

Title VI Program Plan

2025 – 2028

bayway

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1. Title VI Document Activity Log

Date	Area of Revision	Concerned Person (Signature)	Remarks
12/13/2014	Plan adopted by Bay County TPO	Bay County TPO	Resolution 14-36
01/07/2019	Plan review	Lamar Hobbs	
03/08/2019	Plan revisions; Management's Commitment to Title VI; Section 2 (C); Section 4 (A); Section 6; Section 8; Section 10 (A) & (B)	Lamar Hobbs	Updates requested by FDOT as part of Triennial Review
07/24/2019	Plan adopted by Bay County TPO	Bay County TPO	Resolution 19-14
06/02/2020	Plan review	Lamar Hobbs	
04/01/2021	3-year update	Lamar Hobbs	FY2021-2024
04/28/2021	Plan adopted by Bay County TPO	Bay County TPO	Resolution 21-07
06/02/2021	Plan adopted by Bay County Board of County Commissioners	Bay County BOCC	Resolution 3795
2/01/2022	Plan review	Lamar Hobbs	Update Liaison, updated employee and bus numbers, added "Discrimination" to form, update investigation, add Amenities Distribution Plan and Concurrence info TRAMS.
1/25/2024	Plan review	Lamar Hobbs	Revised relevant statistics, Updated all forms to most recent versions, other minor updates
6/1/2025	Minor update	Lamar Hobbs	Updated Table 7 to reflect both a standard and tolerance for headways.
8/25/2025	3-year update	Lamar Hobbs	

2. Title VI Checklist

Table 1 identifies the Title VI Program reporting requirements described in FTA Circular 4702.1B and notes the associated page numbers or attachment in this report. The checklist follows the outline found in the circular and includes general requirements for all recipients of Federal funding assistance and all fixed-route transit and paratransit providers.

Table 1. Federal Title VI Program Requirements

General Requirements		
Document Section	Requirement	Page Number/ Attachment
1	Title VI Notice to the Public, including list of locations where notice posted	4; Attachment C
2	Title VI complaint procedures	5
3	Title VI complaint form	7; Attachment D
4	Title VI investigations, complaints, and lawsuits	8
5	Public Participation Plan and summary of outreach efforts	9; Attachment E
6	Language Assistance Plan for persons with Limited English proficiency (LEP)	17; Attachment F
7	Table of non-elected committee members, broken down by race	18
8	Subrecipient compliance with Title VI	19
9	Equity analysis for new facilities	22
10	Approval of Title VI documentation	23; Attachments H, I
Requirements of Transit Providers		
Document Section	Requirement	Page Number/ Attachment
11	Service standards	23
12	Service policies	28; Attachment J

Source: Federal Transit Administration (FTA) Circular 4702, Chapters III and IV.

3. Title VI Non-Discrimination Policy Statement

49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted, or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].

Bayway is committed to ensuring that no person shall, on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Florida Civil Rights Act of 1992, be excluded from participation in, be denied the benefit of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency. Bayway further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in languages other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against Bayway.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by the Florida Department of Transportation (FDOT) or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by Circular 4702.1B of the Federal Transit Administration (FTA) to the primary recipients. A copy of FTA Circular 4702.1B Reporting Requirements for Transit Providers is included in Attachment A.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts, or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.



Lamar Hobbs
Transit Program Administrator

Date: August 27, 2025

4. Introduction and Description of Services

Bayway submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

Bayway is a direct recipient of FTA funds and provides service in the unincorporated areas of Bay County, Callaway, Panama City, Panama City Beach, Parker, Lynn Haven, and Springfield. A description of the current Bayway, Bayway On Demand, and Bayway Flex systems, including organization charts, is included in Attachment B.

Lamar Hobbs, Title VI Liaison
Transit Program Administrator
(850) 248-8161 phone
1010 Cone Avenue Panama City, Florida 32401
lhobbs@baycountyfl.gov

Bayway must designate a liaison for Title VI issues and complaints within the organization. The liaison is the primary contact for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination regulations when offered by FDOT or any other regulatory agency.
- Disseminate Title VI information to the public, including in languages other than English when necessary.
- Develop a process to collect data related to race, gender, and national origin of service area population to ensure low-income, minorities, and other underserved groups are included and are not subject to discrimination.
- Implement procedures for the prompt processing of Title VI complaints.

A. First Time Applicants

FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.

Bayway is not a first-time applicant for FTA/FDOT funding.

B. Annual Certifications and Assurances

FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from subrecipients prior to passing through FTA funds.

Bayway will remain in compliance with this requirement by annually submitting certifications and assurances as required by FDOT and/or FTA.

C. Records Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. Bayway will submit Title VI Plans to FDOT for concurrence on an annual basis or any time a major change in the Plan occurs.

Compliance records and all Title VI-related documents will be retained for a minimum of three (3) years and reported to the primary recipient annually.

5. Title VI Notice to the Public

FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

A. Notice to the Public

Bayway must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Plan. The notice must include:

- A statement that Bayway operates programs without regard to race, color, and national origin
- A description of the procedures members of the public should follow to request additional information on Bayway's nondiscrimination obligations
- A description of the procedure members of the public should follow to file a discrimination complaint against Bayway

B. Notice to the Public Posting Locations

The Notice to the Public is posted at many locations to apprise the public of Bayway's obligations under Title VI and to inform them of the protections afforded under Title VI. At a minimum, the notice will be posted in the public areas listed in Table 2. A sample of the notice is included in Attachment C of this plan along with versions of the notice translated into Spanish.

Table 2. Public Posting Locations

Public Area	Location
Bayway Operations and Maintenance Facility	920 Wilson Ave. Panama City, FL 32401
Bayway Administration and Meeting Facility	1010 Cone Ave. Panama City, FL 32401
Bayway buses	Bus interior
Bayway website	www.BaywayTransit.org

6. Title VI Procedures and Compliance

FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public.

A. Complaint Procedure – English Version

It is the policy of Bayway under Title VI of the Civil Rights Act of 1964, as amended, that no person in the United States shall, on the basis of race, color, or national origin be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by this agency or its subrecipients.

Any person who believes he or she has been discriminated against by Bayway may file a Title VI complaint by completing and submitting a Title VI complaint form.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 days after the alleged incident to:

Lamar Hobbs, Title VI Coordinator
1010 Cone Avenue Panama City, Florida 32401
(850) 248-8161 phone
lhobbs@baycountyfl.gov

Bayway will only process and investigate complete complaints received no more than 180 days after the alleged incident.

The following procedures will be followed to investigate formal Title VI complaints:

1. Once the complaint is received, Bayway will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgment letter or email informing her/him whether the complaint will be investigated by our office.
2. Bayway has 60 days to investigate the complaint. If more information is needed to resolve the case, Bayway may contact the complainant. The complainant has 10 business days from the date of contact to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Bayway can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
3. After the investigator reviews the complaint, he/she will issue one of two determination letters/emails to the complainant: a closure letter/email or a letter/email of finding. A closure letter/email summarizes the allegations and

states that there was not a Title VI violation and that the case will be closed. A letter/email of finding summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, he/she has 30 days to do so from the time he/she receives the closure letter/email or the letter/email of finding.

4. The complainant may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, East Building, 5th Floor TCR, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590.

The complaint procedure is available to the public at the Bayway Administration and Meeting Facility, and on the Bayway website at www.BaywayTransit.org.

B. Complaint Procedure – Spanish Version

La política de Bayway en virtud del Título VI de la Ley de Derechos Civiles de 1964, según enmendada, es que a ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, se le excluirá de la participación, se le negarán los beneficios o se la someterá a discriminación o represalias en virtud de cualquier programa o actividad con fondos federales o no federales administrado por esta agencia o sus subreceptores.

Cualquier persona que crea que ha sido discriminada por Bayway puede presentar una queja del Título VI completando y enviando un formulario de queja del Título VI.

La queja debe ser presentada por el demandante y/o su designado lo antes posible, pero a más tardar 180 días después del presunto incidente a:

Lamar Hobbs, Coordinadora del Título VI
1010 Cone Avenue Ciudad de Panamá, Florida 32401
(850) 248-8161 teléfono
lhobbs@baycountyfl.gov

Bayway solo procesará e investigará las quejas completas recibidas no más de 180 días después del presunto incidente.

Se seguirán los siguientes procedimientos para investigar las quejas formales del Título VI:

1. Una vez que se reciba la queja, Bayway la revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de acuse de recibo o un correo electrónico informándole si la queja será investigada por nuestra oficina.
2. Bayway tiene 60 días para investigar la queja. Si se necesita más información para resolver el caso, Bayway puede comunicarse con el demandante. El denunciante tiene 10 días hábiles a partir de la fecha de contacto para enviar la información solicitada al investigador asignado al caso. Si el denunciante no se comunica con el investigador o no recibe la información adicional dentro de los 10 días hábiles, Bayway puede cerrar administrativamente el caso. Un caso también puede cerrarse administrativamente si el demandante ya no desea continuar con su caso.
3. Después de que el investigador revise la queja, emitirá una de dos cartas/correo electrónico de determinación al demandante: una carta/correo electrónico de cierre o una carta/correo electrónico de hallazgo. Una carta de cierre / correo electrónico resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará. Una carta / correo electrónico de confirmación resume las acusaciones y las entrevistas con respecto al presunto incidente, y explica si se llevará a cabo alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción. Si el demandante desea apelar la decisión, tiene 30 días para hacerlo a

partir del momento en que recibe la carta de cierre/correo electrónico o la carta/correo electrónico de hallazgo.

4. El demandante también puede presentar una queja directamente con la Administración Federal de Tránsito, en: FTA Office of Civil Rights, East Building, 5th Floor TCR, 1200 New Jersey Avenue, S.E., Washington, D. C. 20590

El procedimiento de quejas está disponible para el público en la Instalación de Administración y Reuniones de Bayway, en el sitio web de Bayway en www.BaywayTransit.org.

7. Title VI Complaint Form

Copies of the complaint form in English and Spanish are provided in Attachment D of this plan and on the Bayway website at www.BaywayTransit.org.

8. Title VI Investigations, Complaints, and Lawsuits

FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations, lawsuits, and complaints naming the recipient.

In accordance with 49 CFR 21.9(b), Bayway must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; actions taken by Bayway in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to FDOT and/or FTA.

Bayway has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. Table 3 below is a placeholder for any future investigations, lawsuits, or complaints received.

Table 3. Summary of Investigations, Lawsuits, and Complaints

Type of Process	Date (MM/DD/YYYY)	Summary (Including basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
Lawsuits				
Complaints				

Bayway will notify FDOT District 3 at the beginning of any investigation and submit all results of complaints filed, regardless of the findings, in a timely manner.

9. Public Participation Plan

FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Plan shall include the following information: A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Plan submission. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.

The Public Participation Plan (PPP) for the Bayway was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for Bayway. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about the Bayway services and to provide a variety of efficient and convenient methods for receiving and considering public comments prior to implementing changes to services. The PPP is included as Attachment E to this Title VI Plan.

