SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

GOVERNING BOARD

REGULAR MEETING AGENDA
March 22, 2013
9:30 a.m.

South Florida Regional Transportation Authority
Board Room
800 NW 33rd Street
Pompano Beach, FL 33064

SFRTA BOARD MEETINGS ARE SCHEDULED ON THE FOURTH FRIDAY OF EACH MONTH AT 9:30 A.M. FOR FURTHER INFORMATION CALL (954)942-RAIL (7245). TIME OF MEETINGS SUBJECT TO CHANGE.

SFRTA Board Members

Mayor Steven L. Abrams, Chair
Frank Frione
Mayor Kristin Jacobs
Commissioner Bruno Barreiro
Marie Horenburger
George Morgan, Jr.
James A. Cummings
Nick Inamdar
James A. Wolfe

Executive Director

Joseph Giulietti

GOVERNING BOARD REGULAR MEETING
OF March 22, 2013

The meeting will convene at 9:30 a.m., and will be held in the Board Room of the South Florida Regional Transportation Authority, Administrative Offices, 800 NW 33rd Street, Pompano Beach, Florida 33064.

CALL TO ORDER

MOMENT OF SILENCE

PLEDGE OF ALLEGIANCE

AGENDA APPROVAL – Additions, Deletions, Revisions

MATTERS BY THE PUBLIC – Persons wishing to address the Board are requested to complete an "Appearance Card" and will be limited to three (3) minutes. Please see the Minutes Clerk prior to the meeting.

CONSENT AGENDA

Those matters included under the Consent Agenda are self-explanatory and are not expected to require review or discussion. Items will be enacted by one motion in the form listed below. If discussion is desired by any Board Member, however, that item may be removed from the Consent Agenda and considered separately.

C1. MOTION TO APPROVE: Minutes of Governing Board's Regular Meeting of February 22, 2013

REGULAR AGENDA

Those matters included under the Regular Agenda differ from the Consent Agenda in that items will be voted on individually. In addition, presentations will be made on each motion, if so desired.

R1. MOTION TO APPROVE: Southeast Florida Passenger Rail Coordination Memorandum of Understanding (MOU)

Department: Planning & Capital Development
Project Manager: William L. Cross, P.E.
Department Director: Daniel R. Mazza, P.E.
Procurement Director: N/A

R2. MOTION TO APPROVE: Recommendation to exercise the first of two (2) one (1) year renewal options to Agreement No. 10-013 between the South Florida Regional Transportation Authority (SFRTA) and Gilly Vending Inc. for Vending Machine Services.

Department: Operations
Project Manager: James De Vaughn
Department Director: Brad Barkman
Procurement Director: Christopher Bross

R3. MOTION TO APPROVE: The South Florida Regional Transportation Authority 2013 Title VI Program Update, in accordance with Title VI of the Civil Rights Act of 1964.

Department: Administration
Project Manager: Marie Jarman

Department Director: Diane Hernandez Del Calvo
Procurement Director: N/A

INFORMATION / PRESENTATION ITEMS

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

I-I. PRESENTATION - Tri-Rail Coastal Link On FEC Corridor Update

I-2. PRESENTATION - The WAVE Update

COMMITTEE REPORTS / MINUTES

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

A. PROPERTY TASK FORCE
B. CONSTRUCTION OVERSIGHT COMMITTEE
C. PLANNING TECHNICAL ADVISORY COMMITTEE
D. MARKETING COMMITTEE
E. OPERATIONS TECHNICAL COMMITTEE
F. CITIZENS ADVISORY COMMITTEE
G. AUDIT COMMITTEE
H. LEGISLATIVE COMMITTEE
I. ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
J. LEGAL SERVICES COMMITTEE

MONTHLY REPORTS

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

A. ENGINEERING & CONSTRUCTION MONTHLY PROGRESS REPORTS – February

B. RIDERSHIP GRAPHS – February

C. ON-TIME PERFORMANCE GRAPHS – February

D. MARKETING MONTHLY SUMMARY – February

E. BUDGETED INCOME STATEMENT – February

F. PAYMENTS OVER $2,500.00 – February

G. REVENUE AND FARE EVASION REPORTS – February

H. SOLICITATION SCHEDULE – February

I. CONTRACT ACTIONS EXECUTED UNDER THE EXECUTIVE DIRECTOR'S AUTHORITY - February

J. CONTRACT ACTIONS EXECUTED UNDER THE CONSTRUCTION OVERSIGHT COMMITTEE – February

K. PROPERTY COMMITTEE – PROJECT SCHEDULE - February

L. SECURITY REPORT - February

M. EXPIRING CONTRACTS - February

N. CONTRACT ACTIONS EXECUTED UNDER GENERAL COUNSEL'S AUTHORITY - February

OTHER BUSINESS

EXECUTIVE DIRECTOR REPORTS/COMMENTS

LEGAL COUNSEL COMMENTS

CHAIR COMMENTS

BOARD MEMBER COMMENTS

ADJOURNMENT

In accordance with the Americans with Disabilities Act and Section 286.26, Florida Statutes, persons with disabilities needing special accommodation to participate in this proceeding, must at least 48 hours prior to the meeting, provide a written request directed to the Executive Office at 800 NW 33rd Street, Suite 100, Pompano Beach, Florida, or telephone (954) 942-RAIL (7245) for assistance; if hearing impaired, telephone (800) 273-7545 (TTY) for assistance.

Any person who decides to appeal any decision made by the Governing Board of the South Florida Regional Transportation Authority with respect to any matter considered at this meeting or hearing, will need a record of the proceedings, and that, for such purpose, he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

Persons wishing to address the Board are requested to complete an "Appearance Card" and will be limited to three (3) minutes. Please see the Minutes Clerk prior to the meeting.

MINUTES
SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD REGULAR MEETING
OF FEBRUARY 22, 2013

The regular meeting of the South Florida Regional Transportation Authority Governing Board was held at 9:30 a.m. on Friday, February 22, 2013 in the South Florida Regional Transportation Authority Board Room, 800 Northwest 33rd Street, Suite 100, Pompano Beach, Florida 33064.

BOARD MEMBERS PRESENT:
Steven Abrams, Chair, Palm Beach County Mayor
James A. Cummings, Citizen Representative, Broward County
Frank Frione, Governor's Appointee
Marie Horenburger, Citizen Representative, Palm Beach County
Kristin Jacobs, Broward County Mayor
George Morgan, Governor's Appointee
James A. Wolfe, Florida Department of Transportation, District IV

BOARD MEMBERS ABSENT:
Bruno Barreiro, Vice Chair, Miami-Dade County Commissioner

ALSO PRESENT:
Joseph Giulietti, Executive Director, SFRTA
Jack Stephens, Deputy Executive Director, SFRTA
Bonnie Arnold, Public Information Officer, SFRTA
Bradley Barkman, Director of Operations, SFRTA
Chris Bross, Director of Procurement, SFRTA
Diane Hernandez Del Calvo, Director of Administration, SFRTA
Mary Jane Lear, Director of Human Resources, SFRTA
Renee Matthews, Director of Special Projects, SFRTA
Daniel Mazza, P.E., Director of Planning and Engineering, SFRTA
Teresa Moore, General Counsel, SFRTA
Jeffrey Olson, Deputy General Counsel, SFRTA
Edward Woods, Director of Finance & IT, SFRTA
Sandra Thompson, Executive Administrative Coordinator, SFRTA

CALL TO ORDER

The Chair called the meeting to order at 9:30 a.m.

ROLL CALL

The Chair requested a roll call.

MOMENT OF SILENCE

PLEDGE OF ALLEGIANCE

AGENDA APPROVAL – Additions, Deletions, Revisions

Mr. Joseph Giulietti requested the following revisions to the agenda and stated that on February 20, 2013 the following items were forwarded to the Board Members:

- A revised Exhibit 2 (page 1) to Public Hearing Item PH2, SFRTA Fare and Service Change Policy.
- The addition of Exhibit 1 - "Florida East Coast Corridor Passenger Rail Service" to Information Item I-2.
- The addition of Exhibit 2 – " South Florida East Coast Corridor (SFECC) Study" Project Update to Federal Transit Administration, dated February 14th, 2013 to Information Item I-2.
- The addition of Exhibit 3 – "Memorandum of Understanding, dated February 13, 2013 To Information Item I-2: COASTAL SERVICE ON FEC CORRIDOR.

Ms. Teresa Moore, SFRTA General Counsel announced an additional Agenda Item R2:

R2. MOTION TO APPROVE:

(A) SFRTA General Counsel's Fellowship with FTA/Region 4 from September 1 thru December 31, 2013; and

(B) Delegation to the Chair to complete the necessary paperwork, including an interagency agreement with FTA, for the Fellowship

Department: Legal
Project Manager: Teresa Moore

Department Director: Teresa Moore
Procurement Director: N/A

Board Member Marie Horenburger moved for approval of the Agenda as amended. The motion was seconded by Board Member Jim Cummings.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

MATTERS BY THE PUBLIC

Mr. David London of West Palm Beach, Florida addressed the Board. Mr. London suggested the use of porous concrete technology to enhance draining in flooded areas of the stations. Mr. London suggested other technological improvement products throughout the corridor.

Board Member Cummings inquired as to Mr. London's background.

Mr. London responded that he is an independent research librarian specializing in science and technology.

Ms. Martha Henriques of Pompano Beach, Florida addressed the Board. Ms. Henriquez stated her experience with the communications between operations and customer service announcements for late/delayed trains. Ms. Henriquez stated concern for the new weekend hourly schedule and wanted later trains.

Mr. Giulietti responded that the hourly weekend schedule is the highest growing market and additional trains were added. He stated that when SFRTA takes over dispatch, SFRTA would have the ability to add later weekend trains. Mr. Giulietti addressed the operations/communications issue was a special circumstance in this particular case.

Ms. Brittany Athey, representing the City of Fort Pierce addressed the Board. Ms. Athey stated that the City of Fort Pierce is very interested in having commuter rail service expansion up to the Treasure Coast. She stated that the City has set aside funds for a station and the ridership will support the service.

PUBLIC HEARING -1

ADVERTISED PUBLIC HEARING

NOTICE OF PUBLIC HEARING AND INTENT TO FILE SECTIONS 5307 and 5309 GRANT APPLICATIONS WITH THE FEDERAL TRANSIT ADMINISTRATION IN THE AMOUNT OF $ 22,920,934

NOTICE IS HEREBY GIVEN THAT at the Governing Board Meeting of February 22, 2013 the Governing Board for the South Florida Regional Transportation Authority (SFRTA) will hold a Public Hearing at 9:30 A.M. to receive public input on the SFRTA's intent to file Sections 5307 and 5309 Grant Applications with the Federal Transit Administration (FTA) in the amount of $22,920,934. All interested individuals and/or groups are invited to attend this meeting and will have an opportunity to present their views and comments, or by responding in writing to the South Florida Regional Transportation Authority at 800 NW 33rd Street, Suite 100, Pompano Beach, FL 33064.

PH1 –

1. Open Public Hearing

   The Chair opened the Public Hearing at 9:52 a.m. to discuss the South Florida Regional Transportation Authority's Federal Transit Administration fiscal year 2012 funding requests. SFRTA is holding this public hearing to afford an opportunity for citizens, officials, private transportation providers and other interest groups to present their views and comments regarding SFRTA's intent to file federal grant applications for fiscal year 2012 Program of Projects. SFRTA welcomes all comments. Should anyone wish to comment on this funding request, please see the Recording secretary to complete an "Appearance Card". The Chair asked Mr. Giulietti if he had a statement.

Mr. Joseph Giulietti thanked the Chair and stated that pursuant to federal regulations SFRTA must hold a public hearing to give interested persons the opportunity to express their concerns about SFRTA's intent to file federal grant applications to secure funds for SFRTA's fiscal year 2012 Program of Projects. SFRTA fiscal year 2012 federal grant funds will include: Funding for the purchase of SFRTA's Locomotives and New Rail Cars in the amount of $12,358,600; Funding for the purchase of Passenger Wi-Fi in the amount of $247,091; Funding for preventative Maintenance costs associated with the Operating Budget in the amount of $7,332,272.

Board Member Morgan inquired as to exactly what SFRTA would get with this request.

Mr. Giulietti stated that the SFRTA has had mixed reviews with the previous attempts to install a wireless system. The best opportunity will be to include the fiber optic cables technology. The funds are for the research into the best solution and ultimately the acquisition of a system. SFRTA is currently working with a consultant for best results and will return to the Board with recommendations.

2. Close Public Hearing

The Chair closed the Public Hearing at 9:55 a.m.

3. MOTION TO APPROVE: Resolution No. 13-01, permitting the South Florida Regional Transportation Authority (SFRTA) staff to submit Fiscal Year 2012 grant applications to the Federal Transit Administration (FTA) in the amount of $22,920,934 in Capital and Planning funds to support the SFRTA Program of Projects.

Board Member George Morgan moved for approval. The motion was seconded by Board Member Jim Cummings.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

PUBLIC HEARING -2

ADVERTISED PUBLIC HEARING

NOTICE OF PUBLIC HEARING FOR PROPOSED POLICIES IN ACCORDANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

NOTICE IS HEREBY GIVEN THAT at the Governing Board Meeting of February 22, 2013 the Governing Board for the South Florida Regional Transportation Authority (SFRTA) will hold a Public Hearing at 9:30 A.M. to receive public input on SFRTA's proposed Disparate Impact and Disproportionate Burden policies in accordance with Title VI of the Civil Rights Act of 1964. All interested individuals and/or groups are invited to attend this meeting and will have an opportunity to present their views and comments, or by responding in writing to the South Florida Regional Transportation Authority at 800 NW 33rd Street, Suite 100, Pompano Beach, FL 33064.

PH 2 –

1. Open Public Hearing

The Chair opened the Public Hearing at 9:59 a.m. to discuss the South Florida Regional Transportation Authority's proposed policies in accordance with the Federal Transit Administration Title VI of the Civil Rights Act of 1964. SFRTA is holding this public hearing to afford an opportunity for the public to present their views and comments regarding SFRTA's development of its proposed policies. SFRTA welcomes all comments. Should anyone wish to comment on this funding request, please see the Recording Secretary to complete an "Appearance Card". The Chair asked Mr. Giulietti if he had a statement.

Mr. Giulietti stated that pursuant to federal regulations, specifically Title VI, transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,00 or more in population, shall engage the public in the decision making process in developing the following policies:

- Disparate Impact Policy - The proposed policy establishes a threshold for determining when adverse effects of major service changes or any fare changes are borne disproportionately by minority populations.

- Disproportionate Burden Policy - The proposed policy establishes a threshold for determining when adverse effects of major service changes or any fare changes are borne disproportionately by low-income populations

- Fare and Service Change Policy: This policy is being revised to incorporate reference to the Disparate Impact and Disproportionate Burden policies

2. Close Public Hearing

The Chair closed the Public Hearing at 10:02 a.m.

3. MOTION TO APPROVE: The new Disparate Impact and Disproportionate Burden policies and the Revised Fare and Service Change Policy of the South Florida Regional Transportation Authority, in accordance with Title VI of the Civil Rights Act of 1964.

Board Member Marie Horenburger moved for approval. The motion was seconded by Board Member George Morgan.

Board Member Morgan inquired as to how SFRTA is complying with this act.

Ms. Diane Hernandez Del Calvo, Director of Administration/EEO Officer, SFRTA addressed the Board. Ms. Hernandez Del Calvo stated that the SFRTA is required by the federal government to have these policies. The regulations require the SFRTA to define such policies. For example, service change and how the changes affect the commuters. The SFRTA advertises the proposed changes in minority newspapers and the SFRTA has accommodated those affected by accepting mail in, email and call in requests and comments in various language formats.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

CONSENT AGENDA

Those matters included under the Consent Agenda are self-explanatory and are not expected to require review or discussion. Items will be enacted by one motion in the form listed below. If discussion is desired by any Board Member, however, that item may be removed from the Consent Agenda and considered separately.

C1. MOTION TO APPROVE: Minutes of Governing Board's Regular Meeting of January 25, 2013.

Board Member Jim Cummings moved for approval of the Consent Agenda. The motion was seconded by Board Member Frank Frione.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

REGULAR AGENDA

Those matters included under the Regular Agenda differ from the Consent Agenda in that items will be voted on individually. In addition, presentations will be made on each motion, if so desired.

R1. MOTION TO APPROVE: First Amendment to the Funding Agreement between the South Florida Regional Transportation Authority (SFRTA) and the City of Opa-Locka for Community Shuttle Bus Transportation Services on the Opa-Locka South Route (the "First Amendment").

Board Member Jim Cummings moved for approval. The motion was seconded by Board Member Marie Horenburger.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R2. MOTION TO APPROVE:

(A) SFRTA General Counsel's Fellowship with FTA/Region 4 from September 1 thru December 31, 2013; and

(B) Delegation to the Chair to complete the necessary paperwork, including an interagency agreement with FTA, for the Fellowship

Board Member Jim Cummings moved for approval of "A" and "B". The motion was seconded by Board Member Marie Horenburger.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

INFORMATION / PRESENTATION ITEMS

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

I-I. PRESENTATION - COASTAL SERVICE ON FEC CORRIDOR – CITY OF HALLANDALE BEACH

Ms. Renee Miller, City Manager with the City of Hallandale Beach, Florida addressed the Board. Ms. Miller stated that on behalf of the Mayor and partners, the City is excited about the expansion of commuter rail along the FEC. Ms. Miller introduced Ms. Althea Jefferson, Planning & Zoning Manager for the City of Hallandale Beach.

Ms. Johnson gave a detailed PowerPoint presentation on the expansion of the communities surrounding the area and the connectivity of commuter service along the FEC Corridor to these communities.

Board discussion took place.

I-2. PRESENTATION - COASTAL SERVICE

Mr. William Cross, Planning Manager, SFRTA gave a monthly update PowerPoint presentation on the progress of the project. Mr. Cross announced that there will be an SFECC Steering Committee meeting on March 4th, 2013 to begin at 1:30 p.m. at the FDOT District IV offices. Mr. Cross announced that there is scheduled a ULI/SFRTA Economic Opportunities Forum for April 11th, 2013.

Board discussion took place.

Mr. Cross encouraged the Board Members to attend the March 4th SFECC Steering Committee meeting.

COMMITTEE REPORTS / MINUTES

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

A. PROPERTY TASK FORCE
B. CONSTRUCTION OVERSIGHT COMMITTEE
C. PLANNING TECHNICAL ADVISORY COMMITTEE
D. MARKETING COMMITTEE
E. OPERATIONS TECHNICAL COMMITTEE
F. CITIZENS ADVISORY COMMITTEE
G. AUDIT COMMITTEE
H. LEGISLATIVE COMMITTEE
I. ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
J. LEGAL SERVICES COMMITTEE

MONTHLY REPORTS

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

A. ENGINEERING & CONSTRUCTION MONTHLY PROGRESS REPORTS – January

B. RIDERSHIP GRAPHS – January

Mr. Giulietti stated that daily ridership increased by 7.6% and weekend ridership increased by 10.8%. Ridership is growing and on occasion during the month of January exceeded 16,000 riders daily.

C. ON-TIME PERFORMANCE GRAPHS – January

D. MARKETING MONTHLY SUMMARY – January

E. BUDGETED INCOME STATEMENT – January

F. PAYMENTS OVER $2,500.00 – January

G. REVENUE AND FARE EVASION REPORTS – January

H. SOLICITATION SCHEDULE – January

I. CONTRACT ACTIONS EXECUTED UNDER THE EXECUTIVE DIRECTOR'S AUTHORITY - January

J. CONTRACT ACTIONS EXECUTED UNDER THE CONSTRUCTION OVERSIGHT COMMITTEE – January

H. PROPERTY COMMITTEE – PROJECT SCHEDULE - January

L. SECURITY REPORT - January

M. EXPIRING CONTRACTS REPORT - January

N. CONTRACT ACTIONS EXECUTED UNDER GENERAL COUNSEL'S AUTHORITY - January

OTHER BUSINESS

EXECUTIVE DIRECTOR REPORTS/COMMENTS

Mr. Giulietti requested:

MOTION TO APPROVE:

Delegate authority to a person to be selected by the SFRTA Governing Board to make changes to the FY 2012-13 State Legislative Plan during the legislative session and to report any changes to the Board at each regularly-scheduled Board meeting. If the legislative team identifies legislation to pursue, an item will be brought to the designated Board Member and the Board for approval.

Board Member Marie Horenburger designated the Chair and moved for approval. The motion was seconded by Board Member Jim Cummings.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

CHAIR COMMENTS

The Chair stated that he has had a productive meeting with Congresswoman Frankel and that she is on the transportation committee and a Tri-Rail rider. The Chair stated that he looks forward to working with the congresswoman in the future.

BOARD MEMBER COMMENTS

Board Member Cummings requested copies of all the bids and RFP's for the Central Florida corridor.

Mr. Cummings requested an update on the WAVE.

Mr. Giulietti responded that there have been successful meetings with the FTA on moving the WAVE forward and support from Congresswoman Debbie Wasserman-Shultz on the project as well. The FTA has notified the SFRTA that the SFRTA is liable for the grant and encourages the SFRTA in getting the project moving. The Project is at the stage of who will be the operator.

Mayor Jacobs responded that the Broward County Commissions support of $2.5 million is not in jeopardy. The issues seem to be at the policy maker's level regarding language and agreement and to the point of handoff. It is currently at the county attorney's office. Mayor Jacobs stated that she has attended the WAVE meetings.

Board Member Morgan commented that the SFRTA's input is limited and is in favor of the SFRTA being more involved.

ADJOURNMENT

There being no further business the meeting was adjourned at 11:08 a.m.

Tracking No. 03221311 AGENDA ITEM NO. R1

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: MARCH 22, 2013

AGENDA ITEM REPORT

☐ Consent ☒ Regular

SOUTHEAST FLORIDA PASSENGER RAIL COORDINATION
MEMORANDUM OF UNDERSTANDING (MOU)

REQUESTED ACTION:

MOTION TO APPROVE: Southeast Florida Passenger Rail Coordination Memorandum of Understanding (MOU)

SUMMARY EXPLANATION AND BACKGROUND:

In November 2012, South Florida Regional Transportation Authority (SFRTA) Governing Board members and SFRTA staff were part of a multi-agency Southeast Florida delegation that participated in the Sustainable Communities Leadership Academy (held in Minneapolis, MN). The multi-agency Southeast Florida delegation developed a proposed "Southeast Florida Passenger Rail Coordination Framework" which specifically defined roles for the various parties during each stage of development and implementation of expanded Tri-Rail service on the Florida East Coast (FEC) Corridor.

In subsequent months, this framework has evolved to become a Memorandum of Understanding (MOU) that defines relationships and roles for the various parties involved in the project. The draft MOU has undergone multiple reviews by the partner agencies, including a comments letter that was transmitted by SFRTA staff on February 13, 2013.

Consensus was reached on the content of the MOU at a recent meeting of the South Florida East Coast Corridor (SFECC) Study Steering Committee, which was held on March 4, 2013 and had multiple SFRTA Governing Board members in attendance. The SFECC Study Steering Committee also took action at its March 4 meeting by approving "Tri-Rail Coastal Link" as the new project name.

As currently scheduled, the SFRTA Governing Board will be the first body with the opportunity to approve the MOU. The MOU will be on the meeting agendas of the region's three metropolitan planning organizations (MPOs), two regional planning councils (RPCs) and Southeast Florida Transportation Council (SEFTC) throughout April and May.

Department: Planning & Capital Development
Project Manager: William L. Cross, P.E.
Department Director: Daniel R. Mazza, P.E.
Procurement Director: N/A

FISCAL IMPACT: None.

EXHIBITS ATTACHED: Exhibit 1– Memorandum of Understanding
(to be provided under separate cover)

AGENDA ITEM NO. R1

SOUTHEAST FLORIDA PASSENGER RAIL COORDINATION
MEMORANDUM OF UNDERSTANDING (MOU)

Recommended by: Pam Mazza 3-14-13
Department Director Date

Approved by: N/A
Contracts Director Date

Authorized by: 3-14-13
Executive Director Date

Approved as to Form by: 3-14-13
General Counsel Date

Board Action:

Approved: _____Yes _____No

Vote: _____ Unanimous

Amended Motion:

Commissioner Steven L. Abrams	____Yes ____ No	Commissioner Kristin Jacobs	____Yes ____No
Commissioner Bruno Barreiro	____Yes ____No	Nick A. Inamdar	_____ Yes ____ No
James A. Cummings	____Yes ____No	George A. Morgan, Jr.	_____Yes _____No
Frank Frione	____Yes ____No	James A. Wolfe, P.E.	_____Yes _____No
Marie Horenburger	____Yes ____No		

Tracking No. 03221312 _ AGENDA ITEM NO. R2

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: MARCH 22, 2013

AGENDA ITEM REPORT

☐ Consent ☒ Regular

RENEWAL OPTION TO AGREEMENT NO. 10-013
GILLY VENDING INC.,
VENDING MACHING SERVICES

REQUESTED ACTION:

MOTION TO APPROVE: Recommendation to exercise the first of two (2) one (1) year renewal options to Agreement No. 10-013 between the South Florida Regional Transportation Authority (SFRTA) and Gilly Vending Inc. for Vending Machine Services.

SUMMARY EXPLANATION AND BACKGROUND:
On June 25, 2010, the Governing Board approved a three-year base Agreement for vending machine services with Gilly Vending Inc., expiring July 31, 2013, with the option of extending the Agreement for two (2) additional one (1) year periods.

Gilly Vending Inc. offers the highest commission percentage for vending machine services for both beverage and snack items. Gilly Vending, Inc. offered the SFRTA a guaranteed share of 47% commission on the sale of beverage items and 43% commission on the sale of snack items.

SFRTA determined Gilly Vending Inc. is performing this contract satisfactorily, therefore, SFRTA Staff recommends exercising renewal Option year one (1) with Gilly Vending Inc.

Department: Operations
Project Manager: James De Vaughn

Department Director: Brad Barkman
Procurement Director: Christopher Bross

FISCAL IMPACT: Agreement 10-013 is a revenue generating contract

EXHIBITS ATTACHED: n/a

RENEWAL OPTION TO AGREEMENT NO. 10-013
GILLY VENDING INC.,
VENDING MACHING SERVICES

Recommended by: _____ 3/13/13 Approved by: _____ 3/14/13
Department Director Date Contracts Director Date

Authorized by: _____ 3-14-15 Approved as to Form by: _____ 3-14-13
Executive Director Date General Counsel Date

Board Action:

Approved: _____Yes _____No

Vote: _____ Unanimous

Amended Motion:

Commissioner Steven L. Abrams	____Yes ____ No	Commissioner Kristin Jacobs	____Yes ____No
Commissioner Bruno Barreiro	____Yes ____No	Nick A. Inamdar	_____ Yes ____ No
James A. Cummings	____Yes ____No	George A. Morgan, Jr.	_____Yes _____No
Frank Frione	____Yes ____No	James A. Wolfe, P.E.	_____Yes _____No
Marie Horenburger	____Yes ____No		

Tracking No. 03221313 AGENDA ITEM NO. R3

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: MARCH 22, 2013

AGENDA ITEM REPORT

☐ Consent ☒ Regular

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
2013 TITLE VI PROGRAM UPDATE

REQUESTED ACTION:

MOTION TO APPROVE: The South Florida Regional Transportation Authority 2013 Title VI Program Update, in accordance with Title VI of the Civil Rights Act of 1964.

SUMMARY EXPLANATION AND BACKGROUND:

On October 1, 2012, the Federal Transit Administration (FTA) released the revised Title VI Circular, 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients". The FTA requires that all direct and primary recipients document their compliance with U.S. Department of Transportation's Title VI regulations by submitting a Title VI Program update to the FTA regional civil rights officer once every three (3) years. SFRTA has consistently submitted its Title VI program updates to the FTA, as required. The Update for the Board's consideration is attached as Exhibit 1.

The revised Circular now requires that Title VI Program updates be approved by the agency's governing entity which is responsible for policy decisions, prior to submission to the FTA. Following SFRTA Board approval of the Title VI Program, SFRTA will forward it to the FTA for review and subsequent approval.

In accordance with the FTA Circular 4702.1B, staff is requesting the Board approve the SFRTA's 2013 Title VI Program Update.

Department: Administration
Project Manager: Marie Jarman

Department Director: Diane Hernandez Del Calvo
Procurement Director: N/A

FISCAL IMPACT: N/A

EXHIBITS ATTACHED: Exhibit 1- SFRTA's 2013 Title VI Program Update

AGENDA ITEM NO. R3

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
2013 TITLE VI PROGRAM UPDATE

Recommended by: _____ 3/14/13 Approved by: N/A
Department Director Date Procurement Director Date

Authorized by: _____ Approved as to Form by: _____ 3-14-13
Executive Director Date General Counsel Date

Board Action:

Approved: _____Yes _____No

Vote: _____ Unanimous

Amended Motion:

Commissioner Steven L. Abrams	____Yes ____ No	Nick A. Inamdar	_____Yes _____No
Commissioner Bruno Barreiro	____Yes ____No	Commissioner Kristin Jacobs	____Yes ____No
James A. Cummings	____Yes ____No	George A. Morgan, Jr.	_____Yes _____No
Frank Frione	____Yes ____No	James A. Wolfe, P.E.	_____Yes _____No
Marie Horenburger	____Yes ____No		

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
TITLE VI CIVIL RIGHTS
2013 COMPLIANCE REPORT UPDATE

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SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
TITLE VI CIVIL RIGHTS
2013 COMPLIANCE REPORT UPDATE

Introduction

The South Florida Regional Transportation Authority (SFRTA) and its predecessor entities have been providing commuter rail service since 1989 on the state-owned South Florida Rail Corridor (SFRC) throughout Miami-Dade, Broward, and Palm Beach Counties. On July 1, 2003, legislation passed by the Florida Legislature transformed the Tri-County Commuter Rail Authority (Tri-Rail) into the South Florida Regional Transportation Authority. The SFRTA now operates the Tri-Rail commuter rail service from Mangonia Park Station, north of West Palm Beach to the Hialeah Market/Miami Airport Station located in central Miami-Dade County. The Tri-Rail system currently connects 17 stations in Palm Beach, Broward, and Miami-Dade Counties along a 72-mile corridor. The Tri-Rail commuter rail service only operates on a north-south double tracked rail line.

I. GENERAL REPORTING REQUIREMENTS

A. Title VI Notice to the Public

A copy of SFRTA's Title VI Notice to the Public informing them of their rights under Title VI of the Civil Rights Act and how to file a discrimination complaint is attached as **Appendix A**. This notice is posted at each Tri-Rail station location, as well as on Tri-Rail's webpage. The notice also includes instuctions on how they can receive the notice in Spanish and Creole.

B. Title VI Complaints Procedures

SFRTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit program, policy or activity on the basis of race, color or national origin. SFRTA has developed Title VI complaint procedures which provide instructions to the public on how to file Title VI complaints if they feel they have been discriminated against. The complaint procedure is posted on SFRTA's/Tri-Rail website and also available to the public upon request. A copy of SFRTA's procedures for tracking and investigating Title VI complaints is attached as **Appendix B**.

C. Title VI Complaint Form

SFRTA has developed a Title VI complaint form for members of the public to utilize in submitting any such complaints. The complaint form is posted on SFRTA's/Tri-Rail website and also available to the public upon request. A copy SFRTA's complaint form is attached as **Appendix C**.

D. Title VI Investigations, Complaints and or Lawsuits Filed

During the reporting period, SFRTA received twenty-one (21) complaints alleging discrimination based on race, color or national origin. Eighteen (18) complaints were investigated and final reports and/or letters were prepared and forwarded to the complainants. The complaints were investigated based on the established procedures (Appendix B). Three (3) of the complaints are pending investigations and will be closed in a timely manner.

The list documenting the respective incidents summary, status and action taken are attached as **Appendix D.**

E. Public Outreach and Involvement Activities

At the planning stages of its various projects, SFRTA endeavors to be inclusive in promoting public participation. The following are examples of outreach efforts that SFRTA has engaged in and continues to promote.

A series of consumer focus groups were held October 2009 for the Parking Management Study in order to gauge the tolerance levels and willingness to pay a parking fee, as well as attitudes of Tri-Rail riders toward service. Participants were solicited via flyers distributed at Tri-Rail Station throughout the service area as well as a banner on the SFRTA/Tri-Rail website.

In 2011, prior to the implementation of the new Ticket Vending Machines with Smart Card technology, SFRTA engaged in a system-wide outreach effort to provide the public with information and receive input regarding the changes to its fare collection method. SFRTA staff was present at each Tri-Rail station and collateral material regarding the changes was available in English, Spanish and Creole.

The Miami River Multimodal Intermodal Center Capacity Improvement (MR MICCI) Project will add rail capacity across the Miami River and the last 1.25 miles of the South Florida Rail Corridor (SFRC) and will greatly improve access and connectivity to the Miami Intermodal Center (MIC). An agency kickoff meeting was held on January 31, 2013. Agency stakeholders were sent email invitations, and the general public was invited by legal advertisements placed in the local newspapers. The meeting was also advertised on www.MRMICCI.com and stakeholder groups were encouraged to forward meeting invitations to their members. A widely advertised and promoted public meeting is being scheduled for late 2013 in order to introduce the project to the general public and to solicit their input on project alternatives. A project newsletter is being prepared in advance of the Public Meeting, and will be sent to all identified stakeholders plus anyone who has asked to be placed on the email notification list. A widely advertised formal public hearing is being scheduled for 2014. A Public Involvement Plan **(Appendix E1**) has been prepared in order to develop and document the methods used to reach those affected by the project. It identifies stakeholders, ways in which the public will be notified about the progress of the project, and the project's scheduled public outreach activities.

A Northern Layover/Maintenance Facility is currently in the planning stages. A series of public meetings have occurred to provide information regarding the planned project. A Public Involvement Plan **(Appendix E2)** was also prepared. Throughout the life of the project, SFRTA will continue to participate in numerous meetings to engage the public.

SFRTA conducted an On-Board Survey in February 2013. The survey instrument was provided in English, Spanish and Creole. To assist the LEP passengers, person conducting the survey were bilingual or were able to speak Creole. This survey collected responses relating to ridership patterns, customer service, and demographic information. Over 5,000 completed surveys were collected. The survey responses are currently being tabulated. A full report of findings is expected by Summer 2013.

SFRTA also invites public opinion through its Governing Board meetings and its various committees: Citizen's Advisory Committee, Planning Technical Advisory Committee, Operations Technical Committee, ADA Advisory Committee and the Marketing Committee. The Governing Board meeting is advertised in local newspapers, on the Agency's website and posted at SFRTA's Administrative Office. The Committee meetings are advertised on SFRTA's website and posted at SFRTA's Administrative Office. All Governing Board and committee meetings are open to the public. The meetings are held at locations accessible by public transportation. The public can also provide comments or feedback through SFRTA's Customer Service Call Center, which provides assistance in English, Spanish and Creole.

SFRTA also invites public input through participation in its "Meet and Greets" events. During Meet and Greets agency employees visit platform locations and ride the trains to talk with Tri-Rail passengers and to receive input. Meet and Greet events are also used to receive public input on upcoming system-wide changes and also to provide the public with information and details after changes are implemented.

Additionally, for major service reductions and fare increases, public meetings are held to receive public input, prior to the SFRTA Governing Board taking any formal action. SFRTA informs the public of the changes by advertising in local newspapers, postings at station locations, seat drops on the trains as well as posting the information on the Agency's website. Notices for public hearings are also advertised in local newspapers, posted on the Agency's website and at SFRTA's Administrative office.

SFRTA is also required to engage the public in the development of its Program of Projects and Disadvantaged Business Enterprise (DBE) goals. The Program of Projects is advertised in local newspapers and a public hearing is held to give the public an opportunity to comment. In the development of the DBE goals, SFRTA attends various minority business expos to receive input and comments from trade organizations, minority businesses as well as other agencies. The goal is also advertised in local newspapers, posted on the Agency's website and at SFRTA's Administrative office.

Outreach activities are conducted at times convenient for the general public and held in public places that are easily accessible by public transportation. Survey instruments are also available in Spanish and Creole. As indicated above, some outreach activities take place at Tri-Rail

Station locations. Stations are located along the fixed 72 mile-corridor which affords the same access for everyone.

F. Access for Limited English Proficient (LEP) Person

SFRTA completed the Limited English Proficiency (LEP) Program Evaluation on January 31, 2007 **(Appendix F).** The program evaluation was based on the four-factor analysis, as outlined in the Department of Transportation (DOT) LEP Policy Guidance. The report was forwarded to the Federal Transit Administration (FTA) Region 4 Office. SFRTA has taken various steps to provide meaningful access to LEP persons. As an example, vital documents are translated/presented in English, Spanish and Creole. Additionally, when conducting outreach or public involvement by way of surveys, the survey instrument is translated in Spanish and Creole.

As indicated above, SFRTA only operates commuter rail service on a north-south double tracked rail line. Changes to the system that affects the passengers are considered vital and are thus translated and provided in English, Spanish and Creole.

SFRTA's Customer Service Call Center is staffed with representatives who speak English, Spanish and Creole in order to provide assistance to the LEP population.

G. Minority Representation on Planning and Advisory Bodies

SFRTA is operated by a Governing Board. Per Florida Statutes 343.53, the Governing Board currently consists of ten (10) members: (a) one county commissioner from each county (Miami-Dade, Broward and Palm Beach), as appointed by the respective county commission; (b) one citizen representative (who is a non-commissioner, resident and qualified elector of the appointing county) from each county (Miami-Dade, Broward and Palm Beach), as appointed by the respective county commission; (c) one ex-officio appointee of the Secretary of the Florida Department of Transportation (a district secretary or his or her designee from the districts within the area served by the Authority); and (d) three citizen appointees of the Governor (residents and qualified electors of the Authority's service area, but not of the same county).

SFRTA also has the following committees; Marketing Committee, ADA Advisory Committee, Planning Technical Advisory Committee and the Operations Technical Committee. The SFRTA Governing Board selects the positions to be represented on each committee. A letter is sent to the respective transit or transportation agency in each county and the respective agency appoints a member of its staff to fill the requested position on the committees. The table depicting the racial breakdown of the membership of each committee is attached as **Appendix G.**

H. Sub-Recipient Monitoring

SFRTA informs its sub-recipients of the importance of complying with the DOT Title VI regulations. Title IV information is included in all sub-recipient applications and agreements. Prior to award of funds, SFRTA holds a sub-recipient workshop to inform all potential sub-recipients of all federal regulations, including Title VI. After award of funds, SFRTA holds

another sub-recipient workshop to update all sub-recipients of all federal regulations, which again includes Title VI. SFRTA staff performs site visits on its sub-recipients to ensure compliance with FTA regulations. In addition, SFRTA keeps all sub-recipients informed of any changes or updates to legislation and compliance requirements. A listing of current sub-recipients is attached as **Appendix H**.

I. Title VI Equity Analysis for Determining Site or Location of Facility

SFRTA has not constructed any facilities, such as vehicle storage facility, maintenance facility or operation center since the last Title VI program submission.

J. Annual Certifications and Assurances

As a federal grant recipient, SFRTA files its annual Certifications and Assurances with the FTA, through TEAM-Web, FTA's electronic award and management system. The most recent Annual Certification and Assurance was signed on February 13, 2013**.**

II. PROGRAM SPECIFIC REQUIREMENTS

A. Service Standards and Policies

SFRTA's system-wide service standards and system-wide service policies are contained in SFRTA's Rail Fleet Management Plan **(Appendix I)** and the Station Design Guidelines **(Appendix J).** Since Tri-Rail operates on a fixed north-south track, service standards and policies are the same along the fixed 72 mile-corridor.

B. Demographic Analysis

SFRTA is committed to gathering the thoughts and opinions of its passengers and the public in general. In recent years, SFRTA, in cooperation with the Florida Department of Transportation (FDOT), has completed two major on board surveys, two minor on board surveys, and a public opinion study. These surveys have helped SFRTA in its efforts to provide better public service. The surveys contain demographic information on Tri-Rail ridership. The On-Board Survey **(Appendix K)** and the Public Opinion Study **(Appendix L)** are attached. More recently, SFRTA has initiated and conducted another On-Board survey. The results of this survey will be available by Summer 2013.

C. Service Monitoring

No disparity has been found during the past three (3) years relative to the levels and quality of service provided. SFRTA has conducted a number of surveys with the most recent results contained in the On-Board Survey (**Appendix K**) and the Public Opinion Study (**Appendix L**).

D. Public Participation for Title VI Policies

In complying with Title VI regulations, SFRTA engaged the public in the development of the major service change **(Appendix M1)**, disparate impact and disproportionate burden policies **(Appendix M2)**. A public hearing was held to provide members of the public an opportunity to comments on the draft policies. The public hearing was advertised in local newspapers in the SFRTA's service area; it was posted on SFRTA's webpage and posted at SFRTA's Administrative office. SFRTA also provided the opportunity for the public to provide comments regarding the draft policies via email or U.S. Mail. Information was also provided on how to receive the documents in Spanish and Creole. Evidence of public participation/involvement is attached as **Appendix M3.**

E. Fare and Service Changes

SFRTA operates a commuter rail service (Tri-Rail) on a fixed rail line that runs north to south and vice versa. Tri-Rail provides connections to the three (3) county fixed route bus systems. Passengers tranferring from Tri-Rail onto the County buses receive a transfer discount that was different in each county. In October 2011, in coorporation with the three (3) transit bus providers, SFRTA established a single uniform transfer discount amount which in turn decreased the fare product associated with the bus transfer.

During the planning phase of the proposed fare decrease, a Fare Change Equity Analysis **(Appendix N)** was completed and forwarded to FTA Regional Offices prior to implementing the fare change. Additionally, SFRTA engaged in extensive outreach and public involvement efforts to receive input and provide information regarding the proposed fare decrease. Commuter bulletins containing information regarding the proposed changes were also posted at all Tri-Rail stations. All information regarding the proposed change were availabe in English, Spanish and Creole.

Protections of Title VI of the Civil Rights Act of 1964

The South Florida Regional Transportation Authority (SFRTA/Tri-Rail) operates its programs without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she have been subjected to discrimination under Title VI, may file a written complaint with the South Florida Regional Transportation Authority, Administration Department.

For more information on the South Florida Regional Transportation Authority's civil rights program, and the obligations and procedures to file a complaint, contact 954-942-7245; or visit our administrative offices at, 800 NW 33rd Street, Pompano Beach, FL, 33064.

Para recibir esta información en español por favor llame al 1-800-TRI-RAIL (874-7245).

Pou resevwa enfòmasyon sa a an kreyòl silvouple rele 1-800-TRI-RAIL (874-7245).

Title VI Complaint Procedures

The South Florida Regional Transportation Authority (SFRTA/Tri-Rail) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit program, policy or activity on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with the South Florida Regional Transportation Authority, Administration Department, 800 NW 33rd Street, Pompano Beach, FL 33064; telephone number 954-942-7245.

We encourage persons to make complaints in writing and to include, at a minimum, the following information:

- Name, address, and contact information (phone number, email address etc.).
- How, why and when you believe you were discriminated against.
- Complaint must be signed.

The complaint should be filed within 14 days from the date of the alleged discrimination.

Investigation Process:

All complaints will be investigated promptly. The investigator will meet with the complainant. Interviews may also be conducted with other persons who may have information about the alleged discriminatory program, policy or activity and may review records or documents relevant to the complaint.

Upon completion of the investigation, a final report will be completed for the Executive Director. If a Title VI violation is found, remedial steps as appropriate will be taken immediately. The Complainant will also receive notice of investigation's findings and be advised of the remedial actions that will be taken. If there is a finding of no discrimination, the complainant will also be advised of his or her right to appeal the decision. The investigation process should be completed within thirty (30) business days of receiving the written complaint.

Appeal of Determination:

If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration (FTA), Attention: Region IV Civil Rights Officer, 230 Peachtree St., N.W. Suite 800, Atlanta, GA 30303, or by calling (404) 865-5628.

A complainant may also file the initial Title VI Complaint directly with the Federal Transit Administration at the above address. Complaints filed directly with the FTA must be filed no later than 180 days after the date of the alleged discrimination.

Title VI Complaint Form

The South Florida Regional Transportation Authority (SFRTA/Tri-Rail) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit program, policy or activity on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with the South Florida Regional Transportation Authority.

Please provide the following information in order to process your complaint. Assistance is available upon request. The completed form must be returned to:

SFRTA - Administration Department, 800 NW 33rd Street, Pompano Beach, FL 33064;
Telephone: 954-942-7245 or email TitleVI@sfrta.fl.gov

Complainant

Name:_____

Street Address: _____

City, State, Zip Code: _____

Telephone: _____ Email Address: _____

Person discriminated against (if other than complainant)

Name:_____

Street Address: _____

City, State, Zip Code: _____

Are you represented by an Attorney for this complaint? ____ Yes ____ No

If yes, please complete the following:

Attorney's Name: _____

Address: _____ City: _____

State: _____ Zip: _____ Telephone: _____

What was the discrimination based on? (Check all that apply)

____Race ____Color ____ National Origin

Time and date of incident: _____

Location where incident occurred: _____

Name/Position of the person who allegedly subjected you to Title VI discrimination:_____

_____

Briefly describe the alleged incident (use separate sheet, if necessary): _____

_____

_____

_____

_____

_____

_____

_____

Did anyone else witness the incident? _____ Yes _____ No If yes, please list witnesses:

Name: _____

Address: _____

Telephone: _____

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 _____ Federal Court _____ State _____ State Court _____ Local _____

Please provide the name of the Agency / Court where the complaint was filed:

Name & Title: _____

Agency: _____

Telephone: _____

I hereby swear/affirm that the information that I have provided regarding this Title VI Complaint is true and correct to the best of my knowledge, information and belief.

_____ _____

Your Signature Date

South Florida Regional Transportation Authority / Tri-Rail
Title VI Complaints
Summary
Last Updated 3-13-2013

Date of Complaint/Investigation/lawsuit	Allegation(s)	Status of Complaint/Investigation/lawsuit	Action taken by Recipient in response to Complaint/Investigation/lawsuit
June 1, 2009	Mr. Constance alleges that the Wackenhut officer engaged in racial discrimination by issuing him a warning ticket and not issuing one to the other passenger. Mr. Constance is Hispanic; the other passenger, according to Mr. Constance, was white.	**Closed** – An investigation summary report was completed and sent to the complainant on July 15, 2009. Unfounded	An investigation was conducted, witnesses were interviewed and a summary report was compiled and forwarded to the complainant.
June 6, 2009	Mr. Mathews alleges the security officers discriminated against him when his ticket was checked and not the other passengers around him.	**Closed** – An investigation summary report was completed and sent to the complainant on July 15, 2009. Unfounded	An investigation was conducted, witnesses were interviewed and a summary report was compiled and forwarded to the complainant.
June 10, 2009	Mr. Gomez alleges the security officers discriminated against his wife since he asked for her ID before asking for her.	**Closed** – An investigation summary report was completed and sent to the complainant on July 23, 2009. Unfounded	An investigation was conducted, witnesses were interviewed and a summary report was compiled and forwarded to the complainant.

South Florida Regional Transportation Authority / Tri-Rail
Title VI Complaints
Summary
Last Updated 3-13-2013

Date of Complaint/Investigation/lawsuit	Allegation(s)	Status of Complaint/Investigation/lawsuit	Action taken by Recipient in response to Complaint/Investigation/lawsuit
2010 Complaints			
April 6th, 2010	Mr. Torri Holmes claims that the Wackenhut guard that checks the tickets on board the train discriminated against the African American. Mr. Holmes said the officer was of dark Caribbean descent and he didn't check on the Caucasian passengers.	**Closed** – An investigative report was completed and a letter was sent to the complainant on April 28, 2010 Unfounded	An investigation was conducted, witnesses were interviewed and a summary report was compiled and a letter forwarded to the complainant
July 2, 2010	Ms. Bischoff claims the guard talks down to people who are poor and black.	**Closed** – An investigative report was completed and a letter was sent to the complainant on August 23, 2010 Unfounded	The complainant could not be reached at the contact number provided. A summary report was compiled and a letter forwarded to the complainant
September 7, 2010	Mr. Brooke stated it was discriminatory for the guard to check his ticket while he was on the platform.	**Closed** – An investigative report was completed and a letter was sent to the complainant on October 4, 2010	The complainant could not be reached at the contact number provided. A summary report was compiled and a letter forwarded to the complainant

South Florida Regional Transportation Authority / Tri-Rail
Title VI Complaints
Summary
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Date of Complaint/Investigation/lawsuit	Allegation(s)	Status of Complaint/Investigation/lawsuit	Action taken by Recipient in response to Complaint/Investigation/lawsuit
September 2, 2010	Ms. Danqzique stated the guard treated her in a discriminatory manner because she purchased the wrong ticket for travel	**Closed** – An investigative report was completed and a letter was sent to the complainant on October 13, 2010 Unfounded	An investigation was conducted, witnesses were interviewed and a summary report was compiled and a letter forwarded to the complainant
2011 Complaints			
February 7, 2011	Ms. Ortiz stated she felt discriminated against when the guard allegedly would not assist her with the purchase of her ticket.	**Closed** – An investigative report was completed and a letter was sent to the complainant on February 24, 2011. Unfounded	An investigation was conducted, witnesses were interviewed and a summary report was compiled and a letter forwarded to the complainant
February 7, 2011	Mr. Aderele claims the security officer treated him in a rude and was discriminatory in the way he spoke to him.	**Closed** – An investigative report was completed and a letter was sent to the complainant on March 8, 2011.	The complainant could not be reached due to incomplete contact number provided. A summary report was compiled and a letter forwarded to the complainant to contact the SFRTA. No response was received.

South Florida Regional Transportation Authority / Tri-Rail
Title VI Complaints
Summary
Last Updated 3-13-2013

Date of Complaint/Investigation/lawsuit	Allegation(s)	Status of Complaint/Investigation/lawsuit	Action taken by Recipient in response to Complaint/Investigation/lawsuit
April 19, 2011	Ms. Cabrera claims the officer was racist and rude towards her for having the wrong ticket.	**Closed** – An investigative report was completed and a letter was sent to the complainant on June 27, 2011. Unfounded	An investigation was conducted, witnesses were interviewed and a summary report was compiled and a letter forwarded to the complainant, however the letter was returned due to wrong address provided.
September 7, 2011	Ms. Zavala claims she was treated in an unfair manner by the guard for not allowing her to sit in a roped off area while another passenger was allowed to.	**Closed** – An investigative report was completed and a letter was sent to the complainant on March 8, 2011. Unfounded	An investigation was conducted, witnesses were interviewed and a summary report was compiled and a letter forwarded to the complainant
November 8, 2011	Ms. Fickes claims he was discriminated against when he was issued a warning and another passenger was not for what he claims to be the same issue.	**Closed** – An investigation was completed and a letter was sent to the complainant on December 12, 2011 Unfounded	An investigation was conducted and a letter forwarded to the complainant
December 16, 2011	Mr. Thomas claims he was discriminated against since he was	**Closed** – An investigation was completed and a letter was sent	An investigation was conducted, witnesses were

South Florida Regional Transportation Authority / Tri-Rail
Title VI Complaints
Summary
Last Updated 3-13-2013

Date of Complaint/Investigation/lawsuit	Allegation(s)	Status of Complaint/Investigation/lawsuit	Action taken by Recipient in response to Complaint/Investigation/lawsuit
	taken off the train for a 30 second ringtone	to the complainant on January 25, 2012 Unfounded	interviewed and a summary report was compiled and a letter forwarded to the complainant
2012 Complaints			
February 6, 2012	Mr. Shames claims he was discriminated against when he was asked to remove his feet from the cushioned seat and another passenger was not asked to remove their feet.	**Closed** – An investigation was completed and a letter was sent to the complainant on May 19, 2012 Unfounded	An investigation was conducted, witnesses were interviewed and a summary report was compiled and a letter forwarded to the complainant
April 16, 2012	Mr. Segura claims he was discriminated against due to the fact that he was given a warning and he is Hispanic	**Closed** – An investigation was completed and a letter was sent to the complainant on May 25, 2012 Unfounded	An investigation was conducted and a letter forwarded to the complainant
May 10, 2012	Ms. Pugh claims the guard discriminated against her when she was issued a warning for not “tapping” her card.	**Closed** – An investigation was completed and a letter was sent to the complainant on June 4, 2012	An investigation was conducted, witnesses were interviewed and a summary report was compiled and a

South Florida Regional Transportation Authority / Tri-Rail
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Date of Complaint/Investigation/lawsuit	Allegation(s)	Status of Complaint/Investigation/lawsuit	Action taken by Recipient in response to Complaint/Investigation/lawsuit
		Exonerated	letter forwarded to the complainant
October 16, 2012	Mr. Cepada claims the guard discriminated against him since the guard checked his ticket and did not check the other passengers around him.	**Closed** – An investigation was completed and a letter was sent to the complainant on January 17, 2013 Unfounded	An investigation was conducted, witnesses were interviewed and a letter forwarded to the complainant
December 26, 2012	Mr. Sanchez claims the guard discriminated against him when he was issued a trespass warning due to his refusal to leave Tri-Rail parking garage when asked to do so.	**Closed** – An investigation was completed and a letter was sent to the complainant on January 18, 2013 Unfounded/claim withdrawn by complainant	An investigation was conducted, witnesses were interviewed and a letter forwarded to the complainant
February 6, 2013	Mr. Azemard claims the guard discriminated against him since he was issued a warning for not having the correct ticket and another passenger was not issued a warning.	**Pending - Investigation**	Pending
February 26, 2013	Mr. Moore claims the guard discriminated against him since	**Pending - Investigation**	Pending

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Date of Complaint/Investigation/lawsuit	Allegation(s)	Status of Complaint/Investigation/lawsuit	Action taken by Recipient in response to Complaint/Investigation/lawsuit
	the guard was rude towards him.		
March 7, 2013	Mr. Martinez claims the guard discriminated against him since the guard did not want to help him.	**Pending - Investigation**	Pending

Miami River – Miami Intermodal Center Capacity Improvement (MR-MICCI) Project

PUBLIC INVOLVEMENT PLAN

Prepared for:

South Florida Regional Transportation Authority

Prepared by:

Parsons Brinckerhoff, Inc.
Clear Light Communications, Inc.

November 2012

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FIGURE 1 – PROJECT MAP

1.0 PROJECT BACKGROUND

The South Florida Regional Transportation Authority (SFRTA) operates the Tri-Rail regional commuter rail system in the South Florida Rail Corridor (SFRC) in Miami-Dade, Broward, and Palm Beach counties, between Miami and Mangonia Park. The approximately 72-mile Tri-Rail system has 18 stations along its length and presently has an average weekday ridership of approximately 14,000. As part of the Segment 5 Double Track Corridor Improvement Program completed in 2007, SFRTA completed the reconstruction and addition of a second mainline track to all but the southernmost 1.25 miles of its corridor. Within this remaining single-track section of the corridor, there is an existing bascule bridge across the Miami River. The Miami River – Miami Intermodal Center Capacity Improvement (MR-MICCI) project constitutes the remaining 1.25 miles of the SFRC, and includes the existing bascule bridge over the Miami River.

1.1 Purpose and Need

The MR-MICCI project (Project) will provide additional mainline track(s) within the SFRC from just north of the Tri-Rail Hialeah Market Station (Milepost 1035.96) to just north of the Tri-Rail Miami Airport Station (Milepost 1037.21). The Tri-Rail Miami Airport Station, currently under construction will be accommodated within the Miami Intermodal Center's (MIC) Miami Central Station (MCS) (Figure 1). The Project will include a new bridge across the Miami River to accommodate the additional mainline track(s). The additional mainline track(s) will address an existing capacity deficiency along the system which negatively impacts travel time and schedule adherence, and these deficiencies will be further exacerbated in the future with the extension and expansion of Amtrak service along this segment and into the MIC.

This Project is programmed in the SFRTA's Transit Development Plan (TDP), described as the Southern Double Track Alternatives Analysis. The Project is also consistent with the Miami-Dade Metropolitan Planning Organization's (MPO) 2035 Long Range Transportation Plan (LRTP), which includes the double tracking of the remaining 1.25 miles of single-track section of the SFRC.

1.2 System Linkage

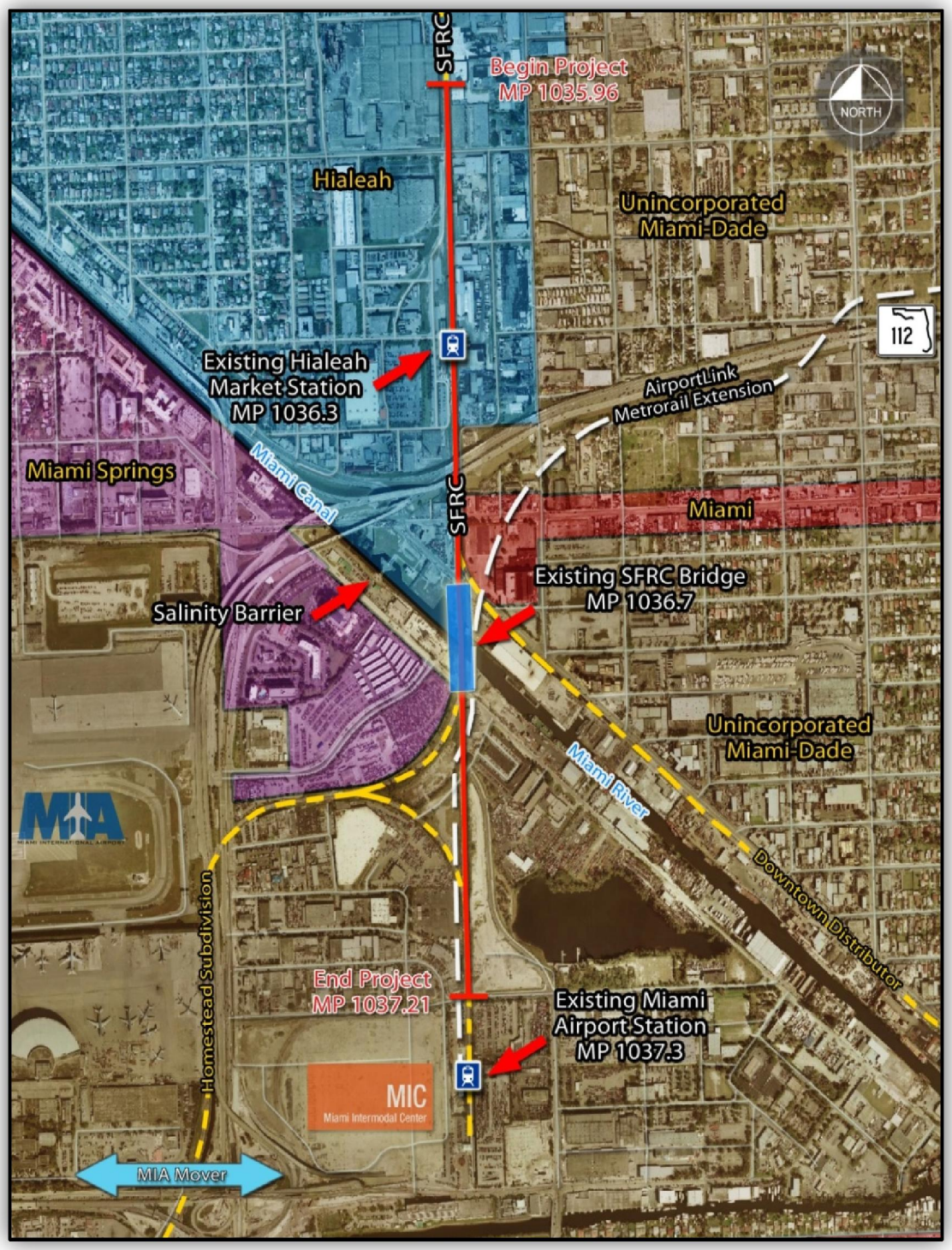
The purpose of the Project is to complete the final link of the SFRC reconstruction providing a second mainline track across the only remaining single-track section of the existing corridor. The Project is integral to the success of the MCS and the development of an intermodal transportation hub at the MIC.

1.3 Transportation Demand

After the completion of the Segment 5 Project of the SFRC Double Track Corridor Improvement Program, the SFRTA increased Tri-Rail's service from 30 to 50 trains per day. Currently, Amtrak service truncates at the Miami Amtrak Station approximately four miles to the north of the future MCS. Two Amtrak routes (Silver Meteor and Silver Star) serve the Miami Amtrak Station daily, traveling between New York and Miami. The Amtrak Service project proposes to add two daily round trip trains that will run between Jacksonville and Miami. Approximately four (4) CSX

freight trains also travel through the Project area daily, and both the Homestead Subdivision and Downtown Distributor accommodate active freight service.

Figure 1: Project Location



This Project will remove a capacity constraint at the southern end of the SFRC and enhance access into the future MCS for Tri-Rail, Amtrak, and possibly Phase 2 of Florida's High-Speed Rail program.

1.4 Economic Development

This Project enhances access to the MIC which has been designated as a Federal Empowerment Zone, State Enterprise Zone, and Miami-Dade County Enterprise Zone. These designations encourage economic growth and investment through incentives around the MIC. An estimated 22,000 permanent jobs will be created to operate the facilities associated with the MIC and new employment opportunities surrounding the MIC. A joint development component of the MIC Program consists of up to 1.4 million square feet of mixed-use development which will further encourage ridership on public transportation serving the MIC. Redevelopment of the area immediately to the east of the MIC offers the potential for another 4.5 million square feet of mixed-use development.

1.5 Modal Interrelationships

The Tri-Rail system provides connections to the South Florida region's three international airports: Miami International Airport (MIA), Fort Lauderdale-Hollywood International Airport (FLL), and Palm Beach International Airport (PBI). The MCS provides intermodal connectivity among Tri-Rail, Metrorail Airport Link MIA via the MIA Mover elevated people mover system, Metrobus, Amtrak (intercity rail), Greyhound (intercity bus), shuttles, and taxis.

2.0 GOAL

The Goal of this document is to create a public involvement program that will evolve throughout the continuum of the MR-MICCI project development process. This plan shall be considered a "living document" and will be updated throughout the Project, especially in response to any stakeholder input. The central goal is to develop a public involvement process designed to encourage and be inclusive of all stakeholders that wish to provide input in the process of generating consensus and documenting public comment.

2.1 Objectives

- To develop a multi-faceted communication model that makes the general public and all stakeholder groups aware of this Project and opportunities for public comment.
- To provide the public/stakeholders with the latest information about the MR-MICCI Project and keep them fully informed throughout the Project.
- To listen, consider and respond to comments received throughout the Project development process.
- To encourage and provide a venue for the participation of all stakeholder groups within the project area.

- To provide frequent opportunities and a consistent access point for community input.
- To clearly identify and document the concerns, issues and needs from the communities and stakeholders early and consistently during the Project development process.
- To identify tools to gather information from stakeholders who cannot participate in meetings.
- To satisfy public involvement requirements in federal, state, and local laws and regulations.
- To facilitate the formal approvals and endorsements required to move the program forward.

2.2 Assumptions

- Best use will be made of the Project website, which will become the central repository of public information for this Project. All Project materials presented at public meetings will be available for view, comment, and question by web visitors.
- Partnering with established stakeholder organizations will be an important strategy in building public awareness and consensus for the Project. For example, stakeholder organizations will be encouraged to share Project information with their members, such as the project website URL and meeting notices. The Project team will support these efforts by responding to any such group request for newsletter articles, meeting advertisements, etc.
- Meeting times and venues will be established to reach the largest segments of the stakeholders/populations.
- Governmental relations/coordination with staff of all public entities is an essential aspect of the PIP.
- To ensure compliance with Title VI of the U.S. Civil Rights Act of 1964, as amended, minority groups will be identified as an element of the concerned public. A Limited English Proficiency (LEP) Study of the population served by the Tri-Rail system indicates that Informational Materials, such as newsletters and advertisements of public meetings, could be provided in Spanish, Haitian Creole and English. An effort will be made to disseminate material to the community in accordance with the state and federal LEP guidelines.

3.0 PUBLIC INVOLVEMENT PROGRAM APPROACH AND STRATEGIES

3.1 Approach

A successful approach will include three key components:

1. **Direct Communications to the Public**: Direct contact will include "One on One" meetings, via Project website, mailings, emailing, newsletter, workshop, and hearings. SFRTA will also communicate directly with Tri-Rail riders and other stakeholders by publicizing the Project in rider newsletters, on its websites, etc.

2. **Partnering with Stakeholders to Help Disseminate Information**: At "One on One" and other meetings, stakeholders will be queried on how the Project team can best disseminate information to their individual members and to additional stakeholders. The team will offer resources, such as the Project URL and meeting notices, in a format that the stakeholders can best disseminate to their members and other interested parties, whether by e-blast, social media, or newsletters, etc.

3. **Partnering with News Media**: Media relations on this Project will be coordinated closely with SFRTA's Marketing Department. The strategy will be to "earn media" so the public can learn about the Project and its benefits in media stories. Paid advertisements to alert and invite the public to key meetings and hearings will be conducted in accordance with local, state, and federal requirements.

3.2 Strategies

3.2.1 Project Database

The MR-MICCI database development is an important task and building the database will be an ongoing public involvement priority. The database will be inclusive and reflective of the entire body of stakeholders. It will be structured to identify and communicate, by direct mail, email, fax or telephone with individuals or sub groups as needed. An invitation to *Contact Us*, so that organizations and individuals can be added to the database, will be featured on the Project website and on all marketing and informational materials.

The database initiative will compile and maintain information on the stakeholder groups, elected representatives (Local, Federal and State), residents, businesses, community based groups, religious, government, environmental organizations and landowners who will be affected or want to receive information about MR-MICCI. The PIP Team will add all others who express interest in the Project.

Mailings will comply with Florida Statute 339.155, which requires notifications to property owners within 300 feet of the centerline of the Project.

3.2.2 Public Involvement Program Activities/Communications

To promote public participation, the PIP Team will design a tool box of activities that will be effective with the various stakeholder groups during the course of the MR-MICCI project.

- "One on One" meetings with select stakeholders serve to begin the process of building ownership and a relationship with the Project, when the appropriate stakeholders are involved. In small group settings, details and even misunderstandings about the Project and process can be explained. These

meetings are invaluable in breaking down barriers and creating advocates for the Project.

- Direct Mailings and correspondence should go to residents, property owners, and business owners from the database and other resources available in the area (GIS, Occupational Licenses, water bills, etc.), as needed.
- The Project website will be the central repository of public information on the Project and a key asset in the Public Involvement Program. The site will invite individuals and organizations to opt-in to receive Project notification emails. All marketing collateral will be available in electronic format and email will be used whenever appropriate. The Project website will be used to build a database and also to solicit comments and questions from the public throughout the course of the Project. The PI team will develop a Standard Operating Procedure (SOP) for distribution and handling of comments and answering any questions received via the comment form on the website.
- A Project newsletter will be developed and distributed via the Project website as well as through the database mailing and emailing list. Stakeholders will also be invited to distribute Project newsletters to their members and appropriate contacts. It is envisioned that the newsletter will be developed and distributed in advance of the public meeting and the public hearing.
- Blast emails will be used to: advise the public of updates to the Project website, invite them to meetings, provide Project updates, and/or to convey the Project newsletter.
- News releases announcing public meetings could be created in English, Spanish and Creole as part of the media relations efforts which will be conducted in close cooperation with the SFRTA Public Information Officer.
- Fact Sheets and Frequently Asked Questions (FAQ) documents will be developed and provided to the stakeholders. These documents will be available on the websites, and emailed or faxed upon request.

3.2.3 Meetings

Kick-Off Meeting: A Project kick-off meeting will be scheduled to formally introduce the Project to local stakeholders including agencies. The meeting will include a brief overview of the Project study and schedule, and will identify potential environmental and engineering issues to be addressed. The meeting will also provide an opportunity for stakeholder input. Public involvement planning will be discussed and ideas solicited regarding adding stakeholders to the Project database and soliciting their participation. The kickoff meeting is expected to be scheduled in early 2013.

Public Meeting: An advertised meeting with the general public will be held to explain the purpose and need for the Project. A set of alternatives will be presented. The purpose of the meeting is to fully acquaint the public with the proposed Project, the alternatives under consideration, the Project timeline and potential funding, and to receive public input. The meeting will be held in an ADA-compliant facility, convenient to stakeholders, as close as practical to the Project area. A public meeting is anticipated to be scheduled in late 2013.

Public Hearing: A formal public hearing is envisioned in the next phase of the Project and this plan will be updated to include specifics. This hearing will be formally advertised and conducted in accordance with all federal, state, and local requirements.

3.2.4 Special Presentations

The team may be requested to make special presentations to local Advisory Committees and elected officials at their venues. The team will arrange for and schedule these meetings, subject to approval by SFRTA, and prepare the required presentation materials and handouts.

3.2.5 Media Relations

SFRTA has a media relations department that manages all communications between SFRTA and news media, including communications regarding the MR-MICCI project. The PI team will coordinate any outgoing messages to the media (e.g. public meeting announcements) through the SFRTA. Any incoming questions or requests for interviews will be coordinated with the SFRTA Public Information Officer.

What follows is an abbreviated list of media outlets which is not intended to be exclusive or complete. Communications to the media will be via the SFRTA Public Information Officer using the most up to date media relations database.

3.2.5.1 General Circulation Newspapers

- The Herald
- Daily Business Review
- Miami Today

Spanish

- Editorial Lo Nuestro
- El Heraldo Spanish News
- Diario Las Americas

African American

- The Westside Gazette
- The Broward Times

Caribbean-American

- The Caribbean-American Commentary /Commentary Newspaper
- Caribbean Chronicle
- Caribbean Today

Haitian

- Haitian American Business Journal

3.2.5.2 Radio Stations

English News/Community Calendar

- WRLN (91.3)
- WIOD (610 AM)
- WPOW (96.5 FM)

Black/Urban

- WEDR (99.1)
- WHQT (105.1)

Haitian

- WRHB (1020 AM)

Spanish

- WWFE (670 AM)
- WAQI (710 AM)

3.2.5.3 TV Stations

English

- Comcast Cable
- WPLG Channel 10
- WTVJ Channel 6
- WFOR-TV Channel 4
- WSVN Channel 7

Spanish

- WSBS Channel 22
- WVFW-LD Channel 34

Government Access

- Channel 78

3.2.6 Primary Stakeholders

The primary stakeholders include local/state/federal agencies, business/commercial and residential property owners, and business/community organizations. What follows is an abbreviated list of these organizations which is not intended to be exclusive or complete.

3.2.6.1 Local

- Miami-Dade Aviation Department
- Miami-Dade County – County Manager's Office

- Miami-Dade County – Department of Environmental Resource Management, Director
- Miami-Dade County – District 3 Commissioner
- Miami-Dade County – District 6 Commissioner
- Miami-Dade County – District 7 Commissioner
- Miami-Dade County – Metropolitan Planning Organization, Director
- Miami-Dade County – Planning Department; Director
- Miami-Dade County – Public Works, Director
- Miami-Dade Expressway Authority
- Miami-Dade Water and Sewer Department – Utilities Development Department, Director
- Miami Intermodal Center Management Group – Project Manager
- City of Hialeah – Planning Department, Director
- City of Miami – Mayor's Office
- City of Miami – Planning Department, Director
- City of Miami Springs – Mayor's Office
- City of Miami Springs – Planning Department, Director

3.2.6.2 State

- Florida Department of Environmental Protection – Office of Intergovernmental Programs
- Florida Department of State, Division of Historic Resources – State Historic Preservation Officer (SHPO)
- Florida Department of Transportation (FDOT) – District VI Secretary
- FDOT – Environmental Management Office, Manager
- FDOT – Planning and Engineering
- Florida Fish and Wildlife Conservation Commission – Office of Environmental Services, Manager
- Florida Fish and Wildlife Conservation Commission – Regional Office
- Florida Inland Navigation District, Executive Director's Office

- Florida State Clearinghouse – Intergovernmental Affairs Policy Unit
- South Florida Regional Planning Council – Executive Director
- South Florida Water Management District – Executive Director
- South Florida Water Management District – Natural Resource Management Division
- South Florida Water Management District – Surface Water Management Division Authority

3.2.6.3 Federal

- Federal Aviation Administration – Airports District Office
- Federal Emergency Management Agency – Natural Hazards Branch, Chief
- Federal Highway Administration – Division Administrator
- Federal Highway Administration – Environmental Coordinator
- Federal Highway Administration – Federal-Aid Program, Coordinator
- Federal Railroad Administration – Office of Economic Analysis, Director
- Federal Transit Administration – Regional Administrator
- U.S. Army Corps of Engineers – Miami Office
- U.S. Army Corps of Engineers – Regulatory Branch, District Engineer
- U.S. Coast Guard – Seventh District Commander (OAN)
- U.S. Department of Agriculture – Southern Region Forester
- U.S. Department of Commerce – National Marine Fisheries Service, Area Supervisor
- U.S. Department of Commerce – National Marine Fisheries Service, County Office
- U.S. Department of Commerce – National Oceanic and Atmospheric Administration
- U.S. Department of Health and Human Services – Center for Environmental Health and Injury Control
- U.S. Department of Housing and Urban Development – Regional Environmental Officer
- U.S. Department of Interior – Bureau of Indian Affairs

- U.S. Department of Interior – Bureau of Land Management, Eastern States Office Director
- U.S. Department of Interior – Fish & Wildlife Service, Field Supervisor
- U.S. Department of Interior – National Park Service, Southeast Regional Office
- U.S. Department of Interior – U. S. Geological Survey Chief
- U.S. Environmental Protection Agency, Region IV – Water Management Division

3.2.6.4 Property Owners

The team will identify all property owners within 300 feet of the centerline of this Project and notify them in advance of the public meeting and public hearing.

3.2.6.5 Business/Community Groups

- Miami River Commission
- Miami River Marine group
- Greater Miami Chamber of Commerce
- To be developed

Public Involvement Program

Northern Layover/Light Maintenance Facility

Project Development and Environmental Clearance

FPN: 429767.1
SFRTA Contract Number: 007-09C
SFRTA Purchase Order: 12-000169
Palm Beach County

Submitted by:
Jacobs Engineering Group, Inc.

Approved by:
South Florida Regional Transportation Authority (SFRTA)

March 2013

Northern Layover/Maintenance Facility - Public Involvement Program

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1. Introduction

The purpose of this Public Involvement Program (PIP) for the Northern Layover/Maintenance Facility (the Project) is to guide outreach activities designed to provide information about the project to potentially affected and interested parties, and to obtain their input. Persons and entities identified in this PIP include property owners, residents, and businesses adjacent to the project site, as well as concerned citizens, agencies, neighborhood organizations, private groups, and governmental entities.

The overall goal of this plan is to help ensure that the public outreach efforts engage the communities in a productive discussion about the project location and its introduction at the Mission Spur of CSX. It will be important to distinguish the current proposal from previous proposals. Stakeholders and elected officials may have reviewed proposals developed in 1994 and 2002 that involved a larger facility with heavy maintenance or different locations and/or configurations that garnered community objections. The project description will include a history and comparison of previous proposals with the current proposal.

The delivery of cost-effective commuter passenger rail service over a 72-mile corridor requires a layover facility preferably close to the northern end of the service line. The measure of success of this public outreach process will be the extent to which the project can be introduced in a manner that is both understood by and compatible with the adjacent communities. This document outlines the various methods by which SFRTA will disseminate project information and solicit input from the potentially affected community regarding local values and concerns. This public involvement program is a “living” document that will be updated as the project development progresses through planning and into construction. The program specifies the public involvement approach to be implemented for this project and the methods that will be used to engage the public in the process.

2. Description of Proposed Improvement

Project Name: Northern Layover/Maintenance Facility
Project Development and Environmental Clearance

Project Sponsor: South Florida Regional Transportation Authority (SFRTA)

Project Limits: The limits of the project site extend adjacent to the CSXT mainline from Milepost 964.9N to 965.9S, approximately one mile in length. Located at the Mission Spur of CSXT, the project is currently not accessible by local roads and is embedded within light industrial parcels and utility uses for drainage and electrical power transmission. The project falls at the junction of boundaries for three municipalities: the City of Riviera Beach, the City of West Palm Beach, and the Town of Mangonia Park, all within Palm Beach County.

Proposed Activity: The purpose of this public and agency involvement activity is to address community concerns and develop a project design that meets SFRTA operational needs and complies with requisite National Environmental Policy Act (NEPA) environmental analysis that meets national and state environmental laws, rules and regulations.

Background: A location study was conducted in 2010 to assess space needs, conduct a site search and determine a preferred location to provide for short and long range needs *(Layover/Maintenance Facility Location Study, January 2011)*. The site search resulted in a location within the Mission Spur junction where sufficient publicly-owned right-of-way is available to meet these needs with the least potential affects to surrounding land uses. The Mission Spur location provides opportunities for a phased approach to address immediate needs while maintaining expansion capability.

Project Need: For many years, SFRTA has sought to expand the size and capabilities of its layover facility in Palm Beach County. Studies to identify alternatives sites were conducted in 1994 (Frederick Harris, Inc.) and 2002 (DMJM Harris). The existing layover facility adjacent to the West Palm Beach Station north of Okeechobee Blvd does not have sufficient area to support layover storage, service and inspection requirements and limited maintenance functions and it is four miles south of the end of line Mangonia Park Station. Current and projected growth of Tri-Rail service is considered in the development of a new layover facility.

Class of Action: A Class II Categorical Exclusion (CE) is recommended for further review with the Federal Transit Administration (FTA) in accordance with 23 CFR part 771.117 (d) (11), *"Construction of rail storage and maintenance facilities in areas used predominantly for industrial or transportation purposes where such construction is not inconsistent with existing zoning and where there is no significant noise impact on the surrounding community."* The preferred location is within an industrial area, would not require right-of-way acquisition/ displacement, or result in significant noise impacts. Compared to alternative sites considered, the preferred location provides the greatest separation and least potential conflict with existing and future land uses.

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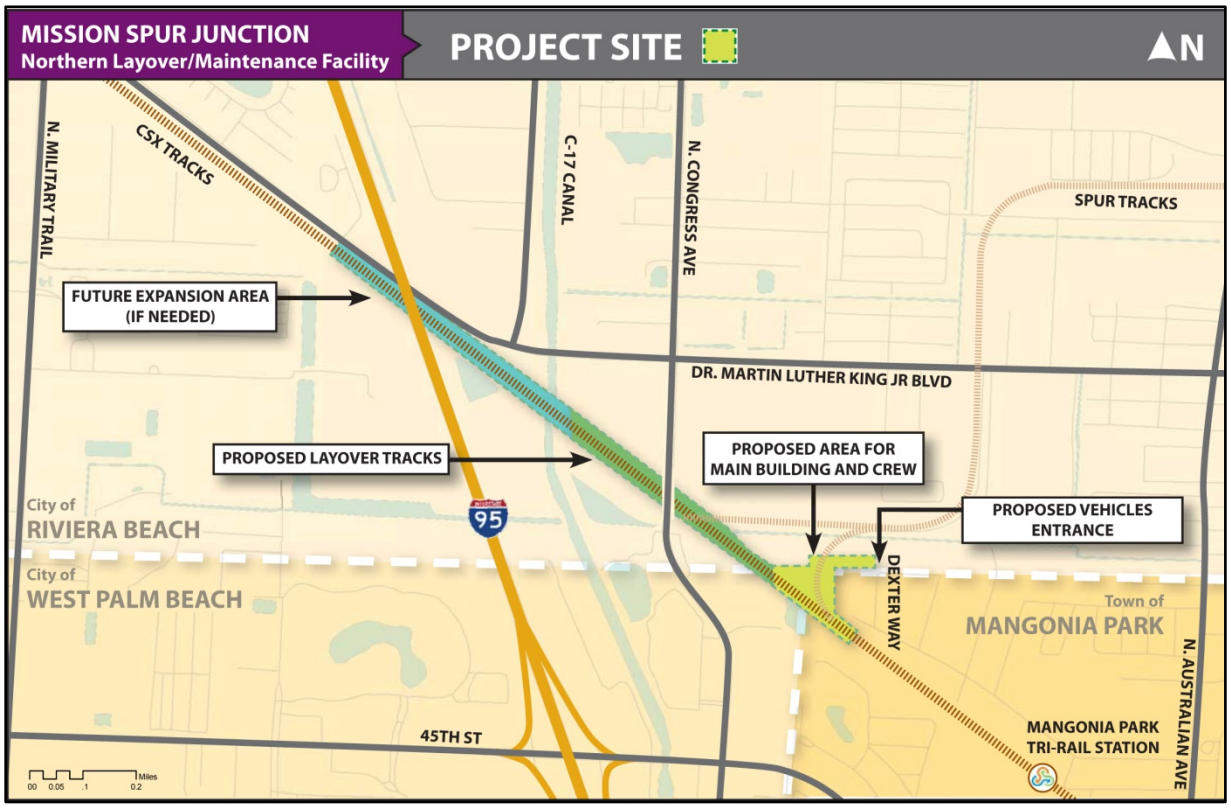
3. Project Location and Space Needs

In 2010, a location study was conducted to identify opportunities to increase the storage capacity and improve inspection and maintenance functions in the northern extent of the Tri-Rail commuter passenger service area to reduce deadhead running time and cost.

The essential features defined and estimated for the Maximum Build-out Alternative identified in the location study as the technically preferred alternative will be reviewed during the operational and space needs assessment to be conducted early in this project development phase. These needs are being revisited in the current project development phase in consideration of near and long range functional and space planning needs. The resulting basis for design will be reviewed for potential environmental and community impacts. Those primary essential elements defined for the Maximum Build-out Alternative included the following:

- 12,976 linear feet of storage track
- 135-foot span, 240-foot wide track bridge over Canal C-17
- Two covered inspection pits each 485 feet long
- 2-story 8,400 square foot main crew facility
- 105 parking spaces

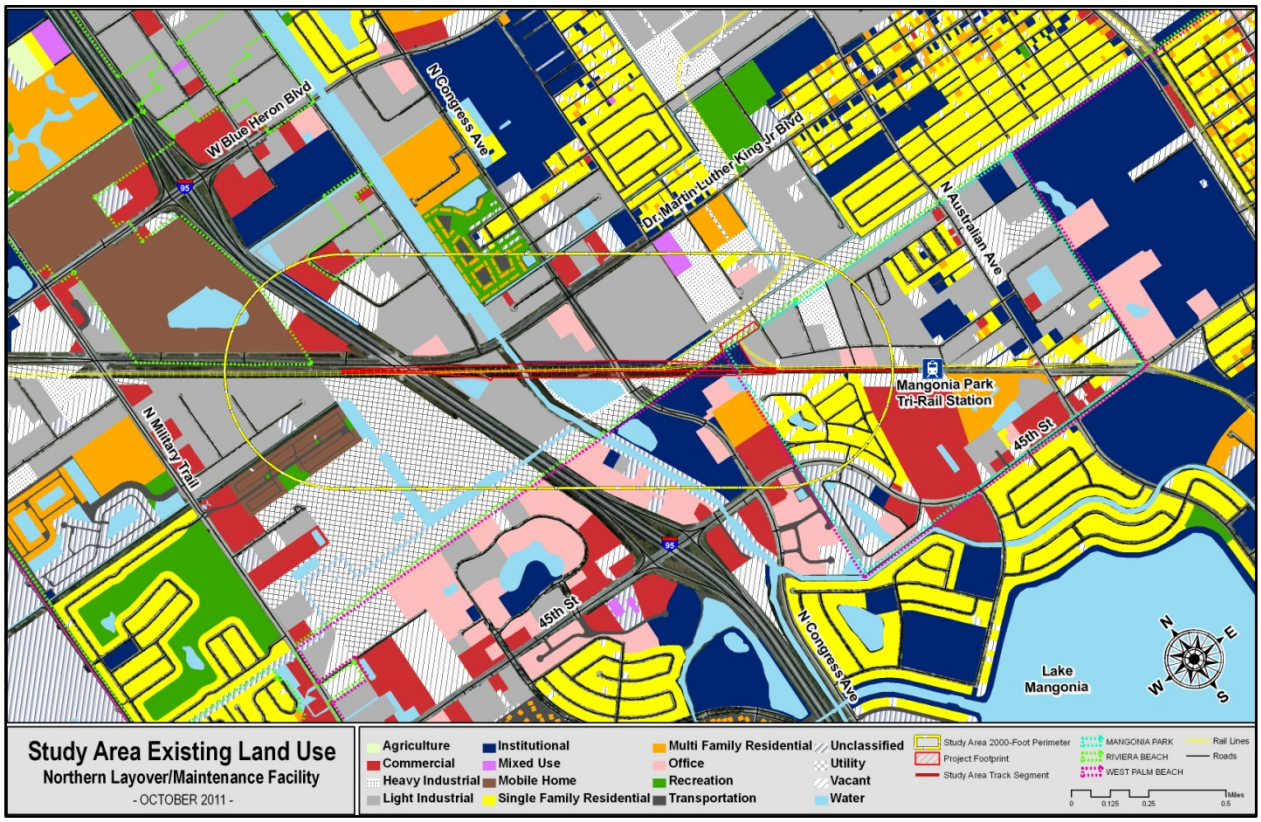
Figure 3.1: Project Location Map



The preferred alternative is located in the vicinity of the Mission Spur Wye within property currently owned by the Florida Department of Transportation (FDOT). Encroachment may occur onto public utility (Florida Power & Light), drainage (City of Riviera Beach) and undeveloped property (Port of Palm Beach). Reconstruction of yard leads onto two private commercial properties would also be required; however, no relocations would result. The proposed administration and crew facility building is located within the City of West Palm Beach and the Town of Mangonia Park on FDOT property. The storage tracks for the layover yard would extend northwest into the southern portion of the City of Riviera Beach. At the southern extent of the project area, tracks would also extend a short distance into the western edge of the Town of Mangonia Park. All facility feature locations are preliminary, and could change during further design phases.

The Mission Spur location was selected as the preferred location based on the opportunity to utilize publicly-owned right-of way on the CSX mainline within an industrial area that would be expected to have limited impacts to surrounding land uses.

Figure 3.2: Land Use Map



Another major plus for this location is the ability to accommodate today's Tri-Rail service layover needs in Palm Beach County as well as a portion of future FEC service extensions. The drawing below shows existing Tri-Rail Service compared to service extensions along the FEC rail corridor in an integrated manner. The proposed location is just north of the CSX line just north of Mangonia Park and is approximately 15 miles south of the proposed FEC end of line at Jupiter. *Service extension to the north, integration with the FEC corridor, and station locations are currently under study and subject to change.*

Figure 3.3: SFRTA Existing and Proposed Passenger Rail Service

4. Public Involvement Program Goals and Schedule

Northern Layover/Maintenance Facility - Public Involvement Program

In addition to the goal of ensuring that all potentially affected communities are involved in the project development, the program is intended to engage meaningful input and consultation from agencies, elected officials, institutional stakeholders and the private sector. FDOT's Efficient Transportation Decision Making (ETDM) process facilitates a streamlined consultation process and will be used to maximize agency participation and input. More extensive consultation is expected where impacts may occur and mitigation designs are required. To these ends, the following program goals are established to guide the development and update of this PIP, as well as the conduct of its parts.

- Identify the potentially affected and interested public within the project area and develop effective means of targeting outreach to potentially affected communities.
- Facilitate a productive exchange of communication with a diverse community which includes minority populations and low-income households.
- Meet requirements of the National Environmental Policy Act (NEPA) and Efficient Transportation Decision Making (ETDM) processes.
- Provide a single point of contact and clear communication channels to ensure effective exchange of information and collaboration among study team participants, agencies, stakeholders, and members of the public.
- Provide clear and consistent messaging for the project in plain language that is easily understood by all parties. Accommodations for persons with limited English proficiencies will be made in workshops and outreach materials.
- Improve the design, functionality, responsiveness and operation of the project and its components by fully incorporating the needs and concerns of the public and stakeholders.
- Identify institutional stakeholders and engage them in project development and reviews.
- Ensure that elected representatives throughout the area are informed and given an opportunity to provide their input at key project milestones.

The project team is aware that historically, the communities surrounding the Mission Spur location have held objections to development within the area. In 2002, when SFRTA was implementing the double-tracking of the CSX mainline, a location owned by the Port of Palm Beach adjacent to and south of the Maximum Build-out Alternative was abandoned due to a negative response to the project from a Port of Palm Beach Commissioner. This property was subsequently sold to 84 Lumber, and again in November 2010, this property was sold to Tamko Building Products. The design of this PIP will take into account past objections to the project and incorporate means of addressing those known objections in the project development and outreach communications and interaction. One change from the previous proposal is to utilize the rail corridor and property owned by FDOT and other public entities. The project scope and configuration of the current proposed facility will be contrasted with previous proposals to differentiate this proposal. The project environmental review will demonstrate compatibility with existing and future proximate sensitive land uses.

A step-wise approach will be taken in working with this community. First, we will meet with staff of each of the jurisdictions to identify municipal concerns and constraints. Following our fact-finding sessions, we will meet with community leaders and elected officials to identify their concerns and issues in advance of a community workshop to be held in the spring of 2012. [Public Workshop held on June 12, 2012 during a series of meetings with the agency committees and the Palm Beach MPO.] The workshop was conducted with property owners and civic leaders in the community to ensure that their concerns are addressed early in the

project development phase. Following completion of survey and geotechnical studies, additional refinements to the project that address and mitigate for environmental and community concerns, a subsequent public meeting would be held in late fall of 2012 to inform the public of the project as amended to address their concerns where appropriate and to fully disclose the full range of potential impacts and benefits for the project. At that time, the basis for design and environmental study results would be presented and potential mitigation needs reviewed.

TIMELINE

5. Identification of Agencies and Affected Public

The following sections contain a list of all agencies at the federal, state and regional level including Native American tribes (section A), elected and appointed officials and staff (section B), and property owners and public interest groups (section C).

A. Agencies

Federal

Federal Aviation Administration (FAA)
Federal Emergency Management Agency (FEMA)
Federal Highway Administration (FHWA)
Federal Railroad Administration (FRA)
Federal Transit Administration (FTA)
National Center for Disease Control and Prevention
National Center for Environmental Health
National Center for Injury Prevention and Control
National Register for Historic Places
U.S. Army Corps of Engineers (ACE)
U.S. Department of Agriculture – Forest Service (FS)
U.S. Department of Agriculture – Natural Resources Conservation Service (NRCS)
U.S. Department of Commerce – National Marine Fisheries Service (NMFS)
U.S. Department of Commerce – National Oceanic and Atmospheric Administration
U.S. Department of Health and Human Services – National Center for Environmental Health
U.S. Department of Housing and Urban Development (HUD)
U.S. Department of Interior – U.S. Geological Survey (USGS)
U.S. Department of Interior – U.S. Fish and Wildlife Service (FWS)
U.S. Department of Interior – Bureau of Land Management (BLM)
U.S. Department of Interior – Bureau of Indian Affairs (BIA)
U.S. Department of Interior – National Park Service (NPS)
U.S. Environmental Protection Agency – Region IV (EPA)
U.S. Coast Guard (USCG)

State

Florida Department of Agriculture and Consumer Services – Division of Forestry
Florida Department of Environmental Protection (FDEP) – State Clearinghouse
Florida Department of State – State Historic Preservation, Division of Historic Resources
Florida Fish and Wildlife Conservation Commission (FFWCC) – Division of Marine Fisheries, Office of Environmental Services
Florida Department of Economic Opportunity (DEO)
Florida Department of Transportation (FDOT) – Environmental Management Office
Florida Inland Navigation District (FIND)
Florida Transportation Commission (FTC)

Regional

Treasure Coast Regional Planning Council (TCRPC)
South Florida Water Management District (SFWMD)
South Florida Regional Transportation Authority (SFRTA)
Palm Beach Metropolitan Planning Organization (MPO)

Native American Tribes

Miccosukee Tribe of Indians of Florida
Mississippi Band of Choctaw Indians
Muscogee (Creek) Nation of Oklahoma
Poarch Band of Creek Indians of Alabama
Seminole Nation of Oklahoma
Seminole Tribe of Florida

B. Elected and Appointed Officials

Federal Delegation

Bill Nelson	United States Senator
Marco Rubio	United States Senator
Alcee L. Hastings	United States Representative, District 20

Florida State Senators for Local Districts

Lizbeth Benacquisto	Senator, District 27

Florida State Representatives for Local Districts

Mark S. Pafford	Representative, District 88

Palm Beach County

Karen T. Marcus	Palm Beach County Commissioner, District 1
Paulette Burdick	Palm Beach County Commissioner, District 2
Shelley Vana	Palm Beach County Commissioner, District 3
Steven L. Abrams	Palm Beach County Commissioner, District 4
Burt Aaronson	Palm Beach County Commissioner, District 5
Jess R. Santamaria	Palm Beach County Commissioner, District 6
Priscilla A. Taylor	Palm Beach County Commissioner, District 7
Robert Weisman	Palm Beach County Administrator

Palm Beach MPO Board Members

Steve B. Wilson	Mayor, City of Belle Glade
Anthony Majhess	Councilperson, City of Boca Raton
Susan Haynie	Deputy Mayor, City of Boca Raton
Woodrow L. Hay	Mayor, City of Boynton Beach
Woodie McDuffie	Mayor, City of Delray Beach
Vacant	Town of Jupiter
Pam Triolo	Mayor, City of Lake Worth
Eric Jablin	Councilor, City of Palm Beach Gardens
Wayne Richards	Commissioner, Port of Palm Beach
Judy Davis	Council Member, City of Riviera Beach
Sylvia Moffett	Commissioner, City of West Palm Beach
Keith James	Commissioner, City of West Palm Beach
Matt Willhite	Councilman, Village of Wellington
Samuel Ferrare	Mayor, City of Greenacres
Karen T. Marcus	Commissioner, Palm Beach County
Paulette Burdick	Commissioner, Palm Beach County
Burt Aaronson	Commissioner, Palm Beach County
Jess R. Santamaria	Commissioner, Palm Beach County
Priscilla A. Taylor	Commissioner, Palm Beach County

City of Riviera Beach

Thomas Masters	Mayor/City Manager (2009-2013)
Billie E. Brooks	District 1 Councilwoman (2011-2013)
Judy L. Davis	District 2 Councilwoman (2012-2014)
Cedric A. Thomas	District 3 Councilman (2009-2013)
Dawn S. Pardo	District 4 Councilwoman (2012-2014)
Shelby Lowe	District 5 Councilman (2011-2013)
**Terrance Bailey*	*City Engineer*
**Mary McKinney*	*Director of Community Development*
**Jeff Gagnon*	*Planning and Zoning Administrator*
**Brad Stein*	*Principal Planner*

City of West Palm Beach

Geraldine Muoio	Mayor (2011-15)
Sylvia Moffett	District 1 Commissioner (2012-2014)
Isaac Robinson Jr.	District 2 Commissioner (2011-2013)
Kimberly Mitchell	District 3 Commissioner (2011-2013)
Keith A. James	District 4 Commissioner (2011-2013)
Shannon Materio	District 5 Commissioner (2012)
**Ed Mitchell*	*City Administrator*
**Rick Greene*	*Planning Manager*
**Angella Jones-Vann*	*Planning and Zoning Administrator*

Town of Mangonia Park

William H. Albury III	Mayor, Council Seat 1 (2012-2015)
Clarence R. McConnell	Vice-Mayor, Council Seat 3 (2011-2014)
Mark K. Trueblood	Council Seat 5 (2012-2015)
Sarita C. Johnson	Council Seat 2 (2011-2014)
Addie L. Greene	Council Seat 4 (2011-2014)
**Lee Leffingwell*	*City Manager*
**Laurent B. Van Cott*	*Southern Design Group*
**Patrick Figurella*	*Calvin, Giordano & Associates, Inc.*

*Staff

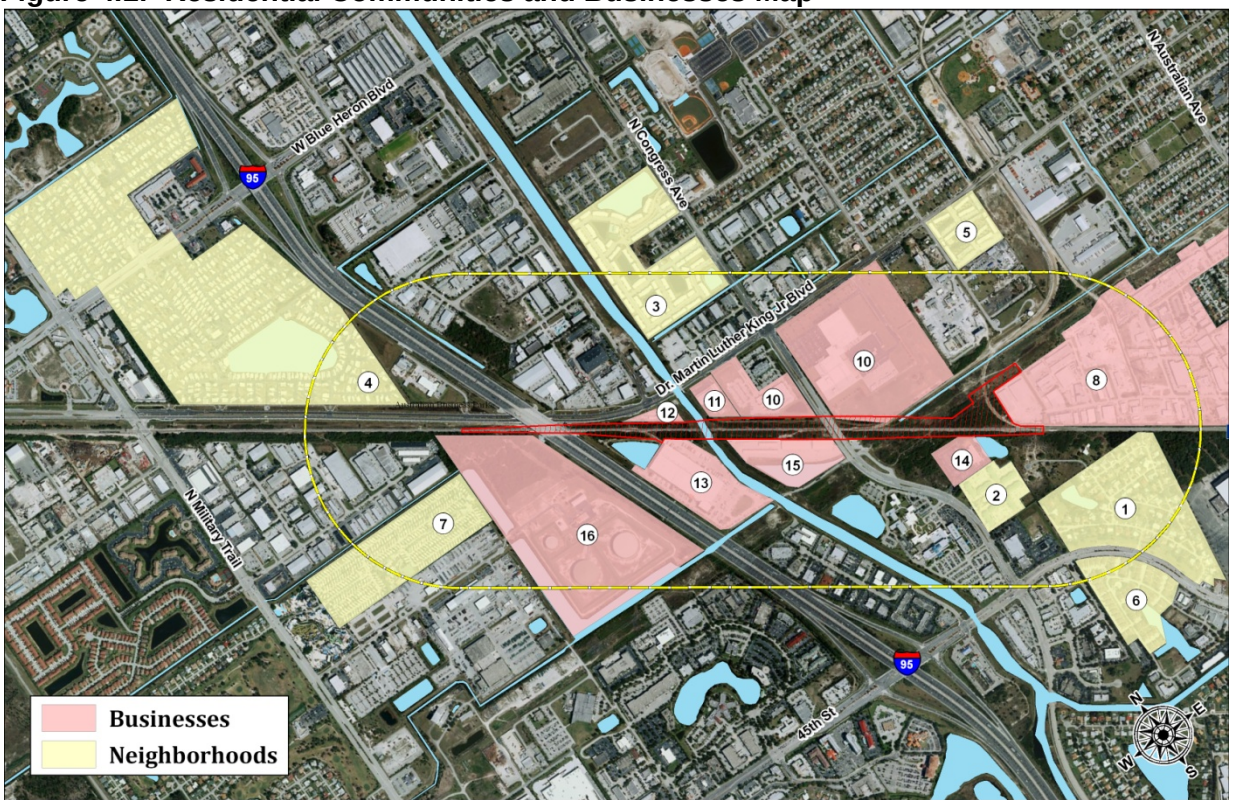
C. Property Owners and Public Interest Groups

Given the small number of potentially affected properties, all potentially affected property owners, residents and stakeholders will be invited to attend a community workshop to discuss the project. In addition to direct mail, contact will be made to area churches and community groups to invite interested parties to participate in the summer 2012 workshop and fall 2012 public meeting. Community groups and residential properties in the nearby community that may have an interest in the proposed project are also listed below.

Residential Communities and Abutting Commercial Properties:

1. Bryn Mahr Residential Homes
2. Lake Shore Apartments
3. Marsh Harbour Townhomes
4. Palm Lake Co-Op Mobile Home Park
5. Stonybrook Apartments
6. Tiffany Lake Apartments
7. Vacation Inn Resort RV Park
8. Australian Business Park (various owners)
9. Sysco Food Services
10. Big H & Sons Sales & Storage Facility (CBOPL LLC)
11. Sembco Steel Erection and Metal (3450 MLK Blvd LLC)
12. Arg Marine (DAZ LLC)
13. Cheney Brothers Incorporated (Port of Palm Beach)
14. Columbia Medical Plaza (FLF Columbia LLC)
15. Tamko Building Products (Riviera Beach Properties LLC)
16. Florida Power & Light

Figure 4.1: Residential Communities and Businesses Map



Business Associations

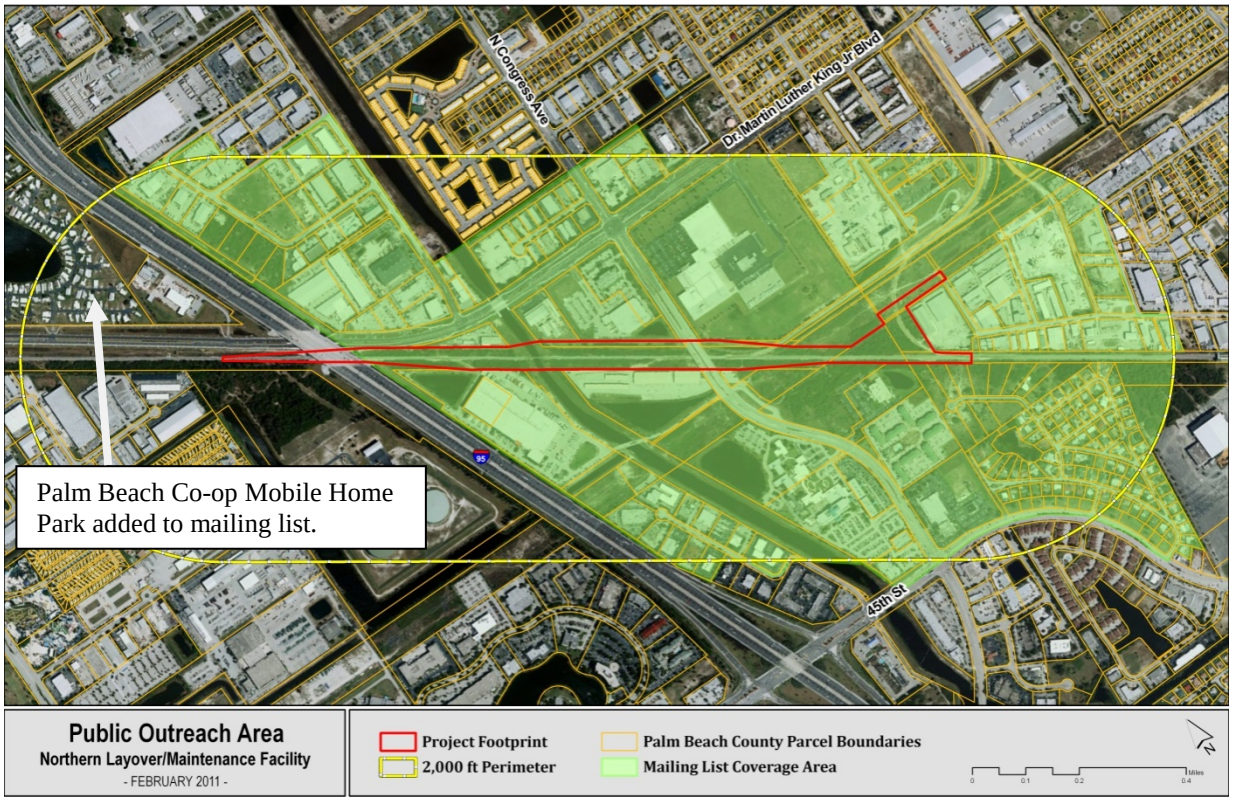
Bioscience Land Protection Advisory Board
Urban League of Palm Beach County, Inc.

6. Outreach Communication Techniques

Various techniques will be used to notify the public of the proposed project to facilitate an early and continuous exchange of ideas and information with the surrounding community. Due to the localized nature of the impacts, a direct mail and personal contact approach will be used to inform potentially affected communities of the workshop and public meeting.

- Property owners include residents, businesses and commercial establishments within close proximity of the project. Map of persons notified are shown in **Figure 6.1**.
- A property owner list is compiled from the Palm Beach County Property Appraiser's Office utilizing a GIS Database containing current tax maps and ownership records.
- To ensure that persons who rent their homes and businesses are informed, flyers are distributed and/or mailers will be sent to occupants in addition to owners where the owner does not reside at the address.
- Elected and appointed officials in the study area (city, county, state, and federal) and community leaders who have been identified, or have requested to be placed on the project mailing list.
- Public and private groups, organizations, agencies, businesses or individuals that request to be placed on the mailing list for this project.
- Neighborhood Civic Associations, Homeowner's Associations and Business Associations within the project area.

Figure 6.1: Mailing List Coverage Area



A. Location of Documents for Public Review

Public notice of the public meeting will be provided including the Study documents for public review and to whom questions and inquiries should be directed. Public meeting documents will be made available at the offices of the SFRTA.

B. Title VI Civil Rights Acts

Information regarding the Title VI Program will be provided at the Community Workshop and the Public Meeting and in all publications related to these meetings. This information will be provided in the presentation, the meeting brochure and through project sponsor representatives.

C. Americans with Disabilities Act Compliance (ADA)

Notification of the SFRTA's intent to comply with the Americans with Disabilities Act (ADA) will be provided in the public advertisements for these meetings, letters of invitation to property owners / tenants and local officials, and by the selection of the public meeting site that meets all ADA requirements.

7. Outreach Meetings

Initial meetings are being held with staff of municipality and jurisdictions in the project area to confirm our contact lists and ensure our approach to outreach is compatible with practices and expectations within these communities. An introduction of the project was made in the spring/summer of 2012 with key stakeholders, community leaders and elected officials. These outreach meetings were conducted to introduce the project location and gain information about the communities and their potential issues. A Public Workshop was held June 12, 2012 to involve the public, interested parties, agencies and stakeholders in the process and gain their input in the project development. A Public Meeting will be held in the late fall of 2012 to inform interested parties of the project's basis for design and environmental assessment results. Additional comments will be sought at that time prior to confirming the basis for design and proceeding to the next project development phase. All comments will be responded to in a Community Comments and Coordination Summary.

A. Coordination Meetings with Local Officials

Coordination meetings will be held throughout the study when deemed appropriate to inform local officials of the project development and to receive their comments. This will be accomplished through coordination with staff and elected representatives of the following jurisdictions:

- City of Riviera Beach
- City of West Palm Beach
- Town of Mangonia Park
- Palm Beach Metropolitan Planning Organization
- Palm Beach County

A list of meetings held through August 2012 is listed below in **Figure 7.1**. Presentation materials prepared for the spring/summary outreach included an audio visual (PowerPoint) presentation, fact sheets, conceptual design plans and comment forms.

Figure 7.1: Coordination Meetings through August 2012

Date	Entity	Pupose of Meeting
8/24/12	Palm Beach County, City of West Palm Beach, City of Riviera Beach, and Town of Mangonia Park	Intergovernmental Coordination
8/20/12	FDOT	Status Update
7/25/12	City of Rivera Beach	Mary McKinney Meeting Request
6/21/12	Palm Beach MPO	Project Information
6/12/12	Mangonia Park Town Hall	Public Workshop
5/2/12	Palm Beach MPO TAC	Project Introduction
4/11/12	SFRTA PTAC	Project Introduction
3/21/12	Palm Beach MPO	Runthrough of Presentation
3/9/12	City of Riveria Beach Staff	Project Introduction
3/6/12	Florida Power & Light	Preliminary Basis for Design Review
1/30/12	City of West Palm Beach Utilities	Review Utilities to Site
1/26/12	South Florida Water Mangagement District	Pre-App Meeting – ERP Drainage
1/12/12	FDOT	Review Access Requirements
1/5/12	City of West Palm Beach Planning and Zoning	Review Zoning Requirements
12/15/11	South Florida Water Management District	Pre-App Meeting – Right-of-Way
12/15/11	Palm Beach MPO/Treasure Coast RPC	Review PIP/Outreach Approach
12/14/11	Town of Mangonia Park	Review Zoning Requirements
12/5/11	City of Riviera Beach	Review Zoning Requirements
12/1/11	FDOT	Review Access Requirements

B. Community Leadership Meetings

One-on-one meetings will be held with elected officials and agency representatives prior to the late fall public meeting, at which the community, leaders, agency representatives and elected officials will be invited to attend. The purpose of these meetings is to introduce this project to those in attendance and seek initial input for consideration.

C. Public Workshop

The Public Workshop was held at the Town of Mangonia Town Hall which is in a convenient location for the communities adjacent to the project. It was held in the evening at a time to accommodate working residents' schedules. Stakeholders and potentially affected property owners and residents attended. Information on the status of the project description and functions, operations, design development and layout, and preliminary results of the environmental analysis were available for review, discussion and comment. Information gathered during the workshop is being used by the design team in refinement of the project as appropriate to address concerns and potential impacts. Mitigation, if warranted, will be developed in consultation with the communities potentially affected.

D. Public Meeting

Following the Community Workshop and incorporation of recommendations received, a Public Meeting will be held to review the outcome of the project refinements and final environmental analysis results. This meeting is tentatively scheduled for the summer of 2012 and will be conducted at the same location as the Community Workshop if possible. The meeting will be publicly noticed and advertised as an informational meeting. Direct mail and phone contact will be made to persons identified in section V and those that attended the Community Workshop. Presentation materials will include descriptive visual maps and graphics and be described in clear understandable language. An audio/visual (PowerPoint) presentation will be prepared and shown at the public meeting. Board-mounted exhibits of project plans and results of the analysis will be available at the public meeting to illustrate the various alternatives under consideration. The Public Meeting will solicit additional comments for further consideration in project design and development.

E. Presentations to Local Government

Presentations and project updates will be provided to jurisdictional and public entities during their regularly scheduled committee and board meetings to inform them of the project, its development, and public involvement activities.

8. Comments and Coordination Report

A *Community Comments and Coordination Report* will be developed to summarize the public involvement process, meetings and outcomes. This report will summarize the comments and responses, results, and recommendations from the community workshop, public meeting and local government meetings.

9. Public Information during Subsequent Project Phases

Public involvement activities will continue into project development including final design, construction, and into operations start-up to inform adjacent and involved communities of project activities.

Appendix A: Acronym Definitions

AN: Advance Notification
BIA: U.S. Department of Interior Bureau of Indian Affairs
BLM: U.S. Bureau of Land Management
CAC: Citizen's Advisory Committee
DCA: Florida Department of Community Affairs
EPA: U.S. Environmental Protection Agency
ETAT: Efficient Technical Advisory Team
ETDM: Efficient Transportation Decision Making
FAA: Federal Aviation Administration
FAW: Florida Administrative Weekly
FDEP: Florida Department of Environmental Protection
FDOT: Florida Department of Transportation
FEMA: Federal Emergency Management Agency
FFWCC: Florida Fish and Wildlife Conservation Commission
FHWA: Federal Highway Administration
FIND: Florida Inland Navigation District
FONSI: Finding of No Significant Impact
FRA: Federal Railroad Administration
FTA: Federal Transit Administration
FTC: Florida Transportation Commission
FWS: U.S. Fish and Wildlife Service
HUD: U.S. Department of Housing and Urban Development
MPO: Metropolitan Planning Organization
NMFS: National Marine Fisheries Service
NOAA: National Oceanic and Atmospheric Administration
NPS: National Park Service
PIP: Public Involvement Program
SFRC: South Florida Rail Corridor
SFRPC: South Florida Regional Planning Council
SFRTA: South Florida Regional Transportation Authority
SFWMD: South Florida Water Management District
TAC: Technical Advisory Committee
USGS: U.S. Geological Survey

Appendix B: Public and Agency Outreach Strategy

Overall Strategy: Coordination began at the jurisdictional staff level to collect data and gain insight into the agency and community issues they may be aware of. Following these smaller fact-finding meetings, we met with community leaders in one-on-one meetings to introduce the project and get a clear understanding of the communities potentially affected. Our first round of meetings were held in the spring/summer of 2012, culminating in a June 12, 2012 Public Workshop. We are now planning to schedule meetings with directly-affected elected officials. All of these meetings would be held in advance of a second Public Meeting in late fall 2012.

Early Coordination and Fact-Finding (ongoing): Early meetings will be held to review the Location Study results and to describe the current project and the development process.

- Meet with staff of each jurisdiction – A fact sheet and drawings are presented and discussed with the following staff persons identified to date. Investigate ways to combine the meetings where it makes sense to do so.
    - Brynt Johnson, Interim Public Works Director for City of Riviera Beach
    - Terrence Bailey, City Engineer for City of Riviera Beach
    - Mary McKinney, Community Development Director for Riviera Beach
    - Thomas Lundeen, Deputy Port Director for Port of Palm Beach
    - Richard Greene, Planning Manager for West Palm Beach
    - Lee Leffinwell, Town Manager for Mangonia Park
    - Laurent Van Cott, Town Engineer for Mangonia Park
    - Patrick Figurella, Town Engineer for Mangonia Park
    - David Wilcoch, Palm Beach County Planning
    - Alex Hansen, West Palm Beach Planning
    - Randy Whitfield, Exec Dir for Palm Beach MPO
    - Malissa Booth, PI Officer with Palm Beach MPO
    - Kim Delaney, Treasure Coast Regional Planning Council
- Meet with community leaders – A fact sheet and drawings would be presented and discussed with community leaders representing the following:
    - Harmony Heights
    - Stonybrook Apartments
    - Bryn Mahr subdivision
    - Lakeshore Apartments
    - Palm Lake Co-Op Mobile Home Park
    - Australian Business Park
- Meet with elected officials (partial list of directly-affected jurisdictions)
    - Commissioner Priscilla Taylor, Palm Beach County District 7
    - Commissioner Karen Marcus, Palm Beach County District 1 (MPO)
    - Commissioner Steven Abrams, Palm Beach MPO (SFRTA Vice Chair)
    - Commissioner Sylvia Moffit, City of West Palm Beach District 1
    - Councilman Cedric Thomas, City of Riviera Beach District 3
    - Councilman Shelby Lowe, City of Riviera Beach District 5
    - Mayor William Albury III, Town of Mangonia Park
    - Commissioner Addie Green, Town of Mangonia Park

Community Meetings: A workshop will be held in the spring of 2012 to introduce the project and gain public comment on concerns. A second meeting will review the basis for design and mitigation for potential impacts.

- Public Workshop (June 12, 2012)
- Public Meeting (late fall 2012)

Limited English Proficiency Program Evaluation
Final Report

Prepared for the

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

Prepared by

TranSystems

2400 Pershing Road, Suite 400
Kansas City, Missouri 64108
Phone: (816) 329-8600

In Association with
Kimley-Horn and Associates, Inc.

January 31, 2007

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Section 1: Introduction

1.1 About the South Florida Regional Transportation Authority

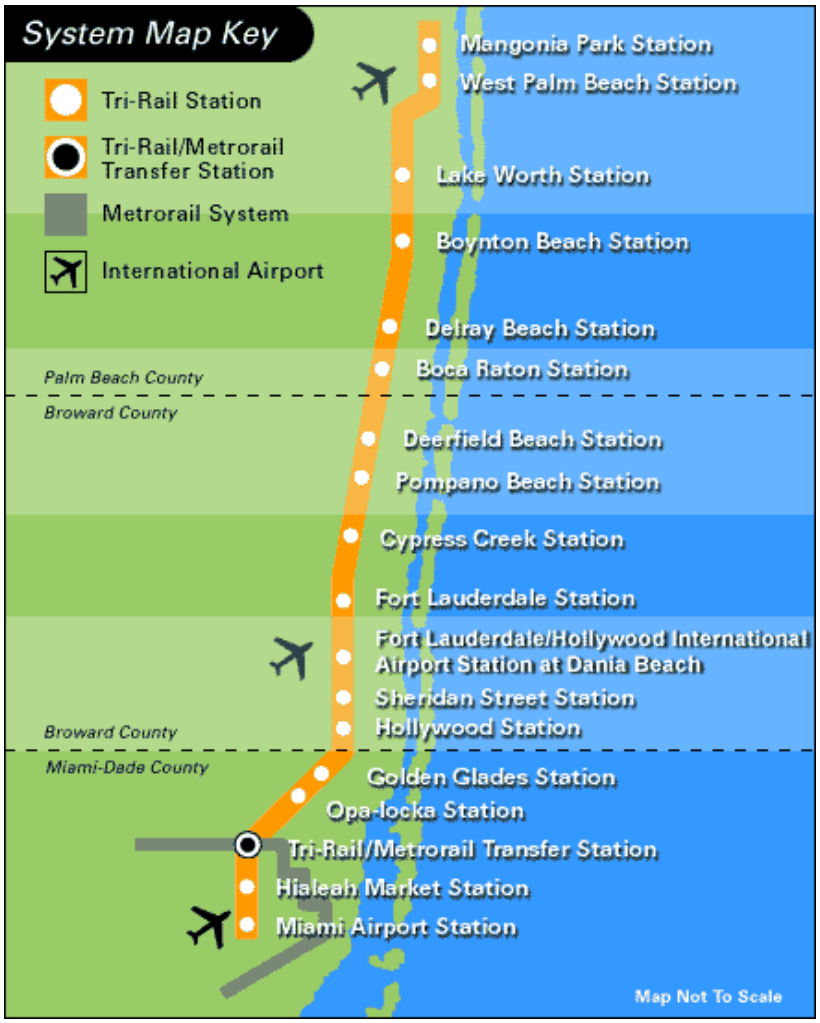
The South Florida Regional Transportation Authority (SFRTA) operates a 72-mile long commuter rail line called Tri-Rail. The service operates in Palm Beach, Broward and Miami-Dade Counties along the southeastern Florida coast and nearly parallels Interstate 95. Tri-Rail serves the metropolitan areas of West Palm Beach, Fort Lauderdale and Miami in addition to many other communities along the South Florida Rail Corridor. There are 18 stations along the commuter rail line. Figure 1 shows a photograph of a train arriving at a Tri-Rail station.

Figure 1: Tri-Rail Train Approaching a Station

The train operates seven days a week with service from 4:30 AM to 10:30 PM on Monday through Friday every 20 or 30 minutes during some peak hours and every hour throughout the rest of the day. Trains operate on Saturday every two hours from approximately 7:00 AM to 10:30 PM and on Sunday and holidays every two hours from 7:00 AM to 9:00 PM.

The commuter rail corridor is shown in Figure 2.

Figure 2: Tri-Rail System Map



The commuter rail line connects with Miami-Dade County's Metrorail System and has connecting transit bus service via Tri-Rail shuttle bus, as well as PalmTran, Broward County Transit and Miami-Dade Transit.

1.2 Project Description

The SFRTA initiated the Limited English Proficiency (LEP) Program Assessment study in response to a request by the Federal Transit Administration (FTA) as part of a recent Triennial Review. The FTA found the SFRTA deficient and asked the following questions in the review:

> ***Has the grantee assessed and addressed the ability of persons with Limited English Proficiency (LEP) to use transit services? Are schedules and other public information provided in languages other than English? If yes, what languages are provided?***

This report documents an assessment, development and implementation of the LEP program for the SFRTA in accordance with the U.S. Department of Transportation's (USDOT) December

14, 2005 "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (hereinafter "Policy Guidance") and Executive Order 13166.

Executive Order 13166 is the requirement that each Federal agency examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services.

The assessment of the SFRTA LEP population addresses the four factors outlined in the Policy Guidance:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
4. The resources available to the recipient and costs.

The study will evaluate the SFRTA's LEP Program using U.S. Census and local agency information regarding LEP populations and results from an onboard survey. The purpose of the study is to develop recommendations for any improvements to the program which will be presented as an implementation plan with an accompanying schedule and cost estimate.

1.3 Report Structure

This report documents the process used to assess the SFRTA's LEP Program.

Section 2 provides details regarding the compilation of U.S. Census and local agency data to identify the location and number of limited English proficient individuals and households in the three-county Tri-Rail service area.

Section 3 gives a summary of the methodology, administration and findings from the survey conducted as part of this study to determine how well riders feel that Tri-Rail is providing information in languages they are able to read and understand.

Section 4 provides a summary of the existing services and information provided by the SFRTA in languages other than English, then provides an assessment of the SFRTA's LEP Program based on the results of the U.S. Census and agency data on LEP populations and the results of the survey.

Section 5 lays out an implementation plan, schedule and cost estimate for recommended improvements to SFRTA's LEP Program.

Section 6 provides a concise summary of the study's conclusions and recommendations.

Section 2: Identification of Limited English Proficient Populations

This section documents the research done to identify LEP populations in the three counties served by Tri-Rail. For the purposes of this study, individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English are considered LEP. Households where no one over age 14 speaks English well are linguistically isolated. Section 2.1 shows the U.S. Census data compiled for the study. The following section, Section 2.2, shows information on LEP populations and individuals obtained from local agencies.

Figure 3: Tri-Rail Passengers Represent the Area's Diverse Population

2.1 Census Data

U.S. Census 2000 data was compiled for the study area. The 2000 Census included identification of LEP populations as well as linguistically isolated populations.

Table 1 shows the number of LEP individuals in the study area by county for different age groups and different language groups.

Table 1: Number of LEP Persons by County

	Broward County, Florida	Miami-Dade County, Florida	Palm Beach County, Florida
Total:	1,520,842	2,108,512	1,069,257
5 to 17 years:	279,285	412,572	177,357
Speak only English	198,834	141,217	135,612
Speak Spanish:	50,271	234,690	25,998
Speak English "not well"	4,366	17,009	2,811
Speak English "not at all"	720	5,722	1,064
Speak other Indo-European languages:	25,664	32,712	12,978
Speak English "not well"	1,614	1,751	1,227
Speak English "not at all"	229	237	63
Speak Asian and Pacific Island languages:	2,731	2,240	1,680
Speak English "not well"	229	174	124
Speak English "not at all"	12	10	0
Speak other languages:	1,785	1,713	1,089
Speak English "not well"	90	73	62
Speak English "not at all"	22	0	54
18 to 64 years:	981,148	1,395,623	629,426
Speak only English	677,752	431,284	473,824
Speak Spanish:	179,315	837,513	90,934
Speak English "not well"	27,130	166,398	18,490
Speak English "not at all"	9,428	110,288	9,760
Speak other Indo-European languages:	100,582	105,952	51,177
Speak English "not well"	14,511	16,332	8,584
Speak English "not at all"	2,390	2,250	1,180
Speak Asian and Pacific Island languages:	14,459	12,822	7,433
Speak English "not well"	2,458	1,906	1,290
Speak English "not at all"	421	305	141
Speak other languages:	9,040	8,052	6,058
Speak English "not well"	435	317	612
Speak English "not at all"	98	102	362
65 years and over:	260,409	300,317	262,474
Speak only English	206,455	103,846	227,630
Speak Spanish:	18,621	176,413	10,152
Speak English "not well"	4,771	54,475	2,582
Speak English "not at all"	3,074	63,292	1,824
Speak other Indo-European languages:	31,171	16,705	20,899
Speak English "not well"	3,635	2,786	1,436
Speak English "not at all"	1,184	1,713	391
Speak Asian and Pacific Island languages:	1,340	1,333	849
Speak English "not well"	402	353	212
Speak English "not at all"	215	245	152
Speak other languages:	2,822	2,020	2,944
Speak English "not well"	312	208	334
Speak English "not at all"	18	85	41

U.S. Census Bureau
Census 2000, SF3, P19

The data in Table 1 includes four major language groups other than English:

- Spanish includes those who speak Ladino.
- Other Indo-European languages include most languages of Europe and the Indic languages of India. These include the Germanic languages, such as German, Yiddish, and Dutch; the Scandinavian languages, such as Swedish and Norwegian; the Romance languages, such as French, Italian, and Portuguese; the Slavic languages, such as Russian, Polish, and Serbo-Croatian; the Indic languages, such as Hindi, Gujarathi, Punjabi, and Urdu; Celtic languages; Greek; Baltic languages; and Iranian languages.
- Asian and Pacific Island languages include Chinese; Korean; Japanese; Vietnamese; Hmong; Khmer; Lao; Thai; Tagalog or Pilipino; the Dravidian languages of India, such as Telegu, Tamil, and Malayalam; and other languages of Asia and the Pacific, including the Philippine, Polynesian, and Micronesian languages.
- All other languages include Uralic languages, such as Hungarian; the Semitic languages, such as Arabic and Hebrew; languages of Africa; native North American languages, including the American Indian and Alaska native languages; and some indigenous languages of Central and South America.

Table 2 summarizes the percentage of persons in each language group and the percent who speak English “not well” or “not at all” in each language group.

Table 2: Percent of Population by Language Group by County

	Broward County, Florida	Miami-Dade County, Florida	Palm Beach County, Florida	Total
Persons who speak only English	71.2%	32.1%	78.3%	55.3%
Percent who speak Spanish	16.3%	59.2%	11.9%	34.6%
-who speak English "not well" or "not at all"	19.9%	33.4%	28.7%	31.0%
Percent who speak Indo-European languages	10.4%	7.4%	8.0%	8.5%
-who speak English "not well" or "not at all"	15.0%	16.1%	15.1%	15.5%
Percent who speak Asian and Pacific Island languages	1.2%	0.8%	0.9%	1.0%
-who speak English "not well" or "not at all"	20.2%	18.3%	19.3%	19.3%
Percent who speak Other languages	0.9%	0.6%	0.9%	0.8%
-who speak English "not well" or "not at all"	7.1%	6.7%	14.5%	9.1%

U.S. Census Bureau
Census 2000, SF3, P19 as compiled by TranSystems

Table 3 summarizes the total number and percentage of persons who speak English “not well” or “not at all” by county.

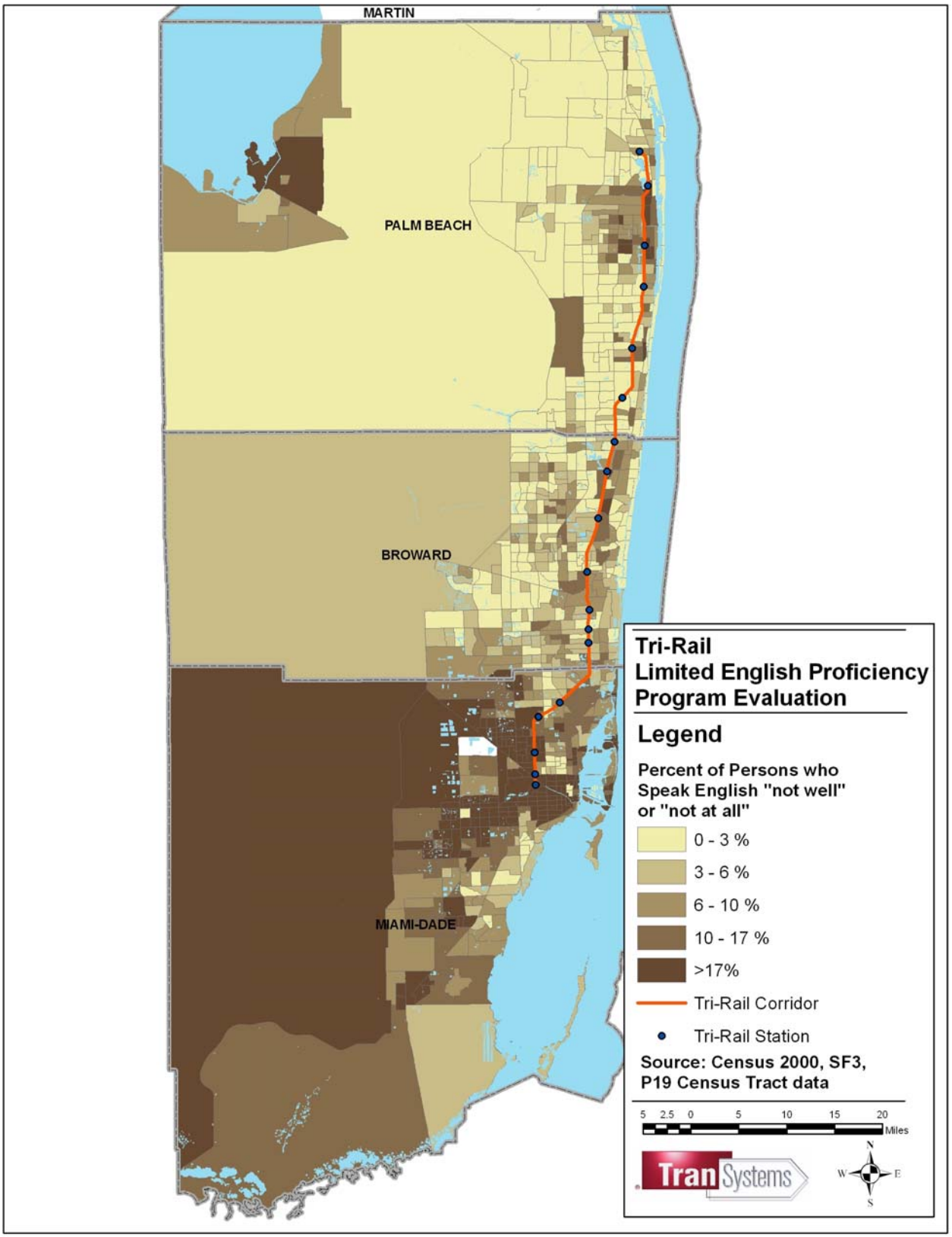
Table 3: Total and Percent LEP Population by County

	Broward County, Florida	Miami-Dade County, Florida	Palm Beach County, Florida	Total
Persons who speak English "not well" or "not at all"	77,523	445,847	52,672	576,042
Percent who speak English "not well" or "not at all"	5.1%	21.1%	4.9%	12.3%

U.S. Census Bureau
Census 2000, SF3, P19 as compiled by TranSystems

The following figure, Figure 4, shows the LEP populations by Census Tract for the three county area based on percentage of persons who speak English “not well” or “not at all.”

Figure 4: Percent of Persons Who Speak English Not Well or Not at All



The following three figures, Figures 5 through 7, show the percentage of persons who speak English “not well” or “not at all” for each individual county. Station locations are identified on the figures.

As shown in the figures, some Tri-Rail stations have higher concentrations of LEP populations than others. In Palm Beach County, stations with higher percentages of LEP individuals include the Mangonia Park, West Palm Beach, Lake Worth, Boynton Beach and Delray Beach stations. In Broward County, the Pompano Beach, Cypress Creek and Ft. Lauderdale stations have the highest adjacent LEP populations. All of the Miami-Dade County stations have adjacent LEP populations with the Metrorail Transfer Station and Miami Airport stations being entirely surrounded by LEP populations comprising more than 17 percent of total people.

Figure 5: Palm Beach County - Percent of Persons Who Speak English Not Well or Not at All

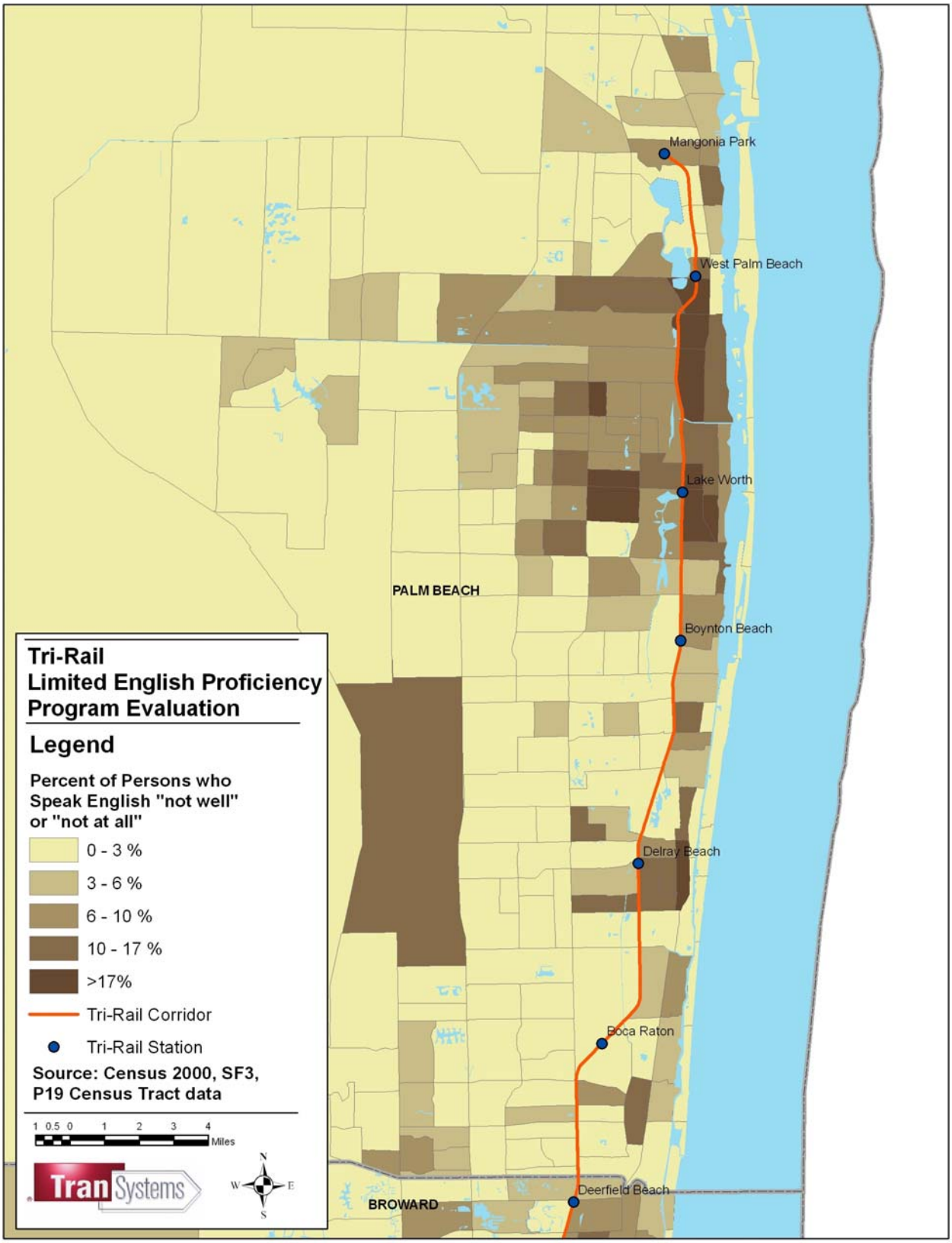


Figure 6: Broward County - Percent of Persons Who Speak English Not Well or Not at All

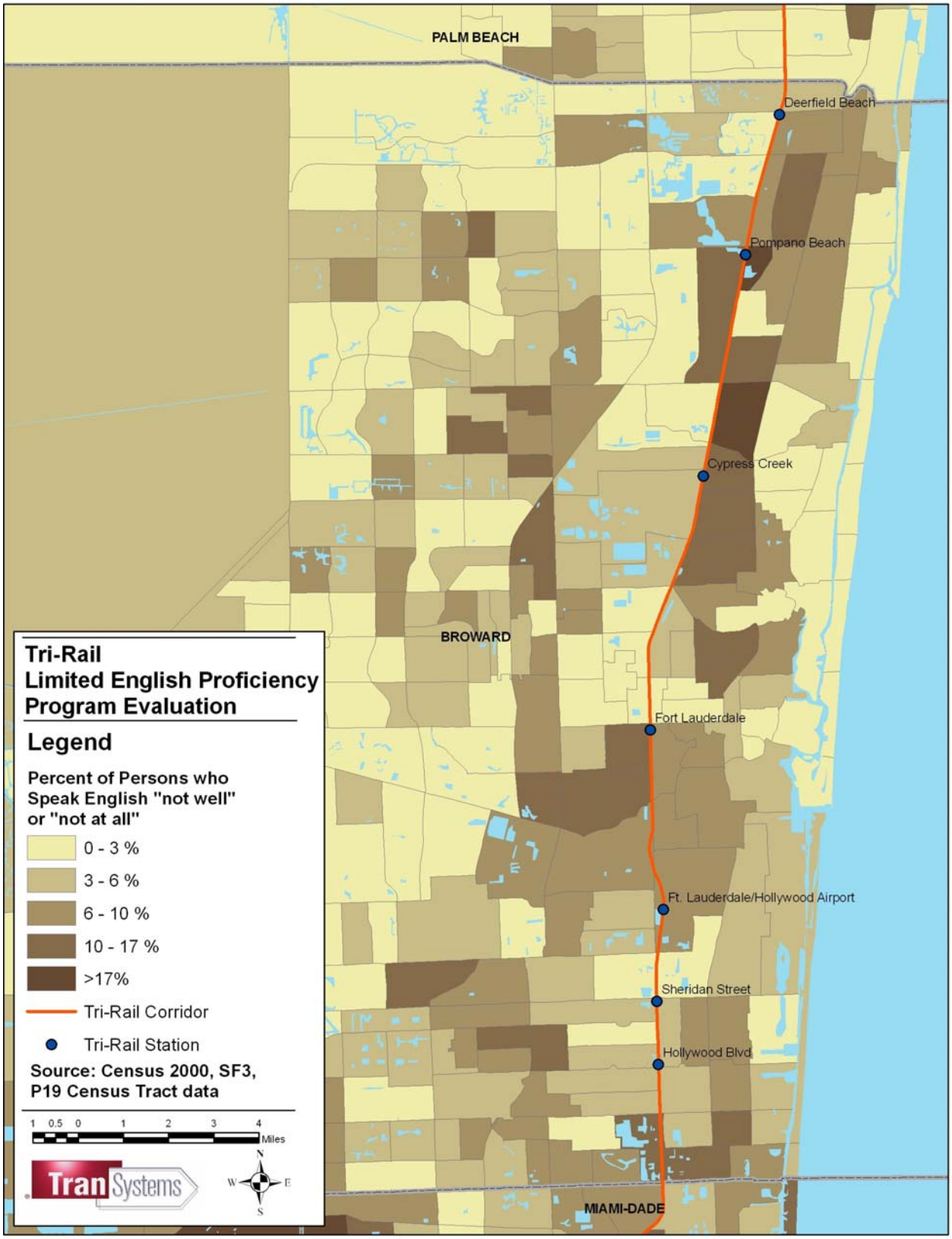


Figure 7: Miami-Dade County - Percent of Persons Who Speak English Not Well or Not at All

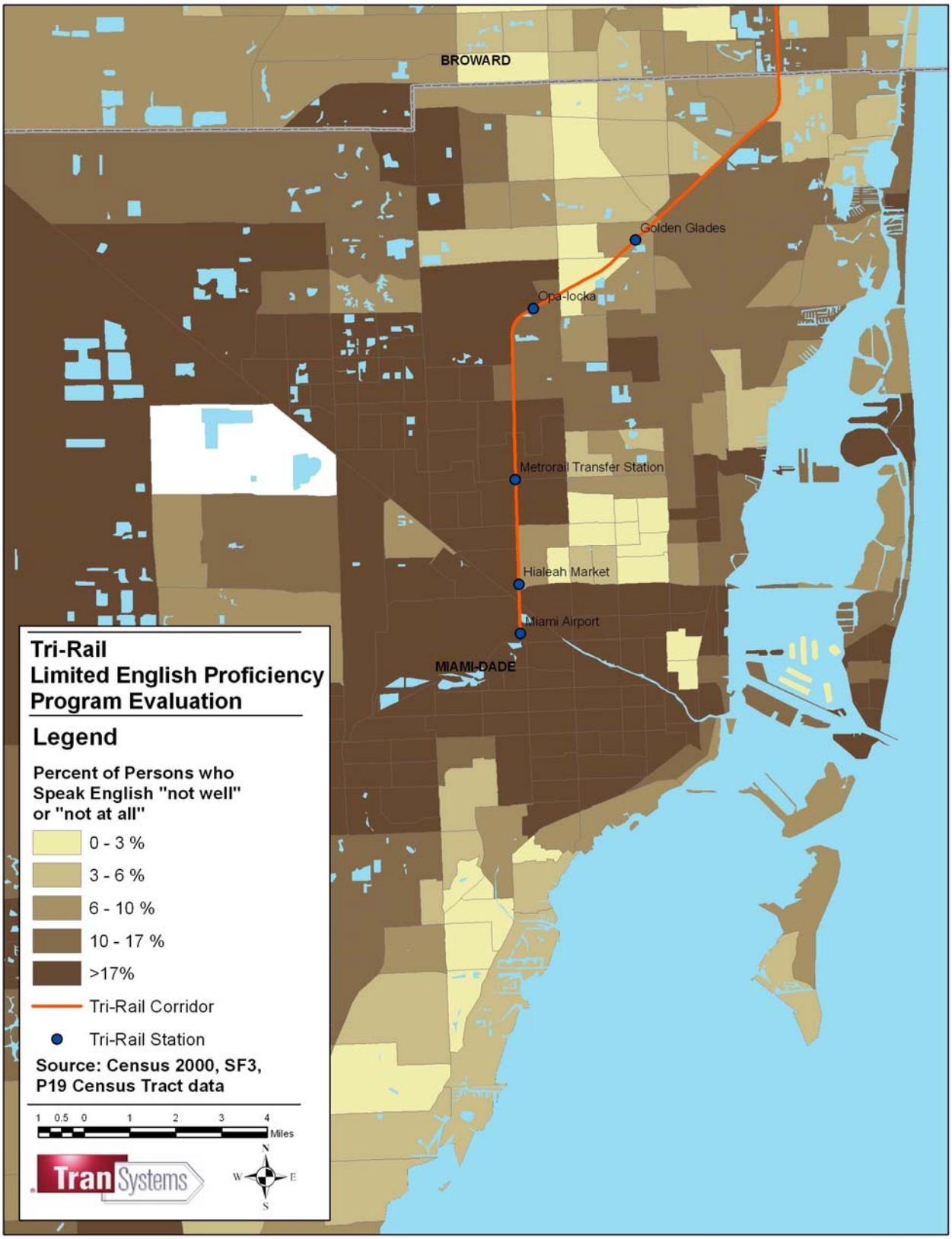


Table 3 shows the number of linguistically isolated persons in the study area by county. According to the U.S. Census, a linguistically isolated household is one in which no member 14 years old and over speaks only English or speaks a non-English language and speaks English "very well." In other words, a linguistically isolated household is one in which all members 14 years old and over have at least some difficulty with English.

Table 4: Number of Linguistically Isolated Persons by County

	Broward County, Florida	Miami-Dade County, Florida	Palm Beach County, Florida
Total:	654,787	777,378	474,295
English	457,150	241,929	368,734
Spanish:	105,495	460,496	51,464
Linguistically isolated	21,439	169,065	13,856
Not linguistically isolated	84,056	291,431	37,608
Other Indo-European languages:	76,686	61,982	44,057
Linguistically isolated	16,360	14,428	8,474
Not linguistically isolated	60,326	47,554	35,583
Asian and Pacific Island languages:	8,059	7,042	4,532
Linguistically isolated	2,155	2,052	1,015
Not linguistically isolated	5,904	4,990	3,517
Other languages:	7,397	5,929	5,508
Linguistically isolated	1,153	950	1,014
Not linguistically isolated	6,244	4,979	4,494

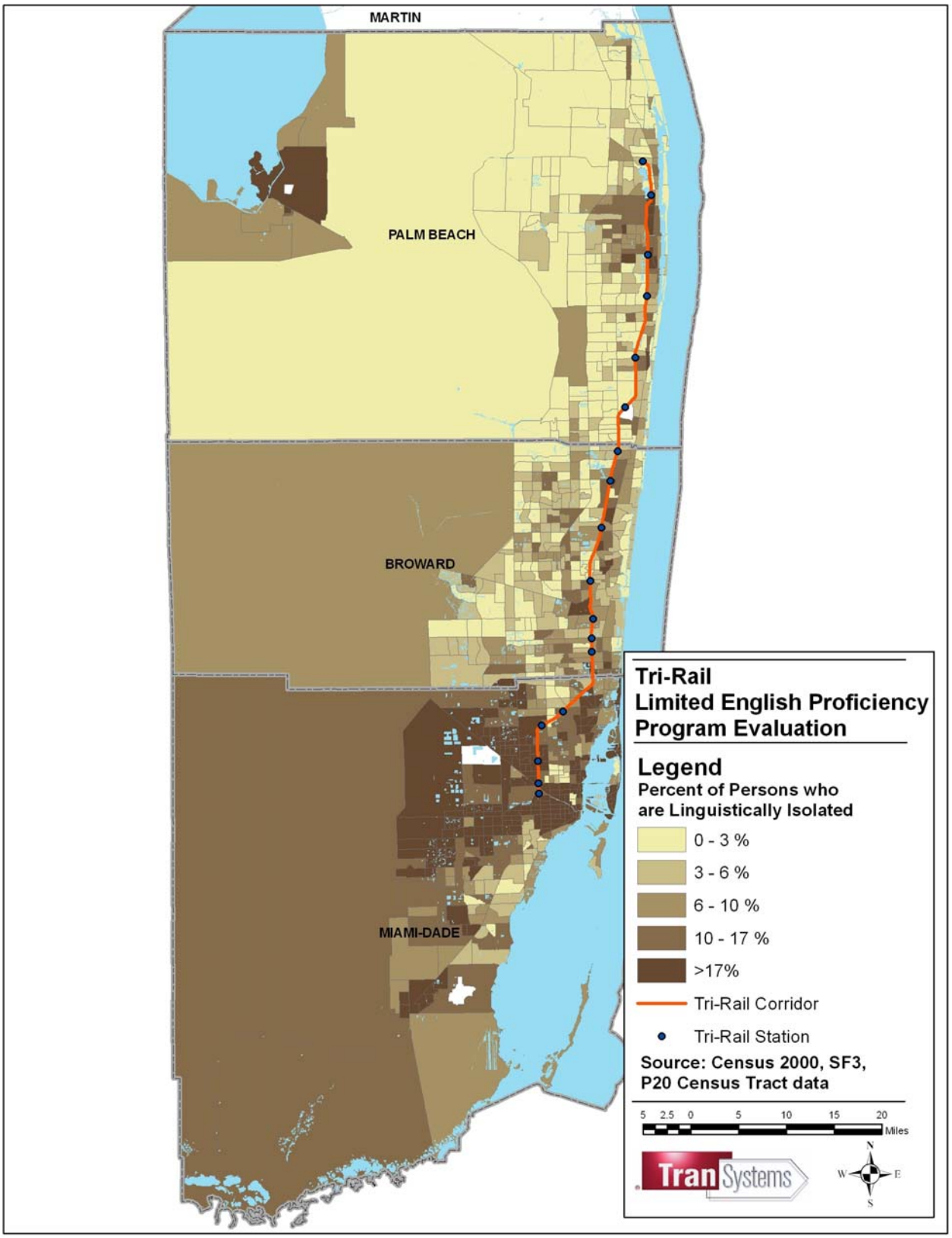
A **linguistically isolated household** is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English.

U.S. Census Bureau

Census 2000, SF3, P20

Figure 8 shows the percent of linguistically isolated households by Census Tract for the three-county area. Linguistically isolated households are also indicatory of those with language needs and therefore were included in the analysis to identify LEP populations. As shown in the figure, the patterns represented by linguistically isolated households are quite similar to those shown in Figure 5 for persons who speak English "not well" or "not at all;" therefore, it will be assumed that the LEP populations identified also include those households that are linguistically isolated.

Figure 8: Percent of Linguistically Isolated Households



2.2 Data Collected from Local Agencies

The following agencies were contacted to request information about language groups served by that agency:

Table 5: Local Agencies Contacted to Request Information on LEP Populations

Agency
Broward County Public Schools
Broward County Transit
Florida Department of Education
Governor's Office - Office of Tourism, Trade, and Economic Development
Miami Dade County Public Schools
Miami-Dade Transit
PalmTran
Pam Beach County Public Schools
Workforce Development Board

Some agencies provided information that was more relevant for the LEP evaluation; however, the information provided by each agency is shown and discussed below.

2.2.1 State of Florida

Both the Florida Department of Education and the Governor's Office – Office of Tourism, Trade, and Economic Development were contacted to request information for the LEP study. The Department of Education has information on LEP populations available on its website.

The following tables show the LEP information.

Table 6: 2005-2006 LEP Count by District

District	District Name	LEP	Non-LEP	Percent LEP
6	Broward	35,459	233,570	13.2%
13	Miami-Dade	92,085	271,591	25.3%
50	Palm Beach	25,549	148,539	14.7%

Source: Florida Department of Education, Bureau of Student Assistance
http://www.firn.edu/doe/aala/pdf/S30506_LEP.pdf

Table 7: 2001-2006 LEP Count History by District

District	District Name	2001-2002 LEP	2002-2003 LEP	2003-2004 LEP	2004-2005 LEP	2005-2006 LEP
6	Broward	38,552	40,416	40,017	37,390	35,459
13	Miami-Dade	104,355	102,868	98,526	94,923	92,085
50	Palm Beach	26,489	26,357	25,547	24,966	25,549

Source: Florida Department of Education, Bureau of Student Assistance
http://www.firn.edu/doe/aala/omsstat.htm

Table 8: Number of Languages Represented by LEP Students in 2003-2004

District	District Name	Total Languages
6	Broward	112
13	Miami-Dade	120
50	Palm Beach	99

Source: Florida Department of Education, Bureau
http://www.firn.edu/doe/aala/pdf/S30506_LEP.pdf

The following information, shown in Table 8, was provided to All World Language Consultants (ALC) by the Florida Governor's Office – Office of Tourism, Trade, and Economic Development. The data is based on U.S. Census 2000. ALC also reported that undocumented individuals are not represented in this information and are normally considered to be documented to undocumented on a ratio of 2.7 to 3.0. Although this data provides information on various language groups, it does not show whether persons are proficient in English.

Table 9: Number of Persons by Language by County

	Spanish	Italian	Chinese	Portuguese	German	Haitian Creole	Yiddish	French
*Miami-Dade County	676,347	86,973	19,637	***		***		14,402
*Broward County	248,207	13,573		17,356	8,645	***		81,677
*Palm Beach County	127,084	8,148		***	7,300		5,609	42,404
Total	1,051,638	108,694	19,637	17,356	15,945	0	5,609	138,483

Source: All World Language Consultants (ALC Miami)

*These figures are based on the 2000 census. These figures are estimated to grow by an average of 11% by 2005

***There is a significant population present however they have not been captured in the 2000 census

2.2.2 Miami-Dade County

Both Miami-Dade Transit and Miami-Dade Public Schools provided information regarding LEP populations.

Miami-Dade Transit

Miami-Dade Transit provides rider information in Spanish and Haitian Creole. They are aware of other language groups within their jurisdiction, but Spanish and Haitian Creole are the only two they are addressing. There is a very large Russian population. They referred TranSytems to the school district for more information on languages in the area. Miami-Dade Transit said that according to the school district there are 47 languages including several different Asian dialects and also people speaking different languages from Arab nations. Miami-Dade Transit held a meeting as part of their triennial review that said to focus on English, Creole and Spanish for brochures.

Miami-Dade Transit does a major "Tracking Study" every two years. They try to collect a lot of socioeconomic information. The consultant was provided with a copy of the latest Tracking Study. Although it includes a profile of transit riders, there is no specific language or LEP information available in the tracking study.

Miami-Dade Public Schools

Information on LEP students within Miami-Dade Public Schools is available on the school district's website. The information is shown below in Tables 10 through 12.

Table 10: Top 10 Languages (other than English) Used by Students as Primary, 2004-2005, Miami-Dade

Language	Number of Students	Percent
Spanish	190,506	53.6%
Haitian Creole	19,304	5.4%
French	1,974	0.6%
Portuguese	1,466	0.4%
Zhongwen	639	0.2%
Urdu	418	0.1%
Arabic	405	0.1%
Russian	393	0.1%
Hebrew	212	0.1%
Vietnamese	160	0.0%
English	140,163	39.4%

Source: Miami-Dade County School District

Table 11: Top 10 Countries/Territories Where Active Students Were Born, 2004-2005, Miami-Dade

Country	Total
United States	272,244
Cuba	27,125
Colombia	8,207
Haiti	6,332
Venezuela	5,968
Nicaragua	4,059
Puerto Rico	3,751
Argentina	3,571
Peru	3,213
Honduras	3,097

Source: Miami-Dade County School District

Table 12: Active Limited English Proficient (LEP) Students by Student Language, 2004-2005, Miami-Dade

Language	Nunber of Students	Percent
Spanish	50,270	87%
Haitian-Creole	5,478	9%
Other languages	2,055	4%

Source: Miami-Dade County

2.2.3 Broward County

Broward County Transit

Broward County Transit recently completed an LEP assessment internally although it was not an official assessment. The agency is waiting for the Federal Transit Administration (FTA) to develop template procedures for doing LEP assessments. A copy of their FTA response letter including results of an LEP passenger survey was provided and is included as Appendix A.

Tables 12 through 17 show the results of their LEP survey. A total of 604 surveys were completed with 504 in English, 75 in Spanish and 25 in Creole.

Table 13: Broward County Transit LEP Survey - Surveys Completed

	English	Spanish	Creole
Surveys Completed	83%	13%	4%

Source: 2006 Broward County Transit

Table 14: Broward County Transit LEP Survey - Languages Spoken Other than English

	Spanish	Creole	Other	Total
Languages Spoken Other than English	21%	16%	8%	**46%**

Source: 2006 Broward County Transit

Table 15: Broward County Transit LEP Survey – Overall Results

Passenger Survey - Overall Results	**Response**		
	Yes	**No**	**No answer**
Read and understand English?	85%	5%	10%
Read and understand bus schedules?	92%	8%	0%
Read and understand other bus information?	90%	8%	2%
Understand where and how to catch the bus?	94%	5%	1%
Ride the bus or live with someone that speaks Englilsh (if you do not)?	28%	27%	45%

Source: 2006 Broward County Transit

Table 16: Broward County Transit LEP Survey – English Language Results

Passenger Survey - English Language	**Response**		
	Yes	**No**	**No answer**
Read and understand English?	96%	4%	0%
Read and understand bus schedules?	94%	6%	0%
Read and understand other bus information?	93%	6%	1%
Understand where and how to catch the bus?	95%	4%	1%
Ride the bus or live with someone that speaks Englilsh (if you do not)?	22%	26%	52%

Source: 2006 Broward County Transit

Table 17: Broward County Transit LEP Survey – Spanish Language Results

Passenger Survey - Spanish Language	Response		
	Yes	No	No answer
Read and understand English?*	13%	7%	80%
Read and understand bus schedules?	89%	11%	0%
Read and understand other bus information?	85%	15%	0%
Understand where and how to catch the bus?	91%	9%	0%
Ride the bus or live with someone that speaks Englilsh (if you do not)?	53%	39%	8%

Source: 2006 Broward County Transit

*The Yes/No response area was missing on the survey, therefore 80% did not answer this question.

Table 18: Broward County Transit LEP Survey – Creole Language Results

Passenger Survey - Creole Language	Response		
	Yes	No	No answer
Read and understand English?	64%	32%	4%
Read and understand bus schedules?	60%	36%	4%
Read and understand other bus information?	56%	36%	8%
Understand where and how to catch the bus?	76%	24%	0%
Ride the bus or live with someone that speaks Englilsh (if you do not)?	72%	24%	4%

Source: 2006 Broward County Transit

Broward County Transit's LEP survey showed the following results:

- Approximately one-half of the respondents speak a language other than English, with the majority of the respondents reading and understanding English.
- Overall, the majority of the respondents understand bus schedules/information and how to catch the bus.
- Although the sample is small, the Creole language respondents have the most difficulty with understanding bus schedules and information.

Broward County Transit staff said the two largest non-English groups they serve are Spanish and Creole speaking populations. Other groups they are aware of include a small French population and some others.

Broward County Public Schools

Broward County Public Schools lists various statistics on their student population. They show a total enrollment for February 2005 of 276,185 students. Of that total, there are 42,421 foreign born students enrolled representing 56 languages and 168 countries. The top three languages other than English are Spanish, Haitian Creole and Portuguese. All district material is translated into these three languages.

Table 19: Broward County LEP Students by Student Language, February 2005

LEP Student Enrollment	36,714	13%
Spanish	16,609	
Haitian-Creole	6,988	
Portuguese	1,204	

Source: Broward County Public Schools

Figure 9: School-Age Passengers Waiting at a Tri-Rail Station

2.2.4 Palm Beach County

PalmTran

PalmTran provides information in English, Spanish and Haitian Creole. PalmTran has recently had meetings regarding Title VI. PalmTran staff said that they provide information in other languages based on the U.S. Census data; however, even in Census data the Haitian Creole population does not show up. They added information in Haitian Creole based on a special request from the community. According to PalmTran, the Census data shows that Palm Beach County also has an Asian population.

According to PalmTran staff, their source for language information is always the Census data. They receive requests for information in alternate languages and most requests are for information in Spanish. Haitian Creole was requested through public meetings.

Palm Beach County School District

Palm Beach County School District provides an LEP Program. Languages in the program include Spanish, Creole and Portuguese. Specific details regarding the number of LEP students were not available other than through the Florida Department of Education.

2.2.5 Other

Workforce Development Board

PalmTran staff referred the consultant to the Workforce Development Board for information on demographics and the different languages served by the agency. The Workforce Development Board was contacted but did not reply to requests for information.

Section 3: LEP Survey

3.1 Introduction

A survey of Tri-Rail passengers was conducted on Wednesday, October 18, 2006, as part of the LEP study. The purpose of the survey was to confirm the need for additional information on Tri-Rail in languages besides English, to insure that a language barrier is not hindering people from using the system.

3.2 Survey Methodology

Ridership data for each train and station was evaluated and an approach was developed to sample certain trains which would then represent the entire Tri-Rail ridership. The sampling approach developed was to randomly select southbound trains throughout the day on an average weekday. It was assumed that LEP populations were just as likely to ride the train on weekdays as on weekends, thus based on this assumption a sample of trains on a weekday would suffice. Trains were sampled throughout the day to capture peak-period commuters, as well as those using the train in early morning hours, midday and evening hours. The trains sampled included those operating as early as 4:30 a.m. and as late as 9:30 p.m. Those traveling northbound and southbound initially would be captured by the sampling approach based on the assumption that those traveling northbound for their initial trip would then ride southbound for their return trip and those traveling southbound for their initial trip would then travel northbound for their return trip. Thus, by sampling only southbound trains, there was little incidence of surveying the same person twice since the southbound portion of the trip would be captured regardless of whether this was the initial or the return leg of the trip.

Some sampling procedures ask surveyors to sample for example every third person. The approach for this survey was to do a “blanket” approach and sample every person that boarded each train that was being sampled. The blanket approach offered the best opportunity to take advantage of the surveyors’ time in administering the survey and get the greatest number of survey responses.

The survey instrument is attached as Appendix B. The survey instrument includes an initial screening question to ask the rider his or her language preference and refer them to the appropriate pages of the survey for the selected language. The consultant hired a language translation company to translate the survey questionnaire. The survey was translated into several languages based on input from local agencies and U.S. Census information. The survey was made available in English, Spanish, Haitian Creole, French, Italian and Portuguese which according to the study’s initial findings represent the largest language groups in the Tri-Rail service area.

3.3 Survey Administration

A temporary employment agency supplied staffing for administering the survey. On Tuesday, October 17, 2006, the surveyors attended a training session to learn how to administer the survey. The training involved a review of the project’s background. Survey questions were reviewed to ensure that surveyors understood each question. Surveyors were then asked to practice administering the survey on each other to get comfortable with the process. Finally, surveyors went to ride the train to learn how to validate their train tickets, learn how to board the train and become familiar with the interior layout of the train.

The survey was administered on Wednesday, October 18, 2006, between 4:30 a.m. and 10:30 p.m. on the following randomly selected southbound trains:

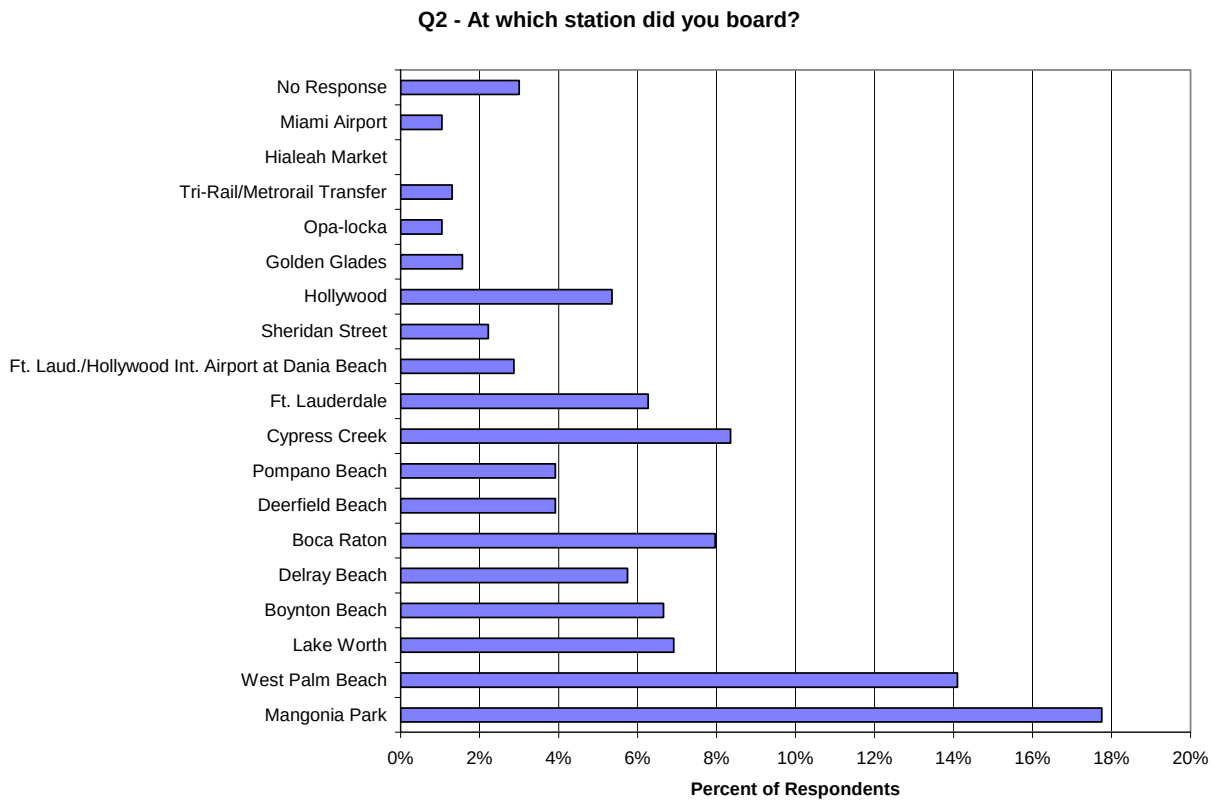
Table 20: Trains Surveyed

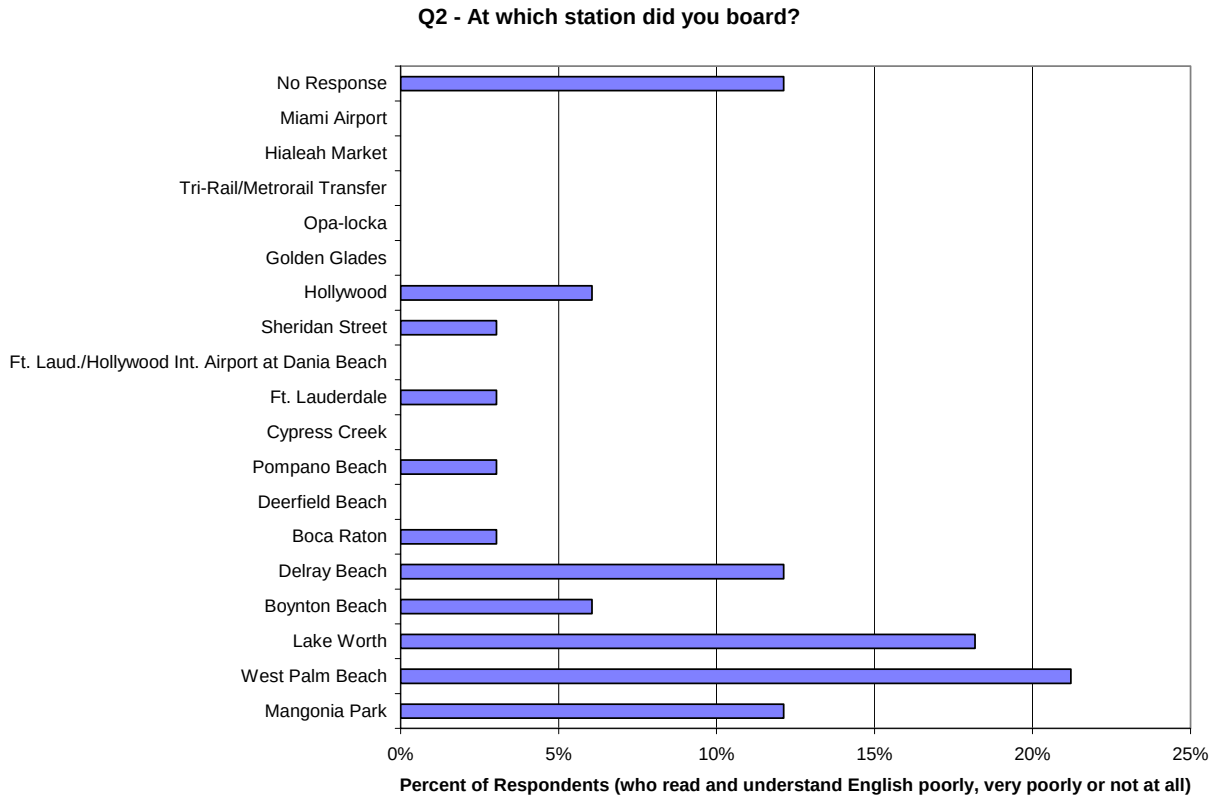
Train	Start	End
P601	4:32 AM	6:22 AM
P611	7:47 AM	9:37 AM
P613	8:47 AM	10:37 AM
P615	9:47 AM	11:37 AM
P617	10:47 AM	12:37 PM
P619	11:47 AM	1:37 PM
P621	12:47 PM	2:37 PM
P623	1:47 PM	3:37 PM
P627	3:17 PM	5:07 PM
P631	4:47 PM	6:37 PM
P635	6:47 PM	8:37 PM
P637	7:47 PM	9:37 PM

Surveyors were organized into teams of two or three individuals per train and were asked to approach every rider and ask each if they would be willing to complete the survey. Surveyors were provided with clipboards, golf pencils and approximately 100 survey instruments per train trip. A fax or mail-back option was provided. Completed surveys were collected then tabulated.

3.3 Survey Results

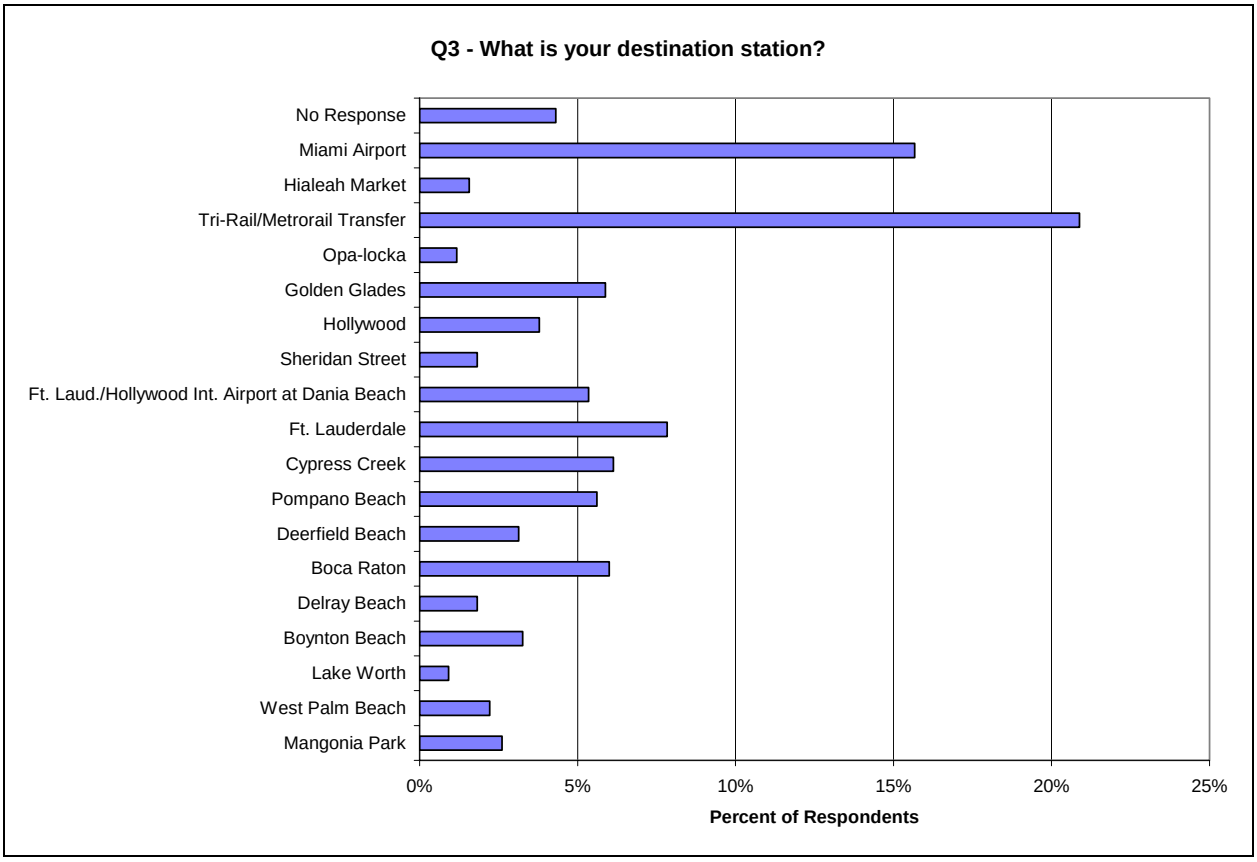
A total of 766 survey responses were received. Nearly 250 of respondents indicated that English was not their native language. Of the 766 survey responses, 33 responses were from riders who indicated that they read and understand English “poorly”, “very poorly” or “not at all.” The following figures show the results of each survey question.

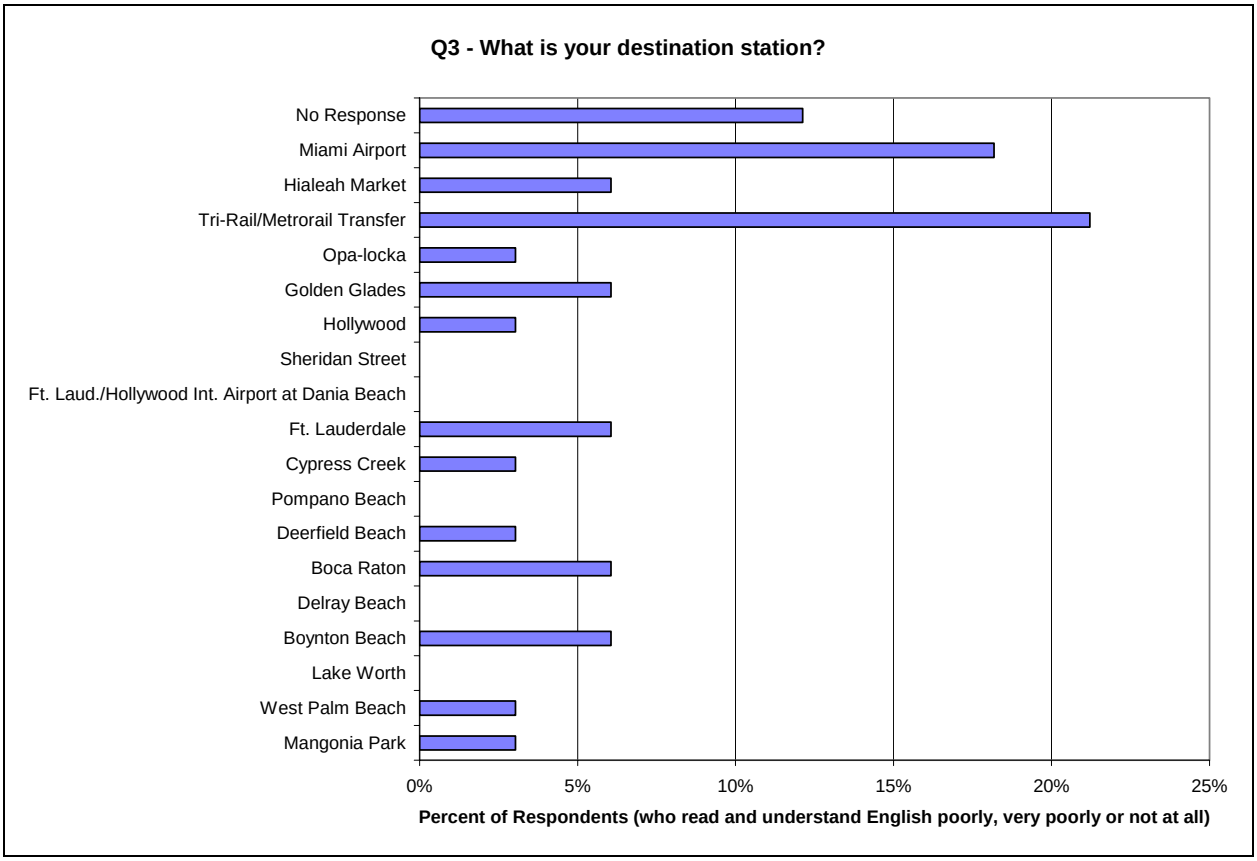

Q2 - At which station did you board?
No Response
Miami Airport
Hialeah Market
Tri-Rail/Metrorail Transfer
Opa-locka
Golden Glades
Hollywood
Sheridan Street
Ft. Laud./Hollywood Int. Airport at Dania Beach
Ft. Lauderdale
Cypress Creek
Pompano Beach
Deerfield Beach
Boca Raton
Delray Beach
Boynton Beach
Lake Worth
West Palm Beach
Mangonia Park
0%
2%
4%
6%
8%
10%
12%
14%
16%
18%
20%
Percent of Respondents


Q2 - At which station did you board?
No Response
Miami Airport
Hialeah Market
Tri-Rail/Metrorail Transfer
Opa-locka
Golden Glades
Hollywood
Sheridan Street
Ft. Laud./Hollywood Int. Airport at Dania Beach
Ft. Lauderdale
Cypress Creek
Pompano Beach
Deerfield Beach
Boca Raton
Delray Beach
Boynton Beach
Lake Worth
West Palm Beach
Mangonia Park
0%
5%
10%
15%
20%
25%
Percent of Respondents (who read and understand English poorly, very poorly or not at all)

As shown above in the figures for Question 2, the majority of riders board at the Mangonia Park Station which comprises 17.8 percent of boardings. The West Palm Beach Station has the second highest with 14.1 percent of boardings. The third highest number occurs at Boca Raton and Cypress Creek stations each with about 8 percent of boardings.

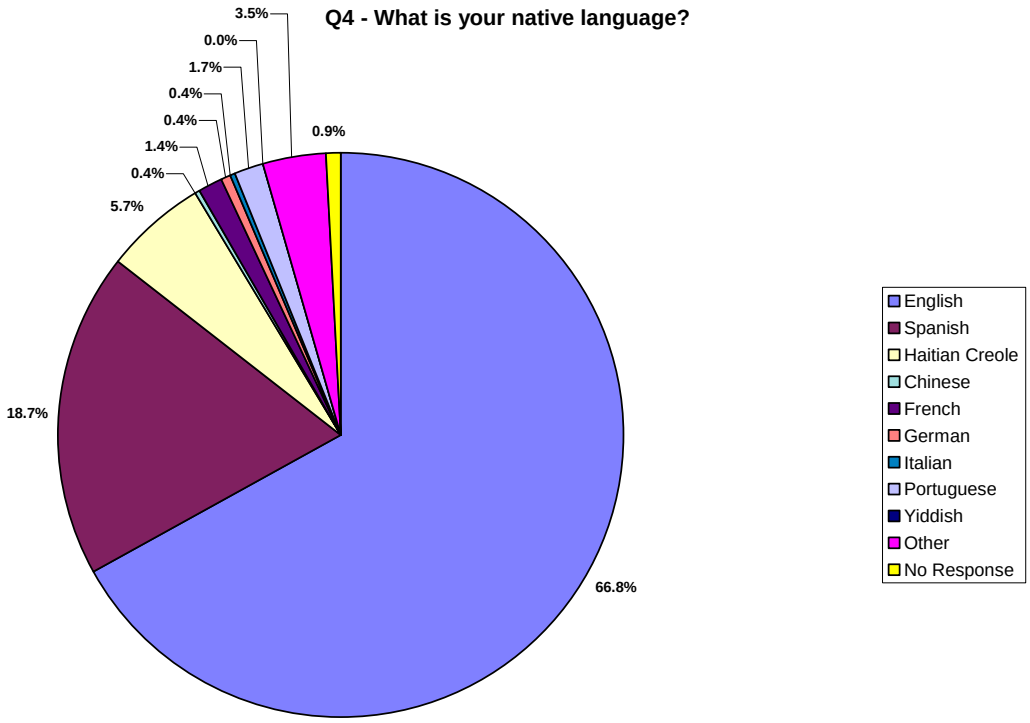
The majority of riders who indicated that they read and understand English "poorly", "very poorly" or "not at all", boarded at the West Palm Beach Station, representing 21.2 percent of boardings. The Lake Worth Station accounts for 18.2 percent of boardings for those who read and understand English "poorly", "very poorly" or "not at all." Delray Beach and Mangonia Park stations each account for 12.1 percent of boardings for those who read and understand English "poorly", "very poorly" or "not at all." Other origin stations represented by riders who read and understand English "poorly", "very poorly" or "not at all" include Boynton Beach, Boca Raton, Pompano Beach, Ft. Lauderdale, Sheridan Street and Hollywood Stations.



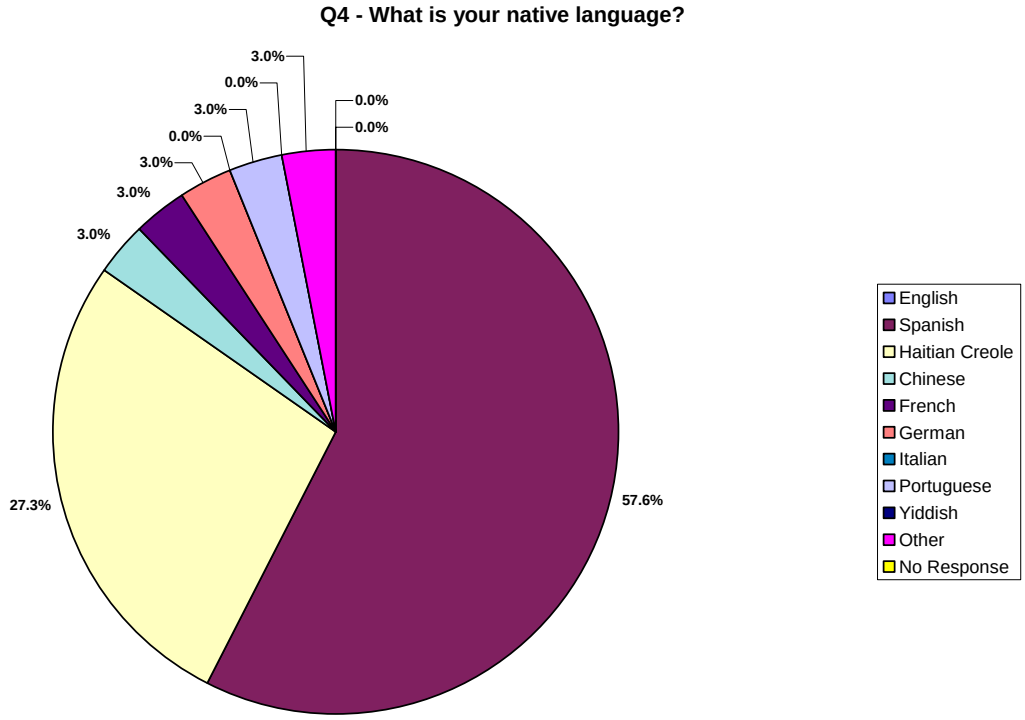


In the figures for Question 3, the majority of riders get off the train at the Tri-Rail/Metrorail Transfer Station which comprises 20.9 percent of alightings. The Miami Airport Station has the second highest with 15.7 percent of alightings. The third highest number is at the Ft. Lauderdale Station with 7.8 percent of alightings.

For riders who indicated that they read and understand English “poorly”, “very poorly” or “not at all”, the majority of these riders were also going to the Tri-Rail/Metrorail Transfer Station with 21.2 percent of alightings. The Miami Airport station accounts for 18.2 percent of alightings for those who read and understand English “poorly”, “very poorly” or “not at all.” Boynton Beach, Boca Raton, Ft. Lauderdale, Golden Glades and Hialeah Market Stations each account for 6.1 percent of alightings for those who read and understand English “poorly”, “very poorly” or “not at all.” Other destination stations represented by riders who read and understand English “poorly”, “very poorly” or “not at all” include Mangonia Park, West Palm Beach, Deerfield Beach, Cypress Creek, Hollywood and Opa-locka Stations.



Language	English	Spanish	Haitian Creole	Chinese	French	German	Italian	Portuguese	Yiddish	Other	No Response
Percent	66.8%	18.7%	5.7%	0.4%	1.4%	0.4%	0.4%	1.7%	0.0%	3.5%	0.9%



Language	English	Spanish	Haitian Creole	Chinese	French	German	Italian	Portuguese	Yiddish	Other	No Response
Percent	0.0%	57.6%	27.3%	3.0%	3.0%	3.0%	0.0%	3.0%	0.0%	3.0%	0.0%

*Percent of Respondents (who read and understand English poorly, very poorly or not at all)

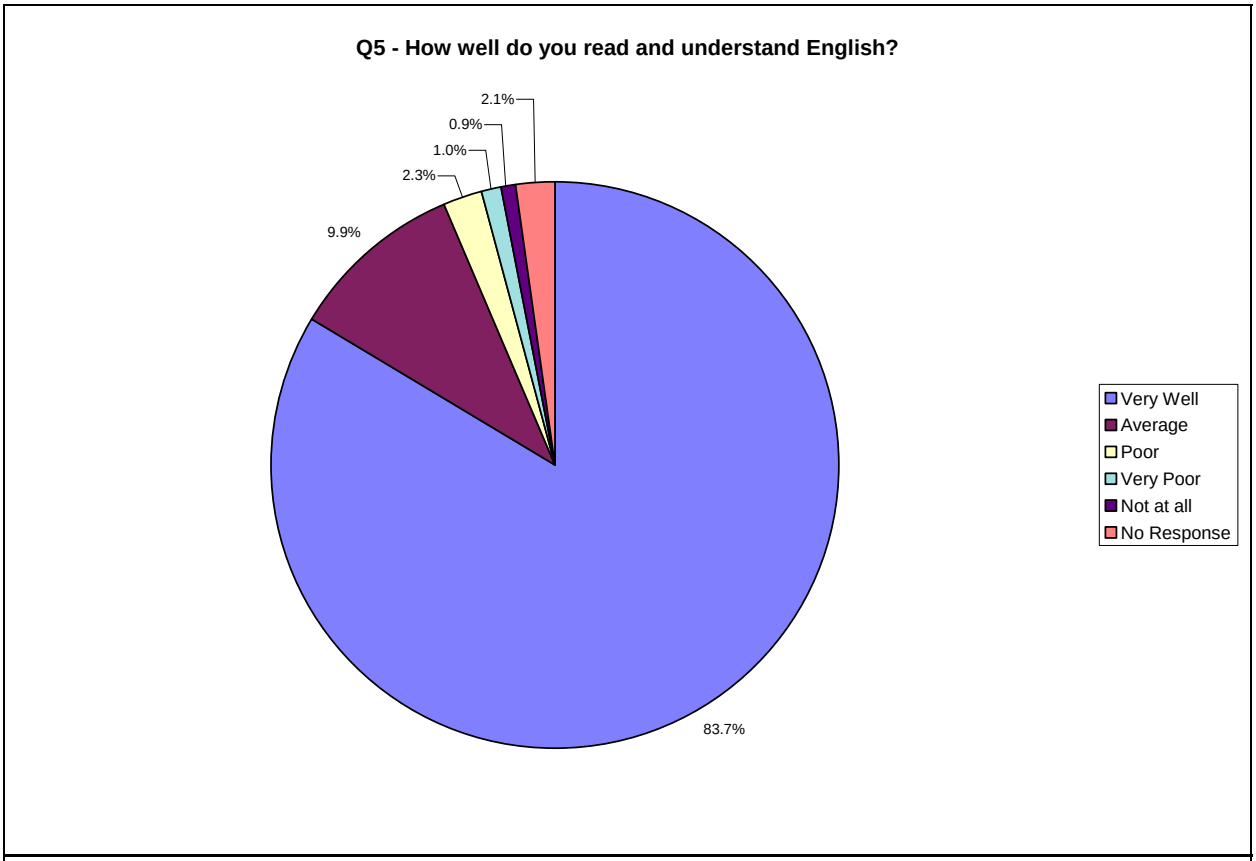
As shown above in the results for question 4, Spanish is the largest native language other than English comprising 18.7 percent of surveyed riders or 57.6 percent of riders who read and understand English "poorly", "very poorly" or "not at all." Haitian Creole is the second largest comprising 5.7 percent of total respondents or 27.3 percent of riders who read and understand English "poorly", "very poorly" or "not at all." All other languages represented less than 2 percent of total responses or 3 percent or less of riders who read and understand English "poorly", "very poorly" or "not at all."

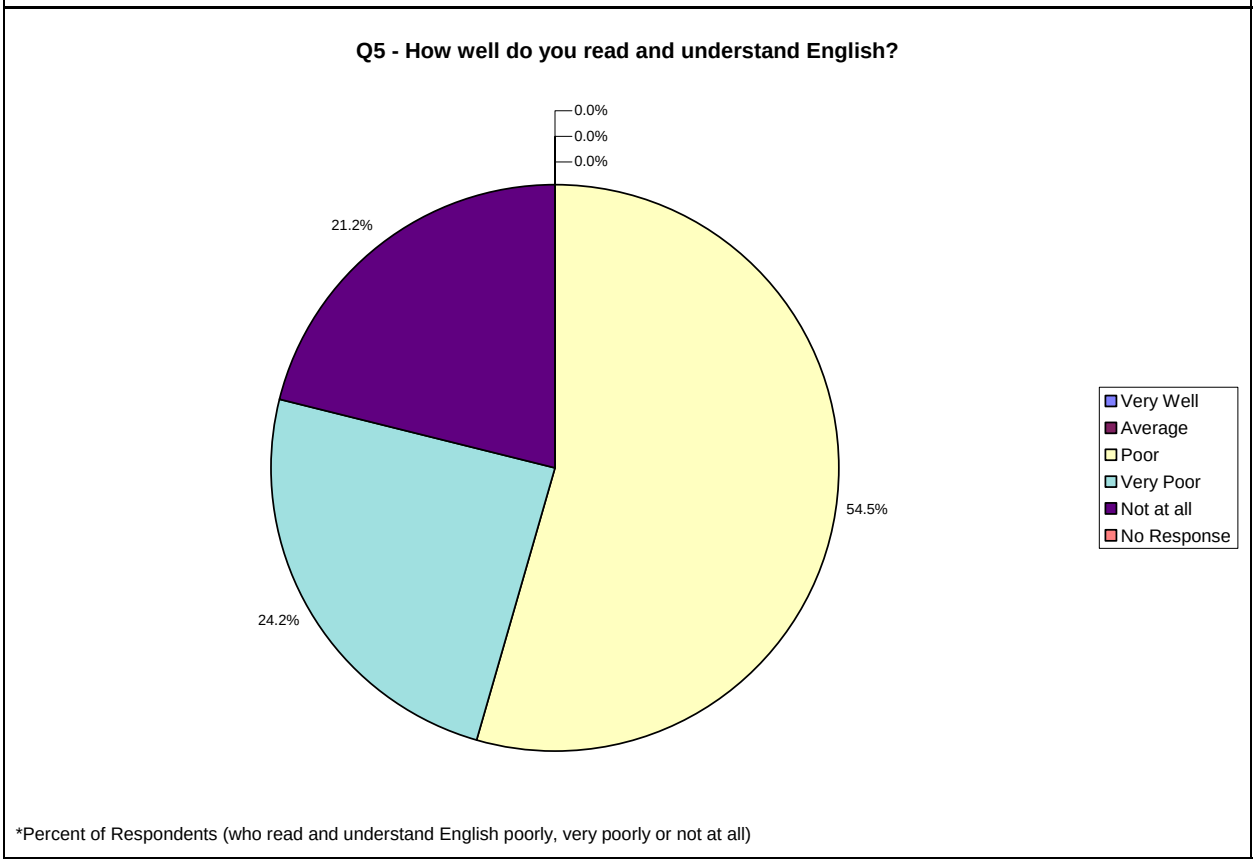
For those who responded that they spoke a language not listed, the following table shows the other languages represented by the survey sample.

Table 21: Other Native Languages

Language	Number of Responses
Arabic	1
Belorussian/Russian	1
Bengali	1
Dutch	1
French Creole	2
Hebrew	3
Hindi	1
Ibo	1
Norwegian	1
Romanian	3
Russian	1
Sotho	1
Swahili	1
Swedish	1
Tagalog	1
Tamil	1
Telugu	3
Thai	1
Urdu	1
Total	**26**

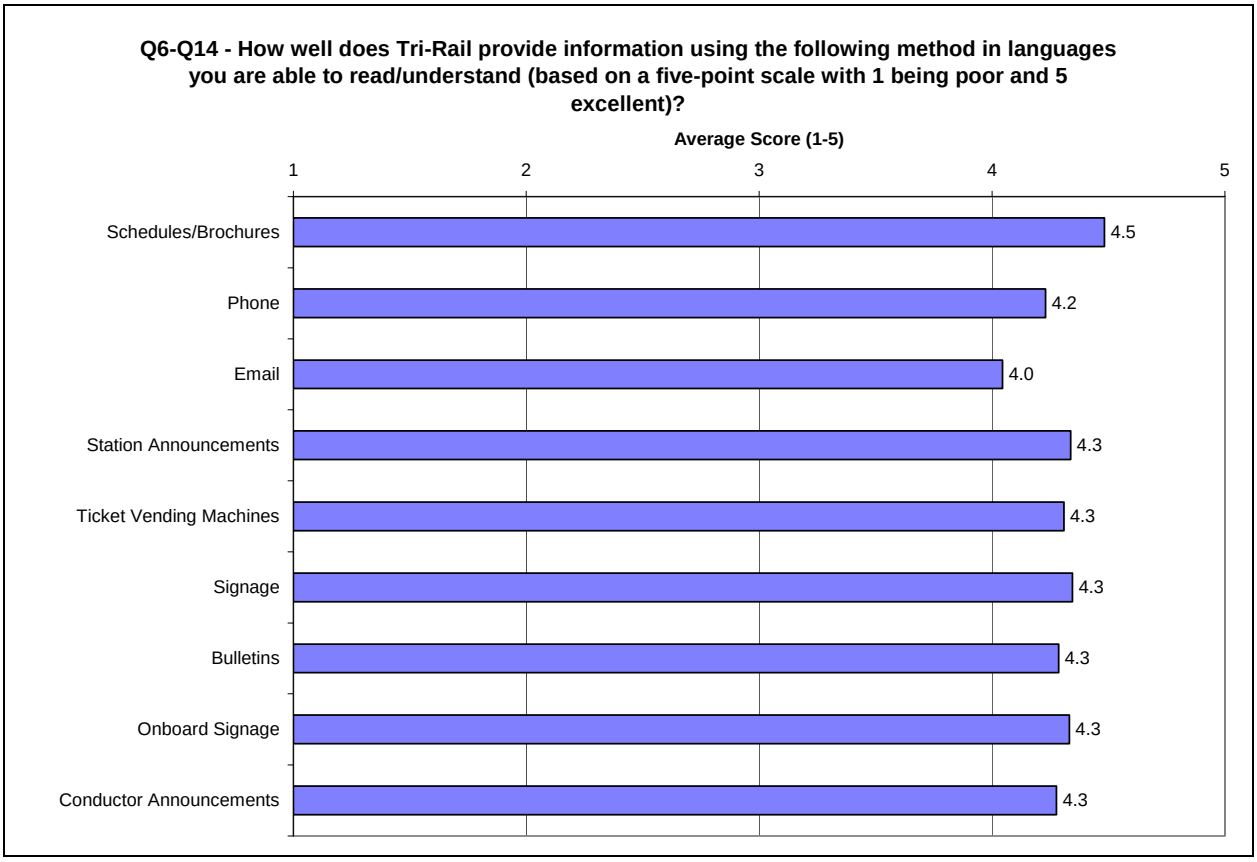
Reponses for "j. Other" on Question 4.

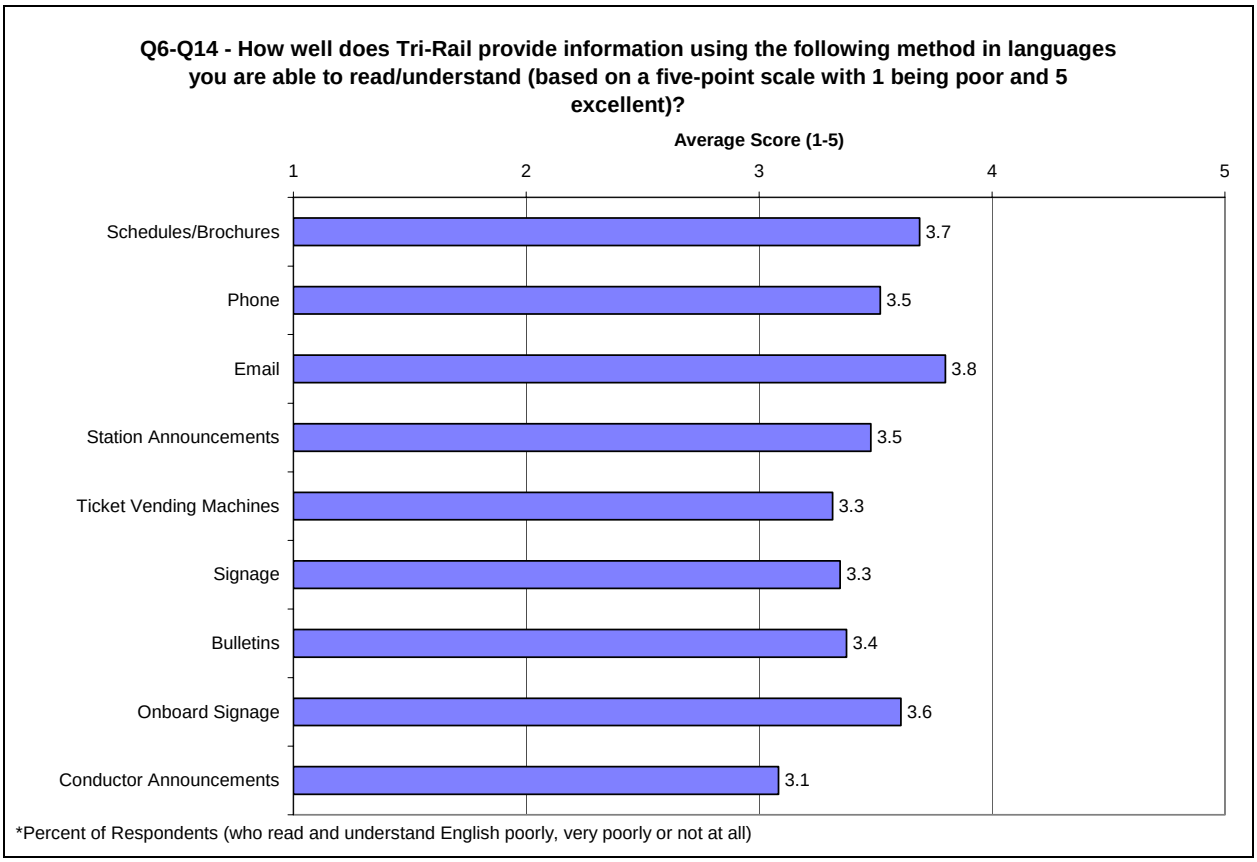

Q5 - How well do you read and understand English?
2.1%
0.9%
1.0%
2.3%
9.9%
83.7%
Very Well
Average
Poor
Very Poor
Not at all
No Response


Q5 - How well do you read and understand English?
0.0%
0.0%
0.0%
21.2%
54.5%
24.2%
Very Well
Average
Poor
Very Poor
Not at all
No Response
*Percent of Respondents (who read and understand English poorly, very poorly or not at all)

Question 5 asked how well riders read and understand English. There was 93.6 percent of those surveyed who indicated that they speak English "very well" (83.7 percent) or "average" (9.9 percent). A total of 4.3 percent indicated that they read and understand English "poorly" (2.3 percent), "very poorly" (1.0 percent) or "not at all" (0.9 percent). No response was given by 2.1 percent of surveyed riders.

Of those who said they read and understand English "poorly", "very poorly" or "not at all", 54.5 percent said they read and understand "poorly", 24.2 percent said they read and understand "very poorly", and 21.2 percent said they read and understand English "not at all."

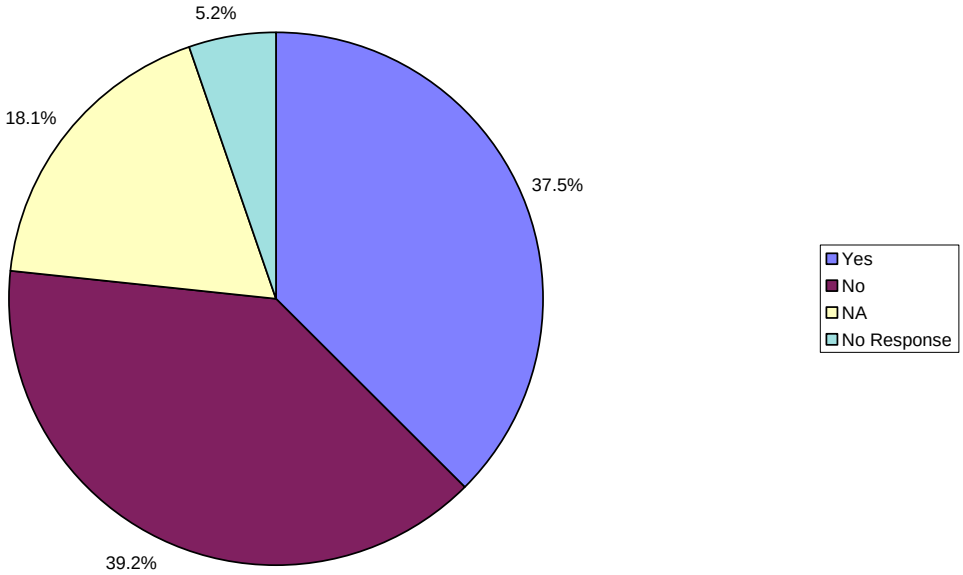




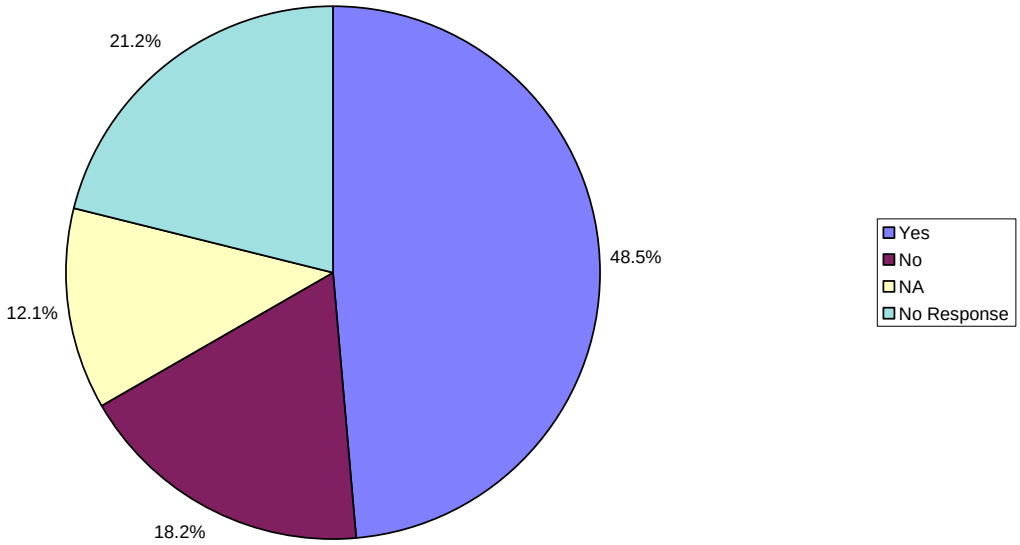
For questions 6 to 14, people were asked to rate various Tri-Rail information or services on a five-point scale with 1 being poor and 5 being excellent. For all responses, all methods for providing information or services scored better than 4. Providing information via email received the lowest average score of 4.0. Providing customer service information over the phone received an average score of 4.2, the second lowest for all survey responses. Since a majority of the total respondents understand English, the scores for this question do not provide as much insight as the scores for those who do not read and understand English well.

For those who read and understand English “poorly”, “very poorly” or “not at all”, conductor announcements received the lowest average score of 3.1. Information at ticket vending machines and signage at stations each received an average score of 3.3, bulletins and other information at stations received an average score of 3.4, station announcements and customer service information over the phone each received an average score of 3.5. The highest average scores were for onboard signage with 3.6, printed schedules and other brochures with 3.7 and providing information via email with 3.8.

Q15 - Would Tri-Rail information via the Internet in languages other than English be useful to you?

