nd Edition" (TCQSM), sponsored and developed by the Transportation Research Board (TRB). This document identifies six measures of quality of service for fixed-route transit in terms of availability of service and comfort and convenience. Table 1 shows the six transit service measures that relate availability and comfort and convenience to transit stops, route segments, and systems.

Table 1: TCQSM Fixed-Route TQOS Framework

Aspect	Transit Stops	Route Segments	System
Availability	Service Frequency	Hours of Service	Service Coverage
Comfort & Convenience	Passenger Loading	Reliability	Transit-Auto Travel Time Differences

This assessment uses the methodology outlined in the Transit Capacity and Quality of Service Manual. Guidance for the data collection process is from the “Florida MPO Transit Quality of Service Evaluation Agency Reporting Guide.”

2. AGENCIES INVOLVED IN EVALUATION

The agencies involved in the evaluation of the transit system include:

Indian River County Metropolitan Planning Organization (IRC MPO)
1801 27th Street
Vero Beach, Florida 32960
Phone: (772) 226-1455, Fax: (772) 978-1806
Contact: Phil Matson

Indian River Transit (IRT) GoLine
4385 43rd Avenue
Vero Beach, Florida 32967
Phone: (772) 569-0903, Fax: (772) 569-8469
Contact: Karen Deigl

FDOT Florida Department of Transportation, District 4
3400 West Commercial Boulevard
Fort Lauderdale, Florida 33309
Phone: (954) 777-4090, Fax: (954) 777-4197
Contact: Larry Hymowitz

3. ACTIVITY CENTERS CHOSEN FOR ANALYSIS

The Indian River County Metropolitan Planning Organization (MPO) and Indian River Transit (IRT) staff selected the activity centers for the analysis based on guidance from the Agency Reporting Guide provided by the FDOT. Because the MPO is considered a small MPO, with a population under 200,000 in the urbanized area, the following guidelines were used to select the activity centers:

- A representative location in the Central Business District (CBD)
- A shopping center
- A university or community college (if present)
- A hospital
- A residential neighborhood
- A large employment center outside the CBD