A. Current Outreach Efforts

Bayway is required to submit a summary of public outreach efforts made over the last three (3) years. Table 4 below comprises a list and short description of Bayway's recent, current, and planned outreach activities.

Table 4. Bayway's Outreach Activities

Bay County TCC, CAC, and TPO Board Meetings Bayway Administration and Meeting Facility – 1010 Cone Avenue Panama City, FL 32401	
2/5/25 11:00 AM 1:30 PM 3:30 PM	• Authorizing the Surplus of Transit Vehicles 1401 1402, and 1403
2/25/25 11:00 AM 1:30 PM 3:30 PM	• Authorizing a Project for Resurfacing of the Bus Wash Facility Floor • Authorizing Continuation of the Fixed Route Sunday Schedule
5/28/25 11:00 AM 1:30 PM	• Authorizing the Surplus of Rolling Stock • Authorizing Sale of the Commercial Land Site Located on Douglas Road

3:30 PM	
8/27/25 11:00 AM 1:30 PM 3:30 PM	• Approving the Updated Bayway Title VI Non-Discrimination Program Including Limited English Proficiency (LEP) for FY2025 thru FY2028
Bay County Transportation Disadvantaged Coordinating Board Meetings Bayway Administration and Meeting Facility – 1010 Cone Avenue Panama City, FL 32401	
2/12/25 10:30 AM	• Approval of Board meeting minutes • Approval of Public Workshop minutes • Old Business • New Business • CTC Evaluation Committee • Annual Operations Report • Community Transportation Coordinator (CTC) Report • Transit Authority Update • Transportation Planning Organization Quarterly Report • Commission for the Transportation Disadvantaged Correspondence • Grant Review
5/13/25 10:30 AM	• Approval of Board meeting minutes • Approval of Public Workshop minutes • Old Business • New Business • CTC Evaluation Committee • Annual Operations Report • Community Transportation Coordinator (CTC) Report • Transit Authority Update • Transportation Planning Organization Quarterly Report • Commission for the Transportation Disadvantaged Correspondence • Grant Review
8/6/25 10:30 AM	• Approval of Board meeting minutes • Approval of Public Workshop minutes • Old Business • New Business • CTC Evaluation Committee • Annual Operations Report • Community Transportation Coordinator (CTC) Report • Transit Authority Update • Transportation Planning Organization Quarterly Report • Commission for the Transportation Disadvantaged Correspondence • Grant Review
Bay County TPO and Advisory Committees FY 2025-2029 Project Priorities Workshops Bayway Administration and Meeting Facility – 1010 Cone Avenue Panama City, FL 32401	

2/6/25 11:00 AM	Public Workshop - Goals & Objectives - 2050 Long Range Transportation Plan
3/5/25 11:00 AM	Bay County TPO & Advisory Committees Project Priorities Workshop 2025
4/23/25 11:00 AM	Public Workshop Project Priorities 2025
4/25/25 11:00 AM	Project Priorities Board and Committees Workshop

10. Meaningful Access to LEP Persons

FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

Bayway operates a transit system within Callaway, Lynn Haven, Panama City, Panama City Beach, Parker, Springfield, and unincorporated areas of Bay County. The Language Assistance Plan (LAP) has been prepared to address Bayway's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak, or understand English are LEP. Within the Bayway service area, there are 2,179 residents, or approximately 1.3 percent of the total population over age 5, who describe themselves as speaking English "not well." Another 1,670 residents, or an additional 1.0 percent, speak English "not at all" (Source: 2023 American Community Survey 5-Year Estimates). Bayway is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities for individuals who are LEP. Bayway has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Attachment F, and additional language data are included in Attachment G.

Bayway maintains a record of any translation or interpretation requests. The last request for Spanish translation was in October 2022. Primarily, Bayway encounters Spanish speaking riders on their vehicles. The agency has several documents translated into Spanish, employees who can speak Spanish, and access to translation services if requested. Bayway conducts LEP surveys with drivers, dispatchers, and other staff to determine their contact with people speaking languages other than English. The most recent survey was conducted in 2023.

11. Transit Planning and Advisory Boards

FTA Circular 4702.1B, Chapter III, Paragraph 10: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees and a description of efforts made to encourage the participation of minorities on such

A. Bay County Transportation Planning Organization (TPO)

Deviated Fixed Route System

The Bay County Transportation Planning Organization (TPO) is the local, intergovernmental transportation policy board for Bay County, Florida. The board comprises 19 locally elected government officials who make decisions regarding transportation at the county level. The Bay County TPO is required by state and federal legislation to establish a continuing, cooperative, and comprehensive planning process. The TPO also works to increase safety, security, accessibility, mobility, and connectivity for people and freight. In addition to the TPO Board, the Bay County TPO has a Technical Coordinating Committee (TCC) and a Citizens' Advisory Committee (CAC).

The TCC is made up of local government staff and other stakeholders. Their knowledge of local projects and issues allows the members of the TCC to provide technical advice to the TPO board.

The CAC is composed of members of the general public who express an interest in transportation planning. Prospective members complete an application and must be approved by the committee and the TPO board. Table 5 below depicts Bayway's non-elected committees related to fixed route transportation.

Table 5. Minority Representation on Committees

Body	White / Non-Hispanic	Hispanic / Latino	African American	American Indian	Asian	Two or More Races	Other
County Population*	73.3%	7.9%	10.0%	0.5%	2.3%	5.5%	0.5%
Technical Coordinating Committee	95.5%	0.0%	5.5%	0.0%	0.0%	0.0%	0.0%
Citizen Advisory Committee	91.7%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%

B. Bay County Board of County Commissioners (BOCC)

Demand Response System

The Bay County Board of County Commissioners (BOCC) is the Community Transportation Coordinator (CTC) for Bay County, Florida. The board includes five locally elected government officials who make decisions regarding the transportation disadvantaged population at the county level. In addition to the BOCC, the Commission has a Local Coordinating Board (LCB). The LCB is composed of state agencies and community representatives of the transportation disadvantaged population. The LCB works to identify local service needs and to provide information, advice, and direction to the BOCC as the CTC.

12. Subrecipient and Contractor Compliance

A. Subrecipient Assistance and Monitoring

FTA Circular 4702.1B, Chapter III, Paragraph 11: Primary recipients should assist their sub-recipients in complying with DOT's Title VI regulations, including the general reporting

Bayway does not have any subrecipients to provide monitoring and assistance. In the future, if Bayway has subrecipients, it will aid and monitor as required by FTA Circular 4702.1B.

B. Contractors and Subcontractors

Bayway is responsible for ensuring that contractors are following Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. Bayway, contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

C. Non-Discrimination Clauses

During the performance of a contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor"), must agree to the following clauses:

1. Compliance with Regulations

The Contractor shall comply with the Regulations relative to nondiscrimination in Federally assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.

2. Nondiscrimination

The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion, or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Attachment A of the Regulations.

3. Solicitations for Subcontractors, including Procurements of Materials and Equipment

In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.

4. Information and Reports

The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to the Florida Department of Transportation, the Federal Highway Administration, the Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration as appropriate and shall set forth the efforts it has made to obtain the information.

5. Sanctions for Noncompliance

In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Bayway shall impose contract sanctions as appropriate, including, but not limited to:

- withholding of payments to the Contractor under the contract until the Contractor complies, and/or
- cancellation, termination, or suspension of the contract, in whole or in part.

6. Incorporation of Provisions

The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as Bayway, Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance.

7. Disadvantaged Business Enterprise (DBE) Policy

As a part of our Master Grant Agreement and Certifications and Assurances with FTA, Bayway and its contractors and subcontractors agree to ensure that Disadvantaged Business Enterprises, as defined in 49 CFR Part 26 as amended, have the opportunity to participate in the performance of contracts. Bayway and its contractors and subcontractors shall not discriminate on the basis of race, color, national origin, or sex in the performance of any contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of FDOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of the contract, which may result in the termination of the contract or such other remedy as the recipient deems appropriate.

8. E-Verify

As a part of the Public Transportation Grant Agreement (PTGA) with FDOT and/or FTA, vendors and contractors of Bayway shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the vendor or contractor while contracted with Bayway. Additionally, vendors and contractors shall expressly require any subcontractors performing work or providing services pursuant to work for Bayway shall likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor while working for Bayway.

13. Title VI Equity Analysis

Title 49 CFR, Attachment C, Section (3)(iv) requires that “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. To comply with the regulations, Bayway will ensure the following:

- Bayway will complete a Title VI equity analysis for any facility during the planning stage about where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Bayway will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
- When evaluating locations of facilities, Bayway will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.
- If Bayway determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, Bayway may only locate the project in that location if (a) there is a substantial legitimate justification for locating the project there, and (b) there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. Bayway must demonstrate and document how both tests are met. Bayway will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact based on race, color, or national origin, and then implement the least discriminatory alternative.

Bayway completed the replacement of a parking lot at the following location:

- Bayway Administration and Meeting Facility, 1010 Cone Avenue Panama City, Florida 32401

Bayway completed the construction of a new bus wash at the following location:

- Bayway Operations and Maintenance Facility, 920 Wilson Avenue Panama City, Florida 32401

The above-described property is owned by Bayway and will not require any land acquisition or displacement of persons from their residences or businesses.

Pursuant to FTA C. 4701.1B, an equity analysis only applies to projects requiring land acquisition and displacement of persons from their residences and business. Because the proposed parking lot and land for bus wash is currently owned by Bayway and no person will be displaced from their residence or business, an equity analysis is not required.

In 2027, it is expected that Bayway will lose their transfer point located in the parking lot of Panama City Mall due to an FDOT road-widening project. Currently, Bayway is looking for an alternate location and it is expected that a new transfer point will require some construction.

14. Approval of Title VI Documentation

This Title VI Plan was adopted by the Bay County TPO on 11/05/2025 (See Attachment H).

This Title VI Plan was adopted by the Bay County BOCC on 09/16/2025 (See Attachment H).

After adoption, Bayway will work to gain FTA's concurrence on this Title VI Plan (See Attachment I).

According to Bayway's latest FDOT Triennial Review, this plan was last approved by the Bay County BOCC on April 28, 2021. The Title VI plan should be reviewed annually and must be approved by the board every three years and should have been approved by March 28, 2024. In response, once Bayway has updated the document, this Title VI plan will need to be approved by the board and submitted as the CAP response.

15. System Wide Service Standards

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

Bayway is a deviated fixed route service provider. The following system-wide standards (this section, 11) and policies (next section, 12) have been adopted to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the indicators discussed in the sections below. Bayway has prepared standards for all modes it operates including deviated fixed route and demand response.

A. Vehicle Load Standards

Table 6 on the following page details vehicle passenger loads for Bayway vehicles. Data in the table include all vehicle types operated by Bayway for both fixed-route and demand response services, and show both seated and standing capacity, the number of wheelchair positions, maximum (crush) capacity, and the maximum load factor.