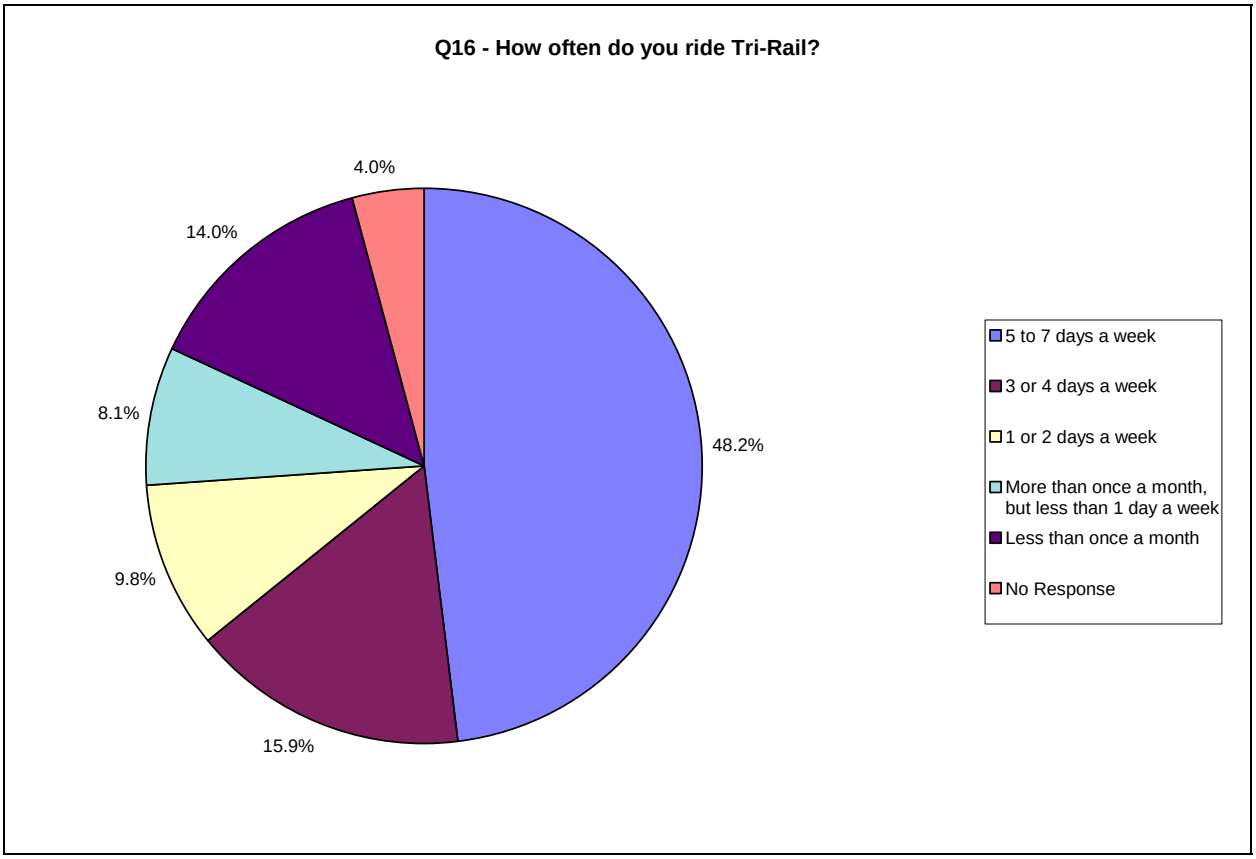


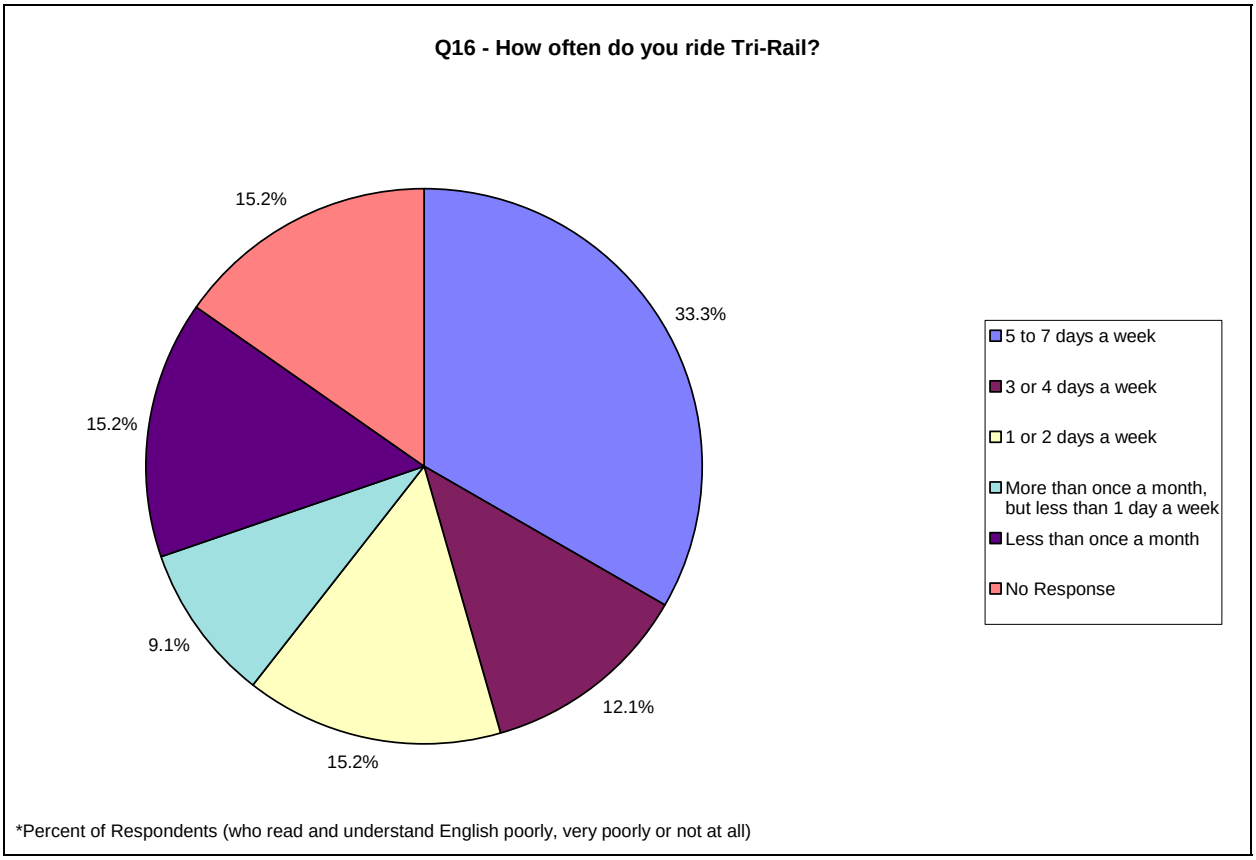
Q15 - Would Tri-Rail information via the Internet in languages other than English be useful to you?



*Percent of Respondents (who read and understand English poorly, very poorly or not at all)

When asked whether Tri-Rail information via the Internet in languages other than English would be useful to those with Internet access, 37.5 percent of total respondents said "Yes." Of those who read and understand "poorly", "very poorly" or "not at all", 48.5 percent indicated that Tri-Rail information via the Internet in languages other than English would be useful.





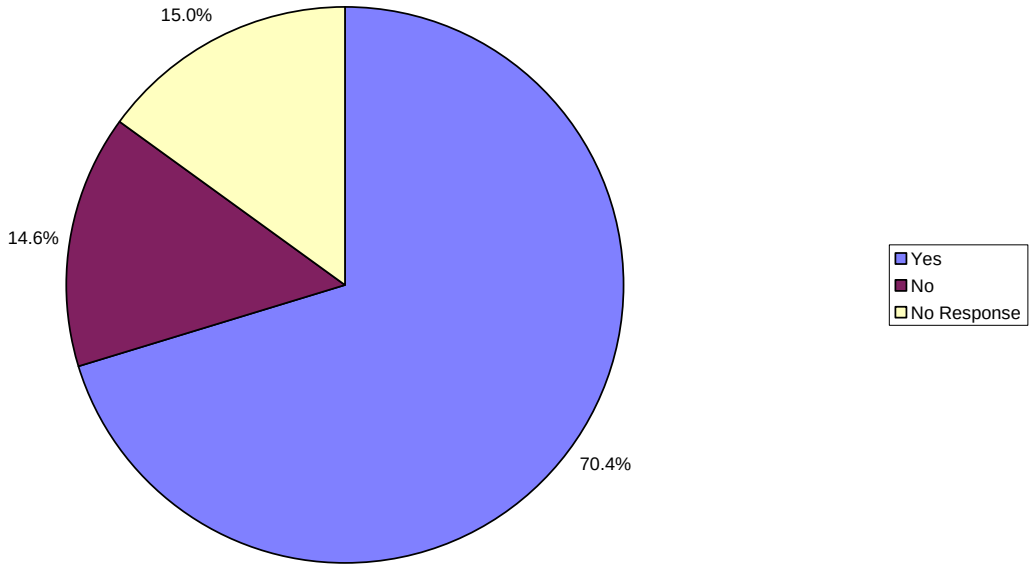
Question 16 is important because it helps to understand one of the four factors provided in the Department of Justice LEP Policy Guidance particularly the second factor:

2. The frequency with which LEP individuals come in contact with the program;

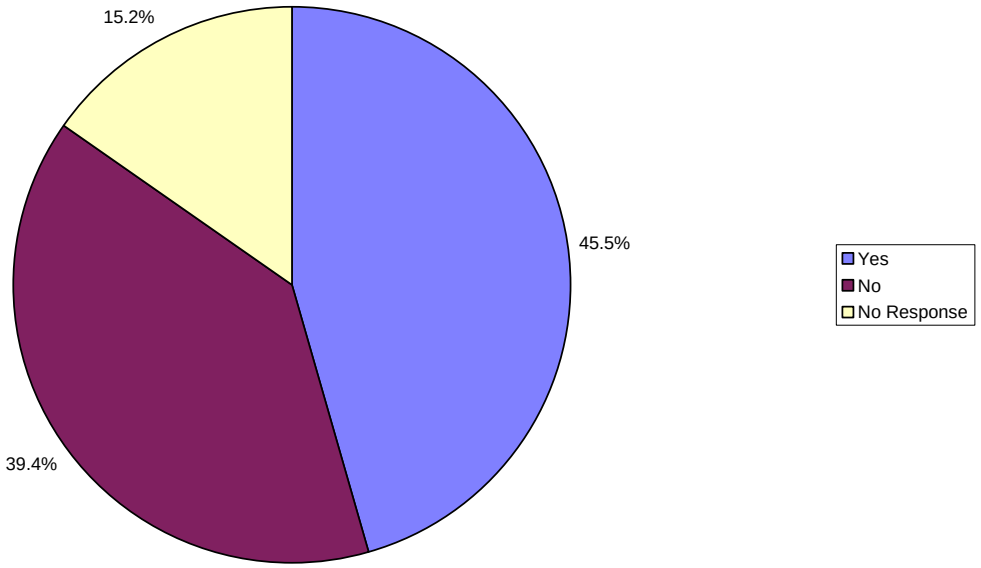
The survey results for Question 16 show that 48.2 percent of those sampled use the train 5 to 7 days a week, 15.9 percent use it 3 or 4 days a week, 9.8 percent use it 1 or 2 days a week, with 22.1 percent using it less than 1 or 2 days a week. There was no response received for this question from 4 percent of those surveyed.

Of those who read and understand English “poorly”, “very poorly” or “not at all”, 33.3 percent use the train 5 to 7 days a week, 12.1 percent use it 3 or 4 days a week, 15.2 percent use it 1 or 2 days a week and 24.3 percent use it less than 1 or 2 days a week. There was no response received for this question from 15.2 percent of those surveyed who read and understand English “poorly”, “very poorly” or “not at all.”

Q17 - Do you ride the train or live with someone that speaks English (if you do not)?



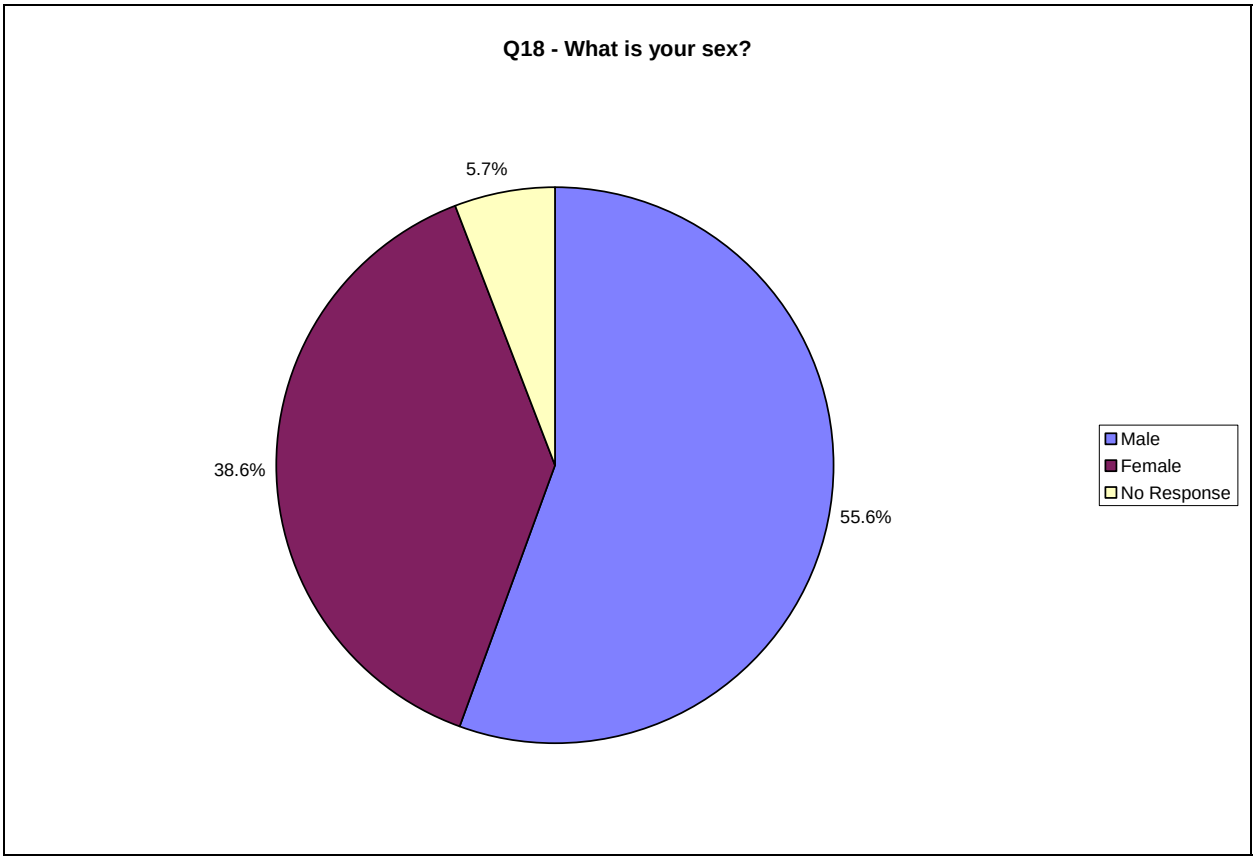
Q17 - Do you ride the train or live with someone that speaks English (if you do not)?

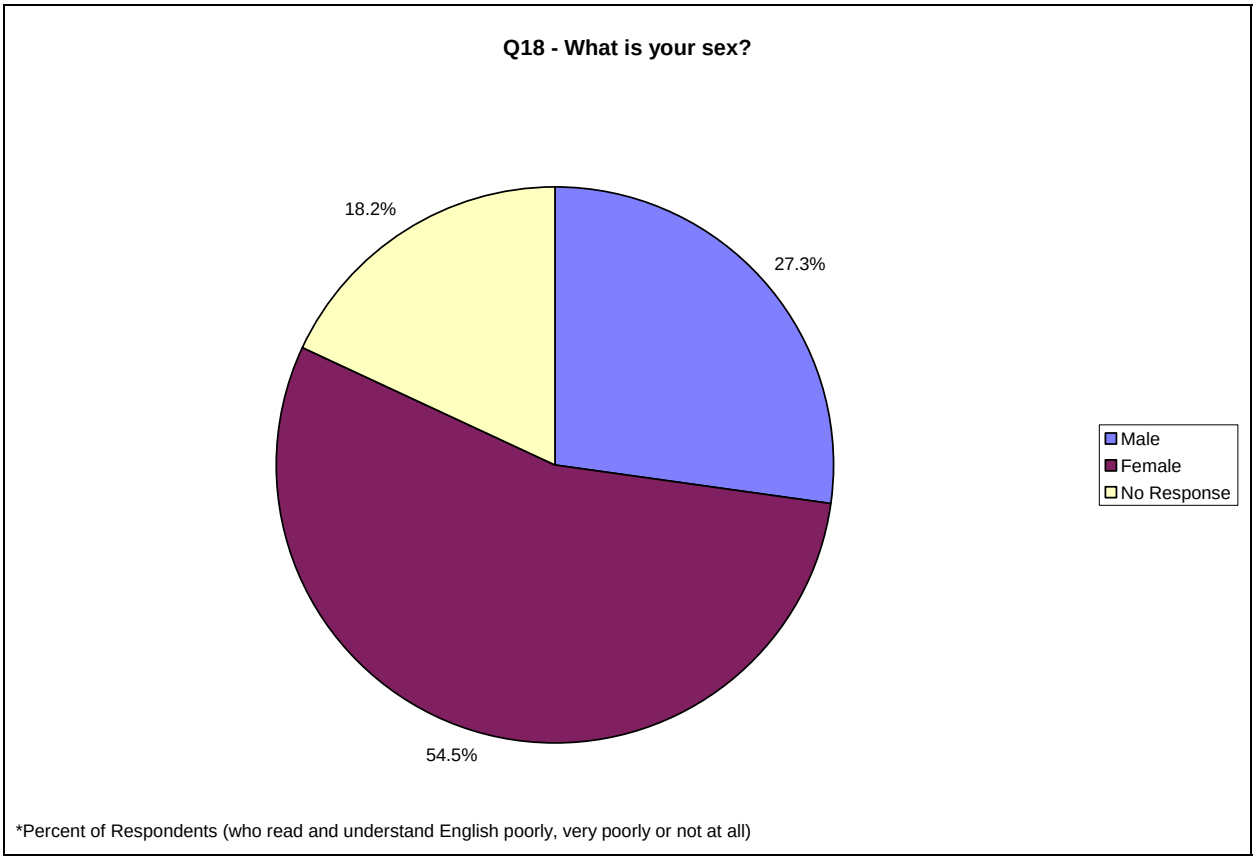


*Percent of Respondents (who read and understand English poorly, very poorly or not at all)

The LEP Policy Guidance suggests that it may be acceptable in some cases for those who are LEP to utilize a household member who can read and understand English to assist them in accessing services such as Tri-Rail. This question was designed to give information on whether or not household members were available that speak English.

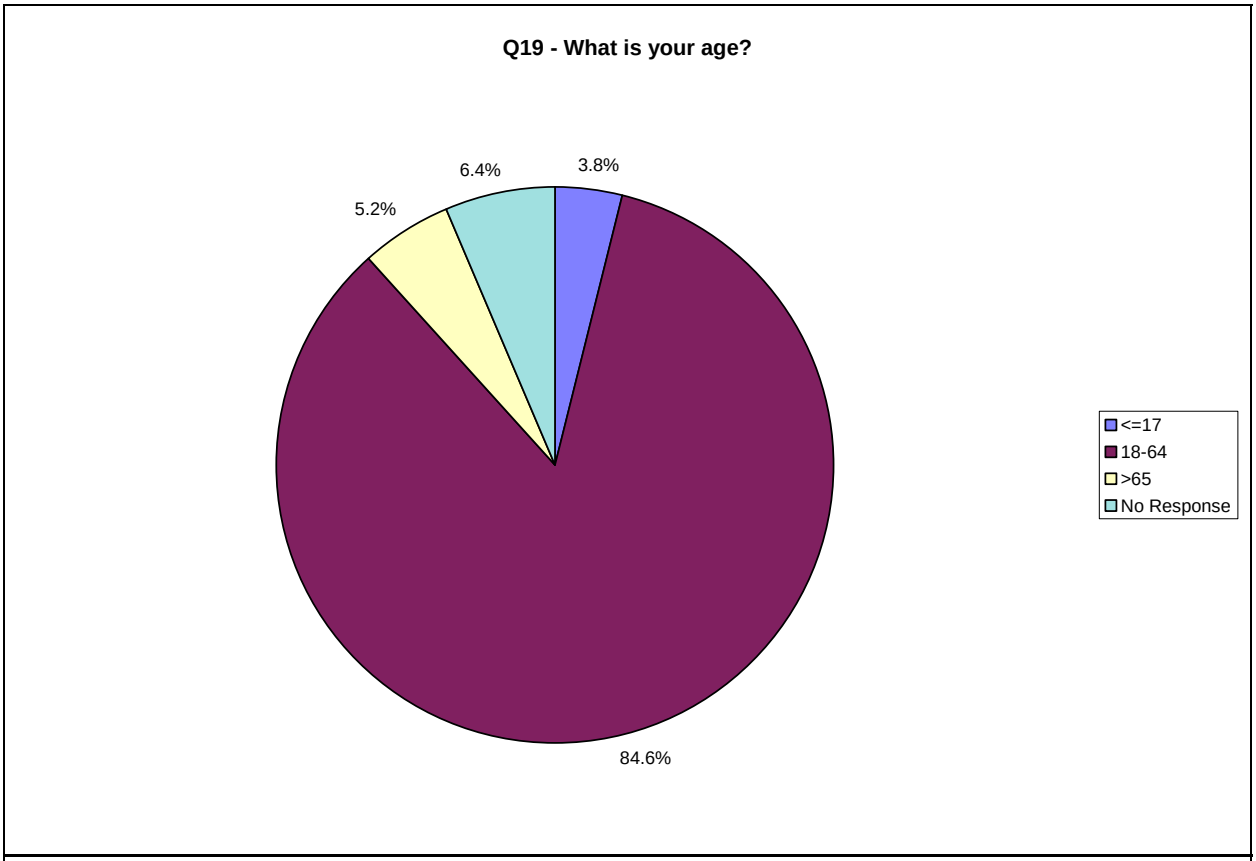
Of those who responded that they read and understand English "poorly", "very poorly" or "not at all," 45.5 percent of those surveyed indicated that they ride the train or live with someone that speaks English. There was 39.4 percent of those surveyed that do not ride the train or live with someone that speaks English.

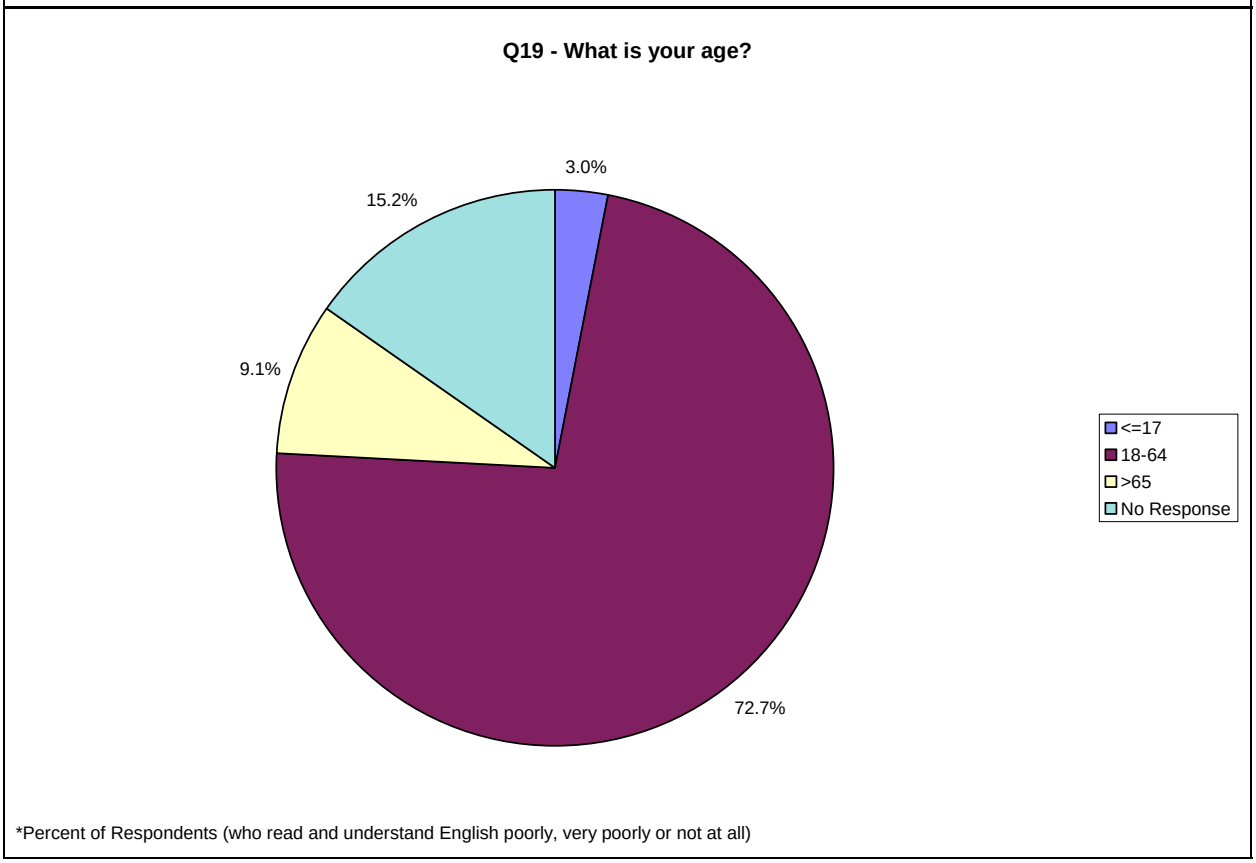




For all responses, 55.6 percent of respondents were male and 38.6 percent were female. Excluding those who did not indicate their sex, there were 59.0 percent men and 41.0 percent women.

Of those who read and understand English “poorly”, “very poorly” or “not at all”, 27.3 percent were male while 54.5 percent were female. Excluding those who did not respond, there were 33.3 percent men and 66.7 percent women.


Q19 - What is your age?
3.8%
6.4%
5.2%
84.6%
<=17
18-64
>65
No Response


Q19 - What is your age?
3.0%
15.2%
9.1%
72.7%
<=17
18-64
>65
No Response
*Percent of Respondents (who read and understand English poorly, very poorly or not at all)

For all responses, 3.8 percent of respondents were age 17 and under, 84.6 percent were age 18 to 64 and 5.2 percent were age 65 and older. Excluding those who did not indicate their age, there were 4.0 percent of respondents were age 17 and under, 90.4 percent were age 18 to 64 and 5.6 percent were age 65 and older.

Of those who read and understand English “poorly”, “very poorly” or “not at all”, 3.0 percent of respondents were age 17 and under, 72.7 percent were age 18 to 64 and 9.1 percent were age 65 and older. Excluding those who did not respond, there were 3.6 percent of respondents were age 17 and under, 85.7 percent were age 18 to 64 and 10.7 percent were age 65 and older.

Section 4: Program Assessment

This section includes a summary of the existing services and information provided by the SFRTA in languages other than English. Following the summary of Tri-Rail's existing LEP Program, the SFRTA's LEP Program is assessed based on the LEP Policy Guidance, results of the U.S. Census and agency data on LEP populations and the results of the survey.

4.1 Summary of Existing Program

Tri-Rail provides information in languages other than English through signs, audio messages, newsletters and with SFRTA staff proficient in languages other than English. Certain SFRTA information is provided in English, Spanish, Haitian Creole and French.

The SFRTA has used both French and Haitian Creole for translations for Haitian Creole speakers. Haitian Creole is a creole language based on the French language. It is spoken in Haiti by about 8.5 million people (as of 2005), which is nearly the whole population. About 3.5 million speakers live in other countries, including Canada, the United States, and France, as well as many Caribbean nations, especially the Dominican Republic, Cuba, and the Bahamas. Since 1987 Haitian Creole has been recognized as an official language in Haiti along with French. Because many Haitian Creole speakers also understand French, the SFRTA has used French for some signs and brochures. By using French, the SFRTA is able to reach a broader group of people including French Canadians and other French speakers in addition to those speaking Haitian Creole.

Tri-Rail provided examples and descriptions of the materials and services provided in languages other than English. Tri-Rail also provided data on the amount of funds expended for these alternate language items. The following sections describe these non-English materials and services.

4.1.1 Brochures/Schedules and Printed Rider Information

Printed rider information is available in English, Spanish and Haitian Creole.

The "Way to Go" publication, the system's basic schedule and fare brochure is only available in English. It is not made available in Spanish or Haitian Creole.

A safety information brochure with instructions on emergency procedures is available with text in English, Spanish and Haitian Creole.

Tri-Rail also provides a monthly newsletter called "Onboard" with a featured article in English, Spanish and Haitian Creole. Figure 10 shows an example of the newsletter.

Figure 10: Tri-Rail Monthly Newsletter

November/December 2006

onboard

The latest news from the South Florida Regional Transportation Authority, a partnership between Broward, Miami-Dade & Palm Beach counties.

DMU ENTERS REVENUE SERVICE AFTER MIAMI-DADE DEMONSTRATION

Vehicles were virtually parked on the Dolphin Expressway (836) in Miami-Dade County during a recent evening rush hour, as a gleaming double-decker train breezed along the highway with not a delay in sight. As drivers stared at the train in disbelief, train passengers, a celebrated gathering of elected officials and county leaders, cheerfully waved to the frustrated commuters.

As the first South Florida demonstration of the self-propelled Diesel Multiple Unit rail car, the trip was the brainchild of Miami-Dade County Commission Chair Joe A. Martinez. According to him, the event "was approximately four-years in the planning stages." The DMU is owned by the Florida Department of Transportation and on loan to the South Florida Regional Transportation Authority/Tri-Rail for a jointly funded Federal Railroad Administration and FDOT two-year project, demonstrating the DMU technology.

If negotiations between CSX Transportation, the SFRTA and FDOT come to fruition, this DMU technology could operate on what has become known as the "Southwest Corridor." These railroad tracks run parallel to the Dolphin Expressway, passing the Miami International Airport and extending southwest toward the Miami Metrozoo. The demonstration trip covered approximately four miles of the 15-mile corridor.

"The introduction of the DMU in Miami-Dade County will be very effective in alleviating traffic on some of our most congested roadways. It will also provide additional public transportation to the residents of west and south Miami-Dade County, allowing them to reduce their commuting time and save money on gas," said Chairman Martinez at the ceremonial unveiling of the new transit technology.

In the meantime, the two new cars went into service October 26 on regular Tri-Rail revenue runs. The cars are painted white, green, blue and orange, similar to the signature design scheme of Tri-Rail's locomotives. Passengers will find cloth-upholstered, reclining seats throughout most of the car, as well as large, curved picture windows on the second level. Not only are the new cars aesthetically pleasing, they are more fuel efficient, meet new Environmental Protection Act standards and operate quietly.

These first two cars will be followed by four more, early next year. The new rolling stock will arrive in time for Tri-Rail to expand its weekday service from 40 to 48 trains, expected in March or April 2007. The DMU demonstration was a collaborative effort of the Miami-Dade County Commission, Office of the Chair; CSX Transportation; FDOT and the SFRTA.

(Continued on next page)

VAGÓN DMU COMIENZA SERVICIO DE COBRO TRAS DEMONSTRACIÓN EN MIAMI-DADE

Los vehículos estaban prácticamente estacionados en el Dolphin Expressway (836) durante la hora pico de una tarde reciente, a medida que un tren de dos pisos realizaba su recorrido paralelo a esa carretera y sin demora alguna. Mientras los frustrados conductores de los automóviles observaban incrédulos al tren y a sus pasajeros, una concurrencia celebre de funcionarios electos y líderes del condado, estos saludaban jovialmente a los frustrados viajeros.

Como la primera demostración en el sur de la Florida del vagón autopropulsado Diesel Unidad Múltiple (DMU), el recorrido fue ideado por el presidente de la Comisión del Condado, Joe A. Martínez. Según él, "las etapas de planificación del evento duraron aproximadamente cuatro años". El vagón DMU es propiedad del Departamento de Transporte de la Florida (FDOT) y ha sido prestado a la Autoridad Regional de Transporte del Sur de la Florida/Tri-Rail (SFRTA) para un proyecto conjuntamente financiado por la Administración Ferroviaria Federal y FDOT, cuya duración es de dos años y que tiene por objetivo poner a prueba la tecnología DMU.

Si las negociaciones entre CSX Transportation, SFRTA y FDOT son fructíferas, ese tipo de tecnología DMU podría operar en lo que se ha llegado a conocer como el "Corredor Sudoeste". Las vías férreas en cuestión corren en dirección paralela al Dolphin Expressway, pasan el Aeropuerto Internacional de Miami, y se extienden hacia el sudoeste hasta el Metrozoo de Miami. El recorrido de demostración cubrió aproximadamente 4 de las 15 millas del corredor.

"La introducción del vagón DMU en el condado de Miami-Dade constituirá una medida muy eficaz para aliviar el tráfico en algunas de nuestras carreteras más congestionadas. Además, proporcionaría transporte público adicional para los residentes de las zonas occidentales y sureñas del condado de Miami-Dade, lo cual les permitirá reducir el tiempo de los viajes desde el trabajo a la casa y viceversa, así como realizar ahorros en la gasolina", afirmó el presidente Martínez en la ceremonia inaugural de la nueva tecnología de tránsito.

Entretanto, el 26 de octubre dos de los nuevos vagones se añadieron al servicio regular de cobro de Tri-Rail. Los vagones están pintados de blanco, verde, azul y anaranjado, similar al esquema de diseño distintivo de las locomotoras de Tri-Rail. Los pasajeros encontrarán asientos reclinables revestidos de tela a lo largo del vagón, así como grandes ventanales ovalados en el segundo piso. Los nuevos vagones no sólo son estéticamente atractivos, sino también son más eficientes al quemar combustible, se rigen a los estándares de la nueva Ley de Protección al Medio Ambiente, y operan a un volumen de ruido discreto.

A inicios del año entrante, se agregarán cuatro vagones adicionales al servicio regular. Dichos vagones llegarán a tiempo para que Tri-Rail expanda su servicio en los días de entre semana de 40 a 48 trenes, a más tardar en marzo o abril de 2007. La demostración del vagón DMU fue un esfuerzo llevado a cabo con la colaboración de la Comisión del Condado de Miami-Dade, Oficina del Presidente, CSX Transportation, FDOT y SFRTA.

DMU KÒMANSE SÈVIS PEYAN LI APRÈ LI FIN FÈYON DEMONSTRASYON NAN MIAMI-DADE

Sèt tankou si machin yo te fin pake nèt sou Dolphin Express Way la (836) nan Miami-Dade County tou lòt jou a pandan yon anboutèyaj "rush hour", alòske yon tren doubkabin tou klère tap flè akòte otowout la san obstàk devant l. Pandan chofè yo tap gade trèn a pase tou dèkourajè, pasaje trèn yo yomèm, yon rasemblaj plòyé fonksyonè eli ak lòt county kap selebre, tap glèyen dan epi fè alo pou vwayajè tou tristre yo.

Premye demonstrasyon trèn sèt-pwoplise inite Miltip Dyezèl la se lide Miami-Dade Prezidan Komisyon County Joe A. Martinez. Selon limèrm, demonstrasyon sila a te nan stad planifikasyon depi kat lane. DMU a se pwopriyete Depatman Transpò Eta Florid (FDOT) epi Otorite Transpò Rejyonal nan Sid Eta Florid (SFRTA)/Tri-Rail ap prete li, pou yon pwojè dezan ki finanse pa koude Ajansiyasyon Administrasyon Sistèm Feroviyè a ak FDOT pou montre teknoloji DMU a.

Si negosiyasyon ant CSX Transportation, SFRTA, ak FDOT bay fwi, kalite teknoloji DMU sa a ta kapab opere nan zòn yo vin rele "Koridò Sidwès" la. Ray trèn sila yo paralèl ak Dolphin Express Way la, li depase Aewopò Entèrnasyonal Miami epi kontinye nan sidwès nan direksyon Miami Metro Zoo. Demonstrasyon a te kouvri 4 miles sou 15 miles ki fè "Koridò"la.

Prezidan Martinez te di nan seremoni demontrasyon teknoloji siklèsyon, "entwoduksyon DMU a nan Miami-Dade County ap efikas anpil pou fè siklèsyon nan wout ki pi konjèstyone ale mèyè. Epitou, lap ofri piplis transpò piblik bay rezidan wès ak sid Miami-Dade County, epi sa va pèmèt yo redwi tan deplasman epi ekonomize lajan gasoline".

Pandan tan sila a, de nouvo tren yo pran sèvis le 26 Oktòb sou pèkou regilye peyan Tri- Rail yo. Vagon yo pentre an blan, vèt, ble, ak oranj, tankou desen ki sou train Tri-Rail yo. Pasaje va jwenn chèz ki kouvri ak tisi epi ki kapab basikle nan prèske tout vagòn a, epitou de fenèt bien laj nan dezyèm etaj la. Non sèlman nouvo tren yo bèl, yo konsome mwens gaz, aleen nouvo estanda Lalwa sou Pwoteksyon Anviròònman a, epi li pa fè bwi.

Kat lòt tren ap ywèv de premye yo an nan kòmansèman ane pwochèèn. Nouvo stock la ap rive atan pou Tri-Rail kapab ogmante sèvis lasemèn lan de sòt 40 rive 48 tren, previ pou mas osnon avril 2007.

Demontrasyon DMU a te yon gwo zèfò kolaborasyon ant Komisyon Miami-Dade County, Biwo Prezidan a; CSX Transportation; FDOT ak SFRTA.

Other information in the past has been provided in English, Spanish and Haitian Creole including brochures designed to provide information on the double tracking project.

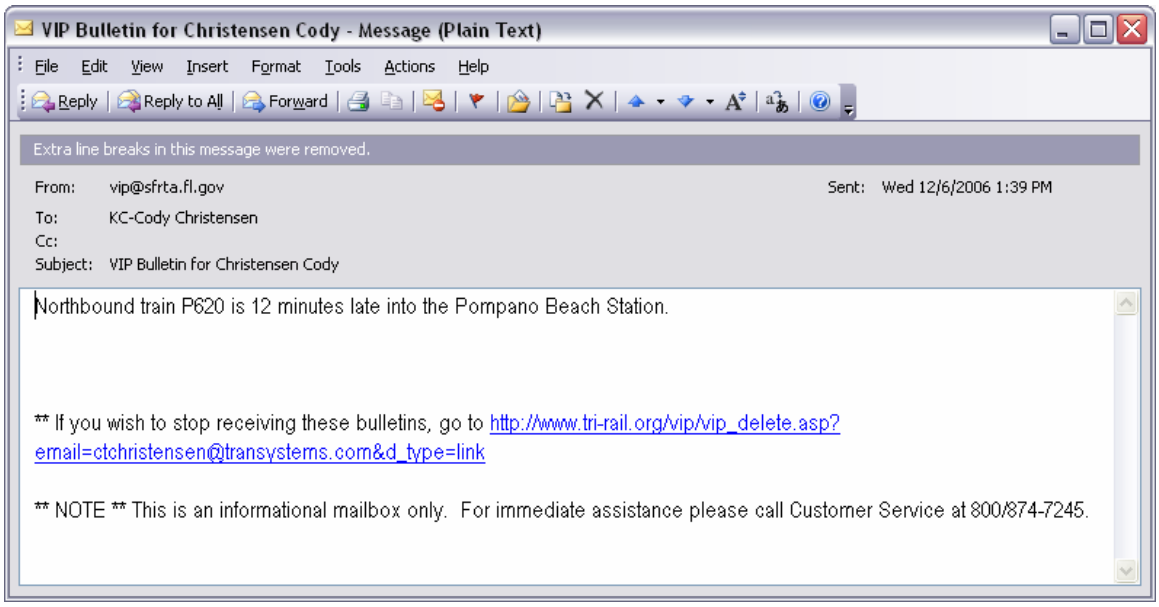
4.1.2 Customer Service Information by Phone

A customer service phone line is available for riders to get information on train schedules or Tri-Rail services. The numbers customers can call are: 1-800-TRI-RAIL (874-7245) or 1-888-GO-SFRTA (467-3782). Customer representatives are available to answer calls in English, Spanish and Haitian Creole. According to Tri-Rail, about 15 percent of callers will access the Spanish option on the 1-800 and 1-888 numbers. In addition, approximately 5 percent of callers request information to be mailed in a form other than English.

4.1.3 Email

Tri-Rail sponsors a program to provide email information to riders on the latest news, service interruptions, special events or other train related information. Riders can subscribe to the email service called the "Very Important Passenger" Program or "VIP" Program through Tri-Rail's website at www.tri-rail.com. Emails through this program are provided in English only. No other language formats are currently provided. An example VIP email is shown in Figure 11.

Figure 11: VIP Program Email


VIP Bulletin for Christensen Cody - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward

Extra line breaks in this message were removed.

From: vip@sfrta.fl.gov Sent: Wed 12/6/2006 1:39 PM

To: KC-Cody Christensen

Cc:

Subject: VIP Bulletin for Christensen Cody

Northbound train P620 is 12 minutes late into the Pompano Beach Station.

** If you wish to stop receiving these bulletins, go to http://www.tri-rail.org/vip/vip_delete.asp?email=ctchristensen@transystems.com&d_type=link

** NOTE ** This is an informational mailbox only. For immediate assistance please call Customer Service at 800/874-7245.

4.1.4 Announcements at Stations

If a train is running late, announcements are made at stations in English and Spanish. The announcements are repeated and cycle from English and Spanish. The announcements are also shown on station Electronic Message Signs discussed below.

4.1.5 Information at Ticket Vending Machines

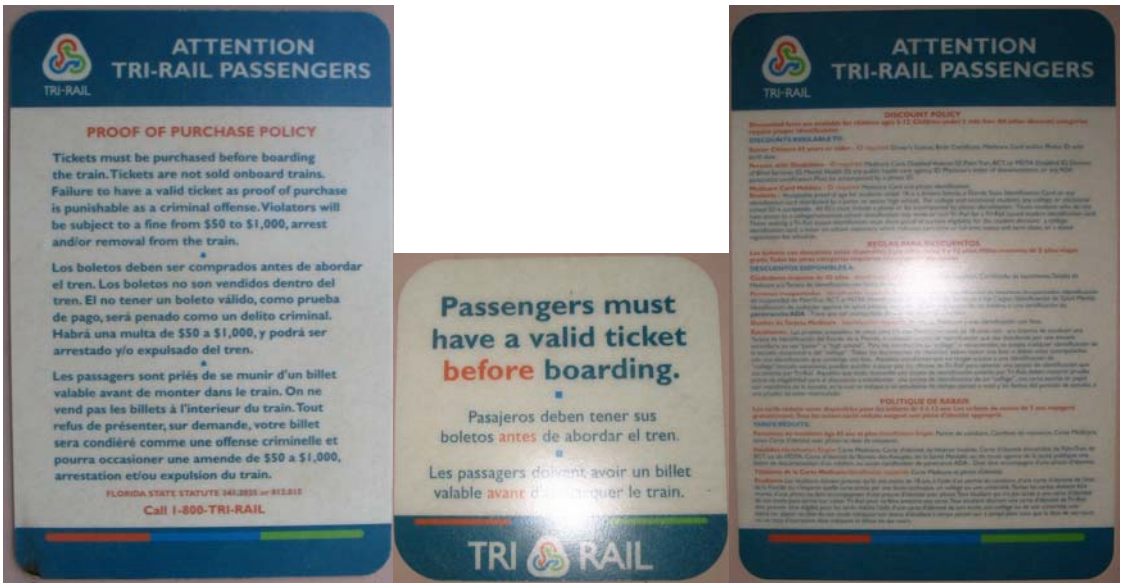
Ticket vending machines (TVMs) are equipped to allow Spanish speaking riders to push a button to switch the instructions on the display window to Spanish. According to Tri-Rail, the existing TVMs have been programmed for English and Spanish only and would require extensive programming to change the languages or add a new one to the current TVMs. The new TVMs (ETA 2008), at a minimum, will be pre-programmed with four languages. The ability to use four languages has been requested in the technical specification.

Figure 12: Ticket Vending Machine

4.1.6 Signage at Stations

Signs posted at train stations provided in English, Spanish and French include the "Proof of Purchase Policy," "Purchase Tickets before Boarding," and "Discount Policy" signs. These three signs are shown below in Figure 13.

Figure 13: Station Signs



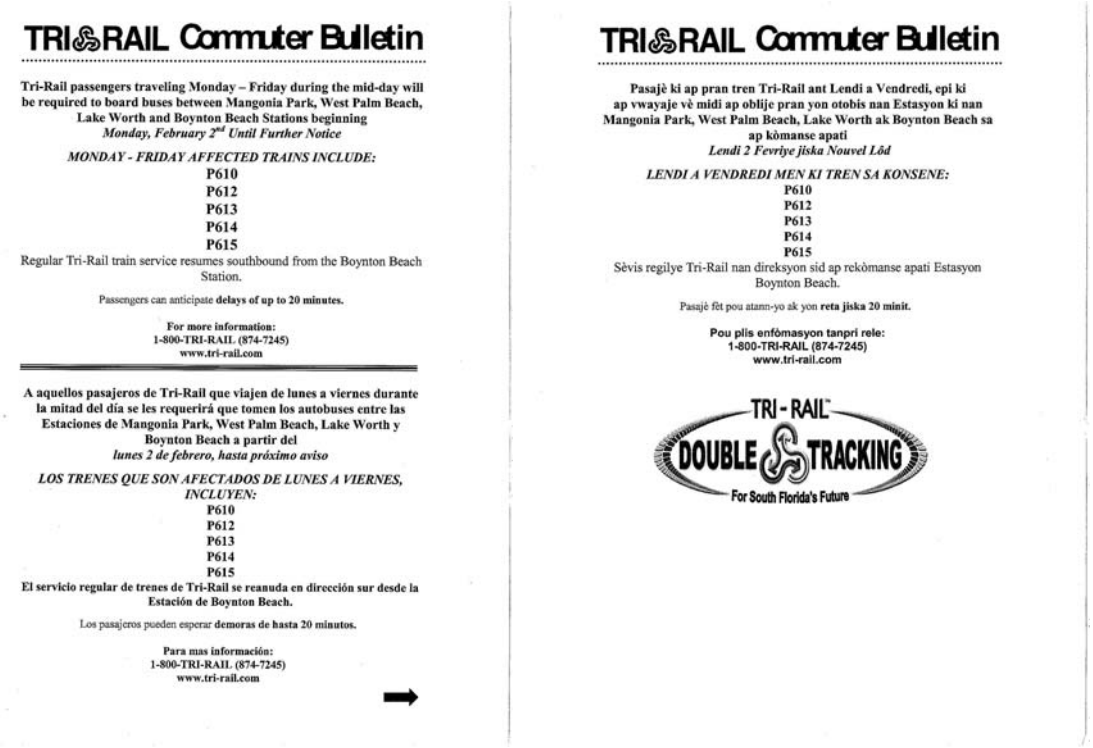
When a train is running late, details regarding the late train are shown on station Electronic Message Signs (EMS) in conjunction with the audible announcements described above. The EMS messages are provided in English and Spanish. Similar to the announcements, the EMS information is repeated and cycles from English to Spanish. Figure 14 shows photographs of an EMS in both English and Spanish.

Figure 14: Electronic Message Sign

4.1.7 Bulletins and Other Information at Stations

Some bulletins in the past have been provided in multiple languages. Figure 15 shows a bulletin provided in English, Spanish and Haitian Creole. Some bulletins are only provided in English such as the bulletin shown in Figure 16.

Figure 15: Multiple-Language Commuter Bulletin



TRI-RAIL Commuter Bulletin

Tri-Rail passengers traveling Monday – Friday during the mid-day will be required to board buses between Mangonia Park, West Palm Beach, Lake Worth and Boynton Beach Stations beginning
Monday, February 2nd Until Further Notice

MONDAY - FRIDAY AFFECTED TRAINS INCLUDE:
P610
P612
P613
P614
P615

Regular Tri-Rail train service resumes southbound from the Boynton Beach Station.

Passengers can anticipate **delays of up to 20 minutes.**

For more information:
1-800-TRI-RAIL (874-7245)
www.tri-rail.com

A aquellos pasajeros de Tri-Rail que viajen de lunes a viernes durante la mitad del día se les requerirá que tomen los autobuses entre las Estaciones de Mangonia Park, West Palm Beach, Lake Worth y Boynton Beach a partir del
lunes 2 de febrero, hasta próximo aviso

LOS TRENES QUE SON AFECTADOS DE LUNES A VIERNES, INCLUYEN:
P610
P612
P613
P614
P615

El servicio regular de trenes de Tri-Rail se reanuda en dirección sur desde la Estación de Boynton Beach.

Los pasajeros pueden esperar **demoras de hasta 20 minutos.**

Para mas información:
1-800-TRI-RAIL (874-7245)
www.tri-rail.com

TRI-RAIL Commuter Bulletin

Pasajè ki ap pran tren Tri-Rail ant Lendi a Vendredi, epi ki ap vwayaje vè midi ap oblije pran yon otobis nan Estasyon ki nan Mangonia Park, West Palm Beach, Lake Worth ak Boynton Beach sa ap kòmanse apati
Lendi 2 Fevriye jiska Nouvel Lôd

LENDI A VENDREDI MEN KI TREN SA KONSENE:
P610
P612
P613
P614
P615

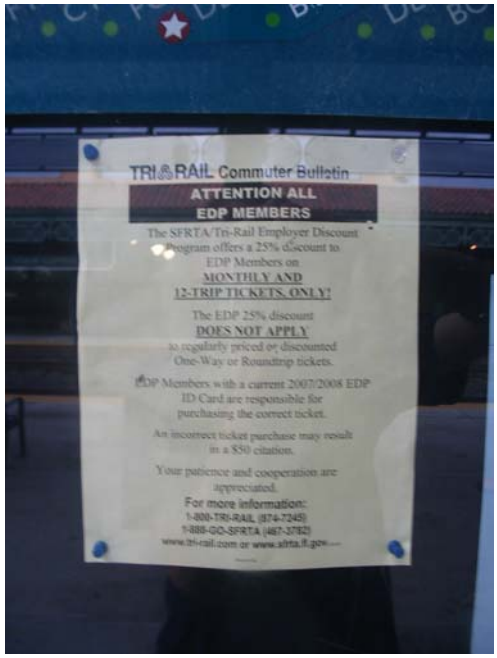
Sèvis regilye Tri-Rail nan direksyon sid ap rekòmanse apati Estasyon Boynton Beach.

Pasajè fèt pou atann-yo ak yon **reta jiska 20 minit.**

Pou plis enfòmasyon tanpri rele:
1-800-TRI-RAIL (874-7245)
www.tri-rail.com

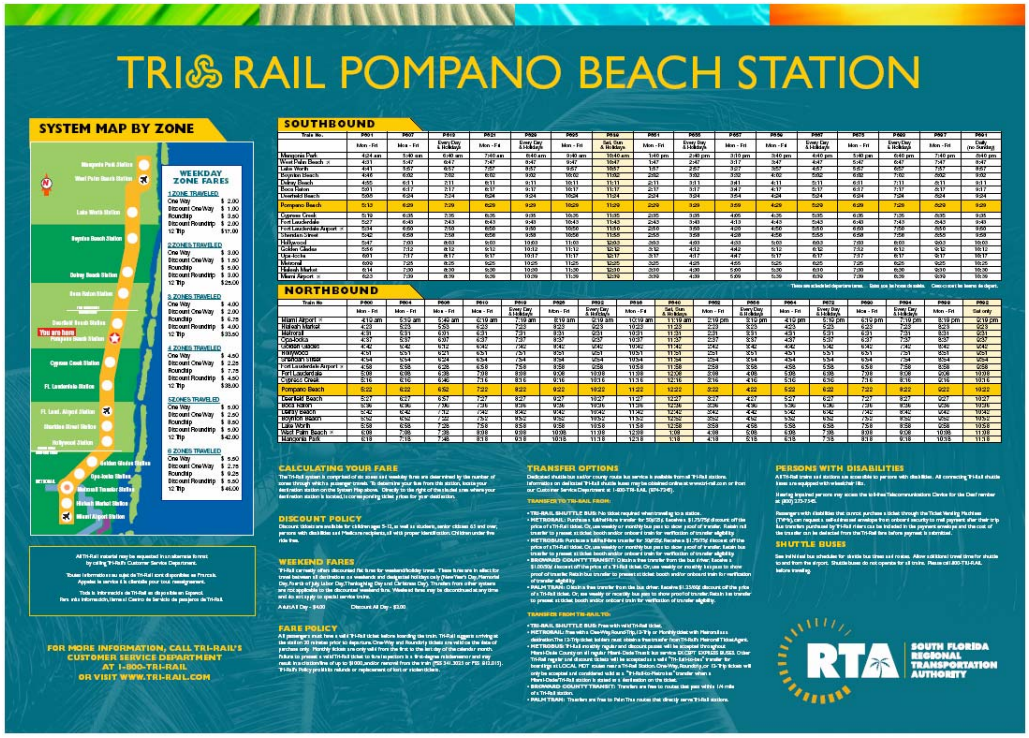
TRI-RAIL
DOUBLE TRACKING
For South Florida's Future

Figure 16: Posted Commuter Bulletin



An information board (Figure 17) at each station shows the Tri-Rail route and schedule. The information board is only in English with the exception of a note in English, Spanish and French that the times shown are scheduled departure times.

Figure 17: Information Board



The information board at each station also includes a note in English, Spanish and French to those with accessible or alternate language format needs (see Figure 18).

Figure 18: Notice of Availability for Alternate Format Tri-Rail Information

4.1.8 Signage and Printed Information Onboard Trains

Emergency exit and some other information are provided onboard trains in other languages. Figure 19 shows some of the onboard alternate language signage.

Figure 19: Onboard Signage

4.1.9 Conductor Announcements

Conductors make live onboard station announcements. The announcements are currently done in English only. Conductor announcements in the past have been played in Spanish via a tape recorder and previously scripted message. To record a message in Haitian Creole, as needed, is also a possibility utilizing the same means; however, making live announcements in languages other than English can be difficult and cumbersome requiring announcements to be played at each of the 18 stations via a tape recorder.

4.1.10 Internet

Tri-Rail's website, www.tri-rail.com, is provided in English. No other language formats have been made available online.

Figure 20: Tri-Rail Website

4.1.11 Other Services

Tri-Rail provides some other services in languages other than English that do not necessarily fit in the above categories. The receptionist at the Pompano Beach offices frequently refers non-English speaking customers and visitors to bilingual staff that provide assistance. Tri-Rail staff occasionally has the opportunity to utilize bilingual skills. These opportunities include occasions when Tri-Rail staff is positioned at stations for events such as for monthly "Meet and Greet" events. Bilingual Tri-Rail staff sometimes assists Customer Service with unique language needs, but this is quite infrequent.

4.2 Program Assessment

As seen in the above section, Tri-Rail provides a great deal of information to riders in languages other than English.

The Policy Guidance requires that the assessment of the SFRTA LEP population address the following four factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
4. The resources available to the recipient and costs.

4.2.1 Factor 1 – The Number or Proportion of LEP Persons

Sections 2 and 3 of this report provide information regarding the first factor, which is the number or proportion of LEP persons eligible to be served by Tri-Rail.

According to the survey, 4.3 percent of those sampled read and understand English "poorly," "very poorly" or "not at all." If the sample was a true random sample of passengers, this statistic would apply to the entire Tri-Rail ridership.

Census data showed that 4.9 percent of those living in Palm Beach County, 5.1 percent of those living in Broward County and 21.1 percent of those living in Miami-Dade County as being limited English proficient, or as speaking English "not well" or "not at all."

Table 22: Total and Percent LEP Population by County

	Broward County, Florida	Miami-Dade County, Florida	Palm Beach County, Florida	Total
Persons who speak English "not well" or "not at all"	77,523	445,847	52,672	576,042
Percent who speak English "not well" or "not at all"	5.1%	21.1%	4.9%	12.3%

U.S. Census Bureau

Census 2000, SF3, P19 as compiled by TranSystems

Of those within the LEP population, the largest languages represented are Spanish and Haitian Creole. The metropolitan area is truly diverse, with other languages being represented, as well. Census data does not break down into individual languages except Spanish. Other languages are grouped as Indo-European languages, Asian and Pacific Island languages or "Other" languages.

Survey data indicate that languages other than Spanish and Haitian Creole represent a very small portion of Tri-Rail's ridership.

Table 23: Percent of Respondents by Native Language

Language	English	Spanish	Haitian Creole	Chinese	French	German	Italian	Portuguese	Yiddish	Other	No Response
Percent of Total	66.8%	18.7%	5.7%	0.4%	1.4%	0.4%	0.4%	1.7%	0.0%	3.5%	0.9%
Percent of those who read and understand English "poorly" "very poorly" or "not at all"	0.0%	57.6%	27.3%	3.0%	3.0%	3.0%	0.0%	3.0%	0.0%	3.0%	0.0%

LEP Survey, Question 4

Spanish is the largest native language other than English comprising 18.7 percent of surveyed riders or 57.6 percent of riders who read and understand English "poorly," "very poorly" or "not at all." Haitian Creole is the second largest comprising 5.7 percent of total respondents or 27.3 percent of riders who read and understand English "poorly," "very poorly" or "not at all." All other languages represented less than 2 percent of total responses or 3 percent or less of riders who read and understand English "poorly," "very poorly" or "not at all."

4.2.2 Factor 2 – The Frequency with which LEP Individuals Come in Contact with the Program

The survey, in question number 16 (pages 32 and 33), answers the question of how often LEP individuals come in contact with the program, or how often they use Tri-Rail. Of those who read and understand English "poorly," "very poorly" or "not at all," 33.3 percent use the train 5 to 7 days a week, 12.1 percent use it 3 or 4 days a week, 15.2 percent use it 1 or 2 days a week and 24.3 percent use it less than 1 or 2 days a week. There was no response received for this question from 15.2 percent of those surveyed who read and understand English "poorly," "very poorly" or "not at all."

According to the Policy Guidance, frequent contacts with a certain language group may require certain assistance, while less frequent contact with different language groups may suggest a different and/or less intensified solution. Survey results do not show a significant difference in the frequency of use by different language groups.

4.2.3 Factor 3 – The Importance of the Program

Part of the LEP evaluation is to determine how important Tri-Rail service is for the LEP population.

The LEP Policy Guidance gives some information regarding determination of the importance of a given program, activity or service provided by an agency. According to the Policy Guidance, the more important an activity, information, service, or program, or the greater the possible consequences of the contact to LEP individuals, the more likely language services are needed. The Policy Guidance continues by saying that the obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual.

Transportation is critical for many individuals whether for work, shopping, medical appointments, education or other trips. Some people have alternate means of transportation but choose to take public transportation. These are choice riders. Others do not have an alternate means of transportation and are transit dependent. Individuals who may not have the option of traveling by car can include seniors, teenagers, persons with disabilities, those with low incomes, and those without access to a car.

According to statistics, in the United States over 11 percent of LEP persons age 16 years and over reported taking transit to work, compared with about 4 percent of English speakers. Thus, public transportation is even more important to LEP persons. Because Tri-Rail provides transportation service enabling people to get to work, school or other important daily activities, the service itself is important.

4.2.4 Factor 4 – The Resources Available to the Recipient and Costs

The SFRTA's 2006 fiscal year operating budget was $38,582,000. The proposed operating budget for the 2007 fiscal year is $48,400,000. For the 2006 fiscal year, Tri-Rail spent about $2,000 on translated materials.

Tri-Rail has some internal resources for translating materials. One resource is an existing vocabulary database in both English and Spanish. Unless Tri-Rail has a special announcement that has to be added to the existing vocabulary database, they do not pay extra for bilingual announcements. The database is utilized for translating standard announcements with no incurred charge.

Tri-Rail has Customer Service staff available to help with those who need assistance in Spanish and Haitian Creole. The receptionist at the Pompano Beach offices frequently refers non-English speaking customers and visitors to bilingual staff that provide assistance. Bilingual Tri-Rail staff sometimes assists Customer Service with unique language needs but this is quite infrequent. Tri-Rail staff occasionally has the opportunity to utilize bilingual skills on occasions such as when Tri-Rail staff are positioned at stations for events such as the monthly "Meet and Greet" events. Tri-Rail provides written materials in Spanish, Haitian Creole or French including the safety brochure and monthly newsletter, announcements at stations, electronic message signs, ticket vending machines, and signage at stations and onboard trains.

Funds were budgeted for fiscal year 2006 for in-house Spanish training to the amount of $12,000. This expense was part of the Human Resource Department's budget. According to the SFRTA, a Spanish instructor from Broward Community College came onsite and gave Spanish lessons to SFRTA staff for two consecutive years. Those lessons were open to all SFRTA staff wanting to participate, including Customer Service staff and Ticket Agents.

A breakdown for language-related services was not available for funds expended for language services for signage, ticket vending machines, the Customer Service Call Center, station and onboard announcement recordings, and alternate signage onboard trains. These costs are not kept separate from the primary costs associated with each of these services or equipment.

The Policy Guidance suggests several ways to reduce the costs of providing language assistance including:

- Use of language banks that dispatch interpreters at reasonable rates to participating organizations.

- Training bilingual staff to serve as interpreters or translators.
- Using telephone interpretation services.
- Using qualified community volunteers to provide interpretive services.
- Information sharing through industry groups.
- Translating vital documents posted on websites.
- Pooling resources and standardizing documents to reduce translation needs.
- Using qualified translators and interpreters to make sure documents don't need to be corrected later.
- Centralizing interpreter and translator services to achieve economies of scale.

Section 5: Implementation Plan

5.1 Implementation Plan

While designed to be a flexible and fact-dependent standard, the four-factor analysis is an individualized assessment that balances the four factors. The intent is to find a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on an agency.

The elements of an effective implementation plan on language assistance are:

- Conducting a needs assessment to identify LEP individuals who need language assistance.
- Providing language assistance measures.
- Training staff.
- Providing notice to LEP persons.
- Monitoring and updating the plan.

There are two main ways to provide language services: 1). oral interpretation and 2). written translation.

Oral-language services
Oral-language services can include:

- Hiring Bilingual Staff.
- Hiring Staff Interpreters.
- Contracting for Interpreters.
- Using Telephone Interpretation Lines.
- Using Community Volunteers.
- Use of Family Members.

The Policy Guidance gives direction on the provision of oral-language services. Recipients should consider the competency of the interpreters. When interpretation is needed, it should be provided in a timely manner to be effective. Recipients should determine how to make best use of bilingual staff. Contracting with interpreters is effective when there is no regular need for a particular language skill. Agencies should also consider using telephone interpreter services.

Written-language services
According to the Policy Guidance, vital written materials should be provided in other languages. The languages spoken by the LEP individuals with whom the recipient has frequent contact determine the languages into which vital documents should be translated. Policy Guidance does say that it would be unrealistic for areas with populations that speak dozens or sometimes more than 100 languages to translate all written materials into each language. The Policy Guidance does say that the vital information should be translated into at least several of the more frequently encountered languages, but that benchmarks should be set for continued translations into the remaining languages over time.

The following table tells which documents or services provided by the SFRTA might be considered vital and the languages they are currently provided in.

Table 24: Tri-Rail Documents and Services

Document/Service	Vital	English	Spanish	Haitian Creole	French
"Way to Go" Rider Information Publication	x	x			
Pocket Size Tri-Rail Train Schedule		x			
Safety Information Brochure	x	x	x	x	
Newsletter		x	x	x	
Customer Service Phone Line	x	x	x	x	
Email VIP Program		x			
Station Announcements	x	x	x		
Ticket Vending Machines	x	x	x		
Station Signs[1]	x	x	x		x
Electronic Message Signs	x	x	x		
Bulletins		x	x	x	
Information Board[2]		x			
Notice of Availability for Alternate Format Tri-Rail Information	x	x	x		x
Onboard Signage		x	x		
Conductor Announcements	x	x			
Internet		x			

[1]"Proof of Purchase Policy," "Discount Policy" and "Purchase Tickets before Boarding" signs only.

[2]The information board is in English with the excpetion of a couple of notes in English, Spanish and French.

Other elements of an effective LEP Plan include training staff, providing notice to LEP persons and monitoring and updating the plan. Each of these should be performed in order to ensure access to Tri-Rail services by those who are LEP.

As part of monitoring and updating the LEP Plan, the SFRTA should be aware of any changing demographics within the Tri-Rail service area, especially in terms of increasing numbers and percents of languages used, so that they can prepare for future service needs.

In a review of other LEP Plans, a common element was the incorporation of grievance or complaint procedures. Generally, a recipient should maintain a written and publicly known grievance or complaint procedure available to members of the public, so that LEP persons can bring alleged problems with lack of services to the recipient's attention for resolution. The United States Department of Transportation encourages recipients to resolve such problems at the lowest level possible and encourages use of alternate dispute resolution. Grievance and complaint procedures should be prompt and equitable while obeying generally accepted elements of due process; however, they need not be overly formal. Existing grievance or complaint procedures can be used if they are modified as necessary to clarify their availability for use with LEP disputes and are made available in languages used in the community service area.

SFRTA's grievance procedure has the following language:

> <u>Protections of Title VI of the Civil Rights Act of 1964</u>
> The South Florida Regional Transportation Authority (SFRTA/Tri-Rail) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit program or activity on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with the South Florida Regional Transportation Authority, Administration Department, 800 NW 33rd Street, Pompano Beach, FL, 33064; telephone number 954-942-7245.

This grievance procedure is made available in English, Spanish and Haitian Creole and is posted at stations and on the Tri-Rail website.

One of the primary goals of this study was to determine what language-assistance measures the SFRTA should implement in addition to what they are already doing. Table 25 shows the recommended implementation plan. A cost estimate and recommended schedule is included in the table.

Table 25: LEP Implementation Plan

	Implementation Item	Languages	Cost	Estimated Timing	Comments
Written Material	"Way to Go" Rider Information Brochure	Spanish, Haitian Creole	TBD	March-07	
	Pocket Size Tri-Rail Train Schedule	---	---	---	Not needed if "Way to Go" brochure is made available.
	Safety Information Brochure	---	---	---	Already available in Spanish and Haitian Creole.
	Newsletter	---	---	---	Already available in Spanish and Haitian Creole.
	Email VIP Program	---	---	---	Not considered vital.
	Ticket Vending Machines	Haitian Creole	TBD	TBD*	Already available in Spanish.
	Station Signs	---	---	---	Already available in Spanish and French.
	Electronic Message Signs	Haitian Creole	TBD	TBD	Already available in Spanish.
	Bulletins	---	---	---	Some bulletins already available in Spanish and Haitian Creole.
	Information Board	---	---	---	Not needed if "Way to Go" brochure is made available.
	Notice of Availability for Alternate Format Tri-Rail Information	---	---	---	Already available in Spanish and French.
	Onboard Signage	---	---	---	Not considered vital. Already available in Spanish.
	Internet	Spanish, Haitian Creole	TBD	April-07	Only vital portions need to be translated. Also consider using a computer generated translation to multiple languages.
Oral Services	Customer Service Phone Line	---	---	---	Already available in Spanish and Haitian Creole.
	Station Announcements	Haitian Creole	TBD	TBD	Already available in Spanish.
	Conductor Announcements	Spanish, Haitian Creole	TBD	TBD	
	Telephone Interpretation Services	All languages	TBD	April-07	This service can be made available for oral interpretation to any language.

*The SFRTA is planning to get new ticket vending machines that have the capability of being programmed in up to four languages.

Section 6: Conclusions and Recommendations

The SFRTA already does a great deal to provide information in languages other than English. Written information is provided in Spanish, Haitian Creole and French. Spanish and Haitian Creole are the largest non-English language groups represented in the Tri-Rail service area. Written information in languages other than English includes a safety information brochure, monthly newsletter, ticket vending machines, electronic message signs, station signs, onboard signage, bulletins and notice of availability for alternate-format information. Oral information includes Customer Service Representatives accessible through the customer service phone line, station announcements and bilingual staff at special events.

U.S. Census data and an onboard survey confirm that Spanish and Haitian Creole are the primary languages, other than English, in which the SFRTA should be providing language-assistance services. Although many other languages are represented in the three-county area, survey data indicate that languages other than Spanish and Haitian Creole represent a very small portion of Tri-Rail's ridership. This study recommends that the SFRTA continue to provide information to customers in Spanish and Haitian Creole. Specifically, the study recommends providing additional information in these languages as shown in Table 25. According to LEP Policy Guidance, those who speak languages other than English, Spanish and Haitian Creole should also have oral-language-assistance services. Persons who speak these languages can be provided language assistance through a telephone-interpretation service.

Appendix A: Broward County Transit Preliminary LEP Assessment and Survey

Community Services Department
MASS TRANSIT DIVISION - Administration
3201 West Copans Road – Pompano Beach, Florida 33069
954-357-8300 – FAX 954-357-8305

October 2, 2006

Mr. Cody Christensen
Trans Systems
2400 Pershing Road, Suite 400
Kansas City, Missouri 64108

RE: Limited English Proficiency Program

Dear Mr. Christensen:

Per our telephone discussion, I am enclosing a copy of Broward County Transit's (BCT) response that was sent recently to the Federal Transit Administration (FTA), regarding the implementation of a Limited English Proficiency (LEP) Program.

As you will note, our LEP assessment is preliminary, because we are awaiting receipt of a template from the FTA prior to finalizing and implementing an LEP program. It is my understanding that this template will be developed by the FTA by year's end. However, I have enclosed a copy of our BCT LEP Passenger Survey results, which hopefully will be helpful to you.

In the meantime, please don't hesitate to contact me at 954.357.8481 if you have additional questions.

Sincerely,

Dianne D. Shuler
Dianne DeLyons Shuler
Compliance Manager

DDS/ts
Enclosures

Broward County Board of County Commissioners
Josephus Eggelletion, Jr. • Ben Graber • Sue Gunzburger • Kristin D. Jacobs • Ilene Lieberman • John E. Rodstrom, Jr. • Jim Scott • Diana Wasserman-Rubin • Lois Wexler
www.broward.org

BROWARD COUNTY
FLORIDA

Community Services Department
MASS TRANSIT DIVISION - Administration
3201 West Copans Road – Pompano Beach, Florida 33069
954-357-8300 – FAX 954-357-8305

VIA EXPRESS MAIL

August 7, 2006

Frank Billue, Region IV Civil Rights Officer
Federal Transit Administration
Atlanta Federal Center
Suite 17T50
61 Forsyth Street, S.W.
Atlanta, GA 30303

John R. Caruolo, P.E., President
Caruolo Associates, Inc.
5 Plane Tree Lane
P.O. Box 1150
Valley Forge, PA 19482-1150

RE: Supplemental Response to Final Report of Federal Transit Administration's (FTA) Triennial Review of Broward County Mass Transit Division (BCT) Transit Operations, Dated April 26, 2006

Gentlemen:

This is a supplemental response to BCT's memorandum dated June 7, 2006 (copy attached). We are providing a follow-up report and/or additional information on the corrective review items listed below [i.e., Item 5 - Maintenance; Item 12 - Title VI (LEP Assessment); and Item 14 - Half Fare].

II. RESULTS OF THE REVIEW – DEFICIENCIES AND CORRECTIVE ACTIONS

5. Maintenance

FTA found that BCT is performing preventive maintenance (PM) inspections on time in only 62 percent of the reviewed intervals.

A. Late Vehicle Preventive Maintenance - By June 7, 2006, submit to FTA an explanation of occurrence of late PM inspections and develop a remediation

vehicle maintenance plan that will satisfy itself and FTA that capital investment is not being jeopardized. This program should be implemented immediately. BCT should report to FTA on its results each month for the next three months to demonstrate it has conducted at least 80 percent of its PM inspections on time for this period.

B. Late Facility/Equipment Preventive Maintenance - By June 7, 2006, BCT will submit to FTA a remediation facility and equipment maintenance plan that includes a record-keeping system. This program should be implemented immediately. BCT should report to the FTA on its results each month for the next three months to demonstrate it has conducted at least 80 percent of its facility and equipment maintenance inspections on time for this period.

BCT's Follow-up Response/Attachments:

In accordance with Items 5A and 5B above, and consistent with BCT's fleet maintenance plan, we are attaching two of the three monthly reports required for the referenced preventive maintenance inspections (see Attachment #s 1, 2, and 3).

12. Title VI

By August 7, 2006, BCT needs to submit to FTA documentation that it has conducted an assessment of the Limited English Proficiency (LEP) population, identified any LEP programs that need to be implemented, and implemented an LEP program.

BCT's Supplemental Response:

A. LEP Assessment

On July 7 and 8, 2006, BCT staff conducted an assessment of its LEP bus passengers. Attachment #4 is a copy of the 2006 BCT Passenger Survey that was distributed to passengers and administered by BCT personnel. As noted in the Summary of Findings, a total of 604 survey documents were tabulated. The majority of the survey instruments were completed in English (83%), with 13% completed in Spanish, and 4% completed in Creole. Furthermore, 92% of the total respondents report that they understand BCT bus schedules, with 90% understanding other bus information.

The overall results of BCT's LEP survey revealed that 85% of the respondents report that they read and understand English, and 94% report that they know where and how to catch the bus.

B. Implementation of an LEP Program

In addition to the survey, BCT staff conducted a preliminary review of its LEP population, applying the four-factor analysis listed below (and as outlined in the U.S. DOT's LEP Policy Guidance) to the various kinds of contacts that BCT has with the public. Staff identified various activities and services that BCT has initiated to assist its LEP passengers.

The results of the 2006 BCT Passenger Survey and the following information gathered during our preliminary review, among other things, will be memorialized in BCT's LEP program document. While staff believes that it has sufficiently demonstrated that BCT has undertaken language assistance measures consistent with the LEP Policy Guidance's framework, we are currently awaiting receipt of a template (expected to be developed and disseminated by the FTA by year's end) prior to finalizing our LEP program. We will forward the FTA a copy of our program document as soon as it is fully developed and implemented.

1. Number of LEP Persons Served

BCT identified and offers service to LEP persons based on information gathered from the following sources or encountered by BCT in its eligible service population:

a. *School Enrollment.*

b. *Demographics and place of origin census update provided by the Broward County Department of Urban Planning and Redevelopment.*

c. *Anecdotal information from bus operators and community outreach specialists.*

d. *Statistical data on "minority" populations and routes served.*

e. *Increase in Customer Service calls by persons requesting interpreters or translators.*

---

2. Frequency of Contact with LEP Individuals

BCT currently provides language services and assistance in the following manner:

a. *Customer Service calls requiring an interpreter.*

b. *Participation by the Marketing and Communications staff at community/organizational events targeted to language and cultural, e.g., Hispanic Festival, UniFest, Viva La Broward County Mass Transit.*

c. *Requests for bilingual publications.*

3. *Importance of Program as it Relates to LEP*

BCT's Customer Service staff (i.e., transit operations agents) is aware of the importance of providing meaningful access to information and services for LEP persons. Toward that effort, BCT offers services like:

a. *Multi-lingual customer service to provide trip planning and other information requests - very important for LEP's to access our bus system.*

b. *A Bus Annunciation System installed on BCT's fixed-route buses. This standardized automatic voice annunciation system provides pre-recorded passenger information in three languages (English and Spanish or English and Creole) on select bus routes utilized by LEP language groups. These annunciators have had a tremendous impact on the ease of travel on our bus system.*

c. *Producing bilingual publications have also been most helpful in promoting BCT services and encouraging usage by LEP groups.*

4. *Resources Available*

BCT has taken measures to provide LEP persons meaningful access to its bus services. Below are some of the language services and resources made, or will be made, available by BCT to LEP individuals:

a. *Hired bilingual Transit Operations Agents to handle customer service calls in Spanish and Creole.*

b. *A proposed Interactive Voice Response (IVR) System for trip planning.*

c. *Some printed materials in Spanish and Creole.*

d. *Annunciator System in Creole and Spanish on select bus routes.*

e. *Advertise some publications in Spanish and Creole.*

f. *Participation by bilingual staff at special events and other community outreach efforts.*

14. <u>Half Fare</u>

BCT offers half fares to four categories of riders: Senior Citizens, Children, Disabled, and Medicare Card Holders . . . . However, the stickers on bus fare boxes do not include the Medicare category in the half fare program.

BCT's Follow-up Response:

In our June 7, 2006, response, staff reported that the above-referenced half-fare stickers had been affixed to 75 percent of BCT's fareboxes. Since that time, this project has been completed; stickers have been affixed to BCT's entire fleet of 284 buses.

If you have any questions or concerns about this supplemental response, please do not hesitate to contact me, at 954-357-8361, or Compliance Manager Dianne DeLyons Shuler at 954-357-8481.

Sincerely,

Chris Walton/ dds

Chris Walton
Director

CW/DDS/PEB
Attachments

c/att.: Larry Lietzke, Director, Community Services Department
Beth Chavez, Deputy Director, Community Services Department
Gwendolyn C. Warren, Director, Office of Equal Opportunity
Eddy Labrador, Director, Civil Rights Division
Rebecca A. Horwitz, Associate Director - Administration, Mass Transit Division
Dianne DeLyons Shuler, Compliance Manager, Mass Transit Division
Phyllis E. Berry, Marketing & Communications Manager, Mass Transit Division
Jim Fourcade, Maintenance Manager, Mass Transit Division

ATTACHMENT #4

2006 Broward County Transit Passenger survey

BCT Passenger Survey

Methodology

- Data was collected through a survey administered by BCT personnel
- Eight BCT representatives distributed the surveys to passengers

Data analysis & reporting

- Data analysis was performed in Statistical Package for Social Sciences (SPSS 13.0). The total percentages of the results are rounded and may vary by one (1) percent

Response Summary

- A total of 604 survey documents were tabulated
- If the sample was a true random sample of passengers, the confidence level is 95% + or – 2%. This does not apply if the sample was not random

InterMedia

Summary of findings

Survey language

- The majority of the survey instruments were completed in English (83%) with 13% completed in Spanish, and 4% completed in Creole
- It is not known which surveys were completed by the respondent or with the help of a BCT representative.
- 46% of the respondents speak a language other than English, reported as follows:
  - 21% Spanish
  - 16% Creole
  - 8% Other
- 85% of the respondents report that they understand the English language, with 5% reporting that they do not understand English. 10% of the respondents did not answer the question.

InterMedia

Summary of findings
Overall

- 92% of the total respondents report that they understand BCT bus schedules, with 90% understanding other bus information.
- Almost all respondents (94%) report that they know where and how they catch the bus.

Passenger Survey – Overall Results (n=604)	*Response*		
	Yes	No	No answer
Read and understand English?	85%	5%	10%
Read and understand bus schedules?	92%	8%	0%
Read and understand other bus information?	90%	8%	2%
Understand where and how to catch the bus?	94%	5%	1%
Ride the bus or live with someone that speaks English (if you do not)?	28%	27%	45%

InterMedia

Summary of findings
English language

- 504 of the surveys were completed in the English language.
- The majority of the respondents in this group report that they understand BCT bus schedules (94%) and other information (93%).
- 95% of the respondents report that they know where and how they catch the bus.

Passenger Survey – English Language (n=504)	*Response*		
	Yes	No	No answer
Read and understand English?	96%*	4%	0%
Read and understand bus schedules?	94%	6%	0%
Read and understand other bus information?	93%	6%	1%
Understand where and how to catch the bus?	95%	4%	1%
Ride the bus or live with someone that speaks English (if you do not)?	22%	26%	52%

*It is not known if the surveys were completed by the respondent or with the help of a BCT representative.

InterMedia

Summary of findings

Spanish language

- 75 of the surveys were completed in the Spanish language.
- Although lower than the English language results, most of the respondents in this group report that they understand BCT bus schedules and information (89% and 85% respectively).
- 91% of the respondents report that they know where and how they catch the bus.

Passenger Survey – Spanish Language (n=75)	*Response*		
	Yes	No	No answer
Read and understand English?*	13%	7%	80%
Read and understand bus schedules?	89%	11%	0%
Read and understand other bus information?	85%	15%	0%
Understand where and how to catch the bus?	91%	9%	0%
Ride the bus or live with someone that speaks English (if you do not)?	53%	39%	8%

**The Yes/No response area was missing on the survey, therefore 80% did not answer this question*

InterMedia

Summary of findings

Creole language

- 25 of the surveys were completed in the Creole language.
- Understanding of bus schedules (60%) and information (56%) is lower (as a percentage) than the other groups.
- Additionally, 24% report that they do not know how to catch the bus, and 72% report that they ride the bus or live with someone that speaks English.

Passenger Survey – Creole Language (n=25)	*Response*		
	Yes	No	No answer
Read and understand English?	64%	32%	4%
Read and understand bus schedules?	60%	36%	4%
Read and understand other bus information?	56%	36%	8%
Understand where and how to catch the bus?	76%	24%	0%
Ride the bus or live with someone that speaks English (if you do not)?	72%	24%	4%

InterMedia

Final notes

- Approximately one-half of the respondents speak a language other than English, with the majority of the respondents reading and understanding English.
- Overall, the majority of the respondents understand bus schedules/information and how to catch the bus.
- Although the sample is small, the Creole language respondents have the most difficulty with understanding bus schedules and information.

InterMedia

Appendix B: Survey Instrument

Recorded by interviewer
Current Time: _____ Train (e.g.P601): _____

Tri-Rail Transit User Survey

Please take a few moments to complete this survey. We are seeking input from Tri-Rail users in order to improve services. When you are finished, please return your survey to the survey administrator who gave you this survey. ***IF YOU HAVE ALREADY COMPLETED A SURVEY, PLEASE DO NOT COMPLETE ANOTHER. THANK YOU.***

Spanish: Se le ruega que tome unos momentos para completar este cuestionario. Estamos solicitando las opiniones de los usuarios de Tri-Rail a fin de mejorar los servicios. Cuando haya completado el cuestionario, devuélvaselo a la persona de la administración que se lo entregó. ***SI USTED HA COMPLETADO UN CUESTIONARIO ANTERIORMENTE, NO ES NECESARIO COMPLETARLO OTRA VEZ. GRACIAS POR SU COLABORACIÓN.***

Creole : Tanpri pran tan w pou ranpli ankèt sa a. N ap chèche jwenn enfòmasyon nan men pasaje Tri-Rail yo pou nou sa amelyore sèvis nou ofri yo. Lè ou fini, tanpri remèt ankèt la ba administratè ankèt la ki te ba w ankèt la. ***SI OU TE DEJA RANPLI YON ANKÈT, TANPRI PA RANPLI YON LÒT. MÈSI.***

French : Veuillez prendre quelques minutes afin de compléter cette enquête. Nous cherchons à obtenir des informations en provenance des utilisateurs du système de transport Tri-Rail afin d'améliorer les services offerts. Une fois terminé, veuillez remettre votre enquête à l'administrateur d'enquête qui vous a donné cette enquête. ***SI VOUS AVEZ DÉJÀ EFFECTUÉ UNE ENQUÊTE, VEUILLEZ NE PAS EN REMPLIR UNE SECONDE. MERCI.***

Italian: Questo sondaggio può essere compilato in pochi istanti. Questo sondaggio ha lo scopo di raccogliere i pareri e le opinioni degli utenti Tri-Rail al fine di migliorare sempre di più il servizio. La preghiamo di consegnare il sondaggio compilato all'incaricato che glielo ha dato. ***SE HA COMPILATO IL SONDAGGIO IN PRECEDENZA, NON NE COMPILI UN ALTRO. GRAZIE!***

Portuguese: Pedimos que dedique alguns minutos do seu tempo para responder a esta pesquisa. Nosso objetivo é obter informações sobre os usuários do Tri-Rail para melhorar nossos serviços. Quando terminar, envie sua pesquisa ao administrador da pesquisa que a entregou a você. ***CASO JÁ TENHA RESPONDIDO A ESTA PESQUISA, NÃO A RESPONDA NOVAMENTE. OBRIGADO.***

---

1. **What is your native language?**
   ¿Cuál es su lengua materna?
   Ki lang natif natal w?
   Quelle est votre langue maternelle?
   Qual è la Sua lingua madre?
   Qual é seu idioma materno?
   a. English (Please complete survey questions on page 2 and 3)
   b. Español (Por Favor complete las preguntas del cuestionario en las páginas 4 y 5)
   c. Kreyòl Ayisyen (Tanpri ranpli kesyon ankèt sa a ki nan paj 6 ak 7)
   a. Français (Veuillez répondre aux questions de l'enquête figurant aux pages 8 et 9)
   d. Italiano (La preghiamo di rispondere alle domande a pagina 10 e 11)
   e. Português (Favor responder às perguntas da pesquisa nas páginas 12 e 13)
   f. Other (Please complete survey questions on page 2 and 3)

Recorded by interviewer
Current Time: _____ Train (e.g.P601): _____

Tri-Rail Transit User Survey

Please take a few moments to complete this survey. We are seeking input from Tri-Rail users in order to improve services. When you are finished, please return your survey to the survey administrator who gave you this survey. ***IF YOU HAVE ALREADY COMPLETED A SURVEY, PLEASE DO NOT COMPLETE ANOTHER. THANK YOU.***

---

1. **What time did you board the train**? _____
2. **At which station did you board?** _____
3. **What is your destination station?** _____
4. **What is your native language?**
   a. English
   b. Spanish
   c. Haitian Creole
   d. Chinese
   e. French
   f. German
   g. Italian
   h. Portuguese
   i. Yiddish
   j. Other (Please name): _____
5. **How well do you read and understand English?**
   a. Very well
   b. Average
   c. Poor
   d. Very Poor
   e. Not at all

Please rate the following on a five-point scale with 1 being poor and 5 excellent. Select NA if not applicable. Circle one per item.

	Poor				Excellent	
6. How well does Tri-Rail provide printed schedules and other brochures in languages that you are able to read?	1	2	3	4	5	NA
7. How well does Tri-Rail provide customer service information over the phone in languages you are able to understand?	1	2	3	4	5	NA
8. How well does Tri-Rail provide information via email (e.g. for the Very Important Passenger Program) in languages you are able to read?	1	2	3	4	5	NA
9. How well does Tri-Rail provide announcements at stations in languages you are able to understand?	1	2	3	4	5	NA

PLEASE COMPLETE NEXT PAGE

	Poor				Excellent	
10. How well does Tri-Rail provide information at ticket vending machines in languages you are able to read?	1	2	3	4	5	NA
11. How well does Tri-Rail provide signage at stations in languages you are able to read?	1	2	3	4	5	NA
12. How well does Tri-Rail provide other information (bulletins) at stations in languages you are able to read?	1	2	3	4	5	NA
13. How well does Tri-Rail provide signage and printed information onboard trains in languages you are able to read?	1	2	3	4	5	NA
14. How well does Tri-Rail provide conductor announcements onboard trains in languages you are able to understand?	1	2	3	4	5	NA

15. If you have access to the Internet, would Tri-Rail information via the Internet in languages other than English be useful to you?

a. Yes
b. No
c. NA

16. How often do you ride Tri-Rail?

a. 5 to 7 days a week
b. 3 or 4 days a week
c. 1 or 2 days a week
d. More than once a month, but less than 1 day a week
e. Less than once a month

17. Do you ride the train or live with someone that speaks English (if you do not)?

a. Yes
b. No

The following two questions are optional.

18. What is your sex?

a. Male
b. Female

19. What is your age?

a. <=17
b. 18 - 64
c. >65

20. Please provide any suggestions for Tri-Rail with regards to providing access to their services in languages other than English (please use other side for additional comments):

_____

_____

_____

Please Return Your Completed Survey to the Survey Administrator.

You may also return it by fax to 954-942-3325 or by mail to: Tri-Rail, 800 N.W. 33rd St., Suite 100, Pompano Beach, FL 33064.

THANKS FOR YOUR HELP!

Registrado por el entrevistador

Tiempo actual: _____ Tren (p.ej. P601): _____

Encuesta de los usuarios de Tri-Rail

Se le ruega que tome unos momentos para completar este cuestionario. Estamos solicitando las opiniones de los usuarios de Tri-Rail a fin de mejorar los servicios. Cuando haya completado el cuestionario, devuélvaselo a la persona de la administración que se lo entregó. ***SI USTED HA COMPLETADO UN CUESTIONARIO ANTERIORMENTE, NO ES NECESARIO COMPLETARLO OTRA VEZ. GRACIAS POR SU COLABORACIÓN.***

---

1. **¿A qué hora abordó el tren**? _____
2. **¿En qué estación abordó el tren?** _____
3. **¿Cuál es su estación de destino?** _____
4. **¿Cuál es su lengua materna?**
   a. Inglés
   b. Español
   c. Haitiano criollo (Creole)
   d. Chino
   e. Francés
   f. Alemán
   g. Italiano
   h. Portugués
   i. Yídish
   j. Otra (Indíquela en el espacio en blanco): _____
5. **¿Cómo calificaría su dominio del inglés, tanto en lectura como en comprensión?**
   a. Muy bueno
   b. Regular
   c. Pobre
   d. Muy pobre
   e. Nulo

Califique lo siguiente según la escala de cinco puntos en la que 1 representa pobre y 5 excelente. Seleccione NA si no aplica a su caso. Encierre en un círculo una sola respuesta por pregunta.

		Pobre				Excelente	
6.	**¿Logra proporcionar Tri-Rail horarios impresos y otros folletines en idiomas que usted puede leer?**	1	2	3	4	5	NA
7.	**¿Logra proporcionar Tri-Rail información y atención al cliente por vía telefónica en idiomas que usted puede comprender?**	1	2	3	4	5	NA
8.	**¿Logra proporcionar Tri-Rail información vía correo electrónico (p.ej. para el programa de Pasajeros Importantes) en idiomas que usted puede leer?**	1	2	3	4	5	NA
9.	**¿Logra proporcionar Tri-Rail anuncios en las estaciones en idiomas que puede comprender?**	1	2	3	4	5	NA

SIGA A LA PRÓXIMA PÁGINA

	Pobre				Excelente	
10. ¿Logra proporcionar Tri-Rail información en las máquinas de vender boletos en idiomas que usted puede leer?	1	2	3	4	5	NA
11. ¿Logra proporcionar Tri-Rail letreros en las estaciones en idiomas que usted puede leer?	1	2	3	4	5	NA
12. ¿Logra proporcionar Tri-Rail otra información (boletines) en idiomas que usted puede leer?	1	2	3	4	5	NA
13. ¿Logra proporcionar Tri-Rail letreros e información impresa abordo de los trenes en idiomas que usted puede leer?	1	2	3	4	5	NA
14. ¿Logra proporcionar Tri-Rail comunicados de los conductores abordo de los trenes en idiomas que usted puede comprender?	1	2	3	4	5	NA

15. Si usted dispone de acceso a Internet, ¿le sería útil que Tri-Rail proporcionará información por ese medio en otros idiomas y no sólo en inglés?

a. Sí
b. No
c. NA

16. ¿Con qué frecuencia acude al servicio de Tri-Rail?

a. 5 a 7 días a la semana
b. 3 ó 4 días a la semana
c. 1 ó 2 días a la semana
d. Más de una vez al mes, pero menos que un día a la semana
e. Menos que una vez al mes

17. ¿Usted monta el tren con alguien que habla inglés, o de no ser así, vive con alguien que sí lo habla?

a. Sí
b. No

Las siguientes dos preguntas son opcionales.

18. ¿Cuál es su sexo?

a. Masculino
b. Femenino

19. ¿Cuál es su edad?

a. <17
b. 18 - 64
c. >65

20. Proporcione sugerencias para Tri-Rail con respecto al acceso a servicios en otros idiomas aparte del inglés. (Use el dorso para comentarios adicionales.):

_____

_____

_____

Devuelva el cuestionario completado al Administrador de la Encuesta.

También puede devolverlo por fax: 954-942-3325, o por correo: Tri-Rail, 800 N.W. 33rd St., Suite 100, Pompano Beach, FL 33064.

¡GRACIAS POR SU AYUDA!

Se moun k ap bay entèvyou a ki anrejistre l
Ki lè li ye koulye a: _____ Tren (pa egzanp P601): _____

Ankèt sou pasaje ki deplase ak sistèm transpò Tri-Rail

Tanpri pran tan w pou ranpli ankèt sa a. N ap chèche jwenn enfòmasyon nan men pasaje Tri-Rail yo pou nou sa amelyore sèvis nou ofri yo. Lè ou fini, tanpri remèt ankèt la ba administratè ankèt la ki te ba w ankèt la. ***SI OU TE DEJA RANPLI YON ANKÈT, TANPRI PA RANPLI YON LÒT. MÈSI.***

---

1. **A kilè ou te monte nan tren an**? _____
2. **Nan ki estasyon ou te monte?** _____
3. **Nan ki estatsyon w ap desann?** _____
4. **Ki lang natif natal w?**
   a. Angle
   b. Panyòl
   c. Kreyòl Ayisyen
   d. Chinwa
   e. Franse
   f. Alman
   g. Italyen
   h. Pòtigè
   i. Yiddish
   j. Lòt lang (Tanpri ekri ki lang): _____
5. **Èske ou konn li epi ou konprann angle?**
   a. Trè byen
   b. Mwayen
   c. Pa byen
   d. Pa byen ditou
   e. Pa ditou

Tanpri bay yon nòt soulabaz yon echèl 5 nòt kote 1 vle di Pa bon epi 5 Ekselan. Chwazi Pa disponib, si se bon repons lan. Ekri yon sèk pou chak kesyon.

	Pa bon				**Ekselan**	
6. Èske Tri-Rail founi orè ki enprime sou fèy ansanm ak lòt tiliv nan lang ou kapab li?	1	2	3	4	5	Pa disponib
7. Èske Tri-Rail founi enfòmasyon sèvis kliyantèl nan telefòn nan lang ou kapab konprann?	1	2	3	4	5	Pa disponib
8. Èske Tri-Rail founi enfòmasyon pa imèl (pa egzzanp pou Pwogram ki rele Pasaje ki Trè Enpòtan) nan lang ou kapab li?	1	2	3	4	5	Pa disponib
9. Èske Tri-Rail konn fè anons nan estasyon nan lang ou kapab konprann?	1	2	3	4	5	Pa disponib

TANPRI RANPLI PWOCHEN PAJ LA

	Pa bon				Ekselan	
10. Èske Tri-Rail founi enfòmasyon nan machin ki vann tikè yo nan lang ou kapab li?	1	2	3	4	5	Pa disponib
11. Èske Tri-Rail founi pano ak siy ki ekri nan lang ou kapab li?	1	2	3	4	5	Pa disponib
12. Èske Tri-Rail founi lòt enfòmasyon (bilten) nan estasyon yo nan lang ou kapab li?	1	2	3	4	5	Pa disponib
13. Èske Tri-Rail founi pano siy ak enfòmasyon sou fèy nan tren yo ki ekri nan lang ou kapab li?	1	2	3	4	5	Pa disponib
14. Èske Tri-Rail founi anons kondiktè nan tren yo nan lang ou kapab konprann?	1	2	3	4	5	Pa disponib

15. Si ou gen aksè nan Entènèt, èske si ou te resevwa enfòmasyon Tri-Rail sou Entènèt, sa ta ede w?

a. Wi
b. Non
c. Pa disponib

16. Konbyen fwa ou monte nan Tri-Rail?

a. 5 a 7 jou pa semèn
b. 3 a 4 jou pa semèn
c. 1 ou 2 jou pa semèn
d. Plis pase yon fwa pa mwa, men mwens pase yon fwa pa semèn
e. Mwens pase yon fwa pa mwa

17. Èske ou konn monte nan tren an oswa èske ou abite ak yon moun ki pale angle (si ou monte nan tren an pou kont w)?

a. Wi
b. Non

Ou pa blije reponn de (2) kesyon ki annapre yo.

18. Èske ou se fi oswa gason?

a. Gason
b. Fi

19. Ki laj w?

a. Mwens pase 17tan oswa 17tan
b. 18 a 64an
c. Plis pase 65

20. Tanpri remèt kenenpòt sigjesyon ou ta genyen ba Tri-Rail ki konsène kapasite l pou ofri aksè nan sèvis Tri-Rail ofri yo nan lang ki pa angle (tanpri sèvi ak lòt kote paj la si ou gen lòt kòmantè pou fè):

_____

_____

_____

Tanpri remèt ankèt la apre w fin ranpli l ba Administratè Ankèt la.

Ou kapab voye l tounen tou pa faks nan nimewo sa a 954-942-3325 oswa nan lapòs: Tri-Rail, 800 N.W. 33rd St., Suite 100, Pompano Beach, FL 33064.

MÈSI POU ASISTANS W!

Classé par la personne effectuant l'interview
Heure actuelle: _____ Train (par exemple P601): _____

Sondage sur les utilisteurs du système de transport Tri-Rail

Veuillez prendre quelques minutes afin de compléter cette enquête. Nous cherchons à obtenir des informations en provenance des utilisateurs du système de transport Tri-Rail afin d'améliorer les services offerts. Une fois terminé, veuillez remettre votre enquête à l'administrateur d'enquête qui vous a donné cette enquête. ***SI VOUS AVEZ DÉJÀ EFFECTUÉ UNE ENQUÊTE, VEUILLEZ NE PAS EN REMPLIR UNE SECONDE. MERCI.***

---

1. **À quelle heure êtes-vous monté(e) à bord**?_____
2. **À quelle station êtes-vous monté(e) à bord?** _____
3. **Quelle est votre station de destination?** _____
4. **Quelle est votre langue maternelle?**
   a. Anglais
   b. Espagnol
   c. Crèole Haitien
   d. Chinois
   e. Français
   f. Allemand
   g. Italien
   h. Portugais
   i. Yiddish
   j. Autre (Veuillez préciser): _____
5. **Quel est votre degré de compréhension de l'anglais?**
   a. Très bon
   b. Moyen
   c. Faible
   d. Très faible
   e. Néant

Veuillez classer vos réponses aux questions suivantes selon une échelle allant de 1 à 5, 1 signifiant Néant (aucune connaissances d'anglais) et 5 Excellent. Choisissez NA, si aucune réponse n'est appropriée. Encerclez une seule réponse par question.

		Faible			**Excellent**		
6.	**Notez la capacité de Tri-Rail à fournir des horaires imprimés et autres brochures dans des langues que vous êtes en mesure de lire.**	1	2	3	4	5	NA
7.	**Notez la capacité de Tri-Rail à fournir des informations par le biais du service à la clientèle au téléphone dans des langues que vous êtes en mesure de comprendre.**	1	2	3	4	5	NA
8.	**Notez la capacité de Tri-Rail à fournir des informations via courrier électronique (par exemple pour le Programme Passager Très Important – *Very Important Passenger*) dans des langue que vous êtes en mesure de lire.**	1	2	3	4	5	NA
9.	**Notez la capacité de Tri-Rail à effectuer des annonces aux stations dans des langues que vous êtes en mesure de comprendre.**	1	2	3	4	5	NA

VEUILLEZ PASSER À LA PAGE SUIVANTE

	Faible					Excellent
10. Notez la capacité de Tri-Rail à fournir des informations aux guichets automatiques de billets dans des langues que vous êtes en mesure de lire.	1	2	3	4	5	NA
11. Notez la capacité de Tri-Rail à disposer des panneaux indicateurs aux stations dans des langues que vous êtes en mesure de lire.	1	2	3	4	5	NA
12. Notez la capacité de Tri-Rail à fournir d'autres informations (bulletins) aux stations dans des langues que vous êtes en mesure de lire.	1	2	3	4	5	NA
13. Notez la capacité de Tri-Rail à disposer des panneaux et à fournir de la documentation informative dans des langues que vous êtes en mesure de lire à bord des trains.	1	2	3	4	5	NA
14. Notez la capacité de Tri-Rail à effectuer des annonces par le conducteur à bord des trains dans des langues que vous êtes en mesure de comprendre.	1	2	3	4	5	NA

15. Si vous avez accès à l'Internet, vous serait-il utile de recevoir des informations Tri-Rail par l'intermédiaire de l'Internet dans des langues autres que l'anglais?

a. Oui
b. Non
c. NA

16. Avec quelle fréquence empruntez-vous le Tri-Rail?

a. 5 à 7 jours par semaine
b. 3 ou 4 jours par semaine
c. 1 ou 2 jours par semaine
d. Plus d'une fois par mois, mais moins d'1 jour par semaine
e. Moins d'une fois par mois

17. Empruntez-vous le train ou habitez-vous avec quelqu'un qui parle anglais (au cas où vous ne voyagez pas avec quelqu'un parlant l'anglais)?

a. Oui
b. Non

Les deux questions suivantes sont facultatives.

18. Êtes-vous un homme ou une femme?

a. Homme
b. Femme

19. Quel âge avez-vous?

a. <=17
b. 18 - 64
c. >65

20. Veuillez envoyer vos suggestions pour Tri-Rail concernant l'aménagement de l'accès aux services dans des langues autres que l'anglais (veuillez vous servir du revers de la page pour nous faite parvenir vos commentaires additionnels):

_____

_____

_____

Veuillez remettre votre enquête après l'avoir remplie à l'Administrateur de l'enquête.
Vous pouvez également l'envoyer par télécopie au 954-942-3325 ou par la poste : Tri-Rail, 800 N.W. 33rd St., Suite 100, Pompano Beach, FL 33064.

MERCI DE VOTRE AIDE!

Registrato dall'intervistatore
Ora attuale: _____ Treno (es. P601): _____

Sondaggio degli utenti di Tri-Rail Transit

Questo sondaggio può essere compilato in pochi istanti. Questo sondaggio ha lo scopo di raccogliere i pareri e le opinioni degli utenti Tri-Rail al fine di migliorare sempre di più il servizio. La preghiamo di consegnare il sondaggio compilato all'incaricato che glielo ha dato. ***SE HA COMPILATO IL SONDAGGIO IN PRECEDENZA, NON NE COMPILI UN ALTRO. GRAZIE!***

---

1. **A che ora è salito sul treno**? _____
2. **A quale stazione è salito?** _____
3. **A quale stazione scenderà?** _____
4. **Qual è la Sua lingua madre?**
   a. Inglese
   b. Spagnolo
   c. Creolo
   d. Cinese
   e. Francese
   f. Tedesco
   g. Italiano
   h. Portoghese
   i. Yiddish
   j. Altre (specifichi): _____
5. **Capisce l'inglese scritto e parlato?**
   a. Molto bene
   b. Abbastanza
   c. Poco
   d. Molto poco
   e. No, per nulla

Esprima il Suo giudizio con un numero da 1 (scadente) a 5 (eccellente). Se la domanda non La riguarda, selezioni NP (non pertinente) Cerchiare un numero per ciascuna domanda.

	Scadente/i				Eccellente/i	
6. Vorremmo il Suo giudizio sugli orari e sui depliant Tri-Rail stampati in lingue a Lei note.	1	2	3	4	5	NP
7. Esprima Suo giudizio sul servizio assistenza clienti telefonico Tri-Rail nelle lingue che conosce.	1	2	3	4	5	NP
8. Come sono le informazioni che Tri-Rail inoltra via e-mail (ad esempio il Programma VIP *Very Important Passenger Program*) nelle lingue da Lei parlate?	1	2	3	4	5	NP
9. Qual è il Suo giudizio sugli annunci Tri-Rail in lingue a Lei note presso le stazioni?	1	2	3	4	5	NP

COMPILI LA PAGINA SUCCESSIVA

	Scadente/i			Eccellente/i		
10. Qual è il Suo parere sulle informazioni che Tri-Rail fornisce nelle lingue a Lei note presso le biglietterie automatiche?	1	2	3	4	5	NP
11. Qual è il Suo giudizio sulla cartellistica Tri-Rail, presso le stazioni, scritta nelle lingue a Lei note?	1	2	3	4	5	NP
12. Qual è il Suo giudizio sulle altre informazioni (ad es. bollettini) Tri-Rail nelle lingue a Lei note presso le stazioni?	1	2	3	4	5	NP
13. Qual è il Suo giudizio sulle informazioni stampate e la cartellistica Tri-Rail nelle lingue a Lei note a bordo dei treni?	1	2	3	4	5	NP
14. Qual è il Suo giudizio sugli annunci dei conduttori sui treni Tri-Rail in lingue a Lei note?	1	2	3	4	5	NP

15. Le sarebbe utile poter accedere alle informazioni Tri-Rail tramite Internet in altre lingue oltre all'inglese?

a. Sì
b. No
c. Non pertinente

16. Quanto volte utilizza il Tri-Rail?

a. 5-7 giorni alla settimana
b. 3-4 giorni alla settimana
b. 1-2 giorni alla settimana
d. Più di una volta al mese, ma meno di un 1 giorno alla settimana
e. Meno di una volta al mese

17. Va in treno o abita con qualcuno che parla l'inglese? (Nel caso Lei non lo parlasse)?

a. Sì
b. No

Le due domande seguenti sono facoltative.

18. È di sesso maschile o femminile?

a. Maschile
b. Femminile

19. Quanti anni ha?

a. <=17
b. 18 - 64
c. >65

20. Che cosa consiglierebbe a Tri-Rail in merito alla fornitura delle loro informazioni in lingue diverse dall'inglese? (usi l'altro lato del foglio se necessario):

_____
_____
_____

Restituisca il sondaggio compilato all'incaricato del sondaggio.
Può anche inviarcelo per fax al seguente numero negli USA: (954) 942-3325. Oppure lo invii per posta a: Tri-Rail, 800 N.W. 33rd St., Suite 100, Pompano Beach, FL 33064, USA.

GRAZIE PER LA SUA COLLABORAZIONE!

Registrado pelo entrevistador
Hora: _____ Trem (por ex., P601): _____

Pesquisa para Usuário do Tri-Rail

Pedimos que dedique alguns minutos do seu tempo para responder a esta pesquisa. Nosso objetivo é obter informações sobre os usuários do Tri-Rail para melhorar nossos serviços. Quando terminar, envie sua pesquisa ao administrador da pesquisa que a entregou a você. ***CASO JÁ TENHA RESPONDIDO A ESTA PESQUISA, NÃO A RESPONDA NOVAMENTE. OBRIGADO.***

---

1. **A que horas você embarcou no trem? _____**

2. **Em que estação você embarcou? _____**

3. **Qual é a sua estação de destino? _____**

4. **Qual é seu idioma materno?**
   a. Inglês
   b. Espanhol
   c. Crioulo haitiano
   d. Chinês
   e. Francês
   f. Alemão
   g. Italiano
   h. Português
   i. Ídiche
   j. Outro (Favor especificar): _____

5. **Qual é seu nível de leitura e compreensão do inglês?**
   a. Muito bom
   b. Médio
   c. Fraco
   d. Muito fraco
   e. Nenhum

Nas perguntas abaixo, use a escala de 1 a 5, sendo 1 um nível fraco e 5 excelente. Assinale NA se não for aplicável. Faça um círculo em apenas um número por pergunta.

	Fraco				**Excelente**	
6. O Tri-Rail fornece horários impressos e outras brochuras em idiomas que você é capaz de ler?	1	2	3	4	5	NA
7. O Tri-Rail fornece informações de serviços aos clientes pelo telefone em idiomas que você é capaz de entender?	1	2	3	4	5	NA
8. O Tri-Rail fornece informações por e-mail (por ex., o Programa para Passageiros Muito Importantes - *Very Important Passenger Program*) em idiomas que você é capaz de ler?	1	2	3	4	5	NA
9. O Tri-Rail fornece anúncios nas estações em idiomas que você é capaz de entender?	1	2	3	4	5	NA

FAVOR RESPONDER ÀS PERGUNTAS NA PÁGINA SEGUINTE

	Fraco				Excelente	
10. O Tri-Rail fornece informações nas máquinas de venda de bilhetes em idiomas que você é capaz de ler?	1	2	3	4	5	NA
11. O Tri-Rail fornece sinalizações nas estações em idiomas que você é capaz de ler?	1	2	3	4	5	NA
12. O Tri-Rail fornece outras informações (boletins) nas estações em idiomas que você é capaz de ler?	1	2	3	4	5	NA
13. O Tri-Rail fornece sinalizações e informações impressas dentro dos trens em idiomas que você é capaz de ler?	1	2	3	4	5	NA
14. O Tri-Rail fornece anúncios do condutor dentro dos trens em idiomas que você é capaz entender?	1	2	3	4	5	NA

15. Se você tem acesso à Internet, informações do Tri-Rail pela Internet em outros idiomas que não o inglês lhes seriam úteis?

a. Sim
b. Não
c. NA

16. Com que freqüência você usa o Tri-Rail?

a. 5 a 7 dias por semana
b. 3 a 4 dias por semana
c. 1 a 2 dias por semana
d. Mais de uma vez ao mês, mas menos de 1 dia por semana
e. Menos de 1 vez por mês

17. Você viaja no trem ou mora com alguém que fala inglês (caso você não fale)?

a. Sim
b. Não

As duas perguntas a seguir são opcionais.

18. Qual é seu sexo?

a. Masculino
b. Feminino

19. Qual é sua idade?

a. <=17
b. 18 a 64
c. >65

20. Se desejar, forneça sugestões ao Tri-Rail sobre formas de melhorar o acesso aos seus serviços em idiomas que não o inglês (use o verso da página para comentários adicionais):

_____

_____

_____

Favor enviar a pesquisa com as suas respostas ao Administrador da Pequisa.

Você pode enviá-la por fax para 954-942-3325 ou pelo correio para:
Tri-Rail, 800 N.W. 33rd St., Suite 100, Pompano Beach, FL 33064.

AGRADECEMOS SUA COLABORAÇÃO!

South Florida Regional Transportation Authority

Table Depicting Membership of Board and Committees Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American
Governing Board	78%	22%	0%	0%	0%
Marketing Committee	40%	30%	30%	0%	0%
ADA Advisory Committee	60%	20%	20%	0%	0%
Planning Technical Advisory Committee	64%	18%	18%	0%	0%
Operations Technical Committee	80%	20%	0%	0%	0%

South Florida Regional Transportation Authority			
Sub-Recipients as of March 13, 2013			
Subrecipient	**Project**	**Amount**	**Title VI Program Submission**
Section 5309- Bus and Bus Facilities (Earmark)			
City of Boca Raton	Purchase Shuttle Vehicles	$ 343,000.00	10/01/13
City of Doral	Purchase of New Vehicle	$ 475,000.00	10/01/13
City of Pembroke Pines	Purchase Vehicles for Senior Center	$ 475,000.00	10/01/13
Town of Miami Lakes	Purchase of New Trolley	$ 294,000.00	10/01/13
Town of Miami Lakes	Purchase of New Vehicle	$ 570,000.00	10/01/13
Village of Bal Harbour	Bus Shelters	$ 250,000.00	10/01/13
Section 5316-Job Access and Reverse Commute			
City of Opa-Locka	Shuttle Bus Service	$ 187,900.00	10/01/13
City of West Palm Beach	New Transit Route (Downtown Circulator)	$ 688,850.00	10/01/13
City of West Palm Beach	Continuation of Downtown Crculator	$ 620,500.00	10/01/13
Palm Tran	Route 94	$ 510,000.00	10/01/13
Downtown Fort Lauderdale TMA	Replacement of (1) TMA Trolley	$ 325,000.00	10/01/13
SFL Urban Ministries	Ways to Work Program	$ 70,046.00	10/01/13
Branches (Formerly SFL Urban Ministries)	Ways to Work Program	$ 190,615.00	10/01/13
City of Lauderhill	Shuttle Bus Service	$ 411,091.00	10/01/13
City of Opa-Locka	Shuttle Bus Service	$ 168,982.00	10/01/13
Section 5317-New Freedom			
Coalition for Independent Living	Travel Training	$ 50,000.00	10/01/13
Coalition for Independent Living	Travel Training	$ 58,666.00	10/01/13
Housing Authority of Fort Lauderdale	Mobility Management	$ 52,400.00	10/01/13
Mae Volen Senior Center, Inc.	Mobility Management	$ 174,316.00	10/01/13
Mae Volen Senior Center, Inc.	Purchase Vehicles & Operation	$ 507,097.00	10/01/13
Metro Taxi	Purchases Vehicles	$ 58,666.00	10/01/13
The Volen Center	The LIFT	$ 255,600.00	10/01/13
The Volen Center	Mobility Manager	$ 96,960.00	10/01/13
Zuni Transportation	Purchase Vehicles & Operation	$ 58,666.00	10/01/13

RAIL FLEET MANAGEMENT PLAN

DECEMBER, 2007

SOUTH FLORIDA REGIONAL TRANSPORATION AUTHORITY

800 NW 33RD STREET, SUITE 100

POMPANO BEACH, FL

RAIL FLEET MANAGEMENT PLAN

DECEMBER, 2007

SOUTH FLORIDA REGIONAL TRANSPORATION AUTHORITY
800 NW 33RD STREET, SUITE 100
POMPANO BEACH, FL

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GLOSSARY, ABBREVIATIONS & ACRONYMS

AC	Air Conditioning
cab car	A rail passenger vehicle equipped with a drivers compartment for use in push-pull operations.
coach	A rail vehicle used exclusively to carry passengers.
commuter rail	A type of rail operation characterized by longer distance trips especially designed for the home-to-work trip.
CRM	**Colorado Railcar Manufacturing**
CSC	Carr-Smith Coradino, Inc.
CSXT	CSX Transportation, Inc.
cycle time	The length of time it takes a train to make a complete round trip, including turn around time and recovery time.
DD	**Double Deck**
DDcoach	**Double Deck Coach**
DMU	**Diesel Multiple Unit**
DDdmu	**Double Deck Diesel Multiple Unit**
dwell time	The length of time the train is stopped in a station.
EMD	Electro-motive Division
FDOT	Florida Department of Transportation
FRA	**Federal Railroad Administration**
FSUTMS	Florida Standard Urban Transportation Model Structure
FTA	Federal Transit Administration
FY	Fiscal Year
HEP	Head End Power
load point	The location along a route where a standard (usually maximum) number of passengers have accumulated on the train during the peak hour in the peak direction.
load factor	A measure of passenger comfort as represented by a ratio between the number of passengers and the number of seats.
load standard	Load factor of 1.0
LRTP	Long-Range Transportation Plan
Maintenance Fleet Demand	The total number of vehicles required to perform preventive and corrective maintenance without infringing upon daily operations.

MIA	Miami International Airport
MIC	Miami Intermodal Center
MK	Morrison-Knudsen
MPH	Miles per hour
MPO	Metropolitan Planning Organization
N	North
NB	Northbound
O&M	Operations and Maintenance
Operating Spare Ratio	The actual percentage of vehicles available as spares during peak hour operations.
Operations Fleet Demand	The total number of vehicles required during peak hour operations. Same as Peak Vehicle Requirement.
push pull	A type of train operation that allows bi-directional operations without requiring the train to turn around. The locomotive pushes the train one way and pulls the train the other way.
PVR	Peak Vehicle Requirement
Required Spare Ratio	The percentage of the Operations Fleet Demand used to calculate the Maintenance Fleet Demand.
S	South
SB	Southbound
SERPM-4	Southeast Regional Planning Model - The transportation model developed by FDOT - District 4 for Palm Beach, Broward and Miami-Dade Counties
SFRC	South Florida Rail Corridor
SFRTA	**South Florida Regional Transportation Authority (formerly Tri-County Commuter Rail Authority)**
spare	Any rail vehicle in the current fleet that is not in revenue service.
spare ratio	A measure of fleet adequacy derived by calculating the number of spares as a percentage of the fleet.
SR	State Road, as in SR 836
TAZ	Traffic Analysis Zone(s)
TDP	Transit Development Program
Total Fleet Demand	The total number of vehicles required for Operations and Maintenance of the Commuter Rail System.

train set	The make up off a train, including a locomotive, a cab car and a varying number of coaches
TRI-RAIL	SFRTA (formerly Tri-County Commuter Rail Authority)
WPB	West Palm Beach

RAIL FLEET MANAGEMENT PLAN

This document presents the rail vehicle fleet size and operation of the South Florida Regional Transportation Authority (SFRTA) (TRI-RAIL) commuter rail system. It also provides recommended changes in the operating plan that can increase ridership, with a corresponding increase in the rail vehicle fleet size. The purpose of the Rail Fleet Management Plan is to ensure that TRI-RAIL plans, procures and maintains rail vehicles adequately during the design, construction and operation along the South Florida Rail Corridor (SFRC).

1.0 INTRODUCTION

The planning for commuter rail service was initiated in South Florida during construction improvements to Interstate-95 (I-95) in the early 1980s, as a way to manage growing congestion and declining levels of service for automobiles on I-95. Concurrently, the Federal Transit Administration (FTA) and the Florida Department of Transportation (FDOT) initiated a series of studies to assess the practicability of a regional transit system. In 1988, FDOT purchased the South Florida Rail Corridor running from West Palm Beach to Miami from CSXT. TRI-RAIL was formed in January 1989 with the assembly of funding and equipment, and provision for interim commuter rail service between the West Palm Beach Station in Palm Beach County and the Hialeah Market Station in Miami-Dade County. In 1997 and 1998, TRI-RAIL service was extended to the Mangonia Park Station in Palm Beach County (the northern terminus) and to the Miami International Airport Station in Miami-Dade County (the southern terminus), respectively (see System Map *Figure 3-1).*

TRI-RAIL's service and facilities are currently under expansion for the following reasons:

- The need to improve headways (20-minute during peak periods)
- The need to reduce delays caused by single track meets
- The need for improved regional connections;
- The need to provide travel alternatives to the congestion on I-95, the Florida Turnpike and the Palmetto Expressway;
- The need to expand travel opportunities for jobs and commercial opportunities throughout South Florida;
- The need to shorten the average trip length in South Florida by diverting commuters between Palm Beach, Broward and Miami-Dade Counties; and
- The need to address congestion through improvements that maintain or improve air quality.

This Rail Fleet Management Plan describes the capital and operating plans and concomitant fleet requirements of the TRI-RAIL System for the 10-year period from 2006 to 2015 to coincide with the period covered by the Segment 5 Project *Environmental Assessment* and the associated ridership projections (TRI-RAIL, October 31, 2000). This document was also developed to follow the direction of TRI-RAIL's *2020 Long-Range Master Plan* (TRI-RAIL, April 28, 2000).

2.0 EXISTING SYSTEM

TRI-RAIL's present operation uses diesel-electric locomotives, bi-level coaches and bi-level cab cars operating in a push-pull mode over a 71.7-mile single route between the Miami International Airport Station in Miami-Dade County and the Mangonia Park Station in Palm Beach County. There are 18 stations in operation at an average spacing of about 4 miles. Service includes 30 one-way trips each weekday, 14 one-way trips on Saturday and 12 one-way trips on Sunday. The weekday schedule begins at 4:19 AM and the last run ends at 10:39 PM. Trains depart approximately every 60 minutes throughout the period of operation, with the exception of 80 minutes after the first southbound train in the morning and a mid-day lull where service is reduced There is also an additional 30 minute service train northbound in the morning and southbound in the afternoon.

A full one-way trip is scheduled for 119 minutes in either direction. Scheduled train set round trips take approximately 4 hours and 30 minutes, varying slightly due to scheduled layover time. Currently, the standard train operates in a push-pull configuration with a diesel locomotive, two coaches and a cab car. TRI-RAIL also operates three or four-coach trains in cases where passenger loading demands greater capacity. The resulting average running speed is approximately 36.2 MPH along the corridor due to required meets, and station dwell times. *Table 2-1* shows the existing TRI-RAIL schedule as of June 6, 2005.

Table 2-1: CURRENT OPERATING SCHEDULE
(effective June 6, 2005)

Southbound		Northbound	
Leave Mangonia Park	**Arrive Miami Airport**	**Leave Miami Airport**	**Arrive Mangonia Park**
4:24 AM	6:23 AM	4:19 AM	6:18 AM
5:40 AM	7:39 AM	5:19 AM	7:18 AM
6:40 AM	8:39 AM	5:49 AM	7:48 AM
7:40 AM	9:39 AM	6:19 AM	8:18 AM
8:40 AM	10:39 AM	7:19 AM	9:18 AM
9:40 AM	11:39 AM	8:19 AM	10:18 AM
1:40 PM	3:39 PM	9:19 AM	11:18 AM
2:40 PM	4:39 PM	10:19 AM	12:18 PM
3:10 PM	5:09 PM	2:19 PM	4:18 PM
3:40 PM	5:39 PM	3:19 PM	5:18 PM
4:40 PM	6:39 PM	4:19 PM	6:18 PM
5:40 PM	7:39 PM	5:19 PM	7:18 PM
6:40 PM	8:39 PM	6:19 PM	8:18 PM
7:40 PM	9:39 PM	7:19 PM	9:18 PM
8:40 PM	10:39 PM	8:19 PM	10:18 PM

TRI-RAIL' s current active fleet is 10 locomotives, 11 cab cars and 15 coaches (please see *Tables 5-1 and 5-2).* The present (year 2006) total rail vehicle fleet make-up and the required operational fleet is shown in *Table 2-2*

Table 2-2: CURRENT VEHICLE COUNTS
(Early 2006)

Peak Hour Utilization			Vehicles Available		
Locomotive	**Cab Car**	**Coach**	**Locomotive**	**Cab Car**	**Coach**
6	9*	13	10	11	15

*Extra cab cars are being utilized to meet current operations in lieu of coaches, so that there are at least two coaches available for maintenance.

Six TRI-RAIL trains are now operated during peak hours. The majority of the Bombardier bi-level commuter rail coaches and cab cars entered into revenue service in January 1989 *(Table 5-1* shows the actual vehicle roster). TRI-RAIL has five Morrison-Knudsen F40PHL-2 Locomotives that began revenue operations in January 1989 and three F40PHM-2C Locomotives that began service in 1992. TRI-RAIL also owns two EMD F40PHR-2 locomotives, which were placed in service in 1998. These two locomotives were completely overhauled before being placed in revenue service.

TRI-RAIL has eleven cab cars and fifteen coaches on site. The Bombardier bi-level coaches seat 162 passengers each, and a cab car seats 157. The current standard train set provides a seated passenger capacity of 481 (2 coaches + 1 cab car).

Through a service agreement with the FDOT and CSXT, TRI-RAIL has established operating windows along the corridor. Passenger train service, including TRI-RAIL and AMTRAK, has priority rights of operation between 5:20 AM and 9:30 AM and between 3:00 PM and 8:00 PM. TRI-RAIL, AMTRAK and CSXT share the line between 4:19 AM and 5:20 AM, between 9:30 AM and 3:00 PM and between 8:00 PM and 10:39 PM. CSXT has exclusive operating rights between 10:39 PM and 4:19 AM. AMTRAK's long haul passenger service shares the route with TRI-RAIL and CSXT, operating two northbound and two southbound trains in a common operating time period with TRI-RAIL. *Table 2-3* shows current AMTRAK service on the SFRC as of October 31, 2005.

Table 2-3: AMTRAK SCHEDULE SERVICE
(as of October 31, 2005)

Southbound			Northbound		
Train	**Depart WPB**	**Arrive Miami**	**Train**	**Depart Miami**	**Arrive WPB**
91	4:11 PM	6:04 PM	98	6:50 AM	8:44 AM
97	4:54 PM	6:55 PM	92	8:50 AM	10:45 AM

3.0 EXPANSION PLANS

3.1 Future Capital Improvements

The implementation of the Double Track Corridor Improvement Program has been organized into five segments: four segments have been completed and the Segment 5 Project is nearing completion. To date (December 5, 2005), approximately 32.1 miles of double tracking have been completed, and construction of the final 11.45 miles is underway.

The construction of Segment 1 of the Double Track Corridor Improvement Program was completed in April 1997. This 8.1-mile segment runs through Broward County from Pompano Beach to Broward Boulevard and includes three bridges and the reconfiguration of the Cypress Creek Station. Segment 2 was completed in early 1998. This southern, 1.5-mile extension terminates at the new Miami International Airport (MIA) Station. Construction of the 6.97-mile Segment 3, from the Rankin Interlocking to south of the Pompano Beach Station, was completed in July 2000. Segment 3 included the expansion of the Deerfield Beach and Pompano Beach Stations. Segment 4, from north of the Golden Glades Station to south of Opa-locka, is now complete and includes another 6.9 miles of double tracking. Upgrades to the Opa-locka and Golden Glades Stations were completed with the Segment 4 project.

The Segment 5 Project consists of the following primary elements:

- Installation of a second mainline of track 43.55 miles long, parallel to the existing rail line;
- Upgrades to existing track, construction of 11 new bridges to accommodate the second mainline track, reconstruction of 4 existing bridges and rehabilitation of 9 existing bridges covering 12 canal crossings;
- Modification and renovation of 9 existing stations to accommodate the second mainline track;
- Closing of 1 existing station and construction of 1 new station;
- Design and construct ten passenger overpasses with elevators;
- Revision to the signal system on the 43.55-mile segment of new and existing track;
- Grade crossing improvements at 70 of the grade crossings along the entire 71.7 miles.
- Acquisition of 6 locomotives and 2 cab cars to meet the needs of the decreased headways made possible by Double Track Corridor Improvement Program.

These upgrades will reduce run-times and increase on-time performance by eliminating single track meets, upgrading speed limits with a more efficient signal system and upgraded track structure.

The Segment 5 Project will also include minor upgrades to the current West Palm Beach Layover Facility. The Layover Facility upgrades will include:

- Reconfiguration of the storage yard with the capacity to accommodate 2 train sets of 1 locomotive 2 coaches and 1 cab car, and 3 additional train sets of 1 locomotive 1 coach and 1 cab car

- A service and inspection area;
- Reporting facilities for crew members with an office, locker rooms, and showers;
- New Operations and Customer Support Service Centers.

Also, as part of the Double Track Improvement Program, but as a separate project, a new fixed high-level, double track bridge over the South Fork of the New River is currently under construction, and expected to be completed by the First Quarter of 2007. This new structure will eliminate delays caused by the raising and lowering of the current bascule bridge for marine traffic, as well as delays that may be associated with the adjacent single track segment required for access to the bridge. The current bascule bridge will remain in place and be utilized by CSXT freight trains. CSXT trains will not be able to utilize the new bridge due to the steep approach grades required to provide permanent clearance for marine traffic. These approach grades are a result of the vertical constraints imposed by the overpass bridges to the south and north of the river.

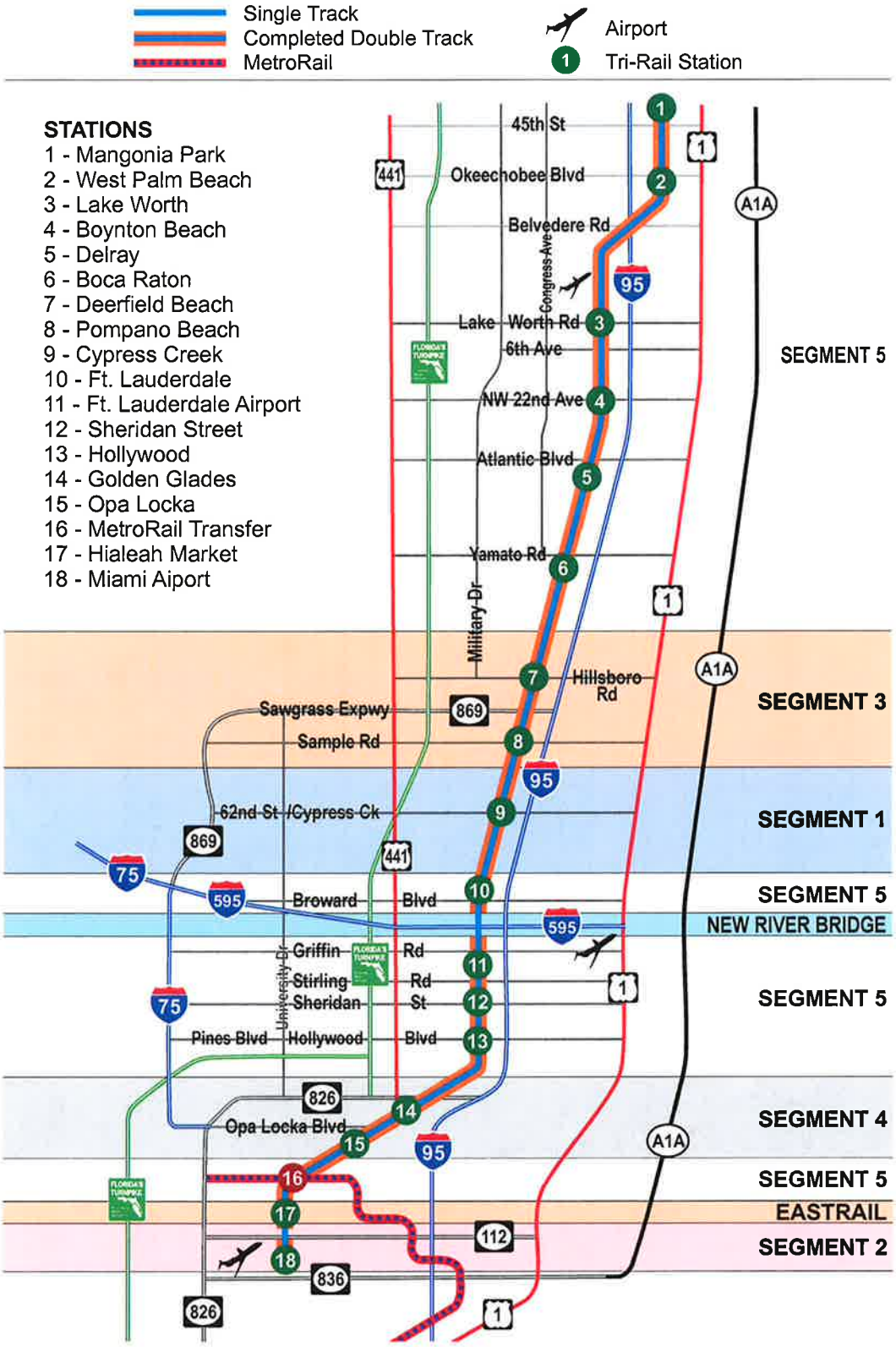
3.2 Future Operating Improvements

Two significant improvements are planned to increase future ridership: completion of the Double Track Corridor Improvement Program, and revisions to the existing train schedule.

An additional train has already been added to the schedule since the double track project began, a southbound between Mangonia and Miami during the PM peak period, and an additional northbound train during the AM peak, effective with the June 2005 schedule. The trains operating hourly from Mangonia Park to Miami International Airport continue to operate with one locomotive, and three or four coaches or cab cars, following current operations The additional train(s) running peak service consist of 2 coaches and one cab car. These train(s) are currently being used to increase the level of service along the entire line during peak operating hours. With the completion of the Double Track Improvement Program, an interim schedule will commence (See *Table 3-1*), to be effective on March 27, 2006, until the New River Bridge portion of the project is complete. This interim schedule will commence 20 minute headway service southbound and 30 minute service northbound during the AM peak, and 20 minute headways northbound and 30 minute service southbound during the PM peak. At this time, all 20 minute headway trains will operate with one coach and one cab car. This schedule decreases running times to 1 hour and 50 minutes, and requires eight trainsets to operate.

When the New River Bridge Project is completed in the First Quarter of 2007, the schedule will increase to a 50 train schedule (*See Table 3-2*), with 20 minute headways in each direction during both the morning and evening peaks, including 30 minute headway transitions between the 20 minute peak headway service and the hourly off-peak service. When this schedule commences, run-times will be reduced to 1 hour and 45 minutes, and the service will require 10 trainsets, some operating with one coach and one cab car. The SFRTA is scheduled to receive two double deck, 3-car DMU trainsets for demonstration use between late 2006 and early 2009. One train will be used to cover the schedule of a peak period headway train during this time period, and the other will be utilized as a maintenance spare, or a reserve trainset.

Figure 3-1: TRI-RAIL System Map



With double tracking completed (except for the High Level New River Bridge) by March 27, 2006, and an interim schedule in place (*Table 3-1*), the first two trains southbound in the morning will depart on an hourly schedule, then switch to a 20-minute headway southbound for the next 3 train departures, reverting to an hourly schedule until the peak afternoon period. The morning northbound schedule will operate two trains on an hourly schedule, with the next two trains departing at a 30-minute interval, reverting back to an hourly schedule until the afternoon peak period. During the afternoon peak, the service pattern is opposite the morning, with three 20-minute headway trains departing northbound, and two 30 minute service trains southbound, reverting to hourly service to conclude the schedule. When the New River Bridge is complete, morning service will start with the first four train sets in each direction departing on 30-minute intervals. The next three trains in each direction depart every twenty minutes, and the following train as a transitional to the hourly-based schedule. With this schedule five train sets must depart in each direction before the first train arrives and is ready to turn around. Off – peak trains will run hourly, with a transitional train departing on 40 minutes later. The next three trains will depart on 20 minute headways, with the following two trains departing on a 30 minute schedule, with the final train departing 1 hour from the 30 minute transitional trains. Additional locomotives, will be needed to operate 10 train sets. The FY2006 Proposed Schedule is shown in *Table 3-2*.

Table 3-1: PROPOSED INTERIM 20 MINUTE SCHEDULE (MARCH 27, 2006)

Southbound		Northbound	
Leave Mangonia Park	**Arrive Miami**	**Leave Miami**	**Arrive Mangonia Park**
4:32 AM	6:22 AM	4:28 AM	6:18 AM
5:47 AM	7:37 AM	5:28 AM	7:18 AM
6:07 AM	7:57 AM	5:58 AM	7:48 AM
6:27 AM	8:17 AM	6:28 AM	8:18 AM
6:47 AM	8:37 AM	7:28 AM	9:18 AM
7:47 AM	9:37 AM	8:28 AM	10:18 AM
8:47 AM	10:37 AM	9:28 AM	11:18 AM
9:47 AM	11:37 AM	10:28 AM	12:18 PM
10:47 AM	12:37 PM	11:28 AM	1:18 PM
11:47 AM	1:37 PM	12:28 PM	2:18 PM
12:47 PM	2:37 PM	1:28 PM	3:18 PM
1:47 PM	3:37 PM	2:28 PM	4:18 PM
2:47 PM	4:37 PM	3:28 PM	5:18 PM
3:17 PM	5:07 PM	4:28 PM	6:18 PM
3:47 PM	5:37 PM	4:48 PM	6:38 PM
4:47 PM	6:37 PM	5:08 PM	6:58 PM
5:47 PM	7:37 PM	5:28 PM	7:18 PM
6:47 PM	8:37 PM	6:28 PM	8:18 PM
7:47 PM	9:37 PM	7:28 PM	9:18 PM
8:47 PM	10:37 PM	8:28 PM	10:18 PM

Table 3-2: PROPOSED 20 MINUTE SCHEDULE (FIRST QUARTER 2007)*

Southbound		Northbound	
Leave Mangonia Park	**Arrive Miami**	**Leave Miami**	**Arrive Mangonia Park**
4:30 AM	6:15 AM	4:30 AM	6:15 AM
5:00 AM	6:45 AM	5:00 AM	6:45 AM
5:30 AM	7:15 AM	5:30 AM	7:15 AM
6:00 AM	7:45 AM	6:00 AM	7:45 AM
6:20 AM	8:05 AM	6:20 AM	8:05 AM
6:40 AM	8:25 AM	6:40 AM	8:25 AM
7:00 AM	8:45 AM	7:00 AM	8:45 AM
7:30 AM	9:15 AM	7:30 AM	9:15 AM
8:00 AM	9:45 AM	8:00 AM	9:45 AM
9:00 AM	10:45 AM	9:00 AM	10:45 AM
10:00 AM	11:45 AM	10:00 AM	11:45 AM
11:00 AM	12:45 PM	11:00 AM	12:45 PM
12:00 PM	1:45 PM	12:00 PM	1:45 PM
1:00 PM	2:45 PM	1:00 PM	2:45 PM
2:00 PM	3:45 PM	2:00 PM	3:45 PM
3:00 PM	4:45 PM	3:00 PM	4:45 PM
4:00 PM	5:45 PM	4:00 PM	5:45 PM
4:40 PM	6:25 PM	4:40 PM	6:25 PM
5:00 PM	6:45 PM	5:00 PM	6:45 PM
5:20 PM	7:05 PM	5:20 PM	7:05 PM
5:40 PM	7:25 PM	5:40 PM	7:25 PM
6:10 PM	7:55 PM	6:10 PM	7:55 PM
6:40 PM	8:25 PM	6:40 PM	8:25 PM
7:40 PM	9:25 PM	7:40 PM	9:25 PM

*Times are reflective of when full 20 minute peak period service begins with the completion of the High Level New River Bridge.

4.0 DEMAND FOR REVENUE VEHICLES

4.1 Step One - Passenger Demand

The ridership forecasts used for this Rail Fleet Management Plan are the same as those used for the Environmental Assessment for the TRI-RAIL Segment 5 Project and meet all of the federal requirements for regional transportation planning (TRI-RAIL, October 31, 2000). The model analysis was prepared by Carr-Smith Corradino (CSC), utilizing the SERPM-4 model. SERPM is the regional planning model used by FDOT District IV. The model includes Palm Beach, Broward, and Miami-Dade Counties within its boundaries. It is the only planning model available that includes all of the counties served by TRI-RAIL. SERPM-4 is more comprehensive than the Florida Standard Urban Transportation Modeling Structure (FSUTMS) and was designed to improve the multi-modal aspects of the FSUTMS.

The model used to estimate the 2015 TRI-RAIL ridership included the following:

- MPO adopted 2015 TAZ data for 3 counties;
- Priority 1 LRTP street and highway projects for the 3 counties;
- Local TDP bus network for 3 counties;
- 50 train operations with 20 minute peak period operations and 1 hour off peak operations;
- Future Miami North Corridor Metrorail Project in place;
- Future Miami Intermodal Center in place;
- Future MIC/MIA rail connector (Miami International Airport people-mover) in place;
- Future Miami East-West Metrorail line in place; and
- Miami Metrorail extension to SR826.

It must be noted that the East-West Rail Line and the North Corridor Rail Line listed above did not appear in Miami-Dade *2020 Long Range Transportation Plan* (LRTP) list of funded projects that was adopted in June 1999. The projects still appear in the LRTP list of unfunded projects because funds have not been committed. Miami-Dade is seeking funding for the projects and they remain a high priority for the County.

Transit passenger growth is directly related to three factors:

- High rate of growth predicted for South Florida (over 30%);
- Severe congestion predicted on the two parallel facilities, I-95 and the Florida Turnpike; and
- The synergy of other transit development in the region.

Table 4-1 shows the interpolated growth in ridership based on changes in TRI-RAIL service, and completion of regional growth and improvements.

Table 4-2 shows the 2015 projected peak hour station and line volumes. The SERPM model produces peak period and off-peak volumes. The model calculates a three-hour

peak and the peak hour was calculated at 40% of the afternoon peak period figure. Peak hour ridership on TRI-RAIL is expected to be almost evenly split between northbound and southbound directions. Ridership activity tends to focus around three centers: West Palm Beach, Fort Lauderdale, and Miami. The 2015 project levels are the result of the double-tracking program and an increase from operating the current 30 trains to 50 trains.

Table 4-1: FORECAST AVERAGE WEEKDAY RIDERSHIP GROWTH

Year	Number of Operations	TRI-RAIL Ridership
2007	50	14,751
2008	50	15,489
2009	50	15,953
2010	50	16,432
2011	50	16,925
2012	50	17,433
2013	50	17,956
2014	50	18,494
2015	50	19,049

Table 4-2: 2015 PEAK HOUR RIDERSHIP

	SOUTHBOUND			NORTHBOUND		
STATION	ON	OFF	ON-BOARD	ON	OFF	ON-BOARD
Mangonia Park	35	0	35	0	38	
W. Palm Beach	17	18	34	2	185	38
Lake Worth	18	9	43	18	40	221
Boynton	42	16	70	101	41	243
Delray Beach	28	41	58	83	54	182
Boca Raton	227	124	245	195	203	315
Deerfield Beach	15	0	176	35	1	161
Pompano Beach	93	31	238	27	54	127
Cypress Creek	186	57	368	63	54	155
Ft. Lauderdale	87	230	225	61	396	146
Ft. Lauderdale Airport	27	61	192	77	91	481
Sheridan	37	9	220	85	15	496
Hollywood	18	71	167	194	85	426
Golden Glades	246	116	297	294	140	318
Opa-locka	50	17	330	4	33	164
Metrorail Transfer	1	144	190	121	5	192
Hialeah Market	0	54	136	25	0	77
Miami Intermodal Center	0	136		52	0	52

The projection of 2015 AM peak hour loads on the system shows the peak hour, peak direction travel at the maximum load point to be in the northbound direction outbound from the Sheridan Station at 496 passengers. This reverses the current travel pattern in which the peak direction is southbound in the AM peak. The southbound peak hour load is estimated at 368 passengers inbound to Fort Lauderdale. In general, the peak loadings are balanced given the fact that the line serves three separate central business districts.

4.2 Step Two - Passenger Load Standards

Given the length of an average commuter rail trip, TRI-RAIL would like to maintain a load factor of 1.0 (load standard), even under peak load conditions. This loading standard for TRI-RAIL is expected to be distributed evenly throughout the peak periods. The average commuter rail rider has a higher average income than the typical transit user and therefore is likely to be a rider by choice rather than as a condition of transit dependency. Without a reasonable guarantee of a seat it is unlikely that many riders would choose to select the commuter rail service as their mode of choice. Given the substantial seating capacity of the coaches/cab cars used in commuter rail service and the limited train sets, the guarantee of a seat for all users often results in an effective load factor which is well below 1.0 as a practical matter.

4.3 Step Three – Vehicle Run Times

Table 4-3 provides the scheduled one direction run times and total cycle times for trains in revenue service. With the completion of double tracking prior to the completion of the High Level Double Track New River Bridge, and the implementation of the interim schedule on March 27, 2006 it is expected that the overall one directional run times will improve down from the current 119 minutes to 110 minutes, an 8% time saving, and an increase in average speed to 39.11 MPH. When the High Level New River Bridge is completed and the full 50 train schedule is implemented in the First Quarter of 2007, it is expected that the overall one-way run times will improve an additional 4% to 105 minutes, or a total of 12% time savings, and an increase in average speed to 40.97 MPH

These improvements will also yield a concurrent improvement in on-time performance, due to the elimination of scheduled "meets" between single-track sections, which may be even more important to ridership growth.

Table 4-3: VEHICLE RUN TIMES

	Current Operations		March 27, 2006 Operations		First Quarter 2007 Operations	
	One Way	**Cycle**	**One Way**	**Cycle**	**One Way**	**Cycle**
Miami to Mangonia Park	119	272	110	250	105	240

4.4 Step Four - Cars (Seating) Required to Meet Maximum Loads

The actual number of cars that are required to handle the peak hour loads at the maximum load point in the peak direction is equal to the peak line load divided by the load standard (1.0), divided, in turn, by the average seating capacity per car. Given that there is a difference in seating capacity between coaches and cab cars operated by TRI-RAIL, and a load factor of 1.0 on both, it is more practical to discuss the number of "seats" past the maximum load point. The number of seats can then be converted into appropriate train sets in Step 5. *Table 4-4* lists the peak hour line load at the maximum load point on the system extrapolated through 2015, which at a load factor of 1.0 is the same as the number of seats required past the maximum load point per hour.

Table 4-4: SEATS REQUIRED PAST THE MAXIMUM LOAD POINT IN THE PEAK HOUR	
Year	**Peak Load**
2006	284
2007	384
2008	403
2009	415
2010	428
2011	440
2012	454
2013	467
2014	481
2015	496

4.5 Step Five – Determining the Operation Fleet Demand (Peak Vehicles Required)

The actual number of "seats" that are required for commuter rail operations is determined by dividing the number of seats required past the maximum load point, as determined in Step 4 above, by the number of train departures scheduled in the maximum hour. This requirement can then be compared against a proposed level of operation characterized by the frequency of service and the number of coaches and cab cars per train. *Table 4-5* illustrates the load factors that would accrue from the schedule of train operations currently proposed by TRI-RAIL.

Table 4-5: ESTABLISHMENT OF PEAK VEHICLES REQUIRED

TABLE 4-5
Establishment of Peak Vehicles Required -- Based on Policy Headways/Load Factor

	2007		2008		2009	2010	2011	2012	2013		2014		2015	
Peak Service	(4)		(4)											
Cycle Time [1]	240		240		240	240	240	240	250		250		250	
Number of Train Sets	9	1	9	1	10	10	10	10	9	1	9	1	9	1
Coaches/train [2]	1	1	1	1	1	1	1	1	1	2	1	2	1	2
Cab Cars/train [3]	1	2	1	2	1	1	1	1	1	1	1	1	1	1
Train Departures in the Peak Hour	2	1	2	1	3	3	3	3	2	1	2	1	2	1
Seats / hour past max load point	638	514	638	514	957	957	957	957	638	481	638	481	638	481
Total Peak Vehicle Fleet														
Total Train Sets Required	10		10		10	10	10	10	10		10		10	
Total Coaches Required [2]	9		9		10	10	10	10	11		11		11	
Total Cab Cars Required [3]	9		9		10	10	10	10	10		10		10	
Total DMU Power Cars	2		2											
Total DMU Trailer Coaches	1		1											
Max Load Point														
Peak Hour Load	384		403		415	428	441	454	468		482		496	
Total seats / hour past max load point (nortbound service)	1152		1152		957	957	957	957	1119		1119		1119	
Effective Load Factor	**0.33**		**0.35**		**0.43**	**0.45**	**0.46**	**0.47**	**0.42**		**0.43**		**0.44**	
Headway in the Peak Hour	20		20		20	20	20	20	20		20		20	

Notes:

(1) Additional Peak Service Trains have no cycle time, one way trip only.

(2) Number of coaches per train required during the peak hour in the peak direction at the maximum load point (northbound).

(3) Number of cab cars per train required during the peak hour in the peak direction at the maximum load point (northbound).

(4) 2 DMU DD Powered Cab Cars and one DD Coach.

4.6 Step Six - Interim Schedule

As described in Section 3.2, an interim schedule will be implemented on March 27, 2006, increasing headways to 20 minutes southbound in the morning, and northbound in the afternoon. A 30 minute headway in the opposing directions will also be utilized in this schedule. This schedule will be maintained until the completion of the High Level New River Bridge project is completed, when a full 50 train schedule with 20 minute headways in both directions during both peak periods will commence (First Quarter 2007).

4.7 Steps Seven and Eight – Calculation of Spare Rail Car Requirements

Tables 4-6, 4-7, 4-8, and 4-9 present the estimated vehicle operating and spare requirements for the TRI-RAIL fleet operations over the 10-year period 2006 to 2015.

TRI-RAIL's spare percentages are based on industry standards, plus TRI-RAIL's current maintenance program schedule. Calculating a spare ratio that combines locomotives and cars can be misleading, and it is best to identify each vehicle type independently.

Due to the fact that TRI-RAIL operates a very small fleet, the spare ratio for operating and maintenance requirement should be approximately 20%, which is consistent with industry standards. However, due to major overhaul requirements of the current fleet, the Maintenance Fleet Demand exceeds the 20% requirement in three separate years. In 2007 ,2009 and 2010, these overhauls increase the Maintenance and Total Fleet Demand by one in each of these years To meet the increased need for the Maintenance Fleet Demand during these years, four locomotives replaced by TRI-RAIL's recent order will be stored serviceable and will be utilized on an as-needed basis as maintenance demands dictate. These locomotives, although stored serviceable, are included as part of the Total Fleet. Because of the stored serviceable status, these locomotives will not be available for daily emergency needs, due to the required amount of time to bring them back to operational status. TRI-RAIL's current fleet will satisfy the 20% spare ratio throughout the scope of time identified by this document, as shown in *Table 4-6.*

A cab car must also be available for each train set. Cab cars are somewhat more complex than standard coaches because of the operator's cab and control stand, and other devices necessary to allow the car to be qualified as a lead unit in a train set. In order to meet TRI-RAIL's current cab car maintenance program schedule, a spare ratio for cab cars of 20% should be sufficient, as indicated in *Table 4-7,* which is consistent with industry standards. Because of a delay created by the redesign of safety features on the current order for cab-cars (2), these vehicles will not be ready for service until 2009., Because five cab-cars are scheduled to be given complete overhauls over a three year period from 2007-2009 (four months per overhaul, two at a time), TRI-RAIL will utilize one of the spare demonstration DMU power cars to meet the Maintenance and Total Fleet Demands until the new cars arrive, Due to stronger than anticipated ridership gains, and future capacity enhancements, including a route extension onto CSXT's Homewood Branch, TRI-RAIL plans to exercise an available option on eight additional cab cars to be delivered in May of 2010. TRI-RAIL will be able to meet the 20% spare ratio requirement throughout the scope of this document.

A coach is more reliable as it does not have operating controls required to lead a train set consist. For coaches, an operating spare ratio of 10% should be adequate,

consistent with industry standards, as shown in *Table 4-8*. Due to stronger than anticipated ridership gains, and future capacity enhancements, including a route extension onto CSXT's Homewood Branch, TRI-RAIL plans to exercise an available option on four additional coaches to be delivered in May of 2010. TRI-RAIL will be able to meet the 10% spare ratio requirement throughout the scope of this document.

From 2007 through the beginning of 2009, TRI-RAIL will be operating two trainsets of demonstration Double Deck Diesel Multiple Units (DMU), owned by FDOT. These trains will be forwarded to Orlando for a new demonstration program at the beginning of 2009. Each trainset will consist of two double deck power cars and one double deck trailer coach. Since the period of time for which trainsets will be on the property is limited, there will be no major overhauls done to these units. Maintenance will be limited to standard scheduled preventive FRA requirements, manufacturer's recommendations, and any unscheduled maintenance that might be required. One trainset will be in revenue service at any given time, leaving the other trainset for maintenance purposes (with one power car being utilized as a substitution spare for the cab cars until the order for two cab cars arrive on the property in 2009). The DMUs are a new vehicle type and no maintenance history is available to help determine spare ratios. However, according to the manufacturer, typical industry standards for locomotives and cab cars should be sufficient, and therefore the spare ratio requirement for the DMU trainsets should be adequate at 20%, *Table 4-9* shows the spare requirements for the demonstration DMU fleet.

Table 4-6: LOCOMOTIVE FLEET REQUIREMENTS

Year	Operations Fleet Demand (PVR) [1]	Spare Ratio per Normal Maintenance Requirements [2]	Maintenance Fleet Demand	*Scheduled Major Overhauls* [3]	Total Fleet Demand [4]	Total Fleet [5]	Operating Spare Percentage [6]
2007	9	**20.0%**	2	*1*	12	16	77.8%
2008	9	**20.0%**	2	*0*	11	16	77.8%
2009	10	**20.0%**	2	*1*	13	16	60.0%
2010	10	**20.0%**	2	*1*	13	16	60.0%
2011	10	**20.0%**	2	*0*	12	16	60.0%
2012	10	**20.0%**	2	*0*	12	16	60.0%
2013	10	**20.0%**	2	*0*	12	16	60.0%
2014	10	**20.0%**	2	*0*	12	16	60.0%
2015	10	**20.0%**	2	*3*	15	16	60.0%

(1) In 2007 & 2008, two DMU trainsets are in service. One trainset will fill a regular revenue slot, and the other will be reserved for spares

(2) Spare Ratio determined by previous history of maintenance requirements. NOTE: Does not include Major Overhaul requirements

(3) Number of vehicles in Major Overhaul at any given time. Number NOT included in Maintenance Fleet Demand

(4) Total Fleet Demand number is the normal Maintenance Fleet Demand plus any additional vehicles requiring Major Overhauls

(5) Total Fleet includes vehicles that are stored serviceable. During periods where active vehicles are having Major Overhauls, stored serviceable vehicles will be brought back to active status to meet the Total Fleet Demand.

(6) Operating Spare Percentage includes vehicles that are stored serviceable.

Table 4-7: CAB-CAR FLEET REQUIREMENTS

Year	Operations Fleet Demand (PVR) [1]	Spare Ratio per Normal Maintenance Requirements [2]	Maintenance Fleet Demand	*Scheduled Major Overhauls* [3]	Total Fleet Demand [4]	Total Fleet [5]	Operating Spare Percentage [6]
2007	9	**20.0%**	2	1	12	12	33.3%
2008	9	**20.0%**	2	1	12	12	33.3%
2009	10	**20.0%**	2	1	13	13	30.0%
2010 [7]	10	**20.0%**	2	0	12	21	110.0%
2011	10	**20.0%**	2	0	12	21	110.0%
2012	10	**20.0%**	2	0	12	21	110.0%
2013	10	**20.0%**	2	0	12	21	110.0%
2014	10	**20.0%**	2	0	12	21	110.0%
2015	10	**20.0%**	2	0	12	21	110.0%

(1) In 2007 & 2008, two DMU trainsets are in service. One trainset will fill a regular revenue slot, and the other will be reserved for spares

(2) Spare Ratio determined by previous history of maintenance requirements. NOTE: Does not include Major Overhaul requirements

(3) Number of vehicles in Major Overhaul at any given time. Number NOT included in Maintenance Fleet Demand

(4) Total Fleet Demand number is the normal Maintenance Fleet Demand plus any additional vehicles requiring Major Overhauls

(5) Total Fleet includes DMU Power Car available as a spare

(6) Operating Spare Percentage includes DMU Power Car available as a spare.

(7) Eight new cab cars from an option order will arrive on the property in May of 2010

Table 4-8: COACH FLEET REQUIREMENTS

Year	Operations Fleet Demand (PVR) [1]	Spare Ratio per Normal Maintenance Requirements [2]	Maintenance Fleet Demand	*Scheduled Major Overhauls* [3]	Total Fleet Demand [4]	Total Fleet	Operating Spare Percentage
2007	9	10.0%	1	0	10	15	66.7%
2008	9	10.0%	1	0	10	15	66.7%
2009	10	10.0%	1	0	11	15	50.0%
2010 [5]	10	10.0%	1	0	11	19	90.0%
2011	10	10.0%	1	0	11	19	90.0%
2012	10	10.0%	1	0	11	19	90.0%
2013	10	10.0%	1	0	12	19	90.0%
2014	10	10.0%	1	0	12	19	90.0%
2015	10	10.0%	1	0	12	19	90.0%

(1) In 2007 & 2008, two DMU trainsets are in service. One trainset will fill a regular revenue slot, and the other will be reserved for spares

(2) Spare Ratio determined by previous history of maintenance requirements. NOTE: Does not include Major Overhaul requirements

(3) Number of vehicles in Major Overhaul at any given time

(4) Total Fleet Demand number is the normal Maintenance Fleet Demand plus any additional vehicles requiring Major Overhauls
Operating Spare Percentage includes DMU Power Car available as a spare.

(5) Four new coaches from an option order will arrive on the property in May of 2010

Table 4-9: DMU FLEET REQUIREMENTS

Year	Operations Fleet Demand (PVR) [1]	Spare Ratio per Normal Maintenance Requirements [2]	Maintenance Fleet Demand	*Scheduled Major Overhauls* [3]	Total Fleet Demand [4]	Total Fleet [5]	Operating Spare Percentage
DD Power Cars							
2007	2	20.0%	1	*0*	3	3	50%
2008	2	20.0%	1	*0*	3	3	50%
DMU DD Trailer Coaches							
2007	1	20.0%	1	*0*	2	2	100%
2008	1	20.0%	1	*0*	2	2	100%

(1) In 2007 & 2008, two DMU trainsets are in service. One trainset will fill a regular revenue slot, and the other will be reserved for spares

(2) Spare Ratio suggested by vehicle manufacturer

(3) Number of vehicles in Major Overhaul at any given time

(4) Total Fleet Demand number is the normal Maintenance Fleet Demand plus any additional vehicles requiring Major Overhauls

(5) Number does NOT include one additional spare DMU Power Car that will be utilized as a spare cab car.

5.0 SUPPLY OF REVENUE VEHICLES

The possibility of a complete overhaul program for all vehicles will affect the future available fleet. Locomotives 810 and 811 were fully overhauled prior to going into service in 1998. Tables 5-1 and 5-2 show the current and expected roster for locomotives and the cab/coach fleet. Four locomotives that were replaced with the recent GP49 locomotive order will be stored serviceable to help meet any future locomotive overhaul requirements, keeping the Total Fleet sufficient to meet the the Maintenance and Total Fleet Demands requirements. Because of the stored serviceable status, these locomotives will not be available for daily emergency needs, due to the required amount of time to bring them back to operational status.

The new vehicles identified in these tables will need to be acquired for the completed double tracking program and 20-minute headway used during the peak commuter time periods. The number of vehicles to be acquired is shown in Section 7.

In addition, TRI-RAIL is taking delivery of two Diesel Multiple Unit (DMU) trainsets from Colorado RailCar Manufacturing (CRM) for demonstration purposes. The DMU's are owned by the FRA and FDOT. The first set was delivered in February of 2006, the other set will arrive in mid to late 2007. The trainset delivered in February of 2006 consists of one DMU double deck power car, and one double deck trailer coach. The second set to be delivered in 2007 will consist of two DMU double deck power cars and one double deck trailer coach. An additional single level power car that was to be delivered with the first set was destroyed in a fire while testing, and will be replaced with a double deck power car. The timeframe for delivery is mid to late 2007. Each DMU double deck power car has a seating capacity of 167 patrons and is powered by two 600 HP Detroit Diesel Engines, with Voith Turbo Hydrodynamic transmissions. Each power car also is equipped with a half-width walk-through cab with operating controls, similar to a standard bi-level cab car. Each double deck trailer coach will seat 180 passengers. The demonstration DMUs will be on the property until early 2009 when they will be removed from TRI-RAIL service and placed into a pilot program in Orlando, FL. During the time on the property, TRI-RAIL will utilize one of the spare demonstration DMU power cars to meet the Maintenance and Total Fleet Demands of the cab car fleet, until the new cab cars scheduled for delivery in 2009 arrive.

TRI-RAIL does not expect to put the DMUs into service until the 2007 schedule change to 50 trains.

TABLE 5-1 CAB CAR AND COACH FLEET

TABLE 5-1
TRI-RAIL Coach/Cab Car Fleet

Road No.	Coach/ Cab Car	Builder	Date Built	Last Truck Overhaul	External Wrap Applied	Complete Overhaul[1]	Due for Complete Overhaul[2]	Window Change-Out	Air Conditioner Overhaul	Total Mileage	Average Annual Mileage	Notes
1001	C	Bombardier	1988	2004	2001	2002	2017	1997	2002	1,200,000	100,000	
1002	C	Bombardier	1988	2004	2001	2001	2016	1997	1999	1,200,000	100,000	
1003	C	Bombardier	1988	2005	2001	2002	2017	1997	1999	1,200,000	100,000	
1004	C	Bombardier	1988	2004	2001	2002	2017	1997	1999	1,200,000	100,000	
1005	C	Bombardier	1988	2005	2001	2003	2018	1997	1999	1,200,000	100,000	
1006	C	Bombardier	1988	2005	2001	2002	2017	1997	1999	1,200,000	100,000	
1007	C	Bombardier	1988	2005	2002	2005	2020	1997	1999	1,200,000	100,000	
1008	C	Bombardier	1988	2005	2001	2005	2020	1997		1,200,000	100,000	
1009	C	Bombardier	1988	2005	2001			1997		1,200,000	100,000	
1010	C	Bombardier	1988	2005	2001	2003	2018	1996	1999	1,200,000	100,000	
1011	C	Bombardier	1988	2005	2000	2001	2016	1996	1999	1,200,000	100,000	
1012	C	Bombardier	1988	2005	2001	2001	2016	1996	1999	1,200,000	100,000	
1013	C	Bombardier	1992	2005	2001	2004	2019	1996	1999	1,000,000	100,000	
1014	C	Bombardier	1992	2005	2002	2004	2019	1996	1999	1,000,000	100,000	
1015	C	Bombardier	1992	2005	2001			1996	1999	1,000,000	100,000	
501	CC	Bombardier	1988	2004	2001			1996	1999	1,000,000	100,000	
502	CC	Bombardier	1988	2003	2002	2002	2017	1996	1999	1,000,000	100,000	
503	CC	Bombardier	1988	2003	2001	2003	2018	1996	1999	1,000,000	100,000	
504	CC	Bombardier	1988	2005	2001	2005	2020	1997		1,000,000	100,000	
505	CC	Bombardier	1988	2005	2001	2003	2018	1996		1,000,000	100,000	
506	CC	Bombardier	1988	2005	2000	2004	2019	1996		1,000,000	100,000	
507	CC	Bombardier	1996	2002	2001		2007			600,000	100,000	
508	CC	Bombardier	1996	2002	2002		2007			600,000	100,000	
509	CC	Bombardier	1996	2002	2001		2007			600,000	100,000	
510	CC	Bombardier	1996	2002	2002		2007			600,000	100,000	
511	CC	Bombardier	1996	2002	2002		2007			600,000	100,000	
702	DDdmu	CRM			Paint	Single level DMU destroyed in fire 2005						
7001	DDcoch	CRM	2005		Paint							
703	DDdmu	CRM	2005		Paint							
704	DDdmu	CRM	2006		Paint							
7002	DDcoach	CRM	2006		Paint							
705	Dddmu	CRM	2006		Paint							

(SOURCE: Herzog Transit Services, Inc., 2002/ HTSI and SFRTA comments revised 12/2005)

Notes:

C Coach
CC Cab Car
DDdmu Double Deck DMU
DDcoa Double Deck Coach

(1) couplers, curtains at car ends, emergency signange package, new batteries, new battery charger, etc. *Trucks and Air Conditioners are not done in a "Complete Overhaul".*

TABLE 5-2 TRI-RAIL LOCOMOTIVE FLEET

TABLE 5-2
TRI-RAIL Locomotive Fleet

Road No.	Builder	Date Built	Date Purch.	Horse-power	HEP	Last Over-hauled	Next Over-haul	Last Exterior Paint*	HEP Over-hauled	Gear Unit Over-hauled	Trucks Over-hauled	Air Comp. Over-hauled	Complete Rewire Remanu-facture	Total Mileage	Miles Since last engine overhaul	Average Annual Mileage
								F-40-PHL								
801	M-K	1974	1988	3200	Gear Dr.	1996	retired	1996p	1996	1993	1996	1996		936,000	432,000	72,000
802	M-K	1974	1988	3200	Gear Dr.	1997	retired	1997	1997	1992	1997	1997		936,000	360,000	72,000
803	M-K	1974	1988	3200	Gear Dr.	1996	retired	1996p	1997	1993	1996	1996		936,000	432,000	72,000
804	M-K	1974	1988	3200	Gear Dr.	1997	retired	1997p	1997	1993	1997	1997		936,000	360,000	72,000
805	M-K	1974	1988	3200	Gear Dr.	2000	2009	2000	1997	2000	2000	2000		936,000	144,000	72,000
								F-40-PHM-2c								
807	M-K	1992	1992	3000	Cat. Eng.	2001	2010	2001	1998	n.a	2001	2001		720,000	72,000	72,000
808	M-K	1992	1992	3000	Cat. Eng.	2000	2009	2000	2002	n.a	2000	2000		720,000	144,000	72,000
809	M-K	1992	1992	3000	Cat. Eng.	2001	2010	2001	1998	n.a	2001	2001		720,000	72,000	72,000
								F-40-PHR								
810	EMD	1980	1997	3200	Cat. Eng.	1998	2007	1997	2005	converted	1998	1998	1998	2,288,000	288,000	72,000
811	EMD	1980	1997	3200	Cat. Eng.	1998	2007	1997	2006	converted	1998	1998	1998	2,288,000	288,000	72,000
								Locomotives for acquisition 2006 - model GP49								
812	EMD	198?	2002	2800	Detroit Eng	n.a.	2015	2006	2006 new	n.a.	2006	2006	2006	0	0	0
813	EMD	198?	2002	2800	Detroit Eng	n.a.	2015	2006	2006 new	n.a.	2006	2006	2006	0	0	0
814	EMD	198?	2002	2800	Detroit Eng	n.a.	2015	2006	2006 new	n.a.	2006	2006	2006	0	0	0
815	EMD	198?	2002	2800	Detroit Eng	n.a.	2015	2006	2006 new	n.a.	2006	2006	2006	0	0	0
816	EMD	198?	2002	2800	Detroit Eng	n.a.	2015	2006	2006 new	n.a.	2006	2006	2006	0	0	0
817	EMD	198?	2002	2800	Detroit Eng	n.a.	2015	2006	2006 new	n.a.	2006	2006	2006			

Notes:

p	partial
M-K	Morrison-Knudsen
EMD	Electro-Motive Division
HEP	Head End Power
Gear Dr.	Gear Driven
Cat. Eng.	Caterpillar Engine

6.0 MAINTENANCE AND RELIABILITY

Scheduled preventive maintenance of rail vehicles is essential to providing safe, reliable, and attractive service. Preventive maintenance is especially critical to provide quality service and managing O&M budgets. Rolling stock is a major capital investment that must be well maintained to maximize its service life and to minimize capital and operating expenditures.

Equipment maintenance is accomplished at a fixed rate so that preventative maintenance is accomplished on a scheduled basis. TRI-RAIL has a complete maintenance operation procedure for all vehicles. Coach cars have daily and bi-weekly inspections with a yearly progressive maintenance program. Daily cleaning and maintenance are performed on all vehicles. Locomotives are cleaned internally and inspected. Daily inspections include mountings, fluid levels, temperatures, leaks, air systems, safety equipment, condition of cables, operation of all electrical equipment, and replenish supplies. Coach and cab cars are cleaned inside and out and any graffiti is removed. The progressive maintenance schedule includes all of the requirements of the previous inspection and adds additional tests and inspections.

Locomotive inspections occur daily, and at 45-days, 90-days, 180-days, yearly, and every 2 years. The 45-day inspection includes a procedure that checks for mechanical, electrical, and general system-wide defects. All fluids and filters are inspected and replenished or replaced, where necessary. A general safety inspection is also conducted. The 45-day inspection is included in the 90-day inspection; however, a more elaborate system-wide inspection is conducted. Special emphasis is placed on locating potential mechanical, electrical, and safety defects, leaks, or hazards.

The yearly inspection includes all of the 45-day and 90-day inspections. Additionally, it includes replacements of any worn or decrepit parts.

Locomotives are on a nine year overhaul cycle. Each overhaul can require four to six months, not including the engineering and procurement cycle Six replacement locomotives will be acquired and four of the 1974 locomotives will be stored serviceable, awaiting disposition. These locomotives will be brought back into revenue service on an as-needed basis to cover maintenance fleet requirements during major overhauls of the rest of the fleet. *Table 5-2* in the previous section shows the overhaul history of the TRI-RAIL locomotive fleet.

The inspections of the cab car are similar to those of the locomotive inspections. However, since cab cars carry passengers, safety inspections are executed accordingly. The 45-day inspection includes a procedure that checks for mechanical, electrical, and general system-wide defects. A detailed safety inspection is also performed. The 45-day inspection is included in the 90-day inspection; however, a more elaborate system-wide safety inspection is conducted. Additionally, all fluids and filters are inspected and replenished or replaced, where necessary. A detailed inspection regarding passenger comfort and convenience is also accomplished. This includes inspections/ maintenance of cab seats and mountings, windows, sun visors, doors, lighting, AC/heating, and communication systems.

As in the case of the locomotive, the yearly cab car inspection includes all of the 45- day and 90-day inspections, and includes replacements of any worn or decrepit parts.

Previously, TRI-RAIL had used repair and upgrade programs to maintain its coaches and cab car fleet, instead of complete overhauls. Coaches and Cab cars are expected to be maintained with a 10-year overhaul cycle with each vehicle in overhaul for approximately 4 months. *Table 5-1* in the previous section shows the upgrade/maintenance history of the TRI-RAIL fleet.

Maintenance and inspection are generally performed at both the West Palm Beach Layover Facility and the Hialeah Yard. All major work is performed in the Hialeah Yard, which was purchased by FDOT from the CSXT and has been upgraded by a short-term capital improvement program.

The following is a brief summary highlighting TRI-RAIL's Hialeah Yard facilities:

- TRI-RAIL Diesel Shop - Occupied by the operating contractor, the Diesel Shop is located centrally at the south end of the Yard. The main function of this building is to service, maintain, and repair TRI-RAIL's locomotive and commuter coach fleet. Located on the eastern side of the building are the administrative offices, storage shelves stocked with miscellaneous spare parts, storage room stocked with spare parts, restrooms and break rooms.
- Temporary Office Building – The operating contractor's construction trailers are located to the northeast of the Diesel Shop. These trailers provide offices to contractor's management personnel who are administering the TRI-RAIL system operations work.
- Hialeah Operations Center - The Hialeah Operations Center is a two-story building located centrally in the Yard, and is jointly used by CSXT and TRI-RAIL.
- TRI-RAIL Train Wash - The Train Wash consists of one direct fixated track running through the wash area; a steel structure surrounding the track supports the wash brushes. To the west of the track is a metal shed that houses the control panels and two large storage tanks containing the cleaning agents for the wash cycle. Its main function is to clean TRI-RAIL's commuter fleet.
- Storage Warehouse - The warehouse is located in the general vicinity of the Diesel Shop and provides space to store spare parts and equipment for TRI-RAIL's commuter fleet.

The current West Palm Beach Layover Facility provides space for storing four 3-car train sets (each with 1 locomotive, 2 coaches and 1 cab car) overnight. The revised West Palm Layover Facility is being designed to accommodate 2-three car and 3-two car train sets overnight. The daily and weekly inspections, and light maintenance and cleaning on train sets held overnight at the and the revised West Palm Beach Layover Facility will remain as-is. In addition, a new Operations Center and Customer Service Center will be located at the facility, with a rehabilitated reporting office for crew members that has an office, lockers and showers.

7.0 REVENUE VEHICLE DEMAND / SUPPLY BALANCE

7.1 Locomotives

Based on the analysis completed in Section 4, and the policy headway operating assumptions, nine locomotives will be required until one additional locomotive is required by early 2009. The locomotives replaced by the recently delivered GP49 order will be stored serviceable, awaiting disposition, available to be brought back to revenue service during periods where the major overhaul requirements force the fleet into a deficit. This vehicle acquisition should be able to handle the operations through 2015. Although they will be stored serviceable, they will be considered part of the total available fleet.

7.2 Cab Cars

With the current fleet of cab-cars owned by TRI-RAIL, an additional fleet procurement of two cab cars will be required by 2009 to meet the required total fleet demand. Originally scheduled for mid-2006 delivery, these cars will not be available until early 2009 due to redesign of the vehicles in this purchase order. During this period, revenue operation of one of the demonstration DMU trainsets, plus one additional spare DMU power car will supplement the Maintenance and Total Fleet Demand, until the delayed cab cars arrive on the property. TRI-RAIL's cab car fleet should be sufficient to handle their peak load requirements throughout the scope of the document. TRI-RAIL plans to purchase eight additional cab-cars through an option in their current order, to supplement stronger than anticipated ridership gains, and future capacity enhancments, including a route extension on CSXT's Homewood Branch.

7.3 Coaches

TRI-RAIL currently has a small surplus of coaches beyond what is required to maintain a 1.0 load factor at current headways. TRI-RAIL plans to purchase four additional coaches through an option in their current cab-car order, to supplement stronger than anticipated ridership gains, and future capacity enhancments, including a route extension on CSXT's Homewood Branch.

7.4 DMUs

From mid-2007 to the beginning of 2009, TRI-RAIL will operate two demonstration double deck DMU trainsets. During the demonstration period, one DMU trainset will operate in revenue service releasing one trainset of standard equipment for maintenance spares, while the other DMU trainset will be utilized to meet the maintenance spare requirements of the DMU fleet and the cab-car fleet. Each trainset will have two DD power cars at each end of the consist. By having two complete DMU trainsets, a complete trainset can be substituted in case of a maintenance failure, reducing the time required for switching cars into and out of a train.

8.0 REFERENCES

Tri-County Commuter Rail Authority (TRI-RAIL), December 2001, *2020 Long Range Master Plan.* Prepared by Parsons Brinckerhoff.

TRI-RAIL, October 31, 2000. *Environmental Assessment TRI-RAIL Double Track Corridor Improvement Program, Segment 5 Project.* Prepared by Parsons Brinckerhoff.

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

STATION DESIGN GUIDELINES

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PREFACE

A. GOALS

One of the primary goals of SFRTA/TRI-RAIL is the establishment and maintenance of an effective capital planning process. Effective capital planning is a key element of TRI-RAIL's approach to enhancing customer satisfaction while retaining and attempting to increase ridership. High levels of customer satisfaction and continued growth of TRI-RAIL will bring significant benefits, not only to passengers who use the system, but to the general public throughout South Florida. The purpose of these guidelines is to serve as a tool to help facilitate that process.

A.1 Station Design Guidelines

These guidelines are intended to establish a design direction for TRI-RAIL stations – functional, safe, attractive, and well-maintained stations are of primary importance to the enhancement of customer satisfaction.

These guidelines include general appearance and construction criteria for stations. While the establishment of a consistent, systemwide service identifies a goal of the agency, these guidelines recognize the diversity of the design of various stations and the communities they serve by allowing designers controlled flexibility in the application of the criteria within.

These Station Design Guidelines are applicable to both expansion/rehabilitation of existing stations, and construction of new stations.

SFRTA/TRI-Rail acknowledges that these guidelines represent sort of an ideal, and, may be applied differently at particular stations or areas within stations. These Station Design Guidelines are a living document, which will evolve over time with SFRTA/TRI-RAIL.

A.2 Recommendations for Use

At the beginning of any station improvement or new construction project, the SFRTA/TRI-RAIL Project Manager and Design Consultant should review all available project data to determine whether the defined scope of work is complete and in accordance with these Guidelines.

The Project Manager and Design Consultants shall determine whether:

i. The scope is insufficient to bring the entire station into full compliance with these guidelines.

ii. The scope contains work which conflicts with other work recommended by these guidelines.

iii. The scope directly contradicts these guidelines.

In the first instance, the Project Manager and the Design Consultants should make recommendations indicating additional work to achieve full compliance, along with cost, budget, and schedule impacts.

In the latter two cases, the Project Manager and the Design Consultants should delineate all conflicts and contradictions between the scope and these guidelines. If possible, the cost, budget, and schedule impacts of resolving such conflicts and contradictions should be included. Such reports may serve as important tools in the evolution of these Guidelines.

LIST OF ABBREVIATIONS

AASHTO	American Association of State Highway and Transportation Officials
ADA	Americans with Disabilities Act
ADAAG	Americans with Disabilities Act Accessibility Guidelines
AFF	Automated Flight Following
AREMA	American Railway Engineering and Maintenance-of-Way Association
ASTM	American Society for Testing and Materials
DBE	Disadvantaged Business Enterprise
CCTV	Closed Circuit Television
CSXT	CSX Transportation, Inc.
EMT	Electrical Metallic Tubing
FBC	Florida Building Code
FDOT	Florida Department of Transportation
FPL	Florida Power & Light
GFI	Ground Fault Interrupter
HID	High Intensity Discharge
ITE	Institute of Transportation Engineers
LEED	Leadership in Environmental and Energy Design
LPI	Lightning Protection Institute
NEMA	National Electrical Manufacturers Association
NFPA	National Fire Protection Association
o.c.	On center
PA	Public Address
PI	Passenger Information
PVC	Premature Ventricular Contraction

RGS	Rigid Galvanized Steel
SFRC	South Florida Rail Corridor
SFRTA	South Florida Regional Transportation Authority
SFWMD	South Florida Water Management District
TRI-RAIL	Commuter Rail System Operated by SFRTA
TVM	Ticket Vending Machine
UL	Underwriters Laboratories
USDOT	United States Department of Transportation
USGBC	United States Green Building Council

CHAPTER 4

STATION PLATFORMS

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I. DESIGN INTENT

Large numbers of people will utilize TRI-RAIL stations as part of their daily routine. The majority of this experience will result from the time passengers spend waiting for trains at the platform.

Platforms at TRI-RAIL stations shall be designed to achieve the objectives outlined below.

I.A ALLOW CUSTOMERS TO WAIT IN SAFETY AND COMFORT

a. Platforms should be clearly visible from all parts of the Station; no portion of any platform should seem isolated or remote from the rest of the Station, or from the surrounding community.

b. Platform lighting shall be in accordance with the guidelines promulgated in Chapter 6 of these Guidelines.

c. Platforms shall be provided with full-length canopies and adequate windscreens to ensure reasonable passenger comfort under severe weather conditions.

d. Passenger information systems and public address systems shall be in accordance with the guidelines promulgated in Chapter 5 of these Guidelines.

e. Ancillary facilities such as Station Buildings (where provided), TVM enclosures, and overpass structures shall be clearly visible from the platform, and convenient to use.

I.B SHOW CUSTOMERS THE MOST CONVENIENT MEANS OF ENTRY AND EXIT

a. Platform layouts and signage should be representative of circulation patterns within the Station.

b. All points and means of access to platforms shall also permit egress from platforms.

c. Stairways, ramps, elevators, and escalators, where used, shall be located to facilitate convenient access to, and swift egress from platforms.

I.C HAVE AN APPEARANCE WHICH CONVEYS A COHERENT SYSTEMWIDE IDENTITY

a. Use of consistent design elements, colors and finishes to enhance systemwide identity is encouraged.

b. Platforms and canopies that are to be added to existing Stations shall match the architectural image, color, finishes and construction components of the existing Station.

I.D PROVIDE FURNISHINGS AND ACCOUTERMENTS WHICH ENHANCE CUSTOMER SAFETY AND COMFORT

a. Platform fixtures and furnishings shall be provided in sufficient quantity to provide for anticipated loading.

b. Fixtures and furnishings such as seating, trash receptacles, windscreens, and the like shall be adequately distributed to prevent overcrowding, and facilitate even loading of incoming trains.

II. PLATFORMS

II.A PLANNING AND DESIGN

The location and configuration of platforms for TRI-RAIL stations will generally be determined by existing track alignments, and the right-of-way boundaries of the rail corridor. The guidelines delineated in this Chapter must be applied within those constraints.

Several TRI-RAIL stations are shared with other train providers, most notably Amtrak. At these stations, certain design criteria, such as platform length, may be modified to suit the service requirements of these other providers.

II.A.1 Platform Configurations

The following guidelines apply to side platforms, which are the preferred configuration. In the event an island platform is required, additional elements and clearances will be required. These additional elements and clearances will significantly affect platform widths, end layouts and drainage requirements. For island platform configuration requirements, please refer to Section II.A.3

i. **Length:** Platforms shall be 400 ft. (nominal) in length. Tri-Rail/AMTRAK stations shall have a minimum platform length of 1,000 feet.

ii. **Width:** 25'-0" minimum, with additional width as necessary to meet the "Platform Area" criteria under II.A.2.

iii. **Alignment:** Platforms should be located along tangent track. Where this is not possible, the total track curvature along the entire length of the platform shall not exceed 1°40'.

iv. **Slope & Curvature:** Essentially level and flat, except as follows:

   a. **Drainage:** Maximum grade on the platform shall be 2%; minimum grade on the platform shall be 1%. Tolerances shall be maintained to eliminate "bird baths" on the finished platform surface. Platform grades shall correspond to the track grade and be sloped to drain away from tracks.

   b. **Longitudinal Slope:** Slope of platforms in the direction parallel to the tracks shall match slope of the adjacent track, except at those location that must be ADA compliant.

   c. **Vertical Curvature:** When tracks experience vertical curvature within the limits of the station platforms, the edge of each platform shall have vertical curvature applied to match the adjacent track.

v. **Horizontal Track Clearance:** The required distance from centerline of the near track to the platform edge shall be 5'-1 1/8". The minimum clearance from edge of platform to face of elevator/stair tower structure shall be 20'-0". The minimum clearance from centerline of nearest outside track to canopy column or post shall be 12'-0".

II.A.2 Platform Area

The minimum net area of each platform shall be no less than 83.3% of the total square footage of the platform, exclusive of platform edge "clear zones", structural elements, vertical circulation elements, queuing spaces for designated station elements, and any restricted or otherwise unusable areas.

i. A 2'-0" wide platform edge clear zone shall extend the entire length of each platform.

ii. The minimum platform width delineated herein shall be increased as necessary to meet this requirement.

iii. Should property lines or other geometric restrictions limit the platform widths, platform lights may be extended as necessary to meet this requirement.

II.A.3 Island Platform Configurations

i. **Length:** Platforms shall match the same length of the side platforms.

ii. **Width:** 27'-0" minimum, with additional width as necessary to meet the "Platform Area" criteria under II.A.2.

iii. **Alignment:** Platforms should be located along tangent track. Where this is not possible, the total track curvature along the entire length of the platform shall not exceed 1°40'.

iv. **Slope & Curvature:** Essentially level and flat. (See II.A.IV. a-c)

II.A.4 Queuing Space

Platforms shall be designed with sufficient queuing space to allow for the orderly formation of lines at designated elements, without causing disruption of other passenger flow routes.

Queuing areas shall be dedicated for only that purpose; no station fixtures or furnishings, structural elements, or other obstructions shall intrude such areas.

Queuing areas for designated elements shall have the following minimum clearances:

Element	Min. Clearance
Elevators (from threshold)	10'-0"
Stairs (from working points)	12'-0"
TVM's & Validators	8'-0"

II.A.5 Support Areas

Equipment rooms and support areas shall not be located within platform areas, nor should access to such areas directly from platform areas.

Equipment rooms shall include mechanical, electrical, and storage areas.

II.A.6 Platform Water Supply

Water supply connection points shall be provided for platform cleaning purposes. A minimum of 2 connections per platform shall be located in a place which facilitates their use for cleaning, and shall be wall mounted located in recessed lockable boxes.

All water supplies to fixtures in public areas shall have key-operated service valves. Each connection shall be designed for the pressure as recommended by the fixture manufacturer but not less than 15 psi for flush valves and not less than 8 psi for other fixtures. Water supply to lavatories and flush-valve fixtures shall have water shock absorbing provisions. Vacuum breakers shall be provided on all outlets with hose bib connections and submerged inlets.

i. Design shall be in accordance to local and state requirements, including material, depth cover, fittings, and applicable permit conditions.
ii. Connections shall be loose key-operated, wall or deck hydrants, with lockable covers.
iii. Water supply piping shall be run in a concealed manner.
iv. Suitable drainage provisions shall be included at each connection point.
v. One chilled drinking water fountain per station shall be provided at a minimum.
vi. One employee bathroom per station shall be provided at a minimum.
vii. Low pressure water valves shall be used to the extent possible.

Whenever feasible, employee bathroom shall also provide a shower.

II.B TICKET VENDING MACHINES (TVM'S)

II.B.1 TVM Enclosure

The TVM enclosure shall be a lockable enclosure where money and fares can be withdrawn from the equipment in a secured space. The TVM enclosure shall be three-wall masonry and roofed. The open side shall be secured with a lockable, solid panel coiling door. The lock shall use TRI-RAIL's standard key for TVM enclosures.

Dimensions: The TVM enclosure shall accommodate five (5) TVMs and two Stand-Alone Validators (SAV). TVM size may vary by manufacturer. The footprint required for each TVM shall be approximately 3'-6" x 2'-6".

i. **Floor:** Pavement under the TVM shall be designed for the weight of the TVM, approximately 1200 pounds.

Figure 4.1 - TVM and Vending Machine Enclosure

ii. **Clearances:** A clearance of 6 inches to the rear and 24 inches lateral of each machine shall be provided

iii. **Power:** Separate power and communication conduit and cabling shall be provided to each TVM. SAVs shall be located on top of a pedestal or steel pole provided by the SAV supplier. Separate power cabling shall be provided to each SAV. SAVs can share conduits with TVMs. A minimum of 6 feet of slack in the power line shall be provided. Individual circuit breakers for each TVM and the SAVs shall be provided.

II.B.2 Vending Machine Area

Vending machine space (to accommodate two vending machines) and electrical power receptacles shall be provided to authorized vendors for their equipment. The vending machine space shall have three perimeter sides with walls or screens and a roof covering to protect passengers from inclement weather. Vending machine space shall be wide enough to accommodate security cages.

II.C CONSTRUCTION

II.C.1 Platform Edges

i. **Offset:** 5'-1$^{1}/_{8}$" from centerline of adjacent track.

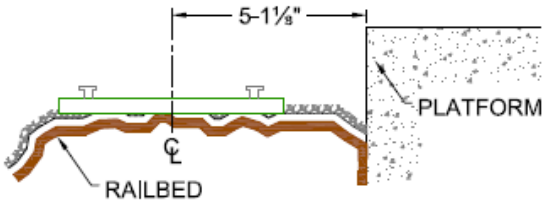


Figure 4.2 - Platform Edge Offset from Track Centerline

ii. **Elevation:** 8” above top near rail.

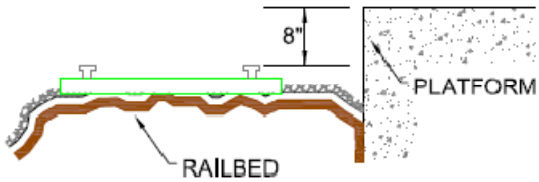


Figure 4.3 - Platform Edge Height Above Top of Rail

For other clearance dimensions, refer to the CSXT Clearance Diagram in the Appendix G.

II.C.2 Tactile Warning Surfaces

ADA compliant tactile warning surfaces shall be provided along platform edges.

Tactile warning surfaces shall be continuous, running the full length of trackside platform edges, then returning 90° at platform ends, and continue for a distance of 5’-0”, or the entire length of such platform ends that are not protected by railing, whichever is greater. Please refer to **Figures 4.4 and 4.5.**

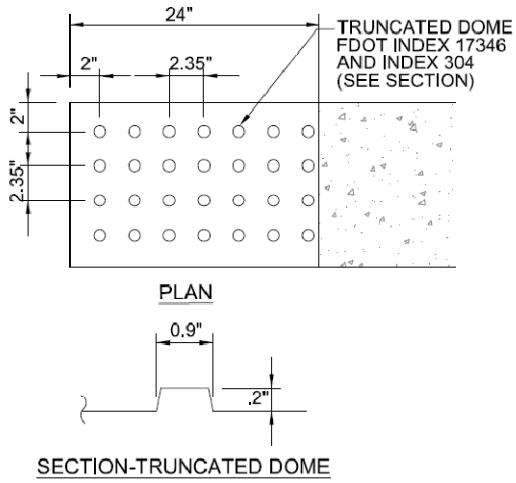


Figure 4.4 - Tactile Warning Surface at Platform Edge

i. **Design:** Truncated domes aligned in a square grid pattern, in accordance with Section 1108 of the ADA Accessibility Guidelines (ADAAG).

ii. **Length:** Full length of platform, continuous.

iii. **Width:** 24” minimum.

iv. **Color:** Safety Yellow, except along open edges of “mini-high” wheelchair loading ramps. Tactile warning surfaces along edges of “mini-high” shall be International Blue.

v. **Fiberglass Panel Installation:** Where used, fiberglass panels shall be installed using a full bed of contact adhesive supplemented by mechanical manufacturer’s instructions.

Panels shall be installed with their base surface level with, or slightly higher than, the platform surface. Maximum surface level variation shall not exceed $^{1}/_{4}$” across the width of the panel.

II.C.3 Materials

i. Platforms shall provide a durable pavement of size and grade elevation for passengers to safely board and exit the train.

ii. Platform shall be of concrete pavement with perimeter concrete foundations.

iii. Platform top surface shall be finished with a non-slip finish, scored and jointed to minimize the effects of cracking.

iv. At existing Stations that do not require reconstruction, new platforms shall match existing platforms with regard to floor finishes, railing and guardrail details and other visual elements.

Figure 4.5 - Tactile Warning Surface at Platform End

v. Platforms shall not have a cantilever slab detail and grinding or cutting the edge of platform to conform to track clearance is not permitted.

III. PLATFORM ACCESS

Access to platforms should be clear and direct. Where possible, access points should be placed in a manner which prevents overcrowding and encourages even dispersal of passengers along platforms, thus facilitating access and egress.

III.A STAIRS

Access to each level of the station shall be provided by at least one stair, open to public areas, and designed to carry two-way pedestrian traffic.

III.A.1 General Considerations

i. **Location:** Stairs should be conveniently located, and easily seen from all areas of platforms. Maximum travel distance from any point on a platform to a stair should not exceed 250 feet.

ii. **Materials:** Stairs shall be constructed of robust, non-combustible materials suitable for use in high pedestrian traffic areas. Stair treads and nosings shall have slip-resistant surfaces.

iii. **Configuration:** The maximum nominal slope of stairways shall be less than 35.54° from horizontal. Winding, curbed, and spiral stairways shall not be permitted. No horizontal turns greater than 45° shall be allowed.

iv. **Covering:** Stairs between platforms and overpasses shall be covered with canopies to match platform and/or overpass canopies. Stairs at platform entrances, or other station areas, may be covered with suitable canopies, determined on a case-by-case basis.

v. **Windscreens:** Windscreens should be provided at overpass stairs, overpasses, and wherever wind conditions may warrant their use. Windscreens shall be sufficiently transparent to ensure costumer security.

III.A.2 Materials and Performance

i. **Nosings:** Leading edges of stair treads shall be provided with round nosings having a radius of between $^{1}/_{4}$" to $^{3}/_{8}$". Tread nosings shall be visually distinct from treads and risers. Protruding or overhanging nosings shall not be allowed.

ii. **Risers:** Each riser shall rake back at an angle from the nosing edge to the intersection with the tread below. Total rake, measured from nosing edge to intersection of tread and riser, shall not be less than 1¼" and not more than 1½".

iii. **Railings and Handrails:** Must be ADA compliant, have no sharp edges or exposed ends. Railings shall return to a supporting wall or post. Railings shall have predominately vertical intermediate elements, rather than horizontal, to discourage climbing.

For Critical Stair Dimensions, please refer to Table III.A.

III.B LOCKDOWN CONTROLS

II.B.1 Lockdown Controls

i. Each Station, including both platforms, shall be equipped with lock-down controls to lock-out persons from entering the elevator/stair towers from the platform and having access to the crossover pedestrian bridge at each Station. These provisions shall include motorized coiling doors (swing gates or swing doors are not permitted) to block access routes that can be activated on

site, both manually and by time clock, and from a remote location.

A hatch access to manually open or close any a mechanical lock down

TABLE III.A CRITICAL STAIR DIMENSIONS				
STAIR ELEMENTS	MIN.	MAX.	FIXED	OTHER
Stair Width	8'-0"	-	-	
Stair Landing Length	7'-0"	-	-	
Vertical Distance Between Landings	9'-4"	12'-0"	-	
Stair Slope (nominal, from horizontal)	30.57°	32.47°		
Stair Riser Height	6½"	7"	-	
Stair Tread Length	11"	12"	-	
Tread/Riser Ratio: T+2R=	n/a	26"	-	
Risers per Flight	3	18	-	16 preferred
Handrail Height from nosing line	-	-	34"	
Handrail Diameter	-	-	1½"	
Handrail Clearance from wall or balustrade	2¼"	-	-	
Balustrade Height	46"	-	-	
Center Handrail (stair ≥ 12'-0" wide)	-	-	-	Required
Tread Working Line to obstructions above	8'-0"	-	-	
Tread Working Line to ceiling soffits	9'-0"	-	-	

ii. Other provisions shall include: vandal-proof barriers, if required by the Station design; lock down devices for elevators; conduit and electrical cable to a central control panel for a remote operation connection; key activated controls; master key system for all Stations in this Contract; and visible and audible pre-activation dynamic warning signage and alarms. Both audible and visual alarms are required during door operation.

device is required in case of mechanical failure.

III.C. RAMPS

Ramps should be provided as necessary to make platforms and other station facilities accessible to those passengers with special needs.

III.C.1 Program and Design Guidelines

Ramp locations should be coordinated with locations of platforms, accessible parking

spaces, bus and passenger drop-off areas, overpasses, ticketing facilities, and station buildings, where included. Curb ramps, or other appropriate surface transitions, shall be provided where grade changes exceed ½".

i. **Dimensions:** Ramps shall be a minimum of 48" wide (60" wide preferred). The maximum gradient (rise:run) of any ramp shall be 1:12.

   The maximum continuous horizontal run of a ramp shall not exceed 30 feet. If a greater horizontal run is required, landings and/or switchbacks shall be provided.

   Landings, where used, shall be at least 60" deep, and of the same width as the ramp. Where a ramp is part of the ADA accessible route, it shall meet all requirements as set by ADAAG and the Florida Accessibility Code.

ii. **Appearance Standards:** Ramp construction shall match that of adjacent platforms and/or walkways.

   Ramps should be constructed on compact fill wherever possible. Where unavoidable, open spaces beneath ramps shall be cleared, graded, and screened to prevent the accumulation of litter and debris.

   Railings and handrails, conforming to the requirements of this Chapter, shall be provided at all ramps and landings. Railings and handrails shall meet platform railings and handrails smoothly, and shall be of the same overall design.

III.C.2 Materials and Performance

Ramps shall be constructed of cast-in-pace or pre-cast concrete, finished to match platforms and other walkways.

i. Surfaces: Walking surfaces shall have a slip-resistant tooled finish.

ii. Railings and Handrails: Mounted to outer edges of ramp slabs, with post plates and ADA-compliant kickplates.

iii. Stainless steel is preferred over aluminum.

III.C.3 Handicapped Ramp (Mini-High Platform)

Platforms shall have a handicap ramp, level, and raised 13 inches above the platform (21 inches above the top of rail) for the physically challenged passenger to access and exit the train. The handicapped ramp shall be of concrete, finished with a non-slip finish, with guardrails and handrails. A two inch high concrete curb shall be furnished at perimeters having guardrails or handrails. All handicapped ramps shall be on the north end of the platforms. Ramp slope shall not exceed 1:16.

III.D OVERPASSES

At least one overpass shall be provided at each station to ensure that all platforms can be accessed from either side of the tracks.

III.D.1 Program Design Guidelines

Overpasses should be located to optimize pedestrian flow, taking into consideration platform lengths and access points, and the location of ticketing and other station facilities.

i. **Dimensions:** Minimum width of overpass shall be 12'-0"; minimum height shall be 8'-0" at the sides, and 9'-0" at the centerline.

ii. **Clearances:** Undersides of overpass structures shall have a minimum vertical clearance of 24'-3" above top of rail.

   Overpass interiors shall have a minimum clear height of 11'-0", and 8'-0" at centerline, inclusive of lighting fixtures, speakers and other overhead obstructions.

iii. **Access:** Overpasses shall be accessible by both stairs and elevators, conforming to the requirements of this Chapter and Chapter 7, respectively.

iv. **Appearance Standards:** Overpasses shall be compatible in design with the architecture of the station and shall maximize openness while providing a reasonable measure of weather protection for occupants.

Overpasses shall be sufficiently enclosed to prevent throwing of objects from the overpass to the platform and tracks below. Fenestration may consist of glazing, screening, or a combination of both. Transparency should be maximized to enhance customer security. Architectural design shall include provisions to discourage bird nesting.

III.D.2 Materials and Performance

Overpasses shall be of concrete, masonry and/or structural steel construction. For efficiency of erection, overpass spans should be designed for off-site fabrication, to be lifted into place on field-built support towers, which would include necessary elevator shafts and stair mounting provisions.

i. **Design Loads:** The following structural loads should be accommodated:
   - **a.** Live load of 100 psf
   - **b.** Roof load of 30 psf
   - **c.** Wind load of 30 psf

ii. **Finishes:** Finishes shall be vandal-resistant and easy to maintain.
   - **a.** Metal surfaces: Stainless Steel Aluminum or Powder coated
   - **b.** Glazing: Laminated safety glass
   - **c.** Flooring: Slip-resistant concrete, tile or fiberglass. Floor drains shall be provided.

iii. **Lighting:** In accordance with the requirements of Chapter 6 of these Guidelines.

iv. **Ventilation:** Natural, mechanical, or both, as necessary to prevent build-up of heat and odors.

v. **Roof:** The crossover pedestrian bridge shall be fully roofed, with a positive stormwater drainage system to divert stormwater away from passengers and the track rail bed.

vi. **Envelope Enclosure:** The envelope enclosures to the crossover pedestrian bridge and the elevator/stair towers shall:
   - **a.** provide passengers protection from wind-blown rain (assume rain is falling at a 30 degree angle from the vertical)
   - **b.** permit visibility of passengers within the enclosure from the outside
   - **c.** prevent objects larger than 1 ½ inches in diameter or cross sectional dimension to pass through

vii. **Maintenance:** Provide for manual access and fall protection to maintain roof of stair towers and bridge, as well as all facades of the pedestrian overpass. Manual access to roofs shall not include the need of a crane, truck and other mechanical devices. Fall protection shall be provided to allow maintenance personnel to attach harness and be able to move around.

Each pedestrian overpass shall have a hose bib at the top of the stair tower, and shall be wall mounted, located in a recessed lockable box.

III.E. AT-GRADE CROSSINGS

III.E.1 General

i. This Section specifies Requirements for at-grade railroad-highway crossings. Specifically, this Section discusses the general arrangement, civil engineering and track-specific issues.

ii. It is the intent of TRI-RAIL to make the SFRC a "full closure" corridor. Where permanent or temporary closing of grade crossings is not possible, "full closure" shall be accomplished by the following methods:

   a. Four-quadrant gates.

   b. Three-quadrant gates, with 9-inch non-mountable curb.

   c. Two-quadrant gates, with 9-inch non-mountable curb.

iii. Full closure crossing design and construction shall be in accordance with FDOT's Signal Safety Program & Guidelines, Florida Green Book, the AASHTO Policy on Geometric Design Criteria, the Manual of Uniformed Traffic Control Devices (MUTCD), and Chapter 5 of the AREMA Manual of Railway Engineering. Grade crossing design at all SFRC grade crossings shall also follow the proposed rule changes in USDOT's 49 Code of Federal Regulations Parts 222 and 229, Use of Locomotive Horns at Highway-Rail Grade Crossings, Proposed Rule, January 2000, or latest version.

III.E.2 Warning Devices

At a minimum, warning devices used on the SFRC shall consist of the following:

i. Flashing lights shall be located for each lane of traffic. Where required, cantilever or bridge structures shall be used to ensure proper placement of flashing lights.

ii. Crossbucks indicating the number of tracks at each crossing shall be employed with flashing lights.

iii. Gates shall be employed at each crossing. All crossings shall have approach gates that span across the entire approach roadway. Four-quadrant and three-quadrant systems shall have exiting gates that shall also span across the entire roadway.

iv. Median Barriers: Lanes that do not have exiting gates shall be protected by median barriers on the adjacent approach lanes.

Pavement markings and signage including advanced warning signs shall be in accordance with FDOT standards.

III.E.3 Crossing Gates

Traffic control systems for grade crossings shall include all gates, bells, flashers, signs, signals, support structures, markings, and illumination devices required to facilitate safe and efficient operation of both rail and roadway traffic. These devices and associated systems and practices shall employ the basic considerations of design, placement, operation, maintenance, and uniformity generally used for traffic control devices as described in the MUTCD and the CSXT Signal Standards. They shall regulate, warn, and guide trains, roadway vehicles, and pedestrians at each grade crossing safely and efficiently.

The crossing gates shall be provided in lengths and of materials in conformance with CSXT standards.

i. **Gate Mechanisms:** The gate mechanisms for the new equipment shall be interchangeable with the gate mechanisms currently in place at the crossing and shall be compatible with the existing crossing control equipment.

ii. **Warning Lights:** Warning lights shall be provided in accordance with the guidelines set forth in the following reference documents, as appropriate:

a. A Policy on Geometric Design of Highways and Streets, American Association of State Highway and Transportation Officials (AASHTO);

b. Manual on Uniform Traffic Control Devices (MUTCD), published by U.S. Department of Transportation;

c. FDOT Minimum Specifications for Traffic Control Devices;

d. FDOT Roadway and Traffic Design Standards;

e. FDOT Standard Specifications for road and bridge construction;

f. Preemption of Traffic Signals at or near Railroad Grade Crossings with Active Warning Devices, Institute of Transportation Engineers Recommended Practice;

g. Standard Highway Signs, Federal Highway Administration;

h. American Railway Engineering and Maintenance-of-Way Association, Manual of Recommended Practices – Signals;

i. Manual of Traffic Signal Design, Institute of Transportation Engineers;

j. Highway Capacity Manual, Transportation Research Board (TRB);

k. Manual of Transportation Engineering Studies, Institute of Transportation Engineers;

l. Traffic Signal Installation and Maintenance Manual, Institute of Transportation Engineers;

m. CSXT Signal Standards.

iii. **Pedestrian Protection:** Pedestrian gates utilizing the same type of gate mechanisms as the crossing gates (or scissor-type mechanisms combining vehicular and pedestrian gates) shall be provided.

iv. **Warning Device Location Requirements:** Warning devices shall be located to comply with MUTCD, FDOT, and other applicable Governmental Rules and standards.

III.E.4 Median Barriers

It is desirable that grade crossings on the SFRC use a physical, rather than mechanical, system in lieu of four-quadrant gate or three-quadrant gate systems to provide "full closure". However, many conditions on the SFRC preclude the use of an effective median barrier system that meets the criteria for “full closure”.

Median barriers, in the form of 9" non-mountable curbs with 18" gutters, shall be employed at locations where physical characteristics permit. Classification of a crossing as “full closure” shall dictate the requirements for the median barriers.

Provide crossing protection, 9" non-mountable curbs, median barriers, etc. with "full closure" requirements.

i. **Non-mountable Curb:** Nine inch non-mountable curb shall be used as a median barrier.

i. **Double Faced Guardrail:** Where existing crossings use double faced guardrail as a median barrier, double faced guard rail may remain in use as a median barrier.

III.E.5 Crossing Surfaces

The highway at-grade railroad crossing shall be constructed for a suitable length with all-weather surfacing. A roadway section equal to the current or proposed cross section of the approach roadway shall be carried across the crossing. The crossing surface

itself shall have a riding quality equivalent to that of the approach roadway. FDOT's Highway-Railroad Grade Crossing Material Selection Handbook shall be consulted in selecting the material.

Panel-type crossing systems shall be full-depth in all cases. For new mainline track construction, grade crossings shall be full-depth, precast concrete system, including rubber flangeway boots or inserts. Other systems, including full-depth rubber systems may be used on existing mainline and secondary tracks with approval from TRI-RAIL.

Refer to FDOT Roadway and Traffic Design Standards, Index 560 for standard details for construction of crossings.

i. **Crossing Width:** The length of the crossing surface shall be a minimum of 2 feet wider than the adjacent travel way of the roadway and, (if present) sidewalks or shoulders on both sides of the roadway. Roadway widths across the railroad crossing area should correspond to that of the adjoining roadway with the same number and width of traffic lanes.

ii. **Profile and Alignment:** In multiple-track crossings, the top of rails for all main tracks shall be brought to the same plane where feasible. Track and roadway super elevation and curvature shall be minimized if possible. The highway surface shall also be in the same horizontal plane as the top of rails for a distance 2 feet outside of rails for either single or multiple-track crossing.

The surface of the roadway shall not be more than 3 inches higher, or more than 6 inches lower than the top of the nearest rail at a point 30 feet from the rail, measured at right angles, unless track super elevation dictates otherwise. Railroad-highway at-grade crossing angles shall be as near 90 degrees as practicable.

The Contractor shall examine each crossing and determine the final scope and limits of Work necessary to ensure that the roadway is modified as necessary to comply with all pertinent FDOT and other highway design criteria.

III.E.6 Drainage

In all cases, sufficient evaluation and consideration shall be given to provide a crossing design that effectively removes stormwater run-off away from the crossing area. It is essential that the design results in drainage patterns that eliminate water pockets, outlets the run-off to suitable areas (storm sewers, if available, french drains, underdrains, etc.). This shall come in the form of surface ditches and/or an engineered drainage system, including track underdrains and effective outlet devices. In the design of underdrain systems, longitudinal pipes shall be considered on both sides of each track, whether in single-track, or multiple-track situations.

i. **Spare Conduit:** Two 4 inch schedule 40 PVC conduits shall be provided at all grade crossings, with pull strings and end caps parallel with the tracks along and ten feet beyond the extreme ends of the field side of one track at a depth of 36" to 42" below bottom of tie.

III.E.7 Emergency Grade Crossings with Gates

Emergency grade crossings with an access walkway shall be provided as a means for the physically challenged to cross the track, escorted, when the elevators are not working. One emergency grade crossing with a lockable gate and an access walkway shall be provided on the North end of the platform at every non-Amtrak Station. Two emergency grade crossings with lockable gates and access walkways shall be provided at Amtrak Stations; one at each

end of the one-thousand foot long extended platform.

Crossings shall comply with the requirements of ADA, CSXT and FDOT and be a minimum width of 8’-0”.

Access walkway to the Emergency Grade Crossing shall be by a concrete pavement walkway, and shall not exceed a 1:20 slope.

IV. PLATFORM ELEMENTS

Stations should provide passengers with feelings of safety and security, and reasonable measures of protection from weather. Platforms shall therefore, be provided with canopies, windscreens, and railings in accordance with the requirements of this Chapter.

IV.A. CANOPIES

Canopies shall be provided over the entire length of each platform (400'-0" minimum). In addition, canopies shall be provided at platform entrances, any platform shelter, not having its own covering, and the transition areas between platforms and stairways, elevator alcoves, overpasses, and ADA accessible ramps.

Canopies shall be configured in a manner which provides maximum protection to waiting passengers from sun, wind and rain.

Canopy structures may be single- to dual-column supported, depending on platform width and placement of certain platform elements. If a dual-column support system is utilized, columns shall be set back a minimum of 10'-0" from the platform edge.

Canopy structure (not including brackets and decoration) shall be located a minimum of 10'-4" above platform. Canopy eave height can extend below the 10'-4" height to maximize protection of passengers from wind driven rain.

Edge of canopy including gutter shall be set back 5'-0" from edge of trackside platform. Canopy width shall be 20'-0" wide for the entire length of the platform, or as feasible.

Canopy design shall assume that the rain is falling at a 30-degree angle from the vertical. Drip lines shall not be over travel pathways. Gutters and downspouts shall be designed to be vandal resistant, using steel piping and welded supports, to provide cleanouts in downspouts and to convey rainwater away from track structure.

Underside of canopy roofs shall have soffits to conceal deck fasteners, horizontal or raked per design intent.

