

April 2020

# FEDERAL TRANSIT ADMINISTRATION FY 2020 TITLE VI PROGRAM UPDATE

Central Florida Regional Transportation Authority  
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**FEDERAL TRANSIT ADMINISTRATION  
FY 2020 TITLE VI PROGRAM UPDATE**

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## 1.0 INTRODUCTION

Every three years, the Central Florida Regional Transportation Authority (LYNX) is required to submit a Title VI Program Update to the Federal Transit Administration (FTA), as the public transportation provider in Orange, Osceola, and Seminole counties. The Title VI Program Update is intended to demonstrate compliance with Federal Title VI requirements and ensure that transit services are equitably distributed and provided to all persons in the Central Florida region without regard to race, color, or national origin.

This Title VI Program Update for FY 2020-2022 has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, *"Title VI Requirements and Guidelines for Federal Transit Administration Recipients"* published on October 1, 2012.

### 1.1 Title VI Program Policy Statement

As a provider of public transportation whose employees have extensive daily contact with the public, LYNX recognizes its responsibility to the community it serves and is committed to a policy of non-discrimination. It is LYNX's policy that we work to ensure non-discriminatory transportation in support of our service philosophy to enhance the lives of our customers daily with pride, passion, and performance, as well as, the organizational mission to link our community by providing quality mobility options with innovation, integrity, and teamwork.

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

The Environmental Justice component of Title VI guarantees fair treatment for all people and allows LYNX to identify and address, as appropriate disproportionate and adverse effects of its program, policies, and activities on minority and low-income populations.

The three fundamental Environmental Justice concepts are to:

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

Desna Hunte, Manager of Compliance, has been designated as the LYNX Civil Rights Officer responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs. However, along with the Chief Executive Officer, all directors, managers, and their staff share in the responsibility for making LYNX Title VI Program a success. Implementation of the Title VI Program is given the same priority as compliance with all other legal obligations incurred by LYNX in its financial assistance agreements with the U.S. Department of Transportation (U.S. DOT).

To request a copy of the LYNX Title VI Program, please contact LYNX. Any person who believes that they have been denied a benefit, excluded from participation in, or discriminated against under Title VI has the right to file a formal complaint in writing to the Manager of Compliance, Desna Hunte, responsible for civil rights compliance and monitoring to ensure nondiscriminatory provision of transit services and programs.



File your formal complaint in writing to: Desna Hunte, Manager of Compliance, 455 N. Garland Avenue, Orlando, Florida 32801, email [dhunte@golynx.com](mailto:dhunte@golynx.com), or call (407) 841-2279 ext 6117. Please be sure to include your name, address, and how to contact you (phone number, email address, etc.) Complaints are documented in the Active Citizen Response System (ACR), logged, and tracked for investigation. Once the investigation is completed, the customer is notified of the outcome of the investigation. In addition, individuals and organizations may file a complaint with the FTA Office of Civil Rights by obtaining the complaint form from: [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html).

## 1.2 Major Accomplishments since the FY 2017 Title VI Plan Submittal

- LYNX hired a Chief of Innovation & Sustainability and Director for Mobility Services.
- The LYMMO Lime Line Bus Rapid Transit (BRT) line began revenue service in August 2017.
- The Kissimmee Connector began revenue service in January 2019.
- LYNX completed a System-Wide Origin & Designation Survey in FY 2017.
- LYNX released Fixed Route & NeighborLink Transit Mobile Applications in FY 2018.
- LYNX completed the SR 50 BRT Station Area Analysis Study in June 2019.
- LYNX completed the SR 436 BRT Study in January 2019.
- LYNX completed the planning and initial design phases for the Pine Hills Transit Center, anticipated to begin construction in 2020.
- LYNX completed the planning and initial design phases for the Florida Mall SuperStop and Rosemont SuperStop, anticipated to begin construction in 2020.
- LYNX completed a design-build project to expand LYNX Operations Center (LOC), anticipated to begin construction in 2020.
- LYNX purchased twenty-five 60' articulated buses which began service in August 2019.

## 1.3 Pending Financial Awards for FY 2020

For FY 2020, LYNX has received or is in the application process for the following federal grants:

- Currently in Process
  - FL 1091-2020-2 (\$1,961,233) – FTA Section 5339
  - FL 1091-2019-4 (\$3,033,137) - FTA Section 5310
  - FL 1091-2020-1 (\$7,102,130) - FTA Section 5307
- Awarded
  - FL-2020-006 (\$27,306,428) - FTA Section 5307

## 1.4 Checklists

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

### Checklists for all Recipients:

#### Provide Title VI Assurances

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

**Title VI Plan:** *Page 5*

**Develop Title VI Complaint Procedures and Complaint Form**

**Requirement:** Submit a copy of the LYNX procedures for filing a Title VI complaint.

**Title VI Plan:** Page 55

**Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits**

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

**Title VI Plan:** Page 56

**Promoting Inclusive Public Participation**

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

**Title VI Plan:** Page 6

**Provide Meaningful Access to LEP Persons**

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

**Title VI Plan:** Page 10

**Minority Representation on Planning and Advisory Bodies**

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

**Title VI Plan:** Page 13

**Monitoring Subrecipients**

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

**Title VI Plan:** Page 15

**Determination of Site or Location of Facilities**

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

**Title VI Plan:** Page 15

**Provide Additional Information Upon Request**

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

**Title VI Plan:** Page 15





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

**Set System-Wide Service Standards and Policies**

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

**Title VI Plan:** *Page 16*

**Collect and Report Demographic Data**

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

**Title VI Plan:** *Page 23*

**Evaluate Service and Fare Changes**

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

**Title VI Plan:** *Page 53*

**Monitor Transit Service**

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

**Title VI Plan:** *Page 50*



## 2.0 GENERAL REQUIREMENTS & GUIDELINES

As described in FTA Circular 4702.1B, the following information addresses Title VI general requirements.

### 2.1 Providing Title VI Assurances

A Title VI Notice to the Public must be displayed to inform a recipient's customers of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc. LYNX has posted the following Title VI Notice to the Public in their schedule book, terminals, administrative offices, and on their website, illustrated below in English and Spanish.

#### **Notifying the Public of Rights under Title VI**

##### **The Central Florida Regional Transportation Authority D/B/A LYNX**

LYNX operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with LYNX.

For more information on LYNX's civil rights program, and the procedures to file a complaint, contact [407-841-2279 ext. 6117](tel:407-841-2279), email [title6officer@golynx.com](mailto:title6officer@golynx.com), or visit our administrative office at 455 N. Garland Avenue, Orlando, Florida 32801. For more information, visit [www.golynx.com](http://www.golynx.com).

Inquiries or complaints related to Title VI may be sent in writing to LYNX Title VI Officer, 455 N. Garland Avenue, Orlando, Florida 32801.

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

If information is needed in another language, contact [407-841-2279](tel:407-841-2279).

#### **Notificando al Público de los Derechos Bajo el Título VI**

##### **The Central Florida Regional Transportation Authority D/B/A LYNX**

LYNX opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el título VI de los Civil Rights Act. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con LYNX.

Para más información sobre el programa derechos civiles de LYNX y los procedimientos para presentar una queja, contactenos al [407-841-2279 ext. 6117](tel:407-841-2279), ó escribanos a nuestro correo electrónico [title6officer@golynx.com](mailto:title6officer@golynx.com), ó visite nuestra oficina administrative en 455 N. Garland Avenue, Orlando, Florida 32801. Para más información, visite nuestra pagina informatica [www.golynx.com](http://www.golynx.com).

Preguntas o quejas relacionadas con título VI pueden enviarse por escrito al LYNX Title VI Officer, 455 N. Garland Avenue, Orlando, Florida 32801.

Se puede reclamar directamente con la Administración Federal de Tránsito una queja a la oficina de derechos civiles, atención: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Si se necesita información en otro idioma, comuníquese con el [407-841-2279](tel:407-841-2279).



## 2.2 Promoting Inclusive Public Participation

LYNX uses many different public involvement strategies, initiatives, and campaigns to ensure that the Central Florida public has complete, transparent, and equitable access to transit service, as further detailed in this section. Currently, LYNX uses the following public involvement activities to promote inclusive public participation and engage the public about all available services:

- Schedule meetings at convenient and accessible times for minority and Limited English Proficiency (LEP) communities.
- Coordinate with community and faith-based organizations, educational institutions and other organizations to implement public engagement strategies that elicit specifically members of affected minority and/or LEP communities.
- Utilize appropriate radio, television and newspaper ads that serve LEP and minority populations.
- Invoke public participation through personal interview when deemed necessary.

The current LYNX Public Participation Program, effective in January 2014, is available in **Appendix B**.

### **Public Notice Procedures**

LYNX completes a variety of public involvement activities to ensure a range of available opportunities for obtaining proper public input on the development and implementation of LYNX mobility services. There are two types of activities for which public notice procedures are established, as noted in the LYNX Public Participation Program:

1. *Activities that require public participation based on Federal and/or State regulations; and*
2. *Activities that LYNX desires public participation as part of its overall strategy to provide market-driven transportation services.*

As part of the public participation process, LYNX will publish a notice of the proposed activity(ies) in a newspaper of general circulation in English and Spanish, in compliance with *Executive Order 13166 Access to Services for Persons with LEP*. Notice will be published at least ten (10) days in advance of the time when the activity is to be implemented. The notice shall include, as noted in the LYNX Public Participation Program:

- *The proposed activity(ies);*
- *Address and business hours whereby information regarding the activity(ies) is available for public review;*
- *Availability of opportunities to verbally comment regarding one or more of the activities during the regularly scheduled Board Meeting and/or any special meeting;*
- *A period of time in which the public may comment on the proposed activity(ies);*
- *A contact address for the submission of written comments related to the activity(ies); and*
- *Contact information to arrange special accommodations.*

The notice will also be available on the LYNX website for translation into other languages. Translation will be completed as requested for vital documents and public notices. Based on data obtained from ridership surveys, notices will be developed and published in another language when that language is used by a minimum of 20 percent of the riders. Upon request, accommodation will be made for information or notices to be provided in additional languages other than English or Spanish, as well as other accessible formats in compliance with the Americans with Disabilities Act and LEP provisions.

Should the hearing be for the purpose of route reduction, LYNX may opt to assign staff, where appropriate and available, to act as “living alerts” and notify the public of the hearing and to distribute comment cards. This action is optional and is not part of the overall policy and procedure. Any public request for a hearing



or comment on a particular activity will have no bearing on implementation of any other activity(ies). Public comment on the activities will be considered in the entirety and will be packaged for the LYNX Board of Directors and presented by staff at a regularly scheduled meeting prior to final action on the activity(ies).

### **Public Hearing Guidelines**

LYNX is required to hold public hearings to solicit public comment for a variety of scenarios. Public hearings are subject to the same Public Notice Procedures as detailed above and in **Appendix B**. All public comments, written and oral, are presented to the LYNX Board of Directors at a regularly scheduled meeting before final action on the activity (ies) is taken. Public hearings are required:

1. *When required by Federal and State regulations;*
2. *When service reductions take place such that any of the following conditions are met:*
  - a. *An entire route or set of routes are eliminated except for planned service development or experimental service in existence for less than 2 years.*
  - b. *Any service reduction impacting more than 25 percent of an individual route's total revenue hours, as determined by the Service Planning Manager in coordination with the Title VI Officer.*
  - c. *Any service reduction impacting more than 25 percent of an individual route's total revenue miles, as determined by the Service Planning Manager in coordination with the Title VI Officer.*
  - d. *When passenger fares and/or fare media are proposed to be raised beyond current pricing levels. This includes all LYNX services requiring a fare.*
3. *Once annually to review the Program of Projects as part of the LYNX Transit Development Plan process.*

As part of this FY 2020 Title VI Program Update, three public hearings were held on the following dates/locations in the LYNX service area to provide an avenue for public input and comment. Details are provided in **Appendix C**:

- March 9, 2020 from 5:00 – 6:00 pm: Altamonte Springs City Hall
- March 10, 2020 from 5:00 – 6:00 pm: Kissimmee City Hall
- March 11, 2020 from 6:00 – 7:00 pm: LYNX Central Station

### **Fare Increase Guidelines**

When LYNX raises fixed route-based system adult fare, specific public involvement activities are required to ensure all system users have information about the fare increase. Once the fare modification process is initiated, LYNX must proceed with public notification of the proposed fare increase, along with Title VI requirements. These public notification activities include as noted in the LYNX Public Participation Program:

- *Prepare press release notices in English and Spanish*
- *Prepare on-board bus cards and on-board flyers for paratransit vehicles in English and Spanish*
- *Schedule a public hearing(s).*
- *Provide notice of public hearing(s) in accordance with the Public Notices Procedures section above.*
- *Hold public hearing(s) to gain input on fare increase.*

In addition to the required public involvement activities related to a fixed-route fare increase, LYNX may also choose to conduct other public involvement activities to solicit public comment and input, which may include the following, as noted in the LYNX Public Participation Program:

- *Organize public workshop(s) in communities affected by the fare increase.*



- *Make presentations to elected officials and local jurisdictions.*
- *Make presentations to business and community groups.*
- *Publicize the fare increase through marketing promotions on radio and television stations in English and Spanish.*

### **Service Reduction Guidelines**

When LYNX does the following to an individual route or set of routes, it is considered a “service reduction”, and requires specific public involvement activities to ensure all have information about the service reduction, as noted in the LYNX Public Participation Program:

- *Reduces revenue hours by more than 25 percent of an individual route’s total revenue hours.*
- *Reduces revenue miles by more than 25 percent of an individual route’s total revenue miles.*
- *Eliminates a route altogether, unless the route is a service development or experimental service or has not been in existence for more than 2 years.*

If any of the above activities impact more than 25 percent of an individual routes’ total revenue hours and/or total service miles, LYNX must proceed with the following public involvement activities, as noted in the LYNX Public Participation Program:

- *Prepare press release notices in English and Spanish*
- *Prepare on-board bus cards and on-board flyers for paratransit vehicles in English and Spanish*
- *Schedule a public hearing(s).*
- *Provide notice of public hearing(s) in accordance with the Public Notices Procedures section above.*
- *Hold public hearing(s) to gain input on service reduction.*

In addition to the required public involvement activities related to a service reduction, LYNX may also choose to conduct other public involvement activities to solicit public comment and input, which may include the following, as noted in the LYNX Public Participation Program:

- *Organize public workshop(s) in communities affected by the service reduction.*
- *Make presentations to elected officials and local jurisdictions.*
- *Make presentations to business and community groups.*
- *Publicize the service reduction through marketing promotions on radio and television stations in English and Spanish.*

### **Public Outreach Activities**

LYNX uses various forms of public involvement to tailor the outreach to the specific activity involved. Public outreach activities are designed to increase awareness of LYNX, determine public attitudes regarding the progress of the activity, and to gain public consensus and support for the importance of public transportation to the quality of life in the region. LYNX will seek to maintain a comprehensive and continuous public participation outreach effort to include, but not limited to:

1. **Annual Transit Development Plan (TDP)** – LYNX holds public workshops in all three service counties prior to the TDP finalization for major update years (every five years) to seek public input on the projects proposed for funding. On an annual basis in between the major update years, LYNX solicits public input on a minor TDP Update prepared through a newspaper advertisement and at regularly scheduled LYNX Board meetings.
2. **Human Services Transportation Plan (HSTP)** – As part of the HSTP development, LYNX holds stakeholder meetings and public workshops to seek public input. The most recent HSTP is available for review and comment on the LYNX Customer Service webpage.



3. **MPO Coordination** – LYNX participates with MetroPlan Orlando on a variety of public involvement activities, including continued representation on the MetroPlan Board, the Technical Advisory Committee (TAC), the Transportation Systems & Management (TSM&O) Committee, and in making presentations when appropriate to the Citizens Advisory Committee (CAC) or Municipal Advisory Committee (MAC). The list below identifies additional coordination between LYNX and MetroPlan but is not exhaustive as additional coordination occurs as needed for projects, including Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities subrecipient selection.)
  - a. **Transportation Improvement Plan (TIP)** – Annual coordination with MPO.
  - b. **Unified Planning Work Program (UPWP)** – Annual submission of the proposed planning projects to be funded in the UPWP.
  - c. **Metropolitan Transportation Plan (MTP)** – Participation and input into the development of a multi-modal transportation system.
  - d. **Transportation Disadvantaged Local Coordinating Board (TDLCB)** – As the Community Transportation Coordinator (CTC), LYNX participates in quarterly TDLCB meetings. The TDLCB evaluates the service levels, safety, and other issues of transit operations provided by ACCESS LYNX serving the elderly, people with disabilities, or otherwise disadvantaged citizens in Orange, Osceola, and Seminole counties. The public is given an opportunity to comment to the TDLCB about public transportation during the regularly scheduled meetings.
4. **Speaker's Bureau** – LYNX staff members may present to community groups, chambers of commerce, business organizations, elected officials, and neighborhood/community associations. Presentations may also be requested at large.
5. **Information Awareness Program** – LYNX runs marketing campaigns targeted toward promoting the LYNX image throughout the community to both riding and non-riding customers.
6. **LYNX Committees** – LYNX committees assist with obtaining governmental and citizen input on the agency's business. Outreach activities through committees are listed below but may also cease when committees are no longer in existence.
  - a. **Regional Working Group** – Planning members from funding partners review technical data and provide input to LYNX on transit-related issues such as service development and growth management. It also serves as a forum for LYNX staff to become more active with the local transportation development process.
7. **Annual Budget** – LYNX holds annual public workshops during Board meetings to engage citizens in an interactive process of balancing service needs with budget constraints. The public workshops provide a forum for the public to voice their needs and concerns and gather a better understanding of the LYNX budgeting process. LYNX will publish in a newspaper of general circulation, the regularly scheduled Board of Directors meeting at which time the proposed budget will be presented. The public will be given the opportunity at the Board of Directors meeting to comment on the proposed budget.
8. **Internet/Web Access** – LYNX provides an accessible website that provides information on LYNX services, policies, projects, upcoming modifications, job opportunities, and more. The LYNX website includes a Title VI statement and overview, procedures for filing a complaint, and the Title VI complaint form. LYNX staff responds to all email inquiries.
9. **Press Releases** – LYNX posts press releases on its website to announce service modifications, upcoming events, and public outreach activities.





10. **Social Media** – LYNX uses various social media feeds ([Facebook](#), [Twitter](#), [YouTube](#), and [Instagram](#)) to make announcements regarding service delays, service proposals, upcoming events, and public outreach activities.

In addition to the activities previously listed, LYNX has conducted major outreach efforts for several planning studies that have occurred since the 2017 Title VI Program Update submittal, including the development of the LYNX TDP (LYNX Forward), SR 50 BRT Station Area Analysis Study, SR 436 BRT Study, Pine Hills Transit Center, and Automated Vehicles (AV) Concept of Operations Study. Each of the planning studies conducted and currently underway use a unique public outreach process designed to reach the residents within the affected communities and/or target populations.

### **Targeted Outreach Activities**

During FY 2017-2019, LYNX engaged with the public through several targeted outreach activities as part of several planning projects:

- **SR 50 BRT Station Area Analysis Study**
  - **Public Meeting:** LYNX Central Station (3/12/2019)
- **SR 436 Transit Corridor Study**
  - **Pop-Up Meetings:** Gateway Orlando Rebranding Event (3/18/17), Semoran Block Party (4/1/17), Full Sail SCA Networking Summit (4/24/17), City of Casselberry Earth Fest (4/27/17), Casselberry Chamber of Commerce Business Expo (8/23/17), Winter Park Active Living Expo (9/23/17), Casselberry Latin Jazz and Art Festival (9/30/17), Baldwin Park First Friday (10/6/17), Bravo Supermarket (10/13/17, 6/20/18), Curry Ford SuperStop (10/18/17, 6/21/18), OIA SuperStop (10/26/17, 6/22/18), Fern Park SuperStop (11/1/17, 6/19/18), City of Casselberry Art and Music in the Park/Food Truck Bazaar (5/9/18, 6/8/18, 7/13/18), Altamonte Springs Rhythms at the Roost Festival (6/16/18), and Full Sail University (6/18/18).
  - **Public Workshops:** City of Orlando District 2 Neighborhood Leaders' Council (5/18/17), Gateway Orlando Guardian Public Safety Committee (6/1/17), and City of Orlando District 2 Workshop (7/17/18).
- **Pine Hills Transit Center**
  - **Meeting with Future Leaders United Students:** Maynard Evans High School (2/27/18, 3/13/18, and 3/27/18)
  - **Community Design Workshop 1:** Maynard Evans High School (4/21/18)
  - **Community Design Workshop 2:** Maynard Evans High School (12/11/18)

### **Public Comments**

LYNX solicits public input regarding mobility services, amenities, routing, fare structure, and fare media. In order to maximize the public's opportunity to comment and become part of the official public record, LYNX has implemented the following public comment procedure, as noted in the LYNX Public Participation Program:

1. *Public comment period will encompass the date of the initial advertisement and until 21 days after the date of the initial advertisement.*
2. *Comments will be afforded:*
  - a. *Via the LYNX website at [www.golynx.com](http://www.golynx.com).*
  - b. *In person at workshop(s) or hearing(s).*
  - c. *Via comment cards available in both English and Spanish.*
  - d. *To a Customer Service Representative by calling (407) 841-5969 during regular Customer Service business hours or TTY at (407) 423-0787 for our hearing-impaired customers.*



- e. Via regular mail or delivery service.
- f. Through electronic mail.
- 3. If part of an affected route or a particular service area is served by a population of 20 percent or more that speak a language other than English or Spanish, comment cards will be made available in that language.
- 4. LYNX staff, under the direction of the Chief Executive Officer (CEO), will compile and package all comments to be reviewed by the LYNX Board of Directors no later than one week prior to the LYNX Board of Directors meeting.
- 5. The public is also afforded the opportunity to comment on all proposed actions taken by the LYNX Board of Directors at their regularly scheduled meeting.

**Security**

The safety and security of the public and LYNX employees is taken very seriously, in day-to-day operations as well as public hearings and workshops. To circumvent any disruptive or potential harmful situations, LYNX will procure the services of an off-duty law enforcement officer or a LYNX safety officer at all public hearings. Law enforcement officers will be uniformed and will be from the law enforcement agency of the jurisdiction in which the hearing(s) is being held. LYNX safety officers will have badges identifying their role and may attend any LYNX-hosted meeting throughout the tri-county area.

**2.3 Providing Meaningful Access to LEP Persons**

LYNX continues to provide meaningful access for Limited English Proficiency (LEP) persons in Orange, Osceola, and Seminole counties, and uses a variety of public involvement methods to reach them. LYNX partners with community organizations and public-school systems to verify the latest statistics on the total enrolled number of LEP students and languages spoken. The geographic distribution of LEP populations throughout the LYNX Service Area is shown in Table 2.1 – there is a higher percentage of LEP populations in Osceola County as compared to Orange and Seminole County.

**Table 2.1 – LEP Population by County and LYNX Service Area (2013-2017 5-Year Estimates)**

Geographic Area	Total Population (Age 5 and Over)	LEP Population (Age 5 and Over)	% LEP Population (Age 5 and Over)	LEP Population within ¼ Mile of LYNX Service Area	% of Total Population within ¼ Mile of LYNX Service Area	% of LEP Population within ¼ Mile of LYNX Service Area
Orange County	1,209,706	427,445	35.3%	36,502	59.0%	8.5%
Osceola County	304,134	150,749	49.6%	2,490	75.9%	1.7%
Seminole County	425,452	89,732	21.1%	12,101	30.6%	13.5%
<b>Total</b>	<b>1,939,292</b>	<b>667,926</b>	<b>34.4%</b>	<b>51,093</b>	<b>55.4%</b>	<b>7.6%</b>

**Table 2.2 – Total LEP Population (2013-2017 5-Year Estimates)**

Total LEP Spanish Population	490,564
Total LEP Indo-European Population	108,687
Total LEP Asian-Pacific Island Population	50,663
Total LEP All Other Population	18,012
Total Population (Age 5 and Over)	1,939,292
Total LEP Population (Age 5 and Over)	667,926
Total LEP Population (%)	34.4%



**Four-Factor Analysis**

To ensure LYNX is providing meaningful access to LEP persons, the FTA *Four-Factor Analysis* will be performed.

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

On average, 34.4 percent of the population, age five and older, in Orange, Osceola, and Seminole counties speak a language other than English. The number and proportion of LEP persons within the LYNX service area was assessed by county using U.S. Census American Community Survey (ACS) 2013-2017 five-year estimates and includes the number of people over the age of five who do not speak English “very well” (as defined by the U.S. Census).

**LYNX has determined that all LEP patrons’ language needs are being sufficiently met, and there are no identified language barriers.** This plan documents the steps taken to provide assistance to LEP persons seeking meaningful access to LYNX programs and to identify any outstanding LEP needs that are not being met through LYNX’s existing public involvement programs.

**Factor 2 – The frequency with which LEP persons come into contact with the Agency’s programs, activities, and services.**

LYNX uses several methods of determining how many and how often LEP persons come in contact with the agency’s programs, activities, and services. Keeping track of language preferences enable the agency to better serve its customers and determine the percentage of LEP persons using LYNX services. LYNX tracks the number of website views in languages other than English, summarized in Table 2.3. Detail on language codes and website visit information is provided in **Appendix E**. As compared to website data from previous years, the number of overall website views between 2017-2019 increased. Of those, the website was most frequently viewed in English (2,318,944 views in American English and 109,068 views in English – UK), followed by 133,148 in Spanish, and 23,763 in Portuguese.

**Table 2.3 – Website Views by Language**

Language	2010-2012	2013-2016	2017-2019
English	1,104,468	785,969	2,318,944
English - UK	15,631	12,519	109,068
Spanish	12,777	8,688	133,148
Portuguese	11,203	9,050	23,763
Other	50,907	38,032	105,329
<b>Total</b>	<b>1,194,986</b>	<b>854,258</b>	<b>2,690,252</b>

LYNX tracks the number of people requesting translation of materials or at a public meeting, summarized in Table 2.4. Between January 1, 2017 and December 31, 2019, the greatest number of translation requests (for either materials or at a meeting) was for Spanish. **LYNX has determined that it is meeting the need for Spanish translation by providing system maps, on-board surveys, and public notices in both English and Spanish.**

**Table 2.4 – Translation Requests by Language**

Language	2017	2018	2019	Total
Spanish	6	352	49	<b>407</b>
French		1		<b>1</b>
Hungarian				<b>0</b>



Arabic				<b>0</b>
Russian				<b>0</b>
Greek				<b>0</b>
Portuguese	2	3		<b>5</b>
Czech				<b>0</b>
Serbian				<b>0</b>
Mandarin	1	2		<b>3</b>
Haitian Creole	2	7	3	<b>12</b>
Vietnamese		2	1	<b>3</b>
Farsi	1			<b>1</b>
Hindi	1			<b>1</b>
Polish		2		<b>2</b>
Tamil		1		<b>1</b>
Tagalog		2		<b>2</b>
<b>Total</b>	<b>11</b>	<b>367</b>	<b>53</b>	<b>431</b>

**Factor 3 – The importance of the programs, activities, and services to LEP persons.**

Due to the large share of Spanish-speaking persons in the LYNX service area, system maps, on-board surveys, and public notices are translated into Spanish. Customer service representatives are also available to provide assistance to customers who speak Spanish. The LYNX website has the ability to translate the pages into 71 different languages. Customers may also request translation services at LYNX meetings that are open to the public. Public notices that are published advertising the meetings include the contact information and timeline for requesting language services.

As part of its marketing efforts and advertising, LYNX attempts to appeal to riders from all language groups and socio-economic background in the LYNX service area through the use of radio and television advertisements in other languages, promotions in other languages, and input from LEP groups. **LYNX has determined that it is meeting the requirement for the promotion of program, activities, and services to LEP persons in its service area.**

**Factor 4 – The cost and resources available.**

LYNX strives to meet the language needs of the LEP populations within the LYNX service area in a cost-effective and resourceful manner. The following summarizes the available resources for LEP persons:

- **LYNX Website** – Using Google Translate, customers can visit the LYNX website translated into the language of their choice. LYNX monitors the number of website visits by language.
- **Printed Materials** – LYNX prints materials in English and Spanish and monitors the frequency of requests for materials in languages other than English.
- **Customer Service** – LYNX makes every effort to ensure that its customer service lines are staffed with persons who speak languages other than English.
- **Community Outreach** – LYNX makes available persons who can translate at community outreach meetings, as requested ahead of time by customers.
- **Customer Service Language Line** – LYNX offers a Language Line for customers who request a language not spoken by one of the available customer service representatives.



**LEP Resources**

Based on the current resources available, LYNX is providing the most cost-effective means of delivering LEP assistance in its service area. LYNX will continue to monitor the need for additional language assistance in Spanish or translation to new languages. If additional services are needed, LYNX will determine which of those services are most cost-effective and feasible for implementation based on the current and projected resources available.

**LEP Outreach Monitoring**

LYNX will continue to monitor the number of requests for information in a language other than English, the number of website views in languages other than English, the number of translation requests for materials and at public meetings.

**2.4 Minority Representation**

The LYNX Board of Directors (Board) is the official decision-making body for LYNX. The composition of the LYNX Board is defined in *Florida Statute 343.63*<sup>1</sup>, which includes one Commission member from each of the three (3) Seminole, Orange, and Osceola counties; the Mayor of the City of Orlando and the Florida DOT District Five Secretary. Since Board membership is determined by the election of these individuals to their various positions, LYNX does not have the ability to ensure adequate minority representation on the LYNX Board.

The LYNX Regional Working Group (RWG) is a non-elected working group of planning staff from LYNX, its funding partners, and their respective jurisdictions, however, LYNX has no control over the hiring practices of member jurisdictions to ensure minority presentation. Regular RWG members have the ability to send alternate representatives in their place to represent their jurisdictions’ interest. As of April 2020, the LYNX RWG membership is detailed in Table 2.5.

