

**City of Key West**

**Department of Transportation**



**Federal Transit Administration**

**Title VI / Civil Rights Program**

**Plan**

## Chapter 1 - Introduction

In accordance with Title VI / Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq., 49 USC Section 53; 49 CFR§ 1.51, 49 CFR part 21, 28 CFR § 42.401 et seq., MAP-21 (Public Law 112-141), FTA Circular 4702.1B; Executive Order 12898; Executive Order 13166; and DOT LEP Policy Guidance (70 FR 74087); the City of Key West Department of Transportation is required and knowledgeable of all regulations which mandate public transit services including but not limited to Federal Transit Administration, US DOT and Florida DOT standards, as well as all relevant Title VI / Civil Rights processes and procedures. Key West City exercises every effort possible to assure that all compliance is met with regard to regulations and rules adopted by the Federal Transit Administration (FTA) as noted in Circular C, FTA 4702.1B and noted in Chapter 1 attached hereto and a part of the FTA guidelines.

## Chapter 2 – Program Overview

The City of Key West Department assures that by adopting this program plan, we will meet the following requirements:

- 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.

## Chapter 3 – General Requirements and Guidelines

Chapter 3 is dedicated to descriptions of requirements that all Federal Transit Administration recipients and sub recipients shall follow to ensure that programs, policies and activities comply with DOT Title VI requirements and regulations; as well as assistance of incorporation of newly approved *DOT Order on Environmental Justice* offering guidance on integrating, into programs, policies, and activities, considerations expressed in DOT Order on Environmental Justice.

Chapter 3 is intended to identify and outline all steps to be taken, at a minimum, in detail with regard to the following:

- **REQUIREMENT TO PROVIDE TITLE VI ASSURANCES (ANNUALLY)** – City of Key West shall comply with Annual submissions of the required and approved Title VI “Annual Certification and Assurance” documentation by August 1, of each calendar year period.
- **REQUIREMENT FOR FIRST TIME APPLICANTS** – This does not apply to the City of Key West Department of Transportation (KWDoT).
- **REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM** – Title VI / Civil Rights of 1964 requires that tri-ennial updated or rewrites to your agency program plan documents shall be submitted to your regional office of FTA – except if substantive changes occur at a more frequent interval – at which time the agency is required to revise and resubmit, annually, the agency Title VI Civil Rights Program Plan document to FTA.

Every Title VI Program shall include the following information:

- A copy of the recipient's Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted. (See Appendix B)
- A copy of the recipient's instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form. (See Appendix C & D)
- A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of last submission. This list should include only those investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and /or national origin in transit-related activities and programs and that pertain to the recipient submitting the report, not necessarily the larger agency or department of which the recipient is a part. (See Appendix E)
- A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. A recipient's targeted public participation plan for minority populations may be part of efforts that extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.
- A copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance.
- Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils. (Not applicable)
- Primary recipients shall include a narrative or description of efforts the primary recipient uses to ensure subrecipients are complying with Title VI, as well as a schedule of subrecipient Title VI program submissions.
- If the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.
- Additional information as specified in chapter IV, V, and VI, depending on whether the recipient is a fixed route transit provider, a State, or an MPO.
- **REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI** – City of Key West maintains annual posted notices of Title VI / Civil Rights posters in all city buses as well as via our automated Real Time Passengers Information System at [www.kwtransit.com](http://www.kwtransit.com); as well as the City's main website at [www.keywestcity.com](http://www.keywestcity.com). (See appendix B)

Title VI notice shall include:

1. A statement that the agency operates programs without regard to race color, or national origin.

2. A description of the procedures that members of the public should follow in order to request additional information on the recipient's Title VI obligations.
3. A description of the procedures that members of the public shall follow in order to file a Title VI discrimination complaint against the recipient.

Effective Practices for Fulfilling the Notification Requirement.

1. Disseminations. Agencies shall inform the public of their rights under Title VI through such measures as posting the Title VI notice on posters, comments cards, or flyers placed at stations, bus shelters, and in transit vehicles. The type, timing, and frequency of these measures are at the recipient's discretions, as long as the type, timing, and frequency are sufficient to notify passengers and other interested persons of their rights under DOT's Title VI regulations with regard to the recipient's program.
2. Document translation. Notices detailing a recipient's Title VI obligations and complaint procedures shall be translated into languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient's language assistance plan.
3. Subrecipients. In order to reduce the administrative burden associated with this requirement, subrecipients may adopt the Title VI Notice developed by the primary recipient; however, subrecipients shall notify passengers and other interested persons that they may file discrimination complaints directly with the subrecipient.

- **REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM** – Inasmuch as customers of public transit are entitled to know their rights and understand the steps required to file a formal complaint of possible discrimination; the attached complaint form(s) in three (3) identified LEP languages are available and are a part of this program plan document. This notice is posted in all transit vehicles and on the City's website at [www.keywestcity.com](http://www.keywestcity.com). (See Appendix C & D)
- **REQUIREMENT TO RECORD AND REPORT TRANSIT – RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS** – communication and correspondence (electronic and other) associated with Title VI investigations, complaints, lawsuits and grant funds will be maintained by the City of Key West Department of Transportation for the length of the project and funding as required by the grant program plan funding agreement; which will be determined on a case by case basis; or at a minimum of five (5) years; whichever is greater. (See Appendix E)
- **PROMOTING INCLUSIVE PUBLIC PARTICIPATION** – City of Key West utilizes interior advertisement racks on transit vehicles to post all notices of public hearings or other related public transit information and public input / public comment type meetings. To that end, the City also posts these notices in accordance with ADA requirements, in at least one (1) local newspaper and advertises in multiple languages via radio ad spots. Key West City is also a member of various civic, environmental and other community minded organizations which include but are not limited to GLEE (Green Living Environment and Education), LCB (Local Coordinating Board), Florida Department of Health, and the Florida Outreach Coalition and so on. This provides public participation and public outreach to a diverse cross representation of both the Key West City communities but also the Lower Keys areas of the Florida Keys.
- **REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LEP PERSONS** – Key West DoT has taken reasonable steps by following the Four Factor Analysis below to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals who are limited-English proficient.

#### The Four Factors Analysis:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.
2. The frequency with which LEP persons come into contact with the program.
3. The nature and importance of the program, activity, or service provided by the program to people's lives.
4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

City of Key West has adopted "assistance programs and plans" Citywide, which provide for contract arrangements of professional translation services via internet access with providers who are available 24 hours per day / 7 days per week. This is facilitated through our City of Key West Police Department Emergency Dispatch Division at (305) 809-1111. Additionally, Key West DoT has provided frontline employees with the DOJ/LEP "I Speak..." – Language Identification Guide, for use daily. LEP Plan included herein with Title VI Plan.

- **MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES**

Not applicable to the City of Key West Department of Transportation.

- **PROVIDING ASSISTANCE TO SUBRECIPIENTS**

Not applicable to the City of Key West Department of Transportation.

- **MONITORING SUBRECIPIENTS** - The City of Key West Department of Transportation is a direct recipient of FTA funds and also a subrecipient of FTA funds from Florida Department of Transportation (FDOT) via Section 5311 grant funds, therefore Key West will submit the Title VI Program to both agencies, unless otherwise noted to not submit to both agencies, but only submit to one.
- **DETERMINATION OF SITE OR LOCATION OF FACILITIES** – The City of Key West incorporates "construction project analysis" in with our service and fare analysis with regard to environmental justice processes – to that end, the environmental tests are performed in accordance with Chap. III - 11 / FTA C 4702.1B as noted therein and included as part of Title VI.
- **REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION UPON REQUEST** – The Notice to Beneficiaries as well as our Complaint Procedural Notice posters / flyers – both have inclusive language wherein "additional information is available at City of Key West Department of Transportation" contained there.

Procedures for City of Key West are attached hereto and made a part hereof by reference. Additionally, detailed information and guidance is available in appendices provided under Circular C, FTA 4702.1B, herein.

#### **Chapter 4 – Requirements and Guidelines for Fixed Route Transit Providers**

Chapter 4 applies to all providers of fixed route public transportation (also referred to as transit providers) that receive Federal financial assistance, inclusive of States, local and regional entities, and public and private entities. Transit providers that are subrecipients will submit the information required in this chapter to their primary recipient every three (3) years on a schedule determined by the primary recipient. Direct and primary recipients will submit the information required in this chapter to FTA every three (3) years.

All transit providers – whether direct recipients, primary recipients or subrecipients – that receive financial assistance from FTA are also responsible for following the general requirements in Chapter III of this circular. The requirements in this chapter are scaled based on the size of the fixed route transit provider.

Requirement Chart:

Requirement	Transit Providers that operate fixed route service	Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population
Set system-wide standards and policies	Required	Required
Collect and report data	Not required	Required: <ul style="list-style-type: none"> <li>• Demographic and service profile maps and charts</li> <li>• Survey data regarding customer demographic and travel patterns</li> </ul>
Evaluate service and fare equity changes	Not required	Required
Monitor transit service	Not required	Required

## Chapter 5 – Requirements for States

Not applicable to the City of Key West, Florida.

## Chapter 6 – Requirements for Metropolitan Transportation Planning Organizations

Not applicable to the City of Key West, Florida.

## Chapter 7 – Effecting Compliance with DOT Title VI Regulations

Chapter 7 addresses methods to utilize as best practices and procedures for effecting compliance of Title VI, per 49 CFR 21.13(a). FTA has provided outline and information on how to effect compliance should a recipient or subrecipient be found non-compliant at any time.

This document is provided as an outline of the wealth of information available in Circular C, FTA 4702.1B, as attached and made a part hereof, with regard to Title VI of the Civil Rights Act 1964, as amended. Please refer to this outline and further refined procedures utilized internally for implementation of all requirements.

## Chapter 8 – Compliance Reviews

This chapter defines compliance and review procedures.

## **Chapter 9 – Complaints**

In this chapter grantees are provided guidance on how to offer opportunities for complaints to be filed and how to handle complaints, should a complaint be received. This section covers all you need to know and more. Refer to Chapter 9 for information such as:

- Right to File a Complaint
- Complaint Acceptance
- Investigations
- Letters of Finding and Resolution
- Appeals Process

## **Appendix A – Title VI Program Checklist for All Grantees**

A checklist of recipient requirements is attached.

## **Appendix B – Title VI Notice to the Public (General Requirement)**

A copy of the Title VI Notice to the Public is attached.

## **Appendix C – Title VI Complaint Procedure (General Requirement)**

KWDoT Title VI Complaint Procedure attached. Title VI complaint procedures are also available in Spanish and French.

## **Appendix D – Sample Title VI Complaint Form (General Requirement)**

KWDoT Title VI Complaint Form attached. The complaint forms are also available in Spanish and French.

## **Appendix E – List of Transit-Related Title VI Investigations, Complaints, and Lawsuits (General Requirement)**

KWDoT created a chart keep track of any / all Transit-Related Title VI Investigations, Complaints and Lawsuits.

There have been no complaints, or lawsuits against the City of Key West Department of Transportation alleging discrimination on basis of race, color, national origin, or ethnicity with respect to service, or other transit benefits during the past three (3) years.

## **Appendix F – Table Depicting Minority Representation on Committees and Councils Selected by the Recipient (General Requirement)**

Not applicable to the City of Key West, Florida.

## **Appendix G – Service Standards (Requirement for All Fixed Route Transit Providers)**

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for the following indicators. Individual public transportation providers will set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry.

- Vehicle load for each mode
- Vehicle headways for each mode
- One – time performance for each mode
- Service availability for each mode

## **Appendix H – Service Policies (Requirement for All Fixed Route Transit Providers)**

FTA requires that all providers of fixed route public transportation develop *qualitative* policies for the following procedures. These policies are to be set by individual transit providers; therefore, these policies will apply to individual agencies rather than across the entire transit industry.

- Vehicle Assignment
- Transit Amenities

## **Appendix I – Demographic Profile and Travel Patterns (Requirement for Transit Providers that operate 50 or more Fixed Route Vehicles in Peak Service and are located in the Urbanized Areas (UZA) of 200,000 or more people, or that otherwise meet the threshold defined in Chapter IV)**

Not applicable to the City of Key West, Florida.



**Appendix J – Requirement to Monitor Transit Service (Requirement for Transit Providers that operate 50 or more Fixed Route Vehicles in Peak Service and are Located in Urbanized Areas (UZA) of 200,000 or more people, or that otherwise meet the threshold defined in Chapter IV)**

Not applicable to the City of Key West, Florida.

**Appendix K- Service and Fare Equity Analysis Questionnaire Checklist (Requirement for Transit Providers that Operate 50 or more Fixed Route Vehicles in Peak Service and are located in Urbanized Areas (UZA) of 200,000 or more people, or that otherwise meet the threshold defined in Chapter IV)**

Not applicable to the City of Key West, Florida, but to be consistent with 2011 Title VI program Plan, KWDoT will continue to conduct an equity analysis for any fare changes or major service change according the Service & Fare Analysis that is provided in this plan and also in Appendix K.

Due to the North Roosevelt Boulevard Project, KWDoT took all designated stops off of North Roosevelt and rerouted to certain streets that run parallel to North Roosevelt. Current bus schedule attached. Also log onto [www.kwtransit.com](http://www.kwtransit.com) to see live map and schedule.

**Appendix L – Reporting Requirements**

The City of Key West Department of Transportation is a direct recipient and a subrecipient in regards to FTA Funding and will submit a copy of the Title VI to FTA and FDOT.

**Appendix M – Title VI and Limited English Proficiency Technical Assistance Resources**

Resource listing of technical support services for all recipients and sub recipients required to integrate planning and operations requirements for Limited English Proficiency plan - into the Title VI program document.

This document is provided as an outline / overview only as it relates to revisions set forth in Title VI / Civil Rights, Circular C FTA 4702.1B, dated October 1, 2012, adopted herein by the City of Key West, Department of Transportation, and 627 Palm Avenue, P.O. Box 1078, Key West, Florida 33040.

Detailed, step by step procedures utilized by the City of Key West, Department of Transportation, in the day to day operations of the fixed route public transportation services, follow, in English, Spanish & French (Creole) as three (3) primary identified Limited English Proficient populations residing in Key West City limits.

# **Limited English Proficiency**

## **Program Plan Document**



**(Providing Language Access to Persons with  
Limited English Proficiency and Low Literacy)**

**(Appendix to Title VI / Civil Right Act, 1964 as amended)**

**City of Key West  
Department of Transportation  
Limited English Proficiency (LEP) Standards**

**Section I - Introduction to the Limited English Proficiency Standards**

In accordance with USDOT and Federal Transit Administration (FTA) regulations, specifically referenced as Circular C, FTA 4702.1B, dated October 1, 2012 - and as documented herein. The Federal Transit Administration (FTA) and the US Department of Transportation; along with the State of Florida Department of Transportation district offices require a Limited English Proficiency Plan for those individuals to be afforded the same or equal opportunity to all services rendered of all public transportation agencies. Thus a plan for evaluation, development and implementation of Limited English Proficiency in the fixed route public transit service area is required.

Title VI of the Civil Rights Act 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receive Federal financial assistance.

Executive Order 13166, "Improving Access to Services for Persons With Limited English Proficiency" (65 FR 50121, August 11, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services.

To that end, FTA / Region IV provides best practices and standards which include the "Four (4) Factor Framework" as guidance to assist agencies with assessment, development and implementation of a Limited English Proficiency (LEP) program plans. This plan is then required to be adopted and included as the **City of Key West Department of Transportation (KWDoT) Title VI of the Civil Rights Plan, as amended July 19, 2011.**

**Section II - Application of the Four Factor Framework**

This section in Circular C, FTA 4702.1B, refers to assistance of whom, how and other facts rendered on the legal basis for language assistance programs and requirements. Please refer to the circular and attachments for additional detailed information.

This section is intended to provide necessary framework via FTA / LEP guidance for applying the four (4) factors of data to your LEP program plan - for compliance and update annually, as follows below:

**Factor 1 - The Number or Proportion of LEP Persons Eligible to be served or likely to be encountered by the program or recipient:** Factor 1 addresses the number or proportion of LEP persons served or encountered In the eligible service population - This section is intended, at a minimum, to identify:

- How LEP persons interact with the recipient's agency;
- Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group;

- The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- Whether LEP persons are underserved by the recipients due to language barriers.