The maximum load factor refers to the ratio of all passengers (seated plus standing) to seated passengers during peak service. It should be noted that standing capacity is not applicable to the on-demand vehicles due to their size and ADA compliance considerations.

These standards ensure that Bayway provides accessible service while adhering to safety and comfort thresholds.

Table 6. Vehicle Passenger Load Standards

Vehicle Type	Mode	Seated Capacity	Standing Capacity	Max Vehicle Load	Wheelchair Capacity	Max Load Factor
Glaval Universal	Demand Response	14	0	14	2	1.0
Glaval Universal	Demand Response	14	0	14	3	1.0
Mobility Trans U4X	Micro-transit	9	0	9	2	1.0
Primetime Med-Transit	Micro-transit	9	0	9	2	1.0

Turtle Top Terra Transit	Demand Response	14	0	14	2	1.0
Arboc Spirit of America	Fixed Route	33	14	47	2	1.4
Arboc Spirit of Liberty	Fixed Route	26	13	39	2	1.5
Arboc Spirit of Liberty	Fixed Route	32	14	46	2	1.4
Arboc Spirit of Liberty	Fixed Route	37	14	51	2	1.4
El Dorado Axess	Fixed Route	37	24	61	2	1.6
El Dorado EZ Rider II	Fixed Route	27	18	45	2	1.7
El Dorado EZ Rider II	Fixed Route	29	18	47	2	1.6
El Dorado EZ Rider II	Fixed Route	31	18	49	2	1.6

B. Vehicle Headway Standards

Bayway operates fixed-route service on a consistent headway schedule to ensure reliable and accessible public transportation throughout the service area. Table 7 below shows the maximum headways and current schedules for each of Bayway's seven fixed routes. Monday through Friday, Bayway's fixed routes operate from 6:00 a.m. to 8:00 p.m. with one-hour headways. On Saturdays and Sundays, the system operates with reduced headways of two hours. Saturday service also operates from 6:00 a.m. to 8:00 p.m. On Sundays, service is provided from 6:00 a.m. to 8:00 p.m. from the first Saturday in March through the last Sunday in November each year. The Bay County TPO is currently considering expanding the Sunday service year-round.

It is important to note that, for this plan revision, Table 7 has been updated to include the current scheduled headways in response to review findings from Bayway's most recent FDOT Triennial Review.

Table 7. Fixed-Route Headways (in minutes)

Route	Monday-Friday			Saturday-Sunday		
	Max Headway	Tolerance +/-	Current Schedule	Max Headway	Tolerance +/-	Current Schedule
1	90	5	60	150	5	120

2	90	5	60	150	5	120
3	90	5	60	150	5	120
4	90	5	60	150	5	120
5	90	5	60	150	5	120
6	90	5	60	150	5	120
7	90	5	60	150	5	120

Service schedules are reviewed regularly to assess performance, reliability, and demand fluctuations, and adjustments are made as appropriate. Currently, Bayway is moving toward a microtransit model of service delivery. In FY 2026, Bayway is considering replacing Routes 1 and 2 with microtransit service. In addition, they are considering shortening Route 6 and reducing the number of vehicles on the route from two to one. Bayway is also reviewing additional possible changes to Route 6, as well as Routes 4 and 5, to realign and/or combine the routes to improve efficiency and allocate additional revenue for the system overall. These changes would most likely take place in FY 2027-2028.

C. On-Time Performance Standards

A Bayway vehicle is considered on time if it departs a scheduled time point no more than five (5) minutes early and no more than five (5) minutes late. Bayway's on-time performance (OTP) objectives are listed below. Bayway operates a deviated fixed-route service and does not offer ADA paratransit.

- Bayway's fixed-route OTP goal is 85 percent or greater.
- Bayway's microtransit (Flex) goal is 25 minutes or less.
- Bayway's demand response (On Demand) OTP goal is 90 percent or greater.

Bayway's latest FDOT Triennial Review found that during FY 2024, Bayway's fixed routes showed OTP of 67.1 percent, with 10.6 percent early and 22.3 percent late arrivals. Bayway continuously monitors OTP and system results are discussed publicly during regularly scheduled public meetings. Bayway acknowledges that the OTP needs to be addressed. While adjusting the metrics is an option, it is not recommended to lower the overall OTP goal. The software and routes need to be analyzed to determine if time points need to be adjusted, additional driver training is needed, and/or software needs to be changed.

D. Service Availability Standards

Bayway distributes service so that approximately 42.1 percent of all residents living in the urban fixed-route service area are within a ¾-mile walk of fixed-route bus service (Source: 2023 American Community Survey 5-Year Estimate). In addition, 26.3 percent (or approximately 19,830 persons) of the county's minority population resides within a ¾-mile

buffer around Bayway's fixed routes compared to 26.7 percent of the total population. As these two figures are within one percent, the service distribution is equitable. Table 8 summarizes these data. In addition, Bayway has a total of 298 bus stops along its fixed routes.

Table 8. Minority Populations – Bay County and Within ¾-Mile Fixed Route Buffer

Category	Total	% Within ¾-Mile Buffer
Total County Population	175,216	75,400
Minority Population	46,782	19,830

16. System Wide Service Policies

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

FTA requires that fixed route transit providers develop policies for service indicators. Bayway has prepared the following policies for its transit system.

A. Distribution of Amenities

Where appropriate in urban and rural areas, Bayway provides various amenities such as benches, shelters, bike racks, and litter receptacles. These guidelines are desired levels of service but may be modified to reflect the available operating budget to enable these expenditures. See Table 9 below for the distribution of amenities. Attachment J includes the Amenity Distribution Plan.

Table 9. Distribution of Amenities

Average Boardings	Bus Stop Locations	Possible Amenities
1-10	Urban/Rural	ADA Boarding Pad
11-25	Urban/Rural	ADA Boarding Pad, Trash Receptacle, Bench, Bike Rack
26+	Urban/Rural	ADA Boarding Pad, Boarding Pad, Trash Receptacle, Bench, Bike Rack, Shelter

Bayway will (1) consider the installation of safety lighting in shelters at poorly lit areas, or (2) work with property owners, the city or the county to provide improved lighting.

B. Vehicle Assignment

Bayway designs its services to keep the number of passengers on its vehicles at a comfortable and safe level. In peak periods, this means that some passengers may be expected to stand for part of their trip. In off-peak periods, services will be designed with the goal of providing a seat to all off-peak customers.

Consideration is given to matching the capacity of the vehicles to ridership levels on each route. All vehicles are wheelchair lift or ramp equipped.

In the urban and residential areas, vehicles are typically 30 feet in length. These vehicles are assigned to the fixed routes because their size allows them to travel more easily within the urban environment. These buses are equipped with both front and rear doors for ease of access and exit. Vehicles are assigned based on passenger load, route demand, and fuel capacity.

- Vehicles with the largest fuel capacity should be assigned to the routes that are the furthest from the transit facility.
- Vehicles with high seating capacity should be assigned to the routes that have the highest ridership.

Preventative maintenance (PM) inspections are scheduled in a progressive method by using predetermined intervals. Vehicles receive scheduled PM inspections every 6,000 miles for diesel engines and every 4,000 miles for gasoline engines (+/- 500 miles). The ABC progressive inspection method includes three progression levels: "A" level inspections, "B" level inspections, and "C" level inspections. Inspections are performed in the sequence presented in Table 10.

Table 10. Transit Bus PM Tracking Schedule – A B A C Progressive Inspections

Diesel Engines		Gasoline Engines	
Inspection Type	Mileage	Inspection Type	Mileage
A	6,000	A	4,000
B	12,000	B	8,000
A	18,000	A	12,000
C	24,000	C	16,000
A	30,000	A	20,000
B	36,000	B	24,000
A	42,000	A	28,000
C	48,000	C	32,000

17. Attachments

- A. FTA Circular 4702.1B. Reporting Requirements for Transit Providers
- B. Current System Description
- C. Title VI Notice to Public
- D. Title VI Complaint Form
- E. Public Participation Plan
- F. Language Assistance Plan
- G. Operating Area Language Data
- H. Title VI Plan Adoption
- I. FTA Concurrence
- J. Amenity Distribution Plan

A. Attachment: FTA Circular 4702.1B Reporting Requirements for Transit Providers

Every three years, on a date determined by the Federal Transit Administration (FTA), each recipient is required to submit the following information to the FTA as part of its Title VI Program. Subrecipients shall submit the information below to their primary recipient (the entity from whom the subrecipient receives funds directly) on a schedule to be determined by the primary recipient.

General Requirements

All recipients must submit:

1. Title VI Notice to the Public, including a list of locations where the notice is posted.
2. Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint).
3. Title VI Complaint Form.
4. List of transit-related Title VI investigations, complaints, and lawsuits.
5. Public Participation Plan, including information about outreach methods to engage minority and Limited English Proficient (LEP) populations, as well as a summary of outreach efforts made since the last Title VI Program submission.
6. Language Assistance Plan for providing language assistance to persons with Limited English Proficiency (LEP), based on the DOT LEP Guidance.
7. A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees.
8. Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions.
9. A Title VI equity analysis if the recipient has constructed a facility such as a vehicle storage facility, maintenance facility, operation center, etc.
10. A copy of board meeting minutes, resolutions, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions, reviewed and approved the Title VI Program. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.

11. Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below).

Requirements of Transit Providers

All Fixed Route Transit Providers must submit:

1. All requirements set out in Chapter III (General Requirements)
2. Service standards
 - a. Vehicle load for each mode
 - b. Vehicle headway for each mode

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

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

B. Attachment: Current System Description

An overview of the organization including its mission, program goals and objectives.

Bayway's current and long-term focus as a transportation provider is on maintaining the best-coordinated transportation system possible for this community. Our goal is to create a coordinated system with the objective of providing safe, reliable, timely and efficient transportation services to county residents.

Organizational structure, type of operation, number of employees, service hours, staffing plan, and safety and security plan.

Bayway comprises a deviated fixed route system, a microtransit system (Bayway Flex), and a demand response system and Uber partnership. The following sections provide an overview of each system.

Deviated Fixed Route System and Bayway Flex (Microtransit)

The Deviated Fixed Route System is administered by the Bay County Transportation Planning Organization (TPO), whose board is composed of elected officials from the Bay County Board of County Commissioners and every municipal government within the Bay County area. The TPO is the recipient of local, state, and federal funds.

On October 1, 2013, the TPO established an agreement with the Bay County Board of County Commissioners Transit Department to perform all financial, procurement, planning, and other administrative functions on behalf of the TPO. The Transit Department is managed by a Transit Program Administrator who is responsible for the comprehensive oversight of the Deviated Fixed Route System's transit-related functions and answers directly to the TPO.

On August 1, 2013, the TPO established an agreement with the West Florida Regional Planning Council (WFRPC), now the Emerald Coast Regional Council (ECRC), to staff planning meetings and conduct other non-transit related functions for the TPO. The ECRC is managed by an Executive Director who oversees all non-transit related functions.

