

**FEDERAL TRANSIT ADMINISTRATION**

**TITLE VI UPDATE**

**2024 - 2026**

**PINELLAS SUNCOAST TRANSIT AUTHORITY  
3201 SCHERER DRIVE  
ST. PETERSBURG, FLORIDA 33716**

**October 2023**



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## INTRODUCTION

The Pinellas Suncoast Transit Authority (PSTA), as the public transit provider in Pinellas County, is required to submit to the Federal Transit Administration (FTA) a Title VI update that documents the level and quality of transit service provided for minority and low-income areas, pursuant to Title VI of the Civil Rights Act of 1964, as amended. This report is submitted every three years and is intended to demonstrate compliance with Title VI requirements that preclude discrimination in the provision of transit service and transit-related amenities.

The purpose of this plan is to assure that no persons, on the grounds of race, color, or national origin, is excluded from participating in, denied the benefits of, or subjected to discrimination under any program or activity receiving Federal financial assistance from FTA. This report will provide a level of service analysis for PSTA comparing minority and non-minority Census tract samples and low income and non-low-income Census tract samples in order to assess PSTA's conformance with Title VI.

Although challenges have been encountered due to current economic conditions, funding constraints, and other externalities, PSTA's vision remains to continue to provide efficient transit service throughout the county in concert with the community vision.

## POLICY STATEMENT

As a major provider of public transportation whose employees have extensive daily contact with the public, PSTA recognizes its responsibility to the community it serves and is committed to a policy of nondiscrimination. PSTA works to ensure non-discriminatory transportation in support of its mission to provide effective, coordinated, and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Pinellas County citizens.

In compliance with Title VI of the Civil Rights Act of 1964, PSTA prohibits discrimination on the basis of race, color, or national origin in its programs and activities receiving Federal financial assistance. Specifically, Title VI provides that *"no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance"* (42 U.S.C. § 2000d).

FTA issues additional guidance and instruction for complying with the Title VI regulations in circular FTA C 4702.1B. This circular states the purposes of the Title VI program:

- a) *Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;*

- b) Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;*
- c) Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.*

The Environmental Justice component of Title VI guarantees fair treatment for all people and requires PSTA 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 that PSTA provides. Environmental Justice principles require PSTA:

- a) To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.*
- b) To ensure the full and fair participation by all potentially affected communities in transportation decision-making process.*
- c) To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.*

Patricia Collins, Director of Human Resources and EEO officer, has been designated as PSTA's Civil Rights Officer, responsible for civil rights compliance and monitoring to ensure the non-discriminatory provision of transit services and programs. In addition, James Phillips, Transit Planner, and Jacob Labutka, Planning Manager, are responsible for implementing all aspects of the Title VI Program. However, along with the Chief Executive Officer, all directors, managers, and their staff share in the responsibility for making PSTA's Title VI Program a success. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by PSTA in its financial assistance agreements with the U.S. Department of Transportation (DOT).

## TITLE VI PROGRAM CHECKLIST

The following checklists identify the Title VI Program reporting requirements, as described in FTA Circular 4702.1B with the associated page numbers from this report that address those requirements. The first checklist applies to all recipients of Federal funding assistance, while the second checklist refers to all fixed-route transit providers operating 50 or more fixed-route vehicles in peak service and located in an urbanized area of 200,000 or more in population.

### *Checklist for all Recipients:*

#### **1. Title VI Notice to the Public**

Requirement: Submit a copy of the Title VI Notice to the Public, including a list of locations where the notice is posted.

Title VI Plan: Page 6

#### **2. Title VI Complaint Procedures**

Requirement: Submit a copy of the Pinellas Suncoast Transit Authority procedures for filing a Title VI complaint.

Title VI Plan: Page 8

#### **3. Title VI Complaint Form**

Requirement: Submit a copy of the Pinellas Suncoast Transit Authority form for filing a Title VI complaint.

Title VI Plan: Page 8

#### **4. Record of Transit-Related Title VI Investigations, Complaints, and Lawsuits**

Requirement: Submit a list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submittal.

Title VI Plan: Page 8

#### **5. Public Participation Plan**

Requirement: Submit information about outreach methods to engage minority and Limited English Proficiency (LEP) populations and a summary of outreach efforts made since the time of the last submittal.

Title VI Plan: Page 9

#### **6. Language Assistance Plan**

Requirement: Submit a copy of the agency's plan for providing language assistance to LEP persons, which is based on the Department of Transportation LEP guidance.

Title VI Plan: Page 13

#### **7. Minority Board Representation**

Requirement: Submit a table depicting the membership of non-elected committees and councils broken down by race and a description of the process the agency uses to encourage the participation of minorities on such committees.

Title VI Plan: Page 18

**8. Subrecipient Compliance with Title VI**

Requirement: Submit a description of how the agency monitors its subrecipients for compliance with Title VI and a schedule of subrecipient Title VI program submissions.

Title VI Plan: Page 19

**9. Title VI Equity Analysis for Facilities**

Requirement: Submit a Title VI Equity Analysis if the recipient has constructed a facility (vehicle storage facility, maintenance facility, operation center, etc.) since the time of the last submittal.

Title VI Plan: Page 19

**10. Board Approval of Title VI Documentation**

Requirement: Submit a copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or officials responsible for policy decisions reviewed and approved the Title VI Program.

Title VI Plan: Page 20

***Checklist for Transit Providers Operating 50 or More Fixed-Route Vehicles in Peak Service and Located in an Urbanized Area of 200,000 or More in Population:*****1. Service Standards**

Requirement: Submit the agency's system-wide service standards by mode for vehicle load, vehicle headway, on-time performance, and service availability.

Title VI Plan: Page 21

**2. Service Policies**

Requirement: Submit the agency's system-wide policies by mode for distribution of transit amenities and vehicle assignment.

Title VI Plan: Page 21

**3. Demographic Analysis**

Requirement: Submit a demographic analysis of the transit provider's service area, including demographic maps and charts.

Title VI Plan: Page 21

**4. Customer Demographics and Travel Patterns**

Requirement: Submit passenger demographic data and travel patterns collected from passenger surveys.

Title VI Plan: Page 26

**5. Monitoring Program**

Requirement: Submit the results of the monitoring program of service standards and policies and any action taken to verify Board approval of the monitoring results.

Title VI Plan: Page 27

**6. Major Service Policy**

Requirement: Submit a description of the public engagement process for setting the “major service change policy” and disparate impact policy, with verification of Board approval of those policies.

Title VI Plan: Page 33

**7. Equity Analysis**

Requirement: Submit the results of any equity analysis for any major service changes and/or fare changes implemented since the last Title VI Program submission, with verification of Board approval of the equity analysis for any service or fare changes.

Title VI Plan: Page 34



## SECTION 1 – GENERAL REPORTING REQUIREMENTS

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

### 1-1. TITLE VI NOTICE TO THE PUBLIC

*Requirement: Submit a copy of the Title VI Notice to the Public, including a list of locations where the notice is posted.*

PSTA's Notice to the Public (see text below) informing them of their rights under Title VI of the Civil Rights act is posted in English and Spanish on all buses throughout the fleet. It is also posted in the PSTA lobby. A copy of the notification is available on our website, [www.psta.net/title6.php](http://www.psta.net/title6.php).

### **PINELLAS SUNCOAST TRANSIT AUTHORITY OBJECTIVES/POLICY STATEMENTS (42 U.S.C. 2000d) TITLE VI OF THE CIVIL RIGHTS ACT TO ALL PSTA EMPLOYEES AND THE SERVICE COMMUNITY**

As a major provider of public transportation whose employees have extensive daily contact with the public, the Pinellas Suncoast Transit Authority (PSTA) recognizes its responsibility to the community it serves and is committed to a policy of nondiscrimination. PSTA works to ensure nondiscriminatory transportation in support of our mission to provide effective, coordinated, and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Pinellas County citizens.

In compliance with Title VI of the Civil Rights Act of 1964, PSTA prohibits discrimination on the basis of race, color, age, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d)

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for PSTA 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 PSTA provides.

Environmental Justice Principles are:

- a) To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
- b) To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process;
- c) To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations

Patricia Collins, Director of Human Resources and EEO officer, has been designated as PSTA's Civil Rights Officer, responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs. In addition, James Phillips, Transit Planner, and Jacob Labutka, Planning Manager, are responsible for implementing all aspects of the Title VI Program. However, along with the Chief Executive Officer, all Directors, Managers, and their staff share in the responsibility for making PSTA's Title VI Program a success. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by PSTA in its financial assistance agreement with DOT.

To request a copy of this agency's Title VI program contact PSTA. Any person who believes they have been discriminated against under Title VI has the right to file a formal complaint within 180 days of the alleged discrimination. Individuals and organizations may file a complaint with Pinellas Suncoast Transit Authority by contacting PSTA or obtaining the complaint form from:

<https://www.psta.net/contact-us/about-title-vi/> .

The form should be completed, signed, and sent to:

**Planning Department**  
**Pinellas Suncoast Transit Authority**  
**3201 Scherer Drive**  
**St. Petersburg, FL 33716**  
**Email:** [Title6Coordinator@psta.net](mailto:Title6Coordinator@psta.net)  
**Phone:** (727) 540-1800

Individuals or organizations with questions, comments, or for more information may contact PSTA at the above address.

Persons may also file a complaint with the Federal Transit Administrator's Office of Civil Rights by obtaining the complaint form from:

[http://www.fta.dot.gov/civilrights/12328\\_5104.html](http://www.fta.dot.gov/civilrights/12328_5104.html).

**1-2. TITLE VI COMPLAINT PROCEDURES**

*Requirement: Submit a copy of the Pinellas Suncoast Transit Authority procedures for filing a Title VI complaint.*

In ensuring that no person is excluded from participation in, or denied the benefits of, its transit program, policy or activity on the basis of race, color or national origin, PSTA has developed procedures for investigating and tracking Title VI complaints, as shown in Appendix E. The complaint procedures provide instructions on how persons may file a Title VI complaint in the event they have been discriminated against.

Any person who believes that they have been discriminated against under Title VI has the right to file a formal complaint within 180 days of the alleged discrimination. Individuals and organizations may file a complaint with PSTA by obtaining the complaint form from PSTA (see Appendix E).

**1-3. TITLE VI COMPLAINT FORM**

*Requirement: Submit a copy of the Pinellas Suncoast Transit Authority form for filing a Title VI complaint.*

A copy of PSTA's Title VI complaint form is provided in Appendix E. Copies of the form may be obtained from PSTA.

**1-4. RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

*Requirement: Submit a list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submittal.*

	Date of Complaint	Summary (include basis of complaint: race, color or national origin)	Status	Action(s) Taken
<b>Complaints</b>				
1.	9/1/2021	Complainant alleged being kicked out of a bus terminal on the basis of race/national origin	Closed	Complainant did not answer the phone when a follow up inquiry was conducted. PSTA conducted an investigation of the incident and found no

				supporting information.
2.	2/9/2022	Complainant alleged discrimination from a bus driver due to not wearing a mask and on the basis of race/national origin	Closed	Complainant did not answer the phone when a follow up inquiry was conducted. PSTA conducted an investigation of the incident and found no supporting information.
3.	8/1/2023	Complainant alleged discrimination/ harassment on the basis of race/national origin from staff & bus drivers at bus terminal	Closed	Complainant did not answer the phone when a follow up inquiry was conducted. PSTA conducted an investigation of the incident and found no supporting information.
<b>Lawsuits</b>				
1.	1/25/2023	Complainant alleged racial discrimination from a bus driver	This matter is currently in litigation.	PSTA conducted an investigation of the incident; complainant filed a lawsuit in March 2023. PSTA provided relevant video evidence to state attorney's office.

#### 1-5. PUBLIC PARTICIPATION PLAN

*Requirement: Submit information about outreach methods to engage minority and Limited English Proficiency (LEP) populations and a summary of outreach efforts made since the time of the last submittal.*

PSTA has an ongoing outreach program that it implements on an annual basis. Ongoing outreach is augmented by recurring public outreach activities in support of specific projects. Since the last Title VI Program Update in 2020, PSTA has implemented the SunRunner BRT service, which is PSTA's first BRT route. PSTA conducted significant outreach for that project to teach the community about this new

service. PSTA conducted a TOD planning and business assistance study with a significant outreach component, including targeted outreach to minority and LEP populations and businesses.

PSTA also continued to conduct outreach associated for its innovative mobility programs, including the Mobility on Demand program for paratransit service customers (door-to-door trips on demand without reserving in advance) and the TD Direct Connect program (higher subsidy of \$9 for rides to or from designated bus stops) for riders in the Transportation Disadvantaged (TD) program.

The PSTA public engagement team conducts route specific outreach and rider surveys on PSTA buses and at PSTA transit centers and terminals for major service adjustments involving significant route changes.

Within the last 3 years, PSTA has conducted How-to-Ride presentations in high minority and LEP communities in coordination with social service providers and advocacy groups such as the Homeless Leadership Alliance, Hispanic Outreach Center, Juvenile Welfare Board, Rainbow Village, and the Boley Centers. PSTA participates in community events across Pinellas County, providing information about mobility programs in addition to fixed route bus service.

- **Ongoing Outreach**
  - **Community Presentations and Local Public Involvement Programs:** Planning/outreach staff provides special presentations to various groups in the community with respect to PSTA service and programs. Life skills presentations for bus travel are provided, particularly for supported employment and rehabilitation programs.
  - **Universal & Corporate Pass Program:** Beginning in 2014, PSTA began working with various partners in the implementation of the Universal Pass Program (UPASS). In this program, PSTA charges an employer or institution a negotiated rate for the entire year allowing employees or students to use an ID badge as their transit pass.
  - **Speakers Bureau “How-to-Ride” Service:** The PSTA Public Engagement staff offers presentations to community groups regarding the role of PSTA as a transportation provider, route and schedule information, and fare options. With the How-to-Ride program, new riders are escorted on a complete round-trip that includes route schedules, fare information, and travel tips.
  - **Travel Training Program:** Travel training is offered by PSTA to persons with disabilities so they can gain the skills, knowledge, and confidence necessary for independent travel. PSTA staff serves in the capacity as travel trainer and works with individuals as they learn to navigate the regular bus system. New communication systems are also available for low vision, blind, and deaf-blind passengers to assist with identifying bus routes. Using the Bus Identifier Kit, passengers can prepare a hand-held sign with the number of the bus route on which they want to travel. Use of this kit alerts the bus operator as to the specific bus

route the waiting passenger wishes to board. Development of this program included assistance from local disability groups and organizations. These organizations also refer passengers to PSTA for travel training.

- **Transit Riders Advisory Committee (TRAC):** The TRAC is composed of transit riders, defined as using transit at least two days per week. The TRAC helps PSTA improve transit services and programs by advising PSTA's transit staff, Board of Directors, and the Board's Planning Committee. The committee's role is to provide suggestions regarding issues relating to the quantity and quality of fixed-route and paratransit services.
- **Metropolitan Planning Organization (MPO) Committee Outreach Cooperation:** Staff regularly attends the monthly meeting of Forward Pinellas (the MPO for Pinellas County) and the following Forward Pinellas sub-committees to provide updates on PSTA plans and activities:
  - Bicycle Pedestrian Advisory Committee (BPAC),
  - Local Coordinating Board (LCB),
  - Planners Advisory Committee (PAC),
  - Citizens Advisory Committee, and
  - Technical Coordinating Committee (TCC).
- **PSTA Web Page:** PSTA.net handles more than 1.5MM hits per year. The site is regularly updated with passenger information, minutes of the monthly Board meeting, special events, employment opportunities, planning documents, and financial reports. Surveys also have been provided where the public can provide feedback on proposed service modifications and route performance. Trip planning is also now available 24 hours a day, 7 days a week through the PSTA website or by using Google Transit or Transit app, and PSTA has extended web access to its services via a number of social networking websites including Facebook, Twitter, Instagram, YouTube, Blogs, and LinkedIn.
- **Social Media:** PSTA engages with passengers and other members of the public via social media on Twitter, Facebook, Instagram, YouTube, Blogs, and LinkedIn. At the end of September 2023, PSTA had 4,099 Twitter followers, 12,900 Facebook Fans, 3,621 Instagram followers, 794 YouTube followers, and 2,410 LinkedIn Followers. PSTA has provides online service alerts through Transit app and Twitter (@pstaaalerts) designed to provide quick alerts, detours, and updates on PSTA's bus services system-wide.
- **Service Requests and Programmed Service Improvements:** The PSTA website is designed to accept requests for new and improved transit services from passengers. Each request is reviewed by staff and a written or verbal response is provided to the passenger. Requests can also be made via Customer Service during business hours or by regular mail.
- **Public Comment Opportunities:** Each PSTA Board meeting includes an open forum where comments are received with respect to discussion topics not on the Board Agenda. Before the Board votes on any action item, public input is also solicited. A public hearing requires 15 days public notice. The timing and number of public hearings required for particular actions is detailed in PSTA's Rules and Regulations found in Appendix F. Actions that

require public hearings include fare changes, system-wide service changes, budget approvals, and non-system-wide service changes that affect more than 25 percent of the transit route miles, revenue vehicle miles, or ridership.

- **Schedule Outlets:** The PSTA Customer Service Department serves 56 locations by providing route schedules and system maps. These locations include welcome centers, governmental offices, tourist attractions, and living centers.
- **Bus Information:** Each bus has interior advertising cards that address topics such as passenger seating and assistance, fares, the Emergency Ride Home Program, service improvements, and PSTA Board meetings.
- **Customer Service:** The PSTA information line (InfoLine) receives more than 1,246 calls per week Monday through Saturday, and more than 427 calls on Sundays. Customer service personnel staff offices at Park Street Terminal, Grand Central Station, Pinellas Park Transit Center, and PSTA Admin Offices where bus passes are sold, route and schedule information are available, and assistance is provided for passenger questions and concerns. Customer service representatives can assist customers in English or Spanish.



PSTA Customer Service Representatives

- **Community Programs:** Staff participates in education programs, including new rider assistance for supported employment and social service programs.
- **Bus Operations:** Each bus operator receives customer service training and uses a form known as “From the Driver Seat.” This form provides an opportunity to document passengers’ complaints, concerns, or requests, as well as issues that arise during daily service provision (e.g., proposed passenger amenities, damaged bus stops, additional areas of concern, etc.). Supervisors review these forms and forward to the appropriate person or department for further review, investigation, and action.
- **Surveys:** PSTA uses surveys as a tool to collect and analyze commuter behavior, comments and suggestions about services and programs provided by PSTA. Surveys are conducted in person on bus routes, at transfer centers, at community outreach events, and via survey monkey with links to the surveys distributed by text message, social media, email, and the PSTA website. Through these methods, PSTA aims to reach as broad of audience as possible. PSTA evaluates the demographics of survey respondents to ensure they are representative of PSTA’s ridership.

- **Outreach Exhibits:** PSTA participates in various community events with PSTA staffing a table/booth where they can to engage with interested citizens in one-on-one discussion. Staff share information about PSTA services, specific programs/projects, answer questions, distribute promotional giveaways, and encourage follow-up how-to ride training sessions, as appropriate.
- **Marketing Materials:** PSTA has several marketing materials such as brochures, schedules, factsheets, palm cards, and promotional giveaways to promote programs.
- **Media Outreach:** PSTA routinely issues press releases and shares information on new programs with the media to help expand the reach to a broader market.
- **Staff Events:** Outreach staff conducts “in-reach” to educate PSTA front-line employees such as bus operators and customer service representatives about new services and programs and how to use them so that they can in turn educate and inform riders.

#### **Title VI Program Update Public Notice**

For the Title VI Program Update required every three years by FTA, PSTA will include the document on the agenda of a regularly scheduled public meeting and publicize the meeting in its normal fashion. PSTA will also seek approval from its Board of Directors during a regularly scheduled meeting that was publicized in its normal fashion.

#### **Major Service Change Public Notice**

PSTA’s policy requires that any time a fare increase or Major Service Change that results in a 25% of more decrease of the transit route miles, revenue miles or ridership, a public hearing is required. Prior to the public hearing, PSTA will make its equity analysis available to the public. Notice for the public hearing will be provided in accordance with Section 2.10B of PSTA’s Rules and Regulations (provided in Appendix F).

### **1-6. LANGUAGE ASSISTANCE PLAN**

*Requirement: Submit a copy of the agency’s plan for providing language assistance to LEP persons, which is based on the Department of Transportation LEP guidance.*

#### **LANGUAGE ASSISTANCE PLAN**

PSTA has completed the following language assistance assessment and gathered data to gain an understanding of the use of public transportation by LEP persons in Pinellas County.

- **Factor 1:** The number and proportion of LEP persons served or encountered in the eligible service population.



- **Factor 2:** The frequency with which LEP individuals come into contact with the transit agency's programs, activities, and services.
- **Factor 3:** The importance to LEP persons of the transit agency's programs, activities, and services.
- **Factor 4:** The resources available to the grant recipient and costs.

The following LEP implementation plan is based upon the aforementioned needs assessment and includes LEP outreach tasks identified through the four-factor analysis that was performed by PSTA.

**Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population.**

The number and proportion of LEP persons within the PSTA service area was assessed using the 2017-2021 American Community Survey (ACS) estimates. The 2017-2021 ACS data was reviewed to determine the number of people who speak English "very well" and "less than very well" for each Block Group within the PSTA service area. As seen in Table 1, 5.22 percent of the total population above five years old within PSTA's service area is LEP, with 2.49 percent of the total population above five years old being Spanish LEP.

**Table 1: Summary of LEP Persons within the PSTA Service Area**

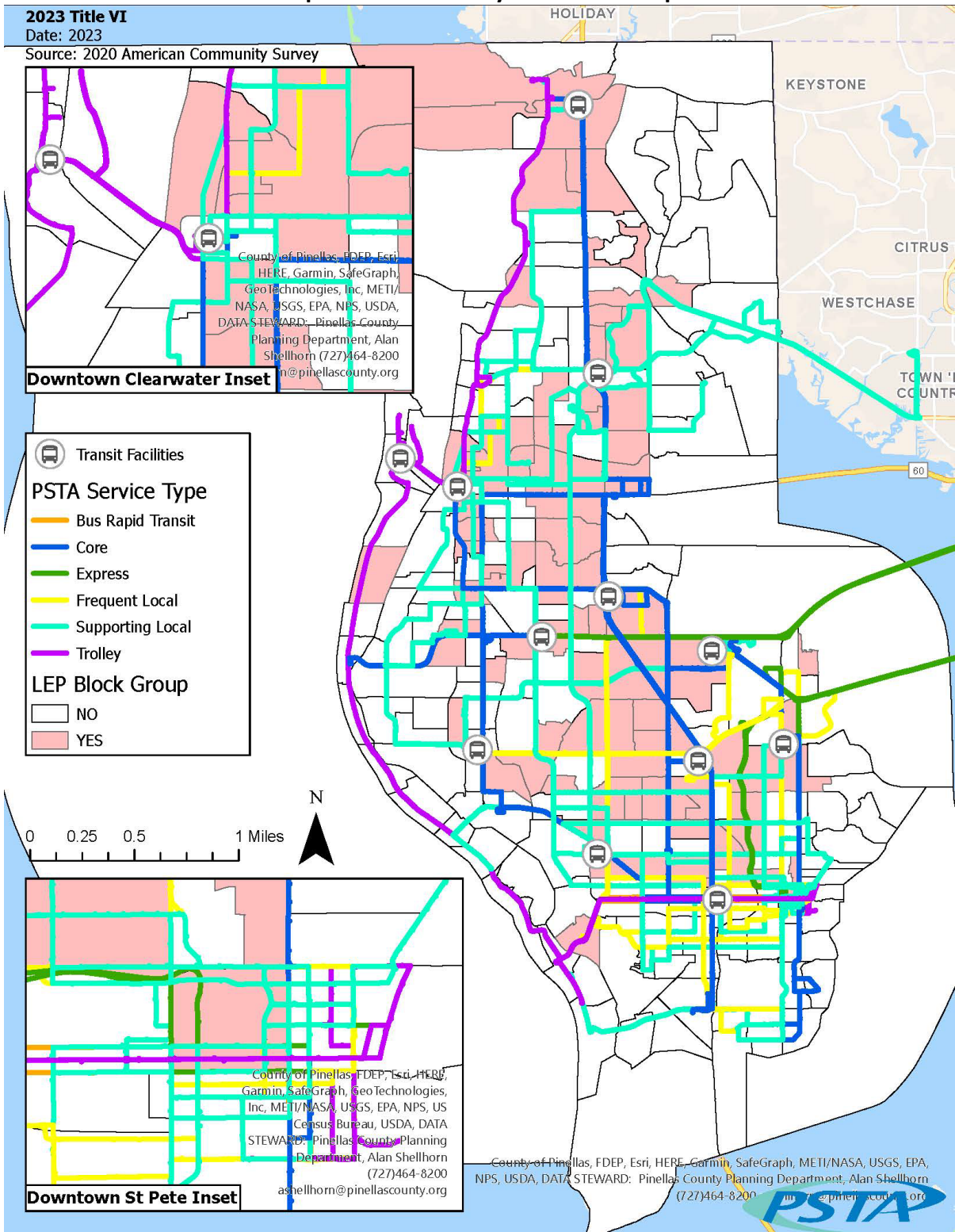
LEP Category	Population	% of Total Population
Spanish	22,895	2.49%
Other	25,053	2.73%
<b>Total LEP</b>	<b>47,948</b>	<b>5.22%</b>
<b>Total</b>	<b>917,785</b>	<b>100.00%</b>

*Source: 2017-2021 American Community Survey Five-Year Estimates*

The geographic boundaries of the PSTA service area and the existing routes, transit hubs, major transfer centers, and regional malls are presented in Map 1. All Block Groups with an LEP population percentage above the Pinellas County average (5.22%) are depicted in green. Appendix C, Table C-1 provides additional details about the LEP distribution by block group.

Table 2 presents a list of community organizations that serve LEP persons within the PSTA service area. These organizations have the ability to confirm the statistical analysis completed using Census data and also provide information that may not have been collected by the U.S. Census Bureau.

Map 1: Pinellas County LEP Block Groups



**Table 2: Community Organizations Serving LEP Persons**

LEP Category
Pinellas County Schools
Rotary
Kiwanis
Council of Neighborhood Associations
Various veteran groups
Various retirement/senior communities
Community Centers (such as Enoch Davis)
Libraries
Senior Centers
County and Municipal Governments
Community Groups such as the Greater Ridgecrest
Area Youth Development Initiative
Hispanic Outreach Center
The Salvation Army
Advocacy organizations for the handicapped (such as AFIRE and PAR)
The Urban League
Law Enforcement, Fire and Emergency Response organizations
Juvenile Welfare Board
Environmental Advocacy Groups
Cycling Advocacy organizations
Local Planning organizations
Hospitals
Hospice
Medical Facilities
Educational institutions of all levels

*Source: Manual de Recursos for all Spanish organizations*

In addition to Census data and community organizations, an effort will continue to be made to gather statistics from Pinellas County Schools regarding the total number of students enrolled in English for Speakers of Other Languages (ESOL) classes. During the 2018-19 school year, 7.6 percent of Pinellas County students were considered LEP students. See Table 3.

**Table 3: Percentage of Limited English Proficiency Students within Pinellas County Schools**

Total PCS Student Population	Total LEP Student Population	Percentage of LEP Students
101,427	7,735	7.6%

*Source: Pinellas County School Board, 2019*

Factor 2: The frequency with which LEP individuals come into contact with the transit agency's programs, activities, and services.

In order to understand the frequency with which LEP individuals come into contact with transit agency services, PSTA reviewed the number of surveys returned in Spanish or other language during their last on-board survey in 2018. Of the 5,890 surveys returned with this data, 158 surveys or 2.7 percent were returned in Spanish or other languages. See Table 4. This gives a rough idea of the number of LEP individuals using PSTA services, at least those who speak Spanish or other language.

**Table 4: Percentage of On-Board Spanish and other language Version Surveys Returned**

Total On-Board Respondents	Spanish or other language Surveys Returned	Percentage of Spanish or other language Surveys Returned
5,890	158	2.7%

*Source: PSTA 2023 On-Board Survey*

Factor 3: The importance to LEP persons of the transit agency's programs, activities, and services.

PSTA recognizes the importance of providing public transportation to LEP persons and the consequences associated with language barriers. PSTA understands that barriers limiting a LEP person's ability to effectively use public transportation can limit his or her ability to obtain healthcare, education, or employment, and as such, has determined that providing meaningful LEP services is crucial.

Factor 4: The resources available to the grant recipient and costs.

Given PSTA's understanding of the importance of language assistance to those who need it, PSTA has undertaken several activities to assist LEP individuals. Due to the predominance of the LEP population being Spanish speaking, PSTA has put more resources into Spanish-language resources than other languages.

Language assistance measures identified through the application of the four-factor framework include the following:

- **Printed Materials:** To accommodate Spanish-speaking residents, the system map, fare brochure, and on-board surveys are translated into Spanish as needed. In addition, the website, system maps, fare brochures, on-board surveys, and public notices are translated into Spanish.
- **Google Translate:** Currently, the PSTA website provides all direct website information in 80 different languages using the Google Translator plugin.
- **Customer Service Representatives:** PSTA currently provides bilingual Customer Service (both call center and transit center booths) and front desk reception to accommodate the high number of Spanish LEP customers and residents in Pinellas County.

- **Show Me Program:** PSTA continues to participate in the “Show Me” program, which partners with organizations that cater to non-English speaking residents. The “Show Me” program coordinates a translator for residents needing a translator for less commonly spoken languages.
- **Language Line:** PSTA maintains a contract with Language Line, which provides several language translation services for PSTA. PSTA staff received an initial training from Language Line staff to learn how to utilize the following services:
  - LEP riders who call the customer service center can speak with a CSR with the assistance of a Language Line team members who can provide translation services in the needed language. The availability of this service is advertised at several transfer stations.
  - PSTA works with LanguageLine to translate vital documents into Spanish.

PSTA cannot precisely calculate the cost for all of these activities due to the integrated nature of these services. PSTA’s executed an initial contract with Language Line for \$30,000.

#### **1-7. MINORITY BOARD REPRESENTATION**

*Requirement: Submit a table depicting the membership of non-elected committees and councils broken down by race and a description of the process the agency uses to encourage the participation of minorities on such committees.*

PSTA’s Board of Directors is composed of elected and/or appointed officials. The selection process by which a member comes to serve on the Board is not under the control of PSTA and therefore the races of those members are not reported here.

PSTA’s Transit Riders Advisory Committee consists of a cross section of riders who live throughout the County. The purpose of the Committee is to provide insight and recommendations to the PSTA Board of Directors and its committees (as appropriate) on operational and transit service issues. The Committee is comprised of members from the public. In selecting members, PSTA considers both racial and geographic diversity to ensure the committee is representative of Pinellas County based on the most recent United States Census Data.

Committee members will:

1. Provide knowledge of the transit system and related overall community needs and values;
2. Provide comments on capital and operating projects based on their knowledge and use of public transit;
3. Promote better public dissemination of general information about PSTA;
4. Provide insight on various planning efforts (such as the PSTA Transit Development Plan; and new programs such as Direct Connect).

The representation consists of 13 transit users (defined by at least two (2) trips per week) selected to reflect the diversity and geographic distribution of county residents:

- Two representatives from North County, three from Mid-County, three from South County and one from the Beach Communities
- One DART user
- One student
- One professional in the field of engineering, architecture, planning, legal business, finance, environmental, marketing or public relations, or similar.

The racial composition of this committee is shown in Table 5. PSTA will aim to recruit new members so the committee better reflects the racial composition of Pinellas County.

**Table 5: Transit Riders Advisory Committee (TRAC) Racial Composition<sup>1</sup>**

	WHITE	AFRICAN AMERICAN	HISPANIC	OTHER
<b>Population of Pinellas County</b>	72.9%	10.1%	10.2%	6.8%
<b>Transit Riders Advisory Committee</b>	12 (92%)	1 (8%)	0 (0%)	0 (0%)

*Source: 2017-2021 American Community Survey Five-Year Estimates, PSTA 2023*

#### **1-8. SUBRECIPIENT COMPLIANCE WITH TITLE VI**

*Requirement: Submit a description of how the agency monitors its subrecipients for compliance with Title VI and a schedule of subrecipient Title VI program submissions.*

PSTA is currently not responsible for any subrecipient reporting.

#### **1-9. FACILITY CONSTRUCTION EQUITY ANALYSIS**

*Requirement: Submit a Title VI Equity Analysis if the recipient has constructed a facility (vehicle storage facility, maintenance facility, operation center, etc.) since the time of the last submittal.*

PSTA is in the design phase of the Clearwater Multimodal Transportation Center. See Appendix H for the results of that facility equity analysis.

**1-10. BOARD APPROVAL**

*Requirement: Submit a copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or officials responsible for policy decisions reviewed and approved the Title VI Program.*

PSTA approved the 2024 Title VI Program Update at its board meeting in October 2023.  
The minutes are attached in Appendix G.

## SECTION 2 – TRANSIT AGENCY REQUIREMENTS

Chapter IV of FTA Circular 4702.1B provides program-specific guidance for recipients that operate 50 or more fixed-route vehicles in peak service and are located in an Urbanized Area of 200,000 or more in population. These program-specific requirements should be followed in addition to the general reporting requirements outlined previously. The following information addresses Title VI program-specific requirements as described in FTA Circular 4702.1B.

### 2-1 SYSTEM-WIDE SERVICE STANDARDS

*Requirement: Submit the agency's system-wide service standards by mode for vehicle load, vehicle headway, on-time performance, and service availability.*

PSTA's service standards related to vehicle load, vehicle headway, on-time performance, and service availability are provided in Appendix B.

### 2-2 SYSTEM-WIDE SERVICE POLICIES

*Requirement: Submit the agency's system-wide policies by mode for distribution of transit amenities and vehicle assignment.*

PSTA's service policies related to the distribution of transit amenities and vehicle assignment are provided in Appendix B.

### 2-3 DEMOGRAPHIC ANALYSIS

*Requirement: Submit a demographic analysis of the transit provider's service area, including demographic maps and charts.*

Transit providers in metropolitan areas that receive FTA capital, operating, or planning assistance are required to prepare specific demographic and service profile maps and charts. This information is to be updated at least every three years based upon the most recent U.S. Census data. The 2015-2021 ACS was used to map the minority and low-income<sup>2</sup> populations throughout the PSTA service area.

#### MINORITY POPULATIONS

According to the 2017-2021 ACS five-year estimates, the total population of Pinellas County is 957,989. Approximately 73 percent of the population is White, 10.1 percent is African-American, 10.2 percent Hispanic, and the remaining 6.8 percent represents other minority groups, see Figure 3 below.

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<sup>2</sup> Low-income is defined as the population below 100% of the federal poverty level as estimated in the 2017-2021 American Community Survey.



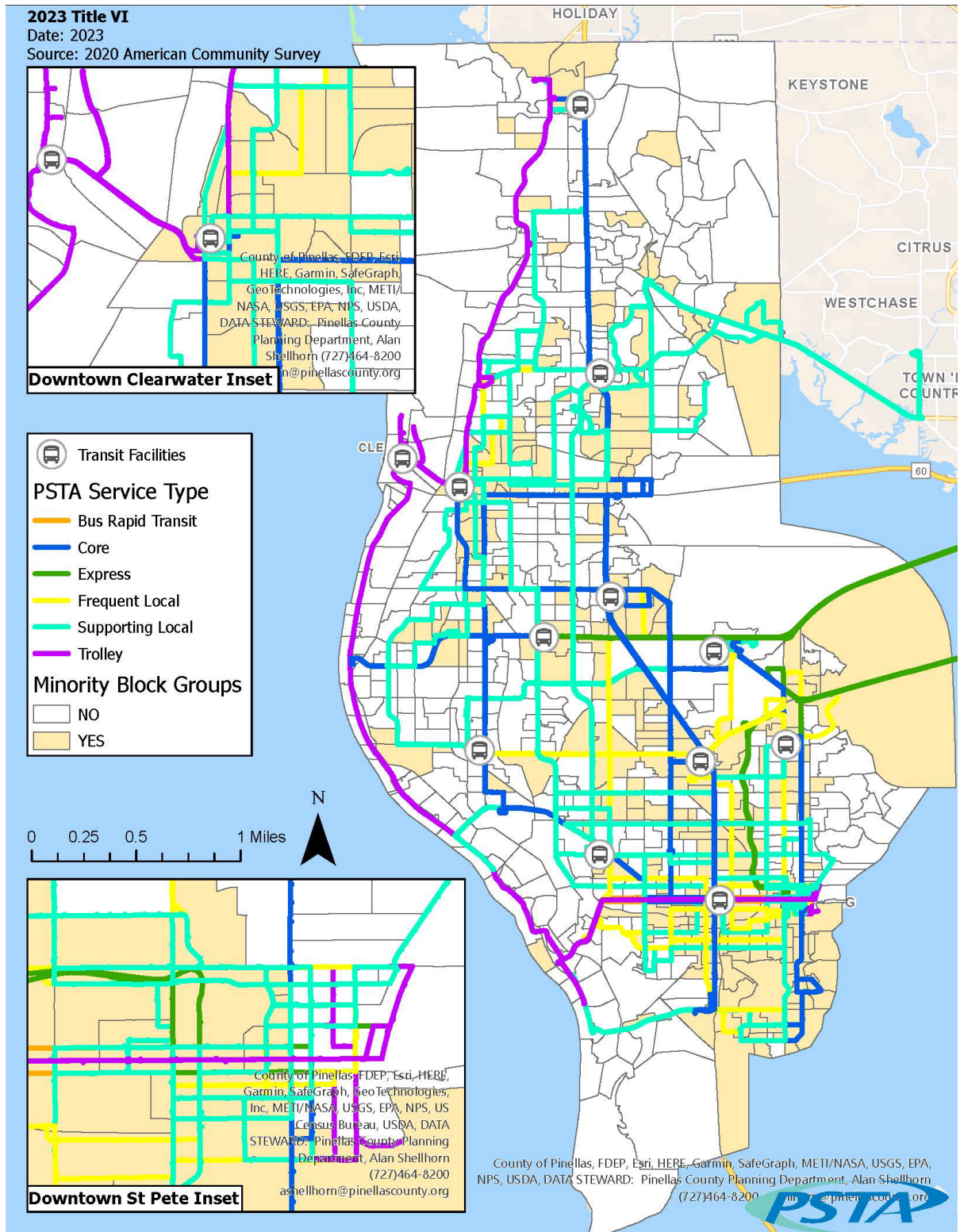
**Table 6: Pinellas County Population - Racial Distribution (2017-2021 ACS 5-year estimates)**

<b>Race</b>	<b>Population</b>	<b>Percent of Total Population</b>
<b>White</b>	697,923	72.9%
<b>Hispanic/Latino</b>	97,523	10.2%
<b>African American</b>	96,290	10.1%
<b>Native American</b>	1,511	0.2%
<b>Asian</b>	33,042	3.4%
<b>Pacific Islander</b>	740	0.1%
<b>Other</b>	3,718	0.4%
<b>Two or More Races</b>	27,242	2.8%
<b>Total Minority</b>	260,066	27.1%
<b>Total Population</b>	<b>957,989</b>	<b>100.00%</b>

Map 2 identifies Census block groups in Pinellas County, as well as existing transit routes, transit facilities, and major activity centers. Map 2 shows minority designations at the Census block group level using 2017-2021 ACS data from the US Census Bureau. A block group is identified as a minority block group when the percentage of minority people living in that block group exceeds the average minority population for the county (27.1%).

There are 277 minority Census block groups in Pinellas County. Collectively, these minority Census block groups comprise 38 percent of the 735 total Census block groups in Pinellas County. A detailed list of all Pinellas County minority Census block groups can be found in Appendix D, Table D-1.

Map 2: Pinellas County Minority Census Block Groups



## LOW-INCOME POPULATIONS

A similar analysis was conducted for low-income populations. Table 7 provides a summary of the low-income population (persons) in Pinellas County while Map 3 displays them. Block groups in Pinellas County were identified as low income if they had a percent of low-income people above the County average of 11.5 percent. Appendix B, Table B-5 and Figure B-1, present household income distribution based on PSTA's 2013 On-Board Survey data.

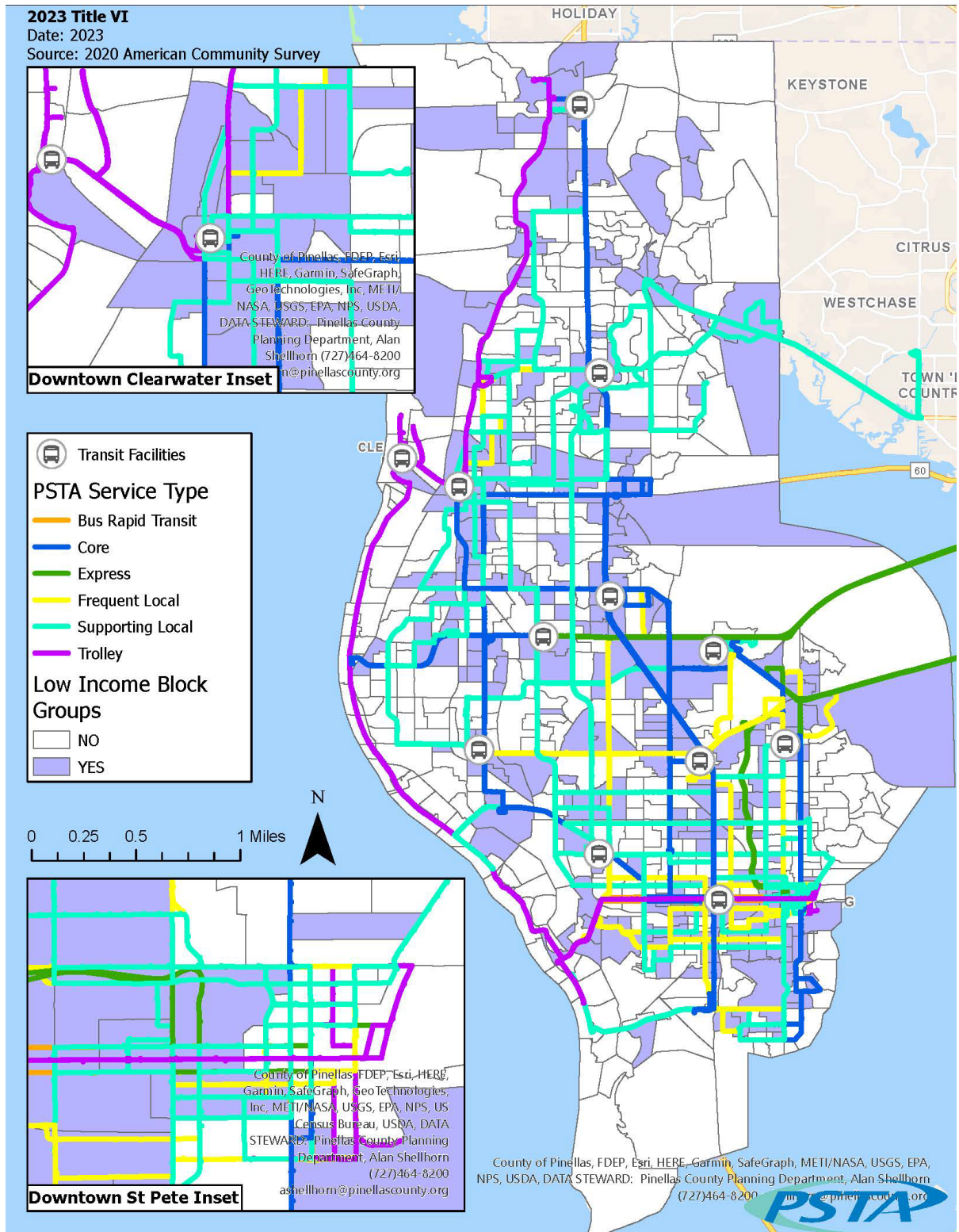
Using this methodology, 284 low-income Census block groups can be identified in Pinellas County. Collectively, these low-income Census block groups comprise 39 percent of the 735 total Census block groups in Pinellas County.

**Table 7: Low Income Population in Pinellas County**

<b>Total Population</b>	957,989
<b>Low-Income Population</b>	110,169
<b>Percent of Low-Income Population</b>	<b>11.5%</b>

*Source: 2017-2021 American Community Survey Five-year Estimates*

**Map 3: Pinellas County Low-Income Census Block Groups**



## 2-4 CUSTOMER DEMOGRAPHICS AND TRAVEL PATTERNS

*Requirement: Submit passenger demographic data and travel patterns collected from passenger surveys.*

In addition to gathering demographic data, PSTA also reviewed data from recent surveys. In Spring 2023, an on-board survey was conducted on PSTA buses as a part of a comprehensive transit market assessment and consumer research study to provide recommendations associated with the PSTA Community Bus Plan. A summary of demographic data, especially data related to race and income, is provided below:

- The majority of sampled riders are White (53%), 34% percent are African-American, and 12 percent are Hispanic.
- Of respondents, 31 percent earn less than \$15,000 per year, 59 percent earn between \$15,000 and \$60,000, and 11 percent earn over \$60,000 per year.
- Of respondents, 70 percent ride the bus at least 5 days a week.
- Of those surveyed, males made up approximately 57 percent of respondents and females 43 percent. Less than 1 percent of respondents were non-binary or transgender.
- Of those surveyed, 67 percent of respondents do not have a working vehicle available in their households.
- 27 percent of riders surveyed pay by cash fare, and 26 percent of riders pay by Flamingo Fares (not including Transportation Disadvantage riders).
- In measuring Trip Purpose, 36 percent of respondents were shown to be traveling from Home to Work.

## 2-5 MONITORING PROGRAM

*Requirement: Submit the results of the monitoring program of service standards and policies and any action taken to verify Board approval of the monitoring results.*

### VEHICLE HEADWAY ANALYSIS

Table 8 examines weekday service frequencies for minority and non-minority routes. Routes were identified as Minority Routes if greater than one-third of the route's directional miles directly serve (through or adjacent) minority block groups. Minority block groups are defined as block groups with greater than the Pinellas County average of minority population. Full details on the Minority Route, including directional route miles, and percent minority can be found in in Appendix B, Table B-1.

As Table 8 shows, PSTA provides more than half of its service on Minority Routes, with 62 percent of its routes considered to serve minority areas. PSTA's most frequent routes (i.e., under 30 minutes) are mostly minority routes.

Table 9 provides an overview of the distribution of PSTA service throughout the week. Details on PSTA's routes, including type, headways, service span, revenue miles, and ridership can be found on Appendix B, Table B-2 and B-4. Minority Routes receive more service on weekdays and weekends than non-Minority Routes.

**Table 8: Weekday Service Peak Frequency – Minority vs. Non-Minority Routes**

	<30 Min.	30-59 Min.	60+ Min.	Total
<b>Minority Routes</b>	6	9	12	27
<b>Non-Minority Routes</b>	1	7	11	19
<b>Minority Percent of Total</b>	85.7%	56.3%	52.2%	58.7%
<b>Non-minority Percent of Total</b>	14.3%	43.7%	47.8%	41.3%

*Source: PSTA, June 2023 – Oct 2023 Service Period*

**Table 9: Distribution of PSTA Service**

	Weekday Service	Saturday Service	Sunday Service
<b>Minority Routes</b>	28	25	21
<b>Non-Minority Routes</b>	17	15	10

*Source: PSTA, June 2023 – Oct 2023 Service Period*

### ON-TIME PERFORMANCE ANALYSIS

On-time performance is the time deviation of actual operating time from the published schedule. PSTA buses are considered on-time if the scheduled time is no more than 0 seconds before actual departure and no more than 4 minutes and 59 seconds (the on-time window) past the scheduled time of departure. PSTA's on-time performance goal for its bus service is 75 percent.

Table 10 examines the average weekday on-time performance percentages for all PSTA routes. The analysis in Table 10 is presented as Minority vs. Non-Minority Route average on-time performance. As shown, average Minority route on time performance is 71% while average non-minority route on time performance is 72%.

More detailed information regarding on-time performance can be found in Appendix D, Table D-4.