Agencies are recommended to examine prior experiences with LEP Individuals which also provides for agency insight and adoption of best practice methodologies on how to measure the ratio of customers or population in your service area who may have limited English proficiency by communicating on a regular basis with your agencies dispatchers, bus drivers and supervisors, as well as maintenance employees who are the frontline employees that come into contact with these individuals of limited English proficiency in performance of their daily job duties. Those positions that are included in this process at KWDoT are:

- Transit vehicle operators
- Transit mechanics / helpers
- Dispatch
- Supervisors

Additional mechanisms which are factored into our data collection include but are not limited to:

- Call records to the agency
- Attendance and participation of civic organization events, public hearings, city commission meetings and other community outreach events.
- Website information postings via [www. keywestcity.com](http://www.keywestcity.com).
- Real Time public transit information system (GPS, AVL, IVR and posted web based notices on [www.kwtransit.com](http://www.kwtransit.com) - where text, voice and mapping options are available 24 hours per day / 7 days per week, via (305) 600-1455.

By utilizing data via State and Federal (2010 US Census) information - it is recommended that recipients and sub recipients become familiar with information available - along with data from the American Community Service (ACS) branch; and incorporate this data into the evaluation process. This will serve to assist agencies with identifying geographic boundaries of the area that each agency serves, in order to evaluate the need for language assisted programs.

**ACTION:** City of Key West Department of Transportation (KWDoT) incorporates quarterly staff meetings with drivers and dispatch personnel to identify specific areas of service that might require language assisted programs be developed. To date we have collected this shared data and are now aware that LEP programs need to be offered to two (2) distinct populations in the City of Key West - they are 1) Spanish speaking and 2) French or Creole speaking customers.

To accomplish this goal, we meet regularly with leaders of these two (2) communities, civic and service organizations that promote interagency referral and information processes, and also post all notices and other printed media in those two (2) specific languages when required.

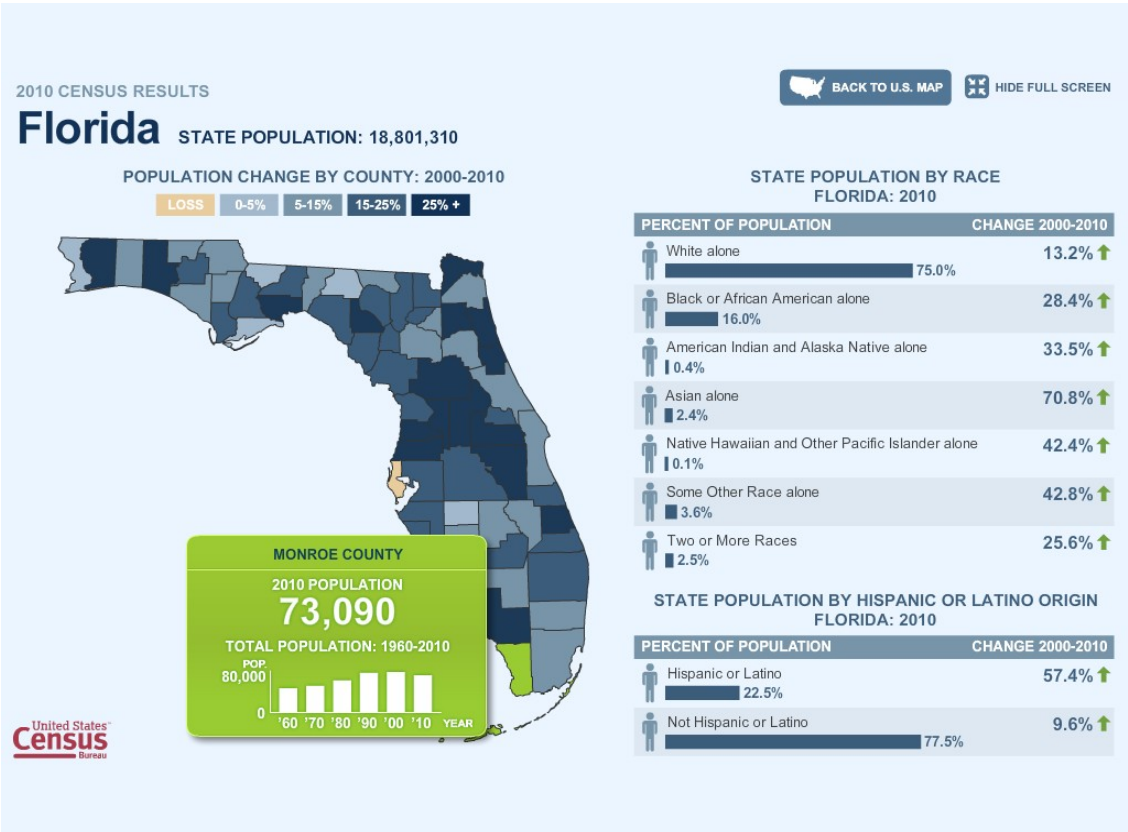
Additionally, part of our new driver orientation and training process includes distribution of pocket reference booklets to be used by our operators in an active bus route service - to assist with any issue which may arise regarding a language barrier situation but also to

further the process of identification of the LEP persons' primary language so that we can offer and provide necessary translation services as may be required. The City of Key West Police Department (KWPD) has contract providers on call 24/7 for this service - and most recently KWDoT has contracted with an internet provider who is available to us all hours of active transit operations.

It is required to analyze the data collected; and, then identify concentrations of LEP persons within the service area. This has been successfully accomplished most recently with information gathered via our quarterly bus driver and supervisory staff meetings but also as a direct result of recent 2010 US Census data.

By using State and Local resources which we also incorporate into our data gathering processes; together with agencies requiring a community outreach or reach out program for identified LEP organizations or persons. All of which is included in our quarterly exchange of information internally and externally as well as our efforts to be involved and participate at as many community programs as possible but a minimum of four (4) per calendar year.

**ACTION:** KWDoT reviews US Census data and ascertains that there is an increased populations in South Florida of French (Black American / Creole) descent; as well as an ongoing increase of the Spanish populations. See Census data sheet insert.



Also, KWDoT has provisions in place that provide for printed bus schedule and other public transit service information (posted notices, etc) to be posted and/or available upon request to those patrons/customers of LEP in French and Spanish - in all our active bus service areas.

**Factor 2: The Frequency with Which LEP Persons Come Into Contact With the Program.** - Requires that we identify programs and services rendered, along with the information gathered from the community, civic and governmental organizations - for assessment of the language assisted program highlights and areas of service in concentrated populations.

**ACTION:** KWDoT participates in community organizational events and public meetings such as Chamber of Commerce events, South Florida Work Force events, Green Living & Educational Expo events, Leadership Monroe County, Goombay activities - just to name a few. These events are held at a minimum of once per quarter in all areas of Key West and the Lower Keys, Florida. We also actively discuss and strategize internally as to various potential environmental factors which may affect our community demographics throughout the Florida Keys allowing us to be proactive which in essence provides added opportunities to LEP persons. Refer to demographic US Census chart provided above.

Additionally, KWDoT is fortunate to have a good representation internally of employees who are of the Hispanic and Creole (French) ethnicity. These employees are also great ambassadors for KWDoT with regard to their immediate residential communities as well as the religious affiliated organizations.

**Factor 3: The Nature and Importance of the Program, Activity, or Services provided by the Program to people's lives** - This requires agencies identify the most critical services provided together with information collected from the communication organizations and LEP persons and implement assisted language program plans that target identified areas of critical concern.

**ACTION:** KWDoT has identified opportunities by using organizations such as the Affordable Housing Task Force (Key West and Monroe County), the Key West Housing Authority and many private sector developers / engineer's via the permitting process of review in the planning departments of all municipal agents in Monroe County, Key West, Florida, which allows us input at the beginning of the process rather than being an afterthought at the end of a construction planning and development opportunity. This includes agencies who serve LEP persons regularly in the housing, social services and other public services which are essential areas that relate to the health, safety and welfare of LEP persons.

**Factor 4: The Resources Available to the Recipient for LEP outreach, as well as the Costs Associated with that outreach** – Agencies are required to weigh the demand for language assistance against the agency's current and projected financial and personnel resources, helping the agency to determine if the language services rendered provide a cost effective service and whether future plans and investments are needed to assist a greater number of LEP persons in the service area, but within the agencies resources.

Developing an implementation plan for language assistance is covered at length in the five (5) tasks forthcoming - in the "developing an implementation plan on language assistance." This is all established by the needs assessment process and hosting of various public hearings with language assisted services advertised for said meetings in identified LEP translated formats. This is done by City of Key West DoT to accommodate both the Creole / French populations as well as Hispanics at this time - which has been identified via our needs and assessment process from 2008 to current period.

**Action:** All processes have been identified earlier in this Plan document which the agencies should constantly monitor and evaluate their LEP plans for revision accordingly - all based on feedback from both customers and employees, community representatives, staff and internal monitoring / auditing processes, as well as obvious changes to demographic structures or environmental issues or concerns.

### **Section III - Developing a Language Assistance Plan**

**Task 1** - Identifying LEP persons, communities or neighborhoods, within your service areas is critical to the success of any LEP program. This section is intended to identify specific tasks that provide a clear and concise process to be administered in evaluating recipients and sub recipient requirements within the transit system. We create a customer base using various data and information available via civic State and Federal agencies, so as to properly evaluate the need for limited language proficiency assistance programs by language and area and type of assistance required within our immediate communities and service network.

Agencies are recommended to examine prior experiences with LEP Individuals which also provides for agency insight and adoption of best practice methodologies on how to measure the ratio of customers or population in your service area who may have limited English proficiency by communicating on a regular basis with your agencies dispatchers, bus drivers and supervisors, as well as maintenance employees who are the frontline employees that come into contact with these individuals of limited English proficiency in performance of their daily job duties. Those positions that are included in this process at KWDoT are:

- Transit vehicle operators
- Transit mechanics / helpers
- Dispatch
- Supervisors

Additional mechanisms which are factored into our data collection include but are not limited to:

- Call records to the agency
- Attendance and participation of civic organization events, public hearings, city commission meetings and other community outreach events.
- Website information postings via [www. keywestcity.com](http://www.keywestcity.com).
- Real Time public transit information system (GPS, AVL, IVR and posted web based notices on [www.kwtransit.com](http://www.kwtransit.com) - where text, voice and mapping options are available 24 hours per day / 7 days per week, via (305) 600-1455.

By utilizing data via State and Federal (2010 US Census) information - it is recommended that recipients and sub recipients become familiar with information available - along with data from the American Community Service (ACS) branch; and incorporate this data into the evaluation process. This will serve to assist agencies with identifying geographic boundaries

of the area that each agency serves, in order to evaluate the need for language assisted programs.

City of Key West Department of Transportation (KWDoT) incorporates quarterly staff meetings with drivers and dispatch personnel to identify specific areas of service that might require language assisted programs be developed. To date we have collected this shared data and are now aware that LEP programs need to be offered to two (2) distinct populations in the City of Key West - they are 1) Spanish speaking and 2) French or Creole speaking customers.

To accomplish this goal, we meet regularly with leaders of these two (2) communities, civic and service organizations that promote interagency referral and information processes, and also post all notices and other printed media in those two (2) specific languages when required.

Additionally, part of our new driver orientation and training process includes distribution of pocket reference booklets to be used by our operators in an active bus route service - to assist with any issue which may arise regarding a language barrier situation but also to further the process of identification of the LEP persons' primary language so that we can offer and provide necessary translation services as may be required. The City of Key West Police Department (KWPD) has contract providers on call 24/7 for this service - and most recently KWDoT has contracted with an internet provider who is available to us all hours of active transit operations.

It is required to analyze the data collected; and, then identify concentrations of LEP persons within the service area. This has been successfully accomplished most recently with information gathered via our quarterly bus driver and supervisory staff meetings but also as a direct result of recent 2010 US Census data.

By using State and Local resources which we also incorporate into our data gathering processes; together with agencies requiring a community outreach or reach out program for identified LEP organizations or persons. All of which is included in our quarterly exchange of information internally and externally as well as our efforts to be involved and participate in as many community programs as possible but a minimum of four (4) per calendar year.

KWDoT reviews US Census data and ascertains that there is an increased populations in South Florida of French (Black American / Creole) descent; as well as an ongoing increase of the Spanish populations. The 2010 Florida Census data sheet provided in Factor 1 above.

**Task 2** - Providing the LEP assistance identified and required to customers of the transit agency is also critical to the successes of any program - this requires that we identify programs and services rendered, along with the information gathered from the community, civic and governmental organizations - for assessment of the language assisted program highlights and areas of service in concentrated populations.

As stated earlier, KWDoT participates in community organizational events and public meetings such as Chamber of Commerce events, South Florida Work Force events, Green Living & Educational Expo events, Leadership Monroe County, Goombay activities - just to name a few. These events are held at a minimum of once per quarter in all areas of Key West and the Lower Keys, Florida. We also actively discuss and strategize internally as to various potential environmental factors which may affect our community demographics



throughout the Florida Keys allowing us to be proactive which in essence provides added opportunities to LEP persons. Refer to demographic US Census chart provided above.

Additionally, KWDoT is fortunate to have a good representation internally of employees who are of the Hispanic and Creole (French) ethnicity. These employees are also great Ambassadors for KWDoT with regard to their immediate residential communities as well as the religious affiliated organizations.

**Task 3** - Providing notice to LEP persons - requires agencies work toward establishing a needs assessment process and hosting of various public hearings with language assisted services advertised for said meetings in identified LEP translated formats.

This is done by City of Key West DoT to accommodate both the Creole / French populations as well as Hispanics at this time - which has been identified via our needs and assessment process from 2008 to current period.

All processes have been identified earlier in this Plan document which the agencies should constantly monitor and evaluate their LEP plans for revision accordingly - all based on feedback from both customers and employees, community representatives, staff and internal monitoring / auditing processes, as well as obvious changes to demographic structures or environmental issues or concerns.

**Task 4** - Monitoring and update of plans is a minimum requirement of FTA every third (3rd) year - however, ideally, agencies providing public transit collect and gather data on a more regular basis as is noted above. KWDoT gathers data in an ongoing fashion with methods such as

- Phone call information
- Requests for LEP Translation services (daily or as received) automated system generated reports or request via our real time information system
- Employee feedback
- Participation at community events, public speaking engagements and dissemination of notices, posters, etc., in identified LEP languages for the service area served.

**Task 5** - New Hire Procedures and Interaction - this requires the agency identify the most critical services provided together with information collected from various community and / or civic organizations as well as designated LEP representatives, and implement assisted language program plans that target the areas identified areas of critical concern.

KWDoT has identified opportunities by using organizations such as the Affordable Housing Task Force (Key West and Monroe County), the Key West Housing Authority and many private sector developers / engineer's via the permitting process of review in the planning departments of all municipal agents in Monroe County, Key West, Florida, which allows us input at the beginning of the process rather than being an afterthought at the end of a construction planning and development opportunity. This includes agencies who serve LEP persons regularly in the housing, social services and other public services which are essential areas that relate to the health, safety and welfare of LEP persons.

# **Environmental Justice**

## **(Construction Projects)**



(Each Federal agency, its recipients and sub recipients, shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate as possible, disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low income populations. Executive Order 12898)

## Analysis on Construction Projects

Conducting an Analysis on Construction Projects in accordance with DOT Order on Environmental Justice, recipients and sub recipients should integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) processes.

To that end, the following issues will be addressed where appropriate - for construction projects:

- a) a description of the low income and minority population within the study area affected by the project, and a discussion of the method used to identify this population: (example: census data, community meetings, business leaders, etc)
- b) a discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low income population:
- c) a discussion of all positive effects that would affect the identified minority and low income population such as an improvement in transit services, mobility or accessibility:
- d) a description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project:
- e) a discussion of the remaining effects, if any, and why further mitigation is not proposed for the project:
- f) for projects that traverse predominately minority and low income and predominately non-minority and non-low income areas, a comparison of mitigation and environmental enhancement actions that affect predominately low income and minority areas with mitigation implemented in predominately non-minority or non-low income areas.

Recipients and sub recipients that determine there is no basis for such a comparison should describe why that is so, if applicable.