**Table 2.5 – LYNX RWG Racial Composition**

<b>Name</b>	<b>Agency</b>	<b>Race/Ethnicity</b>
Stephen Alianiello	reThink Your Commute	Caucasian
Luann Brooks	I-Drive Business Improvement District	Caucasian
Emily Brown	Central Florida Expressway Authority	Caucasian
Michael Cash	City of Sanford	Caucasian
Ashley Cornelison	City of Kissimmee	Caucasian
Teresa Correa	City of Oviedo	Hispanic
Bruce Detweiler	LYNX	Caucasian
Jeremy Dilmore	FDOT	Caucasian
Alena Dvornikova	LYNX	Caucasian
John Hambley	City of Kissimmee	Caucasian
Emily Hanna	City of Casselberry	Caucasian
Sarah Larsen	MetroPlan Orlando	Caucasian
Tara McCue	East Central Florida Regional Planning Council	Caucasian
Stanley McKinzie	Seminole County Public Schools Transportation	African American
Fred Milch	East Central Florida Regional Planning Council	Caucasian
Tomika Monterville	LYNX	African American
Myles O’Keefe	LYNX	Caucasian
Lee Pulham	Reedy Creek Improvement District	Caucasian
Jo Santiago	FDOT	Hispanic
Shad Smith	City of Longwood	Caucasian

<sup>1</sup> [http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&Search\\_String=&URL=0300-0399/0343/Sections/0343.63.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0300-0399/0343/Sections/0343.63.html)



Jane Tkach	LYNX	Caucasian
Irene Zhu	City of Altamonte Springs	Asian

In addition, LYNX participates with various MetroPlan Orlando committees. LYNX has no ability to ensure adequate representation of minorities on the MetroPlan Orlando committees; however, as the regional MPO, MetroPlan Orlando is required to ensure compliance with Civil Rights regulations.

## 2.5 Providing Assistance to Subrecipients

Through the competitive selection process, LYNX extends Federal financial assistance to subrecipients. The FY 2020 subrecipients are listed below along with the type of federal assistance received.

- Primrose Center, Inc. – Section 5310
- Seniors First, Inc. – Section 5310
- Osceola Council on Aging - Section 5310
- BrightStart Pediatrics, LLC - Section 5310
- Osceola ARC d.b.a The Opportunity Center - Section 5310
- Meals on Wheels, Etc. - Section 5310

By participating in LYNX programs, subrecipients are required to comply with the same Federal requirements as LYNX (the primary recipient), including Title VI requirements. Subrecipients are required to sign executed subrecipient agreements with LYNX and FTA. LYNX completes annual on-site monitoring visits at each subrecipient location to ensure funds are being used in accordance with the terms awarded and in compliance with Title VI requirements. While on-site, LYNX reviews the subrecipients’ audited financial records, invoices (and supporting documentation), and actual services provided, and compares information to submitted invoices to verify accuracy. In addition, LYNX reviews subrecipient vehicles for cleanliness and working wheelchair lifts. Each of the subrecipients are asked to provide the most current Title VI Policy and to show how the Title VI Statement is posted for customer awareness. LYNX continues to conduct annual on-site monitoring visits at subrecipients’ locations to ensure that the subrecipients are operating in compliance with the Federal requirements and the Title VI notice, complaint procedures, and complaint form are visible and available to clients.

The FY 2020 subrecipients will be provided scaled-down versions of the adopted and approved FY 2020 LYNX Title VI Program Update. The Subrecipient FY 2020 Title VI Program Update will include a notice to beneficiaries, complaint procedures, complaint form, public participation plan, and language assistance plan when appropriate. Subrecipients will be required to have their respective Board of Directors adopt the Title VI Plan and submit the signed plan with confirmation of Board approval to LYNX no later than April 1, 2020. The **Subrecipient FY 2020 Title VI Program Update** is presented in **Appendix F** and is available to be modified as necessary for subrecipients requiring additional elements, including language assistance plans.

## 2.6 Monitoring Subrecipients

After the award of financial assistance to subrecipients through the competitive selection process, LYNX is required to monitor that subrecipients remain fully compliant with the FTA and other regulatory programmatic requirements. Subrecipient Title VI Programs will be reviewed and monitored for ongoing compliance. Appropriate review for storage and retention of Title VI Programs and records will be communicated and enforced. Upon request, any complaints of discrimination relative to the subrecipients shall be submitted to LYNX or other appropriate authority.

## 2.7 Determination of Site or Location of Facilities





Since the Title VI Program Update submission in 2017, LYNX has been undergoing the planning and design process for the Pine Hills Transit Center in Orlando. As part of the land acquisition process, a Title VI Program equity analysis was conducted to ensure the project location was selected without regard to race, color, or national origin.

## 2.9 Providing Staff Training for Title VI/LEP

LYNX does not currently provide staff training for Title VI/LEP but will begin the development of targeted training for the next program update.

## 2.8 Providing Additional Information Upon Request

LYNX shall provide and comply with any and all requests for additional information from FTA.

## 2.9 Board Approval of Title VI Documentation

As required by FTA, the LYNX Board of Directors approved this Title VI Program Update at the March 26, 2020 board meeting. Documentation of the approval is presented in **Appendix D**.



## 3.0 REQUIREMENTS & GUIDELINES FOR FIXED ROUTE TRANSIT PROVIDERS

### 3.1 Introduction

Chapter IV of FTA Circular 4702.1B provides program specific guidance for recipients that operate 50 or more fixed-route vehicles in peak service and are located in a geographic area with a population of 200,000 or greater. LYNX meets the threshold for fixed-route transit providers that are required to meet all requirements documented in Chapter IV of the circular (i.e., setting service standards and policies, collecting and reporting data, monitoring transit service, and evaluating fare and service changes).

### 3.2 Implementation

Service standards and policies have been set for each fixed-route mode of service operated by LYNX, including local fixed-route bus, FastLink express bus service designed to provide quicker service by reducing stops along specific corridors, LYMMO (free downtown Orlando BRT circulator), NeighborLink (flex-service aimed to make it easier for residents living in less-populated areas to make use of both local transportation and LYNX’ local bus system), and Access LYNX paratransit demand response service.

### 3.3 System-Wide Service Standards and Policies

LYNX has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold. Quantitative standards for vehicle load, vehicle headways, on-time performance, and service availability are listed below.

#### Vehicle Load

Vehicle load measures the number of passengers on a bus at a given time. The average of all vehicle loads during the off-peak period should not exceed the vehicle’s seating capacity with no standees. For peak periods, the average vehicle load should not exceed 1.25 passengers per seat during the peak hour. Routes which are experiencing capacity issues for two consecutive trips may be candidates for articulated buses within that service block rather than increased frequency. FastLink express bus service is planned to allow for no standees at all times. The vehicle load on paratransit vehicles will not exceed the seating capacity. Table 3.1 presents the vehicle load standards for each mode operated by LYNX.

**Table 3.1 – Vehicle Load Standards (Average Passenger Capacities)**

LYNX Service Mode	Vehicle	Seated Capacity	Standing Capacity – Off Peak	Standing Capacity –Peak	Maximum Vehicle Load – Off-Peak	Maximum Vehicle Load – Peak	Maximum Load Factor - Peak
Local Bus	29’ Diesel	28	0	7	28	35	1.25
	35’ Diesel/Hybrid	32	0	8	32	40	1.25
	40’ Diesel	40	0	10	40	50	1.25
	40’ CNG	38	0	9.5	38	47.5	1.25
	60’ CNG	61	0	15.25	61	76.25	1.25
LYMMO BRT	35’ Hybrid	32	0	8	32	40	1.25
Fast Link	40’ Diesel	40	0	0	40	40	1.00
	40’ CNG	38	0	0	38	38	1.00
	60’ CNG	61	0	0	61	61	1.00
NeighborLink	Cutaway	14	0	3.5	14	17.5	1.25
Access LYNX	Cutaway	14	0	0	14	14	1.00



### **Vehicle Headways**

Vehicle headways refers to how often a bus will server a route throughout the day. LYNX has adopted the following performance standards for each of the modes provided:

- Local bus service should be scheduled with headways of not more than 60 minutes but with a goal of 30 minutes or better.
- NeighborLink service should operate at a minimum headway of one hour.
- FastLink express bus service should be scheduled based on the demand of a FastLink route or the combined FastLink and local bus service demand.
- BRT service should be scheduled with headways of 15 minutes or better.
- ACCESS LYNX paratransit service operates the same hours that the fixed-route bus system is in operation. Vehicle headways will vary depending on the scheduled trips.

Additionally, LYNX has adopted standards for when service may be improved or enhanced based on demand or when the above service guidelines are exceeded.

- Expansion of the span of service for all modes should occur when ridership is such that it begins to exceed the off-peak service standard in the first or last hours of service.
- Routes which are experiencing capacity issues for a single trip should be candidates for articulated buses rather than increased headway frequency.
- If plug buses are used more than twice in one week or more than three times in one month to address crowding, a route should be examined for enhanced headways.

Table 3.2 presents the service span and frequency of service for each of the existing LYNX routes. As shown in Table 3.2, 40 percent of LYNX routes operate with peak weekday headways of 60 minutes, 31 percent have peak weekday headways of 30 minutes, and six percent operate at 15 minutes. Approximately 11 percent of the routes operate with trips only in the morning and afternoon periods. Ten percent of the routes do not operate on Saturday, while 38 percent do not operate on Sunday or Holidays.

- 15-Minute Peak Weekday Headways: 6 percent
- 30-Minute Peak Weekday Headways: 31 percent
- 60-Minute Peak Weekday Headways: 40 percent
- More than 60-Minute Peak Weekday Headways: 23 percent
- Do Not Operate on Saturday: 10 percent
- Do Not Operate on Saturday, Sunday, or Holidays: 38 percent



**Table 3.2 – Vehicle Headways and Service Spans by Route**

Route	Weekday Peak Headway	Weekday Off-Peak Headway	Saturday Headway	Sunday Headway	Weekday Start	Weekday End	Saturday Start	Saturday End	Sunday Start	Sunday End
1	60 min	60 min	60 min	*	6:15 am	9:56 pm	6:25 am	10:02 pm	*	*
3	60 min	60 min	60 min	60 min	5:22 am	10:27 pm	5:25 am	10:27 pm	5:15 am	8:12 pm
6	60 min	60 min	60 min	*	6:00 am	8:51 pm	6:05 am	7:49 pm	*	*
7	60 min	60 min	60 min	60 min	5:00 am	11:52 pm	5:00 am	12:30 am	5:15 am	8:34 pm
8	12-15 min	30-60 min	15-30 min	15-30 min	4:43 am	3:02 am	4:45 am	1:19 am	4:45 am	10:32 pm
9	60 min	60 min	60 min	60 min	5:45 am	12:33 am	6:00 am	9:45 pm	5:40 am	8:07 pm
10	30 min	30 min	60 mi	60 min	4:00 am	10:47 pm	4:00 am	10:43 pm	5:00 am	10:43 pm
11	30 min	30 min	30 min	60 min	4:15 am	12:04 am	4:15 am	11:04 pm	5:45 am	9:04 pm
13	60 min	60 min	60 min	60 min	5:30 am	11:56 pm	5:30 am	11:57 pm	6:10 am	9:52 pm
15	30 min	60 min	30-60 min	60 min	4:50 am	11:59 pm	4:45 am	10:59 pm	5:15 am	9:56 pm
18	60 min	60 min	60 min	*	4:25 am	11:02 pm	4:40 am	11:03 pm	*	*
20	60 min	60 min	60 min	60 min	4:50 am	10:40 pm	4:50 am	10:40 pm	5:45 am	8:29 pm
21	30 min	60 min	30-60 min	60 min	4:30 am	1:34 am	4:30 am	1:32 am	5:00 am	10:02 pm
23	60 min	60 min	60 min	*	5:35 am	9:05 pm	6:35 am	9:04 pm	*	*
24	60 min	60 min	60 min	60 min	6:00 am	6:29 pm	6:00 am	6:25 pm	6:35 am	6:25 pm
25	30 min	60 min	30-60 min	60 min	4:45 am	10:21 pm	5:15 am	10:22 pm	5:00 am	9:50 pm
26	30 min	60 min	30-60 min	60 min	5:10 am	9:44 pm	5:15 am	9:48 pm	6:00 am	9:38 pm
28	30 min	60 min	60 min	60 min	4:15 am	12:17 am	4:45 am	10:05 pm	4:45 am	8:02 pm
29	30 min	60 min	60 min	60 min	4:30 am	1:13 am	5:15 am	10:34 pm	5:15 am	8:30 pm
34	30 min	60 min	60 min	60 min	5:30 am	10:08 pm	6:15 am	8:54 pm	6:50 am	8:23 pm
36	30 min	60 min	30-60 min	60 min	4:54 am	11:44 pm	4:54 am	9:42 pm	6:15 am	7:40 pm
37	30 min	60 min	30-60 min	60 min	4:45 am	11:13 pm	5:00 am	11:15 pm	5:00 am	11:10 pm
38	20 min	60 min	20-60 min	20-60 min	6:00 am	7:00 pm	6:00 am	7:03 pm	6:00 am	6:53 pm
40	60 min	60 min	60 min	60 min	4:00 am	1:23 am	4:25 am	1:31 am	5:45 am	8:33 pm
42	30 min	30 min	30 min	30 min	4:43 am	12:30 am	4:58 am	12:21 am	5:10 am	11:07 pm
44	60 min	60 min	60 min	*	5:07 am	9:09 pm	5:07 am	9:05 pm	*	*
45	30 min	60 min	60 min	*	5:00 am	9:09 pm	5:40 am	8:10 pm	*	*
46E	30 min	60 min	60 min	*	5:30 am	7:30 pm	6:20 am	7:09 pm	*	*
46W	30 min	60 min	60 min	60 min	5:21 am	9:45 pm	6:05 am	10:02 pm	6:25 am	7:53 pm

\* This route does not provide service during this time frame.



**Table 3.2, continued – Vehicle Headways and Service Spans by Route**

Route	Weekday Peak Headway	Weekday Off-Peak Headway	Saturday Headway	Sunday Headway	Weekday Start	Weekday End	Saturday Start	Saturday End	Sunday Start	Sunday End
48	30 min	60 min	60 min	60 min	3:50 am	12:11 am	4:35 am	10:13 pm	4:35 am	8:17 pm
49	30 min	60 min	60 min	60 min	4:17 am	12:45 am	4:50 am	10:51 pm	4:45 am	8:53 pm
50	20 min	30 min	30 min	30 min	5:15 am	12:53 am	5:15 am	1:02 am	5:15 am	12:55 am
51	60 min	60 min	60 min	60 min	5:15 am	11:01 pm	5:15 am	11:02 pm	5:15 am	8:58 pm
54	60 min	60 min	60 min	**	5:25 am	8:23 pm	5:20 am	8:20 pm	**	**
55	30 min	30 min	30 min	30 min	5:15 am	10:25 pm	5:15 am	10:28 pm	5:15 am	10:28 pm
56	30 min	30 min	30 min	30 min	4:02 am	12:05 am	5:30 am	12:07 am	5:30 am	12:08 am
57	60 min	60 min	60 min	**	5:20 am	9:31 pm	5:15 am	9:16 pm	**	**
58	30 min	30 min	30 min	30 min	6:29 am	11:43 pm	6:29 am	11:43 pm	6:29 am	11:43 pm
60	6-20 min	15-20 min	15-20 min	15-20 min	6:00 am	10:45 pm	10:00 am	10:45 pm	10:00 am	10:00 pm
61	6-20 min	15-20 min	15-20 min	15-20 min	6:00 am	10:40 pm	10:00 am	10:40 pm	10:00 am	10:00 pm
62	6-20 min	15-20 min	15-20 min	15-20 min	6:00 am	10:45 pm	10:00 am	10:45 pm	10:00 am	10:00 pm
63	6-20 min	15-20 min	15-20 min	15-20 min	6:00 am	10:40 pm	10:00 am	10:40 pm	10:00 am	10:00 pm
102	15 min	60 min	60 min	60 min	4:30 am	12:31 am	4:45 am	11:28 pm	5:15 am	10:31 pm
103	20 min	60 min	30 min	60 min	5:05 am	10:46 pm	5:15 am	10:40 pm	5:40 am	8:07 pm
104	30 min	60 min	30-60 min	60 min	4:35 am	11:00 pm	5:10 am	11:05 pm	5:05 am	9:04 pm
105	30 min	60 min	30-60 min	60 min	5:05 am	11:43 pm	5:07 am	11:43 pm	5:05 am	9:47 pm
106	30 min	60 min	30-60 min	60 min	4:25 am	12:35 am	4:45 am	10:26 pm	4:45 am	8:40 pm
107	30 min	60 min	30-60 min	30-60 min	4:15 am	2:01 am	4:45 am	11:03 pm	4:45 am	10:27 pm
108	30 min	30 min	30 min	30 min	4:30 am	1:27 am	4:40 am	10:47 pm	4:45 am	10:19 pm
111	30 min	60 min	60 min	60 min	5:15 am	11:22 pm	5:30 am	11:14 pm	5:30 am	11:15 pm
125	20 min	30-60 min	30 min	30 min	4:25 am	1:31 am	4:15 am	1:30 am	4:45 am	9:32 pm
155	30 min	30 min	**	**	5:20 am	7:37 pm	**	**	**	**
300	*	*	*	*	6:30 am	5:59 pm	6:30 am	5:59 pm	6:30 am	5:59 pm
301	*	*	*	*	6:04 am	6:28 pm	6:08 am	6:23 pm	6:08 am	6:23 pm
302	*	*	*	*	5:48 am	6:33 pm	5:51 am	6:29 pm	5:51 am	6:29 pm
303	*	*	*	*	6:10 am	6:14 pm	6:10 am	6:14 pm	6:10 am	6:14 pm
304	*	*	*	*	6:08 am	6:27 pm	6:11 am	6:29 pm	6:11 am	6:29 pm
305	*	*	*	*	6:03 am	7:22 am	6:03 am	7:22 am	6:03 am	7:22 am

\* This route has irregular headways.

\*\* This route does not provide service during this time frame.



**Table 3.2, continued – Vehicle Headways and Service Spans by Route**

Route	Weekday Peak Headway	Weekday Off-Peak Headway	Saturday Headway	Sunday Headway	Weekday Start	Weekday End	Saturday Start	Saturday End	Sunday Start	Sunday End
306	*	*	*	*	6:12 am	6:24 pm	6:17 am	6:10 pm	6:17 am	6:10 pm
313	60 min	60 min	60 min	60 min	6:40 am	7:44 pm	7:40 am	7:25 pm	**	**
319	30 min	60 min	30-60 min	60 min	4:30 am	1:00 am	4:30 am	12:01 am	5:02 am	8:05 pm
320	*	*	**	**	5:56 am	6:35 pm	**	**	**	**
405	60 min	60 min	60 min	60 min	4:45 am	12:51 am	4:45 am	8:58 pm	4:45 am	8:08 pm
407	60 min	60 min	60 min	**	5:30 am	8:32 pm	5:30 am	8:20 pm	**	**
418	60 min	60 min	60 min	**	6:00 am	8:44 pm	5:30 am	8:20 pm	**	**
426	60 min	60 min	60 min	**	5:00 am	10:52 pm	5:00 am	10:53 pm	**	**
434	60 min	60 min	60 min	**	5:15 am	9:26 pm	5:25 am	9:31 pm	**	**
436N	30 min	30 min	30 min	30 min	4:30 am	12:58 am	4:30 am	12:38 am	6:50 am	9:32 pm
436S	30 min	30 min	30 min	60 min	4:00 am	11:54 pm	4:00 am	11:57 pm	5:25 am	11:16 pm
441	60 min	60 min	**	**	6:00 am	7:06 pm	**	**	**	**
443	60 min	60 min	60 min	60 min	5:15 am	8:51 pm	5:15 am	9:00 pm	6:15 am	6:02 pm
601	*	*	*	**	6:00 am	7:10 pm	6:00 am	7:10 pm	**	**
604	*	*	**	**	5:40 am	9:45 pm	**	**	**	**
611	*	*	*	**	5:40 am	7:50 pm	5:40 am	7:50 pm	**	**
612	*	*	*	**	5:45 am	7:25 pm	6:00 am	7:10 pm	**	**
613	*	*	*	**	6:15 am	7:25 pm	6:15 am	7:25 pm	**	**
621	*	*	*	**	5:25 am	7:40 pm	5:25 am	7:40 pm	**	**
622	*	*	*	**	5:54 am	7:20 pm	6:04 am	7:25 pm	**	**
631	*	*	**	**	5:55 am	10:15 pm	**	**	**	**
632	*	*	**	**	5:55 am	10:15 pm	**	**	**	**
641	*	*	*	**	6:05 am	7:15 pm	6:05 am	7:15 pm	**	**
651	*	*	*	**	5:00 am	8:55 pm	5:00 am	8:55 pm	**	**
652	*	*	**	**	6:35 am	7:00 pm	**	**	**	**
709	30 min	30 min	**	**	6:30 am	8:09 pm	**	**	**	**

\* This route has irregular headways.

\*\* This route does not provide service during this time frame.





**On-Time Performance**

The on-time performance standard for all modes operated by LYNX is measured by arriving no earlier than scheduled and no later than 5 minutes after scheduled. Routes which are in the bottom ten percent for this metric should be examined for further improvements. Table 3.3 illustrates the on-time performance standard by mode.

**Table 3.3 – On-Time Performance Standards\***

Mode	On-Time Performance Measure Percent	On-Time Performance Measure (Time)
Local Bus	95%	5 or more minutes late or 1 or more minutes early
FastLink	95%	5 or more minutes late or 1 or more minutes early
Bus Rapid Transit	95%	5 or more minutes late or 1 or more minutes early
NeighborLink	95%	5 or more minutes late or 1 or more minutes early
Paratransit	95%	30 minutes late or early with drop-off time maintained to schedule

\* Sourced from Bruce Detweiler, LYNX Service Planning Manager.

**Service Availability**

Service availability refers to span of service throughout the day and distance between routes. LYNX has adopted the following service guidelines for Service Availability:

- Base hours of service for local bus and BRT service is between 6 AM and 10 PM on weekdays.
- Base hours for NeighborLink are Monday through Saturday, from 5:30 AM to 8 PM.
- Base hours for FastLink service are Monday through Friday, from 6:30 AM to 7:00 PM.
- ACCESS LYNX paratransit service should be scheduled between the same hours that the fixed-route bus system is in operation.
- Expansion of the span of service should occur when ridership is such that it begins to exceed the off-peak service guideline in the first or last hour of service.
- Routes should be scheduled so that the wait time for transferring passengers is no more than ½ the headway of the connecting service.
- Routes should be spaced between ¼-mile and 1 mile apart, based on population density and percent of households without automobiles. The criteria that will be used to establish new routes and the network spacing standards are presented in Table 3.4.

**Table 3.4 – Network Spacing Standards**

Percent of Households without Autos	Over 10 (Urban)	7 to 10 (High Density Suburban)	4 to 6.9 (Low Density Suburban)	Under 4 (Rural)
Over 15.0	1,300 feet (1/4 mile)	1,300 feet (1/4 mile)	1,300 feet (1/4 mile)	2,600 feet (1/2 mile)
10.0 to 15.0	1,300 feet (1/4 mile)	1,300 feet (1/4 mile)	2,600 feet (1/2 mile)	5,280 feet (1 mile)
5.0 to 9.9	1,300 feet (1/4 mile)	2,600 feet (1/2 mile)	5,280 feet (1 mile)	*
Below 5.0	2,600 feet (1/2 mile)	5,280 feet (1 mile)	*	*

\* These areas should be served using NeighborLink services.



Service could be extended to major commercial/employment uses based on overall square footage and/or number of employees/patrons, including the following thresholds.

- Individual businesses of 350 or more employees
- Shopping centers of more than 1,000 square feet of leased retail space
- Medical facilities with more than 100 beds
- Academic institutions with an enrollment of 1,000 full time students

Social/government agencies that attract substantial daily patrons. The bus stop spacing standards for the LYNX network are listed below.

- An average of 4 bus stops per mile when population density is over 10 households per acre.
- An average of 2 bus stops per mile when population density is from 4 to 9.9 households per acre.
- An average of 1 bus stop (as needed) per mile when population density is 4 households per acre.
- FastLink express bus service should have an average of 1 bus stop per mile where the route overlays with local service.

Direct fixed-route service should be provided to park-and-rides that attract over 150 passengers per day. In addition, park-and-ride facilities should be provided at appropriate stops on rapid and express services to serve transit users from medium and low-density residential areas.

**Service Policies**

LYNX analyzes the service area for the placement of passenger shelters. Shelter placement has been achieved through partnerships in which land, capital funds, and maintenance assistance were provided by private property owners, developers, or other community organizations. Partnerships with private interests as well as governmental jurisdictions are highly important when siting shelters. Oftentimes, there is a limited public right-of-way (ROW) available for shelter placement.

LYNX uses the Transit Shelter Prioritization Process to rank requests for shelter installations by ridership, sponsorship, and land use. This process allows LYNX to look at all requests throughout the service area on an equivalent basis. Members of the RWG, made up of representatives from the various jurisdictions served by LYNX, also participate in the identification of potential installation sites. Transfer stations will be located where land is available and most feasible for LYNX to access for locations where six or more buses converge for scheduled service. Transfer stations are equipped with security cameras for CCTV.

As of December 2019, LYNX has a total of 5,597 bus stops in the service area. A total of 42.6 percent of the bus stops are located within minority Census Tracts as shown in Table 3.5 below.

**Table 3.5 – Percent Minority Bus Stops by Bid**

Bid Period	Bus Stops Total	Bus Stops in Minority Census Tracts	% Bus Stops in Minority Census Tracts
January 2017	5,597	2,384	42.6%
April 2017	5,597	2,384	42.6%
August 2017	5,597	2,384	42.6%
October 2017	5,597	2,384	42.6%
January 2018	5,597	2,384	42.6%
April 2018	5,597	2,384	42.6%
July 2018	5,597	2,384	42.6%
January 2019	5,597	2,384	42.6%
April 2019	5,597	2,384	42.6%
August 2019	5,597	2,384	42.6%
December 2019	5,597	2,384	42.6%



**Local Fixed-Route Bus** – Bus stops with 400 or more weekly boardings should have shelters and benches. Bus stops with 100 or more weekly boardings should have benches. LYNX buses are equipped with fareboxes and will have on-board validators. Automatic Passenger Counters (APCs) should be on a minimum of 20 percent of the LYNX fleet and randomly rotated to collect data.

**NeighborLink** – NeighborLink stops that are not scheduled pick-ups shall have shelters or benches in accordance with the 400 and 100 weekly boarding thresholds.

**BRT (LYMMO)** - BRT will have shelters for major stop locations at a minimum of every four city blocks when in dedicated lanes and as can be safely permitted in mixed traffic.

**Xpress Bus** – Stops shall be placed at the beginning, midpoint, and final destination of the route. Shelters should be added to these locations if the stops are in a park-and-ride lot or if the boarding meets the threshold noted above. Benches will be placed at these locations if they meet the 100 weekly boardings threshold.

**Paratransit (ACCESS LYNX)** – LYNX paratransit vehicles have cashless fareboxes and may receive upgrades based on LYNX funding and customer need to accept cash. LYNX paratransit vehicles/buses are equipped with Global Positioning Systems (GPS).

LYNX distributes technology based on service area assessment made of service operated, budgetary constraints, and customer needs.

#### ***Transit Security***

LYNX makes every effort to ensure that its vehicles and facilities are safe for the general public and staff. LYNX completes regular training sessions, provides lighting at the bus shelters, when feasible, and installs cameras on buses and at the facilities. LYNX also maintains a preventative maintenance schedule in accordance with FTA guidelines to ensure the safe performance of vehicles. Throughout the year LYNX completes safety and security training and campaigns such as the “See Something, Say Something” to ensure a safe operating environment.

### **3.4 Collection and Reporting of Demographic Data**

The LYNX Title VI Base Map and Demographic map series in the following section contain data and maps configured within the TBEST Transit Planning software provided by FDOT.

#### **Data Sources**

- LYNX Route Network and Stops – originated from the LYNX General Transit Feed Specification (GTFS) file published for the January 2019 service date.
- NeighborLink Service Areas – January 2019 NeighborLink areas
- U.S. Census 2013-2017 American Community Survey (ACS) 5-Year Estimates – total population, total households, minority population, limited English proficiency (LEP) population and household income levels are summarized at the Census Block Group geography level.
- Department of Health and Human Services (DHHS) Poverty-Levels – On a yearly basis, DHHS publishes poverty level income thresholds by household size. The Transit Boardings Estimation and Simulation Tool (TBEST) Title VI analysis accepts these values as an input and calculates the number of households (by size) that fall below the DHHS guidelines plus the 50 percent additional income required by FTA to be characterized as Low Income.



### **Base Map Series**

- Service Area - illustrates the LYNX transit network coverage including SunRail extent in relation to the entire service area.
- Route Map - illustrates the LYNX transit network including individual stop locations in relation to regional features including High Schools and Universities, Park-n-Ride locations, LYNX maintenance garages and administrative offices.
- Land Use Map - illustrates the Orlando and Kissimmee 2019 Urban Areas relative to LYNX routes
- Land Use Activity – illustrates land use activity levels within the LYNX service area using two map overlays:
  - Population and Employment Density - defined as the density of total population and employees per Census Block Group. This distribution illustrates where activity in terms of potential trip making is highest within the entire LYNX service area
  - Major Employers – defined as the top twenty employers in Central Florida. The size of the employer location on the map is relative to the number of employees at that location.