**Table 10: On-Time Performance Analysis**

	On-Time	Late or Early
<b>Minority Routes</b>	71%	29%
<b>Non-Minority Routes</b>	72%	28%
<b>System</b>	72%	28%

*Source: PSTA, Sept 2023 Clever Report*

As discussed in Section 2-6, PSTA's disparate impact policy finds a disparate impact when minority service deviates by more than 10 percent from system service and impacts minority populations in a negative fashion. Given that minority routes arrive on average at the same percentage as the systemwide average, no disparate impacts were found in this instance. Despite having no disparate impacts, PSTA will continue to review the on-time performance of these routes to see if these can be improved.

### DISTRIBUTION OF TRANSIT AMENITIES ANALYSIS

Table 11 provides the distribution of PSTA's transit amenities throughout its service area. As shown in Table 11, the minority, low-income, and LEP block groups all contain more than 30 percent of the total benches and shelters. Maps C-1 and C-2, D-1 through D-4 in Appendices C and D, provide additional details on the distribution of amenities by block group within PSTA's service area. In addition, Table D-2 provides additional information on the distribution of amenities by block group. PSTA's distribution of transit amenities was determined to be equitable.

**Table 11: Distribution of Amenities in PSTA Service Area**

	<b>Shelters</b>	<b>% of Total</b>	<b>Benches</b>	<b>% of Total</b>	<b>Benches and Shelters</b>	<b>% of Total</b>
<b>Minority Block Groups</b>	295	50.17%	666	46.54%	961	47.60%
<b>Non-Minority Block Groups</b>	293	49.83%	765	53.46%	1058	52.40%
<b>Low Income Block Groups</b>	192	32.65%	422	29.49%	614	30.41%
<b>Non-Low Income Block Groups</b>	396	67.35%	1009	70.51%	1405	69.59%
<b>LEP Census Tracts</b>	250	42.52%	606	42.35%	856	42.40%
<b>Non-LEP Census Tracts</b>	338	57.48%	825	57.65%	1163	57.60%
<b>Total</b>	588	100.00%	1431	100.00%	2019	100.00%

*Source: PSTA, June – September 2023 Service Period*

#### **SERVICE AVAILABILITY ANALYSIS**

A good approximation of transit access is the percentage of total population within a quarter-mile of a transit route. Tables 12 through 14 present LEP, minority, and low-income population levels that are within a quarter-mile of PSTA's fixed routes. Populations within the quarter-mile of a transit route were calculated utilizing Remix software that utilizes buffer analysis with ACS data. As all LEP, minority, and low-income populations have comparable proximity to transit service as the general population does, it was determined that service is equitable.

In addition, the three-quarter mile dimension is used for consistency with the service area definition for complementary paratransit, according to Americans with Disabilities Act (ADA) implementing regulations [49 CFR Part 37.131(a)]. As seen in Table 15, approximately 91 percent of Pinellas County's total population is within a three-quarter miles of PSTA's fixed routes.



**Table 12: LEP Population in PSTA Service Area**

	<b>Total Population (&gt;5 years old)</b>	<b>Total LEP Population (&gt;5 years old)</b>	<b>Percent LEP Population</b>	<b>LEP Population within 1/4 Mile of PSTA Service Area</b>	<b>LEP Population within 1/4 Mile of PSTA Service Area as a % of Total Population</b>	<b>LEP Population as % of Total Population within 1/4 Mile of PSTA Service Area</b>
<b>Pinellas County</b>	917,785	47,948	5.22%	31,966	3.5%	5.6%

*Source: 2017-2021 American Community Survey Five-Year Estimates*

**Table 13: Minority Population in PSTA Service Area**

	<b>Total Population</b>	<b>Minority Population</b>	<b>Percent Minority</b>	<b>Minority Population within 1/4 Mile of PSTA Service Area</b>	<b>Minority Population within 1/4 Mile of PSTA Service Area as a % of Total Population</b>	<b>Minority Population as % of Total Population within 1/4 Mile of PSTA Service Area</b>
<b>Pinellas County</b>	957,989	260,066	27.1%	145,441	15.2%	25.3%

*Source: 2017-2021 American Community Survey Five-Year Estimates*

**Table 14: Low-Income Population in PSTA Service Area**

	<b>Total Population</b>	<b>Low-Income Population</b>	<b>Percent Low Income</b>	<b>Low-Income Population within 1/4 Mile of PSTA Service Area</b>	<b>Low-Income Population within 1/4 Mile of PSTA Service Area as a % of Total Population</b>	<b>% of Low- Income Population within 1/4 Mile of PSTA Service Area</b>
<b>Pinellas County</b>	957,989	110,169	11.5%	76,393	8.0%	13.6

*Source: 2017-2021 American Community Survey Five-Year Estimates*

**Table 15: Population within Three-Quarter Miles of PSTA Service Area**

	<b>Total Population</b>	<b>Total Population within 3/4- Mile of PSTA Service Area</b>	<b>% Total Population within 3/4- Mile of PSTA Service Area</b>
<b>Pinellas County</b>	957,989	870,900	90.9%

*Source: 2017-2021 American Community Survey Five-Year Estimates*

**VEHICLE ASSIGNMENT**

Currently, PSTA has 226 total buses in its fleet. All buses are equipped with Automatic Passenger Counters (APC). Table 16 shows the breakdown of PSTA's current bus fleet.

**Table 16: PSTA Bus Fleet**

<b>Number of Vehicles in Fleet</b>	<b>Fleet Numbers</b>	<b>Year Manufactured</b>	<b>Make</b>	<b>Seated Capacity</b>	<b>Standing Room</b>	<b>W/C Accessible?</b>	<b>A/C &amp; Kneelers?</b>
8	2501-2508	2005	Gillig	38	19	Yes	Yes
7	2510-2517	2005	Gillig	32	16	Yes	Yes
5	2530-2534	2005	Gillig	32	16	Yes	Yes
34	2601-2636	2006	Gillig	38	19	Yes	Yes
12	2650-2661	2006	Gillig	32	16	Yes	Yes
3	720-722	2007	Gillig	32	16	Yes	Yes
11	2701-2711	2007	Gillig	38	19	Yes	Yes
7	2712-2718	2007	Gillig	32	16	Yes	Yes
6	820-825	2008	Gillig	32	16	Yes	Yes
13	2801-2814	2008	Gillig	38	19	Yes	Yes
6	2830-2835	2008	Gillig	32	16	Yes	Yes
3	2901-2903	2009	Gillig	32	16	Yes	Yes
2	2910-2911	2009	Gillig	32	16	Yes	Yes
7	920-926	2009	Gillig	32	16	Yes	Yes
14	10101-10114	2010	Gillig	32	16	Yes	Yes
8	12101-12108	2012	Gillig	38	19	Yes	Yes
8	13101-13108	2013	Gillig	38	19	Yes	Yes
8	14101-14108	2014	Gillig	38	19	Yes	Yes
13	15101-15113	2015	Gillig	38	20	Yes	Yes
7	16101-16107	2016	Gillig	38	20	Yes	Yes
3	17101-17103	2017	Gillig	30	20	Yes	Yes
8	1801-1808	2018	Turtle Top	12	0	Yes	Yes
2	18110-18111	2018	BYD	32	20	Yes	Yes
9	18101-18109	2018	Gillig	30	20	Yes	Yes
9	19101-19109	2019	Gillig	30	20	Yes	Yes
4	20110-20113	2020	BYD	31	20	Yes	Yes
9	21101-21109	2021	Gillig	23	16	Yes	Yes

Source: PSTA

### MAXIMUM LOAD ANALYSIS

Maximum load is the maximum number of passengers that are on board a bus at a given time. PSTA buses are at maximum capacity when the number of passengers on board exceeds the combined seated and standing capacities. Ideally, PSTA maximum loads should not exceed the seated capacity but this can occur during peak periods on select routes.

Table 17 examines the maximum loads for all PSTA routes. The loads are compared to the smallest seated capacity of PSTA's fleet (30 passengers)<sup>3</sup>. The analysis in Table 11 is presented as Minority vs. Non-Minority Routes maximum loads. As indicated, all routes experienced an average maximum load that was below 30 passengers.

**Table 17: Average Maximum Load Analysis<sup>4</sup>**

	At or below seated capacity	Above seated capacity	Total	% of Routes At or below seated capacity	% of Routes above seated capacity
<b>Minority Routes</b>	28	0	28	100%	0%
<b>Non-Minority Routes</b>	18	0	18	100%	0%
<b>System</b>	46	0	46	100%	0%

*Source: PSTA, October 2023 Service Period*

As discussed in Section 2-6, PSTA's disparate impact policy finds a disparate impact when minority service deviates by more than 10 percent from system service and impacts minority populations in a negative fashion. Given that no routes have an average maximum load above seated capacity, no disparate impacts were found.

<sup>3</sup> The Turtletop vehicles shown in Table 16 have a capacity of less than 30 passengers, but those vehicles are only used on select routes with small passenger loads.

<sup>4</sup> There are two more routes counted here than in the system count (Table 9) because two routes (the Suncoast Beach Trolley and Central Avenue Trolley) are each split into two routes for internal scheduling purposes.

## 2-6 MAJOR SERVICE POLICY

*Requirement: Submit a description of the public engagement process for setting the “major service change policy” and disparate impact policy, with verification of Board approval of those policies.*

### **Major Service Policy**

PSTA conducts a Title VI analysis on all Major Service Changes. PSTA defines a Major Service Change as any modification that affects 25 percent or more decrease of any individual route’s revenue hours and/or miles. When any change exceeds the established threshold, PSTA proceeds with posting the appropriate public notices and conducting public hearings in compliance with the Public Participation Plan detailed previously in this Title VI Program Update. Equity analyses were also conducted for service changes that affected 25% or more of the transit route miles, transit vehicle miles or estimated ridership even if the changes did not result in a decrease in service.

The adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant. Additions to service may also result in disparate impacts, if the addition is at the expense of reductions to other routes.

### **Disparate Impact Policy**

Disparate impacts are examined both when a Major Service Change is undertaken and/or a fare change is implemented. PSTA defines a disparate impact as any time there is a difference in impacts between minority and total populations of plus or minus ten percent that negatively impacts the minority population. For example, if the minority population makes up 30 percent of the overall population, but would bear 45 percent of the adverse impacts, there may be a disparate impact since the minority group bears 15 percent more than its expected share. The Disparate Impact Policy is applied uniformly to all modes of service operated by PSTA.

### **Disproportionate Burden Policy**

The Disproportionate Burden Policy applies to adverse effects on low-income populations as a result of Major Service Changes and all fare changes. PSTA defines a disproportionate burden as any time there is a difference in impacts between low-income and total populations of plus or minus ten percent that negatively impacts the low-income population. For example, if the low-income population makes up 30 percent of the overall population, but would bear 45 percent of the impacts, there may be a disproportionate impact since the low-income group bears 15 percent more than its expected share. The Disproportionate Burden Policy is applied uniformly to all modes of service operated by PSTA.

### **Policy Public Engagement**

Pursuant to Title VI requirements, PSTA advertises for public comment on these three policies that are presented on and open for public comment at PSTA committee and board meetings. Notices are placed on all buses in the Fleet, at all terminals, and highlighted on the PSTA website. These documents

remain on the website with a link for people to review and send comments ongoing. PSTA provided three opportunities in Oct 2023 for committee/board discussion and public comment on these policies: PSTA Transit Riders Advisory Committee meeting, PSTA Planning Committee meeting & the PSTA Board meeting. PSTA will also find additional opportunities for public engagement on these policies during the Community Bus Plan and/or South St Pete Mobility Study planning efforts, both of which will have public engagement components in late 2023/early 2024. PSTA will bring forth amended policies for review and approval if the project teams receive community feedback warranting a policy change.

## 2-7 EQUITY ANALYSIS

*Requirement: Submit the results of any equity analysis for any major service changes and/or fare changes implemented since the last Title VI Program submission, with verification of Board approval of the equity analysis for any service or fare changes.*

In accordance with its Title VI policy, PSTA conducts equity analyses for all Major Service Changes and fare changes. During the three-year reporting period, two Major Service Changes and one Major Fare change were approved by the PSTA board. A detailed equity analysis for these changes is provided in Appendix H. In addition, PSTA's Fare Policy that was adopted by the PSTA Board of Directors in June of 2021 is provided in Appendix H as well. Equity analyses were conducted for service changes that affected 25% or more of the transit route miles, transit vehicle miles or estimated ridership even if the changes did not result in a decrease in service.

### Methodology

PSTA utilizes the transit planning software Remix to conduct Title VI analyses. Remix includes an analytic tool specifically designed for Title VI. The tool compares geographic and demographic coverage of a transit network between two booking periods. Below is the description Remix provides regarding their data sources and methodology:

1. Get the population near a route, including its low income and minority percentage.
  - For each route, build a shape that represents the area within quarter mile of any of its stops.
  - Intersect the catchment area with the 2017-2021 ACS Census data. Get a list of block groups and the percentage overlap with each.
  - For each block group, take the percentage of overlap and multiply it by the block group's statistics.
  - Get the population, minority population, and low-income population for each group and sum them together. This is the total population a route could serve.
2. Compare the number of people-trips, before and after.
  - Multiply the population near a route times the number of trips it makes (per year) to get "people-trips".

- Repeat for low-income and minority populations to get “low income people-trips” and “minority people trips”.
  - Compare these numbers between the before and after versions of the route, to get a set of people-trip differences. We match before and after using routes that have the same name.
3. Get the total difference in people-trips across the transit system.
- Repeat the process above for every route in the transit system.
  - Sum together the difference in people trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.
4. Calculate the change borne by low-income and minority populations.
- Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
  - Repeat for minority people-trips.
5. Compare the percentage change to the average in the service area.
- Calculate the average percentage of low-income and minority populations across the entire service area.
  - Subtract from the change borne by those populations.
  - Get two final numbers: the delta between the impact this set of transit changes had on low income and minority populations compared to any average change.

The following is a list of data sources Remix utilizes to compute its figures:

- Census data is provided by the US American Community Survey, 2017-2021.
- Population is coded by table B03002, field B03002001.
- Low income status is set at 100% of the US poverty level. This is coded by the appropriate fields in table C17002.
- Minority status is coded by table B03002, by subtracting the white, non-Hispanic population (B03002003) from the total population (B03002001).
- Service area is a set of block groups determined by the shapefile PSTA provided to Remix.
- Map and routing data is provided OpenStreetMap, Mapbox, and Valhalla.

See Appendix H for a table that shows the calculation methodology as described above.

**APPENDIX A:**  
**Title VI Service Standards, Policies, and Assurances**

## **TITLE VI PROGRAM POLICIES**

### **Section 1: Title VI Program Objectives**

Pinellas Suncoast Transit Authority's Title VI Program goals, objectives, and service policies are:

#### **GOAL**

To provide safe, convenient, economical public transportation service, and amenities which are distributed without regard to race, color, income status, or national origin.

#### **OBJECTIVE 1**

To achieve an increase in system usage and customer satisfaction by constantly improving safety, courtesy, comfort, and reliability to all passengers without regard to income or racial characteristics.

#### **OBJECTIVE 2**

To achieve and sustain industry-wide recognition as a first-class transit system in the overall provision of transportation services to its customers without regard to income or racial characteristics.

#### **OBJECTIVE 3**

To develop and maintain short and long-term plans which reflect customer and service needs.

#### **OBJECTIVE 4**

To utilize Disadvantaged Business Enterprise Businesses to the maximum extent possible in PSTA contracts.

### **RESPONSIBILITY**

#### **PLANNING DEPARTMENT**

The responsibility of the Title VI monitoring is delegated to the Planning Department, working in cooperation with the Transportation and Maintenance Departments. Title VI monitoring will include the development of system-wide service policies, standards and procedures relative to transit service considerations in conformance with Federal Transit Administration Circular 4702.1B.



## **Section 2: Vehicle Headway, Service Availability, and On-Time Performance Policies and Procedures**

### **PURPOSE**

To provide policies and procedures on implementing service frequency (i.e., headway) improvements and modifications.

### **POLICIES**

1. PSTA will establish transit routes that adhere to a fixed schedule for improved customer service.
2. Routes and schedules will be monitored to improve system connectivity and timed transfers.
3. PSTA will adopt a system-wide goal for on-time performance each fiscal year.

### **PROCEDURES**

1. Each month the Transportation Department will follow up and evaluate customer complaints, and any ridecheck reports which pertain to on-time performance.
2. The Planning Department will evaluate on-time performance. In this way, staff can determine the cause for delays and recommend changes in scheduling or routing when necessary.
3. The Planning Department and the Transportation Department will evaluate on-time performance system wide. This evaluation will be used to develop a system-wide goal for improved, on-time performance each fiscal year.
4. The Planning and Transportation Departments will evaluate routes according to passenger productivity to determine the need for improved service frequency.

### **Section 3: Vehicle Load/Assignment Policies and Procedures**

#### **PURPOSE**

To provide policies and procedures on assignment of buses to routes and how excess vehicle loads should be handled.

#### **POLICIES**

1. The largest vehicles will be assigned to those routes that carry the highest number of passengers per revenue hour.
2. A plug bus will be sent when the peak loads cannot be accommodated due to excess passenger demand.
3. Stating capacity is taken into account when new buses are assigned to routes.

#### **PROCEDURES**

1. The Maintenance Department will maintain a bus inventory which includes vehicle length, seating capacity, ancillary bus equipment, purchase date, and useful life of the vehicle.
2. The Planning and Transportation Departments will evaluate the maximum passenger loads for selected high-volume routes to ensure that the vehicle(s) assigned to these routes can accommodate peak passenger loads.
3. When a new bus has a smaller capacity than the bus it is to replace, passenger loads will be evaluated to ensure the new bus will accommodate the market demand.
4. The Planning Departments will monitor bus assignments and the distribution of equipment within the PSTA service area.

## **Section 4: Transit Safety, Security, and Access Policies and Procedures**

### **PURPOSE**

To provide policies and procedures to assure transit passengers have safe and reliable public transit service.

### **POLICIES**

1. PSTA adopted a System Safety Program Plan (SSPP) which conforms with Rule Chapter 14-90 Florida Administrative Code. The SSPP is periodically updated when necessary.
2. PSTA will establish system-wide performance objectives for each fiscal year relative to accident rates and road failures and monitor achievements of these objectives.
3. PSTA adopted a Continuation of Operations Plan to provide a plan to handle disruptions of service that are more than minor incidents.
4. PSTA will utilize the Threat and Vulnerability Assessment (TVA) to identify potential security needs and program improvements.

### **PROCEDURES**

1. Adopt an SSPP and submit annual Safety Certifications to the Florida Department of Transportation.
2. The Transportation and Maintenance Departments will investigate accidents and road failures to determine the cause and implement corrective actions when necessary.
3. The Maintenance Department will evaluate the relocation of existing bus stops or suitable locations for new bus stops whenever the Planning or Transportation Departments considers the placement of a bus stop to pose an operational hazard.
4. The Transportation and Maintenance Departments will recommend proactive changes to reduce the incidence of future accidents and road failures to the Chief Executive Officer.
5. Reserve one percent of FTA Section 5301 funding for transit security improvements and program this funding in the Program of Projects (POP) for each year.
6. PSTA will continue to have a multi-disciplined threat awareness safety team tasked to identify key safety/security issues and address them.

## **Section 5: Transit Service Policies and Procedures**

### **PURPOSE**

To provide policies and procedures to ensure convenient access to public transit.

### **POLICIES**

1. PSTA will maximize the general coverage of transit service in the PSTA service area, while following a market-driven implementation strategy. PSTA will continue to emphasize service enhancements for major urban roadway corridors serving major transit generators and attractors.
2. PSTA will support and promote land use designs which shorten the walking distance to bus stops.

### **PROCEDURES**

1. Routes that are not meeting performance standards will be evaluated to determine the productivity of route segments that are duplicative. Any proposed realignment will then be evaluated based upon the number of transit generators and attractors within a quarter-mile of transit service.
2. Routes that are not meeting performance standards will be evaluated to determine segments where ridership exists and recommend those segments be combined with existing routes, if possible.
3. The Planning Department will evaluate routes that are recommended for elimination to determine the impact on minority users. Feeder service will be considered to provide continued service, if replacement fixed-route service is not implemented.
4. The Planning Department will request that city, county, and state governmental entities include PSTA in the development review process for pedestrian accessibility to transit stops. PSTA staff will recommend developments that are mixed use and include multiple points of direct and convenient pedestrian access to transit stops.
5. Land development designs that are conducive to pedestrian activity or transit service will be supported by the Planning Department and promoted for new developments and redevelopments.
6. The Project Management Office will attend pre-construction meetings so that contractors are aware of accessibility needs with respect to sidewalk and roadway construction for any construction activities affecting PSTA transit service.
7. PSTA will continue to work cooperatively with state and local jurisdictions on passenger loading pads, pedestrian bridges (for swale crossings), and accessible connections from sidewalks to bus stops, whenever a roadway is constructed, re-constructed or re-surfaced. All accessibility improvements will conform to Americans with Disabilities Act (ADA) requirements.
8. PSTA will provide paratransit feeder service for those persons with disabilities who cannot access bus stops due to their disabilities and architectural barriers. This will allow persons with

disabilities to access and utilize the regular bus system. PSTA will provide free transfers to PSTA fixed routes in these circumstances.

9. PSTA will continue to conduct periodic market research to determine the distance most users must travel to gain access to transit service. Market research should be undertaken at minimum every five years.

## **Section 6: Transit Shelters, Benches, and Bicycle Racks Policies and Procedures**

### **PURPOSE**

To provide policies and procedures relative to the provision of transit amenities.

### **POLICIES**

1. Passenger shelters will be installed at high usage bus stops throughout the PSTA service area.
2. Passenger benches will be installed to provide seating at PSTA bus stops.
3. Bicycle racks will be installed at major transfer points and other bus stops when installation can be justified according to market demand.
4. All buses and trolley vehicles will be equipped with bike racks.
5. All passenger amenity installations will be constructed in accordance with Americans with Disabilities Act (ADA) implementation regulations.

### **PROCEDURES**

#### **Passenger Shelters**

1. The Planning Department and the Project Management Office will work together to identify potential shelter locations through ridership data, passenger requests, and recommendations from bus drivers.
2. Public/private facilities such as libraries, hospitals, municipal buildings, shopping centers, educational, residential and employment centers will be identified as potential shelter locations and evaluated according to ridership data.
3. The Amenities and Safety Committee will investigate shelter locations when requests are received from passengers.
4. The Planning Department will include the location of shelters and their distribution within the PSTA service area in each Transit Development Plan (TDP) Update.
5. The Facility Maintenance Department will schedule cleaning of the shelters at regular intervals. Staff will periodically inspect the shelters and report any damage to the Superintendent of Facility Maintenance to enable timely repair.
6. The Planning Department will plan for scheduled replacement of shelters and shelter parts and include funding in FTA Section 5307 grants.

#### **Passenger Benches**

1. The Facilities and Equipment Department will place benches at locations that are approved by the Safety and Amenities Committee
2. The Project Management Office will request construction of bench pads to be part of roadway and sidewalk projects when it is warranted.

3. An inventory of benches will be maintained (by route) along with accessibility features. The Planning Department will monitor bench placements and the distribution of benches within the PSTA service area for Title VI considerations.
4. The Facilities and Equipment Services Department will schedule periodic bench maintenance and repair or replace benches when necessary.
5. The Planning Department will include the purchase of benches from capital reserve funds.

#### Bicycle Racks

1. The Facilities and Equipment Services Department will monitor the bicycle rack inventory and will notify the Planning Department when additional racks are needed.
2. The Planning Department will identify locations where bicycle racks should be installed and the Project Management Office will schedule installation.
3. The Planning Department will maintain an inventory of bike racks in the PSTA service area.
4. The Planning Department will include bike racks in FTA Section 5307 grant applications.
5. All buses and trolley vehicles will be equipped with bike racks.

## **Section 7: Limited English Proficiency Program (LEPP) Policies and Procedures**

### **PURPOSE**

To provide policies and procedures relative to the implementation of the LEPP.

### **POLICIES**

1. PSTA has targeted Spanish speakers as the predominant LEP population for PSTA assistance.
2. PSTA will develop a program that ensures that LEP persons are considered for effective participation in PSTA's programs, activities, and services.
3. PSTA will develop appropriate strategies for serving LEP individuals who come into contact with PSTA staff and services.
4. PSTA will monitor and update the LEPP to ensure effective services and communication for LEP persons.

### **PROCEDURES**

1. PSTA will inventory and conduct outreach with the LEP community organizations to better understand their concerns and to effectively serve their clients.
2. PSTA will create bilingual text for future on-board surveys, utilize bilingual customer service representatives and staff to serve LEP clients, and provide Google translation capabilities on its website.
3. PSTA will continue to training incoming staff to ensure that those who regularly interact with passengers and the public understand how to interact with callers or those that requires in-person LEP assistance.
4. PSTA will undertake outreach that continues to meet the ongoing needs of our LEP customers. This includes but is not limited to: advertising new LEP services, providing Title VI forms and notices in Spanish and additional languages by request, and maintaining an open line of communication with community organizations throughout the service area.
5. Include with new bus operator and bus operator refresher training a section or module on assisting LEP customers.
6. Utilize community organizations and public meetings to obtain feedback on LEP assistance provided by PSTA. Utilize this feedback to improve assistance activities and services.
7. Continue to conduct internal monitoring of customer service assistance provided to LEP customers and make modifications when necessary.
8. Post signs at intake and entry points so that LEP persons know how to access language services at initial points of contact.



9. Include public notices in Spanish; post these notices on-board PSTA buses and at targeted community organizations.
10. Update automated telephone voice mail attendant and menu systems for Spanish speaking customers.

## DEPARTMENT OF TRANSPORTATION TITLE VI ASSURANCE

The Pinellas Suncoast Transit Authority (hereinafter referred to as the “Recipient”) HEREBY AGREES THAT as a condition to receiving any Federal assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1965, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2004d-4 (hereinafter referred to as the Act), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the Regulations) and other pertinent directives to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, or natural origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the recipient receives federal assistance from the Department of Transportation, including Federal Transit Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to the Title VI Program.

1. That the Recipient agrees that each “program” and each “facility” as defined in subsection 21.12(e) and 21.23 (b) of the Regulations, will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operational in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all Title VI Programs and, in adapted form in all proposals for negotiated agreements:

The Pinellas Suncoast Transit Authority, in accordance with the Title Vi of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That the Recipient shall insert the clauses of Appendix A of this assurance in every contract subject to this Act and the Regulations.

4. That the Recipient shall insert the clauses of Appendix B of the assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.
7. That the Recipient shall include the appropriate clauses set forth in Appendix C of this assurance, as a covenant running with the land in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties (a) for the subsequent transfer of real property acquired or improved under Title VI Program; and (b) for the construction or use of or access to space on, over, or under real property acquired or improved under Title VI Program.
8. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
9. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub grantees, contractors, subcontractors, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the Title VI Program and is binding on it, other recipients, sub grantees, contractors, transferees, successors in interest and other participants in the Title VI Program. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.

## **FEDERAL TRANSPORTATION ADMINISTRATION CIVIL RIGHTS ASSURANCE**

The Pinellas Suncoast Transit Authority, HEREBY CERTIFIES THAT, as a condition of receiving Federal financial assistance under the Civil Rights Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. The Pinellas Suncoast Transit Authority will compile, maintain and submit in timely manner Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI regulation, Multilingual Part 21.9.
3. The Pinellas Suncoast Transit Authority will make it known to the public that those person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transportation Administration and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.



## **TITLE VI PROCEDURES FOR TRACKING AND INVESTIGATING COMPLAINTS**

This section outlines the Title VI complaint procedures related to providing programs, services, and benefits. All complaints made to PSTA can also be made to the FTA, and the like, or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind prohibited by law.

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

### **GENERAL**

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin as noted below may file a written complaint with the PSTA Title VI Program, 3201 Scherer Drive, St. Petersburg, Florida, 33716. Complainants have the right to obtain the complaint directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI Program Officer Program Officer may be utilized for resolutions. The Title VI Program Officer will notify the PSTA Chief Executive Officer of all Title VI related complaints as well as all resolutions.

### **PROCEDURE**

- 1) The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the complainant(s). In cases where complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Title VI Program Officer will interview the complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the complainant or his/her representative.
  - b. Include the date of the alleged act of discrimination date when the complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal and State law may require complaints to be filed within a certain period of time of the alleged incident

- 2) Upon receipt of the complaint, the Title VI Program Officer will determine its jurisdiction, acceptability, and need for additional information.
- 3) The complainant will be provided with a written acknowledgement that PSTA has either accepted or rejected the complaint.
- 4) A complaint must meet the following criteria for acceptance:
  - a. The complaint must be filed within 180 days of the alleged occurrence.
  - b. The allegation must involve a covered basis such as race, color or national origin.
  - c. The allegation must involve a PSTA service of a Federal-aid recipient, sub-recipient or contractor.
- 5) A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint.
  - b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The complainant cannot be located after reasonable attempts.
- 6) Once PSTA decides to accept the complaint for investigation, the complainant will be notified in writing of such determination. The complaint will then be logged in a database identifying; complainant's name, basis, alleged harm, race, color, and national origin of the complainant.
- 7) In cases where PSTA's Human Resources Department decides to accept the complaint for investigation of the complaint, within 90 calendar days of the acceptance of the complaint, PSTA staff will prepare an investigative report for review by the Chief Operating Officer. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
- 8) The investigative report and its findings will be reviewed by the Human Resources Director, and in some cases the investigative report will be reviewed by PSTA's legal counsel.
- 9) The Human Resources Director, Chief Operating Officer, and/or the legal counsel will make a determination on the disposition of the complaint. Dispositions will be stated as follows;
  - a. In the event PSTA is in noncompliance with Title VI regulations, remedial actions will be listed.
- 10) Notice of Director's determination will be mailed to the complainant. Notice shall include information regarding appeal rights of complainant and instructions for initiating such an appeal. Notice of appeals are as follows;
  - a. PSTA will reconsider this determination, if new facts, come to light.

b. If complainant is dissatisfied with the determination and/or resolution set forth by PSTA, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, 230 Peachtree Street, NW Atlanta, GA 30303

11) A copy of the complaint and PSTA's investigative report of finding and final remedial action plan, if appropriate, will be issued to FTA within 120 calendar days of the receipt of the complaint.

12) A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.



## TITLE VI ENVIRONMENTAL JUSTICE ACTIONS FOR NEPA PROJECTS

In order to integrate into community outreach activities, considerations expressed in the PSTA Environmental Justice Program will be addressed at the scoping stage in the NEPA process, which provides early identification of public and agency issues. Minority and low-income populations will be identified as early as possible and their concerns will be examined and addressed as required by NEPA and 23 U.S.C. 109(h), impacts on all communities including low-income communities must be routinely identified and addressed.

PSTA is committed to addressing these Environmental Justice principles:

1. To avoid, minimize, or mitigate disproportionately high and adverse human health or environmental effects, including social and economic effects, on minority populations and low-income populations.
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority populations and low-income populations.

At the start of the planning process, PSTA will determine whether Environmental Justice issues exist and use data and other information to: (1) determine benefits to and potential negative impacts on minority populations and low-income populations from proposed investments or actions; (2) quantify expected effects (total, positive and negative) and disproportionately high and adverse effects on minority populations and low-income populations; and (3) determine the appropriate course of action, whether avoidance, minimization, or mitigation.

PSTA will support Title VI and environmental justice principles to:

- Ensure that new investments and changes in transit facilities, services, maintenance, and vehicle replacement deliver equitable levels of service and benefits to minority and low-income populations.
- Avoid, minimize or mitigate disproportionately high and adverse effects on minority and low-income populations. Enhance public involvement activities to identify and address the needs of minority and low-income populations in making transportation decisions.

**APPENDIX B:**  
**Detailed Support Information**

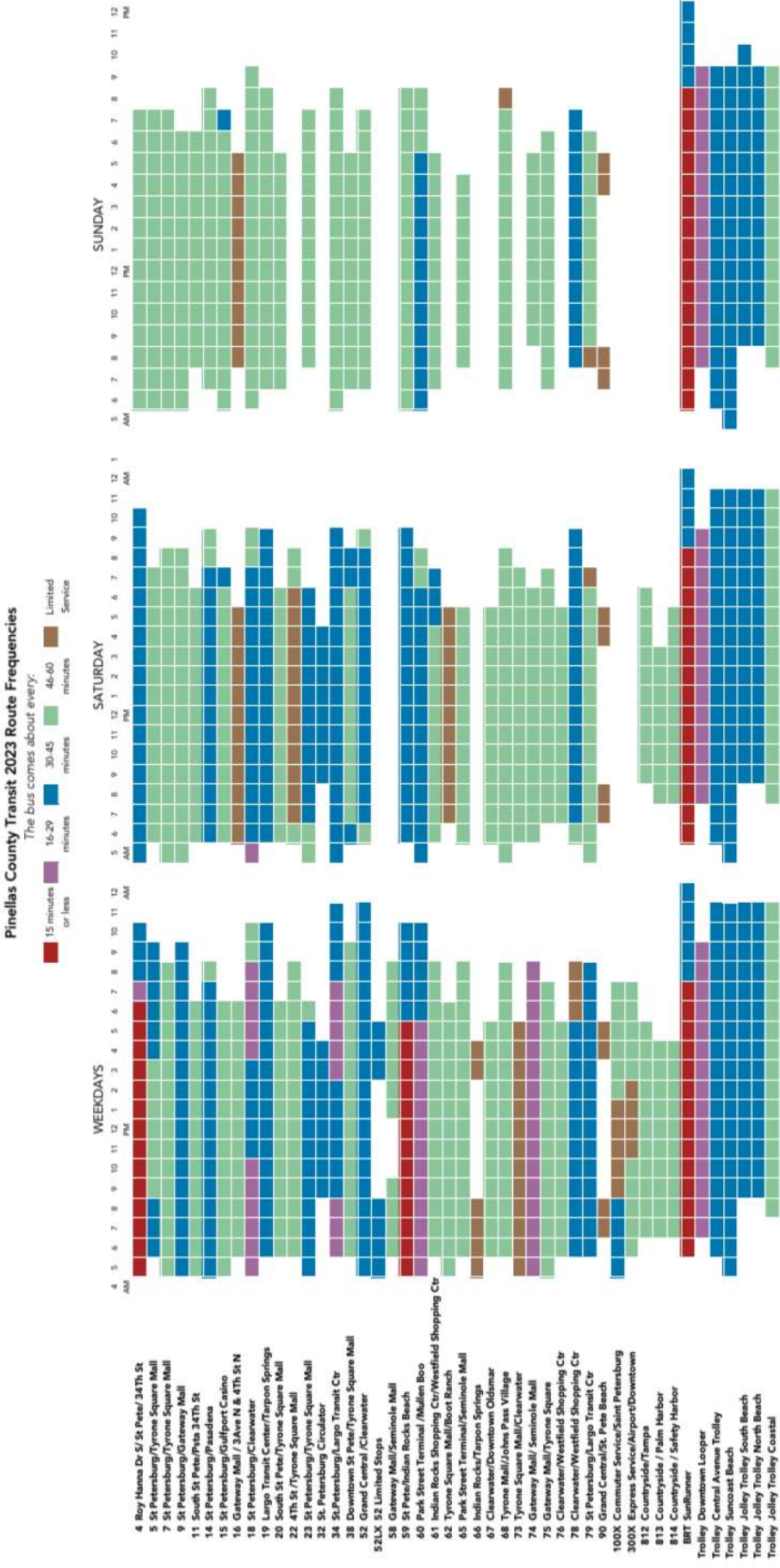
**Table B-1: PSTA Minority Route Details<sup>1</sup>**

<b>Route</b>	<b>One-Way Route Length (miles)</b>	<b>Minority Census Block Group Miles</b>	<b>Percent Minority</b>	<b>Minority Route</b>
4	19.59103722	11.73324078	59.89%	Yes
5	8.423020934	2.357339819	27.99%	No
7	9.409790246	7.320883402	77.80%	Yes
9	9.94346324	5.596565726	56.28%	Yes
11	21.28183906	14.77161996	69.41%	Yes
14	13.00255024	8.560650602	65.84%	Yes
15	9.916257707	8.282055658	83.52%	Yes
16	7.248507115	3.90427898	53.86%	Yes
18	23.42094258	8.322173509	35.53%	Yes
19	21.73676153	5.85572487	26.94%	No
20	15.09454295	10.81014486	71.62%	Yes
22	7.247753049	2.20838865	30.47%	No
23	12.86384624	7.248095531	56.34%	Yes
32	4.640001822	3.717376426	80.12%	Yes
34	17.83352647	14.05602538	78.82%	Yes
35	11.10195148	3.456355197	31.13%	No
38	12.80794147	2.994429847	23.38%	No
52	27.92243103	13.29160046	47.60%	Yes
58	16.3948429	3.079402364	18.78%	No
59	12.66834152	4.898951711	38.67%	Yes
60	5.416621331	4.306050068	79.50%	Yes
61	22.84691012	10.98163245	48.07%	Yes
62	23.49768078	8.106877567	34.50%	Yes
65	16.28730157	4.180717313	25.67%	No
66	20.89228819	6.989278176	33.45%	Yes
67	15.7529853	6.812228134	43.24%	Yes
68	8.831095409	0.594723955	6.73%	No
73	16.77074982	5.290135783	31.54%	No
74	14.49617874	8.108324054	55.93%	Yes
75	14.59941952	6.513419824	44.61%	Yes
76	11.81024989	5.46347405	46.26%	Yes
78	10.72218719	3.958517222	36.92%	Yes
79	23.81628942	16.22591716	68.13%	Yes
90	19.96862723	9.837858553	49.27%	Yes
100X	27.15568589	15.01727223	55.30%	Yes
300X	24.11811275	3.284073865	13.62%	No

<sup>1</sup> Source: PSTA Route Shapefile Oct 2023 & 2017-2021 5-Year ACS

SunRunner	10.22439214	3.141150866	30.72%	No
52LX	28.6179311	13.2676048	46.36%	Yes
SCBT	22.80715975	0.696666162	3.05%	No
JTB	5.595289073	0.69330069	12.39%	No
JTC	17.48178506	3.914426233	22.39%	No
Looper	2.506785151	1.065042653	42.49%	Yes
812	17.12949641	4.339000502	25.33%	No
813	11.93659445	1.067926556	8.95%	No
814	7.379219158	0.994911864	13.48%	No

Table B-2: PSTA Route Service Profile<sup>2</sup>



<sup>2</sup> Service profile information is from before COVID-19 service reductions in March 2020.

Table B-3: PSTA Route On-Time Performance<sup>3</sup>

Route Name	Minority Route	Avg. Weekday Early	Avg. Weekday On-time	Avg. Weekday Late
4	YES	13%	65%	22%
5	NO	9%	79%	12%
7	YES	1%	85%	14%
9	YES	9%	61%	30%
11	YES	8%	60%	32%
14	YES	1%	85%	14%
15	YES	1%	72%	27%
16	YES	4%	74%	22%
18	YES	6%	68%	26%
19	NO	4%	82%	14%
20	YES	5%	76%	19%
22	NO	20%	77%	3%
23	YES	2%	83%	15%
32	YES	0%	96%	4%
34	YES	5%	75%	21%
36 (CAT)	NO	9%	79%	12%
38	NO	4%	65%	31%
52	YES	4%	57%	39%
58	NO	3%	64%	34%
59	YES	8%	76%	16%
60	YES	5%	87%	9%
61	YES	8%	62%	31%
62	NO	5%	62%	32%
65	NO	0%	42%	58%
66	YES	5%	82%	13%
67	YES	4%	88%	7%
68	NO	15%	80%	5%
73	NO	15%	67%	19%
74	YES	14%	70%	16%

<sup>3</sup> PSTA Clever Reports – Sept 2023 Routes (Jolley Trolley & Looper routes not included)

75		YES	7%	72%	21%
76		YES	12%	56%	32%
78		YES	6%	80%	15%
79		YES	7%	71%	22%
90		YES	4%	83%	12%
100X		YES	3%	82%	15%
300X		NO	6%	67%	27%
377 (SunRunner)		NO	2%	85%	13%
521 (52LX)		YES	2%	73%	24%
555 (SCBT)		NO	11%	63%	26%
812		NO	5%	87%	9%
813		NO	1%	88%	11%
814		NO	9%	86%	5%
WEEKDAY SYSTEM AVERAGE			8%	76%	24%

**Table B-4: PSTA Maximum Route Loads<sup>4</sup>**

<b>Route</b>	<b>Average Max Load (all trip averages)</b>	<b>Maximum Max Load (highest trip average)</b>	<b>Minority Route</b>
4	8.82	17	Yes
5	2.17	5	No
7	7.36	13	Yes
9	8.44	17	Yes
11	10.42	16	Yes
14	9.55	20	Yes
15	7.30	12	Yes
16	3.02	6	Yes
18	11.23	26	Yes
19	12.57	19	No
20	7.47	16	Yes
22	2.73	6	No
23	5.66	11	Yes
32	2.68	4	Yes
34	12.70	26	Yes
36	6.89	11	No
38	7.11	11	No
52	14.36	26	Yes
58	3.37	6	No
59	7.56	13	Yes
60	8.84	19	Yes
61	8.53	15	Yes
62	9.20	14	Yes
65	5.12	7	No
66	8.29	18	Yes
67	5.95	9	Yes
68	3.61	9	No
73	6.63	9	No
74	5.48	11	Yes
75	7.12	11	Yes
76	6.70	10	Yes
78	9.29	16	Yes
79	10.12	16	Yes
90	8.18	12	Yes
100	7.64	13	Yes
300	5.49	9	No

<sup>4</sup> PSTA Urban Transportation Associates Report – June 2023 Bid Period



377	14.30	22	No
521	11.46	22	Yes
555	10.87	40	No
701	5.96	19	No
703	4.73	11	No
712	1.21	8	Yes
812	2.90	5	No
813	1.10	2	No
814	1.07	2	No

**Table B-5: PSTA Route Revenue Services and Ridership<sup>5</sup>**

Route	Fiscal Year 2023	Fiscal Year 2023	Fiscal Year 2023 Average Daily Ridership		
	Revenue Hours	Revenue Miles	Weekday	Saturday	Sunday
4	42,526.3	667,723.0	2,128.5	1,291.8	632.0
5	6,499.8	94,392.0	113.5	62.3	57.3
7	9,838.5	109,061.0	393.3	260.5	205.5
9	19,956.5	277,481.0	1,057.0	519.3	442.3
11	16,101.2	170,254.0	555.3	365.3	248.3
14	22,373.4	249,257.0	952.0	713.0	406.3
15	9,294.8	99,549.0	382.3	268.5	198.5
16	5,813.0	64,230.0	123.8	72.8	48.5
18	47,564.2	622,583.0	2,285.5	1,614.0	935.8
19	24,049.6	398,073.0	1,356.3	981.8	593.5
20	10,113.6	137,054.0	362.8	243.8	177.5
22	4,599.5	60,015.0	98.8	69.7	No Service
23	17,426.4	229,901.0	497.5	365.0	201.0
32	2,513.0	18,168.0	72.0	66.5	No Service
34	37,580.4	469,740.0	2,276.3	1,683.8	1,021.0
36	23,649.4	247,970.0	1,203.0	1,009.5	796.0
38	9,413.4	141,394.0	344.3	275.3	156.0
52	47,706.9	638,592.0	3,020.0	2,056.3	1,123.3
58	6,317.3	109,214.0	127.0	No Service	No Service
59	28,250.5	405,296.0	1,285.0	772.3	446.5
60	14,219.8	145,433.0	1,082.8	774.0	607.8
61	18,390.7	208,813.0	593.3	381.3	211.3
62	12,212.2	193,832.0	463.5	172.8	No Service

<sup>5</sup> PSTA FY19 Service Report & PSTA Urban Transportation Associates Report – Oct 2019 Bid Period

65	8,979.4	150,291.0	194.0	137.0	79.0
66	3,184.4	54,951.0	156.0	No Service	No Service
67	7,701.3	128,479.0	256.0	210.0	No Service
68	5,815.5	89,129.0	119.0	173.3	123.7
73	8,042.0	128,904.0	272.3	204.5	No Service
74	24,568.0	336,462.0	801.3	352.8	207.5
75	10,421.5	131,617.0	375.5	301.3	211.3
76	7,517.1	84,087.0	240.8	163.8	No Service
78	11,906.9	157,223.0	602.8	601.3	349.8
79	29,767.6	391,695.0	1,258.5	611.5	344.3
90	1,683.7	30,868.0	52.3	44.0	42.8
100	8,882.9	172,346.0	230.8	No Service	No Service
300	6,229.1	114,037.0	109.3	No Service	No Service
377	34,201.9	485,772.0	3,133.0	3,521.0	2,947.0
521	8,389.2	130,074.0	423.3	No Service	No Service
555	34,340.8	604,019.0	1,669.0	1,707.0	1,350.8
701 + 702 (JTNB+SB)	14,370.9	176,971.8	660.4	692.8	553.6
703	15,409.3	209,853.9	286.7	381.3	229.5
712	9,968.5	64,754.0	155.9	265.5	183.4
812	6,342.7	108,202.0	76.3	75.3	No Service
813	5,291.0	75,666.0	29.3	24.0	No Service
814	3,689.4	44,106.0	35.8	24.3	No Service

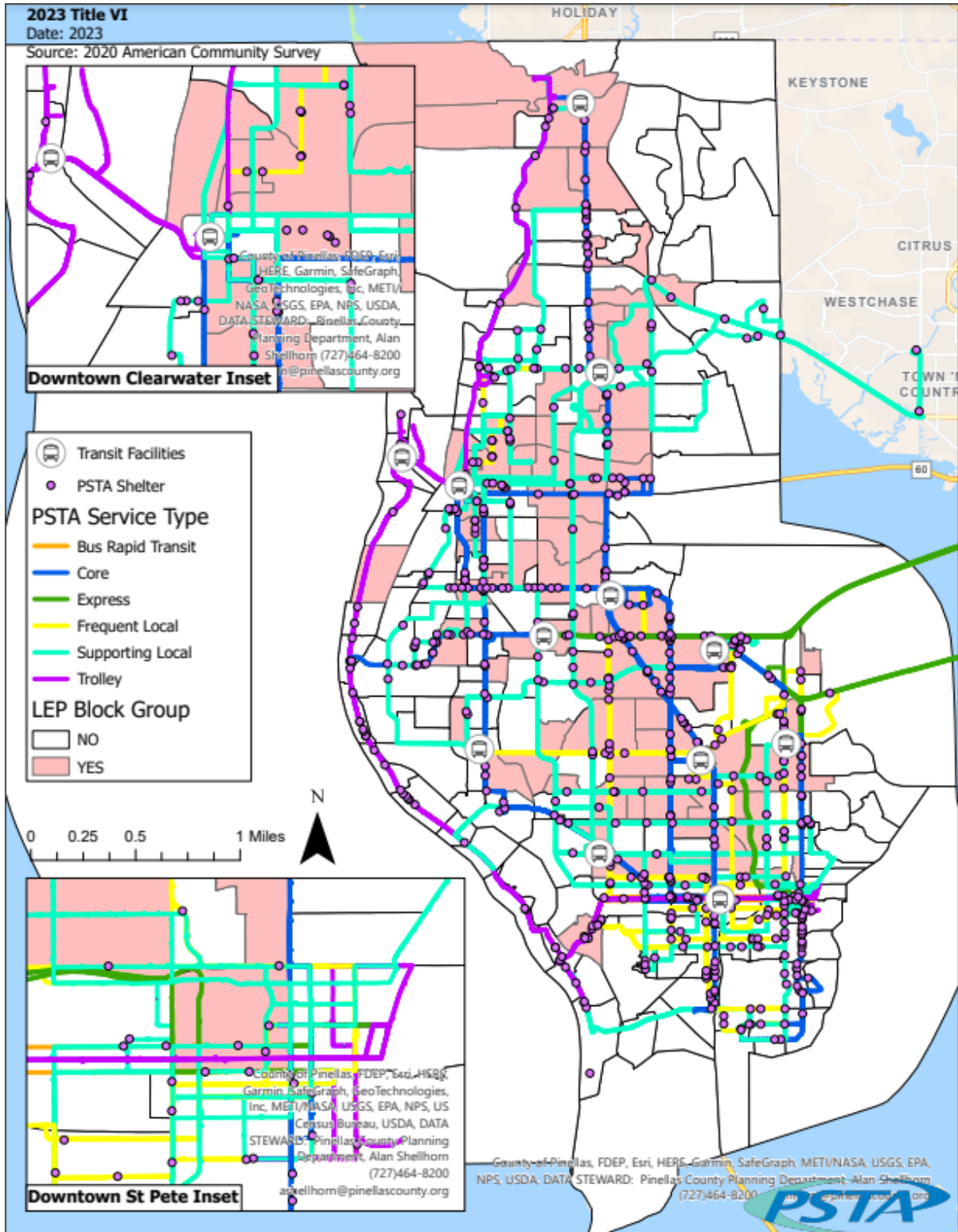
**Table B-6: PSTA Rider's Household Income Distribution<sup>6</sup>**