**NOTE: The City of Key West Department of Transportation has processed and been granted two (2) separate NEPA Categorical exclusion permits from the Federal Transit Administration - in July 2006 and most recently September 28, 2011, which expires September 28, 2014 - and is for the purpose of construction of a new Transit Facility at 5701 College Road, Key West, Florida.**

**A copy of the Categorical Exclusion Letter from FTA dated September 28, 2011, is attached. Additional details on the Cat X (DCE) process will be provided upon request.**



U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION IV  
Alabama, Florida, Georgia,  
Kentucky, Mississippi,  
North Carolina, Puerto  
Rico, South Carolina,  
Tennessee, Virgin Islands

230 Peachtree St., N.W.,  
Suite 800  
Atlanta, GA 30303  
404-865-5600  
404-865-5605 (fax)

Ms. Myra Wittenberg, Manager  
City of Key West  
P.O. Box 1078  
Key West, FL 33040

RE: Documented Categorical Exclusion – City of Key West Transit Facility

Dear Ms. Wittenberg:


The Federal Transit Administration (FTA) has received and reviewed the updated Categorical Exclusion (CE) request and documentation submitted by the City of Key West and the Florida Department of Transportation (FDOT) on September 28, 2011 (and previously) as well as subsequent requested documentation for the construction of a transit administration/fleet maintenance facility located at 5701 College Road, Stock Island, Key West, Florida. Following our concurrence from June 9, 2011, FDOT and the City of Key West conducted additional coordination activities for this project. The previously approved CE has been updated to incorporate additional documentation related to those activities.

Based on our review of the material submitted, the project qualifies as a CE pursuant to 23 C.F.R Section 771.117(d)(8). This CE finding covers the construction of a transit administration and fleet maintenance facility at the above location in Key West, Florida. Please note that the City of Key West should adhere to the mitigation and monitoring measures that are included in the CE and additionally FTA may consider future coordination during final design.

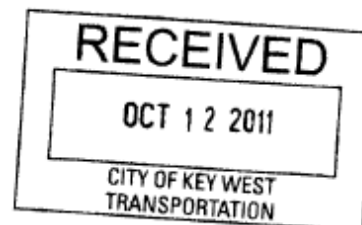
Please be aware that at any time, if there are changes to the Project, you must notify FTA in writing. FTA will determine whether or not any additional environmental review will be required. This CE approval, dated September 28, 2011, expires in three (3) years on September 28, 2014, in accordance with submitted documentation.

Please scan and pin this signed CE concurrence letter from FTA, the CE document, and supporting documentation to the TEAM grant when it is developed for the above facility. If we can be of further assistance, please contact Andres Ramirez of my staff at 404-865-5611.

Sincerely,

  
Yvette G. Taylor, Ph.D.  
Regional Administrator

C.C.:  
Mr. Carl Filer, FDOT  
Mr. Ed Carson, FDOT  
Mr. Ed Coven, FDOT



**APPENDIX A**

**TITLE VI / CIVIL RIGHTS PROGRAM PLAN**

**CHECKLIST FOR ALL GRANTEES**

## **APPENDIX A**

### **TITLE VI PROGRAM CHECKLIST FOR ALL GRANTEES**

All recipients should submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Sub recipients shall submit the information below to their direct recipient.

#### **GENERAL REQUIREMENTS (Chapter III)**

All recipients must submit:

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

#### **REQUIREMENTS OF TRANSIT PROVIDERS (Chapter IV)**

All Fixed Route Transit Providers must submit:

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

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

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

## **REQUIREMENTS OF STATES (Chapter V)**

States must submit:

- ☐ All requirements set out in Chapter III (General Requirements)
- ☐ The requirements set out in Chapter IV (Transit Provider) if the State is a provider of fixed route public transportation
- ☐ Demographic profile of the State
- ☐ Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
- ☐ Analysis of the State’s transportation system investments that identifies and addresses any disparate impacts
- ☐ A description of the Statewide planning process that identifies the transportation needs of minority populations
- ☐ Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance
- ☐ Description of the procedures the agency uses to provide assistance to potential subrecipients, including efforts to assist applicants that would serve predominantly minority populations

## **REQUIREMENTS OF MPOs (Chapter VI)**

Metropolitan Planning Organization and other planning entities must submit:

- ☐ All requirements set out in Chapter III (General Requirements)
- ☐ The requirements set out in Chapter IV (Transit Provider) if the MPO is a provider of fixed route public transportation
- ☐ Demographic profile of the metropolitan area
- ☐ A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process
- ☐ Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
- ☐ Analysis of the MPO’s transportation system investments that identifies and addresses any disparate impacts
- ☐ Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance (if requested)
- ☐ Description of the procedures the agency uses to provide assistance to potential subrecipients in a nondiscriminatory manner (if requested)

**APPENDIX B**  
**TITLE VI NOTICE TO THE PUBLIC**  
**(GENERAL REQUIREMENT)**





**NOTICE: YOUR RIGHTS UNDER TITLE VI, CIVIL RIGHTS ACT OF  
1964, as amended**

If you believe you may have been discriminated against based on your sex, race, color, religion or national origin, you have the right to file a complaint under Title VI, Civil Rights.

The City of Key West Department of Transportation (KWDoT) is required by law to comply with all Title VI, Civil Rights regulations and must afford you the opportunity to file a complaint, conduct an investigation of findings and provide for an appeal process under these rules and regulations.

Complaint forms are available at the KWDoT office, 627 Palm Avenue, Key West, Florida 33040, or at the City's website by visiting [www.keywestcity.com](http://www.keywestcity.com). These can also be obtained by mail upon request to (305) 809-3910.

Complaint forms must be filled out completely and returned to the attention of the KWDoT Civil Rights Officer at P.O. Box 1078, Key West, FL 33040

KWDoT Title VI Civil Rights Plan documents are available to the public during regular business hours the 1<sup>st</sup> Wednesday of each month.

For additional information call (305) 809-3910.

**APPENDIX C**  
**TITLE VI COMPLAINT PROCEDURE**  
**(GENERAL REQUIREMENT)**

## **KWDOT Procedures for Investigation of Civil Rights Discrimination Customer Complaint**

- 1) A complaint must be filed within one hundred eighty (180) calendar days after the date of the alleged discrimination, unless the time for filing is extended in writing, and the complaint shall be completed with full information, as much detail as possible, in order to facilitate a fair and comprehensive investigation of the alleged complaint.
- 2) The complaint shall be referred to the appropriate supervisor in each division of KWDoT, and copied to the Director's office in designated file folder, where the copy of the complaint shall remain as pending, until such time as the supervisor renders his/her findings of the complaint.
- 3) Upon findings and after a full investigation of all facts available, the supervisor assigned the complaint shall submit the original complaint with response and investigation processes used to the director's office for review and action if necessary.
- 4) All supervisors are required to conduct a thorough and comprehensive investigation to determine whether there was any wrongful acts committed by a city employee at any time, which may require disciplinary action be taken by the supervisor. All disciplinary action shall adhere to the city's personnel policy and procedures for progressive disciplinary action.
- 5) All responses and findings on all complaints are due to the director no later than ten (10) days from the date of receipt; unless a specific extended time is required due to employee absences or other extenuating circumstances; which shall be documented to the file / complaint form.
- 6) Should the complainant not agree with the findings of the supervisor and wish to file an appeal with the director's office, the complainant shall be notified of his/her right to file said appeal and be allowed to do so immediately.
- 7) The appeal documents to be submitted shall include the original complaint, all investigative information used by the assigned supervisor (or his/her designee) and any additional information that the complainant deems appropriate and necessary for review by the director of the department.
- 8) The director will review all appeals filed to review the information submitted and provide a decision on the appeal based on review conducted of the investigation processes utilized and management oversight, no later than thirty (30) days from date of receipt of the appeal.
- 9) Customer complaints filed with KWDoT will be retained for a period of no less than three (3) years and in some cases up to five (5) years, depending on the nature of the complaint and related subject.
- 10) Complaints received alleged violation of ADA, Title VI of the Civil Rights, EEOC and DBE actions are required to report to the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

If information is needed in another language, contact (305) 809-3910.

Si se necesita información en otro idioma, el contacto (305) 809-3910

Si l'information est nécessaire dans une autre langue, contactez (305) 809-3910

**APPENDIX D**  
**TITLE VI COMPLAINT FORM**  
**(GENERAL REQUIREMENT)**



**City of Key West  
Department of Transportation  
TITLE VI PROGRAM Complaint Form**

This form is provided to persons who feel they may have been discriminated against with regard to race, color, religion or national origin. If you feel you were discriminated against for any of these reasons you are entitled to file a complaint using this form and formally request an investigation (and action is deemed appropriate) with the **City of Key West KWDOT Civil Rights Officer, at PO Box 1078, 627 Palm Avenue, Key West, Florida 33040, (305) 809-3910**. Bold fields are required information fields.

**Name:** \_\_\_\_\_ **Telephone:** (\_\_\_\_) \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_

**State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Describe the Incident / Complaint:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Claim alleges violation based on - Race:** \_\_\_\_ **Color:** \_\_\_\_ **Religion:** \_\_\_\_ **National Origin:** \_\_\_\_

**City Bus:** \_\_\_\_ **Route:** \_\_\_\_ **Location:** \_\_\_\_\_

**Driver's Name:** \_\_\_\_\_ (if not available, this will need to be verified)

This complaint has been referred to: \_\_\_\_\_ in the \_\_\_\_\_  
(supervisor / designee) (division)

to facilitate a full investigation process with findings to be submitted to the director's attention for review, no later than 10 days from the date of receipt of this complaint.

**Received By:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Response Due Date:** \_\_\_\_\_ **By:** \_\_\_\_\_

Should the complainant further disagree with findings rendered; the complainant shall Be advised of his / her right to file an appeal, along with the appeal's process.

**Status:** Open: \_\_\_\_\_ Closed: \_\_\_\_\_ Appeal: \_\_\_\_\_ Other \_\_\_\_\_

I hereby attest that this investigation process and findings which result are satisfactory.

**By:** \_\_\_\_\_, Director / KWDOT **Date:** \_\_\_\_\_

Reference No.: \_\_\_\_\_ / \_\_\_\_\_  
(yr/mo/day) (Employee ID)

**ENGLISH**

## **Procedures for Investigation of Customer Complaint – KWDoT**

- 1) Complaint shall be completed with full information, as much detail as possible, in order to facilitate a fair and comprehensive investigation of the alleged complaint.
- 2) The complaint shall be referred to the appropriate supervisor in each division of KWDoT, and copied to the Director's office in designated file folder, where the copy of the complaint shall remain as pending, until such time as the supervisor renders his/her findings of the complaint.
- 3) Upon findings and after a full investigation of all facts available, the supervisor assigned the complaint shall submit the original complaint with response and investigation processes used to the director's office for review and action if necessary.
- 4) All supervisors are required to conduct a thorough and comprehensive investigation to determine whether there was any wrongful acts committed by a city employee at any time, which may require disciplinary action be taken by the supervisor. All disciplinary action shall adhere to the city's personnel policy and procedures for progressive disciplinary action.
- 5) All responses and findings on all complaints are due to the director no later than ten (10) days from the date of receipt; unless a specific extended time is required due to employee absences or other extenuating circumstances; which shall be documented to the file / complaint form.
- 6) Should the complainant not agree with the findings of the supervisor and wish to file an appeal with the director's office, the complainant shall be notified of his/her right to file said appeal and be allowed to do so immediately.
- 7) The appeal documents to be submitted shall include the original complaint, all investigative information used by the assigned supervisor (or his/her designee) and any additional information that the complainant deems appropriate and necessary for review by the director of the department.
- 8) The director will review all appeals filed to review the information submitted and provide a decision on the appeal based on review conducted of the investigation processes utilized and management oversight, no later than thirty (30) days from date of receipt of the appeal.
- 9) Customer complaints filed with KWDoT will be retained for a period of no less than three (3) years and in some cases up to five (5) years, depending on the nature of the complaint and related subject.
- 10) Complaints received alleged violation of ADA, Title VI of the Civil Rights, EEOC and DBE actions are required to report to the City of Key West Department of Transportation, P.O Box 1078, Key West, Florida 33040.



**La ville de Clé Forme de Plainte de  
PROGRAMME DE VI DE TITRE de  
Ministère des Transports d'ouest**

Cette forme est fournie aux personnes qui se sent qu'ils pourraient avoir été contre discriminés avec l'égard pour courir, la couleur, la religion d'origine nationale. Si vous vous sentez que vous avez été contre discriminé pour n'importe lequel de ces raisons que vous êtes autorisé à classer une plainte qui utilise cette forme et demande formellement une investigation (et l'action est estimée approprié) avec la Ville de Clé KWDoT d'ouest l'Officier de Droits Civil, à la Boîte de PO 1078, 627 Avenue de Paume, Clé vers l'ouest, Floride 33040, (305) 809-3910. Les champs hardis sont exigés des champs d'informations.

Nom : \_\_\_\_\_ Téléphone : (\_\_\_\_) \_\_\_\_\_

L'adresse : \_\_\_\_\_ Ville : \_\_\_\_\_

L'état : \_\_\_\_\_ Code Postal : \_\_\_\_\_ E-mail : \_\_\_\_\_

Décrire 'Incident/Complaint: \_\_\_\_\_

La réclamation allègue la violation fondée sur - la Course : \_\_\_\_ Couleur : \_\_\_\_ Religion : \_\_\_\_ Origine Nationale : \_\_\_\_

L'Autobus : \_\_\_\_\_ Route : \_\_\_\_\_ Emplacement : \_\_\_\_\_

Le Nom du conducteur : \_\_\_\_\_ (si pas disponible, ceci aura besoin d'être vérifié)

Cette plainte a été référée à \_\_\_\_\_ dans le \_\_\_\_\_ division de transports en commun, pour faciliter un processus plein d'investigation avec les conclusions être soumis à l'attention du directeur pour la revue, non plus tard que 10 jours de la date de reçu de cette plainte.

Reçu Par : \_\_\_\_\_ Date : \_\_\_\_\_

L'Echéance de réponse : \_\_\_\_\_ Par : \_\_\_\_\_

Devoir le plaignant plus est en désaccord avec les conclusions rendues ; le plaignant sera conseillé du sien/sa droite pour classer un appel, avec le processus de l'appel.

Statut : Ouvrir : \_\_\_\_\_ A Fermé : \_\_\_\_\_ Appel : \_\_\_\_\_ Autre \_\_\_\_\_

J'atteste par la présente que ce processus d'investigation et les conclusions que résultat est satisfaisant.

Par : \_\_\_\_\_, Chef De Service/la de KWDoT Date: \_\_\_\_\_

Adresser No : \_\_\_\_\_ / \_\_\_\_\_  
(yr/mo/day) (ID d'Employé)

**FRENCH**

## **Les procédures pour Investigation de Plainte Clientèle – KWDoT**

- 1) la Plainte sera complétée avec les informations pleines, autant de détail comme possible, pour faciliter une foire et une investigation complète de la plainte présumée.
- 2) La plainte sera référée au directeur approprié dans chaque division de KWDoT, et copié au bureau de Directeur dans le dossier de dossier désigné, où la copie de la plainte restera comme en attente, jusqu'à ce que le directeur rend ses conclusions de la plainte.
- 3) Sur les conclusions et après une investigation pleine de tous les faits disponibles, le directeur a assigné la plainte soumettra la plainte originale avec les processus de réponse et investigation qui sont utilisés au bureau du directeur pour la revue et l'action si nécessaire.
- 4) Tous les directeurs sont exigés diriger une investigation minutieuse et complète pour déterminer s'il y avait des actes arbitraires engagés par un employé de ville à tout moment, qui peut exiger que l'action disciplinaire est prise par le directeur. Toute l'action disciplinaire adhérerà à la politique de personnel de la ville et aux procédures pour l'action disciplinaire progressive.
- 5) Toutes les réponses et les conclusions sur toutes les plaintes sont en raison du directeur non plus tard que dix (10) les jours de la date de reçu ; à moins qu'un temps prolongé spécifique est exigé en raison des absences d'employé ou l'autres atténuer circonstances ; qui sera documenté au dossier/la forme de plainte.
- 6) Devoir le plaignant n'est pas d'accord avec les conclusions du directeur, et le souhait pour classer un appel avec le bureau du directeur, le plaignant sera notifié de sa droite pour classer a dit que l'appel et est permis de faire si tout de suite.
- 7) Les documents d'appel être soumis incluront la plainte originale, toutes les informations d'investigation utilisées par le directeur assigné (ou son designee) et n'importe quelles informations supplémentaires que le plaignant estime approprié et nécessaire pour la revue par le directeur du département.
- 8) Le directeur réexaminera tous les appels ont classé pour réexaminer les informations soumises et fournissent une décision sur l'appel fondé sur la revue dirigée des processus d'investigation a utilisé et l'inadvertance de direction, non plus tard que trente (30) les jours de la date de reçu de l'appel.
- 9) les plaintes Clientèles classées avec KWDoT seront retenues pour une période de non moins que trois (3) les ans et dans certains cas jusqu'à cinq (5) les ans, dépendre de la nature de la plainte et du sujet lié.
- 10) les Plaintes ont reçu ont allégué la violation d'ADA, VI de Titre des Droits Civils, les actions d'EEOC et DBE sont exigées pour le rapport au la Ville de Clé KWDoT d'ouest l'Officer de Droits Civil, à la Boîte de PO 1078, 627 Avenue de Paume, Clé vers l'ouest, Floride 33040.