### **Demographic Map Series (Overlay of Base Maps Upon Demographic Data)**

- Minority Population Distribution – minority population distribution within the LYNX service area as defined by the percent minority population within each Block Group.
- Above Average Minority Population – illustrates the Census Block Groups where the percentage of minority population is greater than the system percent minority.
- Minority Route Designations – Map depicting linear overlay of Minority and Non-Minority routes. Minority routes are defined using FTA guidance where 33 percent of revenue service miles or more are within Census Block Groups where the percent minority population is greater than the system average minority population.
- LEP Distribution – illustrates the LEP population distribution within the LYNX service area as defined by the percent LEP within each Block Group. LEP populations are defined from the ACS summary for the population segment which Speaks English Less Than Very Well.
- LEP Spanish Speak Above Average – illustrates the Census Block Groups where the percentage of Spanish speaking LEP population is greater than the system percent Spanish speaking LEP population.
- Low Income Household Distribution – low income household distribution within the LYNX service area as defined by the percent low income households within each Block Group. Low income households are defined using the Department of Health and Human Services poverty level guidelines and FTA guidance to apply 150 percent to low income thresholds. DHHS thresholds and the FTA 150 percent factor are synthesized with ACS household income data to produce an FTA compliant measure of low-income households by Census Block Group.
- Above Average Low-Income Households – illustrates the Census Block Groups where the percentage of low-income households is greater than the system percent low income.
- Low Income Route Designations – Map depicting linear overlay of Low Income and Non-Low-Income routes. Low Income routes are defined using FTA guidance where 33 percent of revenue service miles or more are within Census Block Groups where the percent low-income households is greater than the system average low-income households.





Figure 3.1 – LYNX Service Area

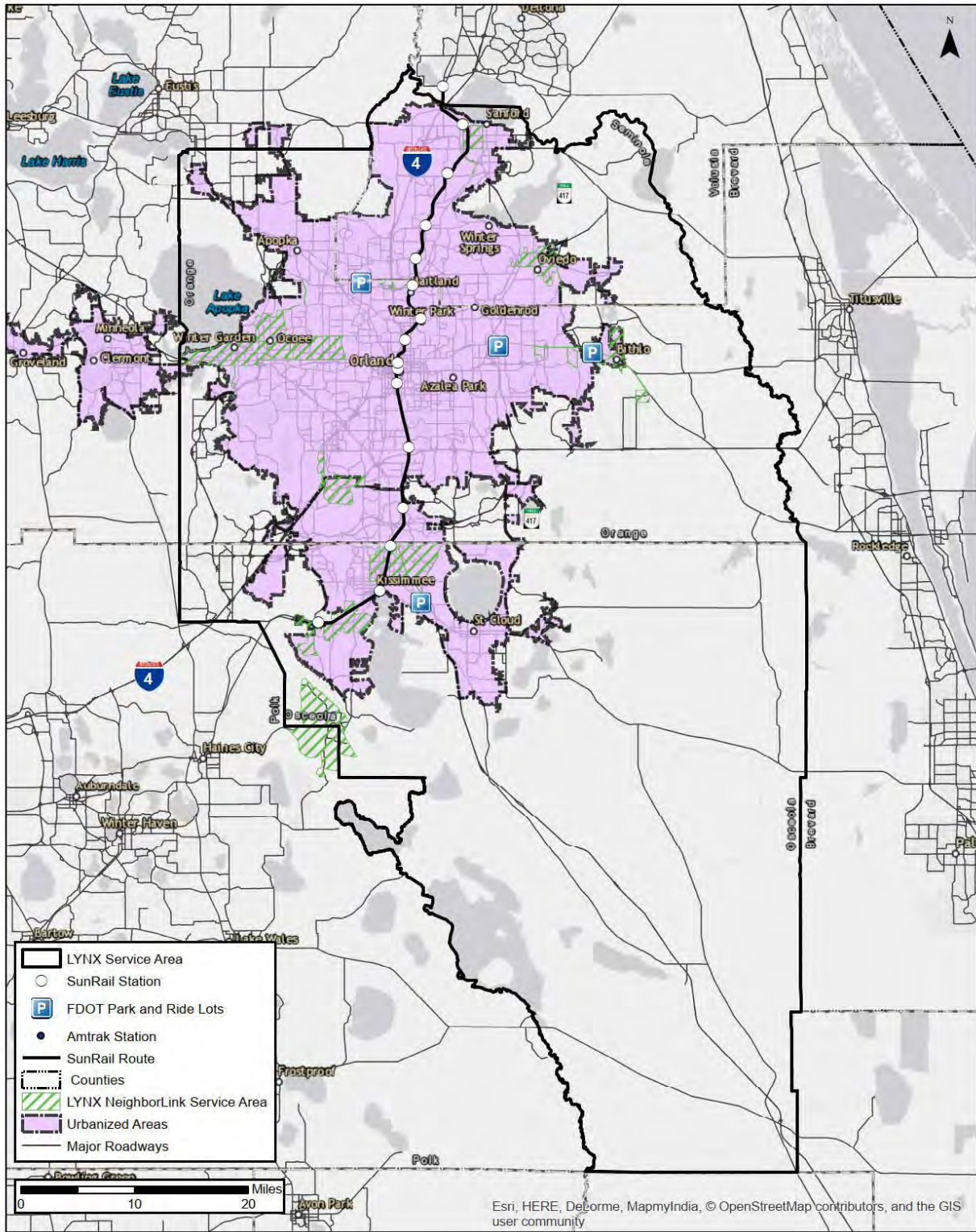






Figure 3.2 – LYNX Routes

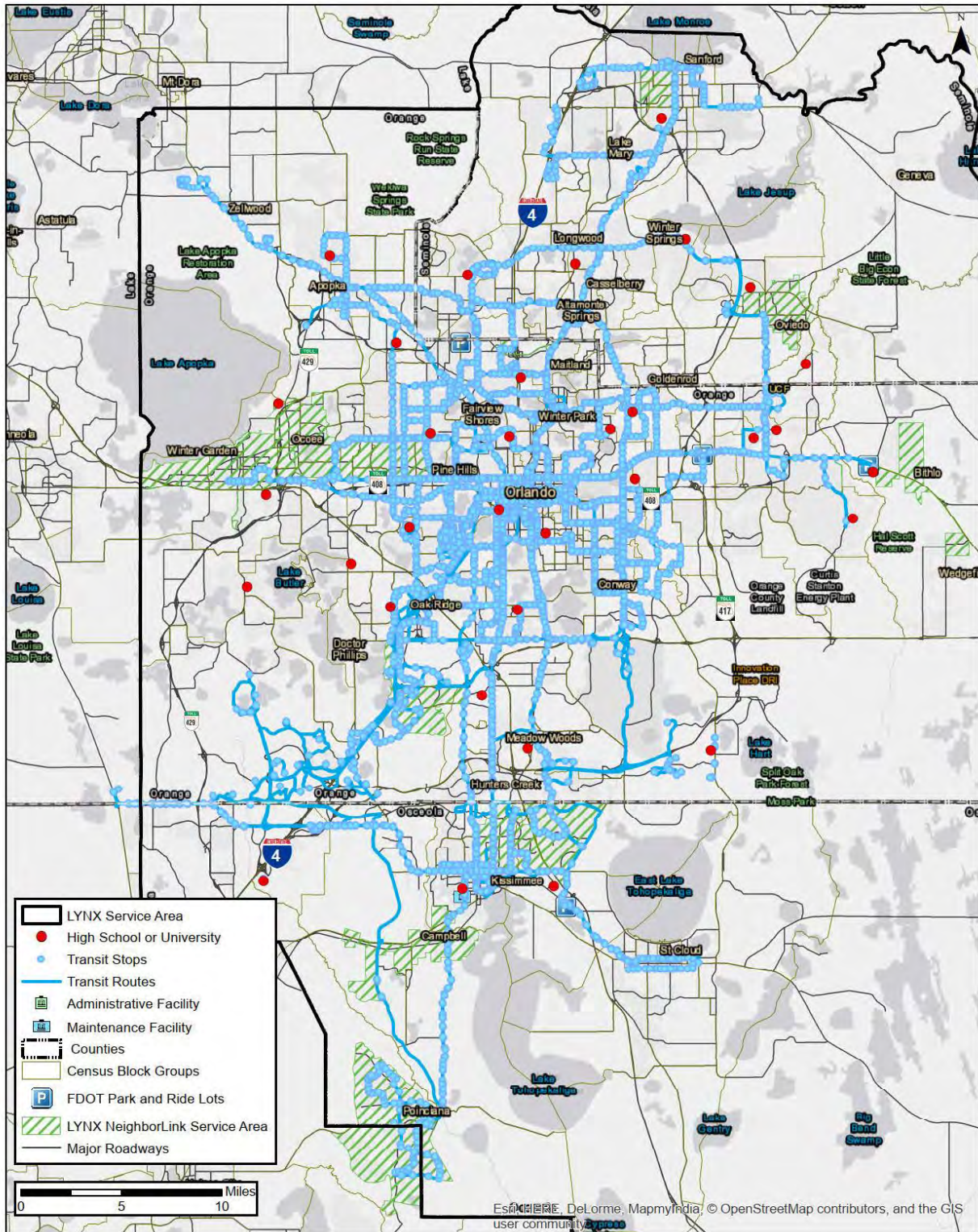






Figure 3.3 – Population Density, Employment Density, and Large Employers

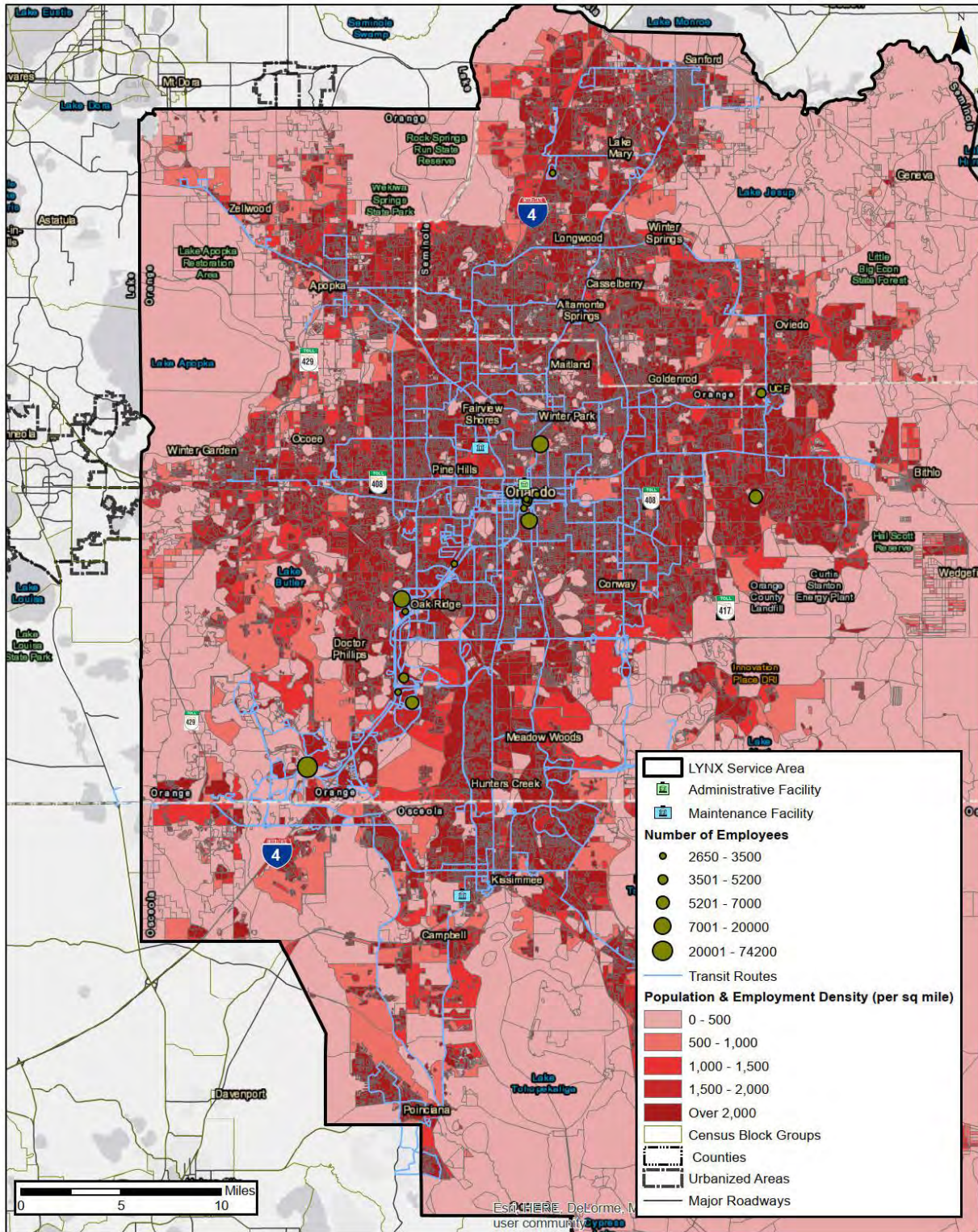






Figure 3.4 – Minority Population Distribution

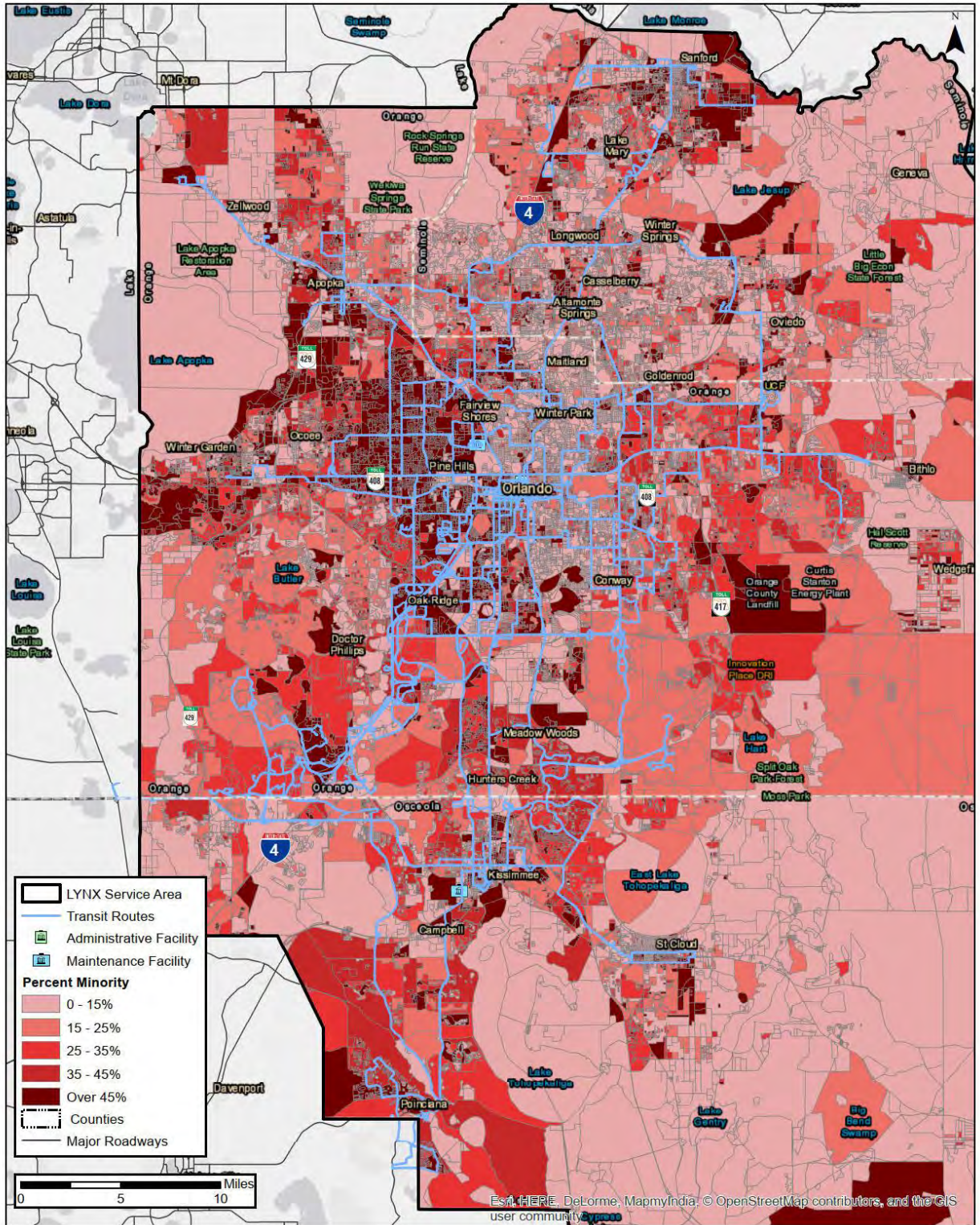






Figure 3.5 – Above Average Minority Population

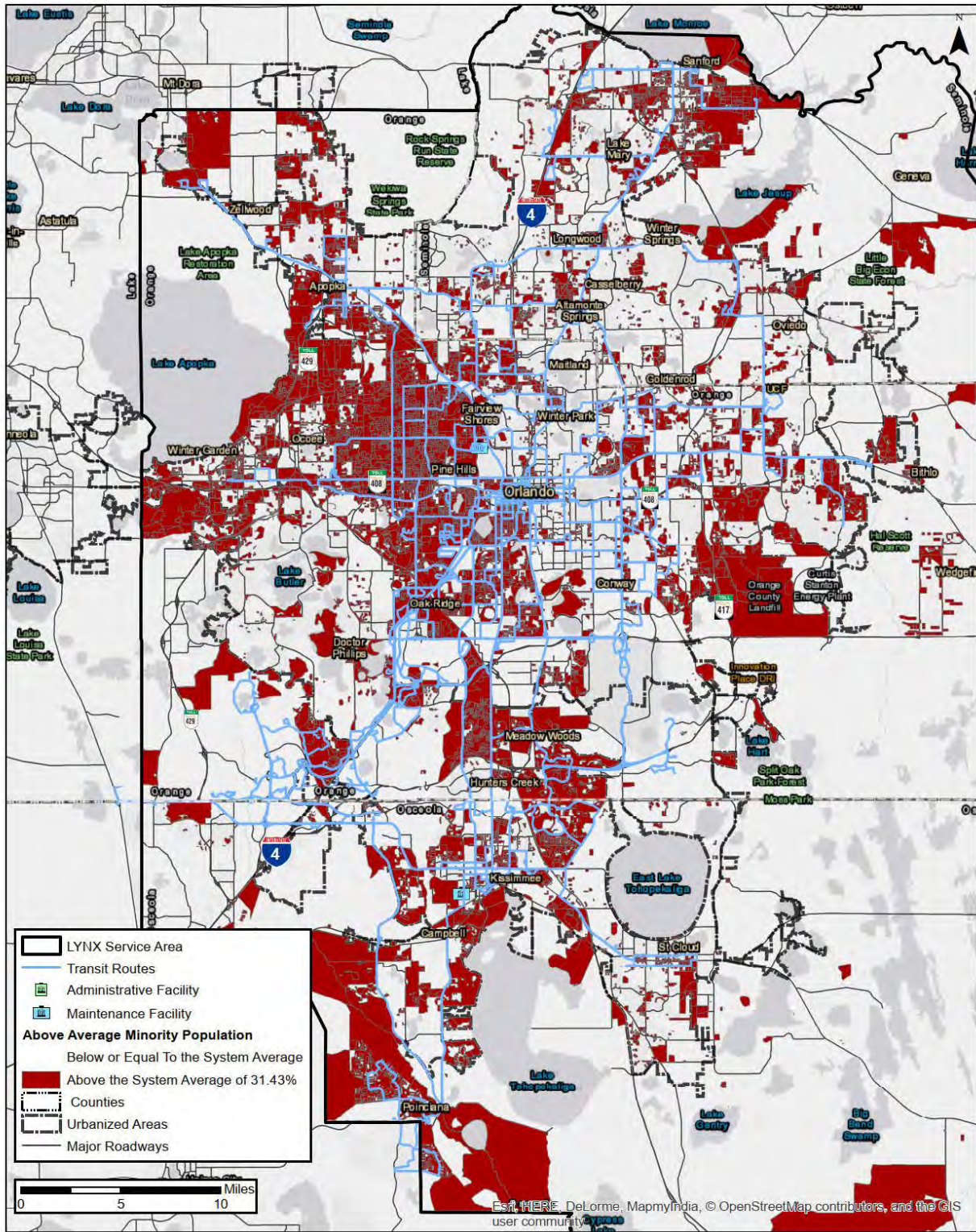
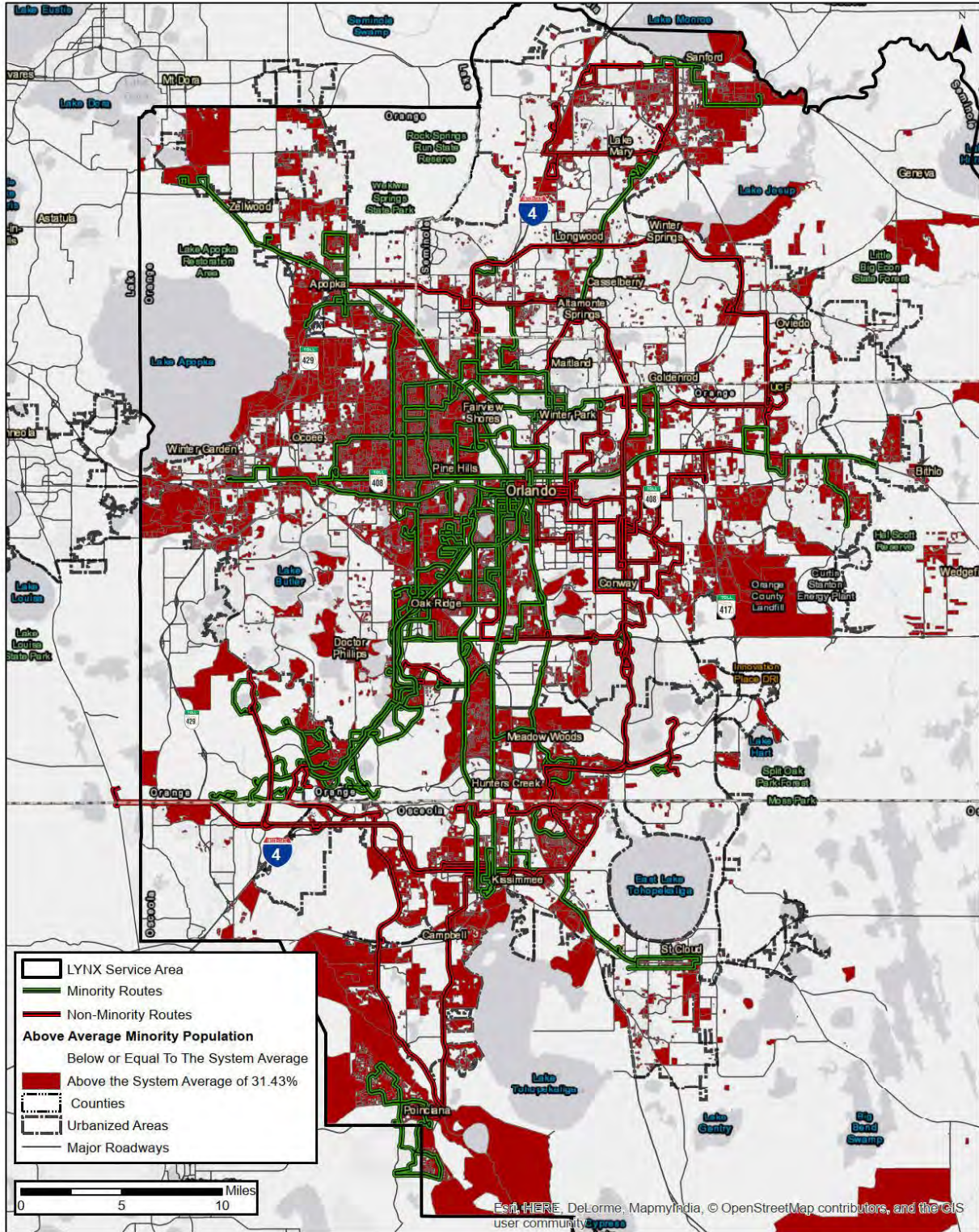






Figure 3.6 – Minority Route Designations





**Table 3.6 – Minority Route Designations\***

Route	Minority Route	% of Revenue Service Miles in Minority Census Tracts	Route	Minority Route	% of Revenue Service Miles in Minority Census Tracts
1	Yes	48%	58	No	27%
3	No	23%	60	Yes	55%
6	No	19%	61	No	20%
7	Yes	45%	62	Yes	36%
8	Yes	46%	63	Yes	76%
9	Yes	71%	102	No	22%
10	Yes	33%	103	Yes	47%
11	No	26%	104	No	26%
13	No	29%	105	Yes	72%
15	No	32%	106	Yes	37%
18	Yes	36%	107	Yes	58%
20	Yes	69%	108	Yes	48%
21	Yes	74%	111	Yes	36%
23	Yes	43%	125	Yes	67%
24	Yes	60%	155	No	25%
25	Yes	73%	300	Yes	42%
26	No	29%	301	Yes	44%
28	No	28%	302	Yes	50%
29	Yes	43%	303	Yes	39%
34	No	12%	304	Yes	41%
36	Yes	65%	305	Yes	46%
37	Yes	68%	306	No	25%
38	Yes	49%	313	No	29%
40	Yes	68%	319	Yes	84%
42	No	31%	320	Yes	45%
44	Yes	48%	405	Yes	55%
45	No	26%	407	No	28%
46E	Yes	55%	418	Yes	50%
46W	No	6%	426	Yes	45%
48	Yes	67%	434	No	30%
49	Yes	67%	436N	No	25%
50	Yes	45%	436S	No	24%
51	No	13%	441	Yes	53%
54	Yes	66%	443	Yes	51%
55	No	16%	709	Yes	35%
56	No	11%			
57	Yes	44%			

\* To be considered a “minority route”, over 33 percent of the revenue service miles must pass through census tracts with a higher share of minority population than the system average.



**Table 3.7 – Minority Route Service Summary**

Route	AM Peak Headway	Off Peak Headway	PM Peak Headway	Night Headway	Saturday Headway	Sunday Headway	Average Stop Spacing (ft.)
1	60 min	60 min	60 min	50 min	60 min	*	1,374
7	60 min	60 min	60 min	60 min	60 min	60 min	1,043
8	12 min	15 min	15 min	30 min	30 min	30 min	1,094
9	60 min	60 min	60 min	60 min	60 min	60 min	1,151
10	30 min	30 min	30 min	30 min	60 min	60 min	1,284
18	60 min	60 min	60 min	60 min	60 min	*	1,310
20	60 min	60 min	60 min	60 min	60 min	60 min	943
21	30 min	30 min	30 min	60 min	30 min	60 min	1,262
23	60 min	60 min	60 min	60 min	60 min	N/A	1,354
24	60 min	60 min	60 min	60 min	60 min	60 min	1,181
25	30 min	30 min	30 min	60 min	30 min	60 min	1,139
29	30 min	30 min	30 min	60 min	60 min	60 min	950
36	30 min	30 min	30 min	60 min	30 min	60 min	1,036
37	20 min	30 min	30 min	30 min	30 min	60 min	1,510
38	20 min	90 min	20 min	*	20 min	30 min	5,013
40	60 min	60 min	60 min	60 min	60 min	60 min	1,304
44	60 min	60 min	60 min	60 min	60 min	*	1,622
46E	30 min	60 min	60 min	30 min	60 min	*	1,131
48	30 min	30 min	30 min	60 min	60 min	60 min	1,016
49	30 min	30 min	30 min	60 min	60 min	60 min	967
50	20 min	30 min	30 min	30 min	30 min	30 min	19,495
54	60 min	60 min	60 min	60 min	60 min	*	1,324
57	60 min	60 min	60 min	60 min	60 min	*	1,832
60	6 min	6 min	6 min	15 min	15 min	15 min	811
62	6 min	6 min	6 min	15 min	15 min	15 min	884
63	6 min	6 min	6 min	15 min	15 min	15 min	1,233
103	30 min	20 min	20 min	60 min	30 min	60 min	1,683
105	30 min	30 min	30 min	60 min	30 min	60 min	2,001
106	30 min	30 min	15 min	30 min	30 min	60 min	1,551

AM Peak: 6-9 am; Off Peak: 9 am-3 pm; PM Peak: 3-6 pm; Night: 6 pm-6 am; Saturday: All Day; Sunday: All Day

\* This route does not provide service during this time frame.



**Table 3.7, continued – Minority Route Service Summary**

Route	AM Peak Headway	Off Peak Headway	PM Peak Headway	Night Headway	Saturday Headway	Sunday Headway	Average Stop Spacing (ft.)
107	30 min	30 min	15 min	60 min	30 min	30 min	1,134
108	30 min	30 min	30 min	30 min	30 min	30 min	1,318
111	25 min	25 min	25 min	60 min	60 min	60 min	3,053
125	20 min	30 min	20 min	30 min	30 min	60 min	1,201
300	*	*	*	*	*	*	10,554
301	*	*	*	*	*	*	3,905
302	*	*	*	*	*	*	3,093
303	*	*	*	*	*	*	2,752
304	*	*	*	*	*	*	2,752
305	*	*	*	*	*	*	3,624
319	30 min	30 min	30 min	60 min	30 min	60 min	731
320	*	*	*	*	*	*	3,650
405	60 min	60 min	60 min	60 min	60 min	60 min	1,237
418	60 min	60 min	60 min	60 min	60 min	**	7,396
426	30 min	60 min	30 min	30 min	60 min	**	1,428
441	60 min	60 min	60 min	**	**	**	14,149
443	60 min	60 min	60 min	60 min	60 min	60 min	1,176
709	30 min	30 min	30 min	30 min	**	**	1,918

AM Peak: 6-9 am; Off Peak: 9 am-3 pm; PM Peak: 3-6 pm; Night: 6 pm-6 am; Saturday: All Day; Sunday: All Day

\* This route has irregular headways.