Annual Household Income	Percent of Respondents
Less than \$15,000	31%
\$15,000 to less than \$30,000	31%
\$30,000 to less than \$60,000	28%
\$60,000 to less than \$100,000	8%
\$100,000 or more	3%
Average Rider Income	\$30.8K
Median Rider Income	\$24.8K

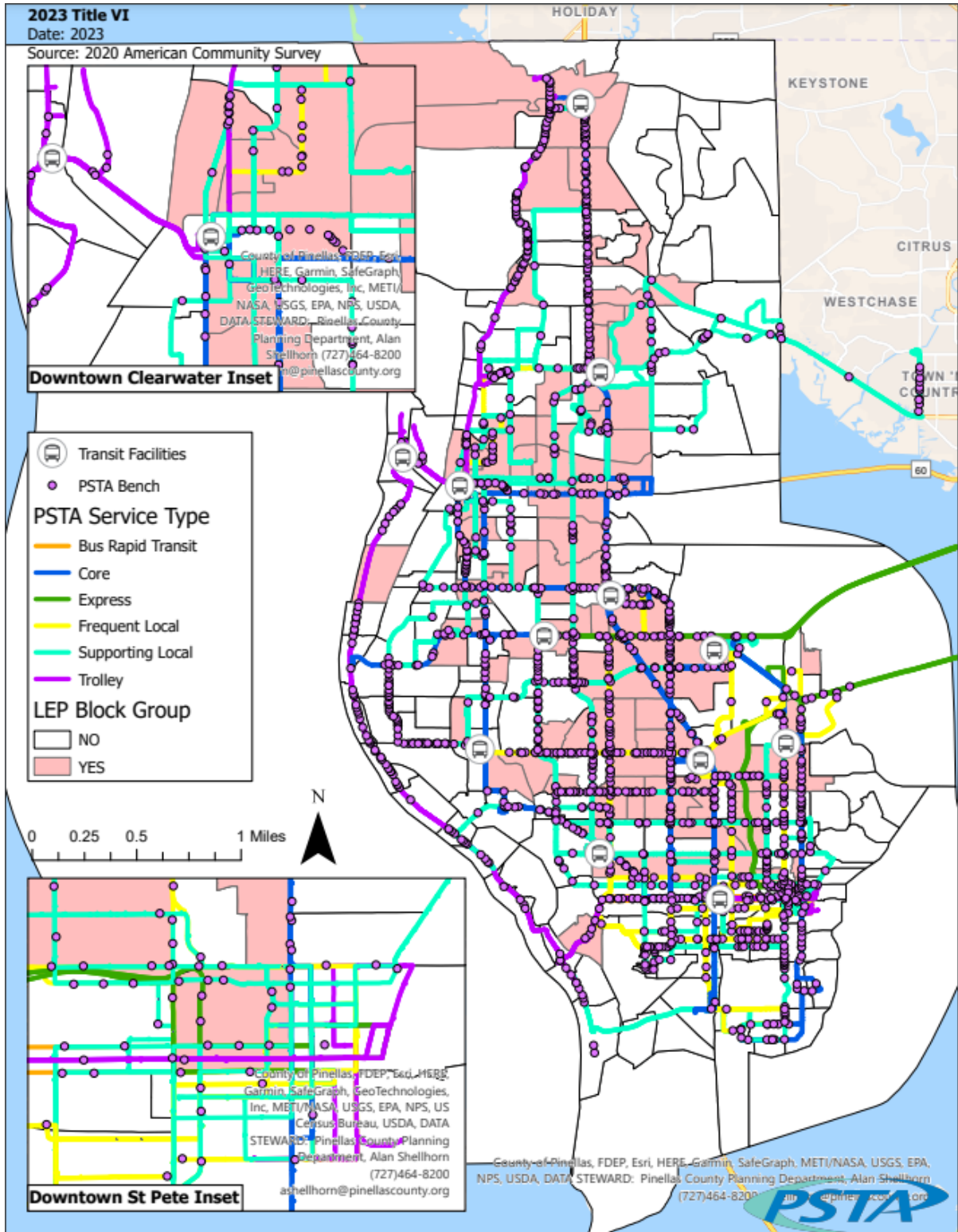
<sup>6</sup> Source: 2023 PSTA On Board Survey

**APPENDIX C:**  
**LEP Support Information**

Map C-1: PSTA Shelters Distribution – LEP Block Groups



Map C-2: PSTA Bench Distribution – LEP Block Groups



**Table C-1: Pinellas County Percent of LEP Details by Census Block Group  
(2017-2021 5-Year ACS)**

Census Tract ID	Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian Pacific Population	Total LEP All Other Population	Total Population (>5 years old)	Total LEP Population (>5 years old)	Percent LEP Population	LEP Block Group
201.05	49	34	4	27	5,084	114	2%	NO
201.06	11	0	0	16	3,581	27	1%	NO
201.07	25	5	13	0	1,778	43	2%	NO
201.08	17	36	0	0	1,642	53	3%	NO
201.09	64	0	0	0	2,934	64	2%	NO
201.1	0	0	0	0	1,710	0	0%	NO
202.01	55	0	0	0	4,746	55	1%	NO
202.02	1	71	0	0	3,732	72	2%	NO
202.06	0	11	0	0	4,524	11	0%	NO
202.07	0	12	19	75	2,662	106	4%	NO
202.08	0	0	0	0	2,104	0	0%	NO
202.09	79	77	13	0	4,067	169	4%	NO
203.01	7	93	0	0	3,323	100	3%	NO
203.02	0	51	23	0	3,779	74	2%	NO
204	38	10	12	0	2,220	60	3%	NO
205	18	59	0	0	3,255	77	2%	NO
206	21	0	0	0	3,265	21	1%	NO
207	0	104	0	0	2,999	104	3%	NO
208	0	18	0	0	4,524	18	0%	NO
212	0	6	0	0	2,456	6	0%	NO
215.01	0	14	0	0	2,258	14	1%	NO
215.02	48	36	0	0	1,338	84	6%	YES
216	31	15	0	0	2,030	46	2%	NO
218	67	0	0	0	2,266	67	3%	NO
219	0	8	27	0	2,543	35	1%	NO
220	0	0	10	0	2,938	10	0%	NO
221.01	12	318	0	0	1,733	330	19%	YES
221.02	0	27	0	0	2,875	27	1%	NO
222	176	0	0	0	4,334	176	4%	NO
223.01	25	0	0	0	2,812	25	1%	NO
223.02	5	66	0	9	3,643	80	2%	NO
224.01	0	51	16	0	3,370	67	2%	NO
224.02	94	35	0	0	4,405	129	3%	NO
225.01	19	94	132	14	4,687	259	6%	YES

Census Tract ID	Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian Pacific Population	Total LEP All Other Population	Total Population (>5 years old)	Total LEP Population (>5 years old)	Percent LEP Population	YES
225.03	0	114	73	0	5,615	187	3%	NO
226.01	146	14	45	31	2,962	236	8%	YES
226.02	48	22	152	0	4,567	222	5%	NO
227	193	10	131	0	3,887	334	9%	YES
228.01	270	159	106	0	4,878	535	11%	YES
228.02	24	13	54	0	3,462	91	3%	NO
229.01	58	0	189	0	2,958	247	8%	YES
229.02	101	15	112	0	2,665	228	9%	YES
230	148	3	266	0	2,827	417	15%	YES
231	40	18	98	0	2,496	156	6%	YES
232	0	27	12	0	2,694	39	1%	NO
233	62	14	0	0	2,304	76	3%	NO
234	73	52	0	0	1,900	125	7%	YES
235.01	28	0	0	0	2,218	28	1%	NO
235.02	26	50	0	0	900	76	8%	YES
236.01	10	46	0	0	1,698	56	3%	NO
236.02	8	0	0	0	1,290	8	1%	NO
237	50	19	0	0	2,404	69	3%	NO
238	17	0	23	0	2,367	40	2%	NO
239	14	0	0	0	2,004	14	1%	NO
240.01	0	10	0	0	2,867	10	0%	NO
240.02	69	18	11	0	5,667	98	2%	NO
240.04	37	39	12	0	4,586	88	2%	NO
240.05	60	42	53	0	3,609	155	4%	NO
241	169	80	0	0	4,903	249	5%	NO
242.01	135	22	92	0	2,779	249	9%	YES
242.02	47	0	12	0	2,665	59	2%	NO
243.01	128	40	94	0	4,255	262	6%	YES
243.02	32	219	202	19	4,506	472	10%	YES
244.03	35	242	73	0	4,668	350	7%	YES
244.06	99	54	0	15	5,331	168	3%	NO
244.08	98	108	15	0	4,149	221	5%	YES
244.09	9	0	33	0	2,898	42	1%	NO
244.1	124	57	22	67	3,701	270	7%	YES
244.11	117	51	0	0	4,071	168	4%	NO
244.12	91	18	26	0	4,691	135	3%	NO
244.13	32	82	67	0	5,131	181	4%	NO
245.05	87	174	643	0	6,927	904	13%	YES

Census Tract ID	Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian Pacific Population	Total LEP All Other Population	Total Population (>5 years old)	Total LEP Population (>5 years old)	Percent LEP Population	NO
245.08	21	0	72	0	4,681	93	2%	NO
245.09	72	42	0	0	3,248	114	4%	NO
245.1	564	20	52	20	6,072	656	11%	YES
245.12	96	68	5	0	3,161	169	5%	YES
245.14	236	70	63	9	5,600	378	7%	YES
245.15	0	0	39	0	1,684	39	2%	NO
245.16	0	0	0	0	1,913	0	0%	NO
245.17	61	0	0	0	3,118	61	2%	NO
245.18	92	0	0	0	1,352	92	7%	YES
245.19	93	83	0	0	3,984	176	4%	NO
246.01	11	156	173	0	3,827	340	9%	YES
246.03	388	0	112	0	3,075	500	16%	YES
246.04	61	10	0	0	2,291	71	3%	NO
247.01	108	38	368	0	2,957	514	17%	YES
247.02	154	16	0	6	2,234	176	8%	YES
247.03	71	0	194	0	3,322	265	8%	YES
248.01	229	22	0	63	3,982	314	8%	YES
248.03	32	22	114	0	1,778	168	9%	YES
248.04	118	11	129	0	2,491	258	10%	YES
248.05	278	82	86	0	2,740	446	16%	YES
249.01	112	26	322	35	5,668	495	9%	YES
249.04	115	0	241	19	3,379	375	11%	YES
249.05	486	13	184	0	6,748	683	10%	YES
249.06	170	0	162	0	3,684	332	9%	YES
249.07	206	214	635	0	3,803	1055	28%	YES
249.08	123	16	0	0	3,211	139	4%	NO
250.04	504	287	233	30	6,371	1054	17%	YES
250.07	41	18	29	0	3,967	88	2%	NO
250.09	58	43	228	0	3,574	329	9%	YES
250.11	135	6	101	11	5,179	253	5%	NO
250.12	135	25	27	0	4,833	187	4%	NO
250.13	67	28	179	0	4,287	274	6%	YES
250.14	45	5	102	0	4,031	152	4%	NO
250.15	12	116	50	0	2,555	178	7%	YES
250.16	193	42	55	7	2,015	297	15%	YES
250.17	3	0	53	0	2,018	56	3%	NO
250.18	231	6	0	0	2,083	237	11%	YES
250.19	47	18	21	0	2,059	86	4%	NO



Census Tract ID	Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian Pacific Population	Total LEP All Other Population	Total Population (>5 years old)	Total LEP Population (>5 years old)	Percent LEP Population	NO
250.21	31	15	227	0	2,547	273	11%	YES
251.06	11	35	0	0	2,266	46	2%	NO
251.07	180	65	27	55	3,789	327	9%	YES
251.08	0	32	15	44	2,145	91	4%	NO
251.09	10	9	80	0	4,150	99	2%	NO
251.1	147	54	0	0	5,099	201	4%	NO
251.11	24	42	0	0	2,913	66	2%	NO
251.12	70	39	17	0	3,506	126	4%	NO
251.13	188	24	0	0	3,160	212	7%	YES
251.14	0	4	33	0	3,310	37	1%	NO
251.15	97	31	32	11	3,114	171	5%	YES
251.16	12	0	0	0	1,879	12	1%	NO
251.19	59	43	0	0	5,754	102	2%	NO
251.2	7	10	41	0	3,674	58	2%	NO
251.21	0	123	32	0	4,711	155	3%	NO
251.22	20	42	9	3	5,046	74	1%	NO
251.23	22	3	0	0	1,639	25	2%	NO
252.04	0	36	5	0	2,904	41	1%	NO
252.05	12	52	0	0	4,131	64	2%	NO
252.07	34	17	38	0	6,498	89	1%	NO
252.08	22	23	0	0	1,475	45	3%	NO
252.09	109	0	0	0	4,468	109	2%	NO
252.1	0	57	7	0	3,845	64	2%	NO
252.11	16	67	0	0	2,123	83	4%	NO
253.03	0	141	0	0	4,540	141	3%	NO
253.05	60	53	11	0	2,688	124	5%	NO
253.07	712	21	42	0	4,428	775	18%	YES
253.09	0	0	0	0	1,954	0	0%	NO
253.1	63	0	0	51	1,293	114	9%	YES
253.11	22	49	10	0	3,577	81	2%	NO
254.01	57	144	12	41	4,553	254	6%	YES
254.07	7	431	41	0	5,225	479	9%	YES
254.11	84	68	48	0	1,715	200	12%	YES
254.12	204	55	41	0	4,639	300	6%	YES
254.13	121	89	8	24	3,416	242	7%	YES
254.14	160	7	4	0	2,367	171	7%	YES
254.15	71	14	0	0	2,486	85	3%	NO
254.16	160	56	33	0	3,480	249	7%	YES

Census Tract ID	Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian Pacific Population	Total LEP All Other Population	Total Population (>5 years old)	Total LEP Population (>5 years old)	Percent LEP Population	NO
254.18	275	0	23	0	2,910	298	10%	YES
254.19	424	29	44	0	4,147	497	12%	YES
254.2	5	49	0	0	2,067	54	3%	NO
254.21	28	19	22	0	2,825	69	2%	NO
255.01	31	115	9	0	3,911	155	4%	NO
255.05	277	0	3	0	2,439	280	11%	YES
255.07	202	0	10	0	3,401	212	6%	YES
255.08	0	0	0	0	1,222	0	0%	NO
255.09	412	0	0	0	3,694	412	11%	YES
255.1	77	53	0	0	2,542	130	5%	NO
256.02	11	33	29	9	3,174	82	3%	NO
256.03	103	0	114	0	2,426	217	9%	YES
256.04	163	11	13	0	1,465	187	13%	YES
257	21	92	0	0	3,924	113	3%	NO
258	192	60	32	0	3,723	284	8%	YES
259.01	174	151	0	27	3,286	352	11%	YES
259.02	0	6	0	0	2,144	6	0%	NO
260.01	0	49	7	0	2,919	56	2%	NO
260.03	13	32	0	0	1,584	45	3%	NO
260.04	8	26	0	3	772	37	5%	NO
261.01	219	45	47	22	2,377	333	14%	YES
261.02	0	23	0	0	1,225	23	2%	NO
262	72	0	0	44	1,909	116	6%	YES
263	338	87	67	36	6,690	528	8%	YES
264.01	139	3	0	0	3,412	142	4%	NO
264.02	457	0	65	0	3,025	522	17%	YES
265.01	127	0	0	0	3,459	127	4%	NO
265.02	203	108	71	2	4,037	384	10%	YES
266.01	8	185	11	9	3,472	213	6%	YES
266.02	210	38	56	0	3,564	304	9%	YES
267.01	192	60	0	0	4,726	252	5%	YES
267.03	660	277	83	0	6,673	1020	15%	YES
267.04	33	0	0	0	3,640	33	1%	NO
267.05	194	46	0	0	3,309	240	7%	YES
268.04	328	119	0	0	4,651	447	10%	YES
268.09	59	17	0	0	2,518	76	3%	NO
268.11	161	148	11	0	5,507	320	6%	YES
268.12	0	148	77	0	4,548	225	5%	NO

Census Tract ID	Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian Pacific Population	Total LEP All Other Population	Total Population (>5 years old)	Total LEP Population (>5 years old)	Percent LEP Population	YES
268.14	7	17	0	0	1,983	24	1%	NO
268.15	104	0	0	0	4,363	104	2%	NO
268.16	27	7	0	14	4,901	48	1%	NO
268.17	13	0	56	0	5,377	69	1%	NO
268.18	439	22	7	0	3,495	468	13%	YES
268.19	198	108	11	26	2,781	343	12%	YES
268.2	41	216	45	0	4,573	302	7%	YES
268.21	108	78	24	0	2,900	210	7%	YES
269.04	79	9	35	28	4,165	151	4%	NO
269.08	31	16	13	17	4,125	77	2%	NO
269.09	42	80	4	0	4,527	126	3%	NO
269.11	29	138	0	0	4,004	167	4%	NO
269.12	178	237	105	0	4,638	520	11%	YES
269.13	121	81	56	0	3,179	258	8%	YES
269.14	0	53	19	0	3,924	72	2%	NO
269.15	0	0	0	0	1,911	0	0%	NO
269.16	152	84	86	0	4,101	322	8%	YES
269.17	0	0	18	0	1,349	18	1%	NO
270	66	0	0	0	4,955	66	1%	NO
271.05	11	0	9	0	3,735	20	1%	NO
271.06	0	94	24	0	4,653	118	3%	NO
271.07	0	17	0	0	1,663	17	1%	NO
271.08	70	3	0	0	2,332	73	3%	NO
272.02	30	9	53	0	5,653	92	2%	NO
272.04	2	95	133	0	4,326	230	5%	YES
272.06	0	55	23	0	5,896	78	1%	NO
272.07	36	39	61	70	4,498	206	5%	NO
272.08	170	18	29	17	6,906	234	3%	NO
272.09	9	0	0	0	1,245	9	1%	NO
272.1	69	289	0	106	4,706	464	10%	YES
272.11	117	97	14	245	4,057	473	12%	YES
272.12	138	272	0	0	3,128	410	13%	YES
273.08	96	24	0	0	3,868	120	3%	NO
273.09	6	19	0	0	2,241	25	1%	NO
273.14	73	0	72	74	3,072	219	7%	YES
273.16	35	95	46	0	3,789	176	5%	NO
273.17	98	120	9	0	4,577	227	5%	NO
273.18	79	131	0	0	3,901	210	5%	YES

Census Tract ID	Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian Pacific Population	Total LEP All Other Population	Total Population (>5 years old)	Total LEP Population (>5 years old)	Percent LEP Population	NO
273.2	25	23	16	0	4,468	64	1%	NO
273.21	15	50	0	16	1,744	81	5%	NO
273.23	23	62	50	9	3,103	144	5%	NO
273.24	25	121	0	0	4,162	146	4%	NO
273.25	75	16	69	0	3,409	160	5%	NO
273.26	129	19	189	0	3,844	337	9%	YES
273.27	210	29	21	0	5,036	260	5%	NO
273.28	15	93	15	0	4,281	123	3%	NO
273.29	65	14	0	0	3,325	79	2%	NO
273.3	93	31	8	123	2,465	255	10%	YES
273.31	0	65	15	0	3,256	80	2%	NO
273.32	0	0	49	0	2,672	49	2%	NO
273.33	54	20	0	0	3,473	74	2%	NO
274.01	148	40	0	0	2,516	188	7%	YES
274.04	324	93	13	0	7,281	430	6%	YES
275.01	126	163	28	0	5,899	317	5%	YES
275.03	186	231	0	0	4,248	417	10%	YES
275.04	18	17	0	0	2,358	35	1%	NO
276.03	47	39	0	0	1,962	86	4%	NO
276.04	9	30	8	0	2,215	47	2%	NO
276.05	67	25	2	3	1,590	97	6%	YES
276.06	0	8	0	6	1,728	14	1%	NO
277.01	18	33	0	0	2,310	51	2%	NO
277.03	4	6	0	0	957	10	1%	NO
277.04	11	11	3	0	2,247	25	1%	NO
278.01	0	0	0	0	1,142	0	0%	NO
278.02	45	0	0	0	2,722	45	2%	NO
279.01	10	25	0	0	2,002	35	2%	NO
279.05	33	27	0	0	4,555	60	1%	NO
280.02	0	0	0	0	3,894	0	0%	NO
280.04	0	50	0	0	1,730	50	3%	NO
280.05	0	21	0	9	1,539	30	2%	NO
280.06	9	8	0	0	1,619	17	1%	NO
281.02	43	12	27	0	3,853	82	2%	NO
281.03	162	20	0	0	1,692	182	11%	YES
281.04	146	28	13	28	3,445	215	6%	YES
282	0	29	0	0	1,965	29	1%	NO
283	7	0	23	72	3,367	102	3%	NO

Census Tract ID	Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian Pacific Population	Total LEP All Other Population	Total Population (>5 years old)	Total LEP Population (>5 years old)	Percent LEP Population	NO
<b>285</b>	49	5	0	0	1,920	54	3%	NO
<b>286.01</b>	73	21	12	0	2,857	106	4%	NO
<b>286.02</b>	11	8	20	8	2,781	47	2%	NO
<b>287</b>	0	77	0	0	1,786	77	4%	NO
<b>9900</b>	0	0	0	0	0	0	0%	NO
<b>9901</b>	0	0	0	0	0	0	0%	NO



**APPENDIX D:**  
**Detailed Census Block Group - Demographic Details**

**Table D-1: Pinellas County Minority & Low-Income Population Details by Census Block Group (2017-2021 5-Year ACS)**

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030201091	1412	95.5%	278	18.8%	1479	YES	YES
121030201092	623	48.9%	385	30.2%	1274	YES	YES
121030202011	1377	71.5%	310	16.1%	1927	YES	YES
121030202061	1101	54.7%	243	12.1%	2012	YES	YES
121030202062	2345	78.9%	762	25.6%	2972	YES	YES
121030202072	428	57.8%	108	14.6%	741	YES	YES
121030202082	735	74.8%	196	20.0%	982	YES	YES
121030202092	1233	87.0%	358	25.3%	1417	YES	YES
121030202093	241	58.5%	103	25.0%	412	YES	YES
121030202095	367	40.4%	198	21.8%	909	YES	YES
121030203012	809	56.5%	220	15.4%	1432	YES	YES
121030203013	419	72.9%	146	25.4%	575	YES	YES
121030203014	173	35.9%	204	42.3%	482	YES	YES
121030203015	256	78.0%	46	14.0%	328	YES	YES
121030203023	1209	73.6%	349	21.2%	1643	YES	YES
121030204003	161	27.6%	145	24.9%	583	YES	YES
121030205001	630	86.2%	337	46.1%	731	YES	YES
121030205002	650	59.3%	339	30.9%	1097	YES	YES
121030205003	528	78.6%	314	46.7%	672	YES	YES
121030205004	1002	91.6%	601	54.9%	1094	YES	YES
121030206002	762	81.2%	232	24.7%	938	YES	YES
121030206003	867	77.3%	184	16.4%	1121	YES	YES
121030206004	624	92.6%	206	30.5%	674	YES	YES
121030207002	776	97.0%	95	11.9%	800	YES	YES
121030207003	604	95.4%	110	17.4%	633	YES	YES
121030207004	1278	95.8%	495	37.1%	1334	YES	YES
121030208001	1450	98.3%	529	35.9%	1475	YES	YES
121030208004	287	71.9%	85	21.3%	399	YES	YES
121030208005	1010	95.2%	544	51.3%	1061	YES	YES
121030208006	655	98.5%	97	14.6%	665	YES	YES
121030212001	250	100.0%	100	40.0%	250	YES	YES
121030212002	556	81.3%	367	53.7%	684	YES	YES
121030212003	1500	90.9%	779	47.2%	1651	YES	YES
121030212004	124	72.9%	119	70.2%	170	YES	YES
121030215022	314	27.9%	326	28.9%	1126	YES	YES
121030216001	608	52.4%	476	41.0%	1160	YES	YES
121030216002	388	43.5%	291	32.6%	892	YES	YES
121030218001	435	87.0%	214	42.8%	500	YES	YES
121030219002	287	90.3%	87	27.4%	318	YES	YES

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030220003	494	59.3%	146	17.5%	833	YES	YES
121030220004	1013	92.9%	399	36.5%	1091	YES	YES
121030221011	585	41.5%	573	40.6%	1411	YES	YES
121030222003	760	62.4%	173	14.2%	1217	YES	YES
121030222004	267	42.9%	77	12.4%	622	YES	YES
121030225013	852	39.7%	297	13.8%	2145	YES	YES
121030225022	188	28.8%	199	30.5%	652	YES	YES
121030228011	1172	54.0%	497	22.9%	2169	YES	YES
121030228012	446	33.8%	235	17.8%	1319	YES	YES
121030228013	490	29.5%	263	15.8%	1660	YES	YES
121030228021	366	36.6%	144	14.4%	1001	YES	YES
121030229012	363	29.7%	221	18.1%	1223	YES	YES
121030229021	558	52.7%	158	14.9%	1058	YES	YES
121030230001	652	38.8%	485	28.9%	1681	YES	YES
121030234002	569	45.8%	455	36.7%	1242	YES	YES
121030241002	389	31.5%	278	22.5%	1234	YES	YES
121030242012	434	36.7%	186	15.7%	1184	YES	YES
121030242021	656	38.2%	210	12.2%	1719	YES	YES
121030243021	405	37.6%	168	15.6%	1077	YES	YES
121030244061	950	57.8%	438	26.6%	1645	YES	YES
121030244062	660	32.5%	326	16.0%	2032	YES	YES
121030244082	678	37.7%	307	17.1%	1798	YES	YES
121030244101	849	37.0%	360	15.7%	2297	YES	YES
121030244102	609	39.5%	238	15.4%	1543	YES	YES
121030244114	381	36.3%	195	18.6%	1049	YES	YES
121030244133	433	30.3%	165	11.5%	1431	YES	YES
121030245052	963	33.0%	551	18.9%	2920	YES	YES
121030245083	860	45.4%	536	28.3%	1893	YES	YES
121030245101	1060	77.7%	508	37.2%	1365	YES	YES
121030245102	1093	77.7%	449	31.9%	1407	YES	YES
121030245103	1836	55.2%	2871	86.3%	3327	YES	YES
121030245143	584	44.3%	175	13.3%	1319	YES	YES
121030245181	556	41.1%	205	15.2%	1352	YES	YES
121030245191	906	36.2%	327	13.1%	2502	YES	YES
121030245192	790	49.5%	283	17.7%	1597	YES	YES
121030246014	109	32.0%	57	16.7%	341	YES	YES
121030246031	628	62.4%	295	29.3%	1007	YES	YES
121030246032	1472	70.5%	381	18.3%	2087	YES	YES
121030247011	370	38.7%	236	24.7%	955	YES	YES
121030247013	428	31.9%	320	23.8%	1342	YES	YES



Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030247031	575	29.5%	282	14.5%	1951	YES	YES
121030248041	835	33.3%	653	26.0%	2507	YES	YES
121030249011	571	42.0%	451	33.2%	1360	YES	YES
121030249041	681	45.0%	213	14.1%	1515	YES	YES
121030249051	1212	61.9%	355	18.1%	1959	YES	YES
121030249061	642	27.8%	464	20.1%	2310	YES	YES
121030249071	816	36.9%	437	19.8%	2209	YES	YES
121030249072	829	46.4%	468	26.2%	1787	YES	YES
121030250042	609	36.8%	366	22.1%	1654	YES	YES
121030250043	1760	46.3%	1018	26.8%	3798	YES	YES
121030250092	572	27.1%	260	12.3%	2108	YES	YES
121030250112	597	41.4%	264	18.3%	1441	YES	YES
121030250161	775	36.6%	293	13.8%	2116	YES	YES
121030250181	328	36.2%	153	16.9%	906	YES	YES
121030250182	451	36.2%	260	20.8%	1247	YES	YES
121030250212	647	38.6%	236	14.1%	1678	YES	YES
121030251102	297	28.9%	169	16.5%	1027	YES	YES
121030252073	1146	48.7%	329	14.0%	2353	YES	YES
121030253071	1439	66.5%	260	12.0%	2165	YES	YES
121030254072	1044	50.0%	542	26.0%	2087	YES	YES
121030254133	392	28.5%	163	11.9%	1375	YES	YES
121030254181	697	55.5%	175	13.9%	1256	YES	YES
121030254211	588	35.0%	410	24.4%	1682	YES	YES
121030255051	450	72.0%	191	30.6%	625	YES	YES
121030255052	1227	61.7%	825	41.4%	1990	YES	YES
121030256021	264	29.2%	271	30.0%	903	YES	YES
121030256022	1253	74.6%	542	32.3%	1679	YES	YES
121030256031	373	28.4%	279	21.2%	1313	YES	YES
121030256041	520	34.1%	307	20.1%	1524	YES	YES
121030258001	307	30.5%	200	19.9%	1006	YES	YES
121030258002	965	61.2%	371	23.5%	1578	YES	YES
121030258003	1049	70.4%	970	65.1%	1489	YES	YES
121030259011	506	53.1%	133	13.9%	953	YES	YES
121030259012	403	58.9%	92	13.4%	684	YES	YES
121030259013	981	56.4%	378	21.7%	1738	YES	YES
121030259022	383	27.4%	263	18.8%	1398	YES	YES
121030261012	729	57.4%	441	34.7%	1270	YES	YES
121030262001	942	79.2%	462	38.9%	1189	YES	YES
121030262002	772	89.8%	296	34.4%	860	YES	YES
121030263002	694	60.0%	322	27.8%	1157	YES	YES

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030263004	1486	69.7%	647	30.3%	2132	YES	YES
121030263005	294	33.7%	232	26.6%	872	YES	YES
121030264011	374	35.2%	265	25.0%	1062	YES	YES
121030264013	654	50.0%	231	17.7%	1307	YES	YES
121030264022	453	63.8%	304	42.8%	710	YES	YES
121030264023	861	65.2%	850	64.4%	1320	YES	YES
121030265021	476	66.0%	334	46.3%	721	YES	YES
121030266021	628	41.9%	530	35.4%	1498	YES	YES
121030267013	208	27.3%	120	15.7%	762	YES	YES
121030267034	312	30.2%	128	12.4%	1034	YES	YES
121030267035	1842	66.2%	421	15.1%	2782	YES	YES
121030268042	715	42.8%	526	31.5%	1672	YES	YES
121030268043	551	37.1%	335	22.6%	1484	YES	YES
121030268132	1150	54.9%	1013	48.4%	2094	YES	YES
121030268181	1340	55.1%	504	20.7%	2430	YES	YES
121030268192	785	40.7%	542	28.1%	1928	YES	YES
121030269132	442	34.2%	251	19.4%	1294	YES	YES
121030273081	901	28.3%	816	25.6%	3183	YES	YES
121030273141	724	44.5%	198	12.1%	1628	YES	YES
121030273194	200	48.7%	64	15.6%	411	YES	YES
121030273202	782	27.9%	383	13.6%	2807	YES	YES
121030273232	773	36.8%	504	24.0%	2102	YES	YES
121030273262	573	30.5%	325	17.3%	1877	YES	YES
121030273272	1166	41.5%	552	19.7%	2807	YES	YES
121030274011	382	29.3%	228	17.5%	1303	YES	YES
121030274044	905	65.0%	227	16.3%	1392	YES	YES
121030274045	538	90.3%	211	35.4%	596	YES	YES
121030275032	325	27.3%	201	16.9%	1191	YES	YES
121030282003	161	28.1%	77	13.5%	572	YES	YES
121030283004	249	30.9%	277	34.4%	805	YES	YES
121030286011	778	37.6%	353	17.1%	2070	YES	YES
121030286022	418	30.5%	494	36.1%	1369	YES	YES
121030287001	1251	92.5%	823	60.8%	1353	YES	YES
121030287003	186	77.8%	46	19.2%	239	YES	YES
121030201052	799	33.8%	35	1.5%	2364	YES	NO
121030201082	57	40.4%	0	0.0%	141	YES	NO
121030201093	228	50.6%	31	6.9%	451	YES	NO
121030201101	1179	68.9%	94	5.5%	1710	YES	NO
121030202012	1257	65.7%	154	8.1%	1912	YES	NO
121030202013	786	76.0%	25	2.4%	1034	YES	NO

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030202022	1356	93.4%	152	10.5%	1452	YES	NO
121030202023	629	46.7%	38	2.8%	1347	YES	NO
121030202071	568	28.7%	98	4.9%	1981	YES	NO
121030202081	1041	83.0%	36	2.9%	1254	YES	NO
121030202091	560	51.4%	102	9.4%	1090	YES	NO
121030203011	365	57.4%	10	1.5%	636	YES	NO
121030203021	280	28.9%	94	9.7%	968	YES	NO
121030203022	726	48.5%	80	5.3%	1497	YES	NO
121030204001	542	59.6%	47	5.2%	910	YES	NO
121030204002	209	27.2%	72	9.4%	767	YES	NO
121030206001	753	95.9%	40	5.1%	785	YES	NO
121030207001	193	66.6%	11	3.8%	290	YES	NO
121030208002	442	65.7%	38	5.7%	673	YES	NO
121030208003	484	97.6%	12	2.4%	496	YES	NO
121030215021	96	41.9%	0	0.0%	229	YES	NO
121030219001	741	49.8%	62	4.2%	1489	YES	NO
121030220002	166	34.1%	24	4.9%	487	YES	NO
121030221021	353	41.4%	88	10.3%	853	YES	NO
121030221022	500	39.5%	0	0.0%	1265	YES	NO
121030222001	495	34.1%	148	10.2%	1453	YES	NO
121030223012	360	29.6%	30	2.5%	1216	YES	NO
121030225012	373	29.0%	86	6.7%	1285	YES	NO
121030226012	237	28.3%	59	7.0%	837	YES	NO
121030226013	315	36.7%	59	6.9%	858	YES	NO
121030227001	591	41.3%	122	8.5%	1431	YES	NO
121030229011	673	35.4%	193	10.2%	1899	YES	NO
121030229022	281	40.6%	59	8.5%	692	YES	NO
121030229023	392	38.4%	48	4.7%	1021	YES	NO
121030230002	439	34.5%	123	9.7%	1273	YES	NO
121030231001	475	44.1%	63	5.8%	1077	YES	NO
121030235012	499	30.0%	92	5.5%	1665	YES	NO
121030237001	294	30.6%	13	1.4%	962	YES	NO
121030241003	820	35.1%	95	4.1%	2336	YES	NO
121030242013	330	41.7%	77	9.7%	791	YES	NO
121030243013	631	39.8%	149	9.4%	1587	YES	NO
121030244031	448	34.4%	0	0.0%	1301	YES	NO
121030244033	471	27.3%	75	4.3%	1728	YES	NO
121030244063	894	45.5%	190	9.7%	1966	YES	NO
121030244081	541	31.3%	108	6.3%	1727	YES	NO
121030244131	656	43.3%	103	6.8%	1515	YES	NO

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030245054	1055	50.5%	32	1.5%	2091	YES	NO
121030245081	1242	49.2%	192	7.6%	2522	YES	NO
121030245104	136	73.1%	0	0.0%	186	YES	NO
121030245141	1660	73.4%	230	10.2%	2262	YES	NO
121030245142	863	39.0%	102	4.6%	2213	YES	NO
121030245152	390	31.7%	72	5.9%	1229	YES	NO
121030245172	1062	32.5%	307	9.4%	3272	YES	NO
121030246011	750	38.0%	104	5.3%	1975	YES	NO
121030246042	892	72.7%	39	3.2%	1227	YES	NO
121030247012	296	37.2%	88	11.1%	795	YES	NO
121030247032	526	69.5%	30	4.0%	757	YES	NO
121030248012	621	29.3%	166	7.8%	2119	YES	NO
121030248032	314	31.7%	102	10.3%	989	YES	NO
121030248051	516	32.7%	129	8.2%	1578	YES	NO
121030248052	544	38.9%	153	11.0%	1397	YES	NO
121030249012	761	30.9%	176	7.2%	2464	YES	NO
121030249042	360	37.0%	69	7.1%	972	YES	NO
121030249052	563	39.5%	29	2.0%	1427	YES	NO
121030249054	393	27.6%	147	10.3%	1426	YES	NO
121030249062	498	38.7%	117	9.1%	1287	YES	NO
121030249081	262	33.0%	82	10.3%	795	YES	NO
121030249082	906	34.3%	161	6.1%	2640	YES	NO
121030250141	720	34.1%	62	2.9%	2113	YES	NO
121030250202	706	28.2%	188	7.5%	2503	YES	NO
121030251072	567	35.5%	106	6.6%	1599	YES	NO
121030251101	376	28.2%	11	0.8%	1335	YES	NO
121030251221	539	28.0%	18	0.9%	1927	YES	NO
121030252074	507	55.0%	35	3.8%	921	YES	NO
121030252091	670	39.0%	47	2.8%	1718	YES	NO
121030253052	617	33.2%	178	9.6%	1859	YES	NO
121030253072	1035	38.7%	264	9.9%	2676	YES	NO
121030253101	454	34.6%	136	10.4%	1313	YES	NO
121030254111	778	43.0%	197	10.9%	1808	YES	NO
121030254121	614	45.1%	143	10.5%	1362	YES	NO
121030254161	768	42.7%	80	4.4%	1800	YES	NO
121030254191	1244	54.1%	257	11.2%	2298	YES	NO
121030255091	825	44.1%	104	5.6%	1869	YES	NO
121030263006	470	65.2%	52	7.2%	721	YES	NO
121030264021	1142	87.2%	31	2.4%	1310	YES	NO
121030265012	709	45.1%	166	10.5%	1571	YES	NO

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030267011	1087	59.9%	41	2.3%	1815	YES	NO
121030267014	456	38.8%	100	8.5%	1176	YES	NO
121030267033	351	34.1%	82	8.0%	1028	YES	NO
121030267042	668	39.6%	0	0.0%	1686	YES	NO
121030267043	922	59.6%	101	6.5%	1547	YES	NO
121030267051	726	67.3%	0	0.0%	1078	YES	NO
121030268041	481	30.0%	3	0.2%	1601	YES	NO
121030268111	372	38.4%	0	0.0%	969	YES	NO
121030268113	405	27.4%	135	9.1%	1479	YES	NO
121030268122	300	36.1%	13	1.6%	830	YES	NO
121030268131	658	30.3%	50	2.3%	2171	YES	NO
121030268172	718	32.4%	72	3.3%	2215	YES	NO
121030268182	843	64.3%	82	6.3%	1312	YES	NO
121030268212	769	31.9%	218	9.0%	2414	YES	NO
121030269082	474	33.1%	134	9.4%	1430	YES	NO
121030269093	389	28.8%	40	2.9%	1351	YES	NO
121030269121	625	36.0%	165	9.5%	1735	YES	NO
121030269162	337	28.8%	113	9.7%	1169	YES	NO
121030269164	616	49.9%	36	2.9%	1234	YES	NO
121030272071	308	31.0%	42	4.2%	995	YES	NO
121030272112	420	33.5%	34	2.7%	1253	YES	NO
121030273082	288	29.4%	73	7.4%	980	YES	NO
121030273162	226	27.5%	23	2.8%	821	YES	NO
121030273181	588	31.0%	160	8.4%	1897	YES	NO
121030273191	682	32.4%	24	1.1%	2104	YES	NO
121030273203	260	29.8%	16	1.8%	872	YES	NO
121030273292	521	34.5%	17	1.1%	1512	YES	NO
121030275041	393	27.7%	135	9.5%	1420	YES	NO
121030279013	222	27.1%	41	5.0%	818	YES	NO
121030283001	442	50.0%	3	0.3%	884	YES	NO
121030286012	280	32.0%	99	11.4%	876	YES	NO
121030287002	288	89.7%	31	9.7%	321	YES	NO
121030201083	65	11.6%	81	14.4%	561	NO	YES
121030221012	82	15.8%	77	14.9%	518	NO	YES
121030221023	26	3.0%	121	14.0%	863	NO	YES
121030224012	42	7.2%	83	14.3%	585	NO	YES
121030224013	410	27.0%	193	12.7%	1519	NO	YES
121030224025	189	16.3%	142	12.2%	1163	NO	YES
121030225011	164	10.2%	475	29.5%	1610	NO	YES
121030231003	232	25.6%	122	13.5%	907	NO	YES

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030234001	132	18.2%	113	15.6%	725	NO	YES
121030236012	137	20.0%	162	23.7%	684	NO	YES
121030242011	91	8.6%	212	20.1%	1053	NO	YES
121030243024	133	14.1%	144	15.3%	942	NO	YES
121030244032	401	20.2%	660	33.2%	1987	NO	YES
121030244113	313	23.6%	155	11.7%	1327	NO	YES
121030244122	728	26.0%	360	12.8%	2805	NO	YES
121030244132	41	3.7%	173	15.5%	1116	NO	YES
121030245051	25	3.9%	258	40.1%	644	NO	YES
121030245073	171	24.5%	125	17.9%	699	NO	YES
121030245122	533	25.6%	331	15.9%	2080	NO	YES
121030245161	86	9.1%	175	18.6%	943	NO	YES
121030246041	8	1.7%	54	11.8%	460	NO	YES
121030247033	177	21.5%	214	25.9%	825	NO	YES
121030248031	139	16.5%	171	20.4%	840	NO	YES
121030249053	37	5.1%	91	12.5%	726	NO	YES
121030249055	214	14.3%	205	13.7%	1496	NO	YES
121030249063	39	10.9%	43	12.0%	357	NO	YES
121030250123	169	19.4%	225	25.9%	870	NO	YES
121030250152	61	5.8%	186	17.7%	1048	NO	YES
121030250171	117	12.6%	171	18.5%	926	NO	YES
121030250172	14	2.6%	82	15.0%	547	NO	YES
121030250192	225	14.8%	185	12.2%	1523	NO	YES
121030251061	257	19.5%	163	12.3%	1319	NO	YES
121030251071	128	18.0%	101	14.2%	712	NO	YES
121030251073	180	10.9%	220	13.4%	1644	NO	YES
121030251092	432	22.1%	664	34.0%	1952	NO	YES
121030251111	11	1.6%	102	14.5%	700	NO	YES
121030251113	66	13.1%	62	12.4%	502	NO	YES
121030251114	20	3.2%	195	31.6%	617	NO	YES
121030251142	98	11.8%	166	20.0%	830	NO	YES
121030251151	379	20.1%	241	12.8%	1881	NO	YES
121030251161	57	7.5%	137	18.1%	755	NO	YES
121030251162	296	24.2%	184	15.1%	1223	NO	YES
121030252041	267	15.6%	282	16.5%	1711	NO	YES
121030252042	207	16.3%	213	16.8%	1271	NO	YES
121030252053	54	7.6%	150	21.2%	709	NO	YES
121030252072	143	8.1%	215	12.2%	1759	NO	YES
121030252081	69	10.3%	107	15.9%	671	NO	YES
121030252112	128	9.6%	261	19.6%	1332	NO	YES

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030253091	84	7.9%	198	18.7%	1057	NO	YES
121030253111	331	23.3%	268	18.9%	1418	NO	YES
121030253112	148	24.1%	129	21.0%	615	NO	YES
121030253113	47	2.9%	208	12.8%	1631	NO	YES
121030254013	313	17.5%	398	22.3%	1785	NO	YES
121030254132	80	9.6%	151	18.1%	835	NO	YES
121030254141	189	26.3%	125	17.4%	720	NO	YES
121030254151	95	10.4%	157	17.3%	910	NO	YES
121030254162	384	21.6%	232	13.1%	1775	NO	YES
121030254171	210	24.1%	154	17.7%	871	NO	YES
121030254182	275	15.5%	209	11.8%	1775	NO	YES
121030254192	159	13.2%	267	22.2%	1202	NO	YES
121030254201	62	4.8%	282	21.6%	1304	NO	YES
121030254202	133	17.2%	101	13.1%	773	NO	YES
121030254212	44	3.5%	193	15.4%	1253	NO	YES
121030255072	295	20.5%	229	15.9%	1436	NO	YES
121030255082	23	3.6%	87	13.7%	636	NO	YES
121030256023	109	13.0%	140	16.7%	836	NO	YES
121030259021	35	4.6%	109	14.2%	766	NO	YES
121030260032	174	18.0%	185	19.2%	966	NO	YES
121030261011	312	24.7%	274	21.7%	1264	NO	YES
121030265011	480	24.8%	238	12.3%	1935	NO	YES
121030267031	138	18.4%	137	18.2%	750	NO	YES
121030267032	128	9.5%	462	34.1%	1354	NO	YES
121030268114	111	13.4%	131	15.8%	830	NO	YES
121030268124	181	12.4%	242	16.5%	1464	NO	YES
121030268173	319	19.3%	279	16.9%	1652	NO	YES
121030268191	72	8.0%	150	16.8%	895	NO	YES
121030268204	54	4.9%	224	20.3%	1101	NO	YES
121030269042	246	17.5%	188	13.4%	1405	NO	YES
121030269084	137	17.3%	131	16.5%	793	NO	YES
121030269091	173	12.5%	198	14.3%	1382	NO	YES
121030269122	247	19.4%	161	12.6%	1275	NO	YES
121030269123	326	18.6%	278	15.9%	1751	NO	YES
121030269131	168	14.2%	288	24.4%	1179	NO	YES
121030269142	273	11.4%	358	14.9%	2396	NO	YES
121030269171	307	22.5%	232	17.0%	1362	NO	YES
121030271063	66	4.5%	201	13.8%	1461	NO	YES
121030271071	144	8.4%	459	26.9%	1709	NO	YES
121030271081	108	10.4%	284	27.4%	1037	NO	YES