**La ciudad de Oeste de Llave**  
**El Departamento de Transporte**  
**TITULE a VI PROGRAMA Reclamo Forma**

Esta forma es proporcionada a personas que se sienten puede haber sido discriminado en contra con respecto para competir, el color, la religión de origen nacional. Si usted se siente que fue discriminado en contra para cualquiera de estas razones que tiene derecho para archivar un reclamo que utiliza esta forma y solicita formalmente una investigación (y la acción es creída apropiado) con la Ciudad de Llave KWDOT Occidental Oficial Civil de Derechos, en Apartado postal 1078, 627 Avenida de Palma, la Llave al oeste, Florida 33040, (305) 809-3910. Los campos bravos son requeridos campos de información.

**El nombre:** \_\_\_\_\_ **El Teléfono:** (\_\_\_\_) \_\_\_\_\_

**La dirección:** \_\_\_\_\_ **La ciudad:** \_\_\_\_\_

**El estado :** \_\_\_\_\_ **Código postal:** \_\_\_\_\_ **Correo electrónico:** \_\_\_\_\_

**Describe el Incidente/Reclamo:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**El reclamo alega infracción basada en - la Carrera :** \_\_\_\_ **Color:** \_\_\_\_ **Religión:** \_\_\_\_  
**Origen nacional:** \_\_\_\_

**Autobús urbano :** \_\_\_\_ **Ruta:** \_\_\_\_ **Ubicación:** \_\_\_\_\_

**El Nombre de conductor:** \_\_\_\_\_ (si no disponible, esto deberá ser verificado)

Este reclamo ha sido referido a: \_\_\_\_\_ en el \_\_\_\_\_  
(el supervisor/designee) (división)

Para facilitar un proceso lleno de investigación con conclusiones para ser sometido a la atención del director para la revisión, no luego que 10 días de la fecha de recibo de este reclamo.

**Recibido Por:** \_\_\_\_\_ **Fecha :** \_\_\_\_\_

**Fecha de vencimiento de respuesta:** \_\_\_\_\_ **Por:** \_\_\_\_\_

Deba al reclamante disiente de aún más conclusiones rendidas; el reclamante será aconsejado de su derecho de archivar una atracción, junto con el proceso de la atracción.

**Estatus:** Abra: \_\_\_\_\_ Cerrado: \_\_\_\_\_ **Atracción:** \_\_\_\_\_ **Otro:** \_\_\_\_\_

Yo por la presente atestiguo que este proceso de investigación y conclusiones que resultado son satisfactorios.

**Por:** \_\_\_\_\_, El director/KWDOT **Fecha :** \_\_\_\_\_

Mencione no.: \_\_\_\_\_/  
(el año/mo/día) (Empleado identificación)

**SPANISH**

## **Los procedimientos para la Investigación de Reclamo de Cliente – KWDoT**

- 1) Reclamo será completado con información llena, tanto detalle como posible, para facilitar una feria e investigación completa del reclamo pretendido.
- 2) El reclamo será referido al supervisor apropiado en cada división de KWDoT, y copiado a la oficina del Director en la carpeta designada de archivo, donde la copia del reclamo se quedará como pendiente, hasta que tal tiempo como el supervisor rinda sus conclusiones del reclamo.
- 3) Sobre conclusiones y después de una investigación llena de todos los hechos disponibles, el supervisor asignó el reclamo se someterá el reclamo original con procesos de respuesta e investigación que es utilizado a la oficina del director para la revisión y la acción si necesario.
- 4) Todos los supervisores son requeridos a realizar una investigación completa y completa para determinar si había algún acto injusto comprometido por un empleado de la ciudad en tiempo, que puede requerir acción disciplinaria es tomada por el supervisor. Toda la acción disciplinaria adherirá a la política en materia de personal de la ciudad y procedimientos para la acción disciplinaria progresiva.
- 5) Todas las respuestas y las conclusiones en todos los reclamos están debido al director no posterior que diez (10) días de la fecha de recibo; a menos que un tiempo prolongado específico sea requerido debido a ausencias de empleado ni otras circunstancias atenuantes; que será documentado al archivo/forma de reclamo.
- 6) Debe al reclamante no concuerda con las conclusiones del supervisor, y el deseo en archivar una atracción con la oficina del director, el reclamante será notificado de su derecho de archivar dijo que atracción y es permitido hacer así inmediatamente.
- 7) Los documentos de atracción para ser sometidos incluirán el reclamo original, toda la información investigativa utilizada por el supervisor asignado (o su designee) e información adicional que el reclamante cree apropiado y necesario para la revisión por el director del departamento.
- 8) El director revisará todas las atracciones archivaron para revisar la información sometido y proporciona una decisión en la atracción basada en la revisión realizada de los procesos de investigación utilizó y descuido de gestión, no luego que treinta (30) días de la fecha de recibo de la atracción.
- 9) reclamos de Cliente archivados con KWDoT serán retenidos por un período de no menos de tres (3) años y a veces hasta cinco (5) años, dependiendo de la naturaleza del reclamo y sujeto relacionado.
- 10) Reclamos recibieron alegaron infracción de ADA, el Título VI de los Derechos Civiles, EEOC y acciones de DBE son requeridos para el informe al la Ciudad de Llave KWDoT Occidental Oficial Civil de Derechos, en Apartado postal 1078, 627 Avenida de Palma, la Llave al oeste, Florida 33040,

## **APPENDIX E**

### **LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS (GENERAL REQUIREMENTS)**

**KWDOT LIST OF ALLEGED DISCRIMINATION**

<b>CITY OF KEY WEST DEPT. OF TRANSPORTATION</b>	<b>DATE</b> (Month, Day, Year)	<b>SUMMARY OF ALLEGATIONS</b> (race, color, or National Origin)	<b>STATUS</b> (active or closed)	<b>ACTIONS TAKEN / FINAL FINDINGS</b>
INVESTIGATIONS				
1)				
2)				
LAWSUITS				
1)				
2)				
COMPLAINTS				
1)				
2)				

**APPENDIX G**

**SERVICE STANDARDS**

**(REQUIREMENT FOR ALL FIXED ROUTE TRANSIT PROVIDERS)**

The City of Key West Department of Transportation (KWDoT) is the *only* fixed route system serving Key West and the Lower Florida Keys, including Marathon. Service standards for KWDoT are reviewed every other week to ensure equity of transit throughout the service community.

#### VEHICLE LOAD STANDARDS:

KWDoT is located in a Nonurbanized area (under 200,000 in population) with less than 50 buses utilized during peak service hour. There has been no overloading of passengers on any vehicle during service hours. KWDoT will address vehicle overloads by placing higher capacity vehicles on overloaded routes or using plug buses for short term unexpected overloads until a system service change can be implemented to increase scheduled frequency on targeted routes.

VEHICLE	SEATING	STANDING	TOTAL	MAXIMUM LOAD FACTOR
30' Low Floor Bus	23	10	33	1.4
35' Low Floor Bus	32	15	47	1.5

#### VEHICLE HEADWAY STANDARDS:

KWDoT bus service is based on a six (6) route network:

- Two (2) routes in Key West operate a six (6) day week (Red & Orange Route)
- Two (2) routes in Key West operate a seven (7) day week (Blue & Green Route)
- Two (2) routes for the Lower Keys Shuttle operate a seven (7) day week (Lime & Pink)

Log on to [kwtransit.com](http://kwtransit.com) to view current schedule and also access the Real Time Passenger Information System (RTPIS) for the location and arrival of each bus.

Routes	Vehicle Headway	Service Hours	# Days of Service
Red	2 hours	15.50	6
Orange	2 hours	14.75	6
Blue	1 hour 30 min	16.50	7
Green	1 hour 25 min	18.00	7
Lower Keys (Pink / Lime)	2 hours	Pink – 20.5 Lime – 18.75	7

#### ON-TIME PERFORMANCE STANDARDS:

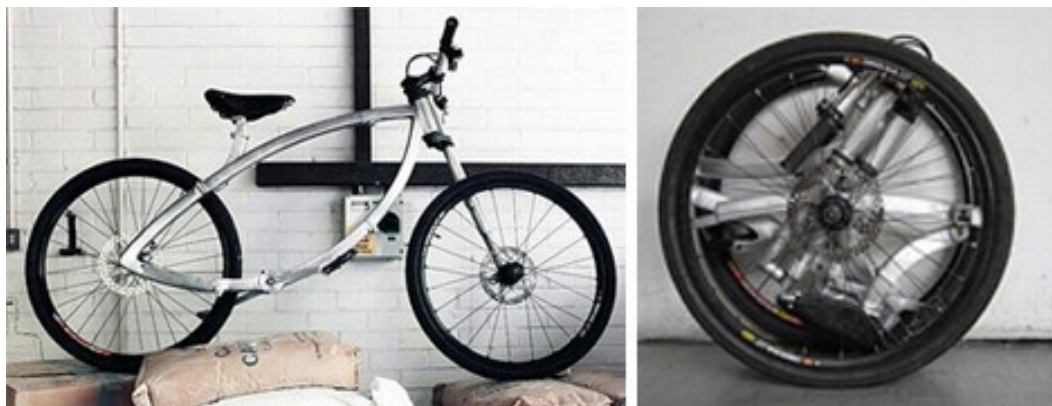
A vehicle is considered on time if it departs a scheduled time point no more than 3 – 5 minutes late. KWDoT's on-time performance objective is eighty (80%) percent or better. Transit drivers will complete their routes no more than five (5) minutes late in comparison to the established scheduled / published timetables. KWDoT's staff continuously monitors on-time performance and makes adjustments when required.

## SERVICE AVAILABILITY STANDARDS:

Key West Department of Transportation (KWDoT) services is to provide a safe, dependable and alternate mode of travel in the City of Key West and its' adjoining communities up to the City of Marathon; for residents and visitors alike.

KWDoT operates six (6) routes – four (4) in Key West / Stock Island and two (2) in the Lower Florida Keys up to Marathon, Florida. All routes are evaluated annually as part of the Transit Development Plan to revise or add services to areas that are needed.

All buses are ADA accessible and provide bike racks for the City Routes. For the Lower Keys Shuttle routes, the only bikes allowed are the foldable portable bikes, as you see below. The passengers can place the bikes on their laps or in the stowage area.



## **APPENDIX H**

### **SERVICE POLICIES**

**(REQUIREMENT FOR ALL FIXED ROUTE TRANSIT PROVIDERS)**



## **VEHICLE ASSIGNMENT POLICY:**

No transit buses are regularly assigned to any specific route or service, with the exception of the 35' Gillig Low Floor buses. On a seven (7) day week, all buses operate, with the exception of the Red and Orange route. The Red and Orange route operate six (6) days a week, Monday through Saturday.

The Red and Orange *Do Not* operate on Memorial Day, 4<sup>th</sup> of July, and Labor Day. There is *No Bus Service* on Thanksgiving, Christmas Day and New Year's Day.

KWDoT has twelve (12) 30' Gillig Low Floor buses and two (2) 35' Gillig Low Floor buses. The 35' Gillig buses only operate the Lower Keys Shuttle Route and the 30' Gillig buses are interchangeable between the City routes and the Lower Keys Shuttle route.

## **TRANSIT AMENITIES POLICY:**

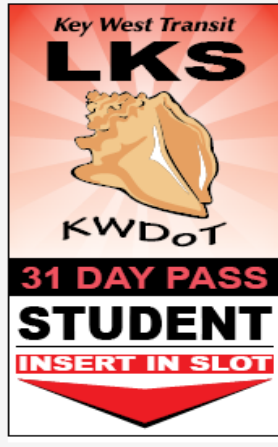
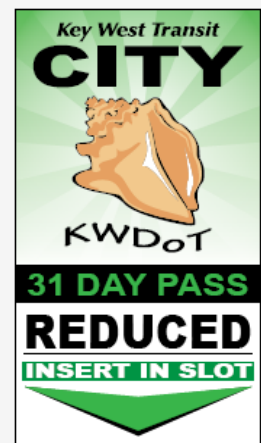
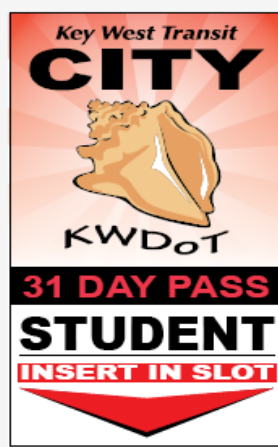
Key West Department of Transportation facility is located about two (2) miles from old town / down town area of Key West. Transit amenities such as bus stop signs are located at *All* of our designated stops. About 25% of our designated stops are equipped with a bus shelter, trash and recycle receptacles, and colored conch shell to show which route assist that location. Amenities at all other designated stops may be equipped with stand-alone benches, trash and recycle receptacles. Those areas will be based on safety, ADA compliance, average daily boarding, and proximity to major trip generators, customer and community requests.

KWDoT has upgraded the Real Time Passenger Information System (RTPIS) [kwtransit.com](http://kwtransit.com), to include nearby stops based off of cellular global positioning system (GPS) locations. Also, staff is researching to improve customer amenities to include bus schedule arrival times at stops with Quick Response (QR) Code to the bus stop signs, add more solar powered arrival / public announcement signs at areas that best suites the need, public announcements via radio, television, and social network.

## APPENDIX K

### SERVICE AND FARE EQUITY ANALYSIS QUESTIONNAIRE CHECKLIST

(REQUIREMENT FOR TRANSIT PROVIDERS THAT OPERATE 50 OR MORE FIXED ROUTE VEHICLES I N PEAK SERVICE AND ARE LOCATED IN URBANIZED AREA (UZA) OF 200,000 OR MORE PEOPLE, OR THAT OTHERWISE MEET THE THRESHOLD DEFINED IN CHAPTER IV)



## **Analysis of Proposed Service and Fare Changes**

The City of Key West Department of Transportation's defines the service and/or fare numeric threshold for purposes of a major fare or service change as:

**MAJOR** service and/or fare changes which propose a net result of service expansion or reduction that changes a value **equal to or greater than 33%** of the total sum value of all public transit services (system-wide) in operation at the time of said discussion and proposal – will allow for public comment, public input and public participation processes. Such changes will justify a MAJOR service / fare change proposal and will trigger the best practice “FTA Service & Fare Analysis Questionnaire” identified in Chapter 4 of said provisions on Service and Fare Analysis.

A **MINOR** change to service and/or fare will be any other changes that result in a **value less than 33%** total; when compared to the total system hours or miles operated; and currently in service at the time of the change, in all transit service areas. A minor service change will not trigger the best practice “FTA Service & Fare Analysis Questionnaire” identified in Chapter 4 of these provisions.

In an effort to exemplify this process – the following has been provided as a checklist to be used for any and all route changes, route revisions, fare changes or other related service area changes with regard to public transportation services for Key West and the Lower Keys area currently served by the City of Key West, Department of Transportation.

- 1) What service and/or fare changes does City of Key West Department of Transportation (KWDoT) propose?
- 2) Please describe the nature of the change, the basis or rationale for the change, the modes of service impacted, and the communities affected by the change.
- 3) What are the impacts of the service changes on minority and/or low income communities?
- 4) What are the transit alternatives available for riders who would be impacted by proposed service changes?
- 5) What, if any measures would *KWDoT* take to avoid, minimize, or mitigate any adverse effects of the service and/or fare change on minority populations and/or low-income populations? What, if any enhancements or offsetting benefits would *KWDoT* implement in conjunction with the service and/or fare change?
- 6) Would the proposed service and/or fare change have a disproportionately high and adverse effect on minority populations and/or low-income populations?
- 7) What steps does *KWDoT* plan to take to seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach and involvement activities?
- 8) Does *KWDoT* believe that it is necessary to disseminate information on the service changes / fare increases that are accessible to Limited English Proficient persons? If so, what steps to provide information in languages other than English does *KWDoT* propose?

Note: Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). What steps a recipient decides to take should depend on the number and proportion of LEP persons served by the recipient, the frequency with which LEP individuals come into contact with the program, activity, or service, the nature and importance of the program, activity or service, and the resources available to the recipient and costs of providing language assistance.

Further, please note that all regulations outlined in Circular FTA C 4702.1B, will be adhered to with regard to assessment of environmental justice as noted in the October 1, 2012, revision of same.

## Checklist of Proposed Service and Fare Changes

The following checklist will be used by City of Key West Department of Transportation for route changes, route revisions, fare changes or other related service area changes with regard to public transportation services for Key West and the Lower Keys area currently served by the City of Key West, Department of Transportation.