Since the leading edge of each canopy is limited to the minimum height and horizontal offset from the platform edge delineated in the CSXT Clearance Diagram in Appendix G (both of which act to limit the canopy's sheltering effects), consideration may be given to the use of an asymmetrical design, or a symmetrical design offset from the centerline of the platform, to achieve the desired degree of weather protection.

IV.A.1 Appearance

Canopies should be architecturally harmonious with the rest of the station, and the architectural character of the surrounding community. In many cases platform canopies will be the visually dominant architectural feature of the station.

Exposed steel members of canopy structures shall, at a minimum, receive a premium paint coat. The use of applied decorative veneers, fascias, soffits, and column covers may be considered on a case-by-case basis.

Canopy roofs shall be sheathed with a material which requires minimal maintenance, such as standing seam metal. Sheathing materials shall have a premium, UV-resistant finish, factory applied.

IV.A.2 Materials and Performance

i. Canopy structures shall conform to the design load requirements delineated in Section III.D.2.i. Structural load calculations shall additionally take into account such items as railings, windscreens, signage, advertising panels, lighting, and PA components which may be attached to the canopy structure.

ii. Canopy Roofing/Canopy Soffit:

- Standing seam metal roofing/steel deck, galvanized; no exposed fasteners
- Cement or clay roofing tile/fire retardant treated lumber
- Factory finished extruded aluminum gutters
- Standard weight welded steel pipe downspouts with high performance field applied coating

FIGURE 4.5 TYPICAL PLATFORM CANOPIES

IV.B. WINDSCREENS

All platforms shall be provided with protection from wind-driven rain. Under severe weather conditions, platform canopies may not provide sufficient protection; the use of supplement windscreens should be considered.

When used, multiple windscreens should be provided, dispersed along the length of each platform in a manner which avoids overcrowding and facilitates evenly balanced boarding of trains. Windscreens shall not, however, be located where they might impede passenger circulation.

IV.B.1 Appearance

Windscreens shall be glazed, 3-sided structures, nominally 8'-0" in height, with a continuous 4"-high opening at the base. Glazing should not extend more than 7'-0" above the platform.

IV.B.2 Materials and Performance

Glazing shall be premium, mar-resistant polycarbonate, specially treated for UV resistance, dry-set in removable stainless steel frames.

IV.C TICKET AGENT OFFICE

IV.C.1 Program and Design Guidelines

A ticket agent office shall be provided including the following features:

i. Room dimension 12 feet x 12 feet.

ii. Provide increased lighting in areas outside near the ticket agent's window, and the ticket machines.

iii. Provide a counter for passengers outside of the ticket agent's window, which meets ADA requirements.

iv. Provide an employee bathroom accessible from the ticket agent office, and from outside for maintenance. All fixtures shall be stainless steel.

v. Ticket selling windows to include dip tray and sliding glass opening to pass through objects.

vi. All windows in office must have roll up doors with up/down switch inside the office, and must be bullet proof.

vii. Ticket Agent Office entrance door must have an automatic door opener.

viii. The office space shall have HV/AC, lighting, acoustical tile ceiling, vinyl tile floor, and painted gypsum board walls.

ix. Ticket Agent Office must have a minimum of ten (10) electrical outlets plus data and phone outlets.

IV.C.2 Materials and Performance

i. Materials and finishes used must be graffiti resistant.

ii. Intercom

iii. Ticket Agent must have the ability to make announcements through P.I.S system to passengers on platform.

iv. Exterior door hardware lock integrated with existing ASSA key locks.

IV.D. RAILINGS

The use of railings affects several aspects of the station environment. Railings provide visual cues which help guide the passenger movement through the station, and are prominent visual elements in the overall aesthetic character of the station. In addition, they also help to ensure passenger safety and compliance with accessibility guidelines.

IV.D.1 Program and Design Guidelines

i. **Design:** Railings and handrails shall be ADA-compliant, of uniform design throughout each station, and shall use standard manufactures components to the extent possible.

ii. **Railings:** Railings should generally be provided in the following locations:

- Both sides of all stairs and ramps
- Both ends of each platform
- Rear edges of platforms

Where practicable, parapet walls may be used in lieu of railings in limited locations.

iii. **Handrails:** Handrails shall be provided in the following locations:

- Both sides of all stairs and ramps

- Where overhead hazards exist, as under stairways and/or overpasses

Handrails may be provided as an integral part of the railing system, or may be separately installed, fastened to parapet walls, structures, and the like.

IV.D.2. Materials and Performance

Railings and handrails shall be of design and fabrication which conforms to referenced NFPA and ASTM Standards. Railing and handrail assemblies shall be of aluminum or stainless steel.

i. **Materials:** Railing assemblies shall be of welded steel, hot-dip galvanized after fabrication. Handrails shall be stainless steel, Type 304 or higher, or aluminum.

ii. **Fabrications:** Elbows, end loops, base flanges, and similar components shall be part of a standard manufactured system.

Rigid connections shall be sleeveless, welded, and ground smooth. Connections between contiguous length of railing shall be sleeved, to permit expansion and contraction.

Railing assemblies shall be designed and fabricated to prevent passage of a 4" sphere.

Railing assemblies shall be fastened to substrates using concealed vandal-proof fasteners, or shall be cast into drilled cores in concrete slabs.

iii. **Finish:** Railings shall receive a polyester powder coating, electro-deposited and baked to final finish.

VI.E SECURITY SYSTEM PROVISIONS

Provisions for future security systems shall be designed, furnished and installed in order for TRI-RAIL to complete the installation of a complete operating security system at a later date for each Station.

VI.E.1 Program and Design Guidelines

Conduit, junction boxes and other built-in electrical devices and appliances required shall be provided for the future installation of the following security systems:

i. Closed circuit monitoring of platforms, TVM and vending machine areas, stairs, elevators and the crossover pedestrian bridge

ii. Panic buttons and/or hotline telephones; remotely monitored and capable of activating on-site audible and visual alarms.

iii. Each Station shall be equipped with conduit and pull string, running to a telecommunications room at the Station, to accommodate future security systems.

iv. Locations of cameras shall be determined to maximize views within the elevators, stairs and pedestrian cross over bridge, and shall be ultimately approved by SFRTA's Safety and Security Administrator.

v. Conduit and other concealed electrical devices shall be furnished and installed for the future installation of panic alarms; one in the pedestrian cross over bridge and one on each platform.

FIGURE 4.6
TYPICAL PLATFORM FENCE

IV.F PLATFORM FENCE

Platforms shall have a platform fence at the three platform edges not adjacent to the track.

The platform fence shall be a 4 feet high, 6 gauge, green or black vinyl coated aluminum chain link and post with top and bottom rail fence at grade around the platform (including Amtrak platform extension) to mandate that passengers access the platform at the approach walk. Posts shall be spaced at 10'-0" on center and set in concrete. The platform fence shall have lockable four foot wide gates at the paved walkway leading to the emergency grade crossing.

Platform fences and gates shall be added at the ends of existing platforms to prevent unauthorized access to the paved walkway leading to the emergency grade crossing.

All locks on the platform fences will be provided by SFRTA.

V. GREEN DESIGN

The following LEED prerequisites and credits apply to this Chapter. These criteria shall be implemented on each project as applicable, and as far as the budget allows. Criteria to meet each prerequisite and credit shall be in accordance to the latest version of LEED New Construction and Major Renovations.

V.A SUSTAINABLE SITES (SS)

I.A.1 SS Credit 7.2: Heat Island Effect – Roof

The intent of this credit is to reduce the heat island effect by using roofing materials that have a low reflectivity index.

V.B WATER EFFICIENCY (WE)

V.B.1 WE Prerequisite 1: Water Use Reduction

The intent of this prerequisite is to reduce water demand of the facilities by 20% when compared to a baseline, not including irrigation.

V.B.2 WE Credit 2: Innovative Wastewater Technologies

The intent of this credit is to reduce wastewater generation by reducing potable water demand of the facilities 50%, or treat 50% of the wastewater on-site.

V.B.3 WE Credit 3: Water Use Reduction

The intent of this credit is to reduce water demand of the facilities beyond the 20% required in WE Prerequisite 1.

V.C ENERGY & ATMOSPHERE (EA)

V.C.1 EA Credit 1: Optimize Energy Performance

The intent of this credit is to increase energy efficiency performance.

V.C.2 EA Credit 2: On-site Renewable Energy

The intent of this credit is to encourage use of renewable sources of energy for consumption of the station and ancillary structures.

V.C.3 EZ Credit 4: Enhanced Refrigerant Management

The intent of this credit is to support early compliance of not using refrigerants.

V.C.4 EA Credit 5: Measurement and Verification

The intent of this credit is to encourage ongoing accountability of the structure's energy consumption.

V.C.5 EA Credit 6: Green Power

The intent of this credit is to encourage the development and use a grid-source, renewable energy technology to provide a minimum of 35% of the station and ancillary structures' energy demand for a minimum of 2 years.

V.D MATERIALS & RESOURCES (MR)

V.D.1 MR Credit 4: Recycled Content

The intent of this credit is to incorporate the requirement to use recycled materials, or the recycled material content in the design and specifications.

V.D.2 MR Credit 5: Regional Materials

The intent of this credit is to encourage and increase the use of local materials by reducing impacts due to transportation.

V.D.3 MR Credit 6: Rapidly Renewable Materials

The intent of this credit is to encourage the use of rapidly renewable materials, such as bamboo, cotton, linoleum, and cork.

V.E INDOOR ENVIRONMENTAL QUALITY (IEQ)

V.E.1 IEQ Credit 4.1: Low-Emitting Materials – Adhesives and Sealants

The intent of this credit is to reduce the use of adhesives and sealants that have contaminants that are odorous, irritating, or harmful to occupants.

V.E.2 IEQ Credit 4.2: Low-Emitting Materials – Paints and Coatings

The intent of this credit is to reduce the use of paints and coatings that have contaminants that are odorous, irritating, or harmful to occupants.

V.E.3 IEQ Credit 4.3: Low-Emitting Materials – Flooring Systems

The intent of this credit is to reduce the use of flooring systems that have contaminants that are odorous, irritating, or harmful to occupants.

V.E.4 IEQ Credit 4.4: Low-Emitting Materials – Composite Wood and Agrifiber Products

The intent of this credit is to reduce the use of composite wood and agrifiber products that have contaminants that are odorous, irritating, or harmful to occupants.

V.E.5 IEQ Credit 5: Indoor Chemical and Pollutant Source Control

The intent of this credit is to reduce exposure to potentially hazardous particulates by catching dirt, providing mechanical ventilation, and exhaust.

V.E.6 IEQ Credit 6.1: Controllability of Systems - Lighting

The intent of this credit is to provide a high level of lighting, which can be individually controlled to promote comfort and well being.

V.E.7 IEQ Credit 6.2: Controllability of Systems – Thermal Comfort

The intent of this credit is to provide a thermal comfort system, which can be individually controlled to promote comfort and well being.

V.E.8 IEQ Credit 7.1: Thermal Comfort - Design

The intent of this credit is to provide a thermal comfort system, which promotes comfort and well being.

V.E.9 IEQ Credit 7.2: Thermal Comfort - Verification

The intent of this credit is to assess the thermal comfort system of the building over time.

V.E.10 IEQ Credit 8.1: Daylight and Views - Daylight

The intent of this credit is to promote daylight by connecting indoor spaces to the outdoor light.

V.E.11 IEQ Credit 8.2: Daylight and Views - Views

The intent of this credit is to promote outdoor views by connecting indoor spaces to the outdoor.

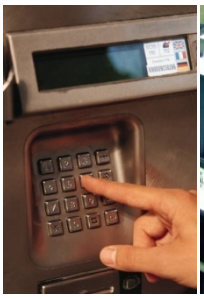
V.E.12 MR Credit 7: Certified Wood

The intent of this credit is to encourage environmentally responsible forest management, by utilizing certified wood.

END OF CHAPTER

CHAPTER 5

STATION FIXTURES AND FURNISHINGS



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I. DESIGN INTENT

I.A PURPOSE

Station fixtures and furnishings are features that help to ensure a consistent level of comfort, convenience, and performance at every station. These features should be designed and selected to achieve the following:

1. Provide TRI-RAIL customers with convenient services which meet or exceed their expectations.
2. Provide TRI-RAIL customers with a clean and safe station environment.
3. Be of a consistent (though not rigidly uniform) appearance to enhance TRI-RAIL's corporate identity.

Fixtures and furnishings should be located and dispersed to provide a fairly uniform level of convenience throughout the station, while being responsive to specific localized usage conditions.

II. APPLICATION

II.A GENERAL

While it is TRI-RAIL's desire to provide a consistent level of passenger amenities at stations, several factors need to be considered when designing such provisions.

II.A.1 Station Usage

Passenger demands at certain stations may differ significantly from those at other stations. These various demands result in the need to provide additional passenger amenities. Factors which may result in such additional amenities include, but are not limited to:

i. **Ridership:** Even if limited to selected trains, high passenger counts tend to increase demands on all station facilities.
ii. **Intermodal Transfer:** Stations which form part of an intermodal connection with other forms of public transit, may be subject to significant passenger influx upon arrival of a connecting service. In addition, should either TRI-RAIL or a connecting service provider experience delays, passenger dwell time in the stations can be significantly increased.
iii. **Amtrak:** Amtrak's Florida intercity trains are subject to frequent protracted delays. As a result, people often have to wait several hours at the station, either for boarding or for picking-up a passenger.

II.A.2 Service Providers

Many station amenities, such as telephone service, or newspaper and refreshment vending, are provided by 3rd party vendors under contract with SFRTA.

Where utilities or other accommodations are furnished for these vendors, their input will be necessary.

III. PLATFORM FIXTURES AND FURNISHINGS

III.A PUBLIC TELEPHONES

Provisions my be made for public telephones at each platform. Telephones may be provided and maintained by a vendor. Enclosures and necessary utilities, including power and conduit for telephone lines, will be furnished by TRI-RAIL, and will be built into the station.

III.B SEATING

Seating which allows passengers to wait comfortably, but does not encourage loitering, should be provided at various locations within the stations. Seating design and location shall facilitate visibility to surrounding areas behind, as well as underneath the seat; visibility shall discourage their use as a means of concealment.

III.B.1 Design

Seating shall preferably be free-standing benches, nominally 8'- 0" in length.

Benches shall be self-draining, so that no water is collected or retained after rain events, and shall be placed under the platform canopy.

III.B.2 Materials

Durable, vandal-resistant materials and finishes shall be used. Metals shall receive a polyester powder coat finish. Material and finish selection shall be appropriate for passenger comfort, for benches that may receive direct sunlight.

III.B.3 Location and Mounting

Seating on platforms shall be located in a manner which does not obstruct passenger circulation.

A minimum of 12 benches should be provided per platform. Additional benches may be placed at other locations throughout the station site, if site conditions warrant.

Benches shall be permanently attached to the platform or walkway using tamper-resistant fasteners.

Table 5.1 Seating Design Summary

Preferred Type	Benches
Nominal Length	8’-0”
Material	Metal
Finish	Permanently attached, vandal-resistant
Minimum per platform	12
Minimum per station	Case-by-case basis

Please refer to **Appendix C** for details of appropriate benches.

III.C TRASH RECEPTACLES

Trash receptacles shall be provided in sufficient quantity, with signs prohibiting littering, to effectively encourage and promote station cleanliness.

III.C.1 Design

Trash receptacles shall be open-top, stave, outer barrel design, with a removable reinforced plastic inner barrel. Receptacles shall have a nominal diameter of 28”, and minimum height of 40”.

III.C.2 Materials

Receptacles shall be heavy-gauge steel or ductile iron, with a polyester powder coat finish on all surfaces.

III.C.3 Location and Mounting

Trash receptacles shall be located in a manner which does not impede passenger circulation.

A minimum of 8 trash receptacles should be provided per platform; 6 of them uniformly distributed along the length of the platform; one at each vending area; and one at each sidewalk approach.

Additional trash receptacles should be placed at other locations throughout the stations as site conditions warrant.

Trash receptacles shall be permanently attached to the platform or walkway, either by casting directly into concrete, or using tamper-resistant fasteners.

FIGURE 5.2 TYPICAL TRASH RECEPTACLE

TABLE 5.2 TRASH RECEPTACLE DESIGN SUMMARY	
Preferred Type	Open-top, barrel
Min. Measurements	Ø28”, 40” height
Material	Steel / Ductile Iron
Finish	Permanently attached, polyester powder coat
Minimum per platform	8
Minimum per station	Case-by-case basis

FIGURE 5.3 TYPICAL BENCH

Please refer to **Appendix C** for details of appropriate trash receptacles.

III.D OTHER

One (1) bulletin board and one (1) pamphlet rack shall be provided at each platform.

For additional details and information about Station Fixtures and Furnishings, please refer to **Appendix C.**

IV. INFORMATION SYSTEMS

Information systems are essential to the safe and efficient operation of the railway. They enable passengers to find their way around TRI-RAIL stations, and allow station staff to communicate with passengers. This section describes several leading sources of information for the passenger, including:

- **a.** Signs and graphics
- **b.** Public Address System
- **c.** Passenger Information System

IV.A SIGNS AND GRAPHICS

The main objective of signs and graphics is to allow passengers to navigate the station safely, without the need of directions from station staff, and do so safely.

When integrating signs and graphics into the design of a station, the following considerations should apply.

IV.A.1 Sign Size

Signs shall be limited to a range of standard sizes identified in the MUTCD and Chapter 8 of these station design guidelines.

IV.A.2 Location

Placement of signs shall be as consistent from station to station as possible.

IV.A.3 Station Architecture

The architectural treatment and aspects of the station site shall be considered to integrate the placement of signs, such as lighting and finish modules.

IV.A.4 Design Development

Final location, size, type and number of signs shall be subject to input from SFRTA's Planning, Operations, Marketing, and Engineering Departments.

Refer to Chapter 8 of these Guidelines and Appendix F for applicable signage and information system standards.

IV.B PUBLIC ADDRESS SYSTEM

A Public Address (PA) system shall be provided at each station, to allow operations personnel to inform passengers of both normal and emergency situations. Information regarding train movements and station conditions will be broadcast over this PA system.

IV.B.1 Location

The PA system shall cover the entire station platform area, and should be able to reach external areas, such as parking lots, in case of an emergency. Speakers should generally be located where maximum height can be achieved. Appropriate spacing shall be provided to ensure good reception, and to prevent unnecessary reverberations from rendering messages unintelligible.

Where conditions permit, speakers shall be installed above ceilings or canopies. All sides must be concealed, except for the face where sound is projected. Conduits and other appurtenances must also be concealed.

IV.B.2 Minimum Features

The following minimum features shall be provided:

- **i.** Exterior speakers
- **ii.** Variable amplification, ambient noise compensated
- **iii.** Configured to hear voice messages on all areas of the platform, stairs, elevators, crossover bridge and other public areas in the Station.

Automatic announcements shall be able to be provided. An automatic announcement shall also be made when a TRI-RAIL train is approximately 3-minutes (programmable by TRI-RAIL) prior to arrival.

Manual audible announcements shall be possible at all Stations. Such announcements shall override remote announcements. Manual station announcements shall be possible from the Tri-Rail Ticket Agent's office and, where applicable, the Amtrak station office.

IV.B.3 Variable Message Signs

i. Variable Message Signs (VMS) shall be provided which automatically provide rapidly updated TRI-RAIL arrival information to passengers for TRI-RAIL platforms only.

ii. The VMS shall provide the ability to define and display special messages and messages that are displayed at pre-determined times of the day or unscheduled messages generated from the Tri-Rail Call Center. The signs shall provide the ability to display messages on a repeating "loop" at regular time intervals. VMSs shall be able to display at least 27,000 different characters.

iii. The sign head shall meet or exceed ADA requirements, including font size and height and visibility, and shall be a minimum 16 rows x 96 columns with at least 2 lines of text. VMSs shall be capable of holding, rotating, sparkling and scrolling message functions. The VMSs shall be vandal-resistant, outdoor NEMA style, tamper-resistant with polycarbonate hard coated lens. VMSs shall comply with FCC Class A emissions and UL 1950.

iv. The train arrival message shall be triggered from information obtained from the Tri-Rail Call Center. VMSs shall display day and time, which shall continue function upon loss of utility power for at least 30 days.

v. The VMS shall have a self diagnostic routine to test memory and functionality on a regular basis and provide a visual indication if any fault is diagnosed. VMSs shall have modular fault indicators for easy field troubleshooting and to enable an average field repair/changeout time of 30 minutes. Maintenance shall be no more frequent than bi-weekly.

vi. The VMS shall have an extended life of greater than 15 years and LEDs shall have an average life of at least 100,000 hours.

IV.B.4 Voice Annunciators

A Voice Annunciator (VA) System providing audible TRI-RAIL arrival information in conjunction with the VMS shall be provided at all stations on TRI-RAIL platforms only. The system shall provide automatic audio announcements of TRI-RAIL arrivals including track location and direction as well as estimated time of arrival. The VA system shall be ambient-noise compensated.

i. The VA system shall provide the ability to define and play special announcements and announcements that play at pre-determined times of the day. The system shall provide the ability to play announcements on a repeating "loop" at regular time intervals.

ii. The VA system shall meet or exceed ADA requirements.

iii. The train arrival announcements shall be triggered from information obtained from the Tri-Rail Call Center.

iv. Updating the VA programmed announcement database shall be easily achieved.

v. The VA system shall include a public address capability that will allow for the broadcast of unscheduled announcements from the Tri-Rail Call Center.

IV.C PASSENGER INFORMATION SYSTEM

A Passenger Information (PIS) System shall be provided for variable message signs and/or video displays. This system shall be mounted in public areas of the station, in high-visibility locations.

The main function of these systems is to give passengers information on station operating conditions, public service, security, weather reports, and possible private paid advertising. Certain PI system announcements will require close coordination with PA system announcements.

IV.C.1 PIS Hardware

PIS systems hardware in stations, central operating systems, and interconnecting network, will be provided and maintained by a 3rd party vendor under contract to SFRTA. Necessary utilities, such as power and conduit for fiber optic lines, will be furnished by TRI-RAIL and built into the station.

The PIS shall provide general announcements, alerts, prerecorded announcements, automatic train arrival information, and real-time announcements to passengers at each Station platform.

The PIS shall be controlled from the Tri-Rail Call Center. Call Center personnel shall be able to select prerecorded announcements, including evacuation warnings and service announcements. In addition, Call Center personnel shall be able to make unscheduled real-time audible and visual announcements. Prerecorded and unscheduled announcement selection shall be possible on a per-Station or systemwide basis.

IV.C.2 PIS at Tri-Rail Call Center

The PIS at the Call Center shall also provide the following functions:

i. Downloading, review, modification, and incorporation of Tri-Rail timetable, including train IDs.

ii. Overview of entire SFRC, showing: train locations; train IDs; train direction; and Station locations. The overview shall be approximately to scale linearly. The overview shall be displayed on all PIS screens.

iii. Detailed train displays, selectable by train ID, showing: approximately 4-mile section of the alignment, including all main line tracks, TRI-RAIL yards, stations, and grade crossings; train location (including milepost to 2 decimal places); and train speed and direction. In addition, the system shall provide Expected Time of Arrival (ETA) and predicted lateness of the train for remaining stations.

iv. Train summary page, providing a list of all trains currently in service, milepost, speed, next station, ETA, and predicted lateness.

v. Station displays, allowing individual or all stations to be selected. The displays shall provide information on current messages being displayed and shall enable prerecorded or unscheduled announcements to be selected and transmitted.

vi. Trains shall be color-coded by lateness (on-time, late, or very late). TRI-RAIL shall be able to program the parameters for these designations.

V. ADVERTISING

Advertising provides a valuable source of revenue and shall be considered an integral part of the design of TRI-RAIL stations.

V.A GENERAL CRITERIA

General considerations for the placement of advertisements include the following criteria:

V.A.1 Location

Locations of advertising shall neither conflict with, nor cause distraction to the legibility of railway signs, messages, or PI systems.

V.A.2 Size

A standard range of modular sizes for advertisements shall be used, either individually or grouped together to form larger images.

V.A.3 Installation

Adequate depth shall be provided between structure and face of finish, to allow back-lighted advertising boxes to be mounted flush with the face of wall finishes.

V.A.4 Design Module

Advertising panels shall be coordinated with the station design module and other features to ensure that a clean, well-organized image is presented. Design modules and features may include columns, wall openings, fittings, and equipment.

V.A.5 Exterior Conditions

Locations shall be identified for exterior advertising, using the standard sizes as well as special billboards.

V.A.6 Coordination

Locations of advertisements shall be coordinated with ongoing design work at other TRI-RAIL facilities.

VI. SECURITY

Security is of the upmost importance at TRI-RAIL stations. All stations and ancillary structures shall have a security system that includes active and passive measures. In cases when time and/or budget does not allow for a security system to be installed prior to opening a facility to the public, adequate infrastructure shall be installed for future security and monitoring systems.

VI.A PASSIVE SECURITY

Provide the following passive security measures:

VI.A.1 Glassed Backed Elevator Tower

Glassed backed elevators and open stair towers to allow clear visibility from the inside out and from the outside in.

VI.A.2 Openness

i. Maximize openness around the perimeter of the parking deck to accommodate increased natural light.

ii. Minimize interior solid structural walls or corners which might be perceived as unsecure areas.

VI.A.3 Lighting

Incorporate a facility lighting system that is well distributed, has a high color rendition index and high color temperature.

VI.B ACTIVE SECURITY

Provide the following active security measures:

V.B.1 Parking Lots / Structures

i. A minimum of two (2) CCTV cameras will be provided per level. Spare conduit shall be provided between the camera locations and the camera control / security room.

ii. Final placement of cameras will be evaluated and directed by SFRTA.

VI.B.2 Platforms

Cameras will be strategically located to monitor the following locations:

i. One (1) camera on north end of each platform looking south

ii. One (1) camera on south end of each platform looking north

iii. One (1) camera at the west elevator tower looking at the west parking lot

iv. One (1) camera at the east elevator tower looking at the east parking

v. One (1) camera at the west platform looking directly into the elevator lobby of the east platform

vi. One (1) camera at the east platform looking directly into the elevator lobby of the west platform

vii. One (1) camera looking at each parking lot entrance.

viii. These locations may vary between stations.

ix. For details on security systems in TRI-RAIL's parking structures refer to Chapter 9, Section VIII.E Security.

FIGURE 5.1

GLASS BACK ELEVATOR TOWER

VII. GREEN DESIGN

The following LEED prerequisites and credits apply to this Chapter. These criteria shall be implemented on each project as applicable, and as far as the budget allows. Criteria to meet each prerequisite and credit shall be in accordance to the latest version of LEED New Construction and Major Renovations.

VII.A SUSTAINABLE SITES (SS)

VII.A.1 SS Credit 4.2: Alternative Transportation – Bicycle Storage and Changing Rooms

The intent of this credit is to reduce pollution by automobiles, by promoting the use of bicycles, and providing change rooms.

VII.A.2 SS Credit 6.1: Stormwater Design – Quality Control

The intent of this credit is to reduce impervious cover, and increase infiltration.

VII.A.3 SS Credit 6.2: Stormwater Design – Quality Control

The intent of this credit is to reduce pollution of stormwater runoff by implementing best management practices (BMPs).

VII.A.4 SS Credit 7.1: Heat Island Effect – Nonroof

The intent of this credit is to reduce the heat island effect by using larger shade trees and hardscape materials that have low reflectivity index.

VII.A.5 SS Credit 7.2: Heat Island Effect – Roof

The intent of this credit is to reduce the heat island effect by using roofing materials that have low reflectivity index.

VII.B WATER EFFICIENCY (WE)

VII.B.1 WE Prerequisite 1: Water Use Reduction

The intent of this prerequisite is to reduce water demand of the facilities by 20% when compared to a baseline, not including irrigation.

VII.B.2 WE Credit 2: Innovative Wastewater Technologies

The intent of this credit is to reduce wastewater generation by reducing potable water demand of the facilities 50%, or treat 50% of the wastewater on site.

VII.B.3 WE Credit 3: Water Use Reduction

The intent of this credit is to reduce water demand of the facilities beyond the 20% required in WE Prerequisite 1.

VII.C ENERGY & ATMOSPHERE (EA)

VII.C.1 EA Credit 1: Optimize Energy Performance

The intent of this credit is to increase energy efficiency performance.

VII.C.2 EA Credit 2: On-site Renewable Energy

The intent of this credit is to encourage use of renewable sources of energy for consumption of the stations and ancillary structures.

VII.C.3 EA Credit 4: Enhanced Refrigerant Management

The intent of this credit is to support early compliance of not using refrigerants.

VII.C.4 EA Credit 5: Measurement and Verification

The intent of this credit is to encourage ongoing accountability of the structure's energy consumption.

VII.C.5 EA Credit 6: Green Power

The intent of this credit is to encourage the development and use a grid-source, renewable energy technology to provide a minimum of 35% of the station and ancillary structures' energy demand for a minimum of 2 years.

VII.D MATERIALS & RESOURCES (MR)

VII.D.1 MR Credit 4: Recycled Content

The intent of this credit is to incorporate the requirement to use recycled materials, or the recycled material content in the design and specifications.

VII.D.2 MR Credit 5: Regional Materials

The intent of this credit is to encourage and increase the use of local materials by reducing impacts due to transportation.

VII.D.3 MR Credit 6: Rapidly Renewable Materials

The intent of this credit is to encourage the use of rapidly renewable materials, such as bamboo, cotton, linoleum, and cork.

END OF CHAPTER

CHAPTER 7

CONVEYING SYSTEMS

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I. DESIGN INTENT

I.A PURPOSE

Provision of mechanical conveying systems ensures accessibility to TRI-RAIL facilities for passengers with special needs, and enhances convenience for all customers.

The purpose of this Chapter is to delineate guidelines for the design and use of elevator and escalator systems at stations.

I.B GENERAL CONSIDERATIONS

Elevators, in conjunction with overpasses, provide a safe, convenient, fully-accessible route between platforms located on opposite sides of the tracks. Therefore, at least one elevator shall be provided at each platform connected by a pedestrian overpass.

Escalators provide an efficient means for rapid movement of large numbers of people between various levels of facilities, such as platforms and overpasses. However, current ridership levels and projections for future growth do not justify installation of escalators at TRI-RAIL stations, except in certain cases.

Regardless of the type(s) of conveying system selected, the following criteria should be considered during design.

I.B.1 Location

Elevators or escalators should be located in a manner which optimizes their use while minimizing impacts to pedestrian traffic; generally, immediately adjacent to, but not encroaching upon, normal pedestrian circulation paths; and in reasonably close proximity to station entrances, walkways to/from parking areas, and TVM enclosures, as well as station buildings, rest rooms, and concession areas, where such amenities are provided.

I.B.2 Compliance

Elevators and escalators shall be fully ADA-compliant, of robust design and construction. Structural, mechanical and electrical features shall meet or exceed the requirements of applicable codes, standards, and regulations.

I.B.3 Aesthetics

Elevators and escalators should contribute to the architectural enhancement of stations and other facilities. Where used in conjunction with overpasses, elevators and escalators shall be integral to the design of the overpass.

I.B.4 Support Facilities

Machinery rooms, pits, and other service spaces shall be designed with security and vandal resistance in mind, and shall be located in such a manner that access to such spaces is positively separated from normal pedestrian traffic.

II. ELEVATORS

II.A GENERAL

All elevator construction, including shafts, pits, cabs, doorways, and vestibules, shall be in accordance with applicable codes, regulations, and standards.

Elevator cabs, doorways, vestibules, fixtures, and controls shall be ADA compliant.

II.A.1 Location and Clearances

Elevator shafts shall be located no closer than 8'- 0" from the edge of any platform. Shafts shall be oriented so that elevator doors do not face the platform edge.

A minimum clearance of 5'- 0" shall be provided at any side of an elevator shaft where pedestrian circulation is allowed.

II.A.2 Construction

Elevator cabs and shafts shall be provided with glazed panes of sufficient size to preclude use of the cab as a "hiding place". Shaft enclosures shall be architecturally compatible with the station architecture; where used in conjunction with an overpass, the shaft design shall be integral with the overpass structure.

II.A.3 Ancillary Spaces

The design of pits, machine rooms, and similar spaces shall accommodate all required machinery and control equipment, and facilitate access for inspection and maintenance. No equipment unrelated to the elevator system shall be located within such spaces.

II.B EQUIPMENT, MATERIALS AND PERFORMANCE

II.B.1 General

Elevators shall be designed for heavy-duty commercial use, with equipment selected to accommodate "crush load" crowding.

Elevator operation shall be fully automatic, available 24 hours per day, unless manually controlled by key switch during non-operating hours.

Elevators shall have three glass wall panels: one on each of the three walls other than the entry wall. Elevator size and configuration shall accommodate a rolling emergency stretcher.

II.B.2 Hydraulic Equipment

Elevators that are a hydraulic piston-driven shall be designed as follows:

i. Compound acting hydraulic cylinders shall be utilized to minimize necessary cylinder casing depth. The use of "holeless" cylinders may be considered.

ii. Drive system equipment shall utilize non-combustible hydraulic fluid.

iii. Hydraulic fluid reservoirs shall be equipped with electric strip heaters, with enough capacity to prevent congealing of fluid in cold weather.

iv. Machine rooms shall be equipped with thermostatically-controlled exhaust fans. Fans shall automatically shut down upon activation of smoke detectors.

II.B.3 Machine Room Less (MRL)

Elevators that are MRL's shall be designed as follows:

i. All controllers shall be non-proprietary

ii. Gearless, machine room less traction elevators with stops in all elevators at all levels.

iii. Elevator passenger cabs and controller closets shall be air-conditioned spaces.

iv. Use stainless steel frames and doors at all lobbies to minimize vandalism. Interior finishes shall include stainless steel walls, hard ceiling with recessed vandal-resistant lighting, and rubber flooring.

v. The use of wire strand systems, for elevator support is permitted; belts containing wire or Kevlar rope systems shall not be allowed.

vi. Trailing cables must have capabilities of telephone, security, audio, and CCTV.

vii. Coordinate call buttons with floor identification.

II.B.4 Materials

Durable, readily available, fire and vandal resistant, as follows:

i. **Structural members:** Galvanized steel, epoxy prime-coated; finish-painted with polyurethane top coat if not concealed by other construction.

ii. **Door & window frames, hoistway doors***:* Stainless steel, Type 304 or higher, with brushed satin finish.

iii. **Hoistwav thresholds:** Bronze or nickel silver, with rough-cast finish on walking surfaces.

II.B.5 Performance

i. **Design Payload:** 3000 lb., minimum

ii. **Ascending Speed:** 3 ft./sec., minimum with design payload; with adjustable control.

II.C ELEVATOR CABS

II.C.1 Materials

Structural steel framing, with stainless steel finish surfaces (Type 304 or higher).

II.C.2 Layout

Elevator cabs shall be designed to accommodate stretchers, wheelchairs, baby strollers, and the like without having to turn 360°.

The cab interior dimensions shall be sized to accommodate the 360° turning of a wheelchair with helper.

II.C.3 Flooring

Resilient, fire and chemical resistant finish floor over marine plywood subfloor.

II.C.4 Lighting

Compact fluorescent or HID, minimum 4 fixtures per cab, recess-mounted, with vandal-resistant lens. Fixtures shall have integral, battery-powered emergency lighting provisions. Minimum general lighting level shall be 20 footcandles at the floor.

II.C.5 Control Panel

Seamless, touch-sensor operated audio-visual control panel, with labels and instructions in English and in Braille. Panel mounting height shall be suitable for use by wheelchair users. Key-operated firefighter override controls shall be included.

FIGURE 7.1

TYPICAL MRL ELEVATOR

II.D ELEVATOR CONTROLS

Elevators shall be fitted with tactile Braille call buttons, raised and audible as well as visible annunciation systems to indicate the direction and floor position of the elevator car. All user

controlled lift functions shall be accessible and readily available to those in need.

II.E EXTERIOR FIXTURES AND ACCESSORIES

II.E.1 General

Fixtures and accessories shall be heavy duty, vandal-resistant, fabricated from stainless steel, polycarbonate, and similar materials. Fasteners shall be concealed where possible, and vandal-resistant where exposed.

II.E.2 Call buttons

Seamless, touch-sensor type having no moving parts; wall-mounted, with center of button 42" above finish floor.

II.E.3 Hall/Car Lanterns

Audible/visible type; wall-mounted, with centerline min. 72" above finish floor.

II.F COMMUNICATION AND SAFETY SYSTEMS

II.F.1 Telephone

Each elevator cab shall be provided with an emergency telephone for communication as per TRI-RAIL's maintenance contractor.

Emergency telephone components, including speaker and microphone, shall be concealed behind a stainless steel panel. The only visible component of the device shall be the "PTT" (push-to-talk) button used to initiate the emergency communication

Instructions for operating the emergency telephone shall be posted in both English and Braille.

II.F.2 Recall System

Each elevator shall be equipped with a recall system, which will return the cab to platform and open the doors upon activation of an "elevator equipment emergency" circuit. Doors shall remain open until the cause of the emergency is diagnosed and corrected.

TABLE 7.1 General Planning Dimensions

Elements	Dimensions
Car Internal Dimensions (W x D x H)	5'- 0" x 8'- 0" x 7'- 0" (minimum) .
Landing Width at Car Door	4'- 8" (minimum)
Elevator Well: W x D	7'- 0" x 11'- 0" (approx. minimum)
Elevator Well Headroom from Car	14'- o" (minimum)
Pit Depth	6'- 0" (minimum)
Machine Room Clearances (L x W x H)	8'- 0" x 10'- 0" x 7'- 0"
Handrail Diameter	2"
Handrail Height above Floor	34"
Handrail Length along Car Side Walls	To within 6" of Car Corners
Elevator Capacity	Based on Required Area

II.F.3 Local Alarm

Audio-visual, consisting of a horn and strobe light, located to facilitate recognition by station personnel and local emergency service providers.

II.F.4 Critical Passenger Elevator Dimensions

Please refer to **Table 7.1** for dimensions for planning purposes. All dimensions shall be

adjusted to suit the actual sizes of equipment selected.

II.G MONITORING SYSTEM

Submit operation and maintenance manuals for each type of elevator. Include full maintenance and operating instructions, parts lists, recommended spare parts and emergency parts inventory, sources of purchase, and similar information. Manuals must also include functions of signals, door devices, and emergency operations.

III. ESCALATORS

III.A DESIGN GUIDELINES

Escalator construction and installation shall be in accordance with applicable codes, regulations, and standards.

Escalator equipment and controls shall be ADA-compliant.

III.A.1 Location and Clearances

Escalator equipment shall be located no closer than 8'-0" from the edge of any platform. Escalators serving platforms shall be oriented parallel to tracks, so that passengers alighting on escalator landings do not face the platform edge.

Minimum clearance of 9'-0" shall be provided at escalator landings, measured from the tip of the balustrade to the nearest obstruction. Please refer to **Figure 7.2** for Escalator Location and Clearances.

FIGURE 7.2 ESCALATOR LOCATION AND CLEARANCES

(NEED DIMENSIONS)

III.A.2 Construction

i. Escalators shall be provided with canopies and glazed fenestration for passenger protection from surrounding elements. Such treatments shall be architecturally compatible with the station architecture; where used in conjunction with an overpass, the escalator design shall be integral with the overpass structure.

ii. **Incline Angle:** 30° from horizontal.

iii. **Ancillary Spaces:** The design of pits, machine rooms, and similar spaces shall accommodate all required machinery and control equipment, as well as facilitate access for inspection and maintenance. No equipment unrelated to the escalator system shall be located within such spaces.

III.B EQUIPMENT, MATERIALS AND PERFORMANCE

III.B.1 General

Escalators shall be designed for heavy-duty commercial use, with equipment selected to accommodate "crush" loading.

Escalator operation shall be fully automatic, reversible, and available 24 hours per day.

III.B.2 Equipment

Escalators shall be of electric gear-driven design, as follows:

i. Drive lubrication system shall utilize non-combustible synthetic lubricants.

ii. Lubricant reservoirs shall be equipped with thermostatically-controlled electric strip heaters, with capacity able to maintain lubricant temperature at 70°F±.

iii. Machine spaces shall be equipped with thermostatically-controlled exhaust fans.

Fans shall automatically shut down upon activation of smoke detectors.

III.B.3 Materials

Durable, readily available, fire and vandal resistant, as follows:

i. **Structural members:** Galvanized steel, epoxy prime-coated.

ii. **Balustrades & Undersides:** Stainless steel, Type 304 or higher, with brushed satin finish. Porcelain enamel finish panels may be used on external surfaces not exposed to pedestrian traffic.

iii. **Thresholds:** Stainless steel or nickel silver, with rough-cast finish on walking surfaces.

iv. **Combplates:** Yellow, colorfast composite material, conforming to the requirements of Rule 802.6b of ANSI A17.1.

III.B.4 Performance

Escalators shall be designed for an operating speed range of 90-120 ft/minute, adjustable, under load conditions equivalent to 120 lbs. placed on the center of each exposed step.

III.B.5 Controls

i. Key-operated switches to stop and start each escalator shall be provided at top and bottom of balustrades, and at the central control panel.

ii. Pushbutton emergency stop switches shall be provided at top and bottom of balustrades.

iii. Each escalator controller shall include provision for "maintenance" operation at a speed of 10 ft/minute in either direction; such control provision shall be accessible from both top and bottom landings.

IV. NON-PROPRIETORY EQUIPMENT

SFRTA encourages the use of non-proprietary equipment to improve service and maintenance of systemwide equipment. Where feasible the service and maintenance guidelines described below shall be followed.

IV.A DIAGNOSTIC TOOLS AND PARTS

All diagnostics shall be provided onboard.

IV.A.1 Service Tool

No service tool shall be required for equipment installation, adjustment, maintenance or troubleshooting.

IV.A.2 Parts

Spare or replacement parts shall be available at published prices to anyone without restriction.

IV.B TECHNICAL SUPPORT

IV.B.1 Training

Regularly scheduled technical training classes shall be available at reasonable cost to anyone without restriction.

IV.B.2 Telephone Support

Telephone hotline support shall be available from trained, experienced technicians.

IV.B.3 Field Support

Field engineering support shall be available at the customer's location by prior arrangement at reasonable cost.

IV.B.4 Documentation

All installation, adjustment, maintenance and troubleshooting manuals and documents required for proper equipment operation shall be provided with equipment at time of delivery.

IV.C PROPRIETORY EQUIPMENT

In cases where equipment provided is proprietary, the following is required at a minimum:

a. access to purchase parts after construction

b. wiring diagrams/drawings, and

c. source software

A statement that guarantees no service tools is needed, or that tools and software for a laptop are to be provided by the manufacturer, with guaranteed updates for life of equipment is preferred.

V. GREEN DESIGN

The following LEED prerequisites and credits apply to this Chapter. These criteria shall be implemented on each project as applicable, and as far as the budget allows. Criteria to meet each prerequisite and credit shall be in accordance to the latest version of LEED New Construction and Major Renovations.

V.A SUSTAINABLE SITES (SS)

V.A.1 SS Credit 8: Light Pollution Reduction

The intent of this credit is to minimize light trespass from the building and site.

V.B INDOOR ENVIRONMENTAL QUALITY (IEQ)

VII.B.1 IEQ Credit 6.1: Controllability of Systems - Lighting

The intent of this credit is to provide a high level of lighting, which can be individually controlled to promote comfort and well being.

V.C ENERGY & ATMOSPHERE (EA)

V.C.1 EA Credit 1: Optimize Energy Performance

The intent of this credit is to increase energy efficiency performance.

V.C.2 EA Credit 2: On-site Renewable Energy

The intent of this credit is to encourage use of renewable sources of energy for consumption of the stations and ancillary structures.

V.C.3 EA Credit 2: On-site Renewable Energy

The intent of this credit is to encourage use of renewable sources of energy for consumption of the stations and ancillary structures.

V.C.4 EA Credit 6: Green Power

The intent of this credit is to encourage the development and use a grid-source, renewable energy technology to provide a minimum of 35% of the station and ancillary structures' energy demand for a minimum of 2 years.

V.D MATERIALS & RESOURCES (MR)

V.D.1 MR Credit 4: Recycled Content

The intent of this credit is to incorporate the requirement to use recycled materials, or the recycled material content in the design and specifications.

V.D.2 MR Credit 5: Regional Materials

The intent of this credit is to encourage and increase the use of local materials by reducing impacts due to transportation.

V.D.3 MR Credit 6: Rapidly Renewable Materials

The intent of this credit is to encourage the use of rapidly renewable materials, such as bamboo, cotton, linoleum, and cork.

V.D.4 MR Credit 7: Certified Wood

The intent of this credit is to encourage environmentally responsible forest management, by utilizing certified wood.

END OF CHAPTER

SOUTH FLORIDA EAST COAST CORRIDOR
TRANSIT ANALYSIS STUDY

F.M. NO. 417031-1-22-01
CONTRACT: C-8F66

2008 Tri-Rail On-Board Survey Final Report

Prepared For
Florida Department of Transportation District 4
&
South Florida Regional Transportation Authority

Prepared by:

Gannett Fleming & CAMBRIDGE SYSTEMATICS

July 24, 2009

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Introduction

As part of the South Florida East Coast Corridor Study (SFECCS), a survey of passengers on the Tri-Rail commuter rail system was conducted on Wednesday, October 22, 2008. The survey was conducted in part to collect data reflective of a significant increase in service on Tri-Rail that was implemented in the summer of 2007. A total of 8,403 questionnaires were distributed to eligible respondents, of which 6,103 were completed, for a response rate of 73 percent. The Tri-Rail system is 72 miles long and has 18 stations located in Palm Beach, Broward, and Miami-Dade counties (see **Figure 1**)—with operations beginning at approximately 4:00 AM and concluding at approximately 11:05 PM. **Appendix A** includes the complete Tri-Rail train schedule.

Figure 1 – Tri-Rail System

The purpose of the survey was to gather information to supplement a 2007 Tri-Rail on-board survey, which collected ridership characteristics, origin-destination patterns, and mode of access/egress. The information from the survey will ultimately be used as input data for the mode choice model as part of the South Florida East Coast Corridor Transit Analysis Study, as well as for other transit studies within the tri-county region.

The 2007 survey was administered for an entire day, reflecting a 100% daily distribution of questionnaires. At that time, Tri-Rail was operating a 40-train per day (half-hour peak period) service plan. As of June 4, 2007, Tri-Rail began operating a 50-train per day (20-minute peak period) service plan—as a result of double-tracking the corridor and the institution of a new operating agreement with CSX. Both sets of data (2007 and 2008) will be used to:

- Calibrate and verify the Southeast Regional Planning Model (SERPM), version 6.5, under the two different operating plans;
- Develop automobile mode of egress capabilities within SERPM 6.5; and
- Evaluate the effect that rising fuel costs have on Tri-Rail usage, with potential modification of user costs in SERPM 6.5.

Survey Highlights

- 6,103 completed questionnaires of 8,403 that were distributed—a response rate of 73%
- 61 percent of riders are between the ages of 25 to 54
- 17 percent of riders are in college, while 6 percent are in high school
- 48 percent of riders have graduated from college
- 84 percent of riders have a valid driver's license
- 34 percent of riders have household incomes between $35,000 to $75,000, while 23 percent have household incomes from $75,000 to over $100,000
- Approximately 67 percent of trips were Home-Based Work, 30 percent Home-Based Other, and only 4 percent Non-Home Based
- Approximately 67 percent of Tri-Rail trips are made by riders with two or more vehicles, 27 percent with one vehicle, and only 5 percent without access to a vehicle
- Approximately 74 percent of first time riders use Tri-Rail for non-work related activities
- Riders that have been using Tri-Rail for 6 months or more use it predominately for work related activities—between 67 to 75 percent
- Overall vehicle ownership levels between 2007 and 2008 were similar, although the Home-Based Work trip purpose was higher in 2008
- There were more Home-Based Work trips in 2008 than there were in 2007 for both peak and off-peak periods
- Park-and-Ride access was 34 percent in 2007 compared to 49 percent in 2008
- Kiss-and-Ride access was 36 percent in 2007 compared to 22 percent in 2008
- Ride-and-Drive egress was 9 percent in 2007 compared to 12 percent in 2008
- The Ride-and-Drive phenomena appears to increase substantially for longer trips—trips that pass 10 or more stations
- Approximately 50 percent of riders travel between 3 to 6 station stops
- The survey data was analyzed using three different weighting/expansion methods (weighted by Train; weighted by Direction, Boarding Station, and Time Period; and weighted by Station,

Boardings and Alightings), each produced similar results that expanded boardings matched observed door counts

Sampling Plan

The survey was administered on Wednesday, October 22, 2008. It encompassed a half-day on-board survey of all adult passengers (age 12 or older) with full-day door counts. This day was representative of service provided by Tri-Rail on a typical weekday. The survey included all morning and early afternoon Tri-Rail trains, both northbound and southbound, for a total of 30 trains (out of a total of 50 trains). Tri-lingual survey cards (English, Spanish, and Creole) were distributed and collected on-board all 30 trains in revenue service from the first morning trains at approximately 4:00 AM until approximately 2:45 PM that same afternoon. Passenger door counts were conducted all day long on all Tri-Rail trains this day—4:00 AM to 11:05 PM. Data collection activities began with the southbound P601 train leaving the Mangonia Park station at 4:00 AM and concluded with the arrival of the P648 train arriving at the Mangonia Park station at 11:05 PM.

Minimization/Mitigation of Non-Response Bias

Non-response bias—bias that occurs when observed answers deviate from the general population due to differences between respondents and non-respondents—was addressed by implementing the survey in a way that maximized the response rate. The following describes the strategies that were used to minimize and mitigate non-response bias for this effort. The implementation focused on two primary strategies to minimize non-response bias; 1) utilization of trained personnel, and 2) utilization of specific methods designed to encourage respondents to complete the survey.

1. **Trained personnel.**
    a. Survey personnel were trained to do more than simply hand out the survey. They were trained to be enthusiastic, knowledgeable about the purpose of the survey, and diligent in collecting completed surveys.
    b. A diverse staff was put in the field to increase the odds that non-English speaking or illiterate respondents would have an opportunity to participate in the survey. The language proficiencies of all survey staff, both professional and temporary, was identified during the development of the staffing plan. With this information, each train was assigned staff with competencies in three languages.
    c. Ample staff was provided throughout the survey to address questions by respondents and to ensure that no rider was overlooked in the distribution of the survey. The supervisory staff assigned to manage the survey implementation had prior on-board survey experience. Those with the greatest experience with on-board surveys were assigned to the busiest trains.
    d. The temporary surveyors were pre-screened to have the following desirable characteristics: well-groomed, able to stand for long periods of time, comfortable approaching strangers, attention to detail, persistence, and being courteous. In

addition, all surveyors were properly and adequately identifiable with logo shirts and/or official name tags.

e. All survey staff was required to attend a comprehensive 3-hour training session. The training consisted of a discussion on the survey purpose, a brief description of the SFRTA Tri-Rail system, a hands-on training experience with the survey instrument, and a discussion on logistics, expectations of surveyors, as well as a role-playing exercise.

2. **Methods that encouraged response.** Various methodological strategies were utilized to maximize the response rate, including a streamlined survey instrument, minimized complexity of the survey instrument, and marketing.
    a. The survey instrument was designed very carefully to be comprehensive, but only included essential questions. It is typically the case that shorter survey instruments are more likely to be completed than longer ones. The complexity of the questions on the survey was also an important consideration, because respondents are less likely to complete the survey if it contains complicated language or concepts that are difficult for riders to understand. Therefore, the length and complexity of the survey was kept to a minimum.
    b. The survey was advertised in advance of its implementation to give riders a "heads-up" about the survey. To this end, the SFRTA prepared and distributed a multi-lingual "seat drop" flyer giving advanced notice of the survey to its riders, and provided a written notice on the SFRTA website one week prior to the survey implementation. In addition, SFRTA posted large color signs (multi-lingual) at stations for one full week in advance, and on the day of the survey. SFRTA also made verbal announcements (multi-lingual) on all trains after every station the day before and the day of the survey.
    c. Tri-Rail and FDOT staff were also present on many of the trains in an effort help establish survey legitimacy and provide additional information that riders may desire.
    d. A pretest was conducted on a small sample size to review how the questions were understood and answered by the rider. This pre-test was used to determine if the survey procedures were adequate and also if the questions were understood as intended. Based on the results of this pretest the questionnaire was revised prior to implementing the survey. In addition, the 2008 questionnaire is similar to the 2007 questionnaire and therefore the questions had already been tested.
    e. Throughout the survey, surveyors and train captains were available to assist passengers complete the questionnaire through a one-on-one interview for those who were illiterate, visually impaired, or otherwise needed assistance.
    f. Pens were given to every survey respondent so they could fill out the survey. Not only did the free pens provide a mechanism for respondents to fill out the survey, but the pens also had the SFRTA name and logo printed on them, which provided additional legitimacy to surveyors.

Mitigation of non-response bias after the survey was administered was accomplished through a careful analysis of the survey results relative to observed data from other sources. The demographics of

respondents were analyzed relative to the survey population, or universe. The survey universe was defined in terms of the population of the study area, as defined by an approximate 5-mile radius travel shed around each station.

Another source of control data used to mitigate non-response bias was disaggregate ridership count data for key Tri-Rail travel markets. Auxiliary counts, from a supplemental station-based Tri-Rail rider survey, were collected and utilized to ensure that those key travel markets were represented appropriately in the survey response. The auxiliary counts provide a thorough understanding of the identified travel markets with respect to their magnitudes and the extent to which they are represented in the survey response (see **Appendix D**).

Auxiliary counts were collected for various key travel markets as defined in the March 2007 Tri-Rail survey. These markets included:

a. Park-and-ride automobile access riders,
b. "Ride-and-drive" automobile egress riders, and
c. West Palm Beach public school students.

For park-and-ride automobile access, available counts from a 2008 park-and-ride inspection were utilized. As part of these auxiliary counts, the "ride-and-drive" automobile egress mode was ascertained to capture riders who leave cars at Tri-Rail stations overnight.

Survey Instrument

The survey instrument was designed as a self-administered questionnaire with mainly close-ended questions. The questionnaire was provided in English, Spanish and Creole. Each questionnaire was pre-printed with a unique serial number, which linked each questionnaire to a specific trip.

The survey consisted of 26 questions that inquired about the rider's one-way trip, recent travel behavior, and socio-demographic information. Ten (10) questions asked about the rider's one-way trip information (Q1 to Q9, and Q13). Three (3) questions were about the rider's recent travel behavior (Q10 to Q12), and the remaining 13 questions asked about the rider's socio-demographic characteristics. Additional space was provided for comments and suggestions.

A copy of the survey instrument (with all three language versions) is provided as **Appendix B**.

An important feature of the survey questionnaire was the egress mode of travel question. It has been observed recently in other transit on-board surveys that transit patrons use an automobile as their egress mode in significant numbers. This is a phenomenon that, until recently, has been assumed not to occur. It must now be considered as a viable mode, both as a drive-alone mode as well as a shared-ride mode. Question 6 on the 2008 survey addressed the egress mode and included three potential automobile egress modes for respondents to choose from.

Another important feature of the survey was contained in questions 10 and 11. These questions focused on new Tri-Rail riders, a rider market of particular interest, given the recent double-tracking of the Tri-Rail system. The before-and-after double-tracking analysis provided insight into the impact of the increased service and the specific travel markets that it affects.

The 2007 survey questionnaire was reviewed and revised to clarify questions for the 2008 survey. In addition, due to the recent increase in Tri-Rail ridership, new questions were added to the 2008 questionnaire regarding length of ridership and reasons for choosing Tri-Rail services.

Surveyor and Supervisor Training

In order to adequately staff the survey implementation, it was necessary to hire temporary survey personnel. A training session for the temporary survey personnel was developed, planned and conducted prior to the on-board transit survey. Training was also provided to Supervisory Personnel who were recruited mainly from the Consultant Team, FDOT and SFRTA. Training was mandatory for all surveyors—temporary personnel and full-time staff. Two training sessions were conducted, each lasting approximately 3 hours. The training sessions consisted of a discussion on the survey purpose, a PowerPoint presentation, a brief description of the SFRTA Tri-Rail system, a hands-on training with the survey instrument, and a discussion on logistics, expectations of surveyors, and safety. The surveyors and supervisors were also provided a period for questions and answers prior to the conclusion of the training sessions.

A handout of the PowerPoint presentation served as a Training Manual, and was distributed to all surveyors prior to the training. The surveyors were able to keep the manual overnight to allow them to reference and study the manual prior to the survey the following day. A copy of the Training Manual PowerPoint presentation is provided as **Appendix C**.

The training sessions were conducted at the offices of the SFRTA in Pompano Beach at 9:45 AM and 1:45 PM on Tuesday, October 21, 2008. It was requested that all surveyors ride Tri-Rail to the training sessions to gain familiarity with the system. Those surveyors who had not ridden Tri-Rail to the training sessions were requested to ride Tri-Rail prior to the survey. A two-day Tri-Rail pass was provided to each surveyor and supervisor prior to the training for this purpose.

Survey Implementation

Two weeks prior to the survey, a pretest was conducted on a small number of riders to review how the questions were understood and answered by the rider. This pretest was completed to determine if the planned procedures were adequate and also to determine if the questions were understood as intended. Based on the results of the pretest, the questionnaire was revised prior to the survey.

The survey involved the distribution and collection of questionnaires for all morning and early afternoon passengers riding Tri-Rail on Wednesday, October 22, 2008. Each of the 15 northbound and 15

southbound Tri-Rail trains that departed from the northern and southern most stations (Mangonia Park and Miami Airport respectively) by 2:00 p.m. were surveyed. These trains consisted of two or three bi-level rail cars for passenger conveyance. Five surveyors were assigned to conduct distribution and collection activities on each bi-level Tri-Rail car. Of the five surveyors, two were assigned to count boardings and alightings—one at each door. As passengers boarded a car at each rail station, surveyors approached the passenger, handed them a questionnaire and pen, and requested that the passenger complete the survey prior to exiting the train. Surveyors were instructed to approach passengers between stops and encourage and/or assist them with the completion of the questionnaire, as well as collect completed questionnaires from each passenger.

For each one-way train trip, surveyors were provided with more questionnaires than the anticipated number of riders. The serial number range for the questionnaires distributed during each trip was recorded to ensure that each completed survey could be linked to the trip which they were distributed. In addition, a trip log was attached to the oversize envelopes used to house questionnaires collected by the surveyor. Surveyors used this log to record the serial number of the first and last questionnaire distributed on each trip. A trip log collecting the actual station arrival and departure times was also completed for each surveyed trip.

In addition to the 30 trains that were surveyed, door counts were completed on the remaining 20 trains for this day. One door counter was assigned to each of the two doors to collect counts of boardings and alightings. A door count log was completed for each train by recording the boardings and alightings at each station. This log also identified the starting station, ending station, start time, end time, and train number for each trip.

Periodically throughout the survey day (and on the day prior), Tri-Rail conductors made public announcements encouraging rider participation in the study.

To facilitate high quality results during the survey data collection effort, the following quality control measures were implemented:

- By carefully screening, selecting and training the temporary personnel, an emphasis was placed on the professionalism of the survey staff. Temporary personnel were pre-screened for suitability for this type of work and were notified of the mandatory training session. Surveyors were required to become knowledgeable about the questionnaire by completing a questionnaire based on their trip to the training session, as well as practicing how to distribute, collect and perform record-keeping tasks prior to conducting the survey. All surveyors were provided with a training manual detailing the surveying techniques and expectations.
- A Train Captain was assigned to each train to monitor the activities of surveyors and provide feedback or suggestions for improving their work. The train captains were full-time employees of either the consultant, SFRTA or FDOT. Many of the Train Captains were multi-lingual. The Train Captains also emphasized to the ridership the importance of the survey and tried to persuade those who were unwilling to take the survey. In addition, when necessary, the Train Captains helped passengers fill out the survey, or provide additional support as needed. The

Train Captains also supervised compilation of data envelopes containing completed surveys and other relevant activity logs.

- Station Masters were located at both the northern and southern terminal stations (Mangonia Park and Miami Airport stations). These Station Masters met with each surveyor prior to boarding the train to review procedures and provide supplies. At the end of an assigned trip, the Station Masters also met with the surveyors to conduct a quick debriefing of their individual data collection efforts for the trip just completed, provide additional questionnaires and trip log forms/envelopes for the next trip they were to survey, and offer suggestions for overcoming any field difficulties that the surveyor may have encountered.
- The Station Masters and Train Captains were able to communicate, as needed, via cellular phones throughout the survey. The Station Masters and Train Captains met with surveyors at the start and end of each surveyed trip to discuss any problems or issues.
- A Control Center Monitor was stationed at Tri-Rail's dispatching center to monitor any deviations from the day's planned operations. The Control Center Monitor relayed vital information to the Station Masters or Survey Manager, as appropriate throughout the day of the survey.
- A Survey Manager coordinated all aspects of the on-board survey implementation including: temporary personnel, scheduling of staff, provision of supplies, and overall survey logistics.
- The staffing agency provided the supervision of the temporary workers including: check-in, train assignments, and check out.

Tri-Rail Station Auxiliary Rider Survey

An auxiliary survey of rail riders was conducted over a four-week period between October 21, 2008 and November 14, 2008 at 14 of Tri-Rail's 18 stations to complement the on-board survey for the purpose of capturing travel patterns of passengers. Below is a brief description of the auxiliary station survey count methodology and data collection process. For a complete description of the Tri-Rail Station Auxiliary Rider Survey, please see **Appendix D**.

Tri-Rail Station Rider-Survey Methodology

Stations were selected from the list of stations that exhibited characteristics (based on the 2007 on-board survey) of having one or more of the following conditions: high auto egress mode or large number of short (one or two station) trips. Survey data was collected in five steps:

1. Overnight parking at 14 Tri-Rail stations was counted about 30 minutes prior to the arrival of the first train at that station. The first train southbound departed Mangonia Park station at 4:00 am and the first train northbound departed Miami International Airport station at 4:20 am.
2. Passengers' mode-of-access for each train in each direction (northbound and southbound), at 12 stations were observed and collected using mode choices consistent with those used for the on-board survey.

3. Interviews of passengers waiting to board each train at each of the 14 stations were conducted to collect their travel distance information. The travel distance was defined as the number of stations a passenger was traveling and described as 1, 2, or 3+ stations.
4. Total numbers of alighting passengers for each train at 12 stations were counted.
5. Exiting passengers' mode of egress for each train at 14 stations were observed and collected.

Tri-Rail Station Rider-Data Collection

A data collection plan was developed to direct the survey effort at each station based on field visits and aerial photo reviews of each station. According to the station configuration (i.e., number of entrances, number of parking lots, overhead bridge or at-grade crossings, etc.), the number, and positions of survey staff at the station were established.

Prior to the arrival of the first train at each of the stations, the survey crew assembled and reviewed the data collection plan and materials to clarify any modifications needed to make sure all survey elements were collected effectively and efficiently. For example, some minor adjustments or reassignments of surveyors were necessary at some stations with multiple entrances and multiple parking lots. During the data collection process, the survey crew regrouped several times to make sure data collection was going smoothly and to make additional adjustments to the data collection plan if necessary.

At least four counters were necessary at each of the stations, except at the Lake Worth and Pompano Beach stations where only trip length and egress mode was collected by two counters. One surveyor was responsible of arriving at the station at least 30 minutes prior to the first train to count the number of overnight parked cars at the station parking lot(s). Two counters, one at each platform, collected trip length and alighting counts at each platform. As riders accessed the platform and waited for the train, they were interviewed about their trip length (1, 2, or 3 or more stations). Just before the train arrived, surveyors performed a boarding count. Alighting counts were made from one end of the platform when train doors opened and those carrying their bikes out the train were noted.

The other two to four counters surveyed station access and egress mode at different positions around the station entrances, and other access points where they could efficiently observe how Tri-Rail passengers accessed and left each station. To facilitate the data collection of access and egress mode, non-automobile modes were assigned to at least one counter who was observing the access and egress mode by walking, transit bus, MetroRail, school bus, Tri-Rail shuttle, and bike. The other counter(s) were observing the access and egress mode by automobile: park-n-ride, rideshare-n-park, pick-up or drop-off, and taxi.

Survey Response

Overall Response

On the day of the survey a total of 15,662 passengers boarded the SFRTA Tri-Rail trains. The surveyors distributed 8,403 questionnaires and collected 6,103. The survey response rate was 73% based on the total number of collected surveys. The response rate is calculated as follows:

$$Response\ Rate\ (\%) = \frac{Completed\ Questionnaires}{Distributed\ Questionnaires} = \frac{6{,}103}{8{,}403} = 73\%$$

The actual sample size based on the total number of passengers was 39%. The sample size is calculated as follows:

$$Sample\ Size\ (\%) = \frac{Completed\ Questionnaires}{Total\ Passenger\ Counts} = \frac{6{,}103}{15{,}662} = 39\%$$

The 6,103 collected questionnaires make up the final dataset that will be used for the survey analysis.

Response Rate by Question

The following table lists the response rate for each question. The response rate was calculated by dividing the number of provided answers by the total number of returned surveys (6,103).

About Rider's One-way Trip (Question 1 – 9, and Question 13)												
Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q13			
98%	97%*	96%	93%	92%	84%	95%	97%*	90%	26%**			
About Rider's Recent Travel Behavior (Questions 10 – 12)												
Q10	Q11	Q12										
92%	63%	78%										
Socio-demographic Characteristics (Questions 14 – 26)												
Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26
91%	85%	90%	91%	92%	81%	84%	91%	84%	83%	86%	90%	87%

* Q2 and Q8 asked about the ORIGIN and DESTINATION of the rider's one-way trip. In many cases, the information provided by the respondents was incomplete or insufficient. Extra efforts were made to locate the landmarks and/or addresses on the map based on careful analyses of other relevant information of the trip, resulting in a greater number of geo-codable addresses (5,930) than was provided.

** Q13 asked about the number of adults and children in the traveling group who cannot fill out the survey form. Even though 26% is low compared to other response rates, it is significant given that 26% equates to 1,570 Tri-Rail riders.

Passenger Door Counts

The number of passengers boarding and disembarking each car was recorded at each station for all 50 trains in both directions on the day of the survey. The passenger door counts were then summarized by station, by train, and by direction. A total of 7,966 passengers were counted boarding southbound trains, while 7,696 passengers were counted boarding northbound trains, resulting in a total daily boarding of 15,662 passengers.

Data Editing and Processing

A number of steps were taken to review and examine the dataset for accuracy and completeness. The first step involved checking for missing values or non-responses for questions directly related to trip making characteristics. **Table 1** lists the types of records with missing values and the number of records for each type. The number of records for each type represents the remaining number of records after the records with previous missing values have been removed. For example, "214" means that there were 214 records with no responses for Q7 remaining after 8 empty records and 110 records with no trip origin (Q1) were removed. A total of 1,264 records were removed reducing the number of records in the database to 4,839.

Table 1 – Records with Missing Values

Records (Question Number)	Number of Records*
Empty Records	8
Missing Trip Origin (Q1)	110
Missing Trip Destination (Q7)	214
Missing Boarding Station (Q4)	257
Missing Alighting Station (Q5)	157
No Access Mode Chosen (Q3)	133
No Egress Mode Chosen (Q6)	69
Non-Response to Auto Ownership (Q24)	316
Total	**1,264**

One of the most common issues in an origin-destination travel survey is that people often think of a trip as a round trip and therefore use the same location for both trip origin and trip destination. The database was reviewed to identify those records with the same answers for both trip ends. A total of 1,190 records were found and a summary of these records is provided in **Table 2**. Similar to **Table 1**, the number of records also represents the remaining number of records after the missing values in the previous groups were removed. As a result 1,190 additional records had to be removed, further reducing the number of records in the database to 3,649.

Table 2 – Records with Same Answer for Both Trip Ends

Records	Number of Records
Round Trips	
Home-to-Home	946
Airport-to-Airport (same airport)	7
Work-to-Work	160
School-to-School	13
College-to-College	23
Same boarding and Alighting Stations	41
Total	**1,190**

The dataset was also checked for typographical errors. This is particularly important for Question 9 where the reported return times to complete the second leg of the round trip will be used for imputing (the substitution of some value for a missing data point) data records for the afternoon. **Figure 2** shows an example of the type of errors that may occur during the data input process. All of these errors were corrected in the final database.

Figure 2 - Correction of Typographical Errors

q9	q9Time	q10	q11Gas	q11TriRail	q11NewSchool	q11Other
1	5:03 p.m.	2	TRUE	FALSE	FALSE	FALSE
1	5;15 p.m.	2	FALSE	FALSE	TRUE	FALSE
1	5;00 pm	4	FALSE	FALSE	FALSE	FALSE
1	5:07	3	TRUE	FALSE	FALSE	FALSE
1	5:00pm	2	TRUE	FALSE	FALSE	FALSE
1	17:00 pm	4	FALSE	FALSE	FALSE	FALSE
1	5:03 pm	2	TRUE	FALSE	FALSE	FALSE
1	5;15PM	4	TRUE	FALSE	FALSE	FALSE
1	5:00pm	4	TRUE	FALSE	FALSE	FALSE
1	5;14pm	3	TRUE	TRUE	FALSE	FALSE
1	5:00PM	4	FALSE	FALSE	TRUE	FALSE

The final step in the data review process was the most intensive and it involved checking the logic and validity of answers for individual records in the database. Two types of errors were most common and they required close examination of the original survey questionnaire, and in some cases careful analysis of related questions in other parts of the survey. One was the possibility of assigning a survey sample to the wrong train in the wrong direction. As an example, all records shown in **Figure 3** indicate trips going southbound from Mangonia Park station to various other stations in the south, and yet their associated train number was P628, which was going northbound towards the Mangonia Park station. In most cases, these errors were corrected by reviewing the original survey log sheet where the unique survey serial numbers were recorded by train and by station.

Figure 3 – Sample Records Validity Check – Train Number

survey_number	train	q1	q4	q5
1881	P628	3	Mangonia Park	Fort Lauderdale
6065	P628	1	Mangonia Park	Boca Raton
6066	P628	1	Mangonia Park	Delray Beach
6317	P628	1	Mangonia Park	Lake Worth
6318	P628	5	Mangonia Park	Lake Worth
6319	P628	5	Mangonia Park	Lake Worth
13513	P628	6	Mangonia Park	Cypress Creek
5703	P628	1	Mangonia Park	Boynton Beach
6261	P628	1	Mangonia Park	West Palm Beach

The second type of error occurred when respondents provided multiple answers where only a single answer was needed. This was particularly true for Question 3 where respondents were asked to provide the immediate previous access mode and for Question 6 where they were asked for the immediate subsequent egress mode. **Figure 4** shows an example where multiple egress modes were selected by respondents. Each column in **Figure 4** represents an egress mode and the number "1" indicates the person had chosen this particular mode as the egress mode. To determine the most likely egress mode for these records, a number of factors need to be taken into consideration. In general, a higher mode will be selected over a lower mode. For example, if a respondent had selected both Transit Bus and Bike, then Transit Bus will be assumed to be the egress mode. Of course, the availability of transit services at each station needs to be considered when making assumptions.

Figure 4 – Sample Records Validity Check – Egress Mode

q6Walk	q6Bike	q6Taxi	q6SchoolBus	q6Metrorail	q6TransitBus	q6TriRail	q6Parked
1	1	2	2	2	1	2	2
1	1	2	2	1	2	2	2
1	1	2	2	2	2	2	2
1	1	2	2	2	2	2	2
1	1	2	2	2	1	2	2
1	1	2	2	2	1	2	2
1	1	2	2	2	2	2	2
1	1	2	2	1	1	1	2
1	1	2	2	2	2	2	2

In addition to the survey questionnaires, the all day passenger door counts collected by train and by station were also reviewed for reasonableness and for possible logical errors. Even though small in numbers, there were cases where boardings were recorded at the final station of a train run and alightings were recorded at the beginning of a train run. Instead of simply removing these counts, they were transferred to either the immediate next train or the immediate previous train. Specifically, the boardings at the final station were converted to boardings at the beginning of the next train going in the opposite direction; whereas alightings at the first station were converted to alightings at the final station of the previous train in opposite direction.

The data review and editing process produced a final dataset of 3,649 usable records with a reasonable level of accuracy. The 3,649 records account for almost 60 percent of the total collected survey forms.

Expansion Methodology

Control Count Collection

Boarding and alighting counts were recorded at every station for every train for the entire day of the survey. These counts were maintained by train, time period and direction. The boarding and alighting counts were used as a source of controls for the expansion of the Tri-Rail sample data. Auxiliary counts of key travel markets were also obtained for non-response bias mitigation and expanded data cross-checking. Available counts collected by SFRTA were also utilized to cross-check the manual counts.

Expansion Process

The expansion process was completed in a series of steps. The first step was to clean the data to eliminate bad data and clarify partial responses. After cross-checking daily manual station counts with counts provided by SFRTA, the next step was to apply a station level expansion factor to the total ridership in the AM morning period. Stations for which there were no survey responses were grouped for either a multiple station or multiple run (at same station) expansion. The expanded AM sample data was then analyzed in terms of home-based (round trips) versus non home-based trips. Based on the analysis of AM home-based trips and estimates of PM non home-based trips, the data was expanded to daily trips. Adjustments were made, as necessary, to ensure they matched daily counts. A more detailed step-by-step description of the expansion process is provided below.

1. Survey data was cleaned to eliminate illogical answers, as well as to clarify incomplete answers.
2. Usable survey records were expanded to AM counts by station, train, and direction. Typically, origin and destination questions resulted in lower response rates than other questions such as trip purpose or access mode. Therefore, multiple expansion factors were developed.
3. Expanded AM survey data was analyzed in terms of home-based versus non home-based trips to properly expand the AM expanded sample to daily ridership.
    a. For home-based trip survey responses, origins and destinations were doubled for each trip to reflect a production/attraction format.
    b. Non home-based AM trips were summarized. This category of trips includes all trips that utilize Tri-Rail for just one direction. Characteristics of this category of trips in the 2008 survey were compared to the comparable trips in the 2007 survey as a consistency check.
    c. Non home-based PM trips were estimated from March 2007 all-day Tri-Rail survey data. The relationship of AM non home-based trips and PM non home-based trips in the 2007 dataset were reviewed and used to develop 2008 PM trips relative to 2008 AM trips.
    d. Non home-based AM trips, home based daily trips, and non home-based PM trips were added together. The product of this reflects total daily trips.
4. A time period adjustment factor was developed and applied to the expanded survey data so that each respective time period matches the corresponding time of day counts.

Cross-Check Expanded Data against Auxiliary Sources

The expanded survey data was cross-checked against other available data sources, including manual auxiliary counts, 2007 survey results, and various expansion dimensions other than station boardings.

1. Expanded survey responses were summarized by key markets and checked against auxiliary counts, as described in Expansion Process section, above. This analysis provided a disaggregate accuracy check of the expanded data. The appropriate adjustment factors help mitigate non-response bias.
2. Survey results were cross-checked against the 2007 Tri-Rail survey results.
3. Alighting counts were utilized as a cross-check of the boarding level expansion results.
4. Dimensions other than the station level boardings were utilized for cross-checking purposes. Train, direction, and segment level expansion totals were used for this purpose.

Imputation of Afternoon Samples

Since the 2008 on-board survey was conducted for a half-day in the morning rather than a full day, samples were available for only the 30 trains surveyed in the morning. No samples were available for the remaining 20 trains in the afternoon or evening. The passenger door counts, on the other hand, were collected by station, by train, for all 50 trains for the entire day of the survey. Two different approaches were available to expand the morning samples to a full day. One would be to only use morning samples; another would require creating virtual samples from the morning samples to represent afternoon riders. After evaluating both approaches, it was decided to use the second approach to perform the data analysis. The advantages of using the second approach were:

- This approach allowed for true representation of riders in the afternoon because these were the same riders who would have been surveyed in the afternoon if the on-board survey had continued into the afternoon.
- This approach provided a set of records associated with each train in the afternoon. With the afternoon passenger door counts, the samples could be expanded in the same way as the morning samples.
- This approach made the best use of information collected in the survey, as it fully utilized answers provided in Question 9 and door counts collected for afternoon trains.
- This approach allowed for more disaggregate expansion. For example, with the afternoon samples, survey expansion could be conducted by three time periods instead of two, AM Peak, Off-Peak, and PM Peak. The three time periods are consistent with the time periods used in SERPM 6.5.

The drawback of this approach is that the imputed afternoon samples will miss the journeys that start in the afternoon. However, the missing journeys are accounted for in the expansion process when the afternoon door counts are used as control totals, as these door counts include the trips that occur in the

afternoon. Of course, the underlying assumption is that afternoon riders have similar travel characteristics as those making return trips in the afternoon.

To create a virtual sample from an existing survey record, the following information was used:

- Answers to Question 9,
- Boarding station,
- Alighting Station, and
- Train Schedule.

Question 9 asked the survey respondents if they would come back to Tri-Rail later in the day to complete their round trip, and if they would, at what time. Only those with a "Yes" answer and a valid return time could be used to create virtual samples. When creating a virtual sample, the aligning station for the original record was used as the boarding station and the travel direction was simply the reverse of the original trip. With the direction and boarding station known, a train schedule was then used to find the corresponding train for the return trip. For example, survey record 1156 in **Figure 5** shows that the rider boarded train P602 in the morning at Hollywood Station going northbound and disembarked the train at the West Palm Beach station. The rider indicated he or she would return to Tri-Rail at 3:36 pm to complete their round trip. So for this particular rider, the return trip would start at 3:36 pm going from the West Palm Beach station southbound to the Hollywood station. With the train schedule for southbound trains (**Figure 6)**, the train that leaves the West Palm Beach Station at 3:36 pm is train P633. Sometimes the return time provided by the survey respondent did not match the train schedule. In this case, the train that left closer to the return time was assigned to the virtual sample.

Figure 5 – Example Survey Record for Sample Imputation

survey_number	train	q1	q4	q5	q9	q9Time
1156	P602	1	Hollywood	West Palm Beach	1	3:36 pm

Figure 6 – Determining Train Number for Return Trips

Train Number	P649	P647	P645	P643	P641	P639	P637	P635	P633	P631	P629	P627
Mangonia Park	8:40 PM	7:40 PM	6:40 PM	6:00 PM	5:30 PM	5:00 PM	4:30 PM	4:00 PM	3:30 PM	3:00 PM	2:00 PM	1:00 PM
West Palm Beach	8:46 PM	7:46 PM	6:46 PM	6:06 PM	5:36 PM	5:06 PM	4:36 PM	4:06 PM	3:36 PM	3:06 PM	2:06 PM	1:06 PM
Lake Worth	8:54 PM	7:54 PM	6:54 PM	6:14 PM	5:44 PM	5:14 PM	4:44 PM	4:14 PM	3:44 PM	3:14 PM	2:14 PM	1:14 PM
Boynton Beach	8:59 PM	7:59 PM	6:59 PM	6:19 PM	5:49 PM	5:19 PM	4:49 PM	4:19 PM	3:49 PM	3:19 PM	2:19 PM	1:19 PM
Delray Beach	9:07 PM	8:07 PM	7:07 PM	6:27 PM	5:57 PM	5:27 PM	4:57 PM	4:27 PM	3:57 PM	3:27 PM	2:27 PM	1:27 PM
Boca Raton	9:12 PM	8:12 PM	7:12 PM	6:32 PM	6:02 PM	5:32 PM	5:02 PM	4:32 PM	4:02 PM	3:32 PM	2:32 PM	1:32 PM
Deerfield Beach	9:19 PM	8:19 PM	7:19 PM	6:39 PM	6:09 PM	5:39 PM	5:09 PM	4:39 PM	4:09 PM	3:39 PM	2:39 PM	1:39 PM
Pompano Beach	9:23 PM	8:23 PM	7:23 PM	6:43 PM	6:13 PM	5:43 PM	5:13 PM	4:43 PM	4:13 PM	3:43 PM	2:43 PM	1:43 PM
Cypress Creek	9:29 PM	8:29 PM	7:29 PM	6:49 PM	6:19 PM	5:49 PM	5:19 PM	4:49 PM	4:19 PM	3:49 PM	2:49 PM	1:49 PM
Fort Lauderdale	9:36 PM	8:36 PM	7:36 PM	6:56 PM	6:26 PM	5:56 PM	5:26 PM	4:56 PM	4:26 PM	3:56 PM	2:56 PM	1:56 PM
Fort Lauderdale Airport	9:43 PM	8:43 PM	7:43 PM	7:03 PM	6:33 PM	6:03 PM	5:33 PM	5:03 PM	4:33 PM	4:03 PM	3:03 PM	2:03 PM
Sheridan Street	9:47 PM	8:47 PM	7:47 PM	7:07 PM	6:37 PM	6:07 PM	5:37 PM	5:07 PM	4:37 PM	4:07 PM	3:07 PM	2:07 PM
Hollywood	9:51 PM	8:51 PM	7:51 PM	7:11 PM	6:41 PM	6:11 PM	5:41 PM	5:11 PM	4:41 PM	4:11 PM	3:11 PM	2:11 PM
Golden Glades	10:00 PM	9:00 PM	8:00 PM	7:20 PM	6:50 PM	6:20 PM	5:50 PM	5:20 PM	4:50 PM	4:20 PM	3:20 PM	2:20 PM
Opa-locka	10:06 PM	9:06 PM	8:06 PM	7:26 PM	6:56 PM	6:26 PM	5:56 PM	5:26 PM	4:56 PM	4:26 PM	3:26 PM	2:26 PM
Metrorail	10:13 PM	9:13 PM	8:13 PM	7:33 PM	7:03 PM	6:33 PM	6:03 PM	5:33 PM	5:03 PM	4:33 PM	3:33 PM	2:33 PM
Hialeah Market	10:19 PM	9:19 PM	8:19 PM	7:39 PM	7:09 PM	6:39 PM	6:09 PM	5:39 PM	5:09 PM	4:39 PM	3:39 PM	2:39 PM
Miami Airport	10:25 PM	9:25 PM	8:25 PM	7:45 PM	7:15 PM	6:45 PM	6:15 PM	5:45 PM	5:15 PM	4:45 PM	3:45 PM	2:45 PM

After assigning the train number to a virtual sample record, the fields related to trip origin and trip destination were filled by using the reverse of the corresponding fields in the original record. For instance, the original trip origin became the new trip destination; the original access mode became the new egress mode, and so on. To distinguish between the original record and the virtual record, a very large number, 800000, was added to the original survey ID, so the survey ID for the newly created virtual record based on survey record 1156 became 801156.

As mentioned earlier, there are 3,649 usable records in the final dataset. A total of 2,915 respondents indicated they would come back to Tri-Rail and 614 said they would not. Among those who would come back to Tri-Rail, 2,658 provided a valid return time and 120 did not. Therefore, the total number of virtual records created through the imputation process was 2,658. With 3,649 original records, the final number of usable records in the database used for survey analysis was 6,307.

Final Database for Analysis

The dataset created from the data editing and sample imputation process discussed above is origin-destination (OD) based. However, many of the travel characteristics in travel demand models are presented in terms of productions and attractions (PA). So, an additional dataset in the PA format was created. The final database therefore consists of two separate, but closely related datasets; one is OD based and another is PA based.

Sample Weighting and Expansion

Three different weighting schemes at different disaggregate levels were developed for data expansion. The following sections describe each of the weighting schemes.

Weighting by Train

The first weighting scheme was to weight the samples by train. The total number of sample boardings for each train was calculated first. The number of boarding door counts at all stations for each train was summed next. Using door counts as the control total, expansion factors were calculated as the ratio between door counts and sample boardings. **Table 3** shows the calculated expansion factors by train.

Expansion by train seems to be the simplest and most aggregate method compared to other expansion schemes. But, even this method implicitly includes two additional dimensions: direction and time, which makes it effectively a three-dimension expansion.

Table 3 – Expansion by Train

Train	Sample	Door Counts	Expansion Factor
P600	64	119	1.859375
P601	78	157	2.012821
P602	64	175	2.734375
P603	155	352	2.270968
P604	127	173	1.362205
P605	254	519	2.043307
P606	140	375	2.678571
P607	214	508	2.373832
P608	183	599	3.273224
P609	195	389	1.994872
P610	255	557	2.184314
P611	183	370	2.021858
P612	155	373	2.406452
P613	67	373	5.567164
P614	153	320	2.091503
P615	231	333	1.441558
P616	125	269	2.152000
P617	151	342	2.264901
P618	70	165	2.357143
P619	127	224	1.763780
P620	74	155	2.094595
P621	85	241	2.835294
P622	57	159	2.789474
P623	68	167	2.455882
P624	66	131	1.984848
P625	65	178	2.738462
P626	87	208	2.390805
P627	92	200	2.173913
P628	148	263	1.777027
P629	94	203	2.159574
P630	103	429	4.165049
P631	84	508	6.047619
P632	234	716	3.059829
P633	145	557	3.841379

Train	Sample	Door Counts	Expansion Factor
P634	209	383	1.832536
P635	172	568	3.302326
P636	245	540	2.204082
P637	184	438	2.380435
P638	129	426	3.302326
P639	177	433	2.446328
P640	133	331	2.488722
P641	133	383	2.879699
P642	139	310	2.230216
P643	86	175	2.034884
P644	61	205	3.360656
P645	49	122	2.489796
P646	61	203	3.327869
P647	39	129	3.307692
P648	54	108	2.000000
P649	43	101	2.348837
Grand Total	**6307**	**15662**	**2.483273**

Weighting by Direction, by Boarding Station, and by Time Period

The second weighting scheme adds one more dimension and seeks to expand the data by boarding station as well. Time of day was divided into three time periods: AM peak, PM Peak, and Off Peak. To be consistent with the current SERPM 6.5, the three time periods were defined as follows:

- AM Peak: 6:30 am – 9:30 am
- PM Peak: 3:30 pm – 6:30 pm
- Off Peak: 4:00 am – 9:30 am, 9:30 am – 3:30 pm, and 6:30 pm – 11:05 pm.

Sample boardings and door counts were summarized by direction, boarding station, and time period. Using door counts as control total, the expansion factors were calculated as the ratio between door counts and sample boardings.

Table 4**Table 4** illustrates the process used to calculate the initial expansion factors. Because of the level of disaggregation, some groups may have a very small sample size, and other groups may not have any sample at all. These groups are highlighted in the table for further analysis. A good example is the West Palm Beach Station for northbound trains. There is no sample record for the AM peak period and only one for the Off Peak and PM Peak periods. The initial expansion factors are either non-existent (AM Peak) or are very large (25 for Off Peak and 17 for PM Peak). To reduce the potential bias caused by over-representing a sample record, the boardings for northbound trains were grouped with boardings for southbound trains at the same station, and expansion factors were recalculated. Similar revisions were made for other stations with similar sample size problems. The revised expansion factors are shown in **Table 5**.

Weighting by Station, by Boardings and by Alightings (Doubly Constrained)

The third weighting scheme used both the boarding and alighting counts to expand the survey sample. To be able to use the alighting door counts for expansion, however, they needed to be adjusted to match the total boarding counts first, as there were some discrepancies between the two totals in the raw counts. The adjusted door counts are presented in **Table 6**. After the alighting counts were adjusted, the station-to-station OD trip table was tabulated from the survey responses so it could serve as the seed matrix (**Table 7**). Using the boarding and alighting counts at each station as the row and column control totals, a Fratar (growth factor) process was employed to scale the station-to-station matrix. The resulting expanded trip matrix was then divided by the seed matrix to obtain the station-to-station expansion factors. The station-to-station expansion factors are shown in **Table 8**.

Table 4 – Expansion by Direction, by Station, and by Time Periods

NB Sample Boardings

STATION	AM	OP	PM	TOTAL
Miami Airport	63	139	125	**327**
Hialeah Market	50	33	38	**121**
MetroRail	78	248	385	**711**
Opa Locka	29	42	23	**94**
Golden Glades	67	79	16	**162**
Hollywood	56	68	29	**153**
Sheridan Street	97	51	26	**174**
Ft. Lauderdale Airport	40	70	61	**171**
Ft. Lauderdale	60	80	92	**232**
Cypress Creek	62	55	89	**206**
Pompano Beach	47	33	45	**125**
Deerfield Beach	52	49	42	**143**
Boca Raton	77	65	106	**248**
Delray Beach	44	37	18	**99**
Boynton Beach	90	13	6	**109**
Lake Worth	27	30	2	**59**
West Palm Beach	0	1	1	**2**
Mangonia Park				
TOTAL	**939**	**1093**	**1104**	**3136**

SB Sample Boardings

STATION	AM	OP	PM	TOTAL
Mangonia Park	150	153	152	**455**
West Palm Beach	87	190	218	**495**
Lake Worth	107	112	42	**261**
Boynton Beach	111	92	14	**217**
Delray Beach	66	48	25	**139**
Boca Raton	47	127	165	**339**
Deerfield Beach	53	81	61	**195**
Pompano Beach	59	69	58	**186**
Cypress Creek	73	97	93	**263**
Fort Lauderdale	55	78	26	**159**
Fort Lauderdale Airport	58	57	18	**133**
Sheridan Street	82	35	15	**132**
Hollywood	52	59	14	**125**
Golden Glades	26	19	2	**47**
Opa-locka	8	9	2	**19**
Metrorail	3	1	2	**6**
Hialeah Market				
Miami Airport				
TOTAL	**1037**	**1227**	**907**	**3171**

NB Door Counts

STATION	AM	OP	PM	TOTAL
Miami Airport	128	346	423	897
Hialeah Market	82	73	100	255
MetroRail	200	618	881	1699
Opa Locka	70	110	44	224
Golden Glades	164	248	80	492
Hollywood	111	161	95	367
Sheridan Street	187	115	67	369
Ft. Lauderdale Airport	106	167	181	454
Ft. Lauderdale	157	150	210	517
Cypress Creek	124	155	198	477
Pompano Beach	115	106	113	334
Deerfield Beach	107	83	101	291
Boca Raton	181	95	161	437
Delray Beach	126	67	47	240
Boynton Beach	269	44	24	337
Lake Worth	93	45	38	176
West Palm Beach	84	25	17	126
Mangonia Park				
	2304	2608	2780	7692

SB Door Counts

STATION	AM	OP	PM	TOTAL
Mangonia Park	264	280	645	1189
West Palm Beach	170	327	571	1068
Lake Worth	247	265	185	697
Boynton Beach	215	181	86	482
Delray Beach	143	148	122	413
Boca Raton	108	232	419	759
Deerfield Beach	154	184	180	518
Pompano Beach	131	173	139	443
Cypress Creek	131	235	258	624
Fort Lauderdale	156	203	106	465
Fort Lauderdale Airport	135	173	66	374
Sheridan Street	181	70	46	297
Hollywood	135	138	55	328
Golden Glades	100	49	37	186
Opa-locka	25	20	7	52
Metrorail Transfer	9	49	10	68
Hialeah Market	2	1	4	7
Miami Airport				
TOTAL	2306	2728	2936	7970

NB - Expansion Factors

STATION	AM	OP	PM	TOTAL
Miami Airport	2.03175	2.48921	3.38400	2.74312
Hialeah Market	1.64000	2.21212	2.63158	2.10744
MetroRail	2.56410	2.49194	2.28831	2.38959
Opa Locka	2.41379	2.61905	1.91304	2.38298
Golden Glades	2.44776	3.13924	5.00000	3.03704
Hollywood	1.98214	2.36765	3.27586	2.39869
Sheridan Street	1.92784	2.25490	2.57692	2.12069
Ft. Lauderdale Airport	2.65000	2.38571	2.96721	2.65497
Ft. Lauderdale	2.61667	1.87500	2.28261	2.22845
Cypress Creek	2.00000	2.81818	2.22472	2.31553
Pompano Beach	2.44681	3.21212	2.51111	2.67200
Deerfield Beach	2.05769	1.69388	2.40476	2.03497
Boca Raton	2.35065	1.46154	1.51887	1.76210
Delray Beach	2.86364	1.81081	2.61111	2.42424
Boynton Beach	2.98889	3.38462	4.00000	3.09174
Lake Worth	3.44444	1.50000	19.00000	2.98305
West Palm Beach		25.00000	17.00000	63.00000
Mangonia Park				
	2.45367	2.38609	2.51812	2.45281

SB - Expansion Factors

STATION	AM	OP	PM	TOTAL
Mangonia Park	1.760000	1.830065	4.243421	2.613187
West Palm Beach	1.954023	1.721053	2.619266	2.157576
Lake Worth	2.308411	2.366071	4.404762	2.670498
Boynton Beach	1.936937	1.967391	6.142857	2.221198
Delray Beach	2.166667	3.083333	4.880000	2.971223
Boca Raton	2.297872	1.826772	2.539394	2.238938
Deerfield Beach	2.905660	2.271605	2.950820	2.656410
Pompano Beach	2.220339	2.507246	2.396552	2.381720
Cypress Creek	1.794521	2.422680	2.774194	2.372624
Fort Lauderdale	2.836364	2.602564	4.076923	2.924528
Fort Lauderdale Airport	2.327586	3.035088	3.666667	2.812030
Sheridan Street	2.207317	2.000000	3.066667	2.250000
Hollywood	2.596154	2.338983	3.928571	2.624000
Golden Glades	3.846154	2.578947	18.500000	3.957447
Opa-locka	3.125000	2.222222	3.500000	2.736842
Metrorail Transfer	3.000000	49.000000	5.000000	11.333333
Hialeah Market				
Miami Airport				
TOTAL	2.223722	2.223309	3.237045	2.513403

Table 5 – Revised Expansion Factors

NB - Revised Expansion Factors

STATION	AM	OP	PM	TOTAL
Miami Airport	2.031746	2.489209	3.384000	2.743119
Hialeah Market	1.680000	2.242424	2.736842	2.165289
MetroRail	2.580247	2.678715	2.302326	2.464435
Opa Locka	2.413793	2.619048	1.913043	2.382979
Golden Glades	2.447761	3.139241	6.500000	3.037037
Hollywood	1.982143	2.367647	3.275862	2.398693
Sheridan Street	1.927835	2.254902	2.576923	2.120690
Ft. Lauderdale Airport	2.650000	2.385714	2.967213	2.654971
Ft. Lauderdale	2.616667	1.875000	2.282609	2.228448
Cypress Creek	2.000000	2.818182	2.224719	2.315534
Pompano Beach	2.446809	3.212121	2.511111	2.672000
Deerfield Beach	2.057692	1.693878	2.404762	2.034965
Boca Raton	2.350649	1.461538	1.518868	1.762097
Delray Beach	2.863636	1.810811	2.611111	2.424242
Boynton Beach	2.988889	3.384615	4.000000	3.091743
Lake Worth	3.444444	1.500000	5.068182	2.983051
West Palm Beach	2.919540	1.842932	2.684932	2.402414
Mangonia Park				
TOTAL	2.453674	2.386093	2.518116	2.452806

SB - Revised Expansion Factors

STATION	AM	OP	PM	TOTAL
Mangonia Park	1.760000	1.830065	4.243421	2.613187
West Palm Beach	2.919540	1.842932	2.684932	2.402414
Lake Worth	2.308411	2.366071	5.068182	2.670498
Boynton Beach	1.936937	1.967391	6.142857	2.221198
Delray Beach	2.166667	3.083333	4.880000	2.971223
Boca Raton	2.297872	1.826772	2.539394	2.238938
Deerfield Beach	2.905660	2.271605	2.950820	2.656410
Pompano Beach	2.220339	2.507246	2.396552	2.381720
Cypress Creek	1.794521	2.422680	2.774194	2.372624
Fort Lauderdale	2.836364	2.602564	4.076923	2.924528
Fort Lauderdale Airport	2.327586	3.035088	3.666667	2.812030
Sheridan Street	2.207317	2.000000	3.066667	2.250000
Hollywood	2.596154	2.338983	3.928571	2.624000
Golden Glades	3.846154	2.578947	6.500000	3.957447
Opa-locka	3.125000	2.222222	3.500000	2.736842
Metrorail Transfer	2.580247	2.678715	2.302326	2.464435
Hialeah Market	1.680000	2.242424	2.736842	2.165289
Miami Airport				
TOTAL	2.223722	2.223309	3.237045	2.513403

Table 6 – Control totals for Fratar Process

	Row Total	Column Total
STATION	**Boardings**	**Alightings**
Mangonia Park	1189	1028
West Palm Beach	1194	1052
Lake Worth	873	893
Boynton Beach	819	890
Delray Beach	653	669
Boca Raton	1196	1225
Deerfield Beach	809	846
Pompano Beach	777	817
Cypress Creek	1101	1198
Fort Lauderdale	982	1046
Fort Lauderdale Airport	828	798
Sheridan Street	666	633
Hollywood	695	661
Golden Glades	678	615
Opa-locka	276	299
Metrorail Transfer	1767	1810
Hialeah Market	262	253
Miami Airport	897	930
TOTAL	**15662**	**15662**

Table 7 – Seed Matrix (OD Table from Survey Responses)

	MP	WPB	LW	BB	DB	BOCA	DB	PB	CC	FL	FLL	SS	HLWD	GG	OPA	METRO	HIAL	MIA	**R. TOTAL**
Mangonia Park	0	2	23	45	33	82	40	21	40	53	20	12	11	7	10	31	4	21	**455**
West Palm Beach	1	0	21	41	38	96	42	29	33	30	23	17	15	17	4	45	9	36	**497**
Lake Worth	21	25	0	3	11	40	21	20	31	21	10	15	11	11	6	37	9	28	**320**
Boynton Beach	54	46	3	0	1	20	18	19	34	27	30	12	9	6	5	27	5	10	**326**
Delray Beach	35	41	13	1	0	2	5	13	23	18	12	7	9	10	6	25	3	15	**238**
Boca Raton	79	99	37	22	1	0	4	22	41	68	33	45	25	23	9	34	12	33	**587**
Deerfield Beach	41	46	23	16	3	7	0	3	10	21	18	20	27	14	5	47	7	30	**338**
Pompano Beach	21	28	17	17	13	24	3	0	0	9	14	21	11	24	5	65	9	30	**311**
Cypress Creek	36	37	26	28	24	46	11	0	0	1	20	19	20	27	13	96	28	37	**469**
Fort Lauderdale	45	25	22	29	18	65	22	8	1	0	3	3	6	11	6	85	5	37	**391**
Fort Lauderdale Airport	17	23	8	25	13	28	20	11	21	2	0	0	3	5	3	82	6	37	**304**
Sheridan Street	11	18	13	13	8	50	22	21	20	2	0	0	1	4	4	82	10	27	**306**
Hollywood	11	14	12	9	8	31	26	15	22	8	3	1	0	0	6	71	10	31	**278**
Golden Glades	7	15	13	6	11	26	16	22	26	10	11	4	2	0	0	18	2	20	**209**
Opa-locka	11	6	6	5	6	11	7	8	15	8	5	5	4	0	0	3	1	12	**113**
Metrorail	27	41	38	22	21	30	45	63	96	89	72	80	65	20	2	0	1	5	**717**
Hialeah Market	4	8	9	4	3	14	6	10	30	5	7	9	11	1	0	0	0	0	**121**
Miami Airport	18	22	18	7	11	25	21	25	32	29	38	22	29	16	10	4	0	0	**327**
COLUMN TOTAL	**439**	**496**	**302**	**293**	**223**	**597**	**329**	**310**	**475**	**401**	**319**	**292**	**259**	**196**	**94**	**752**	**121**	**409**	**6307**

Table 8 – Station-to-Station Expansion Factors

	MP	**WPB**	**LW**	**BB**	**DB**	**BOCA**	**DB**	**PB**	**CC**	**FL**	**FLL**	**SS**	**HLWD**	**GG**	**OPA**	**METRO**	**HIAL**	**MIA**	**R. TOTAL**
Mangonia Park		2.205012	3.075383	3.147116	3.028456	2.074099	2.578506	2.658140	2.565530	2.711416	2.574596	2.286623	2.665172	3.269788	3.256514	2.454326	2.180535	2.306568	**2.613215**
West Palm Beach	2.265899		2.865579	2.932418	2.821853	1.932603	2.402599	2.476800	2.390508	2.526441	2.398956	2.130628	2.483352	3.046721	3.034352	2.286890	2.031778	2.149213	**2.402405**
Lake Worth	2.668432	2.419579		3.453356	3.323150	2.275927	2.829416	2.916799	2.815177	2.975259	2.825126	2.509130	2.924515	3.587966	3.573400	2.693152	2.392719	2.531017	**2.728120**
Boynton Beach	2.463015	2.233318	3.114861		3.067332	2.100724	2.611606	2.692262	2.598463	2.746222	2.607646	2.315976	2.699384	3.311762	3.298317	2.485832	2.208526	2.336177	**2.512328**
Delray Beach	2.630507	2.385190	3.326681	3.404276		2.243580	2.789203	2.875344	2.775167	2.932973	2.784974	2.473469	2.882950	3.536972	3.522613	2.654876	2.358713	2.495045	**2.743724**
Boca Raton	1.939584	1.758701	2.452902	2.510116	2.415473		2.056597	2.120112	2.046247	2.162605	2.053478	1.823793	2.125721	2.607958	2.597371	1.957552	1.739178	1.839701	**2.037531**
Deerfield Beach	2.281461	2.068695	2.885258	2.952556	2.841232	1.945875		2.493810	2.406925	2.543792	2.415431	2.145260	2.500407	3.067645	3.055191	2.302596	2.045731	2.163973	**2.393476**
Pompano Beach	2.372565	2.151304	3.000474	3.070460	2.954690	2.023579	2.515700			2.645372	2.511885	2.230926	2.600255	3.190144	3.177193	2.394544	2.127423	2.250386	**2.498297**
Cypress Creek	2.236193	2.027649	2.828011	2.893973	2.784858	1.907266	2.371101			2.493319	2.367505	2.102695	2.450795	3.006778	2.994572	2.256909	2.005141	2.121036	**2.347435**
Fort Lauderdale	2.425935	2.199696	3.067969	3.139528	3.021154	2.069099	2.572290	2.651731	2.559345		2.568389	2.281110	2.658746	3.261905	3.248662	2.448409	2.175278	2.301007	**2.511353**
Fort Lauderdale Airport	2.626113	2.381206	3.321125	3.398589	3.270448	2.239832	2.784544	2.870541	2.770531	2.928074			2.878135	3.531064	3.516729	2.650441	2.354773	2.490877	**2.723513**
Sheridan Street	2.134677	1.935600	2.699628	2.762596	2.658434	1.820683	2.263460	2.333364	2.252069	2.380130			2.339537	2.870280	2.858628	2.154452	1.914114	2.024748	**2.176342**
Hollywood	2.436810	2.209557	3.081721	3.153601	3.034697	2.078374	2.583820	2.663618	2.570817	2.717003	2.579902	2.291335			3.263225	2.459384	2.185029	2.311322	**2.499872**
Golden Glades	3.127286	2.835641	3.954935	4.047183	3.894587	2.667287	3.315952	3.418361	3.299265	3.486874	3.310924	2.940591	3.427404			3.156257	2.804163	2.966241	**3.244042**
Opa-locka	2.340016	2.121790	2.959310	3.028336	2.914154	1.995818	2.481187	2.557815	2.468700	2.609080	2.477424	2.200320	2.564581			2.361693	2.098236	2.219513	**2.442530**
Metrorail	2.302650	2.087908	2.912055	2.979978	2.867620	1.963948	2.441566	2.516971	2.429279	2.567417	2.437864	2.165184	2.523629	3.096135	3.083566		2.064731	2.184071	**2.464622**
Hialeah Market	2.058575	1.866596	2.603386	2.664109	2.563660	1.755775	2.182767	2.250179	2.171783	2.295278	2.179457	1.935681	2.256132	2.767954					**2.165428**
Miami Airport	2.547544	2.309964	3.221761	3.296908	3.172600	2.172820	2.701235	2.784659	2.687641	2.840470	2.697139	2.395459	2.792025	3.425419	3.411513	2.571144			**2.743276**
COLUMN TOTAL	**2.342728**	**2.121194**	**2.955455**	**3.038677**	**2.998004**	**2.051691**	**2.570367**	**2.634642**	**2.523033**	**2.608834**	**2.501107**	**2.169227**	**2.552557**	**3.135622**	**3.176342**	**2.407090**	**2.090166**	**2.272819**	**2.483273**

Survey Results – Travel Characteristics

Comparison of Different Weighting Schemes

The survey samples were expanded by all three different weighting schemes. The expanded data were then compared with observed data such as passenger boarding and alighting door counts. The results obtained from the different weighting schemes were also compared with each other. **Figures 7 through 10** show comparisons between expanded boardings and observed boardings for northbound trains for the entire day, AM Peak, Off Peak, and PM Peak period, respectively. **Figures 11 through 14** show the same comparisons for southbound trains. Even though there are more differences at more disaggregate levels, the expanded boardings in general match the observed door counts fairly well. It is also interesting to note that the three different weighting schemes produce very similar results. The same observations can be made when comparing the expanded alightings with the observed alightings as illustrated in **Figures 15 through 17**.

One may argue that since the expansion factors were developed using observed boardings and alightings as control totals, the expanded data should match the observed data. To further compare the results from the different weighting schemes, a number of expanded travel characteristics were examined. **Figure 18** shows the distribution of trip purposes in relation to auto ownership for all three weighting schemes. When expanded by train, the results indicate that 66.78 percent of the trips were Home-Based Work (HBW) trips and 29.65 percent were Home-Based Other (HBO) trips. Non-home based (NHB) trips accounted for only 3.57 percent of total trips. The percentages of HBW, HBO, and NHB trips obtained from the other two weighting schemes are so similar that the differences are all less than one (1) percent. Since the three weighting schemes produce very similar results, and the second weighting scheme (expansion by direction, by station, and by time period) is the most disaggregate, only the results based on the second weighing scheme will presented in the report from this point on.

Figure 7 – Comparison of Expanded Boardings with Door Counts - NB Total

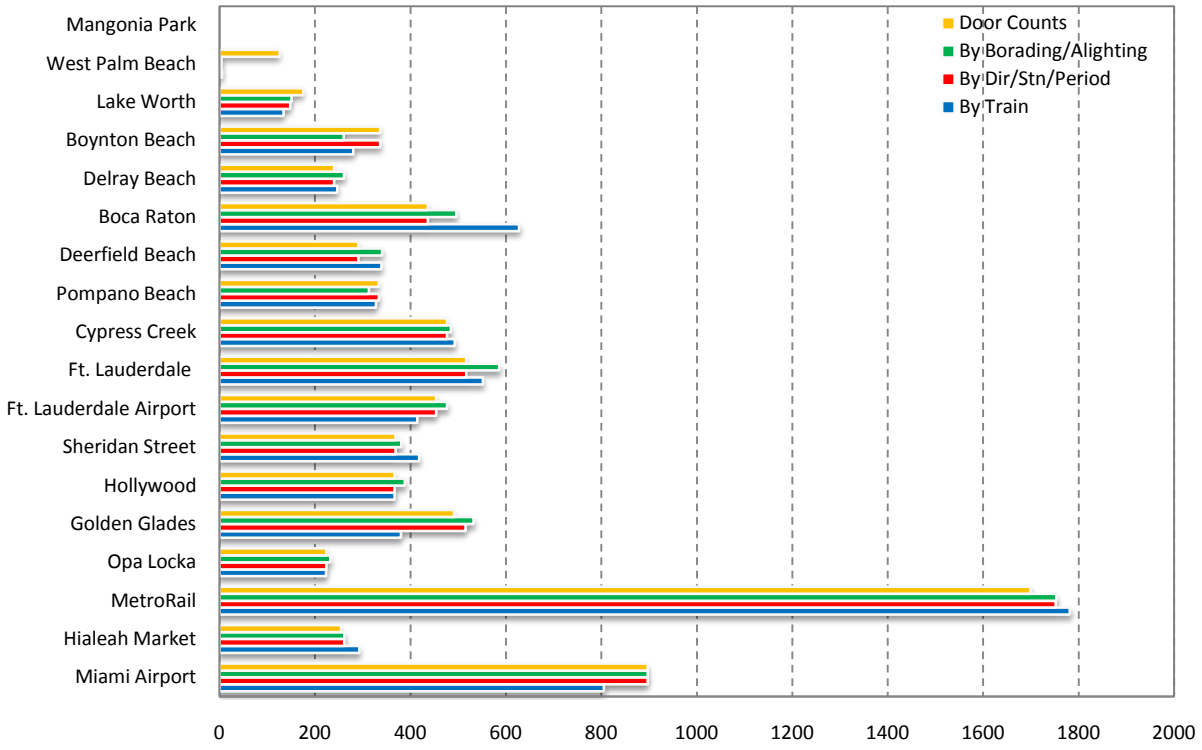


Figure 8 – Comparison of Expanded Boardings with Door Counts - NB AM

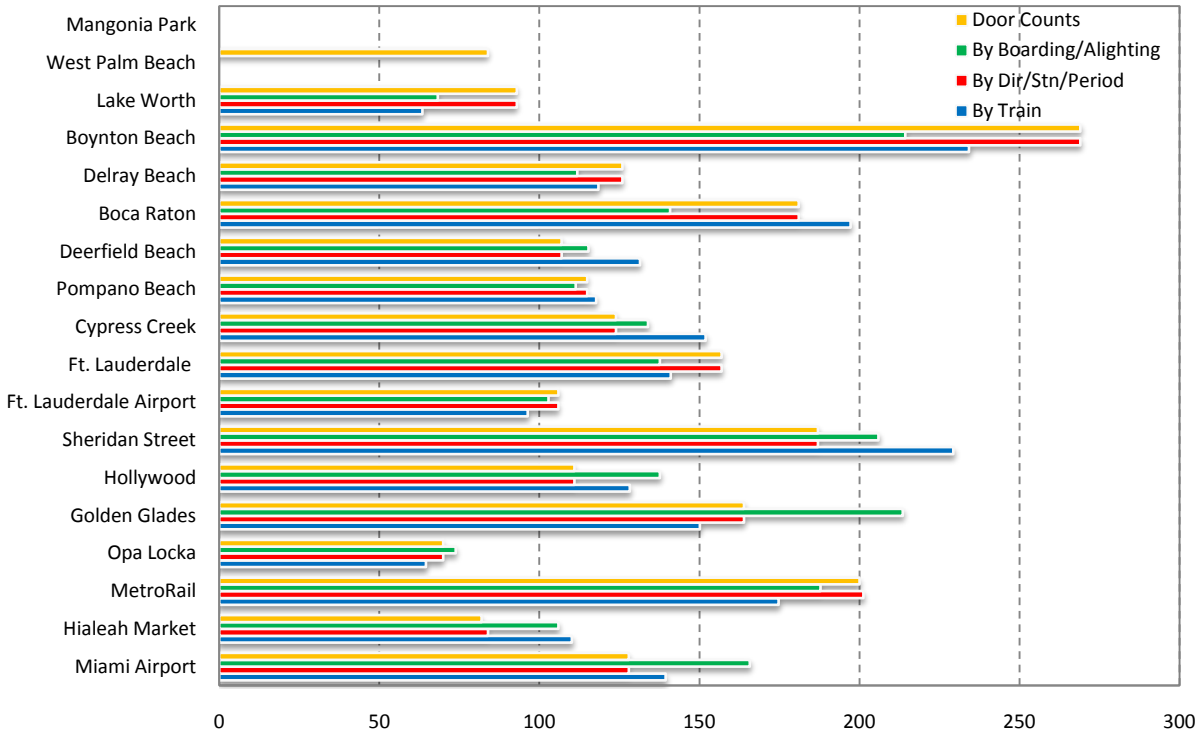


Figure 9 – Comparison of Expanded Boardings with Door Counts – NB OP

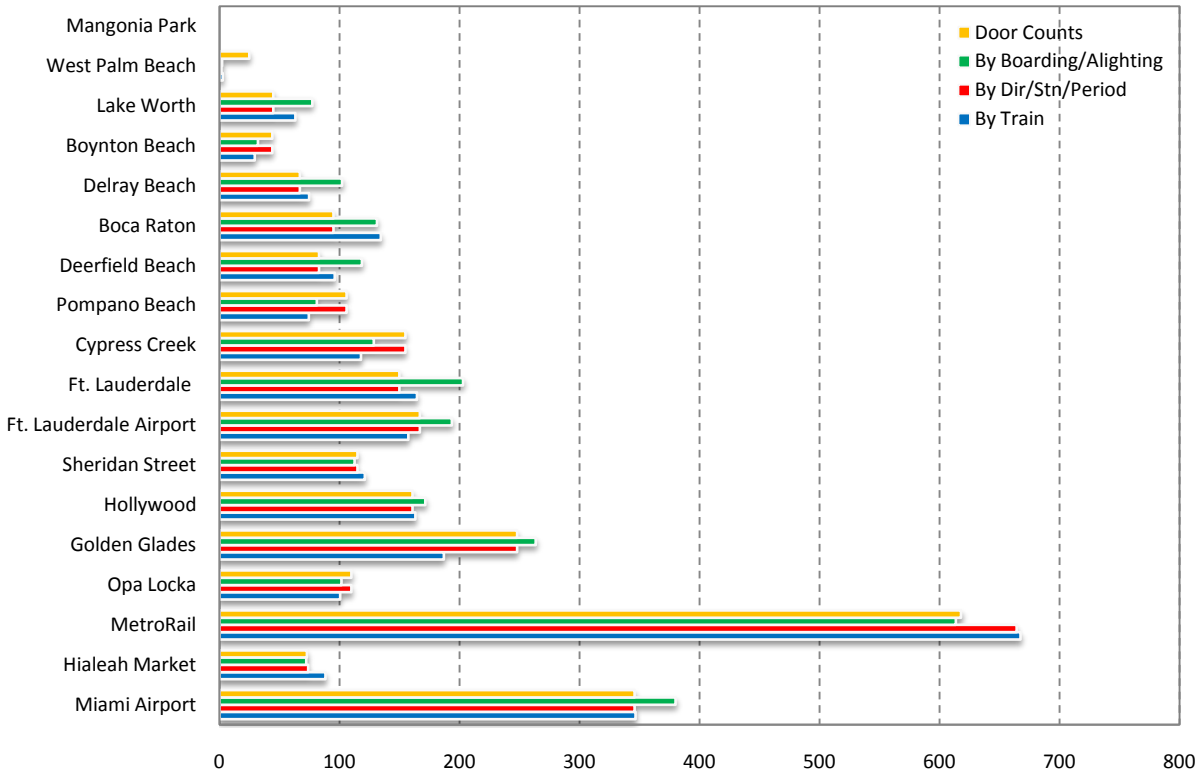


Figure 10 – Comparison of Expanded Boardings with Door Counts – NB PM

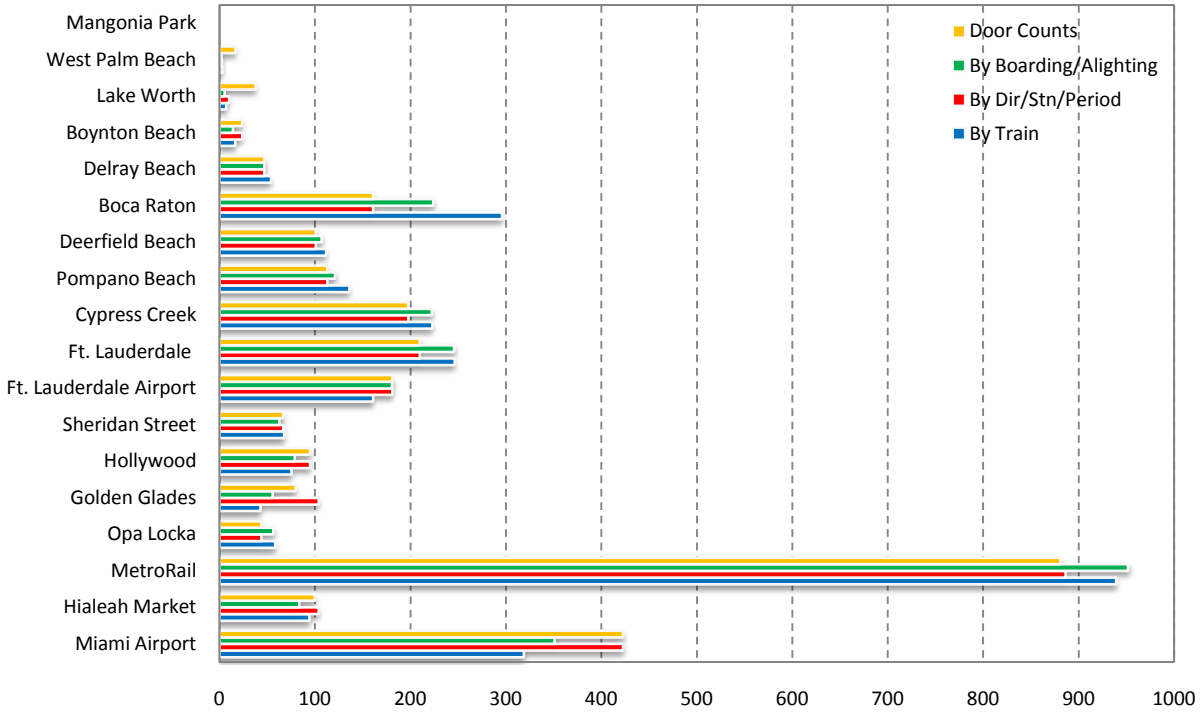


Figure 11 – Comparison of Expanded Boardings with Door Counts – SB Total

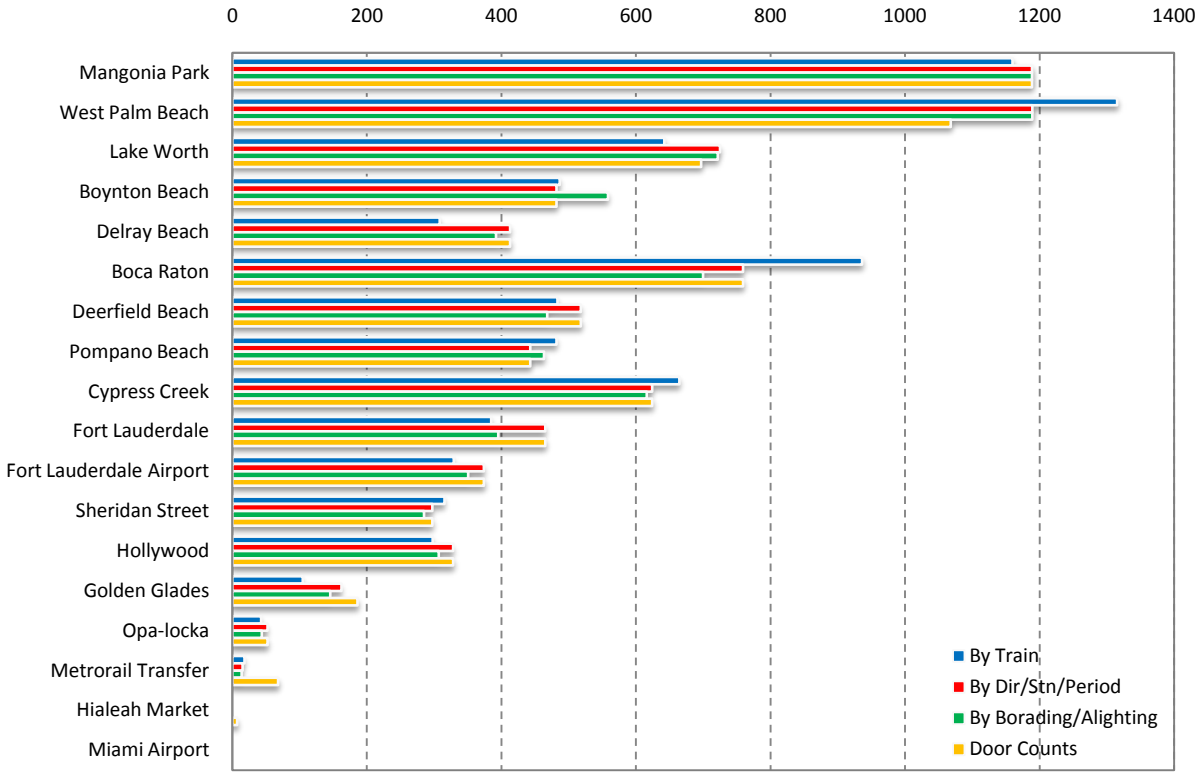


Figure 12 – Comparison of Expanded Boardings with Door Counts – SB AM

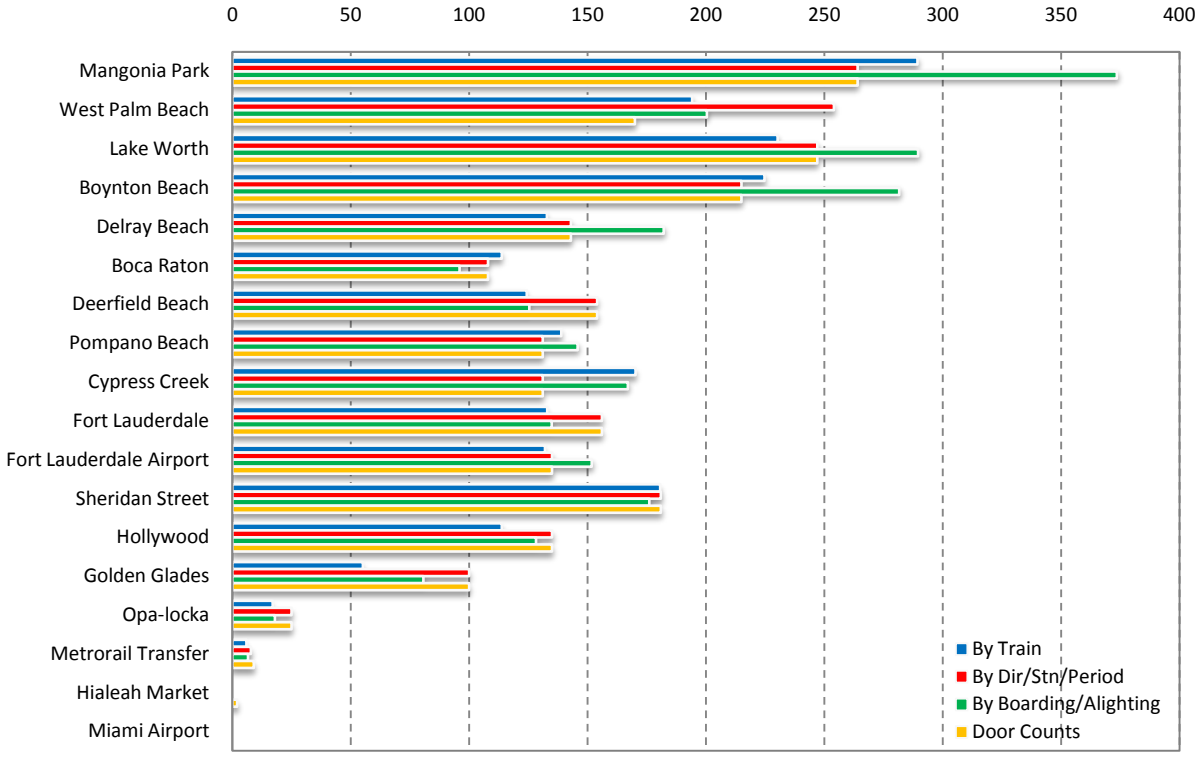


Figure 13 – Comparison of Expanded Boardings with Door Counts – SB OP

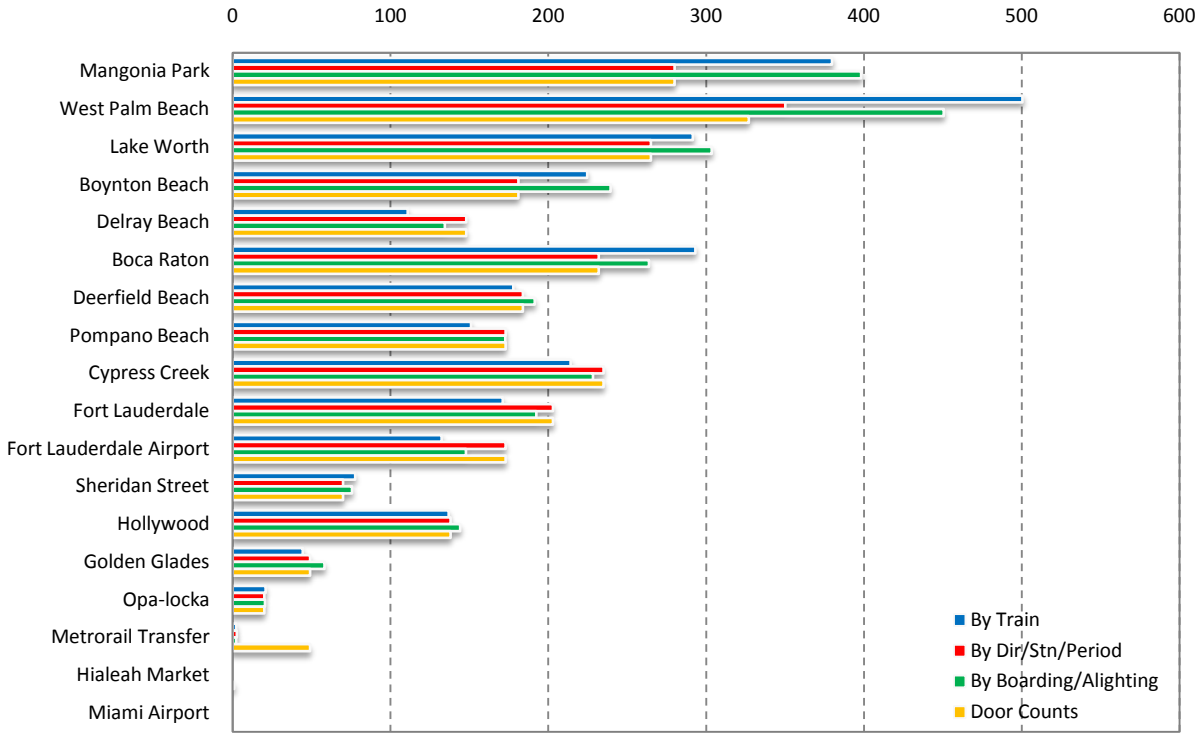


Figure 14 – Comparison of Expanded Boardings with Door Counts – SB PM

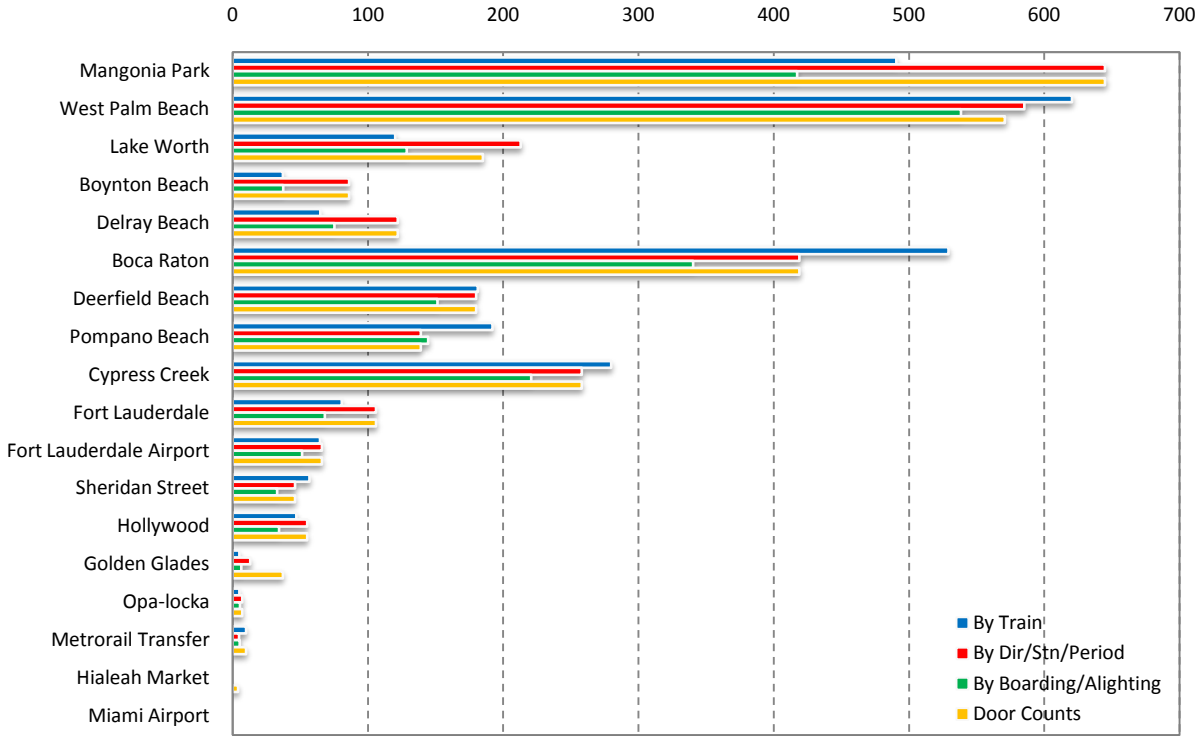


Figure 15 – Comparison of Expanded Alightings with Door Counts – Both Directions

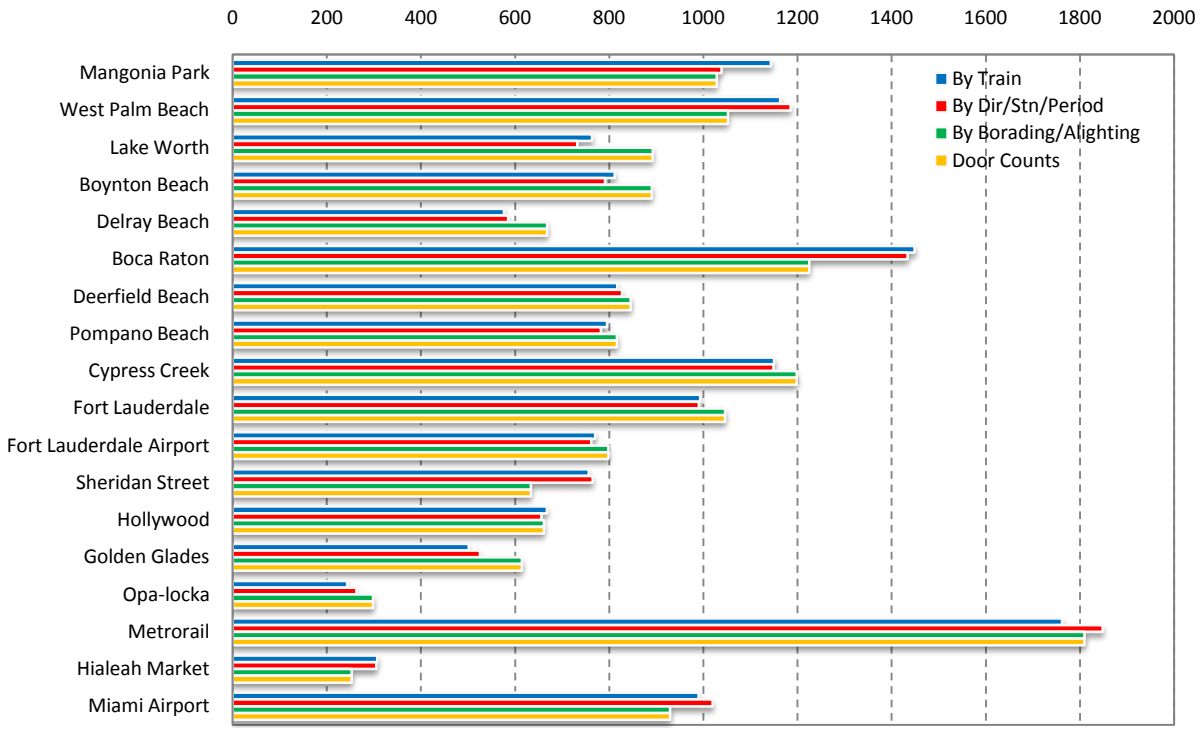


Figure 16 – Comparison of Expanded Alightings with Door Counts – NB

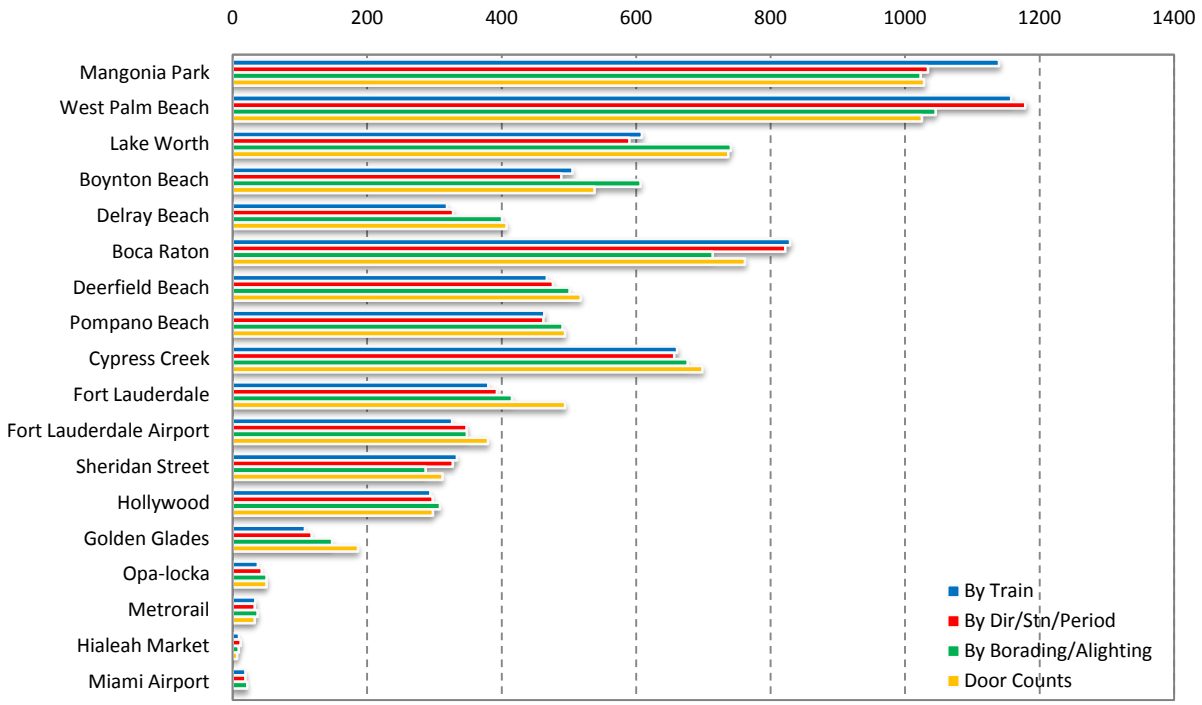


Figure 17 – Comparison of Expanded Alightings with Door Counts – SB

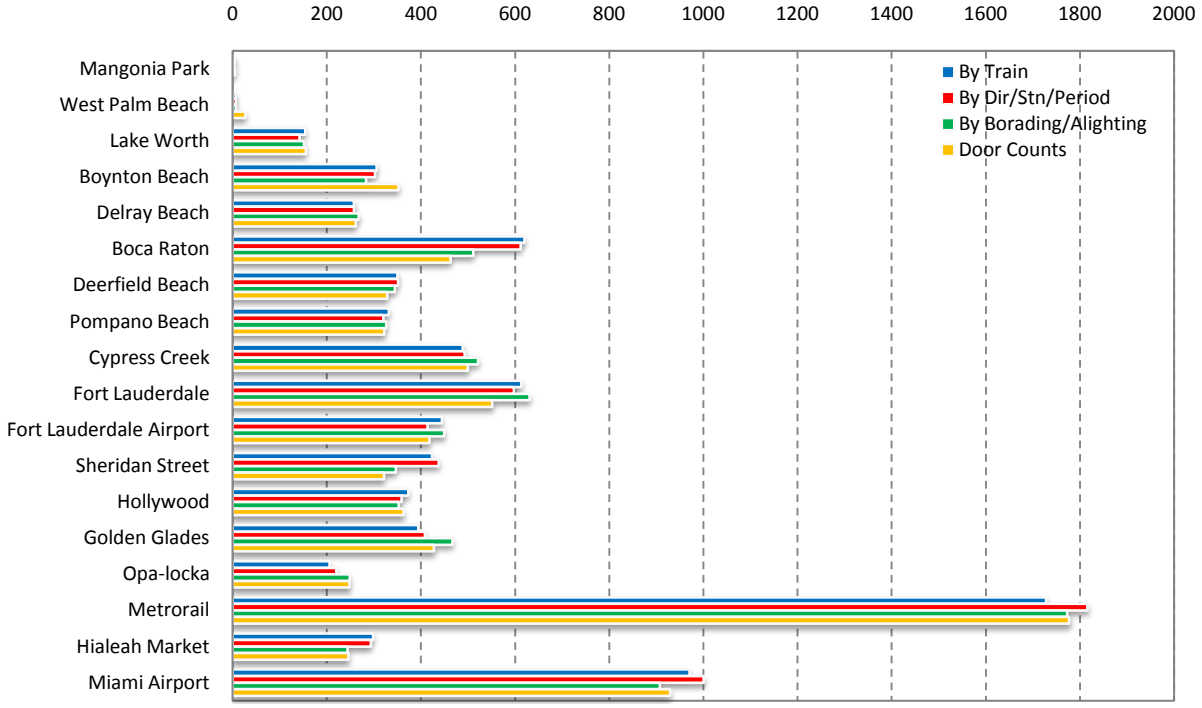


Figure 18 – Comparison of Expanded Trip Purpose vs. Car Ownership

Expanded by Train									
	0	1	2+	TOTAL		0	1	2+	TOTAL
HBO	172	1110	3362	4644	HBO	1.10%	7.08%	21.47%	29.65%
HBW	552	2977	6931	10460	HBW	3.52%	19.01%	44.25%	66.78%
NHB	44	196	318	558	NHB	0.28%	1.25%	2.03%	3.57%
Grand Total	768	4284	10611	15662	Grand Total	4.90%	27.35%	67.75%	100.00%

Expanded by Dir/Stn/Period									
	0	1	2+	TOTAL		0	1	2+	TOTAL
HBO	174	1102	3265	4540	HBO	1.1%	7.0%	20.8%	29.0%
HBW	553	2983	7014	10550	HBW	3.5%	19.0%	44.8%	67.4%
NHB	42	202	327	572	NHB	0.3%	1.3%	2.1%	3.6%
Grand Total	769	4288	10606	15662	Grand Total	5%	27%	68%	100%

Expanded by Boarding/Alighting									
	0	1	2+	TOTAL		0	1	2+	TOTAL
HBO	187	1118	3176	4480	HBO	1.19%	7.14%	20.28%	28.60%
HBW	546	2967	7079	10593	HBW	3.49%	18.95%	45.20%	67.64%
NHB	43	217	329	589	NHB	0.28%	1.38%	2.10%	3.76%
Grand Total	776	4303	10584	15662	Grand Total	4.96%	27.47%	67.58%	100.00%

Total Daily Ridership – On-board Door Counts vs. Auxiliary Counts

As mentioned earlier, the 2008 Tri-Rail Survey consisted of an on-board survey and a station-based auxiliary counting program designed to verify the on-board survey results. Both the on-board survey and the station based survey collected passenger door counts as part of the larger data collection efforts. The on-board survey collected door counts at all stations for all 50 trains, whereas the station based survey collected the door counts at only 12 selected stations for 25 or 26 trains depending on the station. The on-board survey reported a total of 15,662 boardings on the day of the survey indicating a daily ridership of 15,662 passengers for Tri-Rail. To measure the variability of the ridership estimate, the on-board survey door counts were compared with the auxiliary door counts. Of course, only those on-board counts collected at the same stations for the same trains as the auxiliary counts were used for the comparison. **Table 9** presents the passenger door counts from both the on-board survey and the auxiliary survey at selected stations.

To provide a visual comparison between the two sets of data, the same information is also graphically displayed in **Figure 19** and **Figure 20**. Both the bar chart and the scatter plot with a 45 degree line were used to show the differences (or similarities) between the two sets of data. The bar chart allows for easy comparison at stations and between stations. The scatter plot shows if the two sets of data are equal to each other and helps detect any systematic differences. R-squared values, or coefficients of determination, were also calculated to quantitatively measure the closeness between the two sets of the data.

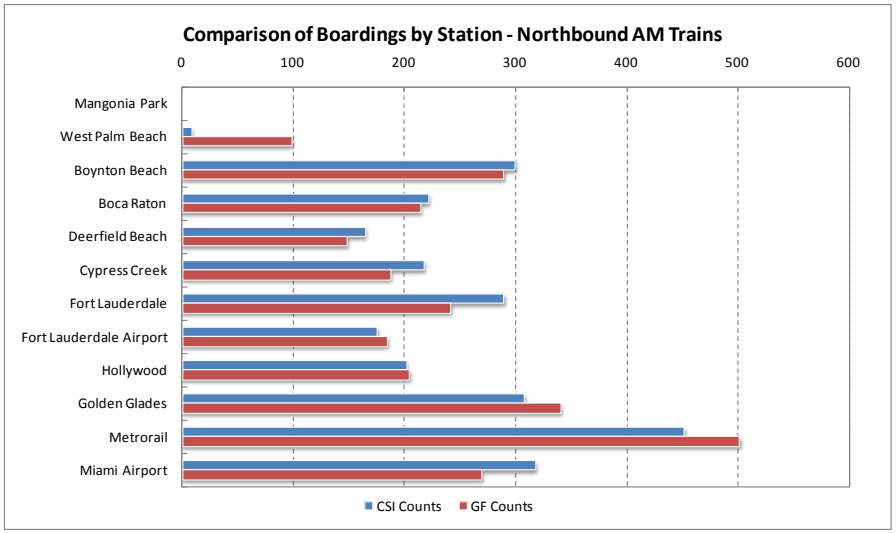
As can be seen from **Figure 19**, the passenger boardings for northbound trains match very well between the on-board survey and station-based survey. The dots shown in the upper right chart are distributed evenly on both sides of the 45 degree line, and R-squared value is greater than 0.90. On the other hand, the passenger boardings for southbound trains demonstrate a systematic discrepancy between the two sets of counts. The passenger boardings collected from the on-board survey are higher than those from station-based survey at all 12 stations. All 12 dots in the bottom right chart fall above the 45 degree line towards the on-board survey counts. The R-squared value is 0.97 indicating a strong correlation between the two sets of data. A closer examination of the station-by-station counts revealed that the largest discrepancies occurred at the two northern most stations, Mangonia Park and West Palm Beach; and when combined, they accounted for almost 50% of the differences for all stations. A further investigation is needed to determine the causes for the systematic differences between the two surveys.

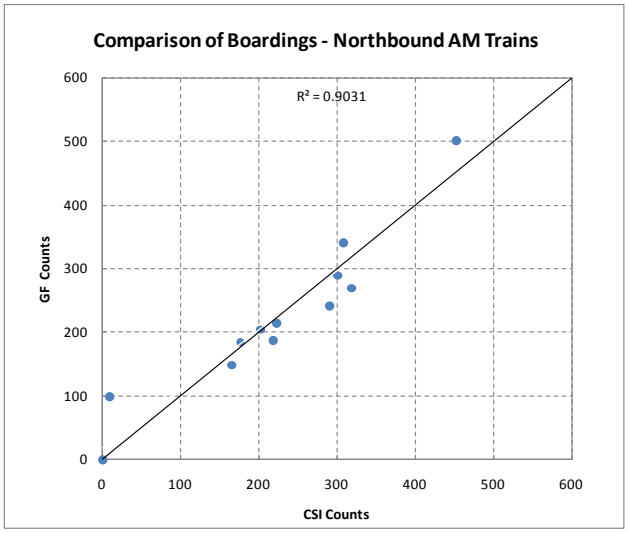
Figure 20 shows the comparison for passenger alightings from the two surveys. Overall, the two sets of counts match fairly well for both the northbound trains and the southbound trains. The scatter plots for both directions show a more or less even distribution across the 45 degree line with high R-Squared values. There are a few cases where the differences seem to be large, almost all of which occur at stations with high alightings. For example, the largest alighting differences occurred at the southbound Metrorail station where the on-board survey reported 1,319 alightings, while the station-based survey counted 1,107 alightings—resulting in a difference of 212 passengers. However, the total difference for both directions is less than 5 percent.

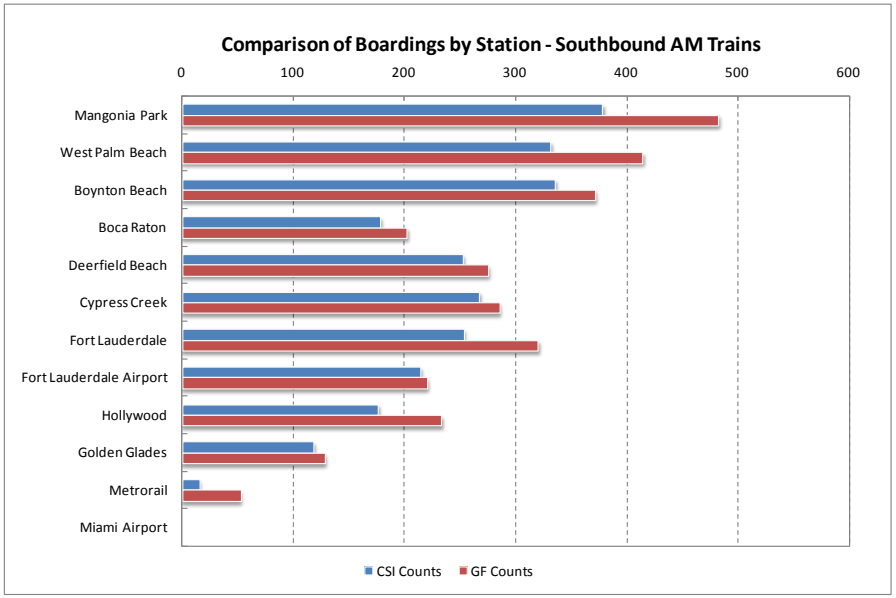
Table 9 – Comparison of Door Counts for Selected Stations

	Station-Based Counts (Cambridge Systematics)				On-Board Survey Door Counts (Gannett Fleming)				Differences (On-Board – Station Based)			
	Boardings		Alightings		Boardings		Alightings		Boardings		Alightings	
Station	NB	SB	NB	SB	NB	SB	NB	SB	NB	SB	NB	SB
Mangonia Park	0	379	663	0	0	483	506	0	0	104	-157	0
West Palm Beach	9	332	651	12	99	415	572	12	90	83	-79	0
Boynton Beach	300	336	86	27	290	372	117	43	-10	36	31	16
Boca Raton	222	179	425	222	215	203	526	222	-7	24	101	0
Deerfield Beach	165	253	195	130	149	276	226	137	-16	23	31	7
Cypress Creek	218	268	320	330	188	286	326	298	-30	18	6	-32
Fort Lauderdale	290	254	197	166	242	321	137	279	-48	67	-60	113
Fort Lauderdale Airport	176	215	137	237	185	221	119	226	9	6	-18	-11
Hollywood	202	177	97	104	205	234	84	137	3	57	-13	33
Golden Glades	308	119	23	168	341	129	24	141	33	10	1	-27
Metrorail	452	16	11	1,107	502	53	14	1,319	50	37	3	212
Miami Airport	318	0	0	613	270	0	0	660	-48	0	0	47
Total	**2,660**	**2,528**	**2,805**	**3,116**	**2,686**	**2,993**	**2,651**	**3,474**	**26**	**465**	**-154**	**358**

Figure 19 – On-board Counts vs. Auxiliary Counts - Boardings







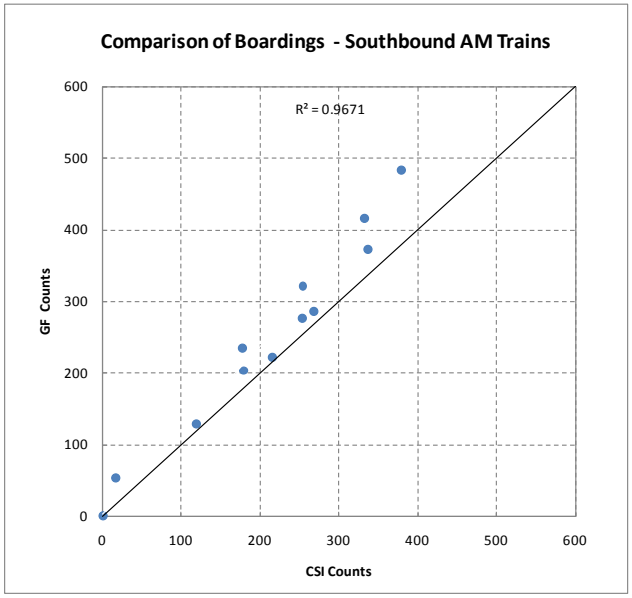
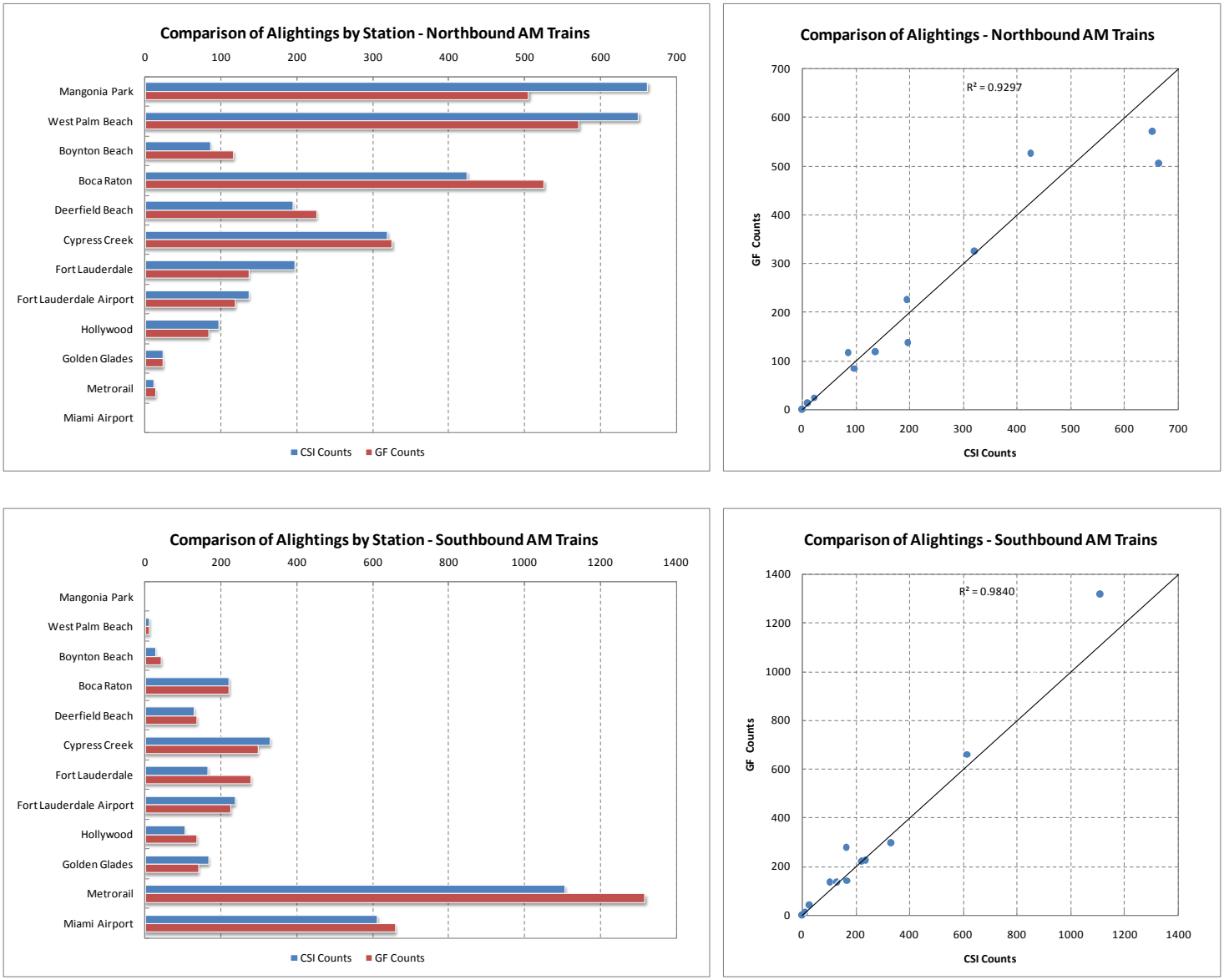


Figure 20 - On-board Counts vs. Auxiliary Counts - Alightings



Trip Purpose vs. Car Ownership

Table 10 presents the distribution of trip purposes by car ownership. More than two thirds (67.4 percent) of Tri-Rail trips are Home-Based Work (HBW) trips, while 29 percent are Home-Based Other (HBO) trips. Non-Home Based (NHB) trips account for only 3.6 percent of the total number of trips. In terms of trips made by different market segments or car ownership categories, over 67 percent of trips are made by riders with two or more vehicles, and 27 percent by riders with one vehicle. Only 5 percent of trips are made by riders without vehicles.

Table 10 – Trip Purpose vs. Car Ownership

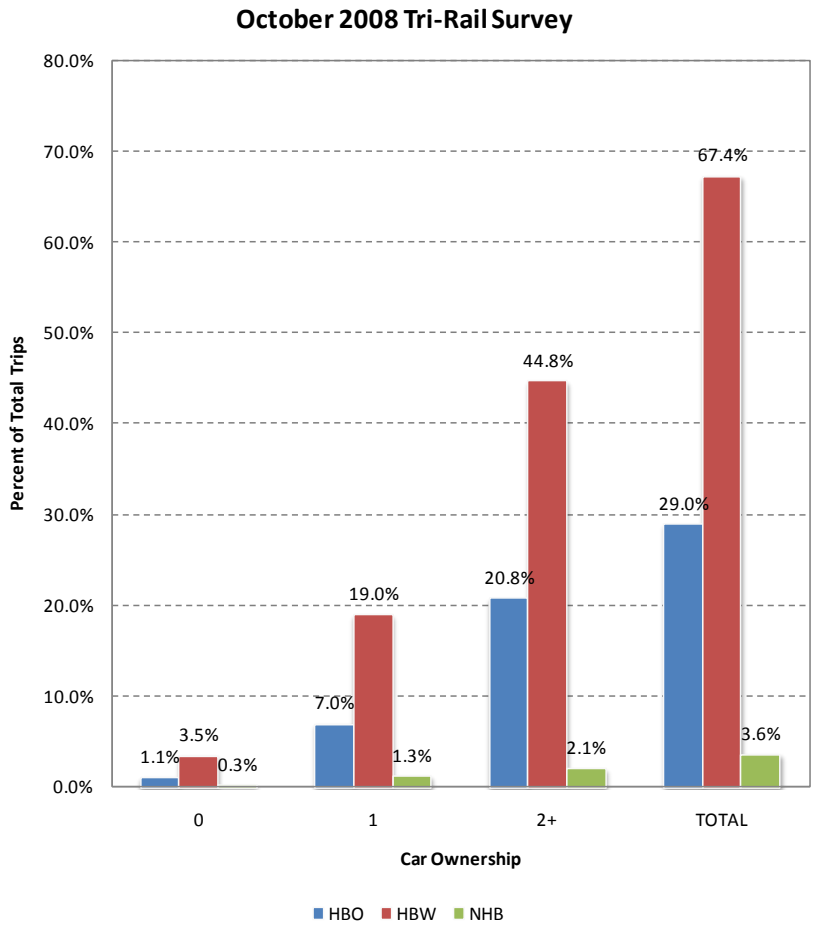
	Car Ownership (absolute numbers)				Car Ownership (Percentages)			
PURPOSE	0	1	2+	TOTAL	0	1	2+	TOTAL
HBO	174	1,102	3,265	4,540	1.1%	7.0%	20.8%	29.0%
HBW	553	2,983	7,014	10,550	3.5%	19.0%	44.8%	67.4%
NHB	42	202	327	572	0.3%	1.3%	2.1%	3.6%
TOTAL	769	4,288	10,606	15,662	4.9%	27.4%	67.7%	100.0%

The 2008 survey results were compared with the 2007 survey results to see if there have been any changes in Tri-Rail riders' travel behavior since the last survey was conducted. The 2007 results were provided by AECOM Consult, Inc. as part of their study to evaluate the various transit surveys conducted in South Florida in the last few years[1]. **Figure 21** compares trip purposes by car ownership levels between the 2007 and 2008 on-board surveys. In 2007, only 53 percent of trips were HBW trips. About one-third of the trips were HBO trips, and the remaining 14 percent were NHB trips. With regard to car ownership categories, about 63 percent of trips were produced by households with two or more cars, 29 percent by one-car households, and the remaining 8 percent by zero-car households.

It is clear that even though there is little change in trips produced by different car ownership categories, or different market segments, there is a clear shift in how people use Tri-Rail. There has been a 15 percent increase in HBW trips, a 4 percent decrease in HBO trips, and an 8 percent decrease in NHB trips. The 2008 survey data show that more people are using Tri-Rail for work related trips. Question 10 in the 2008 on-board survey asked respondents how long they had been using Tri-Rail. Four closed-ended options were provided: First Time/Occasional, Less than 6 months, Less than 2 years but more than 6 months, or more than 2 years. Riders were divided into four groups based on the answers they selected. To further examine if the shift in trip purpose occurred for all user groups, trip purposes were cross tabulated by user groups and the results are graphically displayed in **Figure 22**.

[1] **Southeast Florida Transit Survey Assessment** by AECOM Consult, Inc., August 19, 2008.

Figure 21 - Trip Purpose vs. Car Ownership: Comparison between 2008 and 2007 Surveys



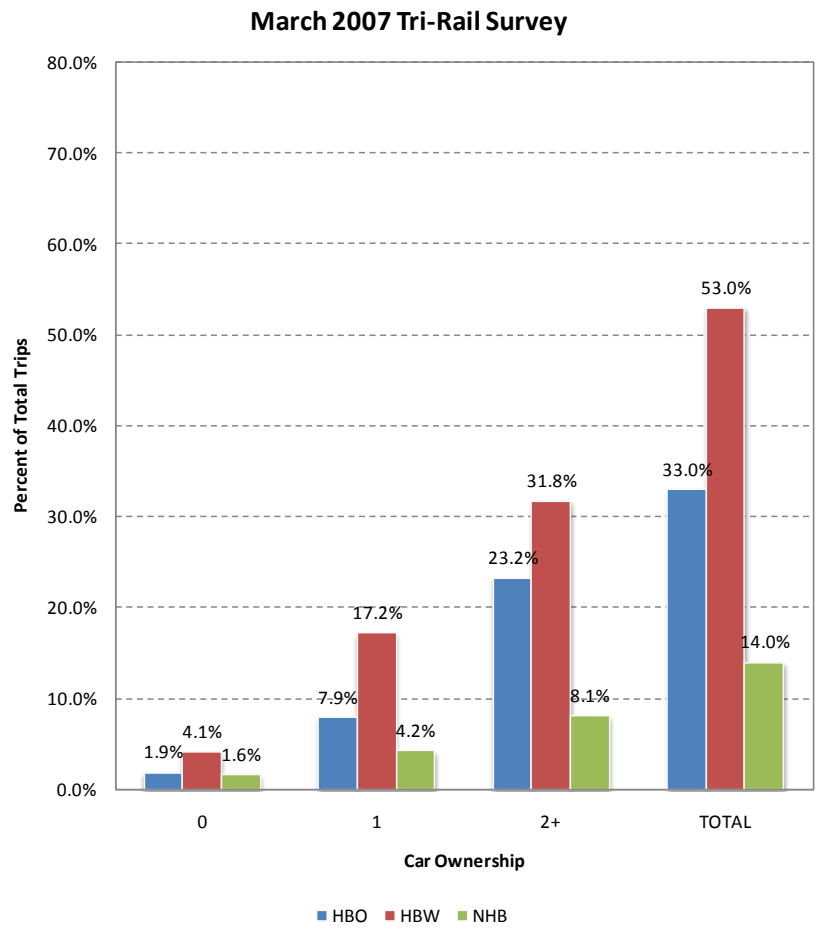
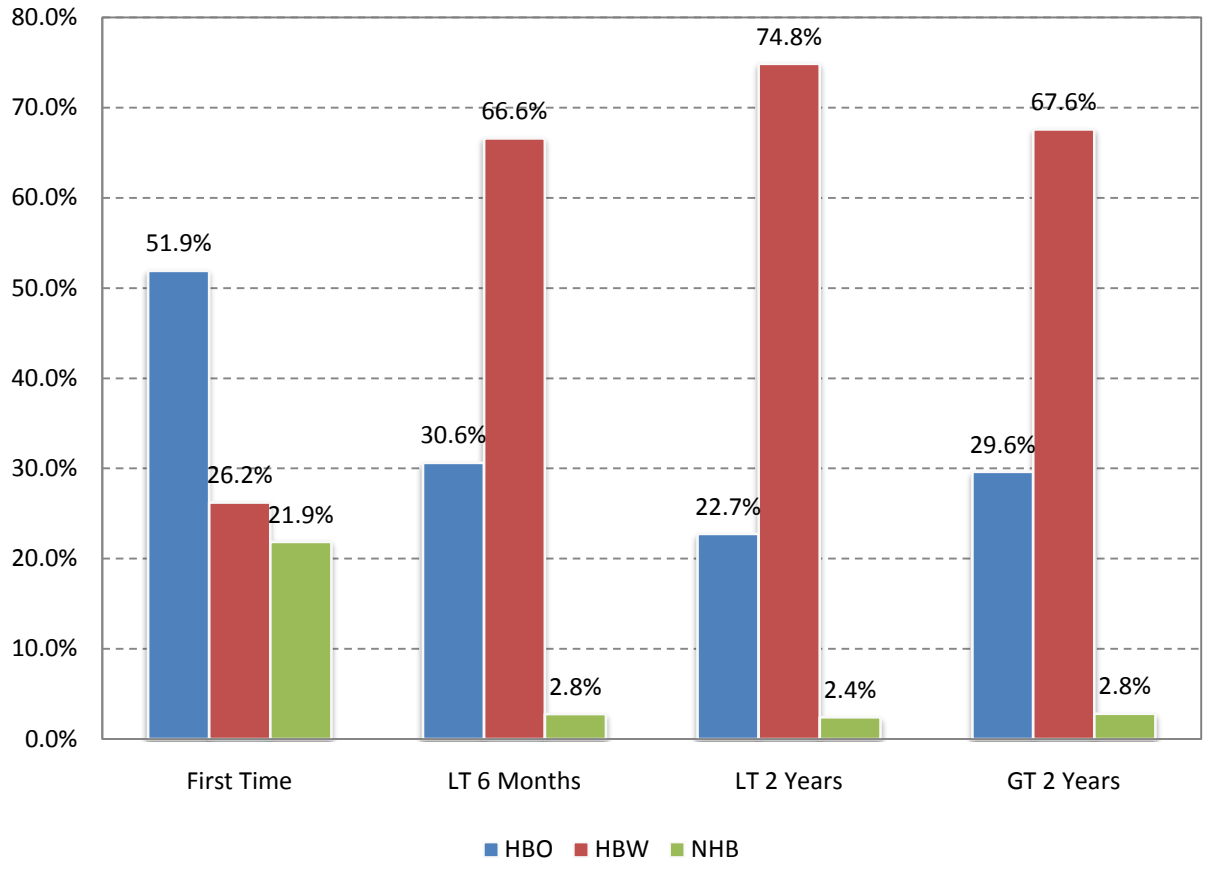


Figure 22 - Trip Purpose vs. Tri-Rail User Groups



It can be seen from **Figure 22** that most first time riders use Tri-Rail for non-work related activities. Only 26 percent use Tri-Rail for work. Riders that have used the Tri-Rail for less than six months or more than two years use show almost identical trip purpose distributions. About 67 percent of trips for both groups are HBW trips. However, for riders that have used Tri-Rail for more than 6 months but less than 2 years, an overwhelming majority of riders use Tri-Rail for work. Overall, HBW trips account for almost 75 percent of total trips.

Trip Purpose vs. Time Period

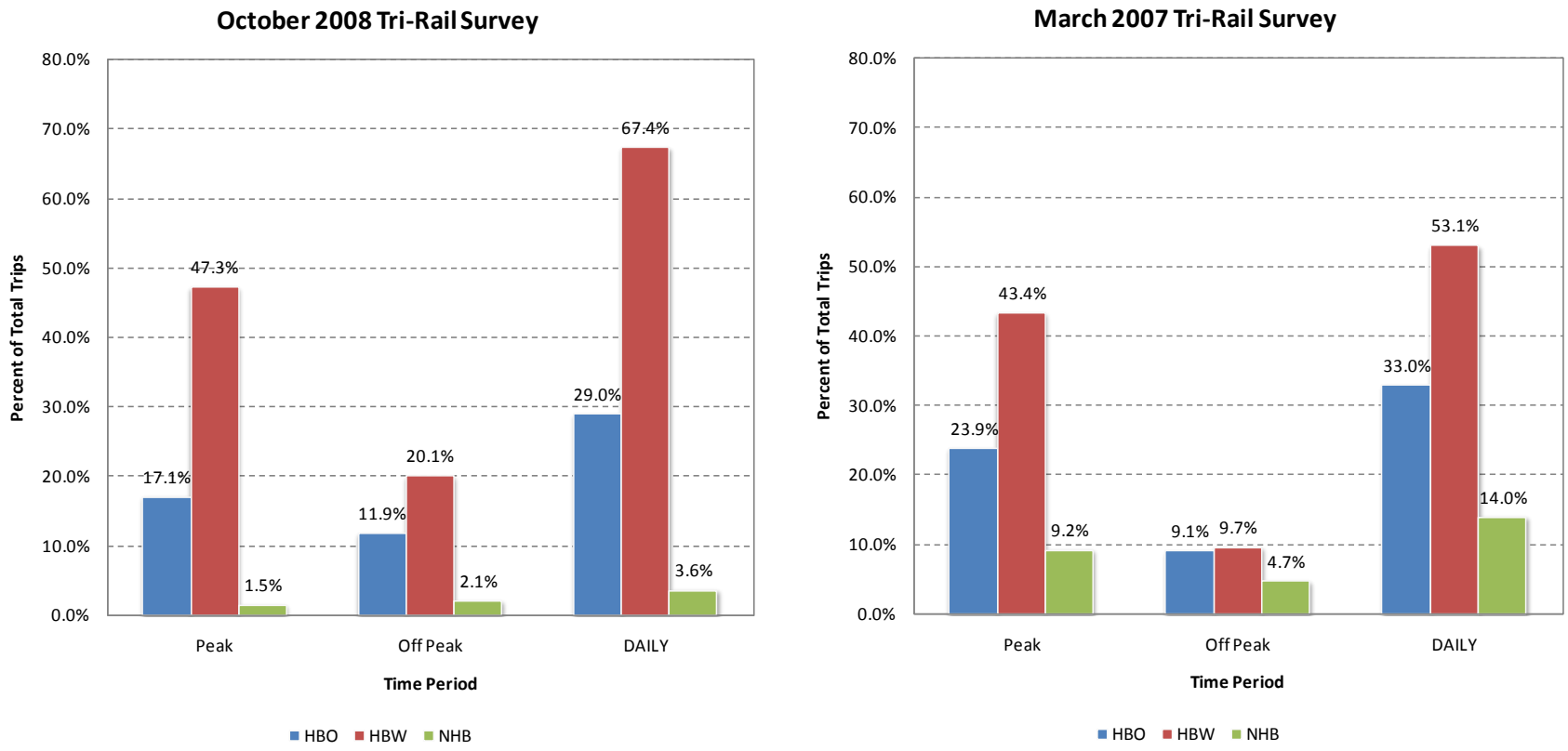
Table 11 presents the distribution of trip purposes by time period. The percentages of HBW trips, HBO trips, and NHB trips are the same as those listed in **Table 10**. Nearly 30 percent of the trips occur during AM peak period and 36 percent of trips occur during PM Peak Period. The remaining 34 percent of the trips occur during the Off-Peak period. For individual trip purposes, there seems to be a perfect symmetry between AM peak and PM peak periods for HBO trips and NHB trips; the percentage of trips for the two peak periods are almost identical for these two purposes. However, there are more trips occurring during the PM peak than there are for the AM Peak for HBW trips.

Table 11 – Trip Purpose vs. Time Period

	Time Period (absolute numbers)				Time Period (Percentages)			
PURPOSE	AM	OP	PM	TOTAL	AM	OP	PM	TOTAL
HBO	1,354	1,858	1,328	4,540	8.6%	11.9%	8.5%	29.0%
HBW	3,142	3,148	4,260	10,550	20.1%	20.1%	27.2%	67.4%
NHB	113	330	128	572	0.7%	2.1%	0.8%	3.6%
TOTAL	4,610	5,336	5,716	15,662	29.4%	34.1%	36.5%	100.0%

Figure 23 compares trip purposes by peak/off peak period between the 2007 and 2008 on-board surveys. Since the 2007 survey only had peak and off peak period data, trips for AM peak period and PM peak period for the 2008 survey were combined so that the same time periods were used for comparison. In 2007, more than three quarters (77 percent) of the trips were made during the peak period, while 23 percent of trips were made during the off-peak period. In comparison, only 66 percent of the trips occurred during peak period, while 34 percent of trips were made during the off-peak period in 2008. During both peak and off peak periods, there were more HBW trips in 2008 than there were in 2007.

Figure 23 - Trip Purpose vs. Time Period: Comparison between 2008 and 2007 Surveys



Access Mode

Table 12 shows the access mode by trip purpose based on the dataset in a PA format. Close to half (49.1 percent) of the trips are Park-and-Ride access, followed by 22 percent Kiss-and-Ride access. About 10 percent of riders get to Tri-Rail using a transit bus, while 3 percent transfer to Tri-Rail from Metrorail. Only one percent of trips use school buses. Park-and-Ride is the most popular access mode for HBW trips accounting for more than 57 percent of trips, while Kiss-and-Ride is used most often for HBO trips representing 36 percent of total trips. For NHB trips, most riders (22 percents) use a transit bus to access Tri-Rail.

Table 12 – Trip Purpose vs. Access Mode (PA Format)

	MODE SHARE BY PURPOSE (absolute numbers)				MODE SHARE BY PURPOSE (Percentages)			
MODE	**HBO**	**HBW**	**NHB**	**TOTAL**	**HBO**	**HBW**	**NHB**	**TOTAL**
WALK	278	560	35	874	6.1%	5.3%	6.1%	5.6%
BIKE	125	531		656	2.8%	5.0%	0.0%	4.2%
TAXI	99	80	46	225	2.2%	0.8%	8.1%	1.4%
SCHOOL BUS	104	29	8	142	2.3%	0.3%	1.4%	0.9%
METRORAIL	100	360	47	506	2.2%	3.4%	8.1%	3.2%
TRANSIT BUS	426	968	127	1,521	9.4%	9.2%	22.3%	9.7%
TRI-RAIL	96	264	121	481	2.1%	2.5%	21.2%	3.1%
PARK & RIDE	1,585	6,023	76	7,684	34.9%	57.1%	13.3%	49.1%
KISS & RIDE	1,647	1,647	94	3,388	36.3%	15.6%	16.4%	21.6%
SHARED RIDE	59	26	6	91	1.3%	0.2%	1.1%	0.6%
OTHER	22	62	11	95	0.5%	0.6%	1.9%	0.6%
TOTAL	4,540	10,550	572	15,662	100%	100%	100%	100%

The survey results for access mode for the 2008 on-board survey were compared with the 2007 on-board survey. Since the 2007 survey did not have as many access modes as the 2008 survey, some of the access modes had to be combined for the 2008 survey. For example, Transit Bus and Metrorail in 2008 were combined to become the "Transfer" mode in 2007; Taxi, Bike, and Shared-Ride are grouped with "Other" in 2008 to become the "Other" mode in 2007. **Figure 24** shows the comparison for the three different trip purposes between 2008 and 2007, and **Figure 25** shows the comparison for all trip purposes combined. Overall, there is a 15 percent increase in Park-and-Ride access in 2008, and interestingly enough, a decrease by almost the same amount for Kiss-and-Ride access. The shares of other access modes are comparable between the two surveys, and this is especially true for School Bus and Tri-Rail shuttle where the mode shares are identical.

Figure 24 - Trip Purpose vs. Access Mode: Comparison between 2008 and 2007 Surveys

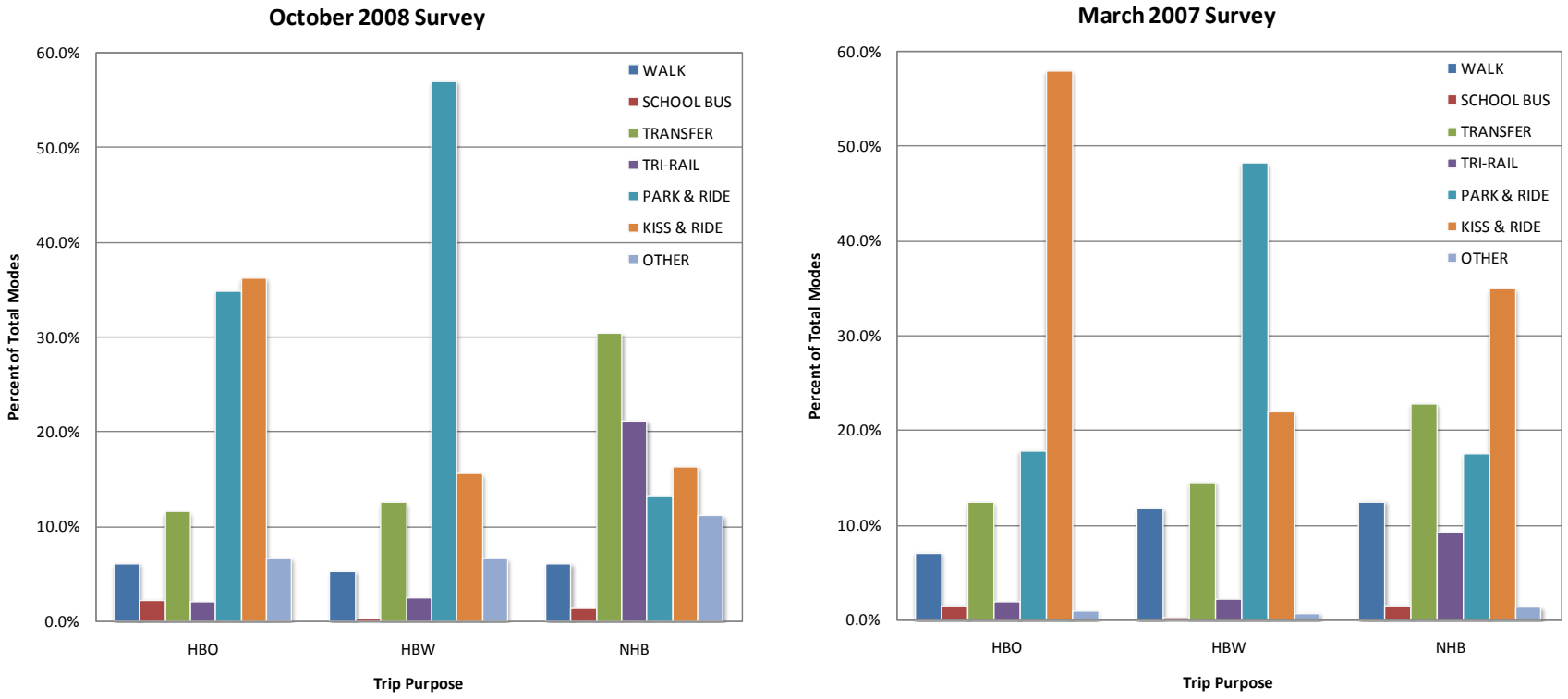
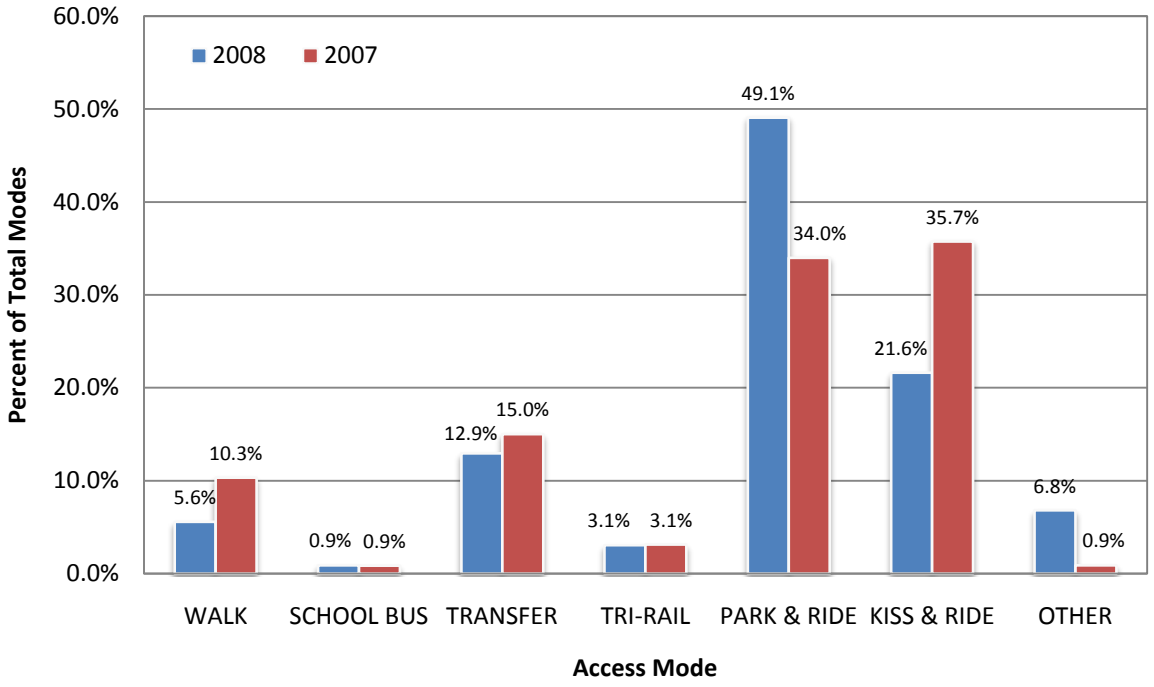


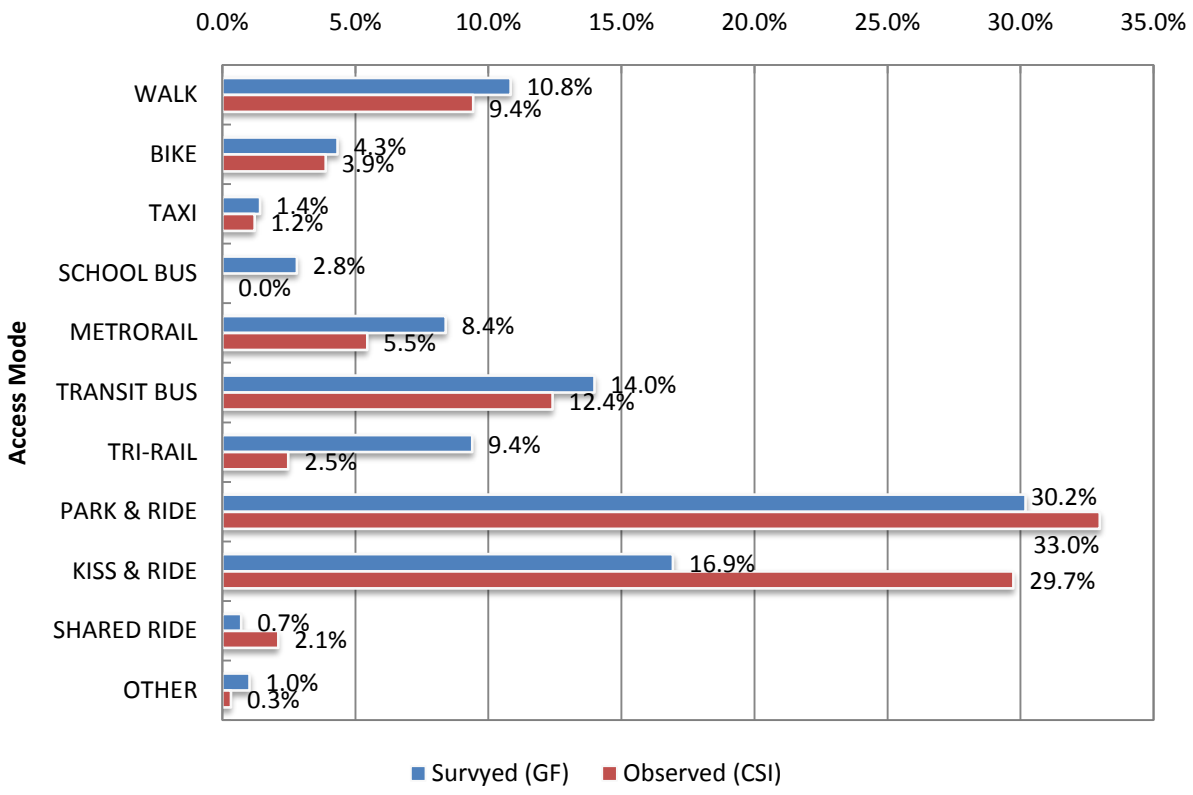
Figure 25 – Comparison of Access Mode between 2007 and 2008: All Purposes



The on-board survey results for access mode were also compared with the station-based survey results as shown in **Figure 26**. Since the station-based results were summarized in an OD format, the access mode distribution from the OD based dataset was used for comparison. It can be seen from **Figure 26** that most of the access modes compare very well between the two sets of data except for Kiss-and-Ride and Tri-Rail Shuttle. The largest discrepancy occurs in the Kiss-and-Ride mode with almost a 13 percent difference, followed by Tri-Rail Shuttle with a 7 percent difference.

A potential explanation for this discrepancy is that the station-based observers may not have been able to confirm whether a rider got off a Tri-Rail Shuttle—only that the rider was walking towards the platform from the drop-off area. The observers may have assumed the rider was dropped-off resulting in over-counting the number of Kiss-and-Ride trips, while under-counting the number of riders accessing the station by a Tri-Rail Shuttle. When the two modes are combined together the percentage of trips using either mode is 26 percent for the on-board survey, compared to 32 percent for the station-based survey—a difference of only 6 percent.

Figure 26 – Observed vs. Surveyed Access Mode



Trip Purpose – Access Mode – Market Segment

Figure 27 shows the cross tabulation of trip purpose, access mode, and market segment based on the PA based dataset of the 2008 on-board survey database. The purpose is to demonstrate the type of information that can be readily obtained with the expanded data.

Figure 27 - Cross Tabulation of Trip Purpose, Access Mode, and Market Segment

TRIP PURPOSE	AUTO OWNERSHIP			
ACCESS MODE	0	1	2+	Total
HBO	**174**	**1102**	**3265**	**4540**
WALK	34	82	162	278
BIKE	5	67	53	125
TAXI	13	45	41	99
SCHOOL BUS	9	19	76	104
METRORAIL	7	44	48	100
TRANSIT BUS	74	160	192	426
TRI-RAIL		28	68	96
PARK & RIDE		289	1296	1585
KISS & RIDE	27	335	1285	1647
SHARED RIDE		20	39	59
OTHER	5	10	6	22
HBW	**553**	**2983**	**7014**	**10550**
WALK	71	243	247	560
BIKE	100	160	271	531
TAXI	28	16	36	80
SCHOOL BUS	10	6	14	29
METRORAIL	25	154	181	360
TRANSIT BUS	222	360	386	968
TRI-RAIL	32	61	172	264
PARK & RIDE	20	1321	4681	6023
KISS & RIDE	41	627	979	1647
SHARED RIDE	5	9	12	26
OTHER		26	36	62
NHB	**42**	**202**	**327**	**572**
WALK	7	9	19	35
TAXI	6	20	20	46
SCHOOL BUS		8		8
METRORAIL	5	18	23	47
TRANSIT BUS	16	38	74	127
TRI-RAIL	3	44	74	121
PARK & RIDE		14	62	76
KISS & RIDE	6	51	37	94
SHARED RIDE			6	6
OTHER			11	11
Total	**769**	**4287**	**10606**	**15662**

Egress Mode

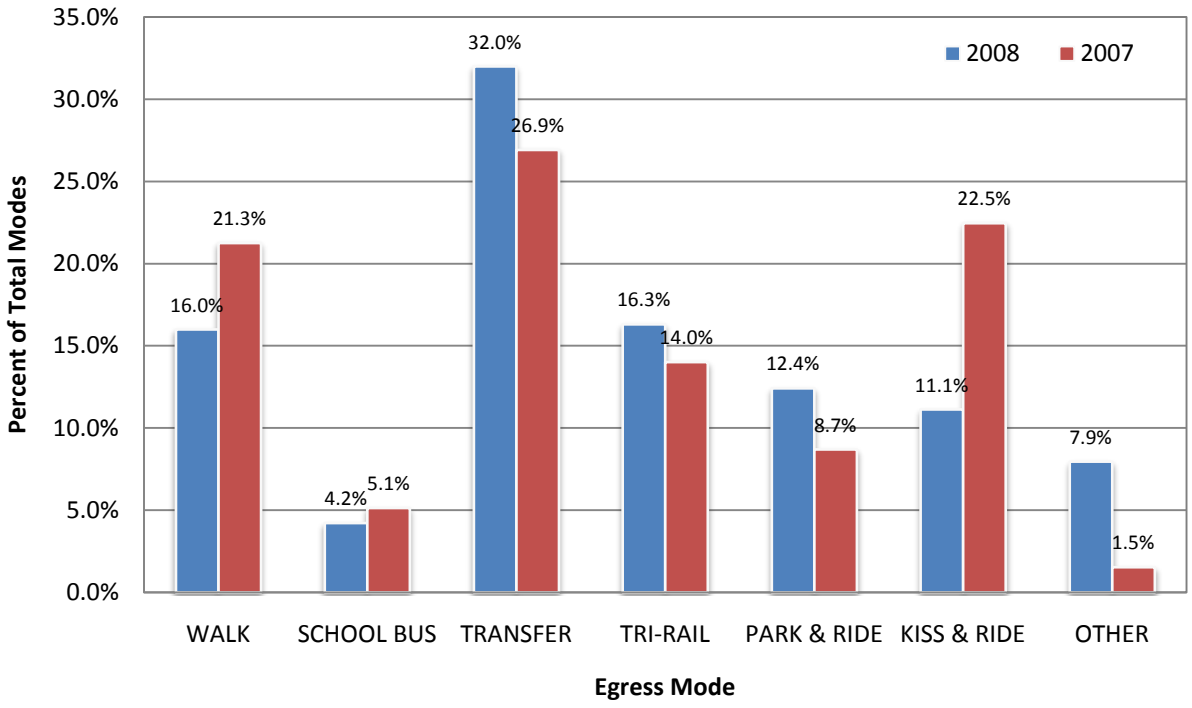
Table 13 shows the egress mode by trip purpose based on the dataset in a PA format. Unlike the access mode where Park-and-Ride alone accounts for almost 50 percent of trips, there is no single dominant egress mode. Transit Bus has the largest share with 18 percent. It is followed closely by Tri-Rail Shuttle and Walk with 16 percent each. Metrorail is not far behind with 14 percent. One of the new phenomena discovered during the 2007 survey was the existence of a significant automobile egress mode where riders would leave a second car on the destination station. This type of egress mode is referred to as "Ride-and-Drive" in this survey to differentiate it from the "Park-and-Ride" access mode, and reflects the nature of the egress mode. The 2008 on-board survey found that more than 12 percent of trips used "Ride-and-Drive" as their egress mode.

Table 13 – Trip Purpose vs. Egress Mode (PA Format)

	MODE SHARE BY PURPOSE (absolute numbers)				MODE SHARE BY PURPOSE (Percentages)			
MODE	HBO	HBW	NHB	TOTAL	HBO	HBW	NHB	TOTAL
WALK	711	1,728	66	2,505	15.7%	16.4%	11.5%	16.0%
BIKE	102	574	2	678	2.3%	5.4%	0.3%	4.3%
TAXI	50	101	26	177	1.1%	1.0%	4.6%	1.1%
SCHOOL BUS	623	34	4	661	13.7%	0.3%	0.8%	4.2%
METRORAIL	490	1,679	68	2,236	10.8%	15.9%	11.8%	14.3%
TRANSIT BUS	884	1,792	98	2,774	19.5%	17.0%	17.1%	17.7%
TRI-RAIL	725	1,721	109	2,555	16.0%	16.3%	19.1%	16.3%
RIDE & DRIVE	305	1,559	80	1,944	6.7%	14.8%	14.0%	12.4%
KISS & RIDE	535	1,119	89	1,742	11.8%	10.6%	15.5%	11.1%
SHARED RIDE	51	68	11	129	1.1%	0.6%	1.9%	0.8%
OTHER	65	176	19	260	1.4%	1.7%	3.4%	1.7%
TOTAL	4,540	10,550	572	15,662	100%	100%	100%	100%

Figure 28 shows a comparison of egress modes between the 2007 and 2008 on-board survey. Similar to access mode, the egress modes for the 2008 survey were first re-organized to match the 2007 mode categories. Transit Bus and Metrorail in the 2008 survey were combined to become the "Transfer" mode in 2007; and Taxi, Bike, and Shared-Ride were grouped with "Other" in 2008 to become the "Other" mode in 2007. Kiss-and-Ride egress mode shows the largest discrepancy between the two years with a difference of 11 percent. The 2008 survey also seems to have confirmed the existence of the Ride-and-Drive egress mode, which now accounts for more than 12 percent of all trips.

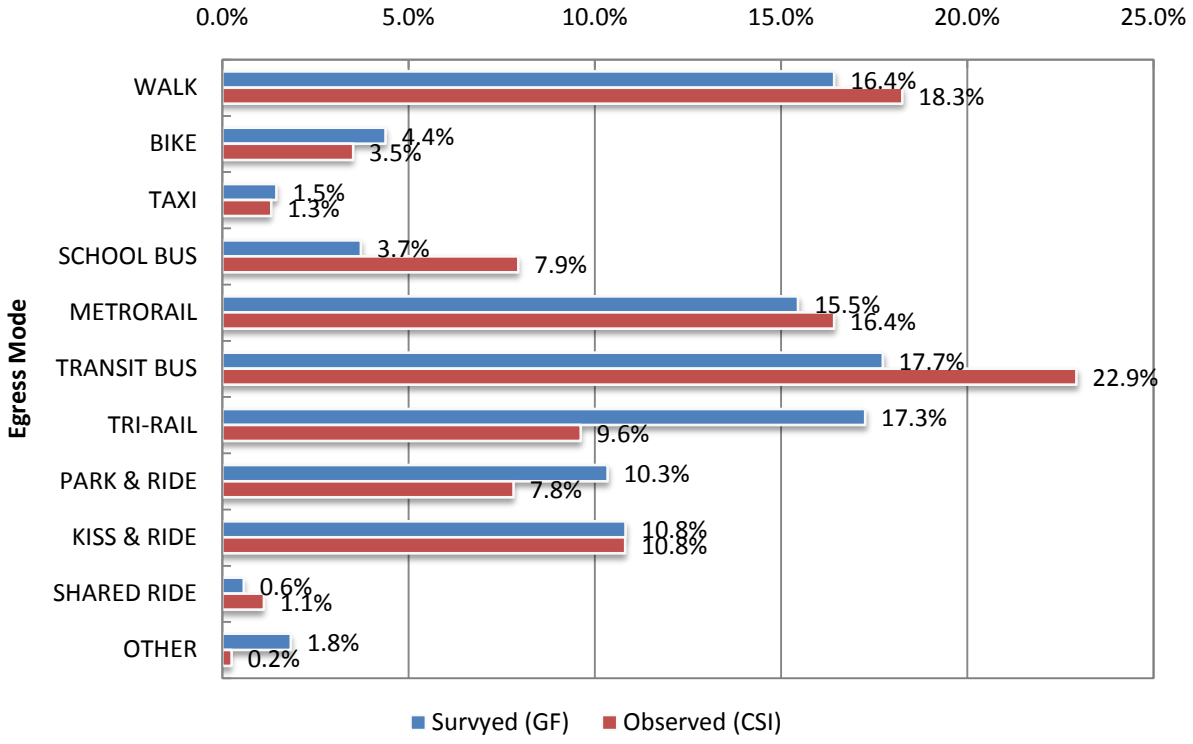
Figure 28 – Comparison of Egress Mode between 2007 and 2008: All Purposes



The on-board survey results for the egress mode were also compared with the station-based survey results as shown in **Figure 29**. Since the station-based results were provided in an OD format, the egress modes from the on-board survey were also summarized in an OD format. It can be seen from **Figure 29** that most of the egress modes compare very well between the two surveys except for Transit Bus and Tri-Rail Shuttle. To determine the reasons for the differences, the original data sets for both surveys were further examined. It was found that the differences in Transit Bus and Tri-Rail Shuttle were mostly caused by people unable to differentiate between the two types of bus services. The Miami Airport Station is a case in point. The on-board survey reported that 15 percent of trips used Transit Bus and 48 percent used Tri-Rail Shuttle as an egress mode. In comparison, the station-based survey reported that 64 percent of respondents used Transit Bus, but none for Tri-Rail Shuttle. With Tri-Rail Shuttle Bus 133 connecting the Tri-Rail Station and the Airport Terminal, there must be some trips using Tri-Rail Shuttle as an egress mode, but 48 percent seems to be high. However, when the two modes are combined together the percentage of trips using either mode comes to 63 percent for the on-board survey, which

is almost the same as the 64 percent observed by the station-based survey. In fact, the combined total for both Transit Bus and Tri-Rail shuttle in **Figure 29** is 35 percent for the on-onboard survey, compared to 33 percent for the station-based survey.

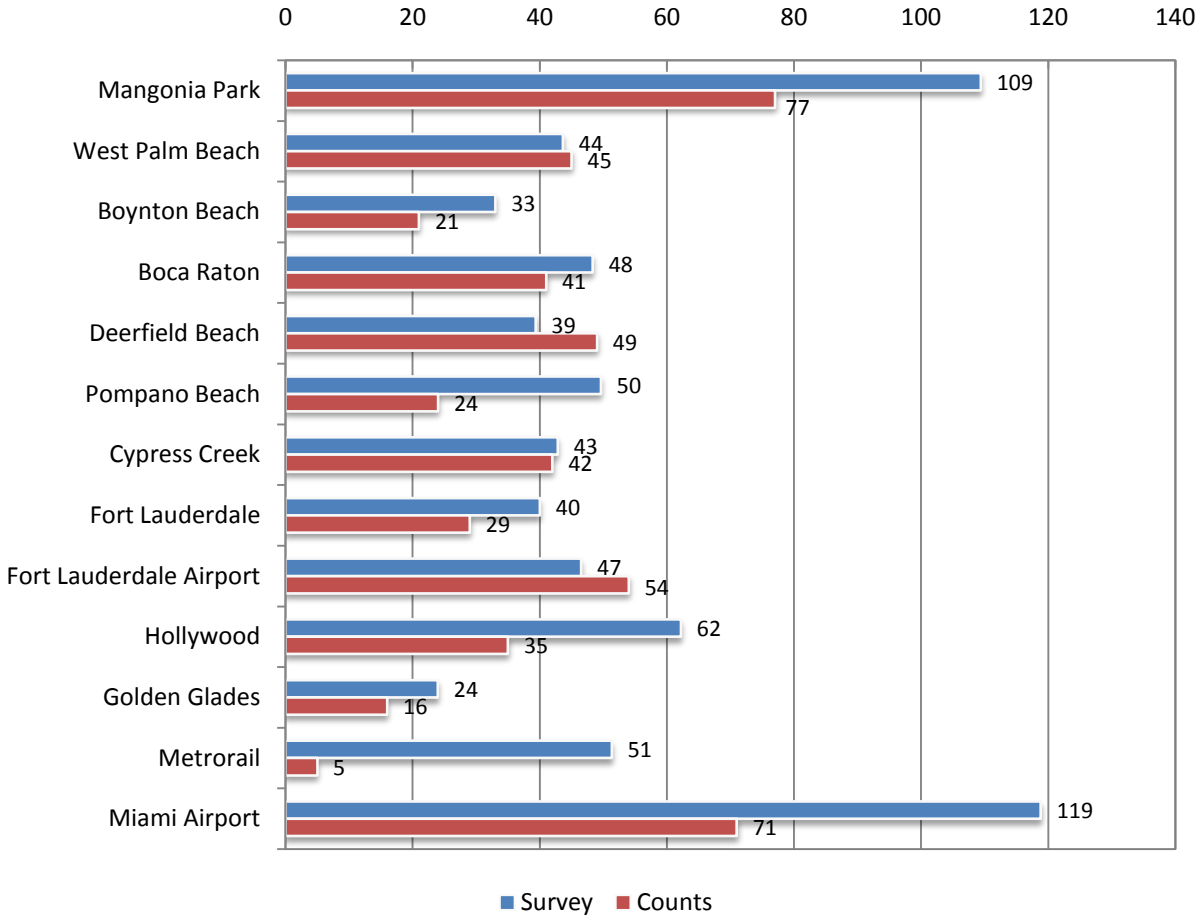
Figure 29 – Observed vs. Surveyed Egress Mode



Overnight Parked Vehicles

To verify the existence of the Ride-and-Drive egress mode, the number of overnight parked vehicles was counted at 13 selected stations as part of the station-based auxiliary counting program. The number of vehicles parked overnight from the on-board survey was estimated from the PA based dataset. It is calculated as one half of the number of trips using Ride-and-Drive as an egress mode. **Figure 30** presents the comparison of surveyed and observed vehicles parked overnight at the surveyed stations. The surveyed vehicles and the observed vehicles match very well at more than half of the surveyed stations, e.g., West Palm Beach and Boynton Beach. However, large differences exist at other stations, particularly the two end stations, Mangonia Park and Miami Airport. The largest difference occurs at the Metrorail station where only five (5) overnight parking vehicles were counted. Potential reasons as to why there is a difference between the estimated and counted vehicles could be one or more of the following: data variations between the survey collection and observed counts, limited parking supply, and or safety concerns about continually leaving a vehicle in an open parking lot each night.

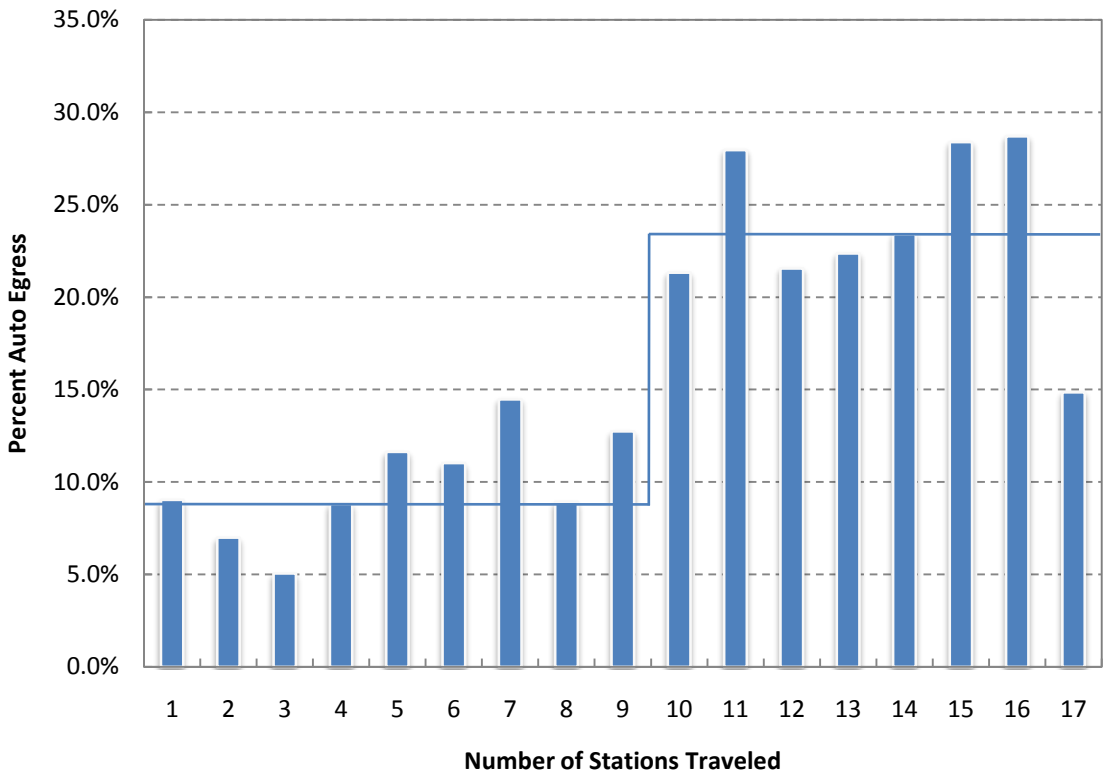
Figure 30 – Comparison of Overnight Parked Vehicles



Number of Stations vs. Egress Mode

To further examine the nature of the automobile egress mode, the percentage of Ride-and-Drive egress trips was plotted against the number of stations traveled as shown below in **Figure 31**. Borrowing a term used often in statistical analysis—the hypothesis is that a trip has to be long enough to make it worth having a second vehicle. And there exists a threshold in terms of either distance or number of stations to help determine when a trip is considered "long enough." As demonstrated in **Figure 31**, when the number of stations traveled is less than 9, about 8 percent of riders would use Ride-and-Drive as an egress mode. However, when the number of stations traveled is 10 or more, the percentage of Ride-and-Drive egress trips jumps to 24 percent. This observation seems to be consistent with the hypothesis and the number "10" seem to be the threshold.

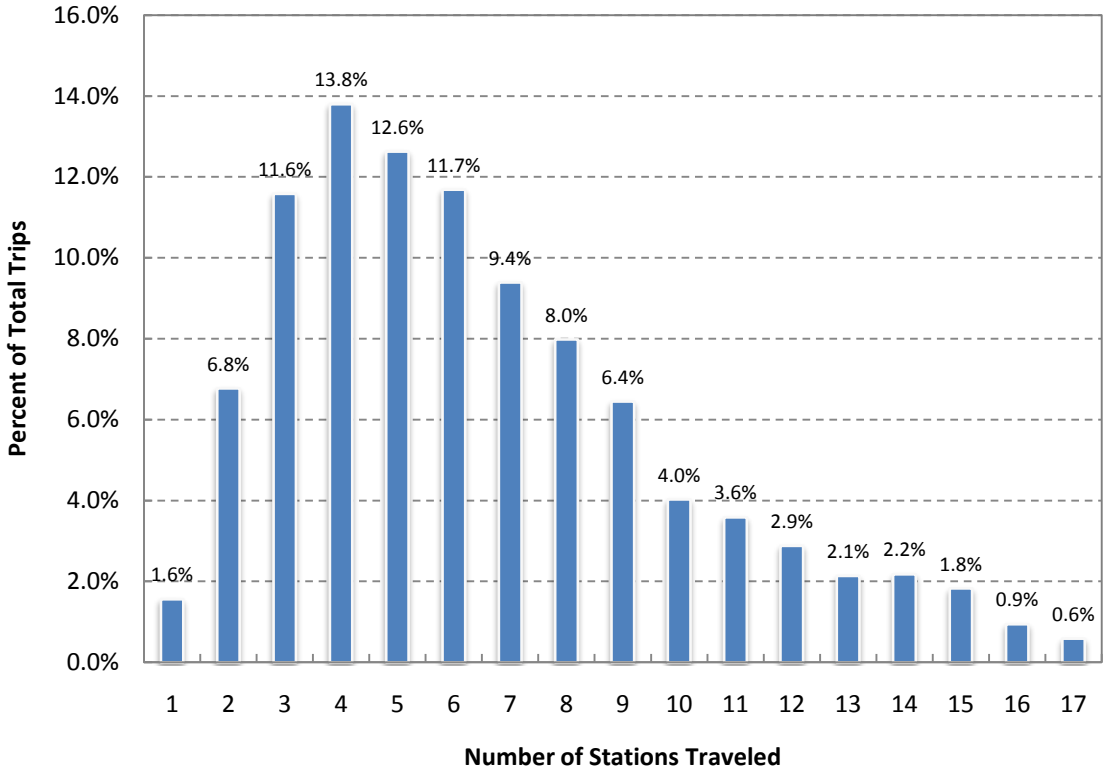
Figure 31 – Number of Stations Traveled vs. Ride & Park Egress Mode



Trip Length Distribution

Figure 32 presents the trip length distribution in terms of the number of stations traveled. The average number of stations traveled is 6.5. The largest rider group travels four stations, and they account for 14 percent of Tri-Rails total trips. The trip length distribution pattern is very similar to those observed in many of the travel characteristics surveys.