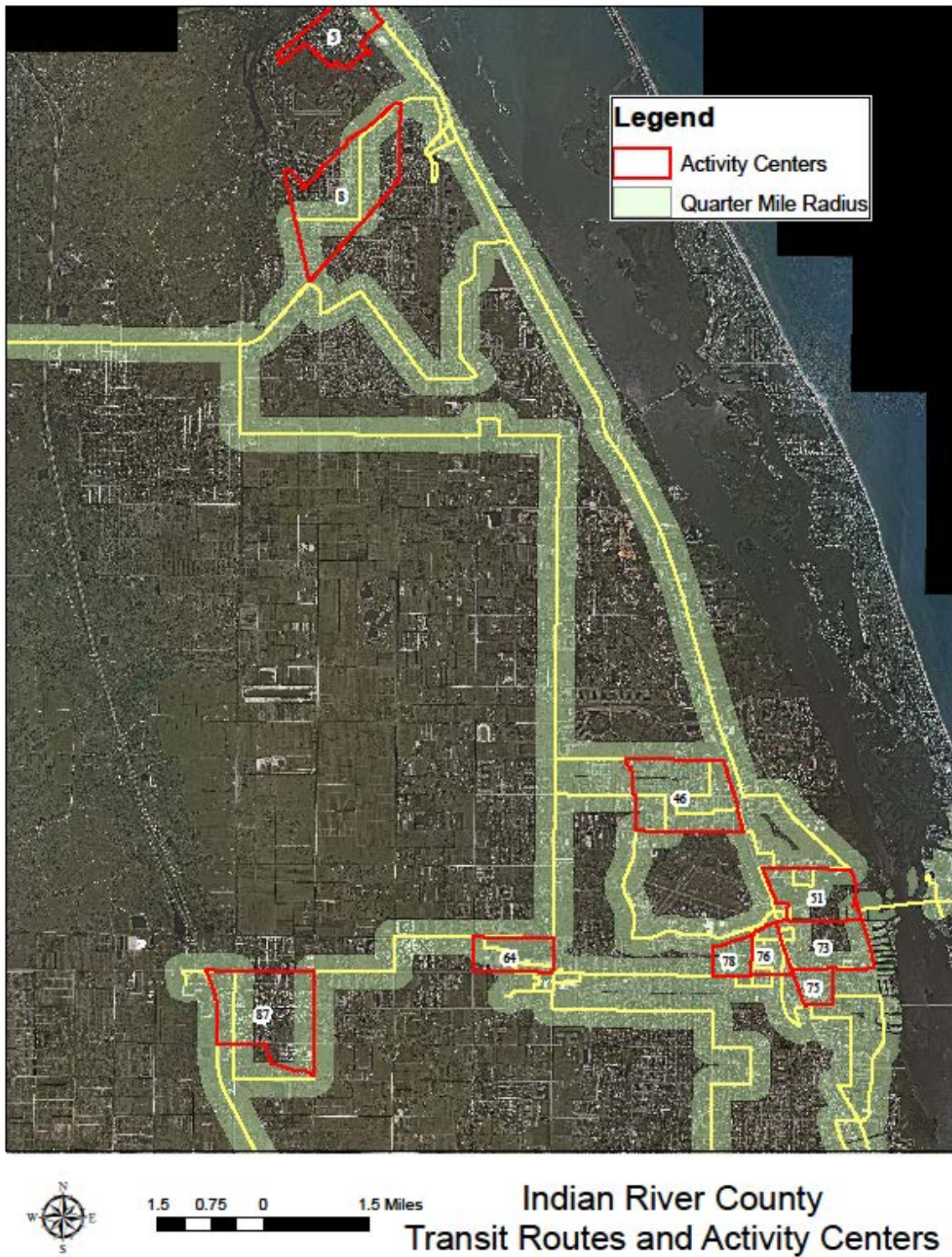
Nine activity centers were identified for this analysis. Table 2 identifies the nine activity centers selected for the evaluation, and Figure 1 shows the locations of these activity centers and existing IRT bus routes.

Table 2: Activity Centers Selected for Evaluation

TAZ*	Activity Center Name
5	Sebastian Wal-Mart
8	Sebastian Highlands
46	Gifford
51	Indian River Memorial Hospital
64	Indian River Mall/State College Area
73	Miracle Mile Shopping Plaza
75	Downtown Vero Beach
76	Original Town Vero Beach
87	Outlet Mall/West SR 60 Corridor

* Traffic Analysis Zone

Figure 1: Activity Centers



The Greater Treasure Coast Regional Planning Model (base year 2005) was used to identify the top 15 trip origin-destination pairs between the nine activity centers. The top 16 trip origin-destination pairs are included in Table 3.

Table 3: Activity Center Pairs

FROM		TO		Trips
TAZ	Activity Center	TAZ	Activity Center	
8	Sebastian Highlands	5	Sebastian Wal-Mart	491
5	Sebastian Wal-Mart	8	Sebastian Highlands	491
76	Original Town Vero Beach	73	Miracle Mile Shopping Plaza	332
73	Miracle Mile Shopping Plaza	76	Original Town Vero Beach	332
76	Original Town Vero Beach	46	Gifford	125
46	Gifford	76	Original Town Vero Beach	125
73	Miracle Mile Shopping Plaza	46	Gifford	175
46	Gifford	73	Miracle Mile Shopping Plaza	175
64	Indian River Mall/Community College Area	76	Original Town Vero Beach	
76	Original Town Vero Beach	64	Indian River Mall/Community College Area	
73	Miracle Mile	51	Indian River Medical Center	365
51	Indian River Medical Center	73	Miracle Mile	365
64	Indian River Mall/Community College Area	87	Outlet Mall/West SR 60 Corridor	179
87	Outlet Mall/West SR 60 Corridor	64	Indian River Mall/Community College Area	179
51	Indian River Medical Center	75	Downtown Vero Beach	226
75	Downtown Vero Beach	51	Indian River Medical Center	226

Travel demand for the origin-destination pairs was measured in terms of trips per day. Field data were collected on bus routes providing service between the 16 origin-destination pairs. The field data collected includes load factor, bus characteristics, and on-time performance. The criteria and results for these and other service measures are presented in the remainder of this section.