- 1) What service and/or fare changes does City of Key West Department of Transportation (KWDoT) proposes?

The service change that KWDoT proposed was a temporary change until the completion of the North Roosevelt Boulevard road construction.

- 2) Please describe the nature of the change, the bases or rationale for the change, the modes of service impacted, and the communities affected by the change.

### Service changes

The route revision started on June 25, 2012 and was based the North Roosevelt preconstruction and another revision was made on March 2013. The second revision (March 2013) was based on the whole portion of the North Roosevelt Project. All routes that were on North Roosevelt Blvd were rerouted to Northside Drive and Fogarty Street, which runs parallel to the North Roosevelt construction. All other designated stops remain the same. Minor changes were made to the hours of operation.

### Fare changes

No fare changes

- 3) What are the impacts of the service changes on minority and/or low income communities?

There were no impacts to the minority and / or low income communities.

### Route changes

Previous map (12/2011) and current map (3/2013) are attached.

### Span of service

Routes	2011 Service Hours	2013 Service Hours
Blue	6:10 am – 8:14 pm	5:55 am – 8:59 pm
Green	6:00 am – 10:09 pm	6:00 am – 10:30 pm
Red (6 days/ week)	6:25 am – 6:15 pm	6:00 am – 8:10 pm
Orange (6 days/ week)	6:15 am – 5:57 pm	6:40 am – 7:58 pm
Pink (LKS)	5:40 am – 12:01 am	5:40 am – 12:09 am
Lime (LKS)	6:00 am – 11:36 pm	6:00 am – 11:41 pm

### Fare changes

No fare changes

- 4) What are the transit alternatives available for riders who would be impacted by proposed service changes?

Service changes

Monroe County Para-Transit (door to door) services are available with 24-hour notice and if space is available, to all disabled and disadvantage residents of Monroe County; cab services are available but may offer limited use due to cost for service in this area. Other than that, there are no other public transit options available in the service areas.

Fare changes

No fare changes

- 5) What, if any measures would *KWDoT* take to avoid, minimize, or mitigate any adverse effects of the service and/or fare change on minority populations and/or low-income populations? What, if any enhancements or offsetting benefits would *KWDoT* implement in conjunction with the service and/or fare change?
- 6) Would the proposed service and/or fare change have a disproportionately high and adverse effect on minority populations and/or low-income populations?

NO. The service change did not have any disproportionately high and adverse effect on minority and/or low-income populations.

A disproportionately high and adverse effect is one that (1) is predominately borne by a minority population and/or a low-income population, or (2) will be suffered by the minority population and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and/or non-low-income population.

In making determinations regarding disproportionately high and adverse effects on minority and low-income populations, mitigation and enhancements measures that will be taken and all offsetting benefits to the affected minority and low-income populations may be taken into account.

- 7) What steps does *KWDoT* plan to take to seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach and involvement activities?

*KWDoT* advertised and held a public hearing on December 19, 2012 and December 20, 2012 to notify the public and passengers of the route revisions due to the North Roosevelt Boulevard project. Attached is the affidavit and copy of the notice that was published in the local paper. Notices were also advertised in our buses, on the City's website, as well as our real time passenger information – [www.kwtransit.com](http://www.kwtransit.com).

The revised routes did not affect the minority and low-income population.

In general, an agency should have a public participation process that offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. Agencies have wide latitude to determine how, when, and how often specific public

involvement measures should take place, and what specific measures are most appropriate. Agencies should make these determinations based on the composition of the population affected by the recipient's action, the type of public involvement process planned by the recipient, and the resources available to the agency. Efforts to involve minority and low-income people in public involvement activities can include both comprehensive measures, such as placing public notices at all stations and in all vehicles, and measures targeted to overcome linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and low-income populations from effectively participating in a recipient's decision-making.

- 8) Does KWDoT believe that it is necessary to disseminate information on the service changes/fare increases that is accessible to Limited English Proficient persons? If so, what steps to provide information in languages other than English does KWDoT propose?

Yes, KWDoT believes that it is necessary to disseminate information on the service changes/fare increases that is accessible to Limited English Proficient persons.

KWDoT will provide handouts in Spanish and French and will have available interpreter's if needed.

Note: Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). What steps a recipient decides to take should depend on the number and proportion of LEP persons served by the recipient, the frequency with which LEP individuals come into contact with the program, activity, or service, the nature and importance of the program, activity or service, and the resources available to the recipient and costs of providing language assistance.

Further, please note that all regulations outlined in Circular FTA C 4702.1B, will be adhered to with regard to assessment of Responsibilities to Limited English Proficient (LEP) Persons as noted in the October 1, 2012, revision of same.

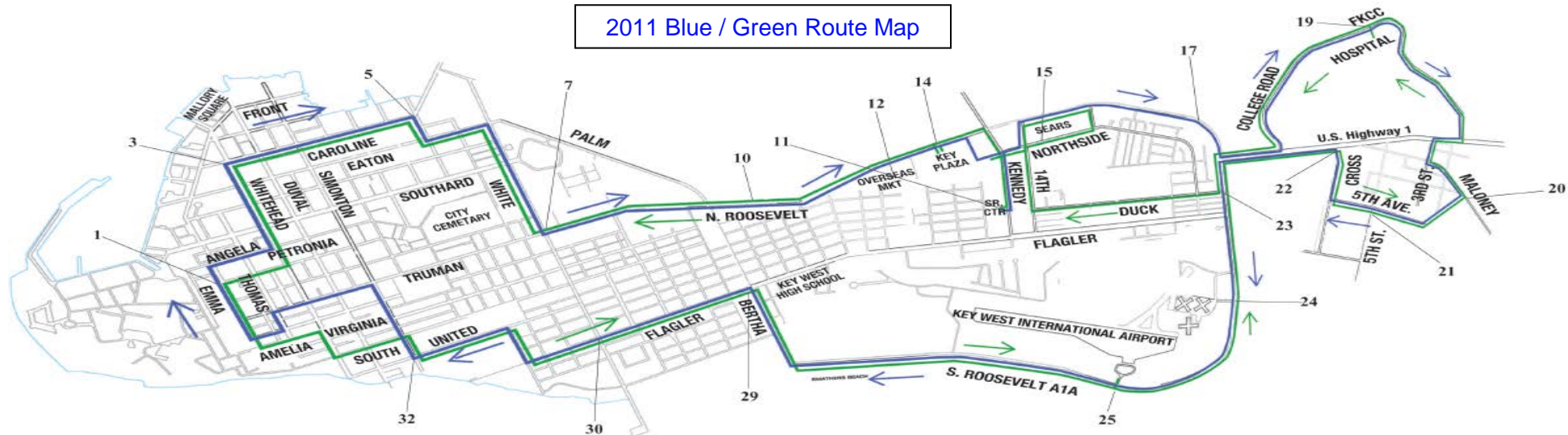


BLUE ROUTE   
 CLOCK-WISE  
 GREEN ROUTE   
 COUNTER CLOCK WISE

Caroline Duval	Emma Petronia
3	1
6:03 AM	6:08 AM

Numeric reference points do not show ALL bus stops. To determine the time and stop for your location, find the closest reference point on the map as shown.

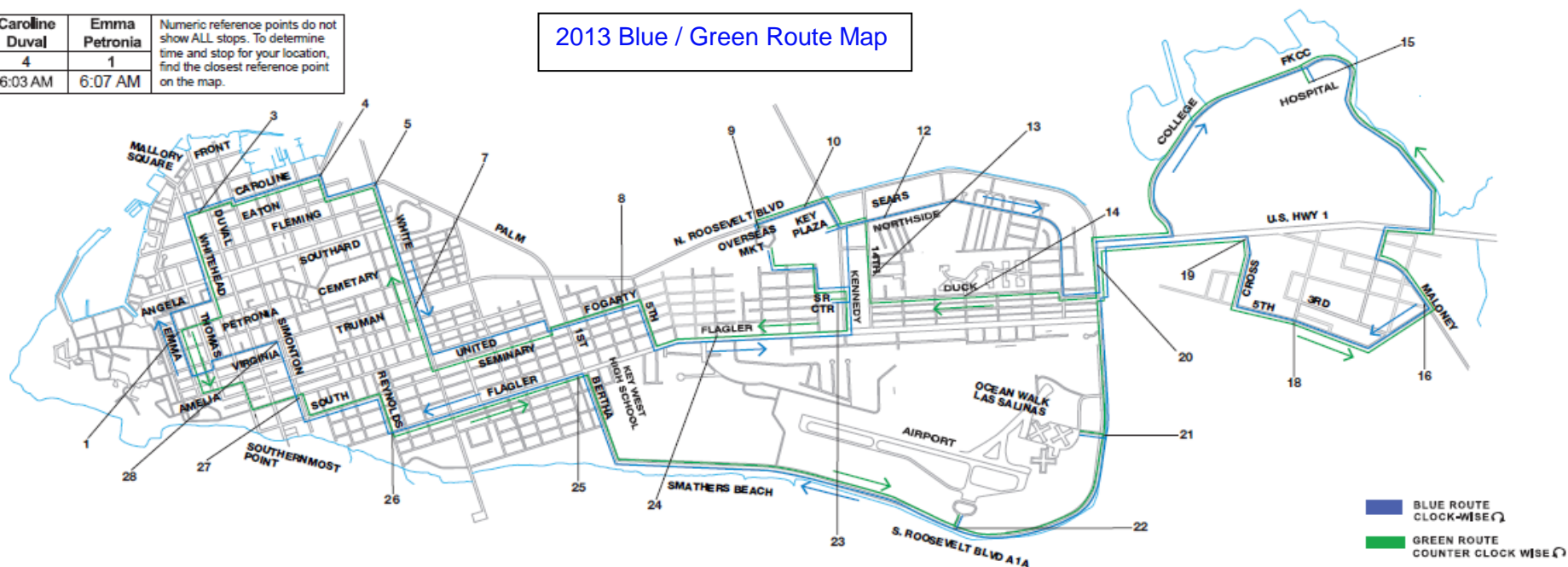
2011 Blue / Green Route Map



Caroline Duval	Emma Petronia
4	1
6:03 AM	6:07 AM

Numeric reference points do not show ALL stops. To determine time and stop for your location, find the closest reference point on the map.

2013 Blue / Green Route Map



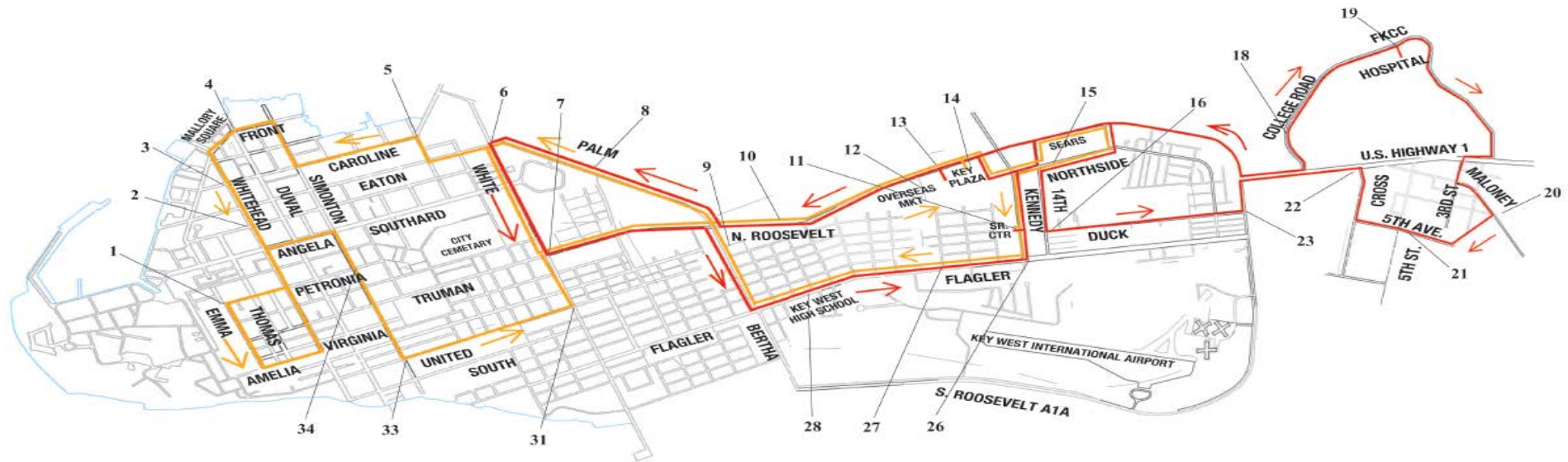
BLUE ROUTE   
 CLOCK-WISE  
 GREEN ROUTE   
 COUNTER CLOCK WISE

ORANGE ROUTE ∞  
RED ROUTE ∞

## 2011 Orange / Red Route Map

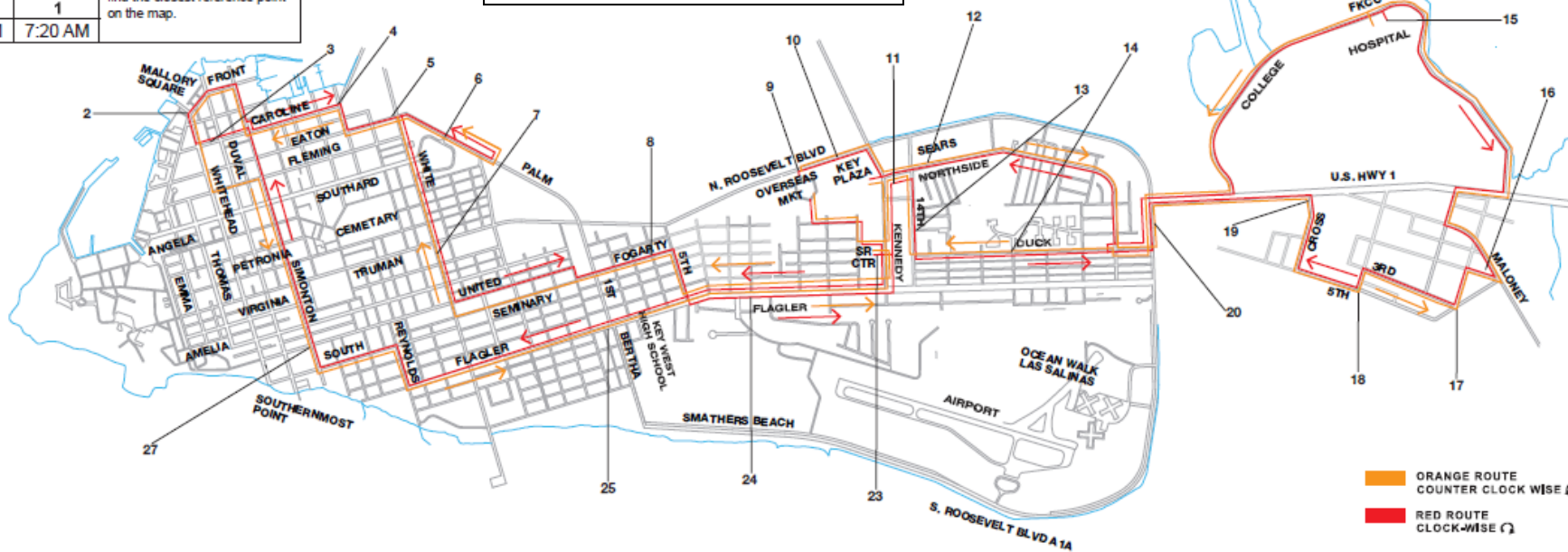
Key Plaza	Searstown
14	15
6:42 AM	6:46 AM

Numeric reference points do not show ALL bus stops. To determine the time and stop for your location, find the closest reference point on the map as shown.