\*\* This route does not provide service during this time frame.

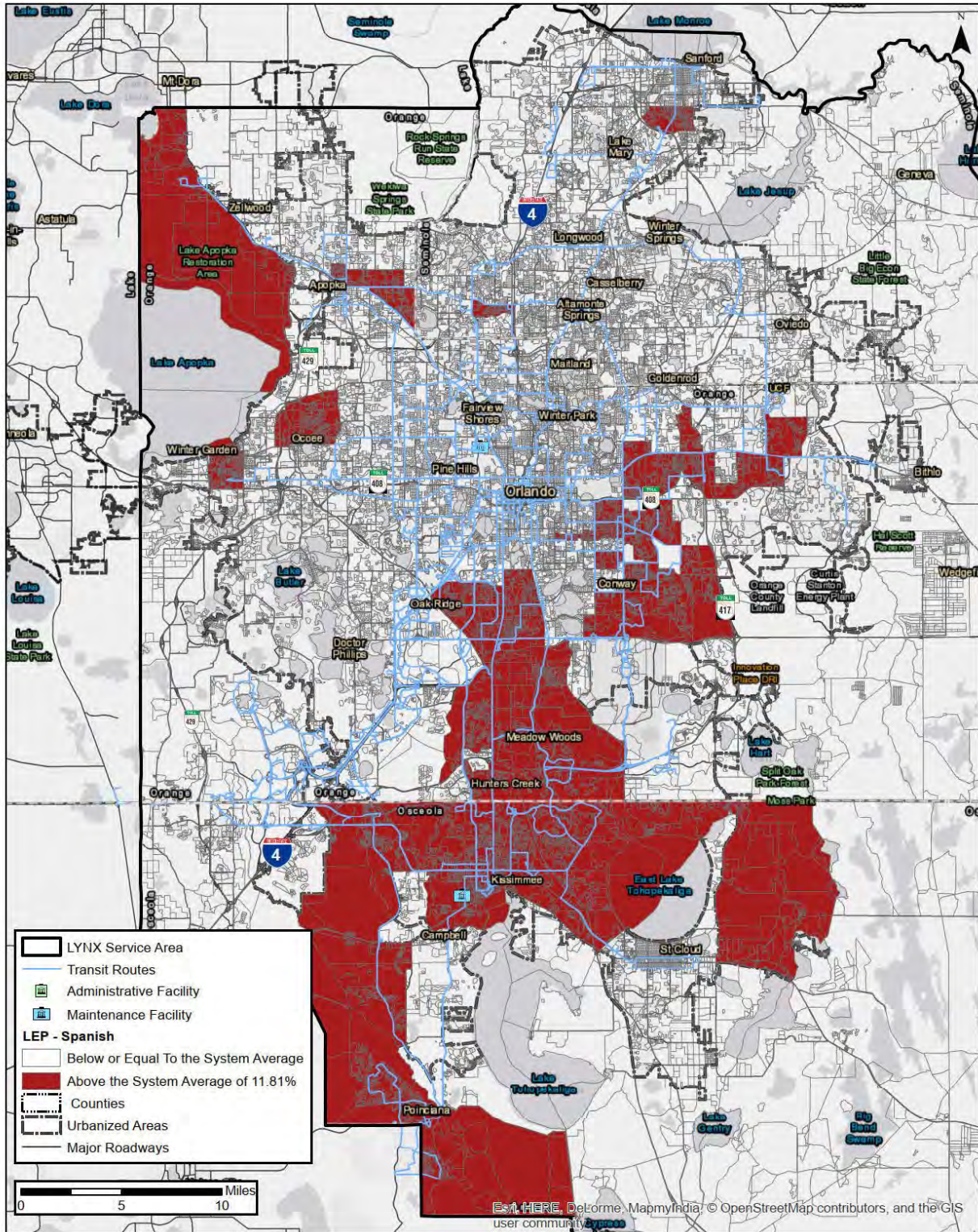








Figure 3.8 – LEP Spanish Speaking Above Average





**Table 3.8 – LEP Summary by Route**

Route	Total Population Affected*	LEP Households*	% Total LEP Households	% Spanish LEP Households	% Indo-European LEP Households	% Asian-Pacific LEP Households	% Other LEP Households	% Population Without High School Diploma Over 25 Years Old
1	16,481	869	2.9%	15.2%	11.6%	18.3%	0.0%	6.4%
3	43,815	6,026	10.4%	26.7%	12.3%	19.0%	12.9%	11.3%
6	17,294	3,585	14.6%	29.8%	8.4%	23.5%	21.6%	13.7%
7	18,034	2,438	8.3%	28.6%	26.5	31.1	13.8	13.0
8	52,298	5,539	10.2%	28.7	25.3	22.8	12.5	16.5
9	26,065	1,289	3.4%	19.3	7.8	18.6	0.0	11.1
10	63,945	1,207	3.9%	16.9	11.3	18.5	7.1	5.3
11	19,538	2,803	8.4%	27.3	21.4	37.0	12.1	12.2
13	33,241	2,293	4.6%	19.2	11.3	20.3	3.8	7.4
15	32,703	5,376	12.2%	31.4	9.9	16.8	8.7	13.3
18	61,738	4,306	6.6%	22.0	18.2	21.6	16.7	10.5
20	13,837	740	4.3%	26.5	28	7.6	0	22.1
21	29,152	4,320	7.2%	21.1	24.7	15.7	13.5	12.8
23	23,948	1,496	3.4%	18.2	7.3	26	0	7.7
24	16,028	2,931	8.9%	15	33.2	30.1	13.6	16.9
25	9,130	816	4.6%	19.7	22.3	24.5	0	22.1
26	37,178	412	2.5%	9.5	1.9	10.1	11.1	3.5
28	25,997	4,512	13.3%	28.4	11.1	20.3	7.8	12.5
29	24,925	2,701	7.0%	19.3	7.6	27.1	6.4	8.5
34	13,986	3,423	11.6%	16.3	27.2	25.2	10.5	14.6
36	19,238	1,811	6.0%	23.6	24.4	15.6	3.1	17.6
37	36,816	4,401	9.3%	20.4	26.3	20.5	17.8	14.5
38	30,944	4,153	7.9%	24.7	22.3	25.9	12.5	13.2
40	34,138	5,296	10.1%	26.7	23	33.6	19.1	15.5
42	32,495	5,741	15.6%	29.8	27.3	36.4	12.9	15.6
44	47,586	1,933	7.0%	25.7	18	10.4	0	17.9

\* Total Population Affected and LEP Households within ¼ mile were calculated within ¼ mile for each route, but if totaled, overlap and produce a total greater than the Census Tract population for the LYNX Service Area, so they are not included.



**Table 3.8, continued – LEP Summary by Route**

Route	Total Population Affected*	LEP Households*	% Total LEP Households	% Spanish LEP Households	% Indo-European LEP Households	% Asian-Pacific LEP Households	% Other LEP Households	% Population Without High School Diploma Over 25 Years Old
45	12,759	4,639	16.8%	27.2	18.1	26.3	4.9	17.6
46E	13,275	1,492	8.1%	13.6	17.1	9.5	16.4	11.2
46W	14,004	1,126	13.4%	22.3	14.2	0	0	17.6
48	16,868	1,973	6.5%	22.5	17.9	25	0	19.9
49	19,554	1,324	4.5%	19.9	12.3	18.2	0	18.3
50	42,832	4,887	7.8%	24.2	22.1	25.8	13	12.5
51	26,044	4,158	9.3%	24.5	11.1	26.6	15	8.3
54	17,815	1,650	6.1%	19.8	22.4	14.4	9.5	15.1
55	46,419	1,185	3.1%	14.4	3.5	19.5	6.3	7.1
56	50,328	955	2.9%	14.3	2	21.3	7.7	6.3
57	35,725	5,523	10.6%	20.3	20.9	22.7	10.3	13.9
58	8,330	503	7.6%	20.9	27.8	14.8	0	8.6
60	3,804	489	5.5%	47.6	28.7	14.8	0	11.3
61	3,263	353	5.0%	51.4	20.7	11	0	11.9
62	6,463	557	5.2%	41.0	19.1	9.8	0	15.8
63	3,297	371	2.6%	15.6	5.4	14.8	0	3.1
102	17,993	1,006	2.5%	16.7	4.7	15.7	0	5.1
103	12,224	1,784	7.4%	24.3	12.9	20.3	2.8	11.1
104	28,510	4,392	8.7%	20.7	7.5	21.8	2.1	10.2
105	23,420	2,679	7.1%	24.1	16.5	31.7	8.8	17.2
106	19,349	1,838	4.9%	20.5	10.4	17.1	0	15.3
107	18,462	3,529	10.5%	31.7	24.6	19.7	11.4	20.7
108	16,566	3,304	11.4%	21.9	13.9	20.9	13	12.6
111	23,555	3,877	11.8%	22.4	21.2	22.5	12.7	12.1
125	29,159	2,854	5.3%	18.5	11.8	24.5	1.2	13.9
155	30,121	1,947	4.6%	14.9	5.5	17.9	18.5	6.7

\* Total Population Affected and LEP Households within ¼ mile were calculated within ¼ mile for each route, but if totaled, overlap and produce a total greater than the Census Tract population for the LYNX Service Area, so they are not included.





**Table 3.8, continued – LEP Summary by Route**

Route	Total Population Affected*	LEP Households*	% Total LEP Households	% Spanish LEP Households	% Indo-European LEP Households	% Asian-Pacific LEP Households	% Other LEP Households	% Population Without High School Diploma Over 25 Years Old
300	36,387	4,887	7.8%	24.2	22.1	25.8	13	12.5
301	60,735	6,354	8.0%	19.1	21.3	28.3	12.5	15.1
302	61,290	4,412	6.3%	17	20.8	20.2	13	14.7
303	42,279	3,976	6.9%	15.3	22.1	29.8	13.1	13.7
304	53,614	5,618	9.3%	25	22.8	22.9	11.5	15.5
305	47,432	5,553	10.3%	20.1	24.5	26.8	18.2	11.2
306	67,686	935	2.7%	12.6	2.6	26	8.3	5.9
313	16,572	1,262	4.3%	24.4	13.2	19.7	7.1	6.4
319	15,790	1,223	4.6%	20.1	26.4	11.6	3.8	16.9
320	60,299	2,767	7.1%	15.3	12.3	15.0	0	11.3
405	32,557	1,142	5.3%	20.7	10.5	14.8	0	16.1
407	85,698	2,310	4.9%	15.7	8.5	16.3	17.1	6.7
418	78,486	4,095	13.8%	23.1	17.5	17.2	15.6	14.7
426	44,959	115	1.7%	9	1.8	33.3	0	3.4
434	36,467	1,456	2.9%	13.3	8.8	20.6	0	10.9
436N	23,505	1,693	4.4%	16.1	12	21	0	9.1
436S	38,207	6,037	11.7%	26.9	8.8	26.7	14.6	10.8
441	32,969	6,027	10.8%	27.6	21.6	26.4	10.7	16.7
443	27,767	2,286	4.6%	20.9	11.3	21.9	4	12.9
601	37,632	110	2.4%	13.5	0	50	0	3.5
604	61,934	172	1.4%	7	0.8	9.2	0	3.7
611	17,346	1,242	6.1%	21.4	8.2	5.7	9.1	17.1
612	27,911	1,471	6.6%	20.5	7.1	5.5	16.5	15.1
613	39,929	2,673	7.1%	21.5	17.4	32.6	1.7	19.6
621	35,488	2,187	6.7%	17.1	12.7	16.4	0	12.6
622	13,907	1,177	3.6%	13.5	13.2	15.9	0	11.7

\* Total Population Affected and LEP Households within ¼ mile were calculated within ¼ mile for each route, but if totaled, overlap and produce a total greater than the Census Tract population for the LYNX Service Area, so they are not included.



**Table 3.8, continued – LEP Summary by Route**

Route	Total Population Affected*	LEP Households*	% Total LEP Households	% Spanish LEP Households	% Indo-European LEP Households	% Asian-Pacific LEP Households	% Other LEP Households	% Population Without High School Diploma Over 25 Years Old
631	48,029	1,135	3.6%	14.6	10.1	10.9	24	6
632	20,661	982	5.0%	18.4	7.9	16.8	28.6	7.0
641	26,050	1,662	9.7%	21.0	19.9	8.1	14.3	9.4
651	12,091	3,582	11.9%	17.7	22.3	22.6	11.5	13.6
652	1,755	233	2.3%	7.7	8.7	13.3	0	3.1
709	3,929	340	4.4%	13.9%	3.0%	22.4%	0.0%	4.8%
<b>Service Area Total</b>	<b>2,085,215</b>	<b>51,142</b>	<b>6.8%</b>	<b>18.2%</b>	<b>12.5%</b>	<b>20.1%</b>	<b>6.9%</b>	<b>11.1%</b>
<b>Within ¼ Mile*</b>			<b>7.0%</b>	<b>19.8%</b>	<b>14.8%</b>	<b>19.5%</b>	<b>7.4%</b>	<b>11.6%</b>

\* Total Population Affected and LEP Households within ¼ mile were calculated within ¼ mile for each route, but if totaled, overlap and produce a total greater than the Census Tract population for the LYNX Service Area, so they are not included.



**Figure 3.9 – Low-Income Household Distribution**

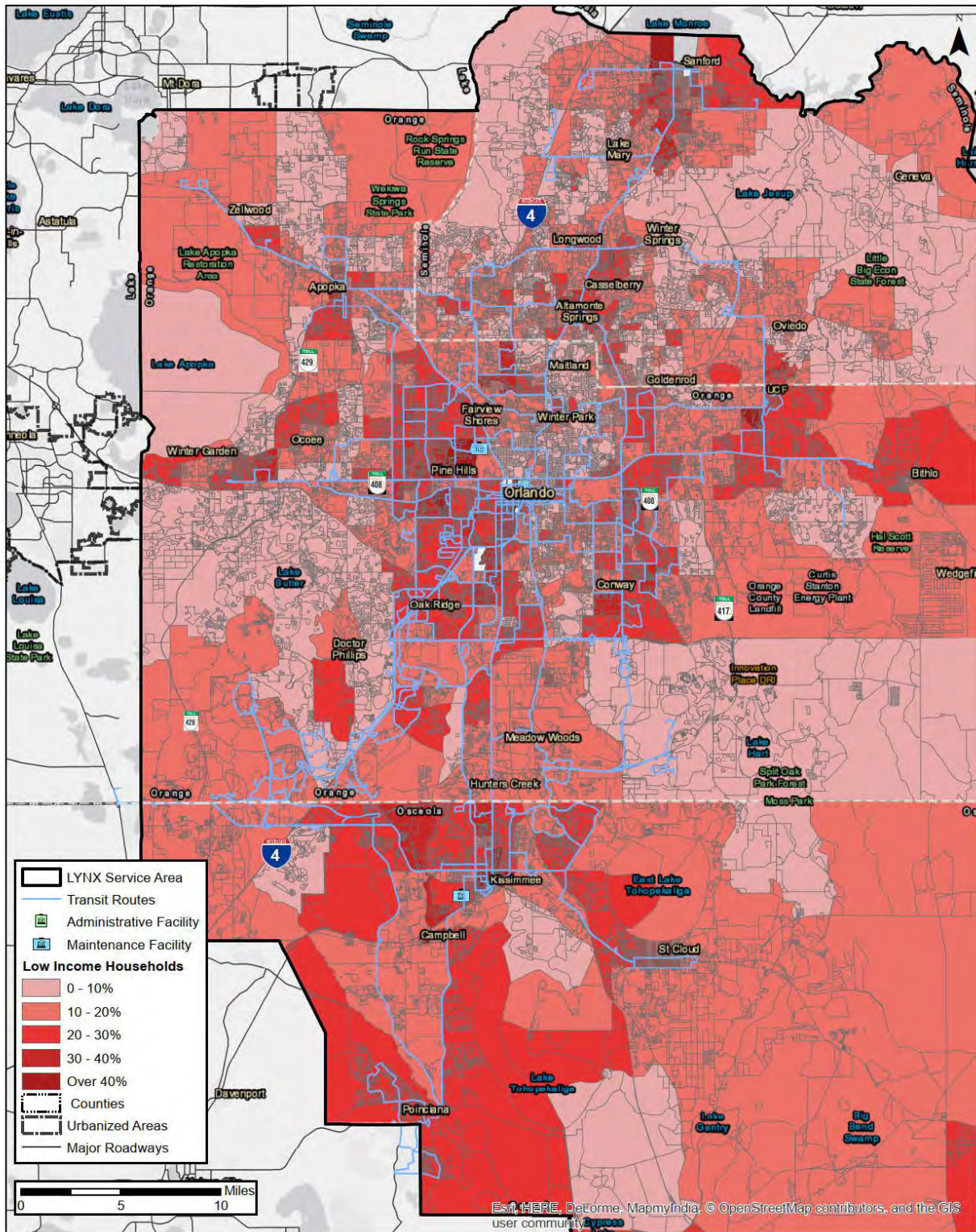
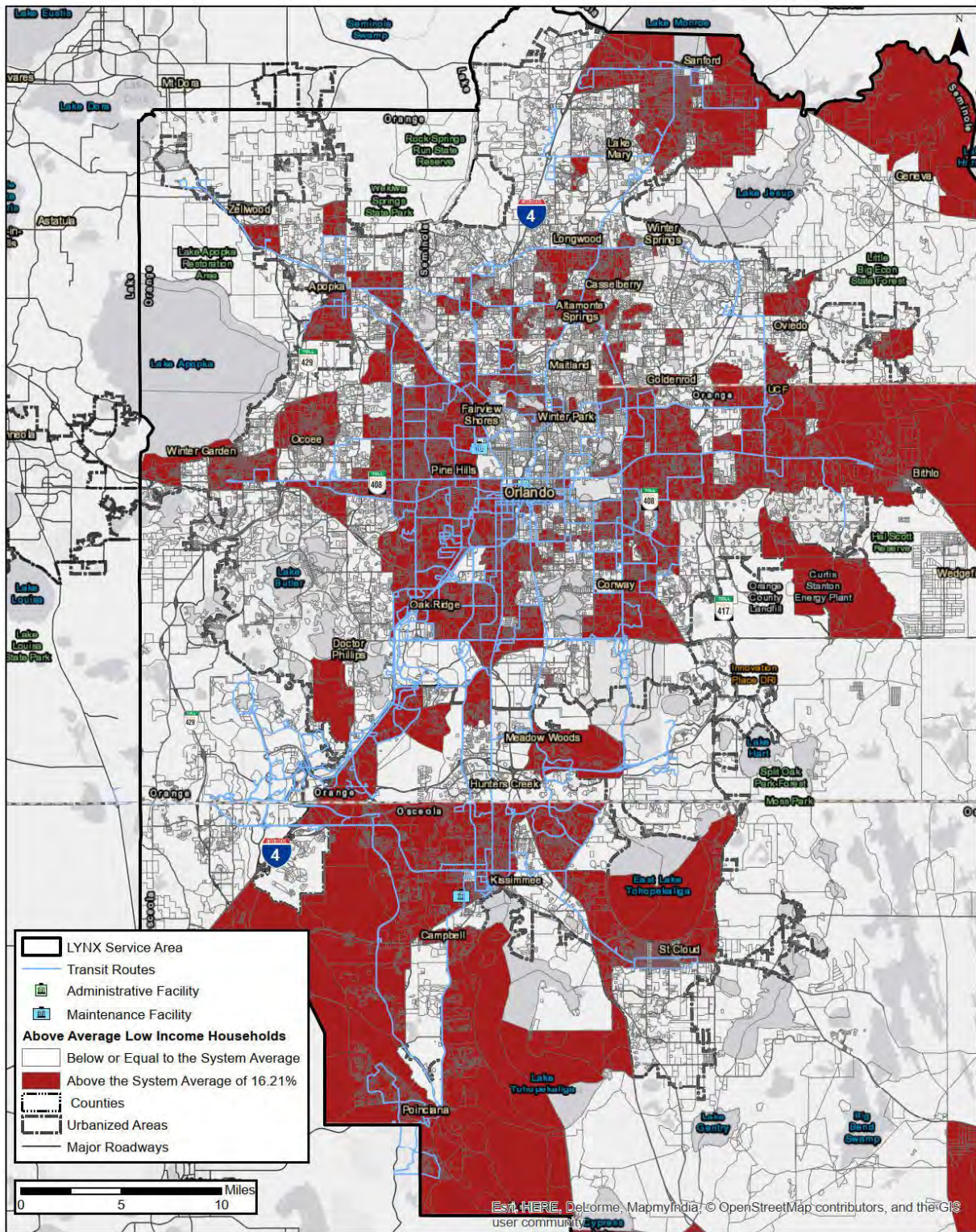






Figure 3.10 – Above Average Low-Income Household









**Table 3.9 – Low-Income Route Designations\***

Route	Low-Income Route	% of Revenue Service Miles in Low-Income Census Tracts	Route	Low-Income Route	% of Revenue Service Miles in Low-Income Census Tracts
1	Yes	48%	58	No	0%
3	Yes	63%	60	No	20%
6	Yes	56%	61	Yes	67%
7	Yes	45%	62	Yes	44%
8	Yes	77%	63	No	0%
9	Yes	73%	102	No	31%
10	Yes	58%	103	Yes	38%
11	No	13%	104	Yes	73%
13	Yes	46%	105	Yes	79%
15	Yes	64%	106	Yes	50%
18	Yes	52%	107	Yes	95%
20	Yes	93%	108	Yes	48%
21	Yes	77%	111	Yes	46%
23	Yes	51%	125	Yes	45%
24	Yes	82%	155	Yes	89%
25	Yes	85%	300	Yes	35%
26	Yes	59%	301	Yes	48%
28	Yes	53%	302	Yes	45%
29	Yes	64%	303	Yes	43%
34	Yes	99%	304	Yes	51%
36	Yes	90%	305	Yes	37%
37	Yes	78%	306	Yes	64%
38	Yes	53%	313	No	19%
40	Yes	77%	319	Yes	97%
42	Yes	58%	320	Yes	85%
44	Yes	40%	405	Yes	44%
45	No	17%	407	Yes	38%
46E	Yes	91%	418	Yes	46%
46W	Yes	100%	426	Yes	66%
48	Yes	82%	434	No	25%
49	Yes	82%	436N	Yes	60%
50	No	31%	436S	Yes	66%
51	Yes	41%	441	Yes	91%
54	Yes	75%	443	Yes	100%
55	Yes	51%	709	Yes	84%
56	Yes	43%			
57	Yes	53%			

\* To be considered a “low-income route”, over 33 percent of the revenue service miles must pass through census tracts with a higher share of low-income population than the system average.





**Table 3.10 – Low-Income Route Service Summary**

Route	AM Peak Headway	Off Peak Headway	PM Peak Headway	Night Headway	Saturday Headway	Sunday Headway	Average Stop Spacing (ft.)
1	60 min	60 min	60 min	50 min	60 min	*	1,374
3	60 min	60 min	60 min	60 min	60 min	60 min	1,050
6	60 min	60 min	60 min	60 min	60 min	*	953
7	60 min	60 min	60 min	60 min	60 min	60 min	1,043
8	12 min	15 min	15 min	30 min	30 min	30 min	1,094
9	60 min	60 min	60 min	60 min	60 min	60 min	1,151
10	30 min	30 min	30 min	30 min	60 min	60 min	1,284
13	60 min	60 min	60 min	60 min	60 min	60 min	1,213
15	30 min	30 min	30 min	60 min	30 min	60 min	916
18	60 min	60 min	60 min	60 min	60 min	*	1,310
20	60 min	60 min	60 min	60 min	60 min	60 min	943
21	30 min	30 min	30 min	60 min	30 min	60 min	1,262
23	60 min	60 min	60 min	60 min	60 min	*	1,354
24	60 min	60 min	60 min	60 min	60 min	60 min	1,181
25	30 min	30 min	30 min	60 min	30 min	60 min	1,139
26	30 min	60 min	30 min	30 min	60 min	60 min	1,663
28	30 min	30 min	30 min	60 min	60 min	60 min	819
29	30 min	30 min	30 min	60 min	60 min	60 min	950
34	30 min	60 min	30 min	60 min	60 min	60 min	1,339
36	30 min	30 min	30 min	60 min	30 min	60 min	1,036
37	20 min	30 min	30 min	30 min	30 min	60 min	1,510
38	20 min	90 min	20 min	*	20 min	30 min	5,013
40	60 min	60 min	60 min	60 min	60 min	60 min	1,304
42	30 min	30 min	30 min	30 min	30 min	60 min	1,487
44	60 min	60 min	60 min	60 min	60 min	*	1,622
46E	30 min	60 min	60 min	30 min	60 min	*	1,131
46W	30 min	60 min	60 min	30 min	60 min	60 min	1,309
48	30 min	30 min	30 min	60 min	60 min	60 min	1,016
49	30 min	30 min	30 min	60 min	60 min	60 min	967
51	60 min	60 min	60 min	60 min	60 min	60 min	1,138

AM Peak: 6-9 am; Off Peak: 9 am-3 pm; PM Peak: 3-6 pm; Night: 6 pm-6 am; Saturday: All Day; Sunday: All Day

\* This route does not provide service during this time frame.



**Table 3.10, continued – Low-Income Route Service Summary**

Route	AM Peak Headway	Off Peak Headway	PM Peak Headway	Night Headway	Saturday Headway	Sunday Headway	Average Stop Spacing (ft.)
54	60 min	60 min	60 min	60 min	60 min	**	1,324
55	30 min	30 min	30 min	30 min	30 min	30 min	2,176
56	30 min	30 min	30 min	30 min	30 min	30 min	2,617
57	60 min	60 min	60 min	60 min	60 min	**	1,832
61	6 min	6 min	6 min	15 min	15 min	15 min	993
62	6 min	6 min	6 min	15 min	15 min	15 min	884
103	30 min	20 min	20 min	60 min	30 min	60 min	1,683
104	30 min	30 min	30 min	60 min	30 min	60 min	1,671
105	30 min	30 min	30 min	60 min	30 min	60 min	2,001
106	30 min	30 min	15 min	30 min	30 min	60 min	1,551
107	30 min	30 min	15 min	60 min	30 min	30 min	1,134
108	30 min	30 min	30 min	30 min	30 min	30 min	1,318
111	25 min	25 min	25 min	60 min	60 min	60 min	3,053
125	20 min	30 min	20 min	30 min	30 min	60 min	1,201
155	30 min	30 min	30 min	**	**	**	**
300	*	*	*	*	*	*	10,554
301	*	*	*	*	*	*	3,905
302	*	*	*	*	*	*	3,093
303	*	*	*	*	*	*	2,752
304	*	*	*	*	*	*	2,752
305	*	*	*	*	*	*	3,624
306	*	*	*	*	*	*	22,577
319	30 min	30 min	30 min	60 min	30 min	60 min	731
320	*	*	*	*	*	*	3,650
405	60 min	60 min	60 min	60 min	60 min	60 min	1,237
407	60 min	60 min	60 min	**	60 min	**	13,375
418	60 min	60 min	60 min	60 min	60 min	**	7,396
426	30 min	60 min	30 min	30 min	60 min	**	1,428
436N	30 min	30 min	30 min	30 min	30 min	60 min	1,471

AM Peak: 6-9 am; Off Peak: 9 am-3 pm; PM Peak: 3-6 pm; Night: 6 pm-6 am; Saturday: All Day; Sunday: All Day

\* This route has irregular headways.

\*\* This route does not provide service during this time frame.