The TPO contracts with Transdev (formerly known as First Transit) to operate the deviated fixed route system. Transdev employs 22 full time drivers, 3 part time drivers, and 0 volunteers. Transdev operates the Deviated Fixed Route System out of the Bayway Operations and Maintenance Facility located at 920 Wilson Avenue in Panama City, Florida. The transit facility is open to the public Monday through Friday 8:00 am to 5:00 pm.

The Deviated Fixed Route System consists of seven routes and operates on weekdays and Saturdays from 6:00 a.m. to 8:00 p.m. The service also operates on Sundays from 6:00 a.m. to 8:00 p.m. from the first Sunday in March through the last Sunday in November each year. The TPO recently authorized the expansion of the Sunday service to begin the first Sunday of March and run until the last Sunday of November each year. There is a total of 13 grant-funded vehicles made up of modified vans, trolleys, and buses. The basic adult fare for fixed

route bus service is \$1.50. A reduced fare of \$0.75 is offered during all hours of service to students, senior citizens, and persons with disabilities.

Bayway Flex is a dynamic, on-demand microtransit service operated by Bayway Transit, designed to improve mobility between Panama City Beach and the 30A corridor. For just \$1.50 per ride, passengers can book shared, flexible trips through a mobile app, online, or by phone, with virtual stops and optimized routes that reduce wait times and increase efficiency. The service operates within a defined zone along Highway 98, offering real-time and scheduled rides up to five days in advance, and is part of Bayway's broader effort to expand access to reliable, affordable public transportation in Bay County.

Demand Response System (Bayway On Demand and Bayway On Demand+ Uber)

The demand response system, also known as Bayway On Demand, is administered by the Bay County Board of County Commissioners (BOCC) as the Community Transportation Coordinator (CTC), which comprises five elected officials from within the Bay County area. The BOCC is the recipient of local, state, and federal funds.

On January 1, 2014, the BOCC established an emergency agreement with the Florida Commission for Transportation Disadvantaged (CTD) to act as the CTC and serve the transportation disadvantaged for the community that includes the entire Bay County area.

The BOCC's Transit Department performs all financial, procurement, planning, and other administrative functions. The Transit Department is managed by a Transit Program Administrator who is responsible for the comprehensive oversight of the Demand Response System's functions and answers directly to the BOCC's Chief Financial Officer. An organizational chart outlining the chain of command is included in this attachment.

The BOCC contracts with Transdev (formerly known as First Transit) to operate the demand response system. Transdev employs 20 full-time drivers, 4 part-time drivers, and 0 volunteers to operate Bayway On Demand. Transdev operates the demand response system out of the Bayway Operations and Maintenance Facility located at 920 Wilson Avenue in Panama City, Florida. The transit facility is open to the public Monday through Friday 8:00 am to 5:00 pm.

The Demand Response System operates ambulatory and wheelchair service weekdays and Saturdays from 6:00 a.m. to 6:00 p.m. throughout the Bay County Area only. There is a total of 31 grant-funded vehicles made up of modified vans and buses. The demand response fare varies by length and type of trip and the subsidy offered by the sponsoring agencies.

Bayway On Demand+ Uber is a flexible, eligibility-based microtransit service that combines Bayway Transit's resources with Uber and accessible vehicles to provide customized, door-to-door transportation for qualified riders in Bay County. Designed to serve seniors, individuals with disabilities, and others with mobility challenges, the service allows users to schedule rides via the Bayway On Demand+ app or by phone, offering same-day or advance

bookings with real-time tracking. By integrating with Uber, Bayway expands coverage, shortens wait times, and improves accessibility delivering a seamless, cost-effective mobility solution for those who need it most.

All public transportation services are provided in accordance with Bayway's approved Operations Manual/Public Transit Agency Safety Plan (PTASP)/Security Program Plan and its Transportation Disadvantaged Service Plan (TDSP).

Indicate if your agency is a government authority or a private non-profit agency.

Bayway is a government authority.

Who is responsible for insurance, training and management, and administration of the agency's transportation programs?

Bayway's Operator, Transdev, is responsible for training and management of our transportation program. All safety-sensitive employees are required to complete an FDOT approved safety and security training course as part of their new hire orientation. All new employees are also required to complete 54 hours of on-the-road driver training, which includes riding with a training driver, behind-the-wheel training, and training in the proper use of wheelchair lifts and securement devices. The Safety/Security Manager is responsible for the annual renewal of all liability insurance for all transit-related vehicles. It is the General Manager's responsibility to administer all aspects of the transportation program and to control access and usage of all agency vehicles. The BOCC Transit Department provides ongoing oversight and conducts annual evaluations of the operator to ensure continued compliance with state and federal requirements.

Who provides vehicle maintenance and record keeping?

Maintenance on all agency vehicles is provided by Transdev. Transdev employs technicians with experience working on commercial passenger vehicles like the type our agency uses. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the FDOT Preventative Maintenance Guidelines document. All vehicle files are kept on site at the Bayway Operations and Maintenance Facility, located at 920 Wilson Avenue in Panama City, Florida, and are maintained by the Maintenance Manager. All driver files are kept on site at the Bayway Operations and Maintenance Facility, located at 920 Wilson Avenue in Panama City, Florida, and are maintained by the Safety/Security Manager. All records are maintained and retained for a minimum of five (5) years following contract completion and closeout.

Number of current transportation related employees

Our transportation department has a total of 62 employees including 42 full-time drivers, 7 part-time drivers, 4 administrators, and 9 support staff.

Who will drive the vehicles, number of drivers, CDL certifications, etc.?

Only transportation employees that have completed all required safety and driver training requirements are allowed to drive agency vehicles. All drivers operating vehicles weighing

26,000 lbs. or more are required to carry a Commercial Driver's License (CDL) Class B with a Passenger Endorsement. All drivers operating vehicles weighing less than 26,000 lbs. but carrying 15 or more passenger seats are required to have a CDL Class C with a Passenger Endorsement. All drivers operating vehicles with no more than 15 seats are required to carry a Class E Driver's License.

A detailed description of service routes and ridership numbers

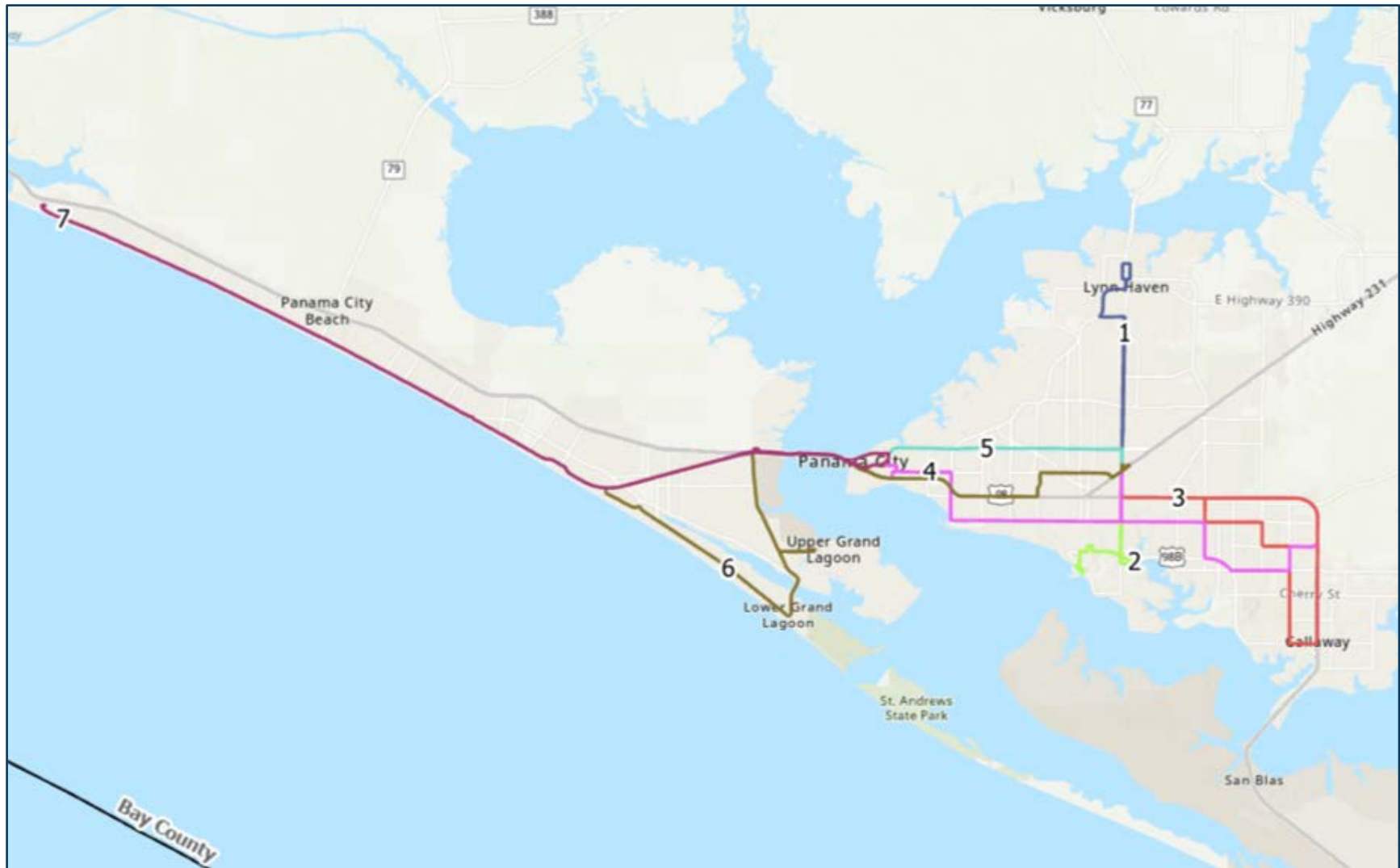
Transportation services provided through our program are available to any rider within the Callaway, Lynn Haven, Panama City, Panama City Beach, Parker, Springfield, and unincorporated areas of Bay County. Our service incorporates both a deviated fixed route and demand response system. We provide a wide range of trip purposes that include medical, nutrition, shopping, social service, training, employment, social and recreation. Approximately 100% of the medical trips we provide are to medical facilities in Bay County. Currently, we use a variety of vehicles to provide passenger services. Our fleet includes modified vans and buses with 44 of our vehicles being equipped to transport wheelchairs. We only provide ambulatory and wheelchair trips; no stretcher trips are provided. Our Demand Response System groups trips and multi-loads passengers to the maximum extent possible. We provide an average of 1,327 fixed route passenger trips per day and 177 demand response passenger trips per day, as well as 53 microtransit (Flex) and 45 Uber trips per day, on average. We leverage our fleet resources so that all vehicles are used in a responsible manner to provide full coverage and retire vehicles at a consistent pace based upon appropriate age and mileage.

FY 2024 ridership is summarized below. The most recent data show that, in FY 2025, Bayway's ridership numbers continue to increase.