Caroline Duval	Front St. Mallory Square	Numeric reference points do not show ALL stops. To determine time and stop for your location, find the closest reference point on the map.
3	1	
7:15 AM	7:20 AM	

## 2013 Orange / Red Route Map



ORANGE ROUTE  
COUNTER CLOCK WISE ∞  
RED ROUTE  
CLOCK-WISE ∞



**THE CITIZEN**  
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The Florida Keys Only Daily Newspaper, Est. 1899  
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Fax 305-294-0768  
[citizen@keywest.com](mailto:citizen@keywest.com)

Internet Division  
33040-3328  
Tel 305-292-1880  
Fax 305-294-1699  
[sales@keywest.com](mailto:sales@keywest.com)

Upper Keys Office  
91731 Overseas Hwy  
Tavernier, FL 33070  
Tel 305-853-7277  
Fax 305-853-0556  
[freepress@floridakeys.com](mailto:freepress@floridakeys.com)

## STATE OF FLORIDA COUNTY OF MONROE

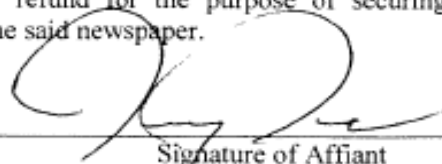
Before the undersigned authority personally appeared Tommy Todd, who on oath says that he is Advertising Director of the Key West Citizen, a daily newspaper published in Key West, in Monroe County, Florida; that the attached copy of advertisement, being a legal notice in the matter of

Notice of Public Meeting  
KeyWest Dept of Transportation

was published in said newspaper in the issue(s) of

December 9, 2012

Affiant further says that the Key West Citizen is a newspaper published in Key West, in said Monroe County, Florida and that the said newspaper has heretofore been continuously published in said Monroe County, Florida every day, and has been entered as second-class mail matter at the post office in Key West, in said Monroe County, Florida, for a period of 1 year next preceding the first publication of the attached copy of advertisement; and affiant further says that he has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

  
Signature of Affiant

Sworn and subscribed before me this 9 day of December, 2012

Notary Public:

Dawn Kawzinsky

Dawn Kawzinsky  
Expires: 1/4/16



DAWN KAWZINSKY  
NOTARY PUBLIC  
STATE OF FLORIDA  
Comm# EE157233  
Expires 1/4/2016

Notary Seal

Personally Known x Produced Identification \_\_\_\_\_  
Type of Identification Produced \_\_\_\_\_



Notice of Public Hearing  
City of Key West Department of Transportation

All interested parties within Monroe County are hereby advised that the City of Key West Department of Transportation is holding the following public hearings to receive public comment / public input on the following:

- City Route Revisions
  - Red Route
  - Orange Route
  - Blue Route
  - Green Route

Wednesday, December 19, 2012 at 5:30 pm – 7:30 pm  
Senior Citizen Center Auditorium  
1400 Kennedy Drive, Key West, FL

Thursday, December 20, 2012 at 5:30 pm – 7:30 pm  
Martin Luther King Community Pool  
300 Catherine Street, Key West, FL

ADA Assistance: If you are a person with a disability who needs special accommodations in order to participate in this proceeding, including requesting materials in accessible format, a sign language interpreter or other assistance (5 days advance notice required), or information on access available to individuals with disabilities, please contact the ADA Coordinator at 305-809-3951 between the hours of 8:00 a.m. and 5:00 p.m. If you are hearing or voice impaired, please call 305-809-1000.

## **APPENDIX M**

### **TITLE VI & LIMITED ENGLISH PROFICIENCY TECHNICAL ASSISTANCE RESOURCE**

## **APPENDIX M**

### **TITLE VI AND LIMITED ENGLISH PROFICIENCY**

#### **TECHNICAL ASSISTANCE RESOURCES**

The following resources should help recipients and subrecipients integrate the guidance and procedures of this circular into their planning and operations. Recipients seeking additional resources that may have been published subsequent to the date of this circular may inquire with their local FTA Regional Office or FTA's Office of Civil Rights. Technical assistance resources will be published at the FTA Office of Civil Rights website, [http://www.fta.dot.gov/civilrights/civil\\_rights.html](http://www.fta.dot.gov/civilrights/civil_rights.html); on an ongoing basis.

1. Relevant Websites. Recipients and subrecipients are encouraged to review information on the following websites:
  - a. FTA's Title VI Website provides an overview of FTA's Title VI activities, including links to recent compliance reviews of recipients, related Web sites, policy guidance and procedures, and instructions on how to file a Title VI complaint, and can be found at [http://www.fta.dot.gov/civilrights/civil\\_rights\\_5088.html](http://www.fta.dot.gov/civilrights/civil_rights_5088.html).
  - b. Federal Interagency Working Group on Limited English Proficiency Website is at [www.lep.gov](http://www.lep.gov). At this website you will find promotional and cooperative understanding of the importance of language access to Federal programs and Federally-assisted programs. The site acts as a clearinghouse, providing and linking to information, tools, and technical assistance regarding limited English proficiency and language services for Federal agencies, recipients of Federal funds, users of Federal programs and Federally-assisted programs, and other stakeholders.
  - c. U . S . Department of Justice Civil Rights Division. <http://www.justice.gov/crt/>. The Civil Rights Division of the Department of Justice, established in 1957, is the program institution within the Federal government responsible for coordinating the implementation and enforcement of Federal statutes prohibiting discrimination on the basis of race, color, national origin, and other protected classes.
  - d. Community Impact Assessment Web site. <http://www.ciatrans.net>. The Community Impact Assessment (CIA) website seeks to inform transportation officials and the general public about the potential impacts of proposed transportation actions on communities and their subpopulations.
  - e. United We Ride. [www.unitedweride.gov](http://www.unitedweride.gov). United We Ride is an interagency Federal national initiative that supports States and their localities in developing coordinated human service delivery systems originating from the Office of Program Management or the Federal Transit Administration. In addition to State coordination grants, United We Ride provides State and local agencies a transportation-coordination and planning self-assessment tool, help along the way, technical assistance, and other resources to help their communities succeed.

2. Technical Assistance Products. Recipients and subrecipients are encouraged to review information on the following technical assistance products. Interested parties can access these products through the relevant website or by contacting FTA's Office of Civil Rights.
  - a. "How to Engage Low-Literacy and Limited English Proficient Populations in Transportation Decision making." <http://www.fhwa.dot.gov/hep/lowlim/>. This report documents "best practices" in identifying and engaging low-literacy and limited-English-proficiency populations in transportation decision making. These "best practices" were collected during telephone interviews with individuals in 30 States.
  - b. "Disaster Response and Recovery Resource for Transit Agencies" <http://transit-safety.volpe.dot.gov/Publications/order/singledoc.asp?docid=437>. This resource provides local transit agencies and transportation providers with useful information and best practices in emergency preparedness and disaster response and recovery, including information on how to respond to the needs of low-income persons, limited English proficient persons, persons with disabilities, and older adults.

## North Roosevelt Boulevard Detour



### **City of Key West Department of Transportation**

## **Fares, passes & services**

**Drivers do not carry change - please have exact fare.**

### **City Service**

<b>Fares</b>	<b>FULL</b>	<b>REDUCED</b>	<b>SENIOR</b>
One Way	\$ 2.00	\$ 1.00	\$ .50
7 Day Pass	\$ 8.00	\$ 5.00	\$ 3.75
31 Day Pass	\$ 25.00	\$ 15.00	\$ 15.00

### **Lower Keys Service**

<b>Fares</b>	<b>FULL</b>	<b>REDUCED</b>	<b>SENIOR</b>
One Way	\$ 4.00	\$ 2.00	\$ 1.50
7 Day Pass	\$ 25.00	\$ 15.00	\$ 15.00
31 Day Pass	\$ 75.00	\$ 45.00	\$ 45.00

**All reduced fare requires proper ID and applies to Students (under 21), disabled, active or retired military and seniors (60+)**

**Stored Value Passes: \$ 20 and \$ 30 values, no expiration, provide discounted fare – valid for City and Lower Keys routes.**

**One way Fare and 7 Day Pass sales are handled at the vehicle – please tell the driver if you wish to purchase a pass before you put money in the meter. 31-day and stored value passes are purchased at DoT office, or City Hall Revenue Dept.**

### **Reduced Service**

**Red and Orange routes DO NOT operate on Sundays, Memorial Day, 4th of July, and Labor Day. NO bus service on Thanksgiving, Christmas Day, and New Year's Day.**

**For “Real Time” information on service call us at 305-600-1455 or visit [www.kwtransit.com](http://www.kwtransit.com).**

**KWDoT is located at 627 Palm Avenue, Key West, FL 33040. For more information call 305-809-3910 or visit [www.keywestcity.com](http://www.keywestcity.com)**

**Please be aware that seasonal traffic, special events, weather, and other conditions beyond our control may affect bus schedule times.**

City of Key West Department of Transportation  
**RULES OF OPERATION**

1. **SAFETY, HEALTH, AND SECURITY** are our primary concerns.
2. The City of Key West reserves the right to refuse service based on concerns for safety, health, or security.
3. Please arrive at your stop 5 minutes prior to scheduled pick-up time.
4. **Drivers are NOT permitted to talk when the vehicle is moving.**
5. Drivers are **NOT** allowed to operate vehicle with passengers in front of the yellow STANDEE line or positioned in center line of vision for driver.
6. If you choose to stand you are responsible to move to the back of the bus and securely hold stanchion bars until vehicle **STOPS**.
7. Eating, drinking, smoking, loud conversation or music, profanity, sleeping, or being unaware of surroundings are **NOT** permitted in the vehicle.
8. Passengers must be courteous to drivers, **AND** drivers must be courteous to passengers.
9. Passengers **MUST** pay the proper fare as outlined in the official bus schedule. Reduced fares are available with proper photo ID card only. Passengers are required to show proper ID to driver each time they board bus.
10. Reduced fares apply to students under 21, seniors 60 and over, disabled, and active or retired military and dependents. **NO ID – NO REDUCED FARE.**
11. Passengers are permitted one (1) full route trip per fare paid.
12. Service is provided **ONLY** at designated bus stops (signs or shelters).
13. Video buttons are located on the farebox near the driver that will trigger the camera system to record an event. Passengers are encouraged to use this button if there is an emergency event aboard the bus or a dispute with a driver.
14. One (1) carry on items per passenger allowed; size not to exceed **18" X 36" X 16"** (lap size) and may be held in the passenger's lap or secured at the front of the bus in designated stowage areas based on availability, or under the passenger seat.
15. Children **under 10 MUST** be accompanied by a fare paying passenger over the age of 14. Children **under 5** receive **FREE** service with a **fare paying passenger over the age of 14**. Place small children on your lap if bus is full.
16. Only service animals are allowed on buses. Exceptions are allowed for lap size domesticated animals (bird, cat or other pet) that are properly contained in an approved animal carrying case and being transported for a necessary trip. The behavior of **the animal is the sole responsibility of the owner.**

## Lower Keys

### Northbound

#### **Key West**

Whitehead & Eaton  
Whitehead & Truman  
Simonton & United  
Smather's Beach  
Airport  
Northside Drive  
Kennedy Drive  
3200 Block Flagler  
VA Hospital

#### **Stock Island**

College Road  
Hurricane Hole  
US 1 / 3<sup>rd</sup> Street

#### **Boca Chica**

NAS / MM 8

#### **Rockland Key**

Across Video Store  
Across Calle Uno

#### **Big Coppitt**

Across Bobalu's  
FKAA / MM 10  
Geiger Key Rd.

#### **Saddlebunch**

Park Entrance

#### **Bay Point**

Baby's Coffee / MM 15

#### **Sugarloaf Key – Lower**

Across Sugarloaf Lodge / MM 17

#### **Sugarloaf Key – Upper**

Across Crane / School  
Across Mangrove Mama's

#### **Cudjoe Key**

Sheriff Station / MM 21  
Across Coco's Cantina  
Cutthroat Rd. / MM 20.5

#### **Summerland Key**

Mote Lab / MM 24.5  
Dion's / MM 25

#### **Ramrod Key**

FKAA / MM 27  
Past Tiki Bar

#### **Middle Torch Key**

Kings Cove Road

#### **Little Torch Key**

Dolphin Marina

#### **Big Pine Key**

Lobstertail Rd,  
Across CVS / MM 30  
Across Dion's

#### **Bahia Honda**

State Park Entrance

#### **Sunshine Key**

Across Park Entrance

#### **Marathon**

11<sup>th</sup> St.  
29<sup>th</sup> Street  
Park / Marina  
Home Depot  
Kmart / Publix / MM 50  
62<sup>nd</sup> Street  
71<sup>st</sup> Sea Grape Apts.  
Across Airport - 92<sup>nd</sup> Street  
106<sup>th</sup> Street

### Southbound

#### **Marathon**

Walgreens - 109<sup>th</sup> Street  
Airport  
68<sup>th</sup> St. Reef Club  
61<sup>st</sup> St. B&T Bank  
52<sup>nd</sup> St.

42nd St. Hobbs Park

FHP / School

28<sup>th</sup> Street

Coast Guard

Turn Key Marine

#### **Sunshine Key**

At Park Entrance

#### **Bahia Honda**

Across State Park

#### **Big Pine Key**

Dion's

CVS / MM 30

Medical Center

#### **Little Torch Key**

Across Dolphin Marina

#### **Middle Torch Key**

SR4A

#### **Ramrod Key**

Across Tiki Bar

Prior to Coral Ave / MM 27

#### **Summerland Key**

Across Dion's / MM 25

Across Mote Lab / MM 24.5

#### **Cudjoe Key**

Prior to Cutthroat Rd. / MM 20.5

Coco's Cantina

Across Sheriff Station / MM 21

#### **Sugarloaf Key – Upper**

Mangrove Mama's

Crane Blvd. at School

#### **Sugarloaf Key – Lower**

At Lodge / MM 17

#### **Bay Point**

Across Baby's Coffee

#### **Saddlebunch**

Across Park Entrance

#### **Big Coppitt**

Across Geiger Rd.

Across FKAA / MM 10

Bobalu's

#### **Rockland Key**

Calle Uno

Video Store

#### **Boca Chica**

NAS / MM 8

#### **Stock Island**

US 1 / 3<sup>rd</sup> Street

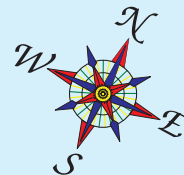
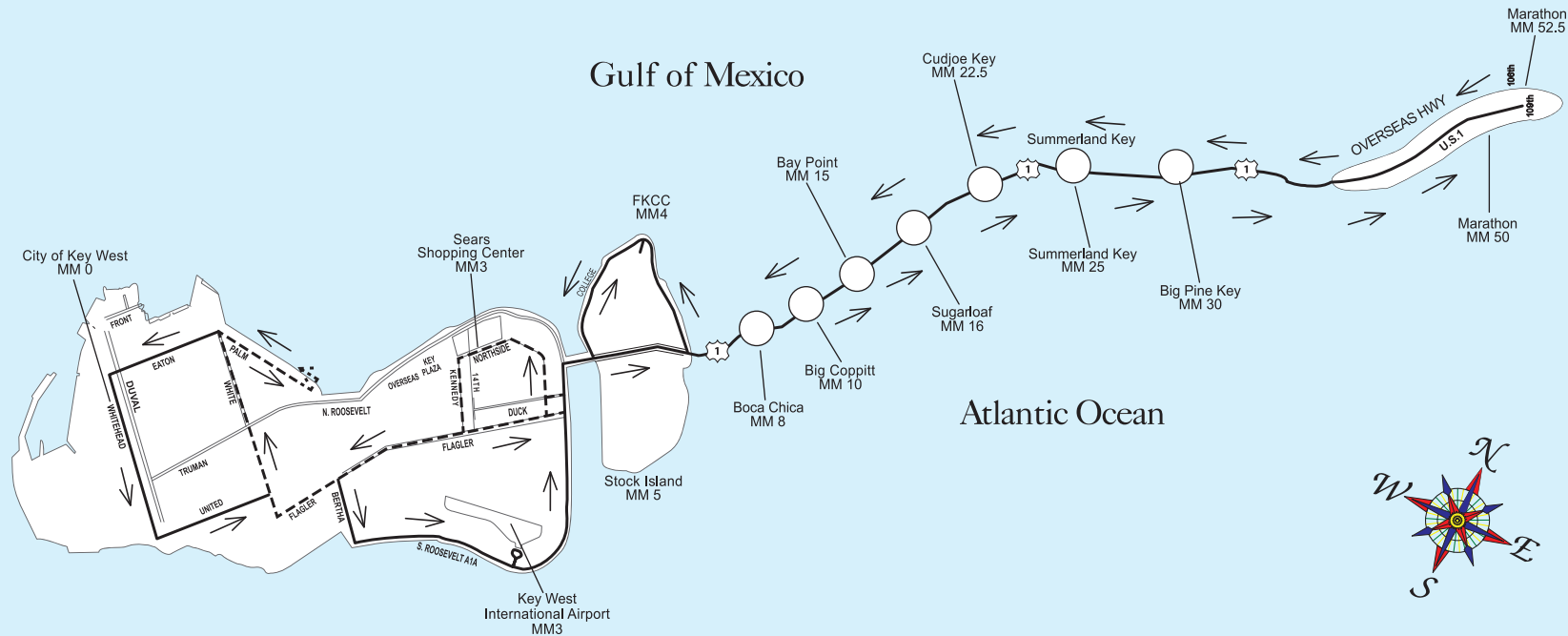
FKCC/Hospital