4. EVALUATION OF SERVICE MEASURES

As previously mentioned, there are six transit service measures identified in the TCQSM for evaluating the quality of service provided by transit systems in Florida. Each measure is a category for transit level of service (LOS). Each of the service measures identified in Table 1 is assigned a LOS grade (similar to the highway LOS) from “A”, representing the best service, to “F”, representing the worst level of service. It is important to note that the LOS is based on the perspective of the transit rider. All of the measures, with the exception of service coverage, are to be applied for a typical weekday P.M. peak period, with service coverage addressed on a weekday basis.

A. SERVICE FREQUENCY LOS

The service frequency for urban scheduled bus service is measured by determining the headways of the bus routes. Headway refers to the time between buses at the same stop. Table 4 shows the level of service criteria for this measure, while Table 5 presents the service frequency LOS for bus service connecting the 16 trip origin-destination pairs.

Table 4: Service Frequency Level of Service Standards

LOS	Headway (Minutes)	Veh/Hr	Description
A	<10	>6	Passengers don't need schedules
B	10-14	5-6	Frequent service, passengers consult schedules
C	15-20	3-4	Maximum desirable time to wait if bus/train missed
D	21-30	2	Service unattractive to choice riders
E	31-60	1	Service available during the hour
F	>60	<1	Service unattractive to all riders

Source: TCQSM, 2nd Edition

Table 5: Service Frequency Level of Service

FROM		TO		LOS
TAZ	Activity Center	TAZ	Activity Center	
8	Sebastian Highlands	5	Sebastian Wal-Mart	E
5	Sebastian Wal-Mart	8	Sebastian Highlands	E
76	Original Town Vero Beach	73	Miracle Mile Shopping Plaza	E
73	Miracle Mile Shopping Plaza	76	Original Town Vero Beach	E
76	Original Town Vero Beach	46	Gifford	E
46	Gifford	76	Original Town Vero Beach	E
73	Miracle Mile Shopping Plaza	46	Gifford	E
46	Gifford	73	Miracle Mile Shopping Plaza	E
64	Indian River Mall/Community College Area	76	Original Town Vero Beach	D
76	Original Town Vero Beach	64	Indian River Mall/Community College Area	E
73	Miracle Mile	51	Indian River Medical Center	E
51	Indian River Medical Center	73	Miracle Mile	E
64	Indian River Mall/Community College Area	87	Outlet Mall/West SR 60 Corridor	F
87	Outlet Mall/West SR 60 Corridor	64	Indian River Mall/Community College Area	F
51	Indian River Medical Center	75	Downtown Vero Beach	E
75	Downtown Vero Beach	51	Indian River Medical Center	E

The IRT GoLine bus service operates 15 routes. Thirteen of the routes operate on 1-hour headways, equivalent to a LOS “E”, providing one opportunity to board per hour. Routes 11 and 13 operate on 90-minute and 120-minute headways, respectively, which are equivalent to LOS “F” for both routes. Route 2 and Route 2X provide twice-hourly service between the Indian River Mall Activity Center and Original Town (LOS “D”).

B. HOURS OF SERVICE LOS

The hours of service performance measure refers to the number of hours in a day that bus service is provided for a given origin-destination pair. Table 6 shows the LOS criteria

for this measure.