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030272024	32	2.5%	154	12.0%	1286	NO	YES
121030272042	211	19.0%	175	15.8%	1108	NO	YES
121030272061	167	12.1%	224	16.3%	1377	NO	YES
121030272072	55	7.2%	186	24.3%	764	NO	YES
121030272091	94	7.6%	151	12.1%	1245	NO	YES
121030272101	242	13.1%	655	35.4%	1849	NO	YES
121030272102	31	4.1%	152	20.1%	756	NO	YES
121030272104	85	6.0%	182	12.9%	1412	NO	YES
121030272111	144	7.3%	593	30.0%	1975	NO	YES
121030272113	121	13.5%	157	17.5%	895	NO	YES
121030272122	272	18.9%	260	18.1%	1436	NO	YES
121030273172	375	15.2%	446	18.1%	2462	NO	YES
121030273201	165	17.6%	123	13.1%	936	NO	YES
121030273261	469	23.0%	271	13.2%	2042	NO	YES
121030273281	481	17.8%	353	13.0%	2709	NO	YES
121030273302	104	7.6%	200	14.5%	1374	NO	YES
121030273311	96	4.6%	475	22.7%	2089	NO	YES
121030273331	142	10.2%	231	16.6%	1394	NO	YES
121030273332	117	5.4%	332	15.5%	2148	NO	YES
121030274043	68	12.2%	157	28.1%	558	NO	YES
121030274046	191	11.3%	217	12.8%	1688	NO	YES
121030275013	161	13.2%	158	13.0%	1222	NO	YES
121030275033	91	6.8%	222	16.6%	1332	NO	YES
121030275042	95	9.2%	157	15.2%	1034	NO	YES
121030278022	388	17.9%	273	12.6%	2162	NO	YES
121030280041	12	1.5%	159	19.5%	817	NO	YES
121030281021	15	1.6%	149	16.0%	929	NO	YES
121030281023	231	10.7%	321	14.8%	2163	NO	YES
121030281031	44	5.3%	119	14.3%	829	NO	YES
121030281032	181	20.0%	108	11.9%	903	NO	YES
121030281042	157	22.7%	95	13.7%	691	NO	YES
121030281043	380	21.8%	229	13.1%	1746	NO	YES
121030282002	182	26.0%	114	16.3%	700	NO	YES
121030283002	201	19.8%	215	21.2%	1013	NO	YES
121030283003	53	7.0%	101	13.4%	758	NO	YES
121030284032	97	11.5%	159	18.9%	840	NO	YES
121030285001	229	16.5%	221	15.9%	1386	NO	YES
121030201051	210	14.8%	30	2.1%	1419	NO	NO
121030201053	286	20.8%	30	2.2%	1377	NO	NO
121030201061	81	4.2%	22	1.1%	1927	NO	NO



Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030201063	83	5.6%	19	1.3%	1473	NO	NO
121030201071	158	20.4%	0	0.0%	773	NO	NO
121030201072	193	19.0%	38	3.7%	1015	NO	NO
121030201081	63	6.4%	52	5.2%	991	NO	NO
121030202094	63	17.1%	0	0.0%	369	NO	NO
121030215011	143	18.0%	36	4.5%	794	NO	NO
121030215012	205	13.7%	126	8.4%	1497	NO	NO
121030218002	21	5.3%	31	7.8%	400	NO	NO
121030218003	321	20.9%	132	8.6%	1539	NO	NO
121030219003	127	14.6%	57	6.5%	871	NO	NO
121030222002	257	21.0%	114	9.3%	1223	NO	NO
121030223011	143	14.6%	40	4.1%	977	NO	NO
121030223013	156	21.5%	54	7.5%	725	NO	NO
121030223021	171	18.9%	37	4.1%	905	NO	NO
121030223022	95	9.0%	7	0.7%	1050	NO	NO
121030223023	171	8.4%	195	9.6%	2024	NO	NO
121030224011	122	8.5%	84	5.9%	1430	NO	NO
121030224021	282	23.2%	20	1.6%	1217	NO	NO
121030224022	0	0.0%	0	0.0%	298	NO	NO
121030224023	59	6.1%	37	3.8%	967	NO	NO
121030224024	133	13.5%	0	0.0%	986	NO	NO
121030225021	231	24.2%	88	9.3%	954	NO	NO
121030225023	168	10.9%	70	4.5%	1545	NO	NO
121030225031	216	13.4%	0	0.0%	1611	NO	NO
121030225032	339	11.9%	45	1.6%	2846	NO	NO
121030225033	378	22.3%	117	6.9%	1698	NO	NO
121030226011	241	17.8%	40	3.0%	1355	NO	NO
121030226021	248	18.5%	70	5.2%	1339	NO	NO
121030226022	440	24.9%	5	0.3%	1768	NO	NO
121030226023	256	14.2%	74	4.1%	1797	NO	NO
121030227002	379	19.9%	93	4.9%	1901	NO	NO
121030227003	138	17.8%	37	4.8%	777	NO	NO
121030228022	270	23.0%	73	6.2%	1175	NO	NO
121030228023	147	10.2%	58	4.0%	1440	NO	NO
121030231002	83	13.5%	33	5.4%	615	NO	NO
121030232001	244	16.8%	103	7.1%	1454	NO	NO
121030232002	53	5.5%	66	6.8%	965	NO	NO
121030232003	100	15.3%	71	10.9%	653	NO	NO
121030233002	116	21.8%	51	9.6%	531	NO	NO
121030233003	109	14.6%	22	2.9%	747	NO	NO

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030235021	86	9.2%	95	10.2%	930	NO	NO
121030236011	49	10.0%	9	1.8%	490	NO	NO
121030236013	139	26.5%	15	2.9%	524	NO	NO
121030236021	18	2.4%	19	2.5%	760	NO	NO
121030236022	19	3.6%	14	2.7%	530	NO	NO
121030237002	76	13.9%	9	1.7%	548	NO	NO
121030237003	141	14.1%	94	9.4%	997	NO	NO
121030238001	42	4.1%	10	1.0%	1014	NO	NO
121030238002	99	17.9%	0	0.0%	553	NO	NO
121030238003	123	15.0%	20	2.4%	822	NO	NO
121030239001	110	13.6%	88	10.9%	809	NO	NO
121030239002	152	12.3%	20	1.6%	1235	NO	NO
121030240011	45	4.5%	30	3.0%	995	NO	NO
121030240012	310	15.3%	37	1.8%	2021	NO	NO
121030240021	360	17.0%	0	0.0%	2121	NO	NO
121030240022	280	20.0%	41	2.9%	1402	NO	NO
121030240023	14	2.0%	16	2.3%	702	NO	NO
121030240024	74	4.4%	65	3.9%	1676	NO	NO
121030240041	244	12.9%	119	6.3%	1889	NO	NO
121030240042	213	11.5%	16	0.9%	1852	NO	NO
121030240043	12	1.2%	0	0.0%	969	NO	NO
121030240051	370	22.8%	80	4.9%	1620	NO	NO
121030240052	231	10.6%	48	2.2%	2172	NO	NO
121030241001	69	4.6%	44	2.9%	1515	NO	NO
121030242022	79	7.3%	62	5.7%	1083	NO	NO
121030243011	410	21.7%	17	0.9%	1890	NO	NO
121030243012	209	15.5%	123	9.1%	1352	NO	NO
121030243022	562	27.0%	190	9.1%	2081	NO	NO
121030243023	147	26.3%	44	7.9%	558	NO	NO
121030244083	239	27.1%	52	5.9%	883	NO	NO
121030244091	451	25.7%	166	9.4%	1758	NO	NO
121030244092	58	4.7%	31	2.5%	1238	NO	NO
121030244111	26	3.0%	0	0.0%	866	NO	NO
121030244112	245	26.6%	72	7.8%	921	NO	NO
121030244121	159	26.2%	14	2.4%	608	NO	NO
121030244123	289	19.4%	23	1.5%	1487	NO	NO
121030244134	298	22.9%	85	6.5%	1304	NO	NO
121030245071	333	14.9%	165	7.4%	2230	NO	NO
121030245072	100	10.0%	97	9.7%	996	NO	NO
121030245082	55	12.3%	3	0.7%	448	NO	NO

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030245092	252	15.6%	84	5.2%	1620	NO	NO
121030245121	117	10.2%	66	5.8%	1142	NO	NO
121030245151	16	3.1%	28	5.4%	521	NO	NO
121030245162	15	1.5%	16	1.6%	970	NO	NO
121030245171	0	0.0%	0	0.0%	0	NO	NO
121030245182	0	0.0%	0	0.0%	0	NO	NO
121030246012	120	15.7%	61	8.0%	764	NO	NO
121030246013	157	16.3%	68	7.0%	966	NO	NO
121030246043	33	4.3%	76	9.9%	765	NO	NO
121030247022	199	13.6%	53	3.6%	1462	NO	NO
121030248011	376	19.7%	129	6.7%	1910	NO	NO
121030249013	507	24.9%	122	6.0%	2038	NO	NO
121030249043	230	23.0%	15	1.5%	998	NO	NO
121030250041	302	26.6%	128	11.3%	1134	NO	NO
121030250071	136	15.1%	48	5.3%	901	NO	NO
121030250072	383	21.0%	64	3.5%	1821	NO	NO
121030250073	169	12.3%	9	0.6%	1372	NO	NO
121030250091	453	26.6%	51	3.0%	1704	NO	NO
121030250111	367	15.8%	71	3.0%	2325	NO	NO
121030250113	76	4.9%	25	1.6%	1545	NO	NO
121030250121	150	14.8%	28	2.8%	1014	NO	NO
121030250122	201	11.8%	115	6.7%	1709	NO	NO
121030250124	206	14.1%	144	9.9%	1461	NO	NO
121030250131	389	19.8%	54	2.8%	1961	NO	NO
121030250132	267	15.4%	21	1.2%	1739	NO	NO
121030250133	179	18.7%	71	7.4%	957	NO	NO
121030250142	581	26.3%	106	4.8%	2206	NO	NO
121030250151	251	16.4%	171	11.2%	1533	NO	NO
121030250173	124	21.3%	37	6.4%	582	NO	NO
121030250191	62	11.1%	63	11.3%	557	NO	NO
121030250201	0	0.0%	15	3.0%	499	NO	NO
121030250211	229	22.9%	71	7.1%	1000	NO	NO
121030251062	67	6.3%	42	4.0%	1059	NO	NO
121030251081	112	10.2%	45	4.1%	1101	NO	NO
121030251082	106	10.1%	50	4.8%	1050	NO	NO
121030251091	130	15.6%	53	6.4%	834	NO	NO
121030251093	281	17.4%	116	7.2%	1612	NO	NO
121030251103	46	3.9%	40	3.4%	1166	NO	NO
121030251104	176	10.0%	114	6.4%	1762	NO	NO
121030251112	135	11.9%	15	1.3%	1133	NO	NO

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030251122	502	21.7%	146	6.3%	2312	NO	NO
121030251131	137	9.2%	49	3.3%	1484	NO	NO
121030251132	69	15.2%	18	4.0%	454	NO	NO
121030251133	263	21.1%	93	7.4%	1249	NO	NO
121030251141	436	15.3%	279	9.8%	2850	NO	NO
121030251152	318	22.6%	109	7.8%	1406	NO	NO
121030251191	416	17.5%	266	11.2%	2376	NO	NO
121030251192	66	7.1%	56	6.0%	935	NO	NO
121030251193	516	20.5%	39	1.5%	2518	NO	NO
121030251201	94	9.3%	14	1.4%	1015	NO	NO
121030251202	32	3.6%	8	0.9%	882	NO	NO
121030251203	83	4.4%	38	2.0%	1894	NO	NO
121030251211	432	15.3%	218	7.7%	2830	NO	NO
121030251212	401	18.2%	43	2.0%	2208	NO	NO
121030251222	93	4.8%	138	7.1%	1950	NO	NO
121030251223	126	9.1%	56	4.1%	1380	NO	NO
121030251231	158	13.6%	28	2.4%	1159	NO	NO
121030251232	53	10.2%	40	7.8%	518	NO	NO
121030252051	57	6.1%	95	10.1%	941	NO	NO
121030252052	62	4.2%	32	2.1%	1492	NO	NO
121030252054	86	8.2%	16	1.5%	1044	NO	NO
121030252071	499	27.0%	74	4.0%	1850	NO	NO
121030252082	82	10.1%	25	3.1%	809	NO	NO
121030252092	68	16.5%	38	9.2%	413	NO	NO
121030252093	373	19.0%	159	8.1%	1962	NO	NO
121030252094	71	12.3%	34	5.9%	579	NO	NO
121030252101	132	8.9%	50	3.4%	1485	NO	NO
121030252102	104	4.3%	219	9.1%	2396	NO	NO
121030252111	31	3.7%	23	2.8%	831	NO	NO
121030253031	101	6.5%	50	3.2%	1545	NO	NO
121030253033	128	10.3%	5	0.4%	1239	NO	NO
121030253051	30	3.5%	82	9.5%	863	NO	NO
121030253092	126	11.9%	59	5.6%	1062	NO	NO
121030254011	268	18.2%	93	6.3%	1472	NO	NO
121030254012	148	9.2%	106	6.6%	1615	NO	NO
121030254071	334	18.1%	78	4.2%	1845	NO	NO
121030254073	345	20.3%	69	4.1%	1700	NO	NO
121030254122	100	7.5%	114	8.6%	1329	NO	NO
121030254123	420	20.4%	140	6.8%	2062	NO	NO
121030254131	244	18.1%	62	4.6%	1349	NO	NO

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030254152	59	26.2%	22	9.8%	225	NO	NO
121030254153	377	25.0%	96	6.3%	1505	NO	NO
121030254172	141	9.4%	157	10.4%	1501	NO	NO
121030254193	174	21.3%	0	0.0%	815	NO	NO
121030255011	439	25.9%	83	4.9%	1695	NO	NO
121030255012	295	15.3%	39	2.0%	1934	NO	NO
121030255013	24	3.8%	26	4.1%	634	NO	NO
121030255071	306	15.1%	197	9.7%	2031	NO	NO
121030255081	65	11.1%	8	1.4%	586	NO	NO
121030255092	174	9.5%	127	7.0%	1825	NO	NO
121030255101	225	24.2%	70	7.5%	930	NO	NO
121030255102	104	11.0%	91	9.7%	942	NO	NO
121030255103	115	14.8%	0	0.0%	778	NO	NO
121030256032	261	22.2%	116	9.8%	1177	NO	NO
121030257001	56	5.6%	50	5.0%	1003	NO	NO
121030257002	230	15.4%	16	1.1%	1492	NO	NO
121030257003	323	19.2%	100	6.0%	1680	NO	NO
121030260011	13	1.3%	22	2.2%	999	NO	NO
121030260012	24	1.9%	143	11.0%	1297	NO	NO
121030260013	65	8.8%	31	4.2%	739	NO	NO
121030260031	61	9.9%	9	1.5%	618	NO	NO
121030260041	58	7.4%	46	5.9%	781	NO	NO
121030261021	296	23.8%	39	3.2%	1243	NO	NO
121030263001	171	22.2%	82	10.6%	771	NO	NO
121030264012	144	11.9%	90	7.4%	1214	NO	NO
121030265023	293	20.5%	16	1.1%	1427	NO	NO
121030266011	154	11.5%	0	0.0%	1341	NO	NO
121030266012	170	19.5%	38	4.4%	871	NO	NO
121030266013	315	23.4%	135	10.0%	1344	NO	NO
121030266022	364	17.1%	187	8.8%	2127	NO	NO
121030267012	276	24.5%	60	5.3%	1127	NO	NO
121030267041	25	4.4%	44	7.7%	568	NO	NO
121030267052	414	24.9%	116	7.0%	1663	NO	NO
121030267053	58	8.9%	38	5.8%	651	NO	NO
121030268091	179	18.2%	103	10.5%	986	NO	NO
121030268092	185	11.5%	154	9.6%	1611	NO	NO
121030268112	394	15.7%	82	3.3%	2512	NO	NO
121030268121	191	11.2%	24	1.4%	1710	NO	NO
121030268123	104	12.9%	56	6.9%	806	NO	NO
121030268141	316	27.1%	63	5.4%	1167	NO	NO

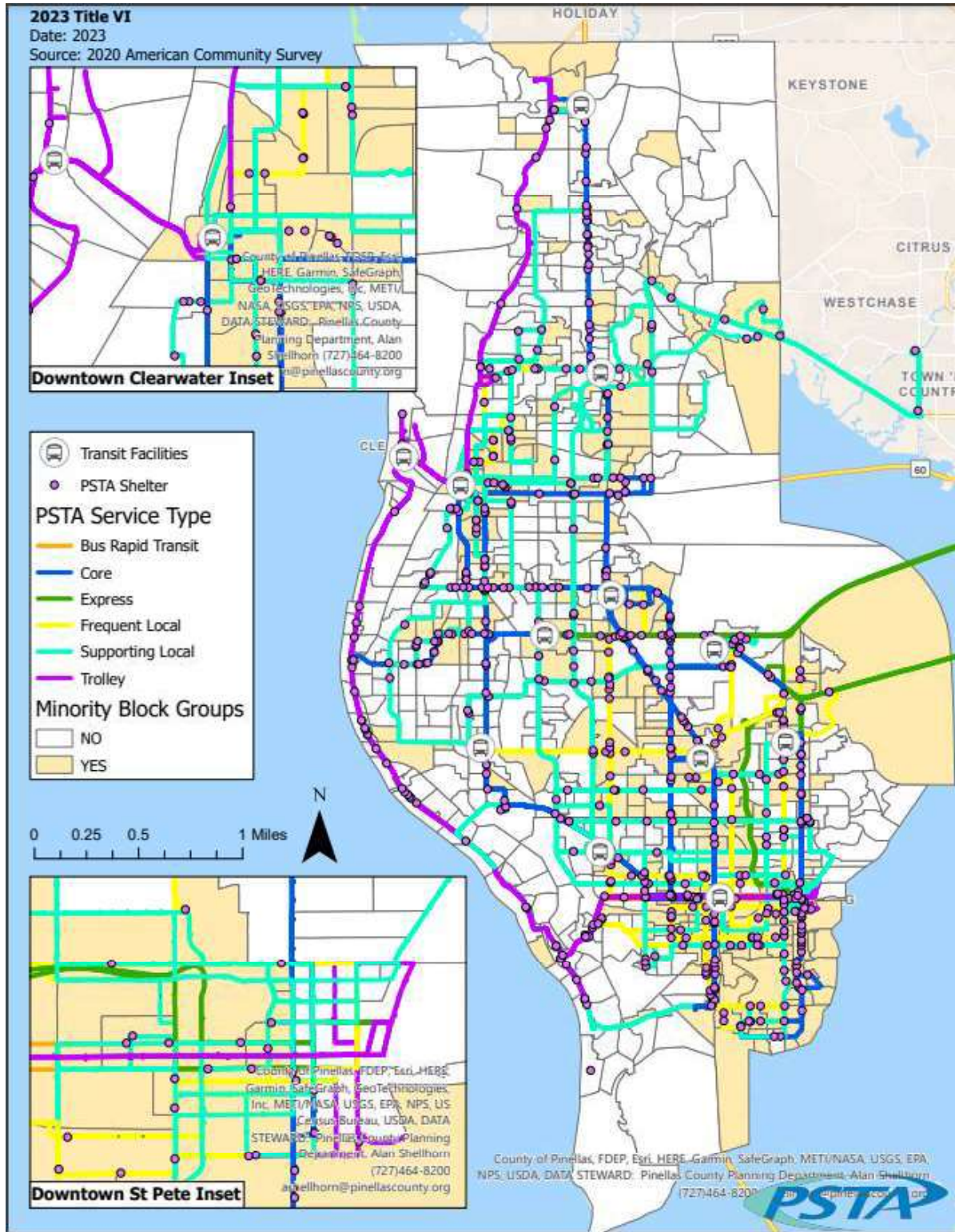
Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030268151	197	10.2%	84	4.3%	1935	NO	NO
121030268152	200	13.9%	36	2.5%	1441	NO	NO
121030268153	179	14.6%	11	0.9%	1228	NO	NO
121030268161	85	6.8%	44	3.5%	1252	NO	NO
121030268162	212	12.0%	60	3.4%	1765	NO	NO
121030268163	329	22.8%	41	2.8%	1442	NO	NO
121030268164	64	6.8%	53	5.6%	941	NO	NO
121030268171	380	21.6%	147	8.4%	1759	NO	NO
121030268183	29	10.2%	17	6.0%	283	NO	NO
121030268201	284	17.8%	93	5.8%	1592	NO	NO
121030268202	176	11.2%	158	10.1%	1570	NO	NO
121030268203	15	4.4%	34	10.0%	341	NO	NO
121030268211	33	4.5%	16	2.2%	737	NO	NO
121030269041	217	15.1%	106	7.4%	1438	NO	NO
121030269043	217	14.1%	163	10.6%	1538	NO	NO
121030269081	85	11.5%	6	0.8%	736	NO	NO
121030269083	28	2.1%	36	2.7%	1311	NO	NO
121030269092	353	17.4%	165	8.1%	2032	NO	NO
121030269111	185	9.8%	16	0.9%	1888	NO	NO
121030269112	37	3.7%	74	7.4%	1005	NO	NO
121030269113	73	6.1%	112	9.4%	1195	NO	NO
121030269133	90	10.9%	69	8.4%	824	NO	NO
121030269141	32	1.9%	132	7.9%	1667	NO	NO
121030269151	186	21.4%	21	2.4%	868	NO	NO
121030269152	4	0.4%	76	7.0%	1093	NO	NO
121030269161	213	25.9%	52	6.3%	822	NO	NO
121030269163	248	22.5%	50	4.5%	1104	NO	NO
121030270001	228	12.2%	55	2.9%	1866	NO	NO
121030270002	169	10.5%	184	11.4%	1612	NO	NO
121030270003	98	6.1%	135	8.5%	1596	NO	NO
121030271051	271	16.5%	143	8.7%	1646	NO	NO
121030271052	59	2.6%	79	3.4%	2290	NO	NO
121030271061	379	18.1%	92	4.4%	2094	NO	NO
121030271062	2	0.2%	0	0.0%	1098	NO	NO
121030272021	53	6.5%	4	0.5%	819	NO	NO
121030272022	230	24.0%	18	1.8%	959	NO	NO
121030272023	482	22.4%	54	2.5%	2152	NO	NO
121030272025	11	1.3%	39	4.8%	817	NO	NO
121030272041	449	19.0%	68	2.9%	2368	NO	NO
121030272043	258	24.0%	87	8.1%	1076	NO	NO

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030272063	572	21.7%	0	0.0%	2634	NO	NO
121030272073	64	10.0%	58	9.1%	639	NO	NO
121030272074	205	22.5%	32	3.5%	912	NO	NO
121030272075	58	4.1%	62	4.3%	1428	NO	NO
121030272081	212	25.5%	47	5.7%	831	NO	NO
121030272082	287	12.3%	16	0.7%	2337	NO	NO
121030272083	364	16.3%	55	2.5%	2235	NO	NO
121030272084	203	11.7%	46	2.6%	1736	NO	NO
121030272103	8	0.9%	100	11.5%	872	NO	NO
121030272121	94	5.4%	155	8.9%	1734	NO	NO
121030273091	150	13.4%	90	8.1%	1116	NO	NO
121030273092	187	15.7%	69	5.8%	1191	NO	NO
121030273142	162	10.3%	126	8.0%	1567	NO	NO
121030273161	6	0.5%	95	7.7%	1227	NO	NO
121030273163	131	7.3%	160	9.0%	1784	NO	NO
121030273171	168	18.4%	9	1.0%	913	NO	NO
121030273173	319	21.2%	19	1.3%	1507	NO	NO
121030273182	301	13.3%	107	4.7%	2257	NO	NO
121030273192	101	7.1%	105	7.4%	1424	NO	NO
121030273193	67	10.3%	63	9.7%	651	NO	NO
121030273211	369	20.0%	157	8.5%	1846	NO	NO
121030273231	236	20.9%	0	0.0%	1130	NO	NO
121030273241	118	6.3%	77	4.1%	1885	NO	NO
121030273242	437	17.9%	142	5.8%	2436	NO	NO
121030273251	327	19.8%	13	0.8%	1655	NO	NO
121030273252	229	12.1%	75	4.0%	1893	NO	NO
121030273271	610	23.7%	153	5.9%	2572	NO	NO
121030273282	303	18.2%	104	6.3%	1663	NO	NO
121030273291	363	18.9%	0	0.0%	1924	NO	NO
121030273301	135	12.4%	75	6.9%	1091	NO	NO
121030273312	129	11.1%	52	4.5%	1167	NO	NO
121030273321	380	13.7%	169	6.1%	2783	NO	NO
121030274012	175	13.6%	28	2.2%	1283	NO	NO
121030274041	565	23.8%	103	4.3%	2376	NO	NO
121030274042	66	6.7%	66	6.7%	979	NO	NO
121030275011	316	10.0%	194	6.2%	3152	NO	NO
121030275012	253	15.0%	26	1.5%	1689	NO	NO
121030275031	183	9.6%	66	3.5%	1897	NO	NO
121030276031	21	4.1%	49	9.7%	507	NO	NO
121030276032	180	12.4%	157	10.8%	1455	NO	NO

Block Group ID	Total Minority Population	Percent Minority	Total Low-Income Population	Percent Low-Income	Total Population	Minority Block Group	Low-Income Block Group
121030276042	0	0.0%	0	0.0%	0	NO	NO
121030276043	114	9.8%	32	2.7%	1165	NO	NO
121030276051	74	10.3%	38	5.3%	719	NO	NO
121030276052	110	12.4%	82	9.2%	888	NO	NO
121030276061	91	12.4%	59	8.0%	735	NO	NO
121030276062	137	13.1%	50	4.8%	1043	NO	NO
121030277011	65	10.0%	32	4.9%	652	NO	NO
121030277012	65	6.7%	93	9.6%	968	NO	NO
121030277013	50	7.1%	28	4.0%	701	NO	NO
121030277031	40	6.8%	33	5.6%	590	NO	NO
121030277032	27	7.0%	22	5.7%	387	NO	NO
121030277041	148	14.8%	37	3.7%	1001	NO	NO
121030277042	112	24.7%	28	6.2%	454	NO	NO
121030277043	66	8.1%	43	5.3%	814	NO	NO
121030278011	6	1.1%	18	3.4%	529	NO	NO
121030278012	30	4.7%	16	2.5%	638	NO	NO
121030278021	2	0.3%	65	10.8%	602	NO	NO
121030279011	57	9.4%	29	4.8%	605	NO	NO
121030279012	72	11.8%	31	5.1%	609	NO	NO
121030279051	66	5.3%	78	6.3%	1239	NO	NO
121030279052	173	14.7%	56	4.8%	1177	NO	NO
121030279053	69	11.5%	47	7.8%	601	NO	NO
121030279054	85	5.4%	106	6.7%	1571	NO	NO
121030280021	157	9.7%	90	5.6%	1612	NO	NO
121030280022	33	6.3%	26	5.0%	520	NO	NO
121030280023	142	18.5%	45	5.9%	767	NO	NO
121030280024	107	10.1%	0	0.0%	1061	NO	NO
121030280042	81	8.9%	50	5.5%	913	NO	NO
121030280051	14	1.7%	36	4.3%	842	NO	NO
121030280052	42	5.9%	73	10.3%	707	NO	NO
121030280061	0	0.0%	69	11.3%	610	NO	NO
121030280062	175	17.3%	78	7.7%	1009	NO	NO
121030281022	34	3.6%	70	7.5%	934	NO	NO
121030281041	40	3.6%	51	4.5%	1116	NO	NO
121030282001	104	11.8%	43	4.9%	878	NO	NO
121030284031	11	1.2%	99	11.2%	886	NO	NO
121030284033	93	7.6%	109	9.0%	1216	NO	NO
121030285002	107	19.7%	23	4.2%	544	NO	NO
121030286021	277	19.6%	107	7.6%	1412	NO	NO
121030201091	1412	95.5%	278	18.8%	1479	YES	YES

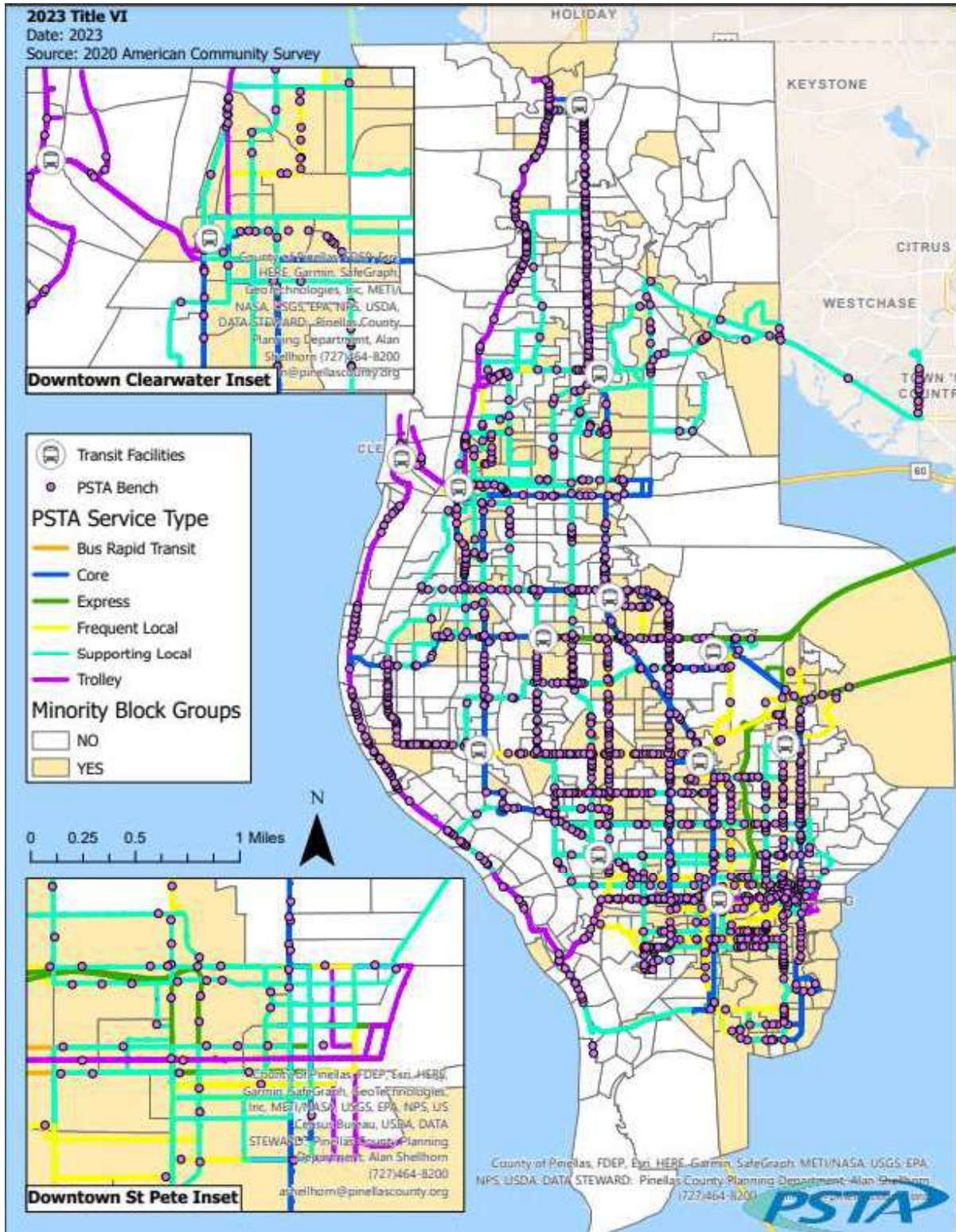


Map D-1: PSTA Shelter Distribution – Minority Block Groups



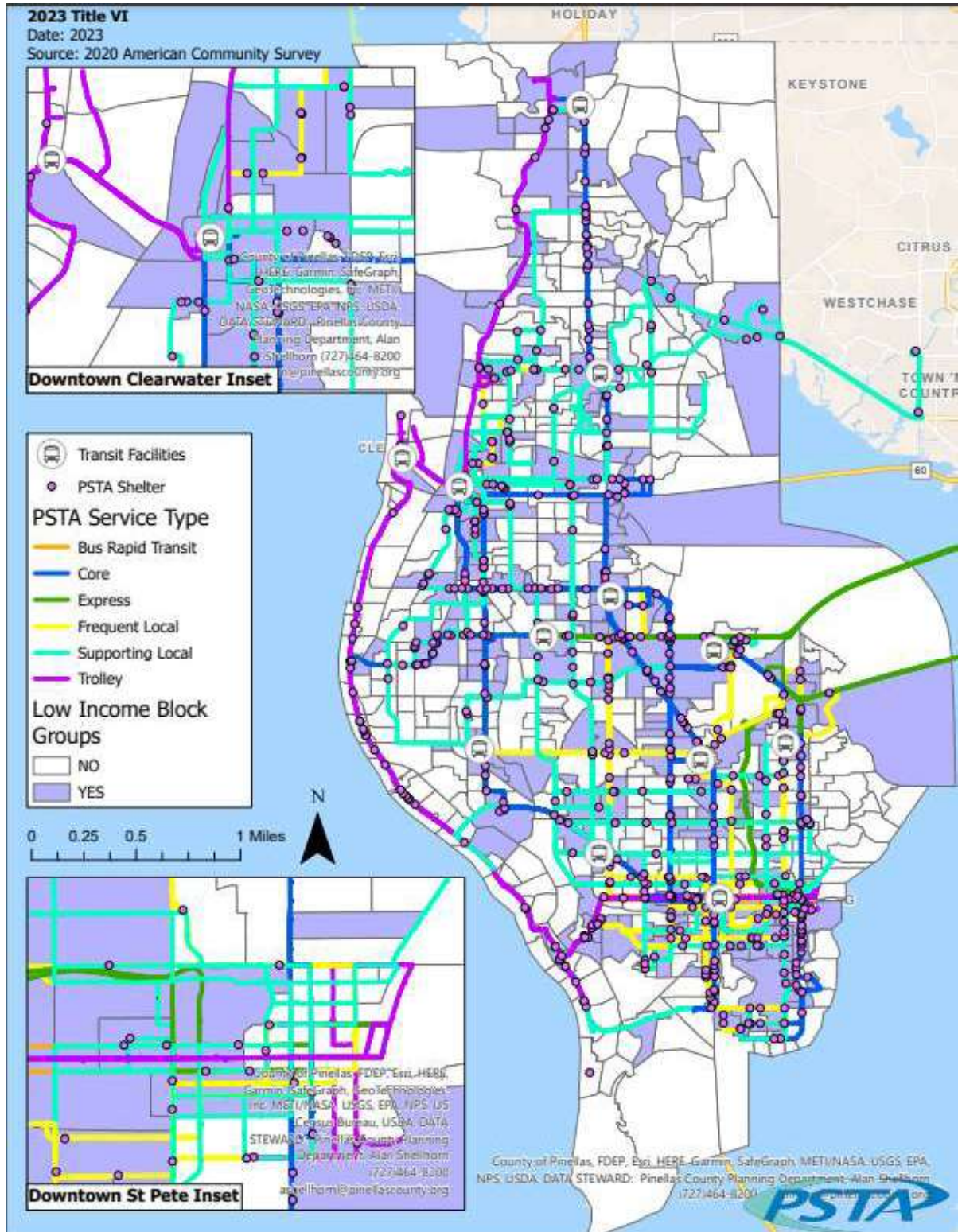


Map D-2: PSTA Bench Distribution – Minority Block Groups





Map D-3: PSTA Shelter Distribution – Low Income Block Groups





**2023 Title VI**  
**Date: 2023**  
**Source: 2020 American Community Survey**

**Downtown Clearwater Inset**

County of Pinellas, FDEP, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc., METI/NASA, USGS, EPA, NPS, US Census Bureau, USDA, DATA STEWARD: Pinellas County Planning Department, Alan Shellhorn (727)464-8200, ashellhorn@pinellascounty.org

**Transit Facilities**

- PSTA Bench

**PSTA Service Type**

- Bus Rapid Transit
- Core
- Express
- Frequent Local
- Supporting Local
- Trolley

**Low Income Block Groups**

- NO
- YES

0 0.25 0.5 1 Miles

**Downtown St Pete Inset**

County of Pinellas, FDEP, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc., METI/NASA, USGS, EPA, NPS, US Census Bureau, USDA, DATA STEWARD: Pinellas County Planning Department, Alan Shellhorn (727)464-8200, ashellhorn@pinellascounty.org

County of Pinellas, FDEP, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc., METI/NASA, USGS, EPA, NPS, US Census Bureau, USDA, DATA STEWARD: Pinellas County Planning Department, Alan Shellhorn (727)464-8200, ashellhorn@pinellascounty.org

**PSTA**

**Table D-2: PSTA Shelter and Benches Distribution by Census Block Group (PSTA October 2023 Amenity Shapefile & 2017-2021 5-Year ACS)**

<b>Block Group ID</b>	<b>Low Income Block Group</b>	<b>Minority Block Group</b>	<b>Bench Count</b>	<b>Shelter Count</b>
121030201051	NO	NO	0	1
121030201052	NO	YES	1	3
121030201053	NO	NO	1	4
121030201061	NO	NO	0	0
121030201062	NO	NO	0	0
121030201063	NO	NO	0	0
121030201071	NO	NO	0	0
121030201072	NO	NO	0	0
121030201081	NO	NO	0	0
121030201082	NO	YES	0	0
121030201083	YES	NO	0	0
121030201091	YES	YES	6	3
121030201092	YES	YES	2	6
121030201093	NO	YES	1	1
121030201101	NO	YES	3	1
121030202011	YES	YES	3	1
121030202012	NO	YES	0	0
121030202013	NO	YES	0	0
121030202021	NO	YES	0	1
121030202022	NO	YES	3	1
121030202023	NO	YES	1	0
121030202061	YES	YES	2	2
121030202062	YES	YES	0	1
121030202071	NO	YES	2	0
121030202072	YES	YES	2	2
121030202081	NO	YES	1	2
121030202082	YES	YES	3	1
121030202091	NO	YES	1	0
121030202092	YES	YES	1	1
121030202093	YES	YES	2	1
121030202094	NO	NO	2	0
121030202095	YES	YES	2	2
121030203011	NO	YES	3	5
121030203012	YES	YES	1	1
121030203013	YES	YES	0	0
121030203014	YES	YES	2	1
121030203015	YES	YES	0	1
121030203021	NO	YES	0	0
121030203022	NO	YES	0	0
121030203023	YES	YES	2	1
121030204001	NO	YES	0	0
121030204002	NO	YES	0	0
121030204003	YES	YES	4	6

121030205001	YES	YES	2	2
121030205002	YES	YES	1	2
121030205003	YES	YES	3	0
121030205004	YES	YES	2	1
121030206001	NO	YES	4	0
121030206002	YES	YES	1	1
121030206003	YES	YES	3	0
121030206004	YES	YES	4	2
121030207001	NO	YES	1	0
121030207002	YES	YES	4	0
121030207003	YES	YES	0	0
121030207004	YES	YES	5	2
121030208001	YES	YES	0	1
121030208002	NO	YES	2	2
121030208003	NO	YES	0	0
121030208004	YES	YES	3	1
121030208005	YES	YES	1	0
121030208006	YES	YES	2	0
121030212001	YES	YES	1	1
121030212002	YES	YES	2	0
121030212003	YES	YES	3	1
121030212004	YES	YES	3	2
121030215011	NO	NO	1	0
121030215012	NO	NO	1	0
121030215021	NO	YES	1	2
121030215022	YES	YES	12	1
121030216001	YES	YES	6	0
121030216002	YES	YES	7	3
121030218001	YES	YES	3	1
121030218002	NO	NO	1	1
121030218003	NO	NO	5	0
121030219001	NO	YES	17	2
121030219002	YES	YES	2	1
121030219003	NO	NO	0	0
121030220001	YES	YES	2	1
121030220002	NO	YES	4	2
121030220003	YES	YES	0	3
121030220004	YES	YES	1	1
121030221011	YES	YES	1	2
121030221012	YES	NO	3	2
121030221021	NO	YES	6	0
121030221022	NO	YES	3	3
121030221023	YES	NO	3	2
121030222001	NO	YES	1	2
121030222002	NO	NO	2	1
121030222003	YES	YES	4	1
121030222004	YES	YES	4	2
121030223011	NO	NO	2	1

121030223012	NO	YES	1	0
121030223013	NO	NO	2	0
121030223021	NO	NO	2	2
121030223022	NO	NO	3	1
121030223023	NO	NO	6	3
121030224011	NO	NO	0	0
121030224012	YES	NO	0	0
121030224013	YES	NO	0	0
121030224021	NO	NO	1	0
121030224022	NO	NO	0	0
121030224023	NO	NO	3	0
121030224024	NO	NO	2	0
121030224025	YES	NO	7	2
121030225011	YES	NO	1	2
121030225012	NO	YES	8	4
121030225013	YES	YES	1	0
121030225021	NO	NO	0	1
121030225022	YES	YES	0	0
121030225023	NO	NO	8	6
121030225031	NO	NO	2	0
121030225032	NO	NO	1	0
121030225033	NO	NO	1	2
121030226011	NO	NO	1	1
121030226012	NO	YES	0	0
121030226013	NO	YES	1	0
121030226021	NO	NO	2	0
121030226022	NO	NO	1	1
121030226023	NO	NO	1	1
121030227001	NO	YES	3	1
121030227002	NO	NO	0	0
121030227003	NO	NO	2	0
121030228011	YES	YES	5	1
121030228012	YES	YES	2	1
121030228013	YES	YES	0	0
121030228021	YES	YES	0	1
121030228022	NO	NO	0	0
121030228023	NO	NO	0	0
121030229011	NO	YES	3	0
121030229012	YES	YES	5	2
121030229021	YES	YES	2	0
121030229022	NO	YES	1	0
121030229023	NO	YES	1	1
121030230001	YES	YES	2	1
121030230002	NO	YES	1	0
121030231001	NO	YES	1	1
121030231002	NO	NO	5	0
121030231003	YES	NO	0	0
121030232001	NO	NO	0	1

121030232002	NO	NO	0	2
121030232003	NO	NO	2	0
121030233001	YES	NO	4	0
121030233002	NO	NO	2	0
121030233003	NO	NO	3	0
121030234001	YES	NO	1	0
121030234002	YES	YES	8	1
121030235011	NO	NO	1	0
121030235012	NO	YES	5	1
121030235021	NO	NO	3	1
121030236011	NO	NO	0	0
121030236012	YES	NO	2	0
121030236013	NO	NO	3	0
121030236021	NO	NO	2	0
121030236022	NO	NO	1	0
121030237001	NO	YES	0	0
121030237002	NO	NO	0	0
121030237003	NO	NO	0	0
121030238001	NO	NO	2	0
121030238002	NO	NO	1	0
121030238003	NO	NO	2	0
121030239001	NO	NO	2	5
121030239002	NO	NO	3	1
121030240011	NO	NO	0	0
121030240012	NO	NO	0	0
121030240021	NO	NO	0	0
121030240022	NO	NO	0	0
121030240023	NO	NO	0	0
121030240024	NO	NO	0	0
121030240041	NO	NO	0	0
121030240042	NO	NO	0	0
121030240043	NO	NO	0	0
121030240051	NO	NO	0	0
121030240052	NO	NO	0	0
121030241001	NO	NO	3	0
121030241002	YES	YES	7	1
121030241003	NO	YES	6	2
121030242011	YES	NO	1	0
121030242012	YES	YES	0	0
121030242013	NO	YES	3	1
121030242021	YES	YES	3	0
121030242022	NO	NO	3	0
121030243011	NO	NO	0	1
121030243012	NO	NO	0	3
121030243013	NO	YES	2	1
121030243021	YES	YES	0	0
121030243022	NO	NO	3	0
121030243023	NO	NO	1	0



121030243024	YES	NO	3	2
121030244031	NO	YES	4	1
121030244032	YES	NO	4	3
121030244033	NO	YES	4	1
121030244061	YES	YES	1	2
121030244062	YES	YES	2	1
121030244063	NO	YES	0	0
121030244081	NO	YES	0	0
121030244082	YES	YES	1	1
121030244083	NO	NO	6	0
121030244091	NO	NO	0	0
121030244092	NO	NO	0	0
121030244101	YES	YES	3	9
121030244102	YES	YES	3	2
121030244111	NO	NO	0	0
121030244112	NO	NO	0	0
121030244113	YES	NO	2	1
121030244114	YES	YES	4	1
121030244121	NO	NO	4	3
121030244122	YES	NO	0	1
121030244123	NO	NO	3	8
121030244131	NO	YES	2	0
121030244132	YES	NO	0	0
121030244133	YES	YES	3	3
121030244134	NO	NO	2	0
121030245051	YES	NO	8	4
121030245052	YES	YES	3	1
121030245053	NO	YES	0	1
121030245054	NO	YES	1	1
121030245071	NO	NO	1	1
121030245072	NO	NO	0	0
121030245073	YES	NO	2	0
121030245081	NO	YES	4	1
121030245082	NO	NO	1	0
121030245083	YES	YES	3	1
121030245091	NO	NO	1	0
121030245092	NO	NO	9	5
121030245101	YES	YES	4	0
121030245102	YES	YES	3	0
121030245103	YES	YES	2	1
121030245104	NO	YES	4	2
121030245121	NO	NO	0	0
121030245122	YES	NO	37	24
121030245141	NO	YES	10	4
121030245142	NO	YES	5	4
121030245143	YES	YES	5	2
121030245151	NO	NO	4	2
121030245152	NO	YES	1	1

121030245161	YES	NO	2	1
121030245162	NO	NO	1	2
121030245171	NO	NO	0	0
121030245172	NO	YES	2	0
121030245181	YES	YES	0	0
121030245182	NO	NO	0	0
121030245191	YES	YES	0	0
121030245192	YES	YES	0	0
121030246011	NO	YES	4	1
121030246012	NO	NO	1	1
121030246013	NO	NO	1	0
121030246014	YES	YES	1	2
121030246031	YES	YES	1	0
121030246032	YES	YES	3	0
121030246041	YES	NO	2	0
121030246042	NO	YES	4	1
121030246043	NO	NO	4	0
121030247011	YES	YES	3	2
121030247012	NO	YES	4	1
121030247013	YES	YES	2	1
121030247021	YES	YES	2	1
121030247022	NO	NO	2	0
121030247031	YES	YES	7	1
121030247032	NO	YES	0	0
121030247033	YES	NO	0	0
121030248011	NO	NO	4	1
121030248012	NO	YES	3	1
121030248031	YES	NO	5	1
121030248032	NO	YES	1	1
121030248041	YES	YES	3	1
121030248051	NO	YES	4	0
121030248052	NO	YES	0	0
121030249011	YES	YES	7	0
121030249012	NO	YES	4	1
121030249013	NO	NO	0	0
121030249041	YES	YES	10	0
121030249042	NO	YES	2	0
121030249043	NO	NO	0	0
121030249051	YES	YES	1	0
121030249052	NO	YES	0	0
121030249053	YES	NO	0	0
121030249054	NO	YES	1	0
121030249055	YES	NO	0	0
121030249061	YES	YES	0	1
121030249062	NO	YES	1	0
121030249063	YES	NO	5	1
121030249071	YES	YES	4	1
121030249072	YES	YES	6	2

121030249081	NO	YES	8	4
121030249082	NO	YES	4	2
121030250041	NO	NO	4	1
121030250042	YES	YES	11	0
121030250043	YES	YES	6	3
121030250071	NO	NO	1	0
121030250072	NO	NO	6	0
121030250073	NO	NO	4	0
121030250091	NO	NO	13	1
121030250092	YES	YES	3	3
121030250111	NO	NO	5	0
121030250112	YES	YES	12	5
121030250113	NO	NO	1	0
121030250121	NO	NO	0	0
121030250122	NO	NO	3	1
121030250123	YES	NO	0	0
121030250124	NO	NO	3	0
121030250131	NO	NO	2	0
121030250132	NO	NO	2	0
121030250133	NO	NO	3	0
121030250141	NO	YES	8	3
121030250142	NO	NO	12	1
121030250151	NO	NO	6	1
121030250152	YES	NO	0	0
121030250161	YES	YES	5	0
121030250171	YES	NO	5	0
121030250172	YES	NO	2	0
121030250173	NO	NO	3	0
121030250181	YES	YES	8	1
121030250182	YES	YES	5	0
121030250191	NO	NO	7	2
121030250192	YES	NO	1	0
121030250201	NO	NO	0	0
121030250202	NO	YES	5	2
121030250211	NO	NO	1	0
121030250212	YES	YES	7	3
121030251061	YES	NO	4	3
121030251062	NO	NO	4	0
121030251071	YES	NO	0	1
121030251072	NO	YES	0	2
121030251073	YES	NO	1	0
121030251081	NO	NO	0	0
121030251082	NO	NO	1	0
121030251091	NO	NO	1	0
121030251092	YES	NO	0	1
121030251093	NO	NO	0	0
121030251101	NO	YES	6	0
121030251102	YES	YES	3	0