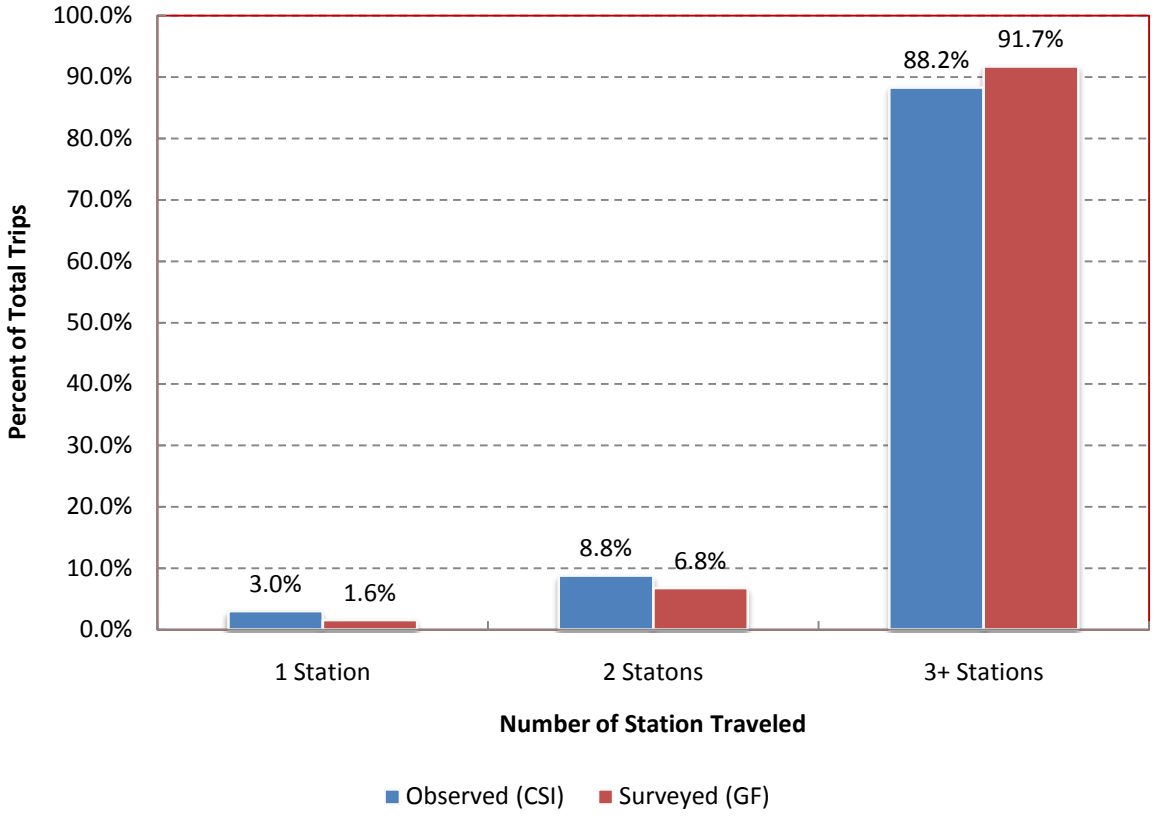
Figure 32 – Trip Length Distribution



Short Trip Market

One of the concerns with the on-board survey was that there might be a response bias towards longer trips because riders making short trips for one or two stations would not have enough time to complete the survey. To determine if there was a significant short-trip market, and collect relevant information if there was one, the station-based surveyors interviewed Tri-Rail riders about their travel distances in terms of the number of stations traveled. Three groups were used to describe the number of stations traveled: 1, 2, or 3+ stations. The results are presented in **Figure 33**. To compare with the observed travel distance, the trip length distribution from the on-board survey was summarized in the same fashion and was included in **Figure 33** as well. The on-board survey reported 1.6 percent of riders traveled one station and 6.8 percent traveled two stations. The corresponding data from the station-based survey were 3.0 percent and 8.8 percent, respectively. In total, short trips represented 8.4 percent of surveyed trips, but 11.8 percent of observed trips. Therefore, there may be some under-representation of short trips in the on-board survey, but the numbers are so small that the impacts are minimal.

Figure 33 – Comparison of Surveyed & Observed Trip Distances



Other Cross Tabulations

A myriad of cross-tabulations were performed in the process of analyzing the survey data for compilation of this report. Many of the cross-tabulations provide interesting insight of the inter-relationships in rider characteristics and travel characteristics. They were carefully reviewed and determined not be worthwhile enough to include in the report. With the expanded data, they can be provided very easily upon request. Nevertheless, two important tables are included in the report. One is the cross-tabulation between access mode and egress mode and another is the station-to-station origin-destination matrix. They are shown in **Table 14** and **Table 15**, respectively.

Expanded Trip Matrix by TAZ and by District

The geo-coding process provided the latitude and longitude coordinates for origins and destination of the sample trips. With the TAZ shape file for SERPM 6.5, each origin and each destination was assigned to a TAZ in the model. A sample origin-destination matrix was developed at the zonal level. The sample OD matrix was then expanded to a daily OD matrix. The current SERPM model uses 51 traffic analysis districts to represent trip interchanges at a more aggregate level. Districts 1 through 20 (District 12 and 13 are dummy district) are in Palm Beach County, Districts 21 through 37 are in Broward County, and Districts 51 through 66 are in Miami-Dade County. The expanded OD matrix was aggregated to the district level. The district-to-district OD matrix is graphically illustrated in **Figure 34**.

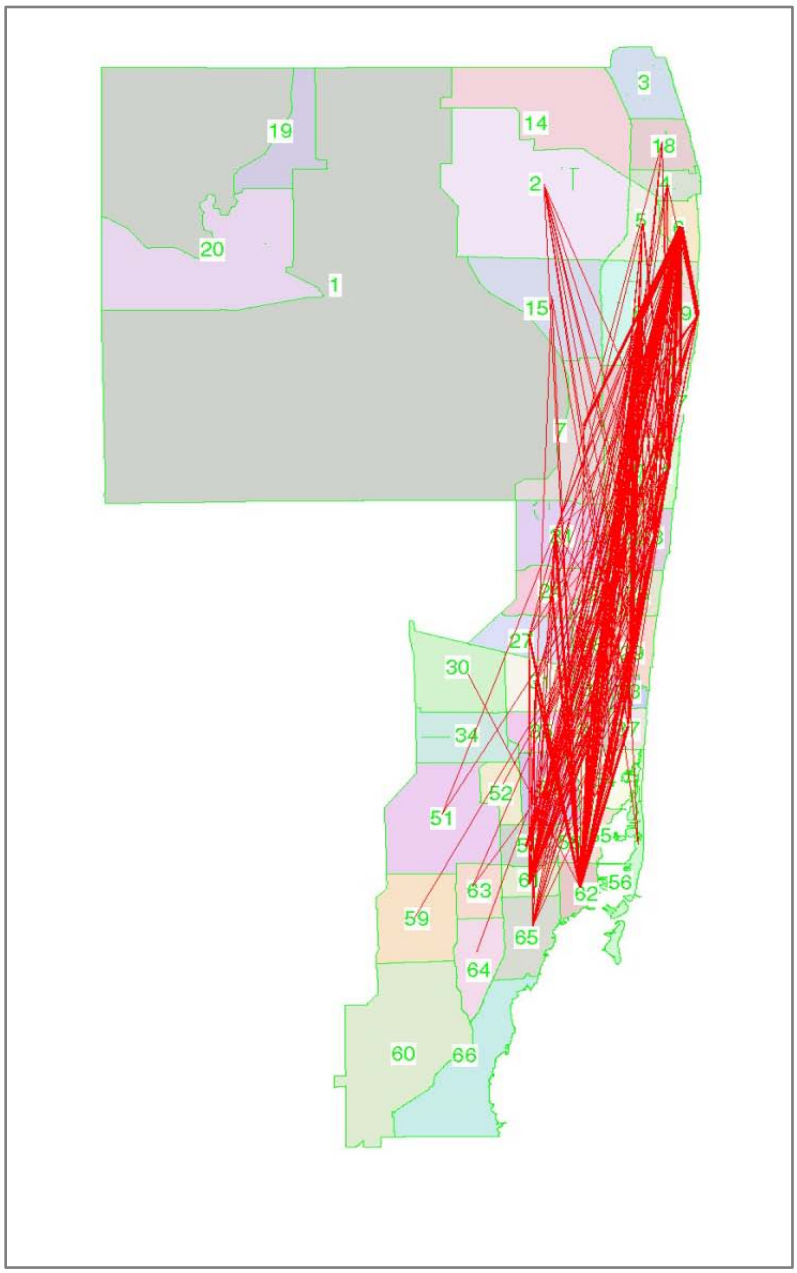
Table 14 – Access Mode vs. Egress Mode

	EGRESS MODE											
ACCESS MODE	**WALK**	**BIKE**	**TAXI**	**SCHOOL BUS**	**METRORAIL**	**TRANSIT BUS**	**TRI-RAIL**	**PARK & RIDE**	**KISS & RIDE**	**SHARED RIDE**	**OTHER**	**TOTAL**
WALK	186	11	11	27	88	191	69	177	110		5	874
BIKE	25	429	2		26	63	28	36	36	5	5	656
TAXI	34	6	30	5	13	44	51	4	38			225
SCHOOL BUS	12		6	49	10	9	11	14	26		5	142
METRORAIL	82		14		5	85	81	101	120	6	12	506
TRANSIT BUS	217	30	12	9	177	572	227	113	150	7	8	1521
TRI-RAIL	26	3	5	20	85	56	71	128	65	19	3	481
PARK & RIDE	1316	147	47	129	1456	1109	1519	1090	646	61	165	7684
KISS & RIDE	585	48	49	407	358	627	484	257	520	14	38	3388
SHARED RIDE	16	5		15	4	9	9	5	7	18	2	91
OTHER	7				15	10	4	18	24		17	95
TOTAL	**2505**	**678**	**177**	**661**	**2236**	**2774**	**2555**	**1944**	**1742**	**129**	**260**	**15662**

Table 15 – Station to Station Origin-Destination Matrix

Station	Mangonia Park	West Palm Beach	Lake Worth	Boynton Beach	Delray Beach	Boca Raton	Deerfield Beach	Pompano Beach	Cypress Creek	Fort Lauderdale	Fort Lauderdale Airport	Sheridan Street	Hollywood	Golden Glades	Opa-locka	Metrorail	Hialeah Market	Miami Airport	Grand Total
Mangonia Park		4	71	174	103	205	116	55	86	115	41	39	30	18	23	61	7	43	1,189
West Palm Beach	3		54	105	92	245	104	69	80	73	50	40	35	41	8	99	19	76	1,194
Lake Worth	51	67		13	42	92	60	51	79	54	26	49	34	39	30	87	28	70	873
Boynton Beach	165	142	9		2	40	37	50	74	65	59	40	18	16	15	57	11	20	819
Delray Beach	84	106	27	2		5	14	41	61	64	30	20	28	38	19	66	10	39	653
Boca Raton	139	191	56	34	2		9	49	94	149	71	104	57	50	20	72	28	71	1,196
Deerfield Beach	87	91	45	36	6	13		9	27	57	46	53	72	39	13	122	18	76	809
Pompano Beach	57	77	44	46	32	63	8			21	33	50	27	60	12	156	22	72	777
Cypress Creek	84	85	63	65	56	105	24			3	46	51	48	70	32	211	70	88	1,101
Fort Lauderdale	97	56	47	63	40	154	50	17	2		9	11	17	36	20	239	18	105	982
Fort Lauderdale Airport	44	60	22	69	35	73	53	30	55	6			9	16	10	224	16	107	828
Sheridan Street	25	40	30	30	19	100	47	45	41	4			2	9	9	181	24	61	666
Hollywood	31	33	31	26	19	68	60	32	54	20	7	4			16	185	24	84	695
Golden Glades	21	47	50	29	36	78	47	68	79	29	34	15	5			69	5	65	678
Metrorail	68	102	96	53	52	76	109	154	237	219	177	194	160	49	5		3	13	1,767
Opa-locka	25	13	15	14	13	28	18	19	36	21	12	12	9			8	3	31	276
Hialeah Market	9	17	22	10	6	27	13	21	61	11	17	20	27	2					262
Miami Airport	48	55	51	23	31	62	61	72	82	80	103	64	78	44	31	12			897
Grand Total	**1,039**	**1,186**	**732**	**791**	**585**	**1,434**	**827**	**782**	**1,149**	**991**	**762**	**765**	**656**	**526**	**263**	**1,848**	**305**	**1,020**	**15,662**

Figure 34 - Expanded District-to-District Trip Matrix



Survey Results – Rider Characteristics

This section presents detailed information on rider characteristics. The results are based on a frequency analysis performed on the weighted and expanded dataset. This is different from the analysis described in the Technical Memorandum in **Appendix E** where un-weighted raw data were used.

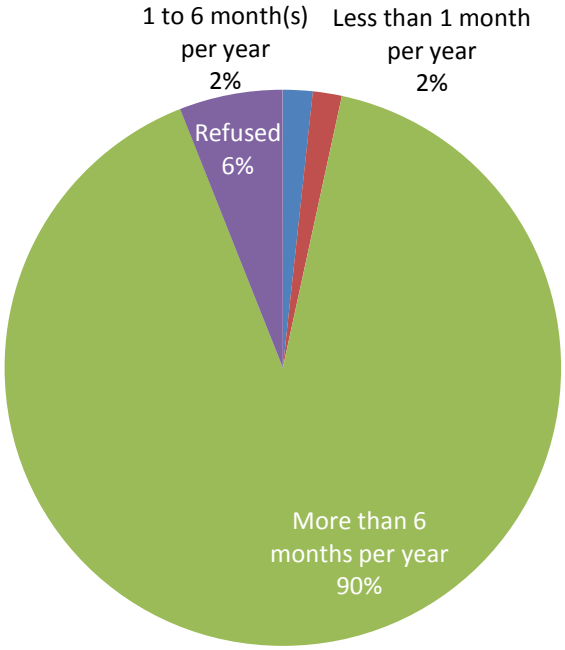
As a check on the consistency of data collected, the 2008 rider characteristics data was compared the 2007 data. The data from the 2007 survey effort are quite consistent with the 2008 survey data. Since the 2008 data in this section has been weighted, comparisons between the two data sets are not presented here. However, **Appendix F** includes a side by comparison of the 2007 and 2008 Tri-Rail rider characteristics.

Residency Status

Figure 35 shows the residency status of Tri-Rail riders. About 90 percent of riders live or stay in South Florida for more than 6 months a year. Temporary residents split evenly between those staying for less than one month and those staying for more than one month but less than 6 months. Six percent of riders refused to answer the question.

Figure 35 - Rider Residency Status

(N=15,662)

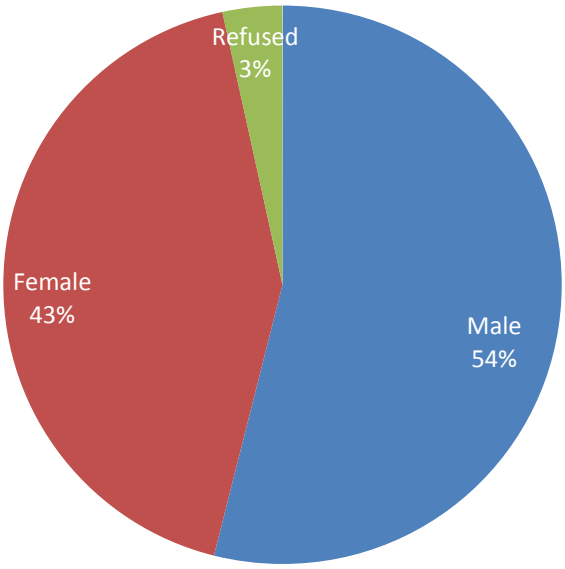


Gender

Close to 54 percent of Tri-Rail riders are male and 43 percent of riders are female. Three percent of survey respondents refused to answer the question.

Figure 36 - Gender

(N=15,662)

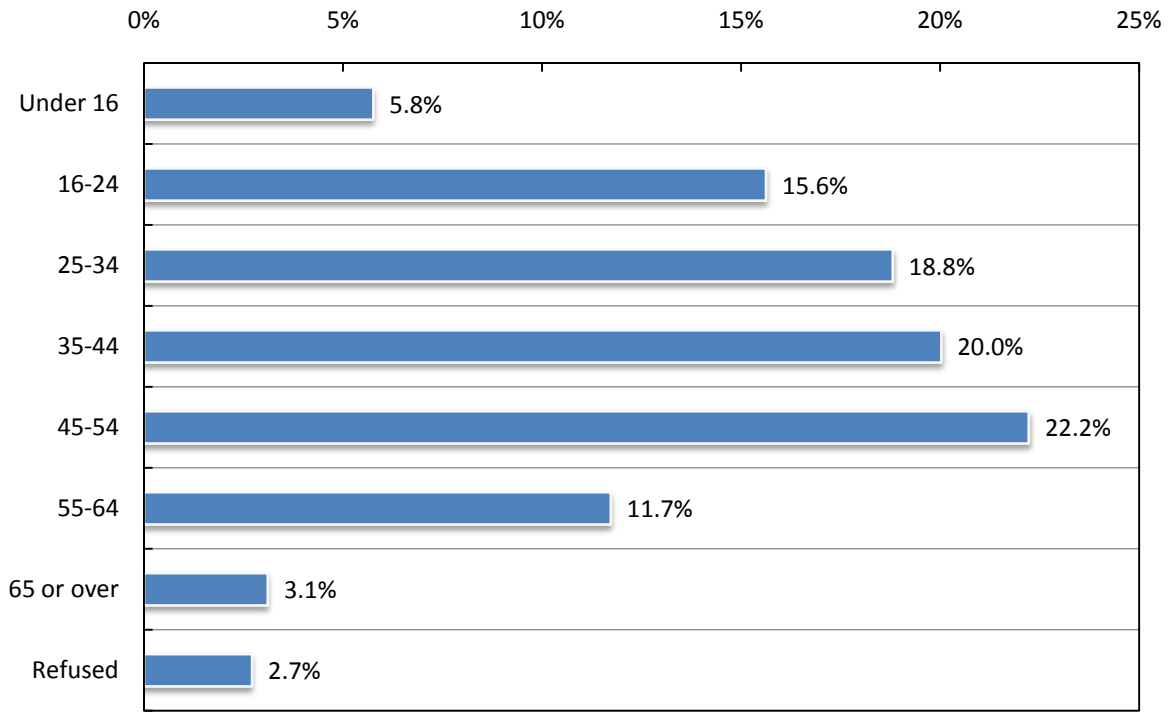


Age Group

Riders aged between 45 and 54 years old account for more than 22 percent of total ridership and is the largest Tri-Rail user group. The age group between 35 and 44 follows closely with 20 percent. The age group between 25 and 34 is not far behind with nearly 19 percent. The next largest group consists of riders between 16 and 24. About 6 percent of riders are under 16, while 12 percent are 65 years or older. Close to 3 percent of riders refused to tell their age.

Figure 37 - Rider Age Group

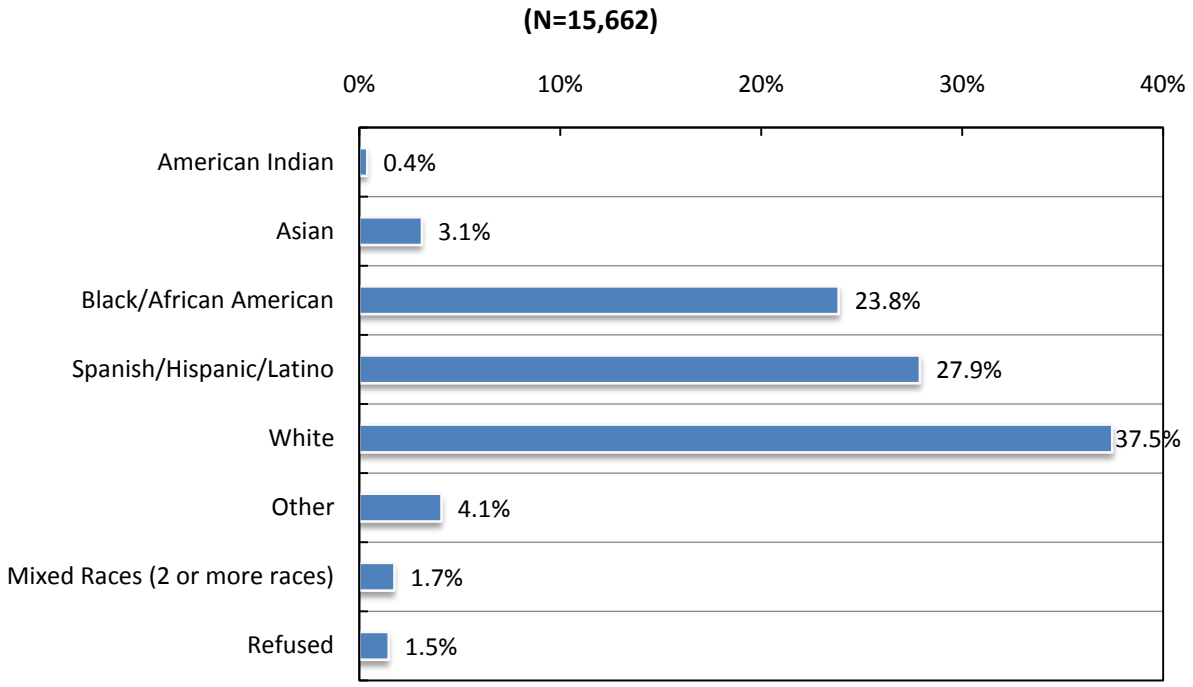
(N=15,662)



Race

The largest Tri-Rail rider group (38 percent) is "White," followed by 28 percent of "Spanish/Hispanic/Latino." About 24 percent of riders identify themselves as "Black/African American." A little over 3 percent of riders indicate they are "Asian." The smallest race group is "American Indian," accounting for only 0.4 percent of total ridership. More than 4 percent of riders identify themselves with multiple races. About 2 percent riders refuse to answer the question.

Figure 38 - Tri-Rail Rider Racial Composition

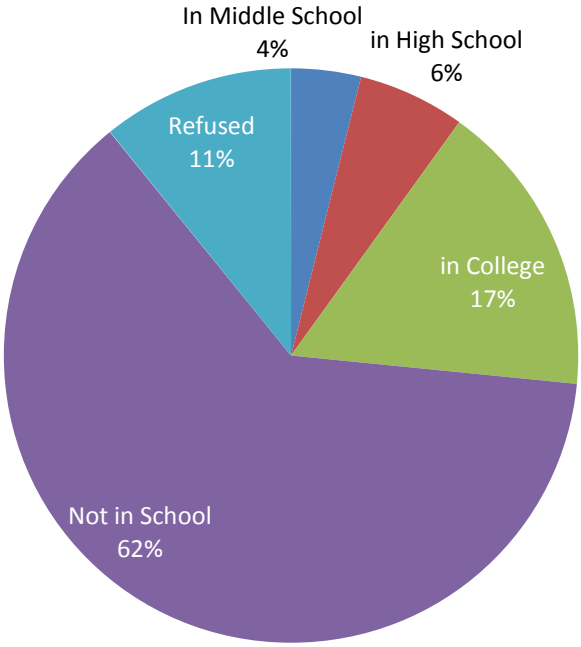


Student Status

The majority of Tri-Rail riders (62 percent) are not in school. About 4 percent are students in middle school and 6 percent in high school. College students account for 17 percent of ridership. Nearly 11 percent of riders refuse to answer the question.

Figure 39 - Tri-Rail Rider Student Status

(N=15,662)

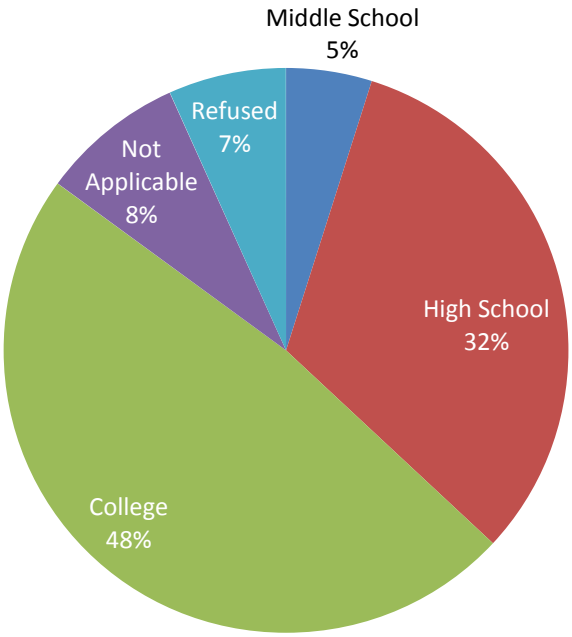


Education Level

Tri-Rail riders seem to be well educated. More than 48 percent graduated from college and 32 percent from high school. About 5 percent of riders received middle school education. Almost 15 percent of riders indicate that the situation does not apply to them or they simply refused to answer the question.

Figure 40 - Tri-Rail Rider Education Level

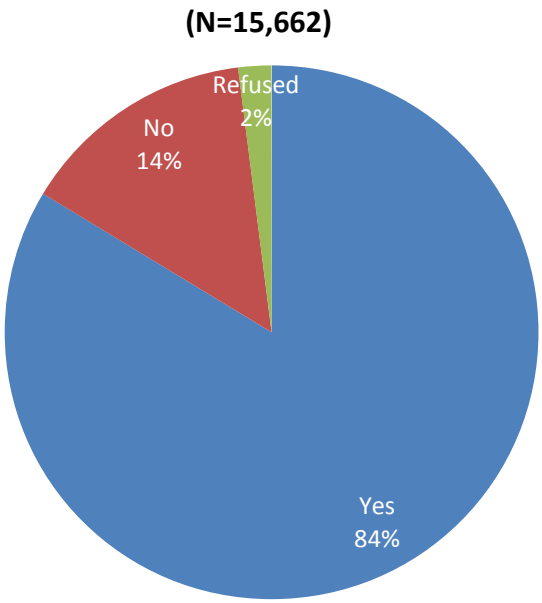
(N=15,662)



Drivers' License

The majority of Tri-Rail riders (84 percent) have a drivers' license, while a small minority of them (14 percent) do not have a driver's license. About 2 percent of riders refused to answer the question.

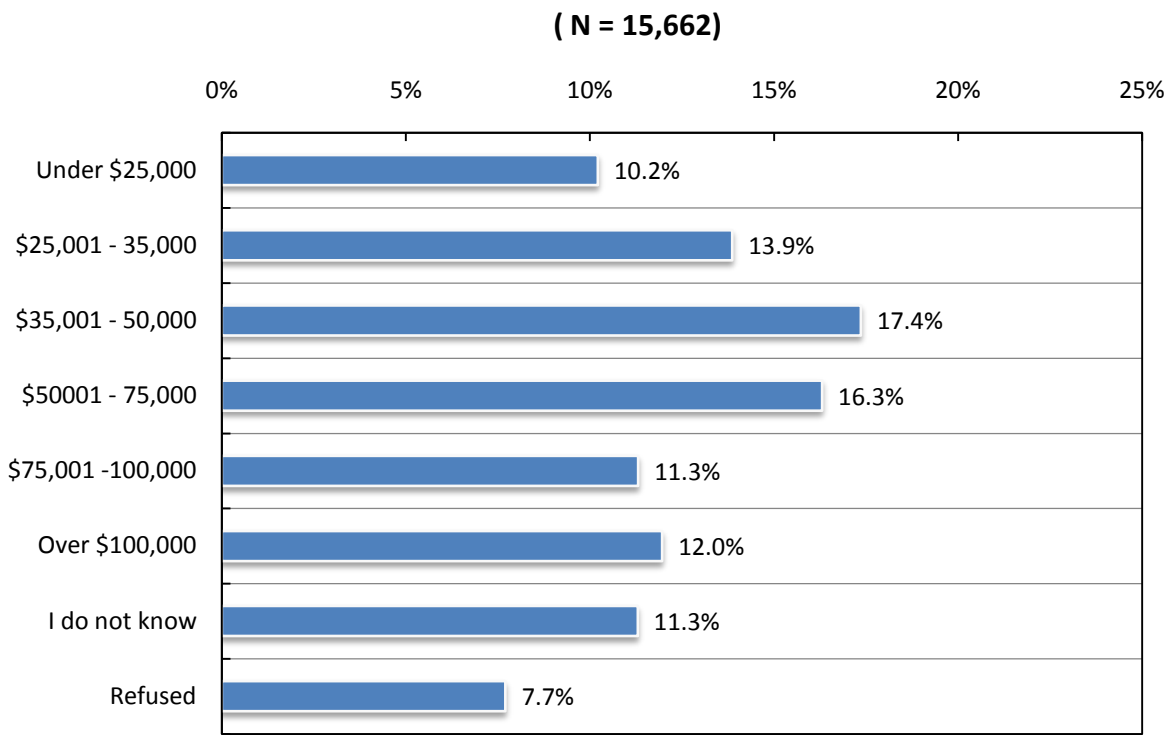
Figure 41 - Tri –Rail Rider Driver's License Status



Income

Household income is an important, and yet is sensitive. Nearly 19 percent of riders either refused to answer the question or did not know the answer. For the remaining 81 percent who were both able and willing to give their gross annual household income, the answers are summarized below in **Figure 42**. Riders come from both affluent households (income over $75,000 per year) and low-income households (income below $35,000 per year), with each group accounting for about 24 percent. Income is evenly distributed across the two middle income groups between $35,000 and $75,000 per year, with each group making up 17 percent of the total.

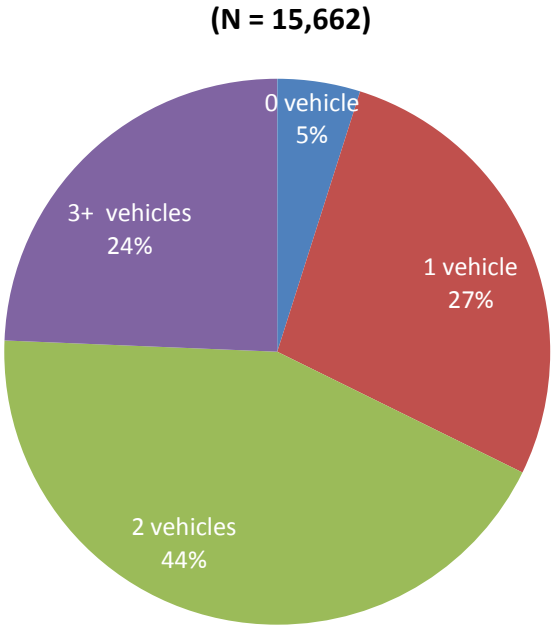
Figure 42 - Tri-Rail Rider Income Groups



Vehicle Ownership

More than 44 percent of riders have two vehicles in their households. About 27 percent have one vehicle, and 27 percent have three or more vehicles in their households. Five (5) percent of riders do not own a vehicle.

Figure 43 - Tri-Rail Rider Vehicle Ownership

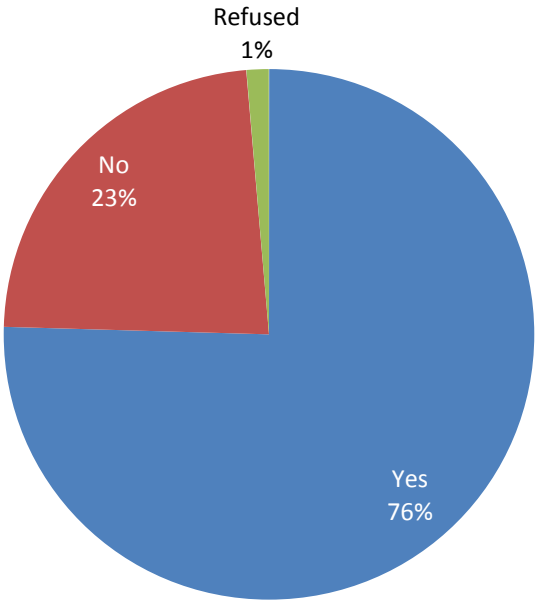


Choice to Use Tri-Rail

More than three quarters (76 percent) of Tri-Rail riders are choice riders—they do not have to use Tri-Rail for their trip but they choose to. About 23 percent of riders do not have a choice—they are captive riders. One (1) percent of riders refuse to answer this question.

Figure 44 - Riders' Choice to use Tri-Rail

(N = 15,662)



Lessons Learned

Below is a summary of the feedback obtained from staff that participated in the 2008 Tri-Rail On-Board Survey.

POSITIVE COMMENTS / ASPECTS

P 1. Generally, with a few exceptions, the caliber of the temporary employees provided by Express Professionals, Inc. was acceptable, presentable, and willing to work. Generally, the temps were responsive to their assigned roles and listened to the train captain.

P 2. Having a person located in the Control Center providing early observations to the Station Masters was extremely helpful throughout the day. Fortunately, on the day of the survey, Tri-Rail operations went fairly smoothly with no major changes to operations. Had things not went as smoothly the early insight from the Control Center would have been invaluable.

P 3. Generally the staffing plan was adequate and well planned. The shift schedule was easy to follow and understand.

P 4. The dedication of all staff involved, including Gannett Fleming, FDOT, SFRTA, and Express Professionals, was tremendous.

P 5. Having box lunches available for staff was well received. Providing hot lunches to the Train Captains was extremely appreciated. There were adequate supplies of water, snacks, envelopes, pens, counters, and aprons available for all.

P 6. The training was more than adequate for the tasks assigned. The PowerPoint slide handouts were very helpful for reviewing what needed to get done.

OPPORTUNITIES FOR IMPROVEMENT/NEGATIVE ASPECTS

Training

T 1. During the training emphasis should be made regarding the need to have a survey completed for those individuals that had already filled out the survey earlier that same day for a different trip.

T 2. During training professional staff should rehearse / role-play how the temporary employees are expected to interact with prospective passengers. Then some of the surveyors should be asked to role play in front of the class, then have questions and answers.

T 3. Additional training should be provided on the four points: origin - station- station - destination. Illustrate these points and show many examples of what is acceptable and what is not and the reason not acceptable. This additional training may eliminate some of the home to home trip responses.

T 4. Prepare a role playing video (perhaps even on a train, stopped for quieter conditions) to give the surveyors the anticipated setting. This video would better illustrate the technique, problems, etc.

T 5. Emphasize in the training that surveyors should allow the passenger to get seated before the surveyors ask the riders to fill the surveys, some of the surveyors were eager to hand out the survey before the rider was seated.

The Survey Form / Questionnaire

F 1. Adding a small box resembling a basic map/diagram with an illustration of an intersection may have aided some riders to the importance of writing down a nearby intersection (e.g., Atlantic Blvd/US-441). For instance, a lot of riders just put the city name (e.g., Ft. Lauderdale) under the origin and/or destination question on the survey form. Consider including a diagram showing two cross streets and ask respondents to fill out street names. The term intersection is very familiar to engineers and planners but it was not so clear to many respondents. Many thought that just writing one street is sufficient and others just left that question blank.

F 2. Some of the questions were not clear. Question 13 wasn't clear to many respondents. The rationale for including this question was to ensure that riders too young or old to fill-out the survey would be counted. Since door counts where collected at the same time the survey was implemented, each completed survey was weighted to account for people that did not fill-out a survey. Therefore, the necessity of this question was redundant and therefore could be eliminated in future survey efforts.

F 3. Even though the sequential order of a trip in the questionnaire was clear to us, it wasn't so clear to many respondents. Next time provide a diagram showing four points of a trip and include blanks that respondents can fill out. Develop a simple "4-points or 4-legs of a one-way trip drawing" to quickly and visually illustrate the typical one-way trip on Tri-Rail. This diagram would be a good aid when training the Surveyors as well as showing riders during the survey on the train.

F 4. For those riders that use a bus for access and egress, there were quite a few that rode two or three buses prior or after. The questionnaire should allow this information to be captured on the form. Emphasis should be made during training on this concept.

Staffing

S 1. Provide at least three train captains for a three car train. Provide 1 captain per car.

S 2. Better identify the Spanish and Creole speakers/surveyors to ensure one Spanish speaker per car and one Creole speaker per train. With many of the riders being Creole-only or Spanish-only speaking, having only one "translator" per train was not enough.

S 3. Staff the busy trains more and some of the off peak (2:00 PM) trains less. Double up on surveyors on peak hour trains. Additional staff is needed for the busier trains and less staff during trains that are not busy.

S 4. Next time, have more temps available for the morning trains and expect that nearly 20-30% of the temps either won't show up or will be late for the first few trains. By having more temps show up for the early morning shifts this will allow for the "no shows".

Operations

O 1. Have envelopes made with each of the train numbers so that the returned surveys can be put directly in them when returned to the Terminal Stations at each end.

O 2. The process of keeping track of the serial numbers complicates the work of the Surveyors and Captains and may not be effective. Many surveyors made mistakes in properly keeping track (forgot or got confused). For those conducting interviews it is very difficult in practice to keep track of all stops and the time. Also, many passengers ask for the survey or are interviewed after the station where they boarded. There is really not a need for this since the vast majority of riders properly identified their origin station.

O 3. Each train captain was logging the time the train left each station. In most instances where there were two or more train captains per train this information was recorded more than once. This is a duplication of effort.

O 4. Having a person in the control center was helpful. It provided a "heads-up" as to what train changes were coming and when.

Temporary Staffing

E 1. By late afternoon, many of the temps assumed their shifts were over, although the train captains still needed them. There seemed to be miscommunication between the staffing agency and the temps concerning the hours they needed to work. In the afternoon, temps that were supposed to be on 15-19 hour shifts started leaving and suddenly a staff shortage occurred. Next time provide an "afternoon surge" of temporary workers instead of having all temps report in the morning. This would also be useful if the trains are running late.

E 2. Many temps were not identifying themselves with aprons. Wearing of the aprons should be mandatory for easy identification.

E 3. Correlate the temps to what trains and shifts the temps are expected to work. If each temp had a card that they could put in with their pass identifying the assigned shift and hours they can work - it may be easier to move around due to no shows. It may be easier for the temp agency to sign that card and have the surveyors turn in the card when finished as opposed to trying to find the surveyor on a list for a particular temp agency office.

E 4. Potentially overstaff the early trips, perhaps by 50%.

E 5. Devise strategies to react to having too few or too many surveyors for the first trips.

E 6. Potentially provide a pay shift differential for the early trips.

E 7. Try to assign each surveyor to only two round trips, if possible (about 8 hours).

E 8. Better coordination among the Express Professionals offices is needed. Perhaps have a representative from each participating Express office at the terminating stations (Miami Airport and Mangonia Park) at all times OR, better yet, have an Express project manager at each terminating station at all times who has all of the surveyor and contact information for each office.

Summary

This report details the implementation and data analysis from an on-board survey that was conducted in October 2008 on Tri-Rail for FDOT and SFRTA. The purpose of the survey was to gather information to supplement a 2007 Tri-Rail on-board survey, which collected ridership characteristics, origin-destination patterns, and mode of access/egress data. The 2008 survey was conducted in part to collect data reflective of a significant increase in service on Tri-Rail that was implemented in the summer of 2007. The information from this survey will ultimately be used as input data for a mode choice model for the South Florida East Coast Corridor Study, as well as for other transit studies within the tri-county region.

A total of 8,403 questionnaires were distributed to eligible respondents, of which 6,103 were completed, for a response rate of 73 percent. However, 1,264 data records were removed from the dataset due to missing values or non-responses to key questions related to respondents' trip making characteristics. In addition, 1,190 data records were also removed from the dataset due to logical errors (wrong train direction and/or multiple access/egress modes). Ultimately only 3,649 data records out of the original 6,103 were useable—60 percent of collected surveys.

Once a useable dataset was prepared, the data was weighted and expanded to create a full-day dataset for analysis. Boardings and alightings were used as a key data source in the expansion process. In addition, auxiliary counts of key travel markets were obtained to mitigate non-response bias, as well as to cross-check the final dataset. This dataset was origin-destination (OD) based. However, since many of the travel characteristics in travel demand models are presented in terms of productions and attractions (PA), an additional dataset in the PA format was created. Therefore, the final database consists of two separate, but closely related datasets; one in an OD format and another in a PA format.

The Federal Transit Administration (FTA) requires, as policy, that travel demand models used for New Starts analysis represent transit rider travel patterns identified by a recent travel survey so as to provide plausible predictions of project benefits for selected alternatives. The data from the 2008 survey, along with the 2007 survey, will be used in the calibration process as part of the update to the Southeast Regional Planning Model (SERPM), version 6.5. In addition, the 2008 survey data will be used to develop an automobile mode of egress capability, as well as to develop a method to evaluate the effects of rising fuel costs on Tri-Rail usage. The enhancements/modifications that will be made to the SERPM will provide FDOT and SFRTA a better set of analytical tools to answer a broader set of policy related questions—policy questions necessary for "New Starts" transit studies.

In service of this effort the 2008 Tri-Rail On-Board Survey confirmed the existence of a large auto-egress market that is not represented by the current travel demand model. The survey also discovered that the average trip length of Tri-Rail riders is almost twice as long as what the current model estimates. In addition, the survey found that contrary to what the current model indicates, the predominant home-to-work flow is in the southbound direction rather than the northbound direction. By implementing the new egress mode and modifying the trip distribution process, the updated SERPM model will be able to more realistically represent observed travel patterns to provide a good foundation for New Starts user-benefits analysis.

Appendix A – Tri-Rail Train Schedule

Southbound to Miami Airport Station												
STATION	WEEKDAY A.M.											
Train Number	P601	P603	P605	P607	P609	P611	P613	P615	P617	P619	P621	P623
Mangonia Park	4:00	4:40	5:30	6:00	6:20	6:40	7:00	7:30	8:00	9:00	10:00	11:00
West Palm Beach	4:06	4:46	5:36	6:06	6:26	6:46	7:06	7:36	8:06	9:06	10:06	11:06
Lake Worth	4:14	4:54	5:44	6:14	6:34	6:54	7:14	7:44	8:14	9:14	10:14	11:14
Boynton Beach	4:19	4:59	5:49	6:19	6:39	6:59	7:19	7:49	8:19	9:19	10:19	11:19
Delray Beach	4:27	5:07	5:57	6:27	6:47	7:07	7:27	7:57	8:27	9:27	10:27	11:27
Boca Raton	4:32	5:12	6:02	6:32	6:52	7:12	7:32	8:02	8:32	9:32	10:32	11:32
Deerfield Beach	4:39	5:19	6:09	6:39	6:59	7:19	7:39	8:09	8:39	9:39	10:39	11:39
Pompano Beach	4:43	5:23	6:13	6:43	7:03	7:23	7:43	8:13	8:43	9:43	10:43	11:43
Cypress Creek	4:49	5:29	6:19	6:49	7:09	7:29	7:49	8:19	8:49	9:49	10:49	11:49
Fort Lauderdale	4:56	5:36	6:26	6:56	7:16	7:36	7:56	8:26	8:56	9:56	10:56	11:56
Fort Lauderdale/Hollywood International Airport at Dania Beach	5:03	5:43	6:33	7:03	7:23	7:43	8:03	8:33	9:03	10:03	11:03	12:03
Sheridan Street	5:07	5:47	6:37	7:07	7:27	7:47	8:07	8:37	9:07	10:07	11:07	12:07
Hollywood	5:11	5:51	6:41	7:11	7:31	7:51	8:11	8:41	9:11	10:11	11:11	12:11
Golden Glades	5:20	6:00	6:50	7:20	7:40	8:00	8:20	8:50	9:20	10:20	11:20	12:20
Opa-locka	5:26	6:06	6:56	7:26	7:46	8:06	8:26	8:56	9:26	10:26	11:26	12:26
Metrorail Transfer	5:33	6:13	7:03	7:33	7:53	8:13	8:33	9:03	9:33	10:33	11:33	12:33
Hialeah Market	5:39	6:19	7:09	7:39	7:59	8:19	8:39	9:09	9:39	10:39	11:39	12:39
Miami Airport	5:45	6:25	7:15	7:45	8:05	8:25	8:45	9:15	9:45	10:45	11:45	12:45

Southbound to Miami Airport Station												
STATION	WEEKDAY P.M.											
Train Number	P625	P627	P629	P631	P633	P635	P637	P639	P641	P643	P645	P647
Mangonia Park	12:00	1:00	2:00	3:00	3:30	4:00	4:30	5:00	5:30	6:00	6:40	7:40
West Palm Beach	12:06	1:06	2:06	3:06	3:36	4:06	4:36	5:06	5:36	6:06	6:46	7:46
Lake Worth	12:14	1:14	2:14	3:14	3:44	4:14	4:44	5:14	5:44	6:14	6:54	7:54
Boynton Beach	12:19	1:19	2:19	3:19	3:49	4:19	4:49	5:19	5:49	6:19	6:59	7:59
Delray Beach	12:27	1:27	2:27	3:27	3:57	4:27	4:57	5:27	5:57	6:27	7:07	8:07
Boca Raton	12:32	1:32	2:32	3:32	4:02	4:32	5:02	5:32	6:02	6:32	7:12	8:12
Deerfield Beach	12:39	1:39	2:39	3:39	4:09	4:39	5:09	5:39	6:09	6:39	7:19	8:19
Pompano Beach	12:43	1:43	2:43	3:43	4:13	4:43	5:13	5:43	6:13	6:43	7:23	8:23
Cypress Creek	12:49	1:49	2:49	3:49	4:19	4:49	5:19	5:49	6:19	6:49	7:29	8:29
Fort Lauderdale	12:56	1:56	2:56	3:56	4:26	4:56	5:26	5:56	6:26	6:56	7:36	8:36
Fort Lauderdale/Hollywood International Airport at Dania Beach	1:03	2:03	3:03	4:03	4:33	5:03	5:33	6:03	6:33	7:03	7:43	8:43
Sheridan Street	1:07	2:07	3:07	4:07	4:37	5:07	5:37	6:07	6:37	7:07	7:47	8:47
Hollywood	1:11	2:11	3:11	4:11	4:41	5:11	5:41	6:11	6:41	7:11	7:51	8:51
Golden Glades	1:20	2:20	3:20	4:20	4:50	5:20	5:50	6:20	6:50	7:20	8:00	9:00
Opa-locka	1:26	2:26	3:26	4:26	4:56	5:26	5:56	6:26	6:56	7:26	8:06	9:06
Metrorail Transfer	1:33	2:33	3:33	4:33	5:03	5:33	6:03	6:33	7:03	7:33	8:13	9:13
Hialeah Market	1:39	2:39	3:39	4:39	5:09	5:39	6:09	6:39	7:09	7:39	8:19	9:19
Miami Airport	1:45	2:45	3:45	4:45	5:15	5:45	6:15	6:45	7:15	7:45	8:25	9:25

Southbound to Miami Airport Station								
STATION	WEEKEND / HOLIDAYS A.M.			WEEKEND / HOLIDAYS P.M.				
Train Number	P661	P663	P665	P667	P669	P671	P673	P675
Mangonia Park	6:00	8:00	10:00	12:00	2:00	4:00	6:00	8:30
West Palm Beach	6:06	8:06	10:06	12:06	2:06	4:06	6:06	8:36
Lake Worth	6:14	8:14	10:14	12:14	2:14	4:14	6:14	8:44
Boynton Beach	6:19	8:19	10:19	12:19	2:19	4:19	6:19	8:49
Delray Beach	6:27	8:27	10:27	12:27	2:27	4:27	6:27	8:57
Boca Raton	6:32	8:32	10:32	12:32	2:32	4:32	6:32	9:02
Deerfield Beach	6:39	8:39	10:39	12:39	2:39	4:39	6:39	9:09
Pompano Beach	6:43	8:43	10:43	12:43	2:43	4:43	6:43	9:13
Cypress Creek	6:49	8:49	10:49	12:49	2:49	4:49	6:49	9:19
Fort Lauderdale	6:56	8:56	10:56	12:56	2:56	4:56	6:56	9:26
Fort Lauderdale/Hollywood International Airport at Dania Beach	7:03	9:03	11:03	1:03	3:03	5:03	7:03	9:33
Sheridan Street	7:07	9:07	11:07	1:07	3:07	5:07	7:07	9:37
Hollywood	7:11	9:11	11;11	1:11	3:11	5:11	7:11	9:41
Golden Glades	7:20	9:20	11:20	1:20	3:20	5:20	7:20	9:50
Opa-locka	7:26	9:26	11:26	1:26	3:26	5:26	7:26	9:56
Metrorail Transfer	7:33	9:33	11:33	1:33	3:33	5:33	7:33	10:03
Hialeah Market	7:39	9:39	11:39	1:39	3:39	5:39	7:39	10:09
Miami Airport	7:45	9:45	11:45	1:45	3:45	5:45	7:45	10:15

Northbound to Mangonia Park Station												
STATION	**WEEKDAY A.M.**											
Train Number	**P600**	**P602**	**P604**	**P606**	**P608**	**P610**	**P612**	**P614**	**P616**	**P618**	**P620**	**P622**
Miami Airport	4:20	4:50	5:20	5:50	6:10	6:30	7:00	7:30	8:10	9:00	10:00	11:00
Hialeah Market	4:23	4:53	5:23	5:53	6:13	6:33	7:03	7:33	8:13	9:03	10:03	11:03
Metrorail Transfer	4:27	4:57	5:27	5:57	6:17	6:37	7:07	7:37	8:17	9:07	10:07	11:07
Opa-locka	4:33	5:03	5:33	6:03	6:23	6:43	7:13	7:43	8:23	9:13	10:13	11:13
Golden Glades	4:38	5:08	5:38	6:08	6:28	6:48	7:18	7:48	8:28	9:18	10:18	11:18
Hollywood	4:46	5:16	5:46	6:16	6:36	6:56	7:26	7:56	8:36	9:26	10:26	11:26
Sheridan Street	4:49	5:19	5:49	6:19	6:39	6:59	7:29	7:59	8:39	9:29	10:29	11:29
Fort Lauderdale/Hollywood International Airport at Dania Beach	4:52	5:22	5:52	6:22	6:42	7:02	7:32	8:02	8:42	9:32	10:32	11:32
Fort Lauderdale	5:00	5:30	6:00	6:30	6:50	7:10	7:40	8:10	8:50	9:40	10:40	11:40
Cypress Creek	5:06	5:36	6:06	6:36	6:56	7:16	7:46	8:16	8:56	9:46	10:46	11:46
Pompano Beach	5:12	5:42	6:12	6:42	7:02	7:22	7:52	8:22	9:02	9:52	10:52	11:52
Deerfield Beach	5:17	5:47	6:17	6:47	7:07	7:27	7:57	8:27	9:07	9:57	10:57	11:57
Boca Raton	5:24	5:54	6:24	6:54	7:14	7:34	8:04	8:34	9:14	10:04	11:04	12:04
Delray Beach	5:29	5:59	6:29	6:59	7:19	7:39	8:09	8:39	9:19	10:09	11:09	12:09
Boynton Beach	5:37	6:07	6:37	7:07	7:27	7:47	8:17	8:47	9:27	10:17	11:17	12:17
Lake Worth	5:43	6:13	6:43	7:13	7:33	7:53	8:23	8:53	9:33	10:23	11:23	12:23
West Palm Beach	5:54	6:24	6:54	7:24	7:44	8:04	8:34	9:04	9:44	10:34	11:34	12:34
Mangonia Park	6:05	6:35	7:05	7:35	7:55	8:15	8:45	9:15	9:55	10:45	11:45	12:45

Northbound to Mangonia Park Station												
STATION	**WEEKDAY P.M.**											
Train Number	**P624**	**P626**	**P628**	**P630**	**P632**	**P634**	**P636**	**P638**	**P640**	**P642**	**P644**	**P646**
Miami Airport	12:00	1:00	2:00	3:00	4:00	4:30	5:00	5:20	5:50	6:20	6:50	7:50
Hialeah Market	12:03	1:03	2:03	3:03	4:03	4:33	5:03	5:23	5:53	6:23	6:53	7:53
Metrorail Transfer	12:07	1:07	2:07	3:07	4:07	4:37	5:07	5:27	5:57	6:27	6:57	7:57
Opa-locka	12:13	1:13	2:13	3:13	4:13	4:43	5:13	5:33	6:03	6:33	7:03	8:03
Golden Glades	12:18	1:18	2:18	3:18	4:18	4:48	5:18	5:36	6:08	6:38	7:08	8:08
Hollywood	12:26	1:26	2:26	3:26	4:26	4:56	5:26	5:46	6:16	6:46	7:16	8:16
Sheridan Street	12:29	1:29	2:29	3:29	4:29	4:59	5:29	5:49	6;19	6:49	7:19	8:19
Fort Lauderdale/Hollywood International Airport at Dania Beach	12:32	1:32	2:32	3:32	4:32	5:02	5:32	5:52	6:22	6:52	7:22	8:22
Fort Lauderdale	12:40	1:40	2:40	3:40	4:40	5:10	5:40	6:00	6:30	7:00	7:30	8:30
Cypress Creek	12:46	1:46	2:46	3:46	4:46	5:16	5:46	6:06	6:36	7:06	7:36	8:36
Pompano Beach	12:52	1:52	2:52	3:52	4:52	5:22	5:52	6:12	6:42	7:12	7:42	8:42
Deerfield Beach	12:57	1:57	2:57	3:57	4:57	5:27	5:57	6:17	6:47	7:17	7:47	8:47
Boca Raton	1:04	2:04	3:04	4:04	5:04	5:34	6:04	6:24	6:54	7:24	7:54	8:54
Delray Beach	1:09	2:09	3:09	4:09	5:09	5:39	6:09	6:29	6:59	7:29	7:59	8:59
Boynton Beach	1:17	2:17	3;17	4:17	5:17	5:47	6:17	6:37	7:07	7:37	8:07	9:07
Lake Worth	1:23	2:23	3:23	4:23	5:23	5:53	6:23	6:43	7:13	7:43	8:13	9:13
West Palm Beach	1:34	2:34	3:34	4:34	5:34	6:04	6:34	6:54	7:24	7:54	8:24	9:24
Mangonia Park	1:45	2:45	3:45	4:45	5:45	6:15	6:45	7:05	7:35	8:05	8:35	9:35

Northbound to Mangonia Park Station								
STATION	WEEKEND / HOLIDAYS A.M.			WEEKEND / HOLIDAYS P.M.				
Train Number	P660	P662	P664	P666	P668	P670	P672	P674
Miami Airport	6:00	8:00	10:00	12:00	2:00	4:00	6:00	8:30
Hialeah Market	6:03	8:03	10:03	12:03	2:03	4:03	6:03	8:33
Metrorail Transfer	6:07	8:07	10:07	12:07	2:07	4:07	6:07	8:37
Opa-locka	6:13	8:13	10:13	12:13	2:13	4:13	6:13	8:43
Golden Glades	6:18	8:18	10:18	12:18	2:18	4:18	6:18	8:48
Hollywood	6:26	8:26	10:26	12;26	2:26	4:26	6:26	8:56
Sheridan Street	6:29	8:29	10:29	12:29	2:29	4:29	6:29	8:59
Fort Lauderdale/Hollywood International Airport at Dania Beach	6:32	8:32	10:32	12:32	2:32	4:32	6:32	9:02
Fort Lauderdale	6:40	8:40	10:40	12:40	2:40	4:40	6:40	9:10
Cypress Creek	6:46	8:46	10:46	12:46	2:46	4:46	6:46	9:16
Pompano Beach	6:52	8:52	10:52	12:52	2:52	4:52	6:52	9:22
Deerfield Beach	6:57	8:57	10:57	12:57	2:57	4:57	6:57	9:27
Boca Raton	7:04	9:04	11:04	1:04	3:04	5:04	7:04	9:34
Delray Beach	7:09	9:09	11:09	1:09	3:09	5:09	7:09	9:39
Boynton Beach	7:17	9:17	11:17	1:17	3:17	5:17	7:17	9:47
Lake Worth	7:23	9:23	11:23	1:23	3:23	5:23	7:23	9:53
West Palm Beach	7:34	9:34	11:34	1:34	3:34	5:34	7:34	10:04
Mangonia Park	7:45	9:45	11:45	1:45	3:45	5:45	7:45	10:15

Appendix B – Survey Instrument (English, Spanish, and Creole)

PLEASE HELP US IMPROVE YOUR TRI-RAIL SERVICE !

Por favor ver al reverso para español • Souple mande pouyon fòm an Kreyòl

Tri-Rail is conducting a survey to help determine future service and station improvements. You can help by filling out this survey while you ride today. Please print clearly. ***Return your completed Survey to a surveyor before leaving the train.*** If you make another trip today on Tri-Rail, you may be given a survey **each** time you ride Tri-Rail. It is important that you **complete a survey each time** that you ride Tri-Rail today. **THANK YOU!**

PLEASE TELL US ABOUT THE ONE-WAY TRIP YOU ARE MAKING NOW ON TRI-RAIL

PLEASE ☑CHECK ONLY ONE RESPONSE PER QUESTION

1. BEFORE COMING TO TRI-RAIL, I ORIGINALLY **STARTED TODAY'S ONE-WAY** TRIP AT: ❑Home ❑Airport _____ (Name)
   ❑Work ❑College ❑School(K-12) ❑Other _____ (Specify (for example: "Beach"))

2. WHICH IS LOCATED AT (IMPORTANT!):
   _____ Nearby Landmark (for example: Name of Building, Mall, Hospital or School)
   _____ Nearby Intersection or Address / City or Town / Zip Code

3. TO GET TO TRI-RAIL I: ❑Walked ❑Biked
   ❑Took a Taxi ❑Rode a School Bus ❑Rode a Metrorail Train
   ❑Rode a Transit Bus (Route #/Name) _____
   ❑Rode a Tri-Rail Shuttle Bus (Route #/Name) _____
   ❑Drove and parked at the station. Number of people in vehicle including me. (# of people) _____
   ❑Rode with someone that dropped me off at the station. Number of people dropped off including me. (# of people) _____
   ❑Rode with someone that parked his/her vehicle at the station. Number of people in vehicle including me. (# of people) _____
   ❑Other (Please specify) _____

4. I GOT ON THIS TRAIN AT: _____ Station (Station Name)

5. I WILL GET OFF THIS TRAIN AT: _____ Station (Station Name)

6. WHEN I LEAVE TRI-RAIL I WILL: ❑Walk ❑Bike
   ❑Take a Taxi ❑Ride a School Bus ❑Ride a Metrorail Train
   ❑Ride a Transit Bus (Route #/Name) _____
   ❑Ride a Tri-Rail Shuttle Bus (Route #/Name) _____
   ❑Drive a vehicle I parked at the station. Number of people that will get in the vehicle including me. (# of people) _____
   ❑Ride with someone that is picking me up at the station. Number of people that will be picked up including me. (# of people) _____
   ❑Ride with someone that parked his/her vehicle at the station. Number of people that will get in vehicle including me. _____ (# of people)
   ❑Other (Please specify) _____

7. AFTER LEAVING TRI-RAIL, I WILL ULTIMATELY **FINISH TODAY'S ONE-WAY** TRIP AT: ❑Home ❑Airport _____ (Name)
   ❑Work ❑College ❑School(K-12) ❑Other _____ (Specify (for example: "Beach"))

8. WHICH IS LOCATED AT (IMPORTANT!):
   _____ Nearby Landmark (for example: Name of Building, Mall, Hospital or School)
   _____ Nearby Intersection or Address / City or Town / Zip Code

9. TODAY I WILL MAKE ANOTHER TRI-RAIL TRIP TO GET BACK TO WHERE I STARTED.
   ❑Yes. What time will you board Tri-Rail again today? ____:____ (am/pm) (Time)
   ❑No

10. I HAVE BEEN USING TRI-RAIL TO MAKE THIS TRIP FOR:
    ❑First Time/Occasional Trip *(Skip to question 13)*
    ❑Less than 6 months *(Go to question 11)*
    ❑6 months or more but less than 2 years *(Skip to question 12)*
    ❑Over 2 years *(Skip to Question 12)*

11. I BEGAN RIDING TRI-RAIL LESS THAN 6 MONTHS AGO BECAUSE:
    ❑Gas prices have increased ❑Tri-Rail trains come more often
    ❑New School/Job ❑Other (Please specify) _____

12. HOW OFTEN DO YOU RIDE TRI-RAIL:
    On a typical day ❑1 ❑2 ❑3 ❑4 or more times per day.
    In a typical week ❑1 ❑2 ❑3 ❑4 ❑5 ❑6 ❑7 days per week
    or ❑ less than one day per week.

13. IN MY GROUP THERE ARE (# of children) _____ CHILDREN AND/OR (# of adults) _____ ADULTS (ELDERLY OR OTHER) WHO CANNOT FILL OUT THIS SURVEY.

PLEASE TELL US ABOUT YOURSELF

THIS INFORMATION WILL BE KEPT STRICTLY CONFIDENTIAL

14. I LIVE IN ZIP CODE: ❑❑❑❑❑ (Zip Code)

15. I LIVE/STAY IN SOUTH FLORIDA: ❑Less than 1 month per year
    ❑1 to 6 month(s) per year ❑More than 6 months per year

16. I AM: ❑MALE ❑FEMALE

17. MY AGE IS: ❑Under 16 ❑16-24 ❑25-34
    ❑35-44 ❑45-54 ❑55-64 ❑65 or Over

18. MY RACE IS BEST DESCRIBED AS: *(You can check more than one box.)*
    ❑American Indian ❑Asian ❑Black/African American
    ❑Spanish/Hispanic/Latino ❑White
    ❑Other (Please specify) _____

19. I AM: ❑in Middle School ❑in High School
    ❑in College ❑Not in School

20. I GRADUATED: ❑Middle School ❑High School/GED
    ❑College ❑Not Applicable

21. I HAVE A DRIVER'S LICENSE: ❑Yes ❑No

22. MY HOME'S TOTAL ANNUAL INCOME IS: ❑Under $25,000
    ❑$25,001-35,000 ❑$35,001-50,000 ❑$50,001-75,000
    ❑$75,001-100,000 ❑Over $100,000 ❑I do not know.

23. INCLUDING ME, (# of people) _____ PEOPLE LIVE IN MY HOME AND OF THOSE (# of people) _____ HAVE A DRIVER'S LICENSE.

24. _____ VEHICLES ARE OWNED BY PEOPLE IN MY HOME. (# of vehicles) (Including Vans, SUV's, Motorcycles, Scooters and Pick-Up Trucks)

25. I COULD HAVE TRAVELED TODAY BY CAR BUT CHOSE TO RIDE TRI-RAIL INSTEAD: ❑Yes ❑No

26. I FILLED OUT ANOTHER SURVEY CARD EARLIER TODAY: ❑Yes ❑No

Comments: _____

Thank you for your participation!

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

¡POR FAVOR AYÚDENOS A MEJORAR SU SERVICIO DE TRI-RAIL!

Please turn page over for English • Souple mande pouyon fòm an Kreyòl

Tri-Rail está realizando una encuesta para guiarnos en la planificación de servicios y mejoras a las estaciones. Usted puede ayudar completando esta encuesta mientras viaja. Por favor escriba claro. Use el espacio proveído a la derecha para comentarios adicionales. ***Por favor devuelva su tarjeta al encuestador antes de bajarse del tren.*** Si usted vuelve a usar el servicio de Tri-Rail hoy, se le entregara otra tarjeta de encuesta. Es importante que **complete cada tarjeta** cada vez que usted use el servicio de Tri-Rail hoy. **¡GRACIAS!**

DÍGANOS SOBRE EL VIAJE QUE ESTA REALIZANDO EN EL SERVICIO DE TRI-RAIL EN ESTE MOMENTO (EN UNA SOLA VÍA)

POR FAVOR ☑ SELECCIONE SOLO UNA CASILLA

1. ANTES DE ABORDAR EL TREN ¿DÓNDE **COMENZÓ** ESTE VIAJE (**UNA SOLA VÍA**): ❑Casa ❑Aeropuerto _____ *Nombre*
   ❑Trabajo ❑Universidad ❑Escuela(K-12) ❑Otro _____ *(Especifique por ejemplo: playa)*

2. LOCALIZADO EN (¡IMPORTANTE!):
   _____
   Punto de referencia más cercano (por ejemplo: Edificio, Centro Comercial, Hospital o Escuela)
   _____
   Dirección o intersección más cercana *Ciudad o reparto* *Código Postal*

3. LLEGUÉ A LA ESTACIÓN DE TRI-RAIL: ❑Caminando solamente
   ❑Bicicleta ❑Taxi ❑Autobús de escuela ❑Usando el tren de Metrorail
   ❑Usando un autobús de tránsito *(# de Ruta/Nombre)* _____
   ❑Usando el servicio de autobús de Tri-Rail *(# de Ruta/Nombre)* _____
   ❑En un carro que yo dejé en la estación. Número de personas en el vehículo incluyéndome a mí. *(# de personas)* _____
   ❑En un carro que me dejó en la estación. Número de personas dejadas, incluyéndome a mí. *(# de personas)* _____
   ❑En un carro con alguien que dejo su carro en la estación. Número de personas en el vehículo incluyéndome a mí. *(# de personas)* _____
   ❑Otro *(Por favor, especifique)* _____

4. YO ABORDÉ ESTE TREN EN: ESTACIÓN _____ *Nombre de la estación*

5. ME BAJARÉ DEL TREN EN: ESTACIÓN _____ *Nombre de la estación*

6. DEJARÉ LA ESTACIÓN DE TRI-RAIL: ❑Caminando solamente
   ❑Bicicleta ❑Taxi ❑Autobús de escuela ❑Usando el tren de Metrorail
   ❑Usando un autobús de tránsito *(# de Ruta/Nombre)* _____
   ❑Usando el servicio de autobús de Tri-Rail *(# de Ruta/Nombre)* _____
   ❑En un carro que yo dejé en la estación. Número de personas que viajarán en el vehículo incluyéndome a mí. *(# de personas)* _____
   ❑En un carro con alguien que me recogerá en la estación. Número de personas que serán recogidas en el vehículo incluyéndome a mí. *(# de personas)* _____
   ❑En un carro que alguien parqueó en la estación. Número de personas que viajarán en el vehículo incluyéndome a mí. _____ *(# de personas)*
   ❑Otro *(Por favor, especifique)* _____

7. DESPUÉS DE DEJAR LA ESTACIÓN DEL TREN, **CONCLUIRÉ** MI VIAJE EN (**UNA SOLA VÍA**): ❑Casa ❑Aeropuerto _____ *Nombre*
   ❑Trabajo ❑Universidad ❑Escuela(K-12) ❑Otro _____ *(Especifique por ejemplo: playa)*

8. LOCALIZADO EN (¡IMPORTANTE!):
   _____
   Punto de referencia más cercano (por ejemplo: Edificio, Centro Comercial, Hospital o Escuela)
   _____
   Dirección o intersección más cercana *Ciudad o reparto* *Código Postal*

9. USARÉ TRI-RAIL OTRA VEZ PARA VOLVER AL LUGAR DE PARTIDA:
   ❑Sí. ¿A qué hora abordará Tri-Rail hoy nuevamente? _____:_____ (am/pm) *Hora*
   ❑No

10. HE ESTADO USANDO EL SERVICIO DE TRI-RAIL PARA HACER ESTE VIAJE POR:
    ❑Primera Vez/Viaje Ocasional *(Salte a la pregunta 13)*
    ❑Menos de 6 meses *(Salte a la pregunta 11)*
    ❑6 meses o más, pero menos de 2 años *(Salte a la pregunta 12)*
    ❑Más de 2 años *(Salte a la pregunta 12)*

11. EMPECÉ A USAR EL SERVICIO DE TRI-RAIL HACE MENOS DE 6 MESES:
    ❑Porque los precios de la gasolina han subido
    ❑Tri-Rail tiene trenes que pasan más seguido
    ❑Nueva escuela/trabajo ❑Otro *(Por favor, especifique)* _____

12. NORMALMENTE USO TRI-RAIL:
    En un día normalmente lo uso ❑1 ❑2 ❑3 ❑4 o más veces por día.
    En una semana normalmente lo uso ❑1 ❑2 ❑3 ❑4 ❑5 ❑6 ❑7 días por semana o❑ menos de un día por semana.

13. CONMIGO VIAJAN *(# de niños)* _____ NIÑOS Y/O *(# de adultos)* _____ ADULTOS *(ANCIANOS U OTROS)* QUE NO PUEDEN LLENAR ESTA ENCUESTA.

POR FAVOR INFÓRMENOS SOBRE USTED

TODAS LAS RESPUESTAS SE MANTENDRÁN ESTRICTAMENTE CONFIDENCIALES

14. MI CÓDIGO POSTAL ES: ❑❑❑❑❑ *Código Postal*

15. VIVO/RESIDO EN EL SUR DE LA FLORIDA: ❑Menos de un mes al año ❑1-6 meses al año ❑Más de 6 meses al año

16. SEXO: ❑MASCULINO ❑FEMENINO

17. EDAD: ❑MENOR DE 16 ❑16-24 ❑25-34 ❑35-44 ❑45-54 ❑55-64 ❑65 o más

18. LA RAZA QUE ME CARACTERIZA ES: *(Puede marcar más de una casilla.)*
    ❑Indio Americano ❑Asiático ❑Negro/Afro-Americano
    ❑Español/Hispano/Latino ❑Raza Blanca
    ❑Otro *(Por favor, especifique)* _____

19. YO SOY UN ESTUDIANTE DE: ❑Middle School ❑High School ❑Universidad ❑Ninguno

20. YO TENGO UN DIPLOMA DE: ❑Middle School ❑High School/GED ❑Universidad ❑Ninguno

21. TENGO LICENCIA DE CONDUCIR: ❑Sí ❑No

22. INGRESO ANUAL EN MI HOGAR : ❑Menos de $25,000 ❑$25,001-35,000 ❑$35,001-50,000 ❑$50,001-75,000 ❑$75,001-100,000 ❑Más de $100,000 ❑No se.

23. INCLUYÉNDOME A MI, _____ *(# de Personas)* PERSONA(S) VIVE(N) EN MI HOGAR, Y DE ELLOS _____ *(# de Personas)* PERSONA(S) TIENE(N) LICENCIA DE CONDUCIR.

24. TENEMOS _____ VEHÍCULOS PROPIOS EN USO EN MI HOGAR.
    # of vehicles *(Incluyendo Vanes, Motocicletas y Camionetas Pick-Up)*

25. PODRÍA HABER VIAJADO EN CARRO HOY, PERO PREFERÍ MONTAR TRI-RAIL: ❑Sí ❑No

26. HOY LLENÉ OTRA TARJETA DE ENCUESTA ANTERIORMENTE: ❑Sí ❑No

Comentarios: _____

_____

_____

¡Gracias por su participación!

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

TANPRI EDE NOU AMELYORE SEVIS TRI-RAIL OU A!

Tri-Rail ap pasé yon kéksyonè ki pral sèvi kòm gid pou amélyorasyon sèvis ak estasyon yo. Ou kap édé éfò sa si ou rampli kéksyonè sa pandan ou nan tren-yan. Tanpri ekri byen Kle. **Avan ou désann tren yan, tanpri pa blyé rémèt kéksyonè ké ou fini rampli bay moun ki té ba oul la.** Si ou itilizé sèvis Tri-Rail ankò jodya, li posib pou yo ba wou yon lot kéksyonè chak fwa ou monté yon lòt tren. Li impòtan pou **rampli kéksyonè ya chak fwa** ou pran yon tren jodya. **MESI!**

TANPRI PALE NOU DE TRAJE SENP SA KE WAP FE KOUNYE YA NAN TRI-RAIL LA.

TANPRI ☑TCHEKE SELMAN YON REPONS POU CHAK KEKSYON

1. AVAN OU TE VINI NAN TRI-RAIL LA, MWEN KOMANSE TRAJE SENP SA JODYA: ❑Lakay mwen ❑Nan Ayéwopò _____
❑Nan Travay mwen ❑ Nan Inivèsitém ❑Nan Lékòl mwen
❑Yon lòt koté _____
Maké ki koté (pa eksanp: "Bò yon Plaj")

2. KI SITYE NAN (IMPOTAN!):
_____
Pwend Répè (pa eksanp:Bildin Sant Dacha,Lopital oswa Lékòll)
_____
Adrès oswa Entèséksyon ki pi prè ya *Vil oswa Katyé* *Kod Postal*

3. MWEN TE VINI PRAN NAN ESTASYON TRI-RAIL LA:
❑Apyé ❑Sou Békan ❑NanTaksi ❑Nan Bis Lékòl
❑Nan yon Tren Metrorail ❑Nan yon Bis Tranzit *(Wout #/Nimévo)* _____
❑Nan yon ti Bis ki Mennen moun nan éstasyon *(Wout #/Nimévo)* _____
❑ Nan machin mwen ki paké nan éstasyon an. Kantité moun ki té nan machin nan avèm. *(kantité moun)* _____
❑Pran woulib nan men yon moun ki dépozém nan éstasyon an. Kantité moun ki té pran woulib avèm. *(kantité moun)*_____
❑Pran woulib nan men yon moun ki paké machin li nan éstasyon an. Kantité moun ki té nan machin nan avèm. *(kantité moun)* _____
❑Pa lòt Mwayen (Tanpri di ki mwayen) _____

4. MWEN MONTE NAN TREN SA NAN ESTASYON: _____
Non Estasyon an

5. MAP DESANN TREN SA NA ESTASYON: _____
Non Estasyon an

6. LE MWEN KITE TRI-RAIL, MAP ALE: ❑Apyé ❑Sou Békan
❑NanTaksi ❑Nan Bis Lékòl ❑Nan yon Tren Metrorail
❑Nan yon Bis Tranzit *(Wout #/Nimévo)* _____
❑Nan yon ti Bis ki Mennen moun nan éstasyon *(Wout #/Nimévo)* _____
❑Nan machin mwen ki paké nan éstasyon an. Kantité moun ki té nan machin nan avèm. *(kantité moun)* _____
❑Pran woulib nan men yon moun kap vini chachém nan éstasyon an. Kantité moun kap pran woulib avèm. *(kantité moun)* _____
❑Pran woulib nan men yon moun ki paké machin li nan éstasyon an. Kantité moun kap monté nan machin nan avèm. *(kantité moun)*___
❑Pa lòt Mwayen *(Tanpri di ki mwayen)* _____

7. LE MWEN KITE TRI-RAIL, MAP BOUKLE TRAJE SENP SA JODYA:
❑Lakay mwen ❑ Nan Ayéwopò _____
❑Nan Travay mwen ❑ Nan Inivèsitém ❑Nan Lékòl mwen
❑Yon lòt koté _____
Maké ki koté (pa eksanp: "Bò yon Plaj")

8. KI SITYE NAN (IMPOTAN!):
_____
Pwend Répè (pa eksanp:Bildin Sant Dacha,Lopital oswa Lékòll)
_____
Adrès oswa Entèséksyon ki pi prè ya *Vil oswa Katyé* *Kod Postal*

9. JODYA, MAP PRAN YON LOT TREN TRI-RAIL POU MWEN KAP TOUNEN KOTEM TE SOTI YA..
❑Wi. A ki lè wap pran yon lòt tren Tri-Rail jodya?___:___(am/pm)
❑No

10. MWEN PRAN TRI-RAIL POU TRAJE SENP SA POU: ❑Prémyé Fwa/Pa Okazyon *(Janbé nan Kéksyon 13)*
❑Mwens ké 6 mwa *(Janbé nan Kéksyon 11)*
❑6 mwa oswa plis men mwens ké 2 ané *(Janbé nan Kéksyon 12)*
❑Plis ké 2 ané *(Janbé nan Kéksyon 12)*

11. I MWEN KOMANSE PRAN TRI-RAIL MWENS KE 6 MWA DE SA PASKE:
❑Pri gaz monté tèt nèg ❑Tren Tri-Rail pasé pi souvan
❑Lòt Lékòl/Travay ❑Lòt Rézon *(Tanpri éspliké)* _____

12. KONBYEN FWA OU PRAN TRI-RAIL:
Nan yon jou ❑1 ❑2 ❑3 ❑4 oswa plis fwa pa jou.
Nan yon sémèn ❑1 ❑2 ❑3 ❑4 ❑5 ❑6 ❑7 jou pa sémèn
❑pa menm yon jou pa sémèn.

13. Nan gwoup mwen yan, genyen *(kantité timoun)* _____ timoun ak/oswa *(kantité granmoun)* _____ granmoun ki pa kapab rampli kéksyonè ya.

TANPRI PALE NOU DE OU

ENFOMASYON KE OU BAN NOU AP RETE SAN POU SAN KONFIDANSYEL

14. MWEN ABITE NAN KOD POSTAL: ❑❑❑❑❑
Kod Postal

15. MWEN VIV NAN SID FLORIDA POU:
❑Mwens ké yon mwa pa ané
❑youn a 6 mwa pa ané ❑Plis ké 6 mwa pa ané

16. SEKS MWEN SE: ❑MAL ❑FEMEL

17. LAJ MWEN SE: ❑Mwens ké 16 ❑16-24 ❑25-34
❑35-44 ❑45-54 ❑55-64 ❑65 oswa Plis

18. PI BON FASON POU DEKRI RAS MWEN SE: *(Ou kap tchéké plis ké yon ti bwat.)*
❑Mériken Endyen ❑Aziatik ❑Nwa/Afriken Mériken
❑Panyòl/Ispanik/Laten ❑Blan
❑Lòt *(Tanpri Dékri Ras ou)*_____

19. MWEN NAN: Lékòl Primè ❑Lékòl Ségondè
❑Nan Inivèsité ❑Pa Lékòl

20. MWEN GRADYE: ❑ Lékòl Primè ❑ Lékòl Ségondè /GED
❑Inivèsité ❑Pa Apliké

21. MWEN GEN LISANS POUM KONDI MACHIN: ❑Wi ❑Non

22. REVENI ANYEL LAKAY MWEN SE: ❑Mwens ké $25,000
❑$25,001-35,000 ❑$35,001-50,000 ❑$50,001-75,000
❑$75,001-100,000 ❑Plis ké $100,000 ❑Mwen pa konnen.

23. KONTE TET PAM, *(kantité moun)*_____ Moun ki abité lakay mwen é nan yo *(kantité moun)*_____ ki genyen yon lisans.

24. _____MACHIN KE MOUN NAN KAY LA POSEDE.
Kantité machin (Konté Van,Djip, Moto,Vélo ak Kamyonèt)

25. MWEN TE KAB KONDI JODYA MEN MWEN DESIDE POUM PRAN TRI-RAIL PITO: ❑Wi ❑Non

26. MWEN TE GEN TAN RANPLI YON LOT KEKSYONEJODYA:
❑Wi ❑Non

Kòmantè: _____
_____
_____

Mèsi pou Patisipasyon ou!

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

Appendix C – Training Manual/Presentation

Tri-Rail

On-Board Transit Survey

Surveyor Training Session
October 21, 2008

Gannett Fleming

RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

About the Survey

2

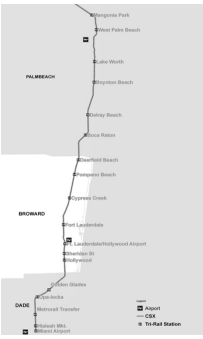
Survey Purpose

- **Obtain origin / destination* information from <u>all</u> transit patrons on surveyed trains.**
- Obtain relevant demographic information such as age, race, & gender.
- Obtain on/off counts for all trains at each station all day.

* Origin=begin trip, Destination=end trip

3

All Trains will be either Surveyed and/or Counted

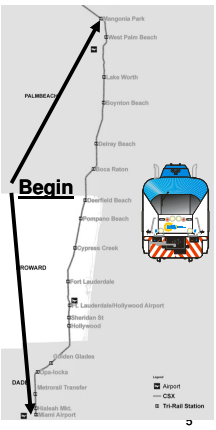


- 50 Total Trains
- 30 Trains will have complete Surveys and Door Counts
- 20 Trains will have Door Counts only
- 8 Shifts start at Mangonia Park Tri-Rail Station
- 6 Shifts start at Miami Airport Tri-Rail Station

4

Survey Limits

- **The entire 70-mile length of the Tri-Rail service**
- **Northern Limit – Mangonia Park Station**
- **Southern Limit- Miami Airport Station**
- **A total of 18 Stations**



5

All Passengers to be Surveyed

- Survey is intended to be self-administered, with interviews as necessary.
- All able passengers over 12 years old are to get a survey form or are to be interviewed.
- Children/minors accompanied by adults will be counted differently. (Refer to Question 13)
- Assisted adults will be counted differently. (Refer to Question 13)
- For Question 13, only one adult is to complete the form for the children and assisted adults.
- **Goal is 100% participation with a <u>properly filled out</u> form.**

6

Survey Date

Wednesday October 22, 2008

- We only have one chance.
- We will start when service starts at 4:00 AM.
- We will end when service ends at 11:05 PM.
- We will be on EVERY train either surveying and counting or just counting.

Please Note: Today's training will be paid for 4 hours worked **ONLY** if you actually work on Wednesday. Surveyors who attend training but do not work their assigned shift on Wednesday will NOT be paid.

7

Questions?

8

On the Day of the Survey

9

Getting to Tri-Rail

- You must arrive early (approximately half-hour) to allow time for check-in and assembling of your survey materials prior to departure of your assigned train, those who are late may be re-assigned or not allowed to work!
- Due to constrained parking conditions surveyors need to arrange to be dropped off at the station or park at designated places:
- Miami Airport Station – Wyndham Hotel
- Mangonia Park Station – Follow signage
- We prefer surveyors to use "Kiss & Ride".

10

Directions - Miami Airport Station

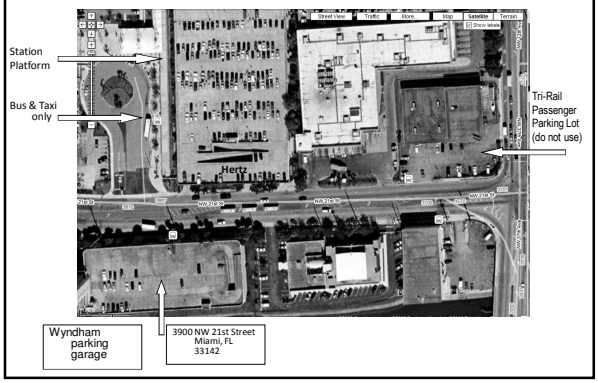
- **Miami Airport Station**
  3797 Northwest 21st Street, Miami 33142
- **Directions from I-95**
  Go west on SR-836 to Northwest 37th Avenue. Turn right onto Northwest 37th Avenue (also Douglas Road). Travel 1/2 mile to Northwest 21st Street and turn left on Northwest 21st Street. Travel 1/8 mile. Station is on right.
- **Directions from LeJeune Road**
  Take LeJeune Road to Northwest 25th Street. Go east on Northwest 25th Street to Northwest 37th Avenue (also Douglas Road) and turn right. Follow 1/8 mile to Northwest 21st Street and turn right. Station entrance will be on right.
- **Directions from SR-112 (Airport Expressway)**
  Take SR-112 to LeJeune Road. Follow LeJeune Road to Northwest 25th Street. East on Northwest 25th Street to Northwest 37th Avenue (also Douglas Road) and turn right. Follow 1/8 mile to Northwest 21st Street and turn right. Station entrance will be on right.

11

Directions - Miami Airport Station

12

Miami Airport Station Parking



Miami Airport Tri-Rail Parking Procedure

- Wyndham Hotel parking garage is open 24-hours and users take a ticket to raise the gate and enter.
- Tuesday and Wednesday only: When associates approach the parking garage gate, they should take a ticket to enter. Have the attendant validate your ticket immediately. Tell the attendant that you are with the GANNETT FLEMING SURVEY PROJECT and your ticket will be validated.
- If there is no attendant present when you enter the garage, take a ticket and park. Upon exiting, you must see an attendant to validate your ticket prior to leaving the garage.
- During the Training Sessions on Tuesday, SFRTA/Tri-Rail will be distributing signs for associates to display on their dashboards to facilitate this process again on Wednesday.

Directions - Mangonia Park Station

- **Mangonia Park Station**
  1415 45th Street, West Palm Beach, FL 33407
- **Directions**
  I-95 to 45th Street, exit #74. East on 45th Street. After fifth stoplight, turn north onto North Shore Drive. Watch for signs.

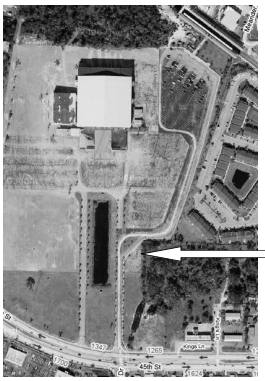
15

Directions - Mangonia Park Station

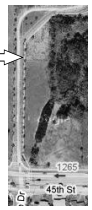
Mangonia Park Station Parking

- Lot near platform will be full and is desirable for passengers.
- Parallel parking along chain-link fence and driveway not recommended due to traffic.
- Remote lot is designated for surveyor and supervisor parking.

Mangonia Park Station Surveyor Parking



- Surveyors to park in designated lot off 45th Street
- Use dashboard parking passes



Mangonia Park Station parking

Primary – use lot near 45th Street entrance

Last resort – use "non-regulation" spaces and display parking pass

Parking should remain as available as possible for the faithful Tri-Rail passengers

Please try to "Kiss & Ride" if at all possible!!

20

Questions about parking?

21

Punctuality

- All surveyors MUST report on time.
  - Recommend you arrive early for your shift.
- The train will leave without you.
- Report to your Station Master upon arrival.
- Please note parking limitations.

22

Appearance

- Solid color pants or skirt.
- Clean and non-tattered jeans are acceptable.
- Solid color shirt (no logos or jerseys).
- Comfortable close-toed shoes.
- Limit the amount of jewelry.
- Apron will be provided.
- Digital watches are recommended.

23

Hygiene

- Clean and neat clothes.
- Showered and washed hair.
- Clean hands/nails and face.
- Combed/groomed hair.
- Men shaved or groomed facial hair.
- Brushed teeth.
- No gum chewing will be allowed.
- No smoking on train or during station stops.
- Smoking may be allowed at Terminal Stations between trips with permission from Train Captain.

24

Breaks

- Always follow directions from your Train Captain .
- Bring money for vending machines or bring a bagged lunch/snacks. (Do not bring a cooler.)
- Restrooms on trains to be used during breaks or emergencies.
- **Do not get off the train** for breaks unless approved by your Train Captain.

25

Cell Phones

- Only emergency calls to your Train Captain will be allowed.
- Do not answer your phone while on the train.
- Do not call anyone while on the train.
- Please have your phone on silence or vibrate.
- **All violations** of the cell phone policy will result in dismissal by the Train Captain. Dismissed staff will not be paid!

26

Michael Moore
Mangonia Park
Station Master
(561) 723-1403

Mary Ross
Miami Airport
Station Master
(813) 230-3914

Reporting

- Report *on-time* to the **Station Master**
  - Look for a Table.
  - Sign in at station.
  - Collect your own tote bag and survey kit
    - Survey Cards
    - Envelope
    - Pens
    - Apron
    - Tally Counters
    - Bottles of Water
- Your Train Captain will be assigned at check-in.

27

Supplies

- Surveys
- Survey Log Sheet / Completed Survey Envelope (1 envelope per person per trip)
- Pens (Can be kept by the riders completing survey)
- Counters
- Official Surveyor Badge (Tri-Rail Pass)
- Apron

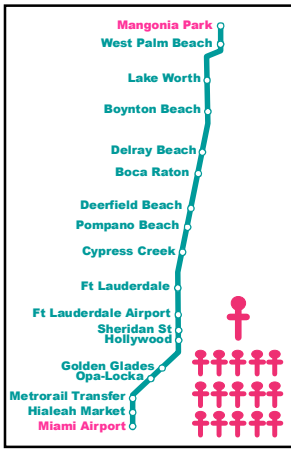
28

Questions about Reporting?

29

How to Successfully Conduct The Survey

30



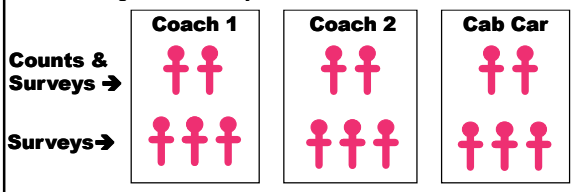
Surveying

- Each Team will work together to survey a series of trains
  - Survey 2 to 6 trips, depending on your *Run/Shift Assignment*
- A series of one-way train trips (north and south) is a "run"
  - You must start a new envelope and record sheet for *every* trip
  - Your job may vary every trip, depending on your assignment

31

Surveyor Assignments

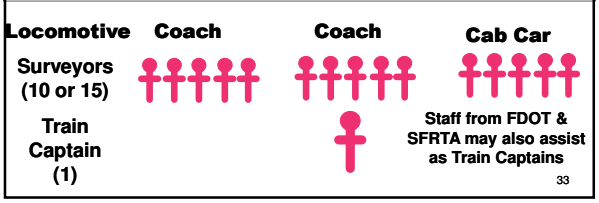
- Check in first with your Train Captain.
- Go to your assigned car and job.
- Your duties will depend on your *Assignment.*
- Train Captains may make re-assignments throughout the day.



32

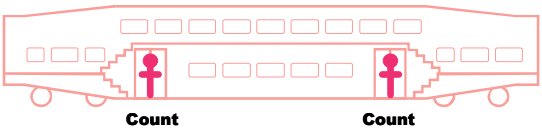
Survey Process

- Surveyors are organized into 14 "runs"
- Each "run" is a team of 10 to 20 people working together on a series of train cars
- Certain trains only have two cars, most have three cars.



33

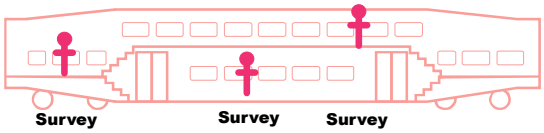
Survey Process



- **On each train car 2 counters stand near the doorways and count passengers getting on and off the train.**
- **Counters are not to interfere with access and egress to and from the car door.**

34

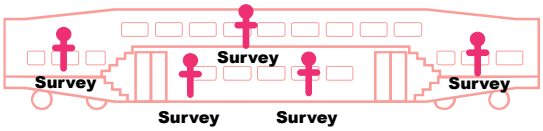
Survey Process



- On each train car 3 surveyors pass out surveys and pens to all riders.
- Make sure all adults are either surveyed or interviewed.
- Collect completed surveys as soon as the rider is finished. Do not allow the finished surveys to be placed on tables or seats. Make sure completed surveys are not lost!

35

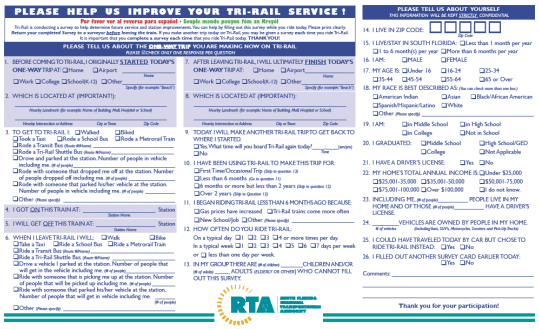
Survey Process



- **Between stops, everyone (counters & surveyors) help riders with surveys and collect completed surveys from riders.**
- **Door counters must return to their assigned door and be ready to count prior to the doors opening.**
- **Pass collected surveys to train captain as often as possible and at least once mid-shift .**

36

Survey Questionnaire - English



PLEASE HELP US IMPROVE YOUR TRI-RAIL SERVICE!

Please tell us about your one-way trip

PLEASE TELL US ABOUT YOURSELF

37

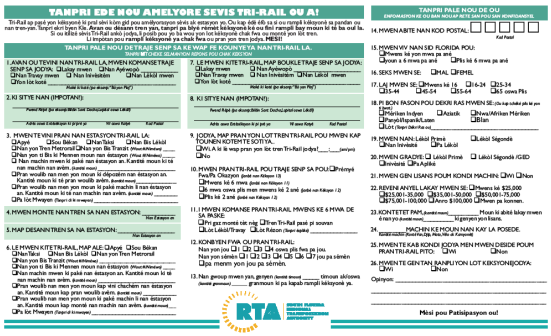
Survey Questionnaire - Spanish

¡POR FAVOR AYÚDENOS A MEJORAR SU SERVICIO DE TRI-RAIL!

Please turn page over for English • Despues de voltear la pagina para ver el ingles

38

Survey Questionnaire - Creole



TANPRI EDE NOU AMELYORE SEVIS TRI-RAIL OU A!

39

Complete a Survey Questionnaire

- Please complete a Survey Questionnaire based on your one-way trip to today's training.

40

What You May Encounter When Handing Out Surveys

- Riders who refuse to participate.
- Riders who are tourists.
- Families with children.
- Rider who filled out a survey earlier in the day.
- Rider only on the train for a short distance.
- Riders with disabilities or special needs.

41

Behavior

- Be courteous! Be friendly! Be active!
- Be persistent but respectful and nice
- Say "Thank you" no matter what
- Do not argue with a passenger
- Report any major problems to your Train Captain

42

Handing Out Surveys

- Allow passengers to get seated .
- Always request politely for each passenger to fill out a survey (all able passengers).
- Do not accept an initial refusal. Emphasize importance of survey.
- Be courteous no matter what happens.
- If necessary, offer assistance to anyone who seems to need it.
- Ask the passenger to return the survey to you or another surveyor as soon as the survey is completed.

43

Handing Out Surveys

- Keep survey serial numbers of survey questionnaire in order.
- Record starting serial number at each station.
- Do not "share" a survey pad with another surveyor.
- Find the right surveyor if language is an issue.
  - Remember – Survey forms are in three languages.
- Let your Train Captain know immediately of all refusals if possible.
- Pay special attention to young students, elderly and disabled.
- Follow any instructions from your Train Captain.

44

Surveyor Script

Sample Script:

Hello. We are conducting an important survey today and need you to fill out this simple questionnaire. It only takes a few minutes of your time and it will help us improve Tri-Rail service. If you have any questions or need any assistance we are here to help you. Thank You!

45

Surveyor Script

Refusal Script:

It is really important that we get everyone's response to this survey. Your information will help us improve Tri-Rail service. All information will be kept confidential.

If you would like, I can fill in the form for you via an interview. It only takes a minute. Thank You!

46

Surveyor Script

Tourist / First Time User Script:

It is really important that we get everyone's response to this survey. You represent an important travel market that we are especially interested in understanding. While you may not be here next week, another tourist will be.

If you would like, I can fill in the form for you via an interview. It only takes a minute. Thank You!

47

Surveyor Script

Script for Incorrect Form:

Thanks so much for filling out the form. I am sorry but we need some additional information on question "X" (especially the shaded boxes).

Simply ask them the question and fill it in for them.

48

Collecting Surveys

- Be pro-active in collecting surveys so that time allows for corrections / interviews.
- When collecting surveys immediately check responses to questions 1, 2, 4, 5, 7 and 8 (the shaded boxes).
- Politely return to correct these questions.
- Fill out form by interview if necessary.
- Place all completed surveys for that trip in the corresponding envelope and periodically place in box.

49

Review the Survey Before Accepting

- **Questions in shaded boxes are a must for every passenger (Questions #1, 2, 4, 5, 7, & 8)**
- Look for legibility. If you can not read it, ask for clarification and update as appropriate.
- Home address is not required!
- Need the nearest major intersection of two streets (not a town or just one street).
- Fill in their responses if verbal.
- 100% participation is our goal!

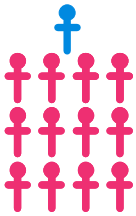
50

Important Definitions

- One-Way Trip
  - Does not start/end at Tri-Rail station
  - Sample: start at home and end at school
  - Sample: start at work and ends at home
- Nearby Intersection
  - North-south street and
  - East-west street
- Tri-Rail Station
  - See posted map on train listing the 18 stations

51

Problems or Questions while Surveying



SEE YOUR TRAIN CAPTAIN

- Train Captains will circulate through the train
  - To check your work
  - To answer questions
  - To resolve problems
- Never leave your assigned car without permission from your Train Captain. Never leave the train.
- Stick close to your Train Captain between trips

52

Passing Out Surveys

53

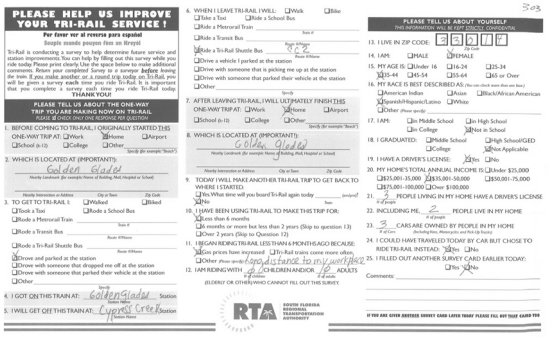
Interviewing a Rider

54

Questions about Surveying?

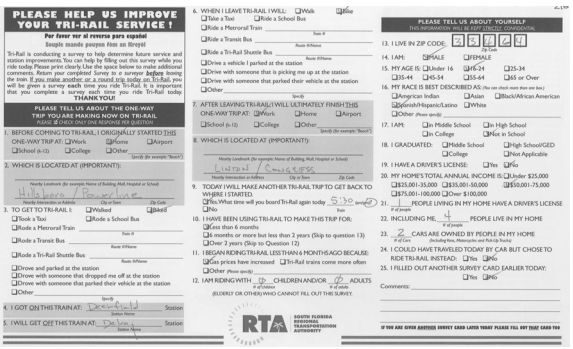
55

“Bad” Examples



56

“Good” Example



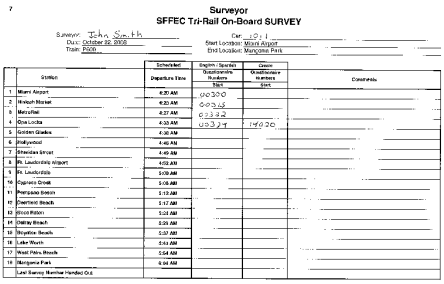
57

Record Keeping

- You will be given one of two forms:
  - Surveyor Log
  - Counter / Surveyor Log
- You must record information at each station.

58

Surveyor Log



Surveyor
SFFEC Tri-Rail On-Board SURVEY

Surveyor: John Smith
Date: October 26, 2002
Train: P600
Car: 501
Start Location: Miami Airport
End Location: Mangonia Park

	Station	Scheduled Departure Time	English / Spanish Questionnaire Numbers Start	English / Spanish Questionnaire Numbers End	Comments
1	Miami Airport	4:20 AM	00300		
2	Hialeah Market	4:23 AM	00302		
3	Metrorail	4:27 AM	00322		
4	Opa Locka	4:33 AM	00327	14020	
5	Golden Glades	4:38 AM			
6	Hollywood	4:42 AM			
7	Sheridan Street	4:49 AM			
8	Ft. Lauderdale Airport	4:53 AM			
9	Ft. Lauderdale	5:00 AM			
10	Cypress Creek	5:08 AM			
11	Pompano Beach	5:12 AM			
12	Deerfield Beach	5:17 AM			
13	Boca Raton	5:22 AM			
14	Delray Beach	5:30 AM			
15	Boynton Beach	5:37 AM			
16	Lake Worth	5:41 AM			
17	West Palm Beach	5:54 AM			
18	Mangonia Park	6:04 AM			
	Last Survey Number Handed Out				

59

Survey Log Sheets

- Two separate forms one for Surveyors and one for Door Counters
- **Surveyor**
  - **MUST** record survey serial numbers in the correct blanks
  - Surveyor & Car Information - Train Captain will assist
  - Survey Distribution - Record the six-digit serial number
    - Make sure you record the serial number before distributing surveys after each stop. This very important!!
- **Counter / Surveyor**
  - Door Counts – Write how many passengers get on/off at your door at each station
- **Either or Both**
  - Notes and Comments – Unusual events or delays
- **Do not lose your log sheet**

60

Duties of Surveyors

- Record serial number of starting questionnaire.
- Pass out survey and pens to all riders in a car.
- Help riders fill out survey cards.
- Collect completed survey cards from riders as soon as complete.

61

Duties of Surveyors

- Review all completed survey cards for legibility and completeness before accepting.
- Do not allow completed surveys to be placed on tables or seats.
- Do not switch assignments with other surveyors or counters.
- Be prepared for next station.
- Repeat process at each station.

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Counter / Surveyor Log

6

Counter / Surveyor
SFFEC Tri-Rail On-Board SURVEY

Counter / Surveyor: Jim Oc Car: 1111
Date: October 22, 2008 Start Location: Miami Airport
Train: 2020 End Location: Mangonia Park

	Station	Ons	Offs	Scheduled Departure Time	English / Spanish Questionnaire Numbers Start	Creole Questionnaire Numbers Start	Comments
1	Miami Airport	10	—	4:30 AM	00001		
2	Hialeah Market	6	—	4:33 AM	00017		
3	Merrillat	17	5	4:37 AM	00023		
4	Opa Locka	4	—	4:42 AM	00010		
5	Golden Glades	11	2	4:38 AM	00010		
6	Hollywood			4:46 AM			
7	Sheridan Street			4:48 AM			
8	Ft. Lauderdale Airport			4:52 AM			
9	Ft. Lauderdale			5:00 AM			
10	Cypress Creek			5:06 AM			
11	Pompano Beach			5:12 AM			
12	Deerfield Beach			5:17 AM			
13	Boca Raton			5:24 AM			
14	Delray Beach			5:30 AM			
15	Boynton Beach			5:37 AM			
16	Lake Worth			5:43 AM			
17	West Palm Beach			5:54 AM			
18	Mangonia Park			6:05 AM			
	Last Survey Member Handed Out						

63

Duties of Counters

- Counters will be assigned to one door only.
- Counters will be given two mechanical counters.
- Count all “ons” with one counter.
- Count all “offs” with the other counter.
- Immediately write down the counts on the Counter/Surveyor form upon door closure.
- Reset the counters.

64

Additional Duties of Counters

- Begin to assist surveyors/passengers with distribution, filling out and collection of the survey.
- Be prepared for next station.
- Repeat process at each station.
- Follow all instructions from Train Captain.
- **Important!** To start a trip, Counters must count the riders in their car as it leaves the first station and record them as “ONs” . There will be no “Offs” at the first station.

65

Counters

- Be in the doorway before every stop
- Stand opposite the open door
- Count the riders getting on and off through <u>your door</u> ***only***
  - Use 2 tally counters
    - *One for ONs*
    - *One for OFFs*

Train Captain is your Supervisor

- Once you are assigned to a train, the Train Captain is your supervisor and to whom you report.
- Surveyors are to adhere to all pre-established rules and follow any additional instructions from Train Captain.
- Surveyors must work the entire shift until the train has reached the terminal station.
- Insubordination of any kind will not be tolerated and will result in termination of employment.

67

Starting a Trip

- **EVERYONE !!!**

- Start a *new* record sheet for *every* trip
  - Attached to Envelope
- Fill out Surveyor & Car Information:
  - Your Name
  - Your Car Number (the car number is on the inside wall of all cars)

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Survey Envelopes

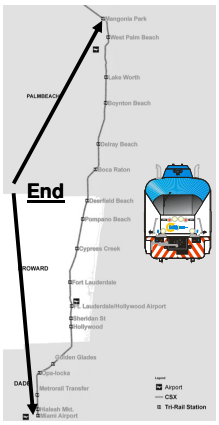
- One envelope per surveyor per trip.
- Be certain that the surveys are handed out in numerical order.
- Do not "share" a pad of surveys with other surveyors.
- Record the beginning serial number on the outside of the envelope at each station.

Important! Make sure you and the other surveyor in your car do not survey the same rider twice!

69

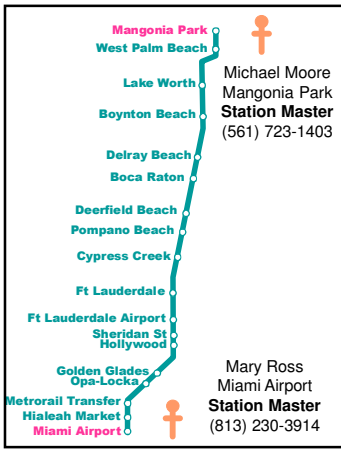
Survey Collection

- **Gather all the surveys as they are completed and insert them into your envelope labeled for this trip. Periodically hand off your completed surveys to your Train Captain.**



70

Checking Out



- Wait to be released by your Train Captain
- Report back to the Station Master at the same station you started
  - Sign out at station
  - Return:
    - Leftover Pens
    - Apron
    - Tally Counters
    - Tote Bags

71

Scheduling

- Your schedule will be provided to you by Express Professionals.
- Please notify Express Professionals of any scheduling problems as soon as possible!
- Please do not be late for your arrival time.

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Security & Safety

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Questions?

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End of surveyor training

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2

Train Captain
SFEC Tri-Rail On-Board SURVEY

Train Captain: Tina Dee
Date: October 22, 2008
Train: P600

Car: 1010, 1011, 1012
Start Location: Miami Airport
End Location: Mangonia Park

	Station	Actual Departure Time	Scheduled Departure Time	Evelyn / Spencer Counts/Arrivals Numbers Start	Oracle Board/Alights Numbers Start	Comments
1	Miami Airport	4:20	4:20 AM	00192		
2	Hialeah Market	4:23	4:23 AM	00194		
3	Metrorail	4:28	4:27 AM	00132	1400	
4	Opa-Locka	4:29	4:30 AM	00127	—	
5	Golden Glades	4:39	4:33 AM	00138	1402	
6	Hollywood		4:46 AM			
7	Sheridan Street		4:49 AM			
8	Ft. Lauderdale Airport		4:52 AM			
9	Ft. Lauderdale		5:00 AM			
10	Cypress Creek		5:06 AM			
11	Pompano Beach		5:13 AM			
12	Deerfield Beach		5:17 AM			
13	Boca Raton		5:24 AM			
14	Delray Beach		5:29 AM			
15	Boynton Beach		5:37 AM			
16	Lake Worth		5:43 AM			
17	West Palm Beach		5:54 AM			
18	Mangonia Park		6:00 AM			
	Last Station Arrival Time:					

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Train Captains' Duties

On the day of the Survey

- Must have a usable cell phone (charged).
- Arrive early for your shift, half-hour before your train departure is recommended.
- Make sure you understand the duties and responsibilities of surveyors and counters.

During the Trips

- Continually circulate within all three cars and both levels.
- Communicate with conductor, security, surveyors, chaperones and central control (Terry).
- Train Captain collects all envelopes and place them in banker box at conclusion of trip.
- A schedule will be provided to you.
- Please notify central control of any scheduling problems as soon as possible!

77

More Train Captain Duties

- Record time of actual departure at every Station.
- Make sure one Counter records the riders in their car as it leaves the first station and record them as "ONs" in Door Counts (Part 3)
- Remind your Counters not to count the same rider twice! Remind them to keep eye contact with the other counter.
- Collect surveys and supervise any "un-Captained" cars.
- Make sure surveyors and counters have all of their supplies.
- Make sure surveyor and counters are correctly positioned at all times.

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Even More Train Captain Duties

- Make sure that all surveyors are actively giving out surveys and reviewing for acceptance.
- Assist with the survey distribution and collection.
- Assist those having difficulty with the survey.
- Convince those unwilling to take the survey to participate in a very nice manner.
- Walk through the train and answer questions from riders and your group.
- Assist where needed.
- Synchronize watches to cell phone time.
- Lunches will be provided for train captains.

79

Even More Train Captain Duties

- Complete at least one walk-through on the entire train per station.
- Keep your assigned surveyors and counters motivated and focused at all times.
- An important duty is safeguarding the completed surveys. Try to gather often from the surveyors.
- Return all completed surveys to the Station Masters at the end of each trip.
- Collect all envelopes from your assigned surveyors. Count to make sure you have all envelopes.

80

Contingency Plans

- Train cancellation – Call Central Control immediately, Terry to reroute
- Train delays – Document and wait
- Staff shortage – Reduce Surveyors. Door Counts must be maintained.
- Poor weather – Report and do your best
- Other - Call central control

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Appendix D – Tri-Rail Station Auxiliary Rider Survey

Memorandum

TO: Scott Seeburger

FROM: Peter Haliburton, Jessica Vargas, Peng Zhu

DATE: January 26, 2009

RE: 2008 Tri-Rail station-based survey – Summary of Results

As requested by FDOT D4, Cambridge Systematics completed a station-based Tri-Rail rider survey to complement the on-board survey conducted by Gannett Fleming for the purpose of capturing travel patterns of passengers. The results of the Tri-Rail station rider survey will be used to calibrate the regional travel demand model, responding to FTA requests.

The following memo briefly summarizes the survey methodology, the data collection plan, and the survey results of the 2008 Tri-Rail station rider survey.

Survey Methodology

The supplemental Tri-Rail station rider surveys included five survey elements:

1. Overnight parked vehicles counts
2. Mode-of-access counts
3. Rider's journey length interview
4. Alighting passenger counts
5. Mode-of-egress counts

Surveys were conducted over a four-week period between October 21, 2008 and November 14, 2008 at 14 of Tri-Rail's 18 stations as shown in Table 1.

These stations were selected from the list of all stations for exhibiting characteristics (in the 2007 on-board survey) of having one or more of the following conditions:

- high auto egress mode
- large number of short (one or two station) trips

Table 1 – Tri-Rail Stations Surveyed

Station	Parked Vehicles	Access Mode	Trip Length	Alighting Counts	Egress Mode
1. Mangonia Park	✓	✓	✓	✓	✓
2. West Palm Beach	✓	✓	✓	✓	✓
3. Lake Worth			✓		✓
4. Boynton Beach	✓	✓	✓	✓	✓
5. Delray Beach					
6. Boca Raton	✓	✓	✓	✓	✓
7. Deerfield Beach	✓	✓	✓	✓	✓
8. Pompano Beach			✓		✓
9. Cypress Creek	✓	✓	✓	✓	✓
10. Ft Lauderdale	✓	✓	✓	✓	✓
11. Ft Lauderdale Int'l Airport	✓	✓	✓	✓	✓
12. Sheridan					
13. Hollywood	✓	✓	✓	✓	✓
14. Golden Glades	✓	✓	✓	✓	✓
15. Opa-Locka					
16. MetroRail	✓	✓	✓	✓	✓
17. Hialeah Market					
18. Miami International Airport	✓	✓	✓	✓	✓

The five survey elements mentioned earlier were conducted at 12 of these stations. At two stations, Lake Worth and Pompano Beach, only Trip Length and Auto Egress Mode were surveyed.

Survey data was collected in five steps.

1. Overnight parking at 14 Tri-Rail stations was counted about 30 minutes prior to the arrival of the first train at that station. The first train southbound departed Mangonia Park station at 4:00 am and the first train northbound departed Miami International Airport station at 4:20 am.
2. Passengers' mode-of-access for each train in each direction (northbound and southbound), at 12 stations were observed and collected using mode choices consistent with those used for the on-board survey:
   a. Walk
   b. Bike
   c. Taxi
   d. School bus
   e. MetroRail
   f. Transit Bus
   g. Tri-Rail Shuttle
   h. Drove and parked
   i. Rideshare and parked
   j. Drop-off at station
   k. Other
3. Interviews to passengers waiting to board each train at each of the 14 stations were conducted to collect their travel distance information. The travel distance was defined

as the number of stations a passenger was traveling and described as 1, 2, or 3+ stations.

4. Total numbers of alighting passengers for each train at 12 stations were counted.
5. Exiting passengers' mode-of-egress for each train at 14 stations were observed and collected:
    a. Walk
    b. Bike
    c. Taxi
    d. School bus
    e. MetroRail
    f. Transit Bus
    g. Tri-Rail Shuttle
    h. Drive a vehicle parked at station
    i. Rideshare in vehicle parked at station
    j. Pickup at station
    k. Other

Data Collection Plan

A data collection plan was developed to direct the survey effort at each station based on field visits and aerial photo reviews of each of the 14 stations. According to the station configuration (i.e., number of entrances, number of parking lots, overheard bridge or at-grade crossings, etc.), the number, and positions of survey staff at the station were established.

Prior to the arrival of the first train at each of the stations, the survey crew assembled and reviewed the data collection plan and materials to clarify any modifications needed to make sure all survey elements were collected effectively and efficiently. For example, some minor adjustments or reassignments of surveyors were necessary at some stations with multiple entrances and multiple parking lots. During data collection, the survey crew regrouped several times to make sure data collection was going smoothly and to make additional adjustments to the data collection plan if necessary.

At least four counters were necessary at each of the stations, except at Lake Worth and Pompano Beach where only trip length and egress mode was collected by two counters. One of the surveyors was responsible of arriving at the station at least 30 minutes prior to the first train to count the number of overnight parked cars at the station parking lot(s). Two counters, one at each platform, collected trip length and alighting counts at each platform. As riders accessed the platform and waited for the train, they were interviewed about their trip length (1, 2, or 3 or more stations). Just before the train arrived, surveyors performed a boarding count. Alighting counts were made from one end of the platform when train doors opened and those carrying their bikes out the train were noted.

The other two to four counters surveyed station access and egress mode at different positions around the station entrances and other access points where they could efficiently observe how Tri-Rail passengers accessed and left each station. To facilitate the data collection of access and egress mode, non-auto modes were assigned to at least one counter who was observing access and egress mode by walking, transit bus, MetroRail, school bus, Tri-Rail shuttle, and bike. The

other counter(s) was observing access and egress mode by auto: park-n-ride, rideshare-n-park, pick-up or drop-off, and taxi.

Table 2 summarizes the data collection plan, and shows the start and end times at each station, the location or position of each counter and the survey element collected.

Table 2 – Data Collection Plan

Station	Survey Starting Time **	First Train Surveyed	Last Train Surveyed	Total Number of Counters	Surveyor Positions			
					Platforms (NB & SB)	Station Entrances	Other	Other - Note
		SB/NB			Trip Length and Alighting Counts	Access/ Egress Mode	Access/ Egress Mode	
Mangonia Park	3:30	4:00	**13:45**	4	2	2		
West Palm Beach	3:35	4:06	**13:34**	5	2	3		
Lake Worth *	3:45	4:14	**12:23**	2	2			
Boynton Beach	3:50	4:19	**13:19**	4	2	2		
Boca Raton	4:00	4:32	**13:04**	5	2	3		
Deerfield Beach	4:20	4:39	**12:57**	5	2	3		
Pompano Beach *	4:30	4:43	**12:52**	2	2			
Cypress Creek	4:20	4:49	**12:46**	5	2	2	1	1 outside the station observing access/egress mode from the parking lot across the street.
Ft Lauderdale	4:30	4:56	**12:40**	4	2	2		
Ft Lauderdale Int'l Airport	4:30	**4:52**	13:03	4	2	2		
Hollywood	4:20	**4:46**	13:11	5	2	3		
Golden Glades	4:10	**4:38**	13:20	6	2	3	1	1 observing people crossing to/from Metrobus station
MetroRail	4:00	**4:27**	13:33	5	2	2	1	1 observing access/egress mode from/to MetroRail trains/station.
Miami Intl. Airport	3:50	**4:20**	13:45	4	2	2		

* Only trip length and egress mode data was collected at these stations.
** Data collection started with overnight parking counts conducted by one of the survey crew.

Survey Results

Error! Reference source not found. through **Error! Reference source not found.**8 present a series of survey results including overnight parking counts, access modes, travel distance queries, boarding and alighting counts, and egress modes. More detailed by-station level of information is provided in Appendix A.

Overnight Parking

Table 3 lists overnight parking counts performed for 13 stations. Note that only travel distance was surveyed for Lake Worth station.

Table 3 – Overnight Parking

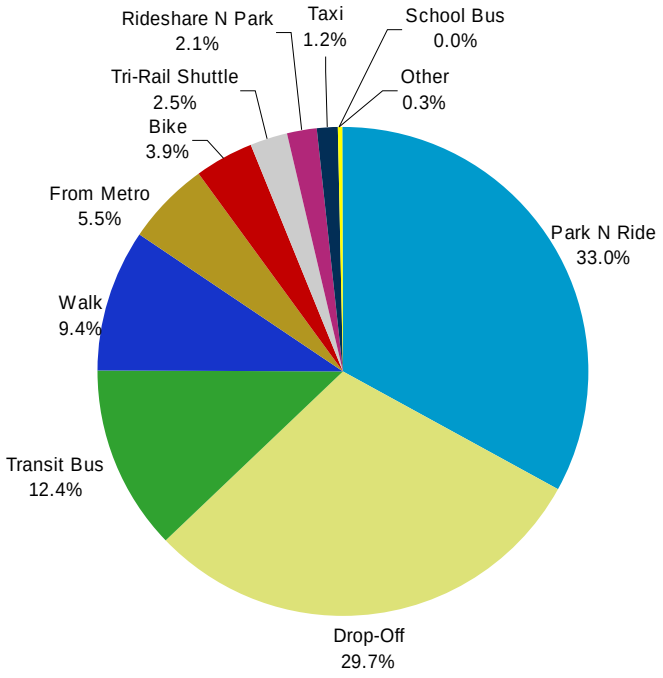
Station	Overnight Parking	Amtrak	Bikes
Mangonia Park	77		
West Palm Beach	45		
Lake Worth	NA		
Boynton Beach	21		
Delray Beach	NA		
Boca Raton	41		
Deerfield Beach	49		11
Pompano Beach	24		5
Cypress Creek	42		
Ft Lauderdale	29	4	
Ft Lauderdale Int. Airport	54		5
Sheridan	NA		
Hollywood	35	13	
Golden Glades	16		
Opa-Locka	NA		
MetroRail	5		
Hialeah	NA		
Miami Int. Airport	71		

Mode of Access

Table 4 summarizes access mode counts observed during the survey. 35 percent of all observed riders reached Tri-Rail stations by single occupancy vehicles. About 31% of all riders were dropped. Carpool and Taxi accounted for about four percent of total boarding passengers. In total, out of 5,300 total riders observed, about 3,500 accessed stations by auto mode, which accounted for 70%.

Table 4 – Access Modes (All Stations)

Access Mode	Counts	Percent
Park N Ride	1,743	33.0%
Drop-Off	1,571	29.7%
Transit Bus	656	12.4%
Walk	498	9.4%
Bike	205	3.9%
Tri-Rail Shuttle	131	2.5%
Rideshare N Park	111	2.1%
Taxi	64	1.2%
School Bus	0	0.0%
From Metro	288	5.5%
Other	17	0.3%
Total	5,284	100.0%



Travel Distance

Table 5 shows travel distance counts observed during the survey. More than 80 percent of all observed riders traveled three or more stations. About nine percent traveled two stations. Only three percent traveled one station. Table 6 further exams those pair destinations where short trips are more likely to occur. Such pair stations include: West Palm Beach – Lake Worth, West Palm Beach – Boynton Beach, Boynton Beach – Boca Raton, Boca Raton – Deerfield Beach, Boca Raton – Pompano Beach, Pompano Beach – Fort Lauderdale, Cypress Creek – Fort Lauderdale Airport, Golden Glades – MetroRail.

Table 5 – Travel Distance I

Direction	Total	Percent
1 Station	181	3.0%
2 Stations	530	8.8%
3+ Stations	4,854	80.3%
Unknown	478	7.9%
Total	6,043	100.0%

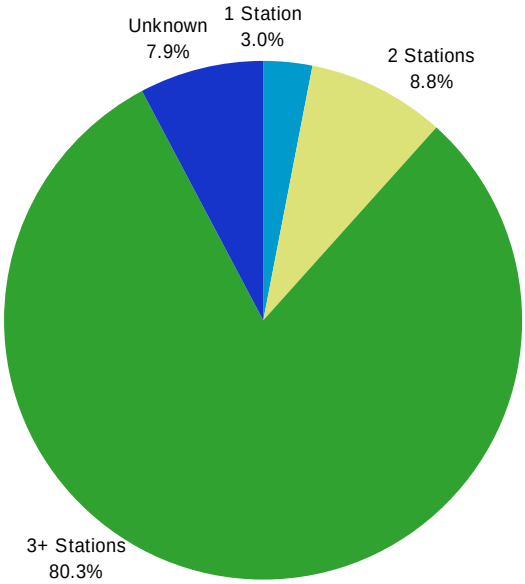


Table 6 – Travel Distance II

Station	Travel Distance	Northbound		Southbound		Total	
		#	%	#	%	#	%
Mangonia Park	1 Station	0	-	6	2%	6	2%
	2 Stations	0	-	2	1%	2	1%
	3+ Stations	0	-	324	85%	324	85%
	Unknown	0	-	47	12%	47	12%
	Total	0	-	379	100%	379	100%
West Palm Beach	1 Station	9	100%	4	1%	13	4%
	2 Stations	0	0%	7	2%	7	2%
	3+ Stations	0	0%	254	77%	254	75%
	Unknown	0	0%	63	19%	63	19%
	Total	9	100%	328	100%	337	100%
Lake Worth	1 Station	35	31%	8	2%	43	8%
	2 Stations	79	69%	19	5%	98	19%
	3+ Stations	0	0%	383	93%	383	73%
	Unknown	0	0%	0	0%	0	0%
	Total	114	100%	410	100%	524	100%
Boynton Beach	1 Station	8	3%	3	1%	11	2%
	2 Stations	119	41%	37	11%	156	25%
	3+ Stations	163	56%	296	88%	459	73%
	Unknown	0	0%	0	0%	0	0%
	Total	290	100%	336	100%	626	100%
Delray Beach							
Boca Raton	1 Station	2	1%	2	1%	4	1%
	2 Stations	4	2%	6	3%	10	2%
	3+ Stations	216	97%	171	96%	387	97%
	Unknown	0	0%	0	0%	0	0%
	Total	222	100%	179	100%	401	100%
Deerfield Beach	1 Station	18	11%	9	4%	27	6%
	2 Stations	11	7%	14	6%	25	6%
	3+ Stations	114	69%	212	84%	326	78%
	Unknown	22	13%	18	7%	40	10%
	Total	165	100%	253	100%	418	100%
Pompano Beach	1 Station	12	7%	5	3%	17	5%
	2 Stations	53	32%	18	10%	71	21%
	3+ Stations	85	51%	144	83%	229	67%
	Unknown	17	10%	7	4%	24	7%
	Total	167	100%	174	100%	341	100%

Station	Travel Distance	Northbound		Southbound		Total	
		#	%	#	%	#	%
Cypress Creek	1 Station	8	4%	6	2%	14	3%
	2 Stations	15	7%	12	4%	27	6%
	3+ Stations	181	83%	220	82%	401	83%
	Unknown	14	6%	30	11%	44	9%
	Total	218	100%	268	100%	486	100%
Ft. Lauderdale	1 Station	3	1%	3	1%	6	1%
	2 Stations	4	1%	6	2%	10	2%
	3+ Stations	231	79%	203	80%	434	79%
	Unknown	56	19%	42	17%	98	18%
	Total	294	100%	254	100%	548	100%
Ft. Lauderdale Int. Airport	1 Station	4	2%	0	0%	4	1%
	2 Stations	19	11%	5	2%	24	6%
	3+ Stations	128	73%	204	95%	332	85%
	Unknown	25	14%	6	3%	31	8%
	Total	176	100%	215	100%	391	100%
Sheridan							
Hollywood	1 Station	1	0%	3	2%	4	1%
	2 Stations	1	0%	7	4%	8	2%
	3+ Stations	181	90%	137	77%	318	84%
	Unknown	19	9%	30	17%	49	13%
	Total	202	100%	177	100%	379	100%
Golden Glades	1 Station	7	2%	2	2%	9	2%
	2 Stations	6	2%	42	35%	48	11%
	3+ Stations	248	81%	75	63%	323	76%
	Unknown	47	15%	0	0%	47	11%
	Total	308	100%	119	100%	427	100%
Opa-Locka							
MetroRail	1 Station	21	5%	0	0%	21	4%
	2 Stations	19	4%	16	100%	35	7%
	3+ Stations	410	91%	0	0%	410	88%
	Unknown	2	0%	0	0%	2	0%
	Total	452	100%	16	100%	468	100%
Hialeah Market							
Miami Int. Airport	1 Station	2	1%	0	-	2	1%
	2 Stations	9	3%	0	-	9	3%
	3+ Stations	274	86%	0	-	274	86%
	Unknown	33	10%	0	-	33	10%
	Total	318	100%	0	-	318	100%

Boarding and Alighting Counts

Table 7 summarizes boarding and alighting counts taken at the 12 stations. The station with the highest total activities is the MetroRail station which connects Tri-Rail with MetroRail route.

Table 7 – Boarding and Alighting Counts

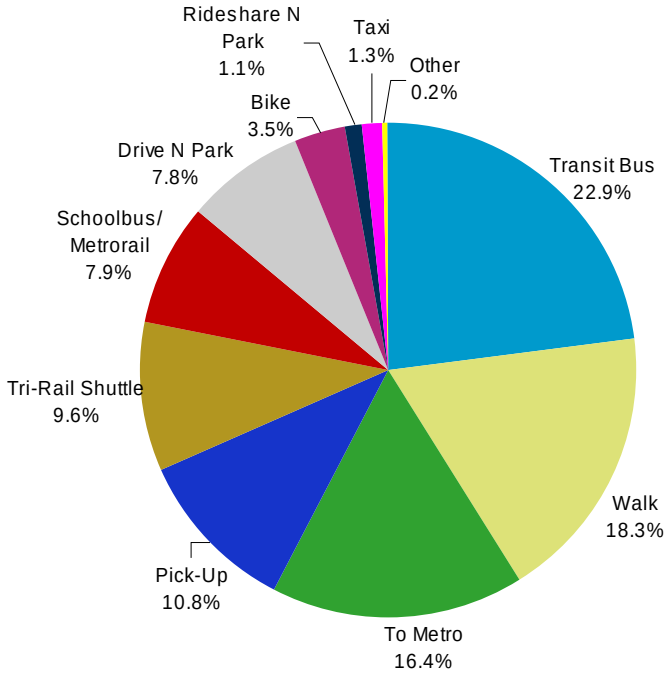
Station	Boarding Counts			Alighting Counts			Sum
	NB	SB	Total	NB	SB	Total	
Mangonia Park	0	379	379	663	0	663	1,042
West Palm Beach	9	332	341	651	12	663	1,004
Lake Worth							
Boynton Beach	300	336	636	86	27	113	749
Delray Beach							
Boca Raton	222	179	401	425	222	647	1,048
Deerfield Beach	165	253	418	195	130	325	743
Pompano Beach							
Cypress Creek	218	268	486	320	330	650	1,136
Ft. Lauderdale	290	254	544	197	166	363	907
Ft. Lauderdale Airport	176	215	391	137	237	374	765
Sheridan							
Hollywood	202	177	379	97	104	201	580
Golden Glades	308	119	427	23	168	191	618
Opa-Locka							
MetroRail	452	16	468	11	1,107	1,118	1,586
Hialeah Market							
Miami Intl. Airport	318	0	318	0	613	613	931
Total	2,660	2,528	5,188	2,805	3,116	5,921	11,109

Modes of Egress

Table 8 summarizes egress mode counts observed during the survey. Comparing with high auto access percent, auto egress (pick-up, drive-and-park, rideshare-and-park, and taxi) percent is not as high. Auto egress accounted for about 21 percent of total riders, where pick-up is about 11 percent, drive-and-park eight percent, rideshare-and-park one percent, and taxi one percent.

Table 8 – Egress Modes

Egress Mode	Counts	Percent
Transit Bus	1,399	22.9%
Walk	1,114	18.3%
To Metro	1,002	16.4%
Pick-Up	660	10.8%
Tri-Rail Shuttle	587	9.6%
School bus/ MetroRail	485	7.9%
Drive N Park	477	7.8%
Bike	214	3.5%
Rideshare N Park	68	1.1%
Taxi	80	1.3%
Other	15	0.2%
Total	6,101	100.0%



Observations

During the data collection process, surveyors encountered operating issues, observed passenger behaviors, and received comments from passengers. They were summarized given their potential implications for survey accuracy and data collection efforts. Comments from Tri-Rail passengers and some other observations were also summarized. A brief summary is presented below. A complete summary of the data collection observations are presented in Appendix B.

- **Passenger Comments**: Several Tri-Rail passengers expressed their opinion about Tri-Rail service and operations. One of the most frequent comments was the request for more frequent train service especially during non-peak hours. Several passengers indicated shuttle connections were CRITICAL to their journey, and they would be happy to pay for this service. Additional parking spaces were also requested.

- **Amtrak/CSX Conflicts and Related Issues**: The most disruptive issue observed was the switching of platforms for northbound or southbound Tri-Rail trains resulting from conflicts with Amtrak or CSX. This caused several passengers – especially the elderly, those with luggage or unfamiliar travelers – to miss their train. At some stations, ambassadors worked hard to inform passengers of the changes, but inevitably missed a few passengers. A much more effective system of information – with coordinated announcements and message boards – is needed to address this issue.

  In many instances, it was difficult for surveyors to distinguish Amtrak passengers from Tri-Rail passengers for the purposes of counting and interviewing.

- **Tri-Rail Operation Issues**: There were several instances of inaccurate PA system announcements of train arrival or delay. For example, announcements were made of the late arrival of a train when the previous train bound in the same direction had not yet arrived at the station. Ticket machine operation was another problem. This included several instances when the machine reported being full (of dollar notes) and therefore was unable to accept payment by cash.

- **Tri-Rail User Behaviors**: Observed passenger behaviors like bike riding around the station and waiting until the train horns to board the train challenged survey accuracy.

- **Overnight parking:** Many vehicles were observed parked overnight at stations, with no apparent relationship to Tri-Rail. At several stations, business vans are apparently parked overnight, with the drivers arriving early in the morning to leave a private vehicle and drive off in the van. Drivers were also observed to make exchanges between two vans or two private automobiles. Carpoolers were also observed to arrive in several vehicles and consolidate in one, leaving the remaining vehicles parked at the station.

- **Station-Specific Behaviors**: Some behaviors and conditions observed were only at specific stations due to the unique geometry, layout, and/or access condition of those stations, notably those with Amtrak service. For example, it was challenging to see

where all passengers were coming from or going to at those stations that are accessed and exited from both sides and both ends of each platform.

Appendix A. Summary of Survey Results

Station	Direction	TRAVEL DISTANCE					Boarding Counts	ACCESS MODE											
		1 station	2 stations	3+ stations	Unknown	Total		Walk	Bike	School Bus	Transit Bus	Tri-Rail Shuttle	Park N Ride	Rideshare N Park	Taxi	Drop-Off	From Metro	Other	SUM
Mangonia Park	NB	-	-	-	-	-	**0**	-	-	-	-	-	-	-	-	-	NA	-	-
	SB	2%	1%	87%	13%	100%	**379**	3%	3%	0%	8%	0%	52%	0%	2%	33%	NA	0%	100%
West Palm Beach	NB	100%	0%	0%	0%	100%	**9**	27%	0%	0%	9%	0%	55%	0%	0%	9%	NA	0%	100%
	SB	1%	2%	77%	19%	100%	**332**	39%	4%	0%	0%	0%	25%	0%	1%	30%	NA	1%	100%
Lake Worth	NB	31%	69%	0%	0%	100%	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	SB	2%	5%	93%	0%	100%	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Boynton Beach	NB	3%	41%	56%	0%	100%	**300**	0%	1%	0%	4%	0%	11%	0%	0%	83%	NA	0%	100%
	SB	1%	11%	88%	0%	100%	**336**	1%	6%	0%	6%	0%	67%	0%	0%	19%	NA	0%	100%
Boca Raton	NB	1%	2%	97%	0%	100%	**222**	10%	0%	0%	7%	0%	12%	0%	1%	65%	NA	4%	100%
	SB	1%	3%	96%	0%	100%	**179**	9%	5%	0%	16%	0%	47%	0%	0%	23%	NA	0%	100%
Deerfield Beach	NB	11%	7%	69%	13%	100%	**165**	19%	7%	0%	1%	2%	23%	3%	1%	43%	NA	0%	100%
	SB	4%	6%	84%	7%	100%	**253**	10%	6%	0%	0%	3%	49%	7%	0%	25%	NA	1%	100%
Pompano Beach	NB	7%	32%	51%	10%	100%	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	SB	3%	10%	83%	4%	100%	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cypress Creek	NB	4%	7%	83%	6%	100%	**218**	11%	6%	0%	16%	3%	30%	1%	1%	31%	NA	0%	100%
	SB	2%	4%	82%	11%	100%	**268**	12%	4%	0%	15%	3%	33%	5%	1%	27%	NA	0%	100%
Ft Lauderdale	NB	1%	1%	79%	19%	100%	**290**	2%	4%	0%	11%	3%	46%	8%	1%	25%	NA	0%	100%
	SB	1%	2%	80%	17%	100%	**254**	6%	4%	0%	9%	3%	39%	10%	2%	27%	NA	0%	100%
Ft Lauderdale Int. Airport	NB	2%	11%	73%	14%	100%	**176**	10%	3%	0%	23%	23%	26%	1%	1%	12%	NA	0%	100%
	SB	0%	2%	95%	3%	100%	**215**	10%	2%	0%	16%	22%	28%	5%	0%	16%	NA	0%	100%
Hollywood	NB	0%	0%	90%	9%	100%	**202**	16%	9%	0%	13%	0%	19%	0%	1%	40%	NA	0%	100%
	SB	2%	4%	77%	17%	100%	**177**	17%	10%	0%	16%	0%	17%	4%	3%	33%	NA	1%	100%
Golden Glades	NB	2%	2%	81%	15%	100%	**308**	0%	1%	0%	35%	0%	43%	0%	0%	21%	NA	0%	100%
	SB	2%	35%	63%	0%	100%	**119**	0%	3%	0%	34%	0%	43%	0%	0%	21%	NA	0%	100%
MetroRail	NB	5%	4%	91%	0%	100%	**452**	13%	3%	0%	7%	0%	7%	0%	0%	10%	60%	0%	100%
	SB	0%	100%	0%	0%	100%	**16**	18%	5%	0%	27%	0%	0%	0%	0%	5%	45%	0%	100%
Miami Int. Airport	NB	1%	3%	86%	10%	100%	**318**	2%	2%	0%	30%	0%	36%	0%	8%	22%	NA	0%	100%
	SB	-	-	-	-	-	**0**	-	-	-	-	-	-	-	-	-	NA	0%	0%
NB All Station		2%	6%	85%	8%	100%		11%	5%	0%	10%	3%	41%	3%	1%	26%	0%	0%	100%
SB All Station		4%	12%	76%	8%	100%		8%	3%	0%	15%	2%	25%	1%	1%	34%	10%	0%	100%

Appendix A. Summary of Survey Results (Continued)

Station	Direction	Alighting Counts	EGRESS MODE												Overnight Parking
			Walk	Bike	Schoolbus/ Metrorail	Transit Bus	Tri-Rail Shuttle	Drive N Park	Rideshare N Park	Taxi	Pick-Up	To Metro	Other	SUM	
Mangonia Park	NB	**663**	2%	1%	55%	12%	0%	15%	1%	1%	13%	NA	0%	100%	77
	SB	**0**	-	-	-	-	-	-	-	-	-	NA	-	-	
West Palm Beach	NB	**651**	75%	1%	2%	8%	0%	7%	0%	1%	5%	NA	0%	100%	45
	SB	**12**	27%	8%	0%	8%	0%	58%	0%	0%	0%	NA	0%	100%	
Lake Worth	NB	**NA**	NA	NA	NA	NA	NA	61%	0%	0%	39%	NA	NA	100%	NA
	SB	**NA**	NA	NA	NA	NA	NA	100%	0%	0%	0%	NA	NA	100%	
Boynton Beach	NB	**86**	8%	4%	0%	25%	0%	39%	0%	0%	24%	NA	0%	100%	21
	SB	**27**	13%	6%	0%	41%	0%	25%	0%	0%	16%	NA	0%	100%	
Boca Raton	NB	**425**	12%	7%	0%	69%	0%	4%	0%	2%	5%	NA	2%	100%	41
	SB	**222**	13%	4%	0%	63%	0%	2%	0%	0%	18%	NA	0%	100%	
Deerfield Beach	NB	**195**	34%	7%	0%	1%	29%	10%	2%	3%	13%	NA	0%	100%	49 (+11Bike)
	SB	**130**	32%	8%	0%	0%	17%	18%	10%	1%	15%	NA	0%	100%	
Pompano Beach	NB	**162**	NA	33%	NA	NA	NA	16%	16%	0%	35%	NA	0%	100%	24 (+5 Bike)
	SB	**151**	NA	26%	NA	NA	NA	23%	5%	5%	41%	NA	0%	100%	
Cypress Creek	NB	**320**	33%	5%	0%	4%	33%	3%	1%	0%	21%	NA	0%	100%	42
	SB	**330**	32%	5%	0%	8%	28%	4%	1%	2%	20%	NA	0%	100%	
Ft Lauderdale	NB	**197**	5%	5%	0%	13%	45%	11%	5%	3%	14%	NA	0%	100%	29 (+4Amtrak)
	SB	**166**	4%	4%	0%	22%	41%	8%	0%	4%	17%	NA	0%	100%	
Ft Lauderdale Int. Airport	NB	**137**	15%	3%	0%	20%	42%	6%	2%	1%	11%	NA	0%	100%	54 (+5 Bike)
	SB	**237**	10%	3%	0%	28%	42%	6%	3%	0%	7%	NA	0%	100%	
Hollywood	NB	**97**	25%	4%	0%	20%	2%	10%	4%	7%	28%	NA	0%	100%	35 (+13Amtrak)
	SB	**104**	19%	16%	0%	14%	0%	18%	2%	4%	24%	NA	3%	100%	
Golden Glades	NB	**23**	0%	0%	0%	71%	0%	25%	0%	0%	4%	NA	0%	100%	16
	SB	**168**	0%	1%	0%	76%	0%	8%	0%	0%	15%	NA	0%	100%	
MetroRail	NB	**11**	18%	0%	0%	0%	0%	0%	0%	0%	0%	82%	0%	100%	5
	SB	**1,107**	6%	1%	0%	1%	0%	0%	0%	0%	2%	90%	0%	100%	
Miami Int. Airport	NB	**0**	-	-	-	-	-	-	-	-	-	NA	-	-	71
	SB	**613**	3%	1%	16%	64%	0%	8%	0%	2%	6%	NA	0%	100%	
NB All Station			10%	3%	3%	26%	9%	6%	1%	1%	10%	31%	0%	100%	4
SB All Station			27%	4%	13%	20%	11%	10%	1%	2%	12%	0%	0%	100%	

Appendix B. Tri-Rail Station Survey Observations and Comments

The results of the survey have been summarized in a memorandum and a series of spreadsheets and charts. This memorandum summarizes operating issues and passenger behaviors encountered during the survey. Comments from Tri-Rail passengers and some other observations have also been summarized.

The memorandum has been divided into six sections:

- **Passenger Comments**: This section records comments made to the surveyors by Tri-Rail passengers during the surveys.
- **Amtrak/CSX Related Issues**: This section summarizes those issues related to Amtrak and CSX train operation conflicts. In many instances, it was difficult for surveyors to distinguish Amtrak passengers from Tri-Rail passengers.
- **Tri-Rail Operation Issues**: This section summarizes those issues related to Tri-Rail operations. One of the most frequent encountered issues is the inaccurate or false announcements over the PA system. Ticket machine operation is another problem.
- **Tri-Rail User Behaviors**: This section lists observed passenger behaviors that impeded survey accuracy.
- **Station-Specific Behaviors**: This section addresses behaviors and conditions observed only at specific stations. This is due to the uniqueness of geometry, layout, and/or access conditions of certain stations.
- **Other Observations**: This last section collects some other behaviors and conditions observed that might affect survey accuracy.

Customer Comments:

- *"I love this system. Only thing needs to be resolved is the delay."*
- *"Delayed trains negatively affect employment opportunities and with how the economy is right now that is not a good thing. If trains are 10-15 minutes late, people may loose their jobs if they arrive late continuously."*
- *"More early trains. Get out of work around 3:30am and have to wait until 5am for first train."*
- *"More frequent service on Saturdays and Sunday, at least every hour."*
- *"Bridges are too high, elevators are too slow. When train switched platform, people will easily miss their train."*
- *"More parking spaces are needed at West Palm Beach station"*

- *"We need more sheltered space at Pompano Beach Station."*
- *"We need better connection service at Pompano Beach Station."*
- *"Why they don't build a parking lot west of the Cypress Creek station? Land is available and is currently not developed."*
- *"Fort Lauderdale Airport station's name is frequently confused with Fort Lauderdale station. The Airport station should be renamed so customers do not get confused between the two stations."*

Amtrak/CSX Conflicts and Related Issues

- When Amtrak train or CSX train passed a station, the next Tri-Rail train is often switched to another platform. There was announcement, but the announcement was not alarming enough, which was easily ignored by Tri-Rail riders and therefore causing frustration and dissatisfaction. More urgent or alarming announcement is needed for platform switching.
- When it was close to Amtrak train's arrival time, it was very hard to distinguish Amtrak passengers and their companies from Tri-Rail passengers.
- Amtrak passengers tended of arrive at station long before the train did. During waiting, some of them went back to their cars and got some stuff, or they drove out and came back in a while.
- Amtrak passengers often came with family or friends who waited until the train left.
- Some people parked, obtained Amtrak information and left.
- A freight train derailed 30 yards north of the MetroRail station at 4AM. Passengers were bussed around the incident to the Opa-Locka station. As a result, some trains were 20-30 minutes behind schedule.

Tri-Rail Operations Issues

- Announcements were frequently inaccurate. For instance, at Deerfield Beach station, announcement said train was delayed for 20 minutes, but it turned out that the train was only delayed for 5. Station attendant explained that this was a GIS problem caused by the weather condition (very light rain). Also, at Fort Lauderdale station, boarding announcement was made even after the corresponding train left. Again, at Fort Lauderdale station, announcement was made for a second train before the first had arrived in the same direction.
- Announcement always mentions train number: this may cause confusion for riders.
- Sometimes, trains were delayed for more than 10, 15 minutes, but no announcement was made.
- For some stations, ticket machines are only available on one platform not the other.

- At several station, the ticket machines would not accept bills, sometimes providing a message that the cash tray was full. Customers had to go to the other platform to get tickets and come back. They lost time doing this if they were running late for the train.

Tri-Rail User Behaviors

- Passengers stayed in their cars until train horns and then ran to board the train. In one instance, one rider waited too long (after train horned) and did not have time to cross to the other side of the station.
- Many customers arrived on bikes and waited for the train riding around the station (back and forth). Some with skate-boards were doing the same thing.
- Wanderers walked around the station for hours with no obvious reason.
- It was hard to keep track of both access mode and associate a customer with train number/direction when two trains were coming within a short time period.
- Several people were observed to park their car/bike on the side they would alight from their return trip, rather than closest to their boarding platform.
- When people waited for someone to get on or off the train, there might have been some double counting when entering and exiting the station. Therefore, the boarding and alighting counts were deemed more accurate than the access and egress mode counts.

Station-Specific Behaviors

- At Mangonia Park station:
    - There were instances of passengers dropped off by car with a bicycle which they took on the train.
    - Train P608 arrived in the morning and had approximately 350 school children. The children alighted the train and boarded busses that were waiting in the parking lot.
- At West Palm Beach station:
    - There are many access points which made it hard to observe people arriving and departing the station.
    - The platforms are long which made it harder to observe access/egress modes.
    - Train P610 arrived in the morning and had approximately 300 school children that departed the station walking.
    - There was an event held at the station that day between 9AM and 11AM for the unveiling of a new locomotive which runs on biodiesel. There were approximately 60 attendees. Most arrived to the station by automobile.

- At Lake Worth station:
    - Many school children boarded the train at this station to travel northbound to either the West Palm Beach station or the Mangonia Park station.
- At Boynton Beach station:
    - Many school children boarded the train at this station to travel northbound to either the West Palm Beach station or the Mangonia Park station.
- At Boca Raton station:
    - Many school children boarded the train at this station to travel northbound to either the West Palm Beach station or the Mangonia Park station.
- At Deerfield Beach station:
    - There was a station attendant at the station who was walking on both platforms informing passengers about arriving trains, answering any questions, and assisting passengers buying a ticket.
    - The station can be accessed and exited from both sides, making it challenging to see where all passengers were coming from or going to.
    - People switched cars at Tri-Rail parking without using train services. Also, many people parked in Tri-Rail lots did not ride as if the lot was free public parking.
- At Pompano Beach station:
    - The platform is narrow which makes it hard to observe.
- At Cypress Creek station:
    - It was raining a lot when data collection started. Data might be biased to more pick-up/drop-off and less walking/biking due to the rain.
    - An employee shuttle for a food service business met several morning trains at the east access drive to shuttle people to work.
    - A catering truck came to the east station entrance to sell food in the early morning. Tri-Rail passengers going southbound went to the other side just to get breakfast/lunch. This confuses the data collection effort since these passengers may be double counted for accessing the station again.
    - Passengers were not supposed to park on the parking lot west of the station which is for University of Phoenix and some other business parking. But many riders still parked, and some parked far away from the station, to perhaps, not being obvious that they were park-n-riding.
- At Fort Lauderdale station:
    - A technician fixed ticket machines by 8am but had to come back to fix it when it stopped working again. It seems that the machines get full of bills too quickly.

- Early in the morning, two tickets machines were not accepting bills and one was not working. Customers lost time trying to get a ticket and asking what they should do if they can't get a ticket.
- No announcement was made for the 7:40am train going northbound which was 20 minutes behind schedule.
- There are 10 taxi spaces, but only 4 were occupied. These could perhaps be made available to other parkers. The short term parking (10 min) is also underutilized.
- A catering truck was parked at the west station entrance in the early morning to sell food. Tri-Rail passengers would cross from their platform just to get breakfast/lunch. This confuses the data collection effort since these passengers may be double counted for accessing the station again.

- At Fort Lauderdale Airport station:
  - It was observed that people parked at the station to use the shuttle/bus services but not use Tri-Rail. People got off a bus waited in the station for another bus, which cause confusion to the survey.
  - Many passengers parked southeast of east parking lot (close to hotel) when lots got full. It looked as if they were walking from the hotel parking lot.
  - Riders from shuttles were predominantly airport and cruise passengers or employees.
- At Hollywood station:
  - It was observed that many overnight vehicles were from riders wearing scrubs, presumably nurses, whose shift end in the middle of the day and start late at night.
  - Two taxi drivers switched cars in the parking lot.
  - One rider parked his car and then covered it with a car-cover– seems the car was going to be left at the station for days.
- At MetroRail Transfer station:
  - There are many obstructions and access/egress points.
  - There were instances of people accessing the station then exiting to patronize a nearby store then re-entering the station.
  - There were instances of people loitering at the station.
  - During the morning, most transfers occurred from Tri-Rail to MetroRail from SB trains.
- At Miami International Airport station:
  - There were many construction workers alighting trains and walking to the adjacent Miami Intermodal Center construction site. They were counted as "other."

CAMBRIDGE SYSTEMATICS

Other Observations

- Several customers asked about Tri-Rail funding issues and possible train/shuttle service cuts.
- Several customers stated that they need both Tri-Rail and shuttle services.
- Some days, there were no delay announcements like others.
- Some passengers were dropped off in the morning by partners but after alighting from train they left with their cars. This is can be an instance of overnight parking, but this is not a typical behavior.

Appendix E – 2008 Tri-Rail On-Board Survey-Summary of Raw Data

Gannett Fleming

MEMORANDUM

GANNETT FLEMING, INC
ENGINEERS AND PLANNERS

To: Scott Seeburger, Florida Department of Transportation, District 4

From: Terry Winebrenner, P.E.
Yongqiang Wu, P.E.

Date: February 2, 2009

Subject: South Florida East Coast Corridor Transit Analysis Study (SFECCTA):
2008 Tri-Rail On-board Survey – Summary of Raw Data

Gannett Fleming, Inc., under contract to FDOT, District 4, conducted an on-board survey of Tri-Rail riders. The purpose of this survey is to supplement similar ridership characteristics, origin - destination patterns, and mode of access and egress information collected in a similar survey conducted in March 2007. The 2007 survey was administered for an entire day, reflecting a 100% daily distribution of questionnaires. At that time, Tri-Rail was operating a 40-train per day (half-hour peak period) service plan. Tri-Rail is now operating a 50-train per day service plan with the completion of double tracking the corridor and institution of a new operating agreement with CSX. The results from both surveys will be used to calibrate and validate the Southeast Florida Regional Planning Model, Version 6.5, SERPM 6.5, which will be used for alternative analysis for this project.

THE SURVEY

The survey was administered on Wednesday, October 22, 2008. It encompassed a half-day on-board survey of all adult passengers (age 12 or older) with full-day door counts of passengers using the Tri-Rail service on a typical weekday. The survey included all morning Tri-Rail trains, both northbound and southbound, for a total of 30 trains (out of a total of 50 trains). Passenger door counts were conducted on all Tri-Rail trains on this day.

Data collection activities began at 4:00 am and concluded at 11:05 pm. A total of 8,403 questionnaires were distributed to all eligible respondents meeting the criteria described above.

PASSENGER DOOR COUNTS

The number of passengers boarding and disembarking each car was recorded at each station for all 50 trains in both directions on the survey day. The passenger door counts were then summarized by station, by train, and by direction. The raw final passenger door counts are presented in Appendix A with top table representing door counts for southbound trains and bottom table for northbound trains. A total of 7,966 passengers were counted to board southbound trains while 7,696 passengers were counted to board northbound trains resulting a total daily boarding of 15,662 passengers.

THE SURVEY INSTRUMENT

The survey instrument was designed as a self-completion questionnaire with mainly self-coded questions. The questionnaire was provided in English, Spanish and Creole. Each questionnaire was pre-printed with a unique serial number, which links each questionnaire to distribution on a specific trip.

The survey consisted of 26 questions to inquire about rider's one-way trip, recent travel behavior, and socio-demographic information. Ten (10) questions asked about the rider's one-way trip information (Q1 to Q9, and Q13). Three (3) questions were about the rider's recent travel behavior (Q10 to Q12), and the remaining 13 questions asked about rider's socio-demographic characteristics. Additional space was provided for comments and suggestions.

A copy of the survey instrument is provided as Appendix B.

SURVEY RESPONSE

Overall Response

On the survey day, a total of 15,662 passengers boarded the SFRTA Tri-Rail trains. The surveyors distributed 8,403 questionnaires and collected 6,103. The survey response rate was 73% based on the total number of surveys collected. The response rate is calculated as follows:

$$Response\ Rate\ (\%) = \frac{Completed\ Questionnaires}{Distributed\ Questionnaires} = \frac{6103}{8403} = 73\%$$

The actual sample size based on the total number of passengers was 39%. The sample size is calculated as follows:

$$Sample\ Size\ (\%) = \frac{Completed\ Questionnaires}{Total\ Passenger\ Counts} = \frac{6103}{15{,}662} = 39\%$$

The 6,103 collected questionnaires make up the final dataset that will be used for the survey analysis.

Response Rate by Question

The following table lists the response rate for each question. The response rate was calculated by dividing the number of provided answers by the total number of returned surveys (6,103). Please note that the term "provided answers" rather than "valid answers" is used because at this time an in-depth analysis has yet to be conducted to determine if an answer provided by the respondent is actually valid.

About Rider's One-way Trip (Question 1 – 9, and Question 13)												
Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q13			
98%	97%*	96%	93%	92%	84%	95%	97%*	90%	26%**			
About Rider's Recent Travel Behavior (Questions 10 – 12)												
Q10	Q11	Q12										
92%	63%	78%										
Socio-demographic Characteristics (Questions 14 – 26)												
Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26
91%	85%	90%	91%	92%	81%	84%	91%	84%	83%	86%	90%	87%

* Q2 and Q8 ask about the ORIGIN and DESTINATION of the rider's one-way trip. In many cases, the information provided by the respondents is incomplete or insufficient. Extra efforts were made to locate the landmarks and/or addresses on the map based on careful analyses of other relevant information of the trip, resulting in a greater number of geo-codable addresses (5,930) than was provided.

** Q13 asks about the number of adults and children in the traveling group who cannot fill out survey form. Even though 26% is low compared to other response rates, it is significant given that 26% means 1,570 Tri-Rail riders.

SUMMARY OF SURVEY RESULTS

This section presents a summary of the responses to each question asked on the survey form based on the preliminary analysis of the survey data. Only a cursory examination of the dataset was performed to correct or eliminate the obvious nonsensical answers. The responses are presented in both tabular and graphical format. Key facts/findings are noted for each question.

It is worth noting that since the survey was collected on-board the morning trains for both northbound and southbound directions instead of all trains in a day, various survey questions might be potentially biased towards the typical morning peak travel behavior – more riders traveling in the peak direction (starting their trip at the northern stations and ending their trip at the southern stations) and more riders starting their trip at home and ending it at work (typical commuter trip). This might affect the results of Q1 (trip origin), Q4 (boarding station), Q5 (alighting station), and Q7 (trip destination). Caution should be exercised when making assumptions about rider's travel behavior from the data results based on the raw data.

Q1: BEFORE COMING TO TRI-RAIL, I ORIGINALLY STARTED TODAY'S ONE-WAY TRIP AT:

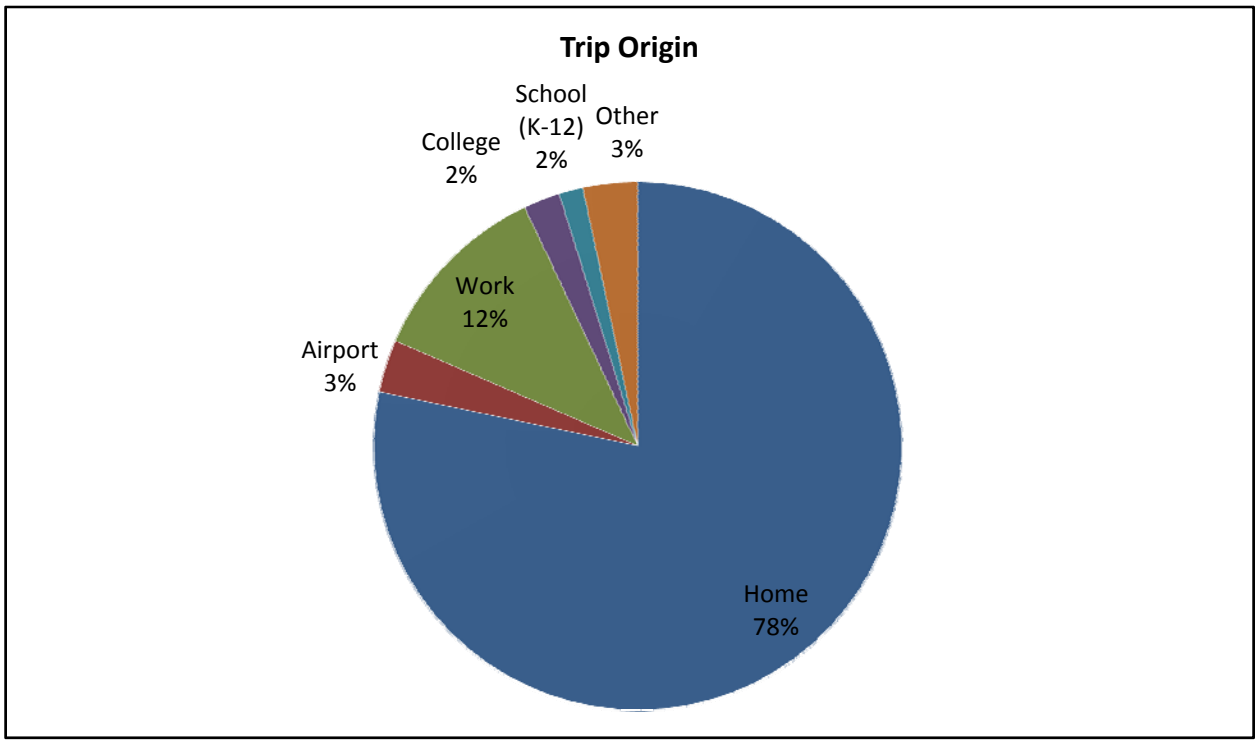
Frequency Analysis

	Answer	Count	Percent
1	**Home**	**4,685**	**78.3%**
2	Airport	193	3.2%
3	Work	685	11.4%
4	College	134	2.2%
5	School (K-12)	88	1.5%
6	Other	200	3.3%
	Total	**5,985**	**100.0%**

Key Facts:

- An Overwelming majority of the riders start their trips from home at 78%

- About 12% of the riders start their trips from work in the morning.



Q2. WHICH IS LOCATED AT (IMPORTANT)

Question 2 asked about the ORIGIN of the one-way trip. The landmarks and/or addresses provided by respondents were used to find the coordinates of these locations which in turn were used for geo-coding purposes. A map showing aggregated origins (by zip code) for geocodable records is included as Appendix C. The map displays the ten zip codes with the highest numbers of geocodable origins, which include 26% of total geocodable records.

Q3: TO GET TO TRI-RAIL I:

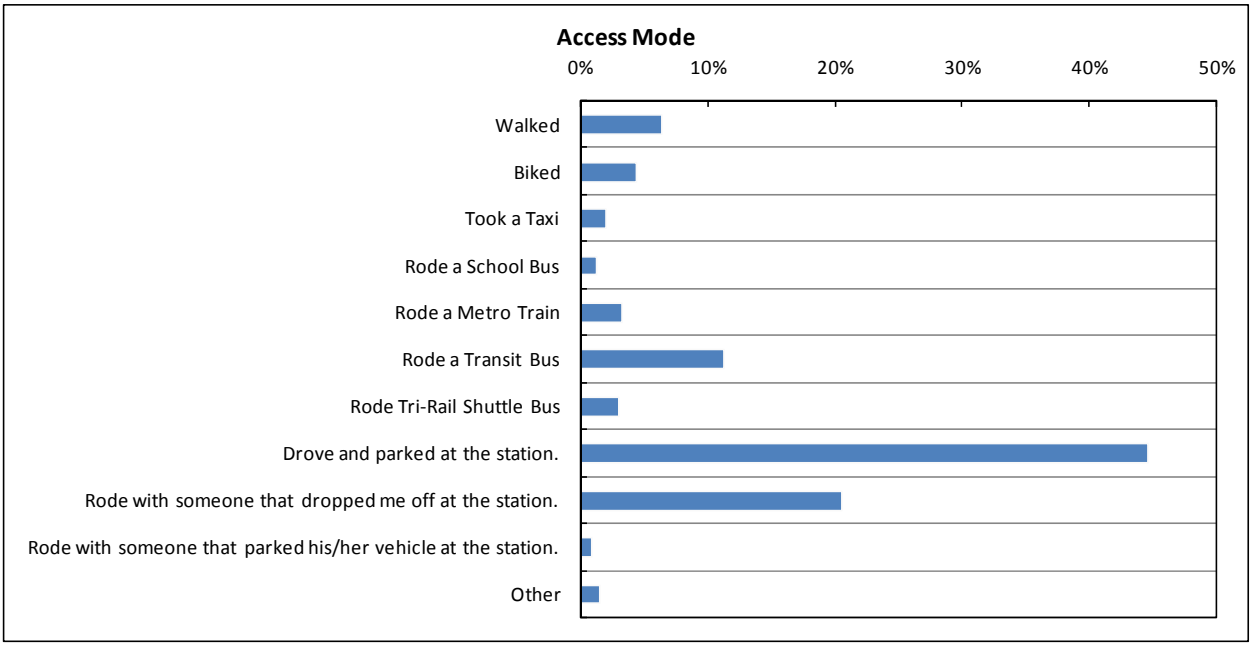
Frequency Analysis

	Answer	Count	Percent
1	Walked	379	6.5%
2	Biked	258	4.4%
3	Took a Taxi	124	2.1%
4	Rode a School Bus	74	1.3%
5	Rode a Metro Train	194	3.3%
6	Rode a Transit Bus	661	11.3%
7	Rode Tri-Rail Shuttle Bus	182	3.1%
8	**Drove and parked at the station.**	**2,608**	**44.7%**
9	Rode with someone that dropped me off at the station.	1,205	20.7%
10	Rode with someone that parked his/her vehicle at the station.	55	0.9%
11	Other	90	1.5%
	Total	**5,830**	**100.0%**

Key Facts:

- Most used access mode:
8: Park and Ride: 44.7%

- Least used access mode:
#10: Rode with someone that parked his/her vehicle at the station: 0.9%



Q4: I GOT ON THIS TRAIN AT:

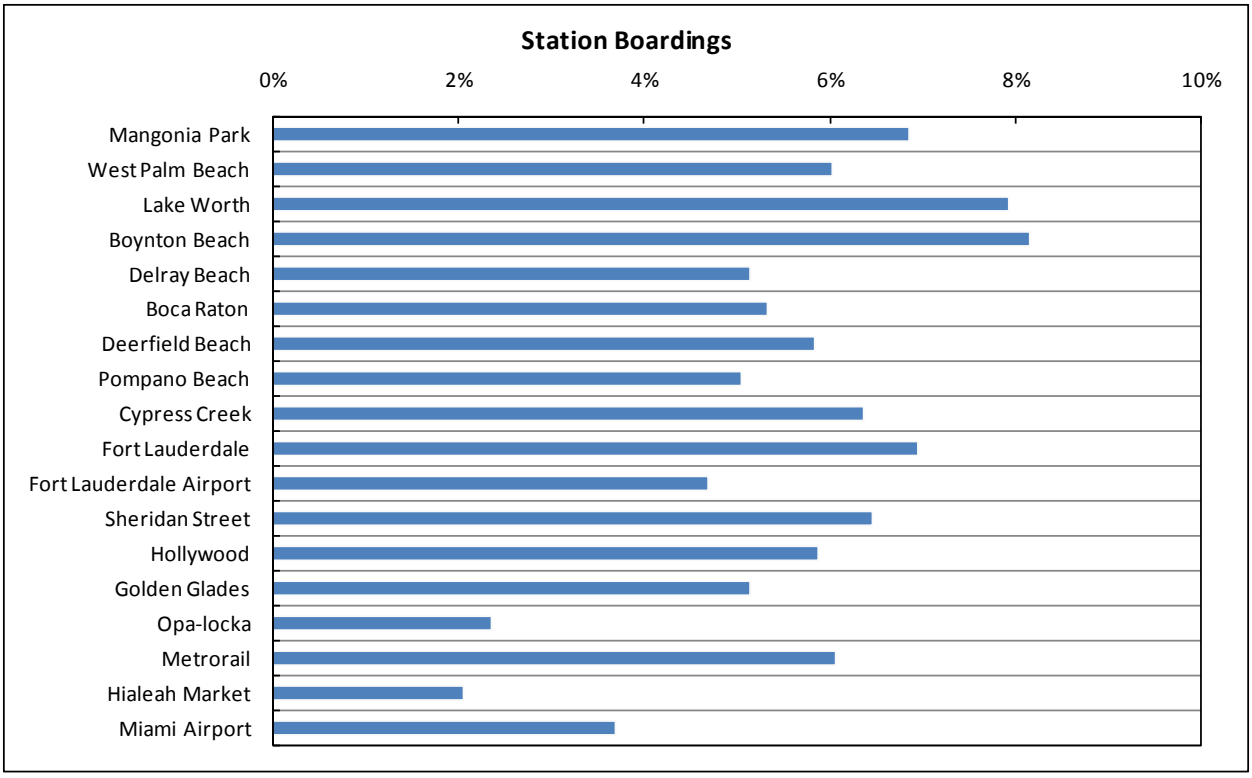
Frequency Analysis

	Answer	Count	Percent
1	Mangonia Park	388	6.9%
2	West Palm Beach	341	6.0%
3	Lake Worth	448	7.9%
4	**Boynton Beach**	**461**	**8.2%**
5	Delray Beach	291	5.1%
6	Boca Raton	302	5.3%
7	Deerfield Beach	330	5.8%
8	Pompano Beach	286	5.1%
9	Cypress Creek	360	6.4%
10	Fort Lauderdale	393	6.9%
11	Fort Lauderdale Airport	265	4.7%
12	Sheridan Street	365	6.5%
13	Hollywood	333	5.9%
14	Golden Glades	291	5.1%
15	Opa-locka	134	2.4%
16	Metrorail	343	6.1%
17	Hialeah Market	116	2.1%
18	Miami Airport	209	3.7%
	Total	**5,656**	**100.0%**

Key Facts:

- **Highest boardings:**
  Boynton Beach Station: 8.2%,
  Large # of students going to school in the morning

- **Lowest Boardings**
  Hialeah Market Station: 2.1%



Q5: I WILL GET OFF THIS TRAIN AT:

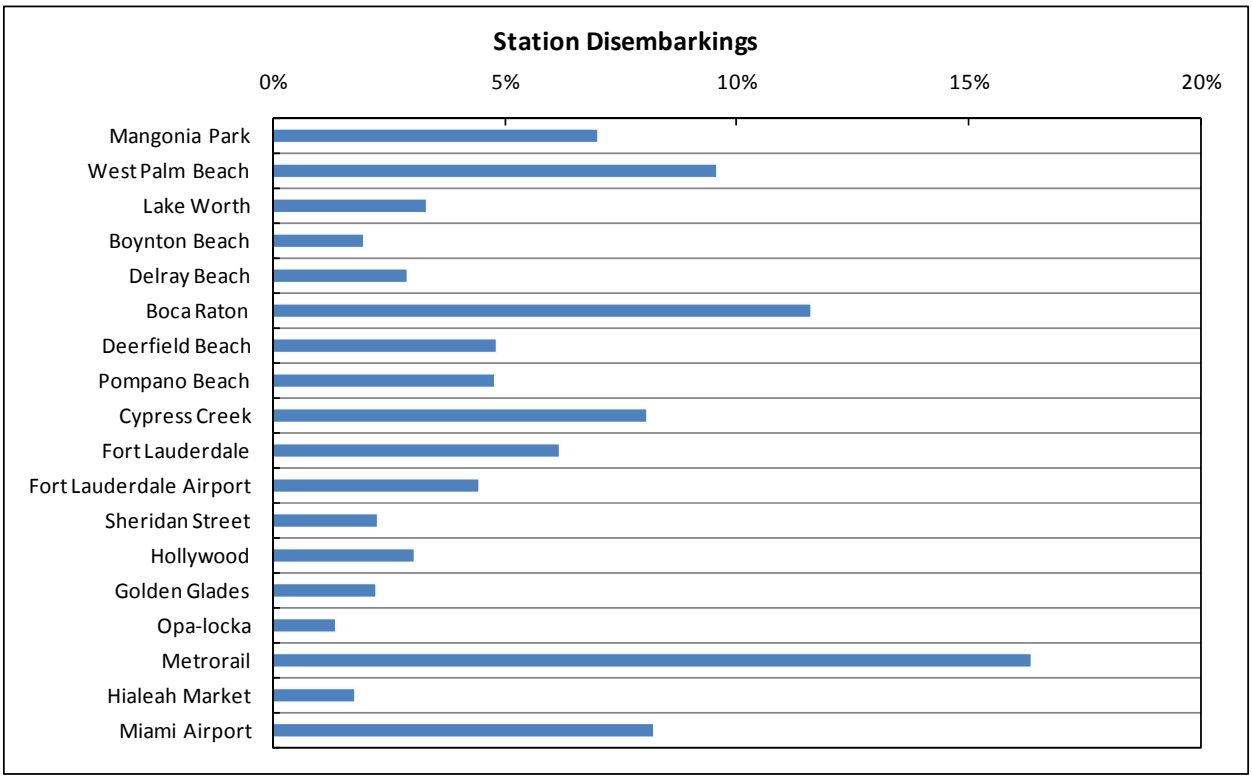
Frequency Analysis

	Answer	Count	Percent
1	Mangonia Park	394	7.0%
2	West Palm Beach	536	9.6%
3	Lake Worth	186	3.3%
4	Boynton Beach	110	2.0%
5	Delray Beach	163	2.9%
6	Boca Raton	651	11.6%
7	Deerfield Beach	271	4.8%
8	Pompano Beach	268	4.8%
9	Cypress Creek	452	8.1%
10	Fort Lauderdale	348	6.2%
11	Fort Lauderdale Airport	250	4.5%
12	Sheridan Street	127	2.3%
13	Hollywood	172	3.1%
14	Golden Glades	125	2.2%
15	Opa-locka	76	1.4%
16	**Metrorail**	**917**	**16.4%**
17	Hialeah Market	100	1.8%
18	Miami Airport	460	8.2%
	Total	**5,606**	**100.0%**

Key Facts:

- **Highest Disembarkings:**
  Metrorail Station: 16.4%,

- **Lowest Disembarkings**
  Opa-Locka Station: 2.1%



Q6. WHEN I LEAVE TRI-RAIL, I WILL:

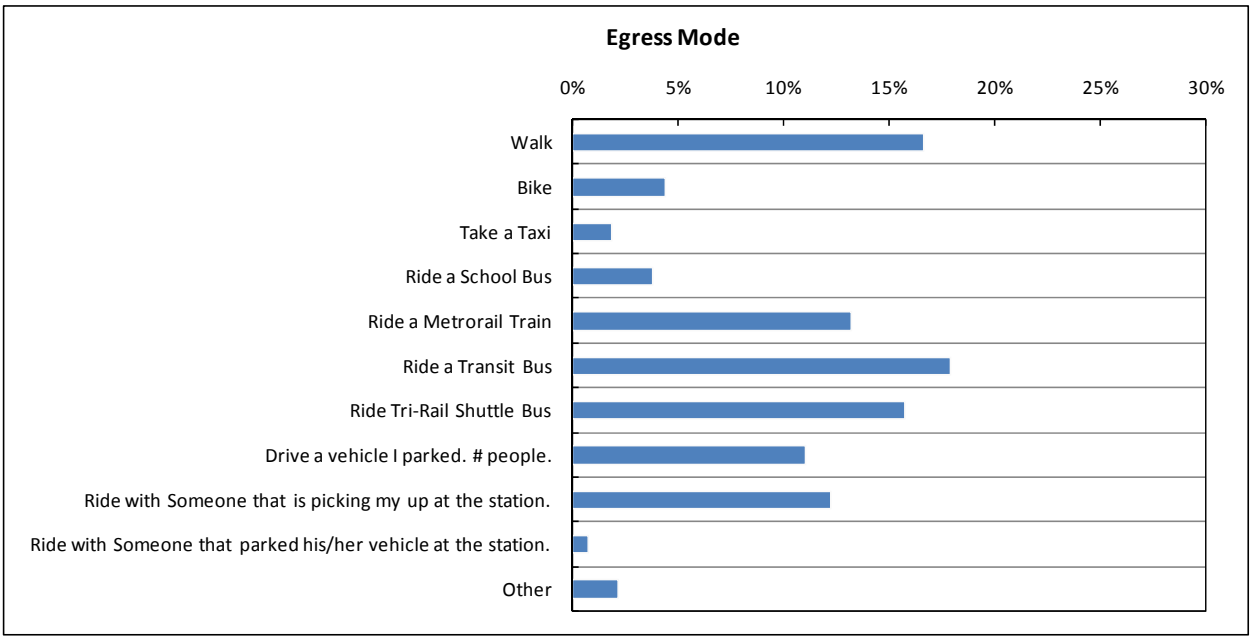
Frequency Analysis

	Answer	Count	Percent
1	Walk	962	16.6%
2	Bike	258	4.5%
3	Take a Taxi	111	1.9%
4	Ride a School Bus	223	3.9%
5	Ride a Metrorail Train	765	13.2%
6	**Ride a Transit Bus**	**1,035**	**17.9%**
7	Ride Tri-Rail Shuttle Bus	910	15.7%
8	Drive a vehicle I parked. # people.	639	11.0%
9	Ride with Someone that is picking my up at the station.	708	12.2%
10	Ride with Someone that parked his/her vehicle at the station.	44	0.8%
11	Other	128	2.2%
	Total	**5,783**	**100.0%**

Key Facts:

- Most used egress mode:
6: Ride a Transit Bus 18%

- Least used access mode:
#10: Ride with someone else: 0.8%



Q7: AFTER LEAVING TRI-RAIL, I WILL ULTIMATELY FINISH TODAY'S ONE-WAY TRIP AT:

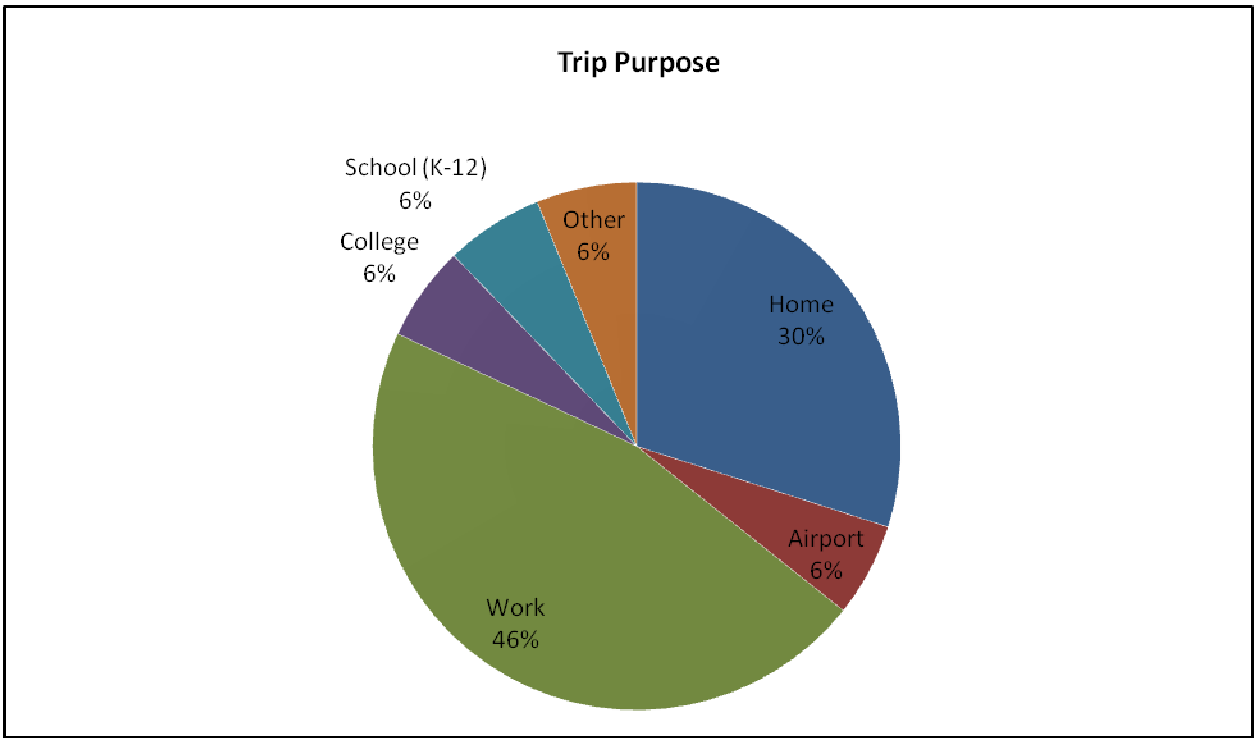
Frequency Analysis

	Answer	Count	Percent
1	Home	1,745	29.9%
2	Airport	335	5.7%
3	**Work**	**2,698**	**46.3%**
4	College	340	5.8%
5	School (K-12)	350	6.0%
6	Other	359	6.2%
	Total	**5,827**	**100.0%**

Key Facts:

- Most of the trips were going to work at 46%.

- This is followed by Home at 30%.



Q8. WHICH IS LOCATED AT (IMPORTANT)

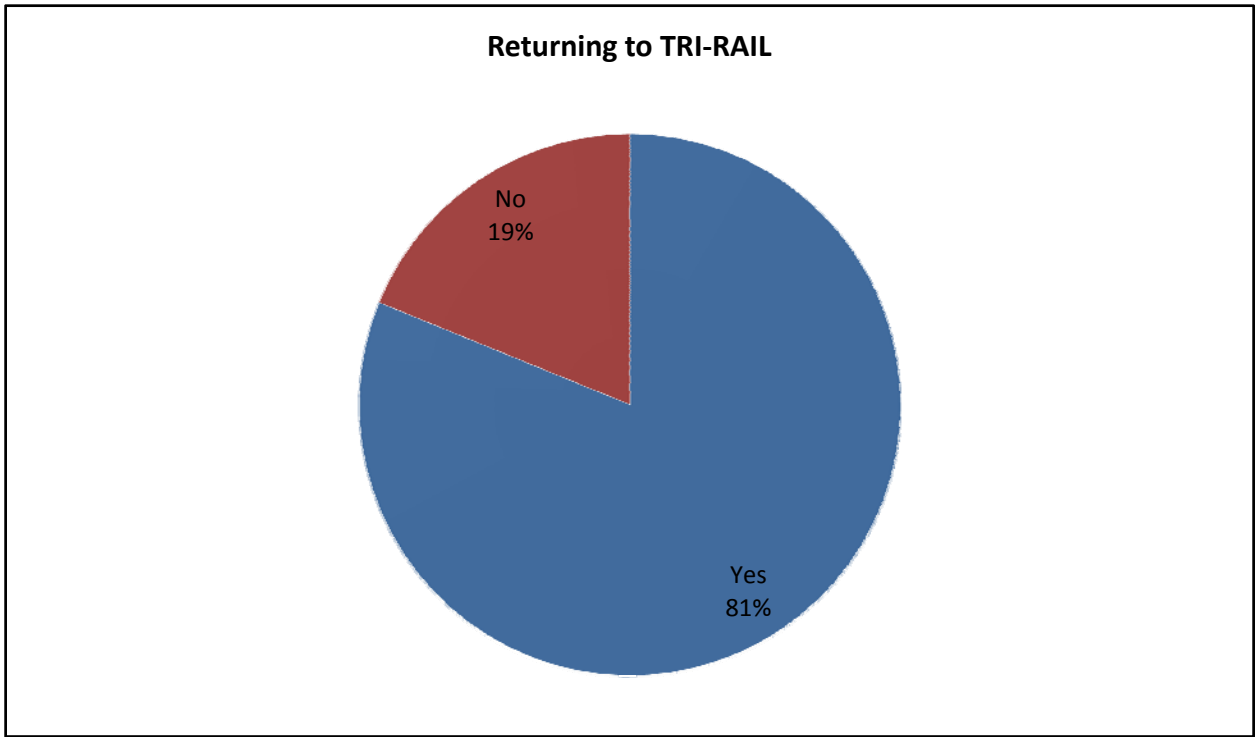
Question 8 asked about the DESTINATION of the one-way trip. The landmarks and/or addresses provided by respondents were used to find the coordinates of these locations which in turn were be used for geo-coding purposes. A map showing aggregated destinations (by zip code) for geocodable records is included as Appendix D. The map displays the ten zip codes with the highest numbers of geocodable destinations, which include 47% of total geocodable records.

Q9: TODAY I WILL MAKE ANOTHER TRI-RAIL TRIP TO GET BACK TO WHERE I STARTED:

Frequency Analysis			
	Answer	Count	Percent
1	**Yes**	**4,476**	**81.2%**
2	No	1,039	18.8%
	Total	**5,515**	**100.0%**

Key Facts:

- 81% of the respondents will be returning to TRI-RAIL to complete a round trip.



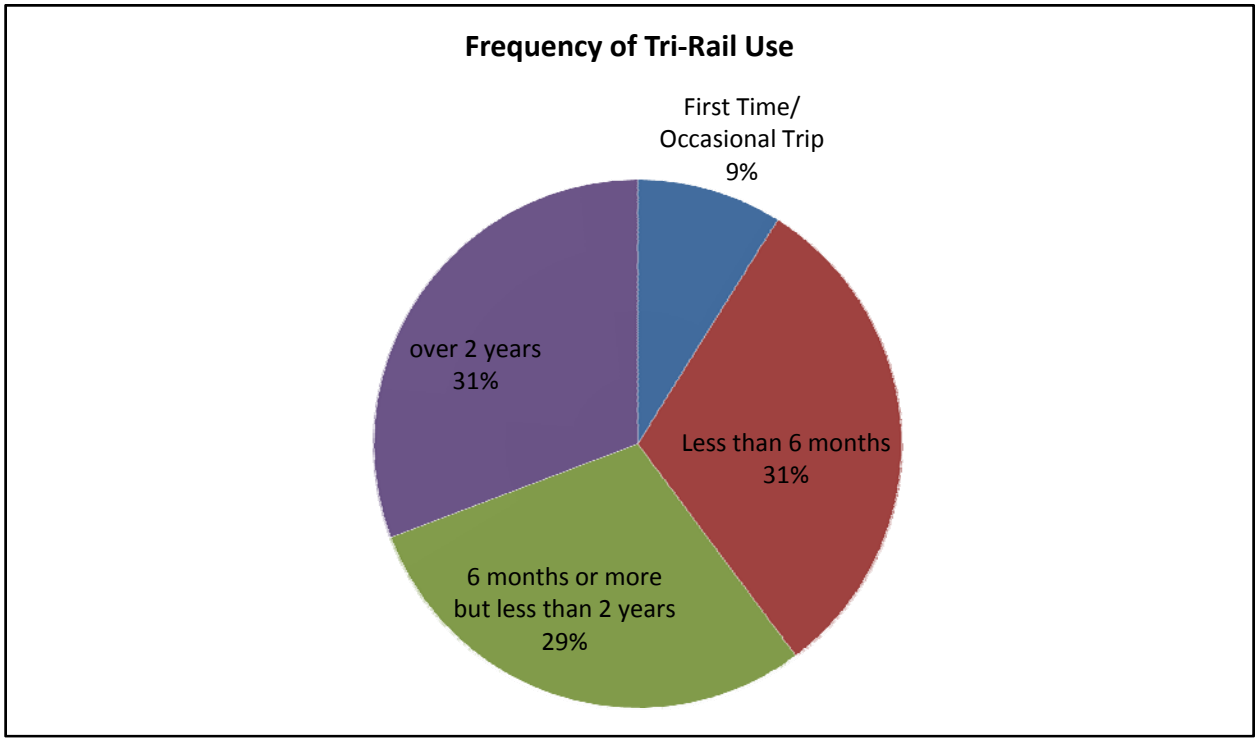
Q10: I HAVE BEEN USING TRI-RAIL TO MAKE THIS TRIP FOR:

Frequency Analysis

	Answer	Count	Percent
1	First Time/Occasional Trip	498	8.9%
2	**Less than 6 months**	**1,732**	**30.9%**
3	6 months or more but less than 2 years	1,650	29.4%
4	over 2 years	1,724	30.8%
	Total	**5,604**	**100.0%**

Key Facts:

- **Less than 10 % of the respondents are first time/occasional riders.**
- **60% of riders have been riding Tri-Rail for less than two years.**



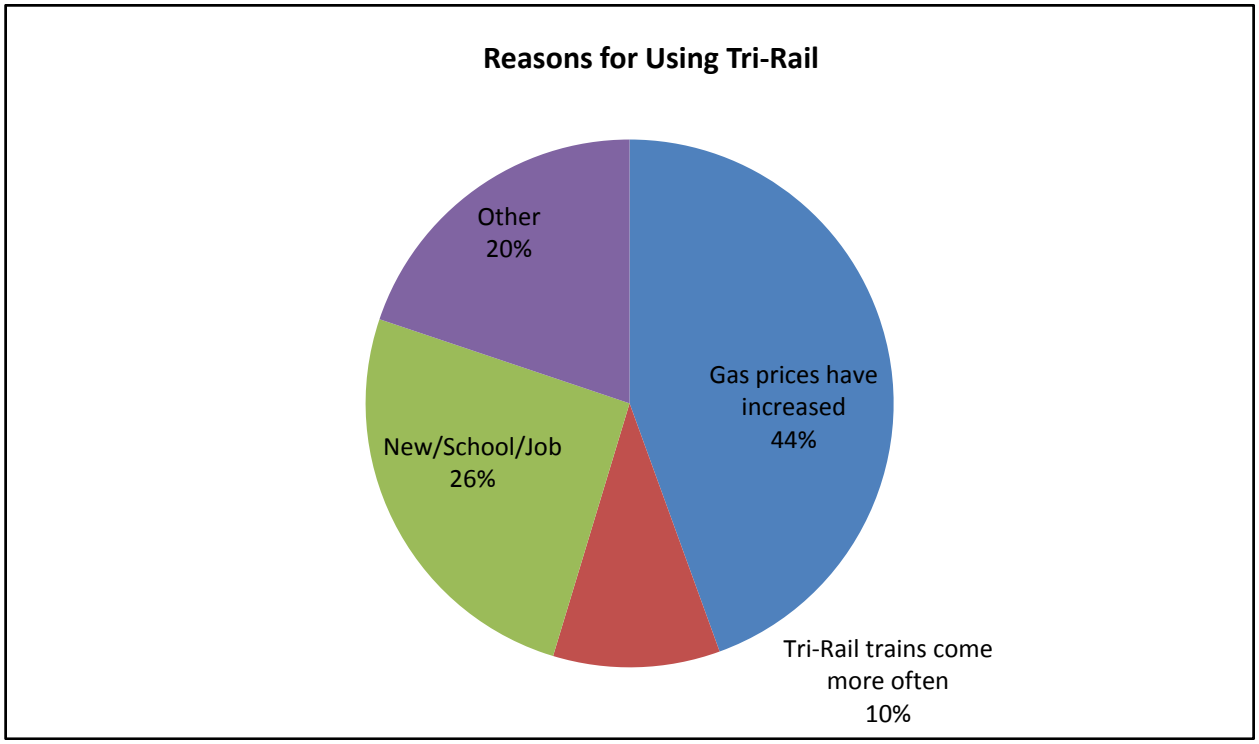
Q11. I BEGAN RIDING TRI-RAIL LESS THAN 6 MONTHS AGO BECAUSE:

Frequency Analysis

	Answer	Count	Percent
1	**Gas prices have increased**	**1,722**	**44.5%**
2	Tri-Rail trains come more often	396	10.2%
3	New/School/Job	987	25.5%
4	Other	768	19.8%
	Total	**3,873**	**100.0%**

Key Facts:

- **3,873 people answered this question.**
  this is more than the people who said they have used Tri-Rail for Less Than 6 months as indicated in Q10 (2,320 people)
- **About 45% people say gas price is the main reason for using Tri-Rail**



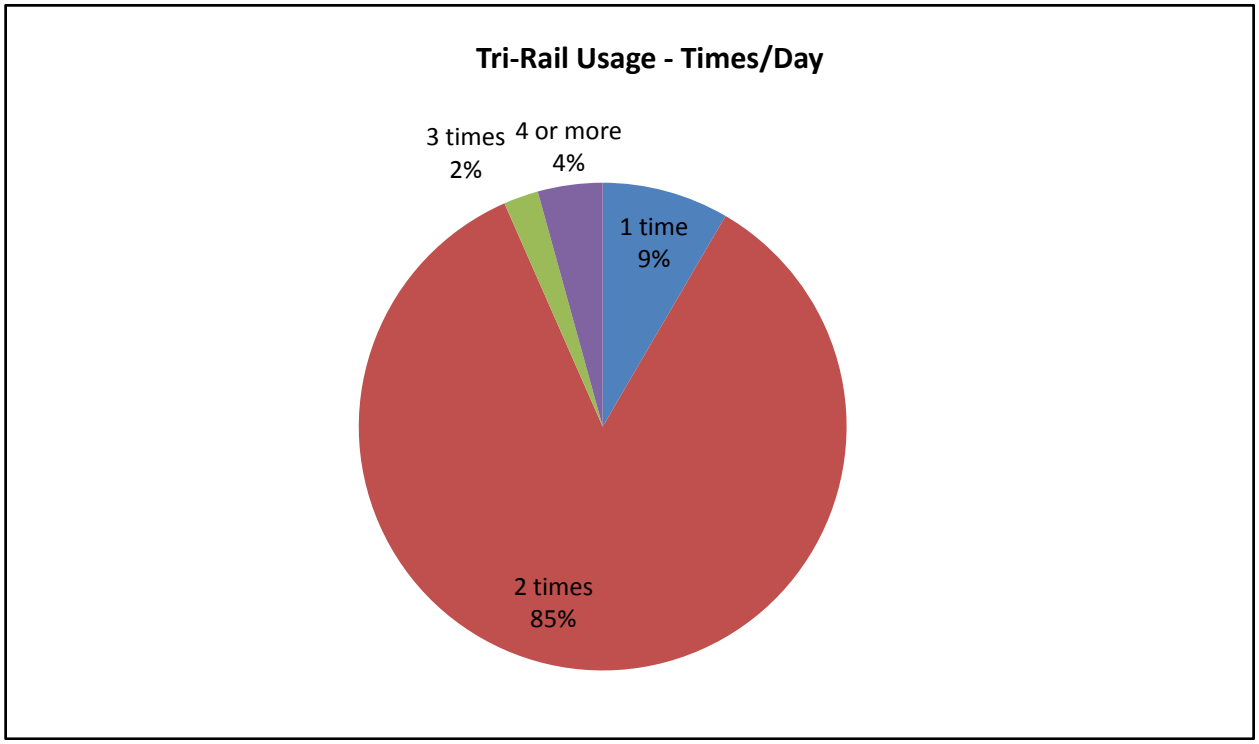
Q12-PART 1. HOW OFTEN TO YOU RIDE TRI-RAIL ON A TYPICAL DAY:

Frequency Analysis

	Answer	Count	Percent
1	1 time	329	8.4%
2	**2 times**	**3,324**	**85.0%**
3	3 times	90	2.3%
4	4 or more	168	4.3%
	Total	**3,911**	**100.0%**

Key Facts:

-85% respondents use the Tri-Rail twice a day.



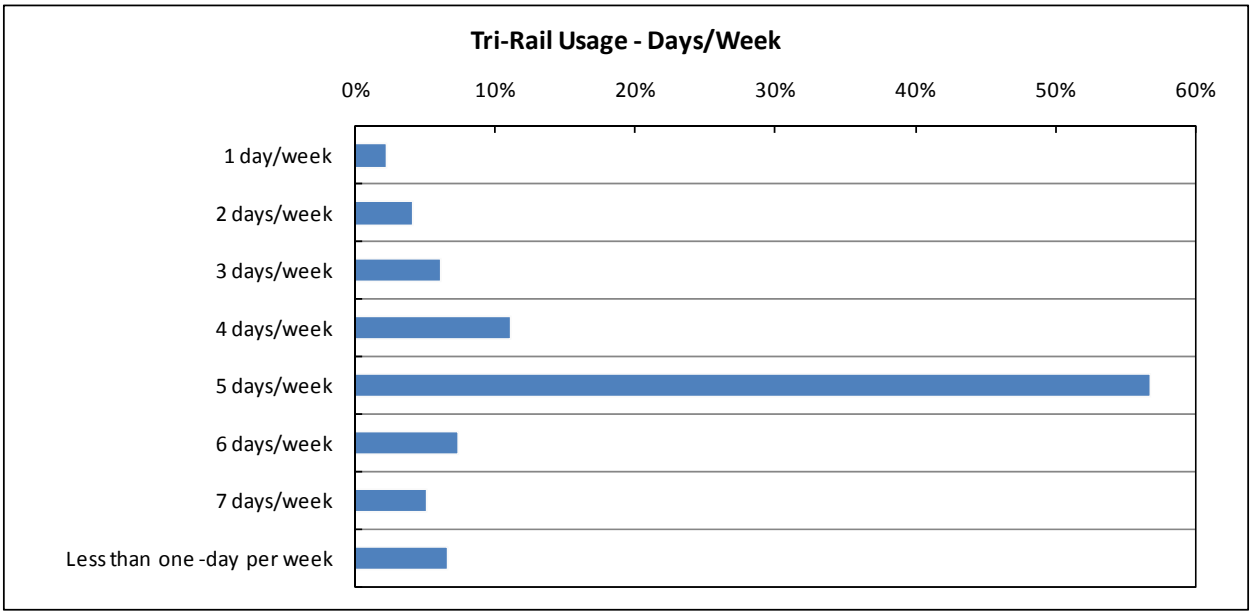
Q12-PART2. HOW OFTEN DO YOU RIDE TRI-RAIL IN A TYPICAL WEEK:

Frequency Analysis

	Answer	Count	Percent
1	1 day/week	109	2.3%
2	2 days/week	201	4.2%
3	3 days/week	296	6.2%
4	4 days/week	534	11.2%
5	**5 days/week**	**2,705**	**56.8%**
6	6 days/week	355	7.5%
7	7 days/week	248	5.2%
8	Less than one -day per week	316	6.6%
	Total	**4,764**	**100.0%**

Key Facts:

- More than half of the respondents (57%) use Tri-Rail 5 days a week.



Q13. IN MY GROUP, THERE ARE ____CHILDREN AND/OR____ ADULTS (ELDERLY OR OTHER) WHO CAN NOT FILL OUT THIS FORM.

Frequency Analysis			
	Answer	Count	Percent
	Children		
1	**1 child**	**108**	**40.4%**
2	2 children	77	28.8%
3	3 children	37	13.9%
4	4 children	27	10.1%
5	5 or more children	18	6.7%
	Total	**267**	**100.0%**
	Adults		
1	**1 adult**	**955**	**73.3%**
2	2 adults	235	18.0%
3	3 adults	56	4.3%
4	4 adults	35	2.7%
5	5 or more adults	22	1.7%
	Total	**1,303**	**100.0%**

Key Facts:

- There are only small number of young children riding the train, 267 in total

- Number of adults who cannot fill out
- the forms seems to be very high.

Q14. I LIVE IN ZIP CODE

Question 14 asked about the home zip code of the traveler. This question does not relate specifically to the geographic orientation of the trip being made; rather, it compiles demographic data about Tri-Rail patrons. A map showing place of residence (by zip code) for geocodable records is included as Appendix E. The map displays the ten zip codes with the highest numbers of geocodable place of residence, which include 16% of total geocodable records. It is interesting to note that these top ten concentrations of place of residence are all in Palm Beach County.

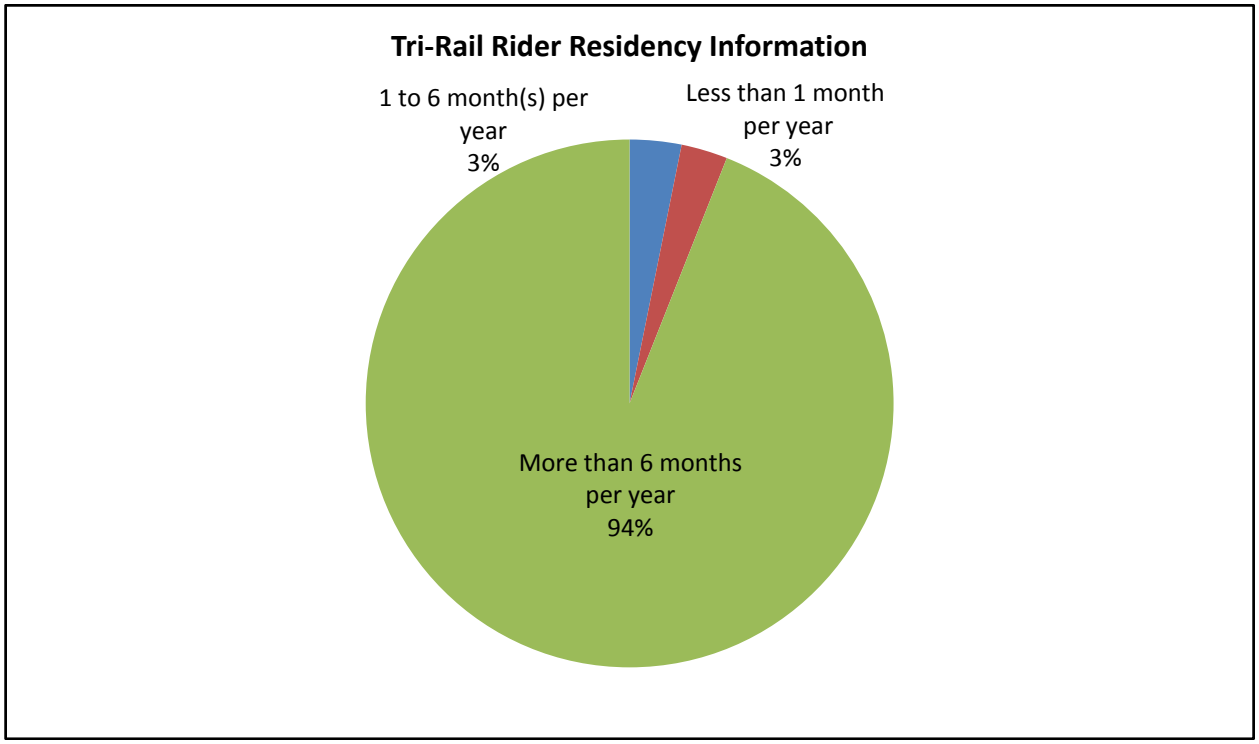
Q15. I LIVE/STAY IN SOUTH FLORIDA

Frequency Analysis

	Answer	Count	Percent
1	Less than 1 month per year	164	**3.2%**
2	1 to 6 month(s) per year	147	2.8%
3	More than 6 months per year	4,869	94.0%
	Total	**5,180**	**100.0%**

Key Facts:

- 94% of Tri-Rail riders live in South Florida for more than 6 months a year.

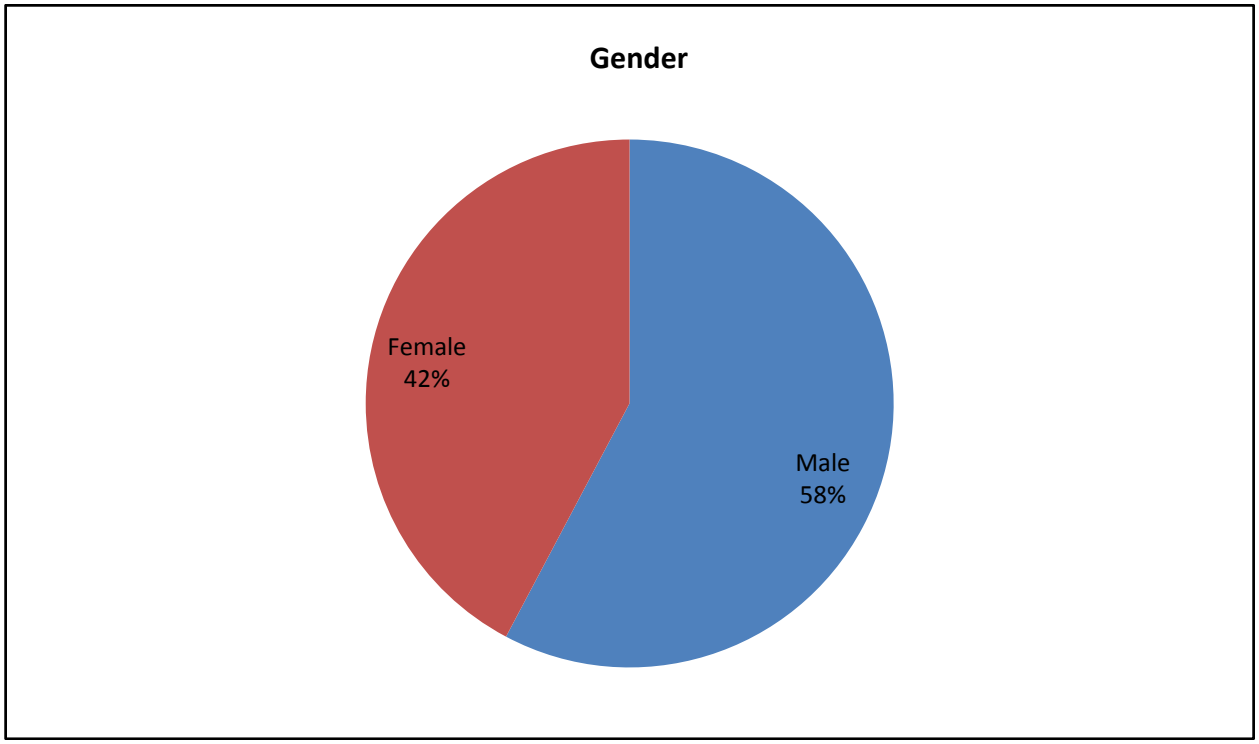


Q16. I AM:

Frequency Analysis			
	Answer	Count	Percent
1	**Male**	**3,187**	**57.8%**
2	Female	2,331	42.2%
	Total	**5,518**	**100.0%**

Key Facts:

- 58% of riders are male and 42% of riders are female.