**Table 3.10, continued – Low-Income Route Service Summary**

Route	AM Peak Headway	Off Peak Headway	PM Peak Headway	Night Headway	Saturday Headway	Sunday Headway	Average Stop Spacing (ft.)
436S	30 min	30 min	30 min	30 min	30 min	60 min	1,425
441	60 min	60 min	60 min	*	*	*	14,149
443	60 min	60 min	60 min	60 min	60 min	60 min	1,176
709	30 min	30 min	30 min	30 min	*	*	1,918

*AM Peak: 6-9 am; Off Peak: 9 am-3 pm; PM Peak: 3-6 pm; Night: 6 pm-6 am; Saturday: All Day; Sunday: All Day*

*\* This route does not provide service during this time frame.*



**Table 3.11 – Minority and Low-Income Summary by Route Type**

Route	Total Population Affected	Total Minority Population Affected	Percent Minority	Total Households Affected	Total Low-Income Households Affected	Percent Low-Income Households	Data Type Used
1	16,481	5,397	24.8%	6,970	838	9.2%	Line
3	43,815	9,899	26.1%	17,354	3,335	16.0%	Line
6	17,294	3,238	20.4%	6,972	1,158	18.9%	Line
7	18,034	6,357	36.0%	7,217	1,255	15.9%	Line
8	52,298	27,438	50.1%	19,049	4,583	21.3%	Line
9	26,065	14,010	41.1%	9,901	1,740	12.2%	Line
10	63,945	17,434	24.0%	11,425	1,434	14.1%	Line
11	19,538	5,277	34.3%	8,034	986	14.3%	Line
13	33,241	8,140	26.1%	14,267	1,663	11.3%	Line
15	32,703	7,670	26.4%	13,812	2,486	18.6%	Line
18	61,738	19,065	34.0%	19,272	2,635	14.9%	Line
20	13,837	10,966	82.1%	5,231	1,587	25.8%	Line
21	29,152	16,848	57.6%	11,538	2,099	16.4%	Line
23	23,948	7,566	24.8%	11,238	1,308	9.7%	Line
24	16,028	9,699	65.0%	5,762	1,080	18.8%	Line
25	9,130	5,613	76.2%	3,688	1,148	24.7%	Line
26	37,178	9,738	27.1%	6,309	777	20.6%	Line
28	25,997	5,872	22.8%	10,487	2,074	17.2%	Line
29	24,925	7,215	24.3%	10,712	1,551	12.9%	Line
34	13,986	4,740	38.6%	7,368	1,714	19.8%	Line
36	19,238	12,823	65.2%	7,411	1,879	22.4%	Line
37	36,816	21,786	61.5%	13,125	1,869	17.0%	Line
38	30,944	16,460	47.6%	11,602	2,203	20.0%	Line
40	34,138	18,358	50.1%	13,711	3,096	21.3%	Line
42	32,495	15,140	40.6%	10,661	1,890	18.0%	Line
44	47,586	18,854	55.8%	16,742	1,568	16.3%	Line
45	12,759	3,147	24.0%	4,829	444	7.8%	Line
46E	13,275	4,786	40.7%	7,690	1,492	17.8%	Line





**Table 3.11. continued – Minority and Low-Income Summary by Route Type**

Route	Total Population Affected	Total Minority Population Affected	Percent Minority	Total Households Affected	Total Low-Income Households Affected	Percent Low-Income Households	Data Type Used
46W	14,004	3,831	24.0%	5,731	1,126	12.6%	Line
48	16,868	12,075	68.2%	5,915	1,501	19.9%	Line
49	19,554	14,617	64.7%	6,658	1,574	19.5%	Line
50	42,832	18,543	45.6%	15,995	2,593	19.2%	Line
51	26,044	5,432	20.4%	11,236	1,559	14.4%	Line
54	17,815	9,767	59.0%	6,956	1,392	16.0%	Line
55	46,419	10,129	28.0%	8,234	1,224	19.9%	Line
56	50,328	8,956	24.8%	9,365	1,298	20.3%	Line
57	35,725	17,161	48.5%	11,347	2,120	19.2%	Line
58	8,330	5,221	39.4%	2,729	378	12.1%	Line
60	3,804	1,456	41.9%	1,965	588	21.2%	Line
61	3,263	1,150	50.3%	1,613	593	25.4%	Line
62	6,463	2,689	52.1%	3,373	804	22.1%	Line
63	3,297	1,002	23.0%	1,740	354	12.8%	Line
102	17,993	4,244	20.7%	7,918	763	7.7%	Line
103	12,224	3,006	24.6%	4,212	597	12.0%	Line
104	28,510	7,467	26.3%	10,788	1,884	17.0%	Line
105	23,420	13,833	60.0%	8,481	1,755	19.7%	Line
106	19,349	8,356	45.4%	7,341	1,539	18.4%	Line
107	18,462	10,478	57.8%	6,986	2,132	26.3%	Line
108	16,566	6,092	41.0%	4,793	687	16.7%	Line
111	23,555	9,226	34.9%	7,966	1,030	14.4%	Line
125	29,159	14,306	47.2%	11,447	1,513	14.4%	Line
155	30,121	8,738	29.9%	6,562	972	15.0%	Line
300	36,387	16,330	45.6%	13,667	2,374	19.2%	Line
301	60,735	30,811	56.6%	21,793	3,101	15.8%	Line
302	61,290	30,162	58.4%	22,080	3,328	17.1%	Line
303	42,279	18,137	50.5%	15,613	1,934	15.6%	Line



**Table 3.11. continued – Minority and Low-Income Summary by Route Type**

Route	Total Population Affected	Total Minority Population Affected	Percent Minority	Total Households Affected	Total Low-Income Households Affected	Percent Low-Income Households	Data Type Used
304	53,614	28,597	49.7%	18,726	4,195	21.2%	Line
305	47,432	21,869	46.3%	16,995	2,502	15.3%	Line
306	67,686	17,085	24.0%	13,673	1,848	15.2%	Line
313	16,572	3,548	23.6%	8,138	975	10.1%	Line
319	15,790	12,599	66.8%	6,170	1,705	22.2%	Line
320	60,299	15,507	26.6%	19,047	2,451	18.8%	Line
405	32,557	13,216	34.4%	10,752	1,010	11.9%	Line
407	85,698	25,067	30.7%	23,019	2,285	14.3%	Line
418	78,486	24,521	40.0%	24,423	2,812	14.1%	Line
426	44,959	17,071	32.4%	4,482	920	16.3%	Line
434	36,467	6,894	18.7%	9,033	755	8.6%	Line
436N	23,505	5,867	26.3%	10,120	1,083	11.6%	Line
436S	38,207	8,667	23.2%	15,286	2,141	14.5%	Line
441	32,969	15,506	50.3%	11,115	2,614	21.9%	Line
443	27,767	15,761	45.9%	9,659	1,559	12.8%	Line
601	37,632	14,076	37.0%	3,581	745	21.8%	Line
604	61,934	16,640	25.2%	11,416	1,328	14.7%	Line
611	17,346	5,876	42.1%	5,730	951	13.9%	Line
612	27,911	10,625	35.8%	9,864	992	13.0%	Line
613	39,929	31,540	67.7%	12,245	2,269	16.2%	Line
621	35,488	8,744	24.1%	11,685	1,411	16.1%	Line
622	13,907	2,574	18.8%	5,101	314	6.4%	Line
631	48,029	14,984	31.7%	9,078	1,246	14.2%	Line
632	20,661	6,384	29.7%	5,098	896	18.9%	Line
641	26,050	6,864	36.3%	9,825	921	11.6%	Line
651	12,091	5,529	40.9%	7,693	1,823	19.6%	Line
652	1,755	768	22.4%	734	142	9.6%	Line
709	3,929	1,219	32.1%	980	216	23.2%	Line



### 3.5 Customer Demographics and Travel Patterns

In addition to reviewing demographic data from the U.S. Census, LYNX also reviewed data from recent surveys. From November 2016 to May 2017, an on-board survey was conducted on LYNX buses as part of a comprehensive transit market assessment to provide recommendations associated with the LYNX Forward TDP. A summary of demographic data, especially data related to race and income, is provided below.

- Most sampled riders were African American (46 percent), 24 percent were Hispanic, and 23 percent were white.
- Of respondents, 20 percent earn less than \$10,000 per year, 71 percent earn between \$10,000 and \$50,000, and 9 percent earn over \$50,000 per year.
- Of respondents, 65 percent ride the bus at least 5 days a week.
- Of respondents, 52 percent do not have a driver’s license.
- Approximately 46 percent of respondents have zero working vehicles at home.
- The majority of sampled riders were employed (78 percent), and 15 percent of passengers are students
- Of those surveyed, males made up 51 percent of respondents and females made up 49 percent.
- Without transit, 18 percent of passengers would not make their trip at all.
- 38 percent of riders surveyed pay by cash fare, followed by 30-Day and 7-Day passes at 25 percent and 15 percent respectively.
- In measuring weekday Trip Purpose, 52 percent of respondents were shown to be traveling from Home to Work and 39 percent from Work to Home.

### 3.6 Monitoring Transit Service

An assessment of sample routes that meet the definition of “minority” and non-minority routes was completed to monitor whether any disparities exist in the review of current operations using the established service standards and policies. Minority routes are defined as ones in which at least one-third of the revenue miles are located in a Census Block or Census Block Group where the percentage of minority population exceeds the percentage of minority population in the service area. LYNX reviews the miles, hours and frequencies of its minority routes and its non-minority routes to determine if equitable service is being provided throughout the Central Florida area.

An assessment of LYNX’s service area showed that 65 percent of LYNX’s service is to minority routes and 35 percent of its service is non-minority routes, detailed in Table 3.12 on the next page. The service span and frequency is based on demand for service in accordance with the service standards. The following routes are classified as minority routes:

Route 1: Winter Park/Altamonte Springs  
 Route 7: S. Orange Avenue/Florida Mall  
 Route 8: W. Oak Ridge Road/Int’l Drive  
 Route 9: Winter Park/Rosemont  
 Route 10: E. U.S. 192/St. Cloud  
 Route 18: S. Orange Avenue/Kissimmee  
 Route 20: Malibu Street/Pine Hills  
 Route 21: Universal Studios  
 Route 23: Winter Park/Springs Village  
 Route 24: Millenia  
 Route 25: Mercy Drive/Shader Road

Route 29: E. Colonial Drive/Goldenrod Road  
 Route 36: Lake Richmond  
 Route 37: Pine Hills/Florida Mall  
 Route 38: Downtown Orlando/Int’l Drive  
 Route 40: Americana Blvd./Universal Orlando  
 Route 44: Hiawassee Road/Zellwood  
 Route 46E: SR 46/Downtown Sanford  
 Route 48: W. Colonial Drive/Pine Hills (48)  
 Route 49: W. Colonial Drive/Pine Hills (49)  
 Route 50: Downtown Orlando/Magic Kingdom  
 Route 54: Old Winter Garden Road



Route 57: John Young Parkway  
Route 60: LYMMO Orange - Downtown  
Route 62: LYMMO Grapefruit  
Route 63: LYMMO Orange – North Quarter  
Route 103: North U.S. 17-92/Sanford  
Route 105: West Colonial  
Route 106: N. U.S. 441/Apopka  
Route 107: Florida Mall/Downtown Orlando  
Route 108: U.S. 441/Kissimmee  
Route 111: OIA/SeaWorld  
Route 125: Silver Star Road Crosstown  
Route 300: Disney Springs Direct (300)  
Route 301: Disney Springs Direct (301)

Route 302: Disney Springs Direct (302)  
Route 303: Disney Springs Direct (303)  
Route 304: Rio Grande Avenue/Vistana Resort  
Route 305: Disney Springs Direct (305)  
Route 319: Richmond Heights/Estates  
Route 320: Avalon Park School Connector  
Route 405: Apopka Circulator  
Route 418: Meadow Woods/Lk Nona/FL Mall  
Route 426: Poinciana Circulator  
Route 441: Kissimmee/Orlando  
Route 443: Winter Park/Pine Hills  
Route 709: Kissimmee Connector



**Table 3.12 – Distribution of LYNX Service Minority and Non-Minority**

<b>Routes</b>	<b>No. of Routes</b>	<b>AM Peak Headway</b>	<b>Off-Peak Headway</b>	<b>PM Peak Headway</b>	<b>Night Headway</b>	<b>Saturday Headway</b>	<b>Sunday Headway</b>
<b>Non-Minority Routes</b>	25	37	42	38	45	45	51
<b>Minority Routes</b>	47	38	42	38	49	45	50
<b>Percent of Non-Minority Service</b>	35%	37	42	38	45	45	51
<b>Percent of Minority Service</b>	65%	38	42	38	49	45	50





### 3.7 Evaluating Service and Fare Changes

#### ***Major Service Policy***

LYNX completes minor service changes on a regular basis related to running time adjustments to improve efficiency and effectiveness of service. The performance measures are reviewed along with Service Planning Manager and SERC input when making these minor changes.

Major Service changes include any modifications that affect 25 percent or more of any individual routes, revenue hours and/or miles, fare changes, and all fares that will change with a capital project. When any change exceeds the established threshold, LYNX will proceed with posting the appropriate public notices and conducting public hearings in compliance with the Public Participation Plan detailed previously in this Title VI Program Update.

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

#### ***Disparate Impact Policy***

Any time there is a difference in impacts between minority and non-minority populations of plus or minus ten percent, such differences in adverse impacts are disparate. For example, if the minority population makes up 30 percent of the overall population, but would bear 45 percent of the impacts, there may be a disparate impact since the minority group bears 15 percent more than its expected share. The Disparate Impact Policy will be applied uniformly to all modes of service operated by LYNX.

During LYNX' public hearings the premise of disparate impact was discussed, as well as the proposed service standards and monitoring activities. Hearing locations will be selected based on accessibility to the public via fixed-route and geographic coverage.

#### ***Disproportionate Burden Policy***

The Disproportionate Burden Policy applies to adverse effects on low-income populations from service changes, fare changes, and all fare changes that will change as a result of a capital project. Any time there is a difference in impacts between low-income and non-low-income populations of plus or minus ten percent; such differences in adverse impacts are disproportionate. For example, if the low-income population makes up 30 percent of the overall population, but would bear 45 percent of the impacts, there may be a disproportionate impact since the low-income group bears 15 percent more than its expected share. The Disproportionate Burden Policy will be applied uniformly to all modes of service operated by LYNX.



## 4.0 COMPLAINTS

### 4.1 Developing Complaint Procedures and Complaint Form

The following section describes procedures that LYNX takes in response to Title VI complaints made, in accordance with 49 CFR Section 21.11. Title VI complaint procedures are located on the LYNX website (in English and Spanish), and are also detailed on the public Complaint Form, available in **Appendix A**. The official LYNX Title VI complain procedures are listed below:

*“As a recipient of federal financial assistance, the Central Florida Transportation Authority d/b/a LYNX has in place the following Title VI complaint procedure.*

*Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Central Florida Regional Transportation Authority (hereinafter referred to as "the Authority") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.*

*Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.*

*The Authority has 30 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.*

*After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.*

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

### 4.2 Right to File a Complaint

Members of the public who feel they have experienced discrimination based on race, color, national origin, age, gender, or disability have the opportunity to document their Title VI complaint through LYNX Customer Relations. The public can express their complaint to a LYNX customer service representative via phone, face to face during regular business hours, through the LYNX website or email via the internet, or by sending a letter to LYNX.

### 4.3 Complaint Acceptance

Once a complaint has been received by LYNX, LYNX documents each complaint received in the Active Citizen Response System (ACR) and tracks the investigation. LYNX notifies the recipient that it is the subject of a Title VI complaint and asks the recipient to respond in writing to the complainant's allegations.



Once the investigation is completed and the complaint is closed, the customer is notified of the outcome of the investigation. If the customer is not satisfied with the outcome of the investigation, they are referred to the LYNX Manager of Compliance.

#### 4.4 Letters of Finding

After the LYNX Manager of Compliance has reviewed the complaint and concluded the investigation, LYNX will transmit to the complainant and the recipient one of the following letters based on their findings:

- a) A letter of finding indicating LYNX did not find a violation of U.S. DOT's Title VI regulations. This letter will include an explanation of why LYNX did not find a violation. If applicable, the letter may include a list of procedural violations or concerns, which will put the recipient on notice that certain practices are questionable and that without corrective steps, a future violation finding is possible.
- b) A letter of finding indicating the recipient is in violation of U.S. DOT's Title VI regulations. The letter will include each violation referenced to the applicable regulation, a brief description of proposed remedies, notice of the time limit on coming into compliance, the consequences of failure to achieve voluntary compliance, and an offer of assistance to develop a remedial plan.

#### 4.5 Administrative Closure

FTA will administratively close Title VI complaints before a resolution is reached where

- the complainant decides to withdraw the case;
- the complainant is not responsive to FTA's requests for information or to sign a consent release form;
- FTA has conducted or plans to conduct a related compliance review of the agency against which the complaint is lodged;
- litigation has been filed raising similar allegations involved in the complaint;
- the complaint was not filed within 180 days of the alleged discrimination;
- the complaint does not indicate a possible violation of 49 CFR part 21;
- the complaint is so weak, insubstantial, or lacking in detail that FTA determines it is without merit, or so replete with incoherent or unreadable statements that it, as a whole, cannot be considered to be grounded in fact;
- the complaint has been investigated by another agency and the resolution of the complaint meets DOT regulatory standards;
- the complaint allegations are foreclosed by previous decisions of the Federal courts, the Secretary, DOT policy determinations, or the U.S. DOT's Office of Civil Rights;
- FTA obtains credible information that the allegations raised by the complaint have been resolved;
- the complaint is a continuation of a pattern of previously filed complaints involving the same or similar allegations against the same recipient or other recipients that have been found factually or legally insubstantial by FTA;
- the same complaint allegations have been filed with another Federal, state, or local agency, and FTA anticipates that the recipient will provide the complainant with a comparable resolution process under comparable legal standards; or
- the death of the complainant or injured party makes it impossible to investigate the allegations fully.

#### 4.6 Complaints Received

In 2017, two Title VI complaints were filed – listed below is brief summary of the complaint and resolution.



- **Complaint CD072017** – A customer filed a complaint about another passenger cursing using racial slurs. The passenger was confrontational and agitated when approached by Dispatcher and security - trespass notice was given, however, it was agreed to be rescinded. The complainant and passenger were notified that any display of the noted behavior will result in the reissue of the trespass, and the complaint was resolved.
- **Complaint MB1212017** – A customer filed a complaint about the amount of bus service that LYNX provides on Route 49. The customer was responded to by the Service Planning Manager, who outlined the service guidelines in comparison to other route areas mentioned in the complaint. The complaint was resolved.

In 2018, no complaints were filed.

In 2019, one Title VI complaint was filed - listed below is brief summary of the complaint and resolution.

- **Complaint TM08262019** – A customer filed a complaint about discriminatory comments allegedly made by an operator as they boarded the bus. The operator was talked to by LYNX, and the complainant was notified of the outcome via email – the complaint was resolved.



## 5.0 CONCLUSION

This FY 2020 LYNX Title VI Program Update has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, *“Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients (October 1, 2012).”*

The objectives detailed in this FY 2020 Title VI Program Update include the following:

- Ensure that federally-assisted benefits and related services are made available and are equitably distributed.
- Ensure that the level and quality of federally-assisted services are sufficient to provide equal access and mobility to all persons regardless of race, color, and national origin.
- Ensure adequate opportunities for all to participate in the planning and decision-making processes.
- Ensure that placement of transit services and facilities are equitable.
- Ensure that corrective and remedial actions are taken for all applications and receipts of federal assistance to prevent discriminatory treatment of any beneficiary.
- Provide procedures for investigating Title VI complaints.
- Take responsible steps for ensuring that meaningful access to programs and activities is provided for persons with Limited English Proficiency.
- Inform the public of their rights under Title VI.







**Section IV**

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

Yes  No

If yes, check all that apply.

Federal Agency

Federal Court

State Court

State Agency

Local Agency

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

Name:

Title:

Agency:

Address:

Telephone:

**Section VI**

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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

Signature and date required below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

LYNX

Desna Hunte, Title VI Coordinator

455 N. Garland Avenue

Orlando, Florida 32801



## APPENDIX B – PUBLIC PARTICIPATION PLAN



Central Florida Regional Transportation Authority  
Policies and Procedures

**Policy:** Public Participation Program

**Issuing Department:** Executive/Transit Operations/Planning/Division of Strategic Planning

**Effective Date:** April 1, 2020

**Approved By:**   
James E. Harrison  
Chief Executive Officer

**SCOPE**

This policy shall apply to all Officers, Employees, and Agents of LYNX.

**DEFINITIONS**

**Agency:** The Central Florida Regional Transportation Authority d.b.a. LYNX.

**Custodian:** The Chief Executive Officer (CEO) or designee. Designee for the purposes of this policy shall be the named interim or acting Chief Executive Officer in the event that the permanent CEO is not available for an extended period of time.

**Coordinator:** An employee of the Authority designated by the CEO, in coordination with the Strategic Planning Division and Government Affairs Department, whose responsibilities include maintaining a Public Participation Program that meets the Federal Transit Administration's requirements.

**Public Participation:** Activities and literature whose purpose is to convey agency ideas and projects in an effort to solicit public (governmental, private, individual, and special interest) input.

**Metropolitan Planning Organization (MPO):** A federally required planning body responsible for transportation planning and project selection in its region. METROPLAN ORLANDO serves as the MPO and is the transportation planning partner for Orange, Osceola, and Seminole counties – LYNX' primary service area.

**POLICY**

It shall be the policy of LYNX to proactively inform and involve the Central Florida public in the planning and implementation of LYNX' new services, routing adjustments, passenger fare adjustments, new facility construction and other capital projects, and planning activities in accordance with Federal and State regulations.



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Public participation activities shall take place with all customer groups in a number of forums, including the riding public, non-riding public, member jurisdictions (city and county government), private sector partners, and State and Federal agencies.

With its authority to serve the Central Florida region with a full array of mobility options, LYNX maintains a program to proactively inform the public and afford public participation in the early development and implementation stage of LYNX services. It is the intent of LYNX to ensure its actions are reasonable, non-capricious, and considerate of public comment in its mission to provide mobility services for the welfare and convenience of the residents and visitors in the LYNX service area.

LYNX implements its Public Participation Program by utilizing a continuous communication program and various outreach techniques appropriate to the proposed action to be taken and the public to be affected. The LYNX Chief Executive Office or designee has the responsibility to:

1. Maintain operating procedures that will be proactive and organize complete information for full public access to key decisions and opportunities for early and continuing participation.
2. Determine reasonable approaches and techniques to provide public information, input, and agency consideration in response to public concerns.
3. Administer a public notice and hearing process for a minimum of the following situations, but not limited to:
  - a. Any fare increase or modifications to LYNX fare structure for LYNX services and fare media.
  - b. Any service reduction impacting more than 25 percent of an individual route's total revenue hours or revenue miles and route eliminations. The exception of this reduction of service threshold will be routes that have existed less than two years or have been introduced as service development or experimental service.
  - c. Any proposed alternatives that are being considered that would in their implementation create a disparate impact or disproportionate burden of plus or minus ten (10) percent.
  - d. Any major capital or planning project, which requires Federal or State funding participation. Public notice and participation may be fulfilled through LYNX' Transit Development Plan (TDP) and/or Budget workshop via the regularly scheduled meeting of the LYNX Board of Directors. Additional involvement will be sought through coordination with the MPO, which conducts a public participation effort during the development of the region's Transportation Improvement Program (TIP) and Unified Planning Work Program (UPWP) and through coordination with the Florida Department of Transportation (FDOT) Work Program development.



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Staff will summarize and package all public comments received for presentation to the LYNX Board of Directors prior to final action. The Board of Directors shall be allotted, at a minimum, one week to review public comments prior to taking action.

Public access to the LYNX Board of Directors is maintained by providing public notice of every regularly scheduled Board meeting as well as any special meeting at which Board action will take place. The Board affords public comment at all of its meetings and follows the protocol below:

1. Individuals, representatives, and/or groups may provide comments directly to the Board or request to be placed on the Board meeting agenda for presentation to the entire Board during the public comment section of the agenda.
2. Every Board meeting shall reserve a place on the agenda for public comment.

**IMPLEMENTATION**

The Chief Executive Officer shall utilize the Public Participation Administrative Operating Procedures and the Federal Transit Administration (FTA) approved Title VI Program to implement this policy, which shall be followed under all conditions that pertain to the activities listed. Staff, under the direction of the Chief Executive Officer, is authorized to amend the administrative guidelines from time to time as deemed necessary to implement this policy with the exclusion of required Federal and State statutes and regulations.

Any amendments to the Public Participation Program Policy must be provided to the LYNX Board of Directors for their information at the Board meeting directly following any amendments.





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## Public Participation Program Operating Procedures

**Issuing Department:** Transit Operations/Planning/Division of Strategic Planning

**Effective Date:** April 1, 2020

### PROCEDURES

In accordance with the LYNX Public Participation Program Policy, these Administrative Operating Procedures have been developed to ensure proper public input to the development and implementation of LYNX mobility services. There are two types of activities for which procedures are established:

1. Activities that require public participation based on Federal and/or State regulations; and
2. Activities that LYNX desires public participation as part of its overall strategy to provide market driven transportation services.

In executing this policy, LYNX will publish in a newspaper of general circulation in both English and Spanish, a notice of activities that impact LYNX' riding and non-riding customers. Notice will be published at least ten (10) days in advance of the time when the activity is to be implemented. The notice shall include:

1. The proposed activity(ies);
2. Address and business hours whereby information regarding the activity(ies) is available for public review;
3. Availability of opportunities to verbally comment regarding one or more of the activities during the scheduled Board Meeting and/or any special meeting;
4. A period of time in which the public may comment on the proposed activity(ies);
5. A contact address for the submission of written comments related to the activity(ies); and
6. Contact information to arrange special accommodations.

Where appropriate, LYNX will proactively solicit public participation on one or more than one activity so long as there is at least twenty-one (21) days before any one of the activities are to be implemented. Any public request for a hearing or comment on a particular activity will have no bearing on implementation of other activity(ies).

Public comments on LYNX activities will be considered in their entirety and will be packaged for the LYNX Board of Directors and presented by staff at a regularly scheduled LYNX Board of Directors meeting prior to implementation of any action.





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### Public Hearing Guidelines

Public Hearings to solicit public comment will be automatically held under the following circumstances:

1. When required by Federal or State regulations;
2. When any of the following conditions are met:
  - a. Any modification to fares for LYNX services and/or fare media.
  - b. Any service reduction impacting more than 25 percent of an individual route's total revenue hours or revenue miles and route eliminations. The exception of this reduction of service threshold will be routes that have existed less than two years or have been introduced as service development or experimental service.
  - c. Any proposed service modification that would impact minorities at a greater rate than non-minorities by plus or minus ten (10) percent, in accordance with the disparate and disproportionate impact as defined in the LYNX approved Title VI Program.
3. Once annually to review the Program of Projects.

Public hearings will be subject to the same notice provisions as indicated above. All public comments, written and oral, will be presented to the LYNX Board of Directors at a regularly scheduled meeting before final action on the activity (ies) is (are) taken. Below are specific activities that warrant public involvement for the two types of activities.

#### Fare Modification – Required Activities:

Fixed-route fare increases are increases in the base system, full adult fare. When the full fare is increased, discount fares, fare media, premium services, and paratransit fares may also be increased at the same time. LYNX staff will evaluate information such as revenue forecasts, expected shortfalls, and fare studies to determine if a fare increase is warranted. Once a fare modification process is initiated, LYNX shall proceed with public notification of the proposed fare change, following Title VI requirements. Once initiated, the following activities will be conducted to solicit input:

1. Prepare notices in the form of press releases in both English and Spanish, and on-board bus cards and flyers for paratransit vehicles in both English and Spanish.
2. Schedule a public hearing(s).
3. Notice of public hearing in accordance with Public Notices Procedures below.
4. Hold public hearing(s) to gain input.

#### Other Activities Related to Fare Modifications – Not Required:

When deemed appropriate and reasonable, LYNX may also conduct other activities to solicit public comment, including but not limited to:



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1. Hold public workshops in communities affected by the fare increase.
2. Make presentations to elected officials and local jurisdictions.
3. Make presentations to business and community groups.
4. Publicize the fare increase through marketing promotions on radio and television stations in both English and Spanish.

**Service Changes meeting the 25 percent change or ten (10) percent disparate impact threshold – Required Activities:**

Service changes occur when LYNX does the following to an individual route or set of routes:

1. Reduce or increase revenue hours of service by more than 25 percent of an individual route's total revenue hours.
2. Reduces or increase revenue miles of service by more than 25 percent of an individual route's total revenue miles.
3. Modify routes in any way that impacts at least ten (10) percent of minority routes over or under the impact to non-minority routes.
4. Eliminate a route altogether, unless the route is a service development or experimental service or has not been in existence for more than two (2) years.

Public participation is required if any of the above activities impact more than 25 percent of an individual route's total revenue hours and/or total revenue miles, as determined by the Director of Planning in coordination with the Title VI Officer or when a disparate impact of ten (10) percent or more is created by the proposed change. When LYNX deems that one or all of the criteria have been met, the following activities shall occur.

1. Prepare notices in the form of press releases and via on-board bus cards in both English and Spanish.
2. Schedule a public hearing(s).
3. Notice of public hearing in accordance with the public notice procedures listed below.
4. Hold a public hearing(s) to gain input.

**Other Activities Related to Service Reductions – Not Required:**

When deemed appropriate and reasonable, LYNX may also elect to conduct other activities to solicit public comment, including but not limited to:

1. Hold public workshops in communities affected by the service reduction.
2. Make presentations to elected officials and local jurisdictions.
3. Make presentations to business and community groups.



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4. Publicize the service reduction through marketing promotions on radio and television stations in both English and Spanish.

**LYNX Program of Projects (Capital Investments) – Required Activity:**

Capital investment and/or improvement projects shall be programmed in the annual update of the LYNX Transit Development Plan (TDP), budget workshops, and the MetroPlan Orlando (the Metropolitan Planning Organization (MPO) for Orange, Osceola, and Seminole counties) Transportation Improvement Program (TIP). The MPO provides a process for early consultation and public participation to citizens, affected public agencies, and representatives of transportation agencies, private providers of transportation, and other interested parties and local jurisdictions. MetroPlan Orlando presents all key issues to its Transportation Technical Committee, which are comprised of jurisdictional staff, private citizens, and elected officials in the urban area. Public hearings are also held on the Long Range Transportation Plan (LRTP) and the TIP prior to adoption by the MPO. The MPO's public participation activities will be in compliance with MetroPlan Orlando's most current Public Involvement Program (PIP).

The LYNX public participation process in the form of public workshop(s) for capital investments / improvements will be as follows:

1. Once annually, LYNX will develop a Program of Projects (POP) also known as the TDP, proposed to be funded with Federal, State, and local funding.
2. LYNX will publish notice of the POP's availability in a newspaper of general circulation in both English and Spanish. The publication will also solicit public feedback on the POP.
3. The POP will be adopted by the LYNX Board of Directors as part of the TDP, which provides for additional public comment.
4. The POP/TDP shall then be submitted to the Florida Department of Transportation (FDOT) for incorporation into the Work Program and the MPO for incorporation into the TIP.
5. The MPO then completes a public involvement process that includes consulting with technical and citizen committees, holding a public hearing, and final adoption by the MPO Board.

Public comments received on the POP/TDP or TIP will be considered by LYNX throughout the adoption process and incorporated into final programs.