121030251103	NO	NO	0	0
121030251104	NO	NO	0	0
121030251111	YES	NO	2	1
121030251112	NO	NO	2	1
121030251113	YES	NO	0	0
121030251114	YES	NO	0	0
121030251121	NO	NO	0	0
121030251122	NO	NO	4	2
121030251131	NO	NO	0	1
121030251132	NO	NO	2	0
121030251133	NO	NO	0	0
121030251141	NO	NO	1	1
121030251142	YES	NO	3	0
121030251151	YES	NO	0	0
121030251152	NO	NO	1	1
121030251161	YES	NO	0	0
121030251162	YES	NO	2	0
121030251191	NO	NO	1	1
121030251192	NO	NO	6	0
121030251193	NO	NO	1	1
121030251201	NO	NO	0	0
121030251202	NO	NO	0	0
121030251203	NO	NO	0	0
121030251211	NO	NO	5	0
121030251212	NO	NO	5	0
121030251221	NO	YES	1	0
121030251222	NO	NO	6	0
121030251223	NO	NO	0	0
121030251231	NO	NO	0	0
121030251232	NO	NO	5	0
121030252041	YES	NO	1	2
121030252042	YES	NO	1	2
121030252051	NO	NO	0	0
121030252052	NO	NO	3	1
121030252053	YES	NO	0	0
121030252054	NO	NO	2	0
121030252071	NO	NO	1	0
121030252072	YES	NO	1	6
121030252073	YES	YES	0	1
121030252074	NO	YES	1	1
121030252081	YES	NO	0	0
121030252082	NO	NO	3	1
121030252091	NO	YES	0	1
121030252092	NO	NO	1	0
121030252093	NO	NO	0	1
121030252094	NO	NO	0	0
121030252101	NO	NO	0	0
121030252102	NO	NO	0	0

121030252111	NO	NO	2	0
121030252112	YES	NO	1	2
121030253031	NO	NO	2	1
121030253032	YES	NO	2	0
121030253033	NO	NO	0	3
121030253051	NO	NO	2	0
121030253052	NO	YES	3	0
121030253071	YES	YES	6	5
121030253072	NO	YES	2	1
121030253091	YES	NO	1	0
121030253092	NO	NO	2	0
121030253101	NO	YES	1	4
121030253111	YES	NO	2	1
121030253112	YES	NO	1	0
121030253113	YES	NO	2	1
121030254011	NO	NO	0	0
121030254012	NO	NO	2	0
121030254013	YES	NO	1	0
121030254071	NO	NO	0	1
121030254072	YES	YES	0	1
121030254073	NO	NO	0	0
121030254111	NO	YES	3	3
121030254121	NO	YES	1	0
121030254122	NO	NO	0	0
121030254123	NO	NO	2	1
121030254131	NO	NO	0	0
121030254132	YES	NO	0	1
121030254133	YES	YES	0	0
121030254141	YES	NO	5	3
121030254142	NO	NO	6	1
121030254151	YES	NO	3	0
121030254152	NO	NO	0	0
121030254153	NO	NO	2	1
121030254161	NO	YES	2	0
121030254162	YES	NO	2	1
121030254171	YES	NO	0	1
121030254172	NO	NO	0	0
121030254181	YES	YES	2	0
121030254182	YES	NO	0	0
121030254191	NO	YES	1	1
121030254192	YES	NO	0	0
121030254193	NO	NO	1	0
121030254201	YES	NO	0	0
121030254202	YES	NO	1	1
121030254211	YES	YES	1	0
121030254212	YES	NO	1	0
121030255011	NO	NO	3	0
121030255012	NO	NO	2	0

121030255013	NO	NO	0	0
121030255051	YES	YES	2	0
121030255052	YES	YES	5	0
121030255071	NO	NO	0	0
121030255072	YES	NO	1	0
121030255081	NO	NO	0	0
121030255082	YES	NO	1	2
121030255091	NO	YES	0	0
121030255092	NO	NO	0	1
121030255101	NO	NO	1	0
121030255102	NO	NO	1	1
121030255103	NO	NO	0	0
121030256021	YES	YES	4	1
121030256022	YES	YES	5	1
121030256023	YES	NO	2	2
121030256031	YES	YES	1	4
121030256032	NO	NO	5	4
121030256041	YES	YES	3	0
121030257001	NO	NO	0	1
121030257002	NO	NO	0	0
121030257003	NO	NO	2	0
121030258001	YES	YES	0	0
121030258002	YES	YES	2	2
121030258003	YES	YES	1	2
121030259011	YES	YES	3	3
121030259012	YES	YES	1	1
121030259013	YES	YES	1	3
121030259021	YES	NO	2	3
121030259022	YES	YES	14	0
121030260011	NO	NO	0	0
121030260012	NO	NO	1	0
121030260013	NO	NO	3	0
121030260031	NO	NO	4	2
121030260032	YES	NO	2	2
121030260041	NO	NO	0	1
121030261011	YES	NO	4	0
121030261012	YES	YES	6	0
121030261021	NO	NO	3	0
121030262001	YES	YES	3	2
121030262002	YES	YES	1	2
121030263001	NO	NO	1	0
121030263002	YES	YES	1	1
121030263003	YES	YES	0	2
121030263004	YES	YES	6	3
121030263005	YES	YES	0	0
121030263006	NO	YES	0	0
121030264011	YES	YES	1	0
121030264012	NO	NO	0	1

121030264013	YES	YES	1	1
121030264021	NO	YES	3	1
121030264022	YES	YES	2	2
121030264023	YES	YES	3	2
121030265011	YES	NO	1	1
121030265012	NO	YES	1	0
121030265021	YES	YES	0	0
121030265022	NO	YES	0	0
121030265023	NO	NO	0	0
121030266011	NO	NO	0	0
121030266012	NO	NO	0	0
121030266013	NO	NO	3	2
121030266021	YES	YES	2	1
121030266022	NO	NO	2	0
121030267011	NO	YES	0	1
121030267012	NO	NO	0	0
121030267013	YES	YES	0	0
121030267014	NO	YES	0	1
121030267031	YES	NO	2	0
121030267032	YES	NO	1	1
121030267033	NO	YES	4	0
121030267034	YES	YES	2	2
121030267035	YES	YES	2	1
121030267041	NO	NO	0	0
121030267042	NO	YES	2	2
121030267043	NO	YES	0	0
121030267051	NO	YES	0	0
121030267052	NO	NO	0	0
121030267053	NO	NO	2	0
121030268041	NO	YES	1	1
121030268042	YES	YES	0	0
121030268043	YES	YES	0	0
121030268091	NO	NO	0	0
121030268092	NO	NO	0	0
121030268111	NO	YES	0	0
121030268112	NO	NO	0	0
121030268113	NO	YES	4	2
121030268114	YES	NO	0	0
121030268121	NO	NO	0	1
121030268122	NO	YES	0	0
121030268123	NO	NO	0	0
121030268124	YES	NO	3	3
121030268131	NO	YES	0	2
121030268132	YES	YES	1	0
121030268141	NO	NO	0	0
121030268142	NO	NO	3	1
121030268151	NO	NO	2	0
121030268152	NO	NO	1	1

121030268153	NO	NO	0	0
121030268161	NO	NO	0	0
121030268162	NO	NO	0	0
121030268163	NO	NO	0	0
121030268164	NO	NO	2	0
121030268171	NO	NO	0	0
121030268172	NO	YES	0	0
121030268173	YES	NO	0	0
121030268181	YES	YES	2	1
121030268182	NO	YES	0	1
121030268183	NO	NO	0	0
121030268191	YES	NO	1	4
121030268192	YES	YES	2	2
121030268201	NO	NO	4	1
121030268202	NO	NO	2	0
121030268203	NO	NO	1	1
121030268204	YES	NO	0	0
121030268211	NO	NO	0	0
121030268212	NO	YES	1	0
121030269041	NO	NO	0	0
121030269042	YES	NO	7	0
121030269043	NO	NO	6	2
121030269081	NO	NO	0	0
121030269082	NO	YES	1	0
121030269083	NO	NO	0	0
121030269084	YES	NO	0	1
121030269091	YES	NO	0	1
121030269092	NO	NO	1	1
121030269093	NO	YES	1	0
121030269111	NO	NO	1	1
121030269112	NO	NO	1	0
121030269113	NO	NO	0	0
121030269121	NO	YES	4	1
121030269122	YES	NO	0	0
121030269123	YES	NO	1	0
121030269131	YES	NO	0	0
121030269132	YES	YES	3	1
121030269133	NO	NO	1	0
121030269141	NO	NO	1	1
121030269142	YES	NO	1	2
121030269151	NO	NO	0	0
121030269152	NO	NO	1	0
121030269161	NO	NO	0	0
121030269162	NO	YES	0	0
121030269163	NO	NO	1	0
121030269164	NO	YES	1	0
121030269171	YES	NO	4	1
121030270001	NO	NO	0	0



121030270002	NO	NO	0	0
121030270003	NO	NO	0	1
121030271051	NO	NO	2	0
121030271052	NO	NO	0	1
121030271061	NO	NO	0	1
121030271062	NO	NO	1	0
121030271063	YES	NO	0	0
121030271071	YES	NO	5	2
121030271081	YES	NO	1	0
121030271082	YES	NO	5	3
121030272021	NO	NO	3	0
121030272022	NO	NO	0	0
121030272023	NO	NO	4	0
121030272024	YES	NO	3	0
121030272025	NO	NO	3	0
121030272041	NO	NO	2	1
121030272042	YES	NO	3	0
121030272043	NO	NO	3	0
121030272061	YES	NO	7	0
121030272062	NO	NO	3	3
121030272063	NO	NO	0	0
121030272071	NO	YES	0	0
121030272072	YES	NO	6	0
121030272073	NO	NO	3	0
121030272074	NO	NO	0	0
121030272075	NO	NO	3	1
121030272081	NO	NO	0	0
121030272082	NO	NO	3	0
121030272083	NO	NO	0	0
121030272084	NO	NO	3	1
121030272091	YES	NO	0	0
121030272101	YES	NO	7	0
121030272102	YES	NO	2	0
121030272103	NO	NO	1	1
121030272104	YES	NO	1	0
121030272111	YES	NO	2	1
121030272112	NO	YES	3	1
121030272113	YES	NO	5	1
121030272121	NO	NO	2	1
121030272122	YES	NO	1	1
121030273081	YES	YES	0	0
121030273082	NO	YES	0	0
121030273091	NO	NO	0	0
121030273092	NO	NO	0	0
121030273141	YES	YES	0	0
121030273142	NO	NO	0	0
121030273161	NO	NO	4	1
121030273162	NO	YES	0	0

121030273163	NO	NO	2	2
121030273171	NO	NO	0	0
121030273172	YES	NO	0	0
121030273173	NO	NO	2	0
121030273181	NO	YES	2	1
121030273182	NO	NO	3	0
121030273191	NO	YES	0	0
121030273192	NO	NO	0	0
121030273193	NO	NO	0	0
121030273194	YES	YES	0	0
121030273201	YES	NO	2	2
121030273202	YES	YES	0	0
121030273203	NO	YES	6	0
121030273211	NO	NO	0	0
121030273231	NO	NO	0	0
121030273232	YES	YES	1	1
121030273241	NO	NO	0	0
121030273242	NO	NO	0	0
121030273251	NO	NO	0	0
121030273252	NO	NO	0	0
121030273261	YES	NO	0	1
121030273262	YES	YES	0	0
121030273271	NO	NO	0	0
121030273272	YES	YES	3	3
121030273281	YES	NO	0	0
121030273282	NO	NO	0	0
121030273291	NO	NO	0	0
121030273292	NO	YES	0	0
121030273301	NO	NO	2	1
121030273302	YES	NO	2	2
121030273311	YES	NO	0	0
121030273312	NO	NO	0	0
121030273321	NO	NO	0	0
121030273331	YES	NO	0	0
121030273332	YES	NO	0	0
121030274011	YES	YES	5	0
121030274012	NO	NO	0	0
121030274041	NO	NO	5	1
121030274042	NO	NO	4	0
121030274043	YES	NO	3	1
121030274044	YES	YES	9	3
121030274045	YES	YES	5	2
121030274046	YES	NO	5	0
121030275011	NO	NO	0	0
121030275012	NO	NO	0	0
121030275013	YES	NO	3	0
121030275031	NO	NO	5	0
121030275032	YES	YES	0	0

121030275033	YES	NO	0	0
121030275041	NO	YES	4	0
121030275042	YES	NO	3	2
121030276031	NO	NO	7	1
121030276032	NO	NO	3	1
121030276041	NO	NO	6	1
121030276042	NO	NO	1	0
121030276043	NO	NO	0	0
121030276051	NO	NO	0	0
121030276052	NO	NO	0	0
121030276061	NO	NO	3	3
121030276062	NO	NO	0	1
121030277011	NO	NO	0	3
121030277012	NO	NO	1	2
121030277013	NO	NO	0	0
121030277031	NO	NO	5	6
121030277032	NO	NO	7	1
121030277041	NO	NO	4	1
121030277042	NO	NO	3	1
121030277043	NO	NO	9	1
121030278011	NO	NO	5	1
121030278012	NO	NO	4	0
121030278021	NO	NO	4	0
121030278022	YES	NO	0	0
121030279011	NO	NO	4	1
121030279012	NO	NO	0	1
121030279013	NO	YES	0	0
121030279051	NO	NO	0	0
121030279052	NO	NO	0	0
121030279053	NO	NO	0	0
121030279054	NO	NO	0	0
121030280021	NO	NO	0	1
121030280022	NO	NO	1	1
121030280023	NO	NO	0	1
121030280024	NO	NO	2	0
121030280041	YES	NO	1	1
121030280042	NO	NO	0	2
121030280051	NO	NO	3	1
121030280052	NO	NO	0	0
121030280061	NO	NO	0	0
121030280062	NO	NO	6	4
121030281021	YES	NO	0	1
121030281022	NO	NO	0	0
121030281023	YES	NO	0	0
121030281031	YES	NO	0	0
121030281032	YES	NO	2	5
121030281041	NO	NO	3	2
121030281042	YES	NO	0	0

121030281043	YES	NO	0	1
121030282001	NO	NO	1	0
121030282002	YES	NO	0	0
121030282003	YES	YES	0	0
121030283001	NO	YES	1	1
121030283002	YES	NO	3	1
121030283003	YES	NO	6	1
121030283004	YES	YES	0	0
121030284031	NO	NO	0	0
121030284032	YES	NO	2	2
121030284033	NO	NO	13	2
121030285001	YES	NO	4	0
121030285002	NO	NO	0	0
121030286011	YES	YES	5	5
121030286012	NO	YES	2	3
121030286021	NO	NO	1	2
121030286022	YES	YES	1	5
121030287001	YES	YES	4	5
121030287002	NO	YES	1	0
121030287003	YES	YES	4	0

**APPENDIX E:**  
**TITLE VI COMPLAINT PROCEDURES AND FORM**



## **PSTA TITLE VI PUBLIC NOTICE**

### **PINELLAS SUNCOAST TRANSIT AUTHORITY OBJECTIVES/POLICY STATEMENTS (42 U.S.C. 2000d) TITLE VI OF THE CIVIL RIGHTS ACT TO ALL PSTA EMPLOYEES AND THE SERVICE COMMUNITY**

As a major provider of public transportation whose employees have extensive daily contact with the public, the Pinellas Suncoast Transit Authority (PSTA) recognizes its responsibility to the community; it serves and is committed to a policy of nondiscrimination. PSTA works to ensure nondiscriminatory transportation in support of our mission to provide effective, coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Pinellas County citizens.

In compliance with Title VI of the Civil Rights Act of 1964, PSTA prohibits discrimination on the basis of race, color, age, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C Section 2000d)

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for PSTA 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 PSTA provides.

Environmental Justice Principles are:

- a) To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
- b) To ensure the full and free participation by all potentially affected communities in the transportation decision-making process
- c) To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations

Trish Collins, Director of Human Resources/EEO Officer, has been designated as PSTA's Civil Rights Officer, responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs. In addition, Jacob Labutka is responsible for implementing all aspects of the Title VI Program. However, along with the Executive Director, all Directors, Managers, and their staff share in the responsibility for making PSTA's Title VI Program a success. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by PSTA in its financial assistance agreement with DOT



To request a copy of this agency's Title VI program contact PSTA.

Any person who believes they have been discriminated against under

Title VI has the right to file a formal complaint within 180 days of the alleged

discrimination. Individuals and organizations may file a complaint with

Pinellas Suncoast Transit Authority by contacting PSTA or obtaining the complaint form from:

<https://www.psta.net/media/3676/title-vi-complaint-form.pdf>

The form should be completed, signed, and sent to:

**Trish Collins, Director of Human Resources/EEO Officer**

**Pinellas Suncoast Transit Authority**

**3201 Scherer Drive**

**St. Petersburg, FL 33716**

**Fax: 727-540-1922**

Individuals or organizations with questions, comments, or for more information may contact PSTA at the above address or email [Title6Coordinator@psta.net](mailto:Title6Coordinator@psta.net).

Persons may also file a complaint with the Federal Transit Administrator's Office of Civil Rights by obtaining the complaint form from:

[https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated\\_Civil\\_Rights\\_Complaint\\_Form.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated_Civil_Rights_Complaint_Form.pdf)



**PINELLAS SUNCOAST TRANSIT AUTHORITY  
TITLE VI OF THE CIVIL RIGHTS ACT  
TO ALL PSTA EMPLOYEES AND THE SERVICE COMMUNITY**

As a major provider of public transportation whose employees have extensive daily contact with the public, the Pinellas Suncoast Transit Authority (PSTA) recognizes its responsibility to the community, which it serves and is committed to a policy of nondiscrimination. PSTA works to ensure nondiscriminatory transportation in support of our mission to provide effective, coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Pinellas County citizens. In compliance with Title VI of the Civil Rights Act of 1964 (Title VI), PSTA prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding.

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for PSTA, 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 PSTA provides.

Trish Collins, Director of Human Resources/EEO Officer, has been designated as PSTA's Civil Rights Officer responsible for civil rights compliance and monitoring to ensure nondiscriminatory provision of transit services and programs. In addition, Jacob Labutka is responsible for implementing all aspects of the Title VI Program. However, along with the Chief Executive Officer, All Directors, Managers, and their staff share in the responsibility for making PSTA's Title VI Program a success. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by PSTA in its financial assistance agreements with DOT.

For more information contact:  
Trish Collins or Jacob Labutka  
Pinellas Suncoast Transit Authority  
3201 Scherer Drive  
St Petersburg, FL 33716  
Title6Coordinator@psta.net  
727-540-1800





## PINELLAS SUNCOAST TRANSIT AUTHORITY TITLE VI COMPLAINT FORM

PSTA WORKS TO ENSURE NONDISCRIMINATORY TRANSPORTATION IN SUPPORT OF OUR MISSION TO PROVIDE EFFECTIVE, COORDINATED AND INTEGRATED MULTIMODAL TRANSPORTATION SOLUTIONS TO ENHANCE THE SOCIAL AND ECONOMIC QUALITY OF LIFE FOR ALL PINELLAS COUNTY CITIZENS. PSTA'S EEO OFFICER IS RESPONSIBLE FOR THE CIVIL RIGHTS COMPLAINT AND MONITORING TO ENSURE NONDISCRIMINATORY PROVISION OF TRANSIT SERVICES AND PROGRAMS.

THE ENVIRONMENTAL JUSTICE COMPONENT OF TITLE VI GUARANTEES FAIR TREATMENT FOR ALL PEOPLE AND PROVIDES FOR PSTA, 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 PSTA PROVIDES.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 PROHIBITS DISCRIMINATION ON THE BASIS OF RACE, COLOR, OR NATIONAL ORIGIN IN PROGRAMS AND ACTIVITIES RECEIVING FEDERAL FINANCIAL ASSISTANCE. SPECIFICALLY, TITLE VI PROVIDES THAT "NO PERSON IN THE UNITED STATES SHALL, ON THE GROUND OF RACE, COLOR, OR NATIONAL ORIGIN, BE EXCLUDED FROM PARTICIPATION IN, BE DENIED THE BENEFITS OF, OR BE SUBJECTED TO DISCRIMINATION UNDER ANY PROGRAM OR ACTIVITY RECEIVING FEDERAL FINANCIAL ASSISTANCE."

### Section I:

Name:

Address:

Telephone (Home):

Telephone (Work):

Email Address:

### Section II:

Are you filing this complaint on your own behalf? Check one:

\_\_\_\_\_ Yes (If yes, proceed to Section III) \_\_\_\_\_ No

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 permission from the aggrieved party if you are filing on behalf of a third part. Check one:

☐ Yes ☐ No

**Section III:**

I believe the discrimination I experience 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 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? Check one:

☐ Yes ☐ No

**Section V:**

Have you filed this complaint with any Federal, State, or local agency, or with any Federal or State court? Check one:

☐ Yes ☐ No

If yes, provide agency and/or court and date of filing:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

Trish Collins, Director of Human Resources/EEO Officer  
Pinellas Suncoast Transit Authority  
3201 Scherer Drive  
St. Petersburg, FL 33716  
Fax: 727-540-1922



## **PINELLAS SUNCOAST TRANSIT AUTHORITY TÍTULO VI DE LA LEY DE DERECHOS CIVILES**

### **A TODOS LOS EMPLEADOS DE PSTA Y SERVICIO COMUNITARIO**

Como un importante proveedor de transporte público cuyos empleados tienen un amplio contacto diario con el público, Pinellas Suncoast Transit Authority (PSTA) reconoce su responsabilidad en la comunidad, a la que sirve y se ha comprometido a una política de no discriminación. PSTA trabaja para asegurar un transporte no discriminatorio en apoyo de nuestra misión para proveer soluciones de transporte multimodal efectivo, coordinado e integrado para mejorar la calidad de vida social y económica para todos los ciudadanos del Condado de Pinellas. En cumplimiento del Título VI de la Ley de Derechos Civiles de 1964 (Título VI) prohíbe la discriminación por motivos de raza, color y nacionalidad en programas que reciben financiamiento federal.

El componente de Justicia Ambiental del Título VI garantiza un trato justo para todas las personas y contempla a PSTA, 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 PSTA.

Trish Collins, El Director de Recursos Humanos y Igualdad de Oportunidades de Empleo (EEO), ha sido designada como oficial de Derechos Civiles de PSTA responsable del cumplimiento y supervisión de los derechos civiles para garantizar la prestación no discriminatoria de los servicios y programas de transporte. Adicionalmente, Jacob Labutka es responsable de implementar todos los aspectos del Programa del Título VI. Sin embargo, junto con el Director General, todos los Directores, Administradores, y su Personal comparten la responsabilidad de hacer del Programa del Título VI de PSTA todo un éxito. La implementación del Programa del Título VI tiene la misma prioridad que el cumplimiento con las otras obligaciones legales incurridas por PSTA en sus contratos de asistencia financiera con DOT.

Para mayor información contacte a:

Trish Collins o Jacob Labutka  
Pinellas Suncoast Transit Authority  
3201 Scherer Drive  
St. Petersburg, FL 33716  
Title6Coordinator@psta.net  
727.540.1800



**PINELLAS SUNCOAST TRANSIT AUTHORITY  
TITLE VI COMPLAINT FORM**

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. ESPECÍFICAMENTE, 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 PSTA, 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 PSTA.

PSTA HACE LO POSIBLE PARA GARANTIZAR EL TRANSPORTE SIN DISCRIMINACIÓN A FIN DE CUMPLIR NUESTRA MISIÓN DE PROVEER UN SISTEMA DE TRANSPORTE MULTIMODAL EFECTIVO, COORDINADO E INTEGRADO QUE MEJORE LA CALIDAD DE VIDA SOCIAL Y ECONÓMICA DE LOS HABITANTES DEL CONDADO DE PINELLAS. EL OFICIAL DE IGUALDAD EN OPORTUNIDADES DE EMPLEO DE PSTA ES EL RESPONSABLE DEL CUMPLIMIENTO Y LA SUPERVISIÓN DE LOS DERECHOS CIVILES A FIN DE GARANTIZAR EL OFRECIMIENTO DE LOS SERVICIOS Y PROGRAMAS DE TRÁNSITO.

**Sección I:**

Nombre:

Dirección:

Teléfono (Casa):

Teléfono (Trabajo):

Dirección de Correo Electrónico:

**Section II:**

¿Usted mismo está presentando esta queja?

\_\_\_\_\_ Sí\* (Si es así, vaya a la Sección III.) \_\_\_\_\_ No

Si no es así, proporcione el nombre y la relación de la persona por la que se queja:

Explique por qué se ha presentado a nombre de un tercero:



Confirme por favor que tiene el permiso de la persona agraviada si se está presentando a nombre de un tercero.  _____ Si      _____ No
<b>Sección III:</b>
Creo que la discriminación que experimenté fue por (marque todas las que apliquen):  _____ Raza      _____ Color      _____ Nacionalidad
Date of Alleged Discrimination (Month, Day, Year):
Explique lo más claramente posible que pasó y por qué cree que fue discriminado. Describa a todas las personas que lo discriminaron (si las conoce), así como los nombres e información de contacto de cualquier testigo. Si requiere de más espacio, por favor use el reverso de este formulario.
<b>Sección IV:</b>
¿Había presentado antes una queja del Título VI a este organismo?  _____ Si      _____ No
<b>Sección V:</b>
¿Había presentado esta queja a algún organismo Federal, Estatal, o a algún tribunal Federal o Estatal?  _____ Si      _____ No
Si es así, proporcione el nombre del organismo y/o tribunal y la fecha de presentación:

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

Presente este formulario en persona en la siguiente dirección, o envíe por correo o fax este formulario a:

Trish Collins, Director of Human Resources/EEO Officer  
Pinellas Suncoast Transit Authority  
3201 Scherer Drive  
St. Petersburg, FL 33716  
Fax: 727-540-1922

**APPENDIX F:**  
**PSTA Rules and Regulations**





**POLICY #1  
RULES AND REGULATIONS  
PINELLAS SUNCOAST TRANSIT AUTHORITY**

**ARTICLE I. MISSION STATEMENT**

Section 1.01      Mission Statement – PSTA provides safe, convenient, accessible and affordable public transportation services for Pinellas County residents and visitors, and supports economic vitality, thriving communities, and an enhanced quality of life.

**ARTICLE II. BOARD OF DIRECTORS**

Section 2.01      Board of Directors

A.    Powers – All powers of PSTA as set forth in Chapter 2000-424, Laws of Florida, as amended, shall be vested in the Board of Directors, except as otherwise provided by law or in these Rules and Regulations.

B.    Duties – It shall be the duty of the Board of Directors to discharge the obligations and responsibilities imposed upon the Board by state law, federal law and these Rules and Regulations. The Board shall have the following duties:

1.    The Board shall be responsible for evaluating the job performance of all employees that the Board has the direct authority to hire and fire. The evaluation process shall be determined by the Board as a whole, by a committee of the Board, by an independent management consultant, or any combination thereof.

2.    The Board shall provide for an annual independent audit by a firm of certified public accountants of all PSTA accounts and may provide for more frequent audits if the Board deems it necessary. All audits shall be according to the procedures and requirements provided by law. The contract for audit services shall be the subject of competitive bidding at least every 5 years or as otherwise required by federal or state laws or regulations.

3.    Except for the purpose of inquiries and investigations, the Board of Directors or its members individually shall deal with PSTA officers and employees who are subject to the direction and supervision of the Chief Executive Officer/Executive Director ("CEO/ED") solely through the CEO/ED, and neither the Board nor its members shall give orders to any such officer or employee either publicly or privately. It is the express intent of these Rules and Regulations that recommendations for improvement in PSTA operations by individual Board members be made to and through the CEO/ED. Nothing in this paragraph shall be

construed to prohibit individual members of the Board from closely scrutinizing by questions and personal observations all aspects of PSTA operations so as to obtain independent information to assist the Board members in formulation of sound policy.

#### Section 2.02

Election and Terms – There shall be as officers of the Board of Directors, a Chairperson, Vice-Chairperson, and Secretary/Treasurer. Nomination of officers shall be made by a nominating committee of at least three board members appointed by the Board of Directors. The nominating committee shall submit all nominations no later than the December Board meeting each year, and the election shall be held immediately thereafter. The Board also shall accept nominations from individual Board members. A candidate receiving a majority vote of those Board members present and voting shall be declared elected. The term of office of each officer elected shall commence on January 1st of each year and last for one year or until their successors are elected. Vacancies in any office shall be filled by regular election procedure for the remaining term of the vacated office. An officer filling a partial term may be re-nominated for a full term in the same office.

#### Section 2.03

Compensation and Expenses – The members of the Board of Directors shall serve voluntarily and without compensation. Board members are entitled to receive their travel and other necessary expenses incurred in connection with PSTA business as provided in Chapter 2000-424, as amended, and Section 112.061, Fla. Stats.

#### Section 2.04

##### Duties of Officers

A. Chairperson – The Chairperson shall preside at all meetings and public hearings of the Board and shall have the duties normally conferred by parliamentary rules for such officers. The Chair shall have the authority to decide all points of order subject to the right of any Board member to appeal to the entire Board. However, the Chairperson shall have no voting power greater than any other Board member. The Chairperson shall be the official representative of PSTA and shall be authorized to sign contracts, deeds and other documents on behalf of PSTA, after approval of the Board of Directors.

B. Vice-Chairperson – The Vice-Chairperson shall act in the absence of the Chairperson.

C. Secretary/Treasurer – The Secretary/Treasurer shall attest all contracts, resolutions and other official PSTA documents. The secretary/treasurer is authorized to sign checks and other bank and financial documents on behalf of PSTA. In the absence of the Chairperson and Vice-Chairperson, the Secretary/Treasurer shall assume the duties of the Chairperson.

#### Section 2.05

##### Rules of Procedure of Board of Directors

A. Meetings – The Board of Directors shall normally meet regularly on the fourth Wednesday of each month at PSTA's Board



Meeting Room or at any other location selected by the Board. The regular meetings normally will be held at 9:00 AM, except that one of the Board's regular meetings during each calendar year shall start at 6:00 PM. Special meetings and work sessions may be held on call of the Chairperson, the CEO/ED or any two Board members through the CEO/ED or General Counsel and, whenever possible, upon no less than twenty-four hours public notice. Work sessions are primarily designed for information gathering and guidance, and no formal Board decision approving or disapproving an item may be made. Only staff members, PSTA consultants or contractors, or representatives from other governmental agencies shall be included in the work session discussion unless prior arrangements are made through the CEO/ED, General Counsel or Chairperson. The Board, by majority vote, may allow comment from persons other than staff members on a specific work session item.

B. Agenda – The agenda at all regular meetings of the Board may include (except that public comment and Board member comment shall be included on all regular meeting agendas):

1. Call to Order and Pledge of Allegiance
2. Public Hearings
3. Awards and Recognition
4. Public Comment
5. Consent Agenda
6. Special Presentations
7. Action Items
8. Reports/Correspondence
9. Discussion Items
10. Board Member Comments
11. Adjournment

The Chairperson may deviate from the agenda upon request of any affected citizen, a public official, the CEO/ED or a Board member.

C. Agenda Preparation – The CEO/ED is responsible for preparing the agenda. The CEO/ED, General Counsel, Chairperson or any Board member may place an item on the regular agenda for action or discussion. The CEO/ED shall coordinate the agenda and shall attempt to have the agenda set and all materials mailed to or available electronically for the Board members, the Thursday prior to the meeting.

D. Consent Agenda – The consent agenda shall include items deemed by the CEO/ED to be non-controversial. The consent agenda shall not include the purchase of any item or the award of a bid for the purchase of any item where the item is not included in the present fiscal year budget. Prior to the approval of the items on the consent agenda, any item thereon may be withdrawn at the request of the Chairperson, any Board member, the CEO/ED or the General Counsel and moved to the regular agenda for discussion and disposition. The consent agenda items may be adopted individually or together in a single motion.

E. Public Comment

1. Public Comment. Public comment will be accepted on all Action Items and any other items on which the Board takes action, excluding ceremonial and ministerial items. The Chairperson will ask for public comment after PSTA staff has concluded its presentation. After public comment, the Chairperson shall receive comments, direction, or a motion from the Board of Directors. Public comment on items on the consent agenda, other than ceremonial and ministerial items, such as the approval of the Board's minutes, will be accepted under the Public Comment portion of the agenda.

2. Members of the public shall have the opportunity to comment on items relating to PSTA and which do not appear on the Agenda under the Public Comment section of the Agenda.

3. Each speaker who wishes to speak under Public Comment or in a Public Hearing under Section 2.10.E shall complete and present a public comment card to PSTA staff. The card will include the individual's name and address. PSTA staff shall give the public comment cards to the Chairperson and speakers will be recognized in the order the comment cards are received by PSTA staff. The public comment cards may be presented to PSTA staff before or during the item. Speakers should wait to be recognized by the Chairperson. If speaking on an item referenced in Paragraph E.1 above, comments must be limited to the agenda item.

4. Each member of the public who addresses the Board under Public Comment, in a Public Hearing under Section 2.10.E, or on an agenda item shall be limited to three (3) minutes. A spokesperson may speak on behalf of a group; however, before presenting any item to the Board, the group shall first designate the spokesperson by completing the appropriate documentation. A spokesperson for a group may address the Board for three (3) minutes. However, for each member of the group present in the audience who waives their right to speak, the spokesperson will be given an additional three (3) minutes up to a maximum of ten (10) minutes. Each person addressing the Board shall approach the podium and give his/her name in an audible tone of voice. Each person shall not comment more than once on the same agenda item, at the same meeting, unless the Board grants an exception. All remarks should be addressed to the Board as a body, and not to any member thereof. All speakers, including Board members shall be recognized by the Chairperson. Any questions or comments of Board members in response to public comment shall be directed to the Chairperson or CEO. No questions shall be asked to individual Board members except through the Chairperson. Any person making

personal, impertinent, or slanderous remarks, or who shall become boisterous while addressing the Board may be requested to leave the meeting and may be barred from further attendance at that meeting. The Chairperson shall preserve order at all meetings.

F. Motions and Voting

1. All motions shall be set forth in the affirmative. No motion shall be considered which states that the Board "not take action." Motions to "deny" or "table" an action are permitted. A motion to table an item, if passed, shall serve to defer the item indefinitely until the Board decides to reconsider the item. All motions shall require a second. Motions and seconds may be withdrawn or amended with the approval of the proponents thereof.

2. Voting will typically be conducted by voice vote and recorded by individual "Aye" or "Nay." The Chairperson, in his/her discretion, may request a vote by roll call or show of hands. The results of every vote shall be reflected in the minutes, specifically identifying the Board members who are present at the time of the vote and those that vote "nay." In the event that there is a tie vote, the matter shall be considered an equipoise and shall be placed on the next regular meeting for reconsideration. The chairperson may not make a motion or second any motion.

3. Reconsideration – Any member of the Board who voted with the prevailing side may move to reconsider any action of the whole Board; provided that the motion be made at the same meeting at which the action was taken. A motion to reconsider shall be in order at any time during the meeting at which the action was taken, except when a motion on some other subject is pending. However, no motion to reconsider a vote on a public hearing item shall be entertained after the public hearing has been closed. No motion to reconsider shall be made more than once on any subject or matter at the same meeting. Board action may be rescinded by a majority vote.

4. Post-adoption Procedures – In the event a resolution is passed, such resolution will be signed by the Chairperson or presiding officer, attested to by the Secretary/Treasurer and approved as to form by the General Counsel.

Section 2.06

Minutes – The CEO/ED shall provide a secretary to the Board who shall prepare the minutes of all meetings for approval at the following regular session, whenever possible. The secretary shall note the attendance of the Board members in the minutes. The minutes shall not be read in full, but shall be approved in their entirety subject to corrections made by the Board. In the preparation of the minutes of any meeting, the secretary may, in the secretary's discretion, state the general topic of discussion rather than a summary of the comments of each speaker and each Board member. The minutes

shall fully and thoroughly set forth the precise action taken by the Board, including the vote of each member of the Board. The CEO/ED is authorized to clarify the intent of any particular motion if such was reasonably contemplated.

#### Section 2.07

##### Attendance

A. Members of the Board shall notify the CEO/ED prior to the day of a scheduled meeting or at the time of polling by the staff's secretary if they are unable to attend. All other absences, excluding emergencies, will be counted as being unexcused.

B. If a regular Board member misses three regular Board meetings without being excused during a calendar year, he or she should be removed by the appointing authority. The chairperson shall contact the appointing authority recommending that such a member be removed and requesting that the vacancy be filled.

C. If a quorum of the Board of Directors or any committee is physically present at a meeting of the Board or committee, respectively, the Board or committee may allow an absent Board or committee member to participate by telephone or other interactive electronic technology, if circumstances are determined by the Board or committee, respectively, to be extraordinary. The telephone or other interactive electronic technology must be sufficient to allow the absent member to participate in discussions, to be heard by other Board or committee members and the public, and to hear discussions taking place during the meeting.

#### Section 2.08

Individual Opinions – Individual members of the Board must not represent their own views or recommendations as those of the Board unless the majority of the Board members have officially voted to approve such action. Board members making recommendations or expressing views not approved by a majority of the board shall indicate that such opinion is expressed as a private citizen.

#### Section 2.09

##### Committees

A. There is hereby established the Executive Committee of the Board of Directors. The Committee shall be composed of the Board's executive officers (Chairperson, Vice-Chairperson and Secretary/Treasurer), the immediate past Board Chairperson, and a Board member appointed by the Board. If a vacancy is created because the immediate past Board Chairperson is no longer a member of the Board, another Board member appointed by the Board shall fill the remainder of the term of the vacated position. The Executive Committee shall consist of five (5) members. The purpose of this committee generally is to deliberate and provide direction on significant policy-level issues to the Board and CEO. The Executive Committee will support the decisions of the Board and will oversee and make recommendations on the Board Committees, and overall governance of the PSTA organization. It is not intended that the

Executive Committee will make decisions on items that are to be decided by the Board as a whole, except as specifically authorized by the Board.

B. A Personnel Committee, made up of the Board Officers and two (2) additional Board members appointed by the Board, will conduct a performance review of the Agency's CEO/ED at the time provided for in the contract with the CEO/ED. Each Board member shall be provided an opportunity to offer their evaluation of the CEO/ED. All evaluations completed by Board members shall be considered by the Personnel Committee in conducting the CEO/ED's annual performance review and in making its recommendation to the Board for any salary adjustment. The Personnel Committee will also establish with the CEO/ED a set of mutually acceptable strategic plans for the next year. The Personnel Committee will develop an annual performance review and evaluation process based on the implementation of the Agency's agreed upon strategic direction, demonstrated evidence of leadership skills and attitude, and any other areas of performance as designated by the Personnel Committee.

C. There is hereby established the Finance and Performance Management Committee. The Finance and Performance Management Committee shall consist of five Board members, who shall be appointed as stated below. The duties of the Finance and Performance Management Committee are as follows: select audit firm, review audit report, review financial and operating reports, review and make recommendations on investment strategy, review and make recommendations on insurance policies, review proposed labor settlements and negotiations, review and make recommendations regarding major contracts and procurements, and oversee and monitor performance goals and measures.

D. There is hereby established the Legislative Committee. The Legislative Committee shall consist of five Board members. The duties of the Legislative Committee are as follows: recommend annual state and federal legislative agendas for Board approval, make recommendations regarding the selection of a lobbyist, interact with the lobbyist, and advise the full Board of the official positions of the local, state, and federal entities concerning legislative matters pertaining to the operations, development, and funding of PSTA, including long-range capital and operating projects. The Legislative Committee will be given limited authority to establish PSTA positions on legislation and make positions known to state and federal elected officials as may be required by the schedule of legislative action and/or approvals, but any position must be confirmed with the full Board as soon as practical. All Legislative Committee correspondence or other communications with officials prior to full Board approval must be identified as on behalf of the Legislative Committee.

E. There is hereby established the Planning Committee. The

Planning Committee shall consist of five Board members. The duties of the Planning Committee are as follows: strategic planning process oversight; review future business objectives and incentives; develop long-term funding strategies and develop annual budget goals/parameters.

F. The Board may establish other committees from time to time as it deems proper.

G. Nominations for positions or vacancies on any committee shall be made by the Nominating Committee, which will be submitted at the next Board meeting after the vacancy occurs. The Board also shall accept nominations from individual Board members. A candidate receiving a majority vote of those Board members present and voting shall be declared elected to the committee.

H. All appointments to the committees, excluding the Executive Committee, except for the initial appointments after the adoption of these Rules and Regulations, shall be for a term of two (2) years. The initial appointments after the adoption of these Rules and Regulations shall consist of two (2) appointments to each committee for a one (1) year term and three (3) appointments for a two (2) year term.

## Section 2.10

### Public Hearings.

A. Agenda – In all public hearings the following order may be followed, unless otherwise required by federal or state law or regulation:

1. Presentation by PSTA staff.
2. Questions by Board members.
3. Public comment.
4. Further comment by PSTA staff.
5. Comment and voting, when appropriate, by Board.

B. Notices – When a public hearing is scheduled, at least fifteen (15) days notice shall be provided, unless a different requirement is established by applicable state or federal law or regulation. The following notices may be provided:

1. Interior signs on all PSTA buses
2. Posters at Williams Park Transit Center, Park Street Transit Center, Grand Central Plaza, Pinellas Park Transit Center, and PSTA's Headquarters
3. On PSTA's website
4. Paid newspaper advertisement
5. Social Media

### C. Number of Public Hearings

1. Fare increases and system-wide service changes shall require at least one public hearing that is easily accessible by bus, and includes adequate parking at a time that maximizes public attendance.

2. The Program of Projects and non-system-wide service changes that result in a 25% or more decrease of the transit route miles, transit revenue vehicle miles or estimated ridership of a transit route shall require at least one public hearing. If the non-system-wide service changes are such that a public hearing would be better held at a location central to the area affected by the changes, then this "central" hearing location may replace the PSTA headquarters hearing.
3. Budgets shall require at least two public hearings to be held in accordance with state statute. The locations for these hearings should be easily accessible by car and/or bus, where adequate parking exists, and at times as required by state statutes. There also shall be held two budget workshops which shall be held at dates, times, and locations approved by the Board of Directors.

D. Notice of Service Changes

Prior to implementation, the Board of Directors and passengers will be given adequate notice of any service change.

E. Conduct of Hearing.

1. Presentations will be limited to only the subject for which the public hearing is being held.
2. The public hearing will not be closed until all individuals, so desiring, have had an opportunity to make a presentation.
3. The regulations regarding public comment provided in Paragraphs 2.05 E.3 and 4 shall govern public comment in public hearings.

F. Public Hearings Conducted By PSTA Administration – On occasions, PSTA administration will hold public hearings on subjects that are not required Board public hearing subjects. These hearings will follow the same agenda and conduct as specified in Sections A and E.

Section 2.11

Use of Robert's Rules

The newest edition of Robert's Rules shall be used as a guideline for the meetings of the Board to the extent that Robert's Rules are not inconsistent with these Rules and Regulations.

**ARTICLE III. CHIEF EXECUTIVE OFFICER/EXECUTIVE DIRECTOR**

Section 3.01

CEO/ED – There shall be a CEO/ED to serve as the chief administrative officer and chief executive officer of PSTA. The

CEO/ED shall be appointed by and serve at the pleasure of the Board of Directors.

Section 3.02

Powers and Duties of CEO/ED –The powers and duties of the CEO/ED shall include the following:

A. The CEO/ED may employ such employees as may be necessary for the proper administration of the duties and functions of PSTA, and may determine the qualifications of such persons; however, the Board must approve the number of such positions and fix the budget for the compensation for employees. When he/she deems it necessary for the good of PSTA, he/she may demote, suspend or remove any PSTA employee or appointed administrative officer under the CEO/ED's jurisdiction, except as otherwise provided by law. Such action shall be in compliance with all applicable rules and regulations of PSTA.

B. Direct and supervise the administration of all departments, offices and agencies of PSTA except as otherwise provided for herein.

C. Attend Board meetings and shall have the right to take part in discussion but may not vote. See that all laws, rules and regulations and acts of the Board which are subject to enforcement by the CEO/ED are faithfully executed.

D. Prepare and submit the annual operating budget and capital improvement budget to the Board of Directors.

E. Prepare and submit an annual capital program and all applications for federal and state grants.

F. Recommend changes to the fare structure and recommend changes to PSTA's service.

G. Sign contracts, deeds and other documents on behalf of PSTA pursuant to the provisions of these Rules and Regulations or as authorized by the Board of Directors.

H. Develop and keep current a policy manual which shall set forth the policies adopted by the Board of Directors.

I. Provide such administrative assistance to the Board in connection with their official duties, and perform such other duties as are specified in these Rules and Regulations or may be required by the Board.

J. The CEO/ED shall designate a department director or other managerial employee who shall exercise the powers and perform the duties of the CEO/ED during the CEO/ED's temporary absence or disability. The CEO/ED shall notify the Board, electronically, who he/she has designated.

K. At any time during the fiscal year the CEO/ED may transfer part or all of any unencumbered appropriation balance within a department to any other department. For any transfer that exceeds one-hundred thousand (\$100,000.00) dollars, such transfer must first be approved by the Board of Directors.



## **ARTICLE IV. GENERAL COUNSEL**

### **Section 4.01**

General Counsel – The General Counsel shall be appointed by and serve under the direct supervision of the Board of Directors. The General Counsel shall act as the legal advisor to the Board of Directors, the CEO/ED and all PSTA offices and agencies. The General Counsel shall defend on behalf of PSTA all complaints, suits and controversies in which PSTA is a party. The General Counsel shall prosecute on behalf of PSTA all complaints, suits and controversies when authorized by the CEO/ED. The General Counsel shall prepare or review and approve as to form all contracts, grant applications and other instruments to which PSTA is a party, as requested by the CEO/ED. The General Counsel shall perform such other duties as may be directed by the Board of Directors.

## **ARTICLE V. PURCHASING**

### **Section 5.01**

#### **Competitive Bidding**

A. Procurement of Commodities and/or Services – Except as otherwise provided in these Rules and Regulations, the procurement of commodities and/or services of an estimated value in excess of \$100,000.00 shall be by written contract or Purchase Order with the most responsible and responsive bidder/proposer, whose bid has been solicited, received, and approved by the Board of Directors. All competitive bidding shall be conducted in accordance with PSTA's procurement procedures and all federal or state rules or regulations that apply to the respective procurement, which shall be prepared and approved by the CEO/ED or his/her designee. The procurements of commodities and/or services of an estimated value below \$100,000.00 shall be approved by the CEO/ED or designee and shall be made in accordance with the procurement procedures. The CEO/ED shall include in his/her report that is part of each Board's agenda a list of all procurements with an estimated value greater than \$25,000 and less than \$100,000 that the CEO/ED has approved. The CEO/ED shall have authority to settle legal claims, including workers' compensation claims, whether the settlement is reached pre-litigation or during litigation, where the amount paid or received by PSTA is less than \$25,000.00. If any purchase over \$100,000 is approved by the CEO/ED because an emergency situation prevents the ability to follow the provisions of these Rules, the Board of Directors shall be promptly notified of such purchase and the basis for such purchase. For purposes of this section, "emergency situation" means a situation which threatens the overall operations of PSTA.

B. Lobbying – Lobbying of any PSTA Board member, officer, evaluation committee member, employee, agent or attorney by a bidder, any member of the bidder's staff, any agent or representative of the bidder, whether compensated or not, or any person employed by any legal entity affiliated with or representing the bidder shall be prohibited on all competitive selection processes and contract awards, including but not limited to requests for proposals, requests for quotations, requests for qualification, invitation for bids, bids or

the award of purchasing contracts of any type. Lobbying is strictly prohibited from the date of the advertisement or on a date otherwise established by the Pinellas Suncoast Transit Authority Board of Directors, until either an award is final, any protest is finally resolved, or the competitive selection process is otherwise concluded. The purposes of this prohibition is to protect the integrity of the procurement process by shielding it from undue influences prior to the contract award, a protest is resolved, or the competitive selection process is otherwise concluded. Nothing herein shall prohibit a bidder from contacting the purchasing division or PSTA's general counsel to address situations such as clarification and/or questions related to the procurement process or protest. The Pinellas Suncoast Transit Authority Board of Directors, when the award of the bid is within the Board of Directors' authority, shall deem any bidder who violates the provisions of this Paragraph non-responsible and non-responsive, and the bidder's proposal or bid shall not be considered by the evaluation committee or the Board of Directors. When an award of bid is within the CEO/ED's authority, the CEO/ED shall deem any bidder who violates the provisions of this Paragraph non-responsible and non-responsive and the bidder's proposal or bid shall not be considered by the CEO/ED.