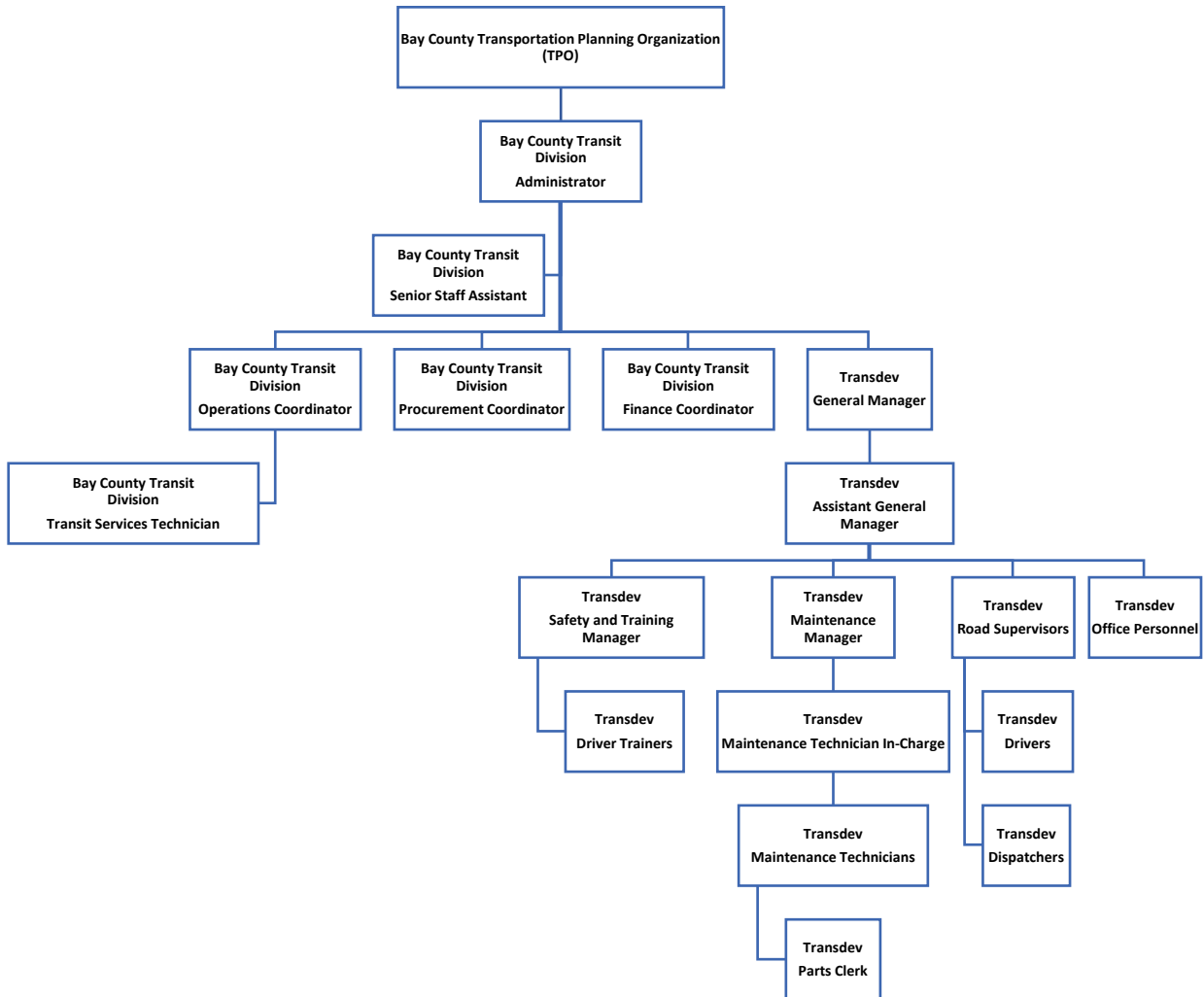
- Bayway fixed-route ridership – 400,891
- Bayway Flex (microtransit) – 15,915
- Bayway On Demand – 53,448
- Uber partnership – 13,537

A map of Bayway's fixed routes is presented below and the agency's organization charts are shown on the following two pages.

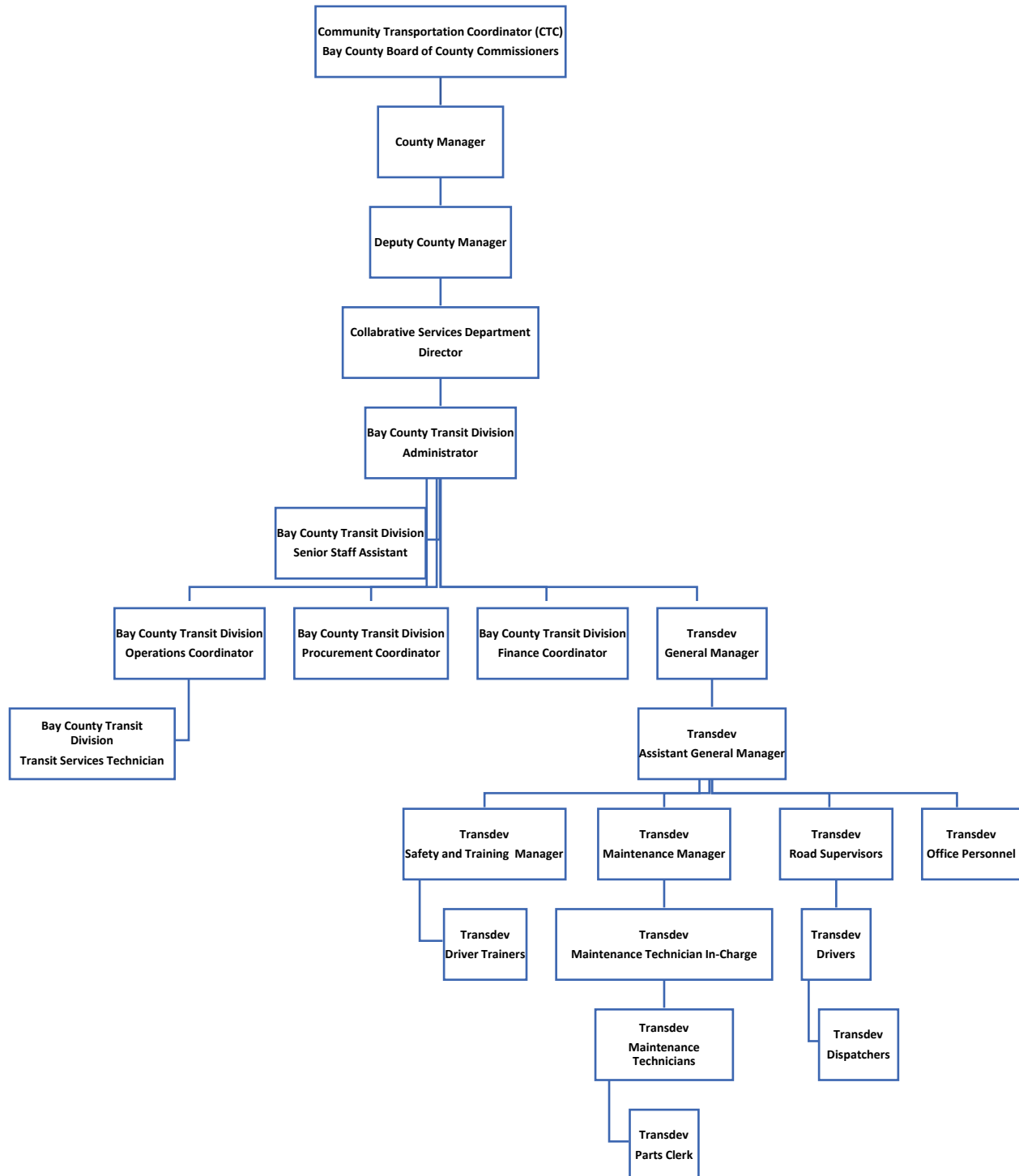
Bayway Fixed Route System Map



Deviated Fixed Route System Organizational Chart



Demand Response System Organizational Chart



C. Attachment: Title VI Notice to Public



NOTICE OF RIGHTS UNDER TITLE VI OF THE CIVIL RIGHT ACT

In accordance with the requirements of Title VI of the Civil Rights Act, Bayway will operate its programs and services without regard to race, color, and national origin.

Any Person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Bayway. For more information on Bayway's Civil Rights Program, and the procedures to file a complaint, contact (850) 769-0557. You can also visit the Bayway Administration and Meeting Facility located at 1010 Cone Avenue Panama City, Florida 32401.

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

If information is needed in another language, contact Bayway at (850) 769-0557.



AVISO DE DERECHOS BAJO EL TÍTULO VI DE LA LEY DE DERECHOS CIVILES

De acuerdo con los requisitos del Título VI de la Ley de Derechos Civiles, Bayway operará sus programas y servicios sin importar la raza, el color y el origen nacional.

Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante Bayway. Para obtener más información sobre el Programa de Derechos Civiles de Bayway y los procedimientos para presentar una queja, comuníquese con (850) 769-0557. También puede visitar las Instalaciones de Administración y Reuniones de Bayway ubicadas en 1010 Cone Avenue Panama City, Florida 32401.

Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa del Título VI, East building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Si necesita información en otro idioma, comuníquese con Bayway al (850) 769-0557.

D. Attachment: Title VI Discrimination Complaint Forms

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Title VI Complaint Procedures

It is the policy of Bayway under Title VI of the Civil Rights Act of 1964, as amended, that no person in the United States shall, on the basis of race, color or national origin be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by this agency or its sub-recipients.

Any person who believes he or she has been discriminated against by Bayway may file a Title VI complaint by completing and submitting a Title VI complaint form.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 days after the alleged incident to:

Lamar Hobbs, Title VI Coordinator
1010 Cone Avenue Panama City, Florida 32401
(850) 248-8161 phone
lhobbs@baycountyfl.gov

Bayway will only process and investigate complete complaints received no more than 180 days after the alleged incident.

The following procedures will be followed to investigate formal Title VI complaints:

2. Once the complaint is received, Bayway will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter or email informing her/him whether the complaint will be investigated by our office.
3. Bayway has 60 days to investigate the complaint. If more information is needed to resolve the case, Bayway may contact the complainant. The complainant has 10 business days from the date of contact to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Bayway can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
4. After the investigator reviews the complaint, he/she will issue one of two determination letters/emails to the complainant: a closure letter/email or a letter/email of finding. A closure letter/email summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter/email of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, he/she has 30 days to do so from the time he/she receives the closure letter/email or the letter/email of finding.
5. The complainant may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, East Building, 5th Floor TCR, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590

The complaint procedure is available to the public at the Bayway Administration and Meeting Facility, on the Bayway website at BaywayTransit.org.