**Public Notice**

When formal public notice is warranted for public hearings, LYNX shall publish notice at least ten (10) days prior to the proposed action. Public notice will be published in newspapers of general circulation and shall be published in English and Spanish in compliance with Executive Order 13166 Access to Services for Persons with Limited English Proficiency (LEP). The notice will also be available on the LYNX website for





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translation into other languages, and on the LYNX social media channels (Facebook, Twitter, and Instagram). Translation will be completed as requested for vital documents and public notices. Based on data obtained from ridership surveys, notices will be developed and published in another language when that language is used by a minimum of twenty (20) percent of the riders. Upon request, accommodations will be made for information or notices to be provided in additional languages other than English or Spanish, as well as other accessible formats in compliance with the Americans with Disabilities Act and LEP provisions. The notice shall include:

1. Purpose of the public hearing.
2. The date, time, and location of the public hearing.
3. Address and business hours whereby information regarding the action can be available for public review.
4. Contact address and period of time which written public comments will be received, and;
  - a. Contact telephone number for the public to gain additional information.
  - b. Contact information for persons needing special accommodations.

Should the hearing be for the purpose of a route reduction, LYNX may opt to assign staff, where appropriate and available, to act as “living alerts” and notify the public of the hearing and to distribute comment cards. This action is optional and is not part of the overall policy and procedure.

After the public hearing(s) and at the conclusion of the public comment period, the CEO shall direct staff to summarize and package all public comments for presentation to the LYNX Board of Directors at least one week prior to the time action is to be taken.

Public hearings conducted by the LYNX Board of Directors shall be at regularly scheduled monthly meetings that are published each year for the following year. Public hearings by staff may be conducted at any time based on the impacts to a particular community or community base. Notice provisions for Public Hearings shall be the same as those above indicated.

Whenever applicable, all public comments received through any of the means listed above will be summarized and presented to the LYNX Board of Directors prior to adoption or implementation of the action taken.

**Public Comments:**

LYNX solicits public input regarding mobility services, amenities, routing, fare structure, and fare media. In order to maximize the public’s opportunity to comment and become part of the official public record, LYNX has implemented the following public comment procedure:





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1. The public comment period will encompass the date of the initial advertisement and be open until 21 days after the date of the initial advertisement.
2. Comments will be afforded:
  - a. Via the LYNX website at [www.golynx.com](http://www.golynx.com).
  - b. In person at workshop(s) or hearing(s).
  - c. Via comment cards available in both English and Spanish.
  - d. To a Customer Service Representative by calling (407) 841-5969 during regular Customer Service business hours or TTY at (407) 423-0787 for our hearing impaired customers.
  - e. Via regular mail or delivery service.
  - f. Through electronic mail.
3. If part of an affected route or a particular service area is served by a population of 20 percent or more that speak a language other than English or Spanish, comment cards will be made available in that language.
4. LYNX staff, under the direction of the Chief Executive Officer, will compile and package all comments to be reviewed by the LYNX Board of Directors no later than one week prior to the LYNX Board of Directors meeting.
5. The public is also afforded the opportunity to comment on all proposed actions taken by the LYNX Board of Directors at their regularly scheduled meeting.

**Public Outreach Activities:**

LYNX uses various forms of public involvement to tailor the outreach to the specific activity involved. Public outreach activities are designed to increase awareness of LYNX, determine public attitudes regarding the Authority's progress, and to gain public consensus and support for the importance of public transportation to the quality of life in the region. LYNX will seek to maintain a comprehensive and continuous public participation outreach effort to include, but not limited to:

1. Transit Development Plan (TDP) – LYNX holds public workshops in all three service counties prior to the TDP finalization for major update years (every five years) to seek public input on the projects proposed for funding. On an annual basis in between the major update years, LYNX solicits public input on a minor TDP Update prepared through a newspaper advertisement and at regularly scheduled LYNX Board meetings.
2. Human Services Transportation Plan (HSTP) – As part of the HSTP development, LYNX holds stakeholder meetings and public workshops to seek public input. The most recent HSTP is available for review and comment on the LYNX Customer Service webpage.
3. MPO Coordination – LYNX participates with MetroPlan Orlando on a variety of public involvement activities, including continued representation on the MetroPlan Board, the Technical Advisory Committee (TAC), the Transportation Systems & Management (TSM&O) Committee, and in



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making presentations when appropriate to the Citizens Advisory Committee (CAC) or Municipal Advisory Committee (MAC). The list below identifies additional coordination between LYNX and MetroPlan but is not exhaustive as additional coordination occurs as needed for projects, including Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities subrecipient selection.)

- a. Transportation Improvement Plan (TIP) - Annual coordination with MPO.
  - b. Unified Planning Work Program (UPWP) – Annual submission of the proposed planning projects to be funded in the UPWP.
  - c. Metropolitan Transportation Plan (MTP) – Participation and input into the development of a multi-modal transportation system.
  - d. Transportation Disadvantaged Local Coordinating Board (TDLCB) – As the Community Transportation Coordinator (CTC), LYNX participates in quarterly TDLCB meetings. The TDLCB evaluates the service levels, safety, and other issues of transit operations provided by ACCESS LYNX serving the elderly, people with disabilities, or otherwise disadvantaged citizens in Orange, Osceola, and Seminole counties. The public is given an opportunity to comment to the TDLCB about public transportation during the meetings.
4. Speaker’s Bureau – LYNX key staff members may present to community groups, chambers of commerce, business organizations, elected officials, and neighborhood/community associations. Speakers Bureau presentations may also be requested at large.
  5. Information Awareness Program – LYNX runs marketing campaigns targeted toward promoting the LYNX image throughout the community to both riding and non-riding customers.
  6. Internet/Web Access – The LYNX website is currently accessible providing information on LYNX services, policies, projects, upcoming modifications, job opportunities, and more. The LYNX website includes a Title VI statement and overview, procedures for filing a complaint, and the Title VI complaint form. LYNX staff also responds to all email inquiries.
  7. LYNX Committees – LYNX committees assist with obtaining governmental and citizen input on the agency’s business. Outreach activities through committees are listed below but may also cease when committees are no longer in existence.
    - a. Regional Working Group – Planning members from funding partners review technical data and provide input to LYNX on transit related issues such as service development and growth management. It also serves as a forum for LYNX staff to become more active with the local transportation development process.
  8. Annual Budget – LYNX holds public workshops during Board meetings to engage citizens in an interactive process of balancing service needs with budget constraints. The public workshops provide a forum for the public to voice their needs and concerns and gather a better understanding of the LYNX budgeting process. LYNX will publish in a newspaper of general circulation, the regularly scheduled Board of Directors meeting at which time the proposed



Central Florida Regional Transportation Authority  
Policies and Procedures

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- budget will be presented. The public will be given the opportunity at the Board of Directors meeting to comment on the proposed budget.
9. Press Releases – LYNX posts press releases on its website to announce service modifications and upcoming events and outreach activities.
  10. Social Media – LYNX uses social media feeds (Facebook, Twitter, YouTube, and Instagram) to make announcements regarding service delays, service proposals, and upcoming events and outreach activities.

Public workshops are held in the communities affected by the service modifications that exceed the established threshold and/or fare changes; therefore, if changes affect a minority community notice of the public meeting will be posted on the buses and the meeting should be in close proximity to the community providing an opportunity for all interested parties to attend. LYNX may also present to community groups in affected areas to reach a greater audience of participants. For all LYNX public meetings relating to service changes that exceed the threshold and fare modifications, public notices are developed in both English and Spanish and posted on all LYNX bus routes, the terminal, and on the website to reach all groups, including minority populations. LYNX conducts public meetings in all three counties in the service area, when feasible. The meetings are geographically located on fixed bus routes, when possible. LYNX also provides transportation to and from the meeting at no charge for any person who would like to attend but is unable to access the fixed-route bus.

**Security:**

LYNX takes the safety and security of the public and its employees very seriously. In an effort to circumvent any disruptive or potentially harmful situations, LYNX will procure the services of an off-duty law enforcement officer or have a LYNX safety officer at all public hearings. Law enforcement officers will be uniformed and will be from the law enforcement agency of the jurisdiction in which the hearing(s) is being held. LYNX safety officers will have badges identifying their role and may attend any LYNX hosted meeting throughout the tri-county area.





## APPENDIX C – PUBLIC OUTREACH

# FY 2020 TITLE VI PROGRAM UPDATE

You're invited to attend LYNX' Draft FY 2020 Title VI Program Public Hearings.

## PUBLIC HEARINGS

<p><b>MARCH 9</b> 5:00 PM</p> <p><b>Altamonte Springs City Hall</b></p> <p>225 Newburyport Ave., Altamonte Springs, FL 32701</p>	<p><b>MARCH 10</b> 5:00 PM</p> <p><b>Kissimmee City Hall</b></p> <p>101 Church Street, Kissimmee, FL 34741</p>	<p><b>MARCH 11</b> 6:00 PM</p> <p><b>LYNX Central Station</b></p> <p>455 N. Garland Ave., Orlando, FL 32801</p>
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Public participation is solicited without regard to race, color, national origin, age, sex, religion, income, disability or familial status. Persons who require language translation or interpretive services, which are provided at no cost, should contact Desna Hunte, LYNX Manager of Compliance/Title VI Officer, at (407) 254-6117 or at [dhunte@golynx.com](mailto:dhunte@golynx.com) at least seven (7) days prior to the meeting. In accordance with the Americans with Disabilities Act of 1990, and any subsequent amendment(s), persons requiring a special accommodation at these meetings because of a disability should contact Benjamin Gonzalez at (407) 254-6038 no later than two (2) business days prior to the meeting. If hearing impaired, TDD Customers: 711 Florida Relay Service.







# Orlando Sentinel

Published Daily  
ORANGE County, Florida

LYNX FINANCE  
RECEIVED

State Of Florida  
County Of Cook

Before the undersigned authority personally appeared  
Blaine Rogers, who on oath says that he or she is an Advertising  
Representative of the ORLANDO SENTINEL, a DAILY newspaper  
published at the ORLANDO SENTINEL in ORANGE County, Florida,  
that the attached copy of advertisement, being a Legal Notice in the matter  
of 11150 Public Hearing Notice, LYNX FY 2020-2023 TITLE VI  
PROGRAM (UPDATE) was published in said newspaper on the issue of  
Mar 03, 2020.

Affiant further says that the said ORLANDO SENTINEL is a newspaper  
published in said ORANGE County, Florida, and that the said newspaper  
has heretofore been continuously published in said ORANGE County,  
Florida, each day and has been mailed as periodicals matter at the post  
office in ORANGE County, Florida, in said ORANGE County, Florida, for  
a period of one year next preceding the first publication of the attached  
copy of advertisement; and affiant further says that he or she has neither  
paid nor promised any person, firm or corporation any discount, rebate,  
concession; or refund for the purpose of securing the advertisement for  
publication in the said newspaper.

Blaine Rogers

Name of Affiant

Sworn to and subscribed before me on this 3 day of March, 2020,  
by above Affiant, who is personally known to me (X) or who has produced identification ( )

Signature of Notary Public



Name of Office, Typed, Printed or Stamped

Sold To:  
Lynx Central - C100008091  
455 N. Garland Ave  
Orlando, FL, 32801

Billed To:  
Lynx Central - C100008091  
455 N. Garland Ave  
Orlando, FL, 32801

6620884



# Orlando Sentinel

## PUBLIC NOTICE LYNX FY 2020-TITLE VI PROGRAM UPDATE PUBLIC HEARINGS

The Central Florida Regional Transportation Authority (LYNX) will hold public hearings regarding the agency's updated Title VI Program for the years FY 2020-2024.

The first public hearing will take place on March 7 at 5:00 pm at Altamonte Springs City Hall located at 225 Newborough Avenue, Altamonte Springs, FL 32701. The second public hearing will take place on March 13 at 5:00 pm at Kissimmee City Hall located at 101 Church Street, Kissimmee, FL 34741. The third public hearing will take place on March 16 at 5:00 pm at LYNX Central Station located at 495 N. Oakland Avenue, Orlando, FL 32801.

The meetings will begin with an brief presentation at 5:00 pm, followed by a question-and-answer forum. A copy of the Draft FY 2020-2024 Title VI Program Update be available for public reviewing comment. Members of the public are encouraged to attend and provide feedback on how these documents can be improved to ensure that LYNX equitably serves the areas' marginalized populations. Staff will be present to discuss the program update and answer any questions.

Public participation is solicited without regard to race, color, national origin, age, sex, religion, income, disability or marital status. Persons who require language translation or alternative services, which are provided at no cost, should contact Debra Hulse, LYNX Manager of Compliance/Title VI Office, at 407-254-6117 or at [debrahulse@lynx.com](mailto:debrahulse@lynx.com) at least seven (7) days prior to the meeting. In accordance with the Americans with Disabilities Act of 1990, and its subsequent amendments, persons requiring a special accommodation of these meetings because of a disability should contact Benjamin Gonzalez at 407-254-6088 no later than two (2) business days prior to the meeting. If seating is required, contact LYNX at 407-254-6117 (TDD). Special language interpreters or need additional information, please contact:

Debra Hulse  
Manager of Compliance/Title VI Office  
LYNX  
Phone: 407-254-6117  
Email: [debrahulse@lynx.com](mailto:debrahulse@lynx.com)

contact: 19800  
6520864



# Orlando Sentinel

Published Daily  
ORANGE County, Florida

State Of Illinois  
County Of Cook

Before the undersigned authority personally appeared  
Blaine Rogers, who on oath says that he or she is an Advertising  
Representative of the ORLANDO SENTINEL, a DAILY newspaper  
published at the ORLANDO SENTINEL in ORANGE County, Florida;  
that the attached copy of advertisement, being a Legal Notice in the matter  
of 11900-El Sentinel Legal, LYNX FY 2024-2025 TITLE VI PROGRAM  
UPDATE was published in said newspaper in the issue of Mar 07, 2020.

Affiant further says that the said ORLANDO SENTINEL is a newspaper  
published in said ORANGE County, Florida, and that the said newspaper  
has heretofore been continuously published in said ORANGE County,  
Florida, each day and has been entered as periodicals matter in the post  
office in ORANGE County, Florida, in said ORANGE County, Florida, for  
a period of one year next preceding the first publication of the attached  
copy of advertisement; and affiant further says that he or she has neither  
paid nor promised any person, firm or corporation any discount, rebate,  
commission or reward for the purpose of securing this advertisement for  
publication in the said newspaper.

Blaine Rogers

Name of Affiant:

Sworn to and subscribed before me on this 8 day of March, 2020,  
by above Affiant, who is personally known to me ( X ) of who has produced Identification ( ) :

Signature of Notary Public



Name of Notary, Typed, Printed, or Stamped

Sold To:  
Lynx Central / CU0008809  
455 N Garland Ave  
Orlando, FL, 32801

Billed To:  
Lynx Central / CU0008809  
455 N Garland Ave  
Orlando, FL, 32801

6678889



# Orlando Sentinel

LYNX FINANCE RECEIVED

### NOTICIA PUBLICA LYNX FY 2020-2023 TITLE VI PROGRAM UPDATE ADMINISTRACION PUBLICAS

La Autoridad de Transporte Regional de Florida Central (LYNX) llevará a cabo audiencias públicas sobre el Programa Título VI actualizado de la agencia para el año fiscal 2020-2023.

La primera audiencia pública tendrá lugar el 3 de marzo a las 5:00 pm en el Ayuntamiento de Altamonte Springs ubicado en 225 Newborough Avenue, Altamonte Springs, FL 32701. La segunda audiencia pública tendrá lugar el 10 de marzo a las 5:00 pm en el Ayuntamiento de Kissimmee ubicado en 101 Church Street, Kissimmee, FL 34741. La tercera audiencia pública tendrá lugar el 31 de marzo a las 5:00 pm en la estación central LYNX ubicada en 435 N. Gandy Avenue, Orlando, FL 32801.

Las reuniones comenzarán con una breve presentación a las 5:00 am, seguida de un foro de preguntas y respuestas. Una copia del Proyecto de Actualización del Programa Título VI para el año fiscal 2020-2023 estará disponible para revisión pública y comentarios. Se invita a los miembros del público a asistir y proporcionar comentarios sobre cómo se pueden mejorar estos documentos para garantizar que LYNX sirva equitativamente a las poblaciones marginadas del área. El personal estará presente para discutir la actualización del programa y responder cualquier pregunta.

Se solicita la participación pública sin distinción de raza, color, nacionalidad, edad, sexo, religión, ingresos, discapacidades o estado familiar. Las personas que requieren servicios de traducción o interpretación de idiomas, que se proporcionan sin costo, deben comunicarse con Desha Hurd, Gerente de Cumplimiento/Título VI Officer de LYNX, al 407-354-6117 o en [dhurd@oflra.com](mailto:dhurd@oflra.com) al menos siete (7) días antes de la reunión. Las personas que necesitan adaptaciones este según la Ley de Estadounidenses con Discapacidades (ADA), por sus siglas en inglés) de 1990, las personas que requieren acomodaciones especiales en cualquiera de estas reuniones debido a una discapacidad deben comunicarse con Benjamin González al (407) 354-6028, dos días hábiles antes de la reunión. Personas con problemas de audición, favor de comunicarse con LYNX al (407) 493-0797 (TDD).

Desha Hurd  
Manager of Compliance  
LYNX  
Phone: 407-354-6117  
Email: [dhurd@oflra.com](mailto:dhurd@oflra.com)

CL542989- 37000  
6620889





## APPENDIX D – BOARD APPROVAL



## APPENDIX E – LEP DATA

### Language Codes

The following table lists all the possible language codes that Google Analytics uses to specify various system settings for website view data.

**Table E.1 – Google Analytics Language Codes**

Code	Language	Code	Language
af	Afrikaans	sq	Albanian
ar-sa	Arabic (Saudi Arabia)	ar-iq	Arabic (Iraq)
ar-eg	Arabic (Egypt)	ar-ly	Arabic (Libya)
ar-dz	Arabic (Algeria)	ar-ma	Arabic (Morocco)
ar-tn	Arabic (Tunisia)	ar-om	Arabic (Oman)
ar-ye	Arabic (Yemen)	ar-sy	Arabic (Syria)
ar-jo	Arabic (Jordan)	ar-lb	Arabic (Lebanon)
ar-kw	Arabic (Kuwait)	ar-ae	Arabic (U.A.E.)
ar-bh	Arabic (Bahrain)	ar-qa	Arabic (Qatar)
eu	Basque	bg	Bulgarian
be	Belarusian	ca	Catalan
zh-tw	Chinese (Taiwan)	zh-cn	Chinese (PRC)
zh-hk	Chinese (Hong Kong SAR)	zh-sg	Chinese (Singapore)
hr	Croatian	cs	Czech
da	Danish	nl	Dutch (Standard)
nl-be	Dutch (Belgium)	en	English
en-us	English (United States)	en-gb	English (United Kingdom)
en-au	English (Australia)	en-ca	English (Canada)
en-nz	English (New Zealand)	en-ie	English (Ireland)
en-za	English (South Africa)	en-jm	English (Jamaica)
en	English (Caribbean)	en-bz	English (Belize)
en-tt	English (Trinidad)	et	Estonian
fo	Faeroese	fa	Farsi
fi	Finnish	fr	French (Standard)
fr-be	French (Belgium)	fr-ca	French (Canada)
fr-ch	French (Switzerland)	fr-lu	French (Luxembourg)
gd	Gaelic (Scotland)	ga	Irish
de	German (Standard)	de-ch	German (Switzerland)
de-at	German (Austria)	de-lu	German (Luxembourg)
de-li	German (Liechtenstein)	el	Greek
he	Hebrew	hi	Hindi
hu	Hungarian	is	Icelandic
id	Indonesian	it	Italian (Standard)
it-ch	Italian (Switzerland)	ja	Japanese
ko	Korean	ko	Korean (Johab)
lv	Latvian	lt	Lithuanian
mk	Macedonian (FYROM)	ms	Malaysian
mt	Maltese	no	Norwegian (Bokmal)
no	Norwegian (Nynorsk)	pl	Polish
pt-br	Portuguese (Brazil)	pt	Portuguese (Portugal)
rm	Rhaeto-Romanic	ro	Romanian
ro-mo	Romanian (Republic of Moldova)	ru	Russian
ru-mo	Russian (Republic of Moldova)	sz	Sami (Lappish)
sr	Serbian (Cyrillic)	sr	Serbian (Latin)
sk	Slovak	sl	Slovenian
sb	Sorbian	es	Spanish (Spain)



es-mx	Spanish (Mexico)	es-gt	Spanish (Guatemala)
es-cr	Spanish (Costa Rica)	es-pa	Spanish (Panama)
es-do	Spanish (Dominican Republic)	es-ve	Spanish (Venezuela)
es-co	Spanish (Colombia)	es-pe	Spanish (Peru)
es-ar	Spanish (Argentina)	es-ec	Spanish (Ecuador)
es-cl	Spanish (Chile)	es-uy	Spanish (Uruguay)
es-py	Spanish (Paraguay)	es-bo	Spanish (Bolivia)
es-sv	Spanish (El Salvador)	es-hn	Spanish (Honduras)
es-ni	Spanish (Nicaragua)	es-pr	Spanish (Puerto Rico)
sx	Sutu	sv	Swedish
sv-fi	Swedish (Finland)	th	Thai
ts	Tsonga	tn	Tswana
tr	Turkish	uk	Ukrainian
ur	Urdu	ve	Venda
vi	Vietnamese	xh	Xhosa
ji	Yiddish	zu	Zulu



## Website View Data (January 1, 2017 – December 31, 2019)

Analytics Lynx  
Lynx

[Go to report](#)

### Language

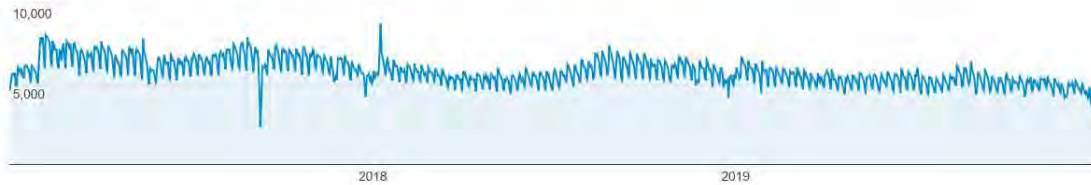
All Users  
100.00% Users

Jan 1, 2017 - Dec 31, 2019

### Explorer

#### Summary

Users



Language	Acquisition			Behavior			Conversions <small>eCommerce</small>		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
	<b>2,690,252</b> <small>% of Total: 100.00% (2,690,252)</small>	<b>2,703,423</b> <small>% of Total: 100.11% (2,700,430)</small>	<b>8,843,989</b> <small>% of Total: 100.00% (8,843,989)</small>	<b>49.30%</b> <small>Avg for View: 49.30% (0.00%)</small>	<b>2.76</b> <small>Avg for View: 2.76 (0.00%)</small>	<b>00:02:57</b> <small>Avg for View: 00:02:57 (0.00%)</small>	<b>0</b> <small>% of Total: 0.00% (0)</small>	<b>\$0.00</b> <small>% of Total: 0.00% (\$0.00)</small>	<b>0.00%</b> <small>Avg for View: 0.00% (0.00%)</small>
1. en-us	<b>2,318,944</b> <small>(85.87%)</small>	<b>2,325,219</b> <small>(86.01%)</small>	<b>8,053,451</b> <small>(91.06%)</small>	<b>48.97%</b>	<b>2.74</b>	<b>00:02:56</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
2. en-gb	<b>109,068</b> <small>(4.04%)</small>	<b>110,147</b> <small>(4.07%)</small>	<b>199,104</b> <small>(2.25%)</small>	<b>48.74%</b>	<b>3.23</b>	<b>00:03:14</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
3. es-419	<b>45,594</b> <small>(1.69%)</small>	<b>44,059</b> <small>(1.63%)</small>	<b>144,746</b> <small>(1.64%)</small>	<b>45.83%</b>	<b>3.24</b>	<b>00:03:46</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
4. es-xl	<b>32,777</b> <small>(1.21%)</small>	<b>32,790</b> <small>(1.21%)</small>	<b>65,739</b> <small>(0.74%)</small>	<b>55.83%</b>	<b>2.48</b>	<b>00:02:14</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
5. es-es	<b>32,223</b> <small>(1.19%)</small>	<b>31,833</b> <small>(1.16%)</small>	<b>62,318</b> <small>(0.70%)</small>	<b>59.25%</b>	<b>2.63</b>	<b>00:02:52</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
6. pt-br	<b>23,763</b> <small>(0.88%)</small>	<b>23,648</b> <small>(0.87%)</small>	<b>39,766</b> <small>(0.45%)</small>	<b>56.16%</b>	<b>2.83</b>	<b>00:03:10</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
7. es-us	<b>22,554</b> <small>(0.84%)</small>	<b>21,409</b> <small>(0.79%)</small>	<b>68,319</b> <small>(0.77%)</small>	<b>68.43%</b>	<b>2.11</b>	<b>00:02:06</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
8. en-ca	<b>14,640</b> <small>(0.54%)</small>	<b>14,574</b> <small>(0.54%)</small>	<b>24,700</b> <small>(0.28%)</small>	<b>50.77%</b>	<b>3.14</b>	<b>00:03:19</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
9. es	<b>12,330</b> <small>(0.46%)</small>	<b>12,141</b> <small>(0.45%)</small>	<b>27,936</b> <small>(0.32%)</small>	<b>45.82%</b>	<b>3.45</b>	<b>00:04:14</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
10. zh-cn	<b>6,661</b> <small>(0.25%)</small>	<b>6,669</b> <small>(0.25%)</small>	<b>11,147</b> <small>(0.13%)</small>	<b>56.39%</b>	<b>2.85</b>	<b>00:03:18</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
11. fr-fr	<b>6,181</b> <small>(0.23%)</small>	<b>6,027</b> <small>(0.22%)</small>	<b>12,100</b> <small>(0.14%)</small>	<b>59.97%</b>	<b>2.69</b>	<b>00:02:51</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
12. ja-jp	<b>6,071</b> <small>(0.22%)</small>	<b>6,165</b> <small>(0.23%)</small>	<b>10,662</b> <small>(0.12%)</small>	<b>49.52%</b>	<b>3.50</b>	<b>00:03:58</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
13. de-de	<b>6,049</b> <small>(0.22%)</small>	<b>6,016</b> <small>(0.22%)</small>	<b>9,286</b> <small>(0.10%)</small>	<b>52.79%</b>	<b>3.19</b>	<b>00:03:21</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
14. en-au	<b>4,391</b> <small>(0.16%)</small>	<b>4,374</b> <small>(0.16%)</small>	<b>7,069</b> <small>(0.08%)</small>	<b>51.78%</b>	<b>2.93</b>	<b>00:03:01</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
15. zh-tw	<b>4,325</b> <small>(0.16%)</small>	<b>4,323</b> <small>(0.16%)</small>	<b>7,300</b> <small>(0.08%)</small>	<b>51.05%</b>	<b>3.37</b>	<b>00:03:59</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
16. en	<b>4,092</b> <small>(0.15%)</small>	<b>3,987</b> <small>(0.15%)</small>	<b>9,165</b> <small>(0.10%)</small>	<b>56.04%</b>	<b>2.49</b>	<b>00:02:45</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
17. en-ie	<b>4,037</b> <small>(0.15%)</small>	<b>4,064</b> <small>(0.15%)</small>	<b>6,295</b> <small>(0.07%)</small>	<b>54.15%</b>	<b>2.81</b>	<b>00:02:31</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>
18. fr	<b>3,925</b> <small>(0.15%)</small>	<b>3,813</b> <small>(0.14%)</small>	<b>7,892</b> <small>(0.09%)</small>	<b>44.40%</b>	<b>3.44</b>	<b>00:03:58</b>	<b>0</b> <small>(0.00%)</small>	<b>\$0.00</b> <small>(0.00%)</small>	<b>0.00%</b>