For the purposes of this Paragraph, lobbying shall mean influencing or attempting to influence action or non-action, and/or attempting to obtain the goodwill of persons specified herein relating to the selection, ranking, or contract award in connection with the bidding process through direct or indirect oral or written communication. Lobbying includes such actions whether performed by the bidder itself, any employee of the bidder, the bidder's attorney, agent or other paid or non-paid representative, or any person who performs such actions on behalf or at the behest of the bidder. Further, lobbying includes the attempt to influence Board members while they are performing their functions for other governmental entities (e.g. a city or Pinellas County). The final award of the contract shall be the effective date of the contract.

#### Section 5.02

A. Procurement through other government contracts – PSTA shall be permitted to procure commodities and/or services from Pinellas County contracts, State of Florida contracts, or other governmental contracts that are competitively bid in compliance with applicable state or federal regulations and/or PSTA's procurement procedures. The Board of Directors will approve any such procurement in excess of \$100,000.00.

B. Fuel Procurement –

1. Because of the volatility of fuel markets, the procurement of fuel may be conducted without following the requirements of Section 5.01. If the CEO/ED chooses to purchase fuel without following the requirements of Section 5.01, the CEO/ED shall request authority from the Board of Directors each year to enter into agreements to purchase and deliver fuel through NYMEX futures contracts and/or fuel daily OPIS contracts in an amount not to exceed the total amount budgeted for fuel.
2. The CEO/ED may enter into agreements to purchase diesel fuel for the ensuing fiscal year up to six months prior to the final adoption of the budget for the ensuing fiscal year on the following conditions:
  - a. the CEO/ED does not obligate PSTA to the purchase of more than ten million dollars (\$10,000,000) of diesel fuel before the final adoption of the budget for the ensuing fiscal year; and
  - b. there shall be no actual expenditures for diesel fuel until PSTA receives delivery of the fuel after the final adoption of the budget.

Section 5.03

Bid Protest Procedures – Non-Federal Transit Administration Grant

A. Right to Protest – Any interested party, who wishes to protest a PSTA decision or intended decision concerning a bid or a contract award, shall file a written Notice of Protest with the CEO/ED of PSTA within seventy-two hours after the posting of the bid tabulation or after the issuance of the notice of PSTA's decision or intended decision and shall file a formal written protest within ten days after the date of the Notice of Protest. The formal written protest shall state with particularity the basis of the protest, including the facts and law upon which the protest is based, and providing any supporting documentation. Failure to file a Notice of Protest or failure to file a formal written protest within the time periods set forth above shall constitute a waiver of protest.

B. Providing a Bond – Any firm or person who files a protest shall file with PSTA, at the time of filing the formal written protest, a bond payable to PSTA in an amount equal to one percent of the estimate of the total value of the contract or \$5,000, whichever is less. Such bond shall be conditioned upon payment of all costs which may be adjusted against the protestor upon the conclusion of the protest proceedings. If the protest determination is not in favor of the protester, PSTA shall recover all costs, damages and charges incurred by it during the protest, excluding attorneys' fees. Upon payment of such costs and charges by the person or firm protesting the decision or intended decision, the bond shall be returned.

C. Consideration of Protest – PSTA's CEO/ED will consider all protests of a PSTA decision or intended decision concerning a bid solicitation or a contract award where the protestor has complied with the requirements of subsections A and B of this Article. When the CEO/ED is a member of the committee that makes a recommendation or intended decision, the CEO/ED shall designate a Department Director to consider the protest. The CEO/ED or his/her designee shall not consider any protest presented orally or not presented within the time limits set forth in subsection A. The CEO/ED or his/her designee shall provide the protestor and all other bidders with a written determination of the protest within fifteen (15) days of receiving the formal written protest. The CEO/ED's or his/her designee's decision is final. The CEO/ED or his/her designee may provide an opportunity to resolve the protest by mutual agreement between the parties within seven days, excluding Saturdays, Sundays and legal holidays, of PSTA's receipt of the formal written protest.

D. Stay of Procurement During Protests – There shall be no stay of the bid process or the procurement during protests.

E. Notice to Bidders – Bid tabulations with recommendations will be posted on a bulletin board maintained at PSTA's principal place of business for purposes of posting bid tabulations. Upon receipt of a formal written protest, PSTA will give notice of the protest to all bidders, or if the bid already was awarded at the time the protest was filed with PSTA, only to the successful bidder. When a protest results in a delay of an award of the contract pending the disposition of the protest, the bidder or bidders whose bids might become eligible for award will be requested, before expiration of the time for acceptance of their bids (with consent of sureties, if any) to extend the time for acceptance so as to avoid the need for re-advertisement and re-bidding.

#### Section 5.04

#### Bid Protest Procedures – Federal Transit Administration Grant

A. Right to Protest – Any interested party, as defined by FTA Circular 4220.1F, Chapter VII, as it may be amended from time to time, who wishes to protest a PSTA decision or intended decision concerning a bid or a contract award, shall file a written Notice of Protest with the CEO/ED of PSTA within seventy-two hours after the posting of the bid tabulation or after the issuance of the notice of PSTA's decision or intended decision and shall file a formal written protest within ten days after the date of the Notice of Protest. The formal written protest shall state with particularity the basis of the protest, including the facts and law upon which the protest is based and providing any supporting documentation. Failure to file a Notice of Protest or failure to file a formal written protest within the time periods set forth above shall constitute a waiver of protest.

B. Providing a Bond – Any firm or person who files a protest shall file with PSTA, at the time of filing the formal written protest, a bond payable to PSTA in an amount equal to one percent of the estimate of the total value of the contract or \$5,000, whichever is less. Such

bond shall be conditioned upon payment of all costs which may be adjusted against the protestor upon the conclusion of the protest proceedings. If the protest determination is not in favor of the protester, PSTA shall recover all costs, damages and charges incurred by it during the protest, excluding attorneys' fees. Upon payment of such costs and charges by the person or firm protesting the decision or intended decision, the bond shall be returned.

C. Consideration of Protest – PSTA's CEO/ED will consider all protests of a PSTA decision or intended decision concerning a bid solicitation or a contract award where the protestor has complied with the requirements of subsections A and B of this Article. When the CEO/ED is a member of the committee that makes a recommendation or intended decision, the CEO/ED shall designate a Department Director to consider the protest. The CEO/ED or his/her designee shall not consider any protest presented orally or not presented within the time limits set forth in subsection A. The CEO/ED or his/her designee shall provide the protestor and all other bidders with a written determination of the protest within fifteen (15) days of receiving the formal written protest. The CEO/ED or his/her designee may provide an opportunity to resolve the protest by mutual agreement between the parties within seven days, excluding Saturdays, Sundays and legal holidays, of PSTA's receipt of the formal written protest.

D. Protest to FTA – Any protester whose protest has been denied by PSTA's CEO/ED or his/her designee may file a protest with FTA within five days of the date the protestor has received actual or constructive notice of the CEO/ED's or his/her designee's decision. The protester must comply with FTA's procedures and FTA Circular 4220.1F, Chapter VII. PSTA's CEO/ED or his/her designee shall submit any reports or documents requested by FTA in its consideration of the protest.

E. Stay of Procurement During Protests – When a protest has been timely filed with PSTA or timely filed with FTA, during the pendency of that protest, PSTA shall not make an award of a contract. PSTA shall comply with all provisions of Chapter VII, if it proceeds to make an award during the pendency of a protest filed with FTA. If PSTA does not make an award while a protest is pending with PSTA, after five days from the date the CEO/ED or his/her designee rendered his decision, the CEO/ED or his/her designee shall confirm with FTA that FTA has not received a protest on the contract in question before PSTA proceeds with making an award or with the procurement if an award already had been made.

F. Notice to Bidders – Bid with recommendations will be posted on a bulletin board maintained at PSTA's principal place of business for purposes of posting bid tabulations. Upon receipt of a formal written protest, PSTA will give notice of the protest to all bidders, or if the bid already was awarded at the time the protest was filed with PSTA, only to the successful bidder. When a protest results in a delay of an award of the contract pending the disposition of the

protest, the bidder or bidders whose bids might become eligible for award will be requested, before expiration of the time for acceptance of their bids (with consent of sureties, if any) to extend the time for acceptance so as to avoid the need for re-advertisement and re-bidding.

Section 5.05

The CEO/ED shall develop and implement a Disadvantaged Business Enterprise program and should take affirmative action through advertising and using any other means to encourage disadvantaged business enterprises within and outside of Pinellas County to participate fully in DBE programs and in all aspects of procurement.

**ARTICLE VI. CODE OF ETHICS**

Section 6.01

It is hereby declared to be the policy of PSTA that no officer or employee of this agency shall have any interest, financial or otherwise, direct or indirect; engage in any business transaction or professional activity; or incur any obligation of any nature which is in substantial conflict with the proper discharge of his duties in the public interest. To implement this policy and to comply with the terms and conditions of contractual requirements with FTA, a Code of Ethics is adopted as follows:

A. No employee, officer, agent or board member, or his or her immediate family member, partner or organization that employs or is about to employ any of the foregoing may participate in the selection, award or administration of a contract supported with FTA assistance if a conflict, real or apparent, would be involved. Such a conflict would arise when any of the parties set forth below has a financial or other interest in the firm selected for award:

1. The employee, officer or agent;
2. Any member of his or her immediate family;
3. His or her partner; or
4. An organization that employs, or is to employ, any of the above.

B. No employee, officer agent or board members of PSTA shall either solicit or accept gifts, gratuities, favors or anything of monetary value from contractors, potential contractors, or parties to any sub-agreement.

C. Violation of any of the above provisions shall, pursuant to applicable constitutional or statutory procedures, constitute grounds for, and may be punished by, one or more of the following:

1. In the case of a Board member:
  - a. Removal from office.
  - b. Suspension from office.
  - c. Public censure and reprimand.
  - d. Restitution of any pecuniary benefits received because of the violation committed.
2. In the case of an employee or agent:

- a. Dismissal from employment.
  - b. Suspension from employment for not more than ninety days without pay.
  - c. Demotion.
  - d. Reduction in salary level.
  - e. Restitution of any pecuniary benefits received because of the violation committed.
- 3. In the case of a contractor or their agents:
  - a. Contract can be voided by PSTA.

## **ARTICLE VII. INDEMNIFICATION**

### **Section 7.01**

Except as otherwise provided herein, any member of the Board, any appointive officer, or any employee of PSTA, who is sued and/or suffers or sustains damage by any judgment obtained against him or her in a court of proper jurisdiction, or suffers or sustains pecuniary expense or damages against him or her personally as the result of litigation involving any action or omission done or omitted to be done by him or her as such public official, Board member or employee of PSTA, PSTA will do or cause to be done the following things:

- A. Defend such person in the lawsuit by an attorney or attorneys selected by the Board or its insurer for this purpose, obtain and present such available evidence as would be necessary or proper and reasonably procurable under the circumstances for the proper defense of such person in such action, and pay the necessary court costs in and incident to such lawsuit.
- B. Pay or settle any judgment or damages against such person obtained as the proximate result of such lawsuit.
- C. Reimburse such person for any personal expense he has reasonably and necessarily sustained in such litigation and judgment.
- D. Do whatever else is necessary or proper, in the sole discretion of the Board, to protect the Board member, officer, or employee under the facts and circumstances of the particular case.

### **Section 7.02**

This protection and reimbursement only shall cover situations where the Board member, officer or employee of PSTA has been determined to have been failing to act or to have acted negligently or carelessly as the Board member, officer, or employee of PSTA within the scope of duties or responsibilities of his particular office or employment.

### **Section 7.03**

There shall be no protection, indemnification or reimbursement in the following situations:

- A. If the Board member, officer, or employee of PSTA has been guilty of intentional misconduct or of intentional omission of duty or where it is determined that he acted in bad faith, with malicious purpose, in a manner exhibiting wanton and willful disregard of human or civil rights, safety, or property, or disregarded clearly established constitutional or statutory rights.
- B. For any such Board member, officer, or employee of PSTA for criminal charges where there is a finding of guilt.
- C. For any such Board member, officer, or employee of PSTA for punitive or exemplary damage awards.



D. For any act or omission that was taken outside the scope of employment or duties of the office of the Board member, officer, or employee.

Section 7.04

The provisions of this Article shall apply to all actions and proceedings pending upon or instituted after the effective date of these provisions. As used herein, an action shall be construed to be pending where the action has not been tried, or if tried where the judgment has not become final by reason of the completion of any appellate proceedings.

Section 7.05

The duty to defend or indemnify as prescribed by these articles shall be conditioned upon (1) delivery to the CEO/ED of PSTA by the Board member, officer, or employee the original or a copy of any summons, complaint, process, notice, demand or pleading within five (5) days after the Board member, officer, or employee is served with same; and (2) the full cooperation of the Board member, officer, or employee in the defense of such action or proceeding and in defense of any action or proceeding against PSTA based upon the same act or omission and in the prosecution of any appeal.

Section 7.06

Unless the context otherwise requires, the term "employee" shall mean any person holding or that did hold a position by election, appointment or employment in the service of PSTA, or a volunteer appointed to a PSTA-sponsored board, but shall not include an independent contractor or volunteer. The term "employee" shall include a former employee or his estate or judicially appointed personal representative.

Section 7.07

PSTA may undertake the defense of its Board members, officers and employees as indicated in this Article, but reserves its right to seek indemnification and/or recovery for any judgment or settlement paid, all court costs incurred and all attorney's fees incurred in the defense of the Board member, officer, or employee where it is determined that said Board member, officer, or employee acted or failed to act because of fraud, corruption, malice; where it is determined that said Board member, officer, or employee acted in bad faith, with malicious purpose, in a manner exhibiting wanton and willful disregard of human or civil rights, safety or property or disregarded clearly established constitutional or statutory rights; or where the Board member, officer, or employee fails to cooperate in good faith in the defense of the claim.

Section 7.08

All Board members, officers, and employees shall be represented by PSTA's general counsel or an attorney selected by PSTA's insurer, if any, provided, however, any such Board member, officer, or employee may be represented by private counsel selected by PSTA where PSTA determines that representation by PSTA's general counsel would be inappropriate or that a conflict of interest exists

requiring private counsel. Reasonable attorney's fees and litigation expenses shall be paid by PSTA to such private counsel from time to time during the pendency of the civil action or proceeding.

Section 7.09

The provisions of this Article shall not be construed to impair, alter, limit or modify the rights and obligations of any insurer or insured under any policy of insurance.

Section 7.10

Nothing herein shall be construed as a waiver by PSTA of its authority to settle any claim by or against PSTA at any time. PSTA retains the right to settle any claim against any Board member, officer, or employee for which PSTA will defend and indemnify the Board member, officer, or employee under this Article, at any time.

Section 7.11

Nothing herein shall be construed as a waiver by PSTA or any Board member, officer or employee of any claim of immunity, including sovereign immunity, applicable to any action.

**ARTICLE VIII. AMENDMENTS TO RULES AND REGULATIONS**

Section 8.01

These rules and regulations may be amended from time to time by resolution adopted by the Board of Directors.

**ARTICLE IX. BOARD OF DIRECTORS RECOGNITION PROGRAM**

Members of the PSTA Board of Directors will be presented with an award upon leaving the Board of Directors in accordance with the following policy:

1. An award will be presented to any Board member who has completed at least one year of his/her term of office, and is in good standing according to the rules set by the Board of Directors in regard to attendance at regular Board meetings.
2. A plaque will be awarded. The plaque is to be purchased at a cost not to exceed \$50.00.
3. A lifetime pass allowing the member to use public transit services operated directly by PSTA for free will be awarded.

Revised: 1/27/16

**APPENDIX G:**  
**PSTA Board Approval**



**PINELLAS SUNCOAST TRANSIT AUTHORITY**  
**3201 SCHERER DRIVE, ST. PETERSBURG, FL 33716**  
**[PSTA.NET](http://PSTA.NET) 727.540.1800 FAX 727.540.1913**

**BOARD MEETING MINUTES**  
**OCTOBER 25, 2023**

Chairperson Driscoll called the October 25, 2023 Board meeting to order at 9:00 a.m. Members present: David Allbritton, Adrain Petrilla, Vince Cocks, Deborah Figgs-Sanders, Rene Flowers, Jeff Gow, Jim Olliver, Brian Scott, Chris Latvala, Jamie Robinson, Patti Reed, Josh Shulman, Dan Saracki. Members absent: Kathleen Peters. Also present: Brad Miller, CEO; Alan Zimmet, General Counsel; Robert Allen, HCP Consulting Firm; PSTA staff members; and members of the public.

**Awards and Recognition:**

**Outgoing Board Member** – Mr. Miller thanked Mr. Richard Bennett for the past six years serving on the Board and Finance Committee.

**Incoming Board Member** – Mr. Miller introduced new board member Adrian Petrilla, Mayor of St. Pete Beach, to the PSTA Board of Directors. He will be filling the term which began October 1, 2023 – September 30, 2026.

**APTA Awards** – Stephanie Weaver, Communications & Public Relations Manager, provided a recap of the awards received at the American Public Transportation Association (APTA) annual conference, as well as recognizing scholarship winners Nicole Dufva (former Planner) and Tamika White, Deputy Director of Talent Management.

**There was a five-minute recess for a photo op with Board members.**

**Public Comment:**

There were no public comments.

**Consent Agenda:**

Ms. Flowers made a motion, seconded by Mr. Allbritton, to approve the Consent Agenda. The Board unanimously approved the Consent Agenda which included approval of the September Public Hearing and Board Meeting minutes, 2024 Board meeting schedule, fire alarm system, claim settlements, insurance contracts, facilities management software, uniforms, Flamingo Fares, Title VI program, and Gillig transmissions.

**Transit Riders Advisory Committee (TRAC) Update** – Committee Chairperson, Mark O'Hara, gave an update on the October TRAC meeting.

**Forward Pinellas Update** – Ms. Driscoll provided an update on the October meeting.

## **Information Items:**

**SunRunner Transit Oriented Development (TOD)** – Jacob Labutka, Planning Manager, introduced Anthony Close from St. Pete Rising. Mr. Close presented the SunRunner TOD update. Mr. Shulman asked about density and Mr. Close responded that the city is looking into adjusting land use from 22nd Street through 33rd Street. Chairperson Driscoll said the city is working with the zoning department and added that not everyone wishes to live in an apartment or townhome. She thanked Mr. Close for the update.

**Community Sentiment Survey** – Ms. White introduced Robert Allen from HCP Consulting Firm who conducted the PSTA Community Sentiment Survey. He said the survey was a phone survey polling approximately one thousand non-riders aged 18 and older. The study was from March 9 through April 4, 2023, with a total of nineteen questions. The margin of error was 3.15%. He noted that Tolley services are becoming familiar to non-riders as well as the SunRunner. Currently 67% are aware of the transit app.

Mr. Shulman mentioned the UPass program and thanked Mr. Allen for the explanation of the numbers. Ms. Flowers said the data is noteworthy to educate the public. Mr. Olliver questioned the language on the survey and Mr. Allen stated a disclaimer would be added explaining the language change.

**Community Bus Plan** – Mr. Labutka presented an update on the Community Bus Plan ridership goals and geographic coverage. He said that allocating service works best. There will be an online and in-person public surveys over the next few months. Mr. Shulman questioned why Pinellas County Schools and students were not included in the survey and encouraged PSTA to work with the Parent Teacher Association (PTA).

## **Reports and Correspondence:**

Included in the packet. Mr. Miller said that the ridership reports will now show the previous month with more detail. He said that fares were implemented on October 1st on the SunRunner. He also mentioned upcoming events such as Halloween on Central, free fares for Veterans on November 11th, legislative trip to Tallahassee November 13th and 14th, and Leadership PSTA luncheon on November 17th. Finally, Mr. Miller introduced Kessia Harris, the new Information Technology (IT) Director.

## **Other Business:**

There was no other business.

**Board Member Comments:**

Mr. Cocks asked if there will be an update on the issues in St. Pete Beach since implementing fares on the SunRunner. Mr. Petrilla stated he spoke with Sheriff Gualtieri recently he plans to attend the December Board meeting.

Chairperson Driscoll stated she enjoyed attending the APTA annual conference representing PSTA for the Outstanding Transit System Award. She also spoke on a panel with the Mayor of Tennessee, Vancouver WA, and the CEO of Amtrack and mentioned the SunRunner service. She also said that Mr. Miller is a great leader and has assembled a great team.

**Adjournment:**

There being no further business, Chairperson Driscoll adjourned the meeting at 11:13 a.m. The next regular Board meeting is December 6th at 9:00 a.m.

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Chairperson



## CONSENT AGENDA

### Title VI Program Update

**Action: Approve the PSTA Title VI Program Update (2024-2026), Monitoring Results, and the Major Service Change Policy for submission to the Federal Transit Administration (FTA); and approve the Service Equity Analysis of Service Changes Approved at September 2023 Board Meeting.**

**Staff Resource:** Jacob Labutka, Planning Manager; James Phillips, Transit Planner

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### Background:

- As a condition to receiving federal assistance from the Department of Transportation (DOT), PSTA is required to comply with Title VI of the Civil Rights Act of 1964. Title VI states that no person in the United States shall, on the grounds of race, color, or natural origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the recipient receives federal assistance from the DOT.
- Every three years, PSTA is required to submit a Title VI update to the FTA, which documents the level and quality of transit service provided for minority and low-income populations within our service area and demonstrates that there is no discrimination in the provision of transit service and transit related amenities.
- The current report also compiles the results of the monitoring program of service standards and policies. This includes assessing standards such as the distribution of transit amenities, vehicle headway, on-time performance, etc. PSTA has determined that there are no significant disproportionate or adverse effects of its policies, programs, and activities on low income or minority populations.
- PSTA is also required to set disparate impact and disproportionate burden thresholds to utilize when conducting equity analyses for major service and fare changes.
  - PSTA defines a disparate impact as any time there is a difference in impacts between minority and total populations of plus or minus ten percent that negatively impacts the minority population. For example, if the minority population makes up 30 percent of the overall population, but would bear 45 percent of the adverse impacts, there may be a disparate impact since the minority group bears 15 percent more than its expected share.
  - PSTA defines a disproportionate burden as any time there is a difference in impacts between low-income and total populations of plus or minus ten percent that negatively impacts the low-income population.
- PSTA conducted a service equity analysis of the service changes approved at the September 2023 board meeting. The service changes create no disparate impact or

Meeting Date: October 25, 2023

disproportionate burden, except for changes to Route 90. The potential disparate impact of this change is mitigated by maintaining service on the highest ridership route segment and service alternatives on the eliminated section (Routes 11, 34 & SunRunner).

**Fiscal Impact:**

- PSTA must approve an updated Title VI Program every three years as a requirement to receive federal funding.

**Sustainability Impact:**

- PSTA Title VI Program aligns with the Sustainable Strategic Plan goal to ensure that PSTA reaches low-income and other marginalized communities for outreach and engagement for projects and service changes.

**Recommendation:**

- Approve the PSTA Title VI Program Update (2024-2026), Monitoring Results and the Major Service Change Policy for submission to the FTA.
- Approve the service equity analysis of service changes approved at the September 2023 board meeting.
- **The Planning Committee reviewed this item and unanimously recommends approval.**



**APPENDIX H:**  
**Service Equity Analyses & Fare Policy**

## **Title VI Equity Analysis - Clearwater Multimodal Transportation Center**

### **Background and Project Description**

The Pinellas Suncoast Transit Authority (PSTA) is seeking to construct the Clearwater Multimodal Transportation Center. This facility will replace the existing aging transfer station in Downtown Clearwater. The selected site for this center will need to accommodate the existing bus fleet, multimodal connections (bicycle, pedestrian, ride-hailing/taxi, etc.) future fleet and service expansions, and remedy significant safety concerns associated with the existing facility.

PSTA's existing bus transfer facility in Downtown Clearwater, Park Street Terminal, serves more than 2,300 riders on 14 transit routes each weekday. Built in 1981, the structure has been functionally obsolete for years and is approaching the end of its useful life. The existing transit center is over capacity and unable to accommodate the number of buses that serve it resulting in buses regularly parking in on-street metered spaces to serve riders. This forces riders to navigate across bus travel lanes to make their transit connections. In addition, the facility is unable to accommodate the height of existing BAE series hybrid and all-electric buses operating in the PSTA fleet. The inability of buses to access the facility creates an unsafe environment for riders, bicyclists, and pedestrians by obstructing the line of sight for motorists using streets adjacent to the facility.

### **Study Purpose**

The Clearwater Multimodal Transportation Center requires approximately 1.6 acres of property to construct. PSTA reviewed all PSTA or City-owned property in Downtown Clearwater with over 1.25 acres. Properties that had development or active buildings were removed from consideration. Vacant parcels owned by the City that were advertised for residential or commercial development were also removed from consideration. Due to Downtown Clearwater's central location and convergence point for the northern Pinellas County transit network, both alternatives are in that neighborhood.

The purpose of this study is to analyze the top two locations identified in the site selection analysis to ensure that the alternatives and final selected location were selected without regard to race, color, or national origin. This study also compares the equity impacts of the two alternatives. The following two candidate sites were evaluated for use by PSTA (as shown in Figure 1):

- Site of existing Park Street Terminal
- Vacant lot owned by City of Clearwater

As per the Federal Transit Administration (FTA) requirements in Circular 4703.1 (Environmental Justice), Title VI equity analyses for the location of facilities must occur in the planning stage before a preferred site has been selected. Sites will be evaluated and ranked as part of the site selection analysis. The Title VI analysis represents just one of the criteria used in the evaluation.

### **Title VI Compliance Requirements**

PSTA is committed to ensuring that no person is excluded from participating in, or denied the benefits of, its transit services on the basis of race, color, or national origin, as protected by Title VI and required by guidelines in FTA circulator 4702.1.B (Title VI).

Title 49 CFR Section 21.5(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 that “The location of projects requiring land acquisition and the displacement of persons from their residence and businesses may not be determined on the basis of Race, color, or national origin.”

**Figure 1 – Proposed sites for Clearwater Multimodal Transportation Center**



PSTA is required to conduct a Title VI equity analysis to demonstrate that the facility is selected without regard to race, color, or national origin. Per guidance in the circular, the analysis must:

- Include outreach to persons potentially impacted by the siting of the facility;
- Consider equity impacts of alternative locations prior to selecting the preferred site;
- Give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result;
- Determine if the location of the project will result in a disparate impact on the basis of race, color, or national origin
- Provide a substantial legitimate justification for the project. To do so, PSTA must demonstrate that either 1) no alternative locations are available, or 2) any alternative locations, if identified, would result in the same or more disparate impact on the basis of race, color, or national origin.

If disparate impacts are identified, the least discriminatory alternative must be implemented.

### Site Selection Process

Since the top two sites are in the same block group only ¼ mile away from each other, there is minimal site selection criteria to review these sites. The new Clearwater Multimodal Transportation Center must meet several important criteria:

- Environmental Conditions
- Surrounding Land Use
- Minimum of 1.6 acres for facility
- Site Equity analysis

PSTA studied potential locations and reviewed available properties that would have the adequate space for the facility and that either PSTA or the City of Clearwater already owns. There were no other feasible plots of land owned by either PSTA or the City in Downtown Clearwater, which is the only neighborhood where all routes in Clearwater converge. Race, color, and national origin of residents were not considered during the identification or evaluation of potential sites.

### Benefits and Burdens Analysis

As shown in Table 1, PSTA reviewed the benefits and burdens of each site to determine any impacts that might adversely impact the community. There was no potential displacement of residents at any either of the sites considered in this site selection.

**Table 1: Benefits and Burdens Analysis**

<b><i>Benefits/Positive Impacts</i></b>	<b><i>Burdens/Adverse Impacts</i></b>
<b>Existing Site</b> <ul style="list-style-type: none"><li>• Site owned by PSTA – would not require new land acquisition</li><li>• Clearwater transit routes currently meet here</li></ul>	<ul style="list-style-type: none"><li>• Existing site is over capacity and cannot accommodate planned facility expansion.</li><li>• PSTA would need to acquire adjacent City owned parking lot to construct this facility, which is not available for acquisition.</li></ul>
<b>Proposed Facility Relocation Site</b> <ul style="list-style-type: none"><li>• Site owned by City of Clearwater – would not require negotiations with private seller</li><li>• Proximity to existing facility</li><li>• Site is vacant - construction would not result in displacement</li></ul>	<ul style="list-style-type: none"><li>• Active business adjacent to site</li></ul>

### Alternatives Equity Analysis and Cumulative Impacts

While location, size, price, and other criteria were used to select the two candidate properties, PSTA analyzed demographics to ensure the site selection would have no disparate impact due to race, color, or national origin. Since both sites are in the same U.S. Census Tract Block Group, PSTA analyzed demographics from all block groups within a quarter mile & half mile of each location and compared that to the City of Clearwater.

PSTA defines a disparate impact or disproportionate burden as any impact of plus or minus ten percent between minority and low-income populations, respectively, compared to the total population. As shown in Table 2, in the City of

Clearwater 33.2% of the population are a racial minority (defined as any racial/ethnic group except for Non-Hispanic White), 15.8% of the population are low-income (defined as at or less than 100% of the federal poverty level), and 7.7% of the population are Limited English Proficient (LEP). The percentage of minority and low-income residents within a half mile of both facility locations is within 5.1 percent of the percentage of minority and low-income residents in the City of Clearwater. In addition, the percentage of LEP individuals within a half mile of both facility locations is within 1.4 percent of the percentage of LEP individuals in the City of Clearwater.

Table 2 shows that within a quarter mile of both locations, the demographic makeup of residents is more reflective of the overall City population at the proposed relocation site. The percentage of minority and low-income residents within a quarter mile of the existing facility exceeds the ten percent threshold for disparate impact (minority) and disproportionate burden (low-income). At the proposed relocation site, the percentage of minority and low-income residents within a quarter mile is within 6.9 percent of the percentage of minority and low-income residents in the City of Clearwater.

Additional equity impact considerations are shown in Table 3.

**Table 2: Demographic Data**

Location	¼ mile of existing facility	½ mile of existing facility	¼ mile of proposed relocation site	½ mile of proposed relocation site	City of Clearwater
Total Population	397	2,107	527	2,219	115,159
Non-Minority Population	371	1,397	345	1,369	76,890
Minority Population	26	710	182	850	38,269
Minority Percentage	6.5%	33.7%	34.5%	38.3%	33.2%
Low-Income Population	19	478	110	482	18,195
Low-Income Population %	4.9%	22.7%	20.8%	21.7%	15.8%
LEP Population %	8.5%	9.1%	8.5%	8.6%	7.7%

*Source: Remix / 2015-2019 5 Year American Community Survey Data by Block Group*

**Table 3: Equity Impact Comparison**

	Existing Site	Proposed Site
Who would be impacted by selecting this site	No, but acquiring an adjacent parking lot for City employees would be necessary	No one on site – the lot is vacant; Active business located adjacent to site
Will selecting this site require displacement of residents or businesses	No	No
List other similar facilities nearby including maintenance, storage, operations, etc.	None	None

## **Results & Conclusion**

The equity impacts of the two proposed sites were analyzed and determined to not create a disparate impact on the basis of race, color, or national origin. There are no other sites like this facility in this area that would result in any cumulative adverse impacts. Constructing this facility and selecting a site with sufficient space for the current and future bus fleet is essential to provide safe and quality public transportation services. Site-specific outreach is not required since the sites reviewed for this facility will not result in the displacement of any residents or businesses. The Clearwater Multimodal Transportation Center will enhance quality of life for Clearwater residents by allowing for the necessary expansion of public transit options in northern Pinellas County.

## **Flamingo Fares – Fare Equity Analysis**

### **Introduction: Title VI Fare Equity Analysis - Flamingo Fares Program**

Flamingo Fares is the new, branded public transit fare structure and fare payment technology within the Tampa Bay area. Counties participating in this new fare technology are Pinellas (PSTA), Hillsborough (HART), Pasco (PCPT), Sarasota (SCAT), and Hernando (The Bus), collectively known as the Regional Working Group (RWG). The goal of the project is to enhance the mobility of passengers between its respective jurisdictions through creating an electronic fare-payment system that will be deployed region-wide. A consolidated regional on-line ticketing portal for passengers of all RWG members will allow passengers to reload and manage fare media. This centralized approach eliminates the need for each RWG member to maintain its own back-office passenger on-line fare payment system. Electronic fares will be introduced with Flamingo, along with product/balance protection and new fare payment methods. Fare payment methods include a smart card & mobile application.

Flamingo Fares also provides information and sales through Flamingo Fares Customer Service and Institutional/Corporate Websites and a retail network for smartcard sales throughout the RWG. Smartcard or mobile app balance may be re-loaded on the Flamingo website, Retail Network or at PSTA customer service center. Starting July 1, 2021 new Flamingo Fares structure will be completely in effect. Flamingo Both the existing GFI magnetic stripe and Flamingo Fares payment systems will co-exist for six months starting July 2021 until December 2021. Flamingo Fares will institute a new concept called Fare Capping. With the use of either the Flamingo mobile application or a registered Flamingo card, Fare Capping will provide customers the benefit of never spending more than the cost of a day pass (regular or discount) in a single day, or the cost of a monthly pass (regular or discount) in a calendar month.

### **Title VI Fare Equity Analysis Requirements**

PSTA operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. As a recipient of funding from the Federal Transit Administration (FTA), PSTA is required to comply with all aspects of the United States Department of Transportation's FTA Circular 4702.1A-B Title VI Requirements and Guidelines for FTA Recipients. The FTA requires that recipients conduct a Title VI Fare Equity Analysis prior to making any change to its fare program. This includes any proposed change to the cost of the fares, change in the method of payments, or elimination of fare purchase options.

In accordance with its Title VI Policy, PSTA conducts an equity analysis for any fare changes. This involves determining if proposed fare changes create a disparate impact for minority riders or disproportionate burden for low-income riders. PSTA defines a disparate impact or disproportionate burden as a greater potential negative impact to minority or low-income populations as compared to the total population riding.

PSTA set its disparate impact and disproportionate burden policy in its 2021-2023 Title VI Program Update that has been approved by FTA. PSTA displays this policy on its website with instructions on how

to provide public comment on the policy and impact thresholds. PSTA will conduct public outreach to seek input on the authority's service change policy, disparate impact threshold, and disproportionate burden threshold before its next Title VI program update submission to FTA in December 2023.

#### *Disparate Impact Policy*

Disparate impacts are examined both when a Major Service Change is undertaken and/or a fare change is implemented. PSTA defines a disparate impact as any time there is a difference in impacts between minority and total populations of plus or minus ten percent that negatively impacts the minority population. For example, if the minority population makes up 30 percent of the overall population, but would bear 45 percent of the adverse impacts, there may be a disparate impact since the minority group bears 15 percent more than its expected share. The Disparate Impact Policy is applied uniformly to all modes of service operated by PSTA.

For this fare equity analysis, 2015-2019 5-Year American Community Survey (ACS) data will be utilized. In the 2019 5 Year ACS, 26% of Pinellas County residents are considered minorities.

#### *Disproportionate Burden Policy*

The Disproportionate Burden Policy applies to adverse effects on low-income populations as a result of Major Service Changes and all fare changes. PSTA defines a disproportionate burden as any time there is a difference in impacts between low-income and total populations of plus or minus ten percent that negatively impacts the low-income population. For example, if the low-income population makes up 30 percent of the overall population, but would bear 45 percent of the impacts, there may be a disproportionate impact since the low-income group bears 15 percent more than its expected share. The Disproportionate Burden Policy is applied uniformly to all modes of service operated by PSTA.

For this fare equity analysis, 2015-2019 5-Year American Community Survey (ACS) data will be utilized. In the 2019 5 Year ACS, 12.2% of Pinellas County residents are considered low-income<sup>1</sup>.

### **PSTA Public Participation Plan**

PSTA's public outreach strategies are designed to provide the public with effective access to information about PSTA services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services.

PSTA has an ongoing outreach program that it implements on an annual basis. Ongoing outreach is augmented by recurring public outreach activities in support of specific projects. PSTA staff uses a wide variety of tools and programs to reach out to the community and inform, educate, and collect suggestions and comments.

#### *Outreach tools:*

- Community Presentations and Local Public Involvement Programs
- Travel Training/Travel Aids Program
- Transit Riders Advisory Committee (TRAC)

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<sup>1</sup> Low-income in this report is defined as a household income at or below the federal poverty level.



- PSTA Web Page
- Social Media
- Service Requests and Programmed Service Improvements
- Public Comment Opportunities
- Interior Bus Information
- Community Programs
- Surveys
- Outreach Exhibits
- Marketing Materials
- Media Outreach

### Flamingo Public Engagement Efforts

PSTA asked for public input and also searched for riders that could test the Flamingo Card and Flamingo App. PSTA bus riders were able register through the Flamingo Fares website and load their cards with funds to ride the bus. PSTA conducted two testing sessions in Spring 2018 and Winter 2019-2020.

# Join our Flock of Flamingo Testers

We're looking for riders to help us test the next phase of Flamingo Fares.





**PSTA.net/flamingotesters**

- Flamingo Testers will receive a Flamingo Fares card or App to test with.
- You will be asked to provide feedback to the Flamingo fares project team.

Riders tested the app both on iPhone iOS and Android.

- 199 Android testers
- 152 iOS testers

A public hearing was also held on June 16, 2021 to inform the public of the Flamingo Fares system and receive community feedback, particularly regarding a one-time \$3 charge for a new Flamingo Fares smart Card. PSTA used a variety of methods to make customers, bus riders, and stakeholders aware:

- PSTA Website
- PSTA Social media platforms
- Newspaper advertisement
- Behind the driver notice

PSTA received two comments regarding the Fare Policy change. One comment was received via e-mail before the service change and the other comment was received in person at the Public Hearing.

A black and white graphic for a public hearing notice. At the top, the PSTA logo is centered. Below it, the words "PUBLIC HEARING NOTICE" are written in large, bold, white capital letters on a black background. The main text is on a white background with a black border. It reads: "PSTA will hold a public hearing on", followed by "Fare Policy Change to include Flamingo Fares effective July 1st, 2021" in bold. A horizontal line separates this from the date and time: "Wednesday, June 16, 2021 • 10:00 a.m.". Below that is the location: "PSTA Administration Building" and "3201 Scherer Drive, St. Petersburg, FL 33716".

  
**PUBLIC HEARING NOTICE**  
PSTA will hold a public hearing on  
**Fare Policy Change to include  
Flamingo Fares effective July 1st, 2021**  
—  
Wednesday, June 16, 2021 • 10:00 a.m.  
PSTA Administration Building  
3201 Scherer Drive, St. Petersburg, FL 33716

PSTA will conduct additional public outreach before and after the launch of the new payment system. These outreach activities will be used by PSTA staff to educate the community on Flamingo Fares and provide free smart cards to riders before the \$3 card fee is charged two months after the launch of the new fare payment system.

PSTA will conduct both internal and external outreach to help PSTA staff and riders transition to the new Flamingo fares system. For internal outreach, staff will engage with Bus Operators, Transportation Supervisors, Customer Service representatives and other staff members who will be interacting with the public on a day-to-day basis. For external outreach, PSTA's Marketing and Public Engagement Department will launch a campaign to educate bus riders, local service providers and other PSTA partners.

- Internal Staff
  - Customer Service Representatives
  - Bus Operators and Transportation Supervisors

- Safety, Security, and Training
- Mobility
- Current PSTA riders, including:
  - TD Passholders
  - UPASS/CPASS partners, students and employees
    - University of South Florida, St. Petersburg campus
    - St. Petersburg College, all campuses
      - Gibbs, Downtown, Midtown, Allstate, Seminole, Clearwater, Tarpon Springs, Epi Center
  - Reduced Fare passengers (seniors, youth, students, riders with disabilities)
- PSTA partners, including:
  - Pinellas County Schools
  - Local municipalities
- Pinellas County Service Providers
  - Senior centers
  - Homeless shelters
  - Bay Pines VA
  - Other nonprofits

PSTA will also schedule and conduct Flamingo Fare workshops and presentations throughout the service area. Promoting Flamingo Fares will be prioritized at regularly scheduled community engagement events during the Summer of 2021. At these events Flamingo Fares smart cards will be distributed and staff will be available to assist riders with download and using the Flamingo App, which will allow riders to load funds and pay for their fare using their smartphone.

## **Fare Equity Analysis**

PSTA conducted a three-part equity analysis that focused on new components of the fare payment system: fare category consolidation, \$3 fee for Smart Cards, and the Flamingo Fares Retail Network.

### *Fare Type Consolidation*

PSTA conducted a fare equity analysis in January 2020 that focused on the consolidation of fare categories that will be implemented in Flamingo Fares. As shown in Table 1, there is no disparate impact or disproportionate burden created by changes in any fare type. For example, 3% of all minority riders and 2% of all low-income riders use the 7-Day pass, while 2% of all riders use the 7-Day pass. Since the difference between the minority and low-income utilization and the overall utilization of all riders is less than ten percent, no disparate impact or disproportionate burden is expected.

Furthermore, fare types that are being removed (3-Day & 7-Day passes) will have little impact on riders given their low rates of utilization. The express cash fare rate was previously reduced to the same price as the regular cash fare, which benefits riders who take regional express routes (100X & 300X). In addition, the new fare capping policy will be more equitable for riders unable to pay the upfront price of daily and monthly passes.

**Table 1: Fare Equity Analysis of Fare Type Consolidation**

% of Total		Cost		Change		Usage by Group		
Fare Type	Fare Description	Existing	Proposed Fare	Absolute	Percentage	Minority	Low-Income	All Riders
Cash	Regular Cash Fare	\$2.25	\$2.25	\$0.00	0%	26%	25%	29%
	Reduced Cash Fare	\$1.10	\$1.10	\$0.00	0%			
	Regular Express Cash Fare	\$3.00	\$2.25	-\$0.75	-33%			
	Reduced Express Cash Fare	\$1.50	\$1.10	-\$0.40	-36%			
Daily	1-Day GO Card	\$5.00	\$5.00	\$0.00	0%	14%	14%	17%
	Reduced 1-Day GO Card	\$2.50	\$2.50	\$0.00	0%			
3-Day	3-Day Unlimited	\$10.00	Removed	N/A	N/A	1%	1%	1%
	3-Day Unlimited Reduced	\$5.00	Removed	N/A	N/A			
7-Day	7-Day Unlimited	\$25.00	Removed	N/A	N/A	3%	2%	2%
	7-Day Unlimited Reduced	\$12.50	Removed	N/A	N/A			
10-Day	10-Day Transportation Disadvantaged	\$10.00	\$10.00	\$0.00	0%	2%	2%	2%
Monthly	31-Day GO Card	\$70.00	\$70.00	\$0.00	0%	35%	38%	33%
	31-Day Reduced	\$35.00	\$35.00	\$0.00	0%			
	31-Day Transportation Disadvantaged	\$11.00	\$11.00	\$0.00	0%			
Passport	Passport Monthly	\$85.00	\$85.00	\$0.00	0%	8%	7%	7%
Flamingo	3-Day Unlimited Ride	\$18.00	Removed	N/A	N/A	1%	1%	1%
	7-Day Unlimited Ride	\$25.00	Removed	N/A	N/A			

*Data Source: PSTA 2017 On-Board Survey conducted by the Florida Department of Transportation*

### ***\$3 Fee for Smart Cards***

As previously discussed, Flamingo Fares is designed to benefit customers using fare capping technology. Customers can choose between the free Flamingo Fares app or the Flamingo Fares physical e- card. PSTA will charge \$3.00 for each new or for each replacement Flamingo card. The fee will be used to cover the costs of producing the-cards and incentivize customers to retain them. As an incentive to encourage customers to migrate efficiently and timely to e-fares, free e-fare cards will be disseminated to PSTA riders for the first two months that Flamingo Fares is live.

Analysis and Potential Disparate/Disproportionate Impact - On the face of this policy, the \$3 price for a permanent Flamingo card that will unlock the benefit of saving money through the fare capping technology may appear to be nominal. However, the fee could be considered cost prohibitive to a minority family having multiple children needing an e-card or to a low-income customer. PSTA will implement a fare rollout plan to ensure that the \$3 card fee is not cost prohibitive, particularly for low-income and minority riders. Policies that will reduce the burden of the fee include:

- Emphasizing the distribution of free cards during the month before and two months after Flamingo launches to low income and minority communities; two free months will be loaded onto cards acquired during this promotional period
- Implementing fare capping, which offers a best value option whereby a customer loads money into an account to be used as stored value (like cash) on a smartcard or the mobile app. As the customer pays per trip to ride the bus system (a 1-ride cash fare), these fares paid accumulate in the customer's account.
- Maintaining PSTA's Transportation Disadvantaged (TD) program, which provides monthly fares for only \$11/month for qualified households making 150% of the federal poverty level and below. All TD participants will be given a free Flamingo card when the new system launches in July 2021. After Flamingo Fares launches, any new enrollees to the TD program will be given a free smart card.
- Providing a mobile fare payment option with no card fee
- Cash will still be an accepted payment on board PSTA buses.

The \$3 smart card fee is being applied to all fare category changes shown in the equity analysis of fare type consolidation. The card fee will impact all PSTA riders as the existing magnetic stripe card system will be phased out in December 2021. Based on this analysis the \$3 cost of each Flamingo card is not likely to trigger a disparate impact for minority riders or a disproportionate burden for low-income riders.

#### *Flamingo Fares Retail Network*

PSTA currently has a network of 88 stores in the Flamingo Fares retail network. PSTA riders can reload their Flamingo card at any store in the network and purchase and reload a card at 15 locations. The retail network currently includes the following locations:

- PSTA Facilities (riders can purchase and reload cards)
  - Grand Central Station
  - Williams Park Customer Service Center
  - Pinellas Park Transfer Center
  - Park Street Terminal
  - PSTA Main Facility
- 10 Independently Owned Stores (riders can purchase and reload cards)
- 7-Eleven convenience stores (riders can reload cards)
- Amscot stores (riders can reload cards)

**Table 2: Population within ½ mile of Flamingo Fares Retail Outlets**

<b>Retail Network Sites</b>	<b>Population within ½ mile</b>	<b>Minority Population % within ½ mile</b>	<b>Low-Income Population % within ½ mile</b>
Retail Outlets – reload card	239,800	32%	15%
Retail Outlets – purchase & reload card	47,600	38%	18%
<i>Pinellas County – Total Population</i>	<i>964,666</i>	<i>26%</i>	<i>12.2%</i>

Table 2 shows the percentage of minority and low-income residents within a half mile of Flamingo Fares retail outlets compared to the countywide population. Minority and low-income populations within a half mile of all retail outlets exceed the countywide percentages of those populations. This is particularly true for retail outlets where riders can purchase and reload cards. In other words, Flamingo Fares retail outlets are more concentrated in areas with higher minority and low-income populations than the county average.

## **Conclusion**

The equity impacts of the implementation of the Flamingo Fares program were analyzed and determined to not create a disparate impact or disproportionate burden. Minority and low-income populations are not disproportionately affected by the fare type consolidation, \$3 fee for smart cards, and the location of Flamingo Fares retail outlets. PSTA will continue to ensure that Flamingo Fares is readily accessible to riders by conducting extensive public outreach in preparation for launch where free smartcards will be distributed. PSTA will also continue to search for additional retail outlet locations so that more people are within walking distance of a store to purchase and reload smartcards, especially in minority and low-income communities.