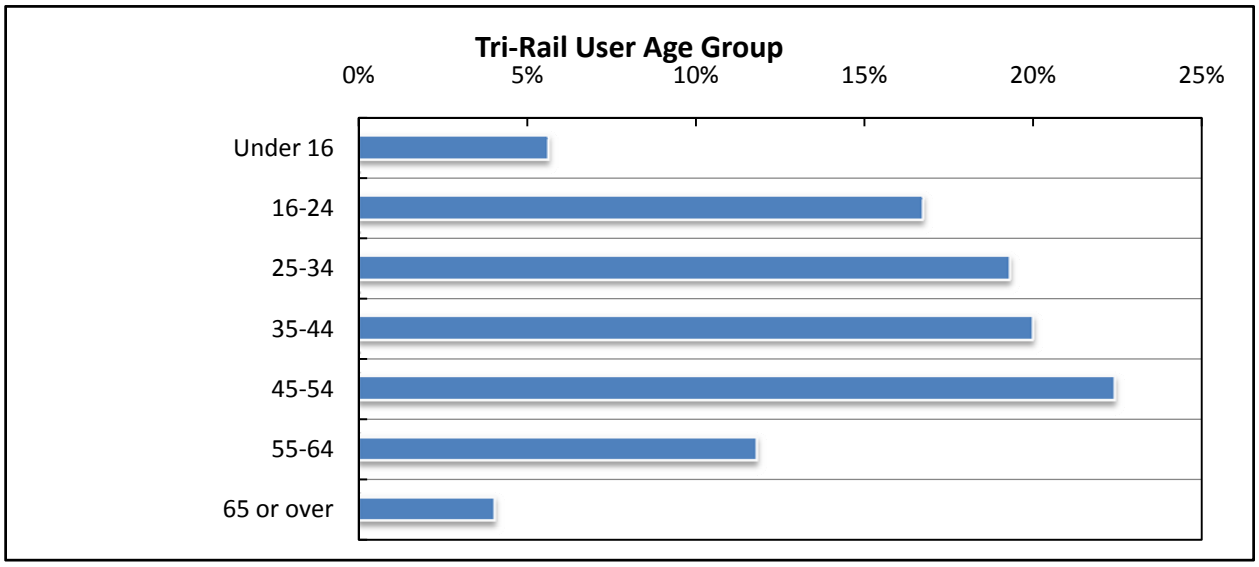
Q17. MY AGES IS:

Frequency Analysis

	Answer	Count	Percent
1	Under 16	314	5.6%
2	16-24	934	16.7%
3	25-34	1,077	19.3%
4	35-44	1,116	20.0%
5	**45-54**	**1,252**	**22.4%**
6	55-64	659	11.8%
7	65 or over	225	4.0%
	Total	**5,577**	**100.0%**

Key Facts:

- The 45-54 age group has the most riders
The old and young groups have the least number of riders



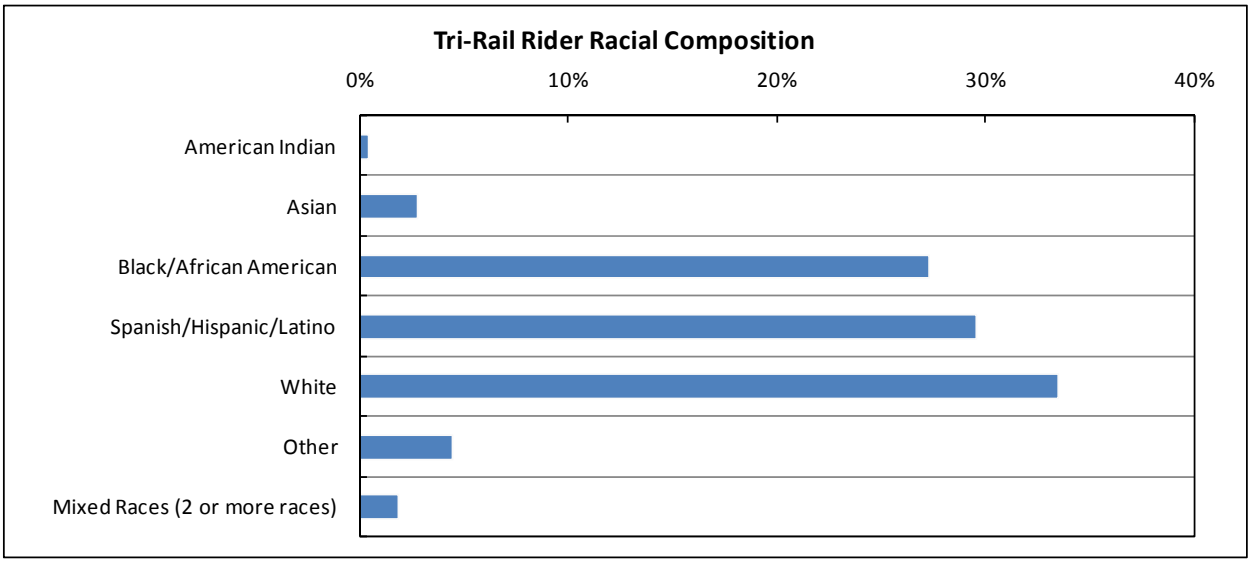
Q18. MY RACE IS BEST DESRIBED AS:

Frequency Analysis

	Answer	Count	Percent
1	American Indian	26	0.5%
2	Asian	156	2.8%
3	Black/African American	1,539	27.3%
4	Spanish/Hispanic/Latino	1,665	29.6%
5	**White**	**1,886**	**33.5%**
6	Other	253	4.5%
7	Mixed Races (2 or more races)	108	1.9%
	Total	**5,633**	**100.0%**

Key Facts:

- **Whites consist of the largest rider group This is closely followed by Spanish/Latino and Black/African Amercan groups**
- **About 2% of riders identify themselves with mixed races**



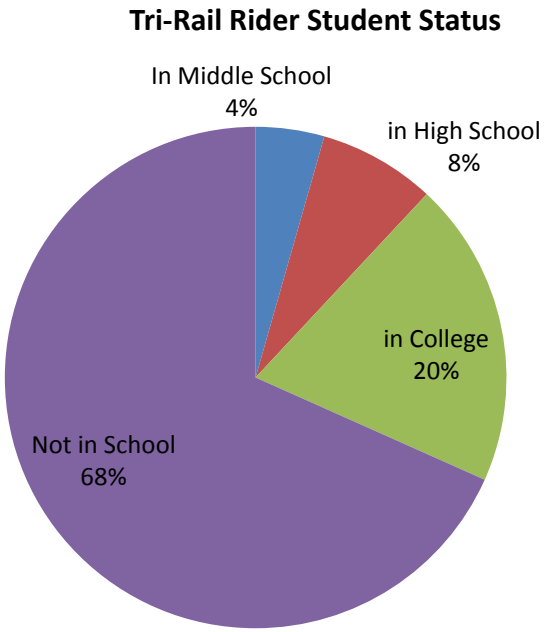
Q19. I AM:

Frequency Analysis			
	Answer	Count	Percent
1	In Middle School	218	4.4%
2	in High School	372	7.5%
3	in College	974	19.7%
4	**Not in School**	**3,372**	**68.3%**
	Total	**4,936**	**100.0%**

Key Facts:

- Majority of the riders are not in school

- Among riders going to school, college students are the largest goup.



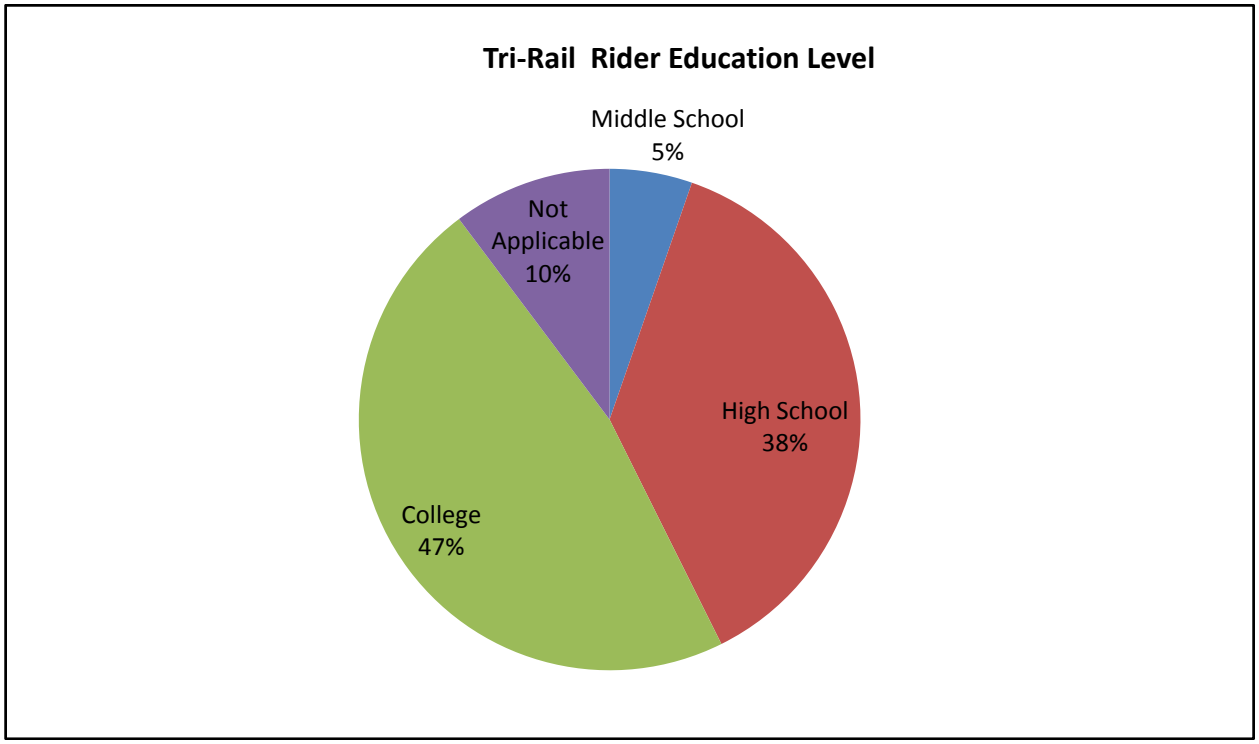
Q20. I GRADUATED

Frequency Analysis

	Answer	Count	Percent
1	Middle School	274	5.3%
2	High School	1,922	37.3%
3	**College**	**2,425**	**47.1%**
4	Not Applicable	528	10.3%
	Total	**5,149**	**100.0%**

Key Facts:

- **Majority of Tri-Rail riders graduated from high school or above**
- **Close to half of the riders have college level education.**

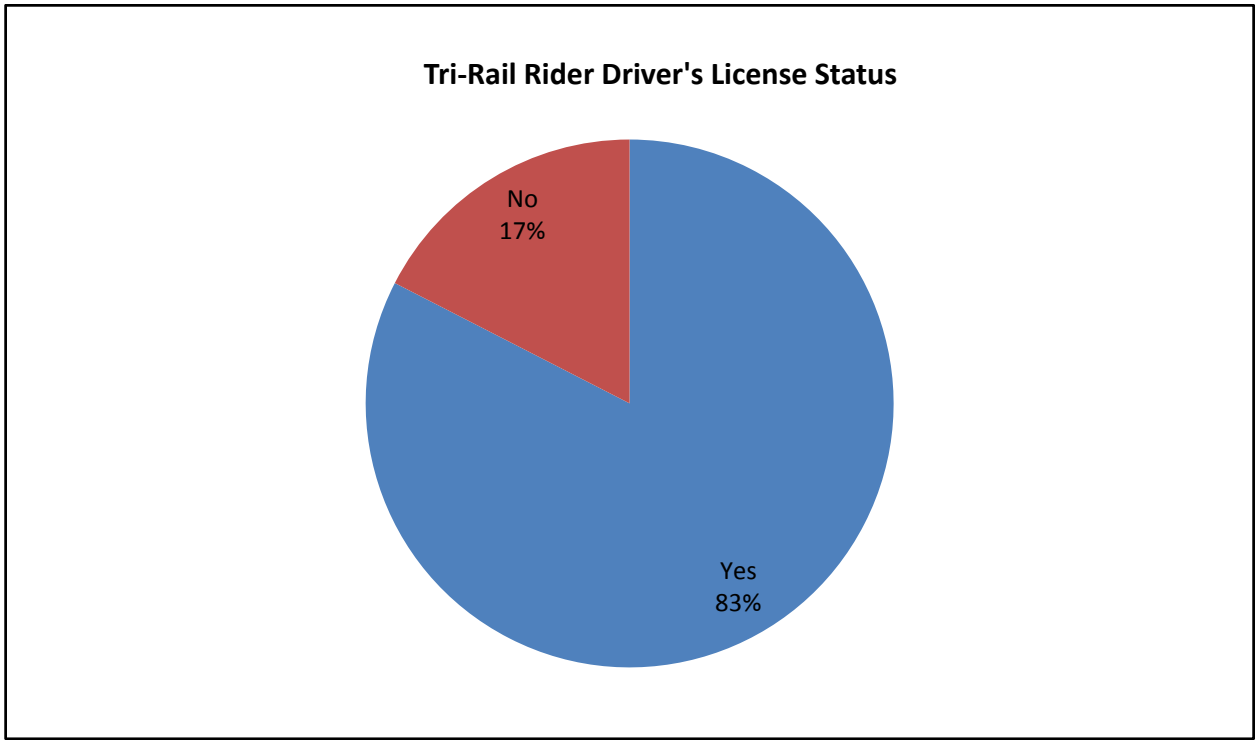


Q21. I HAVE A DRIVER'S LICENSE.

Frequency Analysis			
	Answer	Count	Percent
1	Yes	4,577	82.5%
2	No	968	17.5%
	Total	5,545	100.0%

Key Facts:

- Most Tri-Rail riders (83%) possess a driver's license



Q22. MY HOME'S TOTAL ANNUAL INCOME IS:

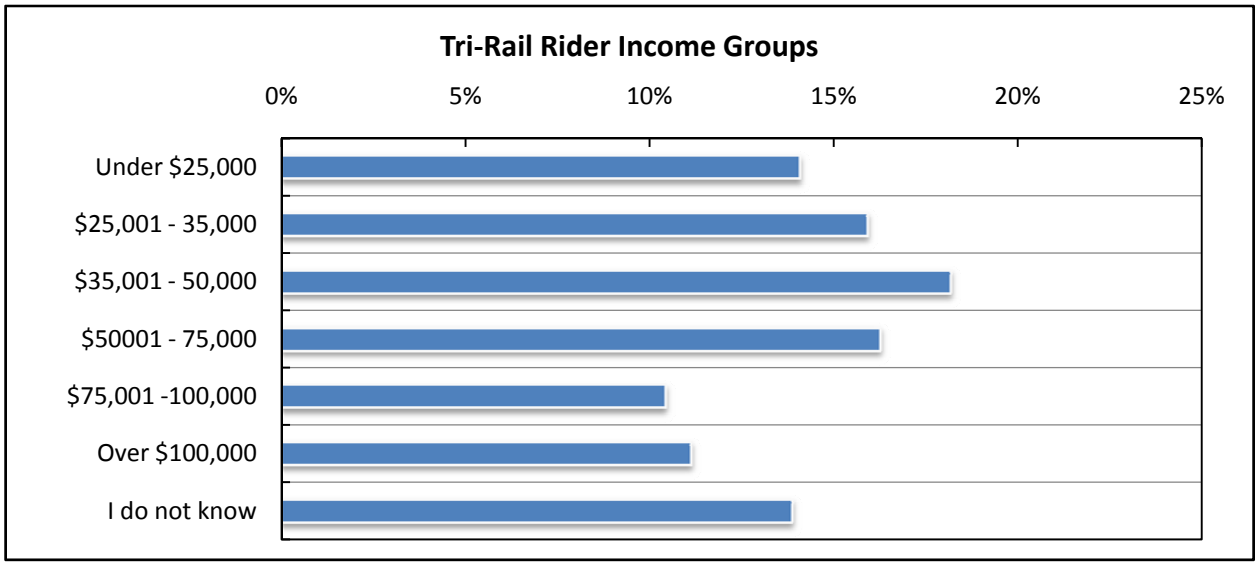
Frequency Analysis

	Answer	Count	Percent
1	Under $25,000	727	14.1%
2	$25,001 - 35,000	821	15.9%
3	**$35,001 - 50,000**	**938**	**18.2%**
4	$50001 - 75,000	839	16.3%
5	$75,001 -100,000	538	10.4%
6	Over $100,000	574	11.1%
7	I do not know	716	13.9%
	Total	**5,153**	**100.0%**

Key Facts:

- Income groups seem evenly distributed

- The data suggests that high income groups ($75K or higher) have a larger portion (22%) than any other income groups. Need further examination of the income data.



Q23. INCLUDING ME, ____PEOPLE LIVE IN MY HOME AND OF THOSE____HAVE A DRIVER'S LICENSE

Frequency Analysis

	Answer	Count	Percent
	Household Size		
1	0 person	101	2.0%
2	1 people	711	14.0%
3	**2 people**	**1,443**	**28.4%**
4	3 people	1,033	20.4%
5	4 people	1,004	19.8%
6	5 or more people	783	15.4%
	Total	**5,075**	**100.0%**
	Driver's License		
1	0 driver	173	3.8%
2	1 driver	908	19.8%
3	**2 drivers**	**2,203**	**48.1%**
4	3 drivers	871	19.0%
5	4 drivers	324	7.1%
6	5 or more drivers	104	2.3%
	Total	**4,583**	**100.0%**

Key Facts:

- 29% of households have three (3) people.

- The average household size is 2.89.

- Close to half of the households (48%) have two (2) licensed drivers.

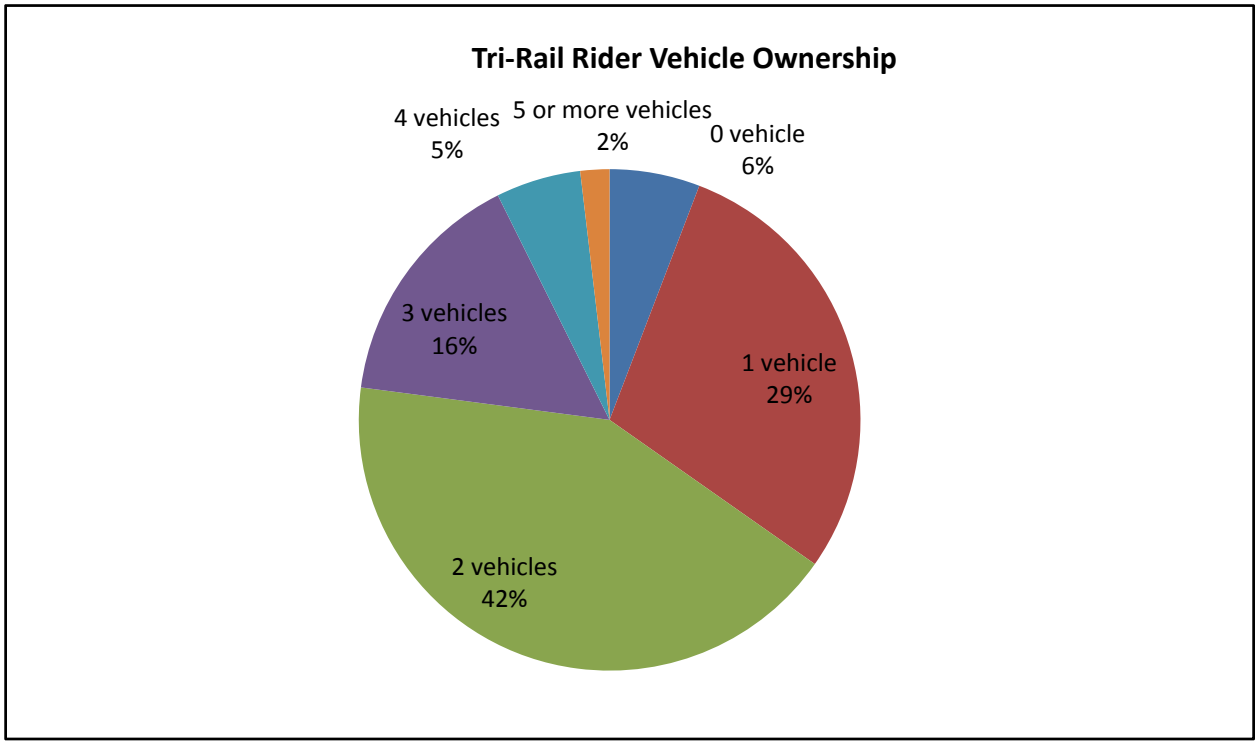
Q24. ___ VEHICLES ARE OWNED BY PEOPLE IN MY HOME.

Frequency Analysis

	Answer	Count	Percent
1	0 vehicle	304	5.8%
2	1 vehicle	1,511	28.9%
3	**2 vehicles**	**2,210**	**42.3%**
4	3 vehicles	814	15.6%
5	4 vehicles	286	5.5%
6	5 or more vehicles	98	1.9%
	Total	**5,223**	**100.0%**

Key Facts:

- **65% of the riders have two or more vehicles in their households**
- **6% of the riders do not own a vehicle**
- **Average car ownership is 1.92 vehicle per household.**



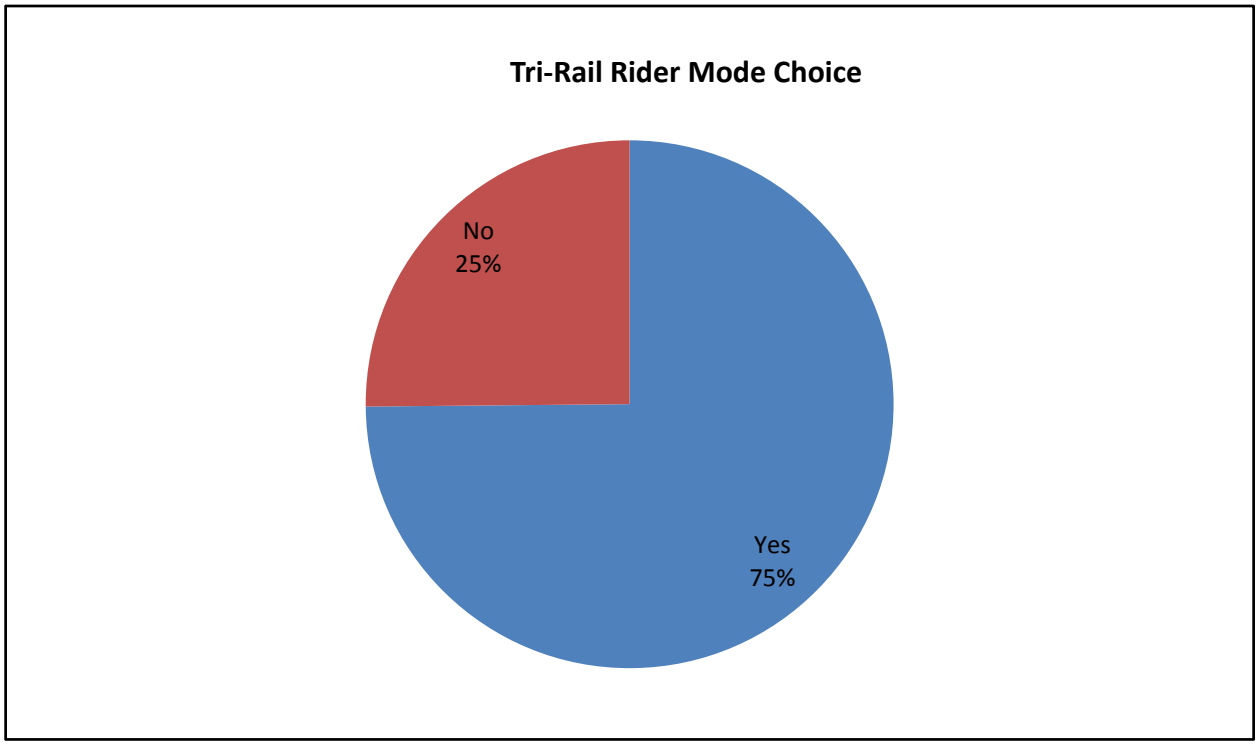
Q25. I COULD HAVE TRAVELED TODAY BY CAR BUT CHOSE TO RIDE TRI-RAIL INSTEAD.

Frequency Analysis

	Answer	Count	Percent
1	**Yes**	**4,134**	**74.9%**
2	No	1,388	25.1%
	Total	**5,522**	**100.0%**

Key Facts:

- 75% Tri-Rail riders are choice riders.



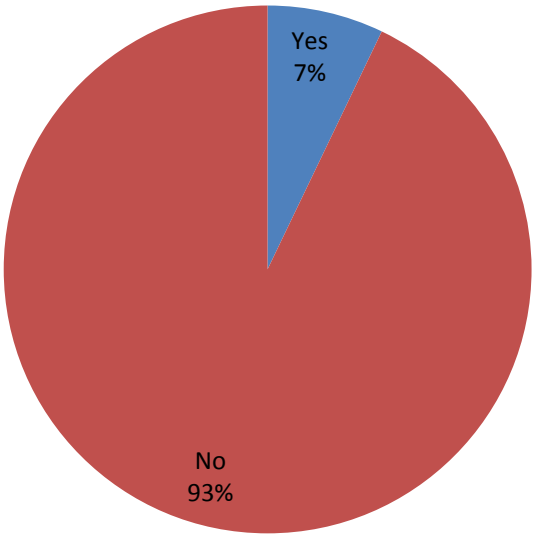
Q26. I FILLED OUT ANOTHER SURVEY CARD EARLIER TODAY.

Frequency Analysis

	Answer	Count	Percent
1	Yes	379	7.1%
2	**No**	**4,943**	**92.9%**
	Total	**5,322**	**100.0%**

Key Facts:

- 7% of respondents filled out the survey form more than once.



APPENDIX A – ALL DAY PASSENGER DOOR COUNTS

All Day Passenger Door Counts

Southbound Trains

Station	P601		P603		P605		P607		P609		P611		P613		P615		P617		P619		P621		P623		P625		P627		P629		P631		P633		P635		P637		P639		P641		P643		P645		P647		P649		TOTAL	
	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs
Mangonia Park	8	0	11	0	25	0	33	0	39	1	39	0	28	0	83	0	65	0	19	0	31	0	21	0	18	0	21	0	12	0	45	2	360	1	41	0	64	0	35	0	75	1	16	0	24	2	17	0	8	0	1138	7
West Palm Beach	10	0	21	0	28	0	43	0	24	2	39	2	37	0	33	3	42	1	19	0	22	0	40	2	29	0	28	2	26	0	34	2	36	10	250	0	49	0	79	0	82	0	41	0	24	3	15	0	17	0	1068	27
Lake Worth	18	0	35	1	52	0	56	1	44	4	50	9	39	2	33	1	49	3	32	1	25	1	12	3	8	2	15	0	13	0	84	5	5	50	26	20	19	11	22	12	17	14	12	10	5	5	13	0	13	1	697	156
Boynton Beach	10	1	27	1	44	3	44	6	34	8	34	2	47	0	39	1	30	7	31	3	20	4	3	1	5	4	4	2	10	1	14	15	7	148	13	81	21	12	15	10	8	23	8	7	4	10	4	1	6	2	482	353
Delray Beach	5	0	16	3	26	3	27	10	23	10	27	11	35	5	29	23	16	19	13	2	11	7	10	0	6	3	14	3	12	4	21	21	8	47	12	36	24	16	27	9	23	17	7	1	4	7	13	2	4	3	413	262
Boca Raton	4	2	8	2	16	3	16	22	10	17	24	15	17	37	20	47	21	39	17	15	14	11	12	7	24	5	22	4	19	6	78	32	35	70	71	74	75	10	110	12	50	22	39	7	18	4	26	1	13	0	759	464
Deerfield Beach	10	1	22	5	32	11	31	14	41	17	30	21	32	23	8	17	12	17	16	3	21	2	8	1	13	5	13	8	17	8	32	15	24	35	28	25	32	21	21	26	43	29	9	10	11	5	5	4	7	6	518	329
Pompano Beach	13	6	23	8	39	14	29	14	32	26	20	18	16	19	19	15	15	26	10	9	12	5	10	7	7	9	7	5	20	7	37	21	13	4	24	17	33	26	24	29	8	17	12	10	6	7	4	4	10	0	443	323
Cypress Creek	22	6	38	10	47	25	40	36	32	21	17	37	21	46	11	37	10	38	12	17	17	14	14	3	5	8	16	2	24	11	73	15	21	14	45	32	55	39	42	30	22	18	16	16	10	12	11	9	3	5	624	501
Fort Lauderdale	15	1	36	7	58	34	44	34	34	45	24	44	24	23	20	35	10	13	18	12	11	13	11	11	16	7	8	16	9	11	20	30	16	16	15	53	18	31	20	39	17	32	4	14	6	8	5	20	6	4	465	553
Fort Lauderdale Airport	10	4	22	28	41	23	37	27	16	16	9	14	20	14	5	21	7	16	11	25	26	15	4	15	13	8	28	20	20	9	27	30	7	21	9	19	12	26	11	23	17	17	4	10	3	3	8	8	7	7	374	419
Sheridan Street	10	0	18	8	45	19	48	14	19	14	19	6	32	8	14	7	4	6	12	3	3	5	7	10	3	6	3	6	0	3	13	23	12	16	5	25	6	51	10	34	11	26	1	11	0	6	2	5	0	10	297	322
Hollywood	15	6	48	7	36	16	26	11	22	17	17	13	10	15	7	16	17	6	7	10	12	1	9	10	8	9	5	5	12	12	16	28	9	19	10	23	11	32	9	30	8	23	5	18	2	12	4	9	3	16	328	364
Golden Glades	1	7	11	11	24	20	24	14	14	12	12	6	11	6	11	12	4	6	6	8	7	17	1	6	3	16	10	12	1	9	3	54	1	31	9	40	19	27	5	43	0	34	1	12	4	6	2	11	2	9	186	429
Opa-locka	4	2	4	7	4	13	7	9	4	6	7	15	2	0	0	7	1	18	1	9	0	22	1	3	1	4	3	6	4	8	1	22	2	20	2	11	0	13	2	16	0	16	0	7	1	5	0	6	1	4	52	249
Metrorail Transfer	2	66	12	131	2	250	3	211	0	151	1	118	2	116	1	67	9	34	0	60	1	45	1	37	19	33	2	48	2	36	7	71	1	28	0	62	0	50	1	44	1	41	0	22	0	17	0	26	1	18	68	1782
Hialeah Market	0	1	0	20	0	14	0	33	1	7	1	20	0	4	0	2	0	4	0	10	0	3	0	1	0	5	0	11	2	4	1	17	0	9	1	13	0	14	0	23	1	18	0	7	0	1	0	3	0	3	7	247
Miami Airport	0	47	11	90	0	62	0	168	2	48	0	21	0	12	0	28	0	20	0	34	0	53	0	38	0	29	0	12	9	36	15	46	1	21	0	31	0	33	8	21	0	19	0	19	1	4	0	17	0	13	47	922
TOTAL	**157**	**150**	**363**	**339**	**519**	**510**	**508**	**624**	**391**	**422**	**370**	**372**	**373**	**330**	**333**	**339**	**312**	**273**	**224**	**221**	**233**	**218**	**164**	**155**	**178**	**153**	**199**	**162**	**212**	**165**	**521**	**449**	**558**	**560**	**561**	**562**	**438**	**412**	**441**	**401**	**383**	**367**	**175**	**181**	**123**	**117**	**129**	**126**	**101**	**101**	**7966**	**7709**

Northbound Trains

Station	P600		P602		P604		P606		P608		P610		P612		P614		P616		P618		P620		P622		P624		P626		P628		P630		P632		P634		P636		P638		P640		P642		P644		P646		P648		TOTAL	
	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs	Ons	Offs
Miami Airport	6	4	9	0	14	0	29	0	12	0	10	0	29	0	25	0	34	0	17	10	24	0	18	0	17	0	13	0	16	0	55	0	120	0	48	0	78	0	49	0	34	0	69	0	33	0	69	0	22	0	850	14
Hialeah Market	6	0	6	0	0	0	12	0	8	0	14	6	21	0	27	0	13	0	7	0	4	0	5	0	1	0	3	0	13	0	5	0	14	0	15	0	15	0	20	0	13	0	23	0	4	0	2	0	4	0	255	6
MetroRail	10	0	12	0	17	1	46	0	37	0	35	1	49	0	42	2	43	4	31	1	31	3	49	2	35	0	65	0	46	1	104	4	125	0	93	0	172	4	225	2	154	2	112	2	75	0	61	0	30	1	1699	30
Opa Locka	9	0	10	0	7	0	10	0	17	3	24	1	17	0	12	3	12	2	5	2	6	0	4	0	11	0	6	6	8	2	7	4	15	3	8	2	9	8	5	2	7	1	5	2	6	0	4	3	0	2	224	46
Golden Glades	17	0	29	0	25	1	39	3	17	3	40	1	45	1	33	1	27	1	19	0	10	2	15	0	8	8	17	3	13	5	17	24	28	24	10	18	19	16	10	12	13	7	13	15	9	6	9	12	10	8	492	171
Hollywood	14	0	13	2	13	0	30	7	11	6	19	9	20	8	23	15	27	13	11	11	5	2	9	7	10	4	10	10	11	6	14	13	20	27	19	21	20	23	12	34	24	15	8	16	6	7	8	8	10	9	367	273
Sheridan Street	0	0	8	0	5	0	33	6	33	6	29	9	46	19	44	7	20	4	15	2	7	3	9	2	0	2	7	9	12	8	10	10	25	26	16	26	10	26	6	43	10	26	5	21	9	18	10	10	0	3	369	286
Ft. Lauderdale Airport	6	7	6	1	5	4	18	11	20	9	22	10	20	5	24	16	20	12	9	8	17	20	13	10	5	6	20	10	17	7	35	26	54	34	25	20	32	28	15	34	20	26	19	14	9	15	11	6	12	9	454	348
Ft. Lauderdale	11	1	12	2	20	7	22	7	26	14	22	9	33	24	38	13	16	12	11	7	11	15	10	17	10	9	21	18	18	9	24	28	68	32	35	39	49	37	18	46	16	38	6	30	11	15	5	19	4	5	517	453
Cypress Creek	12	13	7	24	15	10	21	29	13	27	26	47	30	42	19	48	15	30	6	15	10	5	4	31	10	5	14	12	12	16	26	34	59	47	40	39	50	35	23	32	16	32	22	24	14	13	8	26	5	4	477	640
Pompano Beach	5	9	15	13	10	8	26	36	17	20	17	42	23	27	15	16	17	19	10	0	13	6	5	8	5	11	11	4	13	14	27	22	39	32	22	27	15	30	10	35	7	25	4	16	5	14	0	12	3	7	334	453
Deerfield Beach	4	11	13	10	6	7	14	24	28	18	30	30	14	27	11	34	10	22	8	12	4	12	5	10	2	9	7	7	14	15	21	15	37	49	23	29	11	42	9	24	4	18	7	17	6	16	1	11	2	5	291	474
Boca Raton	1	4	5	9	11	11	9	53	81	67	81	53	4	105	3	80	3	59	4	37	6	25	3	11	4	12	5	16	28	6	34	21	62	29	15	14	36	30	14	11	11	11	6	18	4	8	5	5	2	3	437	698
Delray Beach	4	2	5	9	10	3	9	12	65	12	34	17	12	14	3	18	3	16	3	4	6	5	5	12	6	5	2	18	10	8	10	20	23	48	6	41	4	34	4	22	2	12	4	9	4	8	6	17	0	7	240	373
Boynton Beach	6	6	9	4	12	13	13	7	157	13	73	22	8	14	0	6	6	8	1	10	0	5	3	3	2	6	0	18	10	28	11	40	8	73	4	50	1	53	3	20	0	24	4	23	1	14	4	22	1	11	337	493
Lake Worth	7	13	11	10	2	10	15	17	47	18	26	6	2	16	1	11	1	16	2	16	1	13	2	17	2	22	2	26	14	34	27	58	4	119	4	66	3	60	1	45	0	28	0	15	1	18	0	11	1	10	176	675
West Palm Beach	1	41	5	23	1	25	29	28	10	35	44	229	0	44	0	36	0	31	6	15	0	20	0	29	3	16	5	29	8	35	2	32	6	67	0	47	1	35	1	24	0	17	3	26	0	18	0	19	1	18	126	939
Mangonia Park	0	9	0	46	0	15	5	34	25	299	8	12	0	15	0	8	0	15	3	23	0	8	1	6	0	15	2	6	7	36	0	73	0	74	0	59	0	50	0	23	0	23	0	29	0	20	0	23	0	14	51	935
TOTAL	**119**	**120**	**175**	**153**	**173**	**115**	**380**	**274**	**624**	**550**	**554**	**504**	**373**	**361**	**320**	**314**	**267**	**264**	**168**	**173**	**155**	**144**	**160**	**165**	**131**	**130**	**210**	**192**	**270**	**230**	**429**	**424**	**707**	**684**	**383**	**498**	**525**	**511**	**425**	**409**	**331**	**305**	**310**	**277**	**197**	**190**	**203**	**204**	**107**	**116**	**7696**	**7307**

APPENDIX B – SURVEY QUESTIONNAIRE

PLEASE HELP US IMPROVE YOUR TRI-RAIL SERVICE !

Por favor ver al reverso para español • Souple mande pouyon fòm an Kreyòl

Tri-Rail is conducting a survey to help determine future service and station improvements. You can help by filling out this survey while you ride today. Please print clearly. ***Return your completed Survey to a surveyor before leaving the train.*** If you make another trip today on Tri-Rail, you may be given a survey **each** time you ride Tri-Rail. It is important that you **complete a survey each time** that you ride Tri-Rail today. **THANK YOU!**

PLEASE TELL US ABOUT THE ONE-WAY TRIP YOU ARE MAKING NOW ON TRI-RAIL

PLEASE ☑ CHECK ONLY ONE RESPONSE PER QUESTION

1. BEFORE COMING TO TRI-RAIL, I ORIGINALLY **STARTED TODAY'S ONE-WAY** TRIP AT: ❑Home ❑Airport _____ (Name) ❑Work ❑College ❑School(K-12) ❑Other _____ (Specify (for example: "Beach"))

2. WHICH IS LOCATED AT (IMPORTANT!): _____ (Nearby Landmark (for example: Name of Building, Mall, Hospital or School)) _____ (Nearby Intersection or Address / City or Town / Zip Code)

3. TO GET TO TRI-RAIL I: ❑Walked ❑Biked
   ❑Took a Taxi ❑Rode a School Bus ❑Rode a Metrorail Train
   ❑Rode a Transit Bus (Route #/Name) _____
   ❑Rode a Tri-Rail Shuttle Bus (Route #/Name) _____
   ❑Drove and parked at the station. Number of people in vehicle including me. (# of people) _____
   ❑Rode with someone that dropped me off at the station. Number of people dropped off including me. (# of people) _____
   ❑Rode with someone that parked his/her vehicle at the station. Number of people in vehicle including me. (# of people) _____
   ❑Other (Please specify) _____

4. I GOT ON THIS TRAIN AT: _____ (Station Name) Station

5. I WILL GET OFF THIS TRAIN AT: _____ (Station Name) Station

6. WHEN I LEAVE TRI-RAIL I WILL: ❑Walk ❑Bike
   ❑Take a Taxi ❑Ride a School Bus ❑Ride a Metrorail Train
   ❑Ride a Transit Bus (Route #/Name) _____
   ❑Ride a Tri-Rail Shuttle Bus (Route #/Name) _____
   ❑Drive a vehicle I parked at the station. Number of people that will get in the vehicle including me. (# of people) _____
   ❑Ride with someone that is picking me up at the station. Number of people that will be picked up including me. (# of people) _____
   ❑Ride with someone that parked his/her vehicle at the station. Number of people that will get in vehicle including me. _____ (# of people)
   ❑Other (Please specify) _____

7. AFTER LEAVING TRI-RAIL, I WILL ULTIMATELY **FINISH TODAY'S ONE-WAY** TRIP AT: ❑Home ❑Airport _____ (Name) ❑Work ❑College ❑School(K-12) ❑Other _____ (Specify (for example: "Beach"))

8. WHICH IS LOCATED AT (IMPORTANT!): _____ (Nearby Landmark (for example: Name of Building, Mall, Hospital or School)) _____ (Nearby Intersection or Address / City or Town / Zip Code)

9. TODAY I WILL MAKE ANOTHER TRI-RAIL TRIP TO GET BACK TO WHERE I STARTED.
   ❑Yes. What time will you board Tri-Rail again today? ____:____ (am/pm) (Time)
   ❑No

10. I HAVE BEEN USING TRI-RAIL TO MAKE THIS TRIP FOR:
    ❑First Time/Occasional Trip (Skip to question 13)
    ❑Less than 6 months (Go to question 11)
    ❑6 months or more but less than 2 years (Skip to question 12)
    ❑Over 2 years (Skip to Question 12)

11. I BEGAN RIDING TRI-RAIL LESS THAN 6 MONTHS AGO BECAUSE:
    ❑Gas prices have increased ❑Tri-Rail trains come more often
    ❑New School/Job ❑Other (Please specify) _____

12. HOW OFTEN DO YOU RIDE TRI-RAIL:
    On a typical day ❑1 ❑2 ❑3 ❑4 or more times per day.
    In a typical week ❑1 ❑2 ❑3 ❑4 ❑5 ❑6 ❑7 days per week
    or ❑ less than one day per week.

13. IN MY GROUP THERE ARE (# of children) _____ CHILDREN AND/OR (# of adults) _____ ADULTS (ELDERLY OR OTHER) WHO CANNOT FILL OUT THIS SURVEY.

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

PLEASE TELL US ABOUT YOURSELF

THIS INFORMATION WILL BE KEPT STRICTLY CONFIDENTIAL

14. I LIVE IN ZIP CODE: ❑❑❑❑❑ (Zip Code)

15. I LIVE/STAY IN SOUTH FLORIDA: ❑Less than 1 month per year
    ❑1 to 6 month(s) per year ❑More than 6 months per year

16. I AM: ❑MALE ❑FEMALE

17. MY AGE IS: ❑Under 16 ❑16-24 ❑25-34
    ❑35-44 ❑45-54 ❑55-64 ❑65 or Over

18. MY RACE IS BEST DESCRIBED AS: (You can check more than one box.)
    ❑American Indian ❑Asian ❑Black/African American
    ❑Spanish/Hispanic/Latino ❑White
    ❑Other (Please specify) _____

19. I AM: ❑in Middle School ❑in High School
    ❑in College ❑Not in School

20. I GRADUATED: ❑Middle School ❑High School/GED
    ❑College ❑Not Applicable

21. I HAVE A DRIVER'S LICENSE: ❑Yes ❑No

22. MY HOME'S TOTAL ANNUAL INCOME IS: ❑Under $25,000
    ❑$25,001-35,000 ❑$35,001-50,000 ❑$50,001-75,000
    ❑$75,001-100,000 ❑Over $100,000 ❑I do not know.

23. INCLUDING ME, (# of people) _____ PEOPLE LIVE IN MY HOME AND OF THOSE (# of people) _____ HAVE A DRIVER'S LICENSE.

24. _____ VEHICLES ARE OWNED BY PEOPLE IN MY HOME. (# of vehicles) (Including Vans, SUV's, Motorcycles, Scooters and Pick-Up Trucks)

25. I COULD HAVE TRAVELED TODAY BY CAR BUT CHOSE TO RIDE TRI-RAIL INSTEAD: ❑Yes ❑No

26. I FILLED OUT ANOTHER SURVEY CARD EARLIER TODAY: ❑Yes ❑No

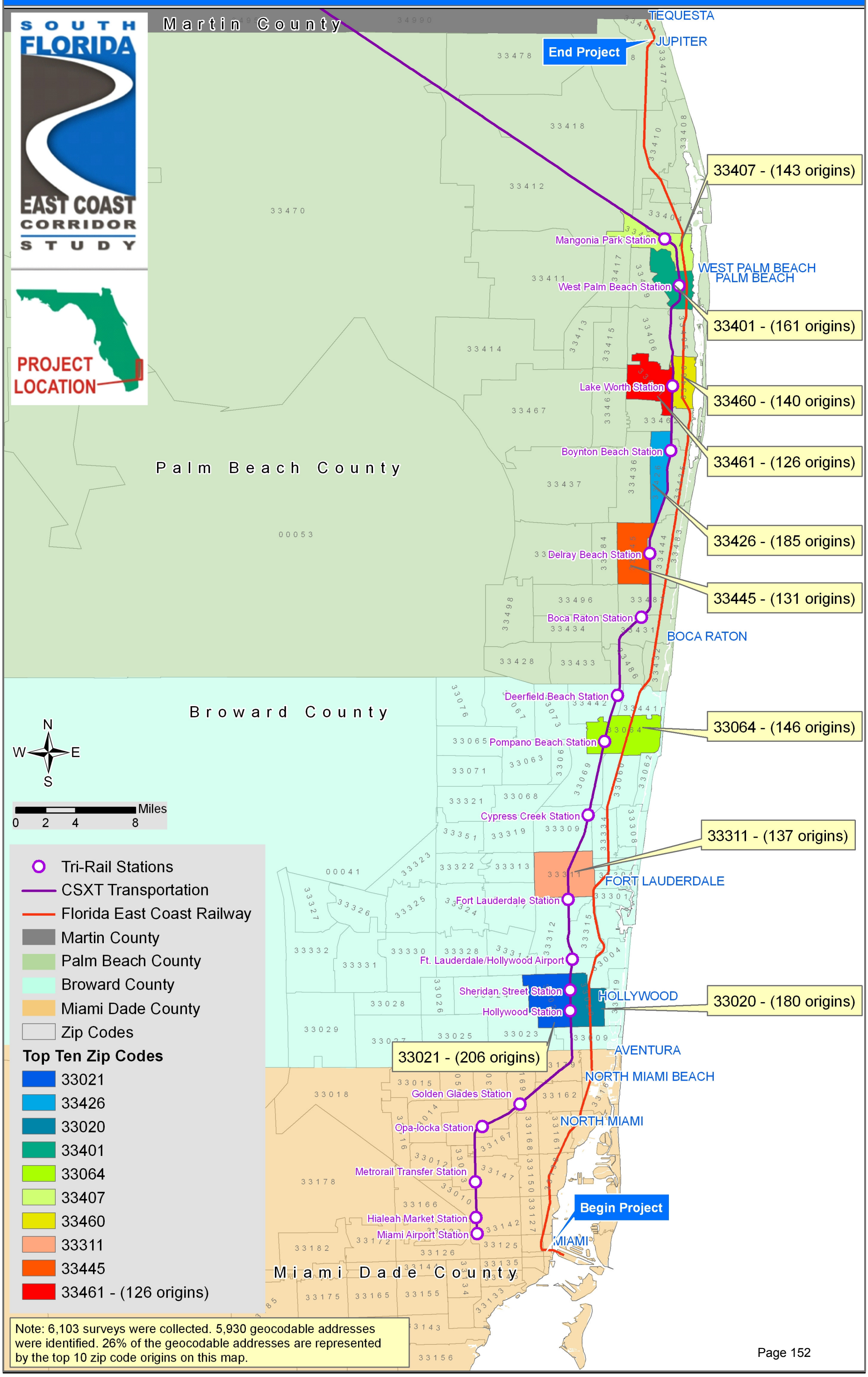
Comments: _____

Thank you for your participation!

Appendix C – Top Ten (10) Trip Origin Zip Codes

Top Ten Origin Zipcodes

SFRTA - Tri-Rail On Board Survey Results

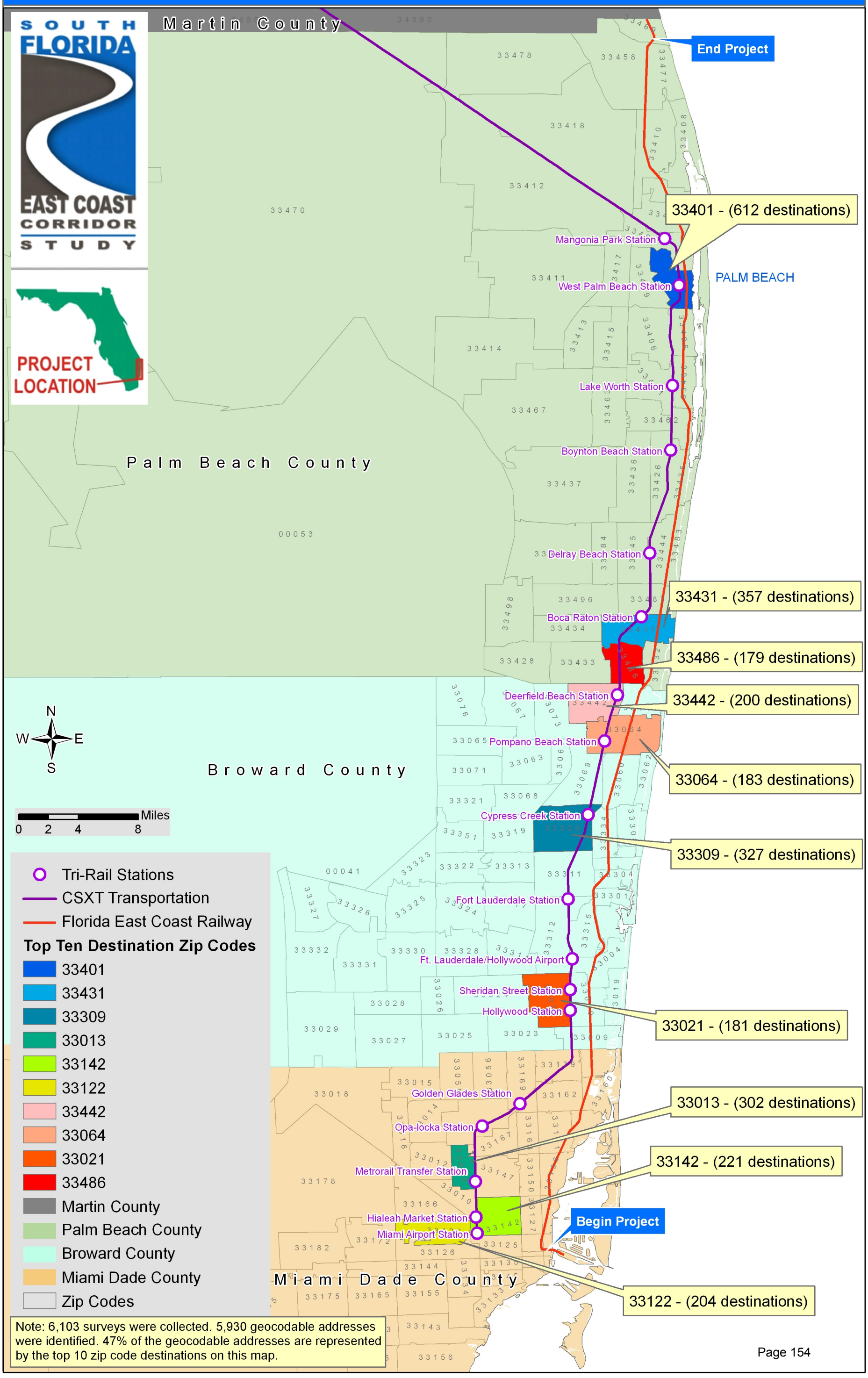


Note: 6,103 surveys were collected. 5,930 geocodable addresses were identified. 26% of the geocodable addresses are represented by the top 10 zip code origins on this map.

APPENDIX D – Top Ten (10) Trip Destination Zip Codes

Top Ten Destination Zipcodes

SFRTA - Tri-Rail On Board Survey Results

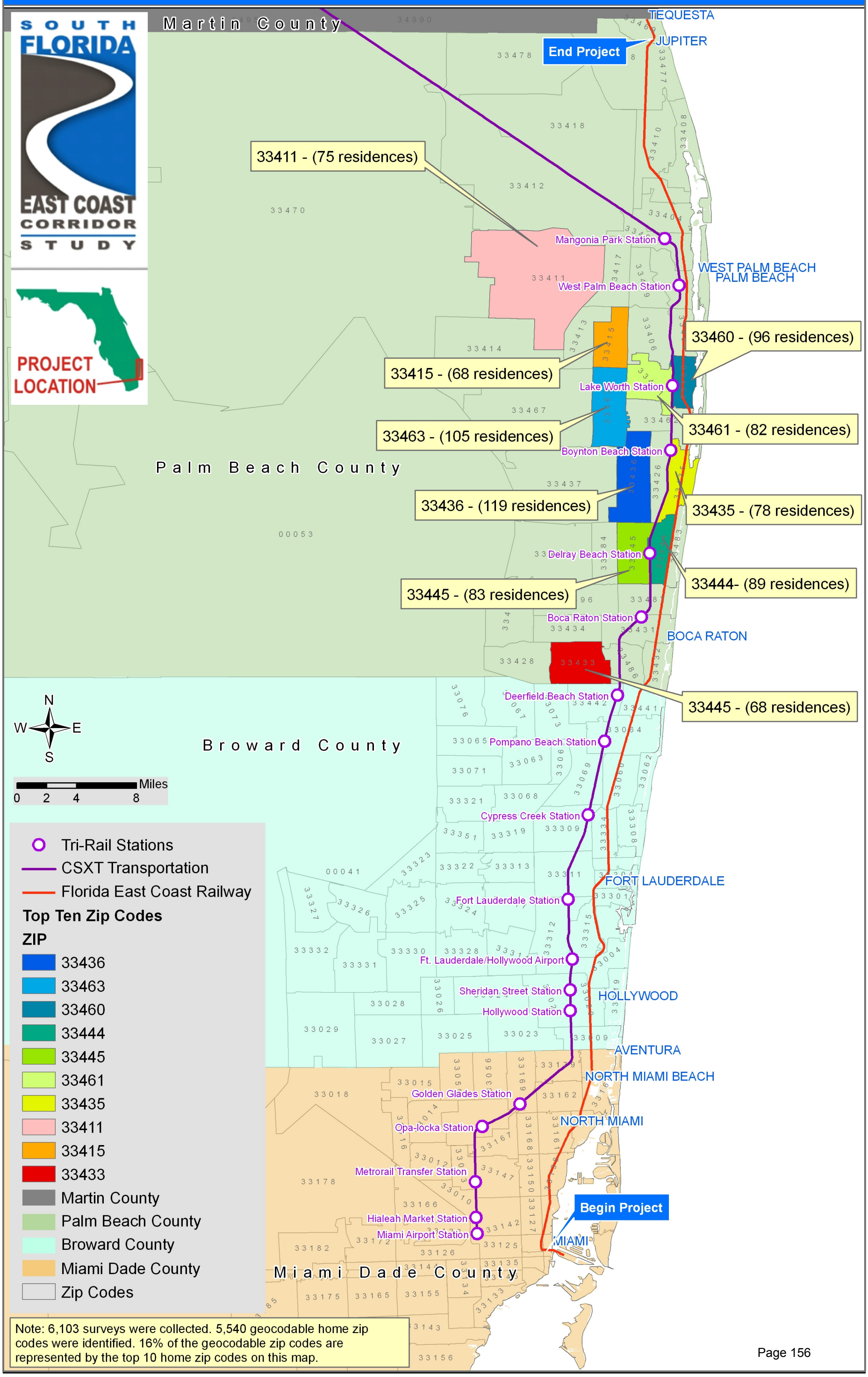


Note: 6,103 surveys were collected. 5,930 geocodable addresses were identified. 47% of the geocodable addresses are represented by the top 10 zip code destinations on this map.

APPENDIX E – Top Ten (10) Place of Residence Zip Codes

Top Ten Home Zipcodes

SFRTA - Tri-Rail On Board Survey Results



Note: 6,103 surveys were collected. 5,540 geocodable home zip codes were identified. 16% of the geocodable zip codes are represented by the top 10 home zip codes on this map.

Appendix F – Comparison of 2007 and 2008 Tri-Rail On-Board Survey Rider Characteristics

Below are comparisons between the un-weighted 2007 and un-weighted 2008 Tri-Rail On-Board Survey Rider Characteristics data for questions that were common to both surveys. Although there are slight differences between the 2007 and 2008 data; overall the trends in the 2007 data are mirrored in the 2008 data. The only question that is significantly different (i.e., double digit difference) between the two years is the question related to using Tri-Rail as a choice trip. The 2008 data shows that more people used Tri-Rail as a choice versus using the system due to being captive riders.

Gender			
Categories	**2007 Survey Data Un-weighted %**	**2008 Survey Data Un-weighted %**	**Difference**
Male	55%	58%	3%
Female	45%	42%	-3%

Age			
Categories	**2007 Survey Data Un-weighted %**	**2008 Survey Data Un-weighted %**	**Difference**
Under 16	9%	6%	-3%
16 to 24	20%	17%	-3%
25 to 34	17%	19%	2%
35 to 44	18%	20%	2%
45 to 54	18%	22%	4%
55 to 64	13%	12%	-1%
65 and over	5%	4%	-1%

Student Status			
Categories	**2007 Survey Data Un-weighted %**	**2008 Survey Data Un-weighted %**	**Difference**
In Middle School	6%	4%	-2%
In High School	12%	8%	-4%
In College	16%	20%	4%
Not in School	66%	68%	2%

Education Level			
Categories	**2007 Survey Data Un-weighted %**	**2008 Survey Data Un-weighted %**	**Difference**
Middle School	9%	5%	-4%
High School	32%	38%	6%
College	44%	47%	3%
Not Applicable	15%	10%	-5%

Driver's License Status			
Categories	**2007 Survey Data Un-weighted %**	**2008 Survey Data Un-weighted %**	**Difference**
Yes	74%	83%	9%
No	26%	17%	-9%

Income			
Categories	**2007 Survey Data Un-weighted %**	**2008 Survey Data Un-weighted %**	**Difference**
Under $25,000	22%	14%	-8%
$25,000 to $35,000	18%	16%	-2%
$35,001 to $50,000	18%	18%	0%
$50,001 to $75,000	16%	16%	0%
$75,001 to $100,000	10%	10%	0%
Over $100,000	16%	11%	-5%
I Don't Know	n/a	14%	n/a

Vehicle Ownership			
Categories	**2007 Survey Data Un-weighted %**	**2008 Survey Data Un-weighted %**	**Difference**
0 Vehicle	8%	6%	-2%
1 Vehicle	30%	29%	-1%
2 Vehicles	40%	42%	2%
3 or More Vehicles	22%	23%	1%

Choice Riders			
Categories	**2007 Survey Data Un-weighted %**	**2008 Survey Data Un-weighted %**	**Difference**
Yes	63%	75%	12%
No	37%	25%	-12%

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

PUBLIC OPINION STUDY

FINAL REPORT

March 25, 2009

Conducted and Prepared by:

Gannett Fleming
ENGINEERS AND PLANNERS

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EXECUTIVE SUMMARY

Introduction

The South Florida Regional Transportation Authority (SFRTA) commissioned a Public Opinion Study aimed at assessing the perceptions and attitudes of residents in South Florida regarding the needs, deficiencies, and potential funding for public transportation. A series of three surveys were implemented to elicit opinions and views from volunteer participants including: the quality of existing public transportation services, perceived barriers to using those services, general needs for the future transportation system, funding priorities, willingness to support a dedicated funding source for public transportation services, (the level of support for a number of transit improvement initiatives) and the factors or circumstances that would need to be changed to attract them to use the public system.

The three different survey methodologies developed and utilized to conduct the study include:

- Web-based Survey
- Telephone Survey
- Focus Group Meetings

The results from these surveys will assist SFRTA's planning and marketing efforts. SFRTA intends to use the results to identify the potential service/operation changes and passenger amenities that may need to be provided and broader initiatives that should be considered for implementation. In addition, these results will be used in future regional transportation studies and may have an impact on local and regional public transportation decisions and on potential legislation.

This Executive Summary gives a brief overview of the results of the Public Opinion Study. The study was conducted from November 2008 through January 2009. The Web-based Survey was available at www.helpsouthfloridatransit.com and was advertised throughout Palm Beach, Broward and Miami-Dade Counties. The Telephone Survey was conducted by the Florida Survey and Research Center at the University of Florida, by using purchased Random Digital Dialing lists for each of the three counties. The Focus Group Meetings were conducted with volunteers who already had participated either in the Web-based Survey or Telephone Survey. A Focus Group Meeting was held in each of the three counties.

Many of the questions asked during the Web-based and Telephone Surveys were identical. The results of these questions were merged and compared. Demographic profiles were asked of the participants during both the Web-based and Telephone Surveys. The Focus Group Meeting questions were open ended, contained similar topics as the Web-based and Telephone Surveys but allowed for more in-depth answers and discussion. All Focus Group Meeting participants remained anonymous. They were identified by first name only.

Web and Telephone Results

The questions asked to both survey groups can be divided into five (5) basic categories:

- Utilization of public transportation services;
- Awareness of public transportation services;
- Perception of public transportation;
- Future needs
- Preferred funding sources

A summary of the responses for each of the categories follows:

Utilization of Public Transportation Services

A little more than one-half (55%) of the respondents did not use public transportation within the past three months while a little less than one-half (45%) did use public transportation within the past three months. The principal reason for not using public transportation was lack of convenience, characterized by lengthy time of travel, inconvenient schedules and public transportation not coming close enough to home. The respondents who did not use public transportation within the past three months said they would be more likely to ride the train than the bus.

Of the respondents who have used public transportation within the last three months less than one-third (27%) typically use it to commute to work. The principal reasons cited for use of public transportation were convenience and the current amount of traffic congestion.

Awareness of Public Transportation Services

More than three-quarters (85%) of all respondents were aware of the major rail services in South Florida, including Tri-Rail and Metrorail. The Miami-Dade Metrobus was only slightly less known. The respondents were not as familiar with the other public transportation services available in the three county area such as Dial-a-ride and van pool services. The agencies and authorities, such as SFRTA, that provide the service were even less known to the respondents.

Perception of Public Transportation

Two-thirds (66%) of all respondents believe that public transportation is extremely important to South Florida's overall transportation system; they also believe that traffic congestion in the area is high and the need for bus and rail services will increase greatly over the next 5 to 10 years. All of the respondents generally agreed with and acknowledged the benefits of public transportation, ranging from its importance to the elderly and disabled to its environmental friendliness.

The respondents were about equally split on their perception of the public transportation services currently being provided in South Florida. A little less than half (43%) had a positive perception and a little less than that (38%) had a negative perception of public transportation in South

Florida. The remainder said they had neither a positive or negative perception of public transportation in South Florida.

Future Needs

The respondents believe the top priority for future improvements to public transportation should be rail extensions. Both the extension of Metrorail and the extension of Tri-Rail were popular, as was the building of new light rail systems. However, the respondents also said increasing county bus service and expanding the hours of current services were necessary. The least favored improvement was the idea of providing bus-only lanes on major roads.

Preferred Funding Sources

The respondents preferred multiple funding sources for public transportation. The most popular funding sources, and about equally so, were the use of developmental impact fees, the redirection of road funds, a rental car surcharge and a gasoline tax.

The least popular source of funding for public transportation was the imposition of a property or income tax. The use of a sales tax as a source of funding scored neither notably high nor low for preference. More than one-half (58%) of the respondents agreed that the tolls from the new managed lanes should also be used as a source of funding for public transportation rather than for new roads.

The respondents were almost equally split between being unlikely and likely (43% to 39% respectively) to support a tax increase today to fund the existing public transportation system. The respondents' answers diverged slightly with 46% unlikely and 36% likely to support a tax increase to help fund regional improvements.

Half (51%) of the respondents who were unlikely to support a tax increase cited taxes as being already too high as the major reason for their lack of support. More than three-quarters (78%) of the respondents who would support a tax increase would continue their support if gas prices "fell" to $2.00 a gallon. However, if gas prices were to "increase" to $4.00 a gallon, that support decreased to less than one-half (42%) of the respondents. During the life span of this survey, gas prices fell unexpectedly and coincidentally from approximately $4/gal to $2/gal.

Focus Group Results

There were eleven questions asked in each of the three Focus Group Meetings. A synopsis of the respondents' opinions follows:

Topic #1: *Reasons Behind Use or Non-use of Public Transportation*

The majority of the participants interviewed were not daily users of public transportation. This group said the principal reason for non-use of public transportation was the inconvenience of schedule times, variance in performance of Tri-Rail during the off-peak hours and difficulty in accessing the stations or bus stops. Public transportation simply did not meet their needs, either in terms of locations for accessing the system or schedule.

The participants who used public transportation, in general, had convenient and accessible public transportation available for their commuting needs. A few overcame problems of accessibility through the use of bicycles. One participant kept a car parked at the Tri-Rail station overnight at the work (destination) end of the trip and a second car parked at the beginning of the trip and driven home each night. A few participants simply used public transportation as a matter of environmental principle.

Topic #2: *Desired Improvements*

The improvements desired most often by the participants were ones of convenience such as expansion of schedules, improved frequency of service and improved local connections from Tri-Rail to local service and ultimate destinations. Participants also said they wanted more intense advertising of available services within each county.

Topic #3: *Future Adequacy of Public Transportation in South Florida*

The groups almost unanimously believed that the current public transportation system is inadequate due to limited scheduling options and poor connectivity to the local systems. Future improvements, as listed above, would be needed both in the short-term to make the system more convenient and in the long-term to attract additional ridership.

Topic #4: Capital Improvement Approach

The groups felt the approach of implementing both short- and long-term improvements was best. Short-term improvements, once accomplished, would increase public awareness and acceptance of public transportation, improving support for long-term investments. Some short-term improvements mentioned were the installation of Wi-Fi, cocktail and coffee cars, better bus service, better mechanical maintenance and better use of the currently available funding. Some long-term improvements discussed were securing dedicated funding, changing the public mentality towards public transportation and completing currently planned capital improvement projects.

Topic #5: Public Participation

The groups thought the public, particularly people currently using Tri-Rail and the local systems, need to be involved directly during the planning stages. They also thought that every method of communication imaginable should be used, including advertisements in widely-circulated newspapers to the innovative personal digital assistant (PDA) compatible e-mail. The public does expect public officials to be pro-active in their outreach. The method of interviewing focus groups was well-accepted as a method of communication.

Topic #6: Funding Options

Funding was a topic that individuals in the groups differed greatly in their approach with no true consensus being reached on specific funding options. Although there were individual exceptions, the groups had a perception that additional funding was not necessary to pay for public transportation projects. The groups were in agreement that the State was not doing enough to support public transportation, but the majority of the participants felt that reallocation of current funds, such as taking from highway and other projects, was the best method of increasing public transportation revenue.

Topic #7: Taxing Options

A solid majority of the participants opted for a sales tax to support public transportation, although many participants had the perception that additional funding was not required. The group listed specific parameters or serious caveats for a sales tax, such as clear justification, detailed planning and in-depth reporting of progress.

Topic #8: Public Official Support

The majority of participants supported electing a candidate who either advocated a new tax or a reallocation of current funds to improve public transportation, as long as the need was well-articulated and the candidate was a knowledgeable advocate of public transportation.

Topic #9: Funding Support for Strategic Regional Transit Plan

The Strategic Regional Transit Plan and the associated cost were presented to the groups. The groups were asked to select choices on how to fund the Plan such as gas tax, sales tax, auto title fee or registration fee, and tolls. The choices did not elicit general agreement; instead, numerous alternatives were suggested such as a rental car surcharge, a “gas guzzler” tax, or no additional tax at all.

Two main themes emerged for paying for the Plan. The first idea was that additional revenue should be tied to automobile use (auto registration, tolls, gas tax). The second idea was support for a three-tenths (3/10) penny sales tax. Individual participants expressed specific opposition to the choices provided, making it difficult to select one choice as the most popular.

Topic #10: Transit – Oriented Development (TOD)

Transit-oriented development (TOD) was explained as a way of supporting and increasing public transportation ridership. The idea of TOD had enthusiastic and unanimous support from all of the group participants. In general, the participants wondered why the concept of TOD was not more widely used or accepted in the area. They believed it made common sense for today's life style.

Topic #11: Environmental Concerns/Perceptions

The participants fully acknowledged the environmental friendliness of public transportation. Some even rode public transportation to support the environment. Many participants felt convenience, cost savings, and time-savings were equally important factors effecting their decision to use public transportation.

Study Conclusions

The responses to all parts of this study are the respondents' opinions. Totally factual conclusions may not be able to be reached. Opinions do express perceptions and to the extent that perception of an issue builds or destroys support for that particular issue, conclusions may be drawn. The conclusions below are based on the answers given by the general public, inclusive of the Web-based survey, the Telephone Survey and the Focus Group Meetings, on the broad topics of the study.

Utilization of Public Transportation Services

Convenience and ease of access to public transportation is the most important factor that drives the decision to use or not to use public transportation. The overwhelming answer why people used public transportation was that it was convenient and accessible. The overwhelming reasons why they do not ride public transportation is that it takes too much time, public transportation does not come close enough to home and schedules are not accommodating.

Awareness of Public Transportation Services

The major rail services, including Tri-Rail and Metrorail were well known among survey respondents while parent agencies, such as SFRTA, were not. The available bus services were also lagging behind in familiarity compared to major rail services with the respondents.

Perception of Public Transportation

While respondents were overwhelming aware of the benefits of public transportation, they did not feel that the system was adequate for the future nor did they have the confidence that their voices, needs and desires were being heeded.

Future Needs

An overwhelming majority of the respondents believed that the need for public transportation would grow in the future. Rail extensions and more convenient bus services were the most popular capital improvements desired. Consideration should be given to completing short term improvements first such as schedule changes and expansion of bus services.

Preferred Funding Sources

Preferred funding sources was the one area that defied consensus building and hence is difficult to arrive at any significant conclusion. A number of common answers and themes, however, were present throughout all three surveys. Popular options included the reallocation of current funds to public transportation and acquiring additional funding from sources that were related to automobile use such as a gas tax or registration fees.

Conversely, less popular but still frequently mentioned options were: a sales tax, but only if the need was carefully detailed, and the levy of a property or income tax.

INTRODUCTION

The South Florida Regional Transportation Authority (SFRTA) commissioned a Public Opinion Study aimed at assessing the perceptions and attitudes of residents in South Florida regarding the needs, deficiencies, and potential funding for public transportation. A series of three surveys were implemented to elicit opinions and views from volunteer participants including: the quality of existing public transportation services, perceived barriers to using those services, general needs for the future transportation system, funding priorities, willingness to support a dedicated funding source for public transportation services, (the level of support for a number of transit improvement initiatives) and the factors or circumstances that would need to be changed to attract them to use the public system.

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The results from these surveys will assist SFRTA's planning and marketing efforts. SFRTA intends to use the results to identify the service/operation changes that may need to be made, passenger amenities that may need to be provided, and broader initiatives that should be considered for implementation. In addition, these results will be used in future regional transportation studies and should have an impact on local and regional public transportation decisions and on potential legislation.

This report will document the responses of the general public to the questions posed by the study. Conclusions will be identified which will assist SFRTA with its overall planning effort.

Appendix A contains the web-based survey instrument; Appendix B the questions posed during the Telephone Survey and Appendix C the list of questions asked during each Focus Group Meeting.

SURVEY PROCEDURE & METHODOLOGY

Web-Based Survey

A comprehensive questionnaire was developed to address the important topics concerning the public transportation system in South Florida. The questions were directed at both the users and non-users of public transportation with an emphasis on non-users. The questionnaire included a total of 49 questions and was divided into five (5) sections to address the following major aspects of the public transportation system:

- Utilization of public transportation services;
- Awareness of public transportation services;
- Perception of public transportation;
- Future needs and funding sources; and
- Demographic characteristics of current and potential public transportation users.

The questionnaire was implemented using web-based software provided by www.Questionpro.com. The survey was hosted on the same web site and linked by the official web address www.helpsouthfloridatransit.com.

The online survey was conducted from November 24, 2008 to December 22, 2008. SFRTA made a concerted effort to reach the widest audience possible. Large employers, government entities and colleges within the tri-county area were contacted to encourage their work force or members to take the survey. Press releases announcing the survey were sent to local newspapers and radio and television stations. The survey link was attached to the web site of a number of local transit agencies and organizations. Flyers were sent out to citizen groups and businesses to invite their participation as well. Participants were assured that all their responses would be kept strictly confidential. A toll free number (1-866-618-6525) was established to provide assistance to survey participants and also give them the opportunity to voice their concerns.

During the five week survey period, there were 1,433 visits to the survey site. A total of 779 people started the survey, of which 543 people completed the survey while 236 left the web site prior to completing the survey, resulting in a completion rate of 69.7 percent. The average time taken to complete the survey was 17 minutes.

Telephone Survey

The survey of individuals age 18 and older who reside in Palm Beach, Broward, and Miami-Dade Counties regarding their use of public transportation, their awareness of public transportation services in the South Florida region, their priorities for new public transportation services, and revenue sources to pay for new or existing public transportation services was conducted by telephone from the survey facilities of the Florida Survey Research Center (FSRC) at the University of Florida. The FSRC is a modern research facility, utilizing a CATI (computer assisted telephone interviewing) system, an interactive front-end computer system that aids

interviewers in asking questions over the telephone. The answers to the survey were keyed into the computer system immediately by the interviewer. The CATI system helps prevent errors as it prompts the researcher to ask correct questions based upon built-in skip patterns and eliminates out-of-range responses. Data are automatically recorded into an ASCII format database. The data files are then analyzed using the comprehensive statistical analysis package, the Statistical Analysis System (SAS).

The Random-Digit Dialing (RDD) sample of telephone numbers in the three counties was supplied by a commercial sampling firm. A RDD sample insures that all households with telephone numbers in the three counties are available for inclusion in the sampling frame. The sampling company matches the area codes and all possible three-digit prefixes for the three counties and a computer randomly generates the final four digits to create telephone numbers. A cell phone with an area code the same as an area code associated with one of the three counties would not be excluded from the sample. A RDD sample guarantees that all households with both listed and unlisted telephone numbers are included in the sampling frame. In addition, the RDD sample makes it possible to contact household that have recently been assigned a telephone number that is not yet on phone lists.

The sample size for the survey was 1,000 completed surveys. A sample of 1,000 completions provided a margin of error of +/- 3% for a large (more than 200,000) population (the population of Dade, Broward and Palm Beach counties is a "large" population). This means that 95 percent of the time the true responses will be three percentage points above or below the response from the survey. As such, if 45 percent of the respondents indicated that they rode the Tri-Rail system in the past year, the true percentage of individuals who rode the system will be between 42% and 48%.

In addition, the sample was stratified so that the target number of survey completions will be proportional to the number of individuals in each county who are age 18 or older. The population and number of target and actual completions in each county are presented below.

Survey Sampling and Completion Chart

County	Population 18+	% of Total	Target Completions	Actual Completions
Broward	1,360,390	32.5%	325	325
Miami-Dade	1,828,080	43.6%	436	436
Palm Beach	1,002,648	23.9%	239	240
Totals	**4,191,118 ***	**100.0%**	**1,000**	**1,001**

*** Source: 2007 "American Community Survey" Estimate**

The survey was conducted on weekday evenings, Monday through Friday, from 5:30 P.M. until 9:30 P.M., on Saturdays from 11:00 A.M. until 4:00 P.M., and on Sundays from 1:00 P.M. until 5:00 P.M.

The interviewers who conducted the survey were carefully trained in the use of the survey instrument. The FSRC supervisor reviewed each question of the instrument with the interviewers and then resolved any difficulties that interviewers encountered. Supervisors then monitored survey implementation via a telephone and computer monitoring system that permits them to listen to interviewers and watch computer entry of responses as surveys are being completed.

If upon initial contact Spanish-only speakers were not able to complete the survey, the telephone number was given to a Spanish speaking surveyor who made an effort to re-contact the individual to complete the survey in Spanish.

The Florida Survey Research Center made substantial efforts to reduce error from non-responses. Non-response error results in a bias because those individuals who either refuse to participate or cannot be reached to participate may be systematically different from those individuals who do complete the survey. In addition, interviewers were trained extensively to ensure that they understood the survey instrument and the material content of the questions to ensure proper completion of the form itself. Finally, telephone numbers that were not answered on the first call were reentered into the sample and called at different times on weekdays and weekends in an effort to reach a respondent.

Focus Group Meetings

The list of participants for the Focus Group Meetings was developed using volunteers from the Web-Based Survey and the Telephone Survey. Each respondent to either the web-based survey or the telephone survey prior to December 12, 2008 was given the opportunity to volunteer to participate in a Focus Group Meeting. If respondents were interested they were asked to give either their phone number or email address. Interested respondents, who totaled 117, were screened for obvious conflicts of interest and then contacted either by phone or email. Prior to receiving a formal invitation to attend the Focus Group Meetings, potential volunteers were further screened using a procedure to confirm their work or home address was still in Palm Beach, Broward or Miami-Dade County and that they, or a close relative, are not an employee of SFRTA or the media. The Screening Protocol is provided as **Appendix D.** Focus Group Meetings were held in each of the three surveyed counties as follows:

1. Palm Beach County: Monday, December 15, 2008, from 6:00 P.M. to 8:00 P.M. at the Palm Beach Main Library, 3650 Summit Boulevard, West Palm Beach, Florida. All six volunteers invited to attend participated in this Focus Group Meeting.

2. Broward County: Tuesday, December 16, 2008, from 5:30 P.M. to 7:30 P.M. at the Broward County Library, 100 South Andrews Avenue, Fort Lauderdale, Florida. Ten participants were invited to attend this Focus Group Meeting and nine attended the meeting.

3. Miami-Dade County: Wednesday, December 17, 2008, from 6:00 P.M. to 8:00 P.M. at the North Dade Regional Library, 2455 NW 183rd Street, Miami Gardens, Florida. Five participants were invited to attend this Focus Group Meeting and two attended the meeting.

A uniform procedure was followed during the Focus Group Meetings. Each participant was asked to sign in, received a name placard with first name only and provided the list of questions that would be asked. Introductory welcoming remarks were made by the moderator to include logistics and typical group session etiquette. Individuals introduced themselves with only their first name and profession. The subject questions were asked of each group, in order, with each participant given a chance to answer.

Each session was led by the same moderator and was audio recorded. Notes were taken by representatives from SFRTA and Gannett Fleming, Inc. The presence of SFRTA staff proved beneficial in providing local technical information when needed. Each of the first two sessions lasted exactly two hours; the third, with only two participants, lasted a little over an hour. The library venues were convenient, clean, quiet and conducive to group sessions.

Participants were recruited through the Web-based Survey and the Telephone Survey; however, the majority who accepted were volunteers from the Web-based Survey. Twelve (12) of the participants invited did not use daily public transportation; five (5) of the invitees were daily commuters who used public transportation, primarily Tri-Rail.

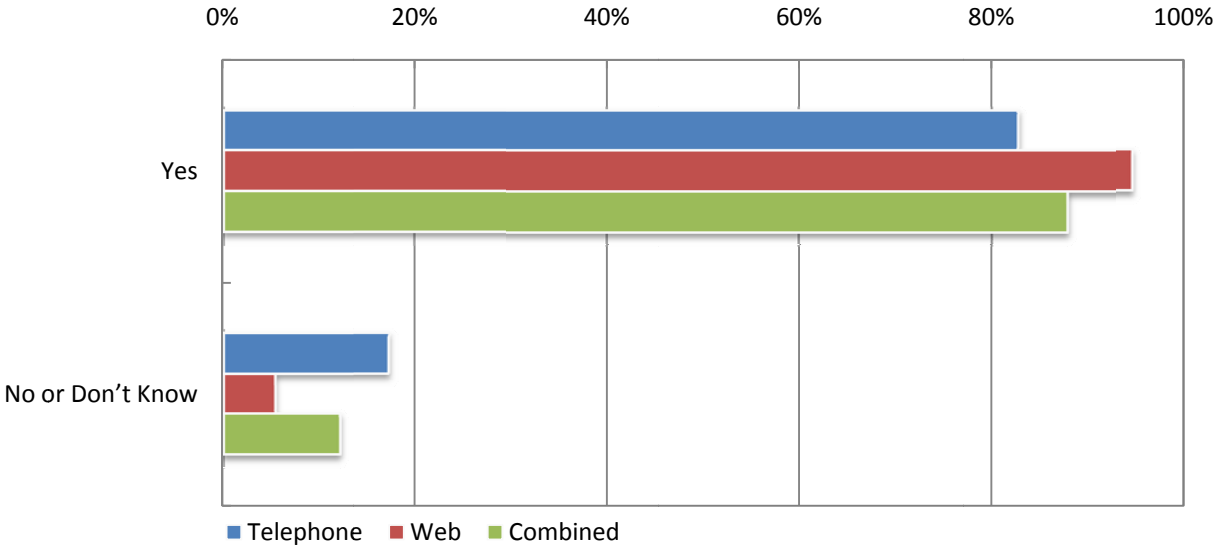
The SFRTA was interested in gaining insight to specific topics and the questions were designed to address the following areas:

1. Reasons behind use or non-use of public transportation
2. Desired improvements
3. Future adequacy of public transportation in South Florida
4. Capital improvement approach
5. Public participation
6. Funding options
7. Taxing options
8. Public official support
9. Funding support for Strategic Regional Transit Plan
10. Transit–Oriented Development (TOD)
11. Environmental concerns/perceptions

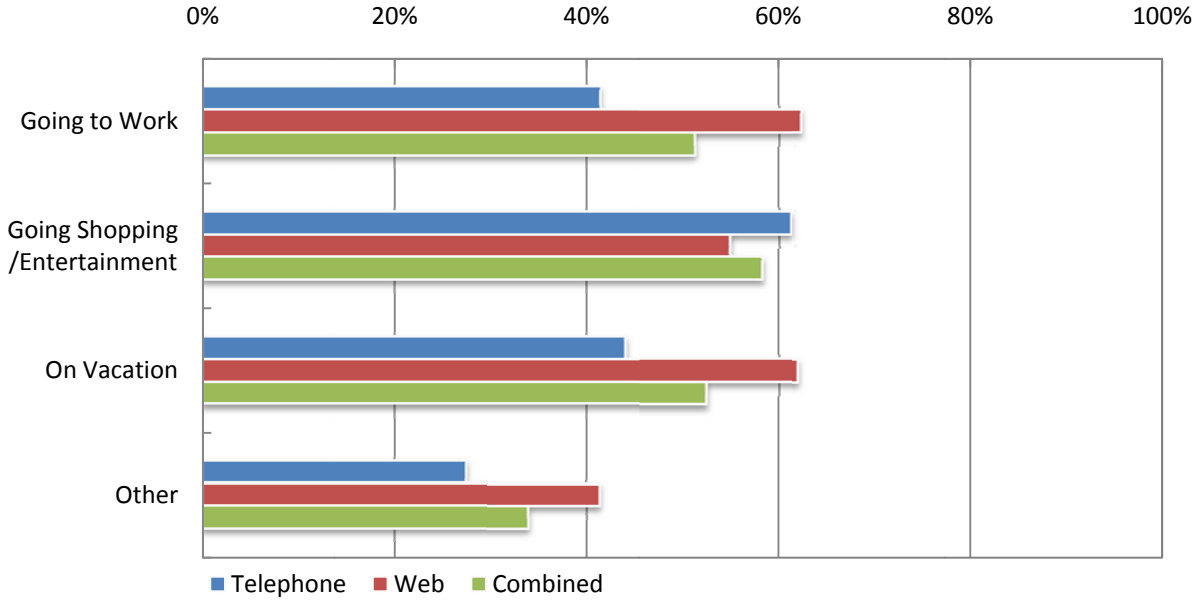
WEB-BASED AND TELEPHONE SURVEY RESULTS

The following is a graphic portrayal of the results of each question exactly as asked in the web and telephone surveys. While most questions were asked during both surveys, in the interest of time, some questions were eliminated from the telephone survey; for those questions only web results are shown. A tabular depiction of the results of each question is included as Appendix E.

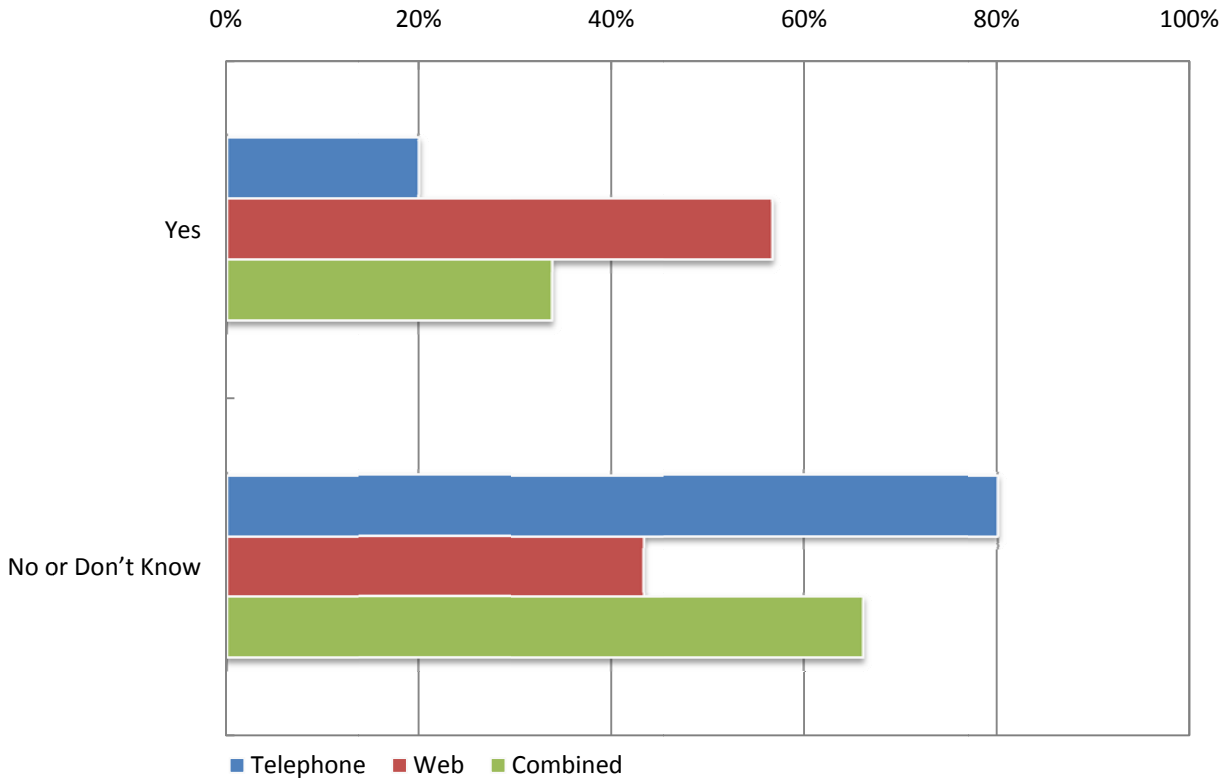
Question: Have you ever used any type of public transportation any place in Florida, the USA or anyplace else?



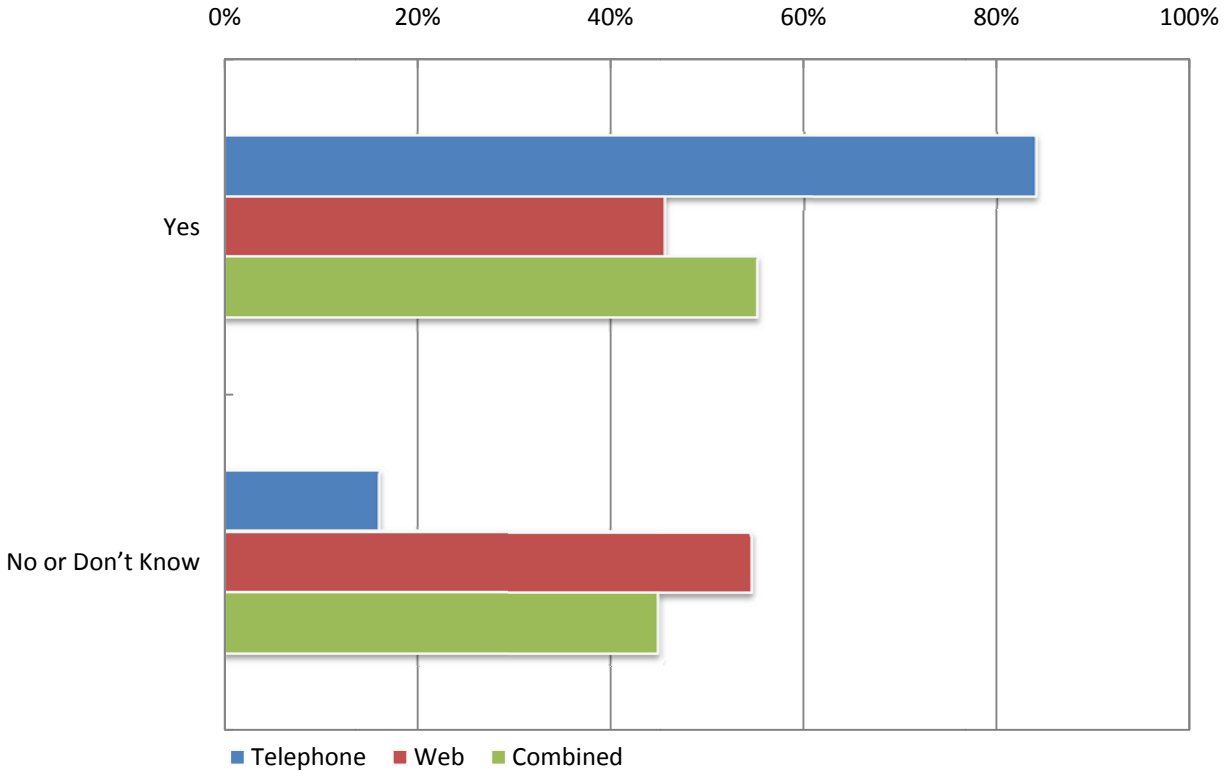
If yes, where did you go?



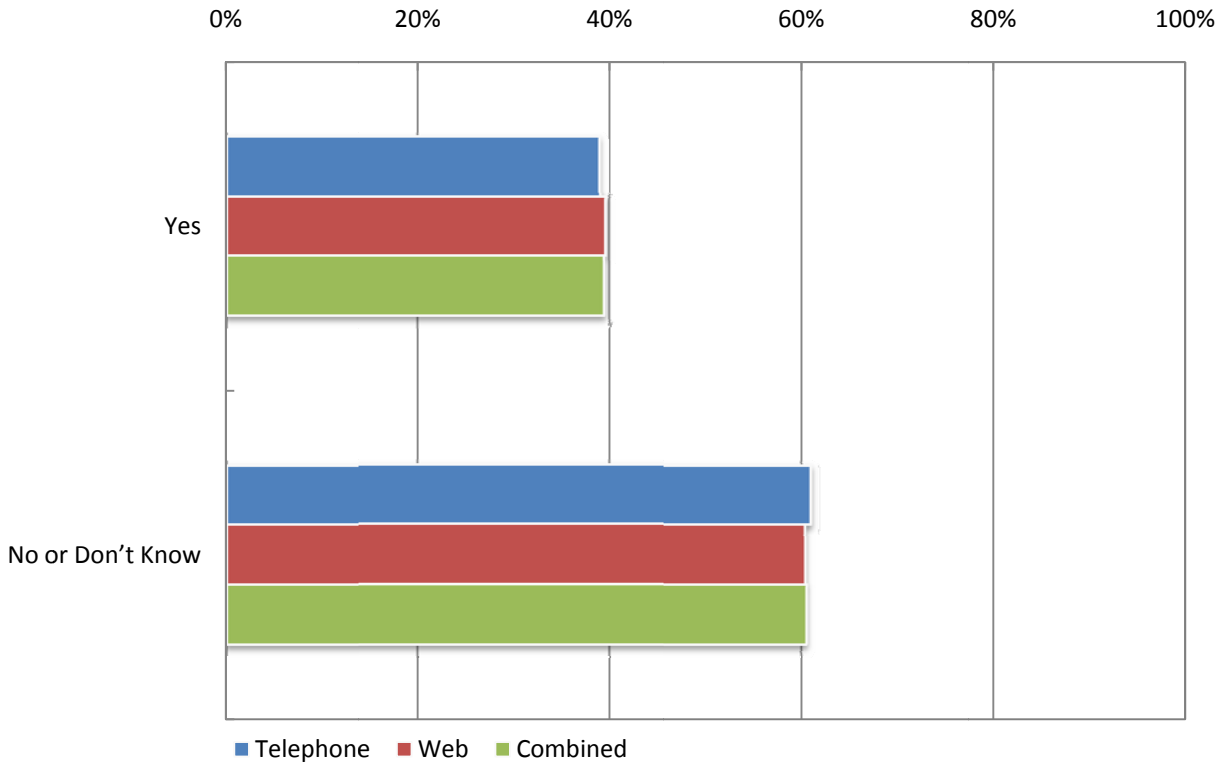
Question: Have you used any type of public transportation in the South Florida region anytime in the past three months?



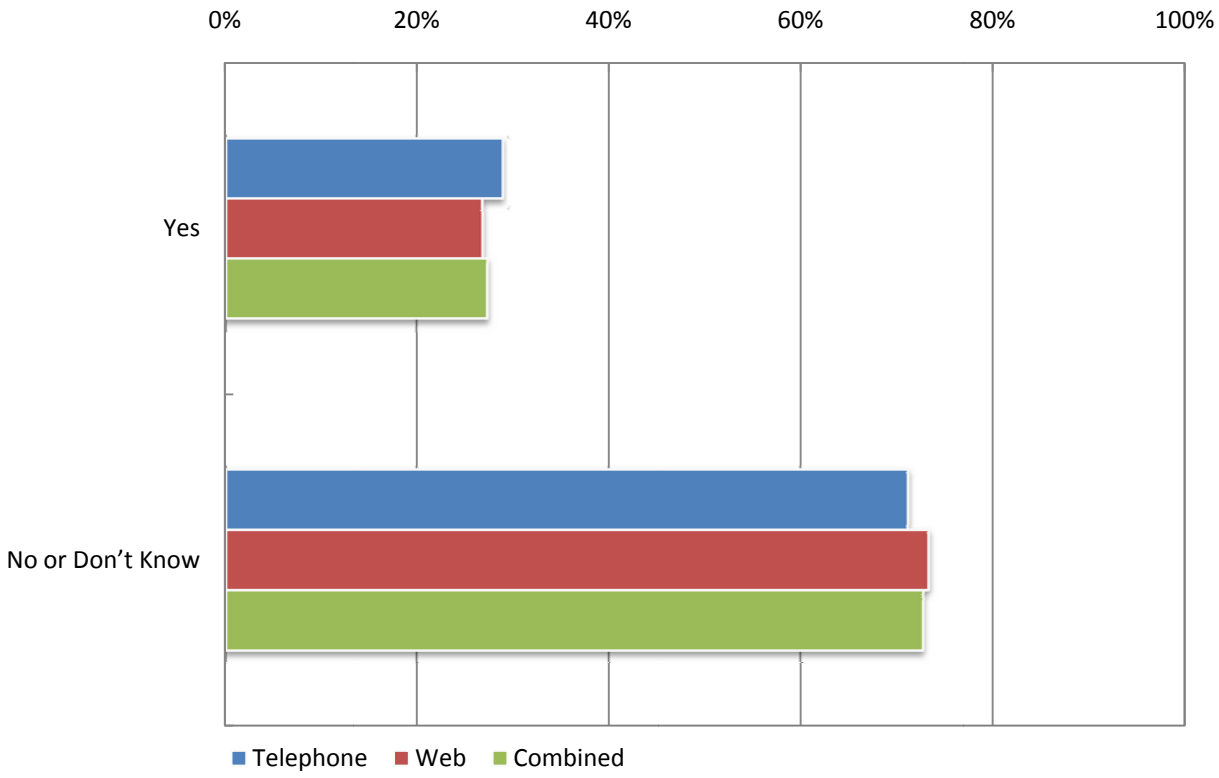
Question: Have you used any type of public transportation to travel WITHIN your home county anytime within the past three months?



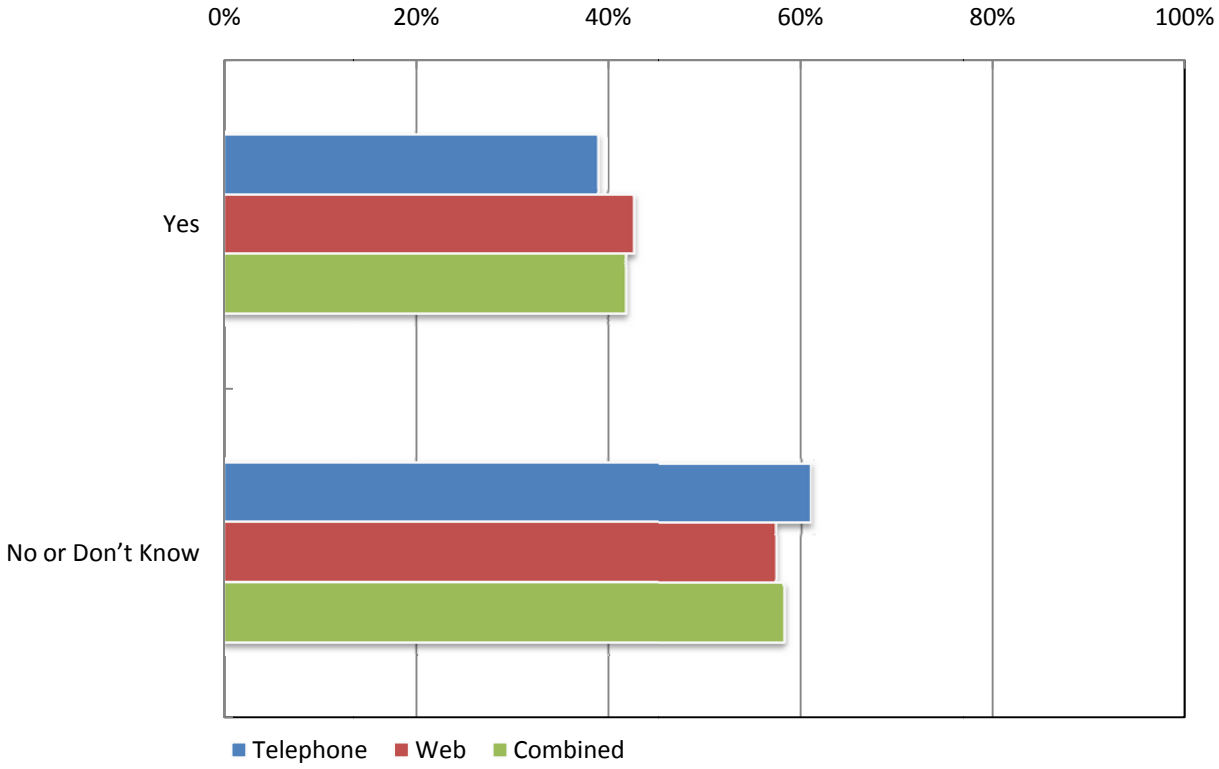
Question: Have you used any type of public transportation to travel BETWEEN your home county and neighboring counties in the past three months?



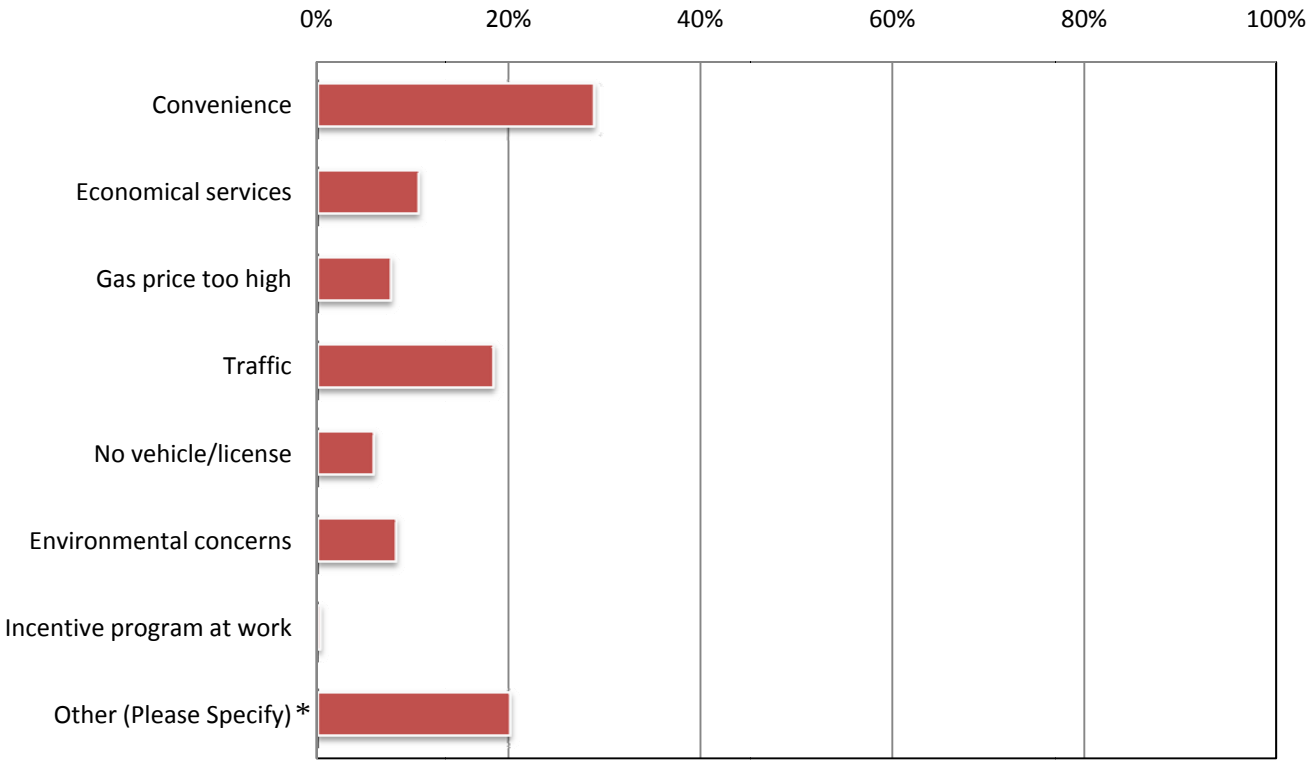
Question: If you work, do you typically use public transportation to commute to and from your workplace?



Question: Have you EVER used public transportation to commute to or from your workplace?

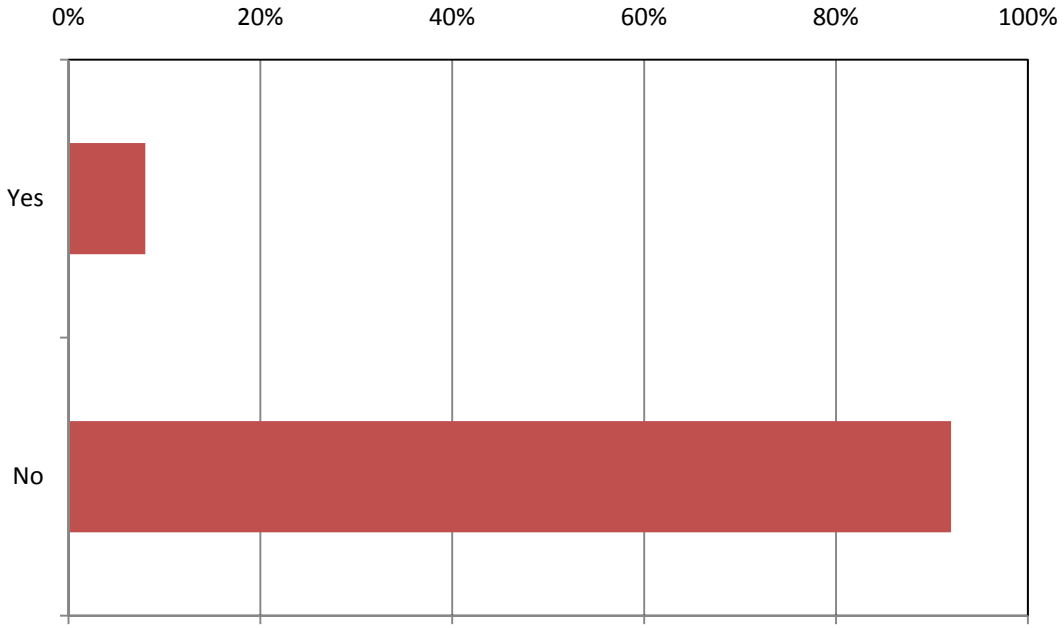


Question: What is the *main* reason you currently use public transportation?



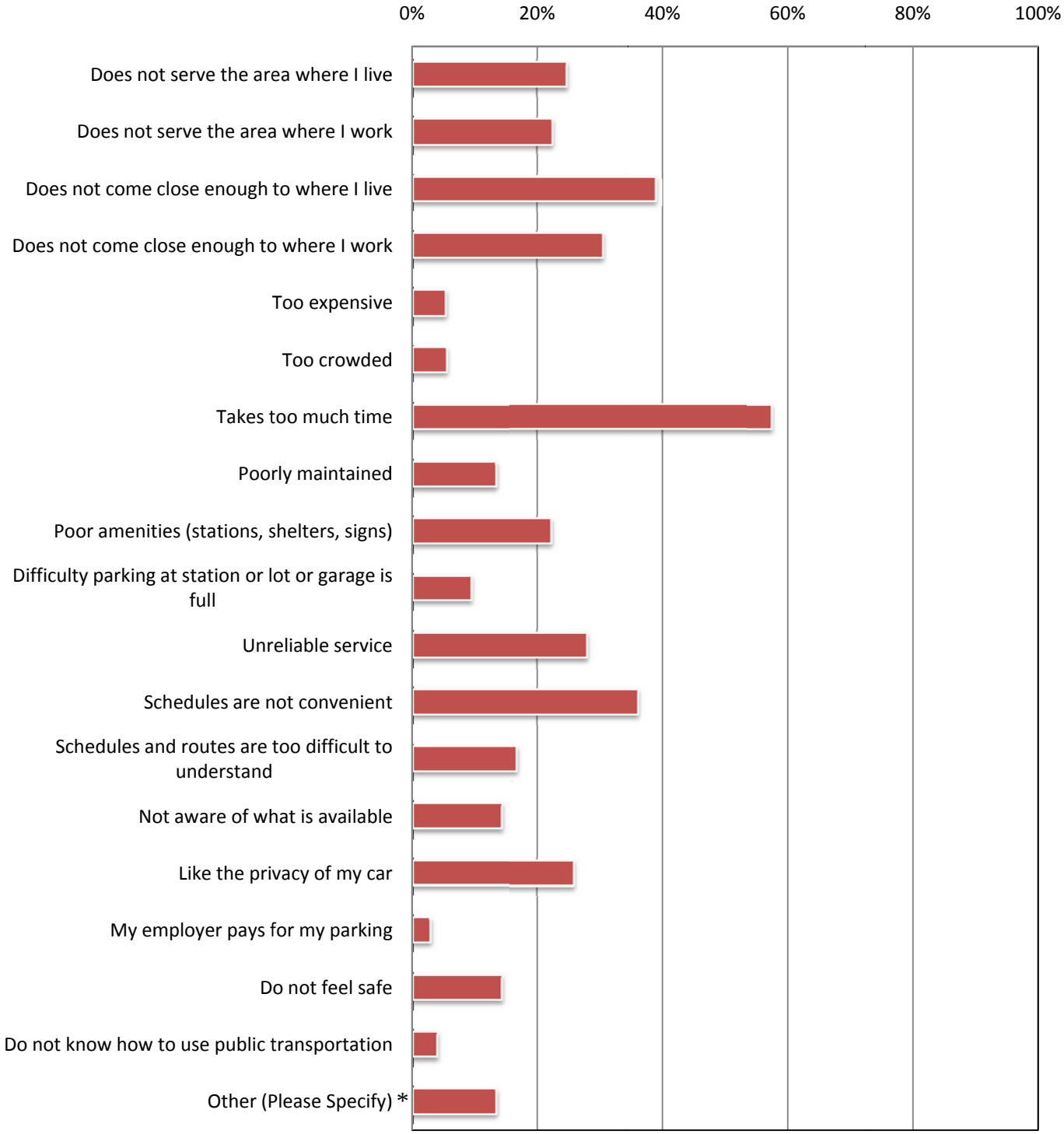
Note: Web-based survey only.
*** See Appendix G**

Question: Have you ever decided not to board a bus because the bike rack was full?



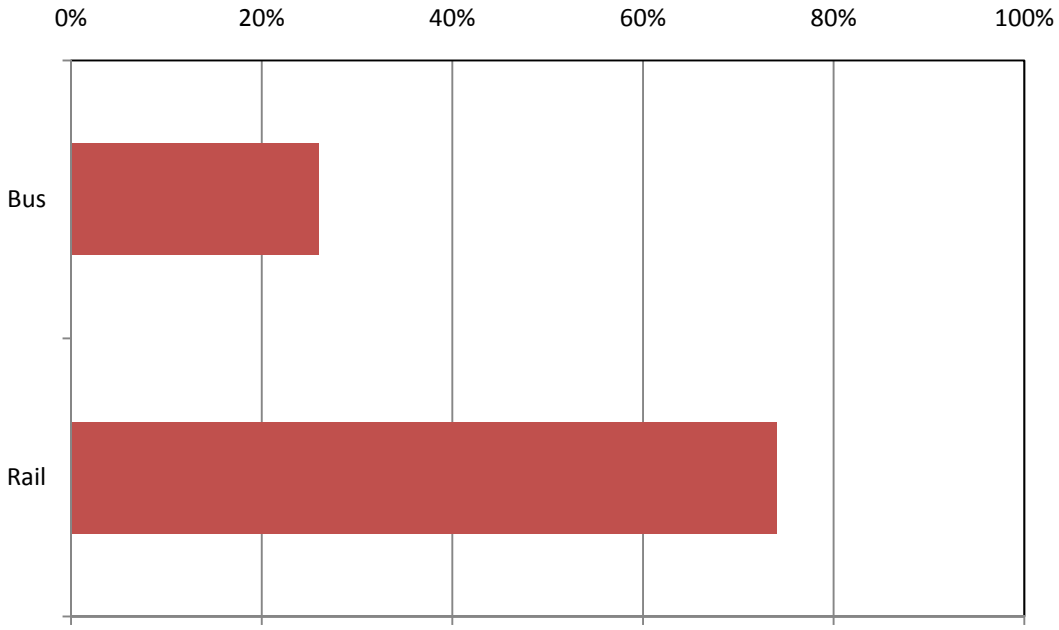
Note: Web-based survey only.

Question: I do not use public transportation for the following reason(s): (Check all that apply).



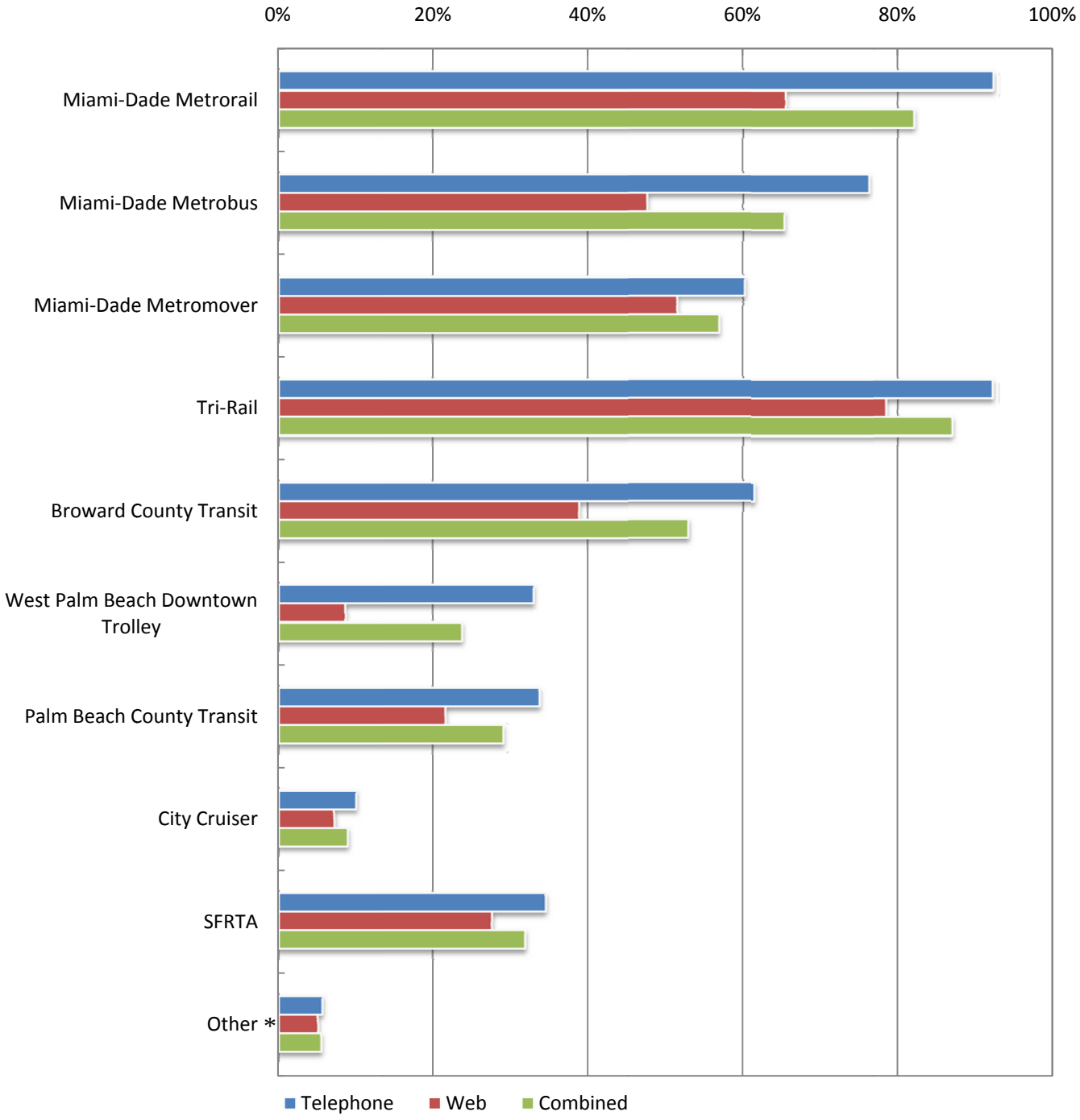
Note: Web-based survey only.
*** See Appendix H**

Question: If you were to use public transportation, would you be more likely to use bus or rail?



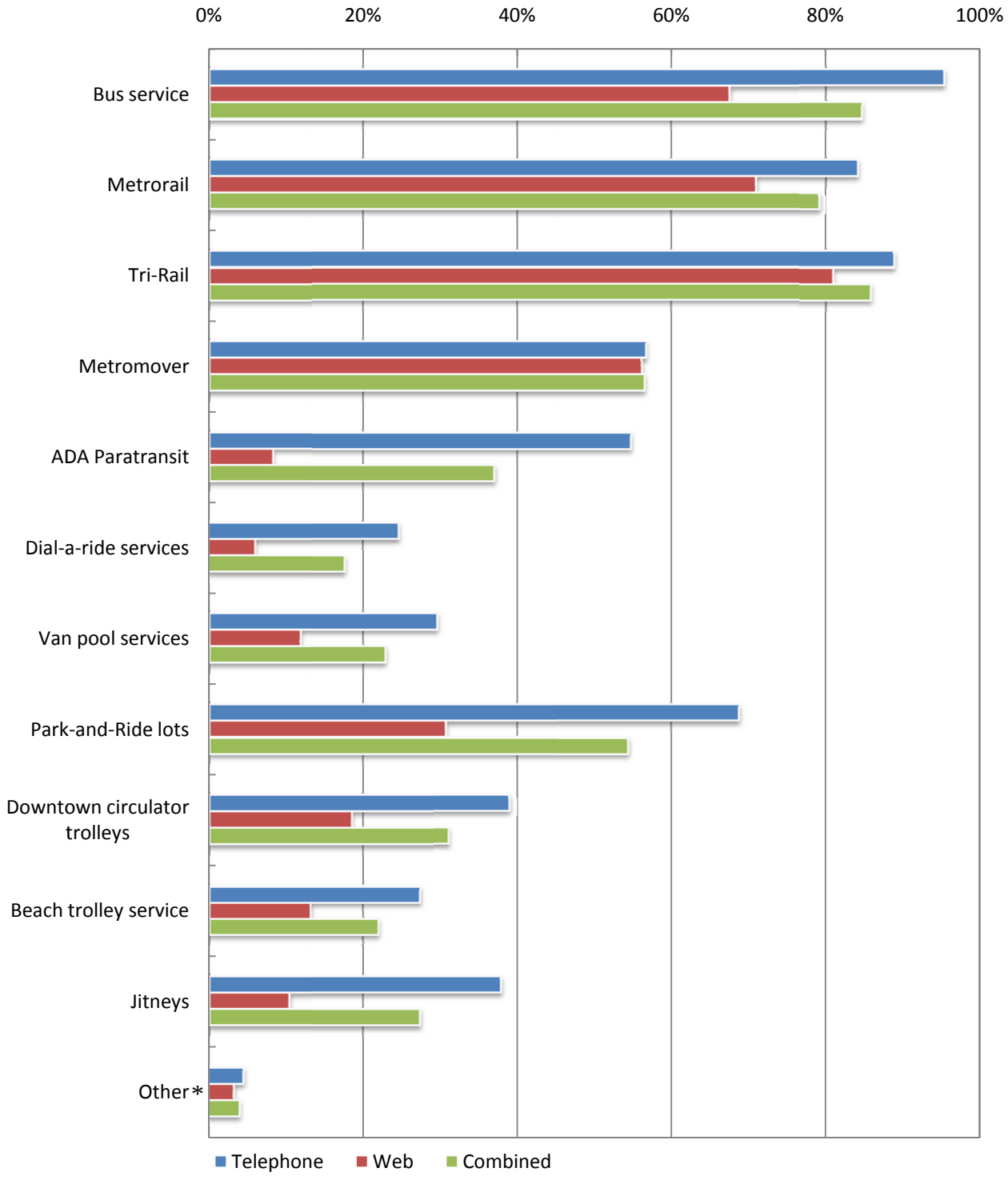
Note: Web-based survey only.

Question: Which agency that provides public transportation services in the South Florida region are you familiar with? (Please check all that apply)



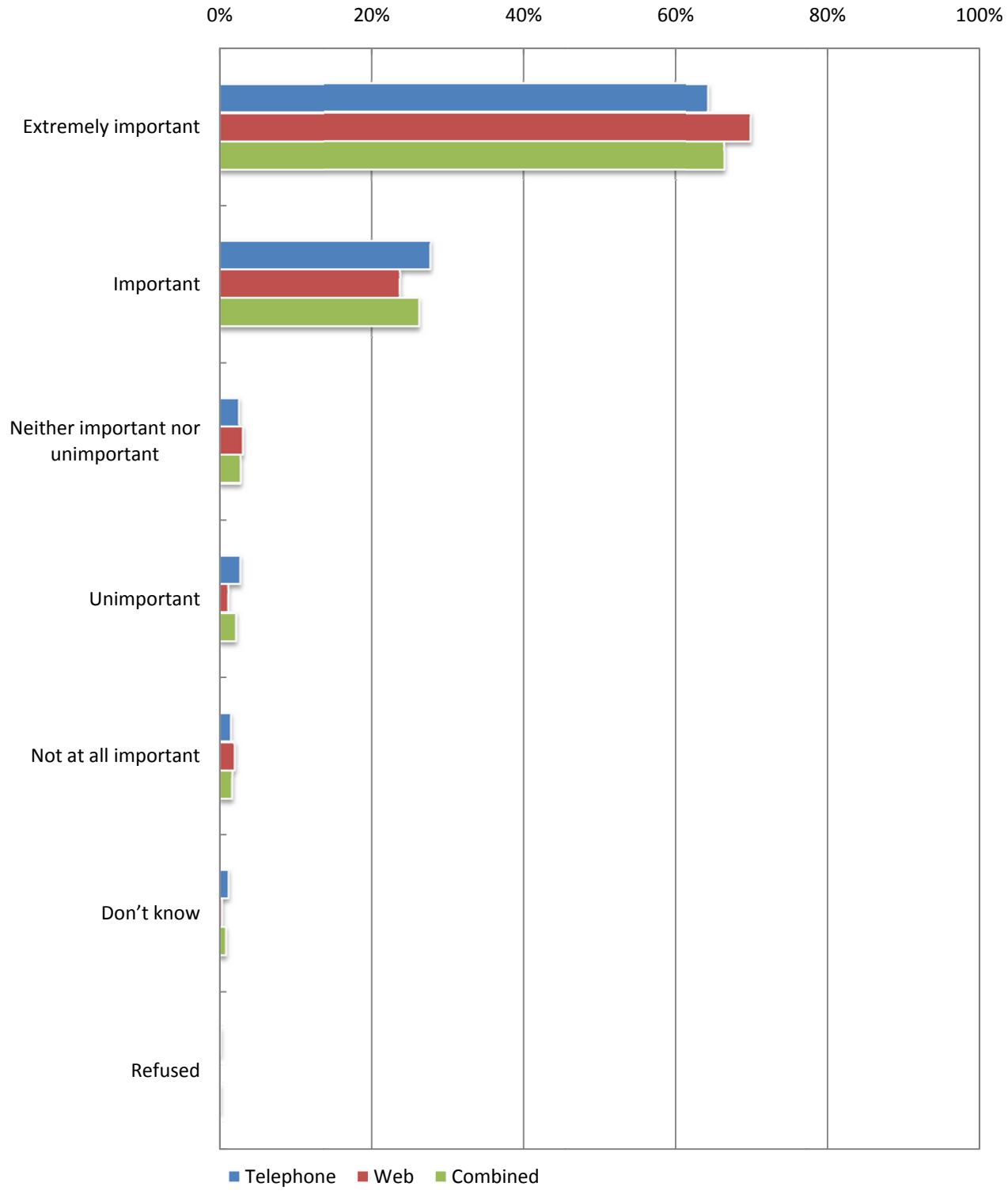
Note: * See Appendix I

Question: Which type of transportation services provided by the participating agencies in the South Florida region are you familiar with? (Please check all that apply)

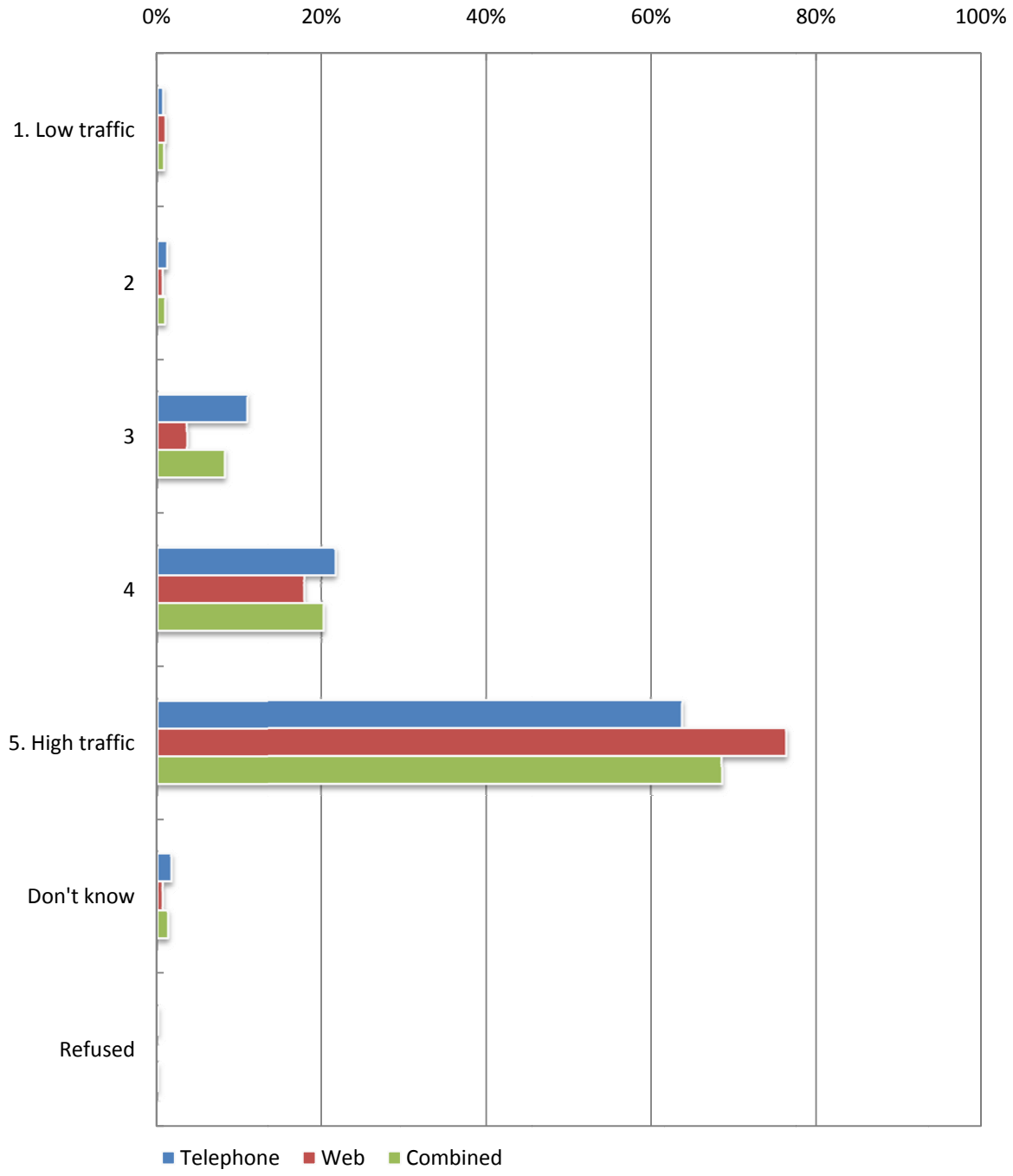


Note: * See Appendix J

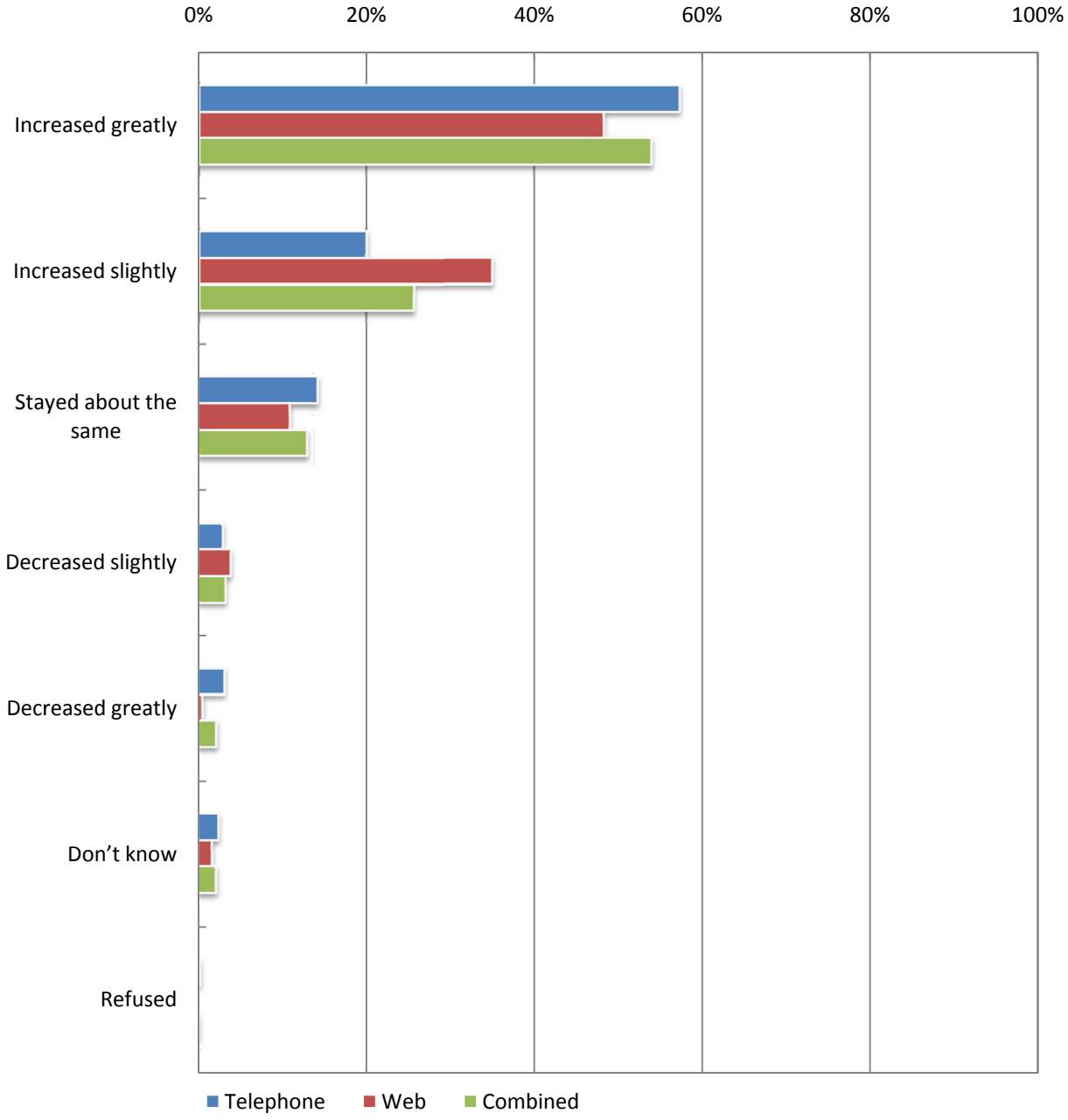
Question: How important do you think public transportation is as part of the South Florida region's overall transportation system?



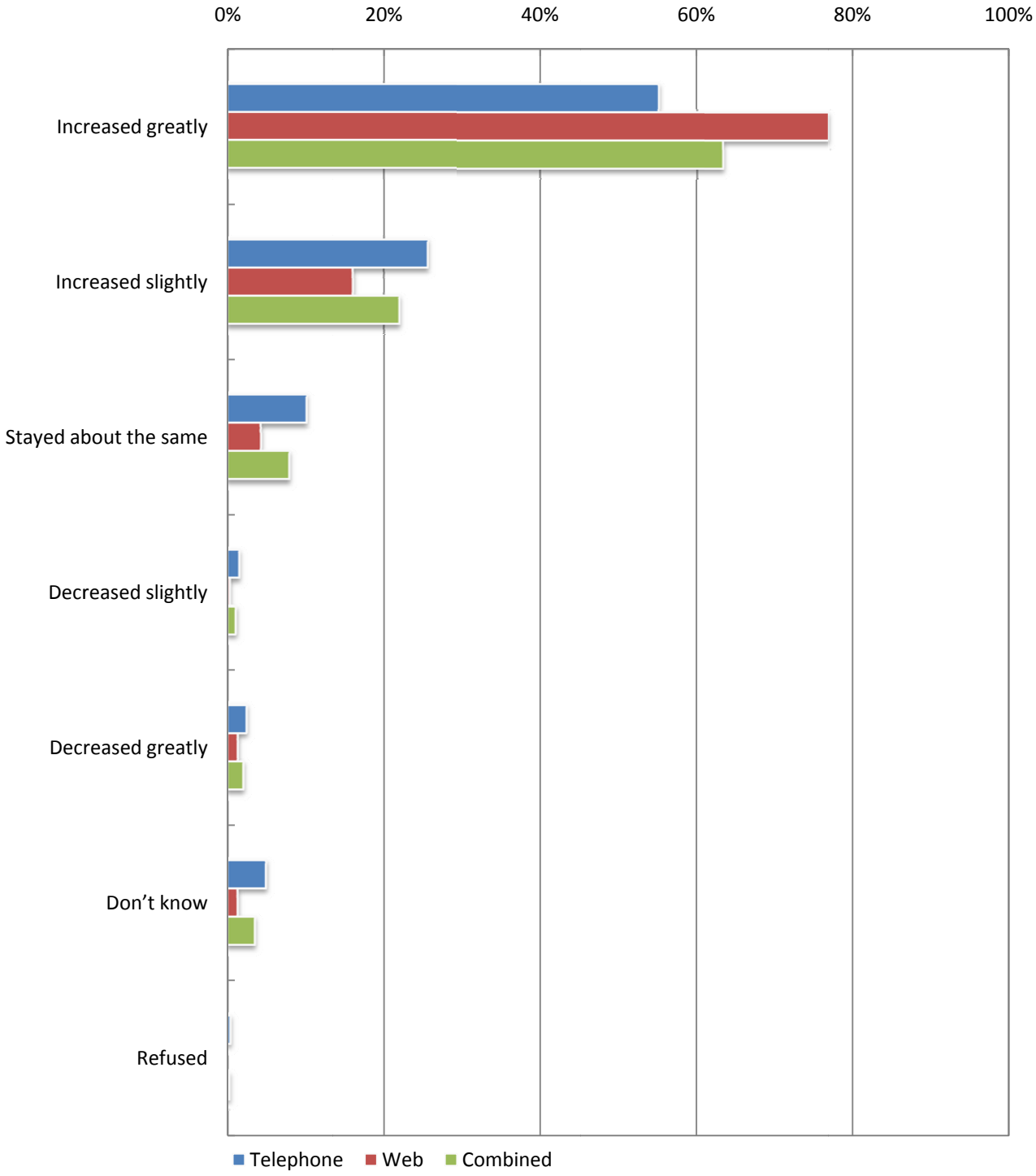
Question: How would you describe the level of traffic congestion that exists today in the South Florida region?



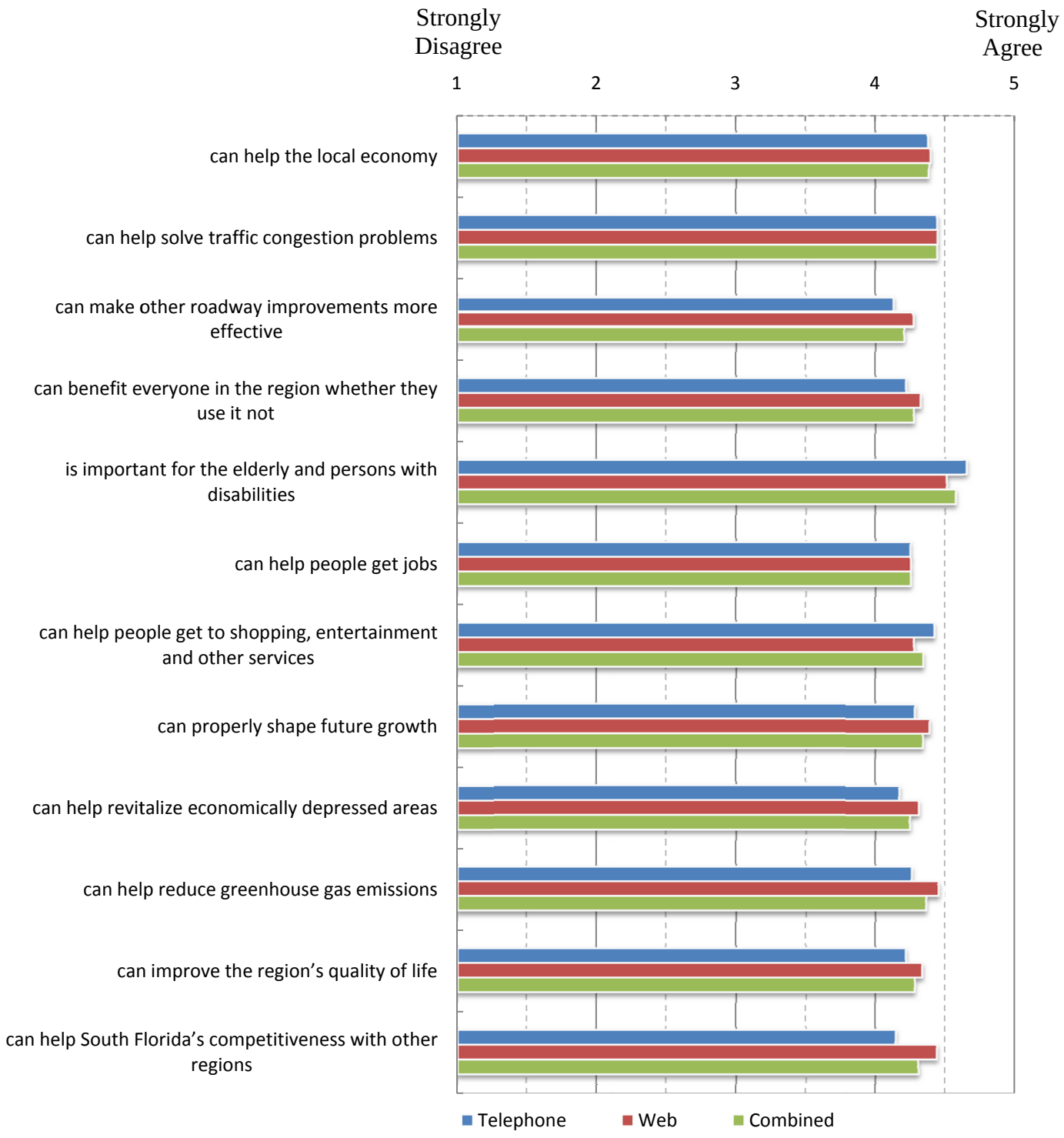
Question: Thinking of the past three years, do you think the level of traffic congestion has….?



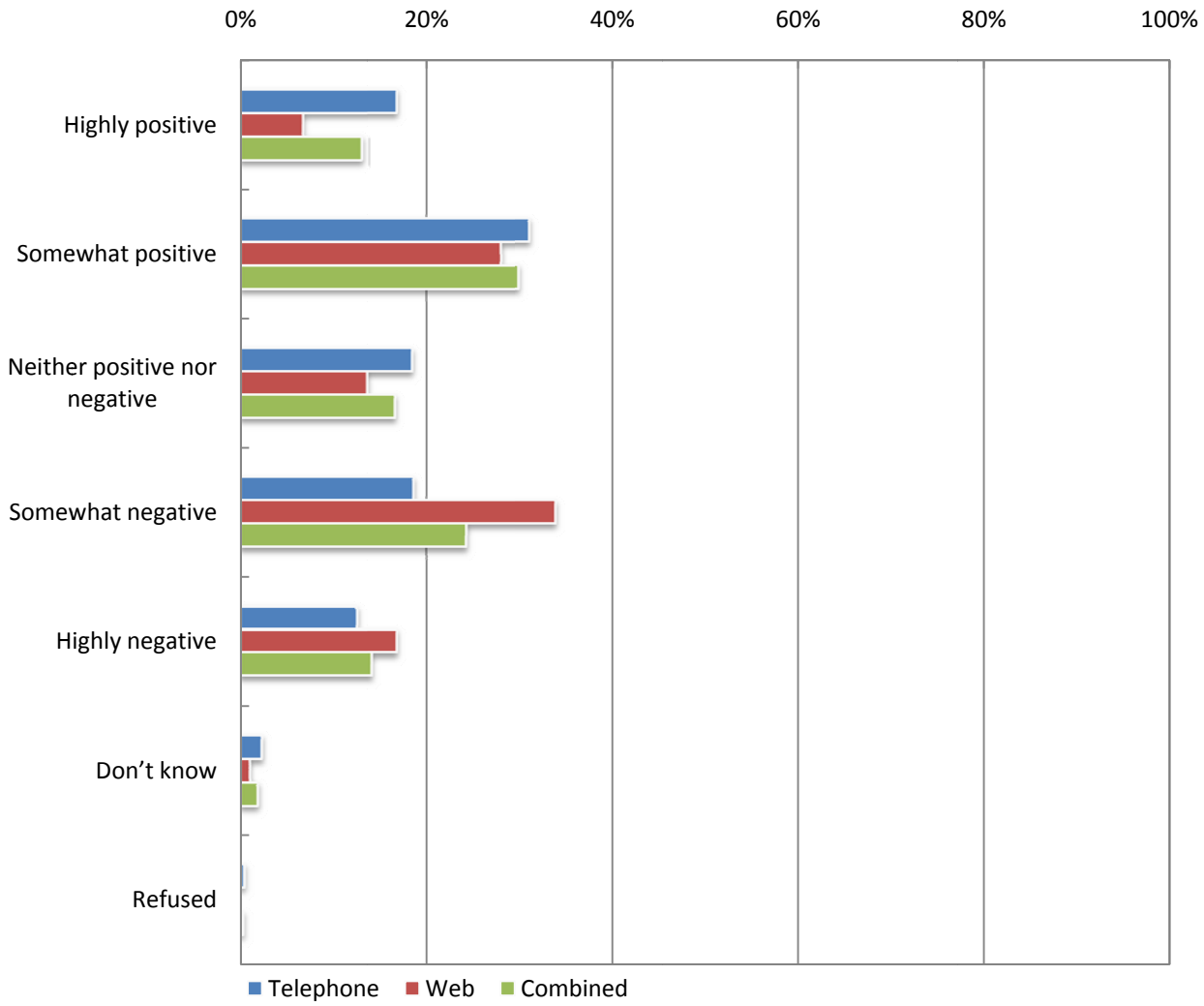
Question: Thinking now about the South Florida region in general, do you think that over the next 5 to 10 years the region's need for bus/rail service will….?



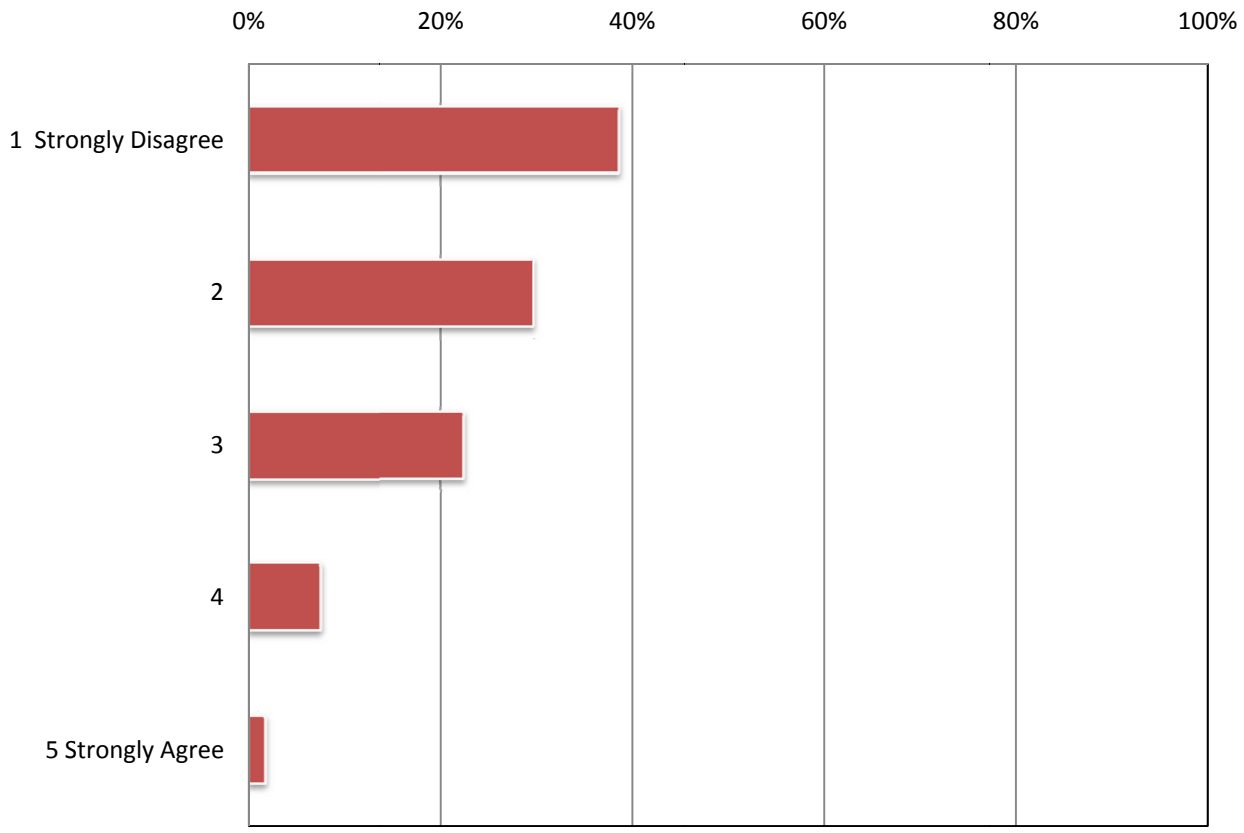
Question: An effective public transportation system…….



Question: What is your overall perception about public transportation in the South Florida region? Would you say it is…?

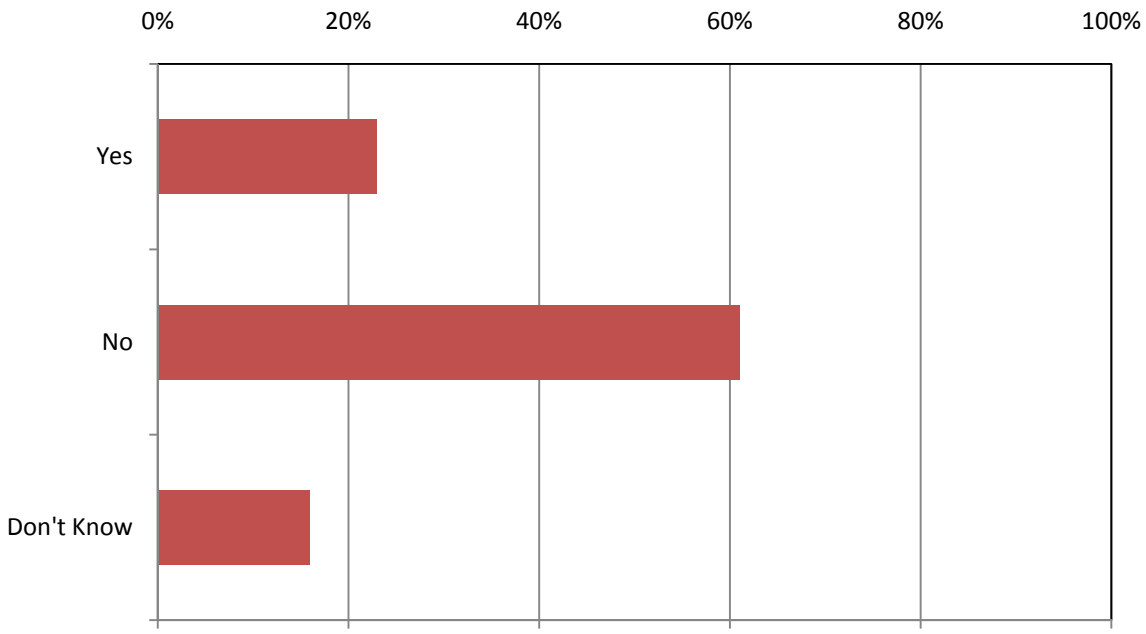


Question: Do you agree or disagree that our elected officials are providing the transportation system you want?



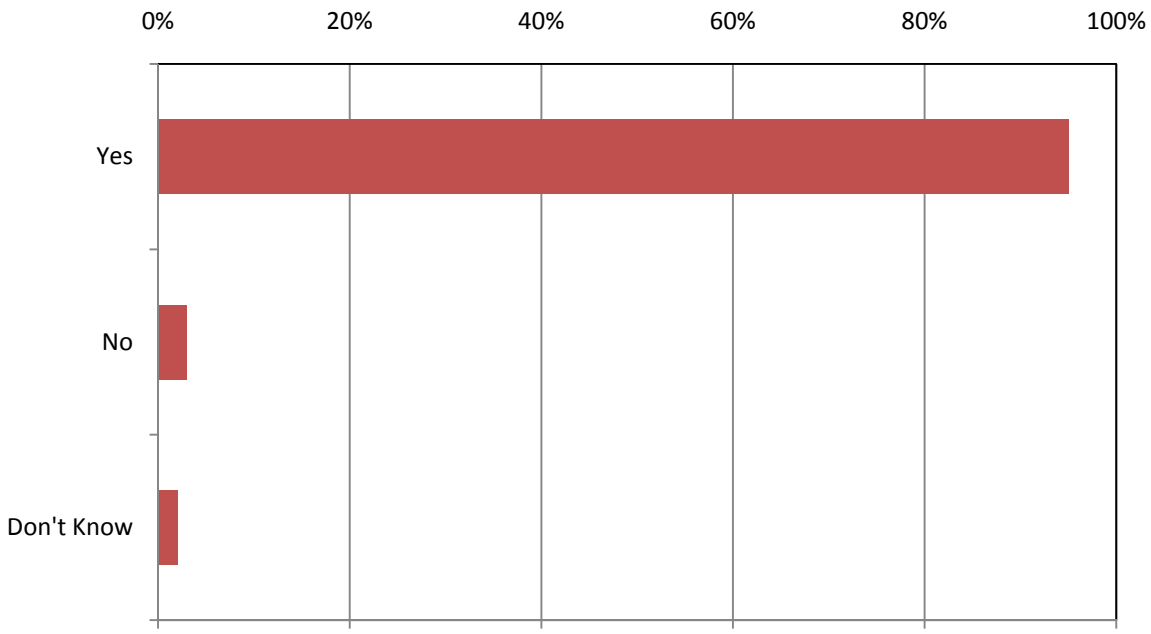
Note: Web-based survey only.

Question: Today, do you think the public has a voice in decisions about public transportation?



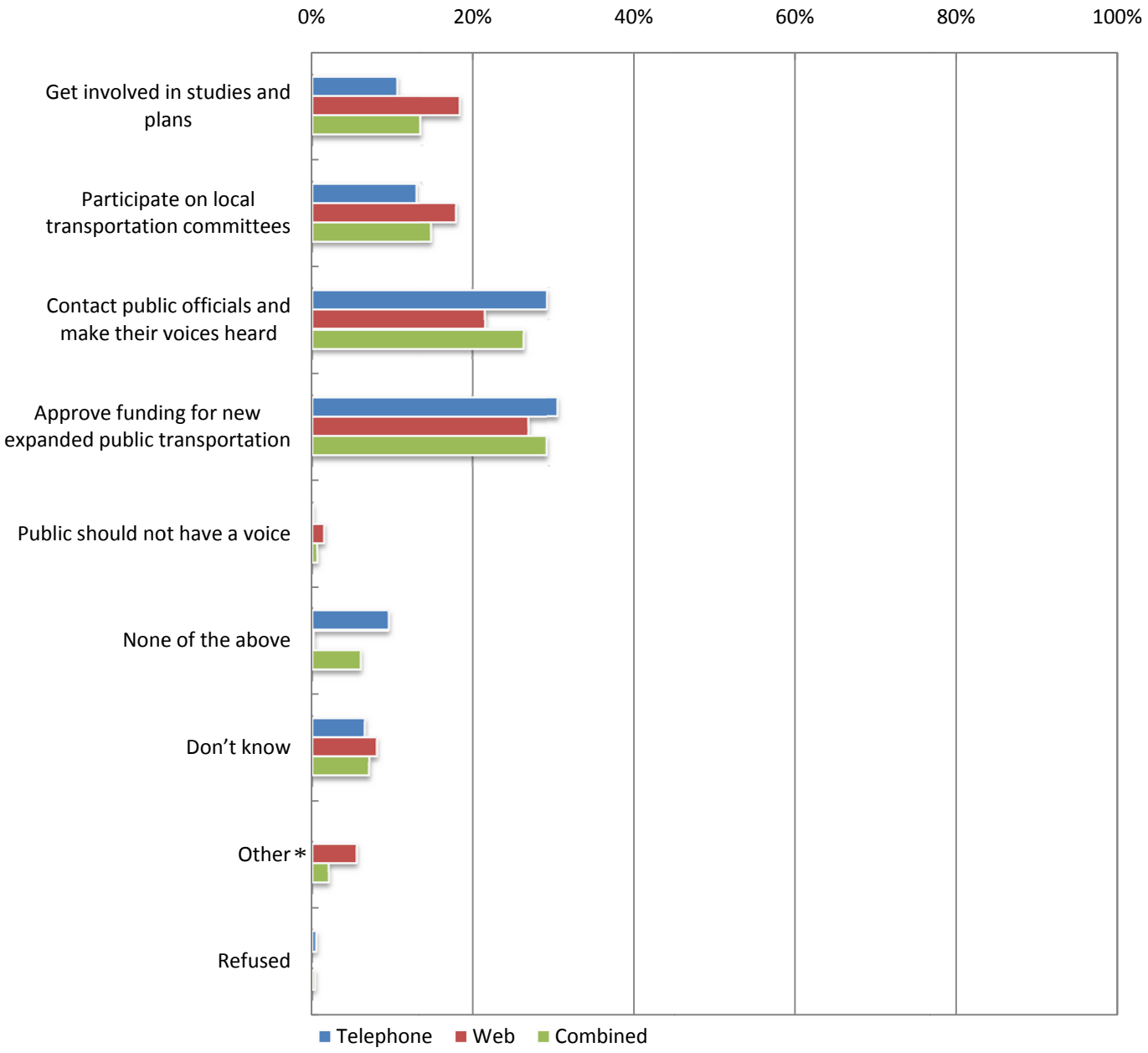
Note: Web-based survey only.

Question: Do you think the public *should have* a voice in decisions about public transportation in the future?



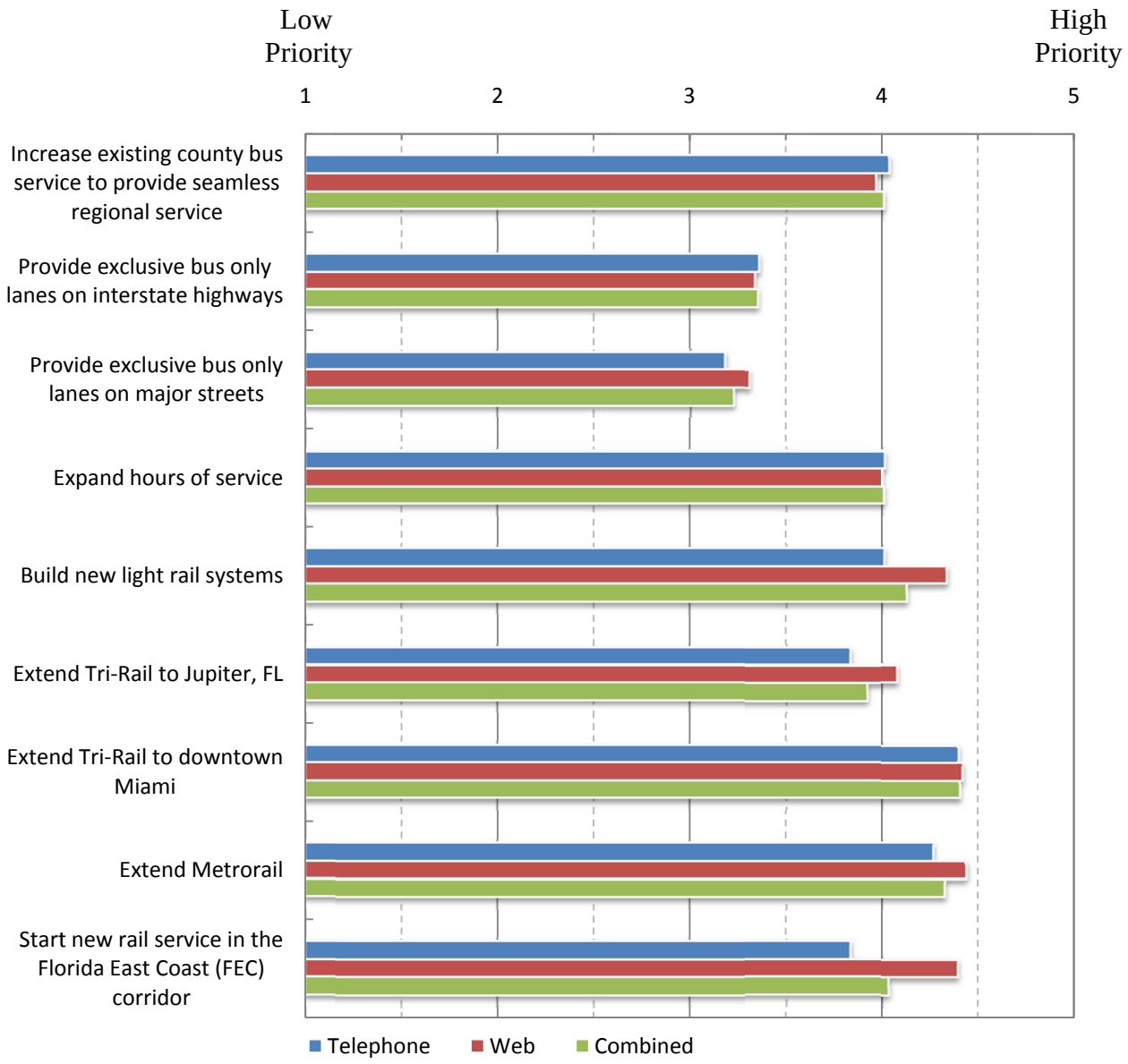
Note: Web-based survey only.

Question: Which do you think is the most effective way to have the public's voice heard about issues related to public transportation?

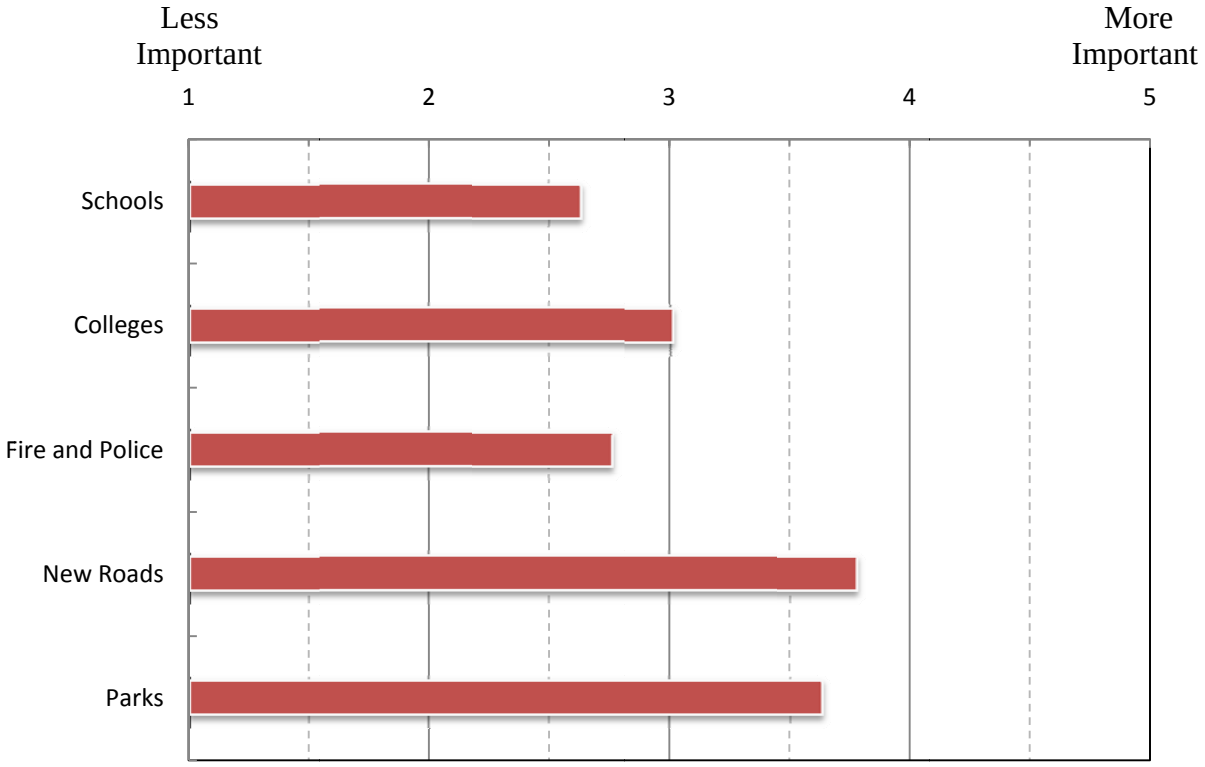


Note: * See Appendix K

Question: The following is a list of new ideas being considered to improve the overall public transportation system in the South Florida region. For each, how much priority do you think the idea should be given as a way to improve the public transportation system?

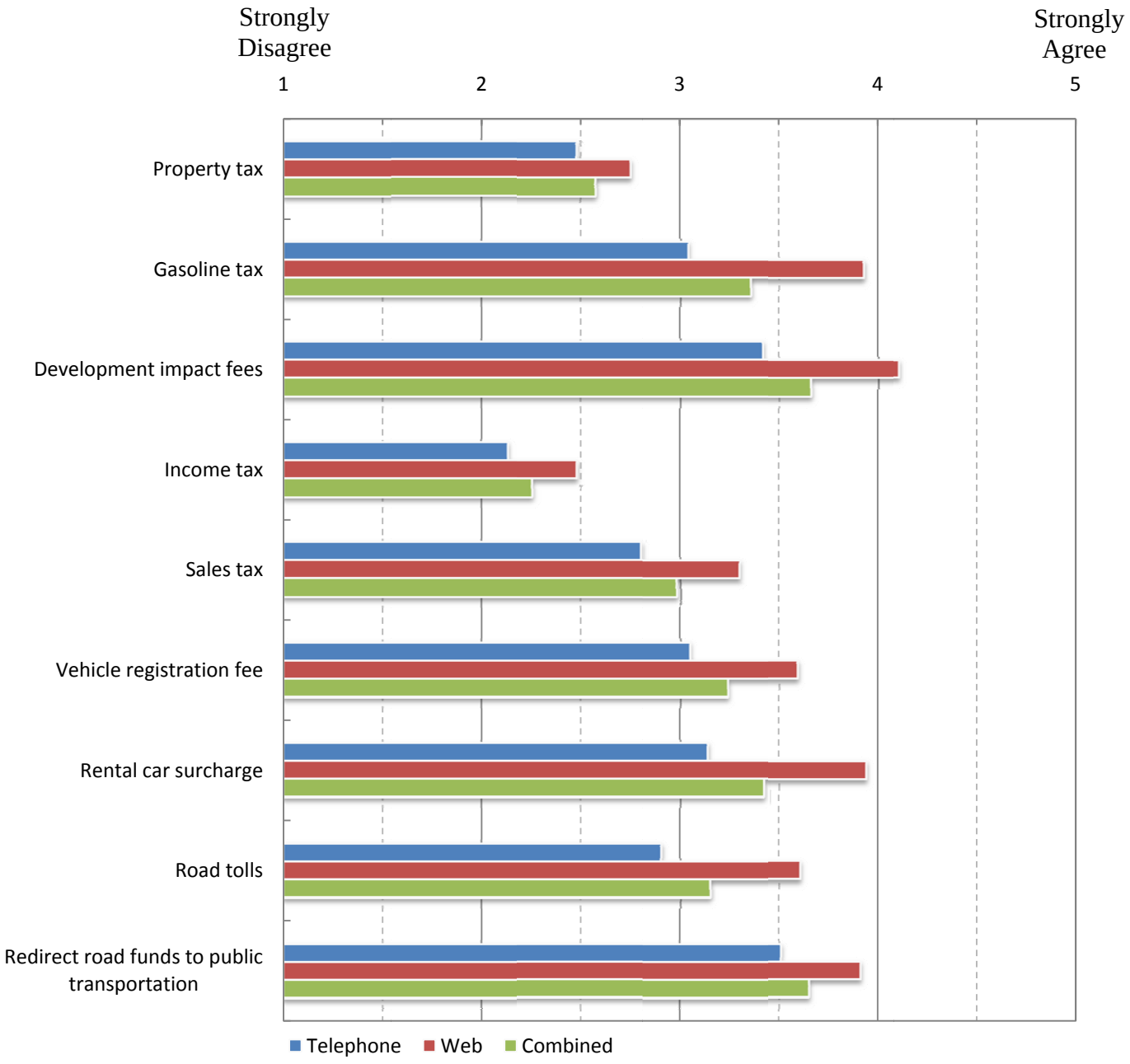


Question: Funding for public transportation is more or less important than the following:

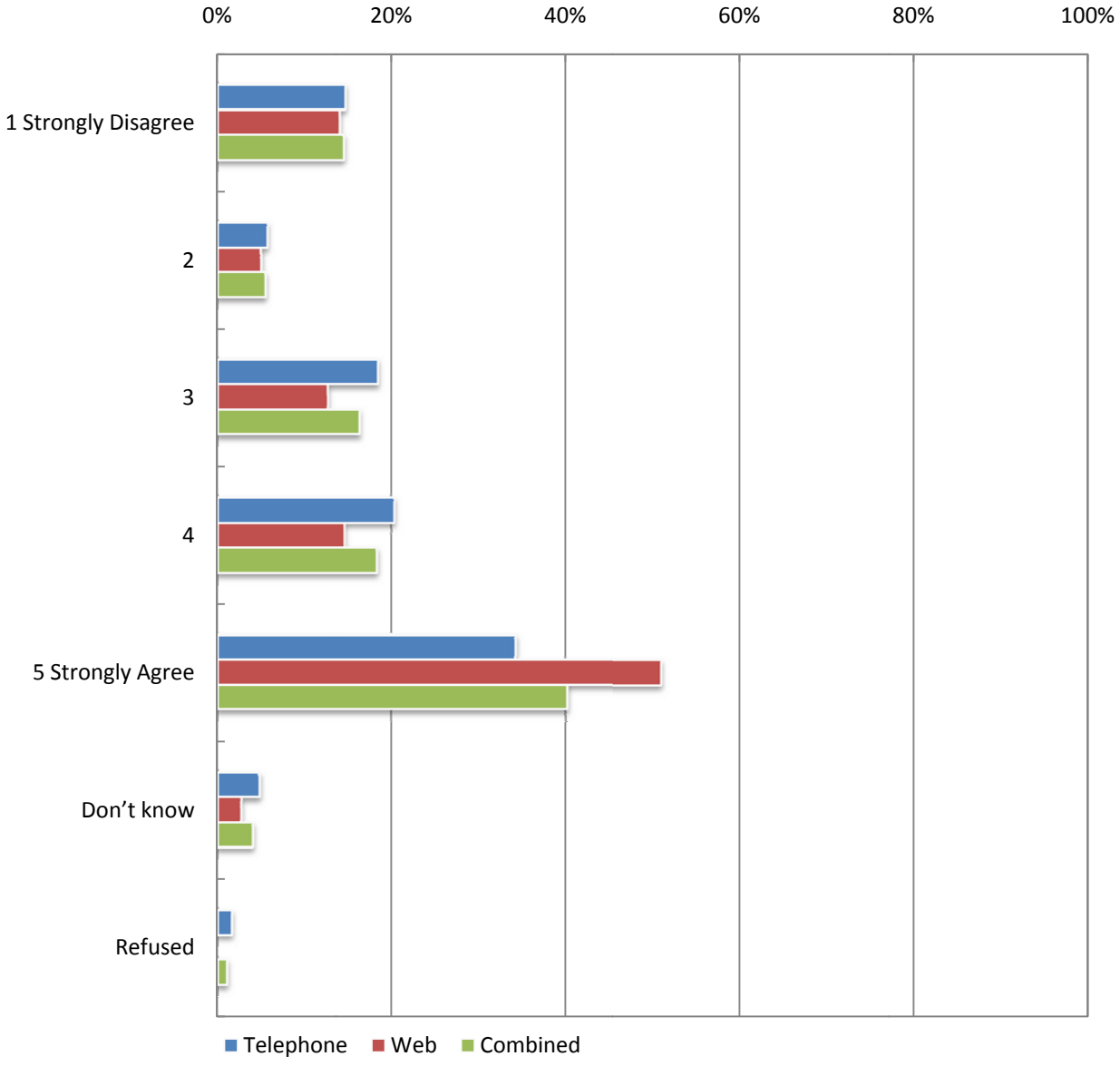


Note: Web-based survey only.

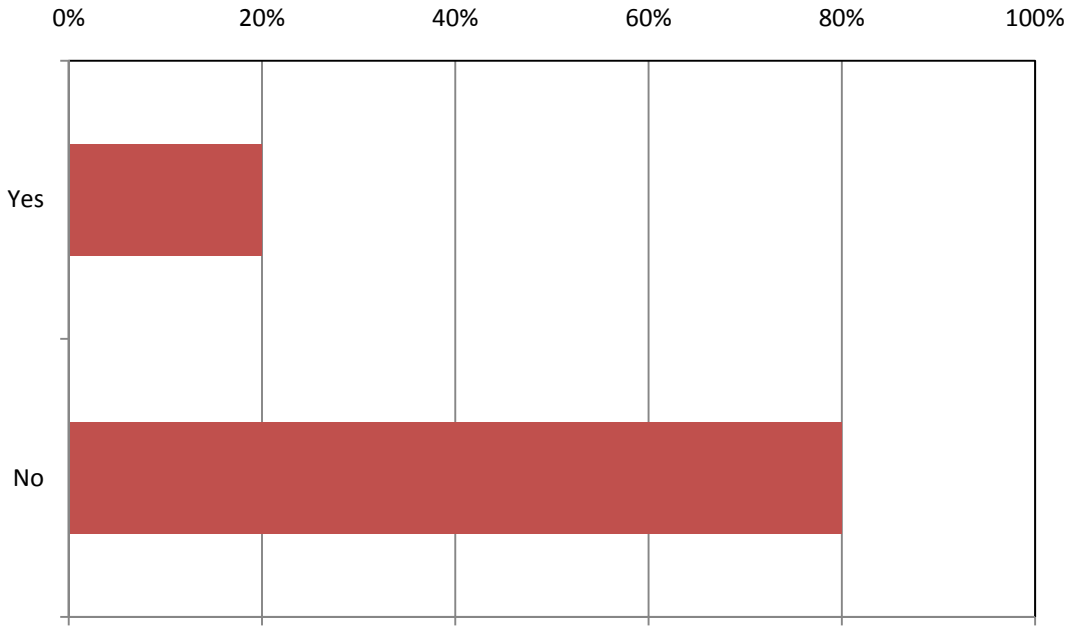
Question: How much do you agree that each of the following sources of funding should be used to pay for public transportation services?



Question: The Florida Department of Transportation is proposing a system of managed lanes on South Florida's interstate highways that would provide new tolled express lanes. How much do you agree or disagree that these new tolls should be used to support regional public transportation instead of more roads?

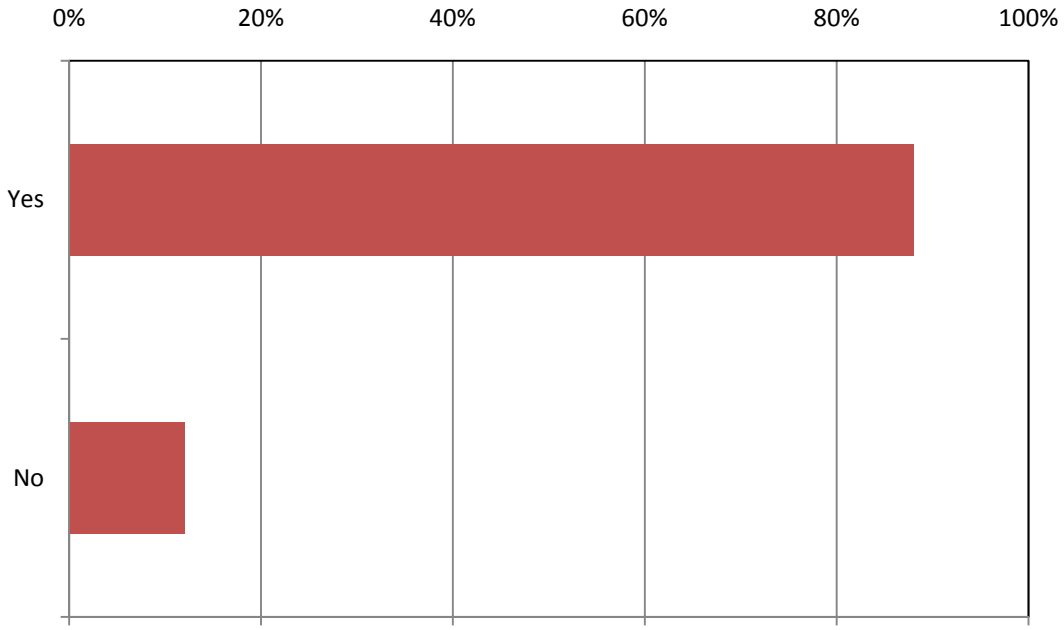


Question: Did you know that every $1 taxpayers invest in public transportation generates $6 in economic returns including increased business sales and creation of jobs?



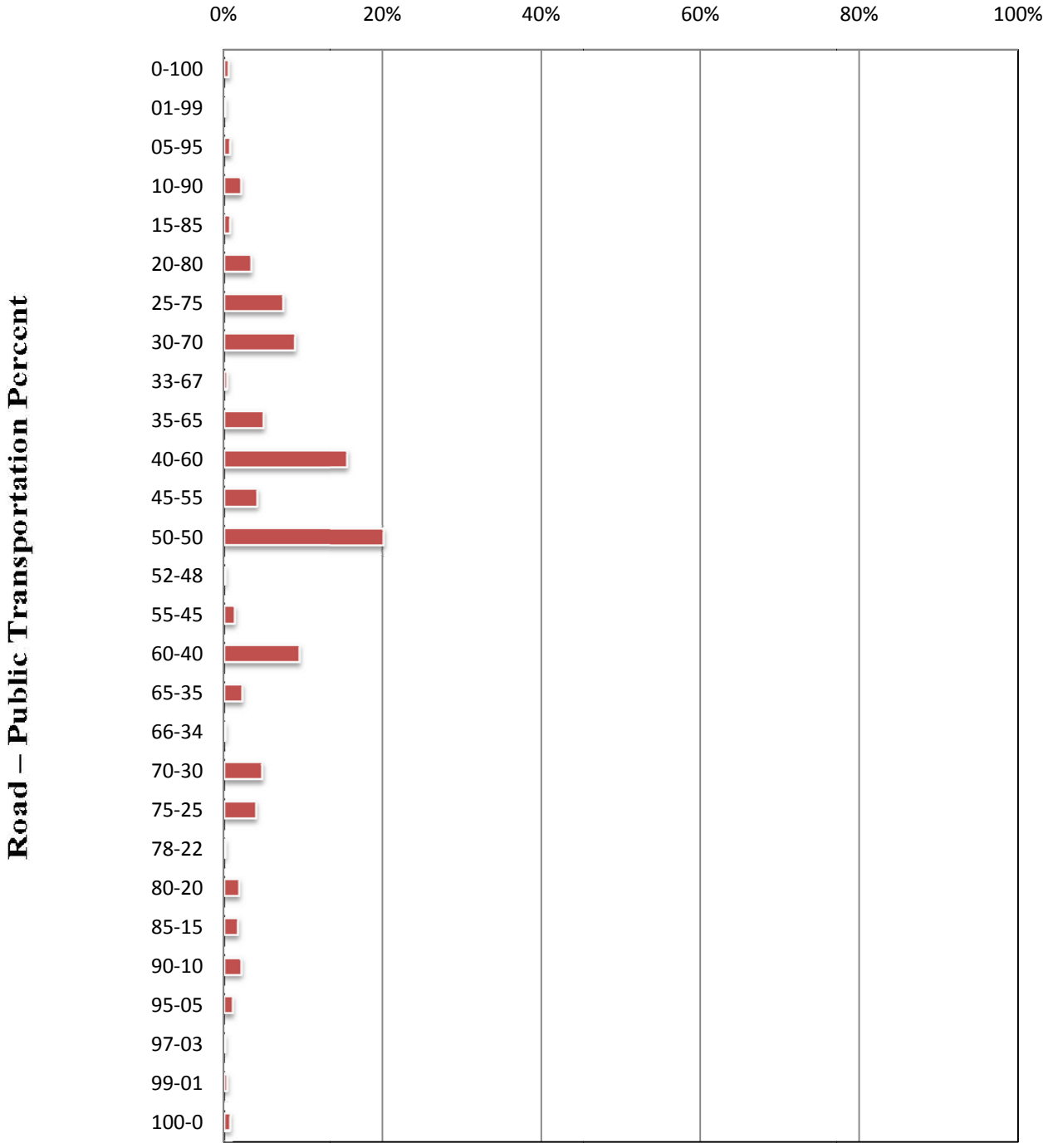
Note: Web-based survey only.

Question: Given Florida's current economic downturn, would you support increased public transportation spending to help stimulate the economy?



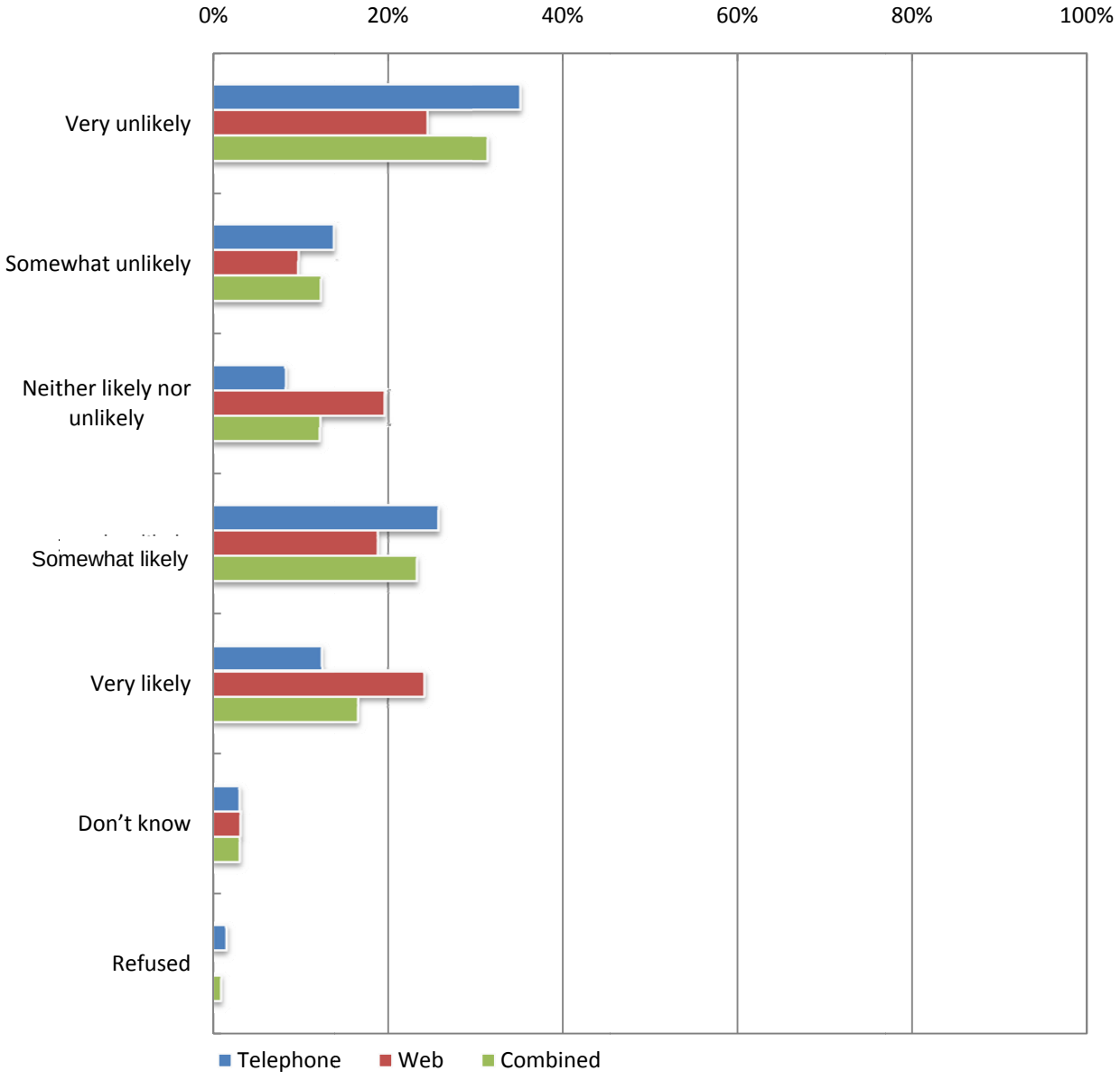
Note: Web-based survey only.

Question: If you made transportation investment decisions for the region, how would you split funding between roads and public transportation? What percentage to roads and what percentage to public transportation?

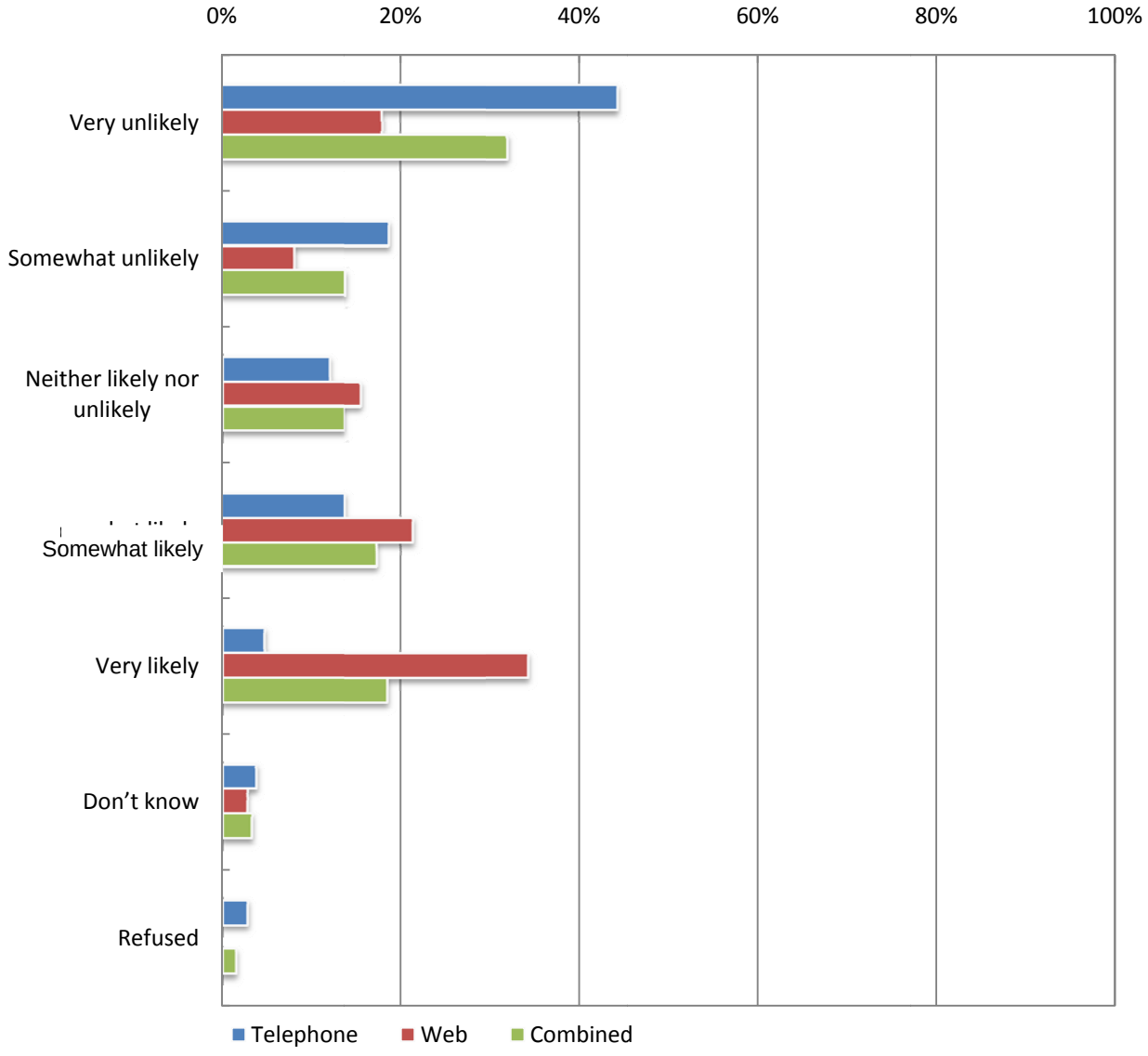


Note: Web-based survey only.

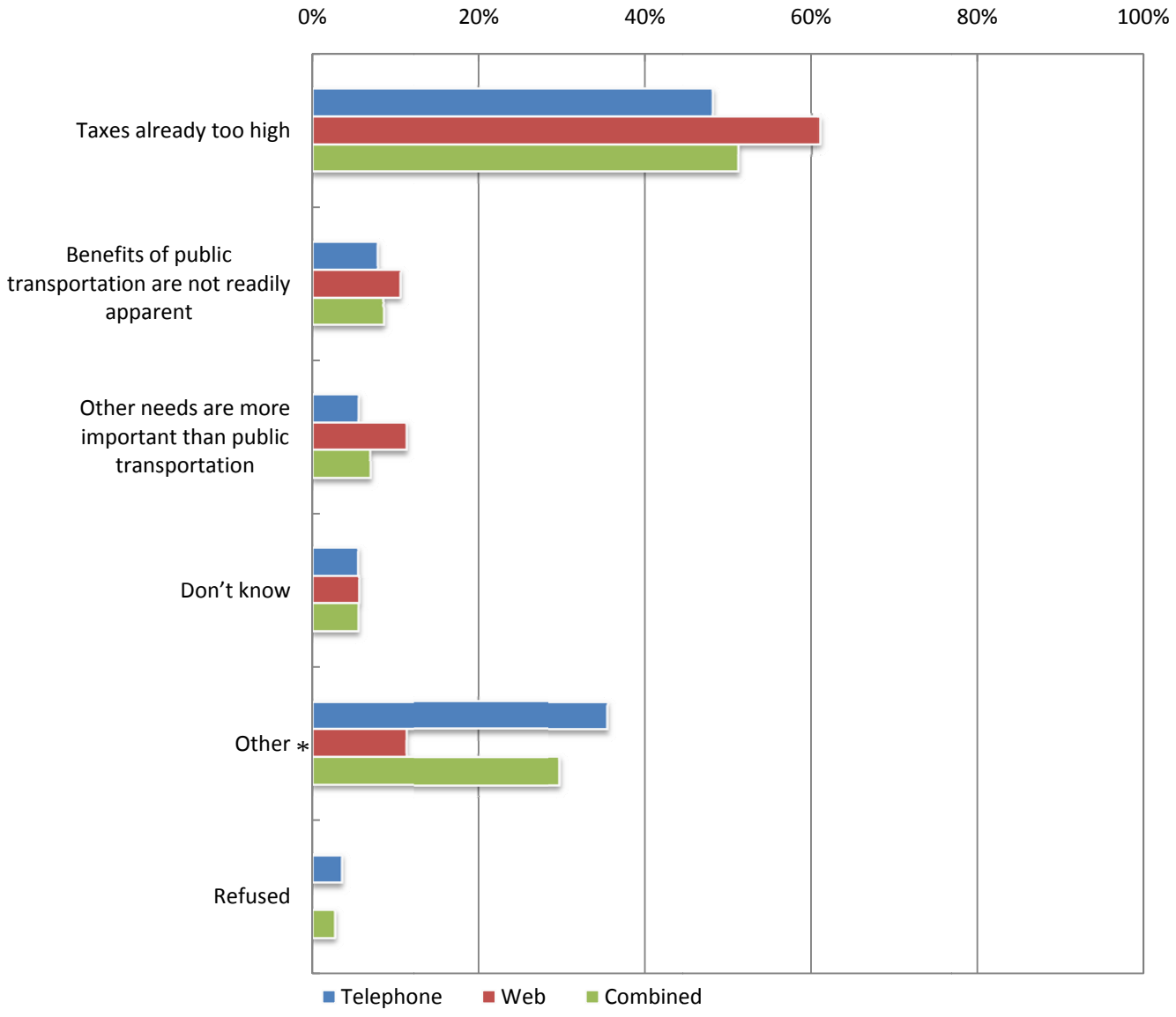
Question: How likely would you be to support some type of tax increase to fund *existing* public transportation in the South Florida region? If you had to decide today, would you be…?



Question: How likely would you be to support some type of tax increase to fund a program of regional public transportation improvements in South Florida?

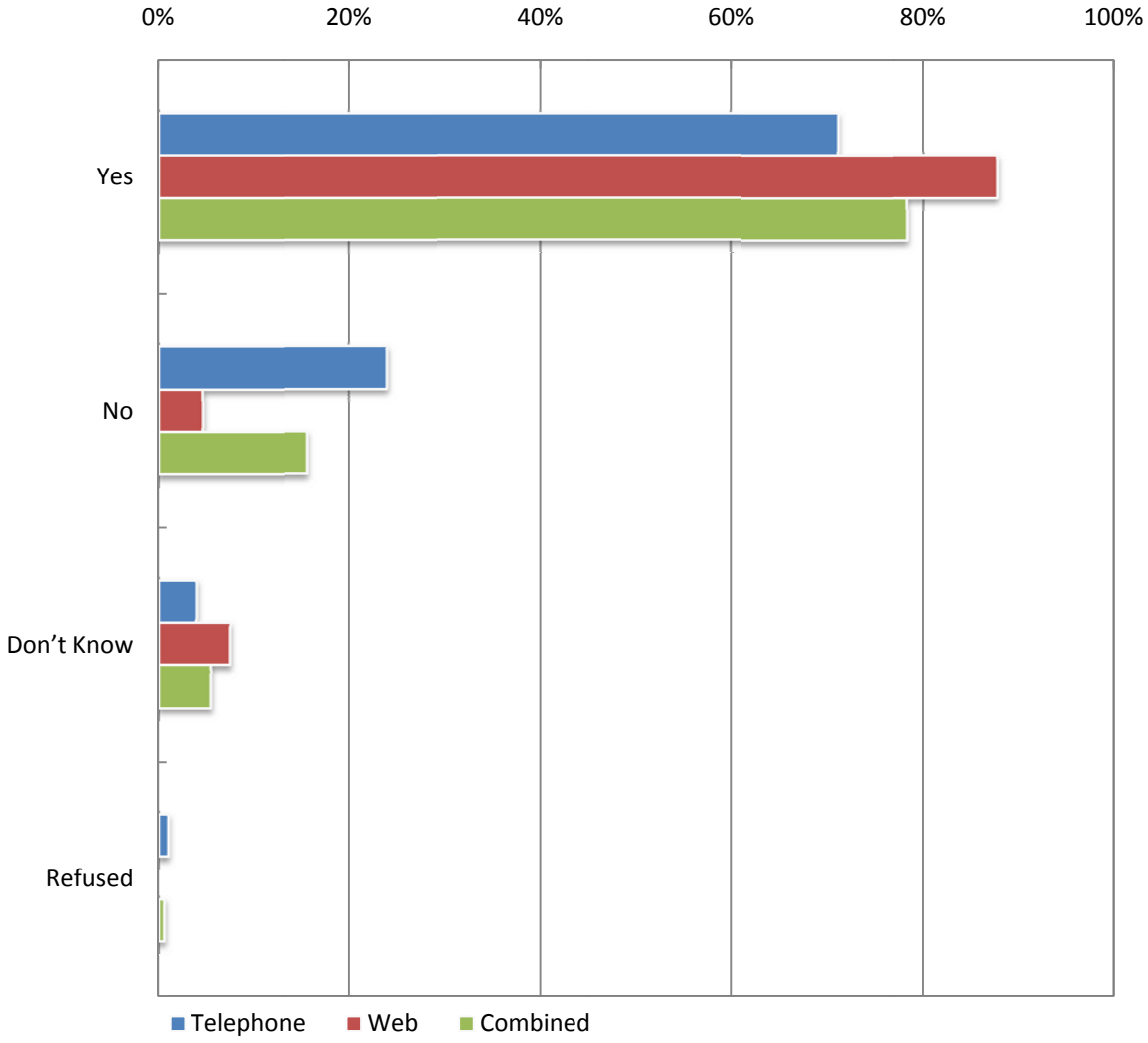


Question: If you are unlikely to support a tax increase to fund either existing or future public transportation improvements, check the reasons below.

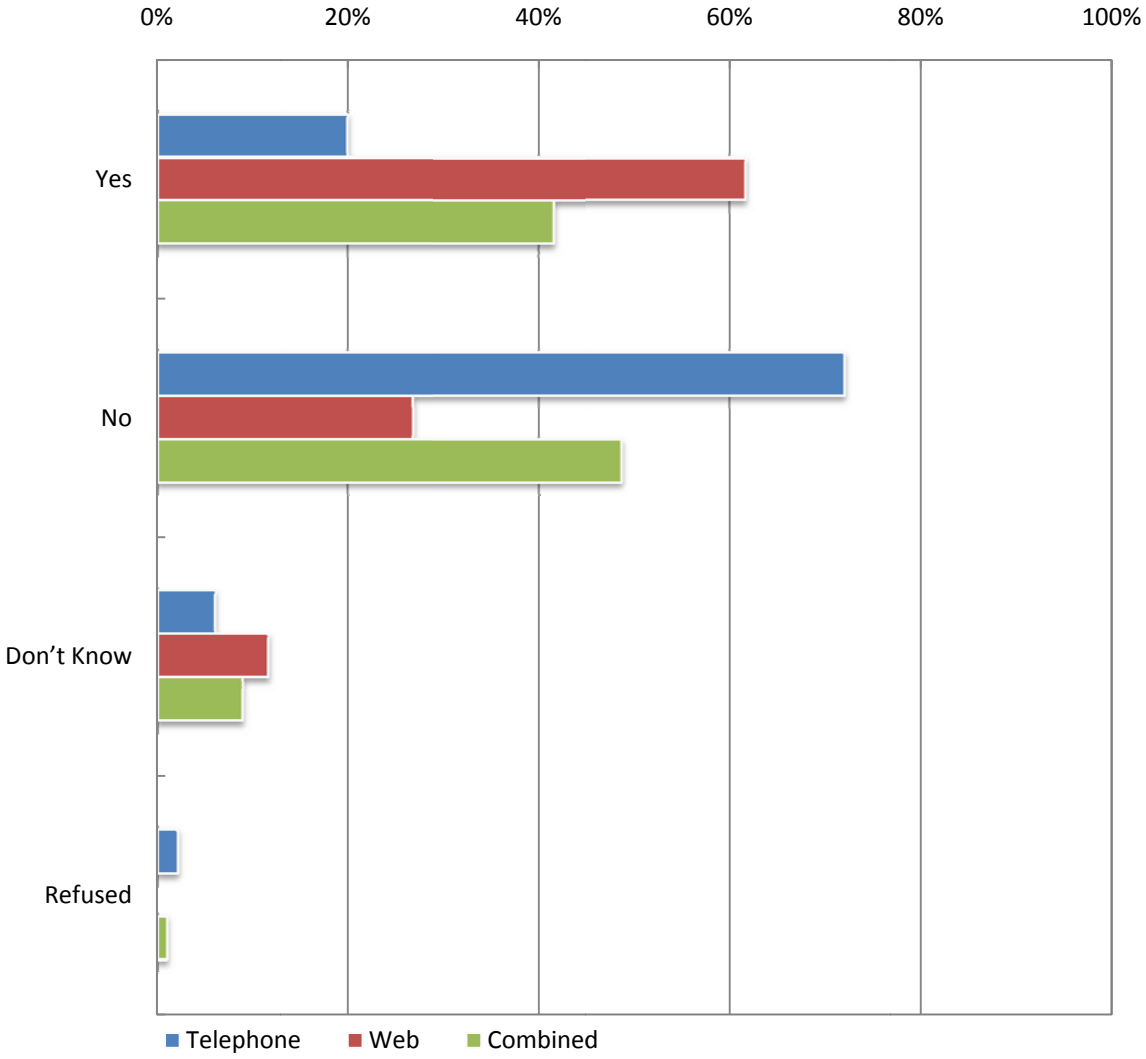


Note: * See Appendix L

Question: If gas prices were to fall to an average of $2.00 per gallon for regular unleaded would you still support some type of tax increase to ensure that public transportation in the South Florida region has adequate funding?

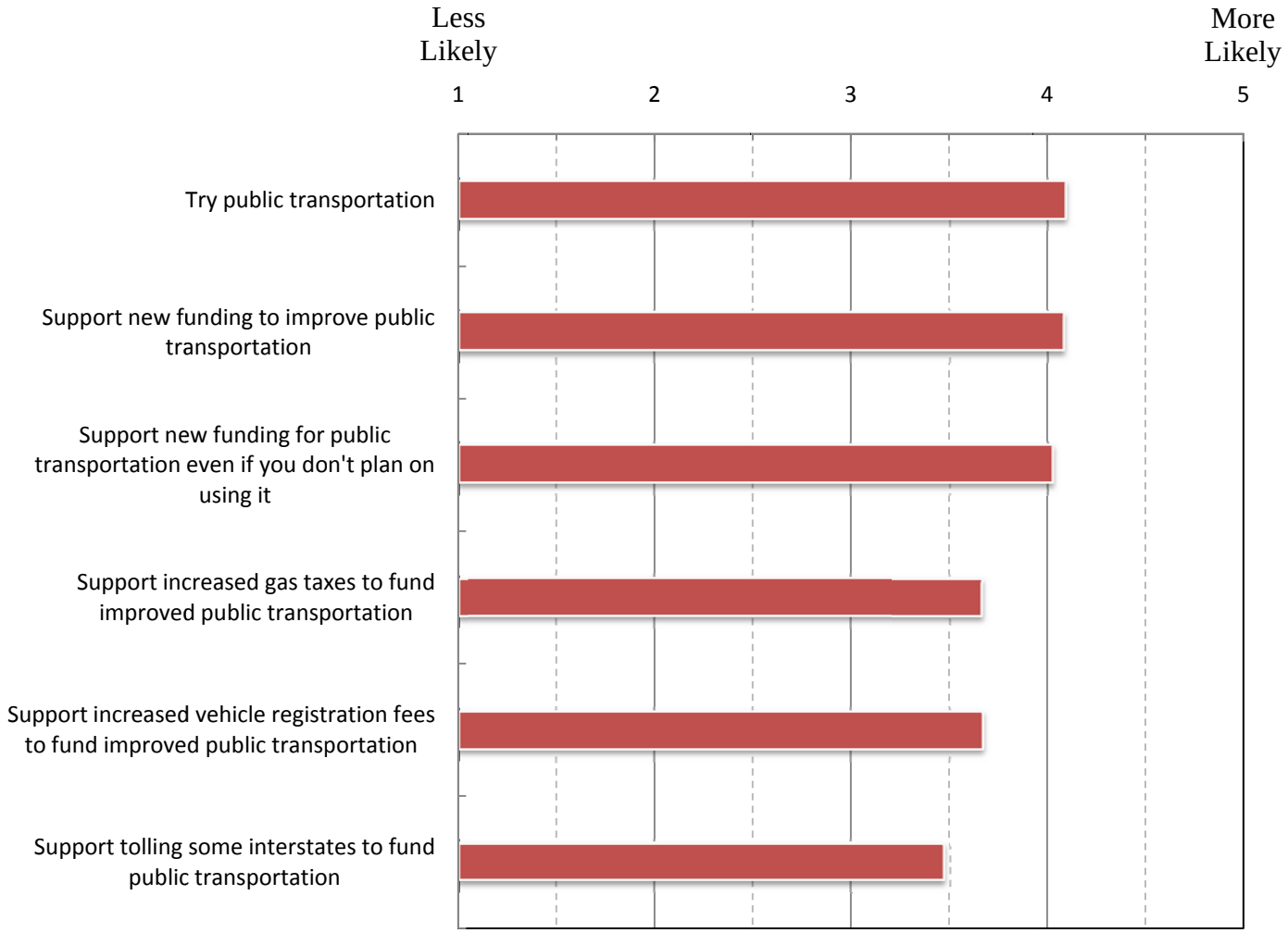


Question: If gas prices rise to an average price of $4.00 per gallon or higher for regular unleaded would you then support some type of tax increase to ensure that public transportation in the South Florida region has adequate funding?



Question: The transportation sector produces 1/3 of all greenhouse emissions with 55% of a typical 2 car family's greenhouse emissions coming from their automobiles. If one car was replaced by public transportation, your family could possibly save over $9000 per year and your greenhouse emissions would be cut by 30%.

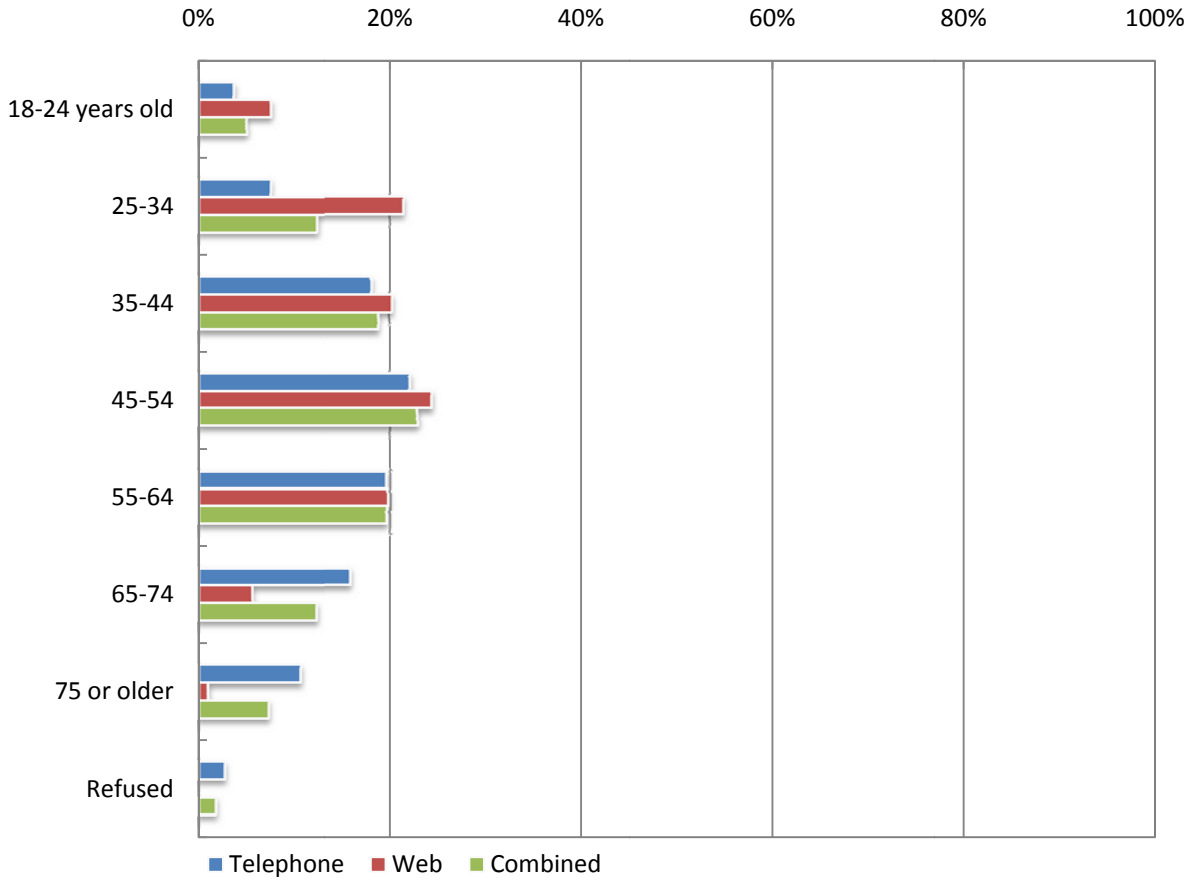
Given the above information, how likely are you now to:



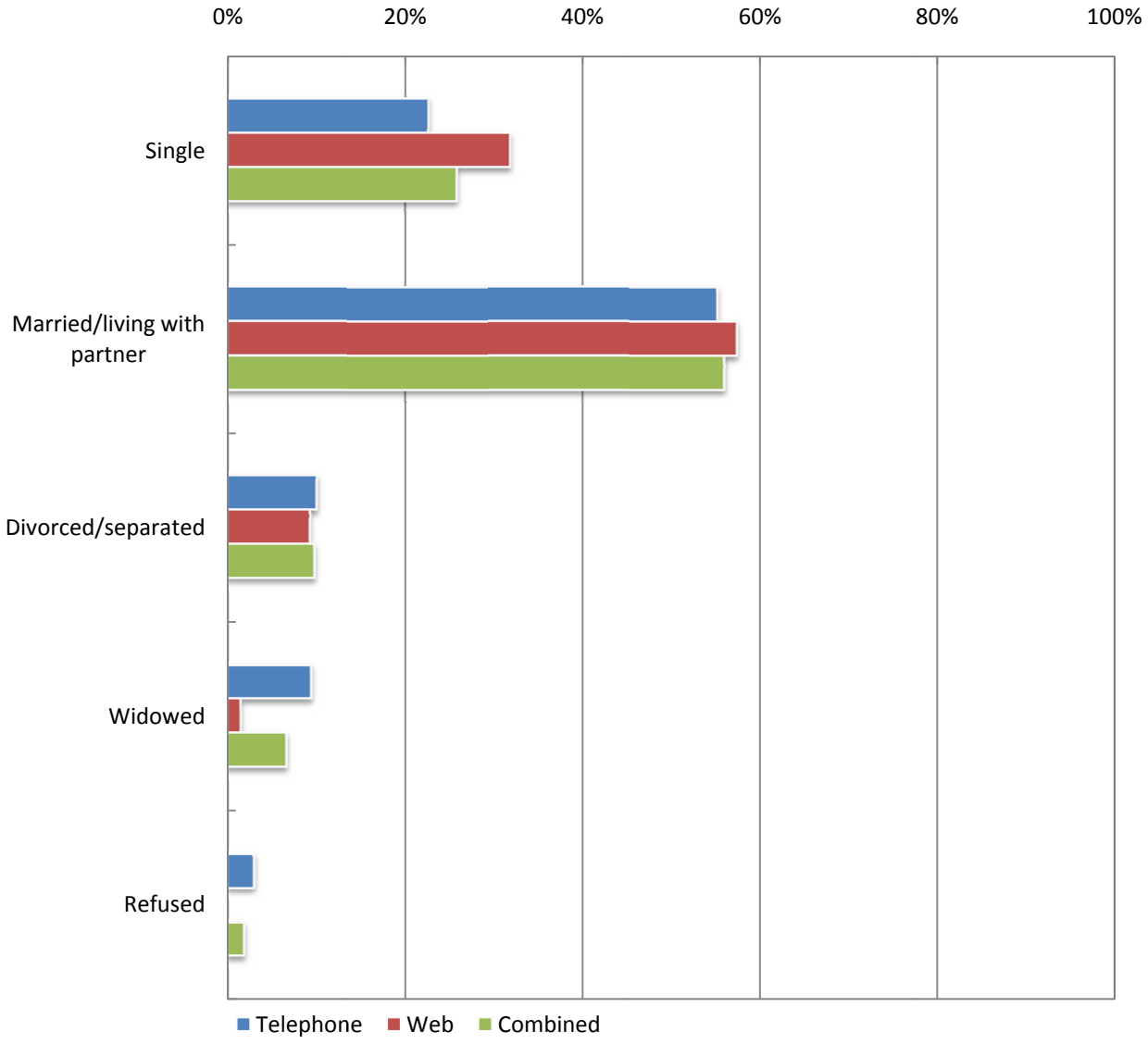
Note: Web-based survey only.