Language	Acquisition			Behavior			Conversions eCommerce		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
19. de	3,325 (0.12%)	3,283 (0.12%)	5,443 (0.06%)	44.61%	3.74	00:04:32	0 (0.00%)	\$0.00 (0.00%)	0.00%
20. nl-nl	2,556 (0.09%)	2,548 (0.09%)	4,037 (0.05%)	50.06%	3.24	00:03:12	0 (0.00%)	\$0.00 (0.00%)	0.00%
21. es-mx	2,139 (0.08%)	2,028 (0.08%)	5,985 (0.07%)	65.85%	2.36	00:02:34	0 (0.00%)	\$0.00 (0.00%)	0.00%
22. ja	2,096 (0.08%)	2,075 (0.08%)	3,365 (0.04%)	40.83%	4.38	00:05:10	0 (0.00%)	\$0.00 (0.00%)	0.00%
23. ru-ru	2,023 (0.07%)	2,000 (0.07%)	3,687 (0.04%)	62.65%	2.38	00:02:26	0 (0.00%)	\$0.00 (0.00%)	0.00%
24. fr-ca	1,915 (0.07%)	1,900 (0.07%)	3,273 (0.04%)	50.35%	3.46	00:03:37	0 (0.00%)	\$0.00 (0.00%)	0.00%
25. it-it	1,816 (0.07%)	1,782 (0.07%)	2,830 (0.03%)	55.34%	2.80	00:03:04	0 (0.00%)	\$0.00 (0.00%)	0.00%
26. ko-kr	1,806 (0.07%)	1,794 (0.07%)	2,535 (0.03%)	53.29%	3.31	00:03:20	0 (0.00%)	\$0.00 (0.00%)	0.00%
27. nl	1,123 (0.04%)	1,106 (0.04%)	1,770 (0.02%)	44.29%	3.58	00:03:48	0 (0.00%)	\$0.00 (0.00%)	0.00%
28. sv-se	1,113 (0.04%)	1,108 (0.04%)	1,815 (0.02%)	52.12%	3.05	00:03:14	0 (0.00%)	\$0.00 (0.00%)	0.00%
29. ru	1,028 (0.04%)	927 (0.03%)	1,895 (0.02%)	40.05%	3.18	00:03:14	0 (0.00%)	\$0.00 (0.00%)	0.00%
30. tr-tr	858 (0.03%)	850 (0.03%)	1,305 (0.01%)	62.30%	2.58	00:02:33	0 (0.00%)	\$0.00 (0.00%)	0.00%
31. ar	853 (0.03%)	850 (0.03%)	1,054 (0.01%)	70.30%	1.93	00:01:32	0 (0.00%)	\$0.00 (0.00%)	0.00%
32. pt-pt	852 (0.03%)	854 (0.03%)	2,052 (0.02%)	60.67%	2.63	00:03:05	0 (0.00%)	\$0.00 (0.00%)	0.00%
33. es-ar	851 (0.03%)	828 (0.03%)	1,672 (0.02%)	48.09%	3.11	00:03:34	0 (0.00%)	\$0.00 (0.00%)	0.00%
34. ko	849 (0.03%)	842 (0.03%)	1,217 (0.01%)	54.07%	3.31	00:03:22	0 (0.00%)	\$0.00 (0.00%)	0.00%
35. es-co	763 (0.03%)	725 (0.03%)	1,756 (0.02%)	55.58%	2.75	00:03:18	0 (0.00%)	\$0.00 (0.00%)	0.00%
36. en-sg	752 (0.03%)	754 (0.03%)	1,547 (0.02%)	51.13%	2.72	00:02:53	0 (0.00%)	\$0.00 (0.00%)	0.00%
37. pl-pl	712 (0.03%)	698 (0.03%)	1,159 (0.01%)	52.20%	3.17	00:03:20	0 (0.00%)	\$0.00 (0.00%)	0.00%
38. it	669 (0.02%)	655 (0.02%)	1,206 (0.01%)	50.33%	3.24	00:03:41	0 (0.00%)	\$0.00 (0.00%)	0.00%
39. nb-no	599 (0.02%)	602 (0.02%)	904 (0.01%)	52.54%	3.14	00:02:58	0 (0.00%)	\$0.00 (0.00%)	0.00%
40. fi-fi	588 (0.02%)	591 (0.02%)	931 (0.01%)	52.95%	3.06	00:02:51	0 (0.00%)	\$0.00 (0.00%)	0.00%
41. da-dk	585 (0.02%)	584 (0.02%)	938 (0.01%)	51.28%	3.11	00:03:43	0 (0.00%)	\$0.00 (0.00%)	0.00%
42. en-in	555 (0.02%)	534 (0.02%)	1,189 (0.01%)	64.93%	2.22	00:02:28	0 (0.00%)	\$0.00 (0.00%)	0.00%
43. es-ve	527 (0.02%)	484 (0.02%)	1,722 (0.02%)	62.78%	2.31	00:02:22	0 (0.00%)	\$0.00 (0.00%)	0.00%
44. cs-cz	526 (0.02%)	525 (0.02%)	1,155 (0.01%)	66.84%	2.22	00:02:10	0 (0.00%)	\$0.00 (0.00%)	0.00%
45. de-at	479 (0.02%)	475 (0.02%)	730 (0.01%)	55.48%	2.97	00:03:11	0 (0.00%)	\$0.00 (0.00%)	0.00%
46. pl	463 (0.02%)	455 (0.02%)	707 (0.01%)	45.83%	3.76	00:04:48	0 (0.00%)	\$0.00 (0.00%)	0.00%
47. c	428 (0.02%)	427 (0.02%)	430 (0.00%)	87.21%	1.48	00:00:21	0 (0.00%)	\$0.00 (0.00%)	0.00%
48. de-ch	425 (0.02%)	429 (0.02%)	611 (0.01%)	50.90%	3.19	00:03:02	0 (0.00%)	\$0.00 (0.00%)	0.00%
49. vi-vn	351 (0.01%)	347 (0.01%)	743 (0.01%)	56.53%	2.71	00:02:25	0 (0.00%)	\$0.00 (0.00%)	0.00%
50. sv	343 (0.01%)	337 (0.01%)	561 (0.01%)	49.38%	3.21	00:03:36	0 (0.00%)	\$0.00 (0.00%)	0.00%
51. nl-be	322 (0.01%)	323 (0.01%)	568 (0.01%)	57.04%	2.69	00:02:08	0 (0.00%)	\$0.00 (0.00%)	0.00%
52. en-za	299 (0.01%)	287 (0.01%)	711 (0.01%)	64.84%	2.23	00:02:34	0 (0.00%)	\$0.00 (0.00%)	0.00%
53. hu-hu	292 (0.01%)	289 (0.01%)	497 (0.01%)	50.91%	3.24	00:03:27	0 (0.00%)	\$0.00 (0.00%)	0.00%



Language	Acquisition			Behavior			Conversions eCommerce		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
54. es-pr	289 (0.01%)	276 (0.01%)	761 (0.01%)	59.53%	2.89	00:03:02	0 (0.00%)	\$0.00 (0.00%)	0.00%
55. tr	288 (0.01%)	283 (0.01%)	418 (0.00%)	50.24%	3.43	00:03:18	0 (0.00%)	\$0.00 (0.00%)	0.00%
56. es-pe	279 (0.01%)	266 (0.01%)	708 (0.01%)	54.52%	2.60	00:03:02	0 (0.00%)	\$0.00 (0.00%)	0.00%
57. th-th	274 (0.01%)	272 (0.01%)	535 (0.01%)	56.26%	3.50	00:04:12	0 (0.00%)	\$0.00 (0.00%)	0.00%
58. he-il	256 (0.01%)	255 (0.01%)	343 (0.00%)	59.77%	2.73	00:02:51	0 (0.00%)	\$0.00 (0.00%)	0.00%
59. es-cr	243 (0.01%)	238 (0.01%)	401 (0.00%)	52.12%	3.61	00:04:51	0 (0.00%)	\$0.00 (0.00%)	0.00%
60. es-cl	233 (0.01%)	226 (0.01%)	398 (0.00%)	62.56%	2.15	00:02:27	0 (0.00%)	\$0.00 (0.00%)	0.00%
61. cs	219 (0.01%)	212 (0.01%)	360 (0.00%)	49.44%	3.49	00:04:35	0 (0.00%)	\$0.00 (0.00%)	0.00%
62. en-nz	219 (0.01%)	212 (0.01%)	630 (0.01%)	42.06%	3.33	00:03:31	0 (0.00%)	\$0.00 (0.00%)	0.00%
63. zh-hk	202 (0.01%)	196 (0.01%)	360 (0.00%)	46.94%	3.87	00:04:24	0 (0.00%)	\$0.00 (0.00%)	0.00%
64. ro-ro	199 (0.01%)	196 (0.01%)	372 (0.00%)	61.56%	2.72	00:03:26	0 (0.00%)	\$0.00 (0.00%)	0.00%
65. fr-be	191 (0.01%)	193 (0.01%)	317 (0.00%)	50.79%	2.99	00:02:17	0 (0.00%)	\$0.00 (0.00%)	0.00%
66. da	190 (0.01%)	188 (0.01%)	267 (0.00%)	50.94%	3.11	00:03:05	0 (0.00%)	\$0.00 (0.00%)	0.00%
67. vi	188 (0.01%)	185 (0.01%)	279 (0.00%)	68.46%	2.42	00:03:03	0 (0.00%)	\$0.00 (0.00%)	0.00%
68. fi	186 (0.01%)	176 (0.01%)	265 (0.00%)	46.79%	3.05	00:03:19	0 (0.00%)	\$0.00 (0.00%)	0.00%
69. nb	182 (0.01%)	181 (0.01%)	237 (0.00%)	54.43%	2.85	00:02:04	0 (0.00%)	\$0.00 (0.00%)	0.00%
70. th	172 (0.01%)	171 (0.01%)	366 (0.00%)	46.17%	3.35	00:05:11	0 (0.00%)	\$0.00 (0.00%)	0.00%
71. en-ph	171 (0.01%)	164 (0.01%)	331 (0.00%)	58.01%	3.09	00:03:34	0 (0.00%)	\$0.00 (0.00%)	0.00%
72. sk-sk	150 (0.01%)	149 (0.01%)	318 (0.00%)	64.47%	2.65	00:02:15	0 (0.00%)	\$0.00 (0.00%)	0.00%
73. es-ec	149 (0.01%)	151 (0.01%)	288 (0.00%)	62.15%	2.51	00:03:07	0 (0.00%)	\$0.00 (0.00%)	0.00%
74. uk-ua	148 (0.01%)	149 (0.01%)	248 (0.00%)	70.16%	2.09	00:01:51	0 (0.00%)	\$0.00 (0.00%)	0.00%
75. el-gr	146 (0.01%)	143 (0.01%)	215 (0.00%)	63.72%	2.39	00:02:26	0 (0.00%)	\$0.00 (0.00%)	0.00%
76. he	140 (0.01%)	138 (0.01%)	190 (0.00%)	53.16%	3.15	00:03:06	0 (0.00%)	\$0.00 (0.00%)	0.00%
77. hu	137 (0.01%)	135 (0.00%)	190 (0.00%)	38.42%	3.54	00:04:46	0 (0.00%)	\$0.00 (0.00%)	0.00%
78. fr-ch	133 (0.00%)	133 (0.00%)	205 (0.00%)	59.51%	2.46	00:02:02	0 (0.00%)	\$0.00 (0.00%)	0.00%
79. es-pa	125 (0.00%)	116 (0.00%)	309 (0.00%)	59.55%	2.61	00:02:58	0 (0.00%)	\$0.00 (0.00%)	0.00%
80. id	121 (0.00%)	120 (0.00%)	148 (0.00%)	72.97%	1.85	00:01:04	0 (0.00%)	\$0.00 (0.00%)	0.00%
81. hr-hr	111 (0.00%)	109 (0.00%)	395 (0.00%)	20.51%	2.63	00:03:18	0 (0.00%)	\$0.00 (0.00%)	0.00%
82. fa-ir	96 (0.00%)	96 (0.00%)	98 (0.00%)	84.69%	1.23	00:00:24	0 (0.00%)	\$0.00 (0.00%)	0.00%
83. el	92 (0.00%)	90 (0.00%)	145 (0.00%)	52.41%	3.46	00:03:13	0 (0.00%)	\$0.00 (0.00%)	0.00%
84. en-xa	90 (0.00%)	87 (0.00%)	142 (0.00%)	18.31%	3.54	00:02:07	0 (0.00%)	\$0.00 (0.00%)	0.00%
85. es-do	83 (0.00%)	78 (0.00%)	251 (0.00%)	59.36%	2.78	00:03:08	0 (0.00%)	\$0.00 (0.00%)	0.00%
86. id-id	78 (0.00%)	75 (0.00%)	96 (0.00%)	65.62%	2.48	00:01:25	0 (0.00%)	\$0.00 (0.00%)	0.00%
87. ca-es	77 (0.00%)	77 (0.00%)	120 (0.00%)	62.50%	2.17	00:02:44	0 (0.00%)	\$0.00 (0.00%)	0.00%
88. ar-eg	75 (0.00%)	75 (0.00%)	224 (0.00%)	61.16%	1.86	00:01:17	0 (0.00%)	\$0.00 (0.00%)	0.00%
89. sk	70	69	140	41.43%	2.79	00:03:36	0	\$0.00	0.00%





Language	Acquisition			Behavior			Conversions eCommerce		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
90. es-gt	68 (0.00%)	64 (0.00%)	143 (0.00%)	57.34%	2.40	00:02:41	0 (0.00%)	\$0.00 (0.00%)	0.00%
91. sl	64 (0.00%)	63 (0.00%)	93 (0.00%)	36.56%	4.10	00:05:57	0 (0.00%)	\$0.00 (0.00%)	0.00%
92. ar-ae	57 (0.00%)	55 (0.00%)	65 (0.00%)	69.23%	1.85	00:00:43	0 (0.00%)	\$0.00 (0.00%)	0.00%
93. ro	57 (0.00%)	52 (0.00%)	89 (0.00%)	55.06%	2.57	00:01:46	0 (0.00%)	\$0.00 (0.00%)	0.00%
94. sl-si	57 (0.00%)	56 (0.00%)	93 (0.00%)	47.31%	3.43	00:04:06	0 (0.00%)	\$0.00 (0.00%)	0.00%
95. it	53 (0.00%)	51 (0.00%)	89 (0.00%)	55.06%	2.87	00:02:58	0 (0.00%)	\$0.00 (0.00%)	0.00%
96. tl	51 (0.00%)	51 (0.00%)	55 (0.00%)	74.55%	1.62	00:00:53	0 (0.00%)	\$0.00 (0.00%)	0.00%
97. en-jm	48 (0.00%)	47 (0.00%)	164 (0.00%)	45.12%	3.12	00:04:21	0 (0.00%)	\$0.00 (0.00%)	0.00%
98. et-ee	48 (0.00%)	47 (0.00%)	74 (0.00%)	56.76%	2.74	00:03:26	0 (0.00%)	\$0.00 (0.00%)	0.00%
99. es-hn	46 (0.00%)	43 (0.00%)	75 (0.00%)	64.00%	2.73	00:02:46	0 (0.00%)	\$0.00 (0.00%)	0.00%
100. zh	45 (0.00%)	46 (0.00%)	63 (0.00%)	50.79%	3.70	00:03:04	0 (0.00%)	\$0.00 (0.00%)	0.00%
101. en-hk	44 (0.00%)	43 (0.00%)	85 (0.00%)	49.41%	3.44	00:02:50	0 (0.00%)	\$0.00 (0.00%)	0.00%
102. uk	44 (0.00%)	44 (0.00%)	101 (0.00%)	58.42%	3.08	00:02:51	0 (0.00%)	\$0.00 (0.00%)	0.00%
103. ca	43 (0.00%)	43 (0.00%)	63 (0.00%)	50.79%	3.44	00:03:42	0 (0.00%)	\$0.00 (0.00%)	0.00%
104. es-bo	43 (0.00%)	42 (0.00%)	83 (0.00%)	63.86%	2.54	00:02:21	0 (0.00%)	\$0.00 (0.00%)	0.00%
105. en-029	40 (0.00%)	41 (0.00%)	63 (0.00%)	30.16%	4.89	00:07:21	0 (0.00%)	\$0.00 (0.00%)	0.00%
106. en-tt	39 (0.00%)	38 (0.00%)	52 (0.00%)	40.38%	4.27	00:03:23	0 (0.00%)	\$0.00 (0.00%)	0.00%
107. bg	34 (0.00%)	34 (0.00%)	97 (0.00%)	84.54%	1.77	00:00:37	0 (0.00%)	\$0.00 (0.00%)	0.00%
108. bg-bg	34 (0.00%)	33 (0.00%)	51 (0.00%)	62.75%	2.49	00:01:55	0 (0.00%)	\$0.00 (0.00%)	0.00%
109. es-sv	32 (0.00%)	31 (0.00%)	56 (0.00%)	62.50%	2.32	00:02:37	0 (0.00%)	\$0.00 (0.00%)	0.00%
110. en-	30 (0.00%)	28 (0.00%)	48 (0.00%)	72.92%	1.81	00:01:08	0 (0.00%)	\$0.00 (0.00%)	0.00%
111. es-uy	29 (0.00%)	27 (0.00%)	43 (0.00%)	44.19%	3.19	00:03:08	0 (0.00%)	\$0.00 (0.00%)	0.00%
112. ga-ie	27 (0.00%)	27 (0.00%)	41 (0.00%)	63.41%	2.29	00:01:34	0 (0.00%)	\$0.00 (0.00%)	0.00%
113. it-it	27 (0.00%)	27 (0.00%)	34 (0.00%)	73.53%	2.06	00:01:54	0 (0.00%)	\$0.00 (0.00%)	0.00%
114. lv	27 (0.00%)	26 (0.00%)	62 (0.00%)	33.87%	4.26	00:04:33	0 (0.00%)	\$0.00 (0.00%)	0.00%
115. lv-lv	27 (0.00%)	26 (0.00%)	38 (0.00%)	44.74%	3.89	00:03:59	0 (0.00%)	\$0.00 (0.00%)	0.00%
116. it-ch	25 (0.00%)	25 (0.00%)	31 (0.00%)	83.87%	1.55	00:00:40	0 (0.00%)	\$0.00 (0.00%)	0.00%
117. pt	25 (0.00%)	24 (0.00%)	37 (0.00%)	37.84%	4.19	00:04:19	0 (0.00%)	\$0.00 (0.00%)	0.00%
118. -us	24 (0.00%)	20 (0.00%)	72 (0.00%)	66.67%	1.92	00:01:44	0 (0.00%)	\$0.00 (0.00%)	0.00%
119. hr	24 (0.00%)	24 (0.00%)	36 (0.00%)	61.11%	2.17	00:01:17	0 (0.00%)	\$0.00 (0.00%)	0.00%
120. is-is	24 (0.00%)	24 (0.00%)	30 (0.00%)	33.33%	5.57	00:08:53	0 (0.00%)	\$0.00 (0.00%)	0.00%
121. sr	24 (0.00%)	24 (0.00%)	27 (0.00%)	59.26%	1.96	00:01:14	0 (0.00%)	\$0.00 (0.00%)	0.00%
122. (not set)	21 (0.00%)	21 (0.00%)	30 (0.00%)	40.00%	4.27	00:04:01	0 (0.00%)	\$0.00 (0.00%)	0.00%
123. ar-sa	21 (0.00%)	19 (0.00%)	26 (0.00%)	76.92%	1.62	00:01:03	0 (0.00%)	\$0.00 (0.00%)	0.00%
124. en-de	21 (0.00%)	20 (0.00%)	34 (0.00%)	50.00%	2.59	00:04:15	0 (0.00%)	\$0.00 (0.00%)	0.00%



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	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
125. es-la	20 (0.00%)	19 (0.00%)	30 (0.00%)	70.00%	2.00	00:02:19	0 (0.00%)	\$0.00 (0.00%)	0.00%
126. fa	19 (0.00%)	19 (0.00%)	20 (0.00%)	85.00%	1.45	00:00:05	0 (0.00%)	\$0.00 (0.00%)	0.00%
127. cy	18 (0.00%)	18 (0.00%)	25 (0.00%)	48.00%	2.20	00:02:16	0 (0.00%)	\$0.00 (0.00%)	0.00%
128. en-pr	18 (0.00%)	17 (0.00%)	31 (0.00%)	61.29%	2.16	00:02:22	0 (0.00%)	\$0.00 (0.00%)	0.00%
129. sr-ts	18 (0.00%)	18 (0.00%)	23 (0.00%)	69.57%	1.96	00:00:45	0 (0.00%)	\$0.00 (0.00%)	0.00%
130. en-my	17 (0.00%)	17 (0.00%)	30 (0.00%)	60.00%	2.67	00:02:45	0 (0.00%)	\$0.00 (0.00%)	0.00%
131. es-ni	17 (0.00%)	17 (0.00%)	28 (0.00%)	64.29%	2.75	00:02:08	0 (0.00%)	\$0.00 (0.00%)	0.00%
132. fil	17 (0.00%)	17 (0.00%)	35 (0.00%)	42.86%	3.34	00:02:09	0 (0.00%)	\$0.00 (0.00%)	0.00%
133. en-zw	16 (0.00%)	16 (0.00%)	40 (0.00%)	40.00%	4.40	00:05:53	0 (0.00%)	\$0.00 (0.00%)	0.00%
134. et	16 (0.00%)	16 (0.00%)	21 (0.00%)	47.62%	3.76	00:01:39	0 (0.00%)	\$0.00 (0.00%)	0.00%
135. zh-hans-cn	16 (0.00%)	16 (0.00%)	32 (0.00%)	53.12%	2.91	00:03:26	0 (0.00%)	\$0.00 (0.00%)	0.00%
136. en-nl	15 (0.00%)	15 (0.00%)	21 (0.00%)	57.14%	1.86	00:00:41	0 (0.00%)	\$0.00 (0.00%)	0.00%
137. en-en	14 (0.00%)	13 (0.00%)	18 (0.00%)	16.67%	6.83	00:04:37	0 (0.00%)	\$0.00 (0.00%)	0.00%
138. en-as	12 (0.00%)	5 (0.00%)	24 (0.00%)	37.50%	3.88	00:02:52	0 (0.00%)	\$0.00 (0.00%)	0.00%
139. en-ng	12 (0.00%)	12 (0.00%)	12 (0.00%)	75.00%	1.33	00:01:17	0 (0.00%)	\$0.00 (0.00%)	0.00%
140. es-py	12 (0.00%)	12 (0.00%)	17 (0.00%)	82.35%	2.35	00:03:08	0 (0.00%)	\$0.00 (0.00%)	0.00%
141. hi-in	12 (0.00%)	11 (0.00%)	12 (0.00%)	91.67%	1.42	00:00:13	0 (0.00%)	\$0.00 (0.00%)	0.00%
142. en-pk	11 (0.00%)	10 (0.00%)	138 (0.00%)	58.70%	1.90	00:06:53	0 (0.00%)	\$0.00 (0.00%)	0.00%
143. es-cu	11 (0.00%)	9 (0.00%)	12 (0.00%)	25.00%	8.08	00:06:29	0 (0.00%)	\$0.00 (0.00%)	0.00%
144. af-za	9 (0.00%)	9 (0.00%)	17 (0.00%)	29.41%	3.47	00:02:57	0 (0.00%)	\$0.00 (0.00%)	0.00%
145. en-sa	9 (0.00%)	9 (0.00%)	11 (0.00%)	54.55%	2.36	00:06:19	0 (0.00%)	\$0.00 (0.00%)	0.00%
146. hi	9 (0.00%)	9 (0.00%)	10 (0.00%)	70.00%	1.60	00:00:30	0 (0.00%)	\$0.00 (0.00%)	0.00%
147. life.ru/t/%D1%82%D0%B5%D1%85%D0%BD%D0%BE%D0%BB%D0%BE%D0%B3%D0%B8%D0%B8/970904/viadieili_ets_domiena_googlecom_obvnil_google_inc_v_naghloI_izhi	9 (0.00%)	1 (0.00%)	9 (0.00%)	0.00%	2.00	00:00:44	0 (0.00%)	\$0.00 (0.00%)	0.00%
148. zz-zz	9 (0.00%)	8 (0.00%)	16 (0.00%)	62.50%	2.06	00:01:49	0 (0.00%)	\$0.00 (0.00%)	0.00%
149. bn	8 (0.00%)	7 (0.00%)	75 (0.00%)	46.67%	4.07	00:06:51	0 (0.00%)	\$0.00 (0.00%)	0.00%
150. Election.Interferencer.Ru	8 (0.00%)	4 (0.00%)	8 (0.00%)	0.00%	2.00	00:00:41	0 (0.00%)	\$0.00 (0.00%)	0.00%
151. az-az	7 (0.00%)	7 (0.00%)	18 (0.00%)	72.22%	1.39	00:01:44	0 (0.00%)	\$0.00 (0.00%)	0.00%
152. el-cy	7 (0.00%)	7 (0.00%)	10 (0.00%)	50.00%	2.80	00:01:14	0 (0.00%)	\$0.00 (0.00%)	0.00%
153. en-cn	7 (0.00%)	6 (0.00%)	7 (0.00%)	71.43%	1.71	00:01:17	0 (0.00%)	\$0.00 (0.00%)	0.00%
154. fr-us	7 (0.00%)	7 (0.00%)	39 (0.00%)	30.77%	2.31	00:01:32	0 (0.00%)	\$0.00 (0.00%)	0.00%
155. is	7 (0.00%)	7 (0.00%)	11 (0.00%)	27.27%	4.18	00:03:59	0 (0.00%)	\$0.00 (0.00%)	0.00%
156. ru-ua	7 (0.00%)	7 (0.00%)	8 (0.00%)	62.50%	2.75	00:01:05	0 (0.00%)	\$0.00 (0.00%)	0.00%
157. zh-us	7 (0.00%)	6 (0.00%)	12 (0.00%)	41.67%	2.75	00:01:46	0 (0.00%)	\$0.00 (0.00%)	0.00%
158. af	6 (0.00%)	3 (0.00%)	29 (0.00%)	72.41%	1.62	00:00:57	0 (0.00%)	\$0.00 (0.00%)	0.00%
159. am	6	5	8	25.00%	3.00	00:01:43	0	\$0.00	0.00%





Language	Acquisition			Behavior			Conversions eCommerce		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
160. en_us	6 (0.00%)	4 (0.00%)	14 (0.00%)	64.29%	1.79	00:01:32	0 (0.00%)	\$0.00 (0.00%)	0.00%
161. en-bb	6 (0.00%)	5 (0.00%)	6 (0.00%)	50.00%	3.33	00:02:45	0 (0.00%)	\$0.00 (0.00%)	0.00%
162. en-be	6 (0.00%)	6 (0.00%)	10 (0.00%)	50.00%	4.00	00:04:37	0 (0.00%)	\$0.00 (0.00%)	0.00%
163. en-vi	6 (0.00%)	5 (0.00%)	12 (0.00%)	33.33%	4.58	00:04:17	0 (0.00%)	\$0.00 (0.00%)	0.00%
164. eo	6 (0.00%)	6 (0.00%)	26 (0.00%)	50.00%	2.77	00:01:54	0 (0.00%)	\$0.00 (0.00%)	0.00%
165. fr-dz	6 (0.00%)	6 (0.00%)	37 (0.00%)	45.95%	3.62	00:05:38	0 (0.00%)	\$0.00 (0.00%)	0.00%
166. en-ai	5 (0.00%)	5 (0.00%)	65 (0.00%)	46.15%	3.23	00:01:19	0 (0.00%)	\$0.00 (0.00%)	0.00%
167. en-at	5 (0.00%)	5 (0.00%)	8 (0.00%)	50.00%	2.50	00:03:52	0 (0.00%)	\$0.00 (0.00%)	0.00%
168. en-mx	5 (0.00%)	5 (0.00%)	9 (0.00%)	44.44%	2.22	00:01:06	0 (0.00%)	\$0.00 (0.00%)	0.00%
169. es-es_tradnl	5 (0.00%)	5 (0.00%)	5 (0.00%)	60.00%	2.40	00:00:22	0 (0.00%)	\$0.00 (0.00%)	0.00%
170. fr-ht	5 (0.00%)	5 (0.00%)	9 (0.00%)	55.56%	2.00	00:00:35	0 (0.00%)	\$0.00 (0.00%)	0.00%
171. fr-re	5 (0.00%)	5 (0.00%)	7 (0.00%)	28.57%	4.29	00:06:18	0 (0.00%)	\$0.00 (0.00%)	0.00%
172. ig	5 (0.00%)	3 (0.00%)	52 (0.00%)	61.54%	1.69	00:00:56	0 (0.00%)	\$0.00 (0.00%)	0.00%
173. sq	5 (0.00%)	4 (0.00%)	73 (0.00%)	60.27%	1.97	00:02:10	0 (0.00%)	\$0.00 (0.00%)	0.00%
174. sv-fi	5 (0.00%)	5 (0.00%)	6 (0.00%)	66.67%	1.83	00:01:52	0 (0.00%)	\$0.00 (0.00%)	0.00%
175. ar-il	4 (0.00%)	4 (0.00%)	4 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
176. ar-iq	4 (0.00%)	4 (0.00%)	5 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
177. de-li	4 (0.00%)	3 (0.00%)	7 (0.00%)	14.29%	7.57	00:14:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
178. en-ke	4 (0.00%)	4 (0.00%)	4 (0.00%)	75.00%	1.50	00:00:14	0 (0.00%)	\$0.00 (0.00%)	0.00%
179. en-pn	4 (0.00%)	4 (0.00%)	11 (0.00%)	0.00%	6.64	00:10:06	0 (0.00%)	\$0.00 (0.00%)	0.00%
180. en-um	4 (0.00%)	4 (0.00%)	27 (0.00%)	40.74%	3.59	00:08:57	0 (0.00%)	\$0.00 (0.00%)	0.00%
181. fr-ma	4 (0.00%)	3 (0.00%)	9 (0.00%)	77.78%	2.67	00:01:53	0 (0.00%)	\$0.00 (0.00%)	0.00%
182. fr-tn	4 (0.00%)	4 (0.00%)	8 (0.00%)	75.00%	1.50	00:03:19	0 (0.00%)	\$0.00 (0.00%)	0.00%
183. nn-no	4 (0.00%)	4 (0.00%)	4 (0.00%)	25.00%	6.50	00:10:10	0 (0.00%)	\$0.00 (0.00%)	0.00%
184. ta	4 (0.00%)	4 (0.00%)	5 (0.00%)	60.00%	2.20	00:01:29	0 (0.00%)	\$0.00 (0.00%)	0.00%
185. be-by	3 (0.00%)	3 (0.00%)	5 (0.00%)	60.00%	2.00	00:00:11	0 (0.00%)	\$0.00 (0.00%)	0.00%
186. bn-bd	3 (0.00%)	4 (0.00%)	13 (0.00%)	30.77%	5.15	00:08:10	0 (0.00%)	\$0.00 (0.00%)	0.00%
187. en-cr	3 (0.00%)	3 (0.00%)	4 (0.00%)	75.00%	1.75	00:00:53	0 (0.00%)	\$0.00 (0.00%)	0.00%
188. en-il	3 (0.00%)	2 (0.00%)	3 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
189. en-mu	3 (0.00%)	3 (0.00%)	4 (0.00%)	75.00%	10.25	00:17:32	0 (0.00%)	\$0.00 (0.00%)	0.00%
190. en-se	3 (0.00%)	3 (0.00%)	3 (0.00%)	33.33%	1.67	00:00:11	0 (0.00%)	\$0.00 (0.00%)	0.00%
191. en-ug	3 (0.00%)	3 (0.00%)	4 (0.00%)	25.00%	2.00	00:00:28	0 (0.00%)	\$0.00 (0.00%)	0.00%
192. en-uk	3 (0.00%)	3 (0.00%)	4 (0.00%)	50.00%	2.50	00:03:45	0 (0.00%)	\$0.00 (0.00%)	0.00%
193. en-zg	3 (0.00%)	3 (0.00%)	7 (0.00%)	85.71%	1.29	00:00:46	0 (0.00%)	\$0.00 (0.00%)	0.00%
194. es-br	3 (0.00%)	3 (0.00%)	3 (0.00%)	33.33%	3.33	00:12:20	0 (0.00%)	\$0.00 (0.00%)	0.00%