Complaint of Title VI Discrimination

Bayway 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 feel that you have been subjected to discrimination under Title VI, please complete the form below or contact the ADA Coordinator, Lamar Hobbs at (850) 248-8161 or sculbreth@baycountyfl.gov

Section I:

Complainant(s) Name:

Complainant(s) Address:

Telephone (Home):

Telephone (Work):

Email Address:

Accessible Format Requirements:

☐ Large Print

☐ TDD

☐ Audio Tape

☐ Other

Section II:

Are you filing this complaint on your own behalf?

☐ Yes

☐ No

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

If not, please supply your name and relationship to the complainant (e.g., friend, attorney, parent, etc.):

Name:

Relationship:

Please explain why you have filed for a third party:

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

☐ Yes

☐ No

Section III:

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

☐ Race

☐ Color

☐ National Origin

Date of Alleged Discrimination:

Have you filed a complaint with any Federal, State, or Local agency/court?

☐ Yes

☐ No

If you answered yes to the above question, please check all that apply:

☐ Federal Court/Agency

☐ State Court/Agency

☐ Local Court/Agency

☐ Other:

Explain as clearly as possible what happened and why you believe you have been discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witness.

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

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.

Complainant/Representatives Signature

Date:

Procedimientos de Reclamación del Título VI

La política de Bayway en virtud del Título VI de la Ley de Derechos Civiles de 1964, según enmendada, es que a ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, se le excluirá de la participación, se le negarán los beneficios o se la someterá a discriminación o represalias en virtud de cualquier programa o actividad con fondos federales o no federales administrado por esta agencia o sus subreceptores.

Cualquier persona que crea que ha sido discriminada por Bayway puede presentar una queja del Título VI completando y enviando un formulario de queja del Título VI.

La queja debe ser presentada por el demandante y/o su designado lo antes posible, pero a más tardar 180 días después del presunto incidente a:

Lamar Hobbs, Coordinadora del Título VI
1010 Cone Avenue Ciudad de Panamá, Florida 32401
(850) 248-8161 teléfono
lhobbs@baycountyfl.gov

Bayway solo procesará e investigará las quejas completas recibidas no más de 180 días después del presunto incidente.

Se seguirán los siguientes procedimientos para investigar las quejas formales del Título VI:

6. Una vez que se reciba la queja, Bayway la revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de acuse de recibo o un correo electrónico informándole si la queja será investigada por nuestra oficina.
7. Bayway tiene 60 días para investigar la queja. Si se necesita más información para resolver el caso, Bayway puede comunicarse con el demandante. El denunciante tiene 10 días hábiles a partir de la fecha de contacto para enviar la información solicitada al investigador asignado al caso. Si el denunciante no se comunica con el investigador o no recibe la información adicional dentro de los 10 días hábiles, Bayway puede cerrar administrativamente el caso. Un caso también puede cerrarse administrativamente si el demandante ya no desea continuar con su caso.
8. Después de que el investigador revise la queja, emitirá una de dos cartas/correo electrónico de determinación al demandante: una carta/correo electrónico de cierre o una carta/correo electrónico de hallazgo. Una carta de cierre / correo electrónico resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará. Una carta / correo electrónico de confirmación resume las acusaciones y las entrevistas con respecto al presunto incidente, y explica si se llevará a cabo alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción. Si el demandante desea apelar la decisión, tiene 30 días para hacerlo a partir del momento en que recibe la carta de cierre/correo electrónico o la carta/correo electrónico de hallazgo.
9. El demandante también puede presentar una queja directamente con la Administración Federal de Tránsito, en la Oficina de Derechos Civiles de la FTA, East Building, 5th Floor TCR, 1200 New Jersey Avenue, S.E., Washington, D. C. 20590

El procedimiento de quejas está disponible para el público en la Instalación de Administración y Reuniones de Bayway, en el sitio web de Bayway en BaywayTransit.org.

Queja de Discriminación del Título VI

Bayway se compromete a garantizar que a ninguna persona se le excluya de la participación o se le nieguen los beneficios de su programa, política o actividad de tránsito por motivos de raza, color u origen nacional, según lo protegido por el Título VI de la Ley de Derechos Civiles de 1964, según enmendada. Si cree que ha sido objeto de discriminación bajo el Título VI, complete el formulario a continuación o comuníquese con la Coordinadora de ADA, Lamar Hobbs al (850) 248-8161 o sculbreth@baycountyfl.gov

Sección I

Recurrente(s) Nombre:

Recurrente(s) Dirección:

Teléfono (Casa):

Teléfono (Trabajo):

Dirección de Correo Electrónico:

Requisitos de Formato Accesible:

☐

Letra Grande

☐

TDD

☐

Cinta de Audio

☐

Otro

Sección II

¿Está presentando esta queja en su propio nombre?

☐

Sí

☐

No

***Si respondió " sí " a esta pregunta, vaya a la Sección III.**

De lo contrario, proporcione su nombre y relación con el demandante (por ejemplo, amigo, abogado, padre, etc.):

Nombre:

Relación:

Explique por qué ha solicitado un tercero:

Confirme que ha obtenido el permiso de la parte agraviada si está presentando en nombre de un tercero:

☐

Sí

☐

No

Sección III

Creo que la discriminación que experimenté se basó en (marque todas las que correspondan):

☐

Carrera

☐

Color

☐

Origen Nacional

Fecha de la Presunta Discriminación

¿Ha presentado una queja ante alguna agencia/tribunal federal, Estatal o Local?

☐

Sí

☐

No

Si respondió afirmativamente a la pregunta anterior, marque todas las que correspondan:

☐

Tribunal/Agencia Federal

☐

Tribunal/Agencia Estatal

☐

Tribunal/Agencia Local

☐

Otro:

Explique lo más claramente posible lo que sucedió y por qué cree que ha sido discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminó(s) (si se conoce), así como los nombres y la información de contacto de cualquier testigo.

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Por la presente juro / afirmo que la información que he proporcionado con respecto a esta Queja del Título VI es verdadera y correcta a mi leal saber y entender, información y creencia.

Recurrente(s) Demandante(s) Representantes de la Firma:

Fecha:

E. Attachment: Public Participation Plan

Introduction

The Public Participation Plan (PPP) for Bayway was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for Bayway. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about Bayway's services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. Bayway also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, area agencies, community-based organizations, major employers, passengers, and the general public. The general public includes low-income, minority, LEP, and other traditionally underserved communities.

Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment about Bayway and its operations. The goals for this PPP include:

Inclusion and Diversity

Bayway will proactively reach out and engage low-income, minority, and LEP populations living in the Bayway's service area so these groups will have an opportunity to participate.

Accessibility

All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporally, linguistically and culturally.

Clarity and Relevance

Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.

Responsiveness

Bayway will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.

Tailored

Public participation methods will be tailored to match local and cultural preferences as much as possible.

Flexible

The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

Public Participation Methods

The methods of public participation included in this PPP were developed from best practices in conjunction with the needs and capabilities of Bayway. Bayway intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

Bayway will conduct community meetings and listening sessions as appropriate with passengers, employers, community-based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the Bayway website, www.BaywayTransit.org. Any feedback received on the site will be documented and referred to the Bayway administration for consideration. The public will also be able to call the Bayway at 850-769-0557 and/or the Bayway On Demand offices at 850-785-0808, during its hours of operation. Feedback collected over the phone will be documented and referred to the Bayway administration for consideration. Formal customer surveys to measure performance and listening sessions to solicit input will be conducted periodically. The comments recorded as part of these participation methods will receive a response as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meetings will be created that works to achieve the stated goals, is relevant to the subject, and is not overwhelming for the public.

For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used to attract participation from a geographic cross-section of the public.

For community meetings and other important information, Bayway will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement;
- Posters or flyers in transit center;
- Posting information on website;

- Press releases and briefings to media outlets;
- Flyers and information distribution through various libraries and other civic locations;
- Communications to relevant elected officials;
- Other methods required by local or state laws or agreements.

All information and materials communicating proposed and implemented service adjustments will be provided in English and any other language that meets the “safe harbor” criteria.

Public Hearings

Bayway, as described in the Current System Description (Attachment B), comprises two public transportation systems, deviated fixed route and demand response. Each system is separately governed by a governmental board before which public hearings are held to allow public participation, answer questions, provide input, establish priorities, direct staff, and achieve a consensus on specific recommendations.

Deviated Fixed Route System

Bay County Transportation Planning Organization (TPO)

Meetings are typically held six times a year on the fourth Wednesday of the month at 3:30 p.m. Meetings take place at the Bayway Meeting Facility located at 1010 Cone Avenue, Panama City, Florida 32401.

Bay County TPO Citizens Advisory Committee (CAC)

Meetings are typically held six times a year on the fourth Wednesday of the month at 1:30 p.m. Meetings take place at the Bayway Meeting Facility located at 1010 Cone Avenue, Panama City, Florida 32401.

Bay County TPO Technical Coordinating Committee (TCC)

Meetings are typically held six times a year on the fourth Wednesday of the month at 11:00 a.m. Meetings take place at the Bayway Meeting Facility located at 1010 Cone Avenue, Panama City, Florida 32401.

Demand Response System

Bay County Community Transportation Coordinator (CTC)

The Bay County Board of County Commissioners is designated as the CTC for Bay County. Meetings are typically held 24 times a year on the first and third Tuesday of every month at 9:00 a.m. Meetings take place at the Bayway Meeting Facility located at 1010 Cone Avenue, Panama City, Florida 32401.

Local Coordinating Board (LCB)

Meetings are typically held four times a year on the first Wednesday of the month at 1:00 p.m. Meetings take place at the Bayway Meeting Facility located at 1010 Cone Avenue, Panama City, Florida 32401.

F. Attachment: Language Assistance Plan

Introduction

The Bay County Transportation Planning Organization operates a transit system within Bay County, Florida. The Language Assistance Plan (LAP) has been prepared to address Bayway's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals who have a limited ability to read, write, speak, or understand English are LEP. In the Bayway service area (3/4 miles of existing routes), there are 2,361 residents, or 2.24% of the area's population, who describe themselves as not able to communicate in English "Very Well" (Source: 2021 American Community Survey 5-Year Estimate). Bayway is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Bayway has utilized the U.S. Department of Transportation (USDOT) LEP Guidance Handbook and performed a Four Factor Analysis to develop its LAP.

The U.S. Department of Transportation Handbook, titled Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers (April 13, 2007) (referred hereinafter as "Handbook"), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance (Handbook, page 5). The Handbook further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (Handbook, page 5).

Executive Order 13166 dated August 16, 2000, states that recipients of federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons (Handbook, page 6). Additionally, recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP (Handbook, page 6). These provisions are included in FTA Circular 4702.1B in Paragraph 9 of Chapter III (pages III-6 to III-9).

For many LEP individuals, public transit is the principal transportation mode available. It is important that Bayway be able to communicate effectively with all of its riders. When such takes place, the service provided is safer, more reliable, convenient, and accessible for all within its service area. Bayway is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency's services in accordance with Title VI.