WEB-BASED AND TELEPHONE RESPONDENTS' DEMOGRAPHIC PROFILE

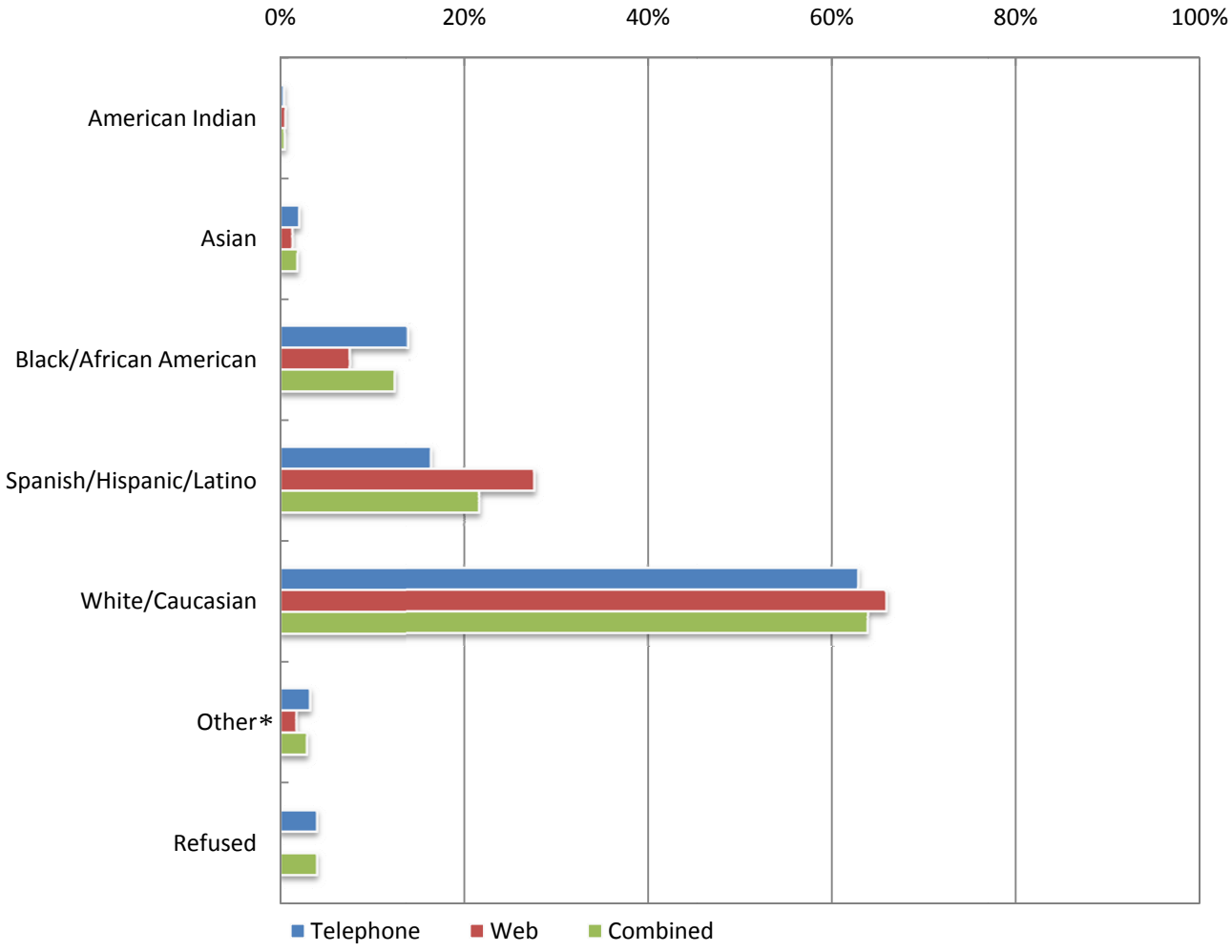
Question: In which of these categories does your age fall?



Question: What is your current marital status?

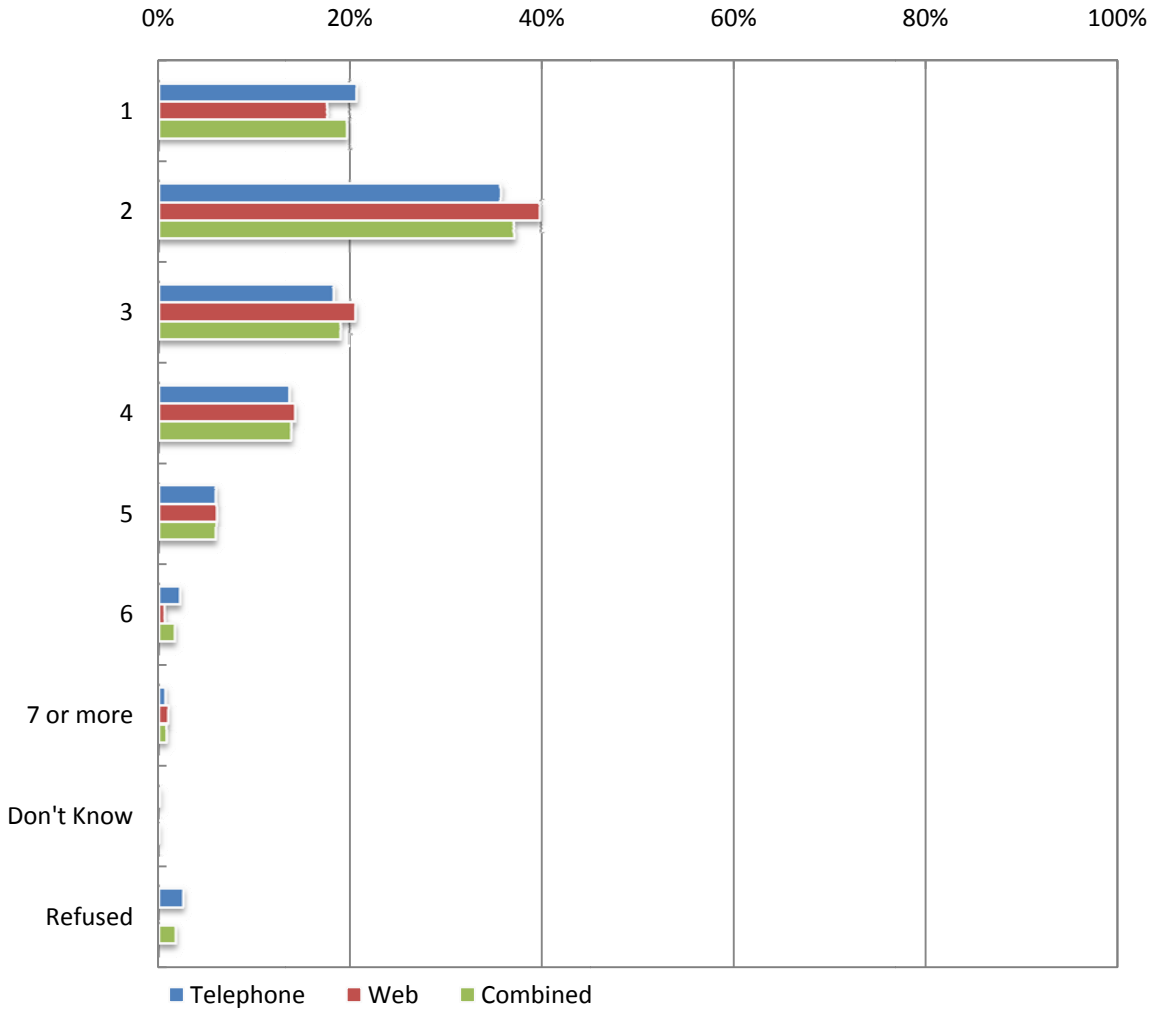


Question: What best describes your race? (You can check more than one.)

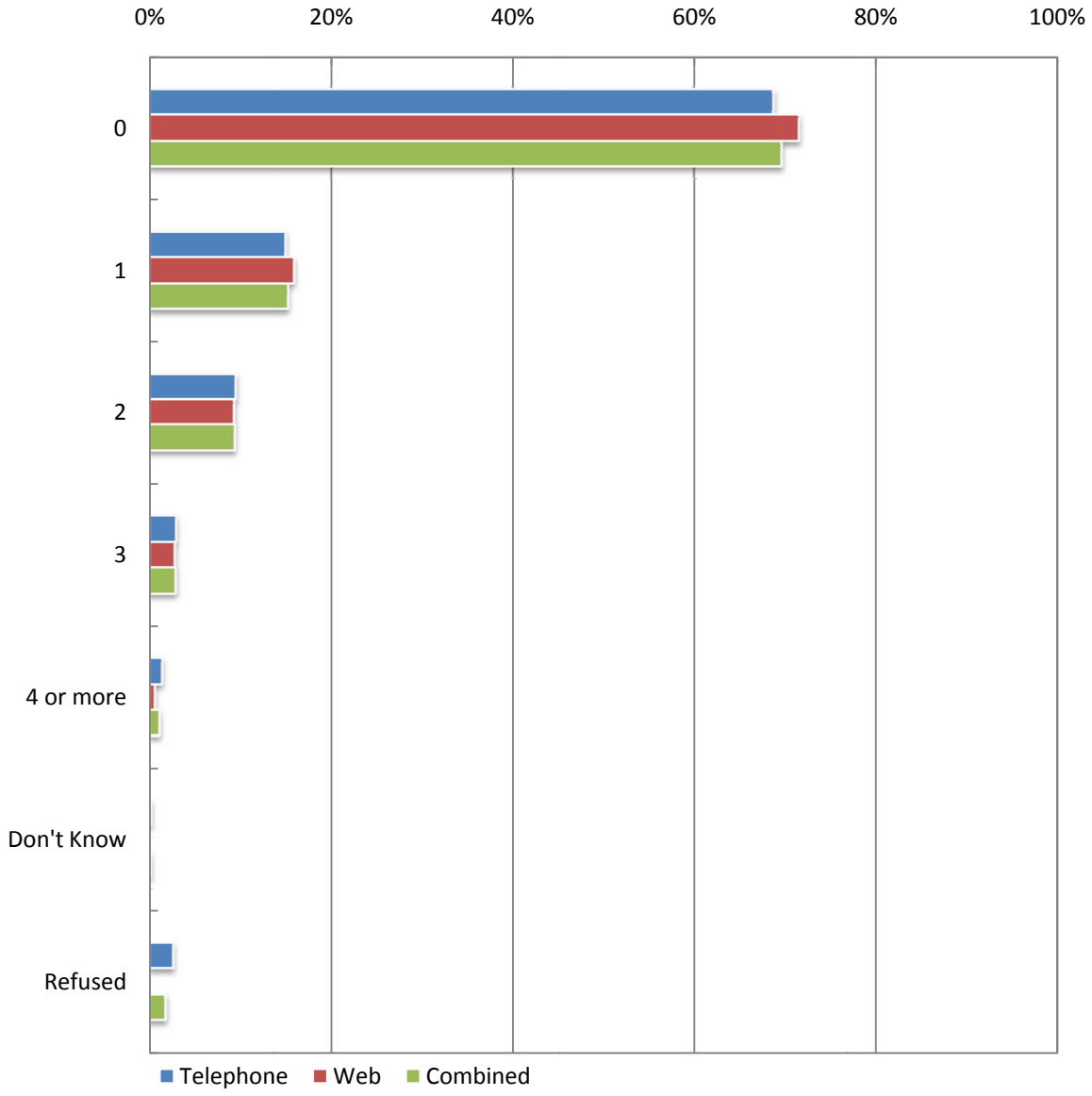


Note: * See Appendix M

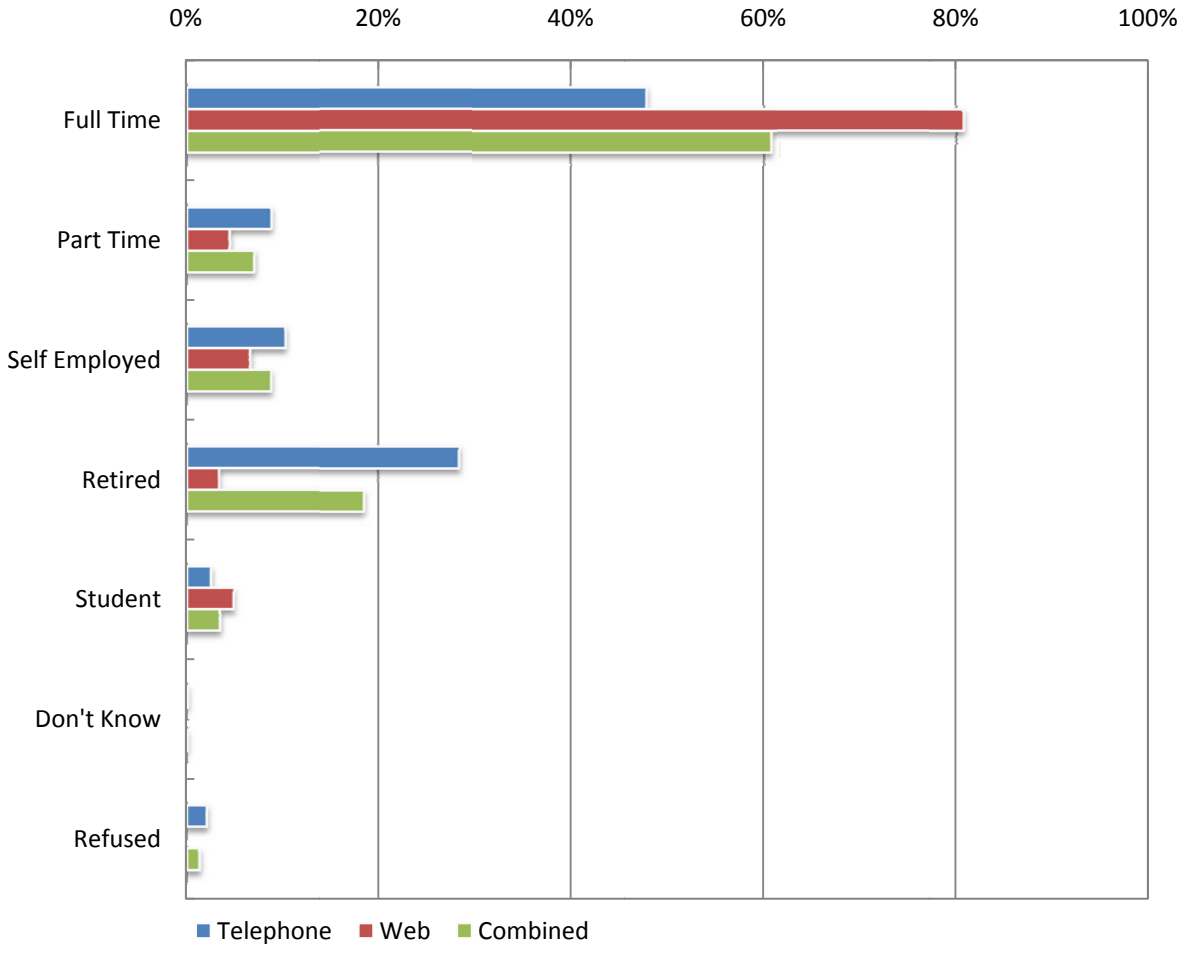
Question: Including yourself, how many people currently live in your household?



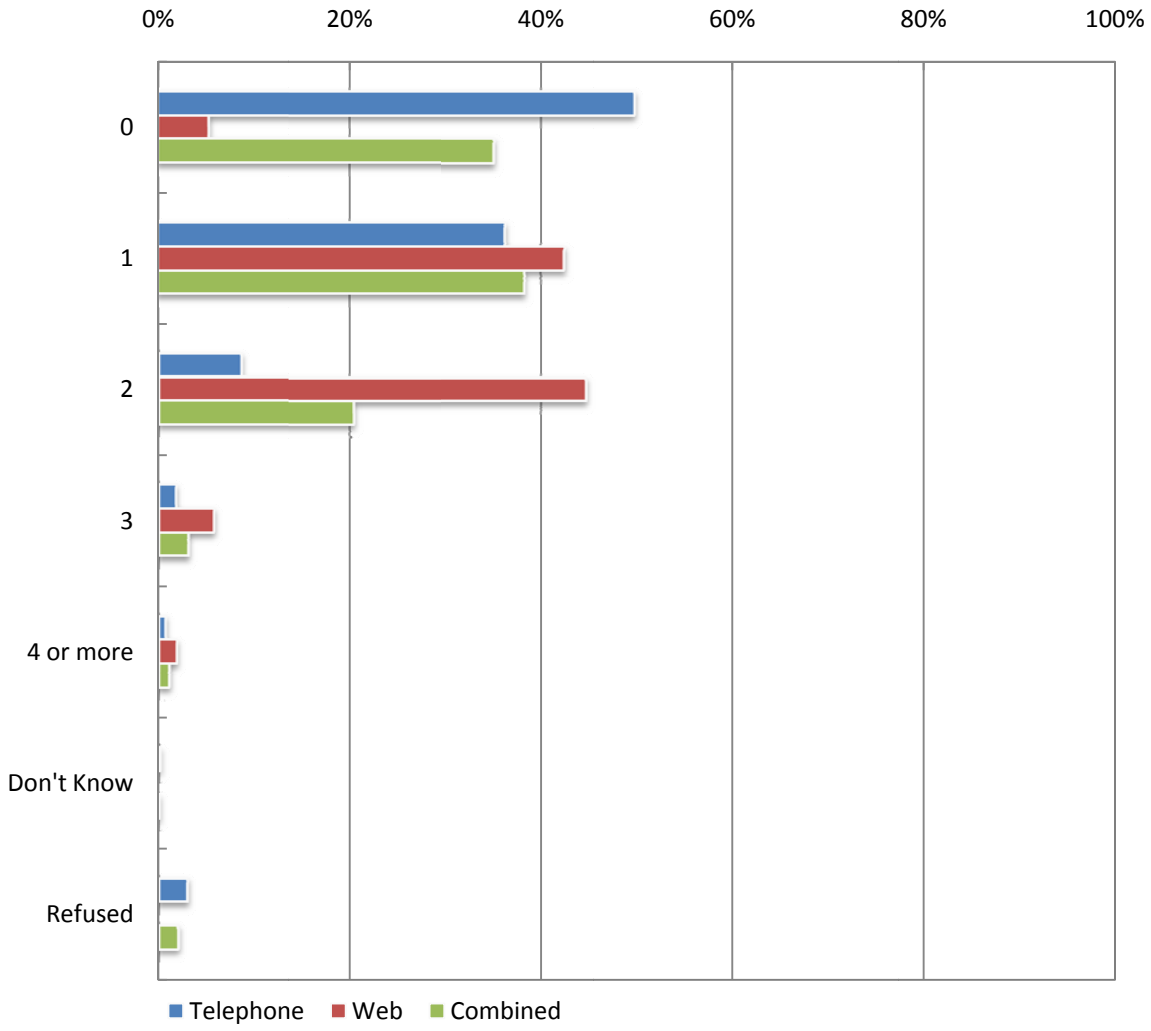
Question: And how many of these people in your household are under the age of 18?



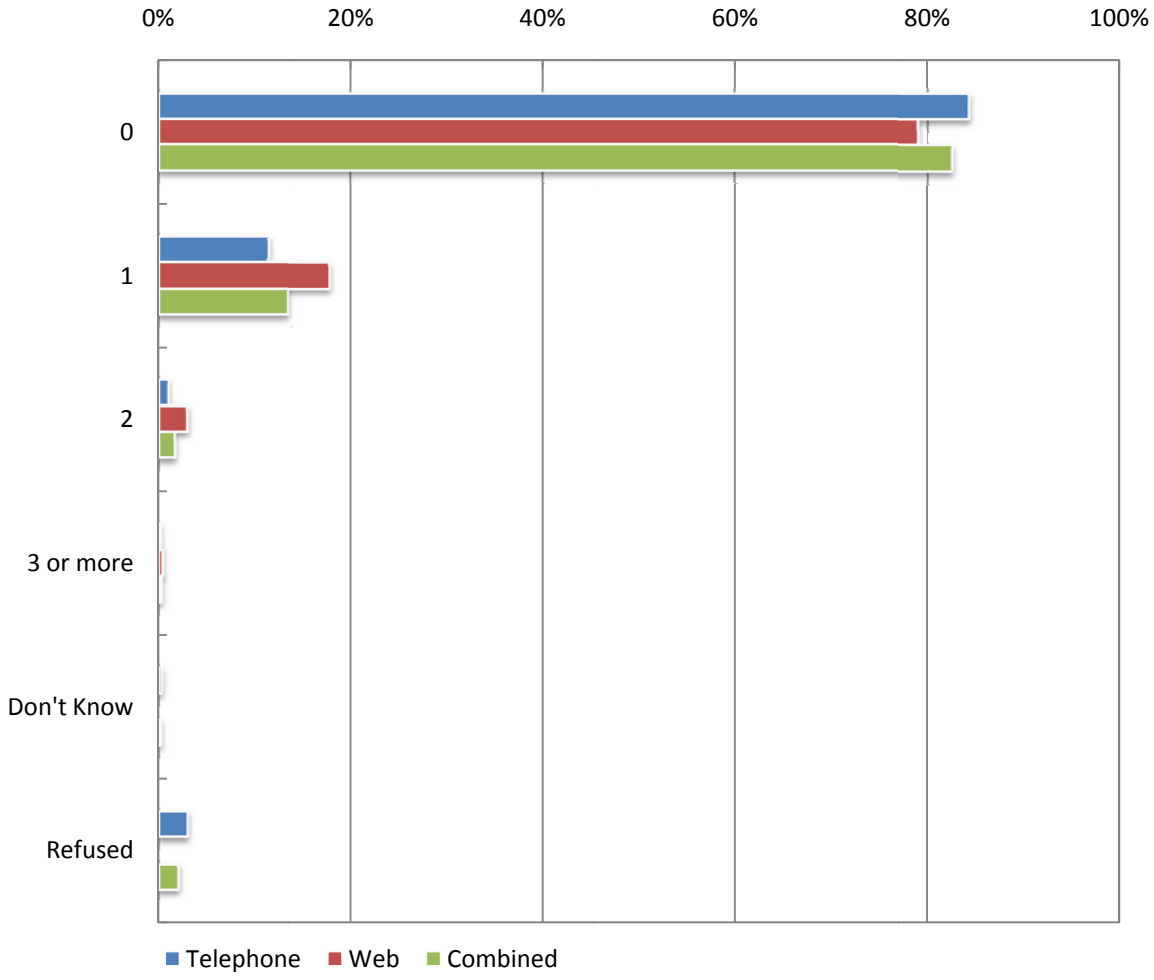
Question: What is your employment status?



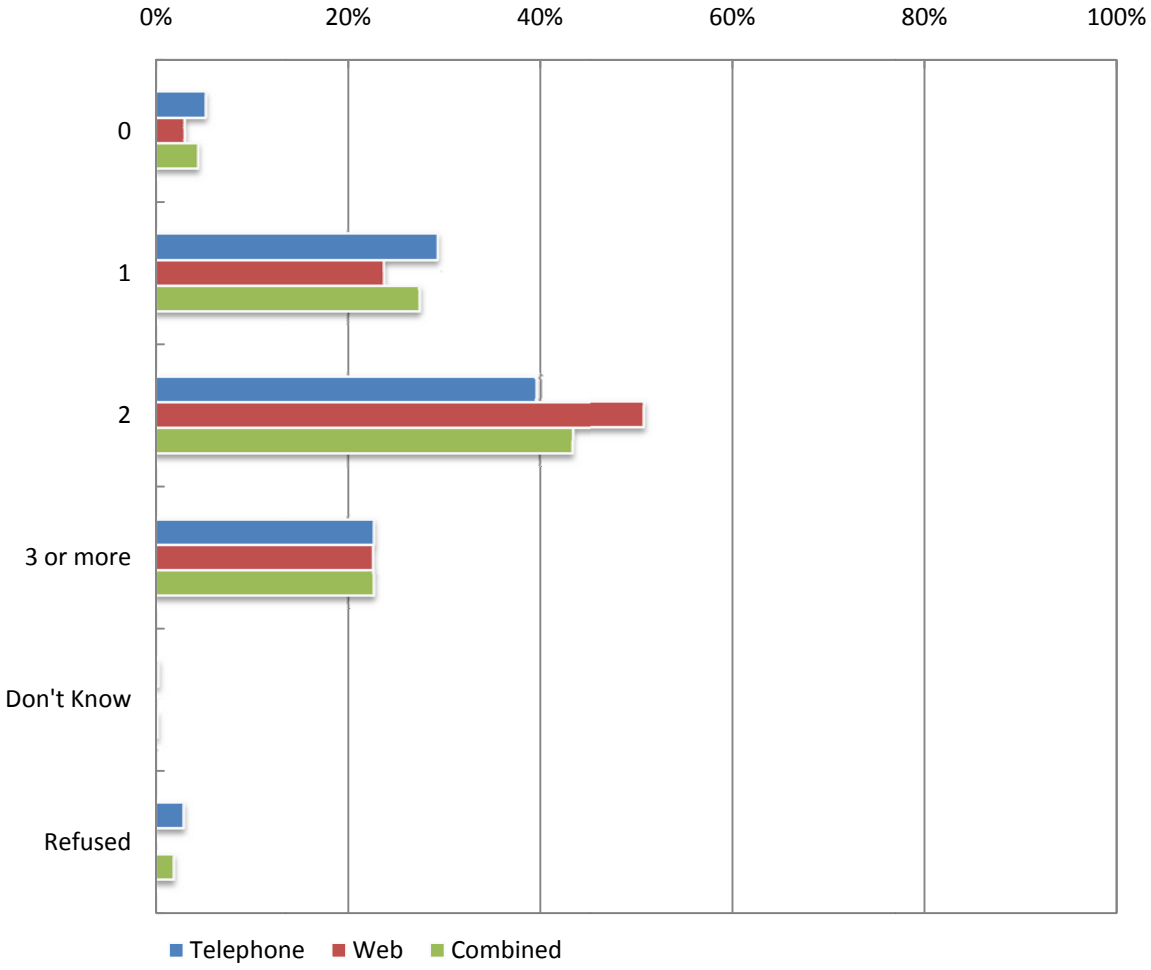
Question: Including yourself, how many people in your household work full-time outside the home?



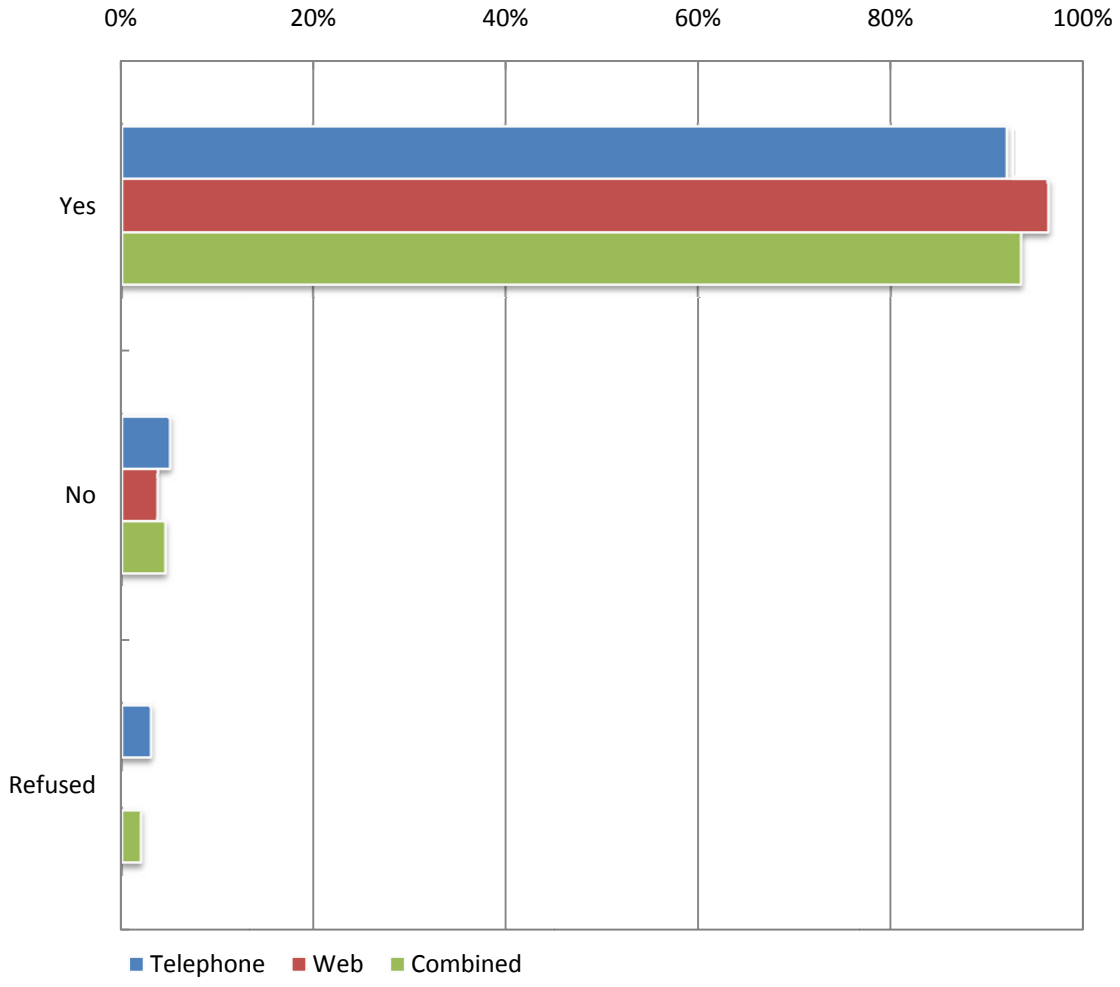
Question: Including yourself, how many people in your household work part-time outside the home?



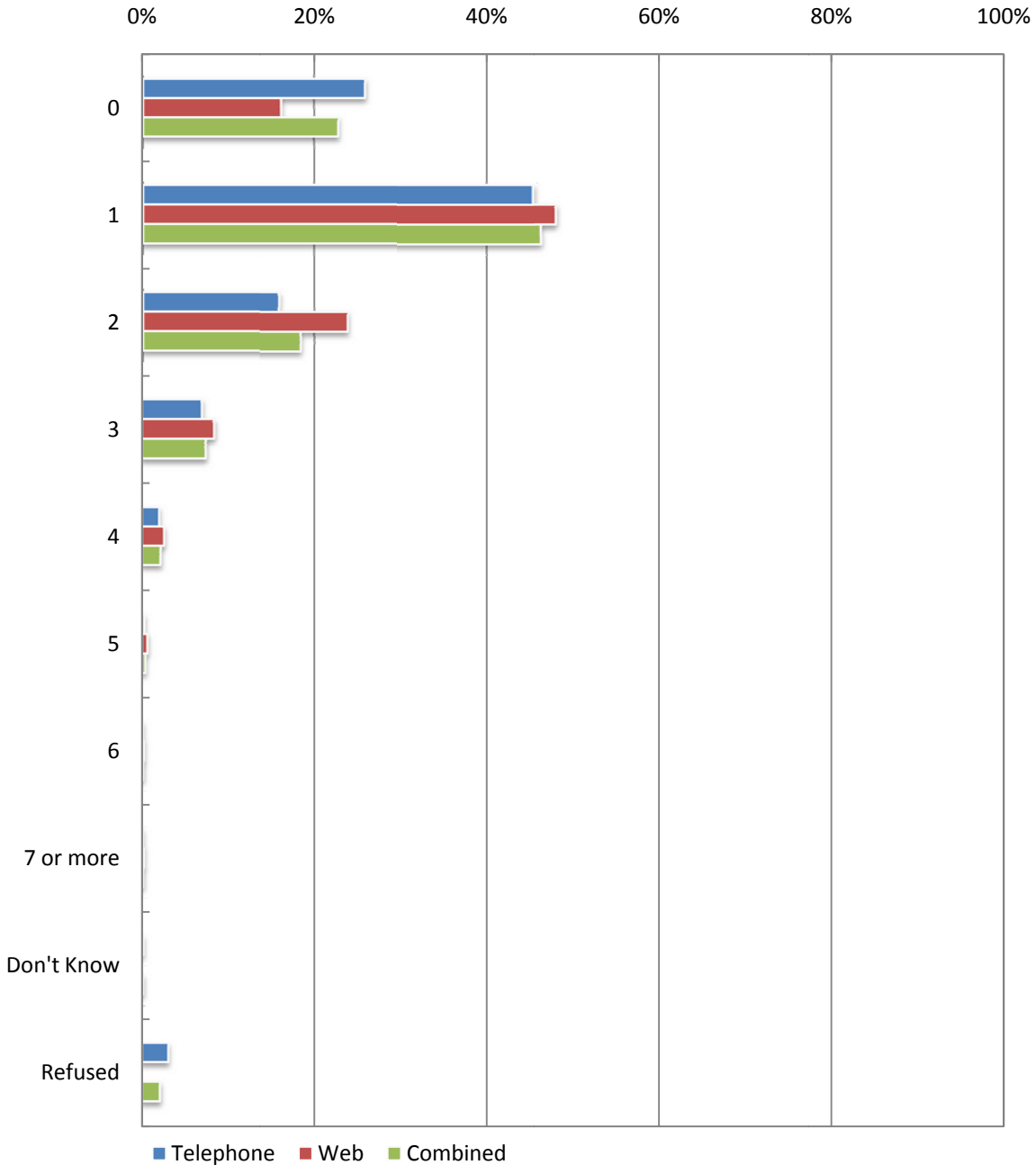
Question: How many registered vehicles, including cars, light trucks, vans or motorcycles are available to members of your household?



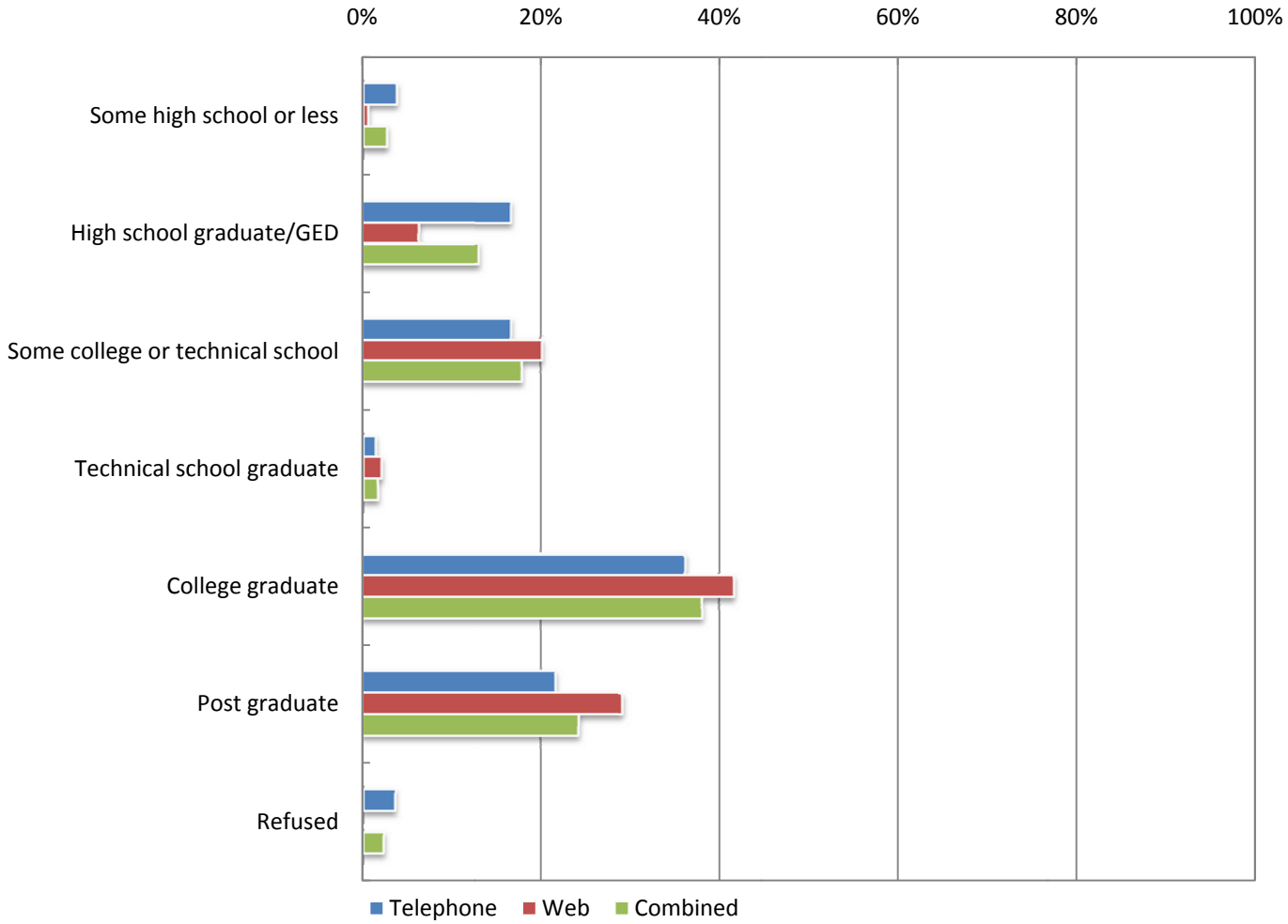
Question: Do you have a valid driver's license?



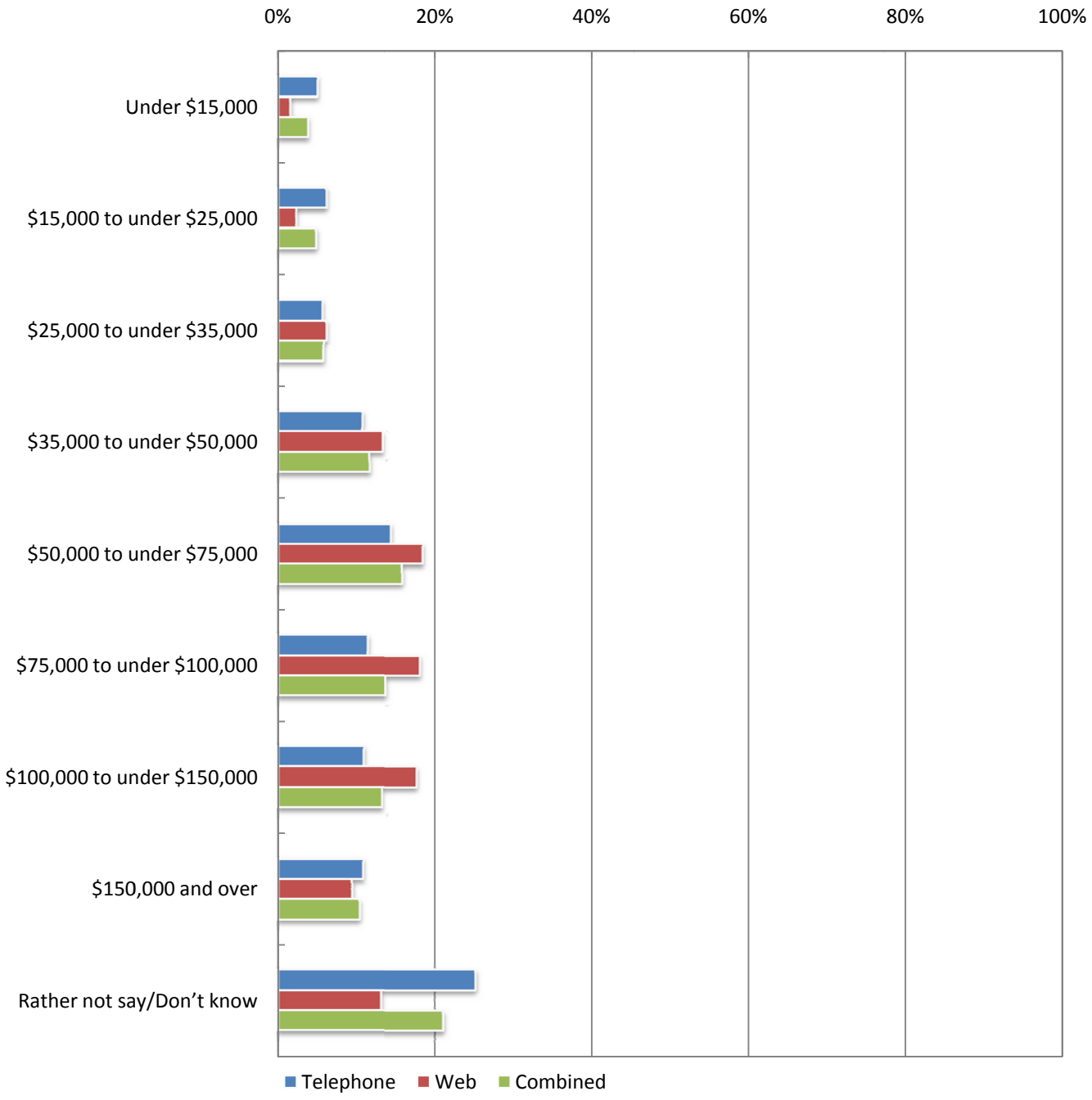
Question: How many other people in your household are licensed drivers?



Question: What was the last grade of school that you completed?



Question: For statistical purposes only, which of the following categories comes closest to your total 2007 annual household income before taxes?



FOCUS GROUP RESULTS

Focus Group One: Palm Beach County

The Focus Group Meeting for Palm Beach County was held on Monday, December 15, 2008, from 6:00 PM to 8:00 PM at the Palm Beach Main Library, 3650 Summit Boulevard, West Palm Beach, Florida. All six (6) volunteers invited to attend participated in this Focus Group Meeting. Two (2) participants out of the six (6) interviewed used public transportation on a daily basis for commuting. One (1) of the six (6) was a frequent user due to a physical disability that prohibited him from driving, and the other three (3) were non-users. The employment status of the six (6) was as follows: Two (2) participants were retired; two (2) were self-employed and working from home; and two (2) were white collar workers who traveled to an office.

Question 1: Why do you/don't you use public transportation?

> The non-users primarily had little need for daily use of public transportation, as they worked from home or were retired, but all used it upon occasion for downtown meetings or other business related events.
>
> One daily user who used public transportation for economic reasons parked a car at each end of the trip: one car was parked at the Tri-Rail station overnight at the work (destination) end of the trip. The second car was parked at the beginning of the trip and driven home each night.

Question 2: What would be the number one change that would attract or influence you to use public transportation? What would be the number one improvement to the current public transportation system you would like to see happen?

> Four of the participants agreed that expansion of schedule, frequency of service and better "feeder" bus routes to Tri-Rail were the most desired improvements.
>
> One participant suggested that communication with the Port and Convention Center personnel to promote the availability of public transportation for tourists coming to the area should be improved. "You've got to work better with the tourism boards."
>
> One participant wanted the Tri-Rail line extended to Jupiter and Palm Beach Gardens.

Question 3: Is the current system going to serve the area satisfactorily for the foreseeable future?

> Most of the participants agreed, despite some geographical restraints that may limit expansion options, that the current system was not sufficient for future needs.
>
> One participant voiced the idea that due to South Florida's relatively low population density, the system was adequate for current and future needs.

Question 4: Should we pursue public transportation projects that have large, long-term benefits or projects that have short-term immediate benefits? Both?

The answers were mixed, but the general consensus was that both short- and long-term improvements should be undertaken. Four of the participants were concerned for the future and were most interested in long-term improvements. Long-term improvements were discussed such as securing "dedicated funding," changing "public mentality" (a term used frequently) towards public transportation, and completing current capital improvement projects. The certainty that gas prices will increase again was mentioned as a reason to continue improving the system.

Interestingly, these same four participants joined the two others in suggesting immediate short-term improvements: Wi-Fi, cocktail and coffee cars, better bus service, better mechanical maintenance and better use of the currently available funding. "You need to do short-term projects to get your ridership up in order to support your long-term projects" was a consistent comment.

Question 5: Do you think the public should have a voice in the decisions about public transportation? What is the most effective way for the public to have its voice heard?

The six participants concluded that public involvement is a necessary element to the success of public transportation. These participants, however, were cynical about public participation with the belief that few people take the time or make the effort to participate. "The general populace has lives to live…," but nevertheless "everyone should have a voice."

One participant was adamant throughout the session that the consent of the people was required for transportation funding to be spent on Tri-Rail and public transportation improvements. This participant was also convinced that people will not seek out information. All possible methods of communication should be used to get the message out to the public: websites, emails, newsletters, mailings, radio, TV and combinations of all possible contact methods.

One participant mentioned that it is helpful to have a community leader who can aid the communication effort; such a leader or "mouthpiece" would be beneficial in spreading the word and spurring others to seek out information.

All participants felt comfortable with and had their own method of communicating with their elected officials.

Question 6: What are the best options to fund local public transportation? Do you think the State should do more to assist in funding local public transportation options?

The participants answered this question in many different ways. One idea was that public transportation should be run like a business and be totally self-supporting: This idea was supported by the group even after they were informed that public transportation has never

been able to support its own costs and is run principally using grant money. One participant remained firm, however, that the State should do nothing and allow the industry to earn its own way. User fees were discussed and supported by the group. One participant suggested SFRTA missed an opportunity to increase revenue during the surge in ridership this past summer by not charging more fees during the gas price hikes.

The participants did not agree on the use of rental car surcharges; some fully-supported the idea, others were opposed based on the harm the surcharge may cause to the tourism industry. The idea of taxing semi-trailers and SUV's was suggested by one participant.

The participants generally did agree that the State is not doing enough to support public transportation. The idea of reallocation by the State of highway funds to public transportation was discussed to increase support. Another item of general consensus was that the authority/public officials need to do a much better job of communicating with the public with respect to the amount of current dollars available, where the dollars are being spent and why more money is needed. Simply put, "do a better sales job."

Question 7: Either a property tax or a sales tax could fund public transportation for years to come. Which, if either, do you prefer?

While no participant was particular enamored with either method of funding (users' fees, impact fees were other alternatives mentioned by two participants), a consensus emerged from three participants that a sales tax would be preferred but only after both a serious effort was made to justify the tax to the public and voter approval was forthcoming.

One participant preferred the property tax.

Prompted by a remark that a sales tax is a regressive tax, a discussion by two participants centered on the perception of public transportation riders. The two participants agreed that Tri-Rail and express bus riders were basically from the same economic class but local bus riders seemed to be disproportionately lower income. The sales tax would be unfair to the lower-income users.

Question 8: Would you support an elected official who advocates a new tax for public transportation? Who supports shifting funds from road building to public transportation?

Five participants came to a clear consensus of supporting a candidate who advocated the shifting of road building funds to public transportation, but with the definite caveat that the shift must be adequately justified. One participant wanted the justification to include a 30-year improvement plan; another participant wanted an "unbiased" study conducted showing the need to shift the funds to transit.

One participant, believing that any candidate for office who advocated additional funding for public transportation would also be a "forward thinker" would support a candidate that also supported a new tax for public transportation.

This question prompted a discussion about land planning and how much should government dictate our building patterns. The participants did not reach an agreement. The two competing ideas were 1) we should be living in "livable," transit-oriented communities, and 2) we should be allowed to build and live "wherever we want."

Question 9: The South Florida Regional Transportation Authority has created a Strategic Regional Transit Plan for South Florida that provides an strong regional network of new public transportation facilities, including new commuter rail in the FEC corridor, several new light rail systems and express buses that will carry over 40 million trips per year. The annual local cost to build and operate this system, excluding state and federal funds, is about $300 million per year. Which of the following revenue sources, if any, would you support to fund the local cost of a new regional public transportation system?

12 cent gas tax
3/10 penny sales tax
$240 auto title fee
$90 annual auto registration fee
Toll lanes on interstate
Combination of above

One participant was quick to answer "no to all" of the funding options presented. The toll lane idea was met with adamant disfavor in the group. One participant would agree with tolls, but only if a method was devised to keep traffic moving quickly and to not slow it down to pay. A few participants explored the idea of the gas tax. One participant suggested a combination of all funding sources. One participant mentioned the additional idea of increasing the registration fee on fleet vehicles and SUVs.

The three-tenths (3/10) of a penny sales tax was the most popular idea supported by the group and the consensus was this method was the most favorable.

Question 10: Given a quick explanation of Transit Oriented Development (TOD), do you believe it to be a good idea? Do you support the accompanying higher density surrounding major transit stops?

This question elicited a quick and unanimous consensus of "excellent idea." One participant insisted that TOD, granted an excellent idea, should be the result only of private investment. If governments need to change their ordinances to encourage TOD, they should do so, but the private industry should be responsible for deciding how and where to build.

The TOD idea was enthusiastically endorsed not only because of possible local revenue gains, but also because of the positive environmental effects expected.

One participant commented that TOD did not have to be centered at transit stations, but could be a remote community connected to a station by convenient local feeder bus, thus supporting public transportation "link."

Question 11: Does the apparent increase in our national concern for the environment make public transportation a more preferred option? Are you depending on alternative fuel cars to be the answer? Is energy conservation a priority for you? Do you consider public transportation as a means of energy conservation? Are you aware of the greenhouse gas emission savings attributed to public transportation use?

The environmental friendliness of public transportation was quickly recognized by the group as a whole, but the consensus was that public transportation was only the starting point. Alternative fuels, smaller and electric vehicles and other innovations needed to be part of the mix. It was quickly pointed out by two of the participants that the environmental friendliness of public transportation relied on sufficient ridership; more ridership equaled more positive environmental impact, and decreased ridership would have a negative impact of wasting money and energy on a system that is not used. As one participant put it, "…It all comes down to ridership whether there is a net gain or a net negative."

One participant suggested that SFRTA, as part of a marketing effort, should "push the angle that (public transportation) is good for the environment."

One participant suggested that "quality of life" was also an important concern which upon occasion could be at odds with environmental awareness. Another idea was that environmental concerns, except that of our water table, were not of great importance since here in Florida "the wind blows all that stuff away."

Focus Group Two: Broward County

The Focus Group Meeting for Broward County was held on Tuesday, December 16, 2008, from 5:30 PM to 7:30 PM at the Broward County Library, 100 South Andrews Avenue, Ft. Lauderdale, Florida. Ten (10) participants were invited and nine (9) attended the meeting. Two (2) of the nine (9) were daily users of public transportation. Two (2) of the participants were retired, six (6) were active in the workforce and one (1) was a college student.

Question 1: Why do you/don't you use public transportation?

> The two participants who commute using public transportation do so for a variety of reasons including environmental, economic and time-saving benefits. One participant uses a bicycle for transportation at either end of the public transportation trip. One participant started using public transportation specifically to "boycott big oil."
>
> Four of the participants used public transportation to travel to the Miami International Airport when needed. These participants did not use transit for other reasons because of poor route choices, inadequate schedule options, safety concerns, and lack of connectivity (or directness) to desired destinations.
>
> The three participants who were not transit users cited reasons of limited schedule, lack of convenience, lack of shelters, and lack of connectivity. "The service is terrible…" and "I can typically walk faster than it takes the bus to arrive."

Question 2: What would be the number one change that would attract or influence you to use public transportation? What would be the number one improvement to the current public transportation system you would like to see happen?

> Seven of the participants highlighted the need for increased service (more weekend trips, extended evening hours, more convenience, and more express routes) and increased accessibility (closer to where they need to go, more east/west routes). A typical thought was, "I know 25 people who would use Tri-Rail if they could get from Tri-Rail to the where they work."
>
> Two participants stated they would ride transit if light rail extensions existed and high speed rail to Orlando existed.

Question 3: Is the current system going to serve the area satisfactorily for the foreseeable future?

> All participants quickly answered "no," the system was not adequate now nor would it be for the future with the primary fault being the supporting network (feeder bus system). The group stated that the Tri-rail system may be a "good starting point," but numerous reasons were given why the system is not optimal: no connectivity, lack of political support and public respect, statement that a three-county system will never work, very poor use of what appears to be adequate funding, and buses not having dedicated lanes.

One participant remarked, "We have the worst (public transportation system) of any place I have ever been." This statement seemed extreme to the group, but was representative of the general responses to this question.

Question 4: Should we pursue public transportation projects that have large, long-term benefits or projects that have short-term immediate benefits? Both?

Seven of the participants agreed that both long-term and short-term improvements are required. Two participants, however, specifically thought the short-term should be done first to raise "public confidence" and support. Fixing immediate problems was also an important factor. "We are way behind where we should be."

The group as a whole expressed sentiment concerning lack of elected official support for public transportation and the politicians' inability to act on behalf of transit. An analyst in the group remarked that the effort should be "60% long-term and 40% short-term".

The consensus of the group centered on the need for short-term improvements to get the public excited about public transportation which in turn would get "buy-in" for the needed long-term investments.

Question 5: Do you think the public should have a voice in the decisions about public transportation? What is the most effective way for the public to have its voice heard?

There participants were in unanimous agreement that the public should be involved; however each participant had his own idea how best to conduct public involvement. One participant said, "Groups like this (focus groups) can be very effective." Ideas for public involvement were focus groups at various sites, the Internet, surveys at gas stations, and efforts made directly at communicating with existing riders were all mentioned. The idea that negative views of public transportation may keep people away from public meetings made public meetings a poor method of communicating.

One participant remarked, "I'm not sure that the public should be involved with everything." It was obvious from the responses to this statement that the group expected to be contacted when there were plans to be reviewed and expected public officials to be conducting outreach.

Question 6: What are the best options to fund local public transportation? Do you think the State should do more to assist in funding local public transportation options?

While no real consensus arose from the group, four participants felt the idea that the State should reallocate its current funds and spend more on public transportation at the expense of roads and "pet projects," without levying additional taxes, was a very good idea.

Two participants favored devoting portions of the current sales tax, gas tax and toll revenue to public transportation…but no new taxes because they represent a "big black,

hole." Nevertheless, one participant said, "You get what you pay for...(public transportation) will never pay for itself."

It was mentioned that public transportation has an educational issue for supporting it as a regional system; the group stated that the public needs to realize the financial benefits of a good system.

Question 7: Either a property tax or a sales tax could fund public transportation for years to come. Which, if either, do you prefer?

Seven (7) participants within the group of nine (9) preferred a sales tax, but only if really needed and after there was visible progress made with current funding.

One participant would support neither, opting instead for a shift of funds from road projects to public transportation projects. This participant stated that he realized shifting the funds may be a "Catch 22 since the buses use the highway system too."

It was mentioned by another participant that public transportation is missing lobbyists, but the construction and highway industries have lobbying support. One participant who supported a sales tax also wanted to impose a commercial property tax. One participant admitted difficulty in giving a meaningful answer for either tax option.

Question 8: Would you support an elected official who advocates a new tax for public transportation? Who supports shifting funds from road building to public transportation?

Six (6) participants would support a candidate who advocated a new tax, presuming that the candidate was a public transportation advocate and demonstrated a thorough understanding of the subject. They would not support a candidate who "right out of the box wants to raise taxes."

Eight (8) of the participants would also support a candidate who suggested a reallocation of funds toward public transportation. One of these eight stated it may be a hard decision because he was also adamantly opposed to any new tax.

One participant could not support either type candidate until improvements were made in advance that would make the public "believe," it was possible to improve public transportation, and then he offered support only for reallocation of funds.

Question 9: The South Florida Regional Transportation Authority has created a Strategic Regional Transit Plan for South Florida that provides an strong regional network of new public transportation facilities, including new commuter rail in the FEC corridor, several new light rail systems and express buses that will carry over 40 million trips per year. The annual local cost to build and operate this system, excluding state and federal funds, is about $300 million per year. Which of the following revenue sources, if any, would you support to fund the local cost of a new regional public transportation system?

12 cent gas tax
3/10 penny sales tax
$240 auto title fee
$90 annual auto registration fee
Toll lanes on interstate
Combination of above

The responses from the group indicated a wide range of opinions. The common thought focused on methods of earning new revenue that are tied to automobile use: gas tax (one person suggested higher than 12 cents), auto registration, tolls or combinations of the three. Six (6) of the participants mentioned these sources in their answer, framed by the remark, "I would support anything that demonstrates a direct connection from the automobile to the problems that we have." The idea surfaced, however, that if public transportation was to be successful and the source of revenue is tied to the automobile, the revenue would diminish with less automobile use.

A mini-debate developed after one participant suggested taxing the tourists. Two (2) participants suggested tourism, if further taxed, would cease and hence the tourism lobby would prevent tourist-type taxing. Two (2) participants suggested that tourists would decidedly favor better public transportation, consider it an added benefit to the area, and would enjoy their stay in Florida even more.

Question 10: Given a quick explanation of Transit Oriented Development (TOD), do you believe it to be a good idea? Do you support the accompanying higher density surrounding major transit stops?

This question sparked consensus, each participant was definitely in favor of TOD and the associated land use density it creates. One participant pointed out the overall sentiment of the general public, "not in my back yard." One participant stated that local recent experience has shown that sufficient retail development is necessary for TOD to work.

One participant stated that the government needs to craft ordinances that encourage TOD; explore more public-private partnerships …and "I would love to see bike paths!"

Question 11: Does the apparent increase in our national concern for the environment make public transportation a more preferred option? Are you depending on alternative fuel cars to be the answer? Is energy conservation a priority for you? Do you consider public transportation as a means of energy conservation? Are you aware of the greenhouse gas emission savings attributed to public transportation use?

Seven (7) participants felt environmental friendliness was an important aspect of public transportation (some more than others), but only two (2) of the seven (7) really thought it affected their decision to ride public transportation. The savings on fossil fuel, the younger generation being green-oriented, the existence of large automobiles and the inevitability that gas prices will rise once again were all mentioned as reasons the public might support public transportation.

Two (2) participants felt that "…the environment isn't a very big reason why most people would ride transit"; people are more concerned with the convenience, cost-effectiveness and the smooth operation of the system.

One participant said public transportation was not doing enough to help the environment, and the fuel used can and should be cleaner. "We are always trying to catch up."

Focus Group Three: Miami-Dade County

The Focus Group Meeting for Miami-Dade County was held on Wednesday, December 17, 2008, from 6:00 PM to 8:00 PM at the North Dade Regional Library, 2455 NW 183rd St., Miami Gardens, Florida. Five (5) participants were invited to attend this Focus Group Meeting and two (2) attended the meeting. One (1) of the participants was a daily public transportation user; the other was not. One (1) was a semi-retired professional; the other participant was a white collar worker, active in the workforce.

Question 1: Why do you/don't you use public transportation?

> The non-user, although claiming to be an advocate of public transportation, simply stated transportation does not serve his residence/workplace. This participant quickly admitted that he uses public transportation to the airport and upon occasion for recreation, "just to enjoy the ride!"
>
> The participant who used public transportation daily pointed out that frequency, both during peak and non-peak hours, needed extensive improvement.

Question 2: What would be the number one change that would attract or influence you to use public transportation? What would be the number one improvement to the current public transportation system you would like to see happen?

> Both participants agreed that "more frequent bus routes and more direct bus routes" would be their number one choice.
>
> One participant stated that public transportation prices are too high (for those on a fixed-income).
>
> Both participants agreed that more advertising should be done, for example from the pedestrian bridges that have been installed and are visible from I-95, with the other participant then combining that idea with the need for a digital sign indicating the time of the next train. "Oh, gee, I am sitting here in traffic and I know it will take me 45 minutes to get there but the next train is leaving in 5 minutes…"

Question 3: Is the current system going to serve the area satisfactorily for the foreseeable future?

> Tri-Rail was considered a good start, "an excellent system" by both participants. They also stated that MetroRail is a good "spine," but both systems need expansion; the same is true of the local bus service. If the system is expanded and more feeder buses added, the system might be able to serve future needs. The participants stated that more public awareness, more parking, more advertising, and more shelters, "Adding the little things count, " were necessary for the future.

One comment made during this discussion was, "I'm not sure about the confidence of the people (in public transportation) or the competence of the people running it."

Question 4: Should we pursue public transportation projects that have large, long-term benefits or projects that have short-term immediate benefits? Both?

One participant simply stated that both are needed. The other participant stated that short-term improvements should be accomplished first; keeping the Miami Metromover free to attract riders. Long-term improvements mentioned by the participants included better planned routes, a 7th Avenue extension to the stadium, and bus route improvements. Frustration was expressed by the statement, "MetroRail and public transportation doesn't take you where you want to go."

Question 5: Do you think the public should have a voice in the decisions about public transportation? What is the most effective way for the public to have its voice heard?

Both participants agreed that the public, especially the riders, need a larger voice. Methods for improving the voice of the public were newspaper advertisements, ads on all modes of transportation, e-mail (PDA friendly for the on-the-go business persons) and direct mail. "The people riding this system need to tell the people running this system the problems, what they need, and where the system needs to go…"

One participant took the opportunity to chide politicians for being short-sighted and never riding the public transportation system to get a feel for what it is really like.

Question 6: What are the best options to fund local public transportation? Do you think the state should do more to assist in funding local public transportation options?

One participant stated that Miami-Dade County passed a sales tax for public transportation expansion but used the funds for maintenance; this would probably stop another sales tax in our county. Nevertheless a sales tax is the best way to go in this participant's opinion. The state should assist more by reallocating funds from highway projects; the federal government should do the same.

The second participant was very animated, saying the State should be raising the gas tax to 50 cents, impact fees should all be going to transportation and that locally we should raise parking fees, "...making it difficult to drive a car!" This participant wanted to hire better lobbyists for the public transportation cause. The participant stated the government should also think about "…issuing revenue bonds to build garages because Tri-Rail is limiting itself by its lack of parking."

Question 7: Either a property tax or a sales tax could fund public transportation for years to come. Which, if either, do you prefer?

One participant didn't like either idea but if pressed to choose, it would be the sales tax, definitely not the property tax. Instead, impact fees and reallocation of existing monies were better options.

The second participant opted for the property tax, saying that it was almost "invisible" and that the sales tax was regressive.

In response to the second participant, the first participant stated that the property tax was "killing the economy" and we need to get away from it.

Question 8: Would you support an elected official who advocates a new tax for public transportation? Who supports shifting funds from road building to public transportation?

A new tax will not work in this economy, "I don't think any official who advocates a new tax stands a… chance…" But a politician advocating reallocation may get support.

The second participant preferred the shifting of funds from road building to public transportation, "but at the end of the day you are going to have to do both."

Question 9: The South Florida Regional Transportation Authority has created a Strategic Regional Transit Plan for South Florida that provides an strong regional network of new public transportation facilities, including new commuter rail in the FEC corridor, several new light rail systems and express buses that will carry over 40 million trips per year. The annual local cost to build and operate this system, excluding state and federal funds, is about $300 million per year. Which of the following revenue sources, if any, would you support to fund the local cost of a new regional public transportation system?

12 cent gas tax
3/10 penny sales tax
$240 auto title fee
$90 annual auto registration fee
Toll lanes on interstate
Combination of above

One participant did not like the list; and instead urged the completion of little things first such as merging the three county systems into one. The idea was to save dollars by integrating all the services and eliminating duplicated effort. "I don't understand why people are so shortsighted," the gas tax should be raised to 50 cents; a "gas guzzler" tax should be initiated. Again this participant expressed adamancy that the system be regional, cost effective for low-income families, and be better managed before any new revenue source be initiated (except gas and guzzler taxes).

The other participant posed the levy of a rental car surcharge dedicated to public transportation, with the gas tax and toll lanes next in order of preference.

Both participants disliked the idea of auto title and registration fees.

Question 10: Given a quick explanation of Transit Oriented Development (TOD), do you believe it to be a good idea? Do you support the accompanying higher density surrounding major transit stops?

Both participants agreed that TOD was beneficial; being able to live, work and play without the need for an automobile would be ideal. "For the most part you should be able to put your automobile in the garage…" The public needs to accept, said one participant, the idea that density needs to increase; the focus should be on residential and retail, not on parking garages.

One participant blamed both architects and public officials. "Politicians should not be pandering to low density" or to the lack of TOD. Politicians need to work together in reducing the need for parking and to think mixed-use development regionally.

Question 11: Does the apparent increase in our national concern for the environment make public transportation a more preferred option? Are you depending on alternative fuel cars to be the answer? Is energy conservation a priority for you? Do you consider public transportation as a means of energy conservation? Are you aware of the greenhouse gas emission savings attributed to public transportation use?

"Public transportation is the most environmentally-friendly mode of transit" said one participant, who also agreed that alternative fueled cars were not the answer. The other participant stated that environmental concerns are important but not paramount, "at the end of the day, time is what matters." This same participant urged the use of hydrogen powered buses and cited the use of natural gas in South America.

The session ended with an exchange between the two participants concerning the proposed 25 cent charge for the Miami Metromover; one participant said the fee should be imposed and it's a good service, efficiently run and takes you where you want to go. The other participant contending the Miami Metromover should remain free, which would continue to enhance its ridership and value to the public.

****

These are the thoughts, perceptions and answers of all seventeen (17) participants. We thank them for their forthrightness and their willingness to participate. To the person, they were polite, anxious to help and seemed honestly concerned about the future of public transportation. In addition, the SFRTA staff was invaluable in their assistance during these Focus Group Meetings and the public library employees were all gracious in their role as hosts.

STUDY CONCLUSIONS

The responses to all parts of this study are the respondents' opinions. Totally factual conclusions may not be able to be reached. Opinions do express perceptions and to the extent that perception of an issue builds or destroys support for that particular issue, conclusions may be drawn. The conclusions below are based on the answers given by the general public, inclusive of the Web-based survey, the Telephone Survey and the Focus Group Meetings, on the broad topics of the study.

Utilization of Public Transportation Services

Convenience and ease of access to public transportation is the most important factor that drives the decision to use or not to use public transportation. The overwhelming answer why people used public transportation was that it was convenient and accessible. The overwhelming reasons why they do not ride public transportation is that it takes too much time, public transportation does not come close enough to home and schedules are not accommodating.

Awareness of Public Transportation Services

The major rail services, including Tri-Rail and Metrorail were well known among survey respondents while parent agencies, such as SFRTA, were not. The available bus services were also lagging behind in familiarity compared to major rail services with the respondents.

Perception of Public Transportation

While respondents were overwhelmingly aware of the benefits of public transportation, they did not feel that the system was adequate for the future nor did they have the confidence that their voices, needs and desires were being heeded.

Future Needs

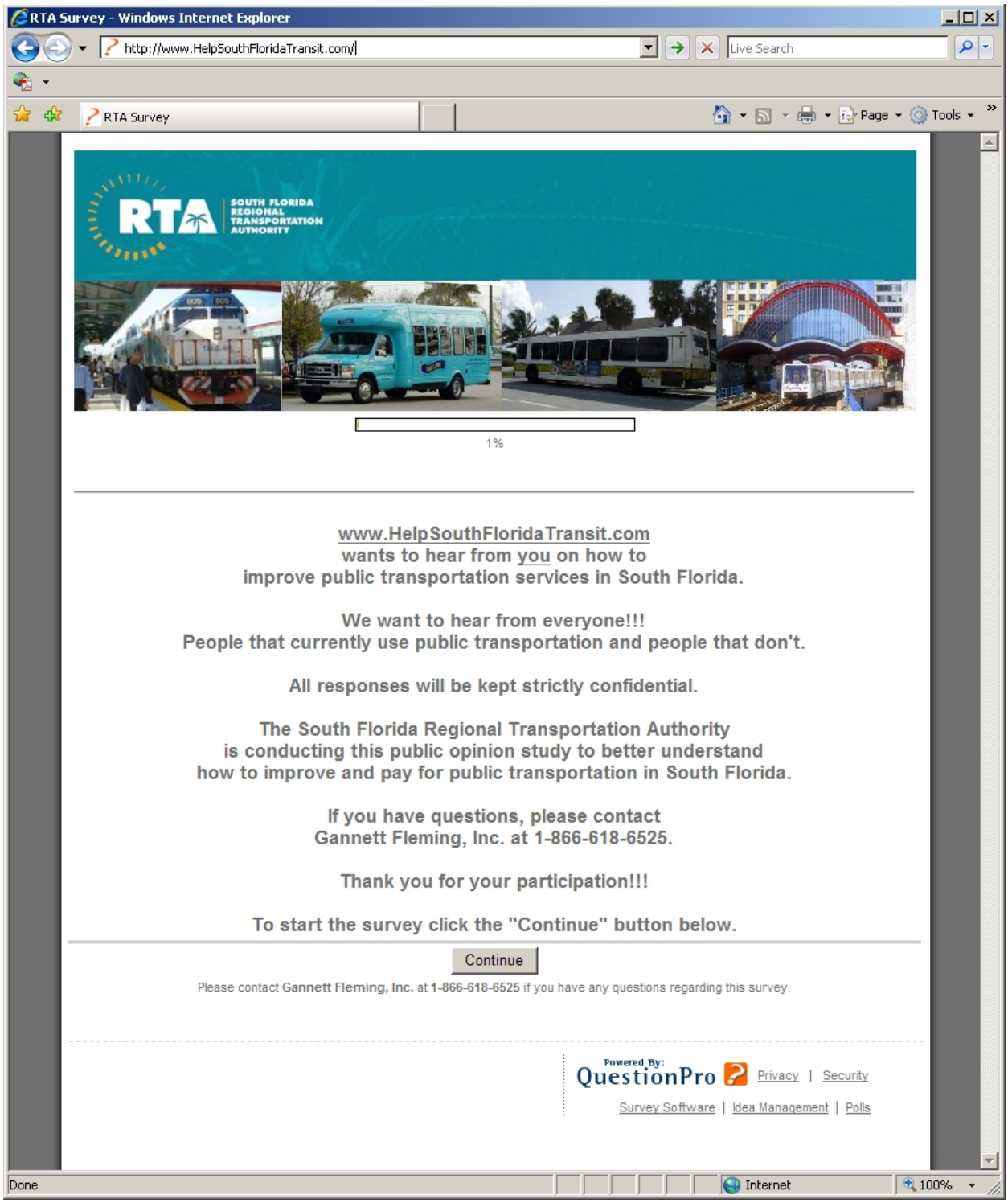
An overwhelming majority of the respondents believed that the need for public transportation would grow in the future. Rail extensions and more convenient bus services were the most popular capital improvements desired. Consideration should be given to completing short term improvements first such as schedule changes and expansion of bus services.

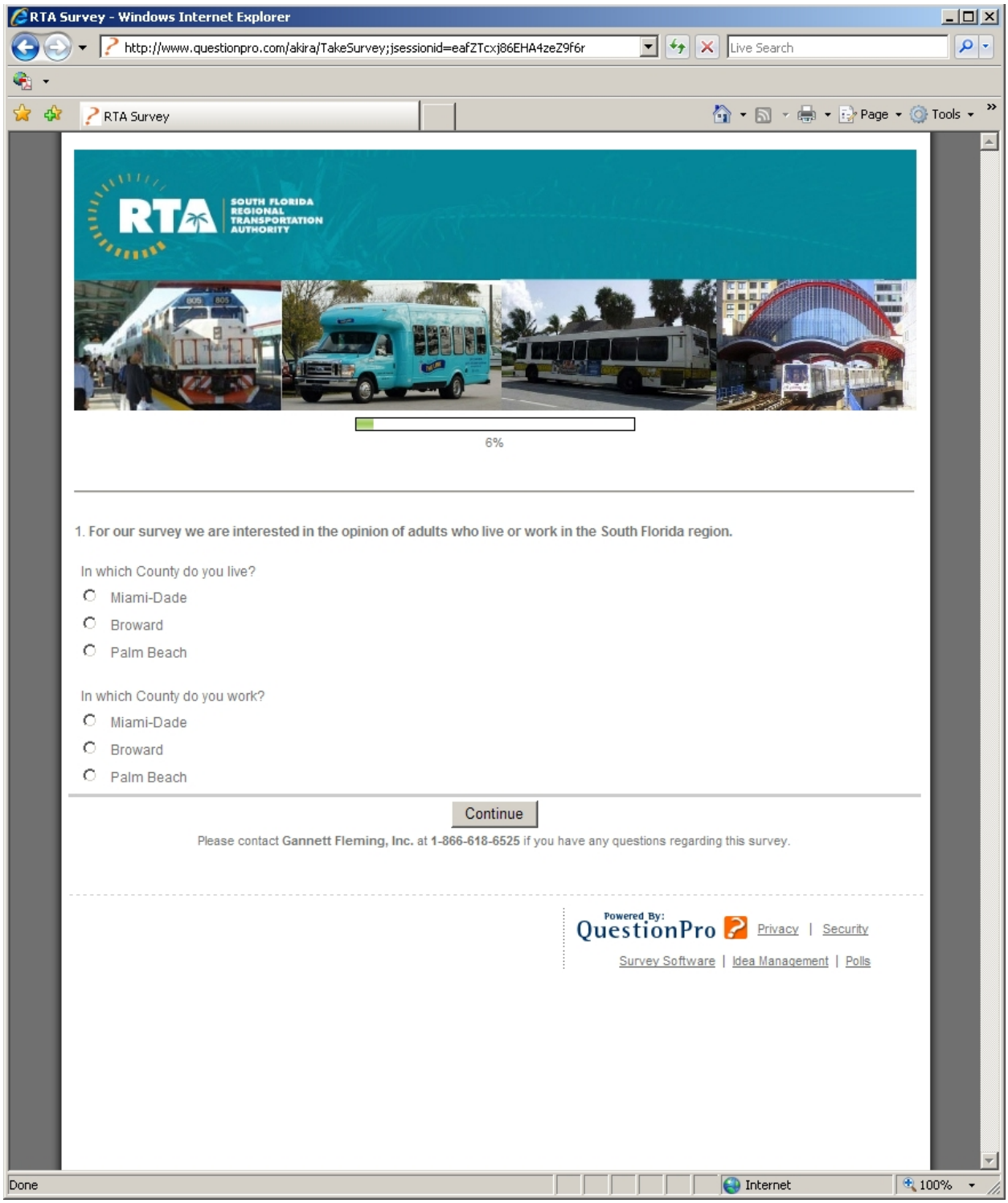
Preferred Funding Sources

Preferred funding sources was the one area that defied consensus building and hence is difficult to arrive at any significant conclusion. A number of common answers and themes, however, were present throughout all three surveys. Popular options included the reallocation of current funds to public transportation and acquiring additional funding from sources that were related to automobile use such as a gas tax or registration fees).

Conversely, less popular options were a sales tax, but only if the need was carefully detailed, and the levy of a property or income tax.

APPENDIX A: Web Survey Instrument

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SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
6%
1. For our survey we are interested in the opinion of adults who live or work in the South Florida region.
In which County do you live?
Miami-Dade
Broward
Palm Beach
In which County do you work?
Miami-Dade
Broward
Palm Beach
Continue
Please contact Gannett Fleming, Inc. at 1-866-618-6525 if you have any questions regarding this survey.
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Done
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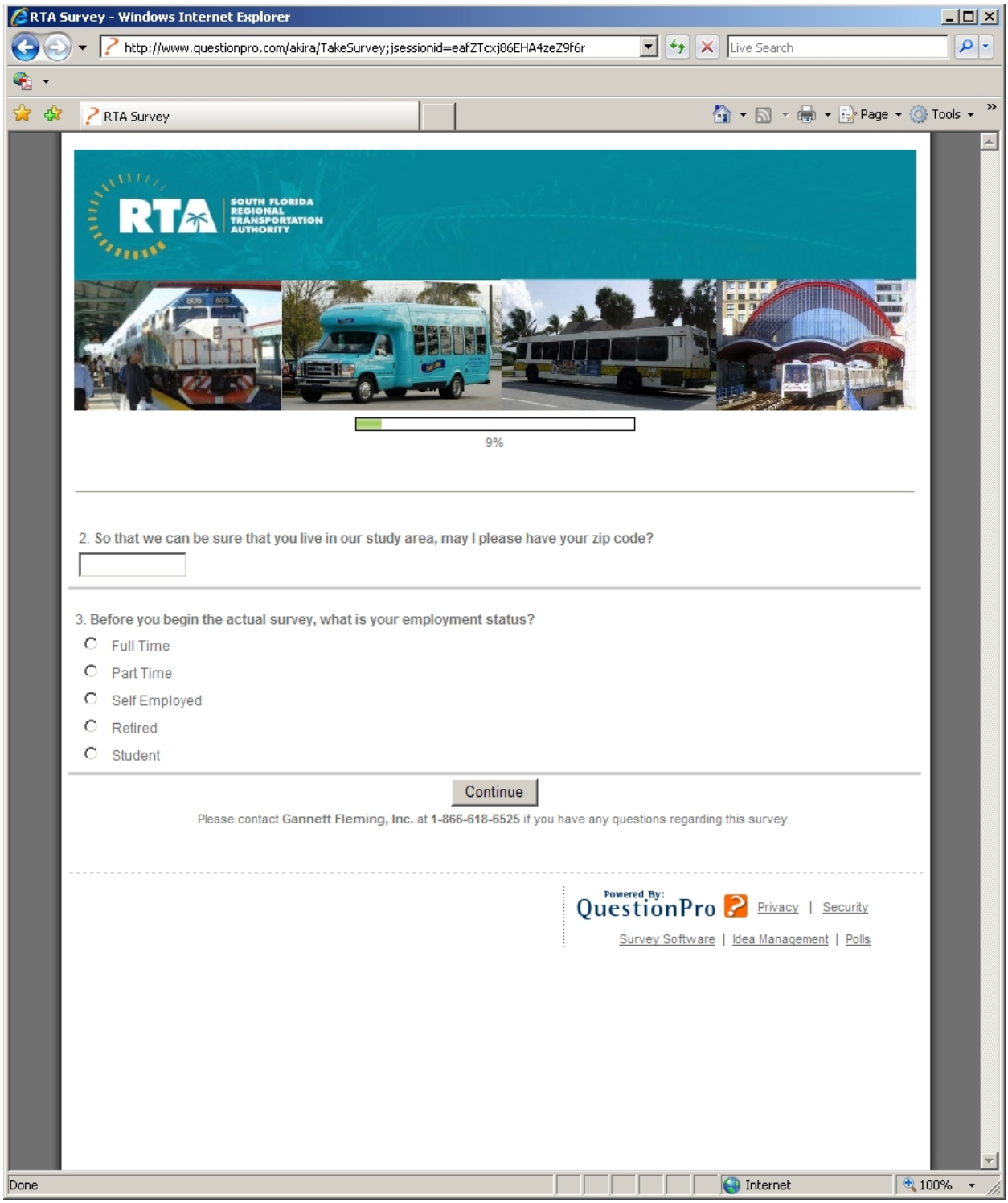
100%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9%
2. So that we can be sure that you live in our study area, may I please have your zip code?
3. Before you begin the actual survey, what is your employment status?
Full Time
Part Time
Self Employed
Retired
Student
Continue
Please contact Gannett Fleming, Inc. at 1-866-618-6525 if you have any questions regarding this survey.
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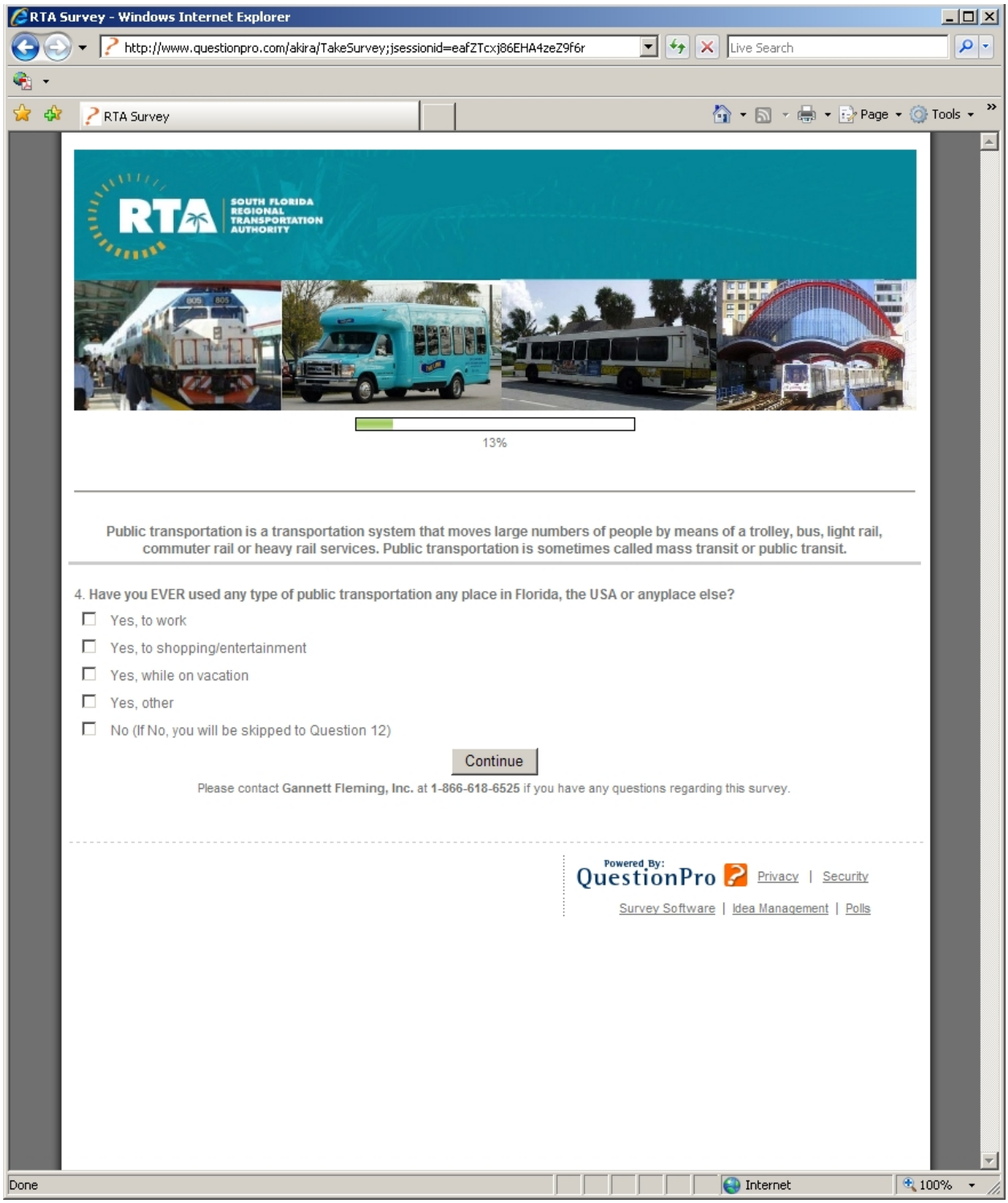
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SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
13%
Public transportation is a transportation system that moves large numbers of people by means of a trolley, bus, light rail, commuter rail or heavy rail services. Public transportation is sometimes called mass transit or public transit.
4. Have you EVER used any type of public transportation any place in Florida, the USA or anyplace else?
Yes, to work
Yes, to shopping/entertainment
Yes, while on vacation
Yes, other
No (If No, you will be skipped to Question 12)
Continue
Please contact Gannett Fleming, Inc. at 1-866-618-6525 if you have any questions regarding this survey.
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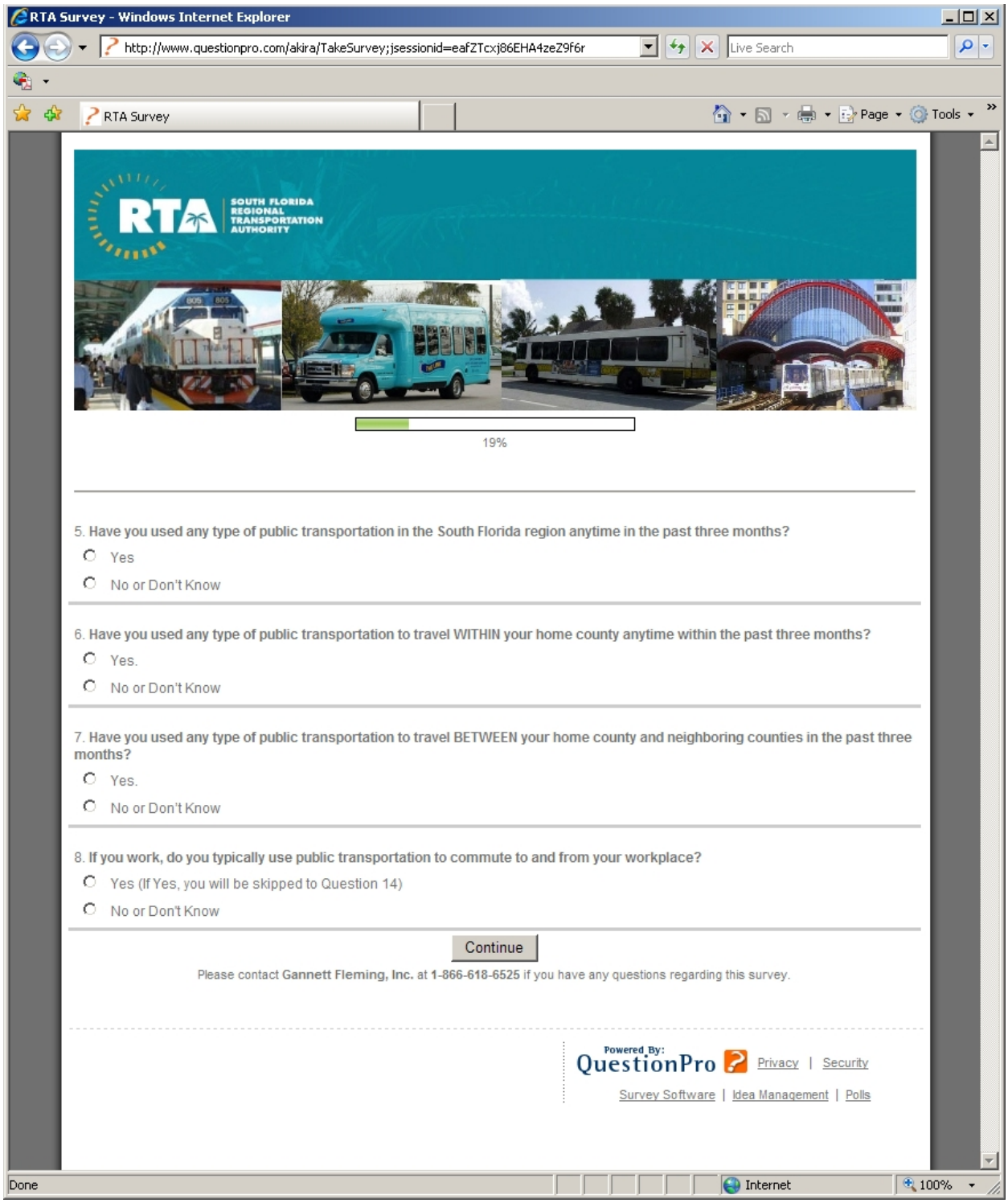

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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

19%

5. Have you used any type of public transportation in the South Florida region anytime in the past three months?

- Yes
- No or Don't Know

6. Have you used any type of public transportation to travel WITHIN your home county anytime within the past three months?

- Yes.
- No or Don't Know

7. Have you used any type of public transportation to travel BETWEEN your home county and neighboring counties in the past three months?

- Yes.
- No or Don't Know

8. If you work, do you typically use public transportation to commute to and from your workplace?

- Yes (If Yes, you will be skipped to Question 14)
- No or Don't Know

Continue

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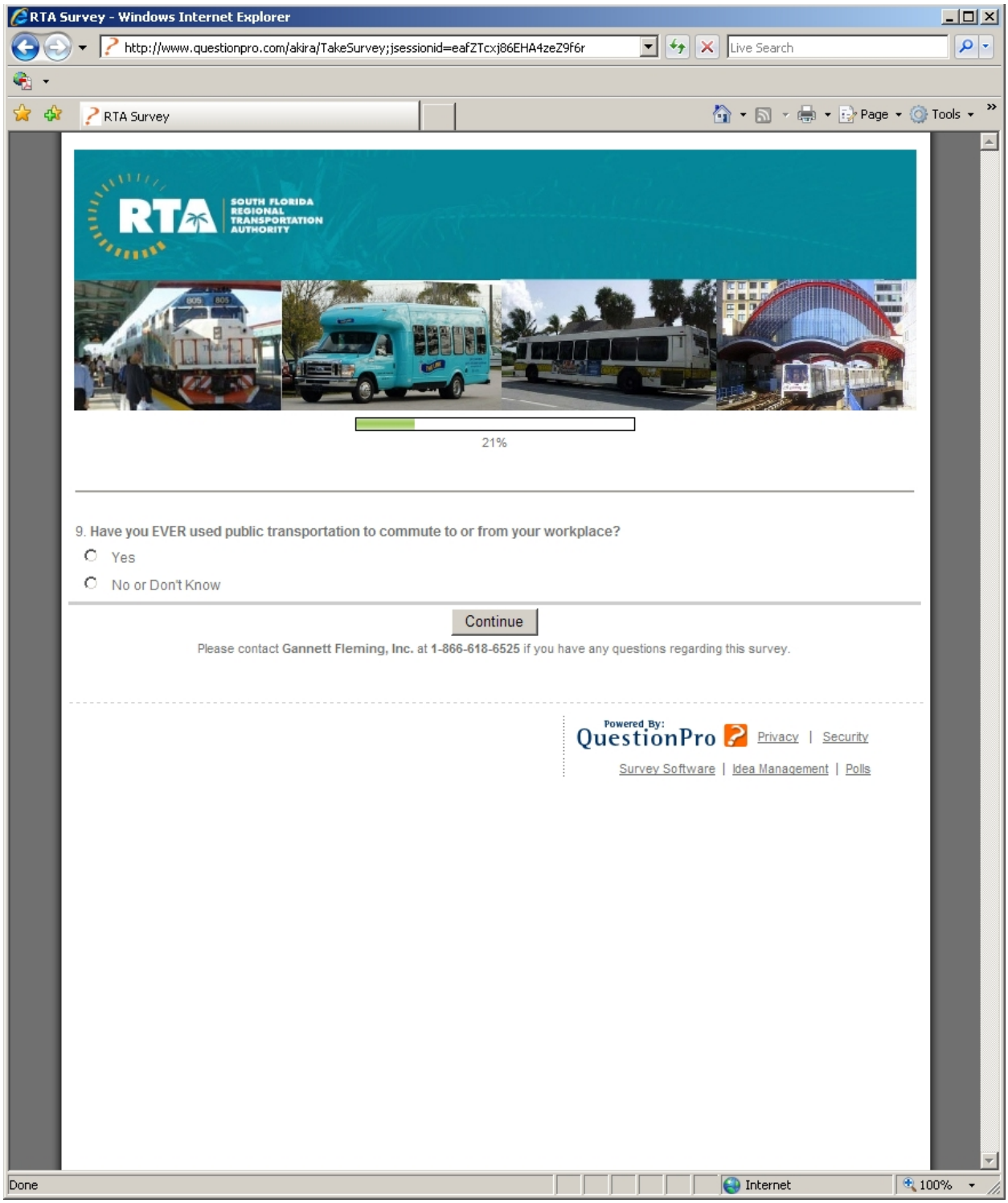
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SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
21%
9. Have you EVER used public transportation to commute to or from your workplace?
Yes
No or Don't Know
Continue
Please contact Gannett Fleming, Inc. at 1-866-618-6525 if you have any questions regarding this survey.
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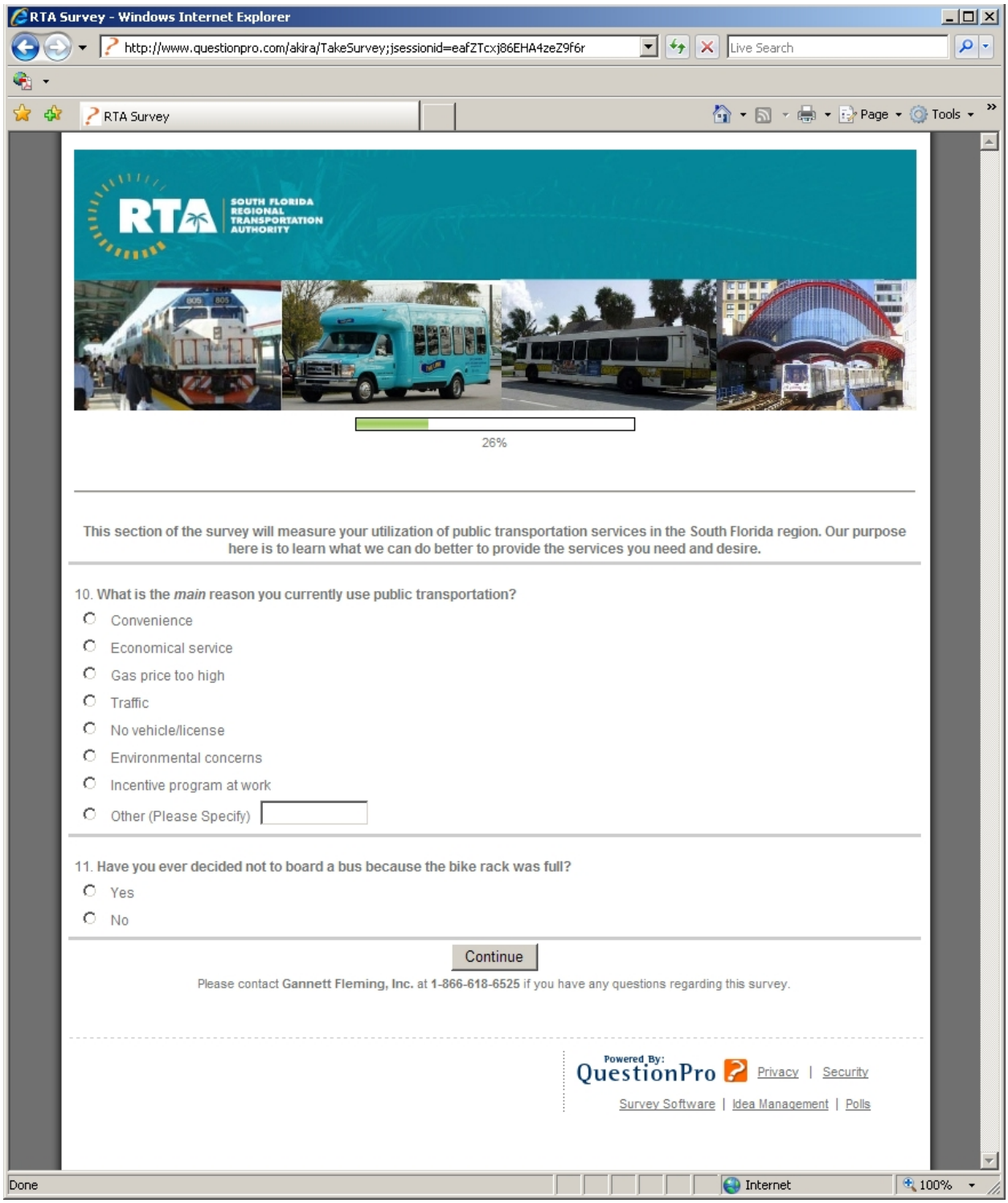

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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

26%

This section of the survey will measure your utilization of public transportation services in the South Florida region. Our purpose here is to learn what we can do better to provide the services you need and desire.

10. What is the *main* reason you currently use public transportation?

- Convenience
- Economical service
- Gas price too high
- Traffic
- No vehicle/license
- Environmental concerns
- Incentive program at work
- Other (Please Specify)

11. Have you ever decided not to board a bus because the bike rack was full?

- Yes
- No

Continue

Please contact **Gannett Fleming, Inc.** at **1-866-618-6525** if you have any questions regarding this survey.

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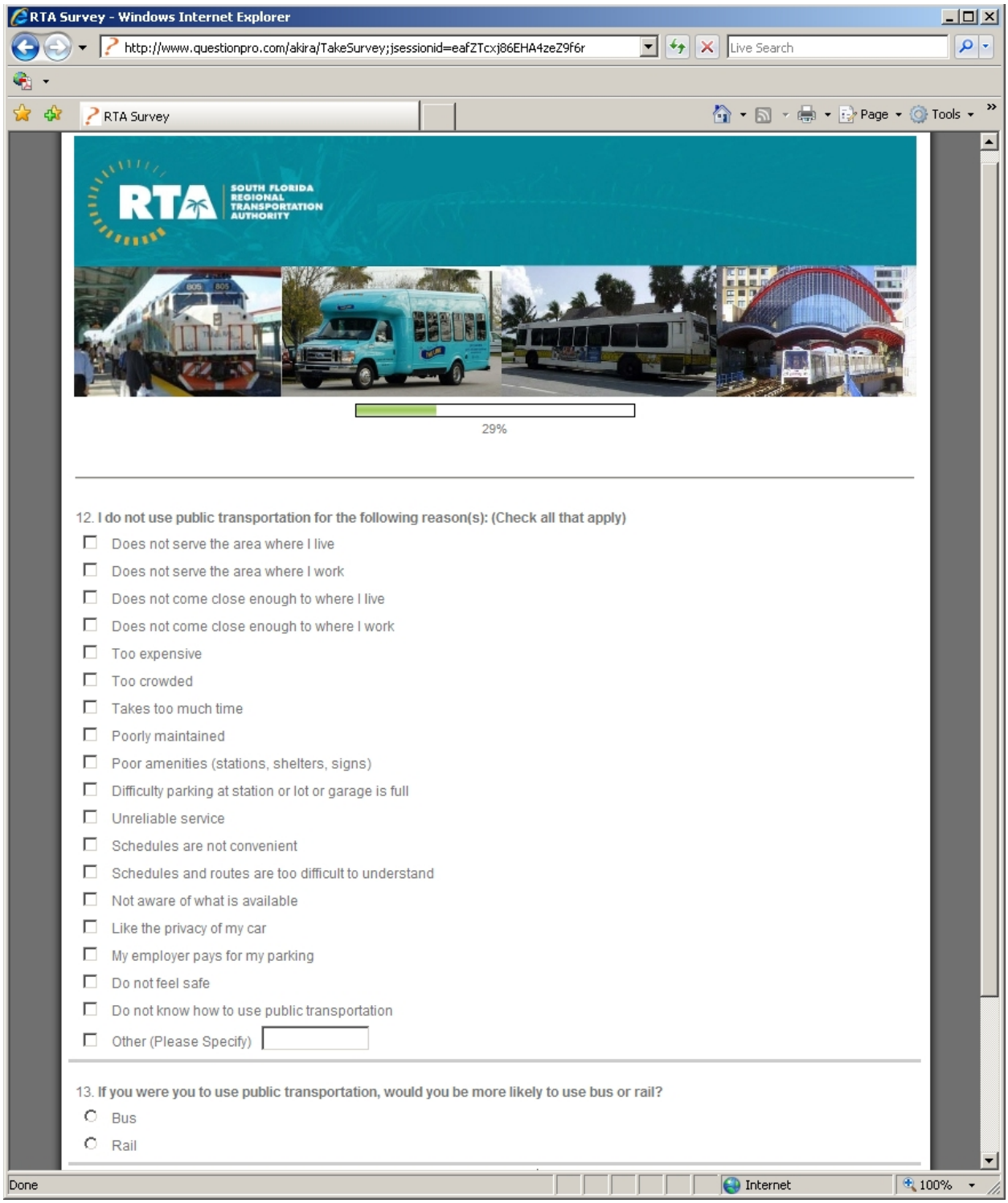

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RTA Survey

RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

29%

12. I do not use public transportation for the following reason(s): (Check all that apply)

- Does not serve the area where I live
- Does not serve the area where I work
- Does not come close enough to where I live
- Does not come close enough to where I work
- Too expensive
- Too crowded
- Takes too much time
- Poorly maintained
- Poor amenities (stations, shelters, signs)
- Difficulty parking at station or lot or garage is full
- Unreliable service
- Schedules are not convenient
- Schedules and routes are too difficult to understand
- Not aware of what is available
- Like the privacy of my car
- My employer pays for my parking
- Do not feel safe
- Do not know how to use public transportation
- Other (Please Specify)

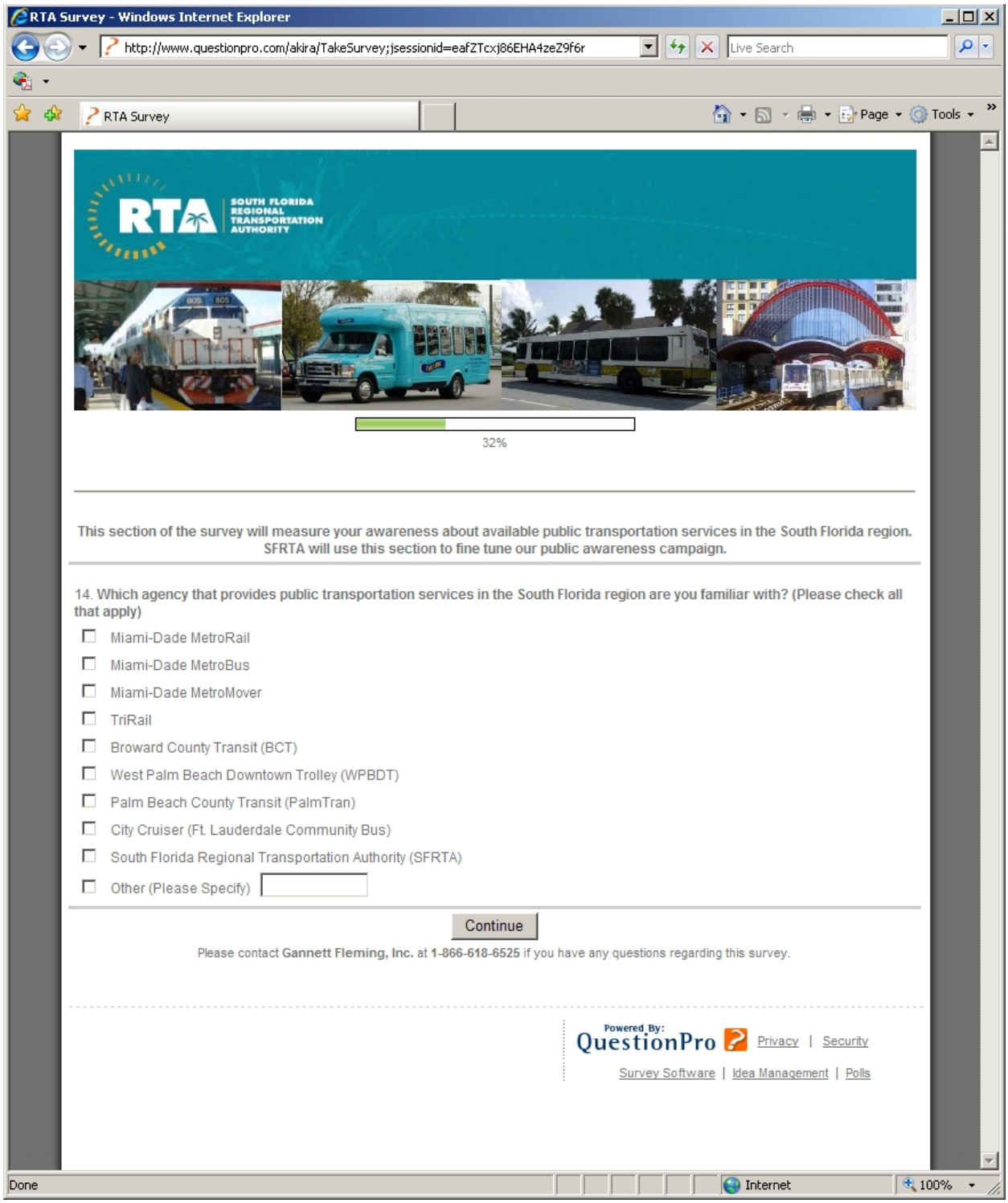
13. If you were you to use public transportation, would you be more likely to use bus or rail?

- Bus
- Rail

Done

Internet

100%



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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

32%

This section of the survey will measure your awareness about available public transportation services in the South Florida region. SFRTA will use this section to fine tune our public awareness campaign.

14. Which agency that provides public transportation services in the South Florida region are you familiar with? (Please check all that apply)

- Miami-Dade MetroRail
- Miami-Dade MetroBus
- Miami-Dade MetroMover
- TriRail
- Broward County Transit (BCT)
- West Palm Beach Downtown Trolley (WPBDT)
- Palm Beach County Transit (PalmTran)
- City Cruiser (Ft. Lauderdale Community Bus)
- South Florida Regional Transportation Authority (SFRTA)
- Other (Please Specify)

Continue

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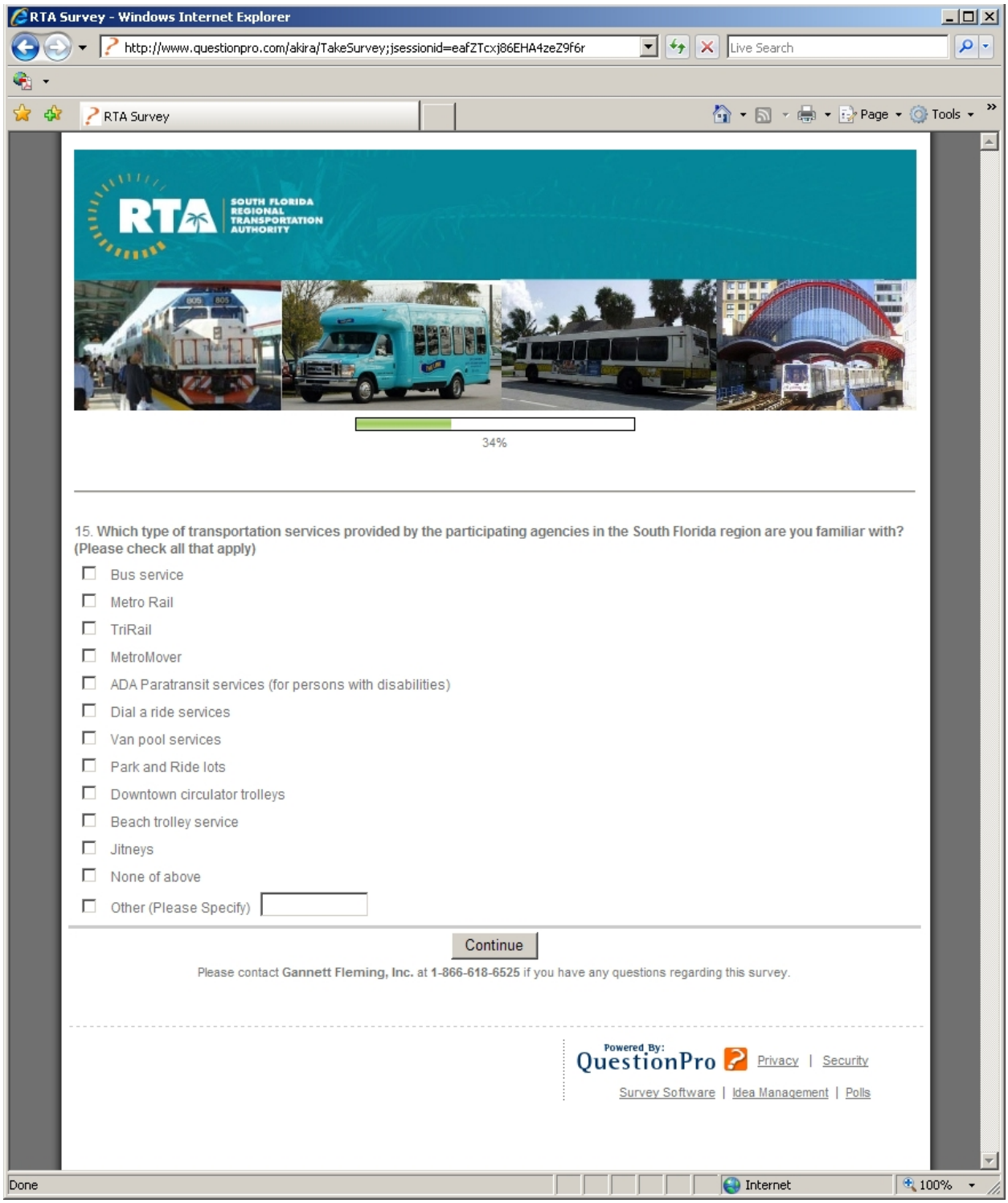

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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

34%

15. Which type of transportation services provided by the participating agencies in the South Florida region are you familiar with? (Please check all that apply)

- Bus service
- Metro Rail
- TriRail
- MetroMover
- ADA Paratransit services (for persons with disabilities)
- Dial a ride services
- Van pool services
- Park and Ride lots
- Downtown circulator trolleys
- Beach trolley service
- Jitneys
- None of above
- Other (Please Specify)

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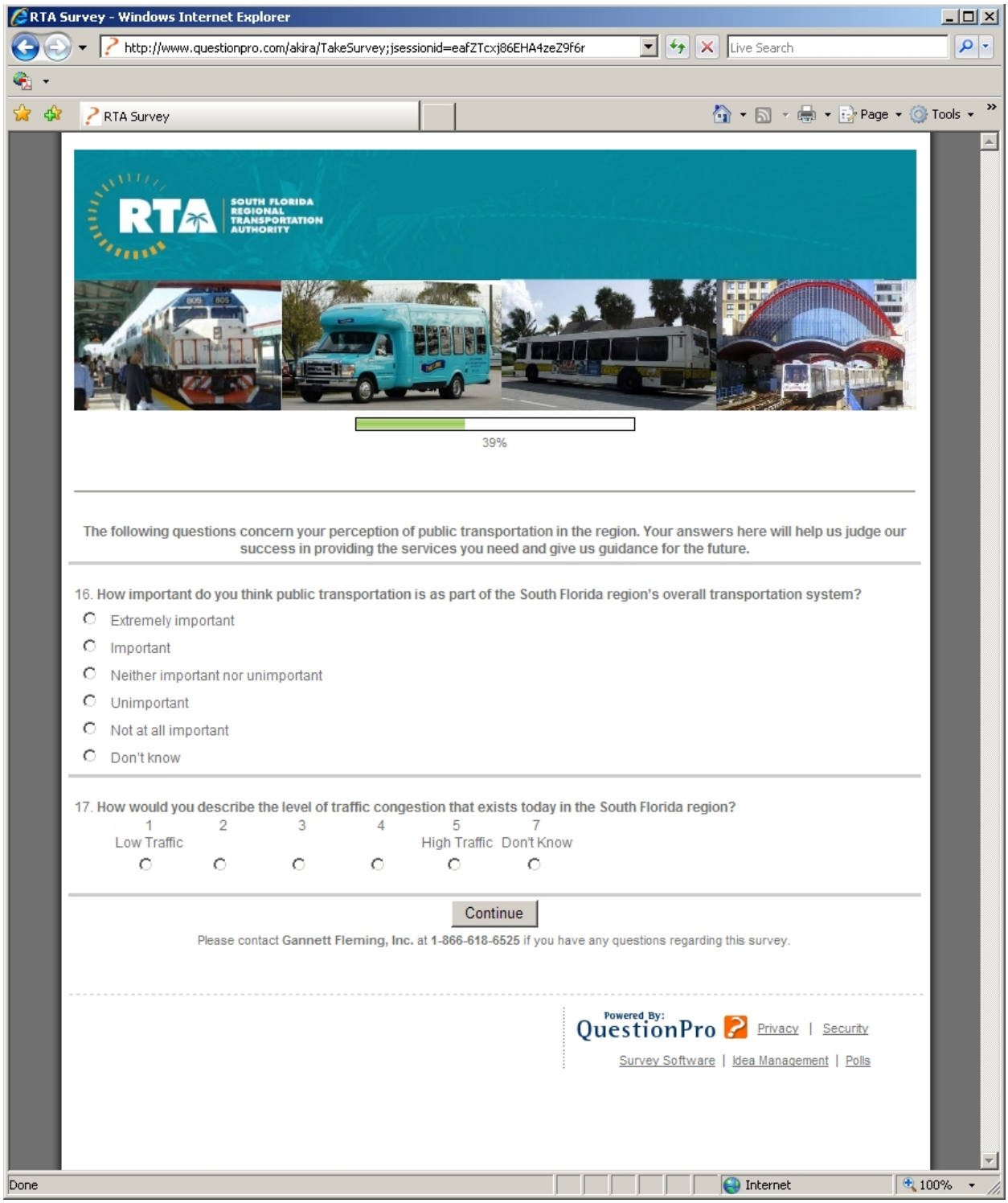

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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

39%

The following questions concern your perception of public transportation in the region. Your answers here will help us judge our success in providing the services you need and give us guidance for the future.

16. How important do you think public transportation is as part of the South Florida region's overall transportation system?

- Extremely important
- Important
- Neither important nor unimportant
- Unimportant
- Not at all important
- Don't know

17. How would you describe the level of traffic congestion that exists today in the South Florida region?

1	2	3	4	5	7
Low Traffic				High Traffic	Don't Know

Continue

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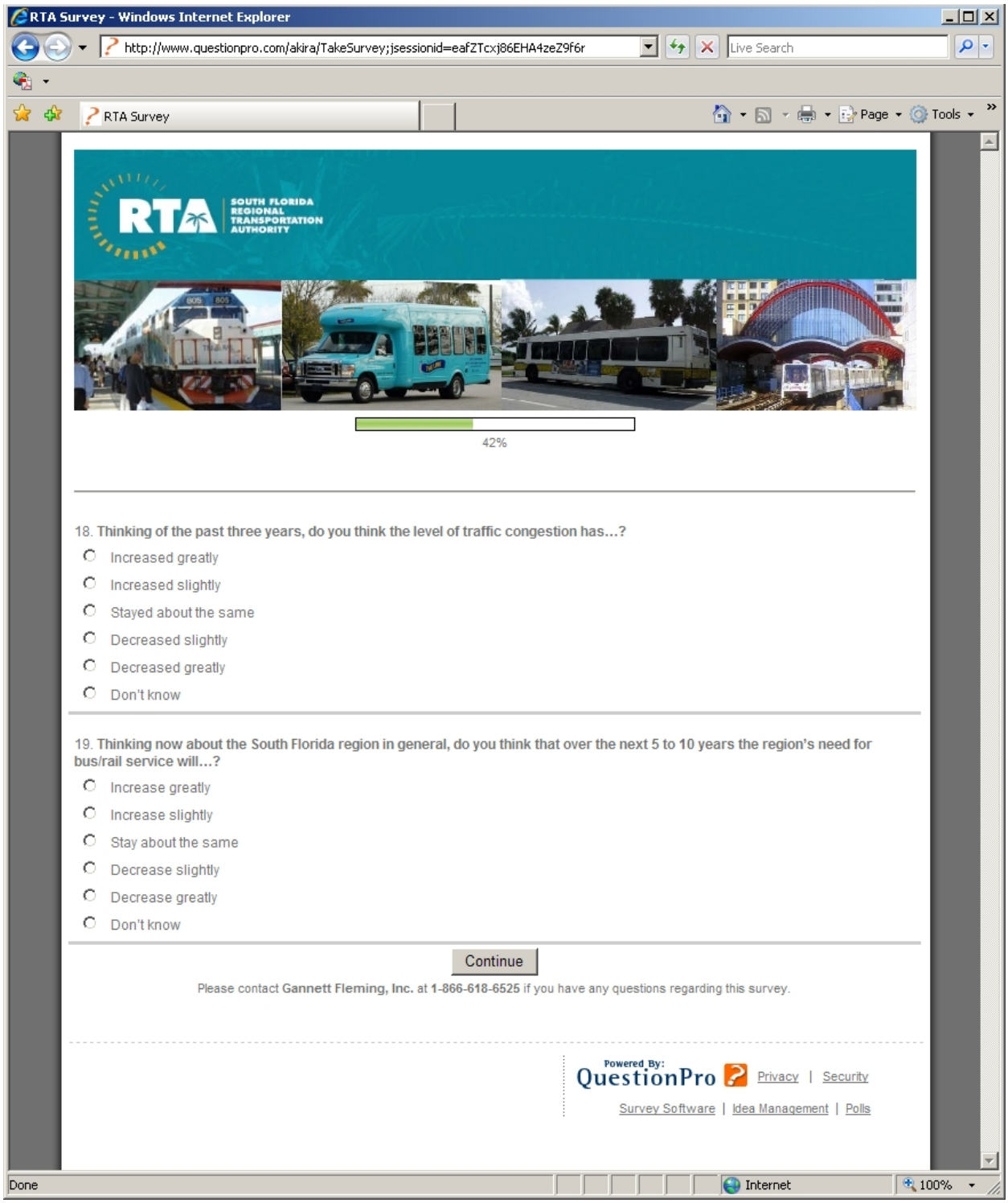

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RTA Survey

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

42%

18. Thinking of the past three years, do you think the level of traffic congestion has...?

- Increased greatly
- Increased slightly
- Stayed about the same
- Decreased slightly
- Decreased greatly
- Don't know

19. Thinking now about the South Florida region in general, do you think that over the next 5 to 10 years the region's need for bus/rail service will...?

- Increase greatly
- Increase slightly
- Stay about the same
- Decrease slightly
- Decrease greatly
- Don't know

Continue

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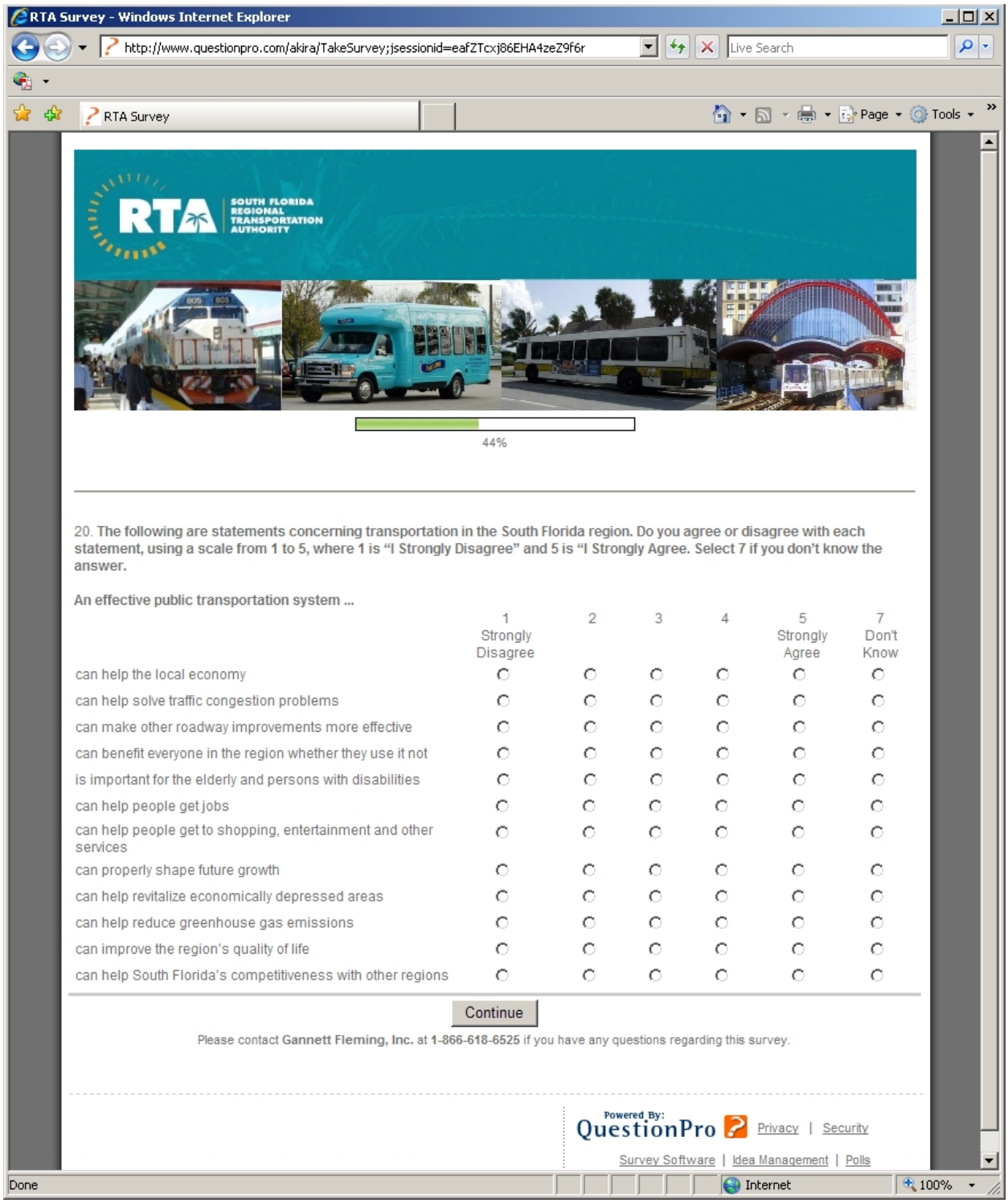

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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

44%

20. The following are statements concerning transportation in the South Florida region. Do you agree or disagree with each statement, using a scale from 1 to 5, where 1 is "I Strongly Disagree" and 5 is "I Strongly Agree. Select 7 if you don't know the answer.

An effective public transportation system ...

	1 Strongly Disagree	2	3	4	5 Strongly Agree	7 Don't Know
can help the local economy						
can help solve traffic congestion problems						
can make other roadway improvements more effective						
can benefit everyone in the region whether they use it not						
is important for the elderly and persons with disabilities						
can help people get jobs						
can help people get to shopping, entertainment and other services						
can properly shape future growth						
can help revitalize economically depressed areas						
can help reduce greenhouse gas emissions						
can improve the region's quality of life						
can help South Florida's competitiveness with other regions						

Continue

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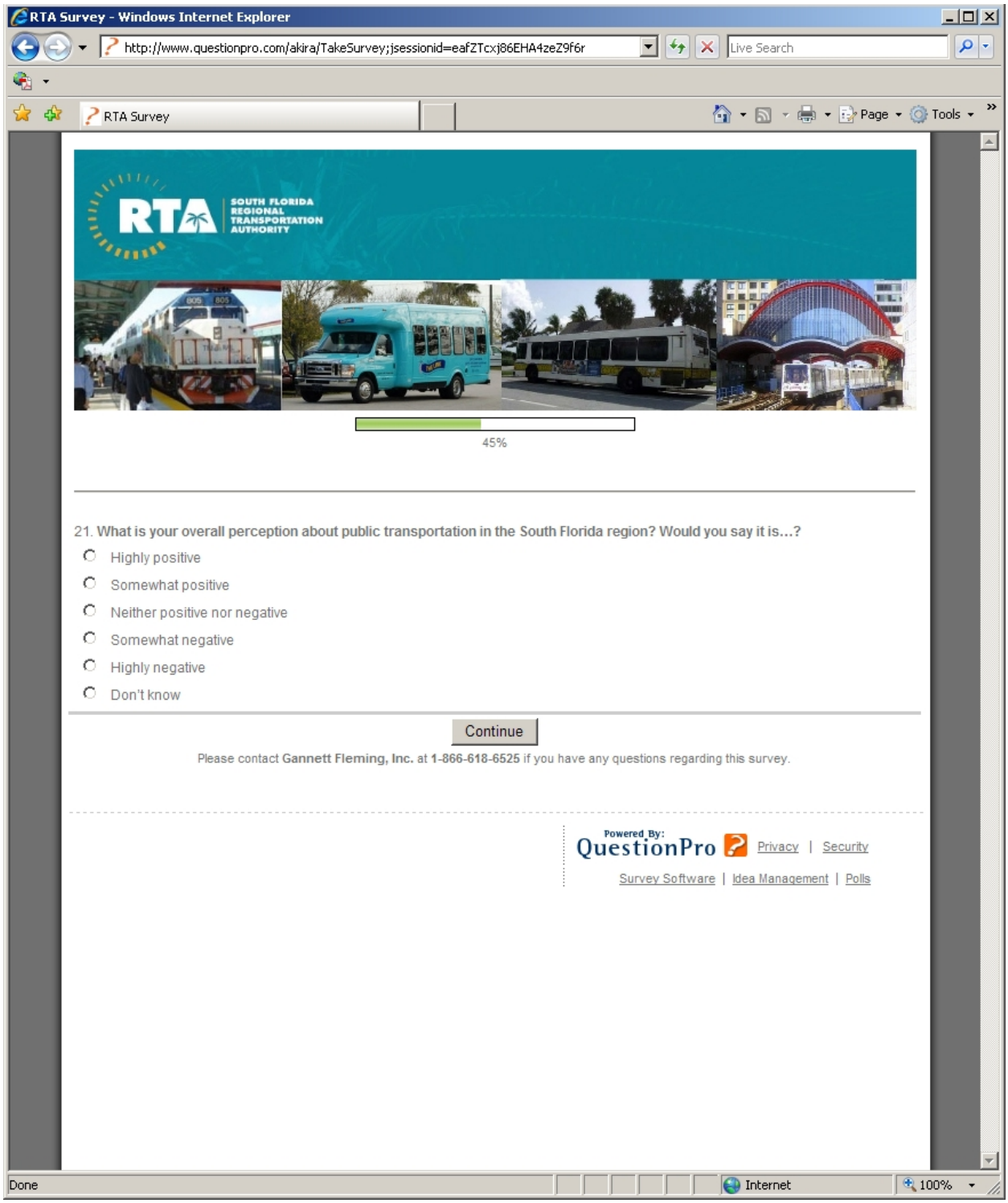
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SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
45%
21. What is your overall perception about public transportation in the South Florida region? Would you say it is...?
Highly positive
Somewhat positive
Neither positive nor negative
Somewhat negative
Highly negative
Don't know
Continue
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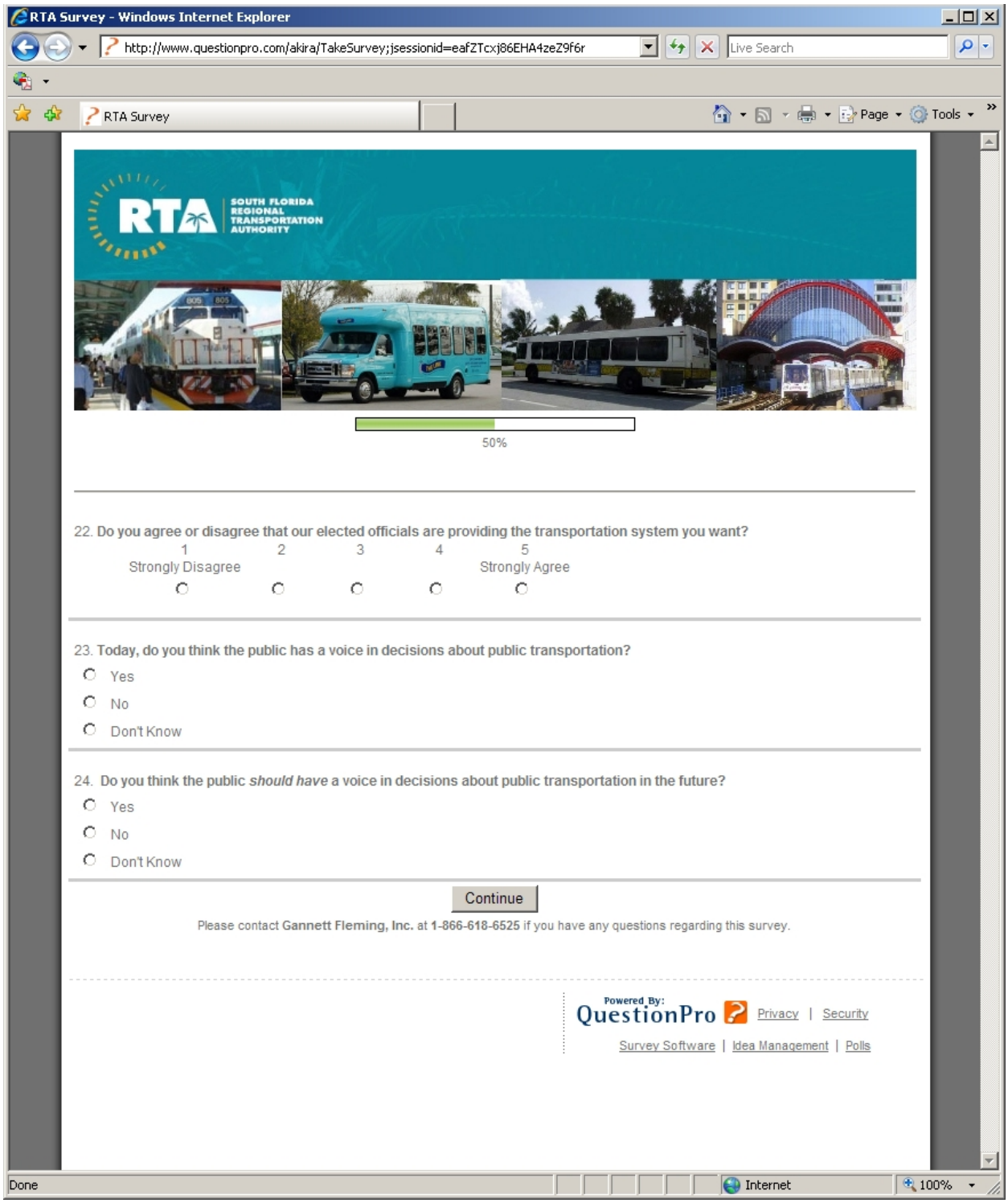
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SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
50%
22. Do you agree or disagree that our elected officials are providing the transportation system you want?
1 Strongly Disagree
2
3
4
5 Strongly Agree
23. Today, do you think the public has a voice in decisions about public transportation?
Yes
No
Don't Know
24. Do you think the public should have a voice in decisions about public transportation in the future?
Yes
No
Don't Know
Continue
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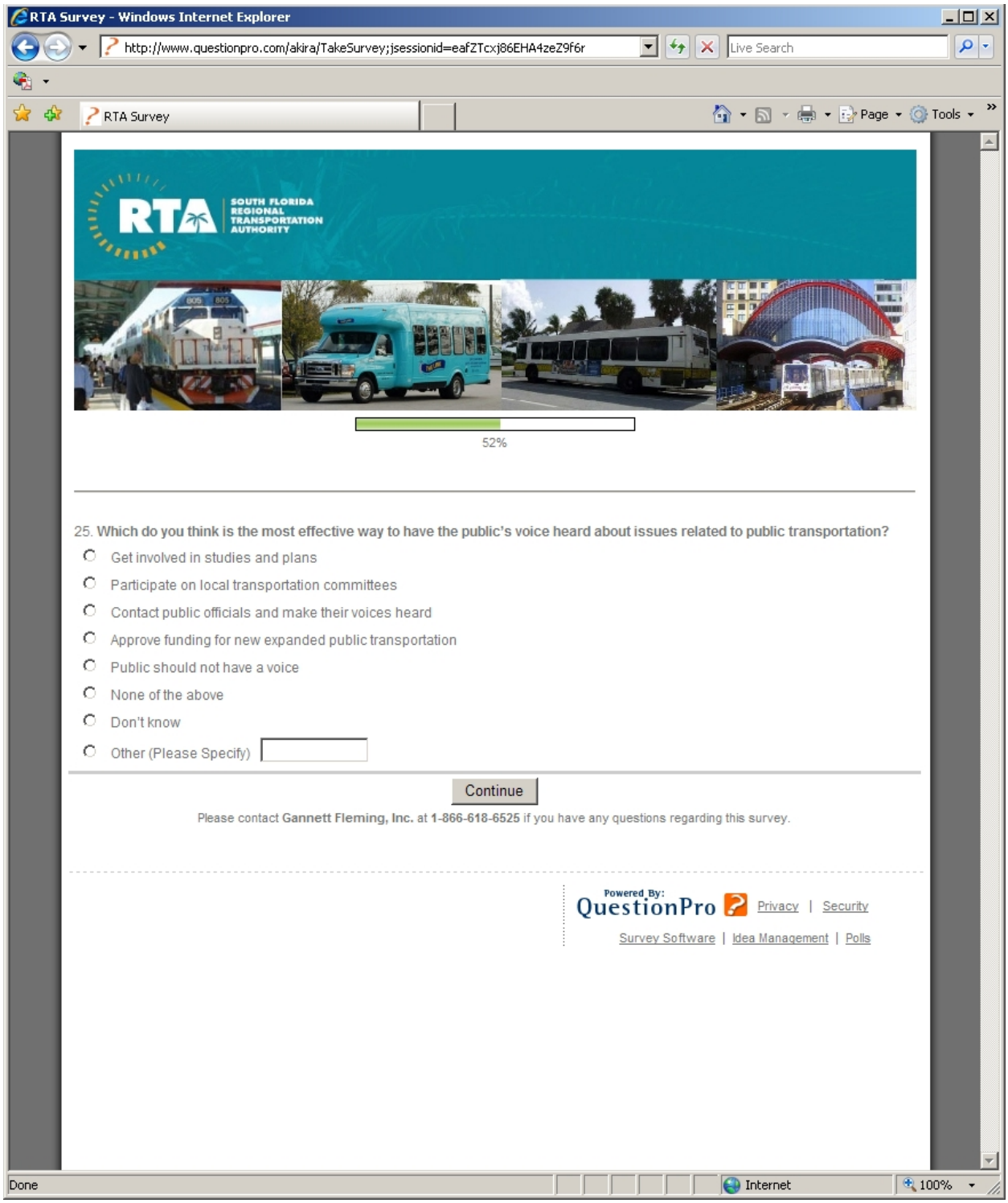
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SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
52%
25. Which do you think is the most effective way to have the public's voice heard about issues related to public transportation?
Get involved in studies and plans
Participate on local transportation committees
Contact public officials and make their voices heard
Approve funding for new expanded public transportation
Public should not have a voice
None of the above
Don't know
Other (Please Specify)
Continue
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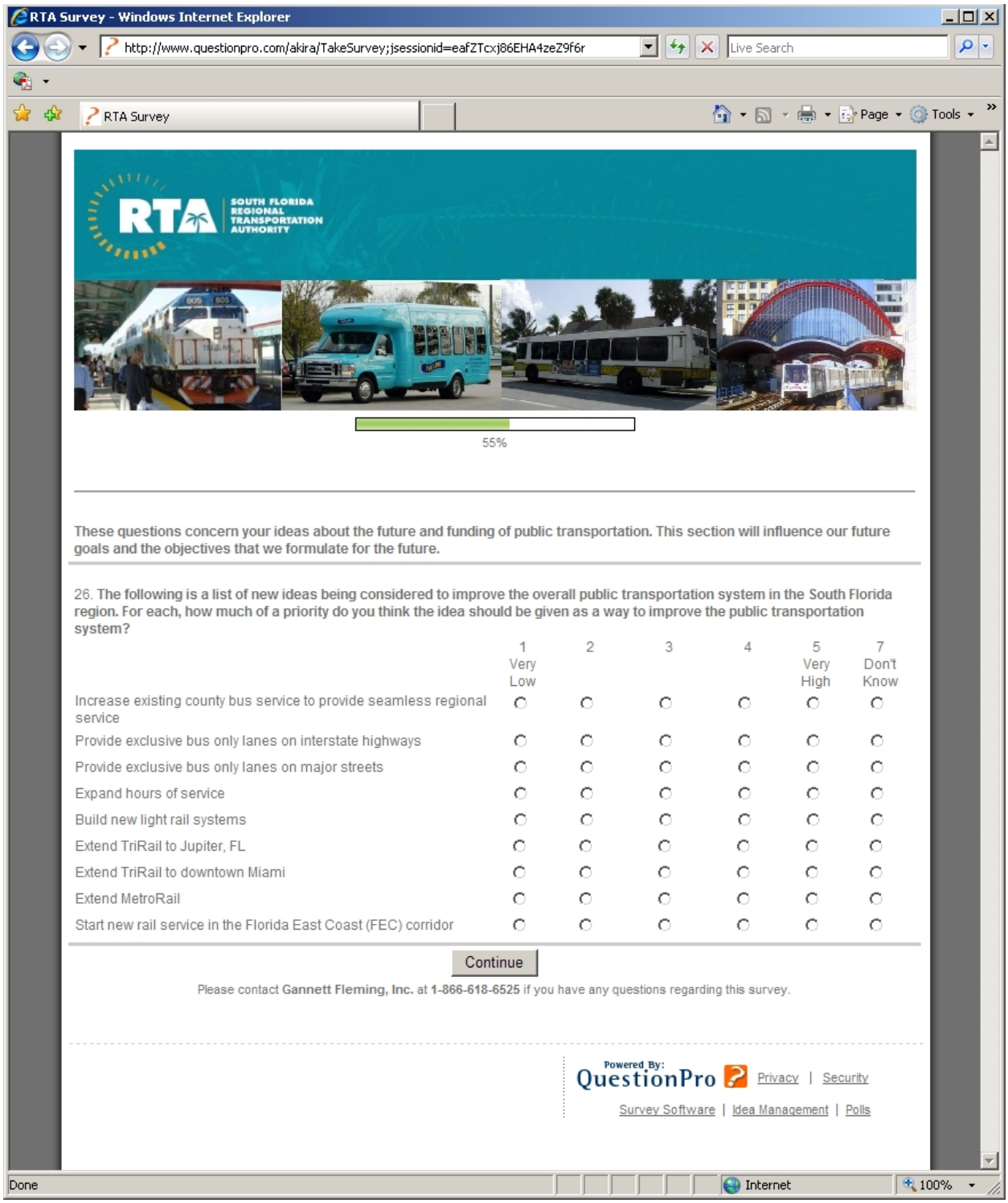

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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

55%

These questions concern your ideas about the future and funding of public transportation. This section will influence our future goals and the objectives that we formulate for the future.

26. The following is a list of new ideas being considered to improve the overall public transportation system in the South Florida region. For each, how much of a priority do you think the idea should be given as a way to improve the public transportation system?

	1 Very Low	2	3	4	5 Very High	7 Don't Know
Increase existing county bus service to provide seamless regional service	○	○	○	○	○	○
Provide exclusive bus only lanes on interstate highways	○	○	○	○	○	○
Provide exclusive bus only lanes on major streets	○	○	○	○	○	○
Expand hours of service	○	○	○	○	○	○
Build new light rail systems	○	○	○	○	○	○
Extend TriRail to Jupiter, FL	○	○	○	○	○	○
Extend TriRail to downtown Miami	○	○	○	○	○	○
Extend MetroRail	○	○	○	○	○	○
Start new rail service in the Florida East Coast (FEC) corridor	○	○	○	○	○	○

Continue

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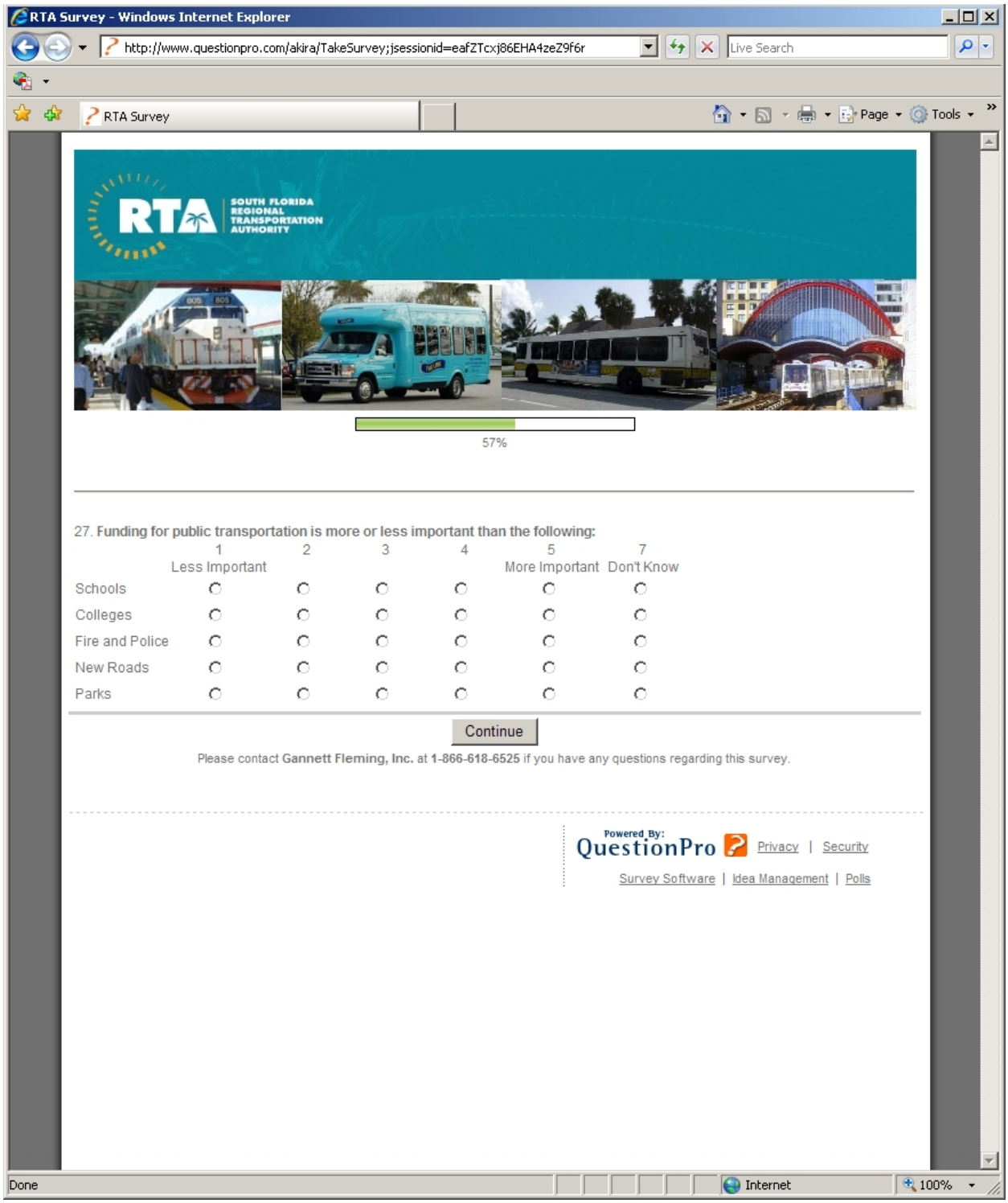
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SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
57%
27. Funding for public transportation is more or less important than the following:
1 Less Important
2
3
4
5 More Important
7 Don't Know
Schools
Colleges
Fire and Police
New Roads
Parks
Continue
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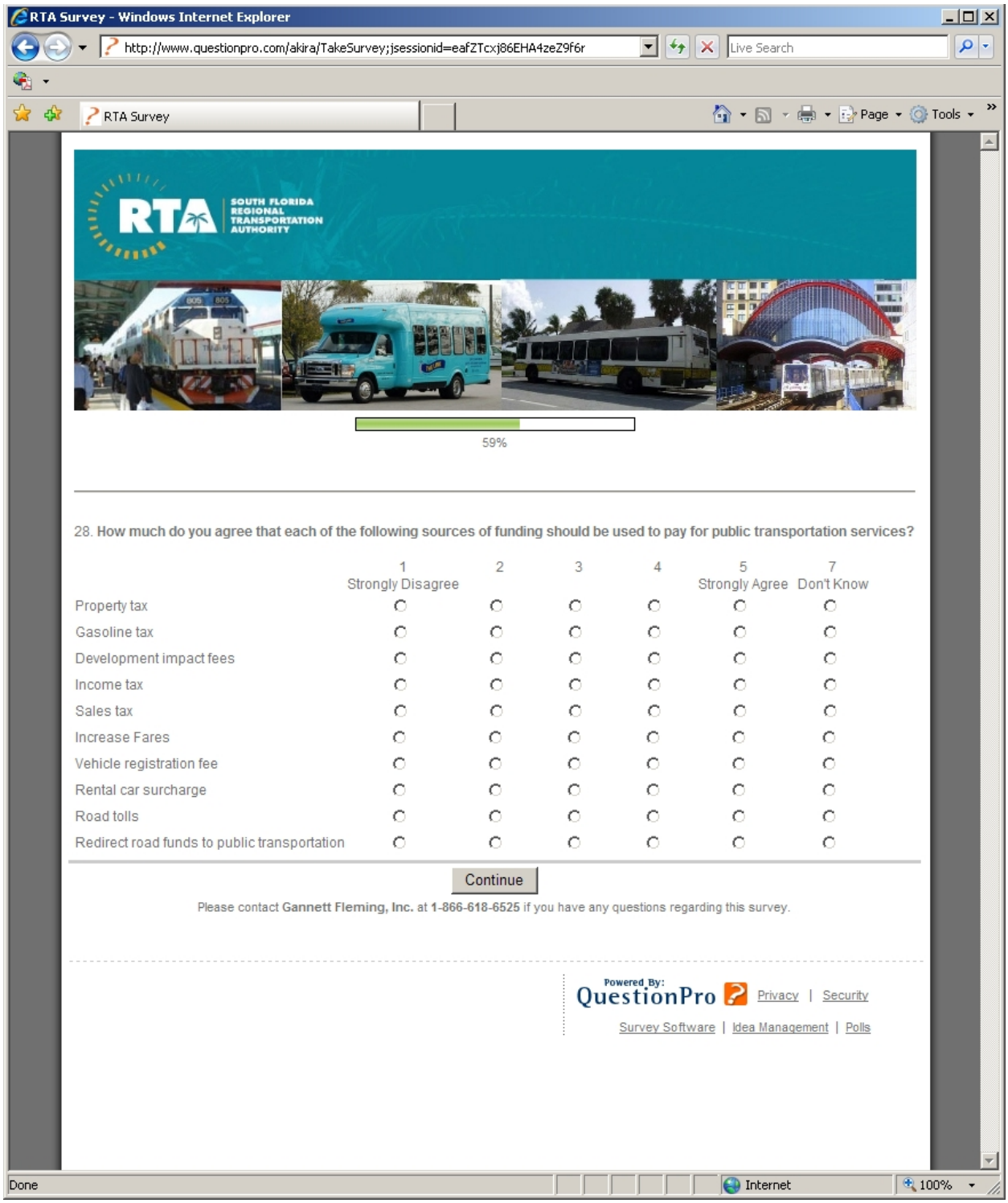

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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

59%

28. How much do you agree that each of the following sources of funding should be used to pay for public transportation services?

	1 Strongly Disagree	2	3	4	5 Strongly Agree	7 Don't Know
Property tax						
Gasoline tax						
Development impact fees						
Income tax						
Sales tax						
Increase Fares						
Vehicle registration fee						
Rental car surcharge						
Road tolls						
Redirect road funds to public transportation						

Continue

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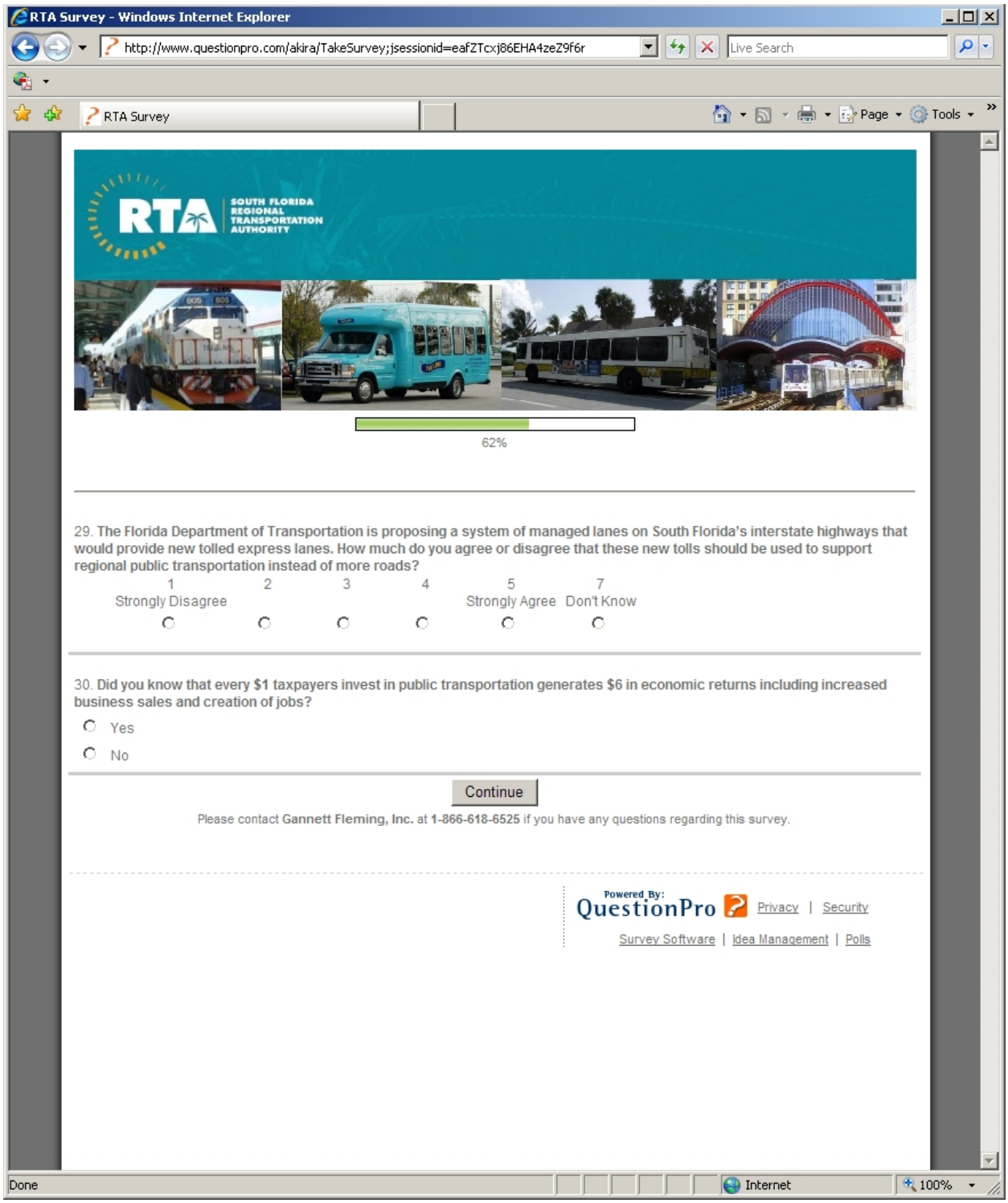

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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

62%

29. The Florida Department of Transportation is proposing a system of managed lanes on South Florida's interstate highways that would provide new tolled express lanes. How much do you agree or disagree that these new tolls should be used to support regional public transportation instead of more roads?

1	2	3	4	5	7
Strongly Disagree				Strongly Agree	Don't Know

30. Did you know that every $1 taxpayers invest in public transportation generates $6 in economic returns including increased business sales and creation of jobs?

- Yes
- No

Continue

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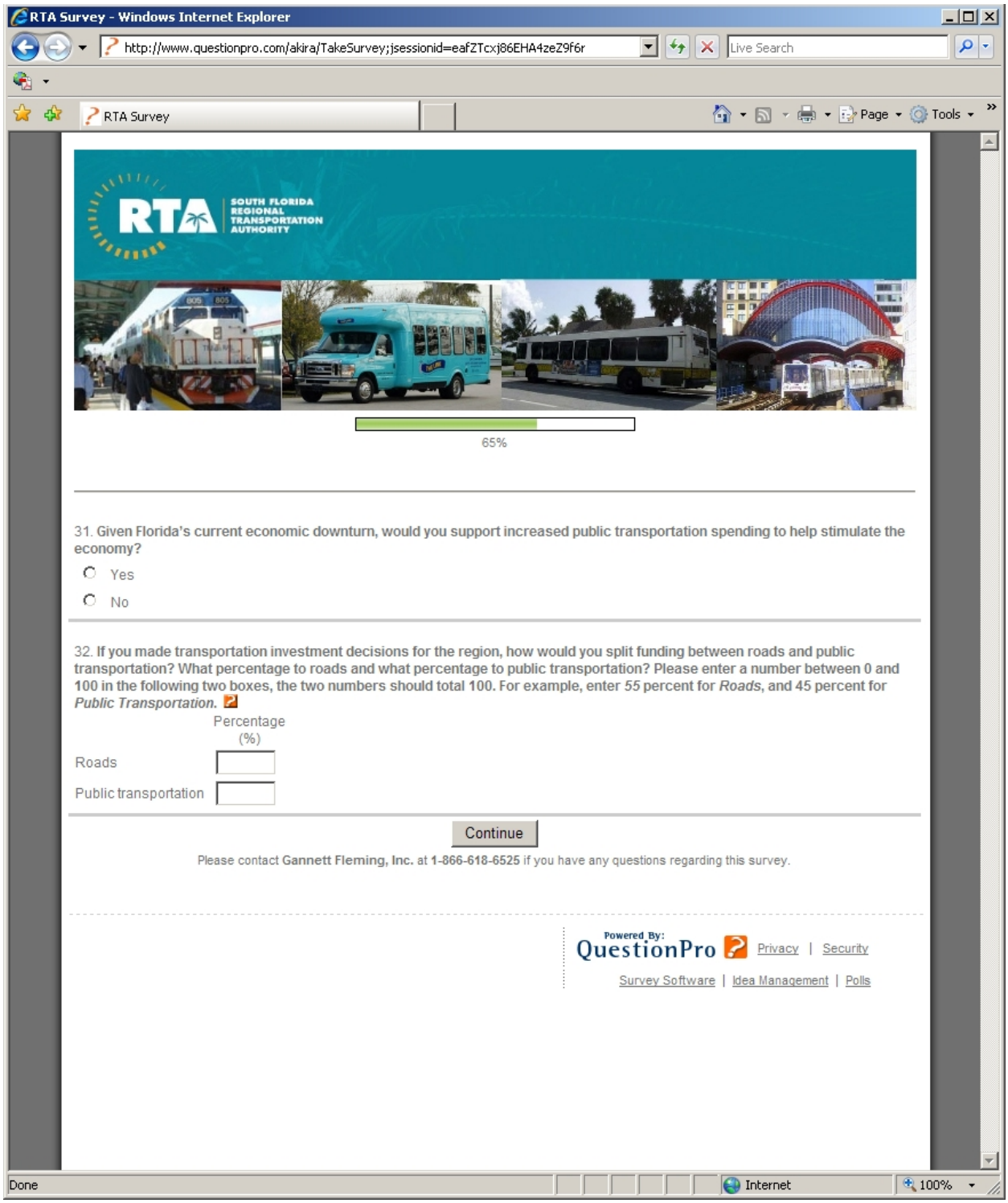

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RTA Survey

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

65%

31. Given Florida's current economic downturn, would you support increased public transportation spending to help stimulate the economy?

- Yes
- No

32. If you made transportation investment decisions for the region, how would you split funding between roads and public transportation? What percentage to roads and what percentage to public transportation? Please enter a number between 0 and 100 in the following two boxes, the two numbers should total 100. For example, enter *55* percent for *Roads*, and 45 percent for *Public Transportation*.

	Percentage (%)
Roads	
Public transportation	

Continue

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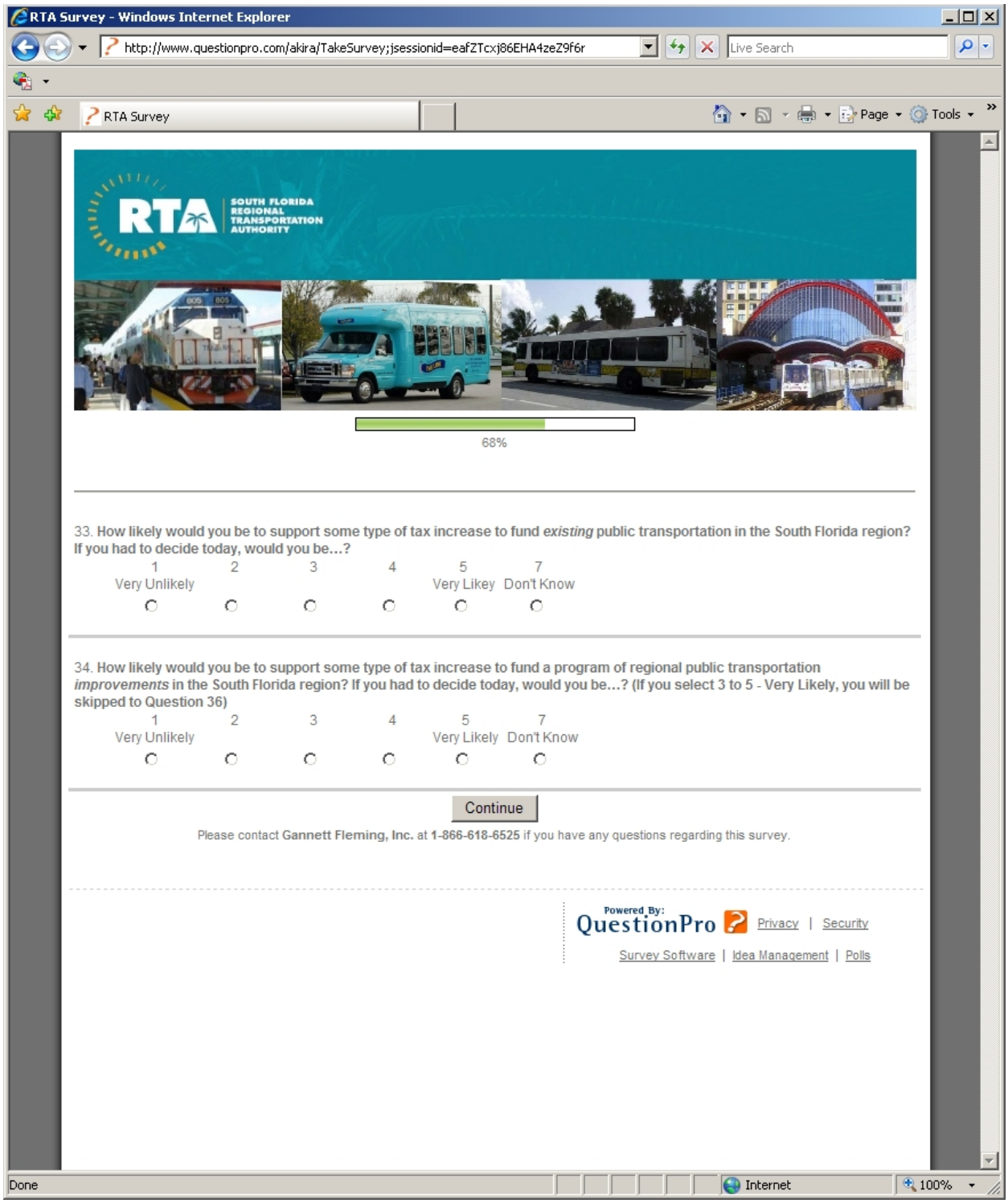

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RTA Survey

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

68%

33. How likely would you be to support some type of tax increase to fund *existing* public transportation in the South Florida region? If you had to decide today, would you be...?

1	2	3	4	5	7
Very Unlikely				Very Likey	Don't Know

34. How likely would you be to support some type of tax increase to fund a program of regional public transportation *improvements* in the South Florida region? If you had to decide today, would you be...? (If you select 3 to 5 - Very Likely, you will be skipped to Question 36)

1	2	3	4	5	7
Very Unlikely				Very Likely	Don't Know

Continue

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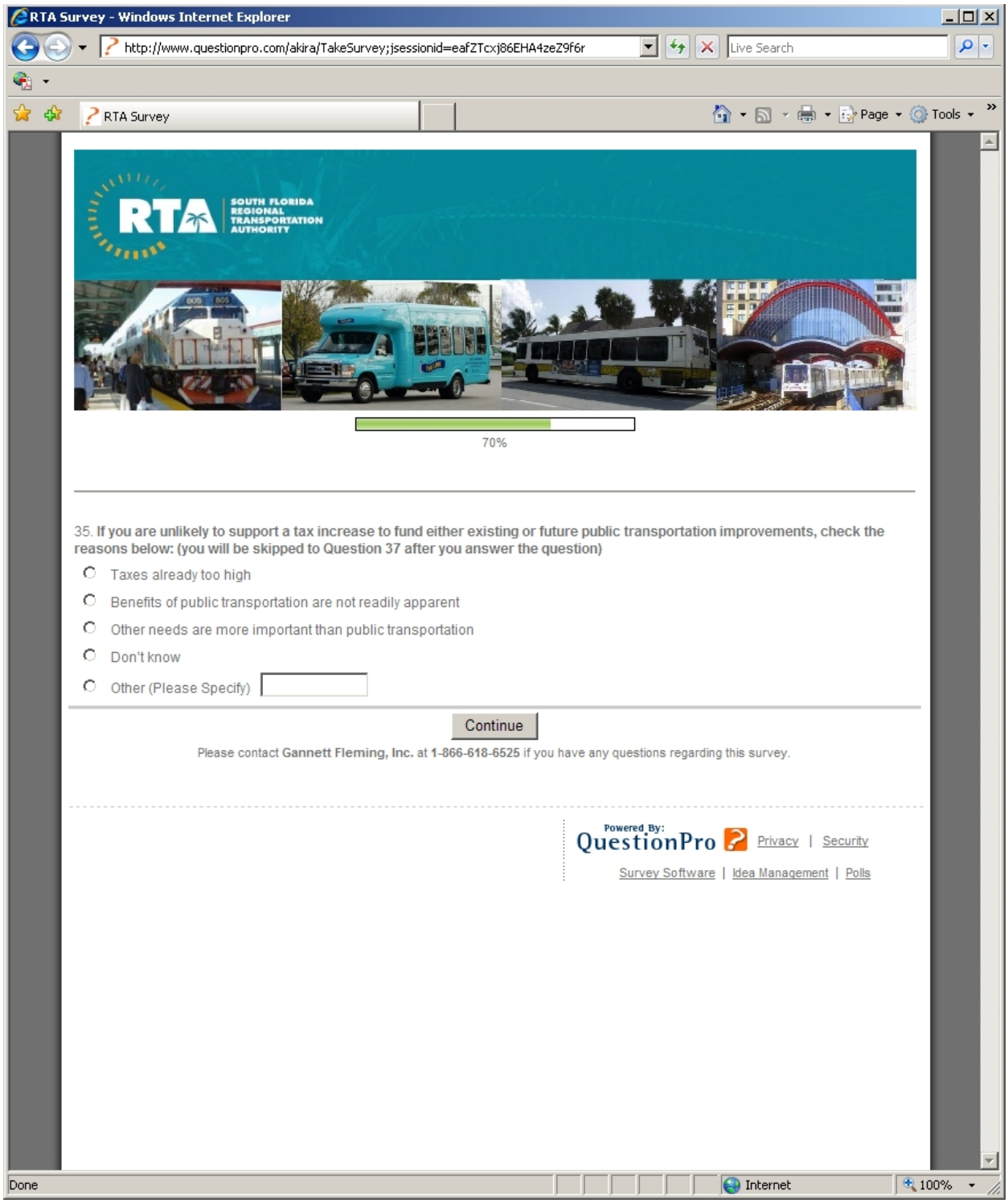

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RTA Survey

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

70%

35. If you are unlikely to support a tax increase to fund either existing or future public transportation improvements, check the reasons below: (you will be skipped to Question 37 after you answer the question)

- Taxes already too high
- Benefits of public transportation are not readily apparent
- Other needs are more important than public transportation
- Don't know
- Other (Please Specify)

Continue

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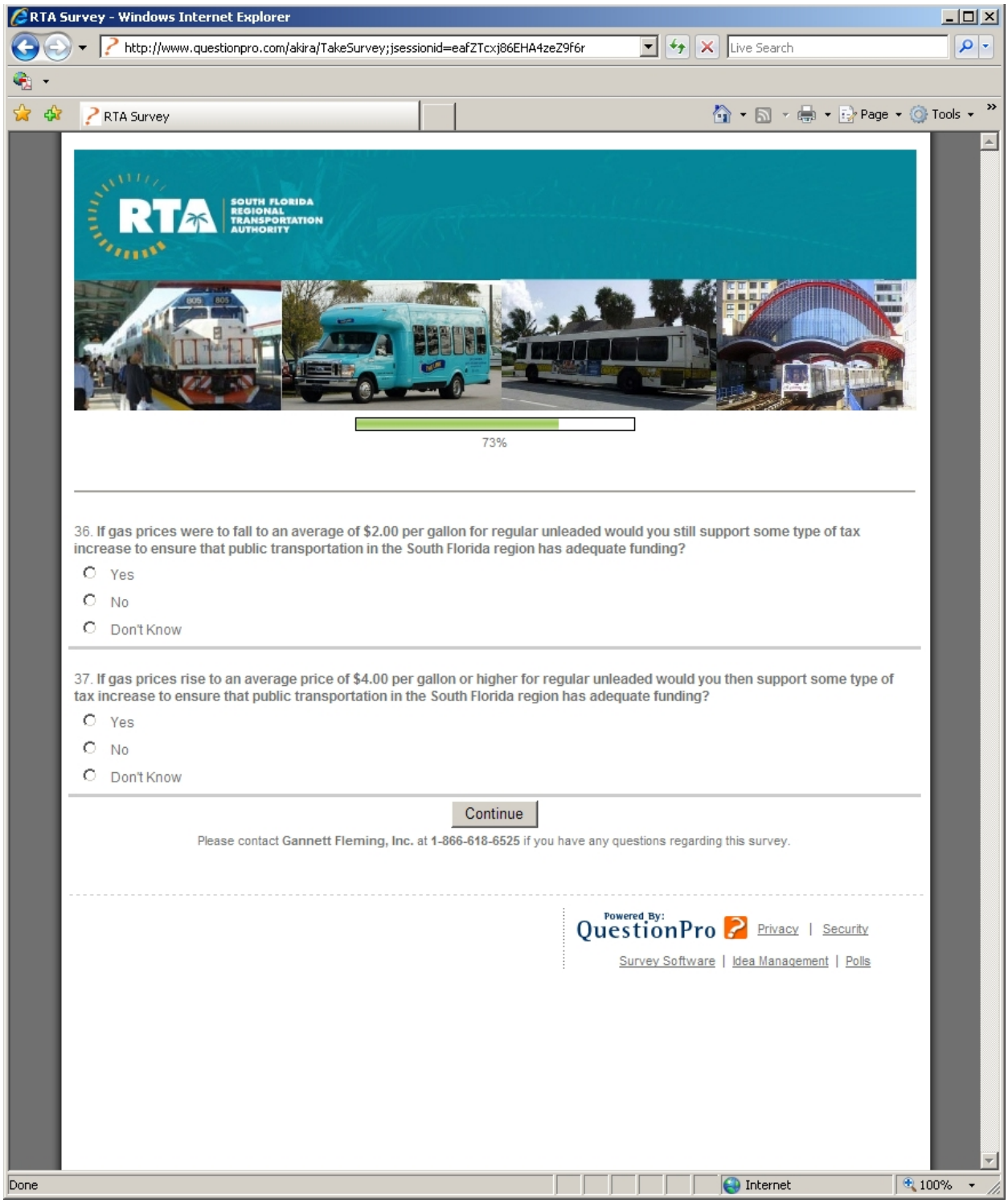

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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

73%

36. If gas prices were to fall to an average of $2.00 per gallon for regular unleaded would you still support some type of tax increase to ensure that public transportation in the South Florida region has adequate funding?

- Yes
- No
- Don't Know

37. If gas prices rise to an average price of $4.00 per gallon or higher for regular unleaded would you then support some type of tax increase to ensure that public transportation in the South Florida region has adequate funding?

- Yes
- No
- Don't Know

Continue

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RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

75%

38. The transportation sector produces 1/3 of all greenhouse emissions with 55% of a typical 2 car family's greenhouse emissions coming from their automobiles. If one car was replaced by public transportation, your family could possibly save over $9000 per year and your greenhouse emissions would be cut by 30%.

Given the above information, how likely are you now to:

	1 Less Likely	2	3	4	5 More Likely	7 Don't Know
Try public transportation	○	○	○	○	○	○
Support new funding to improve public transportation	○	○	○	○	○	○
Support new funding for public transportation even if you don't plan on using it	○	○	○	○	○	○
Support increased gas taxes to fund improved public transportation	○	○	○	○	○	○
Support increased vehicle registration fees to fund improved public transportation	○	○	○	○	○	○
Support tolling some interstates to fund public transportation	○	○	○	○	○	○

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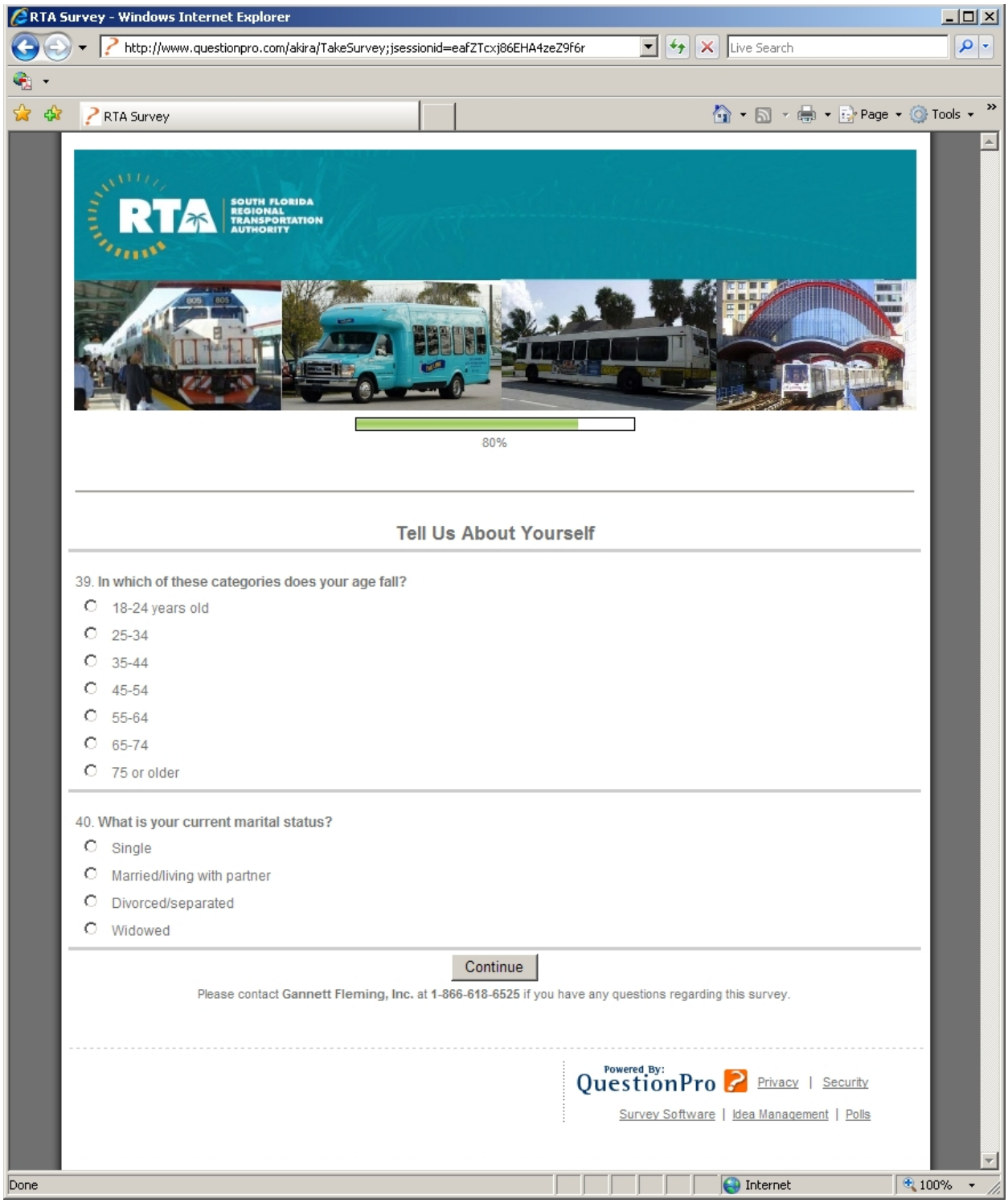

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SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

80%

Tell Us About Yourself

39. In which of these categories does your age fall?

- 18-24 years old
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 or older

40. What is your current marital status?

- Single
- Married/living with partner
- Divorced/separated
- Widowed

Continue

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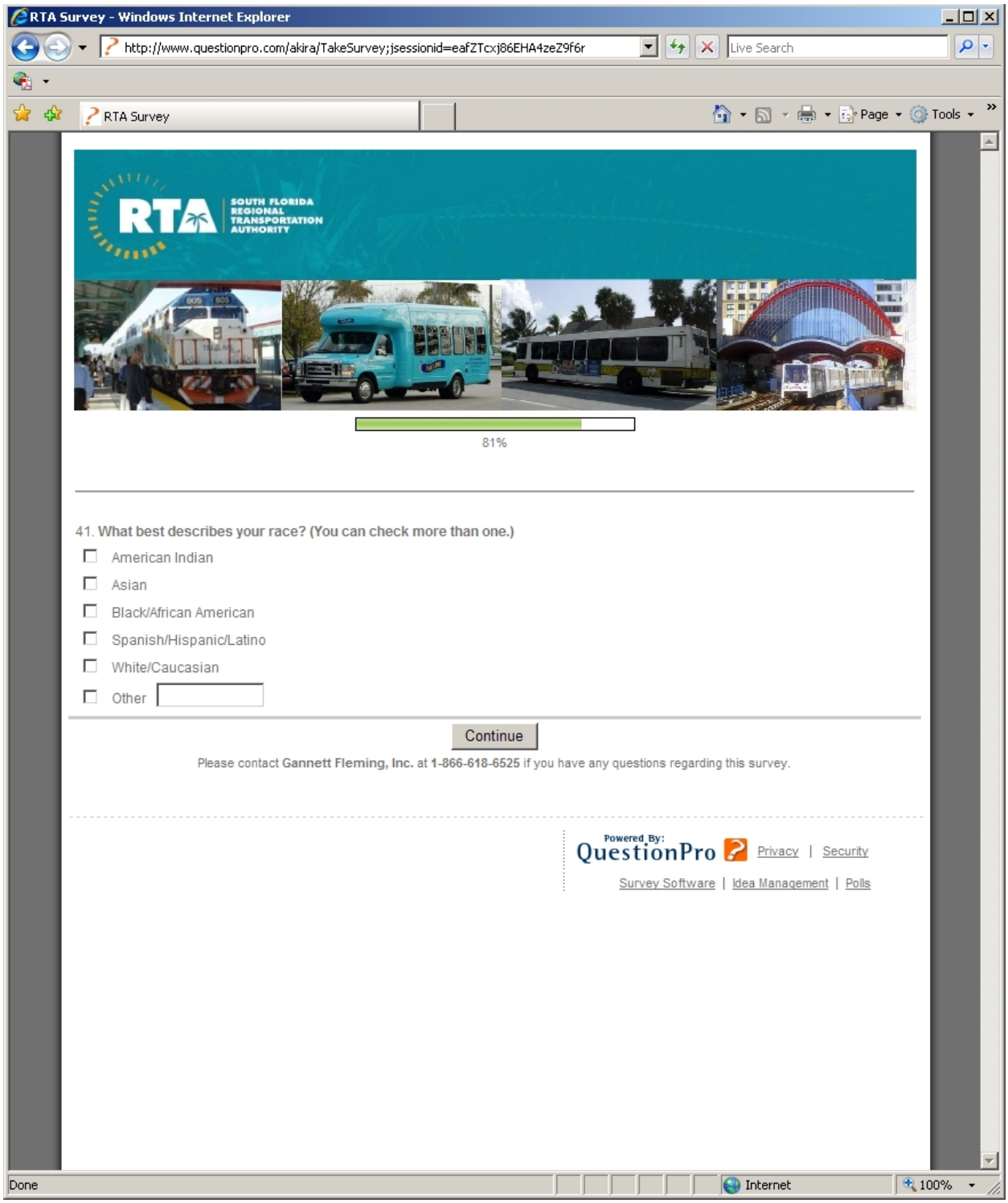
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81%
41. What best describes your race? (You can check more than one.)
American Indian
Asian
Black/African American
Spanish/Hispanic/Latino
White/Caucasian
Other
Continue
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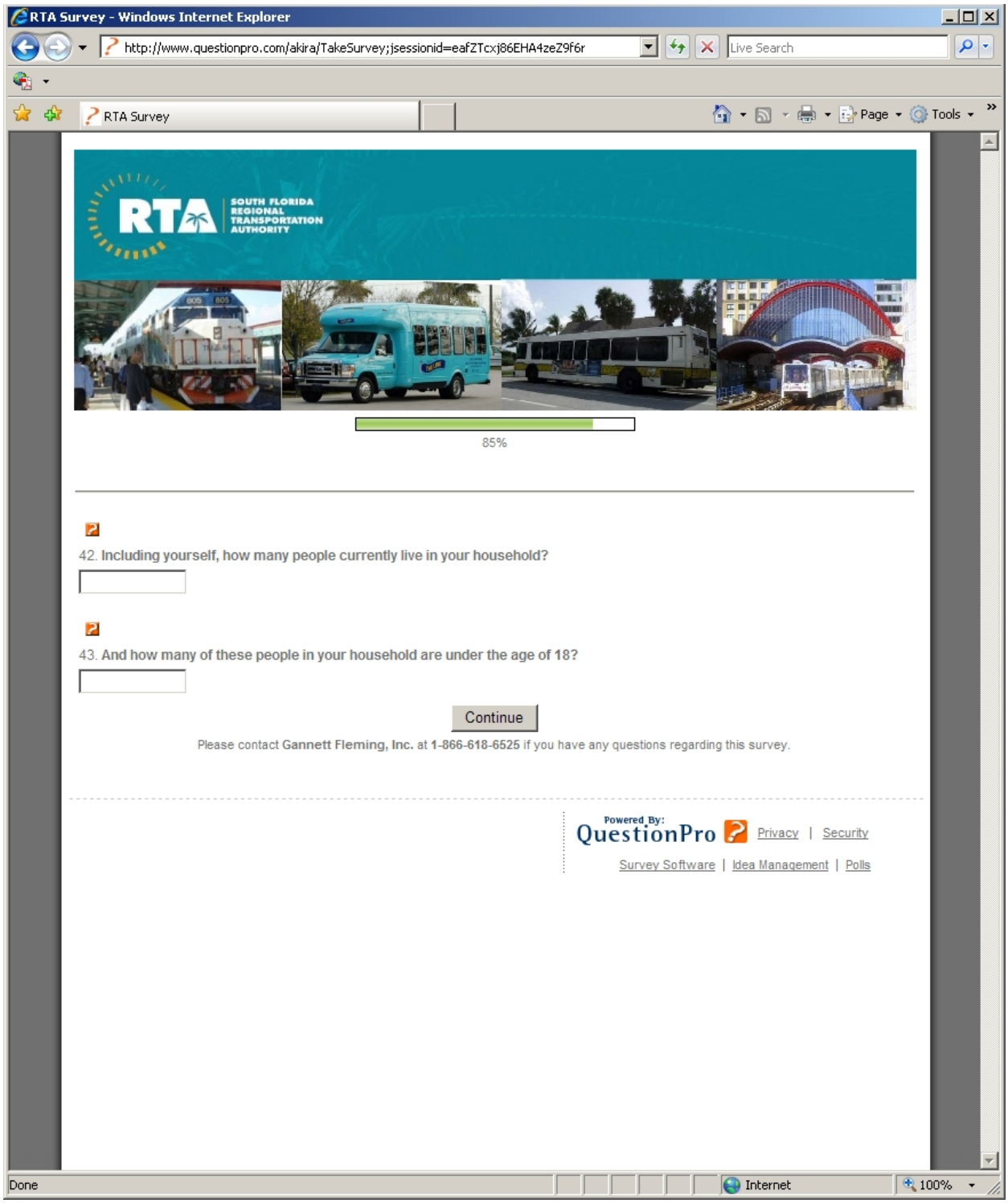
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85%
42. Including yourself, how many people currently live in your household?
43. And how many of these people in your household are under the age of 18?
Continue
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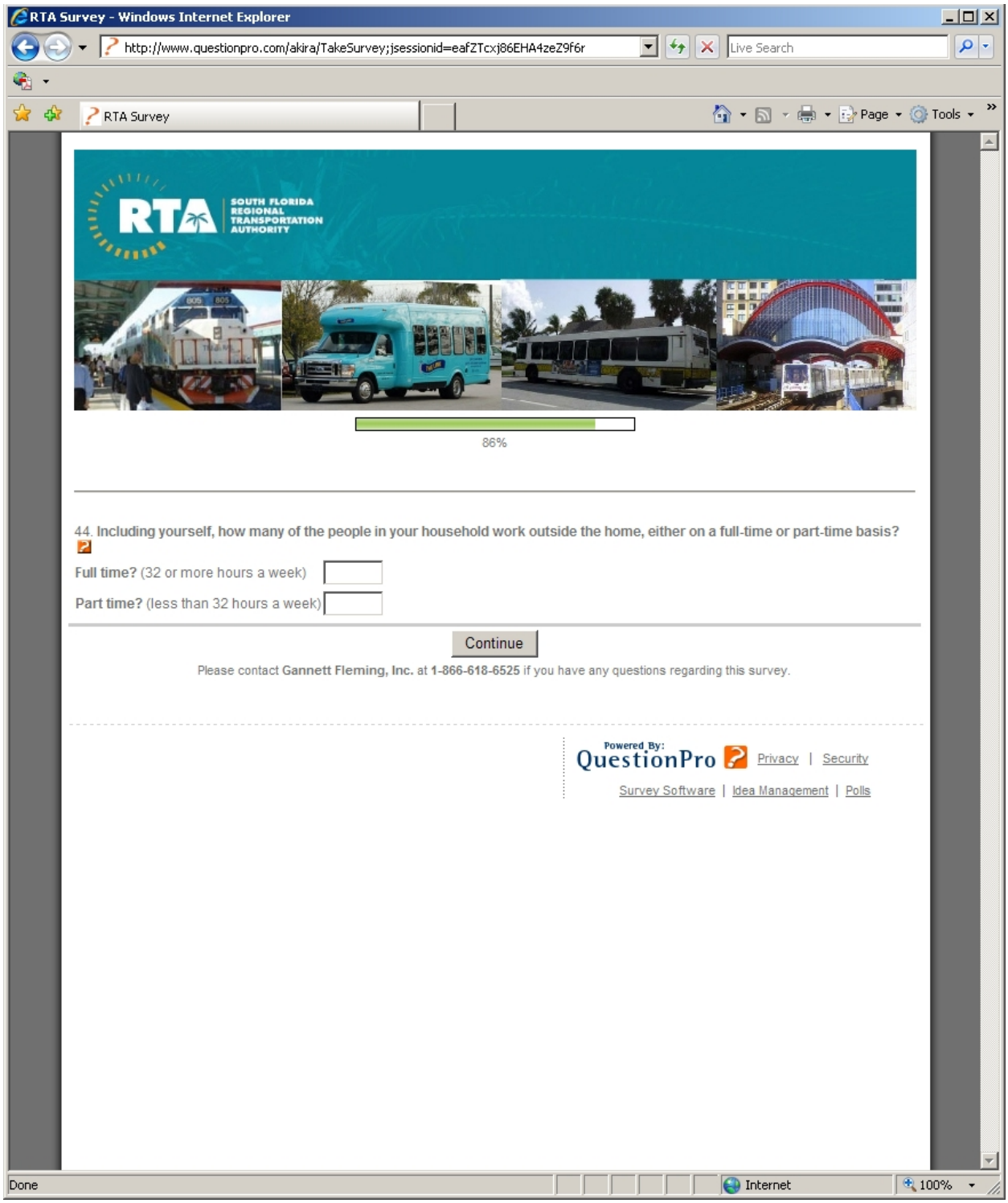
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86%
44. Including yourself, how many of the people in your household work outside the home, either on a full-time or part-time basis?
Full time? (32 or more hours a week)
Part time? (less than 32 hours a week)
Continue
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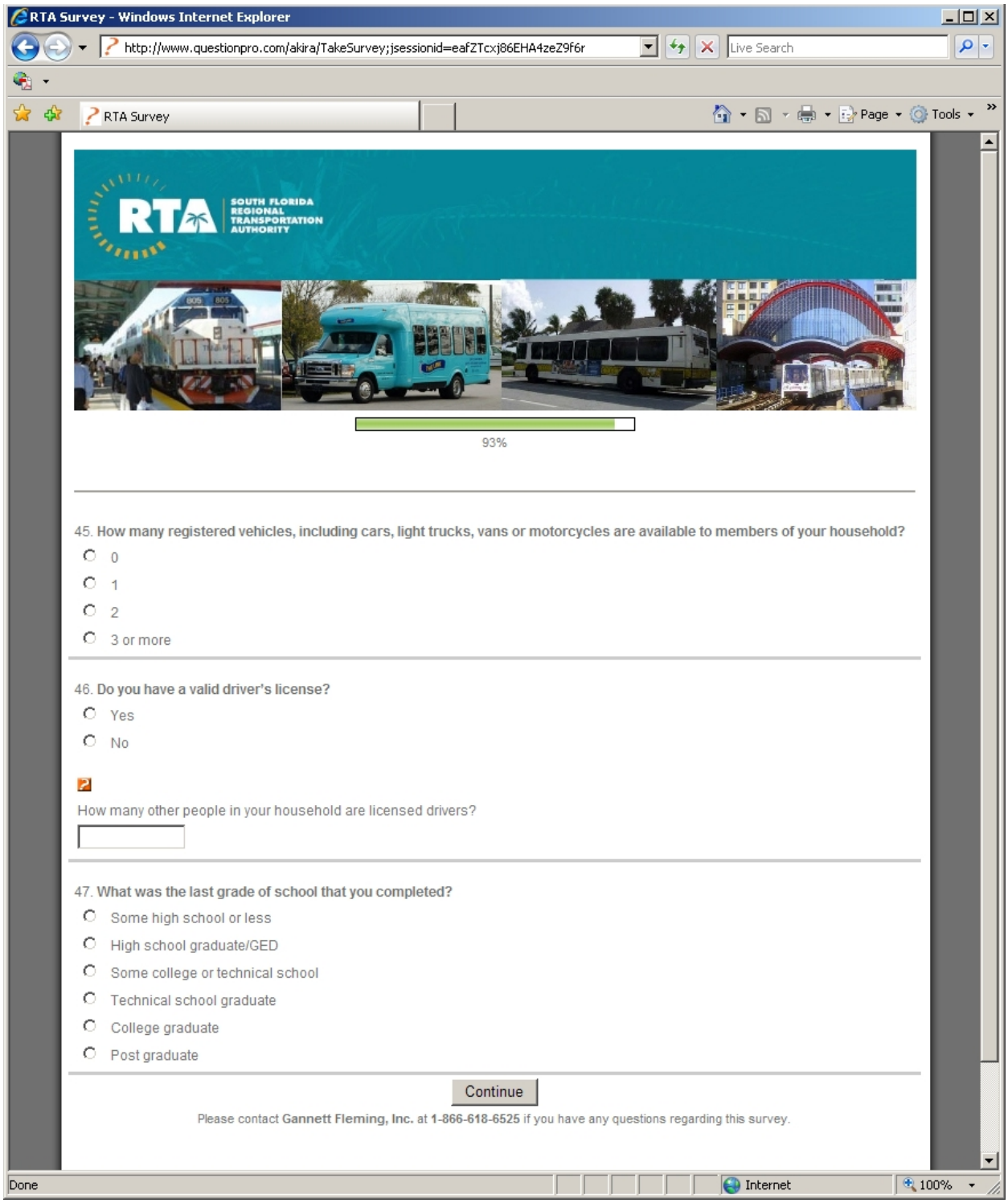

RTA Survey - Windows Internet Explorer

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RTA Survey

RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

93%

45. How many registered vehicles, including cars, light trucks, vans or motorcycles are available to members of your household?

- 0
- 1
- 2
- 3 or more

46. Do you have a valid driver's license?

- Yes
- No

How many other people in your household are licensed drivers?

47. What was the last grade of school that you completed?

- Some high school or less
- High school graduate/GED
- Some college or technical school
- Technical school graduate
- College graduate
- Post graduate

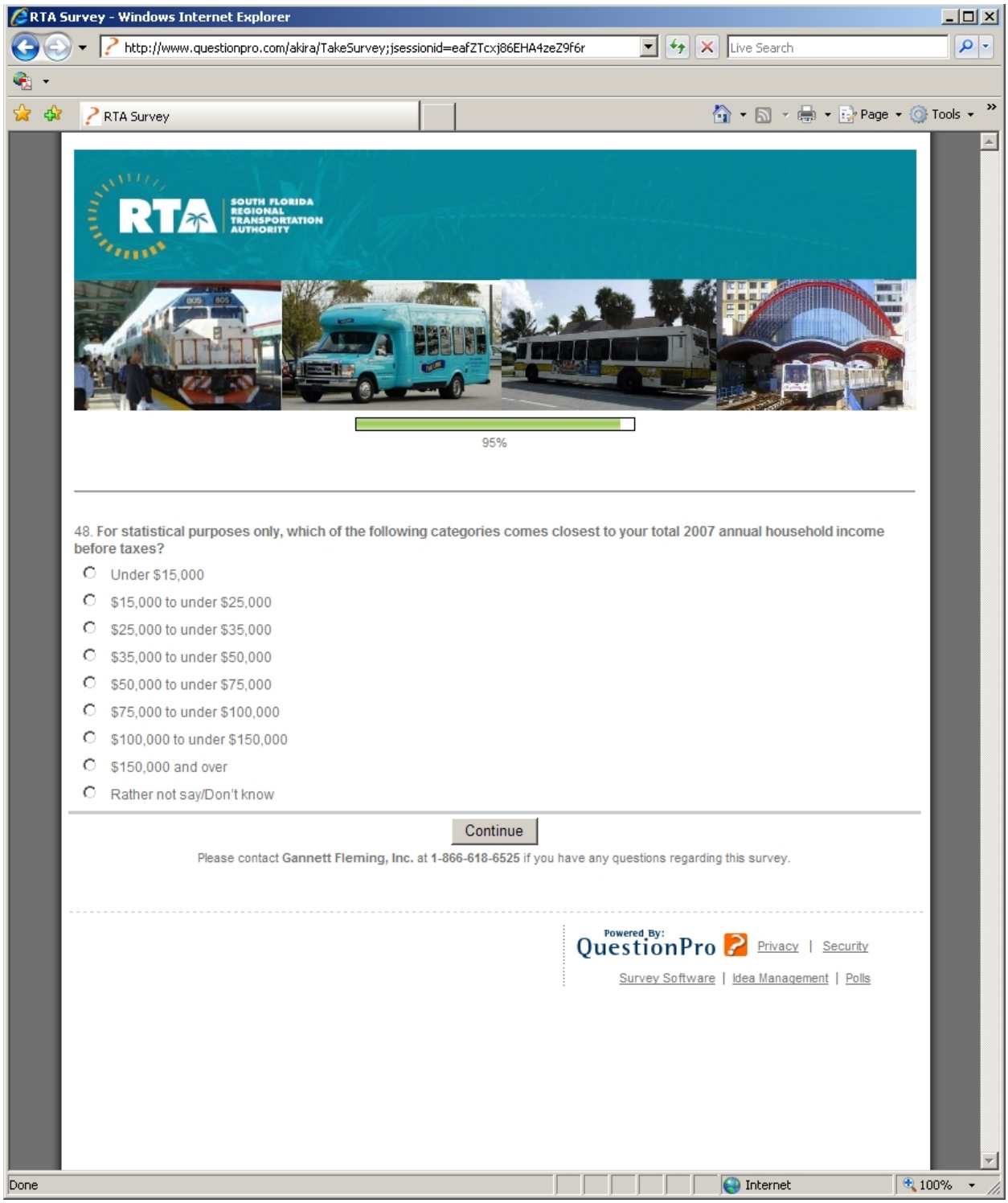
Continue

Please contact **Gannett Fleming, Inc.** at **1-866-618-6525** if you have any questions regarding this survey.

Done

Internet

100%



RTA Survey - Windows Internet Explorer

http://www.questionpro.com/akira/TakeSurvey;jsessionid=eafZTcxj86EHA4zeZ9f6r

RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

95%

48. For statistical purposes only, which of the following categories comes closest to your total 2007 annual household income before taxes?

- Under $15,000
- $15,000 to under $25,000
- $25,000 to under $35,000
- $35,000 to under $50,000
- $50,000 to under $75,000
- $75,000 to under $100,000
- $100,000 to under $150,000
- $150,000 and over
- Rather not say/Don't know

Continue

Please contact Gannett Fleming, Inc. at 1-866-618-6525 if you have any questions regarding this survey.

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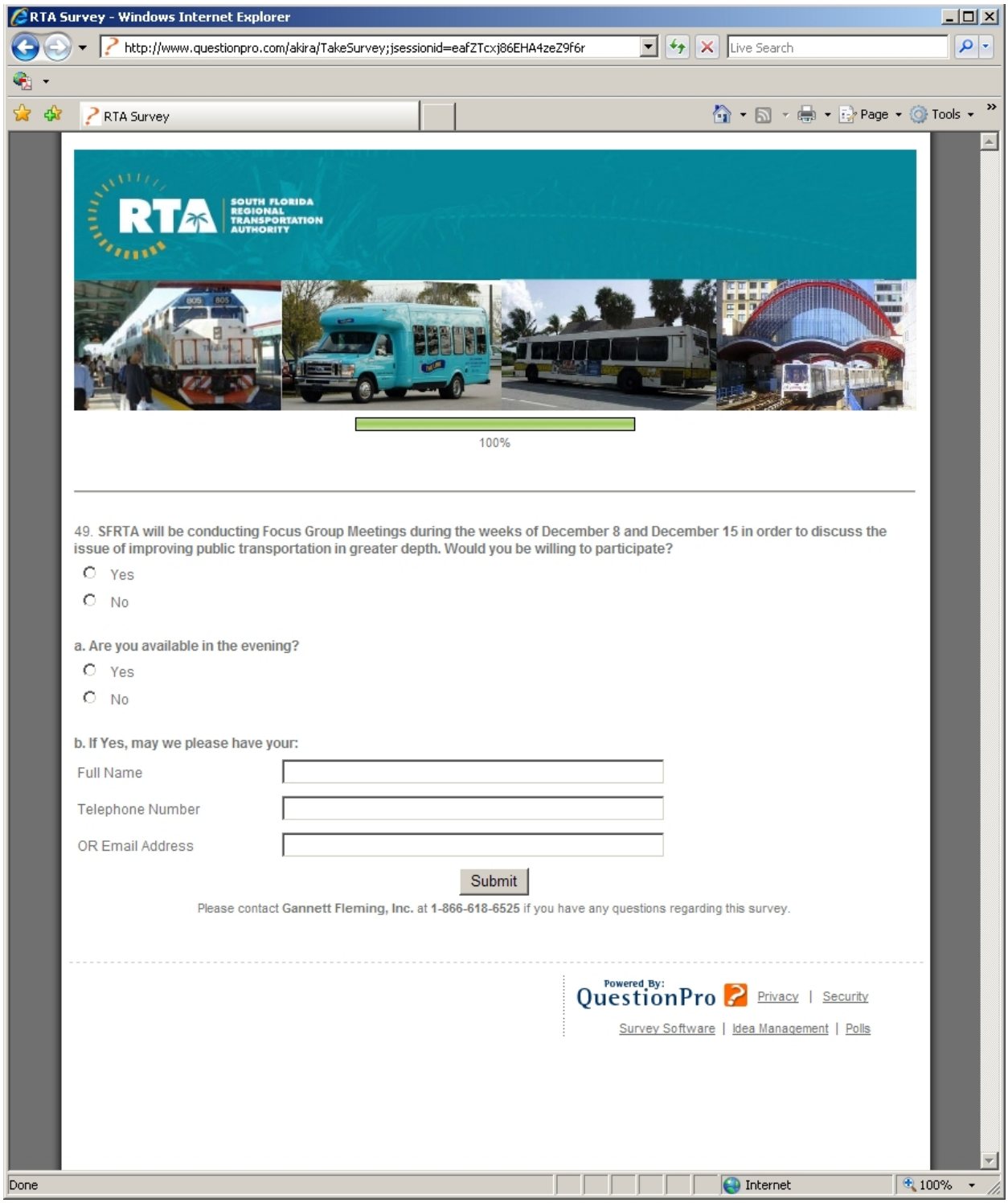
Survey Software | Idea Management | Polls



RTA Survey - Windows Internet Explorer

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RTA Survey

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

100%

49. SFRTA will be conducting Focus Group Meetings during the weeks of December 8 and December 15 in order to discuss the issue of improving public transportation in greater depth. Would you be willing to participate?

- Yes
- No

a. Are you available in the evening?

- Yes
- No

b. If Yes, may we please have your:

Full Name

Telephone Number

OR Email Address

Submit

Please contact **Gannett Fleming, Inc.** at **1-866-618-6525** if you have any questions regarding this survey.

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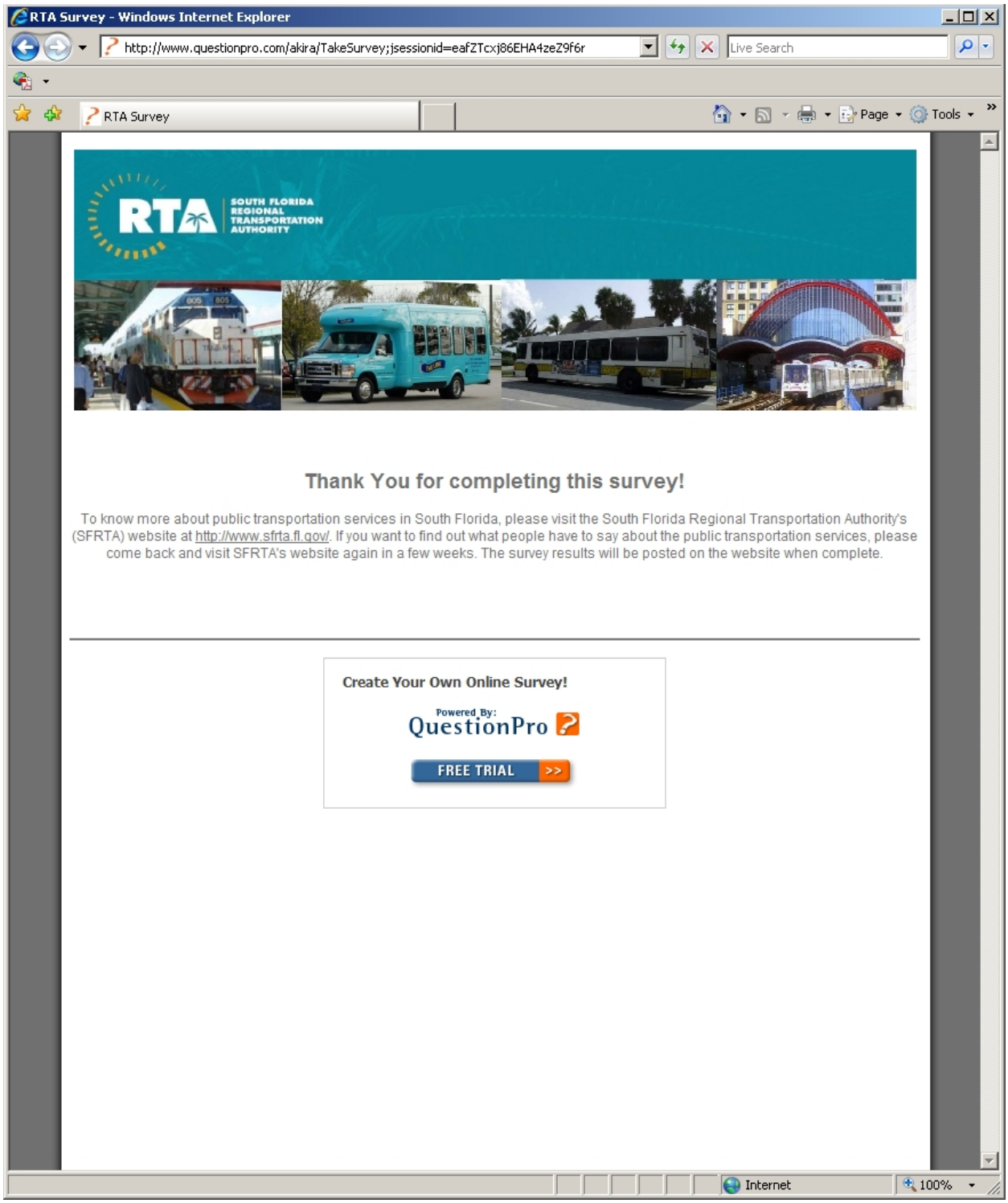
Survey Software | Idea Management | Polls

Done Internet 100%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Live Search
RTA Survey
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Tools
RTA
SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
Thank You for completing this survey!
To know more about public transportation services in South Florida, please visit the South Florida Regional Transportation Authority's (SFRTA) website at http://www.sfrta.fl.gov/. If you want to find out what people have to say about the public transportation services, please come back and visit SFRTA's website again in a few weeks. The survey results will be posted on the website when complete.
Create Your Own Online Survey!
Powered By:
QuestionPro
FREE TRIAL
Internet
100%

APPENDIX B: Telephone Survey Instrument

SFRTA Public Transportation Survey: Miami-Dade County

Hello, my name is %name and I am calling from the Florida Survey Research Center at the University of Florida. We're working with the South Florida Regional Transportation Authority, who operates public transportation in Broward, Miami-Dade, and Palm Beach Counties, to collect citizen opinions about using and funding public transportation in your area.

This is not a sales call and your answers will not be linked to your name in any way. You may stop the interview at any time. On average, this survey should take less than 10 minutes to complete. May I please speak with the person in the household who is age 18 or older and has the next birthday?

1. For this survey, we're speaking with adults who live in the South Florida region, so first, I need to confirm that you live in Miami-Dade County. Is that correct? [YNDR]

IF NO: Terminate – "I'm sorry, we're speaking with residents of Miami-Dade County. Thank you for your time. Have a nice evening (day)."

IF YES: Continue

1A. So that we can be sure that you live in our study area, may I please have your 5-digit zip code? [#, DR]

To make sure that everyone has the same understanding, I'm going to read you a brief description of public transportation. Public transportation is a transportation system that moves large numbers of people by means of trolley, bus, light rail, or commuter rail services. Public transportation is sometimes called mass transit or public transit.

2. In the past three months, have you used any type of public transportation in the South Florida region [Prompt if needed: "South Florida region" includes Miami-Dade County, Broward County, and Palm Beach County.] [YNDR]

IF NO:
2A. Have you ever used any type of public transportation in Florida, somewhere else in the United States, or anyplace else? [YNDR]

IF NO: GO TO Q7

IF YES:
When you used public transportation, were you:
2B. Going to work? [YNDR]
2C. Going shopping? [YNDR]

2D. Going out for entertainment or recreational purposes? [YNDR]
2E. On vacation? [YNDR]
2F. Other (please describe) [YNDR]

GO TO Q7

IF YES TO Q2:

3. In the past three months, have you used any type of public transportation to travel **within** Miami-Dade County? [YNDR]

4. In the past three months, have you used any type of public transportation to travel **between** Miami-Dade County and neighboring counties? [YNDR]

5. Do you **typically** use public transportation to commute to or from your workplace? [Yes, No, Not Applicable (Don't work or work at home), DK, R]

   IF YES, N/A, R: GO TO Q7

IF NO or DK:

6. Have you **ever** used public transportation to commute to or from your workplace? [YNDR]

Next, we'd like to ask you some more specific questions about public transportation services in the South Florida region.