College Road

#### **Key West**

So. Roosevelt-Day's Inn  
Northside Drive  
Kennedy Drive  
Flagler Avenue  
White Street  
DoT - Palm Ave  
Eaton & White  
Whitehead & Eaton







## NORTHBOUND - LOWER KEYS SHUTTLE

For REAL TIME INFORMATION (305) 600-1455

Operates 7 days per week - Monday through Sunday

Depart																			Arrive
Whitehead Eaton	Simonton United	Bertha Atlantic	Smathers Beach	Airport	Northside Drive	Flagler So Roosevelt	FKCC (College Rd)	Stook Island 3rd @ US1	Boca Chica	Big Coppitt	Bay Point	Sugarloaf Key	Cudjoe Key	Summerland Key	Big Pine Key	Marathon Sombra Sch Rd	Marathon 62nd St	Marathon 92nd St	Marathon 109th St
MM 0	MM .05	MM 1	MM 2	MM 3	MM 3	MM 3	MM 4	MM 5	MM 8	MM 10	MM 15	MM 16	MM 22.5	MM 25	MM 30	MM 50	MM 51	MM 52	MM 52.5
			<b>5:40 AM</b>	5:46 AM	5:54 AM	6:00 AM	6:05 AM	6:11 AM	6:18 AM	6:25 AM	6:32 AM	6:39 AM	6:46 AM	6:53 AM	7:00 AM	7:26 AM	7:28 AM	7:30 AM	<b>7:33 AM</b>
<b>7:53 AM</b>	7:58 AM	8:04 AM	8:08 AM	8:14 AM	8:22 AM	8:28 AM	8:33 AM	8:39 AM	8:44 AM	8:49 AM	8:55 AM	9:02 AM	9:10 AM	9:18 AM	9:27 AM	9:53 AM	10:10 AM	10:12 AM	<b>10:15 AM</b>
<b>9:28 AM</b>	9:33 AM	9:39 AM	9:43 AM	9:49 AM	9:57 AM	10:03 AM	10:08 AM	10:14 AM	10:19 AM	10:24 AM	10:30 AM	10:37 AM	10:45 AM	10:53 AM	11:02 AM	11:28 AM	11:40 AM	11:42 AM	<b>11:45 AM</b>
<b>12:10 PM</b>	12:15 PM	12:21 PM	12:25 PM	12:31 PM	12:39 PM	12:45 PM	12:50 PM	12:56 PM	1:01 PM	1:06 PM	1:12 PM	1:19 PM	1:27 PM	1:35 PM	1:44 PM	2:10 PM	2:12 PM	2:14 PM	<b>2:17 PM</b>
<b>1:48 PM</b>	1:53 PM	1:59 PM	2:03 PM	2:09 PM	2:17 PM	2:23 PM	2:28 PM	2:34 PM	2:39 PM	2:44 PM	2:50 PM	2:57 PM	3:05 PM	3:13 PM	3:22 PM	3:48 PM	3:50 PM	3:52 PM	<b>3:55 PM</b>
<b>4:17 PM</b>	4:22 PM	4:28 PM	4:34 PM	4:40 PM	4:48 PM	4:54 PM	4:59 PM	5:05 PM	5:10 PM	5:15 PM	5:21 PM	5:28 PM	5:36 PM	5:44 PM	5:53 PM	6:19 PM	6:31 PM	6:33 PM	<b>6:36 PM</b>
<b>5:05 PM</b>	5:10 PM	5:16 PM	5:21 PM	5:27 PM	5:35 PM	5:41 PM	5:46 PM	5:54 PM	5:59 PM	6:04 PM	6:10 PM	6:17 PM	6:25 PM	6:33 PM	6:42 PM	7:08 PM	7:29 PM	7:31 PM	<b>7:34 PM</b>
<b>8:35 PM</b>	8:40 PM	8:46 PM	8:50 PM	8:56 PM	9:04 PM	9:10 PM	9:15 PM	9:21 PM	9:26 PM	9:31 PM	9:37 PM	9:44 PM	9:52 PM	10:00 PM	10:09 PM	10:35 PM	10:37 PM	10:39 PM	<b>10:42 PM</b>
<b>9:35 PM</b>	9:39 PM	9:45 PM	9:49 PM	9:55 PM	10:03 PM	10:09 PM	10:14 PM	10:20 PM	10:25 PM	10:30 PM	10:36 PM	10:43 PM	10:51 PM	10:59 PM	<b>11:08 PM</b>	11:34 PM	11:36 PM	11:38 PM	<b>11:41 PM</b>

Bold indicates route beginning or end time, a driver shift change or break period.

Portable or fold up bikes are permitted on the Lower Keys buses.



## SOUTHBOUND Lower Keys Bus Route

For REAL TIME INFORMATION (305) 600-1455

Operates 7 days per week - Monday through Sunday

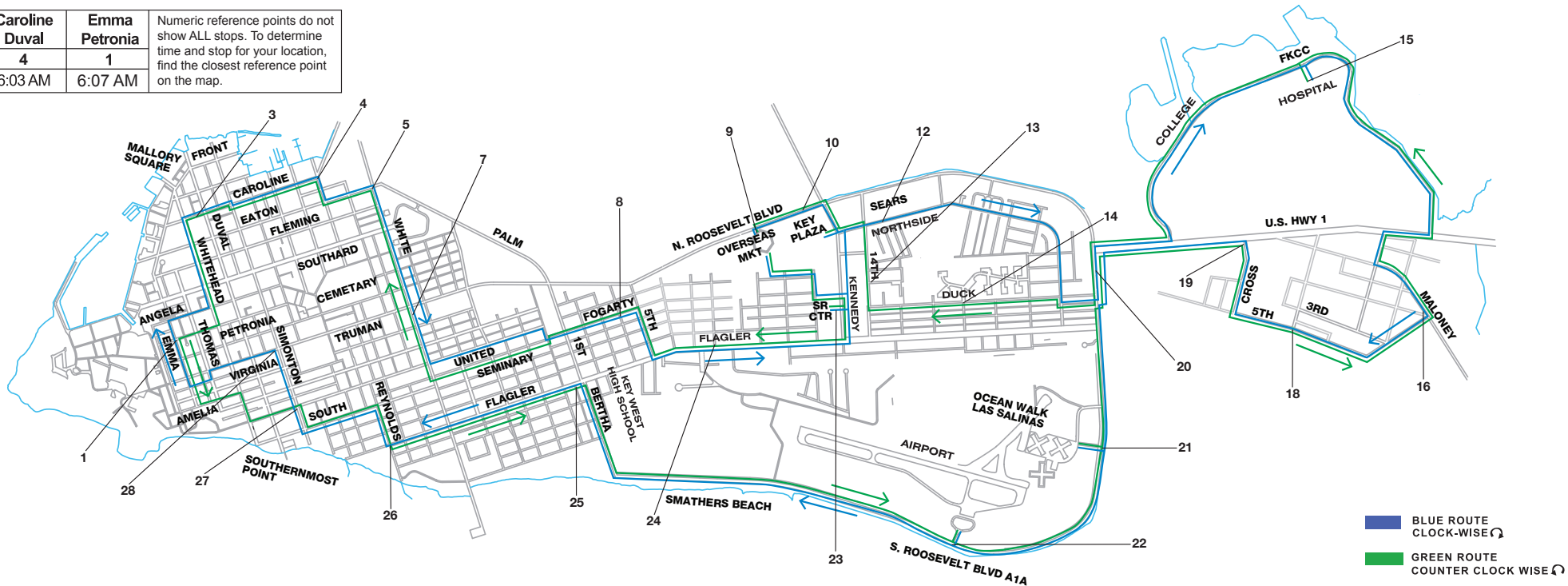
Depart																			Arrive
Marathon 109th St	Marathon 92nd St	Marathon 68th St	Sunshine Key CG	Bahia Honda	Big Pine Key	Summerland Key	Cudjoe Key	Sugarloaf Key	Bay Point	Big Coppitt	Boca Chica	FKCC (College Rd)	Northside Drive	Flagler Kennedy	Flagler 10th St	Flagler KWHS	White Petronia	DoT (Palm Ave)	Whitehead Eaton
MM 52.5	MM 52	MM 51.5	MM 39	MM 37	MM 30	MM 25	MM 22.5	MM 16	MM 15	MM 10	MM 8	MM 4	MM 3	MM 2.5	MM 2.5	MM 2.5	MM 2.5	MM2	MM 0
<b>6:00 AM</b>	6:02 AM	6:04 AM	6:18 AM	6:22 AM	6:30 AM	6:39 AM	6:47 AM	6:55 AM	7:02 AM	7:08 AM	7:13 AM	7:19 AM	7:29 AM	7:31 AM	7:34 AM	7:38 AM	7:44 AM	7:49 AM	<b>7:53 AM</b>
<b>7:34 AM</b>	7:36 AM	7:38 AM	7:52 AM	7:56 AM	8:04 AM	8:13 AM	8:21 AM	8:29 AM	8:36 AM	8:42 AM	8:47 AM	8:53 AM	9:00 AM	9:02 AM	9:03 AM	9:05 AM	9:09 AM	9:24 AM	<b>9:28 AM</b>
<b>10:16 AM</b>	10:18 AM	10:20 AM	10:34 AM	10:38 AM	10:46 AM	10:55 AM	11:03 AM	11:11 AM	11:18 AM	11:24 AM	11:29 AM	11:35 AM	11:42 AM	11:44 AM	11:45 AM	11:47 AM	11:51 AM	12:06 PM	<b>12:10 PM</b>
<b>11:49 AM</b>	11:51 AM	11:53 AM	12:07 PM	12:11 PM	12:19 PM	12:28 PM	12:36 PM	12:44 PM	12:51 PM	12:57 PM	1:02 PM	1:08 PM	1:15 PM	1:17 PM	1:18 PM	1:20 PM	1:24 PM	1:44 PM	<b>1:48 PM</b>
<b>2:35 PM</b>	2:37 PM	2:39 PM	2:53 PM	2:57 PM	3:05 PM	3:14 PM	3:22 PM	3:30 PM	3:37 PM	3:43 PM	3:48 PM	3:54 PM	4:01 PM	4:03 PM	4:04 PM	4:06 PM	4:10 PM	4:13 PM	<b>4:17 PM</b>
<b>3:56 PM</b>	3:58 PM	4:00 PM	4:14 PM	4:18 PM	4:26 PM	4:35 PM	4:43 PM	4:51 PM	4:58 PM	5:04 PM	5:09 PM	5:15 PM	5:22 PM	5:24 PM	5:25 PM	5:27 PM	<b>5:31 PM</b>	5:00 PM	<b>5:05 PM</b>
<b>6:39 PM</b>	6:41 PM	6:43 PM	6:57 PM	7:01 PM	7:09 PM	7:18 PM	7:26 PM	7:34 PM	7:41 PM	7:47 PM	7:52 PM	7:58 PM	8:05 PM	8:07 PM	8:08 PM	8:10 PM	8:14 PM	8:31 PM	<b>8:35 PM</b>
<b>7:35 PM</b>	7:37 PM	7:39 PM	7:53 PM	7:57 PM	8:05 PM	8:14 PM	8:22 PM	8:30 PM	8:37 PM	8:43 PM	8:48 PM	8:54 PM	9:01 PM	9:03 PM	9:04 PM	9:06 PM	9:10 PM	9:31 PM	<b>9:35 PM</b>
<b>10:43 PM</b>	10:45 PM	10:47 PM	11:01 PM	11:05 PM	<b>11:13 PM</b>	11:22 PM	11:30 PM	11:38 PM	11:45 PM	11:51 PM	11:56 PM	12:02 AM	<b>12:09 AM</b>						

Bold indicates route beginning or end time, a driver shift change or break period.

Note: Due to shift change for the PINK route bus - 5:31 pm loop does NOT serve downtown Key West, Beaches or Airport areas.

Portable or fold up bikes are permitted on the Lower Keys buses.

Caroline Duval	Emma Petronia	Numeric reference points do not show ALL stops. To determine time and stop for your location, find the closest reference point on the map.
4	1	
6:03 AM	6:07 AM	



## BLUE ROUTE

Operates 7 days per week

Clockwise Travel Pattern



**Outbound (Old Town / Downtown Key West to Stock Island via Flagler & Northside Drive)**

**Inbound (Stock Island to Old Town / Downtown Key West via South Roosevelt & Flagler)**

Truman Simonton	Emma Petronia	Caroline Duval	Caroline Grinnell	White Truman	Fogarty 4th	Senior Center	Overseas Market	Key Plaza	Northside Drive	South Roosevelt	Hospital Arrive
28	1	3	4	7	8	23	9	10	12	20	15
5:55 AM	6:00 AM	6:04 AM	6:07 AM	6:11 AM	6:19 AM	6:26 AM	6:31 AM	6:36 AM	6:39 AM	6:43 AM	6:48 AM
7:28 AM	7:33 AM	7:37 AM	7:40 AM	7:44 AM	7:52 AM	7:59 AM	8:04 AM	8:09 AM	8:12 AM	8:16 AM	8:21 AM
9:13 AM	9:18 AM	9:22 AM	9:25 AM	9:29 AM	9:37 AM	9:44 AM	9:49 AM	9:54 AM	9:57 AM	10:01 AM	10:06 AM
10:46 AM	10:51 AM	10:55 AM	10:58 AM	11:02 AM	11:10 AM	11:17 AM	11:22 AM	11:27 AM	11:30 AM	11:34 AM	11:39 AM
12:31 PM	12:36 PM	12:40 PM	12:43 PM	12:47 PM	12:55 PM	1:02 PM	1:07 PM	1:12 PM	1:15 PM	1:19 PM	1:24 PM
2:04 PM	2:09 PM	2:13 PM	2:16 PM	2:39 PM	2:47 PM	2:54 PM	2:59 PM	3:04 PM	3:07 PM	3:11 PM	3:16 PM
3:56 PM	4:01 PM	4:05 PM	4:08 PM	4:12 PM	4:20 PM	4:27 PM	4:32 PM	4:37 PM	4:40 PM	4:44 PM	4:49 PM
5:41 PM	5:46 PM	5:50 PM	5:53 PM	5:57 PM	6:05 PM	6:12 PM	6:17 PM	6:22 PM	6:25 PM	6:29 PM	6:34 PM
7:14 PM	7:19 PM	7:23 PM	7:26 PM	7:30 PM	7:38 PM	7:45 PM	7:50 PM	7:55 PM	7:58 PM	8:02 PM	8:07 PM

Hospital Depart	Maloney 2nd St	5th Ave 5th St	Cross St US 1	South Roosevelt	Oceanwalk Complex	Airport Beaches	Flagler First St	Flagler Reynolds	Simonton United	Truman Simonton
15	16	18	19	20	21	22	25	26	27	28
6:51 AM	6:56 AM	6:59 AM	7:01 AM	7:04 AM	7:08 AM	7:12 AM	7:17 AM	7:22 AM	7:25 AM	7:28 AM
8:36 AM	8:41 AM	8:44 AM	8:46 AM	8:49 AM	8:53 AM	8:57 AM	9:02 AM	9:07 AM	9:10 AM	9:13 AM
10:09 AM	10:14 AM	10:17 AM	10:19 AM	10:22 AM	10:26 AM	10:30 AM	10:35 AM	10:40 AM	10:43 AM	10:46 AM
11:54 AM	11:59 AM	12:02 PM	12:04 PM	12:07 PM	12:11 PM	12:15 PM	12:20 PM	12:25 PM	12:28 PM	12:31 PM
1:27 PM	1:32 PM	1:35 PM	1:37 PM	1:40 PM	1:44 PM	1:48 PM	1:53 PM	1:58 PM	2:01 PM	2:04 PM
3:19 PM	3:24 PM	3:27 PM	3:29 PM	3:32 PM	3:36 PM	3:40 PM	3:45 PM	3:50 PM	3:53 PM	3:56 PM
5:04 PM	5:09 PM	5:12 PM	5:14 PM	5:17 PM	5:21 PM	5:25 PM	5:30 PM	5:35 PM	5:38 PM	5:41 PM
6:37 PM	6:42 PM	6:45 PM	6:47 PM	6:50 PM	6:54 PM	6:58 PM	7:03 PM	7:08 PM	7:11 PM	7:14 PM
8:22 PM	8:27 PM	8:30 PM	8:32 PM	8:35 PM	8:39 PM	8:43 PM	8:48 PM	8:53 PM	8:56 PM	8:59 PM

**Bold indicates route beginning and end time. Bold & Italics indicate a shift change or break period.**

**For REAL TIME INFORMATION (305) 600-1455**

**This table is provided to assist with trip planning only; it is provided with reference points, and does NOT represent all bus stops on the City bus route system.**