This plan will demonstrate the efforts that Bayway undertakes to make its service accessible to all persons without regard to their ability to communicate in English. The plan addresses

how services will be provided through general guidelines and procedures including the following:

- Identification: identifying LEP populations in service areas;
- Notification: providing notice to LEP individuals about their right to language services;
- Interpretation: offering timely interpretation to LEP individuals upon request;
- Translation: providing timely translation of important documents;
- Staffing: identifying staff employed by Bayway to assist LEP customers;
- Training: providing training on LAP to responsible employees.

Four Factor Analysis

The analysis provided in this report has been developed to identify the LEP population that may use Bayway's services and identify needs for language assistance. This analysis is based on the "Four Factor Analysis" presented in the Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

1. The number and proportion of LEP persons in the service area who may be served or are likely to encounter a Bayway program, activity, or service;
2. The frequency with which LEP persons come in contact with the Bayway programs, activities, or services;
3. The nature and importance of programs, activities or services provided by Bayway to the LEP population;
4. The resources available to Bayway and overall costs to provide LEP assistance.

Factor 1: The Number and Proportion of LEP Persons Serviced or Encountered in the Eligible Service Population

Of the 107,840 residents in Bayway's service area (within 3/4 miles of existing routes), 2,361 residents describe themselves as speaking English less than "very well". People of Spanish descent are the primary LEP persons likely to utilize Bayway's services. For the Bayway service area, the US Census 2021 American Community Survey 5-Year Estimates show that among the area's population 97.76% speak "English Only" or English "Very Well". For groups who speak English less than "Very Well", 4.94% speak Spanish languages.

Attachment G contains a table which lists the languages spoken at home by the ability to speak English for the population within Bay County.

Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services

The Federal guidance for this factor recommends that agencies should assess the frequency with which they have contact with LEP individuals from different language groups. The more frequent the contact with a particular LEP language group, the more likely enhanced services will be needed.

Bayway has assessed the frequency with which LEP individuals come into contact with the transit system. The methods utilized for this assessment include analysis of census data, examining phone inquiries, requests for translated documents, and staff surveys. As discussed above, census data indicates that the area of Bay County has a prominent population of Spanish, Asian and Pacific Islanders. Phone inquiries and staff survey feedback indicated that Bayway dispatchers and drivers interact infrequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish. Over the past three years, Bayway has had zero requests for translated documents.

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People's Lives

Public transportation and regional transportation planning is vital to many people's lives. According to the Department of Transportation's Policy Guidance Concerning Recipient's Responsibilities to LEP Persons, providing public transportation access to LEP persons is crucial. A LEP person's inability to utilize public transportation effectively may adversely affect his or her ability to access health care, education, or employment.

An onboard sampling of riders was conducted to determine the amount of usage and access to Bayway's services. According to the sampling, the most common age among all the participants was 30 or older.

To further assess personal mobility options, each respondent was asked how he or she would have made the trip had the Bayway not been available. The most frequent response was "friend or family member" (40 percent). An additional 25 percent indicated they would not have been able to make the trip if the service were not available. This data indicates that Bayway's service is very important as a primary means of transportation for its customers.

Factor 4: The Resources Available to the Recipient and Costs

Bayway assessed the available resources that are currently being used, and those that could be used, to aid LEP populations. These resources include the following:

- Spanish translation of the Bayway Ride Guide, Cost: \$320.00
- Spanish translation of the Bayway On Demand Ride Guide. Cost: \$320.00
- Spanish version of the Bayway Ride Guide available on website www.BaywayTransit.org. Cost: \$200.00

- Spanish version of the Bayway On Demand Ride Guide is available on website www.BaywayTransit.org. Cost: \$200.00
- Spanish translation of the Title VI notice to public and complaint form. Cost: \$320.00
- Spanish version of Title VI notice and complaint form available on website www.BaywayTransit.org. Cost: \$200.00
- Spanish version of Title VI notice and complaint form available on website www.BaywayTransit.org. Cost: \$200.00
- Spanish translation of the Americans with Disabilities Act (ADA) notice to public and complaint form. Cost: \$320.00
- Spanish version of Americans with Disabilities Act (ADA) notice to public and complaint form available on website www.BaywayTransit.org. Cost: \$200.00
- Spanish version of Americans with Disabilities Act (ADA) notice to public and complaint form available on website www.BaywayTransit.org. Cost: \$200.00
- Spanish translation of the Bayway On Demand eligibility application. Cost: \$320.00
- Spanish version of the Bayway On Demand eligibility application available on website www.BaywayTransit.org. Cost: \$200.00
- Google Translator is available on the website www.BaywayTransit.org. Cost: \$200.00
- Google Translator is available on website www.BaywayTransit.org. Cost: \$200.00
- Professional Personal Interpreter available 24/7 in over 200 languages. Cost: \$3.95 per minute

Bayway provides a reasonable degree of services for LEP populations in its service area.

Language Assistance Plan

In developing a Language Assistance Plan, FTA guidance recommends the analysis of the following five elements:

1. Identifying LEP individuals who need language assistance;
2. Providing language assistance measures;
3. Training staff;
4. Providing notice to LEP persons;

5. Monitoring and updating the plan.

The five elements are addressed below.

Element 1: Identifying LEP Individuals Who Need Language Assistance

Federal guidance provides that there should be an assessment of the number or proportion of LEP individuals eligible to be serviced or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

Bayway has identified the number and proportion of LEP individuals within its service area using the US Census 2021 American Community Survey 5-Year Estimates (see Attachment I). As presented earlier, 89.75% of the service area population speaks “English Only”. The largest non-English spoken language in the service area is Spanish (4.94%). Of those whose primary spoken language is Spanish, approximately 1.58% identify themselves as speaking English less than “very well.”

Bayway may identify language assistance needed for an LEP group by:

1. Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Having Census Bureau Language Identification Flashcards available at Bayway Meetings. This will assist Bayway in identifying language assistance needs for future events and meetings.
3. Having Census Bureau Language Identification Flashcards on all transit vehicles to assist operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to obtain contact information to give to Bayway management to follow-up.
4. Vehicle operators and front-line staff (i.e., Dispatchers, Transit Operation Supervisors, etc.) will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

Element 2: Language Assistance Measures

Federal Guidance suggests that an effective LAP should include information about the ways in which language assistance will be provided. This refers to listing the different language services an agency provides and how staff can access this information.

For this task, Federal Guidance recommends that transit agencies consider developing strategies that train staff as to how to effectively deal with LEP individuals when they either call agency centers or otherwise interact with the agency.

Bayway has undertaken the following actions to improve access to information and services for LEP individuals:

1. Provide bilingual staff at community events, public hearings, and transit committee meetings.
2. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
3. Provide Language Identification Flashcards onboard transit vehicles and in the Bayway offices.
4. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

Element 3: Training Staff

Federal guidance states staff members of an agency should know their obligation to provide meaningful access to information and services for LEP persons and that all employees in public contact positions should be properly trained.

Suggestions for implementing Element 3 of the Language Assistance Plan, involve: (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying existing staff training opportunities; (3) providing regular re-training for staff dealing with LEP individual needs; and (4) designing and implementing LEP training for agency staff.

In the case of Bayway, the most important staff training is for transit drivers and dispatchers. Several drivers are bilingual in English and Spanish.

The following training will be provided to all staff involved in customer service:

1. Information on Title VI Procedures and LEP responsibilities;
2. Use of Language Identification Flashcards;
3. Documentation of language assistance requests;
4. How to handle a potential Title VI/LEP complaint.

Element 4: Providing Note to LEP Persons

Bayway will make Title VI information available in English and Spanish on the Agency's websites. Key documents are written in English and Spanish. Notices are also posted in Bayway facilities and on buses. Additionally, when staff members prepare a document or schedule a meeting for which the target audience is expected to include LEP individuals,

documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

Element 5: Monitoring and Updating the Plan

The plan will be reviewed and updated on an ongoing basis. Updates will consider the following:

The number of documented LEP person contacts encountered annually; How the needs of LEP persons have been addressed;

Determination of the current LEP population in the service area; Determination as to whether the need for translation services has changed;

Determine whether Bayway's financial resources are sufficient to fund language assistance resources needed.

Bayway understands the value that its service plays in the lives of individuals who rely on this service, and the importance of any measures undertaken to make the use of the system easier. Bayway is open to suggestions from all sources, including customers, Bayway staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

Safe Harbor Provision

DOT has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP population. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

Bayway service area does have LEP populations which qualify for the Safe Harbor Provision. Spanish speakers qualify for the Safe Harbor Provision as the number of persons speaking English less than "very well" is counted as 1.58% or 1,669 persons. Additionally, there are two other potential LEP populations. However, given the large margin of error in the American Community Survey data, experience of the Agency, and the minuscule percentage of the population, there is not currently a need for written translations for these languages

(Russian, Polish, or other Slavic languages and Asian and Pacific Islander). If the Agency comes in contact with these populations in the future, this will be reassessed.

The Safe Harbor Provision applies to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. The Bayway may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures.

G. Attachment: Operating Area Language Data

Languages	Population Estimate 171,253	% of Population 100.00%
Speak only English	153,463	89.6%
Speak Spanish	10,416	6.1%
Speak English "very well"	5,646	54.2%
Speak English less than "very well"	4,770	45.8%
Speak other Indo-European languages	3,766	2.2%
Speak English "very well"	3,169	84.1%
Speak English less than "very well"	597	15.9%
Speak Asian and Pacific Island languages	2,407	1.4%
Speak English "very well"	1,414	58.7%
Speak English less than "very well"	993	41.3%
Speak other languages	1,201	0.7%
Speak English "very well"	908	75.6%
Speak English less than "very well"	293	24.4%

Source: US Census, 2023 ACS 5-Year Estimates

H. Attachment: Title VI Plan Adoption

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RESOLUTION BAY 21-07

A RESOLUTION OF THE BAY COUNTY TRANSPORTATION PLANNING ORGANIZATION ADOPTING AND APPROVING THE TITLE VI NON-DISCRIMINATION POLICY AND PLAN INCLUDING LIMITED ENGLISH PROFICIENCY (LEP) FOR FFY2021 THRU FFY2024

WHEREAS, the Bay County Transportation Planning Organization (TPO) is the organization designated by the governor of the State of Florida as being responsible, together with the State of Florida, for carrying out the continuing, cooperative and comprehensive transportation planning process for the Bay County TPO Planning Area; and

WHEREAS, the Bay County TPO is the recipient of state and federal grant funds for Public Transportation in the Bay County Area; and

WHEREAS, state and federal grants impose certain obligations; and

WHEREAS, in order for the TPO to continue receiving and utilizing state and federal grant funds, it is necessary to update the Title VI Non-Discrimination Policy and Plan Including Limited English Proficiency (LEP) every four years;

NOW, THEREFORE BE IT RESOLVED BY THE BAY COUNTY TRANSPORTATION PLANNING ORGANIZATION THAT:

The TPO approves the updated FFY2021 thru FFY2024 Title VI and Nondiscrimination Policy and Plan Including Limited English Proficiency (LEP).