Table 6: Hours of Service Level of Service Criteria

LOS	Hours per Day	Description
A	19-24	Night or “owl” service provided
B	17-18	Late evening service provided
C	14-16	Early evening service provided
D	12-13	Daytime service provided
E	4-11	Peak hour service or limited midday service
F	0-3	Very limited or no service

All IRT GoLine routes operate on a 10-hour service day between the hours of 8 AM and 6 PM, which is equivalent to an Hours of Service LOS “E”.

C. SERVICE COVERAGE LOS

The service area coverage measure is the percent of a transit-supportive area that is served in the study area. A transit-supportive area (TSA) is an area with a minimum population density or a minimum employment density to support hourly transit service. The area must have either a population density of three or more dwelling units per gross acre, or four or more jobs per gross acre, and be within walking distance to transit service. Walking distance is generally considered as a ¼-mile radius of a bus stop. The TSA can be any defined geographic area, such as a quarter section, census block or tract, or traffic analysis zone. This analysis utilized TAZs as the geographic area and acres as the unit of measurement. Table 7 identifies the service level thresholds for the service coverage area measure, while Table 8 presents the service area coverage LOS for bus service at the Activity Centers as well as Countywide LOS. Figure 1 (on Page 4) and Figure 2 illustrate the existing IRT service area (defined by 1/4-mile buffer) and the transit supportive areas in IRC.

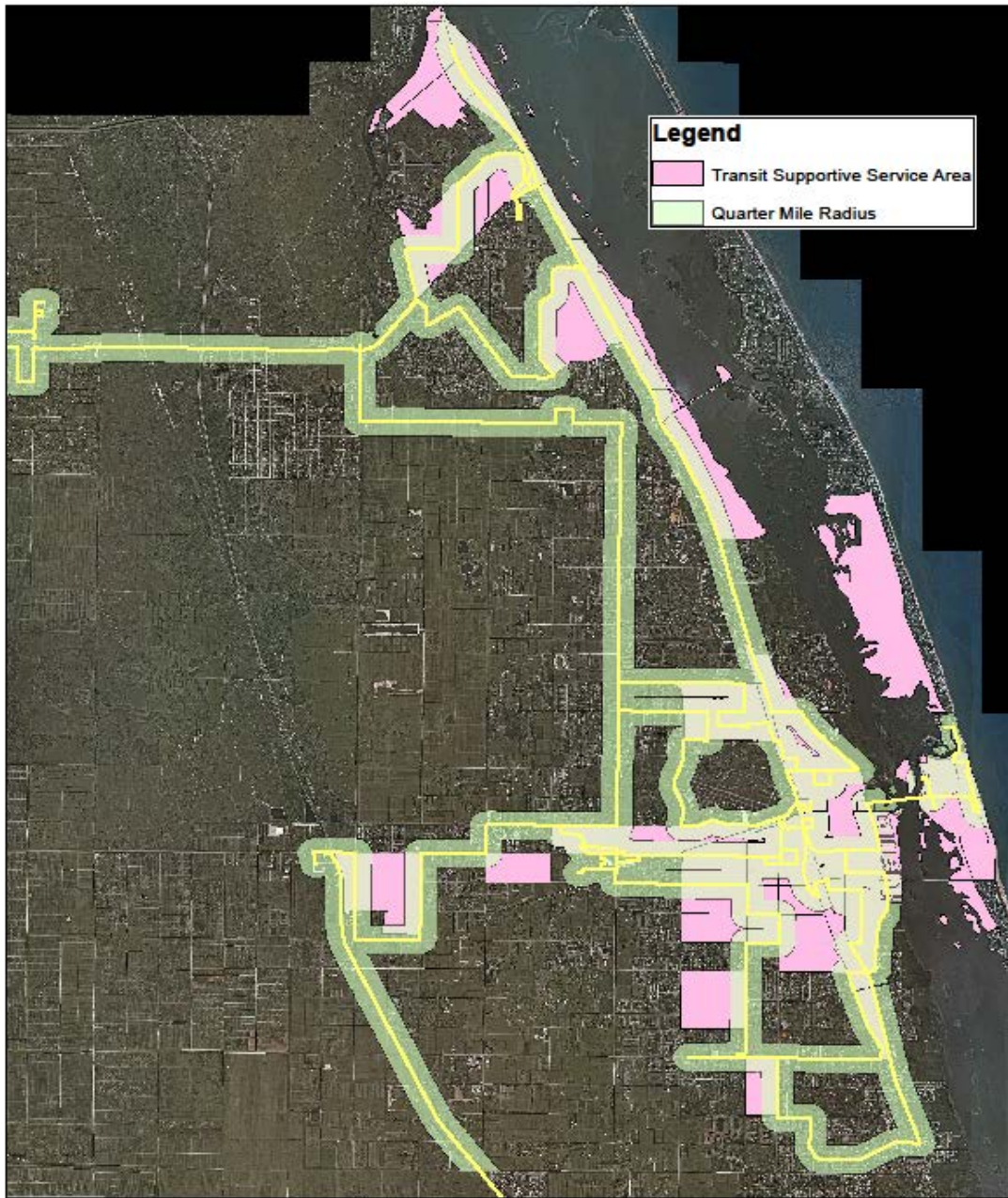
Table 7: Service Area Coverage Level of Service Criteria