## GREEN ROUTE

Operates 7 days per week

Counter Clockwise Travel Pattern



**Outbound (Old Town / Downtown Key West to Stock Island) via Flagler & South Roosevelt**

**Inbound (Stock Island to Old Town / Downtown Key West via Northside Drive & Flagler)**

Caroline Grinnell	Caroline Duval	Emma Petronia	Simonton United	Flagler First St	Airport Beaches	Oceanwalk Complex	South Roosevelt	Cross St US 1	5th Ave 5th St	Maloney 2nd St	Hospital Arrive
4	3	1	27	25	22	21	20	19	18	16	15
6:00 AM	6:03 AM	6:07 AM	6:11 AM	6:15 AM	6:19 AM	6:23 AM	6:26 AM	6:29 AM	6:32 AM	6:35 AM	6:40 AM
7:24 AM	7:27 AM	7:31 AM	7:35 AM	7:39 AM	7:43 AM	7:47 AM	7:50 AM	7:53 AM	7:56 AM	7:59 AM	8:04 AM
8:48 AM	8:51 AM	8:55 AM	8:59 AM	9:03 AM	9:07 AM	9:11 AM	9:14 AM	9:17 AM	9:20 AM	9:23 AM	9:28 AM
10:24 AM	10:27 AM	10:31 AM	10:35 AM	10:39 AM	10:43 AM	10:47 AM	10:50 AM	10:53 AM	10:56 AM	10:59 AM	11:04 AM
11:48 AM	11:51 AM	11:55 AM	11:59 AM	12:03 PM	12:07 PM	12:11 PM	12:14 PM	12:17 PM	12:20 PM	12:23 PM	12:28 PM
1:24 PM	1:27 PM	1:31 PM	1:35 PM	1:39 PM	1:43 PM	1:47 PM	1:50 PM	1:53 PM	1:56 PM	1:59 PM	2:04 PM
3:06 PM	3:09 PM	3:13 PM	3:17 PM	3:21 PM	3:25 PM	3:29 PM	3:32 PM	3:35 PM	3:38 PM	3:41 PM	3:46 PM
4:30 PM	4:33 PM	4:37 PM	4:41 PM	4:45 PM	4:49 PM	4:53 PM	4:56 PM	4:59 PM	5:02 PM	5:05 PM	5:10 PM
6:06 PM	6:09 PM	6:13 PM	6:17 PM	6:21 PM	6:25 PM	6:29 PM	6:32 PM	6:35 PM	6:38 PM	6:41 PM	6:46 PM
7:30 PM	7:33 PM	7:37 PM	7:41 PM	7:45 PM	7:49 PM	7:53 PM	7:56 PM	7:59 PM	8:02 PM	8:05 PM	8:10 PM
9:06 PM	9:09 PM	9:13 PM	9:17 PM	9:21 PM	9:25 PM	9:29 PM	9:32 PM	9:35 PM	9:38 PM	9:41 PM	9:46 PM

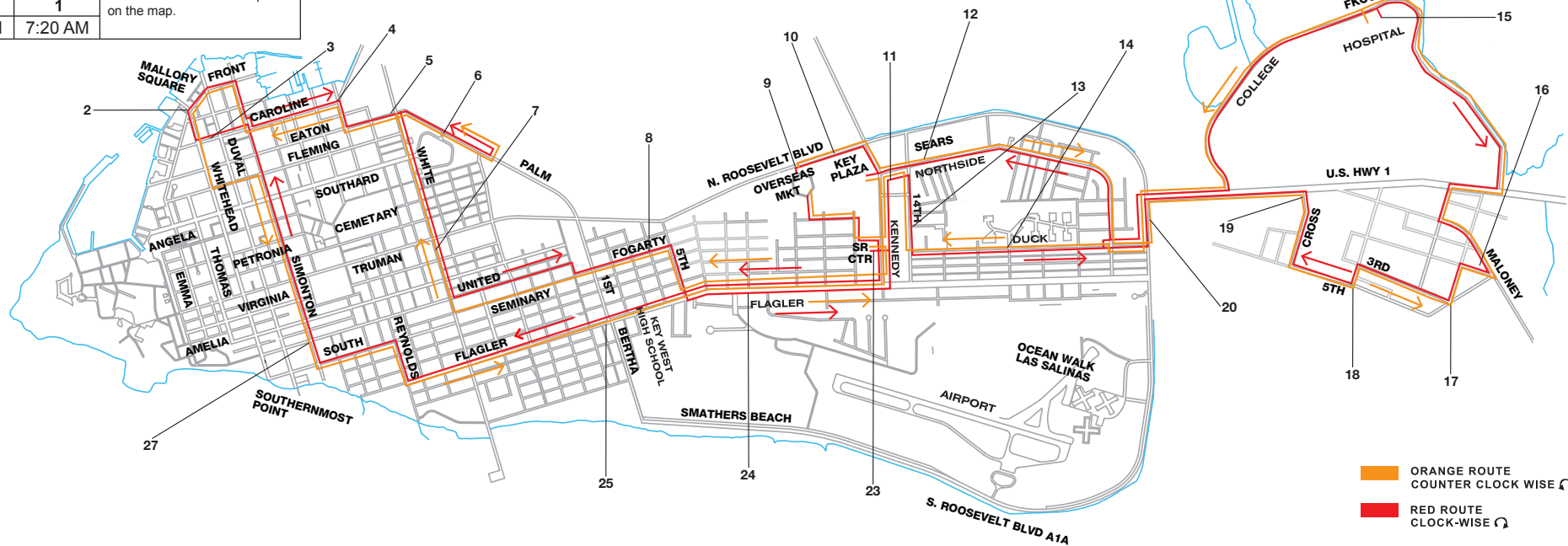
Hospital Depart	South Roosevelt	Duck 17th	14th St Stadium	Key Plaza	Overseas Market	Senior Center	Flagler 8th	Fogarty 4th	White Truman	Eaton White	Caroline Grinnell
15	20	14	13	10	9	23	24	8	7	5	4
6:43 AM	6:47 AM	6:50 AM	6:53 AM	6:58 AM	7:03 AM	7:08 AM	7:11 AM	7:14 AM	7:19 AM	7:22 AM	7:24 AM
8:07 AM	8:11 AM	8:14 AM	8:17 AM	8:22 AM	8:27 AM	8:32 AM	8:35 AM	8:38 AM	8:43 AM	8:46 AM	8:48 AM
9:43 AM	9:47 AM	9:50 AM	9:53 AM	9:58 AM	10:03 AM	10:08 AM	10:11 AM	10:14 AM	10:19 AM	10:22 AM	10:24 AM
11:07 AM	11:11 AM	11:14 AM	11:17 AM	11:22 AM	11:27 AM	11:32 AM	11:35 AM	11:38 AM	11:43 AM	11:46 AM	11:48 AM
12:43 PM	12:47 PM	12:50 PM	12:53 PM	12:58 PM	1:03 PM	1:08 PM	1:11 PM	1:14 PM	1:19 PM	1:22 PM	1:24 PM
2:07 PM	2:11 PM	2:14 PM	2:17 PM	2:22 PM	2:27 PM	2:32 PM	2:35 PM	2:38 PM	2:43 PM	3:04 PM	3:06 PM
3:49 PM	3:53 PM	3:56 PM	3:59 PM	4:04 PM	4:09 PM	4:14 PM	4:17 PM	4:20 PM	4:25 PM	4:28 PM	4:30 PM
5:25 PM	5:29 PM	5:32 PM	5:35 PM	5:40 PM	5:45 PM	5:50 PM	5:53 PM	5:56 PM	6:01 PM	6:04 PM	6:06 PM
6:49 PM	6:53 PM	6:56 PM	6:59 PM	7:04 PM	7:09 PM	7:14 PM	7:17 PM	7:20 PM	7:25 PM	7:28 PM	7:30 PM
8:25 PM	8:29 PM	8:32 PM	8:35 PM	8:40 PM	8:45 PM	8:50 PM	8:53 PM	8:56 PM	9:01 PM	9:04 PM	9:06 PM
9:49 PM	9:53 PM	9:56 PM	9:59 PM	10:04 PM	10:09 PM	10:14 PM	10:17 PM	10:20 PM	10:25 PM	10:28 PM	10:30 PM

**Bold indicates route beginning and end time. Bold & Italics indicate a shift change or break period.**

**For REAL TIME INFORMATION (305) 600-1455**

**This table is provided to assist with trip planning only; it is provided with reference points, and does NOT represent all bus stops on the City bus route system.**

Caroline Duval	Front St. Mallory Square	Numeric reference points do not show ALL stops. To determine time and stop for your location, find the closest reference point on the map.
3	1	
7:15 AM	7:20 AM	





## RED ROUTE

Operates 6 days per week / No Sunday Service

Clockwise Travel Pattern



**Outbound (Old Town / Downtown Key West to Stock Island via Flagler & Duck Avenue)**

Simonton United	Caroline Duval	Front St Mallory Sq	Caroline Grinnell	<i>DoT Palm Ave</i>	White Truman	Forgarty 4th	Kennedy & FKAA	14th St Stadium	Duck 17th	South Roosevelt	Hospital Arrive
27	3	2	4	6	7	8	11	13	14	20	15
						6:00 AM	6:06 AM	6:09 AM	6:12 AM	6:16 AM	6:22 AM
7:10 AM	7:15 AM	7:20 AM	7:24 AM	7:33 AM	7:37 AM	7:45 AM	7:51 AM	7:54 AM	7:57 AM	8:01 AM	8:10 AM
8:58 AM	9:03 AM	9:08 AM	9:12 AM	<b>9:33 AM</b>	9:37 AM	9:45 AM	9:51 AM	9:54 AM	9:57 AM	10:01 AM	10:07 AM
10:55 AM	11:00 AM	11:05 AM	11:09 AM	11:18 AM	11:22 AM	11:30 AM	11:36 AM	11:39 AM	11:42 AM	11:46 AM	11:55 AM
12:43 PM	12:48 PM	12:53 PM	12:57 PM	<b>1:18 PM</b>	1:22 PM	1:30 PM	1:36 PM	1:39 PM	1:42 PM	1:46 PM	1:55 PM
2:43 PM	2:48 PM	2:53 PM	2:57 PM	3:06 PM	3:10 PM	3:18 PM	3:24 PM	3:27 PM	3:30 PM	3:34 PM	3:43 PM
4:31 PM	4:36 PM	4:41 PM	4:45 PM	<b>5:06 PM</b>	5:10 PM	5:18 PM	5:24 PM	5:27 PM	5:30 PM	5:34 PM	5:43 PM
6:31 PM	6:36 PM	6:41 PM	6:45 PM	6:54 PM	6:58 PM	7:06 PM	7:12 PM	7:15 PM	7:18 PM	7:22 PM	7:28 PM

**Inbound (Stock Island to Old Town / Downtown Key West via Northside Drive & Flagler)**

Hospital Depart	Maloney 2nd St	3rd St 3rd Ave	5th Ave 5th St	Cross St US 1	South Roosevelt	Northside Drive	Key Plaza	Overseas Market	Senior Center	Flagler First St	Simonton United
15	16	17	18	19	20	12	10	9	23	25	27
6:22 AM	6:27 AM	6:30 AM	6:33 AM	6:35 AM	6:38 AM	6:42 AM	6:47 AM	6:52 AM	6:57 AM	7:04 AM	7:10 AM
8:10 AM	8:15 AM	8:18 AM	8:21 AM	8:23 AM	8:26 AM	8:30 AM	8:35 AM	8:40 AM	8:45 AM	8:52 AM	8:58 AM
10:07 AM	10:12 AM	10:15 AM	10:18 AM	10:20 AM	10:23 AM	10:27 AM	10:32 AM	10:37 AM	10:42 AM	10:49 AM	10:55 AM
11:55 AM	12:00 PM	12:03 PM	12:06 PM	12:08 PM	12:11 PM	12:15 PM	12:20 PM	12:25 PM	12:30 PM	12:37 PM	12:43 PM
1:55 PM	2:00 PM	2:03 PM	2:06 PM	2:08 PM	2:11 PM	2:15 PM	2:20 PM	2:25 PM	2:30 PM	2:37 PM	2:43 PM
3:43 PM	3:48 PM	3:51 PM	3:54 PM	3:56 PM	3:59 PM	4:03 PM	4:08 PM	4:13 PM	4:18 PM	4:25 PM	4:31 PM
5:43 PM	5:48 PM	5:51 PM	5:54 PM	5:56 PM	5:59 PM	6:03 PM	6:08 PM	6:13 PM	6:18 PM	6:25 PM	6:31 PM
7:28 PM	7:33 PM	7:36 PM	7:39 PM	7:41 PM	7:44 PM	7:48 PM	7:53 PM	7:58 PM	8:03 PM	8:10 PM	

Bold indicates route beginning and end time. Bold & Italics indicate a shift change or break period.

For REAL TIME INFORMATION (305) 600-1455

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## ORANGE ROUTE

Operates 6 days per week / No Sunday Service

Counter Clockwise Travel Pattern



**Outbound (Old Town / Downtown Key West to Stock Island via Flagler & Northside Drive)**

Caroline Grinnell	Front St Mallory Sq	Simonton United	Flagler First St	Senior Center	Overseas Market	Key Plaza	Northside Drive	Cross St US 1	3rd St 3rd Ave	Maloney 2nd St	Hospital Arrive
4	2	27	25	23	9	10	12	19	17	16	15
6:40 AM	6:45 AM	6:53 AM	6:58 AM	7:06 AM	7:11 AM	7:16 AM	7:22 AM	7:30 AM	7:35 AM	7:40 AM	7:45 AM
8:33 AM	8:38 AM	8:46 AM	8:51 AM	8:59 AM	9:04 AM	9:09 AM	9:15 AM	9:23 AM	9:28 AM	9:33 AM	9:38 AM
10:38 AM	10:43 AM	10:51 AM	10:56 AM	11:04 AM	11:09 AM	11:14 AM	11:20 AM	11:28 AM	11:33 AM	11:38 AM	11:43 AM
12:28 PM	12:33 PM	12:41 PM	12:46 PM	12:54 PM	12:59 PM	1:04 PM	1:10 PM	1:18 PM	1:23 PM	1:28 PM	1:33 PM
2:30 PM	2:35 PM	2:43 PM	2:48 PM	2:56 PM	3:01 PM	3:06 PM	3:12 PM	3:20 PM	3:25 PM	3:30 PM	3:35 PM
4:20 PM	4:25 PM	4:33 PM	4:38 PM	4:46 PM	4:51 PM	4:56 PM	5:02 PM	5:10 PM	5:15 PM	5:20 PM	5:25 PM
6:22 PM	6:27 PM	6:35 PM	6:40 PM	6:48 PM	6:53 PM	6:58 PM	7:04 PM	7:12 PM	7:17 PM	7:22 PM	7:27 PM

**Inbound (Stock Island to Old Town / Downtown Key West via Duck & Flagler Avenue)**

Hospital Depart	South Roosevelt	Duck 17th	14th St Stadium	Kennedy FKAA	Flagler 8th	Fogarty 4th	White Truman	<i>DoT Palm Ave</i>	Eaton White	Caroline Grinnell
15	20	14	13	11	24	8	7	6	5	4
7:45 AM	<b>7:54 AM</b>	7:57 AM	8:00 AM	8:03 AM	8:07 AM	8:11 AM	8:19 AM	8:28 AM	8:31 AM	8:33 AM
9:38 AM	<b>9:47 AM</b>	9:50 AM	9:53 AM	9:56 AM	10:00 AM	10:04 AM	10:12 AM	<b>10:33 AM</b>	10:36 AM	10:38 AM
11:43 AM	11:49 AM	11:52 AM	11:55 AM	11:58 AM	12:02 PM	12:06 PM	12:14 PM	12:23 PM	12:26 PM	12:28 PM
1:33 PM	1:39 PM	1:42 PM	1:45 PM	1:48 PM	1:52 PM	1:56 PM	2:04 PM	<b>2:25 PM</b>	2:28 PM	2:30 PM
3:35 PM	3:41 PM	3:44 PM	3:47 PM	3:50 PM	3:54 PM	3:58 PM	4:06 PM	4:15 PM	4:18 PM	4:20 PM
5:25 PM	5:31 PM	5:34 PM	5:37 PM	5:40 PM	5:44 PM	5:48 PM	5:56 PM	<b>6:17 PM</b>	6:20 PM	6:22 PM
7:27 PM	7:33 PM	7:36 PM	7:39 PM	7:42 PM	7:46 PM	7:50 PM	7:58 PM			

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