7. Can you name the agency or agencies that provide public transportation services in the South Florida region? [Prompt if needed: "South Florida region" includes Miami-Dade County, Broward County, and Palm Beach County.] [**Do NOT read list. Mark ALL that apply.**] [checkbox
   Miami-Dade MetroRail
   Miami-Dade MetroBus
   Miami-Dade MetroMover
   TriRail
   Broward County Transit (BCT)
   West Palm Beach Downtown Trolley (WPBDT)
   Palm Beach County Transit (PalmTran)
   City Cruiser (Ft. Lauderdale Community Bus)
   South Florida Regional Transportation Authority (SFRTA)
   Other (specify)
   DK
   R]

FOR EACH NOT NAMED IN Q7:

8. Have you heard of:
   A. Miami-Dade MetroRail [YNDR]
   B. Miami-Dade MetroBus[YNDR]

C. Miami-Dade MetroMover [YNDR]
D. TriRail [YNDR]
E. Broward County Transit (BCT) [YNDR]
F. West Palm Beach Downtown Trolley (WPBDT) [YNDR]
G. Palm Beach County Transit (PalmTran) [YNDR]
H. City Cruiser (Ft. Lauderdale Community Bus) [YNDR]
I. South Florida Regional Transportation Authority (SFRTA) [YNDR]

9. Thinking about all the different types of public transportation services provided by various agencies in the South Florida region, what type of transportation services come to mind? [Prompt if needed: "South Florida region" includes Miami-Dade County, Broward County, and Palm Beach County.] [**Do NOT read list. Mark ALL that apply.**]
[checkbox
Bus service
Metro Rail
TriRail
MetroMover
ADA Paratransit services (for persons with disabilities)
Dial-a-ride serves
Van pool services
Park-and-Ride lots
Downtown circulator trolleys
Beach trolley service
Jitneys
Other (specify)
None
DK
R]

FOR EACH NOT NAMED IN Q9:
10. Are you aware that the South Florida region provides:
A. Bus service [YNDR]
B. Metro Rail [YNDR]
C. TriRail [YNDR]
D. MetroMover [YNDR]
E. ADA Paratransit services (for persons with disabilities) [YNDR]
F. Dial-a-ride serves [YNDR]
G. Van pool services [YNDR]
H. Park-and-Ride lots [YNDR]
I. Downtown circulator trolleys [YNDR]
J. Beach trolley service [YNDR]
K. Jitneys [YNDR]

Now, we have a few questions about your perceptions of public transportation in the South Florida region.

11. How important do you think public transportation is as part of the South Florida region's overall transportation system? Would you say public transportation is [Extremely important, Important, Neither important nor unimportant, Unimportant, or Not at all important, DK, R]?

12. Using a 5-point scale, where 5 means "high traffic" and 1 means "low traffic," how would you rate the level of traffic congestion that exists today in the South Florida region? [1-5, DR]

13. Over the past three years, do you think the level of traffic congestion in the South Florida region has [Increased greatly, Increased slightly, Stayed about the same, Decreased slightly, or Decreased greatly, DK, R]?

14. Over the next 5 to 10 years, do you think that the South Florida region's need for bus and rail service will [Increase greatly, Increase slightly, Stay about the same, Decrease slightly, or Decrease greatly, DK, R]?

15. Next, I'll read you a few statements concerning transportation in the South Florida region. Please tell me how much you agree or disagree with each statement, using a scale from 1 to 5, where 1 is "strongly disagree" and 5 is "strongly agree."

    An effective public transportation system:
    A. Can help the local economy [1-5, DR]
    B. Can help solve traffic congestion problems [1-5, DR]
    C. Can make other roadway improvements more effective [1-5, DR]
    D. Can benefit everyone in the region whether they use it or not [1-5, DR]
    E. Is important for the elderly and persons with disabilities [1-5, DR]
    F. Can help people get jobs [1-5, DR]

    [Alternate – Rotate Lists]
    An effective public transportation system:
    A. Can help people get to shopping, entertainment, and other services [1-5, DR]
    B. Can properly shape future growth [1-5, DR]
    C. Can help revitalize economically depressed areas [1-5, DR]
    D. Can help reduce greenhouse gas emissions [1-5, DR]
    E. Can improve the region's quality of life [1-5, DR]
    F. Can help South Florida's competitiveness with other regions [1-5, DR]

16. What is your overall perception about public transportation in the South Florida region? Would you say your opinion is [Highly positive, Somewhat positive, Neither positive nor negative, Somewhat negative, or Highly negative, DK, R]

17. Which of the following do you think is the most effective way to have the public's voice heard about issues related to public transportation? [**INT: Mark ONE response**.]
    [checkbox
    Get involved in studies and plans
    Participate on local transportation committees

Contact public officials and make their voices heard
Approve funding for new expanded public transportation services
None of the above
Public should not have a voice [**Do NOT read; Mark if mentioned by respondent**.]
DK
R]

Next, we have some questions about improvements and funding for public transportation in South Florida.

18. I'll read you a list of new ideas being considered to improve the overall public transportation system in the South Florida region. For each, please tell me how much of a priority you think the idea should be as a way to improve the public transportation system. Please use a scale from 1 to 5, where 1 is a "very low priority" and 5 is a "very high priority."

    A. Increase existing county bus service to provide seamless regional service [1-5, DR]
    B. Provide exclusive bus-only lanes on interstate highways [1-5, DR]
    C. Provide exclusive bus-only lanes on major streets [1-5, DR]
    D. Expand hours of service [1-5, DR]
    E. Build new light rail systems [1-5, DR]
    F. Extend TriRail to Jupiter, FL [1-5, DR]
    G. Extend TriRail to downtown Miami [1-5, DR]
    H. Extend MetroRail [1-5, DR]
    I. Start new rail service in the Florida East Coast (FEC) corridor [1-5, DR]

All transportation, including roads, requires some type of funding to build, operate, and maintain.

19. Using a 5-point scale, where 5 means you "strongly agree" and 1 means you "strongly disagree," please tell me how much you agree or disagree that each of the following sources of funding should be used to pay for public transportation services.

    A. Property tax [1-5, DR]
    B. Gasoline tax [1-5, DR]
    C. Development impact fees [1-5, DR]
    D. Income tax [1-5, DR]
    E. Redirect road funds to public transportation [1-5, DR]
    F. Sales tax [1-5, DR]
    G. Vehicle registration fee [1-5, DR]
    H. Rental car surcharge [1-5, DR]
    I. Road tolls [1-5, DR]
    J. Other (describe) [1-5, DR]

20. The Florida Department of Transportation is proposing a system of new express toll-lanes on South Florida's interstate highways. Using a 5-point scale where 5 means you "strongly

agree" and 1 means you "strongly disagree," please tell me how much you agree or disagree that the tolls collected from these new express lanes should be used to support regional public transportation instead of more roads. [1-5, DR]

21. How likely would you be to support some type of tax increase to fund **existing** public transportation in the South Florida region? If you had to decide today, would you be [Very likely, Somewhat likely, Neither likely nor unlikely, Somewhat unlikely, or Very unlikely, DK, R] to support some type of tax increase to fund existing public transportation?

    IF "Very" or "Somewhat" Likely: GO TO Q25

IF Neither, Somewhat or Very Unlikely:

22. How likely would you be to support some type of tax increase to fund a program of regional public transportation **improvements** in the South Florida region? If you had to decide today, would you be [Very likely, Somewhat likely, Neither likely nor unlikely, Somewhat unlikely, or Very unlikely, DK, R] to support some type of tax increase to fund a program of regional public transportation improvements?

    IF "Very" or "Somewhat" Likely: GO TO Q25

IF Neither, Somewhat or Very Unlikely:

23. Do you mind telling me why you are not likely to support a tax increase for public transportation? [**INT: Do NOT read. Mark ALL that apply**.]
    [checkbox
    Taxes are already too high
    Public transportation already has enough funding
    Benefits of public transportation are not readily apparent
    Other needs are more important than public transportation
    Other (describe)
    DK
    R]

24. If gas prices were to rise to an average of $4.00 per gallon or higher for regular unleaded, would you be willing to support some type of tax increase for public transportation in the South Florida region? [YNDR]

    GO TO Q26 (Demographics)

25. If gas prices were to fall to an average of $2.00 per gallon for regular unleaded, would you be willing to support some type of tax increase for public transportation in the South Florida region? [YNDR]

Finally, we just have a few demographic questions for statistical purposes.

26. Gender [**Don't ask, just record**] [M,F]

27. In which of the following categories does your age fall? [18 to 24; 25 to 34; 35 to 44; 45 to 54; 55 to 64; 65 to 74; 75 or older; R]

28. What is your current marital status? Are you [Single; Married or Living with a partner; Divorced or Separated; Widowed; R]?

29. What best describes your race? [INT: Mark ALL that apply.] [American Indian; Asian; Black/African American; Spanish/Hispanic/Latino; White/Caucasian; Other (describe); R]

30. Including yourself, how many people currently live in your household? [#, DR]

31. And, how many of these people in your household are under the age of 18? [#, DR]

32. Which of the following best describes your current employment situation? Are you employed full-time; employed part-time; not employed outside the home; retired; or a student? [Prompt if needed: Full-time = 32 hours a week or more; Part-time = less than 32 hours a week] [Full-time; Part-time; Not employed outside the home; Retired; Student; DK; R]

33. Not including yourself, how many people in your household work full-time outside the home? [Prompt if needed: 32 hours a week or more] [#, DR]

34. And not including yourself, how many people in your household work part-time outside the home? [Prompt if needed: Less than 32 hours per week] [#, DR]

35. How many registered vehicles, including cars, light trucks, vans or motorcycles are available to members of your household? [0 (none); 1; 2; 3 or more; DK; R]

36. Do you have a valid driver's license? [YNDR]

37. How many other people in your household are licensed drivers? [#, DR]

38. What was the last grade of school that you completed? [Some high school or less; High school graduate/GED; Some college or technical school; Technical school graduate; College graduate; Post graduate; Refused]

39. For statistical purposes only, which of the following categories comes closest to your total 2007 annual household income before taxes? Please stop me when I get to the correct range. [Under $15,000; $15,000 to under $25,000; $25,000 to under $35,000; $35,000 to under $50,000; $50,000 to under $75,000; $75,000 to under $100,000; $100,000 to under $150,000; $150,000 and over; DK; R]

40. SFRTA will be conducting Focus Group Meetings during the weeks of December 8 and December 15 in order to discuss the issue of improving public transportation in South Florida in greater depth. Would you be interested in participating in one of these focus groups? [YNDR]

IF YES:
40A. Are you available in the evening? [YNDR]

40B. May I please have your name? [text, DR]

40C. May I please have a phone number or email address where we can contact you with further information about these focus groups? [text]

41. Do you have any questions regarding this study or your rights as a participant? [YNDR]

IF YES: For questions regarding this study you may contact Dr. Mike Scicchitano at the Florida Survey Research Center toll free at 866-392-3475. For questions regarding your rights as a participant you may contact the University of Florida Institutional Review Board at 352-392-0433.

That concludes our survey, thank you very much for your time and participation.

APPENDIX C: Focus Group Questions

1. Why do you/don't you use public transportation?

2. What would be the number one change that would attract or influence you to use public transportation? What would be the number one improvement to the current public transportation system you would like to see happen?

3. Is the current system going to serve the area satisfactorily for the foreseeable future?

4. Should we pursue public transportation projects that have large, long term benefits or projects that have short term immediate benefits? Both?

5. Do you think the public should have a voice in the decisions about public transportation? What is the most effective way for the public to have its voice heard?

6. What are the best options to fund local public transportation? Do you think the state should do more to assist in funding local public transportation options?

7. Either a property tax or a sales tax could fund public transportation for years to come. Which, if either, do you prefer?

8. Would you support an elected official who advocates a new tax for public transportation? Who supports shifting funds from road building to public transportation?

9. The South Florida Regional Transportation Authority has created a Strategic Regional Transit Plan for South Florida that provides an strong regional network of new public transportation facilities, including new commuter rail in the FEC corridor, several new light rail systems and express buses that will carry over 40 million trips per year. The annual local cost to build and operate this system, excluding state and federal funds, is about $300 million per year. Which of the following revenue sources, if any, would you support to fund the local cost of a new regional public transportation system?

12 cent gas tax
3/10 penny sales tax
$240 auto title fee
$90 annual auto registration fee
Toll lanes on interstate
Combination of above

10. Given a quick explanation of Transit Oriented Development (TOD), do you believe it to be a good idea? Do you support the accompanying higher density surrounding major transit stops?

11. Does the apparent increase in our national concern for the environment make public transportation a more preferred option? Are you depending on alternative fuel cars to be the

answer? Is energy conservation a priority for you? Do you consider public transportation as a means of energy conservation? Are you aware of the greenhouse gas emission savings attributed to public transportation use?

APPENDIX D: Focus Group Screening Protocol

Hello, my name is _____ with Gannett Fleming, Inc., a consultant working for the South Florida Regional Transportation Authority. On a recent survey, you responded that you were interested in participating in a focus group on the subject of public transportation in South Florida.

1. Are you still interested in participating?	Yes	No (terminate with thanks)	
2. Do you still live or work in (Palm Beach, Broward, Miami-Dade) County?	Yes	No (terminate with thanks)	
3. Do you use public transportation more or less than once a month?	More	Less	
4. Are you available the evening of (PB-12/15; Br-12/9; MD-12/8)?	Yes	Don't know	No (terminate)
5. Can you get to (address) by (time)?	Yes	No (terminate)	
6. Do you or does anyone in your family work for SFRTA?	No	Yes/Refuse (terminate)	
7. Are you or anyone in your family retired from SFRTA?	No	Yes/Refuse (terminate)	
8. Do you or anyone in your family work for the news media such as a newspaper, radio or TV station?	No	Yes/Refuse (terminate)	

Confirm name, address and phone number: confirm attendance at specified date and time.

Name: _____

Address: _____

Phone: _____

Scheduled for: _____

APPENDIX E: Question Statistical Tables

Question: Have you ever used any type of public transportation any place in Florida, the USA or anyplace else? If yes, where did you go?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Yes	660	578	1238	83%	95%	88%
No or Don't Know	138	33	171	17%	5%	12%
Total	**798**	**611**	**1409**	**100%**	**100%**	**100%**

Answer	Count			Percent*		
	Telephone	Web	Combined	Telephone	Web	Combined
Going to Work	275	360	635	41%	62%	51%
Going Shopping /Entertainment	406	317	723	61%	55%	58%
On Vacation	292	358	650	44%	62%	52%
Other	182	239	421	27%	41%	34%
No. of Respondents	**663**	**578**	**1241**			

* Percent of total number of respondents rather than total number of responses.

Question: Have you used any type of public transportation in the South Florida region anytime in the past three months.

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Yes	171	278	449	84%	45%	55%
No or Don't Know	32	333	365	16%	55%	45%
Total	**203**	**611**	**814**	**100%**	**100%**	**100%**

Question: Have you used any type of public transportation to travel WITHIN your home county anytime within the past three months?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Yes	171	278	449	84%	45%	55%
No or Don't Know	32	**333**	365	16%	**55%**	**45%**
Total	**203**	**611**	**814**	**100%**	**100%**	**100%**

Question: Have you used any type of public transportation to travel BETWEEN your home county and neighboring counties in the past three months?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Yes	79	242	321	39%	40%	39%
No or Don't Know	124	**369**	493	61%	**60%**	**61%**
Total	**203**	**611**	**814**	**100%**	**100%**	**100%**

Question: If you work, do you typically use public transportation to commute to and from your workplace?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Yes	59	163	222	29%	27%	27%
No or Don't Know	144	**444**	588	71%	**73%**	**73%**
Total	**203**	**607**	**810**	**100%**	**100%**	**100%**

Question: Have you EVER used public transportation to commute to or from your workplace?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Yes	52	192	244	39%	43%	42%
No or Don't Know	82	**258**	340	61%	**57%**	**58%**
Total	**134**	**450**	**584**	**100%**	**100%**	**100%**

Question: What is the *main* reason you currently use public transportation?

Answer	Count	Percent
Convenience	99	29%
Economical services	36	11%
Gas price too high	26	8%
Traffic	63	19%
No vehicle/license	20	6%
Environmental concerns	28	8%
Incentive program at work	1	0%
Other (Please Specify)	69	20%
Total	**342**	**100%**

Note: Web Based Survey Only

Question: Have you ever decided not to board a bus because the bike rack was full?

Answer	Count	Percent
Yes	32	8%
No	378	92%
Total	**410**	**100%**

Note: Web Based Survey Only

Question: I do not use public transportation for the following reason(s): (Check all that apply)

Answer	Count	Percent*
Does not serve the area where I live	108	25%
Does not serve the area where I work	98	22%
Does not come close enough to where I live	169	39%
Does not come close enough to where I work	133	31%
Too expensive	23	5%
Too crowded	24	6%
Takes too much time	250	57%
Poorly maintained	58	13%
Poor amenities (stations, shelters, signs)	97	22%
Difficulty parking at station or lot or garage is full	41	9%
Unreliable service	122	28%
Schedules are not convenient	157	36%
Schedules and routes are too difficult to understand	73	17%
Not aware of what is available	62	14%
Like the privacy of my car	113	26%
My employer pays for my parking	12	3%
Do not feel safe	62	14%
Do not know how to use public transportation	17	4%
Other (Please Specify)	58	13%
Total Responses	**1677**	
Total Respondents	**436**	

*Calculated as percentage of total respondents (345), e.g. 108/345 = 31.30%

Note: Web Based Survey Only

Question: If you were to use public transportation, would you be more likely to use bus or rail?

Answer	Count	Percent
Bus	120	26%
Rail	342	74%
Total	**462**	**100%**

Note: Web Based Survey Only

Question: Which agency that provides public transportation services in the South Florida region are you familiar with? (Please check all that apply)

Answer	Count			Percent*		
	Telephone	Web	Combined	Telephone	Web	Combined
Miami-Dade Metrorail	924	402	1326	92%	65%	82%
Miami-Dade Metrobus	763	292	1055	76%	48%	65%
Miami-Dade Metromover	603	316	919	60%	51%	57%
Tri-Rail	923	482	1405	92%	79%	87%
Broward County Transit	615	239	854	61%	39%	53%
West Palm Beach Downtown Trolley	331	53	384	33%	9%	24%
Palm Beach County Transit	338	133	471	34%	22%	29%
City Cruiser	101	44	145	10%	7%	9%
SFRTA	346	170	516	35%	28%	32%
Other	57	31	88	6%	5%	5%
No. of Respondents	**1001**	**614**	**1615**			

* Calculated as percentage of total respondents rather than total responses.

Question: Which type of transportation services provided by the participating agencies in the South Florida region are you familiar with? (Please check all that apply)

Answer	Count			Percent*		
	Telephone	Web	Combined	Telephone	Web	Combined
Bus service	954	414	1368	95%	67%	85%
Metrorail	842	435	1277	84%	71%	79%
Tri-Rail	889	497	1386	89%	81%	86%
Metromover	567	344	911	57%	56%	56%
ADA Paratransit	547	51	598	55%	8%	37%
Dial-a-ride services	247	37	284	25%	6%	18%
Van pool services	297	73	370	30%	12%	23%
Park-and-Ride lots	687	189	876	69%	31%	54%
Downtown circulator trolleys	390	114	504	39%	19%	31%
Beach trolley service	275	81	356	27%	13%	22%
Jitneys	379	64	443	38%	10%	27%
Other	45	20	65	4%	3%	4%
Total	**1001**	**614**	**1615**			

* Calculated as percentage of total respondents rather than total responses.

Question: How important do you think public transportation is as part of the South Florida region's overall transportation system?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Extremely important	642	429	1071	64%	70%	66%
Important	278	146	424	28%	24%	26%
Neither important nor unimportant	26	19	45	3%	3%	3%
Unimportant	27	7	34	3%	1%	2%
Not at all important	15	12	27	2%	2%	2%
Don't know	12	2	14	1%	0%	1%
Refused	1	0	1	0%	0%	0%
Total	**1001**	**615**	**1616**	**100%**	**100%**	**100%**

Question: How would you describe the level of traffic congestion that exists today in the South Florida region?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
1. Low traffic	7	6	13	1%	1%	1%
2	12	4	16	1%	1%	1%
3	110	22	132	11%	4%	8%
4	217	110	327	22%	18%	20%
5. High traffic	637	468	1105	64%	76%	68%
Don't know	17	4	21	2%	1%	1%
Refused	1	0	1	0%	0%	0%
Total	**1001**	**614**	**1615**	**100%**	**100%**	**100%**

Question: Thinking of the past three years, do you think the level of traffic congestion has….?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Increased greatly	573	297	870	57%	48%	54%
Increased slightly	200	216	416	20%	35%	26%
Stayed about the same	142	67	209	14%	11%	13%
Decreased slightly	29	24	53	3%	4%	3%
Decreased greatly	31	3	34	3%	0%	2%
Don’t know	24	10	34	2%	2%	2%
Refused	2	0	2	0%	0%	0%
Total	**1001**	**617**	**1618**	**100%**	**100%**	**100%**

Question: Thinking now about the South Florida region in general, do you think that over the next 5 to 10 years the region's need for bus/rail service will….?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Increased greatly	551	471	1022	55%	77%	63%
Increased slightly	257	98	355	26%	16%	22%
Stayed about the same	101	26	127	10%	4%	8%
Decreased slightly	15	2	17	2%	0%	1%
Decreased greatly	24	8	32	2%	1%	2%
Don't know	49	8	57	5%	1%	4%
Refused	4	0	4	0%	0%	0%
Total	**1001**	**613**	**1614**	**100%**	**100%**	**100%**

Question: An effective public transportation system…….

Answer	Count			Average Score		
	Telephone	Web	Combined	Telephone	Web	Combined
can help the local economy	512	594	1106	4.375	4.392	4.384
can help solve traffic congestion problems	512	592	1104	4.441	4.446	4.444
can make other roadway improvements more effective	512	588	1100	4.128	4.267	4.202
can benefit everyone in the region whether they use it not	512	590	1102	4.217	4.320	4.272
is important for the elderly and persons with disabilities	512	590	1102	4.653	4.510	4.576
can help people get jobs	512	590	1102	4.250	4.251	4.251
can help people get to shopping, entertainment and other services	489	592	1081	4.424	4.277	4.343
can properly shape future growth	489	590	1079	4.282	4.388	4.340
can help revitalize economically depressed areas	489	591	1080	4.169	4.307	4.245
can help reduce greenhouse gas emissions	489	591	1080	4.256	4.448	4.361
can improve the region's quality of life	489	586	1075	4.219	4.336	4.283
can help South Florida's competitiveness with other regions	489	588	1077	4.145	4.442	4.307

Question: What is your overall perception about public transportation in the South Florida region? Would you say it is…?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Highly positive	168	40	208	17%	7%	13%
Somewhat positive	311	167	478	31%	28%	30%
Neither positive nor negative	184	81	265	18%	14%	17%
Somewhat negative	186	202	388	19%	34%	24%
Highly negative	125	100	225	12%	17%	14%
Don't know	23	6	29	2%	1%	2%
Refused	4	0	4	0%	0%	0%
Total	**1001**	**596**	**1597**	**100%**	**100%**	**100%**

Question: Do you agree or disagree that our elected officials are providing the transportation system you want?

Answer	Count	Percent
1 Strongly Disagree	229	39%
2	176	30%
3	133	22%
4	44	7 %
5 Strongly Agree	10	2%
Total	**592**	**100%**

Note: Web Based Survey Only

Question: Today, do you think the public has a voice in decisions about public transportation?

Answer	Count	Percent
Yes	133	22%
No	365	61%
Don't Know	97	17%
Total	**595**	**100%**

Note: Web Based Survey Only

Question: Do you think the public *should have* a voice in decisions about public transportation in the future?

Answer	Count	Percent
Yes	565	95%
No	16	3%
Don't Know	13	2%
Total	**594**	**100%**

Question: Which do you think is the most effective way to have the public's voice heard about issues related to public transportation?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Get involved in studies and plans	106	109	215	11%	18%	14%
Participate on local transportation committees	130	106	236	13%	18%	15%
Contact public officials and make their voices heard	293	127	420	29%	22%	26%
Approve funding for new expanded public transportation	306	159	465	31%	27%	29%
Public should not have a voice	1	9	10	0%	2%	1%
None of the above	95	1	96	9%	0%	6%
Don't know	65	47	112	6%	8%	7%
Other	0	32	32	0%	5%	2%
Refused	5	0	5	1%	0%	0%
Total	**1001**	**590**	**1591**	**100%**	**100%**	**100%**

Question: The following is a list of new ideas being considered to improve the overall public transportation system in the South Florida region. For each, how much priority do you think the idea should be given as a way to improve the public transportation system?

Answer	No. of Responses			Average Score		
	Telephone	Web	Combined	Telephone	Web	Combined
Increase existing county bus service to provide seamless regional service	1001	561	1562	4.037	3.964	4.011
Provide exclusive bus only lanes on interstate highways	1001	563	1564	3.359	3.337	3.351
Provide exclusive bus only lanes on major streets	1001	558	1559	3.180	3.308	3.226
Expand hours of service	1001	555	1556	4.014	4.002	4.010
Build new light rail systems	1001	561	1562	4.012	4.335	4.128
Extend Tri-Rail to Jupiter, FL	1001	551	1552	3.831	4.078	3.919
Extend Tri-Rail to downtown Miami	1001	562	1563	4.395	4.418	4.403
Extend Metrorail	1001	552	1553	4.265	4.435	4.325
Start new rail service in the Florida East Coast (FEC) corridor	1001	563	1564	3.831	4.393	4.033

Question: Funding for public transportation is more or less important than the following:

Answer	Count	Average Score
Schools	570	2.632
Colleges	569	3.011
Fire and Police	569	2.764
New Roads	569	3.777
Parks	571	3.630

Question: How much do you agree that each of the following sources of funding should be used to pay for public transportation services?

Answer	Count			Average Score		
	Telephone	Web	Combined	Telephone	Web	Combined
Property tax	1001	539	1540	2.480	2.753	2.576
Gasoline tax	1001	554	1555	3.040	3.926	3.356
Development impact fees	1001	544	1545	3.417	4.105	3.659
Income tax	1001	542	1543	2.135	2.480	2.256
Sales tax	1001	550	1551	2.804	3.300	2.980
Vehicle registration fee	1001	548	1549	3.049	3.589	3.240
Rental car surcharge	1001	554	1555	3.137	3.939	3.423
Road tolls	1001	548	1549	2.900	3.606	3.150
Redirect road funds to public transportation	1001	552	1553	3.507	3.913	3.651

Question: The Florida Department of Transportation is proposing a system of managed lanes on South Florida's interstate highways that would provide new tolled express lanes. How much do you agree or disagree that these new tolls should be used to support regional public transportation instead of more roads?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
1 Strongly Disagree	148	79	227	15%	14%	15%
2	58	28	86	6%	5%	6%
3	185	71	256	18%	13%	16%
4	204	82	286	20%	15%	18%
5 Strongly Agree	343	285	628	34%	51%	40%
Don't know	47	15	62	5%	3%	4%
Refused	16	0	16	2%	0%	1%
Total	**1001**	**560**	**1561**	**100%**	**100%**	**100%**

Question: Did you know that every $1 taxpayers invest in public transportation generates $6 in economic returns including increased business sales and creation of jobs?

Answer	Count	Percent
Yes	109	20%
No	448	80%
Total	**557**	**100%**

Note: Web Based Survey Only

Question: Given Florida's current economic downturn, would you support increased public transportation spending to help stimulate the economy?

Answer	Count	Percent
Yes	477	88%
No	68	12%
Total	545	100%

Note: Web Based Survey Only

Question: If you made transportation investment decisions for the region, how would you split funding between roads and public transportation? What percentage to roads and what percentage to public transportation?

Answer	Count	Percent
0-100	3	0.6%
01-99	1	0.2%
05-95	4	0.8%
10-90	11	2.1%
15-85	4	0.8%
20-80	18	3.4%
25-75	39	7.4%
30-70	47	8.9%
33-67	2	0.4%
35-65	26	4.9%
40-60	82	15.6%
45-55	22	4.2%
50-50	106	20.2%
52-48	1	0.2%
55-45	7	1.3%
60-40	50	9.5%
65-35	12	2.3%
66-34	1	0.2%
70-30	25	4.8%
75-25	21	4.0%
78-22	1	0.2%
80-20	10	1.9%
85-15	9	1.7%
90-10	11	2.1%
95-05	6	1.1%
97-03	1	0.2%
99-01	2	0.4%
100-0	4	0.8%
Total	526	100.0%

Note: Web Based Survey Only

Question: How likely would you be to support some type of tax increase to fund *existing* public transportation in the South Florida region? If you had to decide today, would you be…?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Very unlikely	352	133	485	35%	25%	31%
Somewhat unlikely	138	53	191	14%	10%	12%
Neither likely nor unlikely	83	106	189	8%	20%	12%
Somewhat likely	258	102	360	26%	19%	23%
Very likely	125	131	256	12%	24%	17%
Don't know	30	17	47	3%	3%	3%
Refused	15	0	15	2%	0%	1%
Total	**1001**	**542**	**1543**	**100%**	**100%**	**100%**

Question: How likely would you be to support some type of tax increase to fund a program of regional public transportation improvements in South Florida?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Very unlikely	274	97	371	44%	18%	32%
Somewhat unlikely	116	44	160	19%	8%	14%
Neither likely nor unlikely	74	84	158	12%	15%	14%
Somewhat likely	85	116	201	14%	21%	17%
Very likely	29	186	215	5%	34%	19%
Don't know	23	15	38	4%	3%	3%
Refused	17	0	17	3%	0%	1%
Total	**618**	**542**	**1160**	**100%**	**100%**	**100%**

Question: If you are unlikely to support a tax increase to fund either existing or future public transportation improvements, check the reasons below.

Answer	Count			Percent*		
	Telephone	Web	Combined	Telephone	Web	Combined
Taxes already too high	242	97	339	48%	61%	51%
Benefits of public transportation are not readily apparent	40	17	57	8%	11%	9%
Other needs are more important than public transportation	28	18	46	6%	11%	7%
Don't know	28	9	37	6%	6%	6%
Other	179	18	197	36%	11%	30%
Refused	18	0	18	4%	0%	3%
No. of Respondents	**504**	**159**	**663**			

* Percent of number of respondents rather than total number of responses.

Question: If gas prices were to fall to an average of $2.00 per gallon for regular unleaded would you still support some type of tax increase to ensure that public transportation in the South Florida region has adequate funding?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Yes	358	338	696	71%	88%	78%
No	121	18	139	24%	5%	16%
Don't Know	20	29	49	4%	8%	6%
Refused	5	0	5	1%	0%	1%
Total	**504**	**385**	**889**	**100%**	**100%**	**100%**

Question: If gas prices rise to an average price of $4.00 per gallon or higher for regular unleaded would you then support some type of tax increase to ensure that public transportation in the South Florida region has adequate funding?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Yes	101	335	436	20%	62%	42%
No	362	146	508	72%	27%	49%
Don't Know	30	63	93	6%	12%	9%
Refused	11	0	11	2%	0%	1%
Total	**504**	**544**	**1048**	**100%**	**100%**	**100%**

Question: The transportation sector produces 1/3 of all greenhouse emissions with 55% of a typical 2 car family's greenhouse emissions coming from their automobiles. If one car was replaced by public transportation, your family could possibly save over $9000 per year and your greenhouse emissions would be cut by 30%.

Given the above information, how likely are you now to:

Answer	Count	Average Score
Try public transportation	527	4.091
Support new funding to improve public transportation	527	4.080
Support new funding for public transportation even if you don't plan on using it	524	4.025
Support increased gas taxes to fund improved public transportation	528	3.663
Support increased vehicle registration fees to fund improved public transportation	523	3.669
Support tolling some interstates to fund public transportation	526	3.468

Note: Web Based Survey Only

APPENDIX F: Demographic Statistical Tables

Question: In which of these categories does your age fall?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
18-24 years old	36	40	76	4%	7%	5%
25-34	75	115	190	7%	21%	12%
35-44	181	109	290	18%	20%	19%
45-54	221	131	352	22%	24%	23%
55-64	196	106	302	20%	20%	20%
65-74	159	30	189	16%	6%	12%
75 or older	106	5	111	11%	1%	7%
Refused	27	0	27	3%	0%	2%
Total	**1001**	**536**	**1537**	**100%**	**100%**	**100%**

Question: What is your current marital status?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Single	226	171	397	23%	32%	26%
Married/living with partner	551	307	858	55%	57%	56%
Divorced/separated	101	50	151	10%	9%	10%
Widowed	94	8	102	9%	1%	7%
Refused	29	0	29	3%	0%	2%
Total	**1001**	**536**	**1537**	**100%**	**100%**	**100%**

Question: What best describes your race? (You can check more than one.)

Answer	Count			Percent*		
	Telephone	Web	Combined	Telephone	Web	Combined
American Indian	4	3	7	0%	1%	0%
Asian	21	7	28	2%	1%	2%
Black/African American	139	39	178	14%	8%	12%
Spanish/Hispanic/Latino	164	143	307	16%	28%	22%
White/Caucasian	628	340	968	63%	66%	64%
Other	32	9	41	3%	2%	3%
Refused	40	0	40	4%	0%	4%
No. of Respondents	**1001**	**517**	**1518**			

* Percent of total number of respondents rather than total number of responses.

Question: Including yourself, how many people currently live in your household?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
1	208	89	297	21%	18%	20%
2	358	201	559	36%	40%	37%
3	183	104	287	18%	21%	19%
4	137	72	209	14%	14%	14%
5	59	30	89	6%	6%	6%
6	22	3	25	2%	1%	2%
7 or more	7	5	12	1%	1%	1%
Don't Know	1	0	1	0%	0%	0%
Refused	26	0	26	3%	0%	2%
Total	**1001**	**504**	**1505**	**100%**	**100%**	**100%**

Question: And how many of these people in your household are under the age of 18?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
1	149	80	229	15%	16%	15%
2	95	47	142	9%	9%	9%
3	29	14	43	3%	3%	3%
4 or more	14	3	17	1%	1%	1%
Don't Know	2	0	2	0%	0%	0%
Refused	26	0	26	3%	0%	2%
Total	**1001**	**504**	**1505**	**100%**	**100%**	**100%**

Question: What is your employment status?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Full Time	478	527	1005	48%	81%	61%
Part Time	88	29	117	9%	4%	7%
Self Employed	103	43	146	10%	7%	9%
Retired	285	22	307	28%	3%	19%
Student	25	32	57	3%	5%	3%
Don't Know	1	0	1	0%	0%	0%
Refused	21	0	21	2%	0%	1%
Total	**1001**	**653**	**1654**	**100%**	**100%**	**100%**

Question: Including yourself, how many people in your household work full-time outside the home?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
0	497	26	523	50%	5%	35%
1	363	208	571	36%	42%	38%
2	86	219	305	9%	45%	20%
3	18	28	46	2%	6%	3%
4 or more	7	9	16	1%	2%	1%
Don't Know	1	0	1	0%	0%	0%
Refused	29	0	29	3%	0%	2%
Total	**1001**	**490**	**1491**	**100%**	**100%**	**100%**

Question: Including yourself, how many people in your household work part-time outside the home?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
0	843	387	1230	84%	79%	82%
1	114	87	201	11%	18%	13%
2	10	14	24	1%	3%	2%
3 or more	2	2	4	0%	0%	0%
Don't Know	3	0	3	0%	0%	0%
Refused	29	0	29	3%	0%	2%
Total	**1001**	**490**	**1491**	**100%**	**100%**	**100%**

Question: How many registered vehicles, including cars, light trucks, vans or motorcycles are available to members of your household?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
0	52	16	68	5%	3%	4%
1	294	126	420	29%	24%	27%
2	396	269	665	40%	51%	43%
3 or more	227	120	347	23%	23%	23%
Don't Know	3	0	3	0%	0%	0%
Refused	29	0	29	3%	0%	2%
Total	**1001**	**531**	**1532**	**100%**	**100%**	**100%**

Question: Do you have a valid driver's license?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Yes	921	515	1436	92%	96%	93%
No	50	20	70	5%	4%	5%
Refused	30	0	30	3%	0%	2%
Total	**1001**	**535**	**1536**	**100%**	**100%**	**100%**

Question: How many other people in your household are licensed drivers?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
0	260	75	335	26%	16%	23%
1	454	222	676	45%	48%	46%
2	159	111	270	16%	24%	18%
3	70	39	109	7%	8%	7%
4	20	12	32	2%	3%	2%
5	3	3	6	0%	1%	0%
6	1	1	2	0%	0%	0%
7 or more	1	1	2	0%	0%	0%
Don't Know	2	0	2	0%	0%	0%
Refused	31	0	31	3%	0%	2%
Total	**1001**	**464**	**1465**	**100%**	**100%**	**100%**

Question: What was the last grade of school that you completed?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Some high school or less	38	3	41	4%	1%	3%
High school graduate/GED	167	34	201	17%	6%	13%
Some college or technical school	167	108	275	17%	20%	18%
Technical school graduate	14	11	25	1%	2%	2%
College graduate	362	223	585	36%	42%	38%
Post graduate	217	156	373	22%	29%	24%
Refused	36	0	36	4%	0%	2%
Total	**1001**	**535**	**1536**	**100%**	**100%**	**100%**

Question: For statistical purposes only, which of the following categories comes closest to your total 2007 annual household income before taxes?

Answer	Count			Percent		
	Telephone	Web	Combined	Telephone	Web	Combined
Under $15,000	50	8	58	5%	2%	4%
$15,000 to under $25,000	61	12	73	6%	2%	5%
$25,000 to under $35,000	56	32	88	6%	6%	6%
$35,000 to under $50,000	107	70	177	11%	13%	12%
$50,000 to under $75,000	144	97	241	14%	18%	16%
$75,000 to under $100,000	114	95	209	11%	18%	14%
$100,000 to under $150,000	109	93	202	11%	18%	13%
$150,000 and over	108	49	157	11%	9%	10%
Rather not say/Don’t know	252	69	321	25%	13%	21%
Total	**1001**	**525**	**1526**	**100%**	**100%**	**100%**

APPENDIX G: "Other" Reasons for Using Public Transportation

Telephone Survey

"Other" Responses Grouped by Categories	Frequency
Airport	9
Car problems/emergency	18
Convenience/Cost	22
Court/Jury duty	16
Doctor/hospital	15
Meeting/business	11
School	68
Visiting/to see friends	18
Entertainment/errands	4
Miscellaneous	3

Web-based Survey

"Other" Responses Grouped by Categories	Frequency
Airport	5
Car problems/emergency	7
Convenience/Cost	17
School	1
Visiting/to see friends	2
Personal reasons	2
Entertainment	8
Disability related	1
Miscellaneous	2

APPENDIX H: "Other" Reasons for Not Using Public Transportation

Web-based Survey

"Other" Responses Grouped by Categories	Frequency
Lack of Need	16
Lack of Convenience/Reliability	34
Use Car for Work	5
Dislike experience	3
Disability related	1
Miscellaneous	1

APPENDIX I: "Other" Agencies Providing Public Transportation Services

Telephone Survey

"Other" Responses	Frequency
Amtrak	11
MTA	3
Taxi / Yellow Taxi	4
Jitneys	2
Metro Dade Transit	2
Miami Dade Public Transit Authority	2
Paratransit services	2
Public Utilities Commission	2
Airport bus	1
Airports	1
Bus for people with disabilities	1
Call agency and pick people up	1
City of Doral trolley to the Miami International Mall	1
Coral Gables trolley	1
Coral Springs bus	1
Cotran	1
County Transit system	1
Davie Public Transportation	1
Developmental office	1
FTS	1
GMG	1
Greyhound	1
Handi van	1
Hialeah City Transit	1
Interail	1
Kindle cat	1
Lolly the Trolly	1
Metro Dade	1
Metro Transit Authority	1
Miami Dade County Public Transportation	1
Miami Dade County Transit	1
Miami Dade Trolley	1
People Mover in Broward County	1
Plantation Tram	1
Pompano City Transit	1
STS	1
TOPS	1

APPENDIX I: "Other" Agencies Providing Public Transportation Services (cont.)

"Other" Responses Continued	Frequency
Transportation for seniors	1
Trolley	1
Water bus	1

Web-based Survey

"Other" Responses	Frequency
Sun Trolley	4
Miami-Dade Transit	1
Boynton Trolley, Delray Roundabout, etc.	1
Motorized trolley at Tri-Rail	1
Margate inter-city bus	2
Doral Trolley	3
Tri-rail feeder bus	1
Connection	1
Delray Beach Shuttle	1
Local bus service	1
City Community Buses	1
Shuttle between Yamato and Town Center.	1
The Breeze	2
Amtrak	2
Coral Gables Trolley	2
I-Bus	1
Sidewalks	1
Miami Beach Metromover	1
Taxis	1

APPENDIX J: "Other" Public Transportation Services in the South Florida Region

Telephone Survey

"Other" Responses	Frequency
Subway	8
Train	7
Amtrak	6
PalmTran	3
Coral Gables trolley	2
Taxis	2
Trolleys	2
A boat that takes people between counties	1
Airlines	1
Boats on the Intracoastal between hotels	1
Broward County Transit	1
Broward Transit and Pelican Hopper	1
Diva Duck	1
Fort Lauderdale water taxi	1
Hop a Shopper	1
Limousine Company	1
Miami Dade Airport Authority	1
Minibus	1
Shuttles	1
The Connection	1
The Tram	1
People Mover	1
Ferry	1
Water taxi in Broward	1

APPENDIX J: "Other" Public Transportation Services in the South Florida Region (cont.)

Web-based Survey

"Other" Responses	Frequency
Tri-Rail shuttle	2
Water Taxi	1
Motorized trolley at Tri-Rail	1
Margate inter-city bus	2
Delray Beach Roundabout	1
City Community Buses	1
Shuttle	1
Doral trolley	2
RTA	1
Broward County community shuttle bus services	1
Bike and ride	2
Amtrak	1
I-Bus	1
Sidewalks	1
Taxis	1
Coral Gables trolley	1
Emergency ride home	1

APPENDIX K: "Other" Comments about Public Involvement

Web-based Survey

"Other" Responses Grouped by Categories	Frequency
Use e-mail/internet	3
Use more surveys	4
Vote	8
Public should participate in political system	3
Public officials should ride public transportation system	3
Users should pay more	2
Hold public hearings/town hall meetings in evening	3
Use all possible means	3
Miscellaneous	3

APPENDIX L: "Other" Reasons for Not Supporting a Tax Increase to Fund Public Transportation

Telephone Survey

"Other" Responses Grouped by Categories	Frequency
Bad economy	20
Better management of funds	17
Can't afford to pay more taxes	10
Depends on type of tax	7
Don't trust the government to spend money appropriately	46
Don't use public transportation	31
Against tax increases	8
Those who use it should pay for it	10
Don't trust big business	4
Enough funds already exist/divert from other sources	13
Use impact fees	1
Use federal funds	1
Not well enough informed	4
Public transportation not a high priority	9
Miscellaneous	4

APPENDIX L: "Other" Reasons for Not Supporting a Tax Increase to Fund Public Transportation (cont.)

Web-based Survey

"Other" Responses Grouped by Categories	Frequency
Bad economy	1
Better management of funds	2
Can't afford to pay more taxes	1
Depends on type of tax	2
Don't trust the government to spend money appropriately	9
Those who use it should pay for it	1
Not well enough informed	2

APPENDIX M: "Other" Race Responses

Telephone Survey

"Other" responses	Frequency
Caribbean	2
Jamaican	2
East Indian	2
Mixed	2
West Indies	1
Irish, Indian	1
Born in Brazil	1
Canadian Polish	1
Indian American	1
Irish American	1
Italian American	1
Multiple	1
Pacific Islander	1
Scottish	1
Serbian	1
European	1
Afro-Caribbean	1
American	1
Biracial	1
Brazilian	1
Caribbean-American	1
Jewish	1
White Brazilian Portuguese	1
American	1
Pacific Islander, Pakistani	1
Haitian	1
Non-Hispanic and Non-Black	1
Refused	1

Web-based Survey

"Other" responses	Frequency
Caribbean	3
Eurasian	1
Native-born American	1
Refused	4

Revised
1/22/09

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

GOVERNING BOARD

REGULAR MEETING AGENDA
JANUARY 23, 2009
9:30 a.m.

South Florida Regional Transportation Authority
Board Room
800 NW 33rd Street
Suite 100
Pompano Beach, FL 33064

SFRTA BOARD MEETINGS ARE SCHEDULED ON THE FOURTH FRIDAY OF EACH MONTH AT 9:30 A.M. FOR FURTHER INFORMATION CALL (954)942-RAIL (7245). TIME OF MEETINGS SUBJECT TO CHANGE.

SFRTA Board Members

Commissioner Bruno Barreiro
Alice N. Bravo
James A. Cummings
Commissioner Josephus Eggelletion, Chair
Marie Horenburger
Commissioner Jeff Koons
Felix M. Lasarte
George Morgan, Jr.
F. Martin Perry

Executive Director

Joseph Giulietti

DELETED

R8. MOTION TO APPROVE: Service Agreement between the South Florida Regional Transportation Authority (SFRTA) and Palm Beach County in an amount not to exceed $161,719.00 for Palm Tran to provide shuttle bus service between the Boca Raton Tri- Rail Station, Florida Atlantic University (FAU), the Palm Beach Community College (PBCC) campuses and Federal Highway.

Department: Operations
Project Manager: James De Vaughn

Department Director: Bradley Barkman
Contracts Director: Christopher Bross

R9. MOTION TO APPROVE: Interlocal Agreement between the South Florida Regional Transportation Authority (SFRTA) and Broward County in the amount of $4,135,298 for Operating Funds, $2,670,000 for dedicated recurring annual contributions and $312,242 for feeder bus service. This Agreement commences July 1, 2008 and ends June 30, 2009 (Exhibit 1).

Department: Finance and Information Technology
Project Manager: Elizabeth Walter

Department Director: Edward T. Woods
Procurement Director: Chris Bross

INFORMATION / PRESENTATION ITEMS

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

I-1 INFORMATION – Planning Technical Advisory Committee Report

I-2 INFORMATION – Fiscal Year 2007-08 Annual Audit Reports

I-3 INFORMATION – SFRTA Public Opinion Study

I-4 INFORMATION – South Florida East Coast Corridor Transit Analysis

COMMITTEE REPORTS / MINUTES

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

A. PROPERTY TASK FORCE
B. CONSTRUCTION OVERSIGHT COMMITTEE
C. PLANNING TECHNICAL ADVISORY COMMITTEE
D. MARKETING COMMITTEE
E. OPERATIONS TECHNICAL COMMITTEE
F. CITIZENS ADVISORY COMMITTEE
G. AUDIT COMMITTEE
H. LEGISLATIVE COMMITTEE
I. ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

AGENDA ITEM NO. I-3

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: JANUARY 23, 2009

AGENDA ITEM REPORT

☒ Information Item ☒ Presentation

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
PUBLIC OPINION STUDY

SUMMARY EXPLANATION AND BACKGROUND:

The South Florida Regional Transportation Authority (SFRTA) Planning Office conducted a Public Opinion Study, which consisted of three survey efforts. The goal of these surveys (telephone, web-based, and focus groups) was to gauge the public's perception on public transportation, specifically issues such as preferred dedicated funding sources and ways to attract new riders. All three surveys targeted the tri-county region. An explanation of the survey methods and results will be presented during the January 2009 Board Meeting.

Department: Planning & Capital Development
Project Manager: William L. Cross, P.E.

Department Director: Daniel R. Mazza, P.E.
Procurement Director: N/A

EXHIBITS ATTACHED: Presentation (to be provided under separate cover)

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
PUBLIC OPINION STUDY

Recommended by: Daniel Mazza 1/14/09 Approved by: N/A
Department Director Date Contracts Director Date

Authorized by: Joseph Giulietti 1/14/09 Approved as to Form by: _____
Executive Director Date General Counsel Date

AGENDA ITEM NO.

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
PUBLIC OPINION STUDY

Recommended by:_____
Department Director Date

Approved by:_____
Contracts Director Date

Authorized by:_____
Executive Director Date

Approved as to Form by: 1/8/09
General Counsel Date

MINUTES
SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD REGULAR MEETING
OF JANUARY 23, 2009

The regular meeting of the South Florida Regional Transportation Authority Governing Board was held at 9:30 a.m. on Friday, January 23, 2009 in the South Florida Regional Transportation Authority Board Room, 800 Northwest 33rd Street, Suite 100, Pompano Beach, Florida 33064.

BOARD MEMBERS PRESENT:
Bruno Barreiro, Miami-Dade County Commissioner
Alice N. Bravo, Florida Department of Transportation, District VI
James A. Cummings, Citizen Representative, Broward County
Josephus Eggelletion, Jr., Chair – Broward County Commissioner
Marie Horenburger, Citizen Representative, Palm Beach County
Felix M. Lasarte, Citizens Representative, Miami-Dade County – *arrived at 10:09 a.m.*
George Morgan, Governor's Appointee
F. Martin Perry, Governor's Appointee

BOARD MEMBERS ABSENT:
Jeff Koons, Vice-Chair, Palm Beach County Commissioner

ALSO PRESENT:
Joseph Giulietti, Executive Director, SFRTA
Jack Stephens, Deputy Executive Director, SFRTA
Bonnie Arnold, Director of Marketing, SFRTA
Brad Barkman, Director of Operations, SFRTA
Chris Bross, Director of Procurement, SFRTA
Diane Hernandez Del Calvo, Director of Administration, SFRTA
Mary Jane Lear, Director of Human Resources, SFRTA
Renee Matthews, Special Projects Manager, SFRTA
Dan Mazza, Director of Engineering and Construction, SFRTA
Teresa Moore, General Counsel, SFRTA
Jeffrey Olson, Staff Counsel, SFRTA
Edward Woods, Director of Finance & IT, SFRTA
Sandra Thompson, Executive Administrative Coordinator, SFRTA

CALL TO ORDER
The Chair called the meeting to order at 9:44 a.m.

MOMENT OF SILENCE

PLEDGE OF ALLEGIANCE

The Chair requested that Agenda Item I-2, Fiscal Year 2007-08 Annual Audit Report, be moved up on the agenda to be heard first.

AGENDA APPROVAL – Additions, Deletions, Revisions

Mr. Giulietti requested the following changes to the Agenda.

REVISIONS:

Agenda Summary for January 23, 2009

R2.
(A) MOTION TO APPROVE: 2009 Federal Stimulus Package Project List

(B) MOTION TO APPROVE: 2009 Long-Range Federal Project Appropriations Requests

ADDITION:

R9.
MOTION TO APPROVE: Interlocal Agreement between the South Florida Regional Transportation Authority (SFRTA) and Broward County in the amount of $4,135,298 for Operating Funds, $2,670,000 for dedicated recurring annual contributions and $312,242 for feeder bus service. This Agreement commences July 1, 2008 and ends June 30, 2009 (Exhibit 1).

DELETION:

R8.
MOTION TO APPROVE: Service Agreement between the South Florida Regional Transportation Authority (SFRTA) and Palm Beach County in an amount not to exceed $161,719.00 for Palm Tran to provide shuttle bus service between the Boca Raton Tri- Rail Station, Florida Atlantic University (FAU), the Palm Beach Community College (PBCC) campuses and Federal Highway.

Board Member Marie Horenburger moved to approve the reordered and revised Agenda. The motion was seconded by Board Member Alice Bravo.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

DISCUSSION ITEMS

MATTERS BY THE PUBLIC

CONSENT AGENDA

Those matters included under the Consent Agenda are self-explanatory and are not expected to require review or discussion. Items will be enacted by one motion in the form listed below. If discussion is desired by any Board Member, however, that item may be removed from the Consent Agenda and considered separately.

C1. MOTION TO APPROVE: Minutes of Governing Board's Regular Meeting of December 12, 2008.

Board Member Marie Horenburger moved to approve the Consent Agenda. The motion was seconded by Board Member Jim Cummings.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

I-2. INFORMATION - I-2, Fiscal Year 2007-08 Annual Audit Report

Mr. Ronald Tompkins, Partner with TCBA Watson Rice, LLC addressed the Board. Mr. Tompkins gave a PowerPoint presentation on the Comprehensive Annual Financial Report (CAFR). Mr. Tompkins pointed out that there was a $24,000,000 decline in total assets as a result of receivables outstanding from the current year from the Florida Department of Transportation (FDOT), the Federal Transportation Administration (FTA) and Miami-Dade, Broward and Palm Beach County partners. With the completion of Segment 5 and the New River Bridge projects, capital assets moved from construction work and progress to completed assets, therefore a significant increase in overall depreciation expenses, which accounts for the overall decrease in total assets. Liabilities associated with the construction completions, loans and advances were paid-off resulting in an $11,000,000 decrease in liabilities. Operations had approximately a 20% increase in revenue due to ridership increases. Expenditures increased $48,000,000 due to ridership and shuttle feeder service increases, as well as fuel costs. The Single Audit Report was performed according to federal and state requirements, showed that there were no findings and considers the SFRTA to be a low risk auditee. According to the Management Letter that is required by the Attorney General of the State of Florida, there are no audit significant items for corrections.

Board Member Morgan commented on revenue and expenses and how the expenses have spiked. He stated that the Agency is well run by Mr. Giulietti and staff and that this is not highlighted because the Board does not discuss the budget in detail. Board Member Morgan requested this Board to spend more time reviewing the budget.

The Chair stated that in April/May a detailed discussion of the budget will take place.

Board Member Bravo requested the percentages of operating cost increases verses revenue increases as a result of the double tracking.

Mr. Tompkins stated that the revenues increased by 20% and that the expenditures increased by approximately 20%.

Board Member Bravo inquired as to percentage of fare revenue as compared to national standards.

Mr. Giulietti responded to Board Member Morgan's requests. He stated that every year the staff goes through a budget process and this process is reviewed with the Board. Board Members, County Commissions and the Florida Transportation Commission review the budget in detail. The July 2010 Fiscal year budget will be presented to the Governing Board in April 2009. He stated that any adjustments made to the budget are presented to the Board for approval.

Mr. Giulietti addressed Board Member Bravo's questions. He stated that the operating costs increased significantly when the train schedule went from 28 trains to 50 trains in 2007. The Board at that time made a decision not to increase fares. In terms of fare-box return, SFRTA is currently at 17.8%. The Board had requested that the SFRTA not increase fares due to the economic environment. Mr. Giulietti stated that Board Member Koons suggested that all tri-county transportation agencies increase fares.

The Chair had requested recommendations to address the fare issue and directed staff to return next month with these recommendations. The Chair commented that public transit rarely has a good return on fare boxes and public transit is generally supported by other means.

Commissioner Barreiro commented that there are no transit agencies that are solely supported by fares.

Board Member Perry commented that in review of all the statistics, the SFRTA is at the lowest end of fares in the country for public transit.

The Chair requested that the Information Technology (IT) deficiencies identified in the audit be addressed.

Mr. Giulietti responded that he would bring that back to the Board as addressed.

REGULAR AGENDA

Those matters included under the Regular Agenda differ from the Consent Agenda in that items will be voted on individually. In addition, presentations will be made on each motion, if so desired.

R1. MOTION TO APPROVE: Participation Agreement between the South Florida Regional Transportation Authority (SFRTA) and Miami-Dade County (County) for the administrative management of a centralized universal automated fare collection system.

Board Member Martin Perry moved for approval. The motion was seconded by Board Member Marie Horenburger.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R2.
(A) MOTION TO APPROVE: 2009 Federal Stimulus Package Project List

(B) MOTION TO APPROVE: 2009 Long-Range Federal Project Appropriations Requests

The Chair called upon Mr. John Cline with C2Group to address the Board on the federal legislation issues.

Mr. Cline stated that Congress is working on the $850 billion Economic Stimulus Bill. The Transportation Infrastructure Committee has proposed an $85 billion transportation package. The House is looking at $53-$80 billion transportation package and it is unclear on the distribution of these funds. The Secretary of Transportation, Ray LaHood has been approved and the Department of Transportation is moving this week to fill positions. SAFETEA-LU will be addressed next month once the stimulus bill is approved. Meetings with the congressional delegation are to be scheduled for spring in Washington, DC.

Commissioner Barreiro inquired as to funding and if the current regulations will be intact.

Mr. Cline stated that all regulations will remain within the stimulus bill. There may be some streamlining in the SAFETEA-LU reauthorization.

Board Member Cummings inquired as to the matching dollars at 100%.

Mr. Cline stated that there are two different programs. On "New Starts Programs," the Federal Transit Administration (FTA) formula statutes are at 80%, with generally 50% being distributed. In going forward on SAFETEA-LU, the appropriations are at 80% federal share.

Mr. Giulietti stated that the SFRTA advocates for all three counties.

Board Member Bravo commented that the number one requirement for these projects is the ready-to-go status that can be implemented within 90-180 days.

Board Member Morgan inquired as to the laundry list of projects.

Mr. Giulietti stated that some projects are already contracted and when the stimulus package comes in, the SFRTA will be able to purchase the last 10 cars. Other counties are sending delegations to Washington to meet with the representatives. It is important that the Chair takes the lead and the tri-county board delegation, goes to Washington strongly united. Mr. Giulietti continued that American Public Transportation Association (APTA) had a call-in meeting with Congressman Oberstar and all transit properties reiterated the point of time limits on project submitted for federal approval.

The Chair requested a list of "5 Top Projects," for the delegation to take to Washington. The Chair inquired as to the formula used for the State of Florida.

Mr. Cline responded that Florida is still a donor state. This is a significant issue for the SAFETEA-LU reauthorization. The donor vs. donee issue is critical in the Senate.

Board Member Marie Horenburger moved for approval. The motion was seconded by Board Member Martin Perry.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R3. MOTION TO APPROVE: Second Amendment to the South Florida Regional Transportation Authority (SFRTA) FY 2008-2009 Operating Budget, increasing the budget by $250,000.00. The total budget for FY 2008-2009 is $61,552,647.00 (see Exhibit 1).

Board Member Jim Cummings moved for approval. The motion was seconded by Board Member Marie Horenburger.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R4. MOTION TO APPROVE: The first of four (4), one (1) year renewal options to Agreement No. 08-002 between the South Florida Regional Transportation Authority (SFRTA) and ACS Transport Solutions, Inc. (ACS), in the amount of $161,421.60 for Ticket Vending Machine (TVM) software maintenance and support services.

Board Member Jim Cummings moved for approval. The motion was seconded by Board Member Marie Horenburger.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R5. MOTION TO APPROVE: First Amendment to Agreement No. 08-003 between the South Florida Regional Transportation Authority (SFRTA) and Bitner Goodman, Inc., increasing the annual not-to-exceed amount of the Agreement by $250,000.00 for FY 08/09 to fund a regional marketing campaign to promote the use of public transportation as the single most significant choice for preserving the environment.

Board Member Jim Cummings moved for approval. The motion was seconded by Board Member Marie Horenburger.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R6. MOTION TO APPROVE: South Florida Regional Transportation Authority (SFRTA) expenditure of $5,166,000 of SFRTA funds to match with $5,166,000 of State of Florida Department of Transportation (FDOT) Strategic Intermodal System (SIS) funds for construction of station improvements at the Delray Beach, Fort Lauderdale Airport and Pompano Beach stations.

Board Member Jim Cummings moved for approval. The motion was seconded by Board Member Marie Horenburger.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R7. MOTION TO APPROVE: Joint Participation Agreement FM #417980-1-94-01 between the South Florida Regional Transportation Authority (SFRTA) and the State of Florida Department of Transportation (FDOT) for Intermodal Program funds, in the amount of $4,326,000, to design and construct a new parking deck at the Fort Lauderdale Airport Tri-Rail Station (JPA).

Board Member Martin Perry moved for approval. The motion was seconded by Board Member Marie Horenburger.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R8. DELETED

R9. MOTION TO APPROVE: Interlocal Agreement between the South Florida Regional Transportation Authority (SFRTA) and Broward County in the amount of $4,135,298 for Operating Funds, $2,670,000 for dedicated recurring annual contributions and $312,242 for feeder bus service. This Agreement commences July 1, 2008 and ends June 30, 2009 (Exhibit 1).

Board Member Jim Cummings moved for approval. The motion was seconded by Board Member Marie Horenburger.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

INFORMATION / PRESENTATION ITEMS

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

I-1 INFORMATION – Planning Technical Advisory Committee Report

No comments.

I-3 INFORMATION – SFRTA Public Opinion Study

Ms. Mary Ross with Gannett Fleming gave a presentation on the study. She stated that the survey was conducted with three different survey vehicles: a web based survey; a telephone poll; and a focus group. Ms. Ross introduced Mr. John Bradley, of Gannett Fleming and a member of the project team. Mr. Bradley gave details on the study and answered questions from the Board.

The Chair requested this survey to be forwarded to all tri-county commissions.

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY (SFRTA)
FARE AND SERVICE CHANGE POLICY

References

49 United States Code ("USC") Chapter 53, Section 5307 (d)(1)(I)

Section 343.54, Florida Statutes

FTA Circular 4702.1B

A. Introduction

Effective October 1, 2012, FTA Circular 4702.1B "Title VI Requirement and Guidelines for Federal Transit Administration Recipients" requires transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population, evaluate any Fare Change and any Major Service Change at the planning and programming stages to determine whether those changes have a discriminatory impact on the minority and low-income populations.

B. Definitions

1. Major Service Change – (1) Major Service Reduction, or (2) any change that results in headways, on any train under SFRTA's direct control, being increased or decreased by more than 25%.

2. Fare Change – any increase or decrease in fares by any fare payment type or payment media, on any train under SFRTA's direct control, except as noted under Exclusions.

3. Major Service Reduction – any change that results in: (1) SFRTA headways being increased by more than 25%; or (2) the discontinuance of a train or feeder bus, under SFRTA's direct control, for more than 180 days, or in its entirety. Major Service Reduction excludes Temporary Service Reductions, or those exceptions noted under Exclusions.

4. Service Equity Analysis – the analysis as defined in FTA Circular 4702.1B.

5. Temporary Service Reduction – a service reduction that does not exceed 180 days in duration.

Unless otherwise noted herein, all other defined terms shall have the same meaning as in FTA Circular 4702.1B

C. Service Equity Analysis

In the event a proposed change in service meets or exceeds the threshold of a Major Service Change, SFRTA must conduct a Service Equity Analysis. When conducting a Service Equity Analysis, SFRTA will utilize thresholds established in its Disparate Impact and Disproportionate Burden Policies to determine if an adverse impact is being disproportionately or disparately borne by the minority and low-income populations.

D. Public Hearings

1. General

Consistent with 49 USC Chapter 53, Section 5307(d)(1)(l) and the implementing criteria outlined in the FTA regulations, federal grant recipients must have a locally developed process to solicit and consider public comments prior to taking the following actions:

a.) Increasing fares

b.) Implementing any Major Service Reduction

To assure that SFRTA's service is provided on a non-discriminatory basis consistent with FTA guidelines, this policy specifies when and how a public hearing(s) will be conducted and how comments received in such hearing(s), along with any other public comments received, will be considered in the process of increasing fares and/or approving Major Service Reductions.

2. Procedure

At least thirty (30) days before implementing any Major Service Reduction and/or a fare increase, a public hearing will be held before SFRTA's Governing Board, at which time members of the public shall be permitted to comment on the proposed Major Service Reduction and/or fare increase. Immediately following the public hearing, the Board may consider any changes to the proposed Major Service Reduction and/or fare increase prior to taking formal action. In addition to considering any public comments received, the Board may consider the following additional information prior to taking formal action:

- the type of change(s) proposed by SFRTA;
- the effect that the proposed change(s) will have on affected communities and minority and/or low-income transit users;
- the methods that were and will be used to inform affected communities of the proposed changes;
- the efforts made to encourage affected community participation in the planning and decision-making process regarding the change; and

- the extent to which bilingual persons and/or materials were and will be used to assist non-English speaking persons in understanding the proposed fare or service changes and their impacts.

3. Notice

At least one (1) notice of intent to hold a public hearing shall be published no less than seven (7) calendar days prior to the date of the scheduled public hearing in at least one (1) newspaper of general circulation throughout some or all of the Authority's service area and on the SFRTA website. The notice shall contain, at a minimum, the following information:

- description of proposed fare increase and/or major service reduction;
- date, time and location of meeting;
- name and address to whom written comments may be sent; and
- criteria for requesting available accommodations and alternative formats.

E. <u>Posting</u>

A copy of the notice with equivalent information about the proposed fare increase and/or Major Service Reduction shall be posted at locations readily accessible to the public for a period no less than seven (7) calendar days prior to the scheduled public hearing. Acceptable posting sites include SFRTA facilities, including offices, train stations and the Authority's website.

F. <u>Exclusions</u>

1. Service changes and/or reductions that do not require a prior public hearing include the following:

a.) Temporary Service Reductions

Temporary Service Reductions include reductions necessitated by construction, repairs, interruptions due to hurricane or other natural disasters, demonstration projects, etc. The SFRTA Executive Director, or his/her designee, may authorize Temporary Service Reductions without prior public hearing. Temporary Service Reductions shall be given the widest possible advance notice through the use of flyers, handouts, or other materials and shall include a telephone number to inquire further about the change and information whereby individual patrons may seek alternate format information.

b.) Headways less than 25% - any change in headways, on any train under SFRTA's direct control, being increased or decreased by less than 25% shall not be subject to this Policy.

2. Fare Changes that will not require a prior public hearing include the following:

a.) Special fares

A special fare is any increase or decrease in fares associated with any special event, as described in Section 3.11 of the Authority's Tariff Policy or any other special circumstances, as described in Section 3.5.4 of the Tariff Policy.

Effective Date July 1, 2013

South Florida Regional Transportation Authority (SFRTA/Tri-Rail)

Title VI

Disparate Impact
&
Disproportionate Burden Policies

References

Title VI of the Civil Rights Act 1964

Federal Transit Administration (FTA) Circular 4702.1B

A. Definitions

Disparate Impact: refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin (minority population)

Disproportionate Burden: refers to a neutral policy or practice that disproportionately affects low-income population more than non-low-income populations

Low-Income Person: means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) Poverty guidelines

B. Introduction

Consistent with FTA Circular C 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," FTA recipients that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population, are required to evaluate any fare changes and any major service changes at the planning and programming stages to determine whether those changes will have a discriminatory impact.

C. Policies

1. Disparate Impact Policy: The purpose of this policy is to establish a threshold which identifies when adverse affects of any Major Service Change (as defined in SFRTA's Fare and Service Change Policy) or any Fare Changes (as defined in SFRTA's Fare and Service Change Policy) are borne disproportionately by minority populations.

A disparate impact occurs when the impacts borne by the minority population adversely affected by the Fare Change or Major Service Change is 10 percent more than the effects borne by the non-minority population. For example, if minorities make up 30% of the overall population, but would bear 45% of the impacts, and the non-minority population (making up

70% of the overall population) would bear 55%, then there may be disparate impact insofar as the minority population bears 15% more than its expected share (from 45% of the burden to 30% of the population); while the non-minority population bears 15% less than its expected share of 55% compared with 70% of the population.

If SFRTA finds a potential disparate impact, the Agency will take steps to avoid, minimize or mitigate the impacts and then will reanalyze the modification to determine whether the impacts have been removed. If SFRTA chooses not to alter the proposed changes despite the potential disparate impact on minority population, or if SFRTA finds that even after the revisions, the minority population will continue to bear a disproportionate share of the proposed changes, SFRTA may implement the Major Service Change or Fare Change if: (1)there is substantial legitimate justification for the proposed changes, AND (2) SFRTA can show that there are no alternatives that would have a less disparate impact on the minority population that would still accomplish SFRTA's legitimate program goals.

2. <u>Disproportionate Burden Policy:</u> The purpose of this policy is to establish a threshold which identifies when adverse affects of any Major Service Change or any Fare Changes are borne disproportionately by low-income populations.

A disproportionate burden occurs when the impacts borne by the low-income population adversely affected by the Fare Change or Major Service Change is 10 percent more than the affects borne by the non-low-income population.

If SFRTA finds that low-income populations will bear a disproportionate burden of the proposed changes, it will take steps to avoid, minimize or mitigate the impacts where practicable. SFRTA will also describe alternatives available to low-income passengers affected by the proposed changes.

If SFRTA chooses not to alter the proposed changes despite the potential disproportionate burden on low-income populations, or if SFRTA finds that even after revisions, the low-income populations will continue to bear a disproportionate share of the proposed changes, SFRTA may implement the Major Service Change or Fare Change if: (1) there is substantial legitimate justification for the proposed changes, AND (2) SFRTA can show that there is no alternatives that would have a less disproportionate burden on the low-income population that would still accomplish the Agency's legitimate program goals.

Miami Herald
MiamiHerald.com

PUBLISHED DAILY
MIAMI-DADE-FLORIDA

STATE OF FLORIDA
COUNTY OF MIAMI-DADE

Before the undersigned authority personally appeared:

JEANNETTE MARTINEZ

Who on oath says that he/she is

CUSTODIAN OF RECORDS

of The Miami Herald, a daily newspaper published at Miami in Miami-Dade County, Florida; that the attached copy of advertisement was published in said newspaper in the issues of:

February 12, 2013

Affiant further says that the said The Miami Herald is a newspaper published at Miami, in the said Miami-Dade County, Florida and that the said newspaper has heretofore been continuously published in said Miami-Dade County, Florida each day and has been entered as second class mail matter at the post office in Miami, in said Miami-Dade 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 has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspapers(s).

Sworn to and subscribed before me this
13th day of February 2013

My Commission
Expires: April 20, 2013
Orfinda E. Arieta
Notary

ORFINDA E ARRIETA
MY COMMISSION # DD941057
EXPIRES April 20, 2013
(407)398-0153 NotaryOfAmerica.com

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

NOTICE OF PUBLIC HEARING FOR PROPOSED POLICIES IN ACCORDANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

NOTICE IS HEREBY GIVEN THAT at the Governing Board Meeting of February 22, 2013 the Governing Board for the South Florida Regional Transportation Authority (SFRTA) will hold a Public Hearing at 9:30 A.M. to receive public input on SFRTA's proposed Disparate Impact and Disproportionate Burden policies in accordance with Title VI of the Civil Rights Act of 1964. All interested individuals and/or groups are invited to attend this meeting and will have an opportunity to present their views and comments, or by responding in writing to the South Florida Regional Transportation Authority at 800 NW 33rd Street, Suite 100, Pompano Beach, FL 33064.

The SFRTA is required to develop policies that establish a threshold for determining when adverse effects of major service changes or fare increases or decreases are borne disproportionately by minority or low-income populations. The following policies are being proposed by the SFRTA to receive input:

Disparate Impact Policy: The purpose of this policy is to establish when changes between 1) existing and proposed service levels or 2) existing and increased or decreased fares would be significant enough to have an adverse effect on minority populations. The proposed policy establishes a threshold for determining when adverse effects of service or fare changes are borne disproportionately by minority populations. SFRTA's proposed policy states that when the difference between adverse impacts in a service or fare change between minority and non-minority populations is 10 percent or greater, such differences in adverse impacts are disparate. For more detailed information on the Policy please go to: **http://www.sfrta.fl.gov/meetings/publichearing.html**

Disproportionate Burden Policy: The purpose of this policy is to establish when changes between 1) existing and proposed service levels or 2) existing and increased or decreased fares would be significant enough to have an adverse effect on low-income populations. The proposed policy establishes a threshold for determining when adverse effects of service or fare changes are borne disproportionately by low-income populations. SFRTA's proposed policy states that when the difference between adverse impacts in a service or fare change between low-income and non-low-income populations is 10 percent or greater a disproportionate burden occurs. For more detailed information on the Policy please go to: **http://www.sfrta.fl.gov/meetings/publichearing.html**

Fare and Service Change Policy: This policy is being revised to incorporate reference to the Disparate Impact and Disproportionate Burden policies. **http://www.sfrta.fl.gov/eetings/publichearing.html**

South Florida Regional Transportation Authority with respect to any matter considered at this meeting or hearing, will need a record of the proceedings, and that, for such purpose, he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

If approved, the proposed Title VI policies will be effective on July 1, 2013.

Those wishing to review or obtain a copy of any materials pertaining to this public hearing may contact Diane Hernandez Del Calvo at telephone (954)788-7915; if hearing impaired, telephone (800)273-7545 (TTY) for assistance. If unable to attend the hearing you may send comments in advance to SFRTA - Title VI, 800 NW 33rd Street, Suite 100, Pompano Beach, FL 33064, or email to **TitleVI@sfrta.fl.gov**. All written comments will be entered into the official records of the public hearing. Persons wishing to address the Board are requested to complete an "Appearance Card" and will be limited to three (3) minutes.

In accordance with the Americans with Disabilities Act and Section 286.26, Florida Statutes, persons with disabilities needing special accommodation to participate in this proceeding must, at least 48 hours prior to the meeting, provide a written request directed to the Executive Office at 800 NW 33rd Street, Suite 100, Pompano Beach, FL 33064, or telephone (954) 942-7245 for assistance; if hearing impaired, telephone (800) 273-7545 (TTY) for assistance.

Any person who decides to appeal any decision made by the Governing Board for the

CONTINUED IN NEXT COLUMN

PALM BEACH POST

Published Daily and Sunday
West Palm Beach
Palm Beach County

STATE OF FLORIDA
COUNTY OF PALM BEACH

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
NOTICE OF PUBLIC HEARING FOR PROPOSED POLICIES
IN ACCORDANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

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The SFRTA is required to develop policies that establish a threshold for determining when adverse effects of major service changes or fare increases or decreases are borne disproportionately by minority or low-income populations. The following policies are being proposed by the SFRTA to address impact.

Disparate Impact Policy: The purpose of this policy is to establish when changes between 1) existing and proposed service levels or 2) existing and increased or decreased fares would be significant enough to have an adverse effect on minority populations. The proposed policy establishes a threshold for determining when adverse effects of service or fare changes are borne disproportionately by minority populations. SFRTA's proposed policy states that when the difference between adverse impacts on a service or fare change between minority and non-minority populations is 10 percent or greater, such differences in adverse impacts are disparate. For more detailed information on the Policy please go to http://www.sfrta.fl.gov/meetings/publichearing.html

Disproportionate Burden Policy: The purpose of this policy is to establish when changes between 1) existing and proposed service levels or 2) existing and increased or decreased fares would be significant enough to have an adverse effect on low-income populations. The proposed policy establishes a threshold for determining when adverse effects of service or fare changes are borne disproportionately by low-income populations. SFRTA's proposed policy states that when the difference between adverse impacts on a service or fare change between low-income and non-low-income populations is 10 percent or greater a disproportionate burden occurs. For more detailed information on the Policy please go to http://www.sfrta.fl.gov/meetings/publichearing.html

Fare and Service Change Policy: This policy is being revised to incorporate reference to the Disparate Impact and Disproportionate Burden policies. http://www.sfrta.fl.gov/meetings/publichearing.html

Those wishing to review or obtain a copy of any materials pertaining to this public hearing may contact Diane Hernandez Dial Calvo at telephone (954)788-7975; if hearing impaired, telephone (800)273-7545 (TTY) for assistance.

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Any person who decides to appeal any decision made by the Governing Board for the South Florida Regional Transportation Authority with respect to any matter considered at this meeting or hearing, will need a record of the proceedings, and that, for such purpose, he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

If approved, the proposed Title VI policies will be effective on July 1, 2013.

PUB: The Palm Beach Post
2-13/13 #53789

PROOF OF PUBLICATION

Before the undersigned authority personally appeared Rosemary Hindmarch, who on oath says that she is a **Legal Advertising Clerk** of The Palm Beach Post, a daily and Sunday newspaper, published at West Palm Beach in Palm Beach County, Florida; that the attached copy of advertising for a **LEGAL ADVERTISING NOTICE** was published in said newspaper in the issues of **Feb. 13, 2013** Affiant further says that the said The Post is a newspaper published at West Palm Beach, in said Palm Beach County, Florida, and that the said newspaper has heretofore been continuously published in said Palm Beach County, Florida, daily and Sunday and has been entered as second class mail matter at the post office in West Palm Beach, in said Palm Beach County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that she/he has neither paid nor promised any person, firm or corporation any discount rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper. Also published in Martin and St. Lucie Counties.

Signed Rosemary Hindmarch

Sworn or affirmed to, and subscribed before me, this

13 FEBRUARY 2013

In Testimony Whereof, I have hereunto set my hand and affixed my official seal, the day and year aforesaid.

KAREN M. MCLINTON
MY COMMISSION # EE 833552
EXPIRES: November 15, 2016
Bonded Thru Budget Notary Services

Order No.	**53789**
Ad Cost	**$529.76**
Paid	**$0.00**
Balance Due	**$529.76**

REVISED
02/21/13

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

GOVERNING BOARD

REGULAR MEETING AGENDA
February 22, 2013
9:30 a.m.

South Florida Regional Transportation Authority
Board Room
800 NW 33rd Street
Pompano Beach, FL 33064

SFRTA BOARD MEETINGS ARE SCHEDULED ON THE FOURTH FRIDAY OF EACH MONTH AT 9:30 A.M. FOR FURTHER INFORMATION CALL (954)942-RAIL (7245). TIME OF MEETINGS SUBJECT TO CHANGE.

SFRTA Board Members

Commissioner Steven L. Abrams, Chair
Frank Frione
George Morgan, Jr.
Commissioner Bruno Barreiro
Marie Horenburger
James A. Wolfe
James A. Cummings
Commissioner Kristin Jacobs

Executive Director

Joseph Giulietti

PUBLIC HEARING -2

ADVERTISED PUBLIC HEARING

NOTICE OF PUBLIC HEARING FOR PROPOSED POLICIES IN ACCORDANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

NOTICE IS HEREBY GIVEN THAT at the Governing Board Meeting of February 22, 2013 the Governing Board for the South Florida Regional Transportation Authority (SFRTA) will hold a Public Hearing at 9:30 A.M. to receive public input on SFRTA's proposed Disparate Impact and Disproportionate Burden policies in accordance with Title VI of the Civil Rights Act of 1964. All interested individuals and/or groups are invited to attend this meeting and will have an opportunity to present their views and comments, or by responding in writing to the South Florida Regional Transportation Authority at 800 NW 33rd Street, Suite 100, Pompano Beach, FL 33064.

PH 2 –

1. Open Public Hearing

2. Close Public Hearing

3. MOTION TO APPROVE: The new Disparate Impact and Disproportionate Burden policies and the Revised Fare and Service Change Policy of the South Florida Regional Transportation Authority, in accordance with Title VI of the Civil Rights Act of 1964.

   Department: Executive / Administration
   Project Manager: Marie Jarman
   Department Director: Diane Hdz. Del Calvo
   Procurement Director: N/A

CONSENT AGENDA

Those matters included under the Consent Agenda are self-explanatory and are not expected to require review or discussion. Items will be enacted by one motion in the form listed below. If discussion is desired by any Board Member, however, that item may be removed from the Consent Agenda and considered separately.

C1. MOTION TO APPROVE: Minutes of Governing Board's Regular Meeting of January 25, 2013

MONTHLY REPORTS

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

A. ENGINEERING & CONSTRUCTION MONTHLY PROGRESS REPORTS – January

B. RIDERSHIP GRAPHS – January

C. ON-TIME PERFORMANCE GRAPHS – January

D. MARKETING MONTHLY SUMMARY – January

E. BUDGETED INCOME STATEMENT – January

F. PAYMENTS OVER $2,500.00 – January

G. REVENUE AND FARE EVASION REPORTS – January

H. SOLICITATION SCHEDULE – January

I. CONTRACT ACTIONS EXECUTED UNDER THE EXECUTIVE DIRECTOR'S AUTHORITY - January

J. CONTRACT ACTIONS EXECUTED UNDER THE CONSTRUCTION OVERSIGHT COMMITTEE – January

K. PROPERTY COMMITTEE – PROJECT SCHEDULE - January

L. SECURITY REPORT - January

M. EXPIRING CONTRACTS REPORT - January

N. CONTRACT ACTIONS EXECUTED UNDER GENERAL COUNSEL'S AUTHORITY - January

OTHER BUSINESS

EXECUTIVE DIRECTOR REPORTS/COMMENTS

LEGAL COUNSEL COMMENTS

CHAIR COMMENTS

BOARD MEMBER COMMENTS

ADJOURNMENT

In accordance with the Americans with Disabilities Act and Section 286.26, Florida Statutes, persons with disabilities needing special accommodation to participate in this proceeding, must at least 48 hours prior to the meeting, provide a written request directed to the Executive Office at 800 NW 33rd Street, Suite 100, Pompano Beach, Florida, or telephone (954) 942-RAIL (7245) for assistance; if hearing impaired, telephone (800) 273-7545 (TTY) for assistance.

Any person who decides to appeal any decision made by the Governing Board of the South Florida Regional Transportation Authority with respect to any matter considered at this meeting or hearing, will need a record of the proceedings, and that, for such purpose, he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

Persons wishing to address the Board are requested to complete an "Appearance Card" and will be limited to three (3) minutes. Please see the Minutes Clerk prior to the meeting.

Tracking No. 02221308 AGENDA ITEM NO. PH-2

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: FEBRUARY 22, 2013

AGENDA ITEM REPORT

☐ Consent ☐ Regular ☒ Public Hearing

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY DISPARATE IMPACT & DISPROPORTIONATE BURDEN POLICIES & REVISED FARE AND SERVICE CHANGE POLICY

REQUESTED ACTION:

MOTION TO APPROVE: The new Disparate Impact and Disproportionate Burden policies and the Revised Fare and Service Change Policy of the South Florida Regional Transportation Authority, in accordance with Title VI of the Civil Rights Act of 1964.

SUMMARY EXPLANATION AND BACKGROUND:

Effective October 1, 2012, the Federal Transit Administration (FTA) released the revised Title VI Circular, 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients". The revised circular contains requirements that apply to transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population. The transit providers are required to develop written procedures to evaluate any service change that exceeds the provider's major service change threshold, as well as any fare increases or decreases to determine whether those changes will have a discriminatory impact on minority and low-income populations.

The new circular now requires those transit providers to develop two (2) new policies: a Disparate Impact Policy and a Disproportionate Burden Policy, which will establish thresholds for determining when adverse effects of service and fare changes are borne disproportionately by minority and low-income populations and the steps to be taken to mitigate such effects, if any. Transit providers are also required to engage the public in the development of the policies. SFRTA has satisfied this requirement by advertising the draft policies in local newspapers, posting them on its webpage, and holding a public hearing, thus providing the opportunity for comments from the public.

(Continued on page 2)

Department: Executive / Administration
Project Manager: Marie Jarman

Department Director: Diane Hdz. Del Calvo
Procurement Director: N/A

FISCAL IMPACT: N/A

EXHIBITS ATTACHED:

Exhibit 1: Disparate Impact & Disproportionate Burden policies
Exhibit 2: Revised Fare and Service Change Policy

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
DISPARATE IMPACT & DISPROPORTIONATE BURDEN POLICIES &
REVISED FARE AND SERVICE CHANGE POLICY

SUMMARY EXPLANATION AND BACKGROUND: (continued)

Additionally, SFRTA is also revising it Fare and Service Change Policy to incorporate references to the two (2) new policies as they work in conjunction with each other. The policies will be part of the SFRTA's Title VI Program Update. The complete Title VI Program Update will be brought back to the Governing Board for its approval at the March 2013 meeting.

In accordance with the FTA Circular 4702.1B, staff is now requesting that the Board approve the Disparate Impact and Disproportionate Burden policies, as well as the revised Fare and Service Change Policy.

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
REVISED FARE AND SERVICE CHANGE POLICY

Recommended by: _____ 2/13/13 Approved by: _____
Department Director Date Procurement Director Date

Authorized by: _____ 2/15/13 Approved as to Form by: _____ 2-13-13
Executive Director Date General Counsel Date

Board Action:

Approved: ✓ Yes ____ No

Vote: ✓ Unanimous

Amended Motion:

TRUE COPY
APPROVED BY SFRTA
GOVERNING BOARD ON: 2/22/13
RECORDING SECRETARY

DIANELYS HDZ. DEL CALVO

Mayor Steven L. Abrams	✓ Yes ____ No	Commissioner Bruno Barreiro	Absent No
James A. Cummings	✓ Yes ____ No	Frank Frione	✓ Yes ____ No
Marie Horenburger	✓ Yes ____ No	Mayor Kristin Jacobs	✓ Yes ____ No
George A. Morgan, Jr.	✓ Yes ____ No	James A. Wolfe, P.E.	✓ Yes ____ No

Tracking No. 08261154 AGENDA ITEM NO. R5

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: AUGUST 26, 2011

AGENDA ITEM REPORT

☐ Consent ☒ Regular

BUS TRANSFER DISCOUNT FOR MIAMI-DADE TRANSIT, BROWARD COUNTY TRANSIT AND PALM TRAN

REQUESTED ACTION:

MOTION TO APPROVE: An adjustment to the transfer discount amount provided to passengers transferring from the Broward County Transit (BCT), Miami-Dade Transit (MDT) and PalmTran transit systems to Tri-Rail of $2.00 for full fare passengers and $1.00 for discounted fare passengers.

SUMMARY EXPLANATION AND BACKGROUND:

Currently, South Florida Regional Transportation Authority (SFRTA) offers a transfer discount policy for passengers transferring to Tri-Rail from BCT, MDT or Palm Tran transit systems. The transfer discount is deducted from the passenger's Tri-Rail fare. The transfer discount amount varies depending on which transit system the passenger transferred from. The transfer discount for BCT is $1.00 for full fare passengers and 50 cents for discounted passengers. The transfer discount for MDT is $1.75 for full fare passengers and 75 cents for discounted passengers and the transfer discount for PalmTran is $1.25 for full fare passengers and 65 cents for discounted passengers.

Beginning October 1, 2011, MDT will implement its new transfer policy, which will require passengers transferring from Tri-Rail onto Miami-Dade County MetroRail to pay a $1.00 transfer fee for full fare passengers and a 50 cents transfer fee for discounted passengers. Passengers transferring onto MDT buses will pay a 50 cents transfer fee for full fare passengers and 25 cents transfer fee for discounted passengers. Also, as part of the new transfer fare policy adopted by the Miami Dade County Commission which set the monthly charge to Tri-Rail riders who transfer to the Metrorail system at $40 instead of $100, Tri-Rail is required to provide a transfer discount amount for passengers transferring from the MDT transit system onto Tri-Rail of $2.00 for full fare passengers and $1.00 for discount passengers.

(Continued on Page 2)

Department: Executive
Project Manager: Renee Matthews

Department Director: Jack Stephens
Procurement Director: Christopher Bross

FISCAL IMPACT: There will be no impact to SFRTA's FY 2011-2012 budgeted Train Revenue.

EXHIBITS ATTACHED: N/A

BUS TRANSFER DISCOUNT FOR MIAMI-DADE TRANSIT, BROWARD COUNTY TRANSIT AND PALM TRAN

SUMMARY EXPLANATION AND BACKGROUND: (Continued)

SFRTA staff recommends increasing the transfer discount amount to $2.00 for full fare passengers and $1.00 for discounted passengers using any of the three transit agencies. The establishment of one single transfer discount amount will decrease the fare products associated with bus transfers by two-thirds. Having less fare products to maintain reduces the complexity of the fare collection system and improves overall reliability. SFRTA may realize a significant savings in not having to pay to reprogram the TVMs to reflect the transfer discount amount each time one of the transit agencies raises its fare. SFRTA will also have more flexibility in developing future regional products with an established regional transfer amount.

Further, one transfer discount amount for all three counties will simplify the fares for the customers and will promote ridership growth regionally by reducing the cost to the passengers.

The Governing Board can adopt the recommendation provided herein. The Board also has the option of leaving the transfer discounts the same in Palm Beach and Broward Counties, i.e. only changing the discounts for Miami-Dade County. A third option would be to reduce or eliminate any discounts for transferees to Tri-Rail in Broward and Palm Beach counties. FTA has confirmed that SFRTA will be required to conduct a Fare and Equity Analysis to implement any of these options. SFRTA staff will conduct the analysis process.

AGENDA ITEM NO. R5

BUS TRANSFER DISCOUNT FOR MIAMI-DADE TRANSIT, BROWARD COUNTY TRANSIT AND PALM TRAN

Recommended by: _____ 8/18/11
Department Director Date

Approved by: _____ 8/18/11
Contracts Director Date

Authorized by: _____ 8/17/11
Executive Director Date

Approved as to Form by: _____ 8-18-11
General Counsel Date

TRUE COPY
APPROVED BY SFRTA
GOVERNING BOARD ON: _____
RECORDING SECRETARY
_____
DIANELYS HDZ. DEL CALVO

Board Action:

Approved: ✓ Yes ____ No

Vote: ✓ Unanimous

Amended Motion:

Commissioner Steven L. Abrams	✓ Yes ____ No	Felix M. Lasarte	____ Yes ____ No
Commissioner Bruno Barreiro	✓ Yes ____ No	George A. Morgan, Jr.	✓ Yes ____ No
James A. Cummings	✓ Yes ____ No	Gus Pego, P.E.	✓ Yes ____ No
Marie Horenburger	✓ Yes ____ No	F. Martin Perry	✓ Yes ____ No
Commissioner Kristin Jacobs	✓ Yes ____ No		

REVISED
08/24/11

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

GOVERNING BOARD

REGULAR MEETING AGENDA
AUGUST 26, 2011
9:30 a.m.

South Florida Regional Transportation Authority
Board Room
800 NW 33rd Street
Pompano Beach, FL 33064

SFRTA BOARD MEETINGS ARE SCHEDULED ON THE FOURTH FRIDAY OF EACH MONTH AT 9:30 A.M. FOR FURTHER INFORMATION CALL (954)942-RAIL (7245). TIME OF MEETINGS SUBJECT TO CHANGE.

SFRTA Board Members

Commissioner Steven L. Abrams
Marie Horenburger
George Morgan, Jr.
Commissioner Bruno Barreiro
Commissioner Kristin Jacobs, Chair
Gus Pego
James A. Cummings
Felix M. Lasarte
F. Martin Perry

Executive Director

Joseph Giulietti

R2. MOTION TO APPROVE:

(1) Interlocal Agreement between the South Florida Regional Transportation Authority (SFRTA) and the Fort Lauderdale Downtown Development Authority (DDA), where the SFRTA will be the Designated Recipient grantee of Federal funds for the DDA to provide funding for the Fort Lauderdale Downtown Transit Circulator Transit Improvement project (WAVE) and to administer expenditures under the grant.

(2) Delegated Authority to the Executive Director to enter into the Grant Agreement with the Federal Transit Administration (FTA) (as referenced in the Interlocal Agreement).

Department: Finance and IT
Project Manager: Carla D. McKeever

Finance & IT Director: Edward T. Woods
Procurement Director: Christopher Bross

R3. MOTION TO APPROVE: The Sub-Recipient Agreement between the South Florida Regional Transportation Authority (SFRTA) and the City of Doral (City).

Department: Finance and IT
Project Manager: Carla D. McKeever

Finance & IT Director: Edward T. Woods
Procurement Director: Christopher Bross

R4. MOTION TO APPROVE: Amendment No. 1 to the South Florida Regional Transportation Authority (SFRTA) FY 2011-2012 Operating Budget to increase the Marketing Budget by $210,747 for a campaign to market the new regional fare card and $30,205 for a marketing effort to inform passengers of the closing of the Miami Airport Station/Relocation to the Hialeah Market Station.

Department: Finance and IT
Project Manager: Elizabeth Walter-Ebersol

Finance & IT Director: Edward T. Woods
Procurement Director: Christopher Bross

R5. MOTION TO APPROVE: An adjustment to the transfer discount amount provided to passengers transferring from the Broward County Transit (BCT), Miami-Dade Transit (MDT) and PalmTran transit systems to Tri-Rail of $2.00 for full fare passengers and $1.00 for discounted fare passengers.

Department: Executive
Project Manager: Renee Matthews

Department Director: Jack Stephens
Procurement Director: Christopher Bross

R6. MOTION TO APPROVE: the Updated Draft SFRTA Ethics Policy, incorporating the relevant provisions of the Code for Public Officers, Ch. 112, Part III, F.S. and the Governing Board's selection of proposed alternative language, if any, regarding Key Ethical Issues.

Department: Legal
Project Manager: Teresa Moore

Department Director: Teresa Moore
Procurement Director: N/A

R7. MOTION TO APPROVE: the Amended SFRTA By-laws, as outlined herein.

Department: Legal
Project Manager: Teresa Moore

Department Director: Teresa Moore
Procurement Director: N/A

MINUTES
SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD REGULAR MEETING
OF AUGUST 26, 2011

The regular meeting of the South Florida Regional Transportation Authority Governing Board was held at 9:30 a.m. on Friday, August 26, 2011 in the South Florida Regional Transportation Authority Board Room, 800 Northwest 33rd Street, Suite 100, Pompano Beach, Florida 33064.

BOARD MEMBERS PRESENT:
Steven Abrams, Palm Beach County Commissioner
Bruno Barreiro, Chair, Miami-Dade County Commissioner – *via telephone/arrived at 10:00 a.m.*
James A. Cummings, Citizen Representative, Broward County - *via telephone*
Marie Horenburger, Citizen Representative, Palm Beach County – *via telephone*
Kristin Jacobs, Vice Chair, Broward County Commissioner
George Morgan, Governor's Appointee – *via telephone*
Gus Pego, Florida Department of Transportation, District VI
F. Martin Perry, Governor's Appointee

BOARD MEMBERS ABSENT:
Felix M. Lasarte, Citizens Representative, Miami-Dade County

ALSO PRESENT:
Joseph Giulietti, Executive Director, SFRTA
Jack Stephens, Deputy Executive Director, SFRTA
Bonnie Arnold, Director of Marketing, SFRTA
Brad Barkman, Director of Operations, SFRTA
Chris Bross, Director of Procurement, SFRTA
Diane Hernandez Del Calvo, Director of Administration, SFRTA
Mary Jane Lear, Director of Human Resources, SFRTA
Renee Matthews, Director of Special Projects, SFRTA
Daniel Mazza, P.E., Director of Planning and Engineering, SFRTA
Teresa Moore, General Counsel, SFRTA
Jeffrey Olson, Staff Counsel, SFRTA
Edward Woods, Director of Finance & IT, SFRTA
Sandra Thompson, Executive Administrative Coordinator, SFRTA

CALL TO ORDER

The Chair called the meeting to order at 9:40 a.m. and announced that a while awaiting a quorum, the informational items would be heard.

PLEDGE OF ALLEGIANCE

MOMENT OF SILENCE

The Chair requested a review of the changes to the agenda while awaiting a quorum.

AGENDA APPROVAL – Additions, Deletions, Revisions

Mr. Joseph Giulietti requested the following additions to the Agenda.

R8. MOTION TO APPROVE:

(1) Interlocal Agreement between the South Florida Regional Transportation Authority (SFRTA) and the Town of Miami Lakes (the Town) where the SFRTA will be the recipient grantee of funds for the Town to provide capital funding for Hybrid Electric Vehicles and Trolleybus Procurement; and
(2) Delegated Authority to the Executive Director to enter into the Grant Agreement with the Federal Transit Administration (FTA) and the Subrecipient Agreement with the Town (both as referenced in the Interlocal Agreement)

R9. MOTION TO APPROVE:

A. Delegate authority to the Chair to make changes to the FY 2011-12 State Legislative Plan (to be brought before the Governing Board in September) during the legislative session and to report any changes to the Board at each regularly scheduled Board meeting.

B. Approval of additional advocacy assistance, as needed to effectuate the 2011-12 State Legislative Plan, in an amount not to exceed $350,000.00.

R10. MOTION TO APPROVE:

Amendment No. 2 to the South Florida Regional Transportation Authority (SFRTA) FY 2011-2012 Operating Budget to increase the Professional Fees by $350,000 and to reduce the amount of Personnel Expense by $350,000.

The Chair requested that those Board Members participating by telephone identify themselves.

Board Members James Cummings; George Morgan and Marie Horenburger announced themselves.

The Chair acknowledged those members on the telephone.

INFORMATION / PRESENTATION ITEMS

Action not required, provided for information purposes only. If discussion is desired by any Board Member, however, that item may be considered separately.

I-1 INFORMATION – Planning Technical Advisory Committee (PTAC) Report

I-2 INFORMATION - Bus Route Elimination Operational Reassessment and Progress Report

The Chair announced that Item I-2, the Bus Route Elimination Reassessment Report will be heard and noted that elimination of those routes would not be needed and called upon Mr. Brad Barkman, Director of Operations, SFRTA to give the report.

Mr. Barkman addressed the Board. He stated that prior to his report he would request Ms. Bonnie Arnold, Director of Marketing, SFRTA to provide details on the outreach and marketing efforts.

Ms. Arnold stated that the SFRTA was directed to make an extensive marketing effort to support the routes. She informed that a television and radio campaign was mounted to bring awareness of the routes to the passengers. The SFRTA website was enhanced for the visibility of the routes. Posters, advertisements in local news papers and direct mail-outs were made to the local businesses to inform them of the routes.

Mr. Barkman stated that the costs and allocations were analyzed and concluded that only one bus on the Deerfield Beach route would need to be eliminated which will cut the bus cost in half. He informed that the Cypress Creek route is still being studied and that the Sheridan Street route is performing up to the minimum requirement and therefore will remain intact.

The Chair congratulated staff for following directions and keeping the route lines intact.

I-3 INFORMATION - Grant Update

The Chair called upon Mr. Bill Cross, Manager of Planning, SFRTA to address the Board on Item I-3 Grant Update and Planning Technical Advisory Committee (PTAC) operations.

Mr. Cross addressed the Board. Mr. Cross gave a detailed update on the 15 various grants that the SFRTA had requested.

Commissioner Barreiro chimed in on the telephone at 9:52 a.m.

The Chair requested Mr. Giulietti to give an update on the Operations Report and Awards.

Mr. Giulietti informed that June showed an average weekday ridership increase of 16.5% over the previous year. July showed the average weekday ridership increase of 17.5% over the previous year, and that August is trending an increase in average weekday ridership of 11.4%, through August 24th.

Mr. Giulietti announced that the SFRTA Procurement Department has earned the "Achievement of Excellence in Procurement Award," from the National Purchasing Institute for the 2011 Award year.

Commissioner Barreiro arrived at 10:00 a.m.

A quorum was reached at 10:00 a.m.

AGENDA APPROVAL – Additions, Deletions, Revisions

The Chair called for approval of the Agenda as previously noted.

Commissioner Steven Abrams moved for approval of the Agenda as revised. The motion was seconded by Board Member Marty Perry.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

MATTERS BY THE PUBLIC

Mr. Terry Murphy of Miami Lakes, Florida addressed the Board. Mr. Murphy stated that for 23 years he was staff to the Miami-Dade County Commission (MDCC). He is currently doing research for his Doctorate Degree on "Regional Cooperation" and wanted to share his research with the Board. He stated that the MDCC is currently conducting an exercise in reorganization to reduce the departments down from 40 to 25. He addressed consolidating services of the MD Transit with Broward and Palm Beach transit agencies under the auspices of the SFRTA. He noted the 2003 Legislation gave the SFRTA authority to operate transit systems throughout the region with the consent of the three county commissions. He noted that this may be the time to do this consolidation.

Mr. Michael Smith of Fort Lauderdale, Florida addressed the Board. Mr. Smith noted docket number AB-55, Sub Number - 717X, which goes before the Surface Transportation Board in regards to abandonment by CSX. He related this issue to expansion and regional cooperation.

DISCUSSION -

D1. FDOT Update

The Chair called upon Mr. James Wolfe, Secretary, FDOT District 4 to give an update.

Secretary Wolfe addressed the Board.

There was Board discussion and questions and answers.

At the request of the SFRTA Chair, verbatim minutes have been attached. Please see EXHIBIT A.

The Chair requested speakers who submitted "Appearance Cards," to approach the podium.

Mr. Andres Trujillo of Hialeah, Florida representing the United Transportation Union addressed the Board. He informed that the Union does holds a collective bargaining contract with Veolia and the FEC. Mr. Trujillo commented on the presumed $10 million savings and any additional savings that can be made through competitive bidding. He stated that contract criteria set by the owners of the businesses, to establish savings, can make a difference in the ability of workers to support and provide for their families. He stated his concern and advised that any competitive bidding should look closely at the criteria that would reflect savings.

Mr. Sidney Calloway of Fort Lauderdale, Florida representing the Greater Fort Lauderdale Chamber of Commerce, as Chair, and speaking for the Regional Business Alliance (RBA), addressed the Board. He stated that public transportation, relief of roadway congestion is of primary importance to the business community in South Florida. Mr. Calloway expressed interest in participating in any discussion on the transportation issue before the Board today as stakeholders in the economic prosperity of the region.

CONSENT AGENDA

Those matters included under the Consent Agenda are self-explanatory and are not expected to require review or discussion. Items will be enacted by one motion in the form listed below. If discussion is desired by any Board Member, however, that item may be removed from the Consent Agenda and considered separately.

C1. MOTION TO APPROVE: Minutes of Governing Board's Regular Meeting June 24, 2011.

Commissioner Steven Abrams moved for approval of the Consent Agenda. The motion was seconded by Board Member Marty Perry.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

REGULAR AGENDA

Those matters included under the Regular Agenda differ from the Consent Agenda in that items will be voted on individually. In addition, presentations will be made on each motion, if so desired.

R1. MOTION TO APPROVE: South Florida Regional Transportation Authority (SFRTA) FY 2012- 2021 Transit Development Plan Annual Update (TDP).

Commissioner Steven Abrams moved for approval. The motion was seconded by Board Member Marty Perry.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R2. MOTION TO APPROVE:

(1) Interlocal Agreement between the South Florida Regional Transportation Authority (SFRTA) and the Fort Lauderdale Downtown Development Authority (DDA), where the SFRTA will be the Designated Recipient grantee of Federal funds for the DDA to provide funding for the Fort Lauderdale Downtown Transit Circulator Transit Improvement project (WAVE) and to administer expenditures under the grant.

(2) Delegated Authority to the Executive Director to enter into the Grant Agreement with the Federal Transit Administration (FTA) (as referenced in the Interlocal Agreement).

Commissioner Steven Abrams moved for approval of (1) and (2). The motion was seconded by Board Member Marty Perry.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R3. MOTION TO APPROVE: The Sub-Recipient Agreement between the South Florida Regional Transportation Authority (SFRTA) and the City of Doral (City).

Commissioner Steven Abrams moved for approval. The motion was seconded by Board Member Marty Perry.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R4. MOTION TO APPROVE: Amendment No. 1 to the South Florida Regional Transportation Authority (SFRTA) FY 2011-2012 Operating Budget to increase the Marketing Budget by $210,747 for a campaign to market the new regional fare card and $30,205 for a marketing effort to inform passengers of the closing of the Miami Airport Station/Relocation to the Hialeah Market Station.

Commissioner Steven Abrams moved for approval. The motion was seconded by Board Member Marty Perry.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R5. MOTION TO APPROVE: An adjustment to the transfer discount amount provided to passengers transferring from the Broward County Transit (BCT), Miami-Dade Transit (MDT) and Palm Tran transit systems to Tri-Rail of $2.00 for full fare passengers and $1.00 for discounted fare passengers.

Commissioner Steven Abrams moved for approval. The motion was seconded by Board Member Marty Perry.

The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion carried unanimously.

R6. MOTION TO APPROVE: the Updated Draft SFRTA Ethics Policy, incorporating the relevant provisions of the Code for Public Officers, Ch. 112, Part III, F.S. and the Governing Board's selection of proposed alternative language, if any, regarding Key Ethical Issues.

Board discussion took place.

Exhibit 2 was reviewed.

Under **Gifts, Option A**, was agreed upon.

Gifts

Option A. Gift Reporting by All/Gift Limit = $100

SFRTA Persons are prohibited from soliciting any Gift from a political committee or committee of continuous existence, as defined in s 106.011,F.S. or from a Lobbyist who lobbies the SFRTA, or the partner, firm, employer, or principal of such Lobbyist, where such Gift is for the personal benefit of the reporting individual or procurement employee, another reporting individual or procurement employee, or any member of the immediate family of a reporting individual or procurement employee.

No SFRTA Person shall knowingly accept directly or indirectly, any Gift with a value greater than $100 from any person or business entity that the recipient knows is a Lobbyist or any principal or employer of a Lobbyist.

No person or entity shall offer, give or agree to give an SFRTA Person a Gift, and no SFRTA Person shall accept or agree to accept a Gift from a person or entity because of: an official public action taken or to be taken or which could be taken; a legal duty performed or to be performed or which could be performed; or a legal duty violated or to be violated; or which could be violated

TITLE VI FEDERAL TRANSIT ADMINISTRATION EQUITY ANALYSIS
SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
TRANSFER DISCOUNT AMOUNT INCREASE

1.0 Introduction

The Federal Transit Administration (FTA) is responsible for ensuring that its funding recipients fully comply with Title VI of the Civil Rights Act of 1964, in their planning and implementation processes. Pursuant to Title 49 U.S.C. Chapter 53, as amended, the South Florida Regional Transportation Authority (SFRTA) is a designated recipient of funds under FTA sections 5307 and 5309. Therefore, as the designated federal funds recipient, a Title VI Equity Analysis has been prepared in accordance with FTA Circular 4702.1A. The FTA Title VI regulations require that SFRTA ensure that:

> "No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

It is, therefore, SFRTA's responsibility to ensure that Tri-Rail commuter rail passenger service, and access to its facilities, is equitably distributed and provided to all persons in the United States without regard to race, color, or national origin.

2.0 Existing and Proposed Transfer Discount Policy

The SFRTA currently offers a discount for full fare and discounted passengers transferring onto the Tri-Rail commuter rail system from the Miami-Dade Transit, Broward County Transit or Palm Tran transit systems. The discount amount varies depending on which transit system a passenger is transferring from onto Tri-Rail. Beginning October 1, 2011, SFRTA will implement a new transfer policy that increases the passenger transfer discount amount to $2.00 for all one-way and round trip ticketed passengers that transfer onto the Tri-Rail system from any of the three local transit systems (Table 1). The increase in the discount reflects a total Fare Decrease anywhere from 14 to 100 percent. The purpose of this change is to simplify the Tri-Rail fare policy for transfer riders.

Table 1: Analysis of Transfer Discount

One-Way and Round Trip Ticket Transfer Discount when Transferring TO Tri-Rail:				
Transfer From Local Transit System	**Cost**		**Change**	
	Existing Discount	**Proposed Discount**	**Absolute**	**Percentage**
Miami-Dade Transit				
Full Fare Passengers	$1.75	$2.00	$0.25	14%
Discounted Fare Passengers*	$0.75	$1.00	$0.25	33%
Broward County Transit				
Full Fare Passengers	$1.00	$2.00	$1.00	100%
Discounted Fare Passengers*	$0.75	$1.00	$0.25	33%
Palm Tran				
Full Fare Passengers	$1.25	$2.00	$0.75	60%
Discounted Fare Passengers*	$0.75	$1.00	$0.25	33%

*Discounted fares include: senior citizens, persons with disabilities, and Medicare card holders.

3.0 Impact Analysis of Transfer Fare Discounts on Minority and Low Income Populations

During the planning stage, impacts of the proposed transfer fare discounts on minority and low income populations were analyzed. Since commuter rail is the only mode of transit that operates continuous service among Palm Beach, Broward and Miami Dade Counties, there were no alternate modes to analyze. The new increased transfer discount amount will be applied equally to all passengers transferring onto the Tri-Rail system.

U.S. Census data from Miami-Fort Lauderdale-Pompano Beach Metropolitan Statistical Area (MSA) and actual Tri-Rail on-board survey data were considered when analyzing the potential impacts of the transfer fare discounts on minority and low income populations.

3.1 Minority Populations

According to the U.S. Census Bureau 2005 - 2009 American Community Survey data, the approximate racial and ethnic group demographic breakdown of the Miami-Fort Lauderdale-Pompano Beach MSA includes the following:

- White: 38.2%
- Black: 19.3%
- Hispanic or Latino: 38.9%
- Native American: 0.1%
- Asian: 2.1%
- Pacific Islander: 0.0%
- Some other race: .4%
- Two or More Races: .9%

Based upon on-board survey information collected from Tri-Rail passengers which depicts the approximate racial and ethnic group demographic breakdown of passengers to include the following:

- White: 42.0%
- Black: 24.0%
- Hispanic or Latino: 23.0%
- Native American: 0.6%
- Asian: 3.0%
- Pacific Islander: 0.2%
- Two or More Races: 5.0%
- No response: 2.0%

The comparison between the two datasets suggests that the profile of Tri-Rail's passengers closely resembles the demographic make-up of the Miami-Fort Lauderdale-Pompano Beach MSA. Furthermore, the increase in the amount of transfer discount affects racial and ethnic group demographics equally.

3.2 Low Income Populations

Low income populations are considered to be households where the income is less than fifty percent of the median income within the Miami-Fort Lauderdale-Pompano Beach MSA, which would equal an amount less than $22,970. This MSA includes the following principal cities:

Miami, Fort Lauderdale, Pompano Beach, West Palm Beach, Miami Beach, Kendall, Boca Raton, Deerfield Beach, Boynton Beach, and Delray Beach. Tri-Rail operates within eight of the principal cities of which low income households comprise nearly 26 percent (516,000 households) of that population.

The median household income in the Miami-Fort Lauderdale-Pompano Beach MSA is estimated at $48,580 (2009, U.S. Census Bureau). Income level for Tri-Rail users was found to be measurably higher than that of South Florida. Over 20 percent of respondents indicated they made between $50,000 and $74,999 per year per household. Slightly over 26 percent indicated household incomes of over $75,000 a year. Results indicate a large amount of choice riders, who could afford to drive a car, yet choose to take Tri-Rail instead.

- Under $25,000 15%
- Between $25,000 and $35,000 12%
- Between $36,000 and $50,000 17%
- Between $51,000 and $75,000 21%
- Between $76,000 and $100,000 13%
- Over $100,000 13%
- No response: 8%

Although the low income riders comprise about 15 percent of Tri-Rail ridership, the increase in the amount of transfer discount affects all income ranges equally.

4.0 Conclusion

The SFRTA will increase the existing transfer discount amount for both full fare and discounted passengers that transfer into the Tri-Rail commuter system from any one of the three local transit systems (e.g., Palm Tran, Broward County Transit and Miami-Dade Transit). This fare change will establish a systemwide single transfer discount amount and simplify passenger fares for customers.

Based upon an analysis of both U.S. Census data and Tri-Rail on-board survey data the impacts of an increase to the transfer discount amount which will result in a Fare Decrease are not disproportionate to minority and low income riders.

Jarman Marie

From: antoinette.davis@dot.gov
Sent: Wednesday, September 28, 2011 10:08 AM
To: Jarman Marie
Subject: RE: Fare Analysis

Hi Marie,

Tri-Rail's fare analysis for the upcoming fare decrease is approved.

Toni

From: Jarman Marie [mailto:jarmanm@sfrta.fl.gov]
Sent: Wednesday, September 28, 2011 9:24 AM
To: Davis, Antoinette
Cc: Hernandez Del Calvo Diane
Subject: RE: Fare Analysis

Thanks for all your help.

Marie.

From: antoinette.davis@dot.gov [mailto:antoinette.davis@dot.gov]
Sent: Wednesday, September 28, 2011 9:22 AM
To: Jarman Marie
Subject: RE: Fare Analysis

Hi Marie,

Miami-Dade Transit's fare analysis has been approved.

Toni

Antoinette "Toni" Davis
Equal Opportunity Specialist
Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590
202-366-5190

This e-mail is intended to serve as informal guidance only and does not constitute the official opinion of the Federal Transit Administration or the U.S. Department of Transportation.

From: Jarman Marie [mailto:jarmanm@sfrta.fl.gov]
Sent: Wednesday, September 28, 2011 9:04 AM
To: Davis, Antoinette
Subject: Fare Analysis

AGENDA ITEM NO. I-1

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: MARCH 22, 2013
AGENDA ITEM REPORT

☐ Information Item ☒ Presentation

TRI-RAIL COASTAL LINK ON FEC CORRIDOR

SUMMARY EXPLANATION AND BACKGROUND:

On October 28, 2011, the South Florida Regional Transportation Authority (SFRTA) Governing Board received a presentation that introduced the *Fast Start Plan*, a new SFRTA initiative to bring *Tri-Rail Coastal Service* to the Florida East Coast (FEC) Railway corridor in an accelerated manner. The Fast Start Plan proposed an aggressive development schedule that would create sorely needed construction jobs, provide sustained economic development opportunities, and offer a long awaited new mobility option that would extend the existing Tri-Rail system to directly serve the region's major downtowns.

A detailed follow up presentation on Tri-Rail Coastal Service activities and other related FEC passenger rail efforts was given at the SFRTA Governing Board meeting on September 28, 2012. As part of the September 2012 discussion, the Chair stated that Tri-Rail extension onto the FEC was a top priority and requested that a brief update on FEC passenger rail issues be provided at every Governing Board meeting. As a result, such an update has been provided at subsequent Governing Board meetings.

At the March 22, 2013 Governing Board meeting, staff will provide a brief overview of recent Coastal Service activities and the ongoing South Florida East Coast Corridor (SFECC) Study process. The March update will include information on the status of a multi-party project memorandum of understanding (MOU) and outcomes of the March 4, 2013 SFECC Study Steering Committee meeting and multiple SFRTA-FDOT staff coordination meetings.

Department: Planning & Capital Development
Project Manager: William L. Cross, P.E.

Department Director: Daniel R. Mazza, P.E.
Procurement Director: N/A

EXHIBITS ATTACHED: Exhibit 1- Presentation

TRI-RAIL COASTAL LINK ON FEC CORRIDOR

Recommended by: Daniel Mazza 3-14-13
Department Director Date

Approved N/A
Procurement Director Date

Authorized by:
Executive Director Date

Approved as to Form 3-14-13
General Counsel Date

Tri-Rail Coastal Service

Project Status Report to SFRTA Board, March 22, 2013

Presented by
William L. Cross, P.E.,

Tri-Rail Coastal Link

Miami-Dade
Broward
Palm Beach

3/14/2013

1. MARCH STEERING COMMITTEE MEETING

South Florida Regional Transportation Authority

STEERING COMMITTEE MEMBERS

BOARD MEMBERS PRESENT

- **Honorable Steven L. Abrams**, Chair and Palm Beach County Mayor
- **Mr. James A. Cummings**, Broward County Representative
- **Mr. George Morgan**, Governor's Appointee
- **Mr. James Wolfe, P.E.**, Florida Department of Transportation Representative

TWO ISSUES RESOLVED

1. Name: Tri-Rail Coastal Link

2. Operating Agency: SFRTA

FECI

- Husein Cumber, Executive Vice President, Corporate Development

- No interest in operating Commuter Rail
- Ready to begin Tri-Party negotiations for corridor access rights with FDOT and SFRTA

2. MEMORANDUM OF UNDERSTANDING

South Florida Regional Transportation Authority

STATUS OF DRAFT MOU

- General consensus of partners
  - Lays a framework to deliver an outstanding project for the public
- Final Draft under review
- Anticipated Approvals:

AGENCY	DATE
SFRTA	March 22, 2013 (Pompano)
Broward MPO	April 11, 2013 (Cypress Creek)
Palm Beach MPO	April 18, 2013 (West Palm Beach)
SEFTC	April 22, 2013 (Hollywood)
SFRPC	May 6, 2013 (Key Largo)
TCRPC	May 17, 2013 (Stuart)
Miami-Dade MPO	May 23, 2013 (Miami)
FDOT IV & VI	May 2013

Tri-Rail Coastal Service

Tri-Rail Coastal Link

Miami-Dade
Broward
Palm Beach

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: MARCH 22, 2013
AGENDA ITEM REPORT

☒ Information Item ☒ Presentation

THE WAVE UPDATE

SUMMARY EXPLANATION AND BACKGROUND:

The Wave Modern Streetcar, the Wave, is a 2.7 mile modern streetcar system in downtown City of Fort Lauderdale (City) that will provide both economic development and transportation benefits. They system will include 10 passenger stations, five streetcar vehicles and a maintenance facility. Total system cost is estimated at $142.6 million with an annual operating cost of about $3 million per year in 2016 dollars, the anticipated revenue service date. The project will be located in the public transportation epicenter of Broward County and will help link together Tri-Rail and existing shuttle bus service; planned FEC Tri-Rail Coastal Link and All Aboard Florida service; Broward County Transit bus service including their downtown transfer station; and Fort Lauderdale Transportation Management Agency (TMA) trolley bus services. The streetcar system will serve a dense urban mix of residential, governmental, employment, judicial, and recreational centers and should spur significant new development opportunities and investment within the corridor.

The project was initiated about 10 years ago by the Fort Lauderdale Downtown Development Authority (DDA) and had made steady progress over the much of that time. About two years ago there was an effort to reevaluate the project, the project partnership and consultant team. The DDA requested South Florida Regional Transportation Authority (SFRTA) become involved in the project to address three key areas they felt we could significantly strengthen: Planning, Federal Transit Administration (FTA) Project Sponsorship and Design/Construction/Project Delivery. SFRTA's role is project development only and SFRTA has absolutely no responsibility for funding of either the capital or operating costs, which are covered by the other partner agencies.

(Continued on Page 2)

Department: Planning & Capital Development
Project Manager: William L. Cross, P.E.
Department Director: Daniel R. Mazza, P.E.
Procurement Director: N/A

EXHIBITS ATTACHED:
Exhibit 1 – Presentation
Exhibit 2 – Highlights of the Wave
Exhibit 3 – The Wave Modern Streetcar Partnership Agreement

THE WAVE UPDATE

SUMMARY EXPLANATION AND BACKGROUND: (Continued)

In the past two years, SFRTA has helped the partnership secure from FTA: the approval of the Alternative Analysis: Environmental Clearance (Finding of No Significant Impact); award of a Transportation Investment Generating Economic Recovery (TIGER) grant in the amount of $18 million; and submittal of a Small Starts Grant application for an additional $50 million (award pending). Award of the $18M Tiger Grant to SFRTA has been key to unlocking Broward Metropolitan Planning Organization (MPO), State (FDOT Small Starts), and City funding for the capital project as well as County support for operations.

The Wave is an unprecedented partnership of federal, state, regional, county, city, and the business community and includes the following partners: FTA, State of Florida (FDOT), SFRTA, Broward MPO, Broward County, City of Fort Lauderdale, and the DDA. The respective roles and responsibilities of these partners is documented in the Partnership Agreement that has been approved by Broward County on March 12, 2013. This document will be approved by all other agencies prior to being brought to our Board for action in April 2013 (anticipated).

THE WAVE UPDATE

Recommended by: Daniel Mazzo 3-14-13
Department Director Date

Approved N/A
Contracts Director Date

Authorized by:
Executive Director Date

Approved as to Form: 3-14-13
General Counsel Date

The Wave Modern Streetcar

Project Update to SFRTA Board
March 22, 2013

Presented by: William L. Cross, P.E.

BROWARD COUNTY FLORIDA

broward MPO metropolitan planning organization

CITY OF FORT LAUDERDALE

D·D·A DOWNTOWN DEVELOPMENT AUTHORITY FORT LAUDERDALE

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION

RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

THE Wave

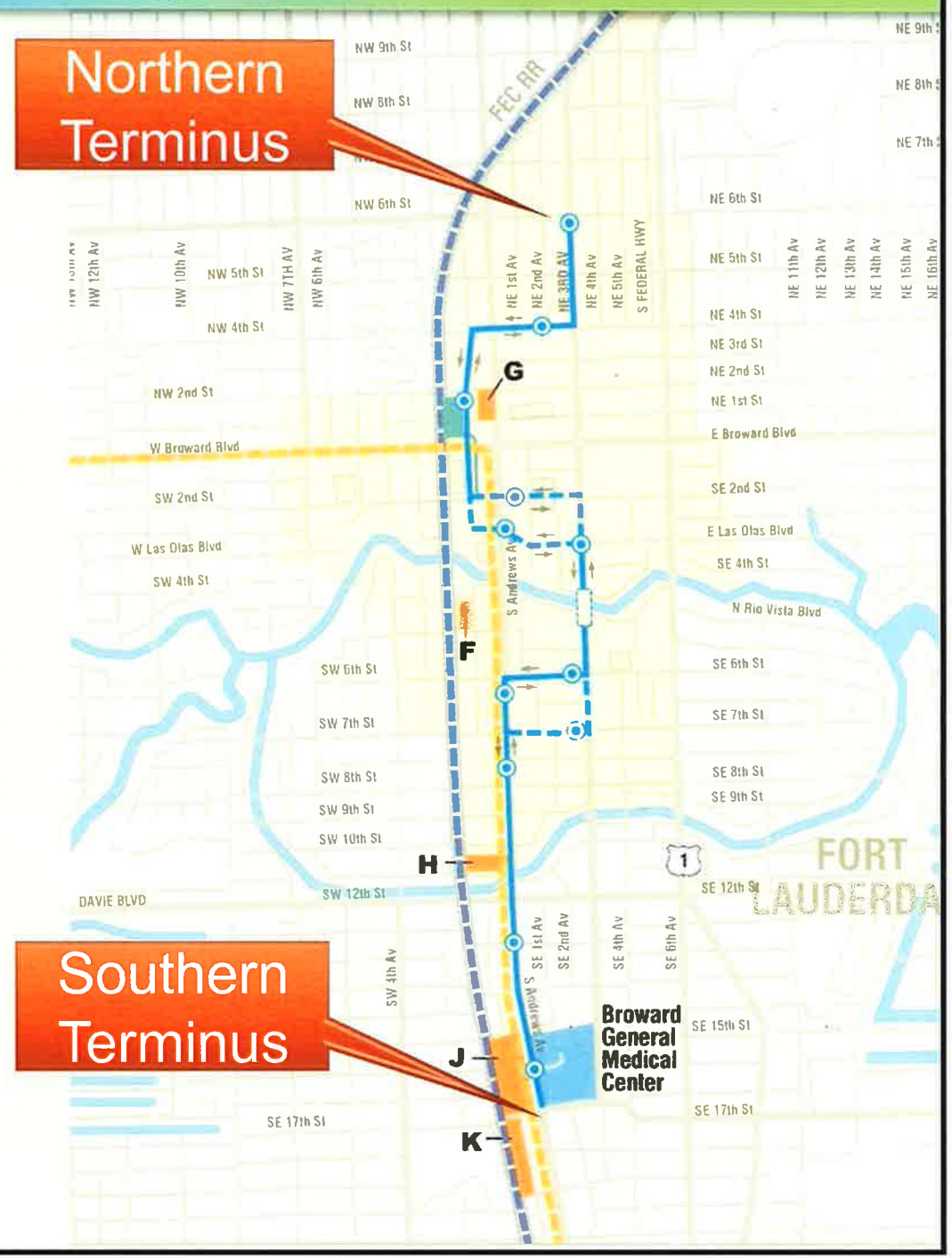
What is the Wave?

1. Public Transportation
   - 2.7 miles (5.4 round trip) network
   - 10 stations
   - Urban Circulator
   - Pedestrian "extender"

WAVE ALIGNMENT

LEGEND

- Proposed Alignment
- Alternative Alignments
- Station
- Potential East/West Transit Alignment
- Potential FEC Transit Alignment
- Broward County Transit Transfer Station
- Optional Maintenance and Storage Site
- Drawbridge
- At-Grade Railroad Crossing
- Existing Parking Facility
- Proposed Rim Intercept Parking Facility



What is the Wave?

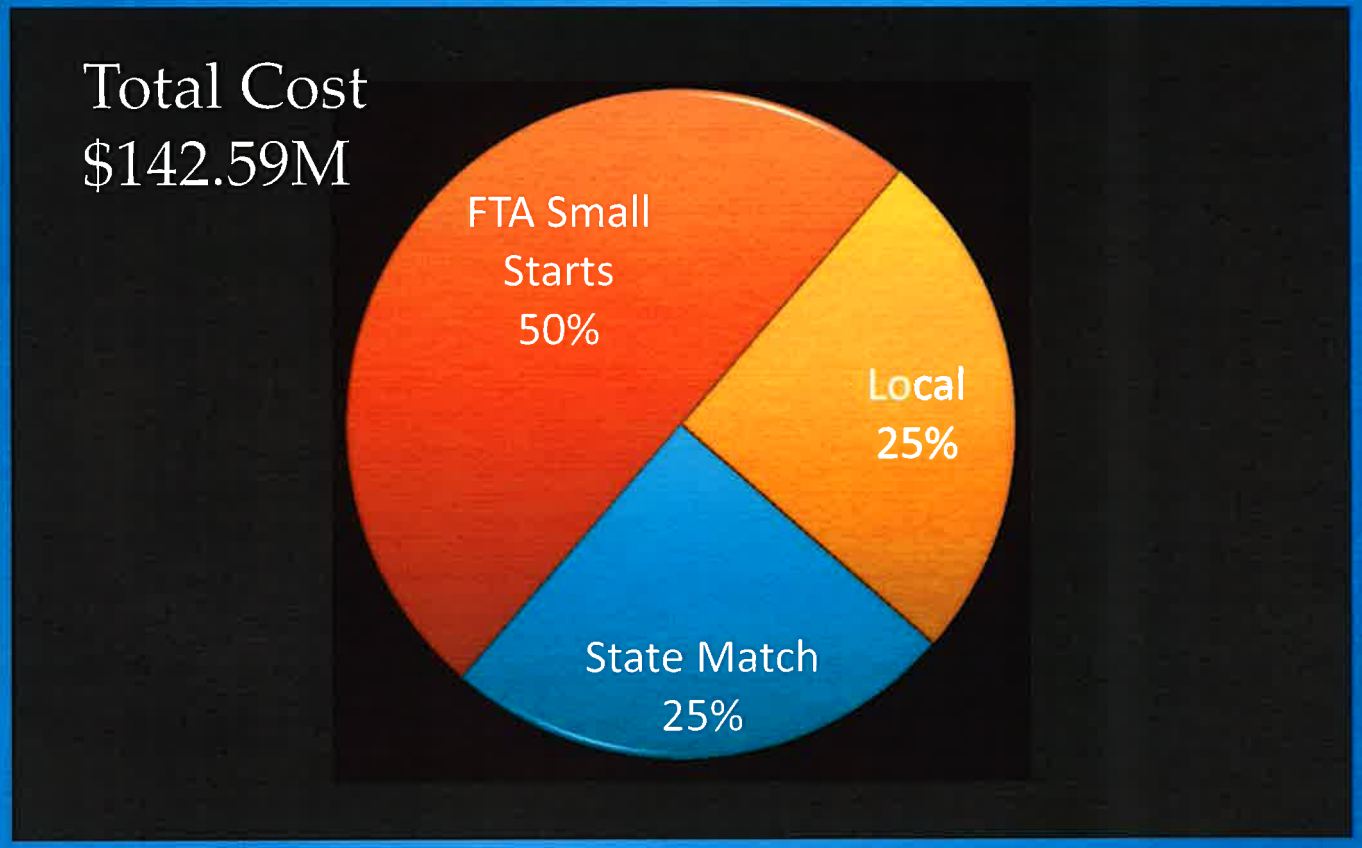
2. Economic Development

- Increases Property Values
- Supports sales and leasing of both residential and commercial property
- Encourages private sector investment due to certainty a rail project represents

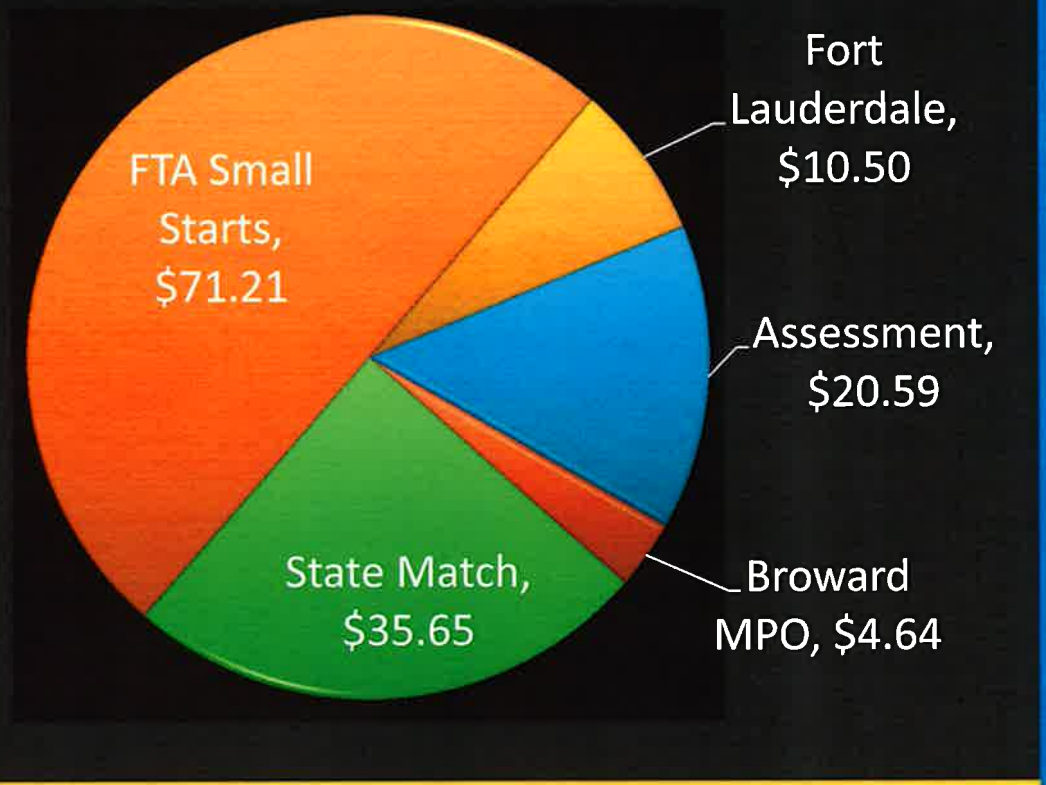
Impact of Streetcar in Portland, OR

- $3.5 billion in private investment within two blocks of the alignment
- 10,212 new housing units
- 5.4 million sq. ft. of office, institutional, retail, and hotel construction have been constructed within two blocks of the alignment
- Developers are building new residential buildings with significantly lower parking ratios than anywhere else in the region

"Wave" Finance Plan



"Wave" Finance Plan



Broward County has committed to funding Operating & Maintenance

Partner Roles

Agency	Role
Broward County (BCT)	Owner, Operator and **Operating Funds**
Broward Metropolitan Planning Organization	**Capital Funds**
City of Fort Lauderdale	**Capital Funds**
Downtown Development Authority	Project Concept, Government Relations, and Public Outreach
State of Florida (FDOT)	**Capital Funds**
South Florida Regional Transportation Authority	Project Development (Planning, Design and Engineering), FTA Project Sponsor, and Construction
Federal Transit Administration (FTA)	**Capital Funds**

Federal Progress To Date

- Alternatives Analysis Approved
  - Locally Preferred Alternative
- Environmental Clearance Approved
  - Finding of No Significant Impact
- TIGER Grant Award
  - $18 M Award
- Small Start Grant
  - Resubmittal Pending FTA Map-21 Rule Making Summer 2013

Inter-local Partnership Agreement

- Approved by Broward County Commission March 12, 2013

- Broward MPO, April 2013 (planned)
- DDA Board, April 2013 (planned)
- City of Fort Lauderdale Commission, April 2013 (planned)
- SFRTA Board, April 2013 (planned)

U.S. Department of Transportation
Federal Transit Administration

BROWARD COUNTY FLORIDA

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION

CITY OF FORT LAUDERDALE

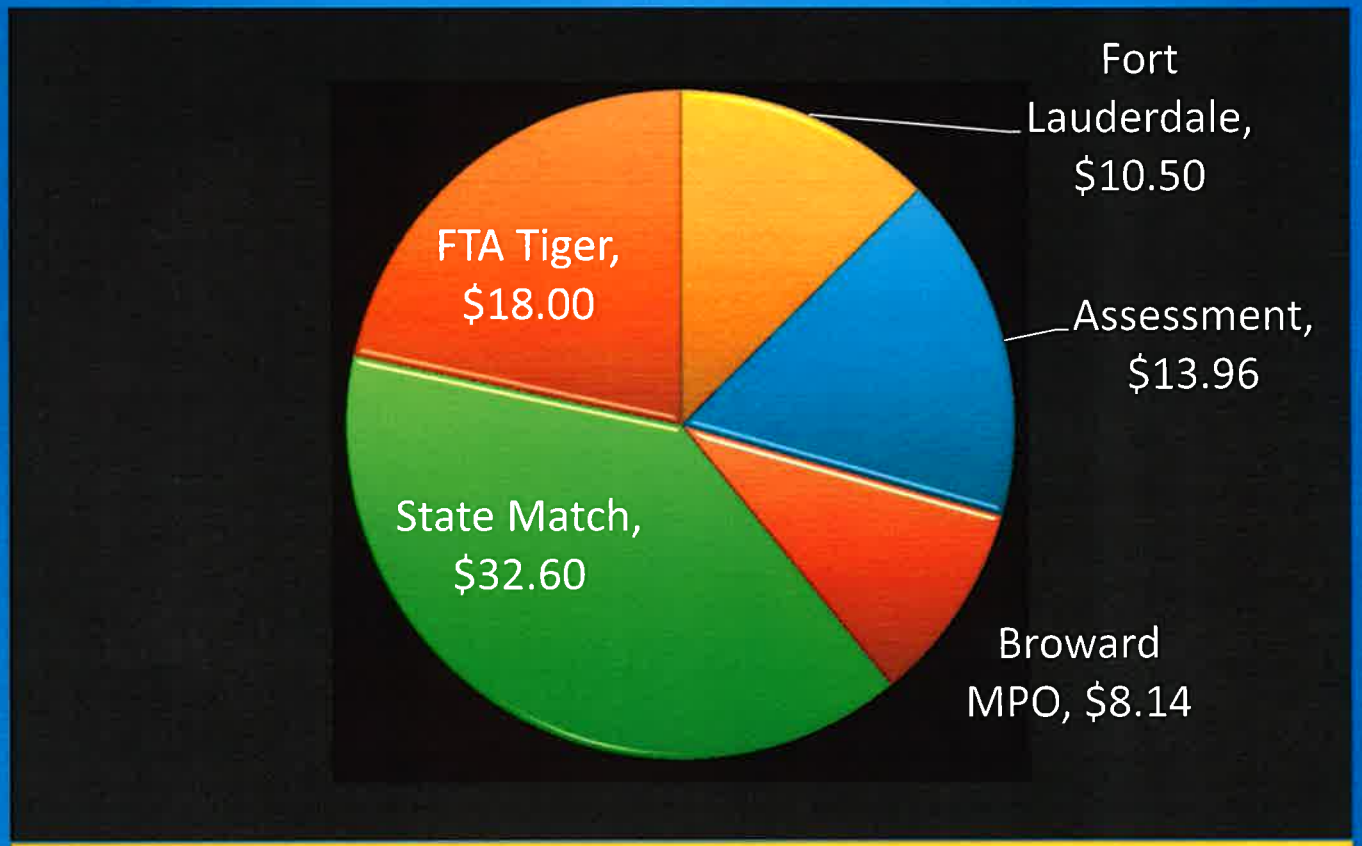
D·D·A DOWNTOWN DEVELOPMENT AUTHORITY FORT LAUDERDALE

broward MPO metropolitan planning organization

RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

THE Wave

TIGER Finance Plan



$18 million FTA TIGER Grant Awarded June 2012

Project History (In a nutshell)

- The Downtown Masterplan was completed in **2003** and a Downtown Transit/Mobility Study was completed in **2004**

- In **2004**, the DDA hired the Goodman Group and came up with a conceptual transit system and went through the federal process to become an authorized project

- In late **2004**, Broward County committed to be the owner/operator of the system

- Parsons Brinckerhoff (PB) was hired in early **2006** to complete a joint environmental assessment and alternative analysis study

- The DDA, City of Fort Lauderdale and Broward County endorsed the locally preferred alternative (LPA) in **2008**, including the route, streetcar technology and the local funding plan

- From **2008 – 2010**, over 100 meetings were held with downtown property owners to discuss the possible local assessment

- The updated LPA was included in the 2035 Long Range Transportation Plan in December **2009**

Project History (In a nutshell)

- In early **2010**, DRAFT Project Development (PD) application submittals and AA/EA reports were provided to FTA and after guidance, the project team started a thorough peer review of all documents

- In **April 2010**, FDOT/District IV led a best practices streetcar modeling workshop to discuss lessons learned in streetcar modeling and best approaches moving forward with The Wave

- The project team started meeting in **Summer 2010** to discuss and determine the best project management (governance) for the project, which resulted in the addition of SFRTA in **February 2011**

- Starting in 2011, the project team started meeting bi-weekly and does all external meetings, conferences and presentations as a group (to reinforce the partnership)

- It is anticipated that the updated PD application and the updated AA/EA report will be submitted to FTA in July

Exhibit 2

THE WAVE STREETCAR

WHAT IS IT?

The Wave is a planned 2.7 mile streetcar system designed to move people in and around downtown and serve as a circulator/distributor system, with connections to regional bus and rail systems. More than just a mobility project, the Wave Streetcar seeks to **create a livable community** by integrating land use, economic development and transportation while being environmentally sustainable.

(Rendering in front of the Museum of Art/Fort Lauderdale on Las Olas Blvd)

Highlights of the Wave:

- **First phase** of the Central Broward East/West Transit System and part of a planned county-wide transit network.
- **Connects** Downtown's major activity generators and many points of interest utilizing a modern streetcar system.
- **Encourages significant private investment** estimated at approximately 4 billion of new development by 2030, with an estimated $70—80 million in new tax revenues.
- **Directs Growth to Downtown**, reduces urban sprawl, and promotes more efficient usage of mass transit opportunities.
- **Creates** over 2,000 engineering & construction related **jobs**, 40 full-time permanent system jobs & new retail and office employment from new development.
- **Multiple environmental benefits**—reduced carbon emissions, reduction in per person utility consumption and reduction in vehicle miles traveled.
- Brings **new restaurants, shops** and support services to the area.
- **Close Proximity to Airport, Port/Cruise Terminal and Tri-Rail** for possible expansion of streetcar network.

And many more!

AGENCY PARTNERS

BROWARD COUNTY FLORIDA · RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY · BROWARD COUNTY Transit · broward MPO · STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION · CITY OF FORT LAUDERDALE · DDA DOWNTOWN DEVELOPMENT AUTHORITY FORT LAUDERDALE

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

INTERLOCAL PARTNERSHIP
AGREEMENT
among
BROWARD COUNTY
and
BROWARD METROPOLITAN PLANNING ORGANIZATION
and
CITY OF FORT LAUDERDALE
and
DOWNTOWN DEVELOPMENT AUTHORITY
OF THE CITY OF FORT LAUDERDALE
and
SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
IN COORDINATION WITH OUR CAPITAL STAKEHOLDERS, THE FEDERAL TRANSIT ADMINISTRATION AND THE FLORIDA DEPARTMENT OF TRANSPORTATION
for
THE WAVE MODERN STREETCAR
PLANNING, FINANCE, DESIGN, IMPLEMENTATION, PROJECT SPONSORSHIP, OWNERSHIP, OPERATIONS, AND MAINTENANCE

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

This agreement (the "Agreement") is made and entered into by and between: BROWARD COUNTY, a political subdivision of the State of Florida, hereinafter referred to as "COUNTY;"

and

BROWARD METROPOLITAN PLANNING ORGANIZATION, created pursuant to Section 339.175, Florida Statutes ("F.S."), hereinafter referred to as "BROWARD MPO;"

and

CITY OF FORT LAUDERDALE, a municipal corporation organized and existing under the laws of the State of Florida, its successors and assigns, hereinafter referred to as "CITY;"

and

DOWNTOWN DEVELOPMENT AUTHORITY OF THE CITY OF FORT LAUDERDALE, a body politic and corporate and an agency of the City of Fort Lauderdale as established by the laws of the State of Florida, hereinafter referred to as "DDA;"

and

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY, a body politic and corporate and an agency of the State of Florida created pursuant to Chapter 343, Florida Statutes, herein referred to as "SFRTA;"

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

RECITALS

WHEREAS, the parties to this Agreement are collectively referred to herein as the "PARTNERS;" and

WHEREAS, it is the purpose and intent of the PARTNERS to this Agreement, to permit DDA, BROWARD MPO, SFRTA, COUNTY and CITY to make the most efficient use of their respective powers, resources and capabilities by enabling them to cooperate on the basis of mutual advantage and thereby accomplish the objectives provided for herein in the manner that will best accord with the existing resources available to each of them and with the needs and developments within their respective jurisdictions; and

WHEREAS, the Federal Transit Administration ("FTA") of the United States Department of Transportation and the Florida Department of Transportation ("FDOT") are CAPITAL STAKEHOLDERS (as defined herein) in the PROJECT and have allocated CAPITAL FUNDS for Design and Construction contingent upon the PARTNERS entering into this Agreement identifying their roles and responsibilities; and

WHEREAS, FTA and FDOT will enter into additional agreements with the SPONSOR (as defined herein) on the Federal and State requirements; and

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

WHEREAS, this Agreement is intended to generally outline the preliminary components and identify the roles and responsibilities of the PARTNERS at this stage of the PROJECT (as defined herein); and

WHEREAS, DDA coordinated the multi-governmental development of a transit and pedestrian master plan for downtown Fort Lauderdale (hereafter "Fort Lauderdale Downtown Transit/Pedestrian Master Plan"); and

WHEREAS, the Fort Lauderdale Downtown Transit/Pedestrian Master Plan identifies the benefits of implementing a downtown transit corridor program; and

WHEREAS, downtown transit corridor programs are included in the Broward County Comprehensive Plan, the City of Fort Lauderdale Comprehensive Plan, and the Broward MPO Long Range Transportation Plan; and

WHEREAS, a component of each downtown transit corridor program is a downtown transit circulator hereinafter referred to as the "WAVE MODERN STREETCAR" (as defined herein); and

WHEREAS, DDA, BROWARD MPO, CITY, COUNTY, FDOT and SFRTA have worked at the federal, state, regional, county and city level to create the WAVE MODERN STREETCAR; and

WHEREAS, the CITY adopted Resolution No. 08-71 which endorsed the WAVE MODERN STREETCAR, recommended route E-1 as the CITY's

preferred route and technology (the "Locally Preferred Alternative" or "LPA"), identified the CITY's funding level and endorsed using the special assessment process to provide additional capital financial support for the WAVE MODERN STREETCAR; and

WHEREAS, the COUNTY adopted Resolution 2008-579, which supported the WAVE MODERN STREETCAR, adopted route E-1 as the COUNTY's preferred route and technology (the LPA), approved a finance plan (not the same as the FINANCE PLAN defined herein), and committed to funding the operation and maintenance needs of the WAVE MODERN STREETCAR for 20 years, subject to the conditions stated herein; and

WHEREAS, the FTA in June 2012 awarded a Transportation Investment Generating Economic Recovery ("TIGER") grant in the amount of Eighteen Million Dollars ($18,000,000) to SFRTA for PHASE 1A (as defined herein), and FDOT has allocated funds as described and defined in the TIGER GRANT APPLICATION (as defined herein); and

WHEREAS, the TIGER GRANT does not provide sufficient funding for implementation of PHASE 1 (as defined herein) and so the work to be done pursuant to the TIGER GRANT has been defined herein as PHASE 1A (as defined herein); and

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

WHEREAS, the CITY, DDA and BROWARD MPO have agreed to participate in the capital funding for the WAVE MODERN STREETCAR, as addressed herein; and

WHEREAS, the DDA has committed to support all PARTNER efforts to fund capital and operating costs of the WAVE MODERN STREETCAR (as more particularly described herein) with the public, business community, and local, regional, state, and federal levels of government; and

WHEREAS, the PARTNERS agree the COUNTY should be the OWNER and OPERATOR of the WAVE MODERN STREETCAR; and

WHEREAS, COUNTY has agreed to become the OWNER and OPERATOR of the WAVE MODERN STREETCAR subject to the conditions stated herein; and

WHEREAS, SFRTA has previous experience planning transit projects following FTA requirements and has successfully completed and obtained FTA approval for the WAVE MODERN STREETCAR Alternative Analysis and Environmental Assessment and received a Finding of No Significant Impact from the FTA, as well as prepared a successful TIGER GRANT APPLICATION for the PROJECT; and

WHEREAS, SFRTA has previous experience as a SPONSOR (as defined herein) has entered into a previous Full Funding Grant Agreement

with the FTA, has successfully completed the design and construction of a major FTA steel-wheel transit project in South Florida, is a regional operator of Tri-Rail Commuter Rail Passenger Service, and is a FTA Designated Recipient ("DR") for FEDERAL GRANTS; and

WHEREAS, the PARTNERS agree SFRTA should be the SPONSOR and IMPLEMENTOR (as both terms are defined herein) for the WAVE MODERN STREETCAR and SFRTA has agreed to act as both, subject to the conditions stated herein.

NOW, THEREFORE, IN CONSIDERATION of the mutual terms, conditions, promises, covenants, and payments hereinafter set forth, the PARTNERS agree as follows:

1. RECITALS. The truth and accuracy of each of the Recitals set forth above are acknowledged by the PARTNERS and, along with the exhibits attached to this Agreement, are incorporated herein by reference.

2. DEFINITIONS

   2.1. ASSESSMENT shall mean a properly apportioned amount of a special assessment levied upon real property deemed to have received a special benefit from the Construction of the WAVE MODERN STREETCAR.

   2.2. CAPITAL FUNDS shall mean the respective Federal, State and Local shares of the capital costs (both "hard" and "soft" costs) that will be committed by the

PARTNERS, excluding COUNTY and SFRTA, to the PROJECT, as provided for in this Agreement.

2.3. CAPITAL COST OVERRUN shall mean any and all capital costs (both "hard" and "soft" costs) that exceed those anticipated in the FINANCE PLAN and ultimately agreed to in the FEDERAL GRANT AGREEMENTS.

2.4. CAPITAL STAKEHOLDERS shall collectively mean FTA and FDOT, both of which have allocated CAPITAL FUNDS for the PROJECT.

2.5. CONSTRUCTION shall mean to employ and or contract with all persons or entities necessary to complete construction activities associated with the PROJECT.

2.6. DESIGN shall mean professional services, including, but not limited to, architectural; civil, electrical, traffic operations, railroad, mechanical, and electrical engineering, environmental and geotechnical, necessary to complete the design activities associated with the PROJECT.

2.7. FEDERAL GRANTS shall mean any federal grants awarded by FTA for the PROJECT, including, but not limited to, the TIGER and the SMALL STARTS GRANTS.

2.8. FEDERAL GRANT AGREEMENTS shall mean any agreements between SFRTA and the federal government for CAPITAL FUNDS for the PROJECT.

2.9. FINANCE PLAN shall mean the finance plan contained within the SMALL STARTS GRANT APPLICATION (see Exhibit 1), if the SMALL STARTS GRANT (or other equally valued FEDRAL GRANT(S)) is awarded, or, if the SMALL STARTS GRANT (or other equally valued FEDERAL GRANT(S)) is not awarded, it shall be the finance plan contained in the TIGER GRANT APPLICATION (see Exhibit 2). In this context, FINANCE PLAN, is not intended to mean the finance plan contained within COUNTY Resolution 2008-579.

2.10. FLORIDA NEW STARTS TRANSIT PROGRAM ("NSTP") shall mean the State of Florida's primary financial resource for supporting locally planned, implemented, and operated transit "guide way" capital investments implemented in the State of Florida, as specified in Section 341.051, F.S.

2.11. IMPLEMENTOR shall mean SFRTA, which is the PARTNER designated by all of the PARTNERS to carry out the PROJECT.

2.12. OPERATOR shall mean the COUNTY, which will be responsible for day-to-day operations and maintenance of the WAVE MODERN STREETCAR in accordance with all applicable agreements, including but not limited to the FEDERAL GRANTS, and local, COUNTY, State and Federal laws, for twenty (20) years following PROJECT HANDOVER.

2.13. OWNER shall mean the COUNTY, upon PROJECT HANDOVER.

2.14. PARTNERS shall mean, collectively, the DDA, the CITY, the COUNTY, the BROWARD MPO and SFRTA whose roles and responsibilities are addressed herein and may be further defined in future agreements between the PARTNERS.

2.15. PHASE I shall mean the PROJECT as described and defined in the SMALL STARTS GRANT APPLICATION, which includes PLANNING, DESIGN and CONSTRUCTION of the PROJECT through and including PROJECT HANDOVER.

2.16.

PHASE 1A shall mean the work as described and defined in the TIGER GRANT APPLICATION, which includes PLANNING, DESIGN and CONSTRUCTION of the PROJECT through and including PROJECT HANDOVER.

2.17. SMALL STARTS GRANT shall mean the grant, if awarded by FTA to the IMPLEMENTOR, that provides for the PLANNING, DESIGN and CONSTRUCTION of PHASE 1.

2.18. SMALL STARTS GRANT AGREEMENT shall mean the agreement entered into between FTA and the IMPLEMENTOR, that provides the terms and conditions for PHASE I of the PROJECT.

2.19. SMALL STARTS GRANT APPLICATION shall mean the application dated June 2012 transmitted to FTA on behalf of the PARTNERS by SFRTA for PHASE 1.

2.20. TIGER GRANT shall mean the grant awarded by FTA, under the Transportation Investment Generating Economic Recovery supplementary discretionary grant program included in the American Recovery and Reinvestment Act of 2009, to SFRTA in June 2012 in the amount of Eighteen Million Dollars ($18,000,000).

2.21. TIGER GRANT AGREEMENT shall mean the agreement between SFRTA and FTA for the TIGER GRANT.

2.22. TIGER GRANT APPLICATION shall mean the application dated March 2012, transmitted to FTA on behalf of the PARTNERS by SFRTA which requested capital funding for PHASE 1A.

2.23. PLANNING shall mean the development of the Alternative Analysis/Environment Assessment (AA/EA), applications for FEDERAL GRANTS, public involvement, grant preparation, conceptual design (commonly referred to as 30% design), and real property acquisition, leases and/or easements, and development of necessary agreements for the PROJECT.

2.24. PROJECT shall mean either (a) the PLANNING, DESIGN and CONSTRUCTION of the entire approximately 2.7 mile WAVE MODERN STREETCAR system, its stations and other related ancillary facilities and the purchase of rolling stock, as more fully described in the SMALL STARTS GRANT APPLICATION, if the SMALL STARTS GRANT, or other equally valued FEDERAL GRANT(S), is awarded, and also referred to herein as PHASE 1; or (b) shall mean the PLANNING, DESIGN and CONSTRUCTION of the approximately 1.42 mile segment of the WAVE MODERN STREETCAR system, its stations and other related ancillary facilities and the purchase of rolling stock, as more fully described in the TIGER GRANT APPLICATION, if the SMALL STARTS GRANT, or other equally valued FEDERAL GRANT(S), is not awarded to fund PHASE 1, and is also referred to herein as PHASE 1A.

2.25.

PROJECT HANDOVER is defined to mean the point in time at which the COUNTY assumes responsibility for the operations and maintenance of the WAVE MODERN STREETCAR, pursuant to the terms of this Agreement.

2.26. SPONSOR shall mean SFRTA, the PARTNER that shall be the grantee under all FEDERAL GRANTS and any other Federal funding agreements for the PROJECT. The SPONSOR will also be the recipient of all CAPITAL FUNDS

committed by the PARTNERS and CAPITAL STAKEHOLDERS and is responsible for PLANNING.

2.27. YEAR OF EXPEDITURE DOLLARS shall mean the method of expressing the estimated total cost of completion of the PROJECT, as required by FTA.

2.28. CAPITAL COST OVERRUN shall mean any and all capital costs beyond those anticipated in the FINANCE PLAN.

2.29. CAPITAL COST INCREASES shall mean change orders, additional, incremental or desired features or improvements, which may include BETTERMENTS, that may exceed the PROJECT's capital budget and are caused by a PARTNER request.

2.30. BETTERMENTS shall mean improvements that SFRTA, in its sole discretion, determines to be beyond those required to implement the PROJECT.

2.31. WAVE MODERN STREETCAR shall mean the approximately 2.7 mile streetcar system approved by the CITY in Resolution No. 08-71, which endorsed the WAVE MODERN STREETCAR, recommended route E-1 as the CITY's preferred route and technology; and approved by the COUNTY in Resolution 2008-579, which supported the WAVE MODERN STREETCAR, adopted route E-1 as the COUNTY's preferred route and technology or the LPA; which is more particularly described in the SMALL STARTS GRANT APPLICATION, or, if Phase 1A is constructed and implemented, it shall mean the system as defined in the TIGER GRANT APPLICATION.

Failure to capitalize a defined term herein shall not change its meaning, as defined in this Agreement. There are also additional defined terms in this Agreement that are not contained within Section 2.

3. PURPOSE OF AGREEMENT

The purpose and intent of this Agreement is to outline the roles, responsibilities, and allocated funding for development and operation of the WAVE MODERN STREETCAR and to provide a means by which PARTNERs may express their opinions and/or concerns regarding the development of the PROJECT.

4. WAVE MODERN STREETCAR DESCRIPTION

The WAVE MODERN STREETCAR is a modern streetcar system proposed for the urban core of the City of Fort Lauderdale, the "downtown" of Broward County as more fully described in the SMALL STARTS GRANT APPLICATION. Starting from Northwest 6th Street, with the northern anchor at the Broward County Downtown Transfer Facility, the streetcars will connect the major employment centers and primary activity centers and terminate near Broward General Medical Center to the south at Southeast 17th Street. The system is approximately 2.7 miles in length, will be served by 10 stations and use four street cars, unless only Phase 1A is constructed and implemented, and then it will be the system described in the TIGER GRANT APPLICATION.

5. INTERGOVERNMENTAL COORDINATION AND COOPERATION

The PARTNERS recognize the need for cooperation to expedite development of the PROJECT. The PARTNERS agree to coordinate their participation in the PROJECT Implementation through a designated representative appointed by each PARTNER.

5.1. DESIGNATED PARTNER REPRESENTATIVES

The PARTNERS shall each designate a representative ("Designated Partner Representative") authorized to:

5.1.1. Coordinate the use of the PARTNER staff assigned, and the resources allocated to, the PROJECT.

5.1.2. Communicate on behalf of their respective PARTNER with other Designated Partner Representatives.

5.1.3. Serve as the central point of contact for their respective PARTNER with regards to the PROJECT.

Designated Partner Representatives are not authorized to amend this Agreement and cannot bind their respective PARTNER to terms not specifically agreed to by the PARTNERS pursuant to this Agreement or other agreements, as may be required by the PROJECT.

5.2. CHANGES IN DESIGNATED REPRESENTATIVE

PARTNERS reserve the right to change their respective Designated Partner Representatives, with written notice to the other PARTNERS, at any time. An updated list of Designated Partner Representatives shall be created by the IMPLEMENTOR whenever any Designated Partner Representative is changed.

5.3. PROJECT HANDOVER

PROJECT HANDOVER is defined to mean the procedure by which the PROJECT is tested, inspected, and evaluated by the Independent Expert (as defined herein) and, if determined to meet the Acceptance Criteria (as defined herein), transferred to the COUNTY who shall then assume the responsibility for the operations and maintenance in compliance with the terms of this Agreement and the FEDERAL GRANTS, as the OWNER and OPERATOR. The process for PROJECT HANDOVER shall be a follows:

5.3.1. The COUNTY and SFRTA shall jointly and in good faith, select and hire an independent expert which shall be either (i) a firm who shall provide licensed professional engineers to perform the work described in this Section each with at least ten (10) years of previous experience working on federally-funded transit projects or (ii) a person(s) who is a licensed professional engineer with at least ten (10) years of previous experience working on federally-funded transit projects, and shall be qualified to test, inspect, and evaluate the

PROJECT for the purposes of making a determination as to whether the PROJECT meets the Acceptance Criteria (as defined herein) (the "Independent Expert"). The COUNTY and SFRTA shall each bear one half of the expenses and costs of the Independent Expert. The procurement shall be conducted by SFRTA with COUNTY input in the solicitation documents, pursuant to SFRTA's Procurement Policy, but the SFRTA and COUNTY shall each have the same number of representatives on the evaluation and selection committee, each entity shall participate in contract negotiations and each entity shall be required to approve and execute the resulting contract with the Independent Expert.

5.3.2. The COUNTY and SFRTA agree to initiate procurement of the Independent Expert no later than nine (9) to twelve (12) months prior to PROJECT Substantial Completion (as defined in the applicable PROJECT CONSTRUCTION contract) so that the notice to proceed can be issued to the Independent Expert (the "Notice to Proceed") no later than three (3) months prior to the then-anticipated PROJECT Substantial Completion.

5.3.3. The COUNTY and SFRTA shall jointly prepare and issue the Notice to Proceed to the Independent Expert instructing the Independent Expert to become familiar with the PROJECT and, once PROJECT

Substantial Completion has been obtained, to commence the testing, evaluation, and inspection of the PROJECT to determine whether Final Acceptance (as defined in the applicable PROJECT CONSTRUCTION contract) should be issued. The Notice to Proceed shall include reasonable timeframes for the Independent Expert to perform such testing, evaluation and inspection and to prepare a written report. The Independent Expert's written report shall summarize its conclusions as to whether the Acceptance Criteria have been satisfied and if Final Acceptance should be issued and if not, what needs to be accomplished in order for the Independent Expert to recommend that Final Acceptance be issued (the "Report"). The determination of whether Final Acceptance should be issued requires a determination by the Independent Engineer that the PROJECT: (i) has been constructed in accordance with the approved PROJECT Plans and Specifications; (ii) is free from material defects; and (iii) has received all of the required federal and state permits necessary for operation of the WAVE MODERN STREETCAR, if applicable. A determination by the Independent Expert that the criteria in (i), (ii), and (iii) above (the "Acceptance Criteria") have not been satisfied, shall warrant a recommendation that Final Acceptance for the PROJECT should not be issued and conversely, a

determination that the Acceptance Criteria have been satisfied shall warrant a recommendation that Final Acceptance for the PROJECT shall be issued.

5.3.4. The findings of the Independent Expert shall be binding on the COUNTY and SFRTA.

5.3.5. Beginning no later than PROJECT Substantial Completion, the COUNTY shall make all good faith efforts to work diligently and expeditiously to determine that it is receiving good title to all property required to be transferred to the COUNTY by this Agreement, including but not limited to obtaining title commitments and addressing exceptions, free from any liens, claims of liens or other encumbrances ("Good Title").

5.3.6. If the Independent Expert recommends Final Acceptance be issued for the PROJECT, the COUNTY shall make all good faith efforts to diligently and expeditiously finalize any title issues which remain and to close on all property required to be transferred to the COUNTY by this Agreement no later than sixty (60) days following the date of the Report recommending Final Acceptance. PROJECT HANDOVER shall be deemed to have occurred on the date the COUNTY notifies SFRTA in writing that it has determined it is receiving Good Title. Closing shall occur no later than thirty (30) days

thereafter and at that time the COUNTY shall become the OWNER and OPERATOR and shall assume the operations and maintenance obligations of the WAVE MODERN STREETCAR, pursuant to the terms of this Agreement and shall initiate revenue service consistent with the terms of the FEDERAL GRANTS. Revenue service of the WAVE MODERN STREETCAR shall be commenced by the COUNTY no later than six (6) months following PROJECT HANDOVER or the Revenue Operations Date ("ROD") in the FEDERAL GRANTS, whichever is sooner.

5.3.7. If the Independent Expert finds that the PROJECT fails to meet the Acceptance Criteria, the Independent Expert shall provide a detailed statement in the Report describing the conditions which caused the failure to meet the Acceptance Criteria and recommendations for satisfying the Acceptance Criteria. Notwithstanding any such determination, the COUNTY shall still continue to make all good faith efforts to diligently and expeditiously determine if it is receiving Good Title.

5.3.8. The COUNTY and SFRTA shall jointly, expeditiously, and in good faith, attempt to resolve the issues resulting in the failure to meet the Acceptance Criteria. The COUNTY shall not be required to assume the operations and maintenance of the WAVE MODERN

STREETCAR until the Independent Expert has concluded that the Acceptance Criteria have been met and recommends issuance of Final Acceptance for the PROJECT.

5.3.9. If the COUNTY and SFRTA cannot resolve the issues resulting in the failure to meet the Acceptance Criteria, SFRTA shall use its best efforts to identify a resolution and, if necessary, the DDA shall use its best efforts to obtain additional funding in order for the PROJECT to meet the Acceptance Criteria, as determined by the Independent Expert, and be issued Final Acceptance.

5.3.10. The occurrence of PROJECT HANDOVER also represents an acknowledgement by the COUNTY that it has accepted title and responsibility for, and has the authority to perform: (a) the WAVE MODERN STREETCAR operation and maintenance, fare collection, and financial reporting, and (b) compliance with such portions of the FEDERAL GRANTS which relate to the specific obligations of the COUNTY, including, but not limited to, cooperating with the SPONSOR to address FEDERAL GRANT requirements post-PROJECT HANDOVER, including but not limited to the preparation of the Before and After Study.

5.3.11. COUNTY shall have no responsibility or liability for acts or claims that arose or occurred prior to PROJECT HANDOVER.

5.3.12. COUNTY shall be a third party beneficiary for any warranties issued for the PROJECT.

5.3.13. SFRTA shall include language in any Design or Construction contracts for the PROJECT that the applicable consultant or contractor acknowledges and agrees that any claims against the consultant or contractor, which may arise during the operation and maintenance of the WAVE MODERN STREETCAR, may be brought against the consultant or the contractor by either SFRTA or the COUNTY.

5.4. Additional Agreements.

The PARTNERS agree to enter into additional agreements, as may be necessary, between the PARTNERS or with the CAPITAL STAKEHOLDERS, to effectuate the terms of this Agreement.

6. PROJECT FUNDING FOR CAPITAL COSTS

The proposed PROJECT funding for Phase I is as specified in Exhibit 1, and the proposed PROJECT funding for PHASE 1A is specified in Exhibit 2. The COUNTY agrees to fund the WAVE MODERN STREETCAR's operations and maintenance needs for twenty (20) years following PROJECT HANDOVER, subject to the PROJECT having received all of the expected capital grants and funding necessary to complete the PROJECT, and the occurrence of PROJECT HANDOVER. The COUNTY and SFRTA shall have no obligation to fund the costs of any capital improvements associated with the PROJECT. The PARTNERS recognize and acknowledge that reimbursement for the PROJECT costs from FEDERAL GRANTS is contingent upon SFRTA's receipt of Local Funds.

6.1 FEDERAL FUNDS

The PARTNERS acknowledge and agree that SFRTA has obtained the TIGER GRANT that allows Phase 1A to be completed and implemented. The PARTNERS also acknowledge and agree that it is highly desirable and more efficient to construct the entire PROJECT, i.e. PHASE 1A and PHASE 1. SFRTA will enter into agreements for the FEDERAL GRANTS as described below:

6.1.1. Consistent with the FINANCE PLAN, SFRTA, as SPONSOR, will seek funding for the PROJECT from FTA pursuant to the 49 U.S.C 5309 Capital Investment Grant Program ("Section 5309 Capital Investment

Grant Program"), for fifty percent (50%) of the capital funding for the PROJECT.

6.1.2. SFRTA agrees to fully explore and pursue all reasonably feasible federal funding options and opportunities to obtain all or a portion of required federal funds identified in the FINANCE PLAN.

6.1.3. PARTNERS acknowledge FTA's award of the TIGER Grant to SFRTA has resulted in partial capital funding that will allow for Phase 1A to be completed and implemented.

6.1.4. SFRTA and the PARTNERS acknowledge and agree that SFRTA will continue to pursue federal funding for implementation of Phase I as long as the schedule for the PROJECT is not impacted since all PARTNERS recognize that full implementation of the PROJECT, i.e. PHASE 1, is desirable and that significant cost savings should accrue to the benefit of the PARTNERS providing Capital Funds.

6.2. STATE FUNDS

The PARTNERS acknowledge and agree that the ability to proceed with the PROJECT is contingent upon FDOT providing CAPITAL FUNDS as described below:

6.2.1. For PHASE 1 and PHASE 1A, FDOT has allocated funding from the FLORIDA NEW STARTS TRANSIT PROGRAM ("NSTP") administered by FDOT. The NSTP may fund up to fifty percent (50%) of a project, not

to exceed the local share, through a dollar-for-dollar match of the local share of the project cost for transit fixed guide-way projects that qualify under the FTA New Starts Program and are consistent with the FINANCE PLAN. It is anticipated that FDOT will fund up to twenty-five percent (25%) of PHASE I, not to exceed the local share (see Exhibit 1) and up to thirty-nine percent (39%) of PHASE 1A, not to exceed the Local share, where "Local" shall be defined to mean non-federal and non-state capital dollars for the PROJECT.

6.2.2. FDOT shall have no obligation to fund operations and maintenance costs for the WAVE MODERN STREETCAR.

6.3. LOCAL FUNDS.

The CITY agrees to provide a total amount of CAPITAL FUNDS for PHASE 1 of Thirty One Million, Ninety Thousand Dollars ($31,090,000) or Twenty Four Million Four Hundred and Sixty Thousand Dollars ($24,460,000) for PHASE 1A ("CITY's CAPITAL FUNDS") which shall be comprised as follows:

6.3.1. Ten Million Five Hundred Thousand Dollars ($10,500,000) or an equivalent combination of capital contribution; payable by in-kind services, real or personal property, cash or any other means as mutually agreed to by the CITY and SPONSOR (the "CASH AMOUNT"). Land in lieu of cash must meet all applicable State and Federal requirements and specific requirements

of all funding grants and agreements specific to the PROJECT, with the FTA Federal process to be utilized to determine the appraised value of the land. All land and other agreements, as necessary to effectuate the terms of this Agreement, will be between the SPONSOR and CITY to meet FTA requirements, but all real property necessary for the COUNTY to operate and maintain the WAVE MODERN STREETCAR will be transferred to the COUNTY, as OWNER and OPERATOR, at the time of PROJECT HANDOVER.

6.3.1.1. The CITY agrees to transfer to SFRTA One Million One Hundred Thousand Dollars ($1,100,000) of the CASH AMOUNT within three (3) months of the signing of this Agreement.

6.3.1.2. The CITY agrees to transfer to SFRTA the remainder of the CASH AMOUNT no later than June 30, 2014.

6.3.2. The CITY shall use an ASSESSMENT process to raise an additional Twenty Million, Five Hundred and Ninety Thousand Dollars ($20,590,000) or Thirteen Million, Nine Hundred and Sixty Thousand Dollars ($13,960,000), if only PHASE 1A is implemented, from the net proceeds of a bond issue (the "ASSESSMENT AMOUNT"), as a portion of the CITY's CAPITAL FUNDS. The CITY will transmit to SFRTA the entire ASSESSMENT AMOUNT by December 31, 2013. The CITY agrees to issue bonds payable

solely from the ASSESSMENT to provide for the CAPITAL FUNDS for the PROJECT, as a prerequisite to the execution by SPONSOR of the FEDERAL GRANT AGREEMENTS.

6.3.3. CITY shall have no obligation to fund the operations and maintenance costs for the WAVE MODERN STREETCAR.

6.3.4. CITY shall budget a minimum of One Million One Hundred Thousand Dollars ($1,100,000) in CITY's Budget for the fiscal year commencing on October 1, 2012, and ending September 30, 2013 and Four Hundred Thousand Dollars ($400,000) in the following fiscal year.

6.3.5. The BROWARD MPO has programmed Eight Million One Hundred and Forty Thousand Dollars ($8,140,000) consistent with the PHASE 1A FINANCE PLAN or Four Million Six Hundred and Forty Thousand Dollars ($4,640,000) consistent with the PHASE 1 FINANCE PLAN, in the 12/13 State Fiscal Year ("BROWARD MPO CAPITAL FUNDS").

6.3.6. To satisfy both state and federal local matching requirements, the BROWARD MPO CAPITAL FUNDS, which are considered Federal for State matching purposes, must be "exchanged" with another PARTNER's eligible capital dollars. The BROWARD MPO will use its best efforts to expeditiously "exchange" the BROWARD MPO CAPITAL FUNDS with Local dollars on another eligible capital project to use those replaced Local dollars, equaling the same amount as the BROWARD MPO CAPITAL FUNDS, towards the

PROJECT. No later than December 31, 2013, the BROWARD MPO shall provide SFRTA with the BROWARD MPO CAPITAL FUNDS equaling $4,640,000, if PHASE 1 is to be implemented, or the total amount of the BROWARD MPO CAPITAL FUNDS, if only PHASE 1A is to be implemented. If the applicable amount of BROWARD MPO CAPITAL FUNDS are not "exchanged" at the same time, the BROWARD MPO agrees to provide SFRTA with any portion of same as it becomes available.

7. FUNDING FOR OPERATION AND MAINTENANCE COSTS

Upon PROJECT HANDOVER, the COUNTY shall be solely responsible for all operational and maintenance costs of the WAVE MODERN STREETCAR for twenty (20) years.

1. CAPITAL FUNDS MANAGEMENT

1.1. SFRTA, acting as SPONSOR, will receive all CAPITAL FUNDS provided by PARTNERS and CAPITAL STAKEHOLDERS, as described herein, and will have sole responsibility for payments associated with the capital costs of the PROJECT consistent with the FEDERAL GRANT AGREEMENTS and this Agreement. All PARTNERS responsible for contributing CAPITAL FUNDS agree to enter into future agreements, as may be required by SFRTA, to transfer their respective CAPITAL FUNDS to SFRTA for the sole purpose of funding the capital costs of the PROJECT in a timely fashion and as provided for in this Agreement. Funding by FDOT will be contingent upon the

PARTNERS adopting this Agreement and upon execution of a Joint Participation Agreement ("JPA") between FDOT and SFRTA, setting forth the required terms and conditions of the FDOT Capital Funds for the PROJECT as outlined in Section 6.2 of this Agreement.

1.2. SFRTA agrees to set up accounting methods necessary to track all revenues and expenditures specific to the PROJECT and will provide a clear accounting of all Capital Funds received, expended and available throughout the life of the FEDERAL GRANT AGREEMENTS, as required by the FTA, except for those responsibilities assumed by the COUNTY after PROJECT HANDOVER, pursuant to the terms of this Agreement. SFRTA will prepare quarterly financial reports for the PARTNERS until PROJECT HANDOVER occurs.

1.3. SFRTA shall be reimbursed in an amount not to exceed ten percent (10%) of all Federal Funds for which SFRTA acts as the FTA Designated Recipient ("DR"), regardless of the type of funding agreement (the "Administrative Fee"). The Administrative Fee will defray SFRTA's costs associated with SFRTA's role in development of the PROJECT, including, but not limited to, acting as the SPONSOR, IMPLEMENTOR and DR. SFRTA, to the extent allowed by FTA, may enter into third-party agreements for PROJECT services and support that may be eligible for reimbursement from the Administrative Fee. SFRTA shall provide the "cash float" necessary between payment of invoices and

reimbursement by FDOT and FTA of the FEDERAL GRANT funds during the PROJECT.

1.4.

At some time following PROJECT HANDOVER, SFRTA shall, pursuant to the requirements of the FEDERAL GRANT AGREEMENTS, the JPA, any capital funding agreements entered into with the PARTNERS ("Applicable Agreements") and any applicable accounting requirements and principles, determine if there are any CAPITAL FUNDS remaining after all of its obligations under the Applicable Agreements have been satisfied. Should there be any remaining CAPITAL FUNDS, SFRTA shall return such monies to the PARTNERS or CAPITAL STAKEHOLDERS pursuant to the terms of the Applicable Agreements.

1.5.

The PROJECT capital budget includes the cost of utility relocation and these costs will be handled like all other PROJECT capital costs. The PARTNERS agree to utilize their best efforts to minimize any schedule impacts and shall require utilities within their rights of way to be moved at no cost to the PROJECT, when that option is legally available to the CITY, COUNTY and STATE.

9 FINANCE PLAN CHANGES

PARTNERS acknowledge and recognize that changes to the FINANCE PLAN may be required as either scope or available funds for the PROJECT change.

10 CAPITAL COST OVERRUNS

10.1 The intent of all PARTNERS is that the PROJECT shall be constructed within the identified and agreed upon capital budget with no CAPITAL COST OVERRUNS beyond those handled through the approved capital budget contingencies. The PARTNERS agree the IMPLEMENTOR shall have authority to change the scope of the PROJECT, consistent with the FEDERAL GRANT requirements, to save and reduce costs to maintain the approved capital budget. SFRTA will make all reasonable efforts and use best practices to avoid exceeding the applicable PROJECT capital budget, as identified in Exhibits 1 and 2. SFRTA is responsible for ensuring that the capital budget is maintained through PROJECT HANDOVER and will make all reasonable efforts to that affect. Any CAPITAL COST INCREASES may be considered by IMPLEMENTOR only if the requesting PARTNER is willing to pay all associated costs.

10.2 BETTERMENTS that impact the CONSTRUCTION schedule may be rejected by SFRTA, even if the requesting PARTNER is willing to pay incremental costs plus schedule induced costs. Under no circumstances are PARTNER-requested BETTERMENTS considered CAPITAL COST OVERRUNS.

10.3 Notwithstanding anything in this Agreement to the contrary, in the event the COUNTY determines that approval or denial of a proposed Project Budget Change or Project Change Order (collectively referred to herein as a "Change

Order") would increase the annual costs of the COUNTY's operation and maintenance obligations pursuant to this Agreement of approximately Two Million Five Hundred Thousand Dollars ($2,500,000) ("COUNTY Annual Operating Commitment"), by an amount equal to or exceeding five percent (5%) or One Hundred and Twenty-Five Thousand Dollars ($125,000) per year (the "Threshold Amount"), SFRTA and the COUNTY agree to implement the following procedures with respect to the Change Order:

10.3.1 COUNTY shall be required, no later than fifteen (15) days after receipt of a Change Order from SFRTA, to advise SFRTA, in writing, as to whether or not the COUNTY has a good faith, reasonable belief that the Change Order may or may not increase the COUNTY's annual operation and maintenance obligations by an amount equal to or greater than the Threshold Amount (the "Statement").

10.3.2 If the COUNTY informs SFRTA, in the Statement, that it believes the Change Order will increase its annual operation and maintenance obligations by an amount equal to or greater than the Threshold Amount, then no later than ten (10) days after SFRTA's receipt of the Statement, the COUNTY and SFRTA will attempt, in good faith, to resolve the dispute or claim arising from the Change Order through negotiations between the SFRTA Executive Director and the Director of the Broward County Mass Transit Department. If the COUNTY and SFRTA cannot amicably settle

the disputed Change Order within thirty (30) days after SFRTA receives the Statement, the remaining provisions of Section 10.3 of this Agreement shall apply, unless this time is extended by mutual agreement between SFRTA and COUNTY.

10.3.3 SFRTA may proceed with the denial or the approval and implementation of the Change Order, subject to the rights of the COUNTY as provided herein. In the case where exigent circumstances or financial hardships will occur if the process and associated time periods in Subsections 10.3.1 and 10.3.2 are observed prior to Change Order denial or approval, as reasonably determined by SFRTA, SFRTA may take action to deny or approve and execute the Change Order, but notwithstanding, the process and associated timeframes in Subsections 10.3.1 and 10.3.2 shall still be observed by SFRTA and the COUNTY after the Change Order has been denied or approved and executed.

10.3.4 COUNTY shall preserve its right to dispute, in its entirety, the Change Order by submitting a written Notice of Claim to SFRTA within sixty (60) days of the failure of the COUNTY and SFRTA to resolve the disputed Change Order, as provide in Subsection 10.3.2_above. The Notice of Claim shall include a detailed written statement describing the nature of the COUNTY's dispute, and a cost analysis of the financial impact of the Change Order on the COUNTY's maintenance and

operations obligations equal to or in excess of the Threshold Amount, as required by this Agreement. Failure by the COUNTY to file the Notice of Claim within the sixty (60) days provided herein, shall constitute an automatic waiver of the COUNTY's rights to pursue said Claim.

10.3.5 The COUNTY and SFRTA agree to commence a binding "Dispute Resolution Process" as described below, with respect to any timely Notice of Claim, no later than sixty (60) days after issuance of the Report. SFRTA shall have no obligation to participate in the Dispute Resolution Process prior to the issuance of the Report.

10.4 After the issuance of the Report, the COUNTY may initiate the Dispute Resolution Process for any timely Notice of Claim previously filed by the COUNTY, as provided in Subsections 10.3.1 through 10.3.5 above. Initiation of the Dispute Resolution Process for a Notice of Claim(s) shall be made by the COUNTY in writing to SFRTA in which the COUNTY shall provide SFRTA with a written notice of its desire to initiate the Dispute Resolution Process, a list of the applicable Notice(s) of Claim and the designation of the COUNTY's proposed Arbitrator ("Notice of DRP"). SFRTA shall be under no obligation to enter into any Dispute Resolution Process, as described herein, and shall have no liability thereunder, for any COUNTY Notice of DRP received more than ninety (90) days following the issuance of the Report. If the Notice of DRP is timely filed, SFTRA shall designate its arbitrator within fifteen (15) days after receipt of the Notice of

DRP and shall inform the COUNTY in writing of its selection of arbitrator ("SFRTA's Notice of Selection"). The two arbitrators so selected will agree upon a third arbitrator within fifteen (15) days following the COUNTY's receipt of SFRTA's Notice of Selection. If the arbitrators selected by each party cannot agree upon a third arbitrator within the stated time period, they will request the Regional Director of the AAA to designate a third arbitrator. The arbitration panel comprised of the three (3) arbitrators (the "Panel") may agree, upon unanimous consent, to modifications or exceptions from the Arbitration Rules of the American Arbitration Association ("AAA") as the Panel deems appropriate. The decision of the Panel shall be in writing and will include written findings of fact, to the extent the arbitration required the resolution of any factual disputes.

The COUNTY agrees that, if it has filed multiple Notices of Claims during the PROJECT, the Panel shall hear all such Claims, whether they are consolidated or not. The parties agree to make good faith efforts to consolidate all such Claims filed to avoid unnecessary costs and duplicity, unless SFRTA and the COUNTY mutually agree otherwise.

The process to arbitrate disputes, as provided in Section 10.3 of this Agreement, is specifically enforceable in any court having jurisdiction over this Agreement. No individual who is, or has at any time been, an officer, employee or consultant of either party will be an arbitrator without the express written consent of both

COUNTY and SFRTA. All arbitration proceedings shall occur in Broward County, Florida.

10.5 Both SFRTA and the COUNTY will produce all records which the arbitrators request. SFRTA and the COUNTY will each pay one half the cost of the arbitration. The decision of the Dispute Resolution Process shall be binding upon the COUNTY and SFRTA.

10.6 In the event the arbitrators find that SFRTA's approval and execution or denial of the Change Order did not impact the COUNTY's annual operating and maintenance costs by at least the Threshold Amount, the COUNTY shall not be entitled to any financial relief as a consequence of the Change Order. In the event the arbitrators find that SFRTA's approval and execution or denial of the Change Order increased the COUNTY's annual operating and maintenance expenses by at least the Threshold Amount, the DDA shall be obligated to identify and obtain funding to compensate the COUNTY for the annual increase in the operating and maintenance costs associated with the respective Change Order in excess of the Threshold Amount.

10.7 In the event that a CAPITAL COST OVERRUN cannot be avoided despite the best efforts of the PARTNERS pursuant to terms of this AGREEMENT, the DDA shall be responsible to identify and locate available funding necessary to meet CAPITAL COST OVERRUN needs of the PROJECT. In no case shall the

COUNTY, CITY or FDOT participate in CAPITAL COSTS OVERRUNS, unless otherwise approved by each of them, i.e. the Broward County Commission, CITY Commission and FDOT authorized representative, respectively.

10.8 SFRTA has the authority under this Agreement, and is empowered by the PARTNERS, to make scope and other changes, in consultation with the PARTNERS, that it deems necessary to ensure the PROJECT capital budget is not exceeded.

11 PARTNER COORDINATION

11.1 SFRTA will retain the services of Project Management Consultants team ("PMC") to manage the PROJECT through PROJECT HANDOVER and perform any Before and After Studies, or any other post-PROJECT HANDOVER activities which SFRTA is required to perform pursuant to the terms of the FEDERAL GRANT AGREEMENTS. The PMC will report to the SFRTA Project Manager.

11.2 SFRTA shall be responsible for the preparation of all PROJECT Solicitation Documents and Contracts, as those terms are defined in SFRTA's Procurement Policy, and shall have final decision-making authority with respect to same as the IMPLEMENTOR, except as related to the Independent Expert which is addressed in Section 5.3 of this Agreement. SFRTA will accept input from the COUNTY on the PROJECT Solicitation Documents which is provided in a timely manner, but shall not be obligated to make any changes to said documents as a result of such input.

11.3 TECHNICAL ADVISORY GROUP (TAG)

The SFRTA, COUNTY, FDOT, BROWARD MPO, CITY and DDA will form a Technical Advisory Group ("TAG"), with one Designated Representative from each PARTNER, each with one vote, that will work with the SFRTA to oversee and review PROJECT changes through Design, Construction, testing, and PROJECT HANDOVER.

1.1. SFRTA, through its PMC, and in coordination with the PARTNERS, will be responsible for the implementation of the PROJECT and lead the TAG. The PMC will report directly to the SFRTA Project Manager appointed by SFRTA. The TAG will coordinate its activities with the SFRTA Project Manager. The SFRTA Project Manager, through the PMC, will direct the day-to-day needs of the PROJECT and SFRTA shall contract for, and manage, the PROJECT. SFRTA Project Manager will provide the primary interface with the FTA for completion of the PROJECT.

1.2. SFRTA will provide progress plans and monthly meeting PROJECT updates to the TAG, as necessary. Specifically, the TAG will review PROJECT control oversight procedures, review final reports, participate in inspection and testing, comment and review Designs, third party approvals, review substantial completion punch list walk through items, review safety and security certifications and address Final Acceptance.

11.6 The TAG also provides input on proposed change orders related to Design and Construction that may conflict with Design criteria, schedule, and safety, or that may negatively impact budget, future operations, and maintenance. The TAG shall make recommendations to SFRTA Project Manager and the SFRTA Change Order Committee ("COC"), when change orders are sent to the COC for approval. This process shall be independent of the COUNTY review of Change Orders, pursuant to Section 10 of this Agreement.

11.7 The COUNTY, as the future OWNER and OPERATOR will have inspection rights at any time during regular business hours with proper coordination with SFRTA. The COUNTY shall be entitled to participate in pre-construction activities and review of Construction and PROJECT work plans. The COUNTY shall be notified by SFRTA of all PROJECT systems factory testing, local field tests and integration testing. The COUNTY shall be afforded the opportunity to monitor and test components and systems related to train operations and maintenance of trains and property. However, nothing herein is intended to change the procedure for determining if PROJECT HANDOVER shall occur.

2. GRANTEE

2.1. SFRTA will submit the SMALL STARTS GRANT APPLICATION to FTA, and apply for any other FEDERAL GRANTS required to receive any appropriated

funding for the PROJECT. SFRTA will prepare and submit to FTA in a timely manner all necessary documents at its expense.

2.2. SFRTA will submit the application to FDOT District 4 for the NSTP for the PROJECT. The BROWARD MPO agrees to provide all possible assistance to support the PROJECT, as may be requested by FDOT or SFRTA.

2.3. SFRTA, as SPONSOR, shall coordinate all PROJECT management activities and shall be the primary point of contact for the FTA, the FTA-appointed Project Management Oversight Consultant, FDOT and other federal, State and local agencies regarding the PROJECT.

3. CONTRACTING FOR SERVICES

PARTNERS shall have right to review and comment on all contracts in excess of One Million Dollars ($1,000,000), except where the contract is in the form of a Change Order and then the comments shall be provided through the TAG, as addressed herein, or as provided in Section 10 of this Agreement. SFRTA shall be responsible for the competitive selection, award and administration of all of the professional(s) agreements to perform all consultant services and Construction contracts it deems necessary to complete the PROJECT, which shall be done according to SFRTA's Procurement Policy. The only exception to this is retention of the Independent Expert which shall be selected as described in this Agreement. Designated Partner Representatives shall serve on SFRTA's Evaluation and

Selection Committees for the PROJECT procurements. Any unsolicited proposals to Design, Construct, finance and/ or operate the WAVE MODERN STREETCAR, will utilize the SFRTA Unsolicited Proposal Policy and the process described therein, which includes a fee due at submittal.

14 CONTRACTING FOR OPERATING AND MAINTENANCE SERVICES

The COUNTY shall be responsible for the competitive selection and administration of all agreements for the operations and maintenance of the WAVE STREETCAR SYSTEM after PROJECT HANDOVER, which shall be made using the COUNTY'S Procurement Code.

15 PERMIT AND ENFORCEMENT AUTHORITY

PARTNERS shall, to the extent legally permitted, use their best efforts to expedite any and all permits for the PROJECT.

16 PROPERTY DEDICATION

Property dedication shall meet all applicable State and Federal requirements and the specific requirements of any funding grants and agreements specific to the PROJECT. The FTA Federal process will determine the land value.

17 TIMING OF PAYMENTS

Timing of payments will be consistent with the provisions herein and all applicable funding agreements. SFRTA will develop the accounting system for the PROJECT's collections and disbursements, in accordance with FTA requirements. The procedures will include the indirect cost allocation plan for the CITY and DDA in accordance with the U.S. Office of Management and Budget Circular A-87. The PROJECT Management Plan will further define the proposed accounting system based on the PROJECT budget, schedule and cash flow.

18. DEFAULT, LIABILITY AND SOVEREIGN IMMUNITY

Should SFRTA be found in default of any FEDERAL GRANT AGREEMENT and subject to the remedies set forth in the applicable FEDERAL GRANT AGREEMENT for the failure of any of the PARTNERS to meet their performance and/or funding commitments, SFRTA shall have the following remedies in addition to any other remedies provided at law or equity:

18.1. DEFAULT OF CAPITAL FUNDING COMMITMENT

In the event SFRTA is found to be in default of any FEDERAL GRANT AGREEMENT because of its inability to complete the PROJECT due to a failure of one of the PARTNERS to meet its capital funding commitment (the "Defaulting PARTNER"), SFRTA shall have all remedies at law and equity, as limited by Section 18.2 of this Agreement, including the right to specific performance against the

Defaulting PARTNER. The PARTNERS recognize that in the event of a default of any FEDERAL GRANT AGREEMENT, the federal government may demand all Federal funds provided to SFRTA for the PROJECT be returned to the federal government and such funds shall be considered damages recoverable by SFRTA from the Defaulting PARTNER.

If FDOT, the CITY, or both, also seek the return of CAPITAL FUNDS provided for the PROJECT from SFRTA, such funds shall also be considered damages recoverable by SFRTA from the Defaulting PARTNER.

18.2. DEFAULT OF OPERATING FUNDING COMMITMENT

A default by the COUNTY of its obligation to operate and maintain the WAVE MODERN STREETCAR pursuant to the terms of this Agreement could result in SFRTA being found in default of any FEDERAL GRANT AGREEMENTS and subject to the remedies set forth in any of the FEDERAL GRANT AGREEMENTS. In the event SFRTA is found to be in default of any FEDERAL GRANT AGREEMENTS as a result of a COUNTY default or notified by the federal government that it shall be found in default of any FEDERAL GRANT AGREEMENT as a result of the COUNTY's failure to operate the WAVE MODERN STREETCAR, SFRTA shall have all remedies at law, including but not limited to, damages for repayment of the FEDERAL GRANTS and the COUNTY Annual Operating Commitment, and the right to assume the role of OPERATOR of the WAVE MODERN STREETCAR to

minimize its liability under any FEDERAL GRANT AGREEMENT. SFRTA's role as OPERATOR under the stated circumstances shall not preclude SFRTA from seeking monetary damages from the COUNTY for any monies relating to the COUNTY's failure to operate the WAVE MODERN STREETCAR, including but not limited to, the COUNTY Annual Operating Commitment. Should SFRTA become the OPERATOR under the terms of this Section, the COUNTY, as OWNER, shall cooperate with SFRTA in its operation and maintenance of the WAVE MODERN STREETCAR, and shall take no actions to prevent SFRTA from accessing COUNTY property, both personal and real, necessary for the operation and maintenance of the WAVE MODERN STREETCAR.

If FDOT, the CITY, or both, also seek the return of CAPITAL FUNDS provided for the PROJECT from SFRTA, solely or in part as a result of a COUNTY default, such funds applicable to the percentage of fault determined for the COUNTY shall also be considered damages recoverable by SFRTA from the COUNTY.

18.3. LIABILITY AND SOVEREIGN IMMUNITYPARTNERS are agencies as defined in Chapter 768.28, F.S. Each PARTNER agrees to be fully liable and responsible for acts and omission of its elected officials, officers, agents or employees, to the extent permitted by law except that SFRTA assumes no liability for the failure of the other PARTNERS to meet their respective

performance and/or funding commitments made in this Agreement. Nothing herein is intended to serve as a waiver of sovereign immunity by any PARTNER to which sovereign immunity may be applicable. The PARTNERS each acknowledge the waiver of sovereign immunity for liability in tort contained in Section 768.28, F.S., the State of Florida's partial waiver of sovereign immunity, and acknowledge that such statute permits actions at law to recover damages in tort for money damages up to the limits set forth in such statute for death, personal injury or property caused by the negligent or wrongful acts or omissions of an agent or employee acting within the scope of the agent's or employee's office or employment. The PARTNERS agree to be individually responsible for all such claims and damages, to the extent and limits provided in Section 768.28, F.S., arising from the actions of their own respective employees and agents. The PARTNERS acknowledge that the foregoing shall not constitute an agreement by any PARTNER to indemnify the other, nor a waiver of sovereign immunity, nor a waiver of any defense that the PARTNERS may have under such statute, nor as consent to be sued by third parties.

Nothing herein shall be construed as consent by a state agency or political subdivision for the State of Florida to be sued by third parties in any matter arising out of this Agreement or any other contract associated with the PROJECT.

19. MISCELLANEOUS

19.1. RIGHTS IN DOCUMENTS AND WORK

As the SPONSOR, all documents created by SFRTA or its consultants and/or contractors in connection with the PROJECT are public records of SFRTA, to the extent required by Chapter 119, F.S.("Florida's Public Records Law") and will be subject to the requirements of the FEDERAL GRANT AGREEMENT(S) and applicable Federal and State law. SFRTA shall make available to all other PARTNERS such records for inspection upon reasonable notice during normal business hours, pursuant to Florida's Public Records Law.

1.1. INDEPENDENT CONTRACTOR

The PARTNERS are independent contractors under this Agreement. Services provided by the PARTNERS pursuant to this Agreement shall be subject to the supervision of the PARTNER providing the service. In providing such services, neither the PARTNER nor its agents shall act as officers, employees, or agents of any other PARTNER. No partnership, joint venture, or other joint relationship is created by this AGREEMENT.

1.2. THIRD PARTY BENEFICIARIES

The PARTNERS do not intend to directly or substantially benefit a third party by this Agreement. Therefore, the PARTNERS agree that there are no third party beneficiaries to this Agreement and that no third party shall be entitled to assert a right or claim against any of the PARTNERS based upon this Agreement.

1.3. NOTICES

Whenever any PARTNER desires to give notice to any other PARTNER, such notice must be in writing, sent by certified United States Mail, postage prepaid, return receipt requested, or sent by commercial express carrier with acknowledgement of delivery, or by hand delivery with a request for a written receipt of acknowledgment of delivery, addressed to the PARTNER for whom it is intended at the place specified, unless changed in writing in the manner provided in this section. For the present, the parties designate the following:

FOR COUNTY:

To: Governmental Center, Room 409
115 South Andrews Avenue
Fort Lauderdale, Florida 33301
Attention: County Administrator

With a copy to:

Governmental Center, Room 423
115 South Andrews Avenue
Fort Lauderdale, Florida 33301
Attention: County Attorney

FOR CITY:

To: City of Ft. Lauderdale
City Hall
100 N. Andrews Avenue
Fort Lauderdale, FL 33301
Attention: City Manager

FOR DDA:

To: 305 South Andrews Avenue, Suite 301
Fort Lauderdale, FL 33301
Attention: Executive Director

FOR SFRTA:

To: 800 N.W. 33rd Street, Suite 100
Pompano Beach, FL 33064
Attention: Executive Director

With a copy to:
800 N.W. 33rd Street, Suite 100
Pompano Beach, FL 33064

Attention: General Counsel

FOR BROWARD MPO:

To: Trade Centre South
100 West Cypress Creek Road,
8th Floor, Suite 850
Fort Lauderdale, Florida 33309-2112
Attention: Executive Director

1.4. ASSIGNMENT AND PERFORMANCE

Neither this Agreement nor any right or interest herein shall be assigned, transferred, or encumbered without the written consent of all PARTNERS.

1.5. CONFLICTS

Neither the PARTNERS nor their employees shall have or hold any continuing or frequently recurring employment or contractual relationship that is substantially antagonistic or incompatible with the PARTNERS' loyal and conscientious exercise of judgment and care related to their performance under this Agreement.

1.6. MATERIALITY AND WAIVER OF BREACH

1.6.1. The PARTNERS agree that each requirement, duty, and obligation set forth herein was bargained for at arms-length and is agreed to by the

PARTNERS in exchange for quid pro quo, that each is substantial and important to the formation of this Agreement and that each is, therefore, a material term hereof.

1.6.2. Failure to enforce any provision of this Agreement shall not be deemed a waiver of such provision or modification of this Agreement. A waiver of any breach of a provision of this Agreement shall not be deemed a waiver of any subsequent breach and shall not be construed to be a modification of the terms of this Agreement.

1.7. COMPLIANCE WITH LAWS

The PARTNERS shall each comply with all applicable federal, state, and local laws, codes, ordinances, rules, and regulations in performing their duties, responsibilities, and obligations pursuant to this Agreement.

1.1. SEVERANCE

In the event a material portion of this Agreement is found by a court of competent jurisdiction in a final order to be invalid, the remaining provisions shall continue to be effective unless any PARTNER elects to terminate this Agreement. An election to terminate this Agreement based upon this provision shall be made by a PARTNER within seven (7) days after the finding by the court becomes final and shall serve to terminate this Agreement in its entirety. If the Agreement is terminated, the PARTNERS retain all rights and remedies, as stated herein.

1.2. JOINT PREPARATION

The preparation of this Agreement has been a joint effort of the PARTNERS. The language agreed to expresses their mutual intent and the resulting document shall not, solely as a matter of judicial construction, be construed more severely against one of the PARTNERS than the other.

1.3. PRIORITY OF PROVISIONS

If there is a conflict or inconsistency between any term, statement, requirement, or provision of any exhibit attached hereto, any document or events referred to herein, or any document incorporated into this Agreement by reference and a term, statement, requirement, or provision of this Agreement, the provisions of this Agreement shall prevail and be given effect.

1.4. JURISDICTION, VENUE, WAIVER OF JURY TRIAL

This Agreement shall be interpreted and construed in accordance with, and governed by, the laws of the State of Florida. All the PARTNERS agree and accept that jurisdiction of any controversies or legal problems arising out of this Agreement, and any action involving the enforcement or interpretation of any rights hereunder, shall be exclusively in the Seventeenth Judicial Circuit Court in Broward County, Florida, and venue for litigation arising out of this Agreement shall be exclusively in such Court, forsaking any other jurisdiction which any PARTNER may claim by virtue of its residency or other jurisdictional device. The only exception shall be any dispute resolution proceedings addressed in this Agreement which shall be conducted in Broward County. **BY ENTERING INTO THIS AGREEMENT,**

PARTNERS HEREBY EXPRESSLY WAIVE ANY RIGHTS THEY MAY HAVE TO A TRIAL BY JURY OF ANY CIVIL LITIGATION RELATED TO THIS AGREEMENT.

1.5. AMENDMENTS

No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as this Agreement and executed by all of the PARTNERS or others with delegated authority to so or otherwise authorized to execute same on a PARTNER's behalf. Proof of delegation shall be provided upon the request of any PARTNER.

1.6. PRIOR AGREEMENTS

This Agreement represents the final and complete understanding of the PARTNERS and incorporates or supersedes all prior negotiations, correspondence, conversations, agreements, and understandings applicable to the matters contained herein. The PARTNERS agree that there is no commitment, agreement, or understanding concerning the subject matter of this Agreement that is not contained in this written document. Accordingly, the PARTNERS agree that no deviation from the terms hereof shall be predicated upon any prior representation or agreement, whether oral or written.

19.15 REPRESENTATION OF AUTHORITY

Each individual executing this Agreement on behalf of a PARTNER hereby represents and warrants that he or she is, on the date he or she signs this

Agreement, duly authorized by all necessary and appropriate action to execute this Agreement on behalf of such PARTNER and does so with full legal authority.

19.16 MULTIPLE ORIGINALS

Multiple copies of this Agreement may be executed by all parties, each of which, bearing original signatures, and shall have the force and effect of an original document.

19.17 FORCE MAJEURE

It is expressly understood and agreed by the PARTNERS that if the performance of any provision of this Agreement is delayed by reason of war, civil commotion, act of God, governmental restrictions, regulations or interferences, fire or other casualty, court injunction, or any circumstances which are reasonably beyond the control of the PARTNER obligated or permitted under the terms of this Agreement to do or perform the same, the PARTNER so obligated or permitted shall be excused from doing or performing the same during such period of delay, so that the period of time applicable to such requirements shall be extended for a period of time equal to the period of time such PARTNER was delayed.

20 RESOLUTION OF DISPUTES

It is the desire and intent of the PARTNERS to avoid, if possible, the expense and delay inherent in litigation. Therefore, the PARTNERS agree that whenever any PARTNER(s) cannot resolve an issue with the other PARTNER(s), the affected

PARTNERS will engage in the alternative dispute resolution process described below prior to resorting to litigation. This process is separate from and shall not supersede the dispute resolution process regarding a Notice of Claim filed by the COUNTY, as outlined in Section 10 of this Agreement.

20.1 NOTICE OF DISPUTE

Any PARTNER(s) may give another PARTNER(s) written notice of any dispute not resolved in the normal course of business, with copies to the other non-disputing PARTNERS ("Notice"). Within ten (10) business days after delivery of the Notice, the receiving PARTNER shall submit to the disputing PARTNER a written response with copies to the other PARTNERS (the "Response"). The Notice and Response shall each include: (1) a statement of the position of the PARTNER delivering the Notice or Response, as the case may be, and a summary of arguments supporting the PARTNER's position; and (2) the name and title of the executive who will represent that PARTNER in the negotiation to resolve the dispute and of any other person who will accompany the executive.

20.2 DISPUTE MEETING

In the event there is a dispute, within ten (10) business days after delivery of the Response, the executives of the PARTNERS shall meet at a mutually acceptable time and place, and thereafter as often as they reasonably deem necessary, to

attempt to resolve the dispute. All reasonable requests for information made by one PARTNER to the other will be honored. In an effort to facilitate the negotiation process, such executives may agree to have an unrelated third PARTNER moderate and facilitate the negotiations. If a PARTNER intends to be accompanied at a dispute resolution meeting by an attorney, the other PARTNER shall be given at least three (3) business days notice of such intention and may also be accompanied by an attorney.

20.3 FAILURE TO RESOLVE DISPUTE

If the dispute has not been resolved within thirty (30) calendar days after delivery of the Notice, or if the parties fail to meet within twenty (20) calendar days, any of the PARTNERS directly involved in the dispute may give written notice to the other PARTNER(S) declaring the dispute resolution process terminated.

20.4 ENFORCEMENT

The PARTNERS regard the obligations to notify other PARTNERS of a dispute and to negotiate such dispute pursuant to this Section as an essential provision of this Agreement and one that is legally binding on each of them. In case of a violation of such obligation by any PARTNER, the other PARTNERS may bring an action to seek enforcement of such obligation to any court of law having jurisdiction. Each PARTNER shall bear its own costs and expenses incurred in connection with any negotiations and dispute resolution and litigation arising out of this Agreement.

20.5 ALTERNATE RESOLUTION

Upon failure to resolve any dispute in accordance with this Section, or in accordance with the dispute resolution procedure established for PROJECT HANDOVER in this Agreement, the PARTNERS may engage in mediation, arbitration, or other dispute resolution processes at their discretion, or pursue other legal remedies.

21 FURTHER ASSURANCES

Each PARTNER agrees to perform any further acts and to sign and deliver any documents that may be reasonably necessary to carry out the provisions of this Agreement.

22 INSURANCE

The PARTNERS agree to maintain insurance coverage or be self-insured for commercial general liability, worker's compensation and employer's liability insurance in accordance with Chapter 440, F.S., as may be amended from time to time.

23 EFFECTIVE DATE

The Effective Date of this Agreement shall be the date on which the last PARTNER executes this Agreement.

IN WITNESS WHEREOF, the parties hereto have made and executed this Agreement.

[REMAINDER OF PAGE LEFT INTENTIONALLY BLANK]

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

BROWARD COUNTY, through its BOARD OF COUNTY COMMISSIONERS, signing by and through its Mayor or Vice-Mayor, authorized to execute same by Board action on the _____ day of _____, 2013

COUNTY

ATTEST:

BROWARD COUNTY, by and through
Board of County Commissioners

_____

Broward County Administrator, as
Ex-officio Clerk of the Broward County
Board of County Commissioners

By_____
Mayor

____ day of _____, 20___

Insurance requirements
Approved by Broward County
Risk Management Division

By _____
Date:

Approved as to form by Office
of the County Attorney for Broward County, FL

Joni Armstrong Coffey, County Attorney
Governmental Center, Suite 423
115 South Andrews Avenue
Fort Lauderdale, Florida 33301
Telephone: (954) 357-7600
Telecopier: (954) 357-7641

By:_____
Assistant County Attorney

Date:_____

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

BROWARD METROPOLITAN PLANNING ORGANIZATION, through its BOARD OF DIRECTORS, signing by and through its Chair or Vice-Chair, authorized to execute same by Board action on the _____ day of _____, 2013

BROWARD MPO

ATTEST:

BROWARD MPO, by and through its Board of Directors

_____

By: Gregory Stuart, Executive Director

By:_____

Richard Blattner, Chair

____ day of _____, 20___

Approved as to form by

Attorney for Broward MPO

By_____

Alan L. Gabriel,

BROWARD MPO General Counsel

Weiss Serota Helfman Pastoriza Cole & Boniske, P.L.

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

THE CITY OF FORT LAUDERDALE, through its City Commission, signing by and through its City Manager, authorized to execute same by Board action on the _____ day of _____, 2013,

CITY:

ATTEST:

CITY OF FORT LAUDERDALE

_____

City Clerk

By_____

City Manager

_____ day of _____, 20_____.

APPROVED AS TO FORM:

_____

City Attorney

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

DOWNTOWN DEVELOPMENT AUTHORITY OF THE CITY OF FORT LAUDERDALE, through its BOARD OF DIRECTORS, signing by and through its Chair or Vice-Chair, authorized to execute same by Board action on the _____ day of _____, 2013.