**PINELLAS SUNCOAST TRANSIT AUTHORITY**  
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**BOARD MEETING MINUTES**  
**JUNE 23, 2021**

Chairperson Gerard called the June 23, 2021 Board meeting to order at 9:00 am. Members present: Pat Gerard, Chairperson, Dan Saracki, Secretary/Treasurer; Richard Bennett, Vince Cocks, Deborah Figgs-Sanders, Michael Fridovich, Jeff Gow, Janet Long, Kathleen Peters, and Josh Shulman. Members absent: Gina Driscoll, David Allbritton, Keith Sabiel, and Jamie Robinson. Also present: Brad Miller, CEO; Alan Zimmet, General Counsel; Ron Pierce, RSA Consulting; and PSTA staff members. Attending via Zoom: Board Member Rene Flowers, Harry Glenn and Steve Palmer, Van Scoyoc.

**Call to Order:**

Mr. Saracki made a motion, seconded by Mr. Cocks, to allow Ms. Flowers to participate in the meeting via Zoom. The motion passed unanimously.

**Public Comment:**

There were no public comments.

**Presentation:**

**State and Federal Legislative Updates** – Mr. Pierce gave an annual update on the State Legislative issues related to Transportation Disadvantaged (TD), the Tampa Bay Area Regional Transit Authority (TBARTA), the FY22 State budget, infrastructure improvements, the VW settlement, and the 2022 session.

**[Ms. Long entered the meeting at 9:10 am.]**

**[Ms. Peters entered the meeting at 9:12 am.]**

Mr. Glenn and Mr. Palmer gave an annual update on the Federal Legislative issues about infrastructure plans, the Investing in a New Vision for the Environment and Surface Transportation (INVEST) in America Act, the FY22 Federal budget/appropriations, and Congressional support for PSTA.

**Committee Updates:**

**Transit Riders Advisory Committee (TRAC) Update** – Committee Chairperson, Duncan Kovar, provided an update on the June TRAC meeting.

**Forward Pinellas** – Ms. Long gave an update on the recent Forward Pinellas meeting.

## **Consent Agenda:**

Mr. Zimmet read Resolution #21-04 by title. Ms. Long made a motion, seconded by Mr. Saracki, to approve the Consent Agenda. The Board unanimously approved the Consent Agenda which included approval of the May 26, 2021 minutes, the towing/filters/radiators contract, the Commission on Transportation Disadvantaged (CTD) agreements, the health insurance renewal, and the Ring Central telephone services purchase.

## **Action Items:**

**Waiver of PSTA's Vehicle Donation Policy** - Nicole Dufva, Project Planner and Patrick Murray, Operations Manager, Service Delivery, gave a presentation on Leadership PSTA's project to donate a bus to a local food bank. They said that staff is requesting the Board to waive the vehicle donation policy for this one-time donation. Questions and comments were made about the program and the schedule for the food bus. A few concerns were raised about donating vehicles, which staff clarified. After discussion, Ms. Flowers made a motion, seconded by Mr. Cocks, to approve waiving the vehicle donation policy for a one-time donation to Reach St. Pete. There were no public comments. The motion passed unanimously.

**Fare Policy/Title VI** – Cassandra Borchers, Chief Development Officer, provided information about the proposed fare policy as well as the implementation process. Diane Randall, Director of Risk Management, talked about the procedure related to unaccompanied minors on buses. Ms. Borchers mentioned comments and questions that were made at both the public hearing and Planning Committee meetings. Questions were asked about fares in other counties, percent of cash riders, regional passport tickets, and where to purchase the Flamingo cards. After an in-depth discussion on unaccompanied minors, Ms. Figgs-Sanders made a motion, seconded by Mr. Bennett, to approve the Fare Policy and the Title VI analysis. There were no public comments. The motion passed (10:1), with Mr. Fridovich dissenting.

## **Information Items:**

**FY22 Budget Update** – Debbie Leous, Chief Financial Officer, gave an update on the FY22 budget. She outlined the operating and capital budget, new employees, bus purchase, the solar project, and projects such as the SunRunner, the Clearwater Transit Center, and the ferry service.

## **Reports and Correspondence:**

**Performance Updates** – The report was included in the packet. Mr. Miller mentioned that the AVA project in Dunedin is going great with high ridership.

## **Future Meeting Subjects:**

The Board was provided with a list of upcoming meeting subjects.



**Other Business:**

No other business was discussed.

**Board Member Comments:**

There were no Board comments.

**Adjournment:**

There being no further business, Chairperson Gerard adjourned the meeting at 11:25 am. The next meeting is July 28, 2021 at 9:00 am.

---

Chairperson

**FEDERAL TRANSIT ADMINISTRATION**

**SUNRUNNER EQUITY ANALYSIS**

**FEBRUARY 2022**

**PINELLAS SUNCOAST TRANSIT AUTHORITY  
3201 SCHERER DRIVE  
ST. PETERSBURG, FLORIDA 33716**

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## INTRODUCTION

The Pinellas Suncoast Transit Authority (PSTA), as the public transit provider in Pinellas County, is required to submit to the Federal Transit Administration (FTA) a Title VI update that documents the level and quality of transit service provided for minority and low-income areas, pursuant to Title VI of the Civil Rights Act of 1964, as amended. This report is submitted every three years and is intended to demonstrate compliance with Title VI requirements that preclude discrimination in the provision of transit service and transit-related amenities.

The purpose of this plan is to assure that no persons, on the grounds of race, color, or national origin, is excluded from participating in, denied the benefits of, or subjected to discrimination in the implementation of the SunRunner Bus Rapid Transit service, which is a Small Starts project under FTA's Capital Investment Grant program. This report will provide a level of service analysis for this BRT corridor by assessing minority and non-minority Census tract samples and low income and non-low-income Census tract samples to assess PSTA's conformance with Title VI for this project.

## POLICY STATEMENT

As a major provider of public transportation whose employees have extensive daily contact with the public, PSTA recognizes its responsibility to the community it serves and is committed to a policy of nondiscrimination. PSTA works to ensure non-discriminatory transportation in support of its mission to provide effective, coordinated, and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Pinellas County citizens.

In compliance with Title VI of the Civil Rights Act of 1964, PSTA prohibits discrimination on the basis of race, color, or national origin in its programs and activities receiving Federal financial assistance. Specifically, Title VI provides that *"no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance"* (42 U.S.C. § 2000d).

FTA issues additional guidance and instruction for complying with the Title VI regulations in circular FTA C 4702.1B. The circular states the purposes of the Title VI program:

- a) *Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;*
- b) *Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;*

- c) *Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.*

The Environmental Justice component of Title VI guarantees fair treatment for all people and requires PSTA 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 that PSTA provides. Environmental Justice principles require PSTA:

- a) *To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.*
- b) *To ensure the full and fair participation by all potentially affected communities in transportation decision-making process.*
- c) *To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.*

Patricia Collins, Director of Human Resources and EEO officer, has been designated as PSTA's Civil Rights Officer, responsible for civil rights compliance and monitoring to ensure the non-discriminatory provision of transit services and programs. In addition, Jacob Labutka, Senior Planner, is responsible for implementing all aspects of the Title VI Program. However, along with the Chief Executive Officer, all directors, managers, and their staffs share in the responsibility for making PSTA's Title VI Program a success. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by PSTA in its financial assistance agreements with the U.S. Department of Transportation (DOT).

## **SMALL STARTS REQUIREMENTS**

FTA issues additional guidance and instruction for complying with the Title VI regulations for Small Starts project in circular FTA C 4702.1B. The circular states the following for FTA recipients receiving funding to implement Small Starts projects:

### *Service and Fare Equity Analysis for New Starts and Other New Fixed Guideway Systems*

Transit providers that have implemented or will implement a New Start, Small Start, or other new fixed guideway capital project shall conduct a service and fare equity analysis. The service and fare equity analysis will be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of "major service change" as defined by the transit provider. All proposed changes to parallel or connecting service will be examined. If the entity that builds the project is different from the transit provider that will operate the project, the transit provider operating the project shall conduct the analysis. The service equity analysis shall include a comparative analysis of service levels

pre-and post- the New Starts/Small Starts/new fixed guideway capital project. The analysis shall be depicted in tabular format and shall determine whether the service changes proposed (including both reductions and increases) due to the capital project will result in a disparate impact on minority populations. The transit provider shall also conduct a fare equity analysis for any and all fares that will change as a result of the capital project.

## **IMPACT THRESHOLDS**

### **Disparate Impact Policy**

Disparate impacts are examined both when a Major Service Change is undertaken and/or a fare change is implemented. PSTA defines a disparate impact as any time there is a difference in impacts between minority and total populations of plus or minus ten percent that negatively impacts the minority population. For example, if the minority population makes up 30 percent of the overall population, but would bear 45 percent of the adverse impacts, there may be a disparate impact since the minority group bears 15 percent more than its expected share. The Disparate Impact Policy is applied uniformly to all modes of service operated by PSTA.

### **Disproportionate Burden Policy**

The Disproportionate Burden Policy applies to adverse effects on low-income populations as a result of Major Service Changes and all fare changes. PSTA defines a disproportionate burden as any time there is a difference in impacts between low-income and total populations of plus or minus ten percent that negatively impacts the low-income population. For example, if the low-income population makes up 30 percent of the overall population, but would bear 45 percent of the impacts, there may be a disproportionate impact since the low-income group bears 15 percent more than its expected share. The Disproportionate Burden Policy is applied uniformly to all modes of service operated by PSTA.

Pursuant to Title VI requirements, PSTA advertises for public comment on these three policies that are presented on and open for public comment at PSTA committee and board meetings. Notices are placed on all buses in the Fleet, at all terminals, and highlighted on the PSTA website. These documents remain on the website with a link for people to review and send comments ongoing.

## **PUBLIC PARTICIPATION PLAN**

PSTA's public outreach strategies are designed to provide the public with effective access to information about PSTA services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services.

PSTA has an ongoing outreach program that it implements on an annual basis. Ongoing outreach is augmented by recurring public outreach activities in support of specific projects. PSTA staff uses a wide

variety of tools and programs to reach out to the community and inform, educate, and collect suggestions and comments.

*Outreach tools:*

- Community Presentations and Local Public Involvement Programs
- Travel Training/Travel Aids Program
- Transit Riders Advisory Committee (TRAC)
- PSTA Web Page
- Social Media
- Service Requests and Programmed Service Improvements
- Public Comment Opportunities
- Interior Bus Information
- Community Programs
- Surveys
- Outreach Exhibits
- Marketing Materials
- Media Outreach

PSTA has conducted extensive outreach in preparation for the SunRunner and will continue to do so as the authority prepares to launch the service in August 2022. Since October 2020, PSTA has directly reached out to 257 businesses, residents, and other parties affected by or interested in the SunRunner. PSTA also maintains two different websites related to the SunRunner where new information on the project is regularly provided:

- A construction information page where PSTA posts project details such as station locations, station types and timelines for various parts of the construction project. The site has received a total of 17,132 visits with 5,285 unique users.
- An interactive page where visitors can see a map of the project and provide feedback on improvements that should be made in the corridor and activities and uses that should be included in the area. PSTA has worked with the cultural competency firm Inclusivity, LLC to ensure that knowledge of this tool reaches diverse members of the community throughout the corridor. The site has received a total of 3,589 visits with 1,566 unique users.

#### **PROPOSED SERVICE CHANGES**

PSTA is planning to launch the SunRunner Bus Rapid Transit (BRT) service in August 2022. This 10.3-mile route will connect riders from downtown St. Petersburg to St. Pete Beach via the Central Avenue corridor. The route will have stations with level & multi-door boarding, transit signal priority, and Business Access Transit (BAT) lanes to improve transit travel times in the corridor.

PSTA currently operated two routes in the Central Avenue corridor where the SunRunner will operate. The Central Avenue Trolley (CAT) connects riders from downtown St. Petersburg to St. Pete Beach via Central Ave. Route 18 connects riders from downtown St. Petersburg to downtown Clearwater via Central Ave.

Given that the SunRunner will operate within the same corridor as the CAT and Route 18, PSTA is proposing the following changes to these routes:

- The Central Avenue Trolley's weekday headway will increase from 20 to 30 minutes.
- Route 18 will now terminate at Grand Central Station, which is approximately 2.5 miles west of its current terminus in downtown St. Petersburg. Riders will be able to transfer to right routes to/from Route 18 at Grand Central Station (including the SunRunner).

See Figure 1 for a map of existing routes in the Central Ave corridor.

See Figure 2 for a map of routes in the Central Ave corridor following the implementation of the SunRunner.

See Figure 3 for a map of the SunRunner with all station locations.

*Figure 1: PSTA Routes in SunRunner corridor before service launch*

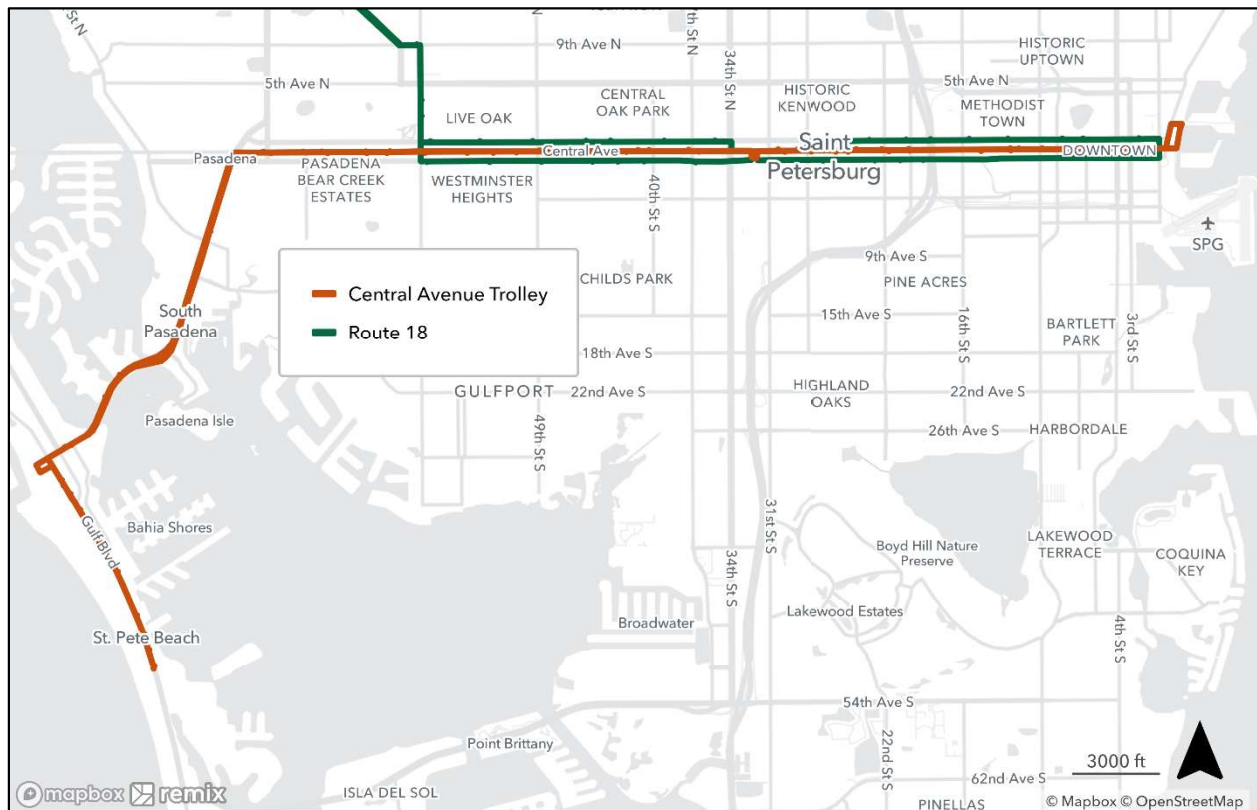




Figure 2: PSTA Routes in SunRunner corridor after service launch

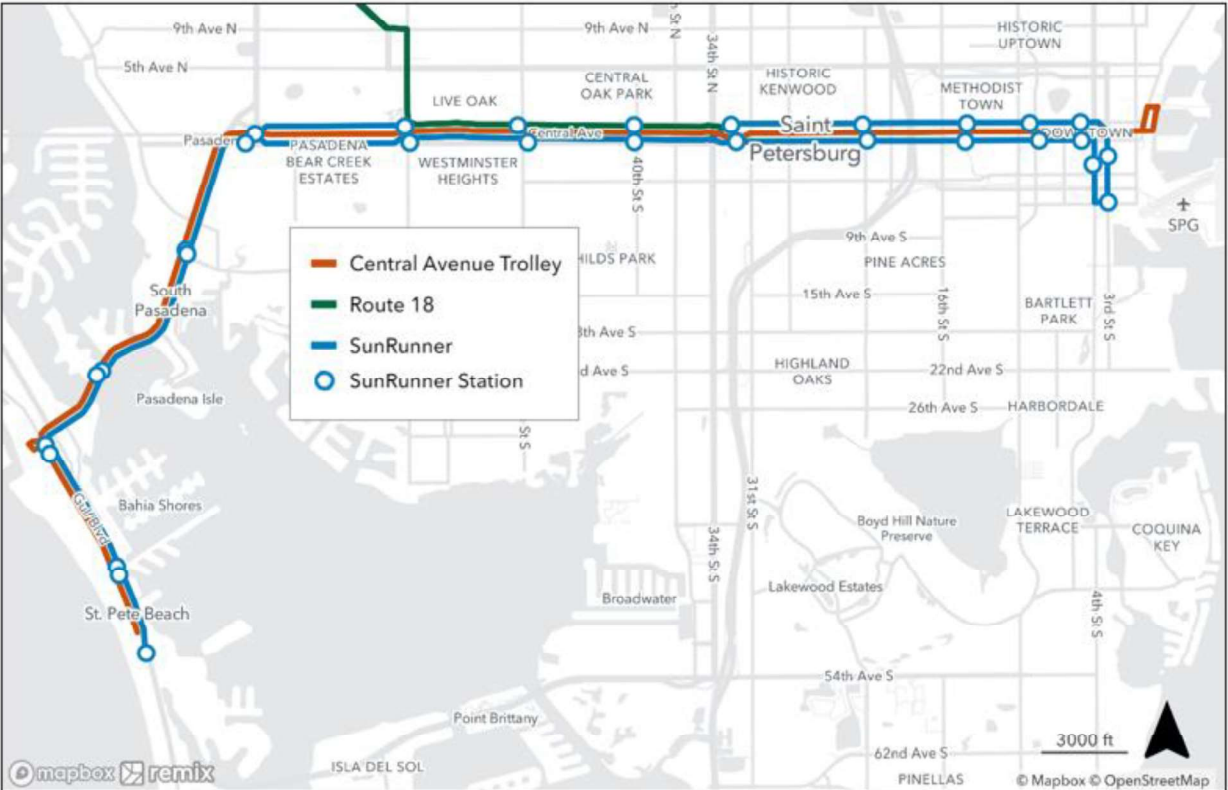
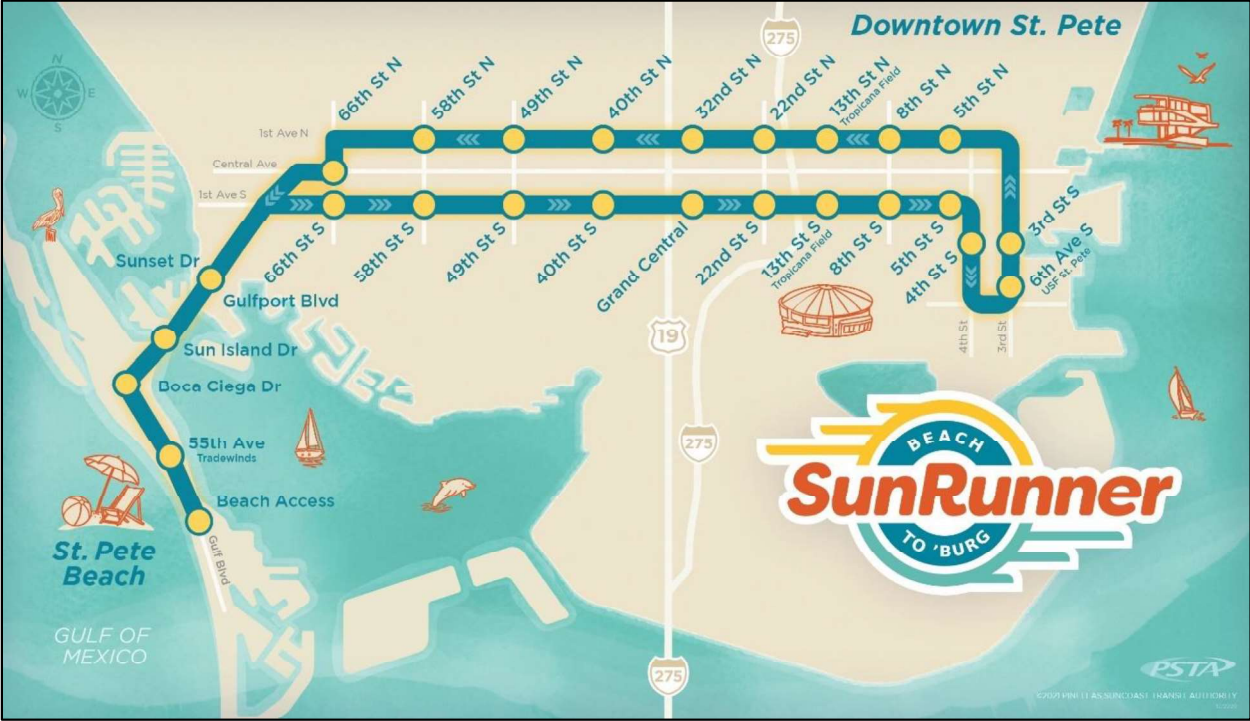


Figure 3: SunRunner map with station locations



## PROPOSED FARE PAYMENT CHANGES

PSTA's fare payment system, Flamingo Fares, allows riders to utilize a smart card or mobile app to purchase fares to board public transit services in Pinellas County. Riders can reload funds online with a credit card or at a PSTA terminal with cash. PSTA is also developing a retail network where riders can purchase Flamingo Fares cards and reload fares with cash or credit cards at stores throughout Pinellas County.

SunRunner buses will not have GFI fareboxes that accept cash on board vehicles to expedite the boarding process and reduce total travel time along the route. Riders will tap their Flamingo card and or scan their app to pay fares to board the SunRunner. Riders who do not have a loaded Flamingo card and/or access to a smartphone to download the Flamingo app will be able to go to a nearby retail outlet to purchase their fare with cash or credit cards.

## ANALYSIS OF PROPOSED SERVICE CHANGES

PSTA conducted two analyses of proposed service changes related to the implementation of the SunRunner:

- Service Equity Analysis – to assess the impact of service level and headway changes to routes in the SunRunner corridor
- Fare Equity Analysis – to assess the impact of not accepting cash on board SunRunner vehicles

## SERVICE EQUITY ANALYSIS

Table 1 shows all routes that will be changed during implementation of the SunRunner and the minority and low-income population percentages within ¼ mile of the routes that are affected by the changes. Bolded figures in the table are plus or minus ten percent from the average of Pinellas County. This indicates that there may be a disparate impact (minority population) or disproportionate burden (low-income population). One route (Route 18) exceeds the disparate impact threshold by 0.4 percent and the disproportionate burden threshold by 2.2 percent. Changes borne by minority and low-income residents along Route 18 will be mitigated by the introduction of the SunRunner that will improve frequency and travel times in the corridor and the ability for riders to transfer using eight different routes to travel to/from Downtown St. Petersburg.

Table 1 also shows the collective impact of the proposed service change on minority and low-income residents, which is within two percent of the total minority and low-income population proportions of Pinellas County. Therefore, the introduction of the SunRunner service and modifications to parallel routes collectively do not create a disparate impact or disproportionate burden.

See Figures 4 and 5 for maps of the SunRunner route that show how the route serves minority and low-income block groups, respectively, where the population percentage exceeds Pinellas County as a whole.

Table 1: Service Equity Analysis

Route	Change Borne by Minorities	Change Borne by Low Income
Rt 18	<b>36.4%</b>	<b>24.4%</b>
CAT	26.4%	15.0%
SunRunner	29.8%	17.1%
<u>All Changes</u>	<u>27.8%</u>	<u>14.2%</u>
Pinellas County Population	26.0%	12.2%

Figure 4: Minority block groups along the SunRunner

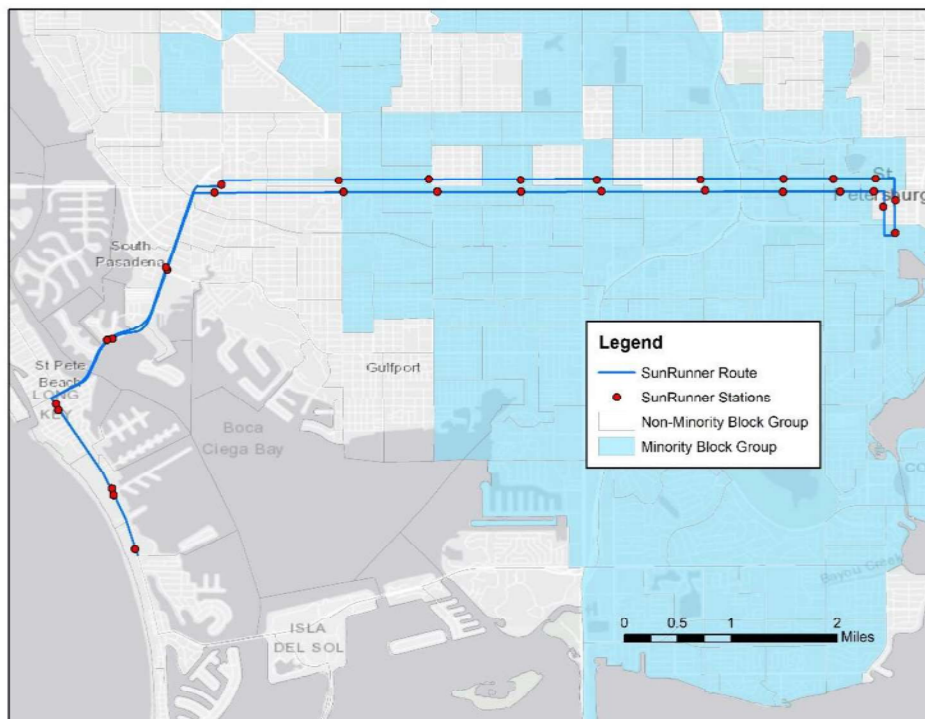
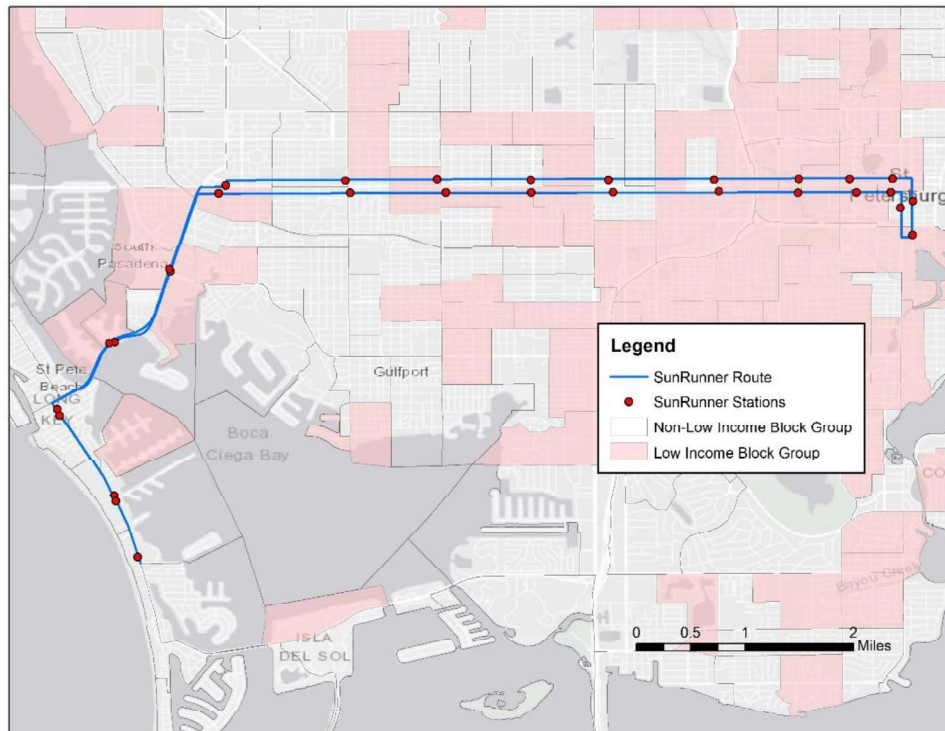


Figure 5: Low-income block groups along the SunRunner



## FARE EQUITY ANALYSIS

PSTA is proposing to not install fareboxes on board SunRunner vehicles. As a result, cash will not be accepted as a form of payment on board the vehicles. PSTA will mitigate this future proposed change by promoting the existing Flamingo Fares payment system, which allows riders to load funds onto a smartcard or mobile app. Riders will benefit from fare capping, which limits funds riders spent on transit rides to \$5 a day and \$70 a month for regular fare and \$2.50 a day and \$35 a month for reduced fare. SunRunner riders who need to purchase a card or reload funds at a store with cash or a credit card will be able to utilize a retail network with participating outlets near all stations. PSTA will ensure that at least 50% of participating retail outlets are within ¼ mile of station locations and 100% are within a half mile of station locations. PSTA will not charge fares on the SunRunner for at least the first six months of service. This will allow riders to easily use the service while PSTA promotes this future fare payment structure. PSTA will extend the fare free period past six months after the service launches if the retail network is not in place near all SunRunner stations at that time.

PSTA evaluated this proposed fare change for the potential effects on customers that currently use cash. Riders that use cash will need to pre-pay for their trips at the Flamingo Fares retail network. PSTA utilized data from the 2018 on-board survey to assess the impact of this change on riders that use cash on routes in

the SunRunner corridor. The data for this analysis comes from the 970 responses from riders who utilized the Central Avenue Trolley and Route 18.

% of Total	Usage by Group		
Fare Type	Minority	Low-Income	All Riders
Cash	23%	23%	27%
GO Card	35%	33%	27%
Passport	8%	10%	10%
UPASS/CPASS	7%	10%	9%
Other	22%	23%	29%

*Table 2: SunRunner Fare Equity Analysis*

As shown in in Table 2, cash users account for 27% of all trips taken in the SunRunner corridor, including 23% of minority trips and 23% of low-income trips. The difference between minority and the total riding group's usage of cash is four percent, which shows that a disparate impact was not found since the difference is less than ten percent. The difference between low-income and the total riding group's usage of cash is four percent, which shows that a disproportionate burden was not found since the difference is less than ten percent. Minority and low-income usage of all other fare types is within ten percent of the total riding group's usage. The proposed fare payment system does not create a disparate impact or disproportionate burden for riders.

## CONCLUSION

The equity impacts of the implementation of the SunRunner BRT service were analyzed and determined to not collectively create a disparate impact or disproportionate burden. Minority and low-income populations are not disproportionately affected by the changes to routes in the corridor or by the elimination of cash as a payment method on board SunRunner vehicles. PSTA will continue to ensure that the SunRunner is easy and accessible to ride by conducting extensive public outreach in preparation for the both the service launch and after the initial fare free service period ends.

### Service Equity Analysis Methodology

PSTA utilizes the transit planning software Remix to conduct Title VI analyses. Remix includes an analytic tool specifically designed for Title VI. The tool compares geographic and demographic coverage of a transit network between two booking periods. Below is the description Remix provides regarding their data sources and methodology:

1. Get the population near a route, including its low income and minority percentage.
  - For each route, build a shape that represents the area within quarter mile of any of its stops.
  - Intersect the catchment area with the 2015-2019 ACS Census data. Get a list of block groups and the percentage overlap with each.
  - For each block group, take the percentage of overlap and multiply it by the block group's statistics.
  - Get the population, minority population, and low-income population for each group and sum them together. This is the total population a route could serve.
2. Compare the number of people-trips, before and after.
  - Multiply the population near a route times the number of trips it makes (per year) to get "people-trips".
  - Repeat for low-income and minority populations to get "low-income people trips" and "minority people trips".
  - Compare these numbers between the before and after versions of the route, to get a set of people-trip differences. We match before and after using routes that have the same name.
3. Get the total difference in people-trips across the transit system.
  - Repeat the process above for every route in the transit system.
  - Sum together the difference in people trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.
4. Calculate the change borne by low-income and minority populations.
  - Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
  - Repeat for minority people-trips.
5. Compare the percentage change to the average in the service area.
  - Calculate the average percentage of low-income and minority populations across the entire service area.

- Subtract from the change borne by those populations.
- Get two final numbers: the delta between the impact this set of transit changes had on low income and minority populations compared to any average change.

The following is a list of data sources Remix utilizes to compute its figures:

- Census data is provided by the US American Community Survey, 2015-2019.
- Population is coded by table B03002, field B03002001.
- Low-income status is set at 100% of the US poverty level. This is coded by the appropriate fields in table C17002.
- Minority status is coded by table B03002, by subtracting the white, non-Hispanic population (B03002003) from the total population (B03002001).
- Service area is a set of block groups determined by the shapefile PSTA provided to Remix.
- Map and routing data is provided OpenStreetMap, Mapbox, and Valhalla.

See below for tables that shows the calculation methodology as described above.

	Before			
Route	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)
Rt 18	50,583	15.1%	29.4%	28,010
CAT	20,747	15.1%	26.4%	31,540
Sunrunner	0			0
All Changes (both directions)	59,285	14.4%	26.6%	59,550

	After (Inbound)			
Route	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)
Rt 18	43,170	13.7%	28.4%	27,500
CAT	20,747	15.1%	26.4%	25,420
Sunrunner	14,658	17.1%	30.6%	47,450
All Changes (both directions)	59,649	14.3%	26.5%	124,095

	Difference				
Route	People-Trips (Population * Trips)	Low Income People-Trips	Minority People- Trips	Change Borne By Low Income	Change Borne by Minorities
Rt 18	-148,857,455	-36,334,000	-54,256,415	24.4%	36.4%
CAT	-121,487,610	-18,280,071	-32,058,090	15.0%	26.4%
Sunrunner	571,511,525	97,507,169	170,179,425	17.1%	29.8%
All Changes (both directions)	301,166,460	42,893,098	83,864,920	14.2%	27.8%





**PINELLAS SUNCOAST TRANSIT AUTHORITY**  
**3201 SCHERER DRIVE, ST. PETERSBURG, FL 33716**  
**[PSTA.NET](http://PSTA.NET) 727.540.1800 FAX 727.540.1913**

**BOARD MEETING MINUTES**  
**FEBRUARY 23, 2022**

Chairperson Gerard called the February 23, 2022 Board meeting to order at 9:00 a.m. Members present: Pat Gerard, Chairperson; Gina Driscoll, Vice-Chairperson; Dan Saracki, Secretary/Treasurer; David Allbritton; Richard Bennett; Vince Cocks; Deborah Figgs-Sanders; Rene Flowers; Jeff Gow; Jamie Robinson; and Karen Seel. Participating via Zoom: Josh Shulman. Members absent: Kathleen Peters, Keith Sabiel, and Michael Fridovich. Also present: Brad Miller, CEO; Nikki Day, General Counsel; PSTA staff members; and members of the public.

**Presentation:**

**PSTA's Participation in the Pinellas Race Equity Leadership Council -**

Randy Russell and Carl Lavender from the Healthy Foundation of St. Petersburg, gave a presentation on the Pinellas Race Equity Leadership Council and talked about the importance of transportation.

**Call to Order:**

Ms. Flowers made a motion, seconded by Mr. Cocks, to allow Mr. Shulman to participate in the meeting via Zoom. The motion passed unanimously.

**Public Comment:**

The following members of the Service Employees International Union (SEIU), talked about the recent wage increases for administrative staff and the Compensation Study that took place last year: Kevin Sablan, Ed Lamay, Norm Penix, Kyra Farina, Mike Giarindino, Deb Erwin, Bob Gielsleman, April Murphy, Ken Elliott, David Mello, and Julia Meadows. They are requesting to reopen wage negotiations.

Delois Young, Pinellas County resident, talked about scheduling issues with the paratransit services that she needs for her medical appointments.

Danny DiNicolantonio, former PSTA Bus Operator, also talked about the issue with the current SEIU contract.

Board members made a few comments about the issue. Ms. Flowers made a motion, seconded by Ms. Figgs-Sanders, that Brad Miller provide the Board of Directors prior to the March meeting with the analysis information related to the compensation packages for all levels of employees throughout PSTA. In addition, she requests Mr. Miller join in



communications with his team along with the members of the leadership of SEIU to discuss any possible parameters to make the necessary salary adjustments as so decided between the two parties. Also, at the March meeting, we agendaize for conversation and discussion for the benefit of those Board members that are absent and those who are present any comments or information derived from the documents received, conversations had by PSTA leadership and SEIU leadership for the Board to determine or to ratify any additional compensation packages. The motion passed unanimously.

### **Consent Agenda:**

Mr. Allbritton made a motion, seconded by Mr. Cocks, to approve the Consent Agenda. The Board unanimously approved the Consent Agenda which included approval of the January 26, 2022 minutes, the Dunedin Interlocal Agreement extension for AVA services, and the SunRunner Equity Analysis.

### **Committee Updates:**

**Transit Riders Advisory Committee (TRAC) Update** – Committee Chairperson, Mark O'Hara, provided an update on the recent TRAC meeting.

**Forward Pinellas Local Coordinating Board (LCB)** – Ross Silvers, Americans with Disabilities Act (ADA) Policy and Compliance Officer, gave an update on the LCB meeting.

**Forward Pinellas** – Ms. Driscoll provided an update on the February meeting.

**Tampa Bay Area Regional Transit Authority (TBARTA) Update** – Ms. Flowers gave an update on the TBARTA meeting.

### **Action Items:**

**Site Access Agreement with Duke Energy** – Abhishek Dayal, Director of Project Management, gave a presentation on a Site Access Agreement with Duke Energy. Mr. Bennett made a motion, seconded by Mr. Saracki, to recommend approval of the agreement with Duke Energy. There were no public comments. Motion passed (11:1), with Mr. Shulman dissenting.

### **Information Items:**

**PSTA's Sustainable Strategic Plan Progress Report** – Heather Sobush, Director of Planning, and Nicole Dufva, Project Planner, gave a presentation on PSTA's Sustainable Strategic Plan.

**[Ms. Driscoll left the meeting at 11:30 am and did not return.]**

**Reports and Correspondence:**

**Performance Updates** – The report was included in the packet.

**Future Meeting Subjects:**

The Board was provided with a list of upcoming meeting subjects. Mr. Miller highlighted some upcoming events including the Reach St. Pete Pop-up Pantry, Representative Charlie Crist's Infrastructure Event, and the AVA Beach Party.

**Other Business:**

No other business was discussed.

**Board Member Comments:**

Mr. Cocks talked about some technical issues with the PSTA Access service contractor, Spare Labs. Staff will investigate the issue and report back at an upcoming Committee meeting.

Mr. Shulman commented on a couple statistics on the Operating Report included in the packet.

**Adjournment:**

There being no further business, Chairperson Gerard adjourned the meeting at 11:50 a.m. The next regular Board meeting is March 30, 2022 at 9:00 a.m.

---

Chairperson

**SERVICE EQUITY ANALYSIS**

**FY24 SERVICE REDUCTIONS**

**OCTOBER 2023**

**PINELLAS SUNCOAST TRANSIT AUTHORITY  
3201 SCHERER DRIVE  
ST. PETERSBURG, FLORIDA 33716**

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## INTRODUCTION

The Pinellas Suncoast Transit Authority (PSTA), as the public transit provider in Pinellas County, is required to submit to the Federal Transit Administration (FTA) a Title VI update that documents the level and quality of transit service provided for minority and low-income areas, pursuant to Title VI of the Civil Rights Act of 1964, as amended. This report is submitted every three years and is intended to demonstrate compliance with Title VI requirements that preclude discrimination in the provision of transit service and transit-related amenities.

The purpose of this plan is to assure that no persons, on the grounds of race, color, or national origin, is excluded from participating in, denied the benefits of, or subjected to discrimination in the implementation of the SunRunner Bus Rapid Transit service, which is a Small Starts project under FTA's Capital Investment Grant program. This report will provide a level of service analysis for this BRT corridor by assessing minority and non-minority Census tract samples and low income and non-low-income Census tract samples to assess PSTA's conformance with Title VI for this project.

## POLICY STATEMENT

As a major provider of public transportation whose employees have extensive daily contact with the public, PSTA recognizes its responsibility to the community it serves and is committed to a policy of nondiscrimination. PSTA works to ensure non-discriminatory transportation in support of its mission to provide effective, coordinated, and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Pinellas County citizens.

In compliance with Title VI of the Civil Rights Act of 1964, PSTA prohibits discrimination on the basis of race, color, or national origin in its programs and activities receiving Federal financial assistance. Specifically, Title VI provides that *"no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance"* (42 U.S.C. § 2000d).

FTA issues additional guidance and instruction for complying with the Title VI regulations in circular FTA C 4702.1B. The circular states the purposes of the Title VI program:

- a) *Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;*
- b) *Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;*

- c) *Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.*

The Environmental Justice component of Title VI guarantees fair treatment for all people and requires PSTA 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 that PSTA provides. Environmental Justice principles require PSTA:

- a) *To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.*
- b) *To ensure the full and fair participation by all potentially affected communities in transportation decision-making process.*
- c) *To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.*

Patricia Collins, Director of Human Resources and EEO officer, has been designated as PSTA's Civil Rights Officer, responsible for civil rights compliance and monitoring to ensure the non-discriminatory provision of transit services and programs. In addition, Jacob Labutka, Planning Manager, is responsible for implementing all aspects of the Title VI Program. However, along with the Chief Executive Officer, all directors, managers, and their staffs share in the responsibility for making PSTA's Title VI Program a success. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by PSTA in its financial assistance agreements with the U.S. Department of Transportation (DOT).

## **MAJOR SERVICE CHANGE POLICY / IMPACT THRESHOLDS**

### **Major Service Policy**

PSTA conducts a Title VI analysis on all Major Service Changes. PSTA defines a Major Service Change as any modification that affects 25 percent or more decrease of any individual route's revenue hours and/or miles. When any change exceeds the established threshold, PSTA proceeds with posting the appropriate public notices and conducting public hearings in compliance with the Public Participation Plan detailed previously in this Title VI Program Update. Equity analyses were also conducted for service changes that affected 25% or more of the transit route miles, transit vehicle miles or estimated ridership even if the changes did not result in a decrease in service.

The adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant. Additions to service may also result in disparate impacts if the addition is at the expense of reductions to other routes.

### **Disparate Impact Policy**

Disparate impacts are examined both when a Major Service Change is undertaken and/or a fare change is implemented. PSTA defines a disparate impact as any time there is a difference in impacts between minority and total populations of plus or minus ten percent that negatively impacts the minority population. For example, if the minority population makes up 30 percent of the overall population, but would bear 45 percent of the adverse impacts, there may be a disparate impact since the minority group bears 15 percent more than its expected share. The Disparate Impact Policy is applied uniformly to all modes of service operated by PSTA.

### **Disproportionate Burden Policy**

The Disproportionate Burden Policy applies to adverse effects on low-income populations as a result of Major Service Changes and all fare changes. PSTA defines a disproportionate burden as any time there is a difference in impacts between low-income and total populations of plus or minus ten percent that negatively impacts the low-income population. For example, if the low-income population makes up 30 percent of the overall population, but would bear 45 percent of the impacts, there may be a disproportionate impact since the low-income group bears 15 percent more than its expected share. The Disproportionate Burden Policy is applied uniformly to all modes of service operated by PSTA.

Pursuant to Title VI requirements, PSTA advertises for public comment on these three policies that are presented on and open for public comment at PSTA committee and board meetings. Notices are placed on all buses in the Fleet, at all terminals, and highlighted on the PSTA website. These documents remain on the website with a link for people to review and send comments ongoing.

## **PUBLIC PARTICIPATION PLAN**

PSTA's public outreach strategies are designed to provide the public with effective access to information about PSTA services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services.

PSTA has an ongoing outreach program that it implements on an annual basis. Ongoing outreach is augmented by recurring public outreach activities in support of specific projects. PSTA staff uses a wide variety of tools and programs to reach out to the community and inform, educate, and collect suggestions and comments.

### *Outreach tools:*

- Community Presentations and Local Public Involvement Programs
- Travel Training/Travel Aids Program
- Transit Riders Advisory Committee (TRAC)
- PSTA Web Page

- Social Media
- Service Requests and Programmed Service Improvements
- Public Comment Opportunities
- Interior Bus Information
- Community Programs
- Surveys
- Outreach Exhibits
- Marketing Materials
- Media Outreach

Public Hearings were held to gather input on these service change options. They were conducted in the PSTA Board Room at 3201 Scherer Drive, St. Petersburg, 33716 on September 13th at 6 p.m. and September 27th at 6 p.m. (Served by Routes 4, 11, 52, 59). Comments can be filed through the PSTA InfoLine at (727) 540-1900, emailed to [publiccomments@psta.net](mailto:publiccomments@psta.net) or mailed to: PSTA, Public Comment: 3201 Scherer Dr, St. Petersburg, FL 33716.

PSTA advertised public comment options for this service change in the Tampa Bay Times, on the PSTA website, across PSTA social media channels and within PSTA's endorsed trip planner Transit app.

#### PROPOSED SERVICE CHANGES

PSTA is implementing service reductions in FY 2024 due to budget constraints. Most of the service reduction and elimination options exceed the 25% major service change threshold. PSTA approved the following major service changes to go into effect in the months following the September 2023 PSTA board meeting:

- Route 90 was originally planned to be eliminated. The approved change to this route will be to re-route the service so that it only serves the highest ridership segment between south St Peterburg and St. Pete Beach.
- Routes 813: This route will be eliminated (PSTA Access along this route will also be eliminated).
- Route 814: This route will be eliminated and replaced with an on-demand service.
- Central Avenue Trolley (CAT): CAT would operate between St. Pete Pier and Grand Central Station only.

Figure 1A & 1B are maps of all routes impacted by the proposed major service change options.