Passed and duly adopted by the Bay County Transportation Planning Organization this 28th day of April 2021.



**BAY COUNTY TRANSPORTATION
PLANNING ORGANIZATION**

BY: Pam Henderson
Pam Henderson, Chair

RESOLUTION NO. 3795

**A RESOLUTION OF THE BAY COUNTY BOARD OF COUNTY COMMISSIONERS
APPROVING THE UPDATED TITLE VI NON-DISCRIMINATION POLICY AND
PLAN INCLUDING LIMITED ENGLISH PROFICIENCY (LEP) FOR FY 2021 THRU
2024**

WHEREAS, the local demand response public transportation service is operated by the Bay County Board of County Commissioners as the Community Transportation Coordinator for Bay County, and

WHEREAS, the Bay County Board of County Commissioners is a recipient of State and Federal grant funds for the demand response service in the Bay County Area; and

WHEREAS, the Bay County Public Transit System as a whole has established a Title VI Non-Discrimination Policy and Plan Including Limited English Proficiency (LEP) in accordance with regulations of the U.S. Department of Transportation (DOT), 49 CFR Part 21.9(b) and 70 FR 74087.

WHEREAS, the Federal Transportation Administration (FTA) requires that all direct and primary recipients document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA.

WHEREAS, all recipients (including subrecipients), must have the Title VI Program approved by the recipient's board of directors or appropriate governing entity responsible for policy decisions prior to submission to FTA.

NOW, THEREFORE, BE IT RESOLVED by the Board of County Commissioners of Bay County, Florida that:

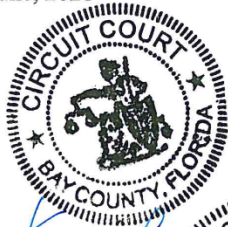
Section 1. Authority. The Bay County Board of County Commissioners does hereby approve and accept the Title VI Non-Discrimination Policy and Plan Including Limited English Proficiency (LEP) for the Bay County Public Transit System's demand response service as presented

Section 2. Effective Date: This resolution shall be effective upon adoption.

DONE AND ADOPTED by the Board of County Commissioners of Bay County, Florida this the 2nd day of June, 2021

ATTEST:

Bill Kinsaul, Clerk



BOARD OF COUNTY COMMISSIONERS OF
BAY COUNTY, FLORIDA

Tommy Hamm, Vice Chairman



APPROVED AS TO FORM:

Office of the County Attorney

Brian D. Leebrick

I. Attachment: FTA Concurrence

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BAY COUNTY TRANSPORTATION PLANNING ORGANIZATION | BCTPO | 1035

Summary Applications/Awards TrAMS Users Locations Designated Recipient Related Actions

BAY COUNTY TRANSPORTATION PLANNING ORGANIZATION | Civil Rights Programs

Recipient Details

Recipient ID

1035

Recipient Name

BAY COUNTY TRANSPORTATION PLANNING ORGANIZATION

Civil Rights Programs

Program Name	Submission Status	Submitted Date	Reviewed Date	Due Date	Expiration Date
DBE Goal	Submitted	8/11/2023	6/18/2020	8/1/2025	9/30/2025
Title VI Program	Submitted	8/11/2023	10/28/2019	2/1/2027	3/31/2027
DBE Program	Submitted	8/11/2023	10/21/2014	N/A	N/A
EEO Program	N/A	N/A	N/A	N/A	N/A

▼ Title VI Program Status History

Status	Date	User
Submitted	3/30/2021	Jarred Hobbs
Submitted - Reviewed	10/28/2019	Sarah Majdiak
Submitted	6/13/2018	Angela Bradley
Expired	6/7/2018	Doretha Foster
Submitted - Reviewed	6/22/2015	N/A

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▼ Title VI Program Existing Document Details

Document Type	Document Name	Program Begin and End Dates	Date Uploaded	Uploaded By
Title VI Program Plan New Submission	Title VI - Non-Discrimination Plan, FY2021 to FY2024	10/01/2021 to 9/30/2024	8/11/2023	Jarred Hobbs
Title VI Other Documentation	Title VI - Non-Discrimination Plan, FY2021 to FY2024.pdf	N/A	8/11/2023	Jarred Hobbs
Title VI Other Documentation	Title VI Plan, FY2021-2024.pdf	N/A	7/19/2021	Jarred Hobbs
Title VI Program Plan New Submission	Title VI Plan, FY2021 - FY2024	04/01/2021 to 3/31/2024	3/30/2021	Jarred Hobbs
Title VI	Bay County Transportation Planning Organization, FL, 1035, 10-23-19	04/01/2018-03/31/2021	10/28/2019	Sarah Majdiak

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J. Attachment: Amenity Distribution Plan

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1. Introduction and Purpose

The purpose of this document is to establish guidelines which will be used by Bayway staff to determine the eligibility of a bus stop or transit facility to receive amenities.

It is the intent of Bayway to provide safe, clean, and accessible transit facilities and bus stops for all of our users. This document shall serve as a guideline for the Bayway staff at the time when new or existing bus stops are being considered for development, or when public requests for amenity placements are filed with Bayway.

Features such as ADA compliant sidewalks, pathways, and roadway crossings in the area around transit access points; and transit amenities like benches, shelters, and lighting at stops are important for pedestrian accessibility, safety and comfort. Having safe and convenient pedestrian access, as well as providing comfortable waiting areas assists in encouraging increased transit use and ADA compliance.

It is important to recognize that the expense of developing a bus stop is not limited to the purchase of the amenities but includes the long-term maintenance of its infrastructure and features. Bus stops should have routine maintenance to ensure continued functionality and public safety. This includes updating maps, installing boarding pads, shelters, trash receptacles, bike racks, and benches; trash collection, ice, and landscape maintenance, as well as repairs due to vandalism and accidents.

In addition to the above considerations, the following questions and items will need to be addressed prior to amenity placement:

- **Bus Stop Location**
Is the site ADA compliant? Is there an ADA accessible route to the site? Is there adequate right-of-way? What amenities are currently installed? Will the installation of amenities require the stop to be relocated?
- **Construction Status**
Are the amenities part of the construction project? Are amenities readily available? Are there adequate funds available for the installation and long-term maintenance of amenities?
- **Current Use Patterns**
Are there non-rider issues? What are the current boarding numbers?

2. Reasonable Accommodation Request

A verification of amenity need will be achieved through a reasonable accommodation request submittal to the Bayway.

People with disabilities and senior citizen requests receive priority for bus stop amenities. Bayway staff will work to ensure that, if applicable, a reasonable accommodation can be made to satisfy the needs stated in the request.

A request shall be submitted using Bayway's Bus Stop Amenity Request Form. This form can be completed and submitted online or hardcopies may be picked up at the Bayway Operations and Maintenance Facility. If an individual is unable to submit a request on their own, an explanation must be given as to why a request is being submitted on behalf of another. All submitted request forms will be kept on file by Bayway.

The request shall be legible and identify the individual's name, contact information, bus stop number and name of the site they would like to see developed, as well as the amenity they would like to see installed at the site. Justification for amenity placement must be clearly identified in the request.

Requests may be followed up by an in-person interview by Bayway staff.

3. Citizen Request Process

A request shall be submitted using Bayway's Bus Stop Amenity Request Form. This form can be completed and submitted online or hardcopies may be picked up at the Bayway Operations and Maintenance Facility. If an individual is unable to submit a request on their own, an explanation must be given as to why a request is being submitted on behalf of another. All submitted request forms will be kept on file by Bayway.

The request shall be legible and identify the person or entity's name, contact information, both bus stop number and name of the site they would like to see developed, as well as the amenity they would like to see installed at the site. Justification for amenity placement must be clearly identified in the request.

Requests may be followed up by an in-person interview by Bayway staff.

4. Boarding Numbers

In order to be consistent with current design standards, Bayway staff will consult this plan to determine if current boarding numbers, and the location of the bus stop qualify the site for consideration of certain amenities.

In addition, the following boarding numbers in the below table will be used as a guideline if a determination is made to place amenities based on stop use.

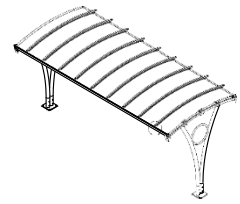
Table 1: Bus Stop Amenities Guideline

Class	Average Boardings	Bus Stop Location	Amenities Which May Be Considered
Class 1	1-10	Urban/Rural	Boarding Pad
Class 2	11-25	Urban/Rural	Boarding Pad, Trash Receptacle, Bench, Bike Rack
Class 3	26+	Urban/Rural	Boarding Pad, Trash Receptacle, Bench, Bike Rack, Shelter

Lastly, the number of bus riders using a stop and the number of routes serving a stop are important elements in the consideration of amenity installation. While these factors are important, they are not conclusive. Other elements need to be considered to ensure a suitable decision can be made. Bayway staff reserves the right to determine how bus stop amenities are distributed and to revise these guidelines as needed.

Shelters

Shelter sizes can vary, but the typical dimensions are 9' x 10'. Required infrastructure includes a 5' x 8' concrete boarding area, a 7' x 11' concrete pad for shelter installation, and a minimum of a 4' unobstructed pedestrian pathway depending on shelter orientation. Daily passenger boarding's should be at least 26 for shelter placement. The Bayway installs trash receptacles on all shelters, and depending on the location, other options may be available including more seating, bike racks, and lighting.



Benches

Bench types and sizes can vary, but the typical required infrastructure includes a 5' x 8' concrete boarding area, a 10' x 3' concrete pad for bench installation, and a minimum of 3' feet of unobstructed pedestrian throughway. Daily passenger boarding's should be at least 11 for bench placement.



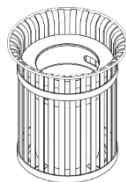
Bike Rack

Each bicycle rack can secure two bicycles. The typical required infrastructure includes a 6' x 4' concrete pad and a minimum of 3' feet of unobstructed pedestrian throughway.



Trash Receptacle

Trash Receptacle types and sizes can vary, but the typical required infrastructure includes a 5' x 8' concrete boarding area, a 4' x 4' concrete pad for trash receptacle installation, and a minimum of 3' feet of unobstructed pedestrian throughway. Daily passenger boarding's should be at least 11 for trash receptacle placement.



Amenity Distribution Request

Date of Request:					
Contact Information					
Name:	First		Last		
Address:	Street:	City:	State:	Zip Code:	
Email:					
Telephone					
Services Requested					
Route Number:		Stop Number			
Bus Stop Location:					
Amenities Requested:	☐ Bench ☐ ADA Boarding Pad ☐ Trash Receptacle ☐ Bike Rack ☐ Other: _____				
Reason for Request:					
Availability					
Preferred Contact:		☐ Phone	☐ Email	☐ US Mail	
Best Time to Contact You:		☐ 8am and Noon	☐ Noon and 5pm	☐ After 5pm	
Bay County Public Transit Staff Use Only					
Date of Review:		☐	Approved	☐	Denied

Comments:

*All requests are subject to review and may not be granted.