AUTHORITY:

WITNESSES:

By:_____

_____

_____, President

_____

____ day of _____, 20___

_____

(SEAL)

APPROVED AS TO FORM:

_____

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

SOUTH FLORIDA REGIOINAL TRANSPORTATION AUTHORITY, through its GOVERNING BOARD, signing by and through its Chair, authorized to execute same by Board action on the _____ day of _____, 2013

SFRTA:

ATTEST: By: _____

_____ _____, CHAIR

Joseph Giulietti, Executive Director

____ day of _____, 2013

APPROVED AS TO FORM:

_____

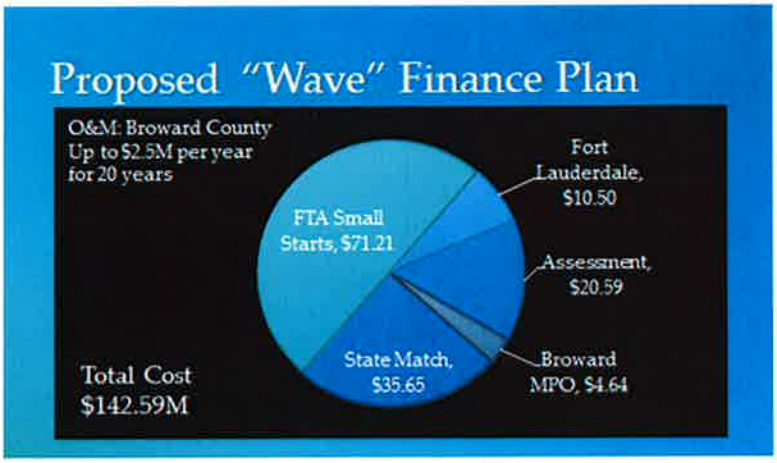
Teresa J. Moore, General Counsel

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

EXHIBIT 1

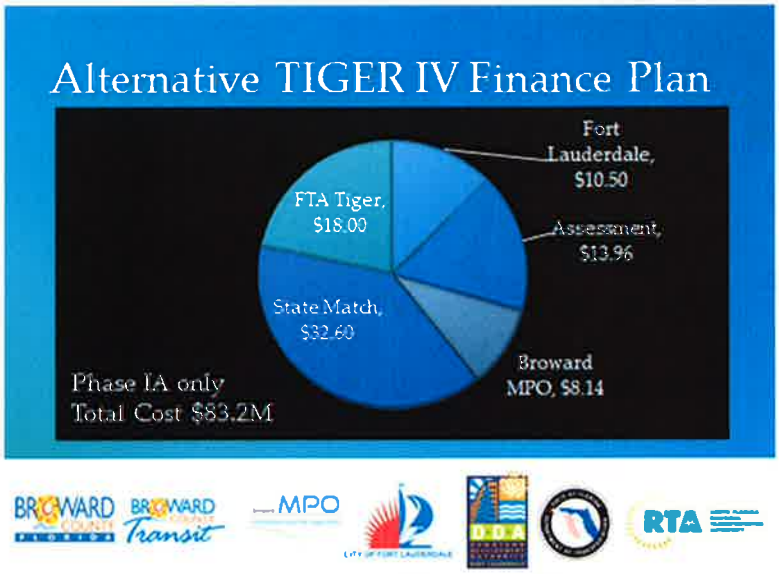
PHASE 1 FINANCE PLAN



THE WAVE MODERN STREETCAR PARTNERSHIP AGREEMENT

EXHIBIT 2

PHASE 1A FINANCE PLAN



SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

CONSTRUCTION OVERSIGHT COMMITTEE

The Construction Oversight Committee did not meet during the Month of February, 2013.

MINUTES
SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
PLANNING TECHNICAL ADVISORY COMMITTEE (PTAC) MEETING
JANUARY 16, 2013

The Planning Technical Advisory Committee (PTAC) meeting was held at 10:30 a.m. on Wednesday, January 16, 2013 in the West Palm Beach City Hall, Flagler Gallery (1st Floor) 401 Clematis Street, West Palm Beach Florida 33401

COMMITTEE MEMBERS/ALTERNATES PRESENT:

Ms. Lois Bush, Florida Department of Transportation (FDOT) District 4
Ms. Nilia Cartaya, Miami-Dade Transit (MDT)
Mr. William Cross, SFRTA
Ms. Kim Delaney, TCRPC
Mr. Wilson Fernandez, Miami-Dade Metropolitan Planning Organization (MPO)
Mr. Joseph Quinty, SFRTA
Mr. Jonathan Roberson, Broward County Transit (BCT)
Ms. Irma San Roman, Miami-Dade MPO
Mr. Phil Steinmiller, FDOT District 6
Mr. Greg Stuart, Broward MPO
Mr. Fred Stubbs, Palm Tran
Mr. Jeff Weidner, FDOT District 4
Mr. Randy Whitfield, Palm Beach MPO, Chairman

ALSO PRESENT:

Mr. Steve Anderson, SFRTA
Ms. Ana Maria Aponte, City of West Palm Beach
Ms. Kim Briesemeister, West Palm Beach Community Redevelopment Agency
Ms. Sharon Cino, Renaissance Planning Group
Mr. Raphael Clemente, West Palm Beach Downtown Development Authority
Mr. Alex Hansen, City of West Palm Beach
Ms. Elaine Magnum, SFRTA
Mr. Joshua Salazar, HDR
Ms. Natalie Yesbeck, SFRTA

CALL TO ORDER

The Chair called the meeting to order at 10:35 a.m.

ROLL CALL

The Chair requested the roll call.

PLEDGE OF ALLEGIANCE

DRAFT

AGENDA APPROVAL – Additions, Deletions, Revisions

A motion was made by Mr. Fred Stubbs to approve the agenda. The motion was seconded by Ms. Kim Delaney. The motion was called to a vote and carried unanimously.

DISCUSSION ITEMS

MATTERS BY THE PUBLIC – None

CONSENT AGENDA
Those matters included under the Consent Agenda are self-explanatory and are not expected to require review or discussion. Items will be enacted by one motion in the form listed below. If discussion is desired by any Committee Member, however, that item may be removed from the Consent Agenda and considered separately.

C1 – MOTION TO APPROVE: Minutes of Planning Technical Advisory Committee Meeting of December 12, 2012.

Ms. Irma San Roman made a motion to approve the meeting minutes. The motion was seconded by Mr. Jonathan Roberson. The motion was called to a vote and carried unanimously.

REGULAR AGENDA
Those matters included under the Regular Agenda differ from the Consent Agenda in that items will be voted on individually. In addition, presentations will be made on each motion, if so desired.

R1. - MOTION TO ENDORSE: Amendment to SFRTA Five-Year Shuttle Bus Service and Financial Plan

Mr. Joseph Quinty of SFRTA introduced this item, noting that in recent years the PTAC has become increasingly involved in the details of SFRTA's Shuttle Bus Program. Mr. Quinty spoke about mid-year changes that are occurring that will require an amendment to SFRTA's Five-Year Shuttle Bus Service and Financial Plan. He then apologized for a change in the amendment's dollar amount that was reported to the committee after the original agenda package sent out. Mr. Stephen Anderson of SFRTA staff then provided a brief overview of the details of proposed amendment. Mr. Anderson said that the annual operating cost of SFRTA's Fort Lauderdale Airport and Fort Lauderdale 3 routes are rising due to increased service to meet increased Tri-Rail weekend train service beginning in March. He noted that the amendment to the Downtown Fort Lauderdale TMA Northwest Community Link Partnership route was due to higher hourly service rates that went into effect as part of a new operations contract. Mr. Anderson pointed out that the total amount of the amendment was less than the contingency in the original Five-Year plan, but SFRTA wanted to be transparent and err on the side of caution in bringing this issue to the PTAC. Mr. Jeff Weidner identified a minor math error in one of the columns. Mr. Quinty thanked Mr. Weidner for noticing and acknowledged that SFRTA staff found that error late on Tuesday. Mr. Anderson stated that the tentative plan was for the amendment to be on the agenda of the February meeting of the SFRTA Governing Board.

Mr. Greg Stuart made a motion to endorse the Amendment to the SFRTA Five-Year Shuttle Bus Service and Financial Plan, including the correction identified by Mr. Weidner. The motion was seconded by Mr. Weidner. The motion was called to a vote and carried unanimously.

INFORMATION / PRESENTATION ITEMS
Action not required, provided for information purposes only.

I1. - <u>INFORMATION</u>: West Palm Beach Planning Activities

Mr. Alex Hansen of City of West Palm Beach staff greeted the committee and welcomed them to West Palm Beach. Mr. Quinty thanked Ms. Kim Delaney, Chairman Randy Whitfield, and Mr. Hansen for working to make the full day of regional transportation meetings at City Hall possible. Mr. Hansen gave a detailed powerpoint presentation on the transformation of the City of West Palm Beach and its downtown area in recent decades. Images of past, present, and future were shown, along with description of a number of city activities and initiatives. Some of the topics discussed by Mr. Hansen included the Downtown Master Plan, DDA and CRA activities, streetscape projects, and sustainability efforts. Various city transportation initiatives were cited by Mr. Hansen, including car sharing, electric car charging, bicycle lockers, and the city's Downtown Trolley routes. Operating details and ridership totals for the Downtown Trolley routes generated a great deal of committee discussion. Multiple committee members commended the city's transformation and strong trolley ridership figures. Mr. Jeff Weidner suggested that the strong trolley ridership figures could justify a future streetcar system in West Palm Beach.

I2. - <u>INFORMATION</u>: Job Access Reverse Commute (JARC) and New Freedom (NF) Programs

Mr. Natalie Yesbeck Pustizzi of SFRTA staff gave a brief update on the current JARC and NF funding cycle. Ms. Yesbeck Pustizzi stated that the current application period was initially scheduled to close on Friday, December 21, 2012, but has been extended to Friday, February 1, 2013 at 12 Noon EST. She noted that current plans are for project ranking and selection to occur at the March PTAC meeting and then be approved at the April meeting of the SFRTA Governing Board.

I3. - <u>INFORMATION</u>: SFRTA Transit Development Plan (TDP) Major Update

Ms. Natalie Yesbeck Pustizzi gave an update on SFRTA's preliminary work on the new TDP Major Update, which will cover fiscal years 2014 through 2023. Ms. Yesbeck thanked the committee for the helpful comments that had been received on the TDP's draft scope of services. She stated that a notice to proceed for consultant support may be issued this week. Mr. Joseph Quinty spoke about some staff activities that are occurring in the meantime, including initial goals & objectives development and finalization of details of the upcoming Tri-Rail onboard survey. Ms. Yesbeck Pustizzi noted that the onboard survey will be conducted on February 13, 2013.

I4. - <u>INFORMATION</u>: Tri-Rail Northern Layover and Light Maintenance Facility

Mr. Joseph Quinty spoke briefly about recent activities for SFRTA's efforts to develop a new Tri-Rail Northern Layover and Light Maintenance Facility. Mr. Quinty reminded the committee that a detailed presentation and extensive discussion on this project had occurred at the December 12, 2012 meeting of the PTAC. He stated that since the December 12 meeting, a presentation was given to the SFRTA

Governing Board on December 14 and to the West Palm Beach City Commission on December 17. Mr. Quinty also stated that some technical work was ongoing and that continued coordination would occur with staff of all three municipalities. He added that upcoming activities include a presentation to the Port of Palm Beach Board.

I5. - INFORMATION: Seven 50 Second Summit – January 24, 2013

Ms. Kim Delaney of TCRPC spoke about the upcoming second summit meeting as part of the Seven 50 process, which is scheduled for January 24, from 9:00 am to 4:00 pm at the Miami-Dade College Wolfson Campus in Downtown Miami. Ms. Delaney also mentioned an opening reception that will be held the prior evening in the Miami's historic and iconic Freedom Tower. Mr. Wilson Fernandez pointed out that the Freedom Tower is not open to the public very often and encouraged committee members to take advantage of the opportunity. Committee members then engaged in conversation about the previous Seven 50 events and future steps in the project process. Some comments included a suggestion to push harder for higher densities in urban areas and a desire to reach out to a broader spectrum of participants.

OTHER BUSINESS:

None.

PTAC MEMBER COMMENTS

The committee discussed the transition of Federal Transit Administration (FTA) Section 5310 funding oversight within the region. Recent correspondence on this issue was discussed and there was committee consensus that the required next steps need to be clarified. Development of a one or two page white paper summary and a follow up meeting were two of the proposed actions.

ADJOURNMENT

The meeting was adjourned at 12:13 PM.

AGENDA ITEM NO. C1

MINUTES
SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
RTA MARKETING COMMITTEE MEETING OF FEBRUARY 20, 2013

The RTA Marketing Committee Meeting was held at 2:00 p.m., on Wednesday, February 20, 2013, at the SFRTA's Administrative Offices, 800 NW 33rd Street, Pompano Beach, FL 33064.

COMMITTEE MEMBERS PRESENT
Bobbie Crichton, (Chair) Miami-Dade Transit

COMMITTEE MEMBERS NOT PRESENT
Phyllis Berry, Broward County Transit
Robyn Chiarelli, Florida Department of Transportation
Lili Finke, Palm Tran
Diane Hernandez Del Calvo, (Vice Chair) SFRTA/Tri-Rail

ALSO PRESENT
Irene Ferradaz, Miami-Dade Transit
Victor Garcia, SFRTA/Tri-Rail (alternate voting member)
Paula Girard, Palm Tran (alternate voting member)
Robyn Hankerson, Bitner Goodman
Suzell Hopman, South Florida Commuter Services (alternate voting member for FDOT)
Doris Williams, Broward County Transit (alternate voting member)
Natalie Yesbeck Pustizzi, SFRTA/Tri-Rail

CALL TO ORDER

The Chair called the meeting to order at 2:02 p.m.

AGENDA APPROVAL – Additions, Deletions, Revisions

Mr. Garcia moved for approval of the Agenda. Ms. Girard seconded.

The Chair called for any discussions and/or opposition to the motion. Upon hearing none, the Chair declared the Agenda approved.

The Chair moved the discussions to the next item on the Agenda.

MATTERS BY THE PUBLIC – Persons wishing to address the Committee are requested to complete an "Appearance Card" and will be limited to three (3) minutes. Please see the Minutes Clerk prior to the meeting.

None.

DISCUSSION ITEMS

D1. VOTING RIGHTS

DRAFT

- It was unanimously agreed upon to continue to schedule on an alternating monthly basis, one in-person meeting and one dial-in (conference call) meeting, with the exception of the June meeting every year, which is required to be an in-person meeting since officers are elected for the upcoming fiscal year which begins in July of every year. All voting can be conducted by phone with the exception of the June meetings, which must be in-person.
- Members are no longer obligated to be at in-person meetings and may dial in.

CONSENT AGENDA
Those matters included under the Consent Agenda are self-explanatory and are not expected to require review or discussion. Items will be enacted by one motion in the form listed below. If discussion is desired by any Committee Member however, that item may be removed from the Consent Agenda and considered separately.

C1 – MOTION TO APPROVE: Minutes of Marketing Committee Meeting of October 17, 2012.

Ms. Crichton moved for approval of Item C1. The motion was seconded by Ms. Girard.

The Chair called for any discussions and/or opposition to the motion. Upon hearing none, the Chair declared Item C1 approved.

The Chair moved the discussions to the next item on the Agenda.

REGULAR AGENDA
Those matters included under the Regular Agenda differ from the Consent Agenda in that items will be voted on individually. In addition, presentations will be made on each motion, if so desired.

None.

INFORMATION / PRESENTATION ITEMS
Action not required, provided for information purposes only.

I1– INFORMATION ITEM: Smart Phone App
No updates

I2 – INFORMATION ITEM: Regional Fare Card
No updates

I3 – INFORMATION ITEM: Transit Development Plan Update

- Mr. Garcia introduced Natalie Yesbeck Pustizzi from SFRTA's Planning Department, who stated that the Transit Development Plan has just been introduced. This is a requirement of FDOT, in order to receive Block Grants. A major update must be done every five years.
- The update encompasses a ten-year timeframe for which annual progress reports must be supplied to FDOT. Considered improvements, financial plans and assessment of all the goals and objectives from the previous plans, are all reportable to FDOT. SFRTA's Public Involvement Plan needs to be submitted to FDOT by the end of this week. Even though it's not finalized yet, Ms. Yesbeck Pustizzi explained that her efforts are toward garnering input from those organizations/agencies in this region. This is not a Tri-Rail document; it is an RTA document. The efforts will be made to try to reach people who are non-riders with the help of partnering agencies, since it is more difficult to get input from them.
- Last week an onboard survey was conducted resulting in excellent passenger feedback.

DRAFT

- Tindale Oliver and Associates are the consultants working with the SFRTA to brand this project via a website and a survey. It is hoped that it will "go live" at the end of February. Ms. Williams stated that Tindale Oliver is also working on BCT's TDP
- A stakeholder database is being developed to be all-inclusive, as well as outreach via partner agencies.
- Platform interviews will take place in March to determine what the public would like to see incorporated in the plans.
- The consultants will be developing information boards to be displayed during presentations to the public.
- BCT is also doing its major update this year so they are involved in public participation meetings, so SFRTA and BCT will piggyback off one-another as well as attending meetings of all of the country MPOs and their sub-committees to present SFRTA's plan and involvement.
- Articles will be placed in SFRTA's newsletter.
- The goal is to have this approved by SFRTA's Board by the summer with it being due to FDOT by September 1, 2013.
- Ms. Yesbeck Pustizzi stated that the general public will be asked to visit SFRTA's TDP website to provide feedback.

REPORTS
Action not required, provided for information purposes only.

None.

OTHER BUSINESS

- Ms. Williams, on behalf of Ms. Berry from BCT, stated that Ms. Berry wanted Ms. Crichton to be aware that she is working on the MDT's "map" project and will provide information to Ms. Crichton from BCT.

AGENCY REPORTS

BITNER GOODMAN
No further comment

BROWARD MPO
Not present

BROWARD COUNTY TRANSIT

- Ms. Berry stated that initial lead-ins to the TDP have taken place and a website address has been developed for comments. Surveys are being created.
- A local Roadeo will take place on Sunday at BCT's Copans Road facility at 8:00 a.m. Everyone is invited.

FLORIDA DEPARTMENT OF TRANSPORTATION
No comments from Ms. Hopman on behalf of Ms. Chiarelli

MIAMI-DADE TRANSIT

- Ms. Crichton stated that MDT is almost finished with its Metromover station upgrade. Escalators were refurbished and canopies over the escalators were being upgraded. They let a lot of light in and they create architectural interest. A ribbon-cutting ceremony may take place after the project is completed, probably in March.

DRAFT

- ID Renewals for Golden Passport will begin in March and is a huge project for Customer Service staff. This year, seniors' renewals are being staggered so they can come in earlier than April. Radio ads have been done in three languages.
- New cards for the CDP program have made it to the public with great enthusiasm.

PALM TRAN

- Ms. Girard stated that Palm Tran just finished participating in the South Florida Fair as well as at the Senior Fair. Both events were held at the South Florida Fair Grounds
- Palm Tran has an ongoing trade with the Palm Beach Post, placing two ads in February on Park and Ride and two in March for iGo for online trip planning. SFCS and Palm Tran are working together to market iGo to college students.

SOUTH FLORIDA COMMUTER SERVICES

No comments

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY/ TRI-RAIL

- Mr. Garcia stated that www.tri-rail.com was updated two weeks ago. It has a brand new look and navigation. The content has stayed the same.
- A new schedule is coming up on March 2nd whereas the weekend schedule will have one-hour headways and one train running later into the evening. All collaterals are being updated to reflect these changes; shuttle bus routes included.
- Ms. Hankerson stated that the "Rail Love Affair" campaign features rider love stories about how they love riding Tri-Rail. It was introduced via radio, TV, print and online advertising. A radio promotion took place onboard the trains on Valentine's Day with promotions and a person dressed up as cupid. People can enter online to win a diamond ring from the Galleria Mall until the end of March. A new t-shirt is on sale for $6 at Tri-Rail's online store, with the message "I ❤ Tri-Rail."
- Ms. Hankerson further stated that Senior Idol's auditions will take place on March 19th and the show will be May 11th. The big change is that the show will be held at Seminole Casino Coconut Creek instead of the Parker Playhouse, where it has been held since its inception.
- Ms. Hankerson stated that Street Team staff has been promoting Rail Love Affair at the Renaissance Festival. They will also be present at the Humane Society Dog Walk and Calle Ocho. The Rail Love Affair will have translated rack cards at Calle Ocho.

ADJOURNMENT

The next meeting will be an in-person meeting, taking place on February 20, 2013 at SFRTA's headquarters.

There being no further business, Ms. Crichton moved to adjourn the meeting. Mr. Garcia seconded the motion and the meeting adjourned at 2:36 pm.

DRAFT

Engineering & Construction
Monthly Progress Report
February 2013

Hialeah Yard Storage Tracks and Inspection Pit:

Construction of 3,300' of storage tracks (4-track configuration) with a 340' inspection pit. Contract was awarded to Gonzalez and Sons Equipment, Inc. on December 10th, 2010. Notice to Proceed was issued on January 7th, 2011. Construction of Phase I was completed on February 14, 2012. An agreement with FDOT D4 and CSXT to connect the new storage tracks to existing rail was signed on August 31, 2012. Construction of Phase 2 has begun. Storage tracks have been connected to SFRTA's Lead Track on the North. Four additional switches arrived the third week of January. Plans for Phase 2 were revised by the designer to avoid impact to the Amtrak Loop track. Final connections and field revisions are expected to start on March 15, 2013, and will be completed by the end of May 2013.

Pompano Beach Station Improvements:

Upgrade of existing Pompano Beach Station to Segment 5 station standards. Improvements consist of widening existing platforms to 25' width, new full-length canopies, solar paneling, pedestrian overpass with stairs and elevators, bus circulation improvements, and parking lot reconfiguration. The design package will include specifications to obtain, at a minimum, Silver LEED certification. The 100% design plans have been completed, and are being reviewed by SFRTA's procurement for advertisement. In addition, coordination is on-going with SFRTA and CSXT to finalize a flagging agreement. Estimated construction start is Summer 2013.

Cab and Trailer Car Procurement:

Procurement of ten (10) Cab cars and fourteen (14) Trailer cars. To-date, all ten (10) Cab cars and six (6) out of the fourteen (14) Trailer cars have been received. Of the remaining eight (8) Trailer cars, three (3) are scheduled to be delivered in March 2013, with the last five (5) being delivered in May 2013.

Engineering & Construction
Monthly Progress Report
February 2013

Opa-Locka Station Parking Expansion:

Expand parking at Tri-Rail's Opa-Locka Station, inclusive of adding about 50 new parking spaces to the south of the station; increase bus bay areas in the existing parking lot; install a pedestrian canopy over the bus waiting areas; and improve landscape and hardscape. A Work Order was executed for HNTB to provide site geotechnical investigation, site survey, environmental services required for a Categorical Exclusion as per NEPA requirements; and preparation of 30% design plans. The notice to proceed was issued on November 16, 2011, and the Geotechnical investigation, survey, and 30% design plans have been completed. Environmental services required for a Categorical Exclusion are complete. The NEPA documentation has been approved by FDOT and it was reformatted for submittal to the FTA. SFRTA held a conference call with the FTA on January 8, 2013 in advance of submitting the Draft Categorical Exclusion (CE) document for their review and approval. The Draft CE document was submitted to the FTA on January 30, 2013 and SFRTA received minor comments on March 4, 2013. The comments are currently being addressed by SFRTA's Consultant and the CE document will be re-submitted to the FTA in March. SFRTA's design consultant is also finalizing their proposal for the 100% design plans. Final design plans are expected to start by first quarter 2013.

AGENDA ITEM NO. B

AGENDA REPORT
SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING
March 22, 2013

FEBRUARY RIDERSHIP

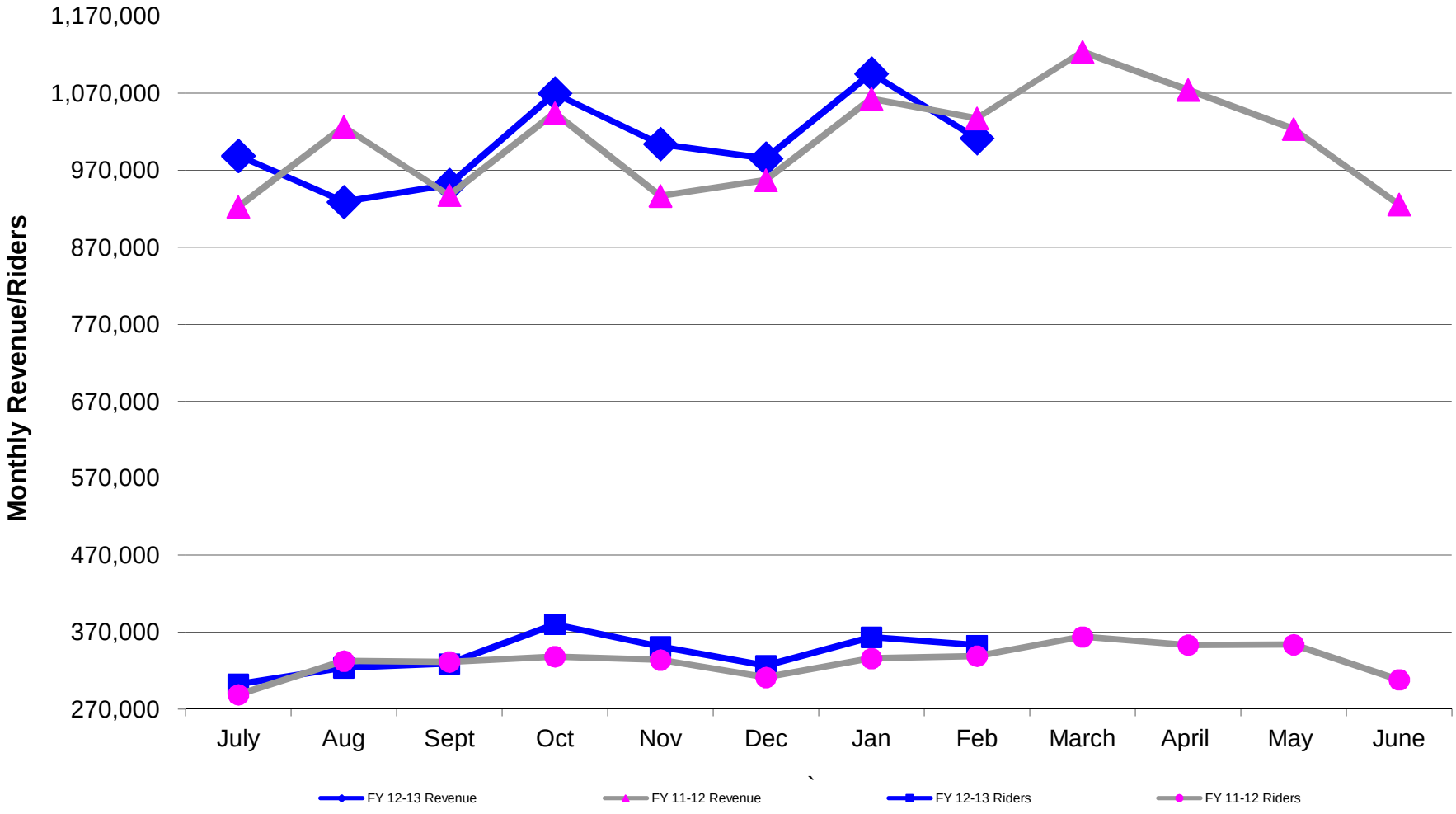
Total monthly ridership for February has increased 4.2 % when compared to February of last year. Weekday ridership has increased by 3.8 % for February, while the average weekday ridership in February 2012 was 14,223 per day versus 15,498 per day for 2013. Total weekend ridership has increased by 0.4 % when compared to last year. Total Fiscal Year ridership is up by 4.6%.

Revenue is shown in Chart 3. Chart 2 shows ridership month-to-month and Chart 1 combines revenue and ridership month-to-month.

Riders	Actual February 2013	Actual February 2012	February '13 vs.'12 %	FY '13 Rider ship To Date	FY '12 Rider ship To Date	FYTD '13 vs '12 %
M-F	309,960	298,691	3.8%	2,374,666	2,257,108	5.2%
Saturday	22,950	21,504	6.7%	179,499	181,137	-0.9%
Sunday	20,099	18,460	8.9%	155,217	149,311	4.0%
Holidays	0	0	0.0%	20,874	23,700	-11.9%
	353,009	338,655	4.2%	2,730,256	2,611,256	4.6%

Note: Ridership figures are based on daily reports from Veolia.

Chart 1 - SFRTA Riders and Revenue Trends



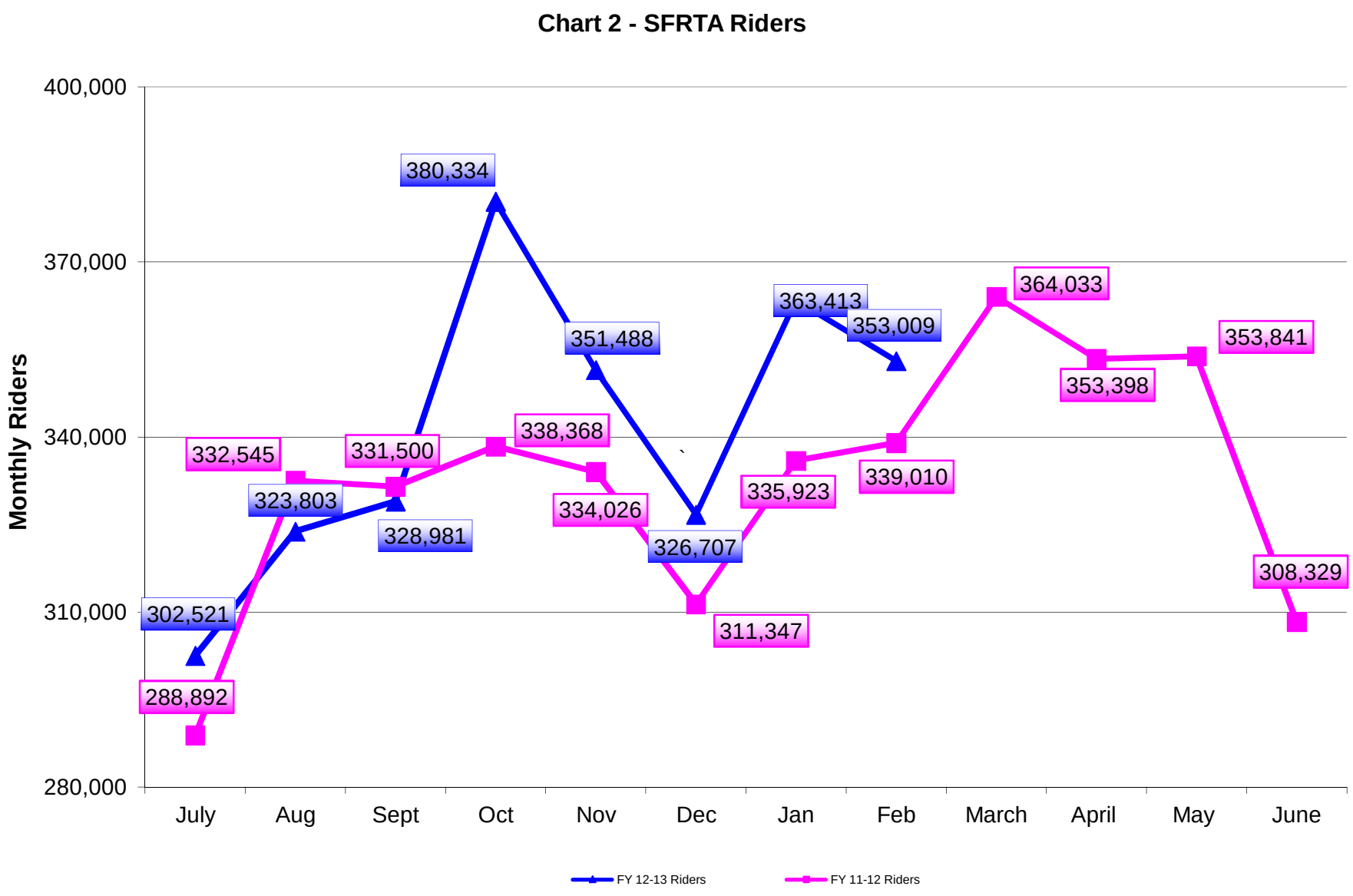
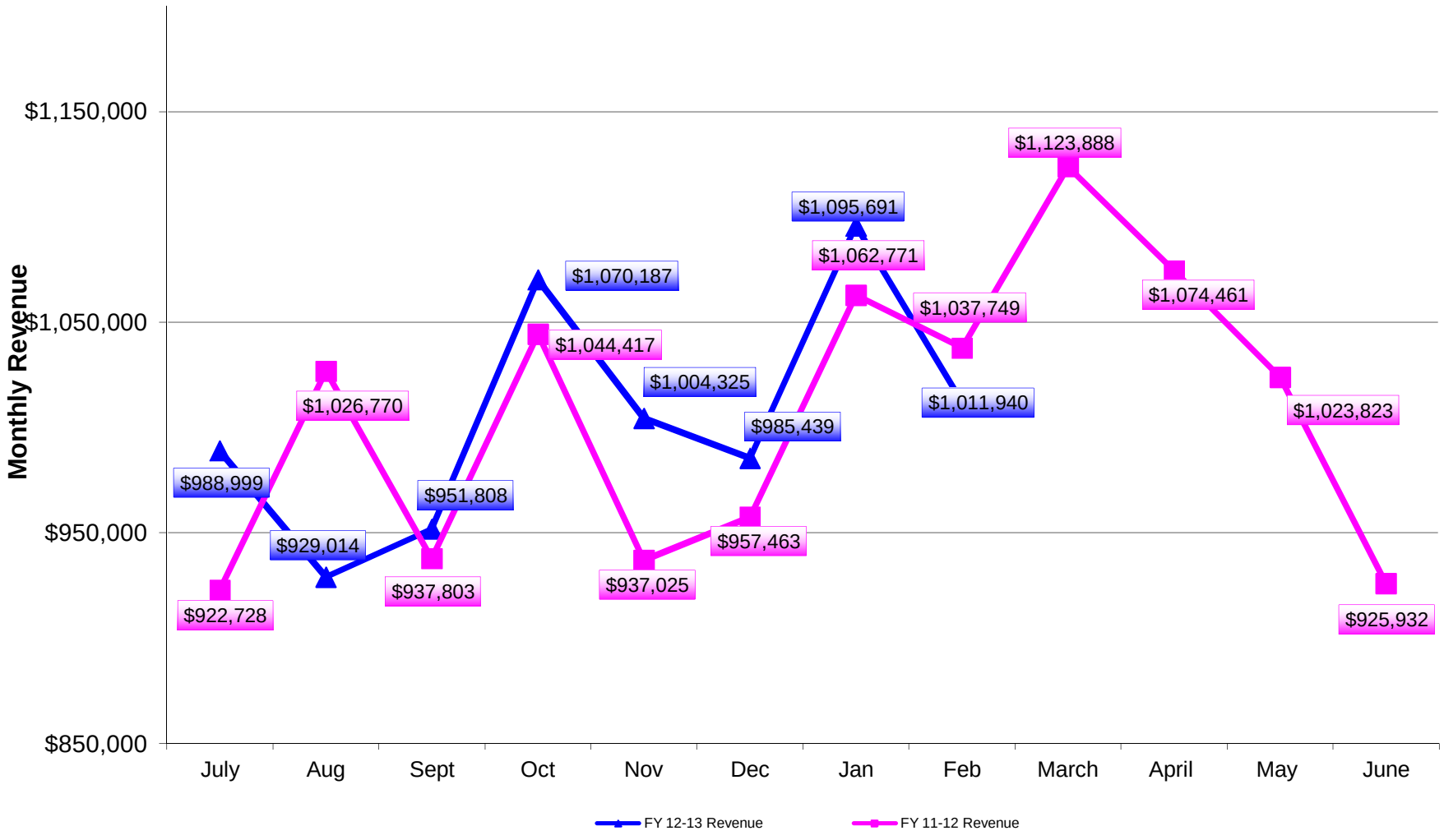


Chart 2 - SFRTA Riders
Monthly Riders
400,000
370,000
340,000
310,000
280,000
July
Aug
Sept
Oct
Nov
Dec
Jan
Feb
March
April
May
June
302,521
323,803
328,981
380,334
351,488
326,707
363,413
353,009
288,892
332,545
331,500
338,368
334,026
311,347
335,923
339,010
364,033
353,398
353,841
308,329
FY 12-13 Riders
FY 11-12 Riders

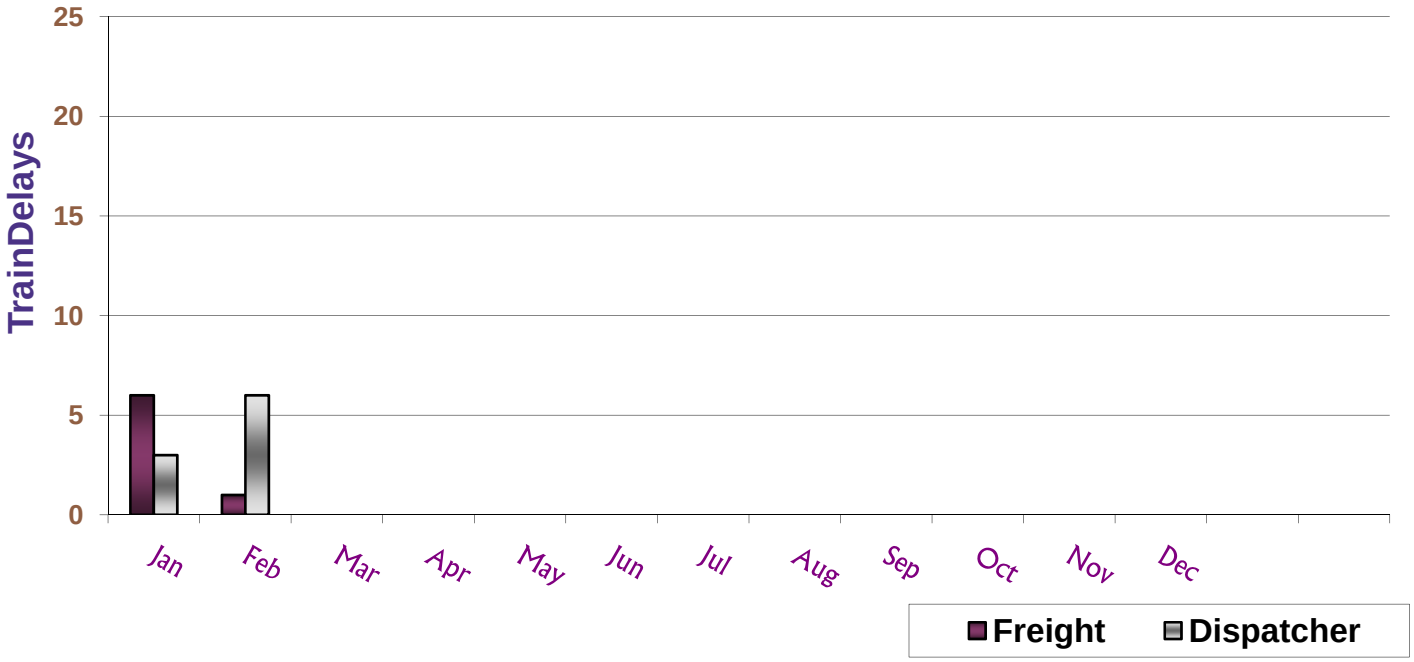
Chart 3 - SFRTA Revenue



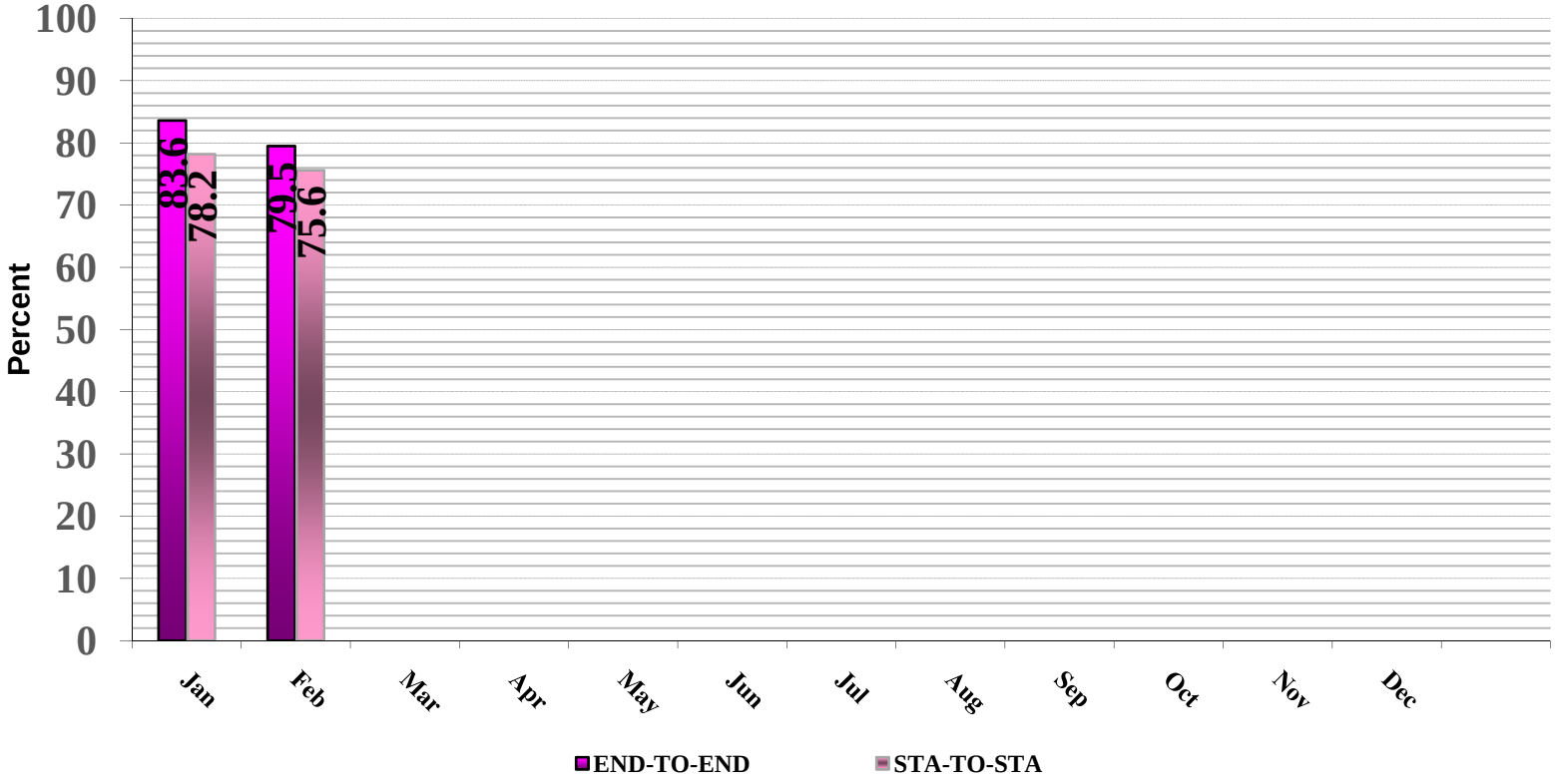
FEBRUARY 2013 ON TIME PERFORMANCE - CAUSAL ANALYSIS SUMMARY

OTP End To End			79.5%
OTP Station To Station			75.6%
DELAY CAUSES	NUMBER OF INCIDENTS	NUMBER OF LATE TRAINS	PERCENT OF TOTAL TRAINS
PD/FD Activity	2	6	0.5%
SUB-TOTAL	2	6	0.5%
CSX AGREEMENT			
CSX FRIEGHT	1	1	0.1%
LOCAL SWITCHER	2	2	0.2%
JAX DISPATCHER	5	6	0.5%
MOW	7	8	0.7%
SUB-TOTAL	15	17	1.5%
OUTSIDE CSX			
COMMUNICATIONS	0	0	0.0%
SIGNALS-COMP.	7	51	4.5%
CSX RULE 100J	0	0	0.0%
SUB-TOTAL	7	51	4.5%
BOMBARDIER MECHANICAL	5	14	1.2%
VEOLIA TRANSPORTATION	0	0	0.0%
AMTRAK	5	7	0.6%
FEC DELAY	9	26	2.3%
WEATHER	1	3	0.3%
ROW FOUL	1	1	0.1%
SFRTA TRANSPORTATION	16	27	2.4%
OTHER	5	6	0.5%
3rd PARTY	8	47	4.2%
ROTEM	5	11	1.0%
BRIDGE SIGNAL	0	0	0.0%
NBC MOW	0	0	0.0%
NBC DISPATCHER	0	0	0.0%
NBC OTHER	0	0	0.0%
ADA	2	5	0.4%
EFFICIENCY TESTING	0	0	0.0%
SUB-TOTAL	57	147	13.0%
TRAINS LATE		221	19.6%
TERMINATED / ANNULLED		10	0.9%
TRAINS ON TIME		897	79.5%
TOTAL		1128	100.0%

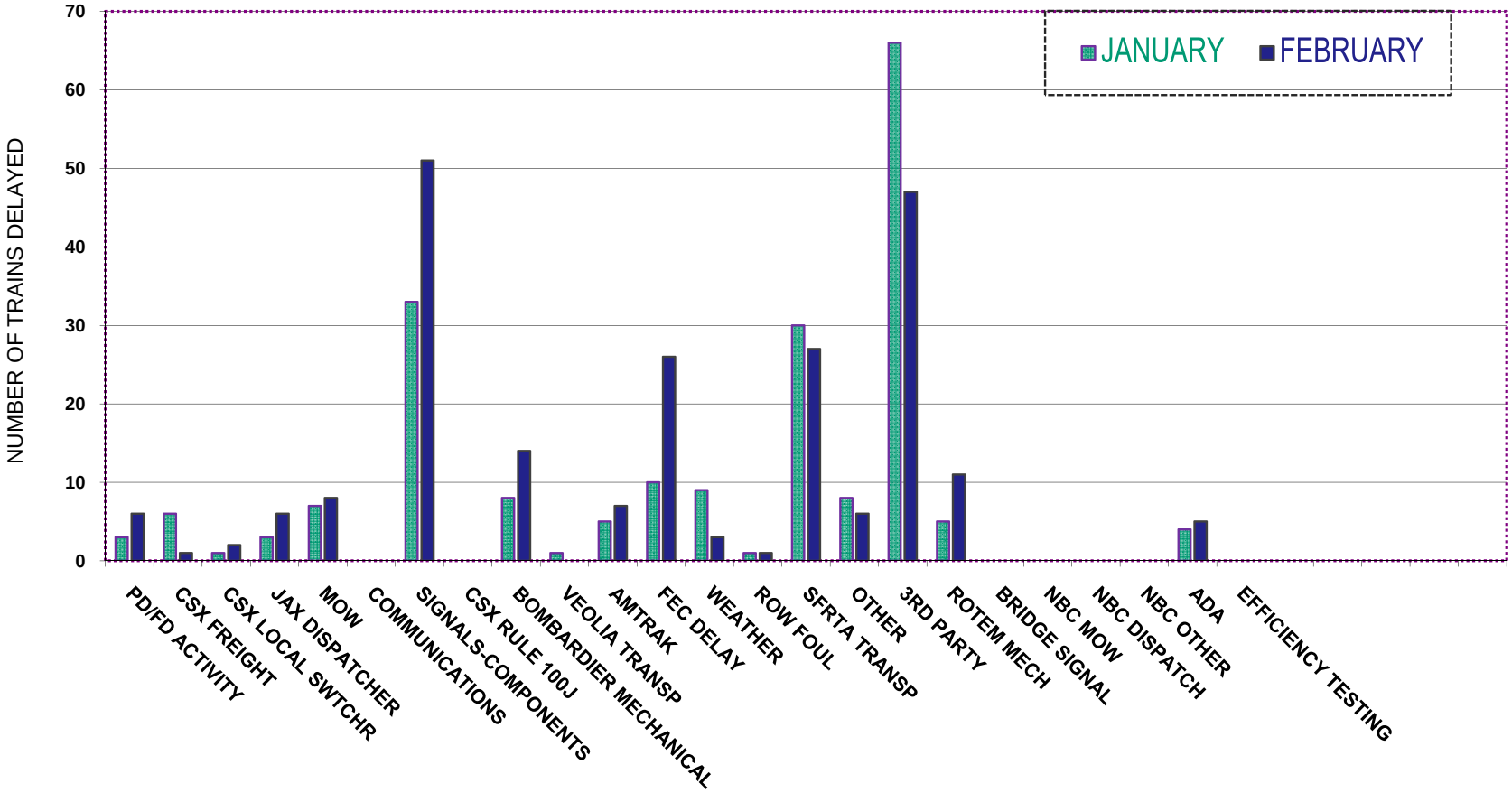
CSXT JAX Dispatcher & Freight Delays
2013



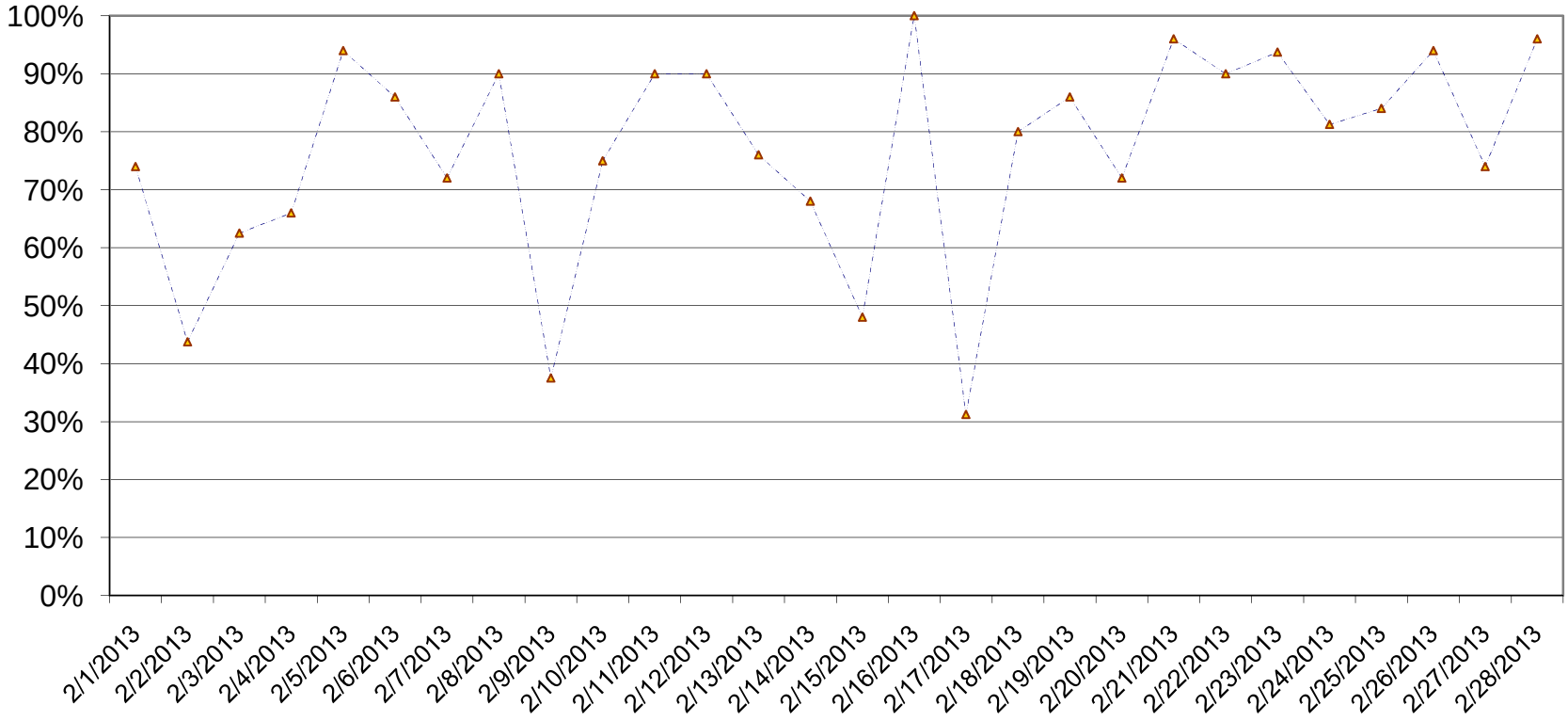
On-Time Performance
Calendar Year 2013



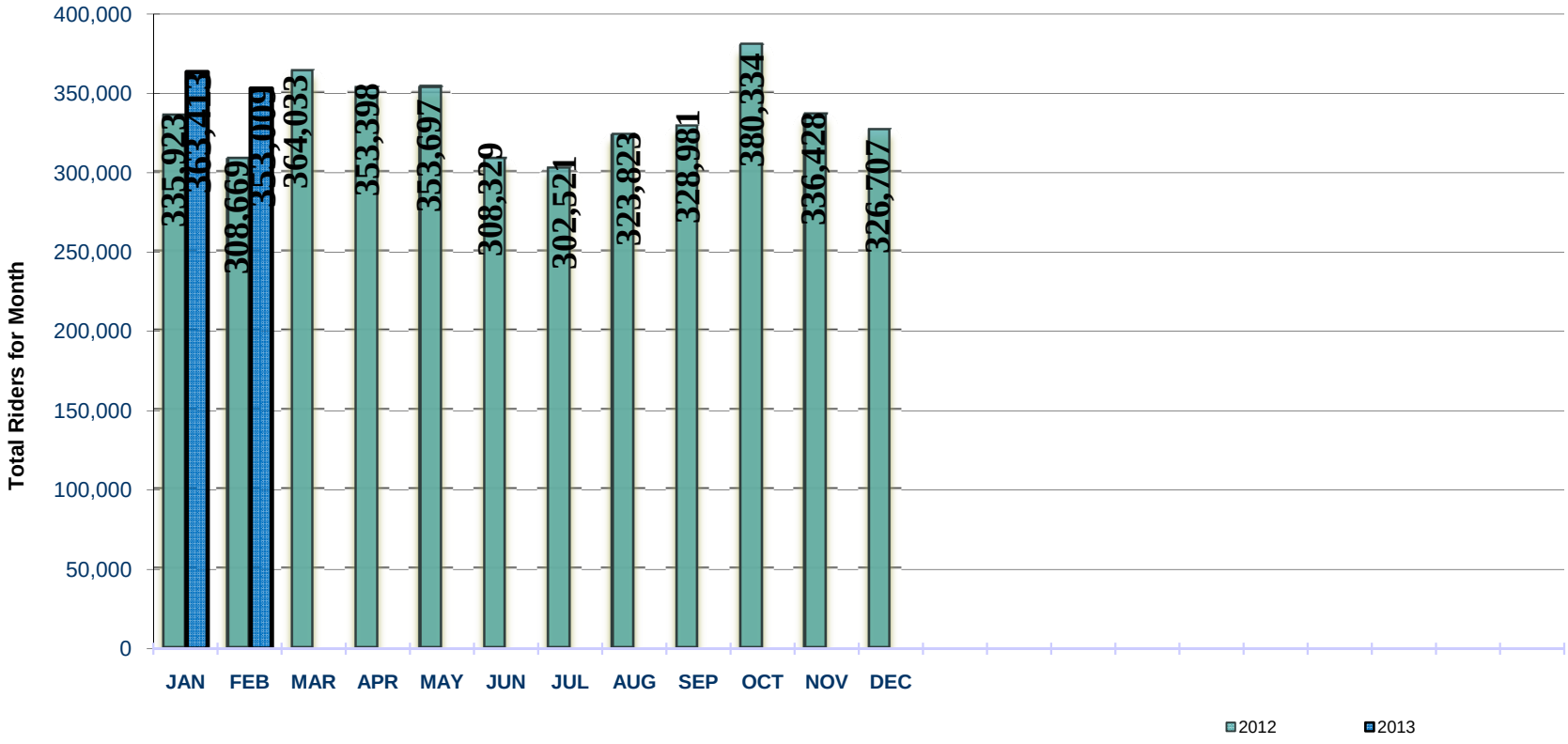
TRAIN DELAYS- 2013



ON TIME PERFORMANCE
END TO END FEBRUARY -2013



SFRTA Tri-Rail Monthly Ridership
2013



AGENDA ITEM D

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
MARKETING OFFICE MONTHLY SUMMARY FOR FEBRUARY 2013
GOVERNING BOARD MEETING

EMPLOYER DISCOUNT PROGRAM

The Employer Discount Program (EDP) added 18 new employers and 176 new employees during the month of February.

The total number of EDP tickets recorded as sold was 2,295 and the total revenue generated was reported as $143,543.95 in February.

NEW EDP COMPANIES

Employer	Enrollment Date	City
Alere	02/21/2013	Fort Lauderdale
Aplifi, Inc.	02/25/2013	Fort Lauderdale
Armstrong Holdings, Inc.	02/08/2013	Boca Raton
Blackstone Media Group	02/21/2013	Fort Lauderdale
Boca Grove Plantation	02/19/2013	Boca Raton
Boca Helping Hands, Inc.	02/08/2013	Boca Raton
Broward Health Start Coalition	02/05/2013	Fort Lauderdale
C. Breines Enterprise, Inc.	02/28/2013	Hallandale
Central Integrated Training & Assistance	02/15/2013	Miami
Derecktor of Florida, Inc.	02/15/2013	Dania Beach
DLG Engineering, Inc.	02/22/2013	South Miami
Guardian Insurance, LLC	02/05/2013	West Palm Beach
Infinity Roofing & Sheet Metal, Inc.	02/28/2013	Pompano Beach
Med-Care Diabetic & Supplies, Inc.	02/13/2013	Boca Raton
National Payment Card Association	02/13/2013	Coconut Creek
Rosemarie A. Gerdnazzo, P.A.	02/20/2013	Boca Raton
Seppala Corporation	02/15/2013	Boynton Beach
Techni Pro Institute	02/05/2013	Boca Raton

EDP SALES MISSIONS

Employer	City
Aldridge Conners	Boca Raton
American Sales & Management	Miami
Blackstone Media Group	Fort Lauderdale
Boca Grove Plantation	Boca Raton
Boca Helping Hands, Inc.	Boca Raton
City College	Fort Lauderdale
Inbound Call Experts	Boca Raton
Kaufman Lynn Construction	Boca Raton
Linsanity	Miami
National Communication, LLC	Miami Lakes
Seppala Corporation	Boynton Beach
Starmark International	Fort Lauderdale
Trivest Partners	Coral Gables

MARKETING OFFICE – FEBRUARY ACTIVITIES:

2-1-1 BROWARD

South Florida Regional Transportation Authority (SFRTA) outreach staff represented the agency during 2-1-1 Broward's 3rd Annual PNC Bank Non-Profit Academy Awards. The event honored over a dozen organizations and individuals that helped provide the residents of South Florida with indispensable health and social services, in addition to non-profit organizations that support the arts. The partnership with 2-1-1 Broward provides the SFRTA with a great opportunity to promote Tri-Rail services to the general public.

APTA

SFRTA's Corporate and Community Relations Liaison was assigned to attend the American Public Transportation Association's (APTA) 2013 Marketing & Communications Workshop in Los Angeles, CA. The conference was an intensive workshop that focused on all aspects of marketing-related functions that also provided the staff with the opportunity to meet with hundreds of experts from around the country to learn and share experiences. The agency's Public Information Officer is a long-time member of APTA's Marketing and Communications Committee, who also attended the conference and was instrumental during networking sessions.

AUTOMATED ANNOUNCEMENTS

Marketing Office staff was on hand during the first live testing of the new dynamic automated announcements that are to be made available as part of Tri-Rail's regular service, which will feature safety and security messages, as well as station arrival and departure announcements, broadcasted via a GPS-activated device. Engineering consultants tested the GPS-activated system on a deadhead train riding on the mainline. The feature is available on the new Hyundai Rotem fleet that has the capability to provide this function. It was determined that further testing will be required before implementing this new service.

FLORAL LAKES

The adult residential community, Floral Lakes of Delray Beach, invited SFRTA and Palm Tran outreach representatives to offer a special presentation to its senior citizen residents in order to make them feel comfortable using public transportation to get around town. The center coordinated a group trip using both transportation systems, and the meeting provided the attendees with the opportunity to ask the representatives specific questions regarding their respective agency's service, before their scheduled trip.

NEW SCHEDULE PREPARATIONS

The Executive and Operations departments coordinated efforts to disseminate information to passengers regarding the schedule change effective March 2, 2013, during the two weeks prior to the change. Among the communication methods used were postings on the station electronic messaging system and bulletin boards, conductor announcements and seat drops on the trains, as well as flyers and hand-out materials on both the stations and trains. Email blasts, website postings and a press release were also used to notify additional members of the general public of the upcoming changes.

SENIOR EXPOS

SFRTA Outreach staff attended two senior expos in Palm Beach County, in conjunction with representatives from Palm Tran and Palm Tran Connections. Kings Point in Delray Beach and the South Florida Fair Grounds in West Palm Beach each hosted their own event geared towards the South Florida senior citizen community.

SOUTH FLORIDA CLEAN CITIES COALITION

The South Florida Clean Cities Coalition held a special breakfast to honor specific individuals and organizations that have consistently contributed to the group's goal of reducing dependence on imported oil and improving the environment by creating sustainable fuel sources. SFRTA outreach staff was present at the meeting to represent the agency as a continuing stakeholder and supporter of the Coalition's efforts.

TRANSPORTATION DAYS

SFRTA Outreach staff joined representatives from Broward County Transit and South Florida Commuter Services (SFCS) to hold a transportation day for the students and staff at Broward College's new campus in Coral Springs. In Palm Beach County, SFRTA joined staff from Palm Tran and SFCS to staff a booth at the Boca Corporate Center in Boca Raton, and at Palm Beach Atlantic University's annual "Health and Benefits Fair", to provide alternative transportation information to the employees who work at these locations.

ONGOING COMMUNITY OUTREACH ACTIVITIES

- SFRTA Marketing Committee Meeting

EXECUTIVE SUMMARY
BUDGETED INCOME STATEMENT

February 2013

Revenue:

Train Revenue
For February 2013 year-to-date (YTD) actual revenue increased approximately $75,061 or 1% when compared to fiscal year (FY) 2013 YTD budgeted revenue. Actual revenue for FY 2013 YTD increased by $154,328 or 2% when compared to FY 2012 YTD actual revenue. This increase is attributed to an increase in ridership.

Expenses:

As of February 2013, the SFRTA FY 2013 YTD actual expenses are $3,742,980 or 8% below budget when compared to the FY 2013 YTD budgeted expense. All expenses are well within budget.

Train operations for FY 2013 YTD actual are approximately $2,381,819 or 9% below budget when compared to the FY 2013 YTD budget and increased approximately $1,042,437 or 4% when compared to FY 2012 YTD actual. This increase in FY 2013 can be mostly attributed to an increase in Fuel and Operations expense.

The major categories within Train Operations include Train Fuel, Security, Insurance and Dispatch Service:

- Train fuel expense for FY 2013 YTD actual is approximately $601,387 or 10% below budget when compared to the FY 2013 YTD budget, and increased approximately $543,132 or 11% when compared to FY 2012 YTD actual fuel expense. This increase is attributed to rising fuel prices.

- Insurance expense for FY 2013 YTD actual is right at budget when compared to the FY 2013 YTD budget, and increased approximately $409,209 or 23% when compared to FY 2012 YTD actual. This increase in FY 2013 can be attributed to increased rates due to the addition of the new cab cars to the FY 2013 policy.

Expenses (Contd.)

- Security expense for FY 2013 YTD actual is approximately $228,558 or 6% below budget when compared to the FY 2013 YTD budget, and decreased approximately $46,546 or 1% when compared to FY 2012 YTD actual. This decrease in FY 2013 can be attributed to lower monthly expenses.

- Dispatch expense for FY 2013 YTD actual is approximately $70,296 or 3% below budget when compared to the FY 2013 YTD budget and increased approximately $226,649 or 13% when compared to FY 2012 YTD actual. This increase in FY 2013 can be attributed to higher monthly expenses.

Train and Station Maintenance FY 2013 YTD actual is approximately $173,882 or 2% below budget when compared to the FY 2013 YTD budget and increased approximately $1,070,207 or 12% when compared to the FY 2012 actual. This increase in FY 2013 can be attributed to the monthly fleet maintenance contract.

- Train Maintenance for FY 2013 YTD actual is approximately $52,696 or 1% below budget when compared to the FY 2013 YTD budget and increased approximately $1,250,712 or 17% when compared to FY 2012 YTD actual. This increase in FY 2013 can be attributed to an additional $658,667 in DMU maintenance expense as well as an increase of approximately $501,245 in our monthly fleet maintenance expenses.

- Station Maintenance for FY 2013 YTD actual is approximately $121,186 or 9% below budget when compared to the FY 2013 YTD budget and decreased approximately $180,505 or 13% when compared to FY 2012 YTD actual. This decrease in FY 2013 can be attributed to lower monthly expenses.

Professional Services for FY 2013 YTD actual are approximately $4,040 or 1% below budget when compared to the FY 2013 YTD budget and decreased approximately $196,253 or 33% when compared to FY 2012 actual. Last year, SFRTA incurred additional consulting expenses where as in FY 2013 there were no extra consulting expenses.

Legal for FY 2013 YTD actual is approximately $104,976 or 23% below budget when compared to the FY 2013 YTD budget and increased approximately $1,884 or 1% when compared to FY 2012 actual. This increase in FY 2013 can be attributed to higher monthly legal expenses.

General and Administrative Expenses for FY 2013 YTD are approximately $97,201 or 7% below budget when compared to the FY 2013 YTD budget and increased approximately $116,806 or 10% when compared to FY 2012 actual. Some categories within General and Administrative expenses are Business Travel, Telecommunications, and Office Rent.

Expenses (Contd.)

- Business Travel expense for FY 2013 YTD actual is approximately $17,496 or 20% below budget when compared to the FY 2013 YTD budget and decreased approximately $6,218 or 8% when compared to FY 2012 actual. This decrease in FY 2013 can be attributed to fewer trips related to legislative matters.

- Telecommunications expense for FY 2013 YTD actual is approximately $1,189 or 1% below budget when compared to the FY 2013 YTD budget and increased approximately $66,897 or 34% when compared to FY 2012 actual. This increase in FY 2013 can be attributed to increased calls to the SFRTA 1-800 number as well as general calls.

- Office Rent expense for FY 2013 YTD actual is approximately $2,664 or 1% below budget when compared to the FY 2013 YTD budget and increased approximately $15,716 or 4% when compared to FY 2013 actual. This increase in FY 2013 can be attributed to the monthly base rent increase per the contract.

Marketing expenses for FY 2013 YTD actual are approximately $131,049 or 31% below budget when compared to the FY 2013 YTD budget and decreased approximately $156,435 or 35% when compared to the FY 2012 YTD actual.

- Marketing Contract for FY 2013 YTD actual is approximately $77,740 or 23% below budget when compared to the FY 2013 YTD budget and decreased approximately $23,643 or 8% when compared to the FY 2012 actual. This decrease in FY 2013 can be attributed to lower monthly expenses.

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
BUDGETED INCOME STATEMENT
2/01/13 TO 2/28/13

REVENUE	FEBRUARY 2013 ACTUAL REVENUES	YTD ACTUAL REVENUES	YTD BUDGETED REVENUES	OVER (UNDER) BUDGET	2012-13 ANNUAL BUDGET	BUDGET AVAILABLE
Train Revenue	$1,011,940	$8,081,054	$8,005,993	$75,061	$12,080,217	$3,999,163
Interest Income / Other Income	13,091	412,408	116,664	295,744	175,000	(237,408)
TOTAL TRAIN REVENUE	**$1,025,031**	**$8,493,462**	**$8,122,657**	**$370,805**	**$12,255,217**	**$3,761,755**
OPERATING ASSISTANCE						
Statutory Operating Assistance	2,091,667	12,908,920	12,908,920	-	$17,300,000	4,391,080
Statutory Dedicated Funding	1,750,023	11,889,249	11,889,249	-	13,300,000	1,410,751
FHWA	367,482	2,970,242	2,984,775	(14,533)	4,000,000	1,029,758
FTA Assistance	-	-	4,075,257	(4,075,257)	18,020,316	18,020,316
FTA-Designated Recipient Fees	4,315	33,790	35,471	(1,681)	50,000	16,210
FTA-JARC/New Freedom Program Fee	13,727	81,207	83,336	(2,129)	125,000	43,793
FTA-JARC/New Freedom Program Match	7,526	245,142	277,184	(32,042)	415,773	170,631
Statutory Counties Contribution	-	4,695,000	4,695,000	-	4,695,000	-
Other Local Funding	30,678	140,489	128,632	11,857	192,950	52,461
TOTAL ASSISTANCE	**4,265,418**	**32,964,039**	**37,077,824**	**(4,113,785)**	**58,099,039**	**25,135,000**
TOTAL REVENUE	**$5,290,449**	**$41,457,501**	**$45,200,481**	**($3,742,980)**	**$70,354,256**	**$28,896,755**

EXPENSES	FEBRUARY 2013 ACTUAL EXPENSES	YTD ACTUAL EXPENSES	YTD BUDGETED EXPENSES	(OVER) UNDER BUDGET	2012-13 ANNUAL BUDGET	BUDGET AVAILABLE
Train Operations	2,824,862	24,439,672	26,821,491	2,381,819	40,794,001	16,354,329
Train and Station Maintenance	1,473,702	9,973,201	10,147,083	173,882	17,353,168	7,379,967
Personnel Expenses	694,731	5,466,666	5,917,893	451,227	8,884,552	3,417,886
Professional Fees	89,945	394,365	398,405	4,040	546,500	152,135
Legal	37,042	360,816	465,792	104,976	698,687	337,871
General & Administrative Expenses	229,694	1,252,020	1,349,221	97,201	1,926,458	674,438
Marketing Expenses	38,018	286,211	417,260	131,049	625,890	339,679
Reserve	-	-	333,336	333,336	500,000	500,000
Expenses Transferred to Capital	(97,545)	(715,450)	(650,000)	65,450	(975,000)	(259,550)
TOTAL EXPENSES	**$ 5,290,449**	**$ 41,457,501**	**$ 45,200,481**	**$ 3,742,980**	**$ 70,354,256**	**$ 28,896,755**

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
ACTUAL VS BUDGET REPORT
FEBRUARY, 2013 & 2012

	Curent Year							Prior Year Comparison		
	February 2013 Actual	February 2013 Budget	Variances	FY 2013 YTD Actual	YTD Budget	Variances	%	FY 2012 YTD Actual	Variances	%
Revenues:										
Train Revenue	$1,011,940	$1,048,126	(36,186)	$8,081,054	$8,005,993	75,061	1%	$7,926,726	154,328	2%
Interest/Dividend Income	13,091	14,583	(1,492)	412,408	116,664	295,744	254%	229,056	183,352	80%
								-		
Total Train Revenue	**1,025,031**	**1,062,709**	**(37,678)**	**8,493,462**	**8,122,657**	**370,805**	**5%**	**8,155,782**	**337,680**	**4%**
Operating Assistance:										
Statutory Operating Assistance	2,091,667	2,091,667	-	12,908,920	12,908,920	-	0%	10,712,383	2,196,537	21%
Statutory Dedicated Funding	1,750,023	1,750,023	-	11,889,249	11,889,249	-	0%	8,578,504	3,310,745	39%
FDOT Marketing	-	-	-	-	-	-	0%	247,042	(247,042)	-100%
FHWA	367,482	642,223	(274,741)	2,970,242	2,984,775	(14,533)	0%	2,878,929	91,313	3%
FTA Assistance	-	532,532	(532,532)	-	4,075,257	(4,075,257)	-100%	5,590,511	(5,590,511)	-100%
FTA-Designated Recipient Fees	4,315	7,667	(3,352)	33,790	35,471	(1,681)	-5%	60,034	(26,244)	-44%
FTA-JARC/New Freedom Program Fee	13,727	16,417	(2,690)	81,207	83,336	(2,129)	-3%	191,537	(110,330)	-58%
FTA-JARC/New Freedom Program Match	7,526	59,648	(52,122)	245,142	277,184	(32,042)	-12%	173,454	71,688	41%
Statutory Counties Contribution	-	-	-	4,695,000	4,695,000	-	0%	3,464,873	1,230,127	36%
Other Local Funding	30,678	24,429	6,249	140,489	128,632	11,857	9%	126,802	13,687	11%
Total Operating Assistance	**4,265,418**	**5,124,606**	**(859,188)**	**32,964,039**	**37,077,824**	**(4,113,785)**	**-11%**	**32,024,069**	**939,970**	**3%**
Total Revenue	**$5,290,449**	**$6,187,315**	**($896,866)**	**41,457,501**	**$45,200,481**	**(3,742,980)**	**-8%**	**40,010,426**	**1,277,650**	**3%**

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
ACTUAL VS BUDGET REPORT
FEBRUARY, 2013 & 2012

	Curent Year							Prior Year Comparison		
	February 2013 Actual	February 2013 Budget	Variances	FY 2013 YTD Actual	YTD Budget	Variances	%	FY 2012 YTD Actual	Variances	%
Expenses:										
Train Operations										
Train Operations Contract	$889,363	$1,065,348	(175,985)	$6,853,006	$7,612,006	(759,000)	-10%	$6,883,571	(30,565)	0%
Train Operation - Fuel	718,355	781,250	(62,895)	5,648,613	6,250,000	(601,387)	-10%	5,105,481	543,132	11%
Emergency Bus Service	6,775	7,800	(1,025)	28,135	36,429	(8,294)	-23%	17,094	11,041	0%
Security Contract	410,827	458,773	(47,946)	3,321,629	3,550,187	(228,558)	-6%	3,368,175	(46,546)	-1%
Feeder Bus	356,080	416,056	(59,976)	3,469,812	3,928,448	(458,636)	-12%	3,467,633	2,179	0%
Station Utilities	46,428	59,167	(12,739)	396,666	463,333	(66,667)	-14%	433,954	(37,288)	-9%
EMS Boards	11,846	23,750	(11,904)	78,203	110,000	(31,797)	-29%	77,164	1,039	1%
Special Trains	-	300	(300)	-	2,400	(2,400)	-100%	-	-	0%
Insurance	-	-	-	2,157,245	2,158,000	(755)	0%	1,748,036	409,209	23%
Toll Free Numbers	-	-	-	-	-	-	0%	49,293	(49,293)	-100%
Alarm System	3,977	5,255	(1,278)	9,992	15,554	(5,562)	-36%	4,014	5,978	149%
APTA Dues	-	583	(583)	-	11,866	(11,866)	-100%	-	-	0%
ROW Maintenance	76,926	89,167	(12,241)	269,461	333,334	(63,873)	-19%	279,804	(10,343)	-4%
TVM Maintenance	32,464	40,833	(8,369)	253,938	326,666	(72,728)	-22%	236,693	17,245	7%
Dispatch	271,821	277,379	(5,558)	1,952,972	2,023,268	(70,296)	-3%	1,726,323	226,649	13%
Total Train Operations	**2,824,862**	**3,225,661**	**(400,799)**	**24,439,672**	**26,821,491**	**(2,381,819)**	**-9%**	**23,397,235**	**1,042,437**	**4%**
Train and Station Maintenance										
Train Maintenance	1,307,020	1,394,071	(87,051)	8,719,917	8,772,613	(52,696)	-1%	7,469,205	1,250,712	17%
Station Maintenance	166,682	193,684	(27,002)	1,253,284	1,374,470	(121,186)	-9%	1,433,789	(180,505)	-13%
Total Train and Station Maintenance	**1,473,702**	**1,587,755**	**(114,053)**	**9,973,201**	**10,147,083**	**(173,882)**	**-2%**	**8,902,994**	**1,070,207**	**12%**
Personnel Expenses										
Salaries and Wages	537,973	624,321	(86,348)	4,143,129	4,307,915	(164,786)	-4%	4,426,826	(283,697)	-6%
Taxes	41,011	73,193	(32,182)	340,085	426,993	(86,908)	-20%	358,017	(17,932)	-5%
Group Insurance	89,623	130,429	(40,806)	766,575	845,582	(79,007)	-9%	810,685	(44,110)	-5%
Pension	26,124	51,936	(25,812)	216,877	337,403	(120,526)	-36%	223,129	(6,252)	-3%
Total Personnel Expenses	**694,731**	**879,879**	**(185,148)**	**5,466,666**	**5,917,893**	**(451,227)**	**-8%**	**5,818,657**	**(351,991)**	**-6%**
Professional Services										
Auditing Services	-	-	-	72,500	72,500	-	0%	119,094	(46,594)	-39%
Professional Services	89,945	112,792	(22,847)	321,865	325,905	(4,040)	-1%	471,524	(149,659)	-32%
Total Professional Services	**89,945**	**112,792**	**(22,847)**	**394,365**	**398,405**	**(4,040)**	**-1%**	**590,618**	**(196,253)**	**-33%**
Legal										
Salaries and Wages	26,854	44,071	(17,217)	234,253	236,998	(2,745)	-1%	234,251	2	0%
Taxes	2,316	3,186	(870)	12,614	17,288	(4,674)	-27%	12,613	1	0%
Group Insurance	2,670	7,167	(4,497)	20,233	20,506	(273)	-1%	20,233	-	0%
Pension	1,524	3,881	(2,357)	13,191	15,248	(2,057)	-13%	13,190	1	0%
Business Travel	1,515	2,625	(1,110)	4,613	5,445	(832)	-15%	4,233	380	9%
Membership/Dues/Subscriptions	-	1,500	(1,500)	1,020	4,800	(3,780)	-79%	1,020	-	0%
Seminars and Training	1,290	2,377	(1,087)	2,838	3,661	(823)	-22%	1,788	1,050	59%
Legal Services	873	30,867	(29,994)	72,054	161,846	(89,792)	-55%	71,604	450	1%
Total Legal	**37,042**	**95,674**	**(58,632)**	**360,816**	**465,792**	**(104,976)**	**-23%**	**358,932**	**1,884**	**1%**

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
ACTUAL VS BUDGET REPORT
FEBRUARY, 2013 & 2012

	Curent Year							Prior Year Comparison		
	February 2013 Actual	February 2013 Budget	Variances	FY 2013 YTD Actual	YTD Budget	Variances	%	FY 2012 YTD Actual	Variances	%
General and Administrative Expenses										
Bank & Credits Cards Fees	9,611	12,167	(2,556)	74,805	79,222	(4,417)	-6%	97,834	(23,029)	-24%
Building Maintenance	10,213	16,288	(6,075)	71,650	83,666	(12,016)	-14%	52,732	18,918	36%
Business Travel	28,569	34,905	(6,336)	70,302	87,798	(17,496)	-20%	76,520	(6,218)	-8%
Materials & Supplies	29,124	38,833	(9,709)	92,360	94,666	(2,306)	-2%	45,758	46,602	102%
Membership/Dues/Subscriptions	13,665	15,958	(2,293)	135,973	137,424	(1,451)	-1%	133,559	2,414	2%
Office Rent	55,223	58,205	(2,982)	422,973	425,637	(2,664)	-1%	407,257	15,716	4%
Printing & Advertising	11,264	13,950	(2,686)	19,180	29,194	(10,014)	-34%	14,949	4,231	28%
Seminars and Training	21,262	25,367	(4,105)	46,515	72,272	(25,757)	-36%	46,419	96	0%
Telecommunications	36,321	39,517	(3,196)	264,241	265,430	(1,189)	0%	197,344	66,897	34%
Vehicle Operations & Maintenance	13,965	14,350	(385)	51,580	63,200	(11,620)	-18%	46,496	5,084	11%
Miscellaneous Personnel Expenses	477	1,939	(1,462)	2,441	10,712	(8,271)	-77%	16,346	(13,905)	-85%
Total General and Administrative Exp	**229,694**	**271,479**	**(41,785)**	**1,252,020**	**1,349,221**	**(97,201)**	**-7%**	**1,135,214**	**116,806**	**10%**
Marketing Expenses										
Advertising	-	-	-	-	-	-	0%	20,946	(20,946)	-100%
Special Programs	-	2,000	(2,000)	2,207	8,800	(6,593)	-75%	15,975	(13,768)	-86%
Customer Service/Information	2,679	9,074	(6,395)	27,795	72,592	(44,797)	-62%	54,335	(26,540)	-49%
Marketing Contract	35,339	40,667	(5,328)	254,794	332,534	(77,740)	-23%	278,437	(23,643)	-8%
Promotional Materials	-	1,917	(1,917)	1,415	3,334	(1,919)	-58%	14,906	(13,491)	-91%
Smart Card/Easy Card Campaign	-	-	-	-	-	-	0%	53,220	(53,220)	-100%
Marketing Supplies	-	-	-	-	-	-	0%	4,827	(4,827)	-100%
Total Marketing Expenses	**38,018**	**53,658**	**(15,640)**	**286,211**	**417,260**	**(131,049)**	**-31%**	**442,646**	**(156,435)**	**-35%**
Reserves and Transfers										
Reserve	-	41,667	(41,667)	-	333,336	(333,336)	-100%	-	-	0%
Expenses Transferred to Capital	(97,545)	(81,250)	(16,295)	(715,450)	(650,000)	(65,450)	10%	(635,870)	(79,580)	0%
Total Reserves and Transfers	**(97,545)**	**(39,583)**	**(57,962)**	**(715,450)**	**(316,664)**	**(398,786)**	**126%**	**(635,870)**	**(79,580)**	**0%**
Total Expenses	**5,290,449**	**6,187,315**	**(896,866)**	**41,457,501**	**45,200,481**	**(3,742,980)**	**-8%**	**40,010,426**	**1,277,650**	**3%**
Net Income	-	-	-	-	-	-	0%	-	-	

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
STATEMENTS OF NET ASSETS
FEBRUARY 28, 2013

ASSETS

Current assets:		
Cash and cash equivalents	$	58,853,027
Accounts receivable:		
State Grants		16,571,588
Federal Grants		4,831,004
Counties		1,563,592
Other		1,671,947
Prepaid expenses		381,527
Total current assets		83,872,685
Noncurrent assets:		
Capital assets (net of accumulated depreciation)		547,760,016
Total noncurrent assets		547,760,016
Total assets	$	631,632,701

LIABILITIES

Current liabilities:		
Accounts payable	$	1,126,575
Accruals		5,284,679
Compensated absences		357,418
Deferred revenue		676,830
Due to other governmental units		256,319
Total current liabilities		7,701,821
Noncurrent liabilities:		
Compensated absences		536,128
Deposits		303,913
Advances from FDOT		2,000,000
Total noncurrent liabilities		2,840,041
Total liabilities	$	10,541,862

NET ASSETS

Invested in Capital Assets		547,760,016
Reserved for Capital Projects		49,434,943
Unrestricted		23,895,880
Total net assets		621,090,839
Total liabilities and net assets	$	631,632,701

FINANCE & INFORMATION TECHNOLOGY
EXECUTIVE SUMMARY

INVOICES OVER $2,500

During February 2013, the SFRTA's Accounts Payable division processed 440 invoices totaling $9,454,806 and disbursed 208 checks, excluding payroll, totaling $8,374,794.72.

Invoices over $2,500 represent 32.3% (67 checks) of all invoices processed in the month of February, and represent 98.9% of the value ($8,280,641.89) of all checks processed in February 2013.

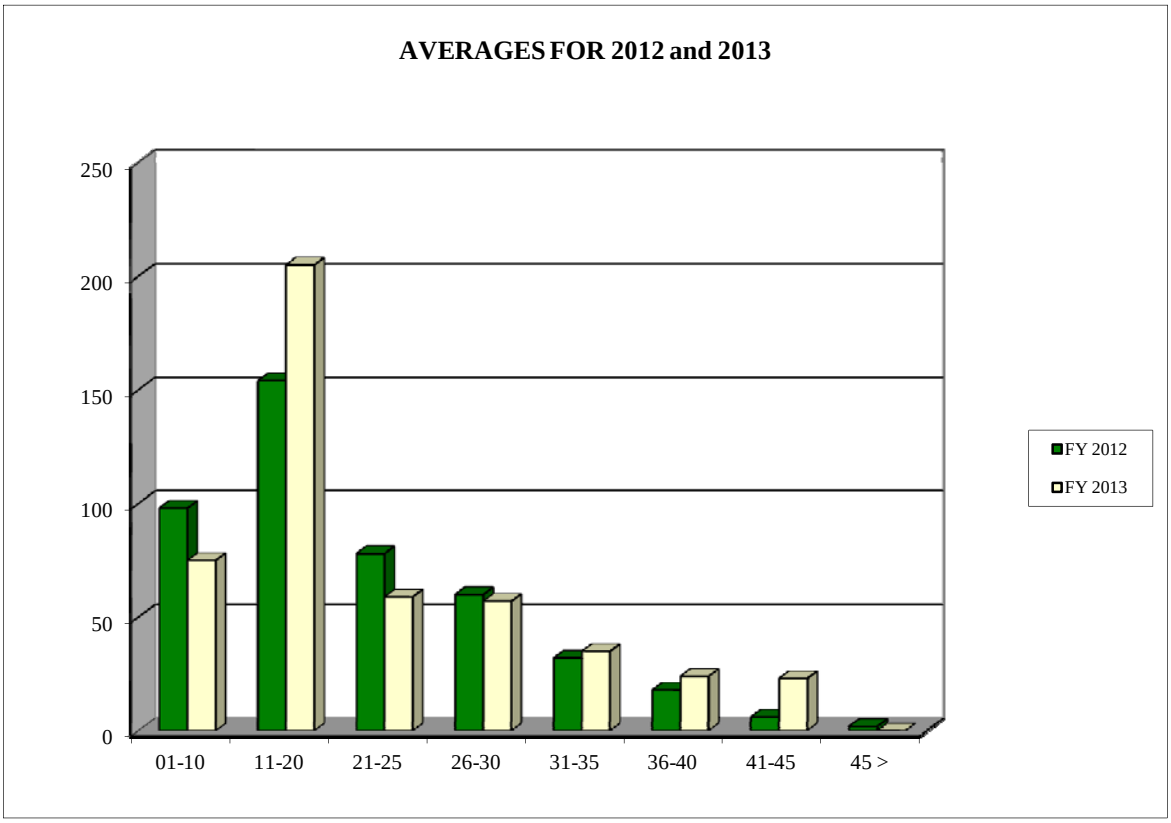
Accounts Payable processed 68.7% (46 checks) of the checks over $2,500 within the 21-25 days, with 79.1% (53 checks) of the checks over $2,500 processed within 30 days.

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY AGENDA ITEM NO. F

PAYMENT CYCLE REPORT - FEBRUARY 2013

FOR INVOICES $2,500 AND OVER

MONTHLY AVERAGE JULY 2012 TO JUNE 2013			MONTHLY AVERAGE JULY 2011 TO JUNE 2012	
INVOICE CYCLE	**% OF TOTAL**		**INVOICE CYCLE**	**% OF TOTAL**
0 -10 Days	15.7%		0 -10 Days	21.9%
11-20 Days	42.9%		11-20 Days	34.4%
21-25 Days	12.3%		21-25 Days	17.4%
26-30 Days	11.9%		26-30 Days	13.4%
31-35 Days	7.3%		31-35 Days	7.1%
36-40 Days	5.0%		36-40 Days	4.0%
41-45 Days	4.8%		41-45 Days	1.3%
Over 45 Days	0.0%		Over 45 Days	0.4%



SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: MARCH 22, 2013
INFORMATION ITEM: PAYMENTS OVER $2,500
FEBRUARY 1 THRU FEBRUARY 28, 2013

RCVD DATE	APPRVD DATE	CHECK DATE	MAILED CHECK	DAYS PROCESS	VENDOR	DESCRIPTION	AMOUNT
2/19/2013	2/19/2013	2/19/2013	2/22/2013	3	PROLOGIS TRUST	Prologis Trust Office Rent -02/13	49,958.93
2/20/2013	2/20/2013	2/25/2013	2/27/2013	7	FLORIDA POWER & LIGHT	Station Utilities	19,847.61
2/7/2013	2/7/2013	2/11/2013	2/14/2013	7	P2P STAFFING CORP	Internet Work	5,880.00
2/7/2013	2/7/2013	2/11/2013	2/14/2013	7	ROSETTA STONE LTD	10 Additional Rosetta Stone Licenses	3,932.50
2/4/2013	2/4/2013	2/11/2013	2/14/2013	10	FLORIDA POWER & LIGHT	Station Utilities	4,909.79
2/12/2013	2/12/2013	2/19/2013	2/22/2013	10	FLORIDA POWER & LIGHT	Station Utilities	4,117.57
2/22/2013	2/27/2013	2/27/2013	3/4/2013	10	BOMBARDIER MASS TRANSIT CORPORATION	Commuter Rail Mainteance	97,699.47
2/12/2013	2/12/2013	2/19/2013	2/22/2013	10	WRIGHT EXPRESS FINANCIAL SERVICE	Fuel Exp -01/01-31/2013	3,293.80
2/15/2013	2/20/2013	2/20/2013	2/26/2013	11	BV OIL COMPANY	Train Fuel - 2/2-11/13	251,347.34
2/11/2013	2/15/2013	2/19/2013	2/22/2013	11	ROADMASTER ENGINEERING, INC.	Track Repair HY	14,128.37
2/11/2013	2/13/2013	2/19/2012	2/22/2013	11	C2 GROUP LLC	Fed/Leg Consulting Svcs -02/13	12,000.00
2/8/2013	2/12/2013	2/13/2013	2/20/2013	12	BOMBARDIER MASS TRANSIT CORPORATION	DMU Maintenance of Equipment	91,648.00
2/20/2013	2/27/2013	2/27/2013	3/4/2013	12	BV OIL COMPANY	Train Fuel - 1/16-2/9/13	381,275.83
2/1/2013	2/1/2012	2/13/2013	2/13/2013	12	BANK OF AMERICA	Purchase Cards 10/12	21,585.58
2/14/2013	2/21/2013	2/25/2013	2/27/2013	13	G4S SECURE SOLUTIONS USA	Wackenhut W/E -02/04-10/13	95,840.32
1/22/2013	1/29/2013	2/1/2013	2/4/2013	13	MERIDIAN MANAGEMENT CORPORATION	Station Maintenance	152,088.78
2/1/2013	2/4/2013	2/11/2013	2/14/2013	13	ERICKS CONSULTANTS	Legislative Consulting Services -01/13	20,500.00
1/31/2013	2/1/2013	2/8/2013	2/14/2013	14	P2P STAFFING CORP	Internet Work	4,420.00
2/5/2013	2/8/2013	2/13/2013	2/20/2013	15	NATIONAL RAILROAD PASSENGER	Base Comp -01/13	206,313.00
1/20/2013	1/29/2013	2/1/2013	2/4/2013	15	CITY OF BOCA RATON	City of Boca Raton Bus Operating Partnership - 7/12/12-9/30/12	33,504.80
2/7/2013	2/11/2013	2/19/2013	2/22/2013	15	RAIL TECH CONSULTANTS INC	PIS Parts and Labor -02/13	4,423.28
2/6/2013	2/8/2013	2/19/2013	2/22/2013	16	EAC CONSULTING	Commuter Rail Track & Signal Field Support Svcs	18,994.95
2/6/2013	2/8/2013	2/19/2013	2/22/2013	16	G4S SECURE SOLUTIONS USA	Wackenhut W/E -01/28-02/03/13	114,287.16
1/29/2013	2/7/2013	2/11/2013	2/14/2013	16	TROPIC FENCE INC	Fence Repair Work	2,860.62
1/28/2013	2/4/2013	2/11/2013	2/14/2013	17	LIMOUSINES OF SOUTH FLORIDA	Feeder Svc -01/01-15/13	125,785.00
1/18/2013	1/31/2013	2/27/2013	2/4/2013	17	A GOLDSTEIN & COMPANY	Plastic ID Holders, Vinyl Drawstring Backpacks	2,750.08
2/4/2013	2/8/2013	2/19/2013	2/22/2013	18	LIMOUSINES OF SOUTH FLORIDA	Feeder Svc Base -01/16-31/13	149,215.00
2/4/2013	2/11/2013	2/19/2013	2/22/2013	18	RESPECT OF FLORIDA	Janitorial services - 01/01-31/2013	5,547.27
2/7/2013	2/21/2013	2/20/2013	2/26/2013	19	BOMBARDIER MASS TRANSIT CORPORATION	Commuter Rail Mainteance -01/01-31/13	1,059,011.83
2/7/2013	2/21/2013	2/25/2013	2/27/2013	20	BITNER GOODMAN INC	Public Relations and Advertising Services -01/13	70,339.40
2/1/2013	2/8/2013	2/19/2013	2/22/2013	21	VEOLIA TRANSPORTATION SERVICE	Commuter Rail Opertions - 01/01-31/13	863,994.98
2/1/2013	2/14/2013	2/19/2013	2/22/2013	21	CENTER PORT BUSINESS PARK	Monthly Lease and Signage	5,264.00
1/21/2013	2/4/2013	2/11/2013	2/14/2013	24	G4S SECURE SOLUTIONS USA	Wackenhut - Weekly Services	289,186.05
1/10/2013	1/30/2013	2/1/2013	2/4/2013	25	KAPLAN KIRSCH ROCKWELL LLP	Gen Coun Legal Services	11,079.40
1/28/2013	2/8/2013	2/19/2013	2/22/2013	25	MERIDIAN MANAGEMENT CORPORATION	Station Maintenance	2,801.49
1/24/2013	2/8/2013	2/13/2013	2/20/2013	27	MACMILLAN OIL COMPANY OF FL	Train Fuel - 1/10-13/13	110,701.65
1/16/2013	1/29/2013	2/11/2013	2/14/2013	29	SFEC TMA	SFEC TMA Feeder Bus Services -12/12	7,472.50
1/15/2013	1/28/2013	2/13/2013	2/13/2013	29	BANK OF AMERICA	Purch Cards -11/12	23,482.88
1/22/2013	2/8/2013	2/19/2013	2/22/2013	31	HDR ENGINEERING INC	Technical Support	7,642.40
1/8/2013	1/8/2013	2/11/2013	2/14/2013	37	AT&T	Tel Charges -1/13	35,838.55
1/5/2013	1/11/2013	2/13/2013	2/13/2013	39	BANK OF AMERICA	Purch Cards -12/04/12	9,279.41
12/31/2012	2/6/2013	2/11/2013	2/14/2013	45	HDR ENGINEERING INC	Technical Support	6,654.04
				42	**TOTAL OPERATING EXPENDITURES**		**$ 4,400,903.63**

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: MARCH 22, 2013
INFORMATION ITEM: PAYMENTS OVER $2,500
FEBRUARY 1 THRU FEBRUARY 28, 2013

RCVD DATE	APPRVD DATE	CHECK DATE	MAILED CHECK	DAYS PROCESS	VENDOR	DESCRIPTION	AMOUNT
2/8/2013	2/8/2013	2/8/2013	2/14/2013	6	CH2M HILL, INC.	Technical and Logistical Support for Projects	75,599.59
2/8/2013	2/8/2013	2/11/2013	2/14/2013	6	GONZALEZ AND SONS EQUIPMENT	Phase 2 of the Storage Tracks Project	12,428.72
1/29/2013	1/29/2013	2/1/2013	2/5/2013	7	SOUTH FLORIDA URBAN MINISTRIES	Reimbursement under JARC Grant 065 December 2012	11,228.71
1/7/2013	1/11/2013	2/13/2013	1/17/2013	10	BROOKVILLE EQUIPMENT CORPORATION	Option Milestone #1 -12/12	1,259,390.00
2/15/2013	2/15/2013	2/20/2013	2/25/2013	10	ROTEM COMPANY	Services for Commuter Rail Cars	1,475,102.76
2/4/2013	2/4/2013	2/11/2013	2/14/2013	10	PALMTRAN	Reimb nder JARC/NF Grant 052 Oct - Dec 2012	31,752.23
2/14/2013	2/21/2013	2/25/2013	2/26/2013	12	G4S SECURE SOLUTIONS USA	Wackenhut W/E HIA -02/04-10/13	4,709.04
2/6/2013	2/8/2013	2/15/2013	2/22/2013	16	G4S SECURE SOLUTIONS USA	Wackenhut HIA Mkt W/E -01/28-02/03/13	4,709.04
1/23/2013	2/6/2013	2/6/2013	2/14/2013	22	CH2M HILL, INC.	Technical and Logistical Support for Projects	262,058.60
1/30/2013	2/13/2013	2/15/2013	2/22/2013	23	PB AMERICAS, INC	Professional Planning Services	40,263.84
1/28/2013	2/8/2013	2/15/2013	2/22/2013	25	MERIDIAN MANAGEMENT CORPORATION	Station Maintenance	5,880.00
1/30/2013	2/21/2013	2/25/2013	2/26/2013	27	PB AMERICAS, INC	Professional Planning Services	22,092.68
1/7/2013	1/24/2013	2/1/2013	2/4/2013	28	KIMLEY HORN AND ASSOCIATES	Technical and Logistical Support for Projects	106,169.70
1/17/2013	2/4/2013	2/11/2013	2/14/2013	28	G4S SECURE SOLUTIONS USA	Wackenhut Hia Mkt weekly services	14,127.12
1/28/2013	1/28/2013	2/25/2013	2/26/2013	29	CITY OF WEST PALM BEACH	Reimbursement under JARC/NF Grant 052	129,312.93
1/22/2013	2/8/2013	2/15/2013	2/22/2013	31	HDR ENGINEERING INC	Technical Support	10,683.31
1/9/2013	2/6/2013	2/11/2013	2/14/2013	36	PARSONS TRANSPORTATION GROUP	Performing General Systems Engineering Services Tasks	79,155.24
1/17/2013	2/13/2013	2/15/2013	2/22/2013	36	HNTB CORPORATION	Development of an ADA/FAC Compliance Design Standards	19,481.68
1/7/2013	2/6/2013	2/11/2013	2/14/2013	38	KIMLEY HORN AND ASSOCIATES	Technical and Logistical Support for Projects	76,879.30
1/7/2013	2/6/2013	2/11/2013	2/14/2013	38	PB AMERICAS, INC	Professional Planning Services	3,667.50
12/27/2012	1/24/2013	2/1/2013	2/4/2013	39	HDR ENGINEERING INC	Technical Support	2,757.06
1/14/2013	2/13/2013	2/15/2013	2/22/2013	39	JACOBS ENGINEERING GROUP INC.	Technical and Logistical Support for Projects	96,220.06
12/26/2012	1/24/2013	2/1/2013	2/4/2013	40	GANNETT FLEMING INC	Enhancing or Replacing the Existing Train Tracking and PIS	34,367.79
12/22/2012	1/24/2013	2/1/2013	2/4/2013	44	PB AMERICAS, INC	Professional Planning Services	35,651.96
1/9/2013	2/8/2013	2/15/2013	2/22/2013	44	PARSONS TRANSPORTATION GROUP	Performing General Systems Engineering Services Tasks	66,049.40
				25	**TOTAL CAPITAL EXPENDITURES**		**$ 3,879,738.26**
		Item Total		**67**	**TOTAL OPERATING EXPENSES AND CAPITAL EXPENDITURES**		**$ 8,280,641.89**

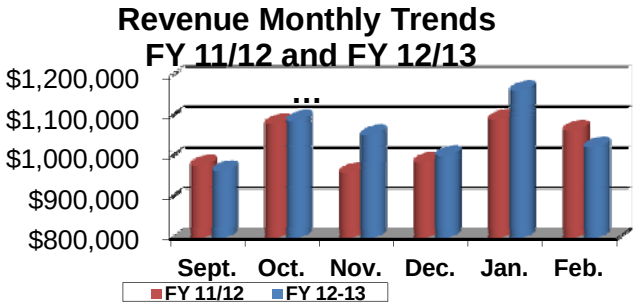
SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
GOVERNING BOARD MEETING: MARCH 22, 2013
INFORMATION ITEM:
SUMMARY OF PAYMENTS OVER $2,500
FEBRUARY 1, 2013 TO FEBRUARY 28, 2013

INVOICE CYCLE	NO. CHECKS	PERCENT OF TOTAL	ACCUM %
0-10 days	14	20.9%	20.9%
11-20 days	24	35.8%	56.7%
21-25 days	8	11.9%	68.7%
26-30 days	7	10.4%	79.1%
31-35 days	2	3.0%	82.1%
36-40 days	9	13.4%	95.5%
41-45 days	3	4.5%	100.0%
Over 45 days	0	0.0%	100.0%
TOTAL CHECKS	67	100.0%	

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
REVENUE REPORT- FEBRUARY 2013

REVENUE - FEBRUARY 2013

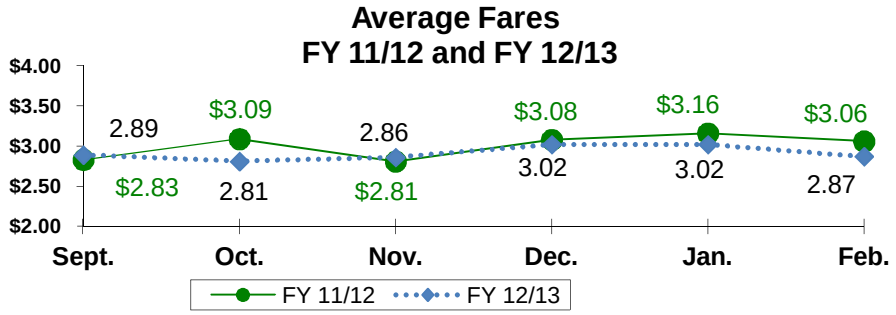
DESCRIPTION	Feb-12	Feb-13	VARIANCE	%
Weekday Sales	892,722	856,949	(35,774)	-4.0%
Weekend Sales	145,027	154,992	9,965	6.9%
Other Income	28,343	13,091	(15,252)	-53.8%
Total Revenue	1,066,092	1,025,031	(41,061)	-3.9%



SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
REVENUE REPORT- FEBRUARY 2013

SALES BY TICKET TYPE	FEBRUARY 2012		FEBRUARY 2013		PERCENT (1) CHANGE
Palm Beach Schools	34,150		30,250		-11%
Employer Disc. Program	136,897		143,544		5%
Group Tour Sales	560		343		-38.8%
Station Sales:					
One-Way	365,959		373,476		2.1%
Roundtrip	220,166		206,408		-6.2%
12 Trips	38,727		38,273		-1.2%
Monthly	57,800		54,000		-6.6%
Monthly Reg. Pass	35,840		23,240		-35.2%
One-Way Discount	7,456		6,084		-18.4%
Roundtrip Discount	14,189		9,826		-30.7%
Monthly Discount	39,200		39,800		1.5%
Monthly Disc. Reg. Pass	18,480		16,590		-10.2%
Stored Value	68,047		69,780		2.5%
Card Deposits	278		328		18.0%
Total Station Sales	866,142		837,804		
Total Sales	1,037,749		1,011,941		-2.5%

AVERAGE FARE	3.06	2.87



SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY
FARE EVASION REPORT
SEPTEMBER 2012 THROUGH FEBRUARY 2013

MONTH	TOTAL INSPECTED	TOTAL VIOLATIONS	# OF CITATIONS	# OF WARNINGS	% RIDERS INSPECTED
SEPTEMBER 2012	433,572	2,998	28	2,970	132%
OCTOBER 2012	492,830	3,321	29	3,291	130%
NOVEMBER 2012	459,811	3,298	31	3,267	131%
DECEMBER 2012	439,701	3,545	40	3,504	135%
JANUARY 2013	470,956	3,583	43	3,539	129%
FEBRUARY 2013	438,921	3,080	67	3,013	124%
AVERAGE	455,965	3,304	40	3,264	130%

FARE EVASION %	**0.70%**

FINES	**$**	**821**

Solicitation Status Report
February 2013

AGENDA ITEM: H

Solicitation Number	Solicitation Type	Description of Services	Advertise Date	Document Available	Pre-Submittal Conference	Due Date Bids/Proposals	Award Contract
12-008	**RFQ**	* Project Management Consulting Services For The Wave Streetcar	**1/11/2013**	**1/16/2013**	**1/23/2013**	**2/12/2013**	**4/26/2013**

The Cone of Silence is in effect for the above solicitation through award of contract

*** Please note that the Cone of Silence is applicable to the solicitation of Project Management Consulting Services for the WAVE project. Inquiries by Firms regarding potential future solicitations for the delivery of the WAVE Streetcar System are not subject to the Cone of Silence provisions for the above referenced solicitation.**

Contract Actions Executed
Under The Executive Director's Authority
For The Month of February 2013

Contract Purchase Order No.	Contract /Project Description	Contract Action	Amount $
13-000311	**CONTRACTOR: FLORIDA MUNICIPAL INSURANCE** **DESCRIPTION:** Workers Compensation Audit for 11/12	Purchase Order	$49,073.00

AGENDA ITEM: J

Contract Actions Executed
Under The
Construction Oversight Committee's Authority
For The Month of February 2013

Date Signed	Description	Contract Action	Amount $
N/A	No Contract Actions were executed by the Construction Oversight Committee for the Month of February, 2013	N/A	N/A

PROPERTY TASK FORCE
CURRENT PROJECT SCHEDULE

PROJECT/PROPERTY ISSUES	DATE OF DELEGATION BY BOD	ACTION TO BE TAKEN	DELEGATION	BOD MEETING UPDATE
Boca Raton Station Phase II Joint Development - Boca Tri-Rail Center, LLC Proposal - Yamato Road Joint Venture (Atlantic Coast Developers, LLC and LB Jax Development, LLC)	February 22, 2008 June 27, 2008 August 22, 2008 October 24, 2008	Yamato Road Joint Venture was selected as preferred proposer for negotiation of a Term Sheet. Legal Counsel, staff and Board Member Smith to negotiate term sheet. Term Sheet accepted for review/action. Developer to hold public meetings for community input within 60 days. Term Sheet timeline extended.	Proposer to obtain conceptual approval from the City of Boca Raton within 7 months. Extended additional time for conceptual approval from the City.	September 23, 2008 August 22, 2008 August 22, 2008 October 24, 2008
Parking Proposal for the Tri-Rail Hollywood Station	August 22, 2008	PTF to discuss and make recommendations to the SFRTA Governing Board within 60 days.	Staff sent information to the Developer and is waiting response.	October 24, 2008
Riverbend DRI	August 22, 2008	PTF to discuss and make recommendations to the SFRTA Governing Board within 60 days.	Riverbend DRI is in the SFRPC review process.	October 24, 2008
SFRTA Administrative Headquarters Lease	April 23, 2010	PTF to review lease options	1. Staff to research properties that could potentially serve as SFRTA's Administrative Office and request proposals for rent; 2. Staff to start negotiation of the existing lease with Prologis; and 3. All proposals to be evaluated by the Property Task Force and brought back to full Board for discussion.	June 25, 2010

Last Update: March 8, 2013

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

MONTHLY CRIME ANALYSIS SUMMARY AND FARE EVASION REPORT

FEBRUARY 2013

PRESENTED BY

G4S

STEVE COLLISTER
PROJECT MANAGER

SOUTH FLORIDA REGIONAL
TRANSPORTATION AUTHORITY
MONTHLY CRIME ANALYSIS SUMMARY

FEBRUARY 2013

During the month of FEBRUARY 2013, 3375 incidents were reported to, or by G4S Secure Solutions, USA, and Custom Protection Officers®, of these, one (1) Train vs. Pedestrian, one (1) Assault on C.P.O., one (1) Train Vs Vehicle, two (2) Robberies (strong armed), five (5) Thefts, six (6) Trespass (one Trespass Arrest) and three (3) Disturbances (one Arrest). A total of three (3) arrests were made this month.

MAJOR INCIDENTS

Assault on C.P.O. –Delray Beach

Case # 02-13-001

Occurred on 02/01/2013, Friday, at 0640 hours. Subject refused to stop riding his bicycle on the platform and became belligerent with the officer using profane language and make threats of physical violence. Subject attempted to board a train and the officer advised him to get off the train and removed his bicycle. Upon leaving the station, the subject spit at the officer making contact with his pant leg. Police Department cancelled when subject left property.

Train vs. Pedestrian

Case # 02-13-845 non fatality-MM 1018.4 (100 yards north of Sheridan Street)

Occurred on 02/07/2013, Thursday, at 1219 hours. The P623 struck a B/F Trespasser at MM 1018.4, approximately 100 yards north of Sheridan Station. The subject was coherent and had injury to her right elbow. Subject appeared unstable, calling the officer "the Devil" and he was "going straight to hell". Fire Rescued transported subject to Memorial Regional Hospital in stable condition. Case # 13-02-19957.

Theft-P627

Case # 02-13-976

Occurred on 02/08/13, Friday, between 1345-1420 hours. The officer assigned to the P627, while conducting a fare inspection duties between Deerfield Beach Station and Sheridan Street Station. Returned to cab car #518 to find his black back pack containing Fare Evasion Citation Book and Warning Book, G4S badge, flashlight, and other items were missing. An inquiring of surrounding personnel/passengers met with negative results. No police department case number.

Train Vs Vehicle (non fatality)

Case # 02-13-1868 MM 989.15 (Linton Blvd)

Occurred on 02/15/13, Friday, 1838 hours. The P638 struck a red, Toyota Cordilla at the intersection of Linton Blvd/MM 989.15. The driver's vehicle was stuck on the tracks as the train approached. The driver was uninjured. Police Department Case # 13-2273.

Trespass (After Warning) **Arrest**

Case # 02-13-2692 Lake Worth

Occurred on 02/22/2013, Friday, at 2201 hours. Subject, who was previously trespassed/arrested, was observed on the platform yelling obscenities at the officer. Subject refused to leave and Palm Beach Sheriff's Office was summoned. Subject was arrested for Trespass after Warning. Palm Beach Sheriff's Office case # 13-041231.

Disturbance **Arrest**

Fort Lauderdale Airport

Case # 02-13-2733

Occurred on 02/23/13, Saturday, at 1645 hours. Three (3) juvenile subjects were reported to be causing a disturbance with a cab driver. Upon approaching the subjects, they became disorderly and with the officer police department and Trespassed (2) subjects and arrested subject for giving false information and possession of marijuana. Fort Lauderdale Police Department Case DN # 03-02-1671.

Trespass (after warning) **Arrest**

Case # 02-13-3028

Occurred on 02/26/2013, at 1640 hours. Subject, who was previously arrested for Trespass, was found on the platform again. After the C.P.O. confronted the subject, he became verbally abusive. Police Department was contacted and responded. Subject was arrested for Trespass after Warning. Police Department Case # 13-3423.

Theft
Case # 02-13-3105
Occurred on 02/27/13, Wednesday, between 0736-0801 hours. Victim stated that while on board the P615 (car 801), traveling between West Palm Beach and Delray. He fell asleep and awoke to find his carry-on bag missing. Bag contained miscellaneous paperwork, keys, etc. No police department case number.

POMPANO BEACH STATION

Theft-Bicycle
Case # 02-13-90
Occurred on 02/01/2013, Friday, between 1100-1705 hours. Victim stated he secured his black Shimano Bicycle to the rack at Pompano (West Side). Upon returning, the bike was missing. No Police Report.

METRORAIL STATION

Theft-Bicycle
Case # 02-13-1887
Occurred on 02/15/2013, Friday, between 0730 and 2330 hours, Victim left his bicycle secured to the south bicycle rack at the Metrorail Platform. Upon his return, the bike was missing. Bicycle is a silver and black Husky 26". No police department case#.

FORT LAUDERDALE AIRPORT STATION

Theft-Fire Extinguishers (5)
Case # 02-13-1915
Occurred on 02/16/2013, Saturday, at unknown time. C.P.O. observed a total of (5) fire extinguishers missing from their cases on levels 1-3 of the parking garage. There was broken glass on the ground below (2) of the cases. Broward Sheriff's Office Case # DN 13-02-01161.

OPA LOCKA STATION

Robbery –Strong armed carjacking
Case # 02-13-1925
Occurred on 02/16/13, at 1927 hours. Victim approached her vehicle when (6) black, male juveniles, one in possession of a firearm stole her vehicle at gun point. Victim was unarmed. Vehicle later recovered nearby. Opa Locka Police Department 13-0716-015.

Robbery –Strong armed
Case # 02-13-1971
Occurred on 02/17/13, Sunday, at 2005 hours. Victim, while waiting on east platform for P674, (3) black, juveniles robbed same of his laptop computer, IPhone, and tan bag. Victim was unarmed. Subject fled westbound from station. Opa Locka Police Department Case # 13-0217-009.

OUTSTANDING JOB PERFORMANCES

FEBRUARY 15, 2013, C.P.O. Wright-Pierce while at the Pompano Station, heard someone shouting for help. The C.P.O. responded to find someone could not breathe. The C.P.O. called for EMS and stayed with the passenger until Fire Rescue transported the passenger off the property safely.

MONTHLY FARE EVASION REPORT

MONTH: February-2013

Date	Total Passengers	Total Inspected	Total Violations	Number of Citations	Discretion Warnings	F.S.S. 812.015	% Riders Inspected	% Riders Violation	% Violators Cited	% Violators Warned	%Violators Arrested
2/1/2013	15,042	19,096	147	1	146	0	127%	0.8%	1%	99%	0%
2/2/2013	5666	6646	43	1	42	0	117%	0.6%	2%	98%	0%
2/3/2013	4,875	6,021	61	2	59	0	124%	1.0%	3%	97%	0%
2/4/2013	15,838	20,365	139	0	139	0	129%	0.68%	0%	100%	0%
2/5/2013	15,892	20,104	184	2	182	0	127%	0.92%	1%	99%	0%
2/6/2013	15,704	19,678	140	2	138	0	125%	0.71%	1%	99%	0%
2/7/2013	15,597	18,464	125	0	125	0	118%	0.68%	0%	100%	0%
2/8/2013	15,841	18,403	123	3	120	0	116%	0.67%	2%	98%	0%
2/9/2013	5,540	7,758	55	3	52	0	140%	0.71%	5%	95%	0%
2/10/2013	4,901	7,470	71	0	71	0	152%	0.95%	0%	100%	0%
2/11/2013	16,290	20,503	130	1	129	0	126%	0.63%	1%	99%	0%
2/12/2013	16,164	21,588	111	0	111	0	134%	0.51%	0%	100%	0%
2/13/2013	15,668	20,633	138	2	136	0	132%	0.67%	1%	99%	0%
2/14/2013	15,466	19,345	146	2	144	0	125%	0.75%	1%	99%	0%
2/15/2013	15,072	17,804	124	1	123	0	118%	0.70%	1%	99%	0%
2/16/2013	5,786	6,650	31	0	31	0	115%	0.47%	0%	100%	0%
2/17/2013	5,068	6,196	43	0	43	0	122%	0.69%	0%	100%	0%
2/18/2013	12,781	16,643	118	1	117	0	130%	0.71%	1%	99%	0%
2/19/2013	14,519	17,709	142	4	138	0	122%	0.80%	3%	97%	0%
2/20/2013	15,275	17,818	118	0	118	0	117%	0.66%	0%	100%	0%
2/21/2013	15,073	19,574	132	0	132	0	130%	0.67%	0%	100%	0%
2/22/2013	15,838	18,344	136	2	134	0	116%	0.74%	1%	99%	0%
2/23/2013	6,008	7,758	58	3	55	0	129%	0.75%	5%	95%	0%
2/24/2013	5,255	6,375	55	5	50	0	121%	0.86%	9%	91%	0%
2/25/2013	15,421	19,087	122	8	114	0	124%	0.64%	7%	93%	0%
2/26/2013	16,358	20,107	135	9	126	0	123%	0.68%	7%	93%	0%
2/27/2013	15,721	18,646	127	4	123	0	119%	0.68%	3%	97%	0%
2/28/2013	16,114	20,136	126	11	115	0	125%	0.63%	9%	91%	0%
Totals	**352,773**	**438,921**	**3,080**	**67**	**3013**	**0**	**124%**	**0.70%**	**2%**	**98%**	**0%**

AS OF 10/03/11 ISSUING WRITTEN WARNINGS

10/20/11& 10/21/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET

10/22/11 ONLY WARNINGS BEING ISSUED

AS OF 10/25/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET

Weekly/Monthly Fare Inspection Report

Month: February-2013

Week	Total Passengers	Total Inspected	Total Violations	Number of Citations	Discretion Warnings	F.S.S. 812.015	% Riders Inspected	% Riders Violation	% Violators Cited	% Violators Warned	%Violators Arrested
02/01/2013-02/03/2013	25,583	31,763	251	4	247	0	124%	0.79%	2%	98%	0%
02/04/2013-02/10/2013	89,313	112,242	837	10	827	0	126%	0.75%	1%	99%	0%
02/11/2013-02/17/2013	89,514	112,719	723	6	717	0	126%	0.64%	1%	99%	0%
02/18/2013-02/24/2013	84,749	104,221	759	15	744	0	123%	0.73%	2%	98%	0%
02/25/2013-02/28/2013	63,614	77,976	510	32	478	0	123%	0.65%	6%	94%	0%
Totals	**352,773**	**438,921**	**3,080**	**67**	**3,013**	**0**	124%	0.70%	2%	98%	0%

AS OF 10/03/11 ISSUING WRITTEN WARNINGS

10/20/11& 10/21/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET

10/22/11 ONLY WARNINGS BEING ISSUED

AS OF 10/25/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET

FARE EVASION REPORT
MONTHLY COMPARISON

MONTH	Total Passengers	Total Inspected	Total Violations	Number of Citations	Discretion Warnings	F.S.S. 812.015	% Riders Inspected	% Riders Violation	% Violators Cited	% Violators Warned	% Violators Arrested
April-98	284,380	170,853	541	495	27	19	60%	0.32%	91%	5%	4%
May-98	180,788	118,150	395	350	28	18	65%	0.33%	89%	7%	5%
June-98	167,931	119,333	605	538	39	28	71%	0.51%	89%	6%	5%
July-98	164,028	114,160	753	675	56	22	70%	0.66%	90%	7%	3%
August-98	175,944	126,223	643	598	29	16	72%	0.51%	93%	5%	2%
September-98	169,522	118,346	442	419	17	6	70%	0.37%	95%	4%	1%
October-98	194,241	137,885	636	613	13	10	71%	0.46%	96%	2%	2%
November-98	172,782	123,556	564	540	11	13	72%	0.46%	96%	2%	2%
December-98	177,662	129,428	533	517	6	10	73%	0.41%	97%	1%	2%
January-99	182,432	140,296	531	509	10	12	77%	0.38%	96%	2%	2%
February-99	184,533	137,924	531	518	8	5	75%	0.38%	98%	2%	1%
March-99	206,134	161,833	710	696	6	8	79%	0.44%	98%	1%	1%
April-99	195,182	146,649	565	555	9	1	75%	0.39%	98%	2%	0%
May-99	185,160	138,211	608	594	8	6	75%	0.44%	98%	1%	1%
June-99	165,130	126,263	533	511	21	1	76%	0.42%	96%	4%	0%
July-99	157,020	124,754	470	373	93	4	79%	0.38%	79%	20%	1%
August-99	183,578	140,002	475	447	23	5	76%	0.34%	94%	5%	1%
September-99	170,632	138,267	407	397	6	4	81%	0.29%	98%	1%	1%
October-99	181,774	155,633	508	484	20	4	86%	0.33%	95%	4%	1%
November-99	186,616	147,986	560	549	7	4	79%	0.38%	98%	1%	1%
December-99	182,591	145,524	563	547	11	5	80%	0.39%	97%	2%	1%
January-00	187,154	144,403	529	520	5	4	77%	0.37%	98%	1%	1%
February-00	198,944	158,269	582	573	5	4	80%	0.37%	98%	1%	1%
March-00	210,339	166,800	519	507	9	3	79%	0.31%	98%	2%	1%
April-00	193,414	170,365	509	500	5	4	88%	0.30%	98%	1%	1%
May-00	207,042	180,112	587	572	9	6	87%	0.33%	97%	2%	1%
June-00	173,063	141,554	680	670	7	3	82%	0.48%	99%	1%	0%
July-00	171,438	131,316	622	613	4	5	77%	0.47%	99%	1%	1%
August-00	204,722	153,674	512	497	9	6	75%	0.33%	97%	2%	1%
September-00	207,322	144,675	491	470	11	10	70%	0.34%	96%	2%	2%
*October-00	227,112	156,845	651	216	425	10	69%	0.42%	33%	65%	0%
November-00	219,669	157,151	670	221	437	12	72%	0.43%	33%	65%	2%
December-00	198,383	153,327	626	235	383	8	77%	0.41%	38%	61%	0%
Totals	**6,266,662**	**4,719,767**	**18,551**	**16,519**	**1757**	**276**	**75%**	**0.39%**	**89%**	**9%**	**1%**

Note: Hurricane George Warning on Wednesday, 9/23/98.
Per Tri-Rail ticket checks/citations were stopped at 1200 hrs on 9/23/98.
Holiday: 11/26/98, 12/25/98, 1/1/99 - No Train Service.
Note: Hurricane Floyd Warning on Tuesday 09/14/99 and Wednesday, 9/15/99.
* October 2000 MODIFIED FARE EVASION BEGINS

Per Tri-Rail trains were canceled due to hurricane on 9/24/98 & 9/25/98.
Per Tri-Rail ticket checks/citations were started at P646 on 9/26/98.
January 22-24,1999 - Friends Ride Free.
Holiday: 11/25/99, 12/25/99, 1/1/00 - No Train Service.

FARE EVASION REPORT
MONTHLY COMPARISON

MONTH	Total Passengers	Total Inspected	Total Violations	Number of Citations	Discretion Warnings	F.S.S. 812.015	% Riders Inspected	% Riders Violation	% Violators Cited	% Violators Warned	% Violators Arrested
January-01	217,992	158,234	595	201	387	7	73%	0.38%	34%	65%	1%
February-01	218,815	155,774	500	144	351	5	71%	0.32%	29%	70%	1%
March-01	236,192	187,706	546	130	412	4	79%	0.29%	24%	75%	0%
April-01	224,941	205,730	581	129	444	8	91%	0.28%	22%	76%	1%
May-01	227,874	213,360	620	135	485	0	94%	0.29%	22%	78%	0%
June-01	188,375	191,285	664	174	487	3	102%	0.35%	26%	73%	0%
July-01	187,923	193,992	690	219	469	2	103%	0.36%	32%	68%	0%
August-01	220,792	228,613	659	170	488	1	104%	0.29%	26%	74%	0%
September-01	197,084	199,546	557	157	398	2	101%	0.28%	28%	71%	0%
October-01	224,865	226,566	642	221	417	4	101%	0.28%	34%	65%	0%
November-01	196,902	190,162	640	240	400	0	97%	0.34%	38%	63%	0%
December-01	197,396	181,718	666	276	381	9	92%	0.37%	41%	57%	1%
January-02	215,010	199,904	627	208	417	2	93%	0.31%	33%	67%	0%
February-02	209,444	213,042	589	172	414	3	102%	0.28%	29%	70%	1%
March-02	227,971	224,847	650	270	377	3	99%	0.29%	42%	58%	0%
April-02	239,345	225,965	661	238	420	3	94%	0.29%	36%	64%	0%
May-02	231,330	217,200	643	195	445	3	94%	0.30%	30%	69%	0%
June-02	181,749	174,081	658	259	395	4	96%	0.38%	39%	60%	1%
July-02	195,723	195,531	865	38	817	10	100%	0.44%	4%	94%	1%
August-02	225,555	231,376	880	38	841	1	103%	0.38%	4%	96%	0%
September-02	216,671	227,528	883	37	843	3	105%	0.39%	4%	96%	0%
October-02	243,867	250,859	954	48	903	3	103%	0.38%	5%	95%	0%
November-02	221,892	219,181	955	49	903	3	99%	0.44%	5%	95%	0%
December-02	220,225	215,762	995	34	961	0	98%	0.46%	3%	97%	0%
January-03	238,953	239,334	963	28	933	2	100%	0.40%	3%	97%	0%
February-03	233,620	233,517	910	27	881	2	100%	0.39%	3%	97%	0%
March-03	247,918	247,702	801	44	756	1	100%	0.32%	5%	94%	0%
April-03	241,294	251,377	833	36	795	2	104%	0.33%	4%	95%	0%
May-03	239,967	248,639	769	53	714	2	104%	0.31%	7%	93%	0%
June-03	198,394	201,188	794	52	738	4	101%	0.39%	7%	93%	1%
July-03	203,815	211,409	881	46	828	7	104%	0.42%	5%	94%	1%
Page 1 Total	6,266,662	4,719,767	18,551	16,519	1,757	276	75%	0.39%	96%	9%	1%
Totals	13,038,556	11,280,895	41,222	20,587	20257	379	87%	0.37%	50%	49%	1%

* October 2000 MODIFIED FARE EVASION BEGINS

09/11/01 TERRORIST ATTACK

JULY 1,2002-NEW WARNING POLICY-ONE WARNING TO ALL-NEW ENFORCEMENT GUIDE

FARE EVASION REPORT
MONTHLY COMPARISON

MONTH	Total Passengers	Total Inspected	Total Violations	Number of Citations	Discretion Warnings	F.S.S. 812.015	% Riders Inspected	% Riders Violation	% Violators Cited	% Violators Warned	% Violators Arrested
August-03	225,003	233,605	732	27	703	2	104%	0.31%	4%	96%	0%
September-03	231,637	247,620	779	43	736	0	107%	0.31%	6%	94%	0%
October-03	252,722	257,883	1035	64	970	1	102%	0.40%	6%	94%	0%
November-03	216,440	225,123	1014	63	950	1	104%	0.45%	6%	94%	0%
December-03	223,791	222,530	1089	71	1014	4	99%	0.49%	7%	93%	0%
January-04	237,635	233,086	1038	77	958	3	98%	0.45%	7%	92%	0%
February-04	242,576	222,543	1000	73	926	1	92%	0.45%	7%	93%	0%
March-04	261,974	227,616	1006	63	941	2	87%	0.44%	6%	94%	3%
April-04	254,585	229,216	740	37	702	1	90%	0.32%	5%	95%	0%
May-04	248,924	228,334	688	31	657	0	92%	0.30%	5%	95%	0%
June-04	220,646	195,551	1046	38	1007	1	89%	0.53%	4%	96%	0%
July-04	217,550	197,139	968	49	917	2	91%	0.49%	5%	95%	0%
August-04	244,841	215,845	1066	37	1029	0	88%	0.49%	3%	97%	0%
September-04	134,259	127,913	524	18	505	1	95%	0.41%	3%	96%	0%
October-04	250,254	216,532	906	33	871	2	87%	0.42%	4%	96%	0%
November-04	247,676	235,871	947	41	904	2	95%	0.40%	4%	95%	0%
December-04	232,664	231,754	931	58	873	0	100%	0.40%	6%	94%	0%
January-05	233,079	240,361	1244	91	1147	6	103%	0.52%	7%	92%	0%
February-05	234,939	242,323	1149	90	1055	4	103%	0.47%	8%	92%	0%
March-05	271,374	268,833	1230	89	1140	1	99%	0.46%	7%	93%	0%
April-05	261,406	260,144	1500	77	1420	3	100%	0.58%	5%	95%	0%
May-05	249,519	248,817	1421	116	1297	8	100%	0.57%	8%	91%	0%
June-05	200,482	194,500	1360	107	1237	16	97%	0.70%	8%	91%	1%
July-05	186,245	183,463	1295	103	1181	11	99%	0.71%	8%	91%	1%
August-05	207,320	206,156	1224	112	1108	4	99%	0.59%	9%	91%	0%
September-05	227,227	206,899	1213	93	1118	2	91%	0.59%	8%	92%	0%
October-05	161,615	143,769	963	63	898	2	89%	0.67%	7%	93%	0%
November-05	178,032	114,184	745	39	702	4	64%	0.65%	5%	94%	1%
December-05	207,734	172,526	1347	59	1284	4	83%	0.78%	4%	95%	0%
January-06	224,188	175,605	1555	95	1457	3	78%	0.89%	6%	94%	0%
February-06	217,412	173,825	1447	74	1368	5	80%	0.83%	5%	95%	0%
March-06	248,631	199,736	1800	93	1698	9	80%	0.90%	5%	94%	1%
April-06	257,607	192,193	1776	93	1680	3	75%	0.92%	5%	95%	0%
Page 2 Total	13,038,556	11,280,895	41,222	20,587	20,257	379	87%	0.37%	50%	49%	1%
Totals	20,548,543	18,252,390	78,000	22,804	54,710	487	89%	0.43%	29%	70%	1%

LIMITED OR NO TRAIN SERVICE DUE TO HURRICANE FRANCES-SEPTEMBER 2-12, 2004

LIMITED OR NO TRAIN SERVICE DUE TO HURRICANE JEANNE- SEPTEMBER 25-29, 2004

LIMITED OR NO TRAIN SERVICE DUE TO HURRICANE KATRINA -AUGUST 25-28, 2005

NO TRAIN SERVICE SEPTEMBER 20, 2005 HURRICANE RITA

NO TRAIN SERVICE OCTOBER 22-31, 2005 DUE TO HURRICANE WILMA

NO TRAIN SERVICE NOVEMBER 1-3, 2005 DUE TO HURRICANE WILMA

NO TICKET CHECKS NOVEMBER 4-11, 2005 DUE TO HURRICANE WILMA

FARE EVASION REPORT
MONTHLY COMPARISON

MONTH	Total Passengers	Total Inspected	Total Violations	Number of Citations	Discretion Warnings	F.S.S. 812.015	% Riders Inspected	% Riders Violation	% Violators Cited	% Violators Warned	% Violators Arrested
May-06	291,543	208,697	1966	93	1868	5	72%	0.94%	5%	95%	0%
June-06	263,417	188,847	1754	77	1675	2	72%	0.93%	4%	95%	0%
July-06	250,659	178,368	1828	86	1738	4	71%	1.02%	5%	95%	0%
August-06	269,197	197,985	1915	106	1802	7	74%	0.97%	6%	94%	0%
September-06	287,529	212,380	1842	109	1729	4	74%	0.87%	6%	94%	0%
October-06	309,013	232,544	2096	105	1986	5	75%	0.90%	5%	95%	0%
November-06	281,711	219,411	1894	97	1794	3	78%	0.86%	5%	95%	0%
December-06	271,530	220,247	2143	94	2045	4	81%	0.97%	4%	95%	0%
January-07	294,795	250,522	2201	92	2103	6	85%	0.88%	4%	96%	0%
February-07	287,357	247,655	2354	130	2220	4	86%	0.95%	6%	94%	0%
March-07	306,651	316,244	2473	129	2335	9	103%	0.78%	5%	94%	0%
April-07	274,767	316,493	2634	116	2509	9	115%	0.83%	4%	95%	0%
May-07	303,896	353,284	2874	128	2741	5	116%	0.81%	4%	95%	0%
June-07	268,097	308,831	2645	121	2519	5	115%	0.86%	5%	95%	0%
July-07	266,694	308,224	2613	117	2493	3	116%	0.85%	4%	95%	0%
August-07	295,771	331,353	2754	130	2614	10	112%	0.83%	5%	95%	0%
September-07	275,035	309,849	2385	109	2273	3	113%	0.77%	5%	95%	0%
October-07	326,094	360,151	2816	112	2698	7	110%	0.78%	4%	96%	0%
November-07	306,116	325,178	2588	133	2448	7	106%	0.80%	5%	95%	0%
December-07	294,709	308,632	2531	107	2419	5	105%	0.82%	4%	96%	0%
January-08	324,570	342,578	2655	102	2545	8	106%	0.78%	4%	96%	0%
February-08	331,830	336,290	2272	84	2179	9	101%	0.68%	4%	96%	0%
March-08	348,437	357,954	2571	77	2478	16	103%	0.72%	3%	96%	1%
April-08	352,304	374,861	2614	118	2482	14	106%	0.70%	5%	95%	1%
May-08	371,527	385,360	2893	161	2723	9	104%	0.75%	6%	94%	0%
June-08	367,215	384,174	2915	166	2743	6	105%	0.76%	6%	94%	0%
July-08	378,471	387,641	2687	123	2558	6	102%	0.69%	5%	95%	0%
August-08	353,045	367,779	2335	101	2229	5	104%	0.64%	4%	95%	0%
September-08	383,320	430,263	2452	104	2339	9	112%	0.57%	4%	95%	0%
October-08	399,891	446,825	2628	112	2507	9	112%	0.59%	4%	95%	0%
November-08	346,597	361,181	2133	90	2041	2	104%	0.59%	4%	96%	0%
December-08	344,245	363,553	2626	132	2491	3	106%	0.72%	5%	95%	0%
Page 3 Total	20,548,543	18,252,390	78,000	22,804	54,710	487	89%	0.43%	29%	70%	1%
Totals	30,574,576	28,185,744	155,087	26,365	128,034	690	92%	0.55%	17%	83%	0%

08/29/06-08/30/06 No train service due to Tropical Storm Ernesto

3/9/2007 TICKET CHECKS SUSPENDED BY SFRTA FOR THE ENTIRE DAY-MAJOR TRAIN DELAY/TRACK WORK

3/15/2007 SFRTA SUSPENDED TICKET CHECKS DUE TO PASSENGER SURVEY

03/28/07-03/30/07 P605, P609, P630 (3 TRAINS ANNULLED)

03/28/07 -P614-P619 (6 TRAINS)REDUCED TICKET CHECK DUE TO TRAIN BEING IN EXCESS OF 45 MINUTES LATE

08/18/08 AND 08/19/08 TICKET CHECKS SUSPENDED DUE TO TROPICAL STORM KAY

FARE EVASION REPORT
MONTHLY COMPARISON

MONTH	Total Passengers	Total Inspected	Total Violations	Number of Citations	Discretion Warnings	F.S.S. 812.015	% Riders Inspected	% Riders Violation	% Violators Cited	% Violators Warned	% Violators Arrested
January-09	350,903	361,145	2,502	121	2377	4	103%	0.69%	5%	95%	0%
February-09	333,804	366,692	2313	121	2185	7	110%	0.63%	5%	94%	6%
March-09	370,606	418,383	2617	108	2500	9	113%	0.63%	4%	96%	0%
April-09	346,865	383,624	2626	111	2513	2	111%	0.68%	4%	96%	0%
May-09	320,894	383,817	2794	129	2658	7	120%	0.73%	5%	95%	0%
June-09	292,806	342,385	2722	112	2601	9	117%	0.80%	4%	96%	0%
July-09	278,565	329,393	2780	126	2646	8	118%	0.84%	5%	95%	0%
August-09	282,760	345,823	2872	151	2716	5	122%	0.83%	5%	95%	0%
September-09	299,754	363,056	2728	137	2586	5	121%	0.75%	5%	95%	0%
October-09	318,259	386,124	2739	149	2581	9	121%	0.71%	5%	94%	0%
November-09	295,581	347,253	2645	157	2480	8	117%	0.76%	6%	94%	0%
December-09	298,378	347,863	2831	109	2716	6	117%	0.81%	4%	96%	0%
January-10	295,333	336,698	2463	81	2381	1	114%	0.73%	3%	97%	0%
February-10	304,376	338,819	2506	90	2415	1	111%	0.74%	4%	96%	0%
March-10	335,992	385,533	2905	107	2795	3	115%	0.75%	4%	96%	0%
April-10	313,425	371,127	2681	88	2590	3	118%	0.72%	3%	97%	0%
May-10	305,996	349,353	2667	92	2571	4	114%	0.76%	3%	96%	0%
June-10	280,138	324,975	2598	92	2505	1	116%	0.80%	4%	96%	0%
July-10	272,790	304,665	2691	99	2590	2	112%	0.88%	4%	96%	0%
August-10	299,919	349,453	2556	92	2462	2	117%	0.73%	4%	96%	0%
September-10	315,579	366,391	2462	76	2382	4	116%	0.67%	3%	97%	0%
October-10	324,265	364,612	2525	125	2398	2	112%	0.69%	5%	95%	0%
November-10	302,629	368,912	2652	91	2558	3	122%	0.72%	3%	96%	0%
December-10	295,042	352,704	2553	79	2474	0	120%	0.72%	3%	97%	0%
January-11	318,924	384,149	2575	60	2515	0	120%	0.67%	2%	98%	0%
February-11	324,224	371,381	1573	38	1535	0	114%	0.44%	2%	98%	0%
March-11	366,153	408,882	1843	34	1808	1	112%	0.45%	2%	98%	0%
April-11	335,363	398,779	2103	41	2062	0	119%	0.53%	2%	98%	0%
May-11	334,586	414,986	1316	19	1296	1	124%	0.32%	1%	98%	0%
June-11	319,299	398,088	1	1	0	0	125%	0.00%	100%	0%	0%
July-11	301,472	383,089	0	0	0	0	125%	0.00%	0%	0%	0%
August-11	332,545	452,285	0	0	0	0	136%	0.00%	0%	0%	0%
September-11	324,300	451,958	3	0	3	0	139%	0.00%	100%	0%	0%
October-11	338,034	468,232	3768	71	3697	0	139%	0.80%	2%	98%	0%
page 4-total	30,574,576	28,185,744	155,087	26,365	128,034	690	92%	0.55%	17%	83%	0%
Totals	41,304,135	40,906,373	231,697	29,272	201,630	797	99%	0.57%	13%	87%	0%

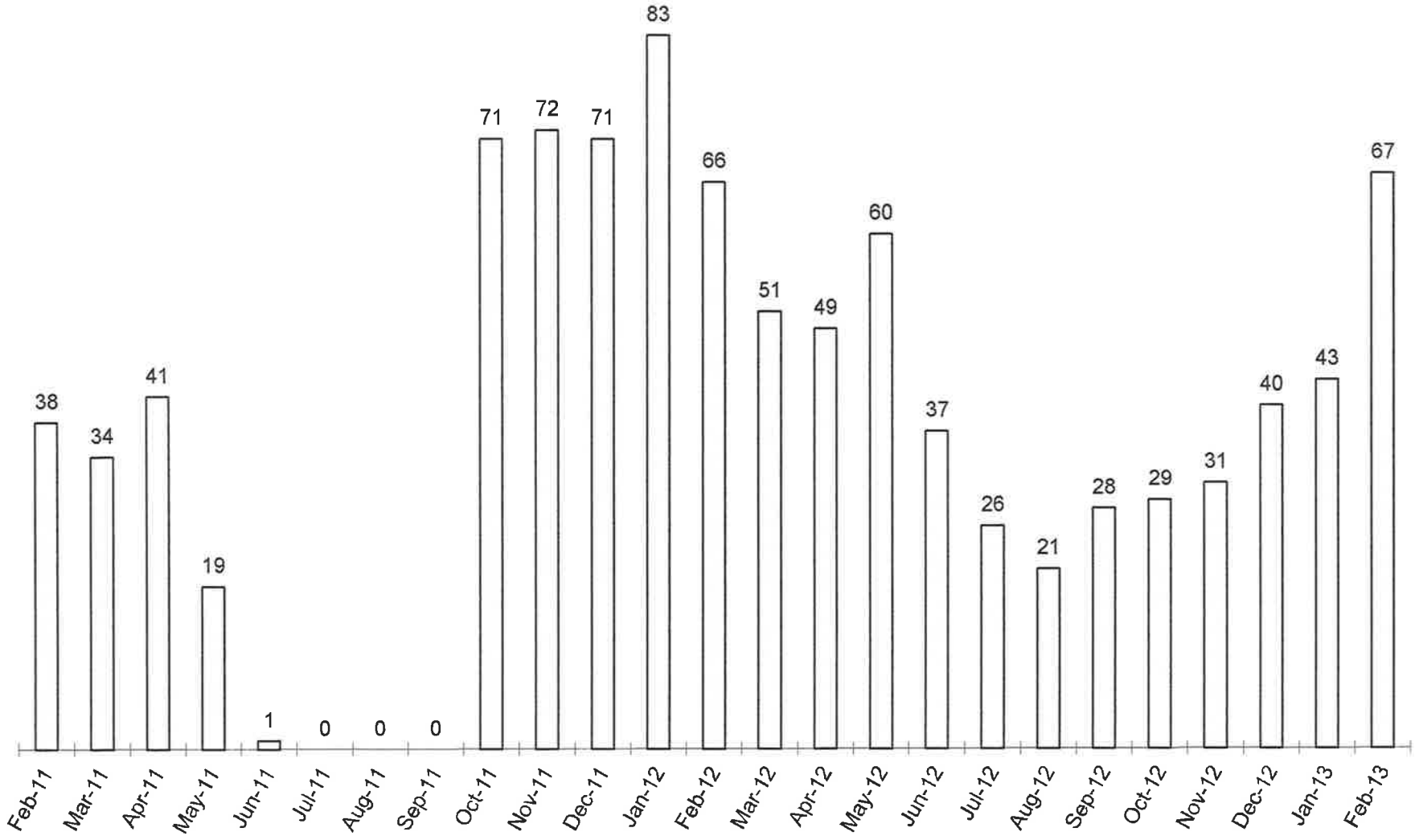
AS OF 05/17/11 TEMPORARILY DISCONTINUED ISSUING WRITTEN WARNINGS/CITATIONS
06/19/11 DUMP THE PUMP DAY
AS OF 10/03/11 ISSUING WRITTEN WARNINGS
10/20/11& 10/21/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET
10/22/11 ONLY WARNINGS BEING ISSUED
AS OF 10/25/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET

FARE EVASION REPORT
MONTHLY COMPARISON

MONTH	Total	Total	Total	Number of	Discretion	F.S.S.	% Riders	% Riders	% Violators	% Violators	% Violators
November-11	339,550	445,877	3,443	72	3,370	1	131%	0.77%	2%	98%	0%
December-11	311,554	420,962	3435	71	3363	1	135%	0.82%	2%	98%	0%
January-12	336,772	428,741	3711	83	3627	1	127%	0.87%	2%	98%	0%
February-12	338,661	437,229	3133	66	3067	0	129%	0.72%	2%	98%	0%
March-12	364,022	476,764	3398	51	3343	4	131%	0.71%	2%	98%	0%
April-12	352,976	450,968	3178	49	3129	0	128%	0.70%	2%	98%	0%
May-12	353,854	469,435	3325	60	3264	1	133%	0.71%	2%	98%	0%
June-12	308,231	413,532	2999	37	2960	2	134%	0.73%	1%	99%	0%
July-12	302,619	405,707	3109	26	3081	2	134%	0.77%	1%	99%	0%
August-12	324,002	428,836	3099	21	3078	0	132%	0.72%	1%	99%	0%
September-12	329,319	433,572	2998	28	2970	0	132%	0.69%	1%	99%	0%
October-12	380,368	492,830	3321	29	3291	1	130%	0.67%	1%	99%	0%
November-12	350,983	459,811	3,298	31	3267	0	131%	0.72%	1%	99%	0%
December-12	326,412	439,701	3545	40	3504	1	135%	0.81%	1%	99%	0%
January-13	365,947	470,956	3583	43	3539	1	129%	0.76%	1%	99%	0%
February-13	352,773	438,921	3080	67	3013	0	124%	0.70%	2%	98%	0%
Totals	**46,742,178**	**48,020,215**	**284,352**	**30,046**	**253,496**	**812**	**103%**	**0.59%**	**11%**	**89%**	**0%**

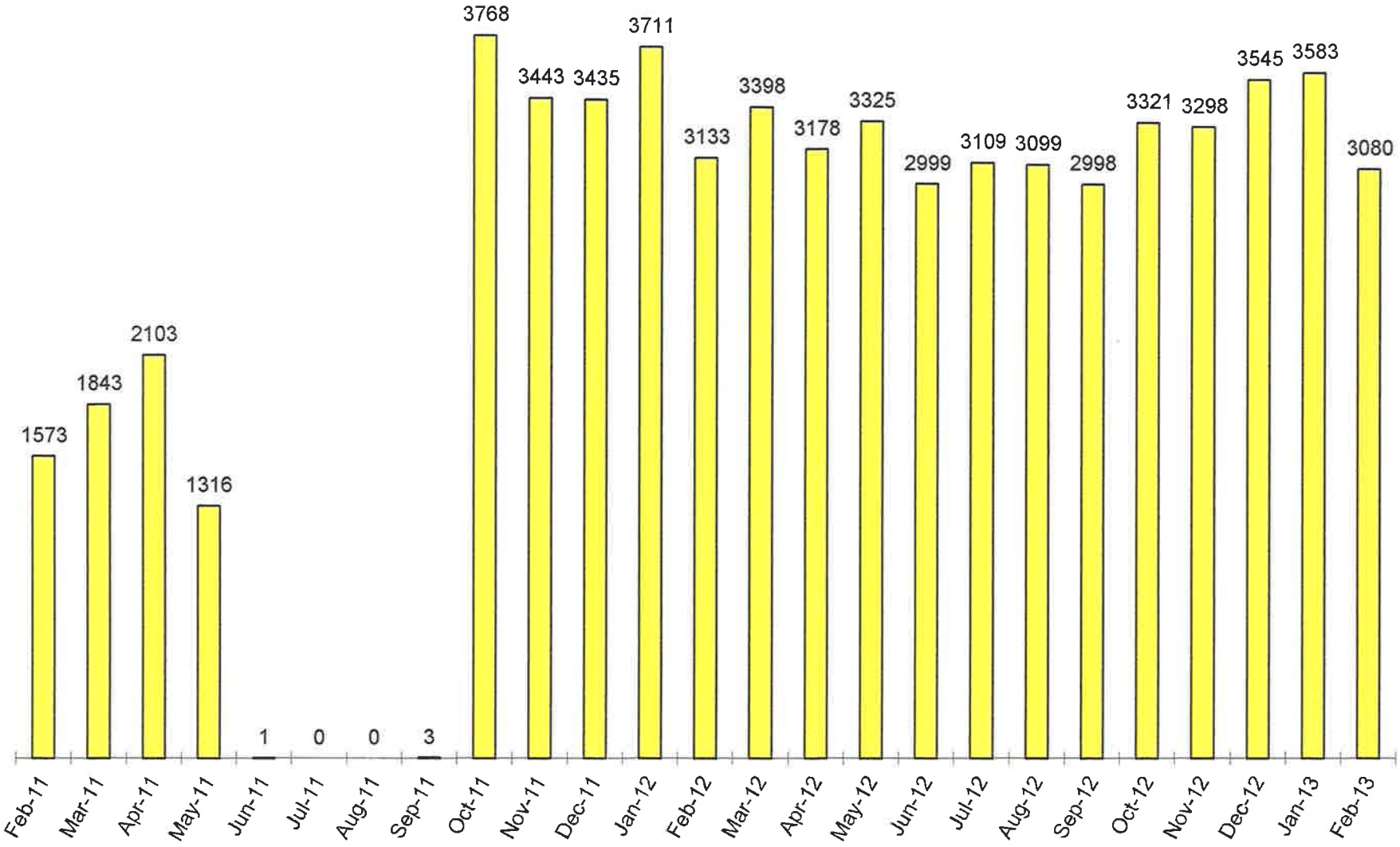
AS OF 05/17/11 TEMPORARILY DISCONTINUED ISSUING WRITTEN WARNINGS/CITATIONS
06/19/11 DUMP THE PUMP DAY
AS OF 10/03/11 ISSUING WRITTEN WARNINGS
10/20/11& 10/21/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET
10/22/11 ONLY WARNINGS BEING ISSUED
AS OF 10/25/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET

CITATIONS ISSUED



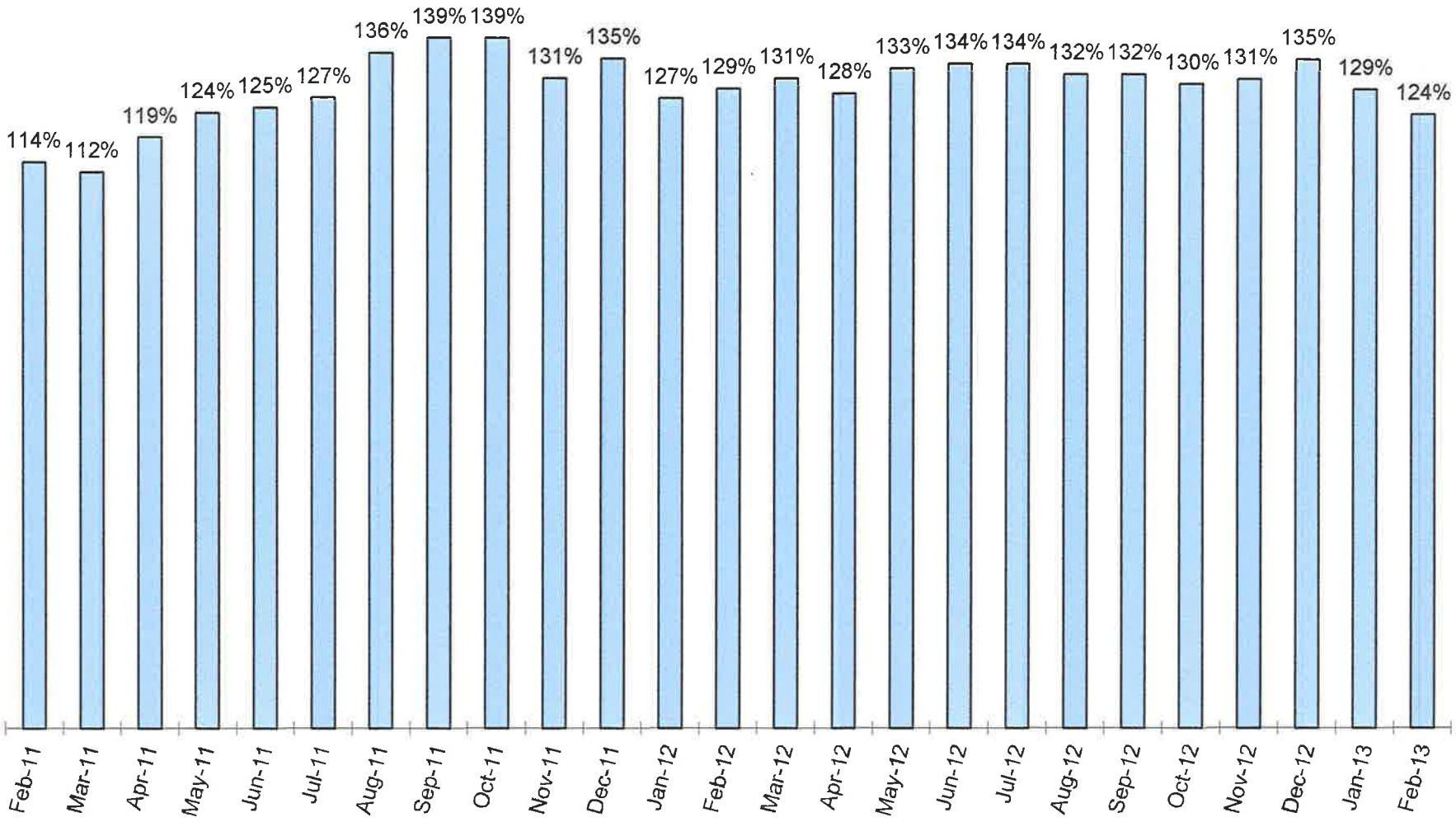
AS OF 05/17/11 TEMPORARILY DISCONTINUED ISSUING WRITTEN WARNINGS/CITATIONS

FARE EVASION VIOLATIONS



AS OF 05/17/11 TEMPORARILY DISCONTINUED ISSUING WRITTEN WARNINGS / CITATIONS

PERCENTAGE OF RIDERS INSPECTED



AS OF 05/17/11 TEMPORARILY DISCONTINUED ISSUING WRITTEN WARNINGS / CITATIONS

MONTHLY BREAKDOWN OF CITATIONS

Month	12 Trip Validation	Comp. Ticket Violation	Ineligible Discount	No Ticket	Zone Override	No Transfer	Out Dated Ticket	EDP Ticket W/O Tri-Rail ID	Total
Apr-98	14	0	259	215	3	0	4	0	495
May-98	12	0	116	174	11	37	0	0	350
Jun-98	14	0	186	259	9	62	8	0	538
Jul-98	13	0	241	316	25	68	12	0	675
Aug-98	9	0	183	293	22	78	13	0	598
Sep-98	4	0	137	211	10	44	13	0	419
Oct-98	13	0	239	270	12	65	14	0	613
Nov-98	4	0	216	253	8	45	14	0	540
Dec-98	4	0	198	257	7	32	19	0	517
Jan-99	7	0	197	212	22	60	11	0	509
Feb-99	6	0	213	208	8	69	14	0	518
Mar-99	5	0	335	273	10	55	18	0	696
Apr-99	3	0	217	280	16	23	16	0	555
May-99	6	0	297	245	17	18	11	0	594
Jun-99	7	0	185	257	25	28	9	0	511
Jul-99	8	0	133	201	15	10	6	0	373
Aug-99	7	0	132	245	21	23	19	0	447
Sep-99	5	0	136	202	21	23	10	0	397
Oct-99	6	0	153	251	25	39	10	0	484
Nov-99	7	0	131	324	16	56	15	0	549
Dec-99	5	0	125	308	23	60	26	0	547
Jan-00	9	0	87	298	16	85	25	0	520
Feb-00	5	0	124	298	28	85	33	0	573
Mar-00	6	0	95	301	18	71	16	0	507
Apr-00	5	0	81	293	36	62	23	0	500
May-00	11	0	116	324	84	12	25	0	572
Jun-00	6	0	184	352	23	87	18	0	670
Jul-00	15	0	177	314	17	85	5	0	613
Aug-00	6	0	117	283	21	66	4	0	497
Sep-00	15	0	132	251	16	51	5	0	470
(A)OCT-00	0	0	3	201	8	4	0	0	216
Nov-00	1	0	2	194	19	2	2	1	221
Dec-00	0	0	6	217	6	2	3	1	235
Jan-01	0	0	3	172	18	3	5	0	201
Feb-01	1	0	4	129	8	2	0	0	144
Mar-01	2	0	2	118	7	0	1	0	130
Apr-01	3	0	2	105	11	6	1	1	129
May-01	2	0	1	126	3	1	2	0	135
Jun-01	0	0	4	157	10	0	2	1	174
Jul-01	1	0	5	196	10	2	5	0	219
Aug-01	1	0	3	160	1	0	5	0	170
Sep-01	3	0	0	152	0	0	2	0	157
Oct-01	3	0	2	195	16	1	4	0	221
Nov-01	3	0	2	184	37	4	10	0	240
Dec-01	1	0	5	228	23	3	16	0	276
Total	**258**	**0**	**5,186**	**10,502**	**762**	**1,529**	**474**	**4**	**18,715**

*Hurricane Georges: No Train Services 9/24/98, 9/25/98, & 9/26/98 (1/2 day).
NO CITATIONS ISSUED ON 11/5/98 DUE TO TROPICAL STORM MITCH

*Hurricane Floyd: No Train Services 9/14/99 & 9/15/99.

(A)MODIFIED FARE EVASION BEGINS

MONTHLY BREAKDOWN OF CITATIONS

Month	12 Trip Validation	Comp. Ticket Violation	Ineligible Discount	No Ticket	Zone Override	No Transfer	Out Dated Ticket	EDP Ticket W/O Tri-Rail ID	Total
Jan-02	2	0	2	163	32	5	4	0	208
Feb-02	2	0	7	140	20	2	1	0	172
Mar-02	3	0	5	238	17	5	2	0	270
Apr-02	2	0	3	200	23	3	7	0	238
May-02	2	0	6	154	29	0	4	0	195
Jun-02	6	0	3	212	26	5	7	0	259
(B) JUL-02	0	0	5	24	2	5	2	0	38
Aug-02	1	0	3	27	3	2	2	0	38
Sep-02	1	0	4	29	2	1	0	0	37
Oct-02	4	0	11	27	2	2	2	0	48
Nov-02	4	0	8	28	4	4	1	0	49
Dec-02	2	0	3	23	3	3	0	0	34
Jan-03	0	0	4	20	4	0	0	0	28
Feb-03	2	0	7	13	4	1	0	0	27
Mar-03	1	0	6	31	4	1	1	0	44
Apr-03	0	0	5	26	1	3	1	0	36
May-03	0	0	5	43	3	2	0	0	53
Jun-03	2	0	2	40	7	1	0	0	52
Jul-03	1	0	6	30	3	3	0	3	46
Aug-03	1	0	5	12	3	3	2	1	27
Sep-03	1	0	3	29	6	2	2	0	43
Oct-03	3	0	10	37	6	5	3	0	64
Nov-03	0	0	20	30	7	6	0	0	63
DEC-03	2	0	16	42	3	6	2	0	71
Jan-04	2	0	27	31	4	9	4	0	77
Feb-04	3	0	14	42	3	10	1	0	73
Mar-04	1	0	14	30	2	15	1	0	63
Apr-04	0	0	5	21	6	4	1	0	37
May-04	0	0	3	19	7	2	0	0	31
Jun-04	1	0	7	23	4	1	2	0	38
Jul-04	1	0	13	29	1	4	1	0	49
Aug-04	1	0	7	19	3	3	3	1	37
(C) SEPT-04	3	0	2	8	2	1	2	0	18
Oct-04	2	0	6	13	6	4	1	1	33
NOV-O4	5	0	3	27	2	2	2	0	41
Dec-04	3	0	5	41	3	4	2	0	58
Jan-05	**8**	**0**	**9**	**59**	**5**	**9**	**1**	**0**	**91**
Total	**330**	**0**	**5,450**	**12,482**	**1,024**	**1,667**	**538**	**10**	**21,501**

(A)MODIFIED FARE EVASION BEGINS

(B) NEW WARNING POLICY-ONE WARNING TO ALL-NEW ENFORCEMENT GUIDE

(C)LIMITED OR NO TRAIN SERVICE DUE TO HURRICANE FRANCES-SEPTEMBER 2-12, 2004

LIMITED OR NO TRAIN SERVICE DUE TO HURRICANE JEANNE- SEPTEMBER 25-29,2004

MONTHLY BREAKDOWN OF CITATIONS

Month	12 Trip Validation	Comp. Ticket Violation	Ineligible Discount	No Ticket	Zone Override	No Transfer	Out Dated Ticket	EDP Ticket W/O ID	Total
Feb-05	10	0	9	55	5	9	2	0	90
Mar-05	3	0	8	57	5	12	4	0	89
Apr-05	8	0	11	47	5	5	1	0	77
May-05	6	0	28	71	4	6	1	0	116
Jun-05	6	0	14	70	6	7	3	1	107
Jul-05	9	0	15	52	9	13	4	1	103
(D) AUG-05	4	0	14	63	12	16	3	0	112
(E) SEP-05	7	0	19	48	10	7	2	0	93
(F) OCT-05	3	0	7	42	3	6	2	0	63
(G)NOV-05	1	0	6	24	6	2	0	0	39
Dec-05	4	0	8	35	2	8	2	0	59
Jan-06	2	0	19	52	9	11	1	1	95
Feb-06	4	0	20	40	3	6	1	0	74
Mar-06	3	0	16	56	10	5	2	1	93
Apr-06	4	0	18	50	8	10	2	1	93
May-06	3	0	19	55	5	6	1	4	93
Jun-06	6	0	14	48	2	4	0	3	77
Jul-06	0	0	20	48	8	6	0	4	86
(H) AUG -06	6	0	18	72	2	6	1	1	106
Sep-06	11	0	25	62	5	4	2	0	109
Oct-06	11	0	20	62	3	5	2	2	105
Nov-06	3	0	26	47	3	9	7	2	97
Dec-06	5	0	26	49	7	1	6	0	94
JAN-07	11	0	20	50	2	9	0	0	92
Feb-07	8	0	30	67	4	15	0	6	130
(I)MAR-2007	8	0	34	66	9	9	3	0	129
Apr-07	11	0	22	57	9	15	2	0	116
May-07	8	0	32	65	7	13	2	1	128
Jun-07	8	0	27	61	5	10	4	6	121
Jul-07	10	0	21	56	10	12	4	4	117
Aug-07	8	0	25	73	9	14	0	1	130
Sep-07	6	0	14	63	12	10	3	1	109
Oct-07	5	0	22	66	3	9	5	2	112
Nov-07	10	0	20	75	8	11	8	1	133
Dec-07	6	0	24	57	9	7	3	1	107
Jan-08	8	0	19	46	12	12	3	2	102
Feb-08	9	0	17	46	6	5	1	0	84
TOTAL	**565**	**0**	**6,157**	**14,535**	**1,261**	**1,982**	**625**	**56**	**25,181**

(D) LIMITED OR NO TRAIN SERVICE DU E TO HURRICANE KATRINA AUGUST 25-28, 2005

(E) NO TRAIN SERVICE DUE TO HURRICANE RITA 09/20/05

(F) NO TRAIN SERVICE DUE TO HURRICANE WILMA 10/22/05-10/31/05

(G) NO TRAIN SERVICE DUE TO HURRICANE WILMA 11/01/05-11/03/05

(G) NO TICKET CHECKS DUE TO HURRICANE WILMA 11/04/05-11/11/05

MONTHLY BREAKDOWN OF CITATIONS

Month	12 Trip Validation	Comp. Ticket Violation	Ineligible Discount	No Ticket	Zone Override	No Transfer	Out Dated Ticket	EDP Ticket W/O ID	Total
Mar-08	6	0	16	45	1	3	2	4	77
Apr-08	8	0	29	53	6	11	6	5	118
May-08	7	0	42	97	5	5	3	2	161
Jun-08	12	0	34	93	8	8	6	5	166
Jul-08	4	0	27	71	8	10	2	1	123
(H) AUG-08	3	0	14	71	3	3	6	1	101
Sep-08	3	0	17	68	4	4	7	1	104
Oct-08	5	0	24	74	4	3	1	1	112
Nov-08	1	0	17	61	2	1	8	0	90
Dec-08	2	0	25	77	2	14	10	2	132
Jan-09	6	0	22	64	14	6	7	2	121
Feb-09	4	0	36	65	5	6	3	2	121
Mar-09	10	0	26	51	11	10	0	0	108
Apr-09	8	0	20	62	9	9	2	1	111
May-09	9	0	23	76	10	7	3	1	129
Jun-09	6	0	21	74	6	4	1	0	112
Jul-09	4	0	26	77	9	4	5	1	126
Aug-09	4	0	25	107	9	1	4	1	151
Sep-09	3	0	16	93	12	10	3	0	137
Oct-09	6	0	32	97	4	6	4	0	149
Nov-09	6	0	31	99	6	11	4	0	157
Dec-09	2	0	22	63	11	3	8	0	109
Jan-10	2	0	9	57	5	5	3	0	81
Feb-10	4	0	19	58	8	1	0	0	90
Mar-10	1	0	20	72	11	2	0	1	107
Apr-10	0	0	13	66	7	2	0	0	88
May-10	2	0	21	62	7	0	0	0	92
Jun-10	2	0	14	63	9	2	2	0	92
Jul-10	2	0	21	59	10	6	1	0	99
Aug-10	2	0	9	69	9	1	1	1	92
Sep-10	1	0	8	55	10	2	0	0	76
Oct-10	1	0	18	87	14	3	2	0	125
Nov-10	0	0	8	73	4	3	2	1	91
Dec-10	2	0	11	60	5	1	0	0	79
Jan-11	1	0	3	49	4	2	1	0	60
Feb-11	1	1	0	34	0	0	2	0	38
Mar-11	0	0	1	29	2	1	1	0	34
Apr-11	0	0	0	36	3	2	0	0	41
May-11	0	0	0	17	0	0	2	0	19
Jun-11	0	0	0	1	0	0	0	0	1
Jul-11	0	0	0	0	0	0	0	0	0
TOTAL	**705**	**1**	**6,877**	**17,120**	**1,518**	**2,154**	**737**	**89**	**29,201**

(H)08/18/08 AND 08/19/08 TICKET CHECKS SUSPENDED DUE TO TROPICAL STORM FAY

AS OF 01/31/11 NEW EASY CARD / NEW TICKET VENDING MACHINES/TRAINING AND EDUCATION IN PROCESS

AS OF 05/17/11 TEMPORARILY DISCONTINUED ISSUING WRITTEN WARNINGS/CITATIONS

MONTHLY BREAKDOWN OF CITATIONS

Month	12 Trip Validation	Comp. Ticket Violation	Ineligible Discount	No Ticket	Zone Override	No Transfer	Out Dated Ticket	EDP Ticket W/O ID	Total
Aug-11	0	0	0	0	0	0	0	0	0
Sep-11	0	0	0	0	0	0	0	0	0
Oct-11	0	0	0	58	0	13	0	0	71
Nov-11	0	0	0	68	0	4	0	0	72
DEC--11	0	0	0	65	2	4	0	0	71
Jan-12	1	0	0	72	1	9	0	0	83
Feb-12	0	0	0	58	6	2	0	0	66
Mar-12	0	0	0	49	2	0	0	0	51
Apr-12	0	0	0	43	4	2	0	0	49
May-12	0	0	0	50	9	1	0	0	60
Jun-12	0	0	0	34	2	0	1	0	37
Jul-12	0	0	0	25	1	0	0	0	26
TOTAL	**706**	**1**	**6,877**	**17,642**	**1,545**	**2,189**	**738**	**89**	**29,787**

AS OF 05/17/11 TEMPORARILY DISCONTINUED ISSUING WRITTEN WARNINGS/CITATIONS

10/20/11& 10/21/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET

10/22/11 ONLY WARNINGS BEING ISSUED

AS OF 10/25/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET

Month	12 Trip Validation	Insufficent Funds	No Physical Ticket	No Tap	Zone Override	No Transfer Slip	Outdated	Comp. Ticket	Total
Aug-12	0	0	18	0	3	0	0	0	21
Sep-12	0	0	26	0	0	1	1	0	28
Oct-12	0	0	24	0	3	0	2	0	29
Nov-12	0	0	27	0	2	1	1	0	31
Dec-12	0	0	35	0	3	1	1	0	40
Jan-13	1	0	38	0	3	1	0	0	43
Feb-13	0	0	60	0	2	5	0	0	67
									0
									0
									0
									0
									0
									0
TOTAL	**707**	**1**	**7,105**	**17,642**	**1,561**	**2,198**	**743**	**89**	**30,046**

NEW WARNING FORMS ISSUED

MONTHLY BREAKDOWN OF WARNINGS

Date	12 Trip Validation	Comp. Ticket Violation	Ineligible Discount	No Ticket	Zone Override	No Transfer	Out Dated Ticket	EDP Ticket W/O Tri-Rail ID	Total
Oct-00	27	0	214	8	1	171	0	4	425
Nov-00	33	0	220	5	1	173	1	4	437
Dec-00	31	0	191	8	0	150	0	3	383
Jan-01	40	0	205	6	1	132	2	1	387
Feb-01	27	0	164	13	1	143	0	3	351
Mar-01	51	0	196	15	1	140	0	9	412
Apr-01	42	0	207	1	1	171	0	22	444
May-01	40	0	272	4	0	153	0	16	485
Jun-01	57	0	211	5	2	207	0	5	487
Jul-01	92	0	173	6	0	186	0	12	469
Aug-01	97	0	175	3	0	189	0	24	488
Sep-01	86	0	148	2	4	131	0	27	398
Oct-01	51	0	189	0	0	168	0	9	417
Nov-01	37	0	167	4	0	181	0	11	400
Dec-01	40	0	186	0	0	152	0	3	381
Jan-02	49	0	218	2	0	144	0	4	417
Feb-02	35	0	218	7	0	152	0	2	414
Mar-02	28	0	217	4	0	126	0	2	377
Apr-02	23	0	231	2	1	163	0	0	420
May-02	29	0	263	0	1	148	0	4	445
Jun-02	29	0	215	2	1	143	1	4	395
(A) JUL-02	18	0	206	392	43	134	18	6	817
Aug-02	33	0	234	398	43	104	28	1	841
Sep-02	30	0	204	391	44	148	24	2	843
Oct-02	28	0	280	376	43	155	20	1	903
Nov-02	35	0	287	424	40	93	19	5	903
Dec-02	16	0	282	494	40	117	11	1	961
Jan-03	22	0	289	470	45	93	13	1	933
Feb-03	14	0	310	401	52	84	20	0	881
Mar-03	10	0	252	384	31	68	8	3	756
Apr-03	5	0	224	407	25	124	9	1	795
May-03	5	0	214	382	25	79	9	0	714
Jun-03	6	0	223	386	31	73	14	5	738
Jul-03	4	0	212	436	25	112	17	22	828
Aug-03	6	0	161	370	23	113	21	9	703
Sep-03	10	0	167	382	21	143	7	6	736
Oct-03	11	0	282	478	33	141	24	1	970
Nov-03	9	0	329	422	25	149	16	0	950
DEC-03	8	0	327	473	22	170	14	0	1014
Jan-04	12	0	304	455	23	152	11	1	958
Feb-04	5	0	275	455	22	144	24	1	926
Mar-04	9	0	272	478	24	132	26	0	941
Apr-04	9	0	114	442	24	91	21	1	702
May-04	6	0	134	389	24	89	15	0	657
Jun-04	5	0	232	558	29	156	22	5	1007
Jul-04	3	0	213	520	28	128	24	1	917
SUBTOTAL	**1,263**	**0**	**10,307**	**10,860**	**800**	**6,315**	**439**	**242**	**30,226**

(A) NEW WARNING POLICY-ONE WARNING TO ALL-NEW ENFORCEMENT GUIDE

(A) NEW WARNING POLICY-ONE WARNING TO ALL-NEW ENFORCEMENT GUIDE

MONTHLY BREAKDOWN OF WARNINGS

Date	12 Trip Validation	Comp. Ticket Violation	Ineligible Discount	No Ticket	Zone Override	No Transfer	Out Dated Ticket	EDP Ticket W/O Tri-Rail ID	Total
Aug-04	20	0	250	557	37	143	13	9	1029
(B) SEPT -04	34	0	102	285	16	51	11	6	505
Oct-04	36	0	190	476	26	118	11	14	871
Nov-04	66	0	145	535	29	112	9	8	904
Dec-04	45	0	125	526	22	125	24	6	873
Jan-05	75	0	210	639	25	165	24	9	1147
Feb-05	61	0	168	608	29	154	34	1	1055
Mar-05	36	0	220	681	32	150	20	1	1140
Apr-05	53	0	289	763	47	234	29	5	1420
May-05	48	0	297	681	51	199	17	4	1297
Jun-05	65	0	223	727	47	147	22	6	1237
Jul-05	41	0	250	651	44	155	36	4	1181
(C) AUG-05	38	0	237	584	49	165	32	3	1108
(D) SEPT-05	28	0	236	645	44	143	16	6	1118
(E) OCT-05	32	0	208	502	27	112	12	5	898
(F) NOV-05	26	0	128	442	27	72	6	1	702
Dec-05	28	0	315	731	48	129	24	9	1284
Jan-06	29	0	378	773	37	192	34	14	1457
Feb-06	37	0	340	756	54	142	21	18	1368
Mar-06	54	0	338	1042	49	182	24	9	1698
Apr-06	65	0	451	888	57	175	28	16	1680
May-06	61	0	486	981	53	240	25	22	1868
Jun-06	36	0	471	903	21	208	23	13	1675
Jul-06	57	0	476	988	23	150	29	15	1738
(G) Aug-06	65	0	508	969	28	198	26	8	1802
Sep-06	63	0	468	909	31	214	36	8	1729
Oct-06	76	0	524	1079	36	220	40	11	1986
Nov-06	56	0	461	969	21	235	41	11	1794
Dec-06	62	0	612	1048	37	235	36	15	2045
Jan-07	80	0	637	1009	52	284	21	20	2103
Feb-07	94	0	632	1055	52	316	37	34	2220
(H) MAR-07	105	0	681	1080	60	350	45	14	2335
Apr-07	106	0	749	1164	75	351	42	22	2509
May-07	107	0	849	1218	73	421	53	20	2741
Jun-07	128	0	840	1043	48	388	40	32	2519
Jul-07	93	0	808	1040	74	399	51	28	2493
Aug-07	73	0	819	1240	79	364	23	16	2614
Sep-07	85	0	708	1062	53	318	35	12	2273
Oct-07	97	0	776	1295	83	372	58	16	2697
Nov-07	95	0	690	1215	109	264	57	18	2448
Dec-07	91	0	694	1226	71	261	55	21	2419
SUBTOTAL	**3,810**	**0**	**28,296**	**45,845**	**2,676**	**15,168**	**1,659**	**752**	**98,206**

(B)- LIMITED/NO TRAIN SERVICE -HURRICANE FRANCES-9/ 2-12/04
LIMITED/NO TRAIN SERVICE-HURRICANE JEANNE-9/25-29/04
(C) LIMITED OR NO TRAIN SERVICE-HURRICANE KATRINA 8/25-28/05
(D) NO TRAIN SERVICE DUE TO HURRICANE RITA 09/20/05
(E) NO TRAIN SERVICE -HURRICANE WILMA 10/22/05-10/31/05
(F) NO TICKET CHECKS-HURRICANE WILMA 11/01/05-11/11/05
(G) NO TRAIN SERVICE -TROPICAL STORM ERNESTO 08/28-08/29/06

(H)3/9/2007 TICKET CHECKS SUSPENDED BY SFRTA -TRACK WORK

03/15/07 SFRTA PASSENGER SURVEY

(H)03/28/07-03/30/07 P605, P609, P630 (3 TRAINS ANNULLED)

(H)03/28/07-P614-P619 (6 TRAINS)REDUCED TICKET CHECK-TRAINS 45 MINUTES LATE OR MORE

MONTHLY BREAKDOWN OF WARNINGS

Date	12 Trip Validation	Comp. Ticket Violation	Ineligible Discount	No Ticket	Zone Override	No Transfer	Out Dated Ticket	EDP Ticket W/O Tri-Rail ID	Total
Jan-08	105	0	846	1229	69	233	44	19	2545
Feb-08	83	0	641	1106	82	209	42	16	2179
Mar-08	98	0	772	1273	62	211	43	19	2478
Apr-08	103	0	823	1230	68	208	35	15	2482
May-08	96	0	908	1400	54	192	54	19	2723
Jun-08	116	0	1025	1270	42	192	62	36	2743
Jul-08	103	0	799	1285	49	240	56	26	2558
(H) AUG-08	62	0	616	1192	55	219	63	22	2229
Sep-08	84	0	518	1360	66	242	53	16	2339
Oct-08	61	0	579	1422	101	241	82	21	2507
Nov-08	50	0	460	1210	71	186	57	7	2041
Dec-08	71	0	618	1376	100	228	88	10	2491
Jan-09	79	0	538	1332	119	249	39	21	2377
Feb-09	76	0	534	1194	99	208	60	14	2185
Mar-09	54	0	633	1392	120	230	57	14	2500
Apr-09	72	0	655	1334	128	239	66	19	2513
May-09	99	0	684	1420	117	266	53	19	2658
Jun-09	80	0	583	1460	131	256	65	26	2601
Jul-09	58	0	563	1608	133	218	48	18	2646
Aug-09	67	0	544	1604	146	269	66	20	2716
Sep-09	62	0	536	1512	141	259	61	15	2586
Oct-09	61	0	560	1499	126	262	60	13	2581
Nov-09	63	0	532	1462	136	206	67	14	2480
Dec-09	62	0	592	1634	132	239	43	14	2716
Jan-10	42	0	459	1505	119	203	44	9	2381
Feb-10	42	0	504	1451	167	196	40	15	2415
Mar-10	52	0	524	1737	172	255	38	17	2795
Apr-10	46	0	516	1629	121	227	41	10	2590
May-10	40	0	542	1646	119	176	33	15	2571
Jun-10	53	2	530	1520	152	185	50	13	2505
Jul-10	45	0	549	1648	139	160	34	15	2590
Aug-10	45	0	475	1626	136	151	20	9	2462
Sep-10	26	0	413	1628	110	166	26	13	2382
Oct-10	35	0	423	1610	145	140	31	14	2398
Nov-10	38	0	414	1745	102	204	49	6	2558
Dec-10	39	0	354	1760	113	164	37	7	2474
Jan-11	23	0	369	1814	97	152	59	1	2515
Feb-11	28	4	47	1272	59	59	63	3	1535
Mar-11	5	0	19	1506	113	79	86	0	1808
Apr-11	9	0	30	1676	180	85	82	0	2062
May-11	4	1	13	1011	147	65	54	1	1296
Jun-11	0	0	0	0	0	0	0	0	0
Jul-11	0	0	0	0	0	0	0	0	0
SUBTOTAL	**6,247**	**7**	**50,036**	**105,433**	**7,214**	**23,337**	**3,810**	**1,333**	**197,417**

(H)08/18/08 AND 08/19/08 TICKET CHECKS SUSPENDED DUE TO TROPICAL STORM FAY

AS OF 01/31/11 NEW EASY CARD / NEW TICKET VENDING MACHINES/TRAINING AND EDUCATION IN PROCESS

AS OF 05/17/11 TEMPORARILY DISCONTINUED ISSUING WRITTEN WARNINGS/CITATIONS

MONTHLY BREAKDOWN OF WARNINGS

Date	12 Trip Validation	Comp. Ticket Violation	Ineligible Discount	No Ticket	Zone Override	No Transfer	Out Dated Ticket	EDP Ticket W/O Tri-Rail ID	Total
Aug-11	0	0	0	0	0	0	0	0	0
Sep-11	0	0	0	3	0	0	0	0	3
Oct-11	85	0	2	3101	230	175	104	0	3697
Nov-11	27	0	5	2836	241	176	85	0	3370
Dec-11	47	0	2	2798	223	199	94	0	3363
Jan-12	99	0	5	2973	239	200	111	0	3627
Feb-12	52	0	9	2576	177	162	91	0	3067
Mar-12	39	0	15	2768	200	188	133	0	3343
Apr-12	38	0	6	2619	211	147	108	0	3129
May-12	43	0	10	2734	233	170	74	0	3264
Jun-12	23	0	7	2486	202	175	67	0	2960
Jul-12	31	1	5	2587	209	159	89	0	3081
	6,731	**8**	**50,102**	**132,914**	**9,379**	**25,088**	**4,766**	**1,333**	**230,321**

AS OF 05/17/11 TEMPORARILY DISCONTINUED ISSUING WRITTEN WARNINGS/CITATIONS

10/20/11& 10/21/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET

10/22/11 ONLY WARNINGS BEING ISSUED

AS OF 10/25/11 CITATIONS ISSUED FOR NO PHYSICAL TICKET AND NO TRANSFER WITH TRANSFER TICKET

Month	12 Trip Validation	Insufficent Funds	No Physical Ticket	No Tap	Zone Override	No Transfer Slip	Outdated	Comp. Ticket	Total
Aug-12	41	118	2188	283	238	138	72	0	3078
Sep-12	73	225	1941	367	165	127	71	1	2970
Oct-12	102	270	1979	467	197	182	94	0	3291
Nov-12	71	271	2069	412	206	157	81	0	3267
Dec-12	98	305	2293	382	197	142	84	3	3504
Jan-13	80	337	2324	384	196	140	78	0	3539
Feb-13	46	288	2012	299	172	134	62	0	3013
									0
									0
									0
									0
									0
									0
TOTAL	**7,242**	**1,822**	**64,908**	**135,508**	**10,750**	**26,108**	**5,308**	**1,337**	**252,983**

NEW WARNING FORMS ISSUED

CLASSIFICATIONS BREAKDOWN
FEBRUARY 2013

CLASSIFICATION			
ABANDONED VEHICLE			
ALARMS			
ALARMS-TVM			
ALCOHOLIC BEVERAGE			
ARSON			
ASSAULT AGGRAVATED TRANSIT AGENT / CPO			
ASSAULT-AGGRAVATED			
ASSAULT TRANSIT AGENT / CPO			1
ASSAULT			
ASSIST PASSENGER			2
ASSIST OTHER AGENCY			
ATTEMPTED SUICIDE			
AUTO THEFT			
AUTO THEFT - ATTEMPT			
AUTO THEFT - RECOVERY			
BATTERY - AGGRAVATED TRANSIT AGENT / CPO			
BATTERY - AGGRAVATED			
BATTERY TRANSIT AGENT / CPO			
BATTERY			
BICYCLE VIOLATIONS			
BIOLOGICAL RELEASE			
BOMBING			
BOMB THREAT			
BRUSH FIRE			
BURGLARY-ATTEMPT			
BURGLARY STRUCTURE			
BURGLARY-AUTO			
BURGLARY-ATTEMPT AUTO			
CAMERA MONITORING CENTER			
CHEMICAL RELEASE			
CIVIL DISTURBANCE			
CREDIT CARD FRAUD			
CRIMINAL MISCHIEF	*GRAFFITTI*	*4*	5
CROSSING W/ GATE DOWN			
CYBER INCIDENT			
DAMAGED PROPERTY			1
DEBRIS ON TRACK			
DISORDERLY CONDUCT			7
DISTURBANCE			3
DOMESTIC VIOLENCE			
DRUG OFFENSE			
EMS BOARD MALFUNCTION			
ELEVATOR MALFUNCTION			16
ELEVATOR PHONE MALFUNCTION			1
ESCALATOR MALFUNCTION			3
FALSE IDENTIFICATION			

CLASSIFICATIONS BREAKDOWN
FEBRUARY 2013

CLASSIFICATION

FARE EVASION 3080

	CITATION	WARNED	ARREST
12 TRIP NO TAP	0	46	0
COMPLIMENTARY TICKET	0	0	0
INSUFFICIENT FUNDS	0	288	0
MISUSE OF DISCOUNT EASY CARD	0	0	0
NO BUS/METRORAIL TRANSFER	5	96	0
NO PHYSICAL TICKET	60	2012	0
NO SFRTA TRANSFER TICKET	0	38	0
NO TAP EASY CARD	0	299	0
OUTDATED	0	62	0
ZONE OVERRIDE	2	172	0
TOTAL	**67**	**3013**	**0**

COUNTERFEIT/ALTERED TICKET	
FIRE	
GRADE CROSSING PROBLEM	1
HIJACKING	
ILLNESS	7
INJURY	
INJURY-CPO	1
INFORMATION / MISCELLANEOUS	32
INTERFERING W/ TRAIN	1
INTOXICATED PERSON	
INVESTIGATION	
KIOSK PROBLEM	
LOST/FOUND PROPERTY	87
LOUD MUSIC	
LUGGAGE	
MISSING PERSON	
MISSING PERSON-LOCATED	
MOTOR VEHICLE ACCIDENT	
NUCLEAR RELEASE	
PARKING PROBLEM	14
PARKING LOT ACCIDENTS	
PARKING LOT VIOLATIONS	
PAYPHONE MALFUNCTION	
PULLED EMERGENCY STOP	
RECOVERED STOLEN PROPERTY	
ROBBERY	
ROBBERY-ATTEMPT	
ROBBERY ARMED	2
SABOTAGE	
SAFETY HAZARD	13
SEXUAL BATTERY	
SEX OFFENSE (OTHER)	2

CLASSIFICATIONS BREAKDOWN
FEBRUARY 2013

CLASSIFICATION		
SIGN PROBLEM		
SLIP AND FALL		4
SMOKING ON TRAIN		
SOLICITATION		
STUDENT INCIDENT		2
BAK MIDDLE SCHOOL		
DREYFOOS HIGH SCHOOL	2	
G STAR		
LAKE WORTH		
ROOSEVELT MIDDLE SCHOOL		
BOYNTON BEACH		
OTHER		
SURFBOARDS ON TRAIN		
SUSPICIOUS INCIDENT		2
SUSPICIOUS PERSON		1
SUSPICIOUS VEHICLE		1
SUICIDE ATTEMPT		
TELEPHONIC THREAT		
THEFT		5
THEFT-ATTEMPTED		2
THROWING OBJECT AT TRAIN		
TRAIN VS ANIMAL		
TRAIN VS BICYCLE		
TRAIN VS PEDESTRIAN		1
TRAIN VS FIXED OBJECT		
TRAIN VS VEHICLE		1
TRESPASS		6
TVM GATE MALFUNCTION		1
TVM MALFUNCTION		66
UNAUTHORIZED ANIMAL		
SAV VALIDATOR MALFUNCTION		4
VEHICLE ON TRACK		
WEAPON-COMPLAINT		
WEAPON-CONCEALED		
SPECIAL ASSIGNMENT:		
	TOTAL INCIDENTS	**3375**

SIX MONTH CRIME ANALYSIS
2012

CLASSIFICATION	SEP	OCT	NOV	DEC	JAN	FEB
ABANDONED VEHICLE						
ALARMS	1	3	2			
ALARMS-TVM						
ALCOHOLIC BEVERAGE/TRAIN						
ARSON						
ASSAULT-AGGRAVATED TRANSIT AGENT / CPO						1
ASSAULT-AGGRAVATED	1					
ASSAULT TRANSIT AGENT / CPO				1		
ASSAULT	1					
ASSIST PASSENGER	3	1	3	4		2
ASSIST OTHER AGENCY					1	
ATTEMPTED SUICIDE						
AUTO THEFT	1	1			1	
AUTO THEFT - ATTEMPT		1				
AUTO THEFT - RECOVERY				1		
BATTERY - AGGRAVATED TRANSIT AGENT/ CPO						
BATTERY - AGGRAVATED						
BATTERY - TRANSIT AGENT / CPO						
BATTERY			1			
BICYCLE VIOLATIONS	1					
BOMBING						
BOMB THREAT						
BURGLARY						
BURGLARY ATTEMPT						
BURGLARY-STRUCTURE	1					
BURGLARY-AUTO		1	4			
BURGLARY-ATTEMPT AUTO						
CAMERA MONITORING CENTER		2	1			
CHEMICAL RELEASE						
CIVIL DISTURBANCE						
COUNTERFEIT/ALTERED TICKET						
CREDIT CARD FRAUD						
CRIMINAL MISCHIEF	14	9	12	10	4	5
CROSSING W/ GATE DOWN						
CYBER INCIDENT						
DAMAGED PROPERTY					1	1
DEBRIS ON TRACK				1	1	
DISORDERLY CONDUCT	3	3	5	4	6	7
DISTURBANCE	1	1	3	5	1	3
DRUG OFFENSE						
DOMESTIC VIOLENCE				1		
EMS BOARD MALFUNCTION	4	1	3	4	1	
ELEVATOR MALFUNCTION	19	19	10	11	14	16
ESCALATOR MALFUNCTION	2	3	4	2	1	3
ELEVATOR PHONE MALFUNCTION	1					1
FARE EVASION- CITATIONS	28	29	31	40	43	67
FARE EVASION-WARNINGS	2970	3291	3267	3504	3539	3013
FARE EVASION-ARREST	0	1	0	1	1	
FALSE IDENTIFICATION						
FIRE	2	1	1			
GRADE CROSSING PROBLEM	4		2	1	1	1
HIJACKING						
SUB-TOTAL	3057	3367	3349	3590	3615	3120

SIX MONTH CRIME ANALYSIS
2012

CLASSIFICATION	SEP	OCT	NOV	DEC	JAN	FEB
ILLNESS	5	9	6	6	6	7
INJURY	1		2	2	1	
INJURY-CPO			1	1	1	1
INTERFERING W/ TRAIN	1				1	1
INTOXICATED PERSON						
INVESTIGATION						
KIOSK PROBLEM						
LUGGAGE						
LOST/FOUND PROPERTY	95	114	65	78	103	87
LOUD MUSIC						
MISCELLANEOUS/INFORMATION	52	59	62	66	28	32
MISSING PERSON	1			1	2	
MISSING PERSON-LOCATED				1		
MOTOR VEHICLE ACCIDENT		2	3	1	4	
PARKING PROBLEM	13	13	16	6	8	14
PARKING LOT ACCIDENTS						
PARKING LOT VIOLATIONS						
PAYPHONE MALFUNCTION						
PULLED EMERGENCY STOP	1		1			
RECOVERED STOLEN PROPERTY						
RIDIDNG ON OUTSIDE OF TRAIN						
ROBBERY			1			
ROBBERY ARMED						2
ROBBERY ATTEMPT						
SAFETY HAZARD	22	31	14	10	21	13
SEXUAL BATTERY						
SEX OFFENSE (OTHER)		2				2
SIGN PROBLEM						
SLIP AND FALL	1	12	7	6	4	4
SMOKING ON TRAIN						
SOLICITATION	1		3	2	1	
STUDENT INCIDENT	6	4	3	3	1	2
SURFBOARDS ON TRAIN						
SUSPICIOUS INCIDENT	2	6	4	2	3	2
SUSPICIOUS PERSON		2	5		3	1
SUSPICIOUS VEHICLE	3	2	2	2	1	1
SUICIDE ATTEMPT						
TELEPHONIC THREAT				1		
THEFT	3	1	3	7	1	5
THEFT-ATTEMPTED			1			2
THROWING OBJECT AT TRAIN	1				1	
TRAIN VS ANIMAL						
TRAIN VS BICYCLE						
TRAIN VS PEDESTRIAN			1			1
TRAIN VS VEHICLE		1		1	1	1
TRAIN VS FIXED OBJECT						
TRESPASS	8	12	4	1	9	6
TVM GATE MALFUNCTION	5	3	6	2	2	1
TVM MALFUNCTION	68	72	84	72	84	66
SAV VALIDATOR MALFUNCTION			2			4
VEHICLE ON TRACKS					1	
WEAPON COMPLAINT		1				
TOTAL REPORTS	3346	3713	3645	3861	3902	3375

TWC/SFRTA
FEDERAL (TSA) DIRECTIVES VIOLATIONS
FOR FEBRUARY 2013

Date	Incident Report #	Location	TSA Directive Violation #	Remarks	CPO ID#

NO INCIDENTS REPORTED

TSA Directive #13 "Inspect each passenger rail car for suspicious persons, items, or any unattended items."

TSA Directive #15 "If equipped with locking mechanisms, lock all doors which allow access to the Engineers or Train Operators cab or compartment."

MONTHLY SUBCONTRACTOR UTILIZATION REPORT

INSTRUCTIONS: This form must be filed each month to report actual Subcontractors participation by SFRTA certified firms for work done the proceeding month.

Contract Number: 11-003

Contract Name: Armed Security, Fare Enforcement and Revenue Collection

Reporting Period: 2/01/2013-2/28/2013

Prime Firm: G4S SECURE SOLUTIONS, USA

Contract Amount (as Amended) $ 27,187,835.00

Total Invoiced Amount this period: $0

Total Invoiced to Date: $0.00

Name of Subcontractor	If DBE Minority Group*	Gender M/F	Description of Work	Type of Work*	Starting Date	Completion Date
N/A						

* **Minority Group Enter:** B-Black American I-Asian American H-Hispanic American N-Native American P-Asian Pacific American O-Other

* **Type of Work:** Professional Consultant/Services, Construction, Supplies, Equipment, Other

- If prime firm is a certified DBE firm, the prime firm's quarterly activity must also be reported.
- This form must be completed monthly and submitted with firm's application for payment.

MONTHLY SUBCONTRACTOR UTILIZATION REPORT

Contract Number: 11-003

Contract Name: Armed Security, Fare Enforcement and Revenue Collection

Reporting Period: 2/01/2013-2/28/2013

Prime Firm: G4S SECURE SOLUTIONS, USA

Contract Amount (as Amended) $ 27,187,835.00

Total amount invoiced for Subcontractors this period: $0
Total amount invoiced for DBE subcontractors this period: $0
Total amount invoiced for Subcontractors to Date: $0
Total amount invoiced for DBE Subcontractors to Date: $0

Name of Subcontractor	Sub Contract Amount (As Amended)	Amount Invoiced This Period	Amount Invoiced To Date	Amount Paid This Period	Amount Paid To Date	Percentage Complete
N/A		$0	$0	$0	$0	

*** Minority Group Enter:** B-Black American I-Asian American H-Hispanic American N-Native American P-Asian Pacific American O-Other
*** Type of Work:** Professional Consultant/Services, Construction, Supplies, Equipment, Other

- If prime firm is a certified DBE firm, the prime firm's quarterly activity must also be reported.
- This form must be completed monthly and submitted with firm's application for payment.

MONTHLY SUBCONTRACTOR UTILIZATION REPORT

1) Did any of the DBE subcontractors rent/lease equipment from the prime consultant or an affiliate company during the report period? If yes, explain the arrangement, including a description of the equipment and the cost.

_____ NO

2) Did any of the DBE subcontractors utilize employees or former employees of the prime consultant or an affiliate company during the reporting period?

_____ NO

3) Did any of the DBE subcontractors subcontract any portion of its work to a non-DEB during the report period? If yes, explain fully.

_____ NO

4) Has the scope of work or the subcontract amount of any of the DBE subcontractors changed since the last report? If yes, explain fully.

_____ NO

By signing this form, the person individually and on behalf of the Firm represents to the SFRTA that the information contained on both the above forms is complete truthful, and accurate.

AUTHORIZED SIGNATURE:_____ TITLE: ADMINISTRATIVE ASSISTANT DATE: March 8, 2013

G4S Secure Solutions USA
6499 Powerline Road Suite 300
Fort Lauderdale FL 33309-2044
Telephone: 954.771.5005
Fax: 954.771.5408
www.g4s.com/us

MEMORANDUM

To: Mr. Steven J. Collister, Project Manager, G4S/SFRTA

From: Richard D. Cannon, Jr. Investigator, ID #276

SUBJECT: MONTHLY ACTIVITY REPORT – FEBRUARY 2013

Date: Monday, March 11th 2013

I was assigned the following tasks for the month of: **FEBRUARY, 2013**

As the Court Liaison Officer: I maintained contact with the Clerk of the Court, North County Regional Courthouse, Deerfield Beach, FL. I also handled the filing, service and return of subpoenas served to Custom Protection Officers assigned to the G4S/SFRTA Project. I attended all court hearings involving G4S/SFRTA/ Fare Evasion matters and tracked criminal cases.

As the Citation Coordinator: I managed the review, sorting and filing of Citations. I filed **67** citations at the North County Regional Courthouse. I also processed any voided citations and conducted inquiries as directed by the County Court Judge, related to Fare Evasion Citations. I conducted CPR/AED training for personnel assigned to the G4S/SFRTA Project, as well as entry-level training to newly assigned Transit Agents.

As the Investigator: I investigated or conducted inquiries into **11** incidents:

- **SFRTA IR #: 06-12-3115 – Train vs. Pedestrian – (P.D. Reports)**
- **SFRTA IR #: 06-12-0797– Battery on CPO – (Pending Judicial Action, 17th Judicial Circuit)**
- **SFRTA IR #: 10-12-309 – Train vs. Vehicle – (Fatality) – Pending M.E. / P.D. Reports)**

- **SFRTA IR #: 11-12-3297 – Train vs. Pedestrian – (Fatality) – Pending M.E. / P.D. Reports)**
- **SFRTA IR #: 01-13-3747 – Human Remains located on Tracks – (Pending P.D. Reports)**
- **SFRTA IR #: 02-13-1056 – Lack of Appropriate Enforcement Action –(Referred to P.D.)**
- **SFRTA IR #: 02-13-1246– Allegation of Discrimination – (Pending)**
- **SFRTA IR #: 02-13-2906 – Lack of Appropriate Enforcement Action – (Referred to P.D.)**
- **COMPLAINT #: 19622 – Discourtesy – (Unfounded)**
- **G4S CORP COMPLAINT #: ECH021813DQY583R – Discourtesy – (Not Sustained)**
- **UNNUMBERED COMPLAINT – Discourtesy (PBCSB) – (Pending)**

In addition, I obtained various police reports pertaining to incidents involving the SFRTA. Refresher training regarding interpersonal relations and conflict management were conducted. In addition, I conducted CPR/AED Re-Certification / CSX Roadway Worker Training. Lastly, I continued to provide support, logistical and troubleshooting services to the Safety & Security Administrator, as well as the Project Manager.

rdc/
cc: Mr. Allen R. Yoder

NTD INTERNET REPORTING

NON MAJOR SECURITY

Part I

Feb-13

INCIDENTS ONLY

		Transit Passengers	Transit Facility Occupants	Transit Employees	Other Workers	Trespasser	Other	Total Incidents
Forcibile Rape								
In Vehicle		0						0
In Revenue Facility		0						0
Non Revenue Facility		0						0
Right Of Way/Roadway		0						0
Robbery								
In Vehicle		0						0
In Revenue Facility		2						2
Non Revenue Facility		0						0
Right Of Way/Roadway		0						0
Aggravated Assaults								
In Vehicle		0						0
In Revenue Facility		0						0
Non Revenue Facility		0						0
Right Of Way/Roadway		0						0
Burglary								
In Vehicle		0						0
In Revenue Facility	Structure	0						0
Non Revenue Facility		0						0
Right Of Way/Roadway		0						0
Larceny/Theft Offenses								
In Vehicle		0						0
In Revenue Facility	Includes	5						5
Non Revenue Facility	Burglary	0						0
Right Of Way/Roadway	Vehicle	0						0
Motor Vehicle Theft								
In Vehicle		0						0
In Revenue Facility	Includes	0						0
Non Revenue Facility	Attempts	0						0
Right Of Way/Roadway		0						0
Arson								
In Vehicle		0						0

NTD INTERNET REPORTING

NON MAJOR SECURITY

In Revenue Facility	0						0
Non Revenue Facility	0						0
Right Of Way/Roadway	0						0

Part II

	In Vehicle	In Revenue	In Non Revenue Facility	On Right of Way	Total Incidents
Fare Evasion (citations)	67				67
Other Assaults (arrests)	0				0
Trespassing (arrests)	1				1
Vandalism (arrests)	0				0

Other Security Issues

	In Vehicle	In Revenue	In Non Revenue Facility	On Right of Way	Total Incidents
Bomb Threats	0				0
Bombing	0				0
Chemical / Biological / Nuclear Release	0				0
Cyber Incident	0				0
Hijacking	0				0
Non Violent Civil Disturbance	0				0
Sabotage	0				0

(1) Tr. Vs. Ped Non Fatal
(5)Total Arrests
(2) Strong Armed Robbery

Total Property Damage ($) 0

Expiring Contract Report
S FL Regional Transportation Authority

Expiring Date (2/1/2013) thru (2/1/2014)

Project Manager Conrtact # Contract Administrator	Contract Title Contract Name	Start Date Expiration Date	Contract Duration Renewal
projectmgr			
Contract Class: Payables			
Renee Matthew	INTEGRATED FINANCIAL MGT SYSTEM SOFTWARE	12/31/2008	5 Year Term
02-711	010137 TYLER WORKS/EDEN DIVISION	12/31/2013	
PAULA PRUSINSKI			
Lauran Mehalik	GENERAL FLAGGING SERVICES	12/08/2006	7 Year Term
06-117	010116 CSX TRANSPORTATION	12/07/2013	Annual automatic renewals until cancelled by SFRTA or CSXT. No action required.
BRYAN KOHLBERG			
Bonnie Arnold	MARKETING AND ADVERTISING SERVICES	06/30/2008	5 Year Term
08-003	010050 BITNER GOODMAN INC	07/10/2013	No renewal options
BOBBY BECKER			
Suzie Papillon	GENERAL PLANNING CONSULTANT SERVICES	11/02/2009	4 Year Term
09-007	010195 HDR ENGINEERING INC	11/01/2013	2 - 1 year renewal options. 1 option exercised - 1 option remains.
BOBBY BECKER			
Suzie Papillon	GENERAL PLANNING CONSULTANT SERVICES	11/02/2009	4 Year Term
09-011	011208 HNTB CORPORATION	11/01/2013	2 - 1 year renewal options. 1 option exercised - 1 option remains.
BOBBY BECKER			

Expiring Contract Report
S FL Regional Transportation Authority

Expiring Date (2/1/2013) thru (2/1/2014)

Project Manager Conrtact # Contract Administrator	Contract Title Contract Name	Start Date Expiration Date	Contract Duration Renewal
projectmgr			
Suzie Papillon 09-012 BOBBY BECKER	GENERAL PLANNING CONSULTANT SERVICES 011207 JACOBS ENGINEERING GROUP INC.	11/02/2009 11/01/2013	4 Year Term 2 - 1 year renewal options. 1 option exercised - 1 option remains.
Suzie Papillon 09-013 BOBBY BECKER	GENERAL PLANNING CONSULTANT SERVICES 010547 KIMLEY HORN AND ASSOCIATES	11/02/2009 11/01/2013	4 Year Term 2 - 1 year renewal options. 1 option exercised - 1 option remains.
Suzie Papillon 09-014 BOBBY BECKER	GENERAL PLANNING CONSULTANT SERVICES 010288 PB AMERICAS, INC	11/02/2009 11/01/2013 -	4 Year Term 2 - 1 year renewal options. 1 option exercised - 1 option remains.
Vicki Wooldridge 10-010 BOBBY BECKER	STATE LEGISLATIVE CONSULTANT SERVICES 010142 ERICKS CONSULTANTS	07/01/2010 06/30/2013	3 Year Term 2 - 1 year renewal options. Both options remaining.
James DeVaughn 10-014 BOBBY BECKER	SFEC TMA BUS SERVICE 010338 SFEC TMA	07/01/2010 06/30/2013	3 Year Term 4 1-year renewal options. 2 options exercised and 2 options remaining.

Expiring Contract Report
S FL Regional Transportation Authority

Expiring Date (2/1/2013) thru (2/1/2014)

Project Manager Conrtact # Contract Administrator	Contract Title Contract Name	Start Date Expiration Date	Contract Duration Renewal
projectmgr			
Suzie Papillon	GENERAL ENGINEERING CONSULTING SERVICES	10/18/2010	3 Year Term
10-017	010288 PB AMERICAS, INC	10/17/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			
Suzie Papillon	GENERAL SYSTEMS ENGINEERING SERVICES	11/04/2010	3 Year Term
10-018	010930 BOOZ ALLEN & HAMILTON	11/03/2013	2 - 1year options. Both options remain.
BOBBY BECKER			
Suzie Papillon	GENERAL ENGINEERING CONSULTING SERVICES	10/18/2010	3 Year Term
10-021	010549 GANNETT FLEMING INC	10/17/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			
Suzie Papillon	GENERAL ENGINEERING CONSULTING SERVICES	10/18/2010	3 Year Term
10-022	011776 T.Y. LIN INTERNATIONAL	10/17/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			
Suzie Papillon	GENERAL ENGINEERING CONSULTING SERVICES	10/18/2010	3 Year Term
10-023	010289 PARSONS TRANSPORTATION GROUP	10/17/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			

Expiring Contract Report
S FL Regional Transportation Authority

Expiring Date (2/1/2013) thru (2/1/2014)

Project Manager Conrtact # Contract Administrator	Contract Title Contract Name	Start Date Expiration Date	Contract Duration Renewal
projectmgr			
Suzie Papillon	GENERAL ENGINEERING CONSULTING SERVICES	10/18/2010	3 Year Term
10-024	011777 EAC CONSULTING	10/17/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			
Suzie Papillon	GENERAL ENGINEERING CONSULTING SERVICES	10/18/2010	3 Year Term
10-025	011207 JACOBS ENGINEERING GROUP INC.	10/17/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			
Suzie Papillon	GENERAL ENGINEERING CONSULTING SERVICES	10/18/2010	3 Year Term
10-026	010195 HDR ENGINEERING INC	10/17/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			
Suzie Papillon	GENERAL ENGINEERING CONSULTING SERVICES	10/18/2010	3 Year Term
10-027	010547 KIMLEY HORN AND ASSOCIATES	10/17/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			
Suzie Papillon	GENERAL ENGINEERING CONSULTING SERVICES	10/18/2010	3 Year Term
10-028	010695 BERGMANN ASSOCIATES INC	10/17/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			

Expiring Contract Report
S FL Regional Transportation Authority

Expiring Date (2/1/2013) thru (2/1/2014)

Project Manager Conrtact # Contract Administrator	Contract Title Contract Name	Start Date Expiration Date	Contract Duration Renewal
projectmgr			
Suzie Papillon	GENERAL SYSTEMS ENGINEERING SERVICES	11/04/2010	3 Year Term
10-029	010288 PB AMERICAS, INC	11/03/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			
Suzie Papillon	GENERAL SYSTEMS ENGINEERING SERVICES	11/04/2010	3 Year Term
10-030	010289 PARSONS TRANSPORTATION GROUP	11/03/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			
Suzie Papillon	GENERAL SYSTEMS ENGINEERING SERVICES	11/04/2010	3 Year Term
10-031	012040 CH2M HILL, INC.	11/03/2013	2 - 1 year options. Both options remain.
BOBBY BECKER			
	DOWNTOWN FLL TMA BUS SERVICES	10/01/2010	3 Year Term
11-004	010134 DOWNTOWN FT LAUDERDALE TMA	09/30/2013	1 renewal option - option has been exercised.
BOBBY BECKER			
Contract Class: Receivables			
James DeVaughn	VENDING MACHINE SERVICES	08/01/2010	3 Year Term
10-013	16 GILLY VENDORS, INC.	07/31/2013	2 1-year option periods
PAULA PRUSINSKI			

AGENDA ITEM NO: N

Contract Actions Executed
Under The General Counsel's Authority
For The Month of February 2013

Date Signed	Contract /Purchase Order No.	Contract Action	Amount $	Term
N/A	**There are currently no Contract Actions executed at this time .**	N/A	N/A	N/A