Figure 1A: PSTA Routes affected by major service change in southern Pinellas County

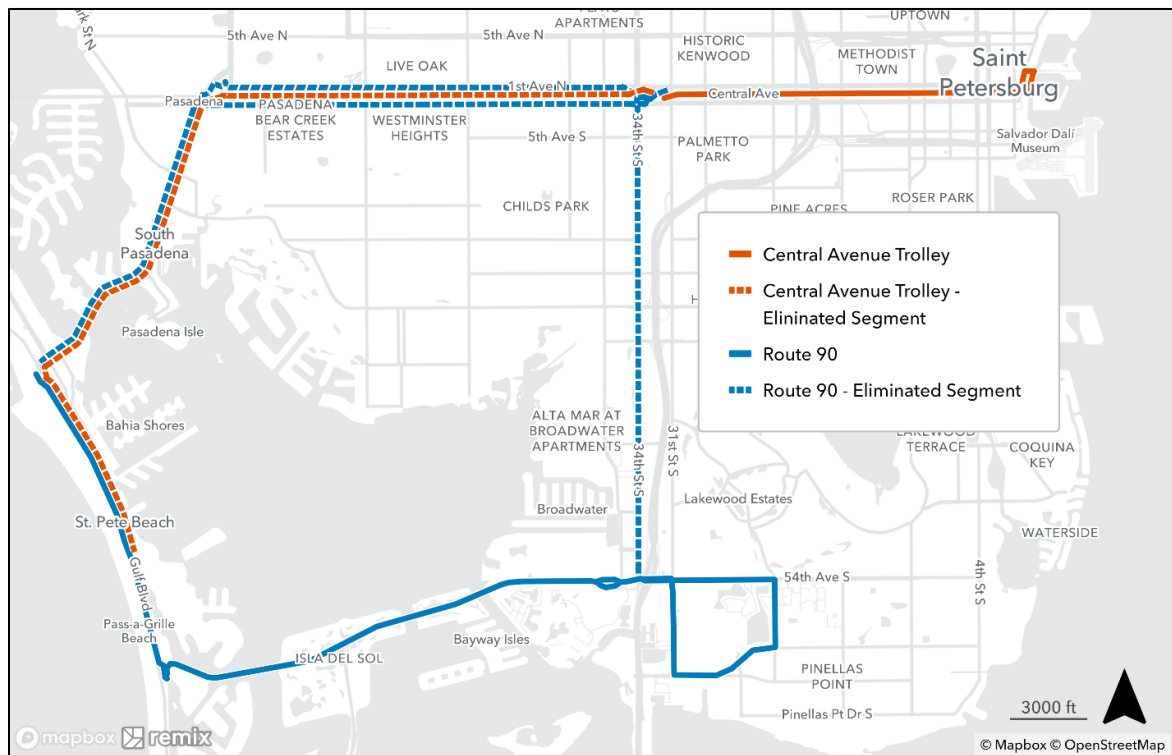
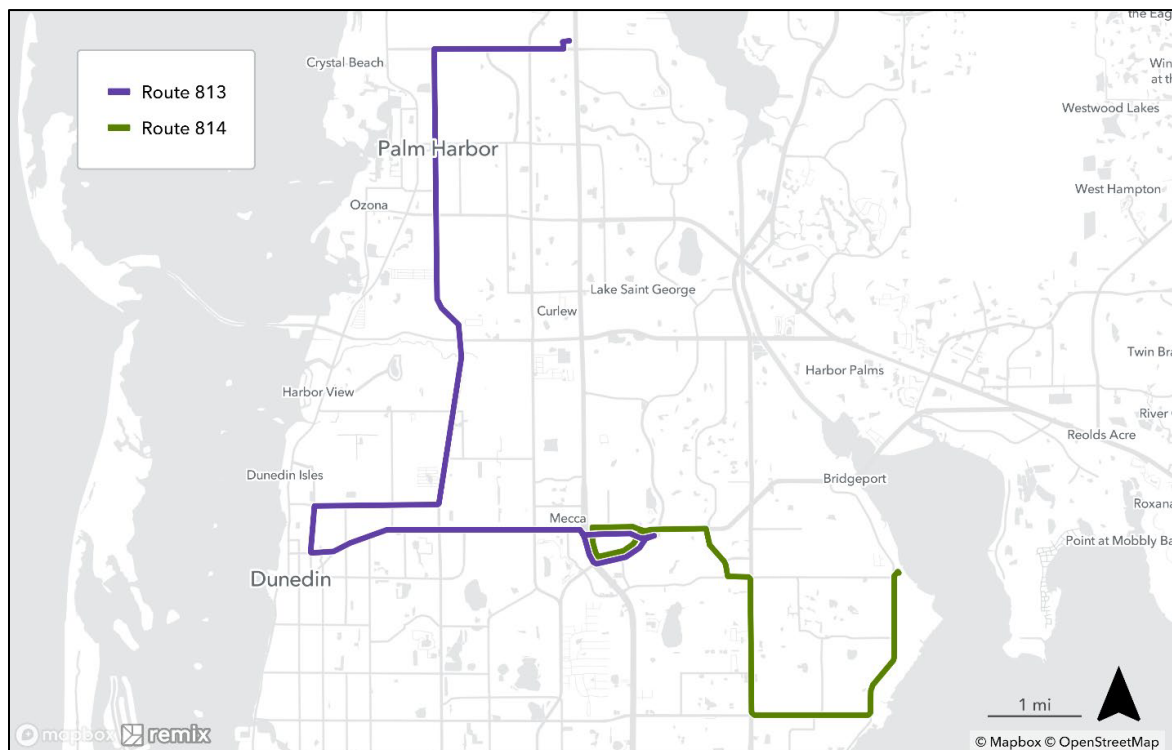


Figure 1B: PSTA Routes affected by major service change in northern Pinellas County



## SERVICE EQUITY ANALYSIS

Table 1 shows the service equity analysis of all routes that are under consideration for a service reduction. This shows what percentage of minority and low-income residents within ¼ mile of the routes are affected by the changes. Table 1 also shows the collective impact of the major service change on minority and low-income residents, which is within two percent of the total minority and low-income population percentages of Pinellas County. Collectively, the route modifications do not create a disparate impact or disproportionate burden.

If the changes borne by minority or low-income residents along a route is 10 percent or more different than the county population percentage of those demographics, then there may be a disparate impact or disproportionate burden, respectively. Table 1 shows the equity impacts of routes that may potentially be affected by the upcoming major service change:

- The elimination of Route 90 does not cause a disproportionate burden. Changes borne by low-income residents is within one percent of the total population proportion of Pinellas County. The elimination of Route 90 does exceed the threshold for disparate impact threshold. 46.8% of residents within a ¼ mile of the route are minorities, which is 19.7% greater than the county percentage. PSTA is proposing to maintain service on this route between South St Pete and St Pete Beach (see Appendix for a map of the modified route). Although changes borne by minorities from this change would still be approximately 47%, there are two mitigating factors:
  - The route segment that is proposed to remain in service carries approximately 73% of the route's daily ridership.
  - The minority population along the current route is primarily along the 34<sup>th</sup> St corridor, which will still have service with Route 34, which is a frequent core route in the PSTA system. Route 90 service being removed from the Central Avenue & Pasadena Ave corridors will still be served by the SunRunner BRT route.
- The elimination of Route 813 does not cause a disproportionate burden. Changes borne by low-income residents is within three percent of the total population proportions of Pinellas County. The elimination of Route 813 does exceed the disparate impact threshold. 14.2% of residents within a ¼ mile of the route are minorities, which is 12.9% less than the county percentage of minority residents. However, this route removal does not cause an adverse impact on minority residents since the percentage is significantly lower than the county average.
- The elimination of Route 814 does not cause a disparate impact or disproportionate burden. Changes borne by minority and low-income residents is within nine percent of the total population proportions of Pinellas County.
- The elimination of service west of Grand Central Station along the Central Avenue Trolley does not create a disparate impact or disproportionate burden. Changes borne by minority and low-income residents is within two percent of the total population proportions of Pinellas County.

See Figures 4A/B and 5A/B for maps of all routes that are part of the major service change and how they serve minority and low-income areas, respectively.

*Table 1: Service Equity Analysis*

Route	Change Borne by Low-Income	Change Borne by Minorities
90	12.6%	46.8%
813	13.9%	14.2%
814	8.7%	18.2%
CAT	10.2%	26.1%
Pinellas County	11.5%	27.1%

*Source: Remix, American Community Survey 5-Year Data (2017 – 2021)*

*Figure 4A: Minority population along northern Pinellas County PSTA Routes affected by major service change*

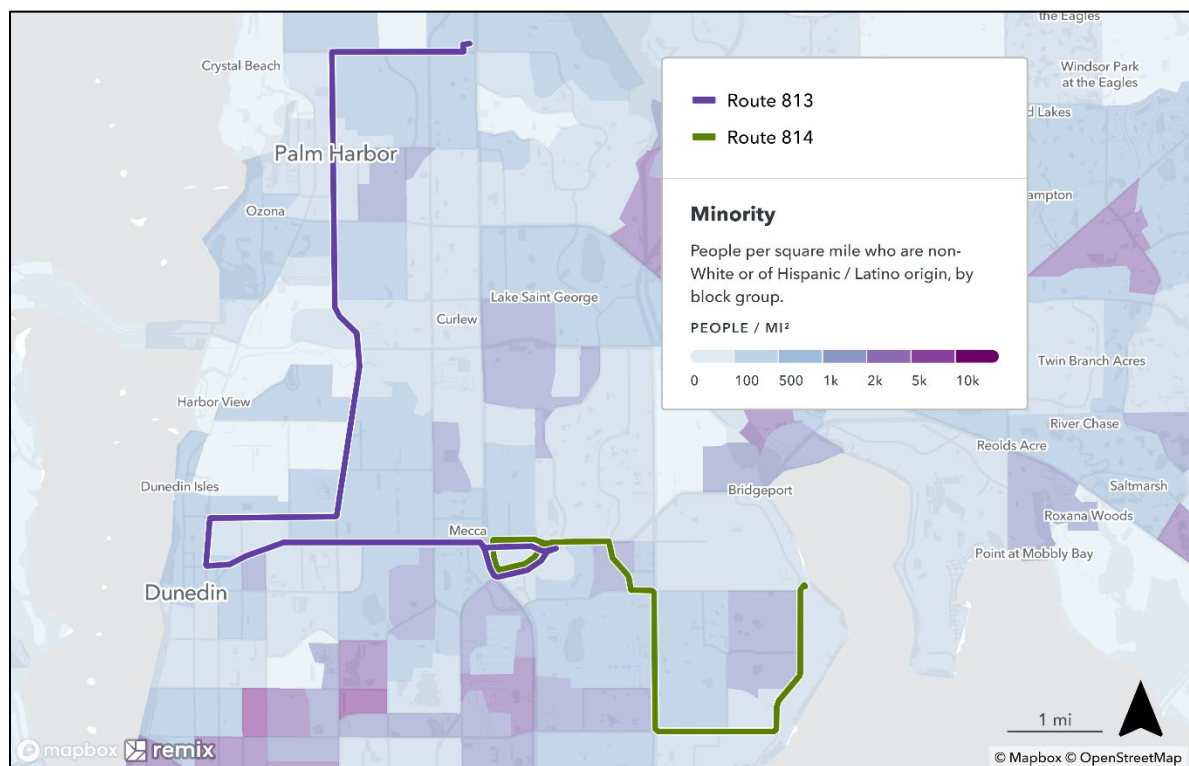


Figure 4B: Minority population along southern Pinellas County PSTA Routes affected by major service change

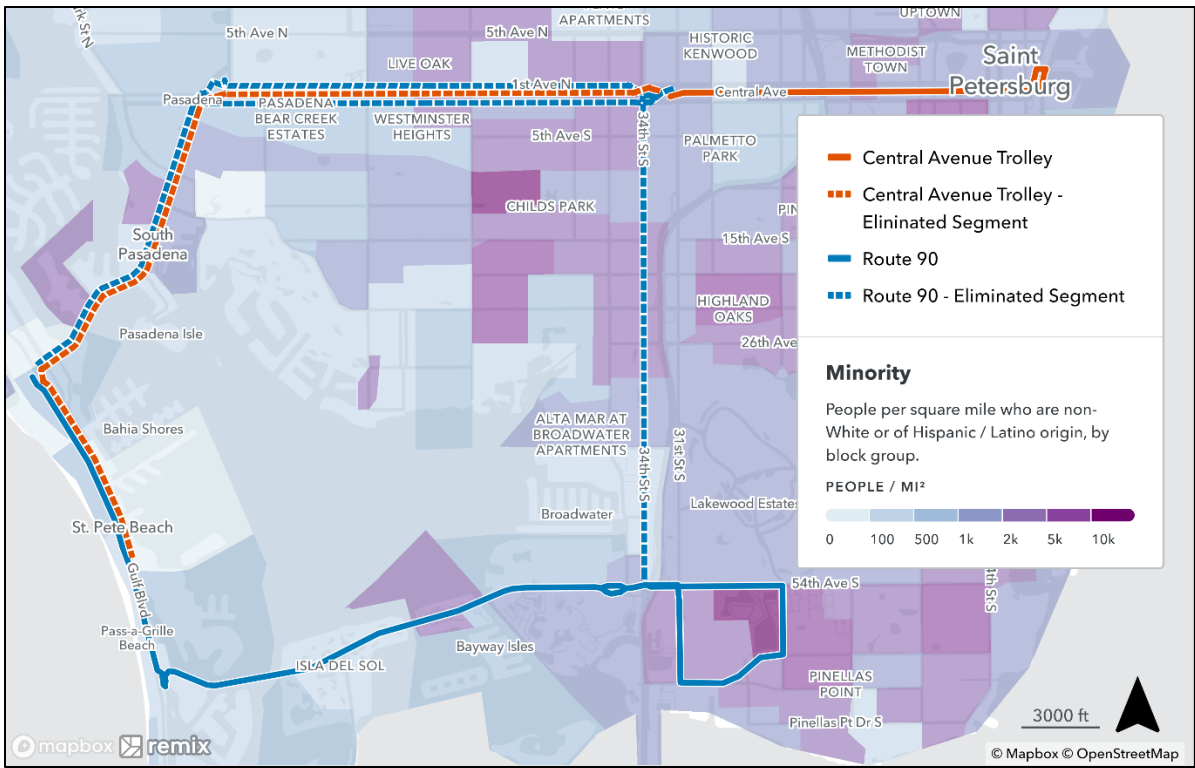


Figure 5A: Low-income population along northern Pinellas County PSTA Routes affected by major service change

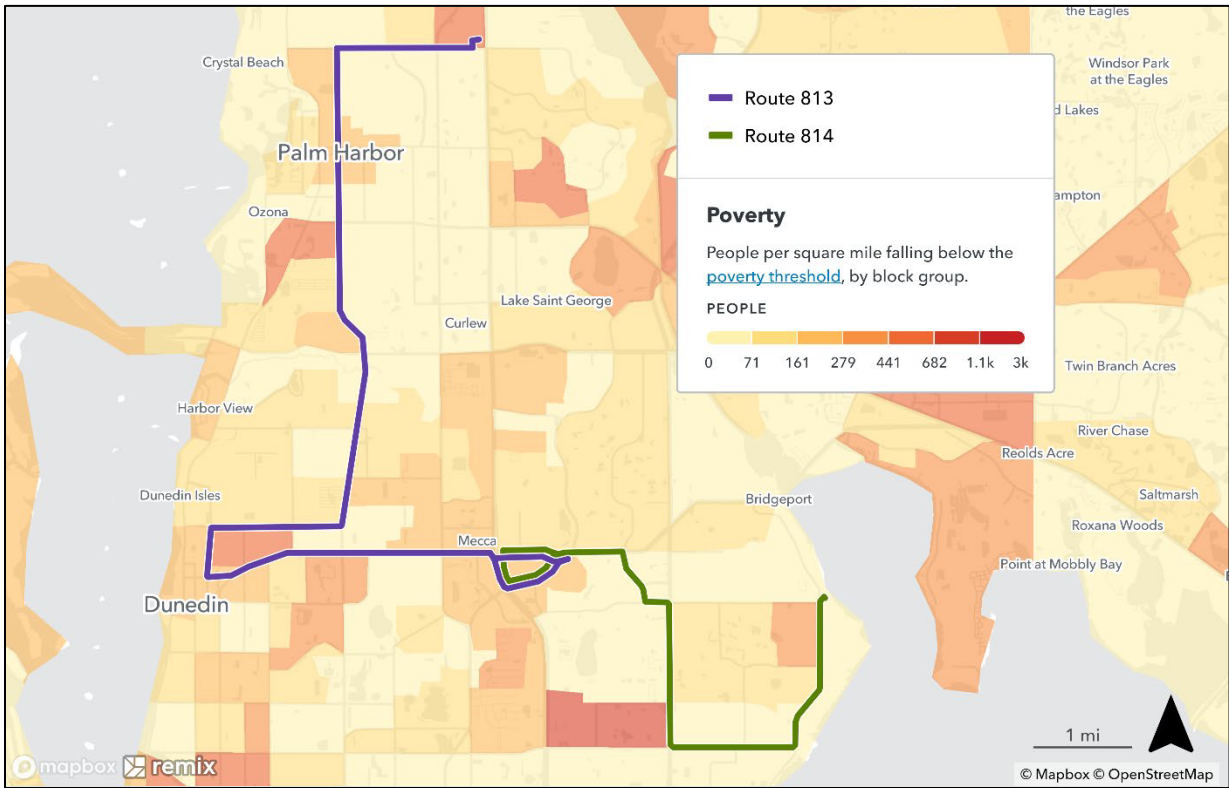
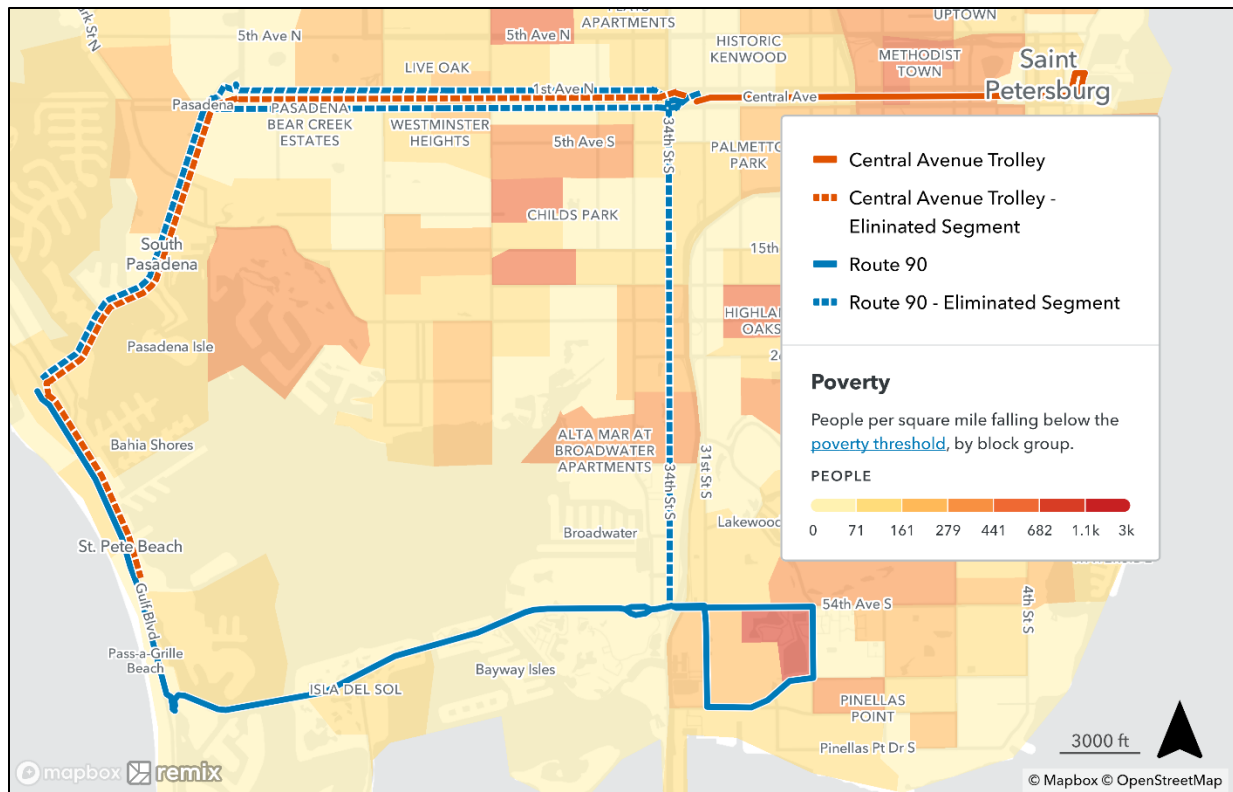


Figure 5B: Low-income population along southern Pinellas County PSTA Routes affected by major service change



## CONCLUSION

Of the route changes that are considered a major service change, only changes to Routes 813 and 90 exceed the disparate impact and disproportionate burden thresholds. Route 813 is in an area with a minority population that is significantly less than the county average. As a result, there is no disproportionate or adverse impact to minority residents in this area. Route 90 travels through areas with a minority population that is significantly higher than the county average. To mitigate any adverse impacts, PSTA is proposing to maintain the section of Route 90 with the highest ridership and maintain core transit services along Route 34 and the SunRunner, which serves the part of Route 90 that is being eliminated.

PSTA received public comments and held two public hearings in September 2023 to solicit feedback on these proposed changes. The PSTA board voted on the final changes following these public hearings at the PSTA board meeting on September 27, 2023.

### Service Equity Analysis Methodology

PSTA utilizes the transit planning software Remix to conduct Title VI analyses. Remix includes an analytic tool specifically designed for Title VI. The tool compares geographic and demographic coverage of a transit network between two booking periods. Below is the description Remix provides regarding their data sources and methodology:

1. Get the population near a route, including its low income and minority percentage.
  - For each route, build a shape that represents the area within quarter mile of any of its stops.
  - Intersect the catchment area with the 2017-2021 ACS Census data. Get a list of block groups and the percentage overlap with each.
  - For each block group, take the percentage of overlap and multiply it by the block group's statistics.
  - Get the population, minority population, and low-income population for each group and sum them together. This is the total population a route could serve.
2. Compare the number of people-trips, before and after.
  - Multiply the population near a route times the number of trips it makes (per year) to get "people-trips".
  - Repeat for low-income and minority populations to get "low-income people trips" and "minority people trips".
  - Compare these numbers between the before and after versions of the route, to get a set of people-trip differences. We match before and after using routes that have the same name.
3. Get the total difference in people-trips across the transit system.
  - Repeat the process above for every route in the transit system.
  - Sum together the difference in people trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.
4. Calculate the change borne by low-income and minority populations.
  - Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
  - Repeat for minority people-trips.
5. Compare the percentage change to the average in the service area.
  - Calculate the average percentage of low-income and minority populations across the entire service area.
  - Subtract from the change borne by those populations.
  - Get two final numbers: the delta between the impact this set of transit changes had on low income and minority populations compared to any average change.

The following is a list of data sources Remix utilizes to compute its figures:

- Census data is provided by the US American Community Survey, 2017-2021.

- Population is coded by table B03002, field B03002001.
- Low-income status is set at 100% of the US poverty level. This is coded by the appropriate fields in table C17002.
- Minority status is coded by table B03002, by subtracting the white, non-Hispanic population (B03002003) from the total population (B03002001).
- Service area is a set of block groups determined by the shapefile PSTA provided to Remix.
- Map and routing data is provided OpenStreetMap, Mapbox, and Valhalla.

See below for an example of tables from this service equity analysis that shows the calculation methodology as described above.

Route	Before (Inbound)				Before (Outbound)			
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)
CAT Central Avenue Trolley (A)	21,633	12.2%	27.9%	7,610	21,625	12.4%	28.4%	7,720
CAT Central Avenue Trolley (B)	20,259	12.4%	29.3%	3,450	20,270	12.7%	29.7%	2,830
CAT Central Avenue Trolley (C)	7,917	15.9%	33.3%	840	7,995	15.8%	33.2%	675
CAT Central Avenue Trolley (D)	14,512	9.8%	26.3%	785	14,423	10.1%	27.0%	675
All Changes (both directions)	555,759	13.5%	31.1%	24,585				

After (Inbound)				After (Outbound)			
Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)
7,917	15.9%	33.3%	7,610	7,613	16.2%	32.3%	7,720
7,917	15.9%	33.3%	3,450	7,613	16.2%	32.3%	2,830
7,917	15.9%	33.3%	840	7,995	15.8%	33.2%	675
0			0	0			0
532,443	13.7%	31.8%	23,125				

Difference				
People-Trips (Population * Trips)	Low Income People-Trips	Minority People- Trips	Change Borne By Low Income	Change Borne by Minorities
-212,551,400	-21,593,322	-54,413,520	10.2%	25.6%
-78,399,210	-8,134,025	-21,490,310	10.4%	27.4%
0	0	0	0.0%	0.0%
-21,127,445	-2,096,254	-5,616,710	9.9%	26.6%
-312,078,055	-31,823,601	-81,520,540	10.2%	26.1%





## CONSENT AGENDA

### Title VI Program Update

**Action: Approve the PSTA Title VI Program Update (2024-2026), Monitoring Results, and the Major Service Change Policy for submission to the Federal Transit Administration (FTA); and approve the Service Equity Analysis of Service Changes Approved at September 2023 Board Meeting.**

**Staff Resource:** Jacob Labutka, Planning Manager; James Phillips, Transit Planner

---

### Background:

- As a condition to receiving federal assistance from the Department of Transportation (DOT), PSTA is required to comply with Title VI of the Civil Rights Act of 1964. Title VI states that no person in the United States shall, on the grounds of race, color, or natural origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the recipient receives federal assistance from the DOT.
- Every three years, PSTA is required to submit a Title VI update to the FTA, which documents the level and quality of transit service provided for minority and low-income populations within our service area and demonstrates that there is no discrimination in the provision of transit service and transit related amenities.
- The current report also compiles the results of the monitoring program of service standards and policies. This includes assessing standards such as the distribution of transit amenities, vehicle headway, on-time performance, etc. PSTA has determined that there are no significant disproportionate or adverse effects of its policies, programs, and activities on low income or minority populations.
- PSTA is also required to set disparate impact and disproportionate burden thresholds to utilize when conducting equity analyses for major service and fare changes.
  - PSTA defines a disparate impact as any time there is a difference in impacts between minority and total populations of plus or minus ten percent that negatively impacts the minority population. For example, if the minority population makes up 30 percent of the overall population, but would bear 45 percent of the adverse impacts, there may be a disparate impact since the minority group bears 15 percent more than its expected share.
  - PSTA defines a disproportionate burden as any time there is a difference in impacts between low-income and total populations of plus or minus ten percent that negatively impacts the low-income population.
- PSTA conducted a service equity analysis of the service changes approved at the September 2023 board meeting. The service changes create no disparate impact or

Meeting Date: October 25, 2023



disproportionate burden, except for changes to Route 90. The potential disparate impact of this change is mitigated by maintaining service on the highest ridership route segment and service alternatives on the eliminated section (Routes 11, 34 & SunRunner).

**Fiscal Impact:**

- PSTA must approve an updated Title VI Program every three years as a requirement to receive federal funding.

**Sustainability Impact:**

- PSTA Title VI Program aligns with the Sustainable Strategic Plan goal to ensure that PSTA reaches low-income and other marginalized communities for outreach and engagement for projects and service changes.

**Recommendation:**

- Approve the PSTA Title VI Program Update (2024-2026), Monitoring Results and the Major Service Change Policy for submission to the FTA.
- Approve the service equity analysis of service changes approved at the September 2023 board meeting.
- **The Planning Committee reviewed this item and unanimously recommends approval.**



## **POLICY #9 FARES**

### **Fare Policy Guidelines:**

This Fare Policy supports PSTA's vision of providing safe, affordable public transit to our community.

### **Fare Policy Purpose:**

The purpose of the Fare Policy is to establish guidelines for setting or restructuring PSTA fares. PSTA staff, the Transit Riders Advisory Committee (TRAC), and Board of Directors will refer to this policy when making recommendations or decisions regarding PSTA's fare pricing and products. Such decisions will also be made in accordance with Federal Transit Administration (FTA), Americans with Disabilities Act (ADA), and State of Florida requirements in addition to PSTA's enabling legislation, which directs PSTA to adopt a fare policy that addresses:

- A fare structure, including types of fare media;
- Pricing levels, including discounted and free fares;
- Fare equity.

### **Fare Policy Objectives:**

PSTA's fare policy objectives reflect the complexity of developing a fare structure which balances the desire to keep fares affordable for PSTA customers with the need to maintain a balanced budget to help sustain and expand transit operations. When changes to the fare structure are considered, strategies for meeting the below objectives will be developed and evaluated. Any new fare structure will encompass the mix of strategies that are determined to best meet the Fare Policy Objectives, as described below, in the context of the conditions and needs at that time:

- 1. Promote Transit Use and Occupancy:** PSTA exists to provide transit services for the benefit of the public. When an increase in ridership creates the need to add service, the resulting additional fare revenue is offset by new operating costs. It is therefore important to adopt fare strategies that will increase ridership on underutilized services. It is also important to adopt fare strategies that promote usage and make PSTA services attractive, simple, and convenient.
- 2. Establish Equitable Fares (Title VI):** To be equitable, fares must consider the needs of various populations of users and types of services. The fare structure should support the travel patterns and requirements of transit riders throughout the service area and should reflect the level and quality of the service provided. The fare structure should be clear and equitable. PSTA recognizes the need to ensure that for any fare increase, the share of the burden placed on Title VI communities is not disproportionately greater than that borne by the system as a whole.

- 3. Optimize Fare Stream:** Fares will be reviewed annually considering inflation and best practices in the industry. Fare decisions will also be based on the annual budget assumptions, Board rules and regulations, and Board determination. PSTA will also stay abreast of the latest developments in fare collection technologies to maximize and improve revenue collection as appropriate and feasible, including the elimination of fraudulent transactions and fare evasion.
- 4. Improve Customer Satisfaction, Mobility & Access:** The fare structure should enhance the ability of riders to access the system and easily move within it. Fare options should be convenient, easy to understand, and reward frequent usage.
- 5. Improve Operations:** PSTA's fare policy should strive to improve system performance. This will be accomplished by making fare payment simpler, easier, and faster, resulting in reduced boarding times. Fare payment methods should also use improved technologies and reduce hardware maintenance and other fare collection costs.
- 6. Respect Customer Privacy:** As PSTA strives to implement fare collection technologies that are easy and convenient, the Authority recognizes the need to respect customers' privacy and ensure the security of personal information.

#### **Fare Policy Changes:**

PSTA's fare policy will be changed and amended as needed due to financial considerations, changing market conditions, future fare collection technologies, or other situations that will impact the fare policy objectives.

#### **Public Engagement:**

PSTA will ensure public engagement opportunities in the decision-making process for fare policy changes and development.

#### **Rules and Regulations-Pinellas Suncoast Transit Authority Regarding Fare Increases:**

##### **Public Hearings:**

Fare increases shall require at least one public hearing. The location for the hearing should be easily accessible by bus and include adequate parking at a time that maximizes public attendance. This will be a minimum requirement. As appropriate, PSTA may hold additional public workshops to encourage public dialogue.

##### **Notices:**

When a public hearing is scheduled, at least fifteen (15) days' notice shall be provided, unless a different requirement is established by applicable state or federal law or regulation. The following notices may be provided:

1. Interior signs on all PSTA buses
2. Posters at all transit centers and PSTA's Headquarters
3. Notice on PSTA's website
4. Paid print newspaper or newspaper website advertisement; and
5. Postings on Social Media


## **PSTA Fare Programs:**

See the following attachments for PSTA fares and transportation programs:

Attachment A:	Passenger Flamingo & Cash Fares Summary
Attachment B:	Reduced Fares
Attachment C:	East Lake Shuttle Service
Attachment D:	Transportation Disadvantaged (TD) Program
Attachment E:	PSTA Access Paratransit
Attachment F:	PSTA Mobility Programs
Attachment G:	Bulk Ticket Purchases
Attachment H:	Free or Promotional Fares
Attachment I:	Universal Pass Program (UPASS)
Attachment J:	Corporate Pass Program (CPASS)
Attachment K:	Employee and Dependent Passes

## ATTACHMENT A: PASSENGER FLAMINGO & CASH FARES

### FARE SUMMARY

“Flamingo”  is the new, branded public transit fare structure and fare payment technology for the Tampa Bay area.

Counties participating in this new fare technology are Pinellas (PSTA), Hillsborough (HART), Hernando (The Bus), Pasco (PCPT), and Sarasota (SCAT), collectively known as the Regional Working Group (RWG).

The below PSTA fares will be in effect upon implementation of Flamingo. Fare media includes a paper limited use smart card, a plastic extended use smart card and a mobile app.

Additional trips on other county RWG systems will require additional payment, with the exception of the Passport fare.

Cash fares require exact change. Pennies are not accepted.

PSTA fares are also good on routes operated for PSTA by the Jolley Trolley of Clearwater.

PSTA Flamingo Fares			
	CASH-1 Ride	1-DAY	CALENDAR MONTH
<b>Child</b> (8 years and younger)	FREE		
<b>Regular</b>	\$2.25	\$5.00*	\$70.00*
<b>Reduced**</b>	\$1.10	\$2.50*	\$35.00*
<b>Group Pass (up to 5 people)</b>		\$10.00#	
<b>Passport (Regional)</b>			\$85.00
<b>PSTA Access Paratransit</b>	\$4.50		
<b>PSTA Access Mobility on Demand</b>	\$3.50		

\*Best value maximum within designated time period (Fare Capping)

# Sold on mobile app only

\*The **1-Day** and **Calendar Month** fares will be available for use on the **smartcard and mobile application** through fare capping. These fares will allow for a best fare by capping the rider's total cost in the period indicated.

- Customers may acquire Flamingo fare media for free on mobile phones through the Apple Store or GooglePlay.
- Smartcards will be available at PSTA Customer Service Centers. The cost of a smartcard will be \$3 per card. PSTA may offer a smartcard at no-cost to the rider at any time to incentivize Flamingo use and adoption.

- Customers will deposit (or load) cash value in a Flamingo account tied to their smartphone mobile app or on a smartcard using [flamingofares.com](http://flamingofares.com) or by visiting a customer service center for assistance. Only customers with registered accounts who misplace or lose a card may recover funds available in the account, but may be required to purchase a new smartcard.
- In addition to PSTA customer service centers, PSTA contracts with merchants such as AMSCOT, 7-Eleven and other affiliate locations for Flamingo. Customers may also purchase smartcards and/or reload their accounts at these locations. A list of locations will be available on the [PSTA website](http://PSTA website) and/or [flamingofares.com](http://flamingofares.com).
- Customers will draw from their account at the cash rate with a maximum expense of \$5 per day and \$70 per calendar month.
- Any rides taken that exceed the \$5 per day or \$70 per calendar month in each respective period would not be charged to the customer's account.
- Daily and monthly fare capping applies to the PSTA system only. Other regional systems may accept Flamingo fare media but will have separate fare capping.
- PSTA may change a cash fare to \$0 for select routes or select time periods at the agency's discretion.

#The Group Fare and other promotional fares are considered fare “products” without a best fare option. They will be sold on the **mobile app only**:

- The **Group** Fare would allow up to 5 people, regardless of age or familial association, to ride for one service day as a group. (5 AM – 2 AM)

**\*\*Reduced fares:** Customers must be designated as reduced fare eligible in advance to purchase reduced fares on a Flamingo account and must show proof (see below).

**Proof of eligibility will be required upon boarding, except elementary-age school children** (see Attachment B for a list of approved reduced fare IDs). Reduced cash fares are available to any rider with proof of eligibility. Customers are encouraged to obtain a reduced fare Flamingo Extended Use Card that includes a photo of the qualified user.

#### **Qualifying discounts:**

- Students 9-18 years
- Adult Students
- Medicare card holders
- Seniors (65 and older)
- Disabled

Reduced fares (other than cash fares) may only be used on a smartcard. Reduced fares may be offered on the mobile app at a future date. Additionally, PSTA may create

additional reduced fare products as appropriate, such as, but not limited to, the Summer Haul Pass for students.

See Attachment B for further information on purchasing reduced fares.

**Free Fares:**

- Children age 8 or younger can ride for free with a fare-paying passenger;
- RWG employees/dependents/retirees;
- St. Petersburg Free Zone on the Central Avenue Trolley-from the Pier to Sundial (westbound and eastbound); and
- PSTA may suspend fares on the PSTA system or in specialized areas/ routes at its discretion such as an introductory period of new fares or for a special event.

**Specialized Services:**

- PSTA offers discounted fares through the Transportation Disadvantaged (TD) Program as described in Attachment D. TD 10-day and TD 31-day products are available on the Flamingo Smartcard for the PSTA system only. Qualified riders must reload this product at a PSTA customer service center. Current TD fares are \$5 and \$11 for the 10-day and 31-day, respectively. Additional discounts may be given. New TD cardholders will receive a complimentary initial Flamingo card. Replacement cards will be issued to riders at a cost of \$3/card.
- UPASS/CPASS (Contracted service). May continue to use flash pass identification cards from the partner organization. Partner organizations wishing to use the Flamingo system may be required to manage accounts through the Flamingo Corporate and Community Partner/ Institutional website when it becomes available. Unlimited travel; PSTA system only.
- Social service agency accounts will be eligible to purchase select products to include, but not limited to, 1-day limited use card and 31-day extended use card products.

**Fare-Free Routes:**

- Central Avenue Trolley-Pier to 2<sup>nd</sup> St (westbound and eastbound)
- St. Petersburg Downtown Trolley (Looper)

**Other Fares:**

**Rides Outside the PSTA System**

Rides using Flamingo Fare media outside the PSTA network will require the customer to have a Passport fare product or be subject to additional fare collection from another participating agency.

## **Magnetic Stripe Fare Media Transition Period**

Upon implementation of the Flamingo Fare system, current fare media (magnetic stripe tickets) will no longer be available for sale at PSTA Customer Service Centers. Magnetic stripe cards may continue to be sold under bulk sales options until a new limited use card is widely available. Magnetic stripe cards may be distributed on PSTA vehicles at the discretion of the agency.

Magnetic stripe cards will continue to be accepted as legal fare payment until December 31, 2021. This date may be extended at the discretion of the agency.

## **ATTACHMENT B: REDUCED FARES**

PSTA's reduced fare program is for students (9-18 years), youth (18 and younger), adult students, seniors (65 and over), passengers with disabilities, and Medicare cardholders. Reduced fares are available for one ride (\$1.10) and fare capping at a daily rate of \$2.25 and a calendar month rate of \$35.00.

Customers must be designated as reduced fare eligible to enable reduced fares on an account. **Reduced fares may only be used on a smartcard or as a cash fare. Proof of eligibility will be required upon boarding, except elementary-age school children** (see full listing below of approved reduced fare IDs). Customers will be required to obtain a reduced fare Flamingo card that includes a photo of the qualified rider.

### **Reduced Fare ID Requirements for cash fare:**

If a customer does not have a PSTA reduced fare Flamingo card with photo ID, the following IDs may be used before paying a reduced fare:

- Students and Youth (18 and younger): Adult Student Photo ID, or Government-issued Photo ID showing age. Adult students must be currently enrolled in a Pinellas County college, university, or adult education facility. Reduced Fare ID will also be required to use the Summer Haul Pass promotional product.
- Seniors (65 and older): Government-issued Photo ID showing age.
- Persons with disabilities (Qualifying disability verified via application process): Passengers wishing to take advantage of this program must fill out an application and have a doctor certify the disability. PSTA also accepts Photo ID cards from HART (Hillsborough Transit Authority) and PCPT (Pasco County Public Transportation).
- Medicare Cardholders (Card issued by Federal Government): Original red/white/blue Medicare Card.  
For those customers who are disabled, but not on Medicare, and not 65 years of age and older, a reduced fare application must be completed at a PSTA customer service center, by phone, or on the Flamingo website to obtain a reduced fare ID.

**To enable reduced fares on a Flamingo account, customers must visit a PSTA customer service center to be designated as reduced fare eligible.** Upon creation



and registration of an account, customers will get a reduced fare card (smartcard) with their picture on it to also use as their reduced fare ID.

### **ATTACHMENT C: EAST LAKE SHUTTLE SERVICE**

The East Lake Shuttle serves a defined area in northern Pinellas between Tampa and Keystone Roads and is designed to connect with the PSTA system at the Shoppes of Boot Ranch and transfer location at Tarpon and Huey Avenues. Reservations are required the day before service is needed, since same day service is not provided. Reservation information is available on the PSTA website.

The shuttle fare is the same as the regular PSTA Cash Fare; Flamingo Fares are not currently accepted on the shuttle. Shuttle passengers will be required to pay the appropriate fare when boarding a PSTA bus. The East Lake Shuttle is a shared ride service provided on a first-come, first-served basis. Pick-up times are negotiated to maximize multi-loading.

### **ATTACHMENT D: TRANSPORTATION DISADVANTAGED (TD) PROGRAM**

The Pinellas County Transportation Disadvantaged (TD) Program is administered by PSTA with support from the State of Florida Commission for the Transportation Disadvantaged (CTD) and governed by the Local Coordinating Board (LCB). This program provides reduced cost transportation throughout the county to residents who qualify as "Transportation Disadvantaged."

TD 10-day and TD 31-day products are available on the Flamingo Smartcard for the PSTA system only. Qualified riders must reload this product at a PSTA customer service center. Current TD fares are \$5 and \$11 for the 10-day and 31-day, respectively. Additional discounts may be given. New TD cardholders will receive a complimentary Flamingo card. Replacement cards will be issued to riders at a cost of \$3/card.

In order to qualify for TD services In Pinellas County, a person must:

- Live in Pinellas County
- Not be able to get a ride from household members or others for life-sustaining trips: medical, grocery, work, job-related training/education, and other vital services
- Have documented household income which does not exceed 150% of the federal poverty [level](#)

### **ATTACHMENT E: PSTA ACCESS PARATRANSIT**

PSTA provides demand response transportation for people who, because of their disability, are unable to independently use the regular, accessible PSTA buses. PSTA Access provides a demand response service as a form of public transportation. Passengers will be required to share a ride whenever possible, as is done on the regular bus system. PSTA is not required to ensure that a passenger rides alone on a vehicle.

The Americans with Disabilities Act (ADA) makes it possible for people with disabilities to have better access to the community. Eligibility for PSTA Access is based on how a person's disability under ADA affects daily life activities that would prevent the use of accessible fixed-route service.

Demand response transportation is provided wherever regular PSTA bus service is available. Service area is subject to change. Service is not available outside Pinellas

County. Demand response transportation is available during the same days and hours as the corresponding regular bus service for any given trip request. Where architectural barriers such as lack of curb cuts or sidewalk are the only impediment to using accessible buses, an individual may be transported to a bus transfer point where an accessible bus can be boarded.

#### Trip Information:

- Fares for PSTA Access trips are twice the cash fare on the fixed route system at \$4.50 per trip.
- Reservations are required the day before service is needed, since same-day service is not provided.
- Reservation information available on the PSTA website.
- Exact fare is encouraged; change will be made for a \$5.00 bill.
- Clients who reside more than 3/4 of a mile outside of PSTA's service area or are riding outside of PSTA's normal service hours may be charged an additional fee.
- No discounts are offered.
- 10 ride tickets are available but may need to be supplemented when a higher fare is necessary for a particular trip.
- Checks and credit cards are not accepted on the vehicles.
- Checks and credit cards are accepted to purchase a multi-ride ticket from PSTA online or through the Tickets by Mail Program.

## **ATTACHMENT F: PSTA MOBILITY PROGRAMS**

### **Direct Connect Program\***

PSTA provides first/last mile service to and from specific locations (transit centers, or intersections with transit service) throughout Pinellas County. This program is open to the general public; anyone traveling within Pinellas County can use Direct Connect. Program users receive up to \$5 off their Uber, Lyft or United Taxi rides, if the trip starts or ends at one of the Direct Connect locations and the trip is less than 10 miles in length. Program users who require wheelchair service receive the first \$25 off a Wheelchair Transport trip, if the trip starts or ends at one of the Direct Connect locations and the trip is less than 10 miles in length. As of the adoption of this fare policy, program hours are 5am to midnight 7 days per week.

To use the program, riders must follow the instructions below for different providers. Changes to program providers and use process will be noted on the PSTA website.

- Uber - [t.uber.com/pstadirectconnect](https://t.uber.com/pstadirectconnect) will connect riders with an Uber voucher. . Then enter a valid Direct Connect location as either the pick or drop off location.
- Lyft – Enter promo code LYFT2PSTA on the Lyft App. Then enter a valid Direct Connect location as either the pick or drop off location.
- United Taxi - Call 727-777-7777 and let the dispatcher know you would like to take a ride to or from a Direct Connect location.
- Wheelchair Transport - Call 727-586-2811 and request a ride to or from a Direct Connect location.
- A list of eligible locations can be found on [psta.net](https://psta.net) by [clicking here](#).

### **Transportation Disadvantaged (TD) Late Shift Program\***

PSTA provides overnight door to door rides on United Taxi, Uber, Lyft, and Wheelchair Transport for riders who are part of the TD program and have a 2<sup>nd</sup> or 3<sup>rd</sup> shift job that

starts or ends between 10pm and 6am, any day of the week. To join the program, riders must be in the TD program and be purchasing the TD monthly bus pass each month. Eligible riders call and register for the program, submitting proof of employment to PSTA. Riders must also pay an additional \$9 in addition to the TD bus pass each month to remain in the program. Riders in this program receive up to 25 trips per month on Uber, United Taxi, Lyft, or Wheelchair Transport between the hours of 10pm and 6am, seven days a week. To sign up for TD Late Shift, TD riders call - 727-540-1888, ext. 4 to sign up.

Changes to program providers and use process will be noted on the PSTA website.

### **Mobility On Demand Program\***

PSTA operates an on-demand program available with same day service, PSTA Access Mobility on Demand (MOD), for riders registered for the PSTA Access Paratransit program. Riders in the MOD program receive on-demand, address-to-address rides on Uber, Lyft, United Taxi, or Wheelchair Transport as long as the trip remains within Pinellas County. The fare for each trip is \$3.50. Program hours are 7am to 7pm, Monday through Saturday. For more program information, eligible PSTA Access riders can call 727-540-1888 ext 4.

Changes to program providers and use process will be noted on the PSTA website.

### **Healthy Hop\***

The Healthy Hop program offers free rides between home and health destinations throughout Tarpon Springs for riders 65 years or older.

- Trips must remain within the city of Tarpon Springs
- Riders must be 65+ years of age
- Trips must be for health-related travel – either the pickup or drop off address must be an approved health location.
- Qualified riders may take two round trips or four one-way trips per calendar month
- Rides are on-demand, and are address-to-address
- For a list of eligible health locations and program applications, Tarpon Springs residents should [Click here](#)
- 

\*Providers listed for all programs are current as of the adoption of this fare policy. Please check [PSTA's website](#) for provider updates.

## **ATTACHMENT G: BULK TICKET PURCHASES**

### **501(C)(3) and Government Organization Purchases**

PSTA offers a bulk ticket (magnetic stripe or limited-use smartcard) purchase program for 501(C)(3) or governmental organizations. This program waives the smartcard fee for ticket purchases of 100 or more of the same type of ticket. There is no discount on the fare. An organization is required to submit a Consumer Certificate of Exemption for discounts.

If an agency is not a 501 (C) (3) or governmental agency, there may be an additional charge above the cost of the fare for the media used of up to \$0.50 per limited use smartcard or \$3 per extended use smartcard.

PSTA accepts checks, money orders or cash for bulk ticket purchases, and payment is due in advance or when tickets are picked up. There are certain restrictions/criteria regarding certain passes; please call PSTA for further information.

For general bulk purchases, please contact the PSTA Revenue Center.

For TD bulk purchases, please contact PSTA's Mobility Manager for requirements.

#### **ATTACHMENT H: FREE OR PROMOTIONAL FARES**

Current free or promotional fares include:

- Summer Haul Pass: Free rides for youth 18 and younger. On sale May 1<sup>st</sup>. Effective May 15th-August 31<sup>st</sup>. PSTA Youth Photo ID, School Student ID, or Government-issued Photo ID required for youth ages 11-18 (youth under the age of 11 are not required to present photo ID).
- Spring Break and other Park and Ride Promotions
- Multi-Day Pass: PSTA offers a multi-day pass for organizations only to use for special promotions/events. Offered on the mobile app only. Contact the PSTA Revenue Center for further information.

PSTA may offer other promotional services or fare products throughout the year.

#### **ATTACHMENT I: UNIVERSAL PASS PROGRAM (UPASS)**

PSTA provides a program whereby a governmental organization can pay a contracted dollar amount for unlimited rides on the regular PSTA fixed route (bus) system for its employees or students. This includes the 100X and 300X express routes, the Jolley Trolley, and the St. Petersburg Trolley (Looper). The East Lake Shuttle is excluded. Riders must show a valid participating organization ID upon boarding. The use of Flamingo for UPASS contract holders may be available at a future date at the discretion of PSTA and the partner.

For further information, please contact PSTA's Business Partnership Manager.

Note: PSTA Access Paratransit and Mobility on Demand services are exempt from this program.

#### **ATTACHMENT J: CORPORATE PASS PROGRAM (CPASS)**

PSTA provides a program whereby a business/corporation can pay a contracted dollar amount for unlimited rides on the regular PSTA fixed route (bus) system for its employees. This includes the 100X and 300X express routes, the Jolley Trolley, and the St. Petersburg Trolley (Looper). The East Lake Shuttle is excluded. Riders must show a valid participating organization ID upon boarding.

The use of Flamingo for UPASS contract holders may be available at a future date at the discretion of PSTA and the partner.

For further information, please contact PSTA's Business Partnership Manager.

Note: PSTA Access Paratransit and Mobility on Demand services are exempt from this program.

Name: \_\_\_\_\_

Title: Board Chairperson

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Adopted: 9-9-15  
Effective: 10-11-15  
Revised: 1-29-20  
Revised: 6-23-21 (Proposed)  
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