Language	Acquisition			Behavior			Conversions eCommerce		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
195. km-kh	3 (0.00%)	3 (0.00%)	4 (0.00%)	25.00%	2.00	00:00:11	0 (0.00%)	\$0.00 (0.00%)	0.00%
196. mr-in	3 (0.00%)	3 (0.00%)	3 (0.00%)	66.67%	1.33	00:00:12	0 (0.00%)	\$0.00 (0.00%)	0.00%
197. ms	3 (0.00%)	3 (0.00%)	3 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
198. ms-my	3 (0.00%)	3 (0.00%)	3 (0.00%)	33.33%	3.00	00:03:09	0 (0.00%)	\$0.00 (0.00%)	0.00%
199. mt-mt	3 (0.00%)	3 (0.00%)	12 (0.00%)	33.33%	5.33	00:11:11	0 (0.00%)	\$0.00 (0.00%)	0.00%
200. my-mm	3 (0.00%)	3 (0.00%)	4 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
201. no	3 (0.00%)	2 (0.00%)	3 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
202. pt-us	3 (0.00%)	3 (0.00%)	3 (0.00%)	66.67%	1.33	00:02:27	0 (0.00%)	\$0.00 (0.00%)	0.00%
203. und	3 (0.00%)	3 (0.00%)	3 (0.00%)	66.67%	1.67	00:00:16	0 (0.00%)	\$0.00 (0.00%)	0.00%
204. ur-pk	3 (0.00%)	2 (0.00%)	4 (0.00%)	75.00%	1.25	00:02:38	0 (0.00%)	\$0.00 (0.00%)	0.00%
205. ar-dz	2 (0.00%)	2 (0.00%)	2 (0.00%)	0.00%	2.50	00:00:50	0 (0.00%)	\$0.00 (0.00%)	0.00%
206. ar-jo	2 (0.00%)	2 (0.00%)	10 (0.00%)	30.00%	3.00	00:07:56	0 (0.00%)	\$0.00 (0.00%)	0.00%
207. ar-ma	2 (0.00%)	2 (0.00%)	3 (0.00%)	33.33%	2.67	00:02:58	0 (0.00%)	\$0.00 (0.00%)	0.00%
208. be	2 (0.00%)	2 (0.00%)	5 (0.00%)	20.00%	7.00	00:07:20	0 (0.00%)	\$0.00 (0.00%)	0.00%
209. de-be	2 (0.00%)	2 (0.00%)	3 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
210. en-bs	2 (0.00%)	2 (0.00%)	3 (0.00%)	66.67%	1.67	00:00:14	0 (0.00%)	\$0.00 (0.00%)	0.00%
211. en-ch	2 (0.00%)	1 (0.00%)	9 (0.00%)	66.67%	2.78	00:01:19	0 (0.00%)	\$0.00 (0.00%)	0.00%
212. en-cl	2 (0.00%)	2 (0.00%)	2 (0.00%)	0.00%	2.50	00:04:56	0 (0.00%)	\$0.00 (0.00%)	0.00%
213. en-cm	2 (0.00%)	2 (0.00%)	3 (0.00%)	33.33%	4.00	00:12:04	0 (0.00%)	\$0.00 (0.00%)	0.00%
214. en-fi	2 (0.00%)	2 (0.00%)	2 (0.00%)	50.00%	1.50	00:00:03	0 (0.00%)	\$0.00 (0.00%)	0.00%
215. en-gg	2 (0.00%)	2 (0.00%)	9 (0.00%)	22.22%	5.00	00:04:25	0 (0.00%)	\$0.00 (0.00%)	0.00%
216. en-gu	2 (0.00%)	2 (0.00%)	3 (0.00%)	33.33%	5.33	00:09:31	0 (0.00%)	\$0.00 (0.00%)	0.00%
217. en-gy	2 (0.00%)	2 (0.00%)	3 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
218. en-mt	2 (0.00%)	2 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
219. en-pe	2 (0.00%)	2 (0.00%)	2 (0.00%)	50.00%	1.50	00:00:52	0 (0.00%)	\$0.00 (0.00%)	0.00%
220. en-ro	2 (0.00%)	2 (0.00%)	2 (0.00%)	50.00%	2.00	00:00:20	0 (0.00%)	\$0.00 (0.00%)	0.00%
221. en-tc	2 (0.00%)	2 (0.00%)	4 (0.00%)	0.00%	3.50	00:00:38	0 (0.00%)	\$0.00 (0.00%)	0.00%
222. en-th	2 (0.00%)	1 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
223. en-vg	2 (0.00%)	2 (0.00%)	3 (0.00%)	66.67%	2.67	00:02:36	0 (0.00%)	\$0.00 (0.00%)	0.00%
224. eu	2 (0.00%)	2 (0.00%)	2 (0.00%)	50.00%	1.50	00:00:41	0 (0.00%)	\$0.00 (0.00%)	0.00%
225. fil-ph	2 (0.00%)	2 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
226. fr-ae	2 (0.00%)	2 (0.00%)	3 (0.00%)	66.67%	1.67	00:00:08	0 (0.00%)	\$0.00 (0.00%)	0.00%
227. fr-cd	2 (0.00%)	2 (0.00%)	2 (0.00%)	0.00%	3.50	00:02:14	0 (0.00%)	\$0.00 (0.00%)	0.00%
228. fr-lu	2 (0.00%)	2 (0.00%)	4 (0.00%)	0.00%	3.25	00:08:17	0 (0.00%)	\$0.00 (0.00%)	0.00%
229. gu-in	2 (0.00%)	2 (0.00%)	3 (0.00%)	33.33%	3.67	00:04:37	0 (0.00%)	\$0.00 (0.00%)	0.00%





Language	Acquisition			Behavior			Conversions eCommerce		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
230. hy	2 (0.00%)	2 (0.00%)	2 (0.00%)	66.67%	1.33	00:00:07	0 (0.00%)	\$0.00 (0.00%)	0.00%
231. it-sm	2 (0.00%)	2 (0.00%)	2 (0.00%)	50.00%	2.00	00:06:53	0 (0.00%)	\$0.00 (0.00%)	0.00%
232. km	2 (0.00%)	2 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
233. kz	2 (0.00%)	2 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
234. lb-lu	2 (0.00%)	2 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
235. pa	2 (0.00%)	2 (0.00%)	3 (0.00%)	66.67%	2.00	00:00:15	0 (0.00%)	\$0.00 (0.00%)	0.00%
236. ru-by	2 (0.00%)	2 (0.00%)	3 (0.00%)	66.67%	1.33	00:00:04	0 (0.00%)	\$0.00 (0.00%)	0.00%
237. sd	2 (0.00%)	2 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
238. sr-latn-rs	2 (0.00%)	2 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
239. us-gb	2 (0.00%)	0 (0.00%)	26 (0.00%)	53.85%	2.58	00:05:29	0 (0.00%)	\$0.00 (0.00%)	0.00%
240. uz-uz	2 (0.00%)	2 (0.00%)	2 (0.00%)	50.00%	1.50	00:00:05	0 (0.00%)	\$0.00 (0.00%)	0.00%
241. zh-sg	2 (0.00%)	2 (0.00%)	3 (0.00%)	33.33%	3.33	00:04:24	0 (0.00%)	\$0.00 (0.00%)	0.00%
242. *30790cc430790a1130790cd430790ca830790b20	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	13.00	00:30:48	0 (0.00%)	\$0.00 (0.00%)	0.00%
243. agq-cm	1 (0.00%)	1 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
244. ar-om	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
245. ar-ps	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
246. ar-sd	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
247. az	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
248. bn-in	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
249. bo	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
250. bs-ba	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
251. bs-latn-ba	1 (0.00%)	1 (0.00%)	2 (0.00%)	50.00%	5.50	00:00:42	0 (0.00%)	\$0.00 (0.00%)	0.00%
252. cy-gb	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	14.00	00:33:09	0 (0.00%)	\$0.00 (0.00%)	0.00%
253. da-gl	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	3.00	00:00:29	0 (0.00%)	\$0.00 (0.00%)	0.00%
254. de-us	1 (0.00%)	1 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
255. en_gb	1 (0.00%)	1 (0.00%)	5 (0.00%)	40.00%	4.00	00:09:28	0 (0.00%)	\$0.00 (0.00%)	0.00%
256. en-150	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
257. en-ae	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	2.00	00:02:34	0 (0.00%)	\$0.00 (0.00%)	0.00%
258. en-ag	1 (0.00%)	1 (0.00%)	4 (0.00%)	50.00%	3.75	00:01:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
259. en-bm	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	8.00	00:05:15	0 (0.00%)	\$0.00 (0.00%)	0.00%
260. en-br	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
261. en-co	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
262. en-cy	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	2.00	00:02:46	0 (0.00%)	\$0.00 (0.00%)	0.00%
263. en-dk	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
264. en-fr	1 (0.00%)	0 (0.00%)	1 (0.00%)	0.00%	3.00	00:22:56	0 (0.00%)	\$0.00 (0.00%)	0.00%
265. en-hu	1 (0.00%)	1 (0.00%)	3 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%



Language	Acquisition			Behavior			Conversions eCommerce		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
266. en-id	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	2.00	00:00:20	0 (0.00%)	\$0.00 (0.00%)	0.00%
267. en-ki	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	2.00	00:00:31	0 (0.00%)	\$0.00 (0.00%)	0.00%
268. en-lb	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
269. en-ic	1 (0.00%)	2 (0.00%)	8 (0.00%)	62.50%	2.88	00:01:36	0 (0.00%)	\$0.00 (0.00%)	0.00%
270. en-mp	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	3.00	00:03:04	0 (0.00%)	\$0.00 (0.00%)	0.00%
271. en-mw	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
272. en-na	1 (0.00%)	0 (0.00%)	3 (0.00%)	66.67%	2.67	00:01:50	0 (0.00%)	\$0.00 (0.00%)	0.00%
273. en-no	1 (0.00%)	1 (0.00%)	2 (0.00%)	50.00%	1.50	00:03:30	0 (0.00%)	\$0.00 (0.00%)	0.00%
274. en-pa	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
275. en-sl	1 (0.00%)	1 (0.00%)	2 (0.00%)	50.00%	2.50	00:00:45	0 (0.00%)	\$0.00 (0.00%)	0.00%
276. en-sx	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	2.00	00:00:53	0 (0.00%)	\$0.00 (0.00%)	0.00%
277. en-to	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	10.00	00:09:12	0 (0.00%)	\$0.00 (0.00%)	0.00%
278. en-vu	1 (0.00%)	0 (0.00%)	23 (0.00%)	47.83%	2.04	00:00:16	0 (0.00%)	\$0.00 (0.00%)	0.00%
279. en-ws	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	4.00	00:00:18	0 (0.00%)	\$0.00 (0.00%)	0.00%
280. en-zm	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
281. english-south africa	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
282. es-	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	6.00	00:00:49	0 (0.00%)	\$0.00 (0.00%)	0.00%
283. es-41	1 (0.00%)	1 (0.00%)	6 (0.00%)	50.00%	3.17	00:00:46	0 (0.00%)	\$0.00 (0.00%)	0.00%
284. es-ca	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	5.00	00:01:15	0 (0.00%)	\$0.00 (0.00%)	0.00%
285. es-ea	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
286. es-ic	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
287. es-ph	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
288. fr-gp	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
289. fr-mc	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	3.00	00:00:09	0 (0.00%)	\$0.00 (0.00%)	0.00%
290. fr-mq	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
291. gl	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	2.00	00:00:38	0 (0.00%)	\$0.00 (0.00%)	0.00%
292. gl-gl	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
293. gu	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
294. ha	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
295. he-us	1 (0.00%)	1 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
296. hr-ba	1 (0.00%)	1 (0.00%)	2 (0.00%)	50.00%	1.50	00:14:05	0 (0.00%)	\$0.00 (0.00%)	0.00%
297. ht	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	4.00	00:00:34	0 (0.00%)	\$0.00 (0.00%)	0.00%
298. hy-am	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
299. it-es	1 (0.00%)	0 (0.00%)	11 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
300. it-us	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%





Language	Acquisition			Behavior			Conversions eCommerce		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate
301. lu-ca	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
302. jv	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
303. ka-ge	1 (0.00%)	1 (0.00%)	2 (0.00%)	0.00%	9.50	00:03:23	0 (0.00%)	\$0.00 (0.00%)	0.00%
304. kn-in	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
305. la-001	1 (0.00%)	1 (0.00%)	2 (0.00%)	0.00%	2.50	00:00:09	0 (0.00%)	\$0.00 (0.00%)	0.00%
306. lb	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
307. mk-mk	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	2.00	00:02:35	0 (0.00%)	\$0.00 (0.00%)	0.00%
308. ml	1 (0.00%)	1 (0.00%)	2 (0.00%)	0.00%	3.50	00:01:41	0 (0.00%)	\$0.00 (0.00%)	0.00%
309. mn	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
310. mo	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
311. my-zg	1 (0.00%)	1 (0.00%)	4 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
312. nb-sj	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
313. ne-np	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
314. nl-bq	1 (0.00%)	0 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
315. polish-poland	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
316. pt-es	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
317. ru-md	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
318. ru-us	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
319. sl-ik	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
320. sr-ba	1 (0.00%)	1 (0.00%)	2 (0.00%)	50.00%	2.50	00:00:11	0 (0.00%)	\$0.00 (0.00%)	0.00%
321. sr-cs	1 (0.00%)	1 (0.00%)	4 (0.00%)	50.00%	2.50	00:02:19	0 (0.00%)	\$0.00 (0.00%)	0.00%
322. sw	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	36.00	00:25:26	0 (0.00%)	\$0.00 (0.00%)	0.00%
323. ta-in	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	3.00	00:23:40	0 (0.00%)	\$0.00 (0.00%)	0.00%
324. to-to	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
325. uz	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
326. vi-us	1 (0.00%)	1 (0.00%)	3 (0.00%)	66.67%	1.67	00:00:09	0 (0.00%)	\$0.00 (0.00%)	0.00%
327. zh-ca	1 (0.00%)	1 (0.00%)	1 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
328. zh-dz	1 (0.00%)	1 (0.00%)	2 (0.00%)	100.00%	1.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
329. zh-hant-tw	1 (0.00%)	1 (0.00%)	1 (0.00%)	0.00%	2.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%

Rows 1 - 329 of 329



# APPENDIX F – SUBRECIPIENT FY 2020 TITLE VI PROGRAM UPDATE



April 2020

# SUBRECIPIENT FY 2020 TITLE VI PROGRAM UPDATE

Central Florida Regional Transportation Authority

455 N. Garland Avenue

Orlando, Florida 32801

(407) 841-2279

[www.golynx.com](http://www.golynx.com)





## 1.0 INTRODUCTION

Every three years, the Central Florida Regional Transportation Authority (LYNX) is required to submit a Title VI Program Update to the Federal Transit Administration (FTA), as the public transportation provider in Orange, Osceola, and Seminole counties. The Title VI Program Update is intended to demonstrate compliance with Federal Title VI requirements and ensure that transit services are equitably distributed and provided to all persons in the Central Florida region without regard to race, color, or national origin.

This Title VI Program Update for 2020-2023 has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, *“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”* published on October 1, 2012.

### 1.1 Title VI Program Policy Statement

As a provider of public transportation whose employees have extensive daily contact with the public, **SUBRECIPIENT’S NAME** recognizes its responsibility to the community it serves and is committed to a policy of non-discrimination. It is **SUBRECIPIENT’S NAME** policy that we work to ensure non-discriminatory transportation in support of our service philosophy to enhance the lives of our customers daily with pride, passion, and performance, as well as, the organizational mission to link our community by providing quality mobility options with innovation, integrity, and teamwork.

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

The Environmental Justice component of Title VI guarantees fair treatment for all people and allows **SUBRECIPIENT’S NAME** to identify and address, as appropriate disproportionate and adverse effects of its program, policies, and activities on minority and low-income populations.

The three fundamental Environmental Justice concepts are to:

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

**NAME OF SUBRECIPIENT COMPLIANCE MANAGER** has been designated as the **SUBRECIPIENT’S NAME** Civil Rights Officer responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs. However, along with the Chief Executive Officer, all directors, managers, and their staff share in the responsibility for making **SUBRECIPIENT’S NAME** Title VI Program a success. Implementation of the Title VI Program is given the same priority as compliance with all other legal obligations incurred by **SUBRECIPIENT’S NAME** in its financial assistance agreements with the U.S. Department of Transportation (U.S. DOT).

To request a copy of the **SUBRECIPIENT’S NAME** Title VI Program, please contact **SUBRECIPIENT’S NAME**. Any person who believes that they have been denied a benefit, excluded from participation in, or discriminated against under Title VI has the right to file a formal complaint in writing to the Manager of Compliance, Desna Hunte, responsible for civil rights compliance and monitoring to ensure nondiscriminatory provision of transit services and programs.





File your formal complaint in writing to: **NAME OF SUBRECIPIENT COMPLIANCE MANAGER, ADDRESS OF SUBRECIPIENT, EMAIL ADDRESS OF SUBRECIPIENT, AND PHONE NUMBER OF SUBRECIPIENT**. Please be sure to include your name, address, and how to contact you (phone number, email address, etc.) Complaints are documented in the Active Citizen Response System (ACR), logged, and tracked for investigation. Once the investigation is completed, the customer is notified of the outcome of the investigation. In addition, individuals and organizations may file a complaint with the FTA Office of Civil Rights by obtaining the complaint form from: [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html).

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Name  
Chief Executive Officer

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Date



## 1.2 Title VI Program Checklists

The following checklists identify the Title VI Program reporting requirements and guidelines, as described in FTA Circular 4702.1B with the associated page numbers from this report that address those requirements. The checklist applies to all recipients of federal funding assistance.

### Checklists for all Recipients:

#### Provide Title VI Assurances

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

Title VI Plan: Page F-6

#### Develop Title VI Complaint Procedures and Complaint form

**Requirement:** Submit a copy of the procedures for filing a Title VI complaint.

Title VI Plan: Page F-6

#### Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits

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

Title VI Plan: Page F-7

#### Promoting Inclusive Public Participation

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

Title VI Plan: Page F-8

#### Provide Meaningful Access to LEP Persons

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

Title VI Plan: Page F-9

#### Minority Representation on Planning and Advisory Bodies

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

Title VI Plan: Page F-10



## 2.0 GENERAL REQUIREMENTS & GUIDELINES

As described in FTA Circular 4702.1B, the following information addresses Title VI general requirements.

### 2.1 Providing Title VI Assurances

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

**SUBRECIPIENT'S NAME** has posted the following Title VI Notice to the Public in their **LIST LOCATIONS**.

**Notifying the Public Rights under Title VI**

**SUBRECIPIENT'S NAME**

- **SUBRECIPIENT'S NAME** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with **SUBRECIPIENT'S NAME**.
- For more information on **SUBRECIPIENT'S NAME** civil rights program, and the procedures to file a complaint, contact **SUBRECIPIENT CONTACT INFORMATION**.
- Inquiries or complaints related to Title VI may be sent in writing to **SUBRECIPIENT CONTACT INFORMATION**.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.
- If information is needed in another language, contact **SUBRECIPIENT PHONE NUMBER**.

### 2.2 Title VI Complaint Procedures and Complaint Form

The following Title VI complaint procedures are located on the **SUBRECIPIENT'S NAME** website and are in compliance with Title VI requirements.

*"As a recipient of federal financial assistance, the **SUBRECIPIENT'S NAME** has in place the following Title VI complaint procedure.*

*Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **SUBRECIPIENT'S NAME** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The **SUBRECIPIENT'S NAME** investigates complaints received no more than 180 days after the alleged incident. The **SUBRECIPIENT'S NAME** will process complaints that are complete.*

*Once the complaint is received, the **SUBRECIPIENT'S NAME** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.*

*The **SUBRECIPIENT'S NAME** has 30 days to investigate the complaint. If more information is needed to resolve the case, the **SUBRECIPIENT'S NAME** may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does*



not receive the additional information within 30 business days, the **SUBRECIPIENT'S NAME** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

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

The **SUBRECIPIENT'S NAME** Title VI Complaint Form is available on the **SUBRECIPIENT'S NAME** website and is also provided in **Appendix F.1** of this report.

### 2.3 List of Active Title VI Investigations, Complaints, and Lawsuits

Members of the public who feel they have experienced discrimination based on race, color, national origin, age, gender, or disability have the opportunity to document their concern. The public can express their complaint to a customer service representative via phone, face to face during regular business hours, through the **SUBRECIPIENT'S NAME** website or email via the internet, or by sending a letter. **SUBRECIPIENT'S NAME** documents each complaint received and tracks the investigation. Once the investigation is completed and the complaint is closed, the customer is notified of the outcome of the investigation. If the customer is not satisfied with the outcome of the investigation, they are referred to the **SUBRECIPIENT'S NAME** Manager of Compliance.

#### ENTER ANY TITLE VI INVESTIGATIONS, LAWSUITS, OR COMPLAINTS

### 2.4 Civil Rights Compliance Review Activities

FTA Region IV staff conducts LYNX triennial reviews, which review LYNX's compliance with all FTA requirements, as well as its subrecipients compliance. To ensure subrecipient compliance for those agencies that receive Federal financial assistance through the competitive selection process that is administered by LYNX, LYNX completes annual on-site monitoring visits at each subrecipient location.

By participating in LYNX programs, subrecipients are required to comply with the same Federal requirements as LYNX (the primary recipient), including Title VI requirements. Subrecipients are required to sign executed subrecipient agreements with LYNX and FTA. LYNX completes annual on-site monitoring visits at each subrecipient location to ensure funds are being used in accordance with the terms awarded and in compliance with Title VI requirements. While on-site, LYNX reviews the subrecipients' audited financial records, invoices (and supporting documentation), and actual services provided, and compares information to submitted invoices to verify accuracy. In addition, LYNX reviews subrecipient vehicles for cleanliness and working wheelchair lifts. Each of the subrecipients are asked to provide the most current Title VI Policy and to show how the Title VI Statement is posted for customer awareness. LYNX continues to conduct annual on-site monitoring visits at subrecipients' locations to ensure that the subrecipients are operating in compliance with the Federal requirements and the Title VI notice, complaint procedures, and complaint form are visible and available to clients.

Subrecipients will be required to have their respective Board of Directors adopt this Title VI Plan and submit the signed plan with confirmation of Board approval to LYNX no later than **DATE**.





The FY 2020 Certifications and Assurances will be submitted when available.

## 2.5 Promoting Inclusive Public Participation

**SUBRECIPIENT'S NAME** completes a variety of public involvement activities to ensure a range of available opportunities for obtaining proper public input on the development and implementation of mobility services. There are two types of activities for which public notice procedures are established:

3. Activities that require public participation based on Federal and/or State regulations; and
4. Activities that **SUBRECIPIENT'S NAME** desires to solicit public input as an overall strategy to provide market-driven transportation services.

As part of the public participation process, **SUBRECIPIENT'S NAME** will publish a notice of the proposed activity(ies) in a newspaper of general circulation in English and Spanish, in compliance with *Executive Order 13166 Access to Services for Persons with LEP*. Notice will be published at least ten (10) days in advance of the time when the activity is to be implemented. The notice shall include:

- The proposed activity(ies);
- Address and business hours whereby information regarding the activity(ies) is available for public review;
- Availability of opportunities to verbally comment regarding one or more of the activities during the regularly scheduled Board Meeting and/or any special meeting;
- A period of time in which the public may comment on the proposed activity(ies);
- A contact address for the submission of written comments related to the activity(ies); and
- Contact information to arrange special accommodations.

The notice will also be available on the **SUBRECIPIENT'S NAME** website for translation into other languages. Translation will be completed as requested for vital documents and public notices. Based on data obtained from ridership surveys, notices will be developed and published in another language when that language is used by a minimum of 20 percent of the riders. Upon request, accommodation will be made for information or notices to be provided in additional languages other than English or Spanish, as well as other accessible formats in compliance with the Americans with Disabilities Act and LEP provisions.

### **Public Hearing Guidelines**

**SUBRECIPIENT'S NAME** is required to hold public hearings to solicit public comment for a variety of scenarios. Public hearings are subject to the same Public Notice Procedures as detailed above, and all public comments, written and oral, are presented to the LYNX Board of Directors at a regularly scheduled meeting before final action on the activity (ies) is taken. Public hearings are required:

4. When required by Federal and State regulations;
5. When service reductions take place such that any of the following conditions are met:
  - a. An entire route or set of routes are eliminated with the exception of planned service development or experimental service in existence for less than 2 years.
  - b. Any service reduction impacting more than 25 percent of an individual route's total revenue hours, as determined by the Service Planning Manager in coordination with the Title VI Officer.
  - c. Any service reduction impacting more than 25 percent of an individual route's total revenue miles, as determined by the Service Planning Manager in coordination with the Title VI Officer.
  - d. When passenger fares and/or fare media are proposed to be raised beyond current pricing levels. This includes all LYNX services requiring a fare.



6. Once annually to review the Program of Projects as part of the LYNX Transit Development Plan process.

### **Public Comments**

**SUBRECIPIENT'S NAME** solicits public input regarding mobility services, amenities, and fare structure. In order to maximize the public's opportunity to comment and become part of the official public record, the agency has implemented the following public comment procedure:

1. Public comment period will encompass the date of the initial advertisement and until 21 days after the date of the initial advertisement.
2. Comments will be afforded:
  - a. Via the website at subrecipient website.
  - b. In person at workshop(s) or hearing(s).
  - c. Via comment cards.
  - d. To a Customer Service Representative.
  - e. Via regular mail or delivery service.
  - f. Through electronic mail.
3. If part of a particular service area is served by a population of 20 percent or more that speak a language other than English or Spanish, comment cards will be made available in that language.
4. **SUBRECIPIENT** staff, under the direction of the Chief Executive Officer (CEO), will compile and package all comments to be reviewed by the Board of Directors.
5. The public is also afforded the opportunity to comment on all proposed actions taken by the Board of Directors at their regularly scheduled meeting.

## **2.6 Language Assistance Plan**

Translation will be completed as requested for vital documents and public notices. Based on data obtained from ridership intake and/or requests for information in other languages, documents will be developed and published in another language when that language is used by a minimum of 20 percent of the riders. Upon request, accommodations will be made for information or notices to be provided in additional languages other than English or Spanish, as well as other accessible formats in compliance with the Americans with Disabilities Act and LEP provisions. The agency will work with LYNX to provide language assistance as needed.

## **2.7 Minority Representation**

Subrecipients that have transit-related non-elected planning boards, advisory councils, or committees, the membership of which is selected by the subrecipient, 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. Subrecipients must submit all the above information to the primary recipient on a schedule requested by the primary recipient. Collection and storage of subrecipient Title VI Programs may be electronic at the option of the primary recipient. Table 2.1 presents the membership of the non-elected advisory committees broken down by race. Efforts to encourage the participation of minorities on the committee include outreach social service agency and existing member promotion of vacancies to the general public including minorities and posting public notices on the first-floor open space.



**Table F.1 – Racial Composition of Non-Elected Advisory Committee**

Name	Agency	Race/Ethnicity

**2.8 Board Approval of Title VI Documentation**

The Board of Directors will be asked to approve this Title VI Program prior to submittal to LYNX as evidence of compliance with Title VI requirements. Review and approval of the Title VI Program by the Board of Directors is required by FTA. The Board of Directors approval will be presented as **Appendix F.2**.

**2.9 Conclusion**

This LYNX Title VI Program Update has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, *“Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients (October 1, 2012).”*



## APPENDIX F.1 – TITLE VI COMPLAINT FORMS

Before completing this form, please read the Title VI Complaint Procedures located on the agency's website at **SUBRECIPIENT WEBSITE** or by visiting our office. The following information is necessary and required to assist in processing your complaint. If you require assistance in completing this form, please contact us at **SUBRECIPIENT** phone number. Complaints must be filed within 180 calendar days after the date alleged discrimination occurred.

### Section 1:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_

Telephone (Work): \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Accessible Format Requirements: \_\_\_\_\_

### Section II:

Are you filing this complain on your own behalf? \_\_\_\_\_

*\*If you answered "yes" to this question, go to Section III.*

If not, please supply the name and relationship of the person for whom you are complaining:

\_\_\_\_\_

Please explain why you have filed for a third party:

\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party: \_\_\_\_\_

### Section III:

I believe the discrimination I experienced was based on (check all that apply):

Race  Color  National Origin

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. Please include any other information that would assist us in our investigation of the allegations: \_\_\_\_\_

\_\_\_\_\_

Please also provide any other documentation that is relevant to this complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





**Section IV:**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [ ] Yes [ ] No

If yes, check all that apply.

- [ ] Federal Agency [ ] State Agency
- [ ] Federal Court [ ] Local Agency
- [ ] State Court

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

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Section V:**

Name of agency complaint is against: \_\_\_\_\_

Contact person: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone number: \_\_\_\_\_

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

**SUBRECIPIENT NAME**

**TITLE VI COORDINATOR**

**SUBRECIPIENT ADDRESS**



## APPENDIX F.2 – BOARD APPROVAL