LOS	Percent of Transit-Supportive Area Covered
A	90%-100%
B	80%-89.9%
C	70%-79.9%
D	60%-69.9%
E	50%-59.9%
F	<50%

Table 8: Level of Service

TAZ	Activity Center	% Coverage	LOS
8	Sebastian Highlands	33	F
5	Sebastian Wal-Mart	33	F
78	Original Town Vero Beach	100	A
73	Miracle Mile	72	C
75	Downtown Vero Beach	100	A
46	Gifford	99	A
64	Indian River Mall/Community College Area	100	A
51	Indian River Medical Center	80	B
64	Outlet Mall/West SR 60 Corridor	64	D
	Total Service Area	77	C

Figure 2: ¼ - Mile Transit Buffer and Transit Supportive Areas



1.5 0.75 0 1.5 Miles

**Indian River County
Service in Transit Supportive Areas**

D. PASSENGER LOADING LOS

Passenger loading represents the level of crowding on a bus. This measure is defined by the load factor, or the amount of space available per passenger on the bus. A corresponding passenger per seat measure is also identified for a typical vehicle. Table 9 identifies the passenger load measure thresholds for a bus, and Table 10 summarizes the passenger loading LOS for bus service connecting the 15 trip origin-destination pairs.

Table 9: Passenger Load Level of Service Criteria

LOS	Ft²/Passenger	Passenger/Seat	Description
A	>12.9	0.00-0.50	No passenger need sit next to another
B	8.6-12.9	0.51-0.75	Passengers can choose where to sit
C	6.5-8.5	0.76-1.00	All passengers can sit
D	5.4-6.4	1.01-1.50	Comfortable standee load for design
E	4.3-5.3	1.25-1.50	Maximum schedule load
F	<4.3	>1.50	Crush loads

Table 10: Passenger Load Level of Service

Activity Center		Vehicle Data			Average Service			Maximum Service		
From	To	Length (ft)	Width (ft)	Bus/Rail	# of Pass.	Area per Pass.	LOS	# Pass.	Area per Pass.	LOS
Sebastian Highlands	Sebastian Wal-Mart	31	8	Bus	13	19.08	A	17	14.69	A
Sebastian Wal-Mart	Sebastian Highlands	31	8	Bus	13	19.08	A	17	14.69	A
Original Town VB	Miracle Mile	31	8	Bus	22	11.27	B	29	8.45	C
Miracle Mile	Original Town VB	31	8	Bus	22	11.27	B	29	8.45	C
Original Town VB	Gifford	62	16	Bus	34	29.18	A	41	23.92	A
Gifford	Original Town VB	62	16	Bus	34	29.18	A	41	23.92	A
Miracle Mile	Gifford	32	9	Bus	13	22.15	A	17	17.06	A
Gifford	Miracle Mile	32	9	Bus	13	22.15	A	17	17.06	A
Indian River Mall	Original Town VB	53	16	Bus	55	15.42	A	64	13.26	A
Original Town VB	Indian River Mall	53	16	Bus	55	15.42	A	64	13.26	A
Indian River Mall	SR 60 West	32	9	Bus	6	48.00	A	9	33.60	A
SR 60 West	Indian River Mall	32	9	Bus	6	48.00	A	9	33.60	A
Indian River Medical Center	Original Town VB	31	8	Bus	12	20.67	A	16	15.91	A
Original Town VB	Indian River Medical Center	31	8	Bus	12	20.67	A	16	15.91	A
Indian River Medical Center	Downtown VB	31	8	Bus	12	20.67	A	16	15.91	A
Downtown VB	Indian River Medical Center	31	8	Bus	12	20.67	A	16	15.91	A

E. RELIABILITY LOS

The reliability service measure is a comparison of actual versus scheduled arrival times of transit vehicles at designated bus stops or time points. On-time performance is the arrival of the transit vehicle on time or within five minutes after the scheduled bus arrival time. A bus is not on time if it arrives early or is more than five minutes late. Table 11 reflects the criteria for this measure, while Table 12 summarizes the reliability LOS for bus service connecting the 16 trip origin-destination pairs. It should also be noted that there is constant communication between drivers on all routes.

Table 11: Reliability Level of Service Criteria

LOS	On-Time Percentage	Description
A	97.5 - 100%	1 late transit vehicle per month
B	95.0 - 97.4%	2 late transit vehicles per month
C	90.0 - 94.9%	1 late transit vehicle per week
D	85.0 – 89.9%	No description available
E	80.0 – 84.9%	1 late transit vehicle per direction per week
F	< 80.0%	No description available

Table 12: Reliability Level of Service

Activity Center		Route Data	Count Data		On-Time Performance		LOS
From	To	Frequency (trips/h)	AVL/Manual	# Trips Counted	# Trips Counted	# of On-Time Trips	LOS
Sebastian Highlands	Sebastian Wal-Mart	1	Manual	5	4	100.0%	A
Sebastian Wal-Mart	Sebastian Highlands	1	Manual	5	4	100.0%	A
Original Town Vero Beach	Miracle Mile	1	Manual	5	6	100.0%	A
Miracle Mile	Original Town Vero Beach	1	Manual	5	6	100.0%	A
Original Town Vero Beach	Gifford	1	Manual	5	7	100.0%	A
Gifford	Original Town Vero Beach	1	Manual	5	7	100.0%	A
Miracle Mile	Gifford	1	Manual	5	6	100.0%	A
Gifford	Miracle Mile	1	Manual	5	6	100.0%	A
Indian River Mall	Original Town Vero Beach	1	Manual	5	4	100.0%	A
Original Town Vero Beach	Indian River Mall	1	Manual	5	2	100.0%	A
Indian River Mall	SR 60 West	1	Manual	5	4	100.0%	A
SR 60 West	Indian River Mall	1	Manual	5	2	100.0%	A
Indian River Medical Center	Original Town Vero Beach	1	Manual	5	4	100.0%	A
Original Town Vero Beach	Indian River Medical Center	1	Manual	5	2	100.0%	A
Indian River Medical Center	Downtown Vero Beach	1	Manual	5	6	100.0%	A
Downtown Vero Beach	Indian River Medical Center	1	Manual	5	6	100.0%	A

F. TRANSIT VERSUS AUTO TRAVEL TIME LOS

The last performance measure is the comparison of transit and auto travel times for the same trips. This measure was calculated by comparing auto travel times to the travel times calculated from the published GoLine bus schedule. Table 13 presents the criteria for this measure, while Table 14 provides the travel time LOS for bus service connecting the 16 trip origin-destination pairs.

Table 13: Transit versus Auto Travel Time Level of Service Criteria

LOS	Travel Time Difference (Min.)	Description
A	<=0	Faster by transit than auto
B	1 – 15	About as fast by transit than auto
C	16 – 30	Tolerable choice for transit riders
D	31 – 45	Round-trip at least one hour longer by transit
E	46 – 60	Tedious for all riders; may be the best possible for small systems
F	>60	Unacceptable to most transit riders

Table 14: Transit versus Auto Travel Time Level of Service

From	To	Transit (min)	Auto (min)	Difference (min)	LOS
Sebastian Highlands	Sebastian Wal-Mart	21	10	11	B
Sebastian Wal-Mart	Sebastian Highlands	21	7	14	B
Original Town Vero Beach	Miracle Mile	20	7	13	B
Miracle Mile	Original Town Vero Beach	22	5	17	C
Original Town Vero Beach	Gifford	43	10	33	D
Gifford	Original Town Vero Beach	37	8	29	C
Miracle Mile	Gifford	45	10	35	D
Gifford	Miracle Mile	37	10	27	C
Indian River Mall	Original Town Vero Beach	17	11	6	B
Original Town Vero Beach	Indian River Mall	17	9	8	B
Miracle Mile	Indian River Medical Center	30	6	24	C
Indian River Medical Center	Miracle Mile	22	6	16	C
Indian River Mall	SR 60 West	22	11	11	B
SR 60 West	Indian River Mall	30	11	19	C
Indian River Medical Center	Downtown Vero Beach	22	6	16	C
Downtown Vero Beach	Indian River Medical Center	28	6	22	C

The results of the analysis show that the GoLine performed well in the measures of average loading, reliability, and transit vs. auto travel time. The system did not perform well, from a TQOS perspective, in the measures of frequency, hours of service, and service coverage. FDOT is aware that transit agencies have limited resources to provide and enhance service. However, in the same manner that roads performing at LOS F receive higher priority for improvements, those areas that perform poorly in transit will also receive future priority for improvement. Table 15 below shows the number of measures recorded for each LOS for the 16 activity center pair combinations. Table 16 shows the summary results from the template spreadsheet.

Table 15: Measures Recorded for TQOS using Activity Center Pairs

LOS	Frequency	Hours of Service	Average Loading	Reliability	Transit vs Auto Travel Time
A	0	0	14	16	0
B	0	0	0	0	6
C	0	0	2	0	8
D	0	0	0	0	2
E	14	16	0	0	0
F	2	0	0	0	0

Table 16: Summary Level of Service

From Activity Center	To Activity Center	Frequency	Hours of Service	Travel Time	Average Loading	Reliability
Sebastian Highlands	Sebastian Wal-Mart	E	E	B	A	A
Sebastian Wal-Mart	Sebastian Highlands	E	E	B	A	A
Original Town Vero Beach	Miracle Mile Shopping Plaza	E	E	B	B	A
Miracle Mile Shopping Plaza	Original Town Vero Beach	E	E	C	B	A
Original Town Vero Beach	Gifford	E	E	D	A	A
Gifford	Original Town Vero Beach	E	E	C	A	A
Miracle Mile Shopping Plaza	Gifford	E	E	D	A	A
Gifford	Miracle Mile Shopping Plaza	E	E	C	A	A
Indian River Mall	Original Town Vero Beach	D	E	B	A	A
Original Town Vero Beach	Indian River Mall	D	E	B	A	A
Indian River Mall	SR 60 West	E	E	C	A	A
SR 60 West	Indian River Mall	E	E	C	A	A
Indian River Medical Center	Original Town Vero Beach	E	E	B	A	A
Original Town Vero Beach	Indian River Medical Center	E	E	C	A	A
Indian River Medical Center	Downtown Vero Beach	E	E	C	A	A
Downtown Vero Beach	Indian River Medical Center	E	E	C	A	A