



VILLAGE OF PALMETTO BAY

(NON-DISCRIMINATION)

TITLE VI PROGRAM PLAN

Circulator Service



February 2015

Village of Palmetto Bay
Public Works Department

9495 SW 180TH Street

Palmetto Bay, FL 33157

Tel: 305-259-1234

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Website: www.palmettobay-fl.gov

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I. Circulator Service Overview

The Village of Palmetto Bay provides a free circulator service and operates two (2) fixed local circular routes within the Village. The Village bus service provides public transportation to parks within the boundaries of the Village and connects to the busway located outside of the Village's limits. The IBUS is the only public transportation within the Village that links riders to the Miami-Dade Busway and Metrorail service. Riders making connection to Miami-Dade Transit are expected to pay the appropriate fares at time of transfer. There is no fare when using the Village IBUS service. A map depicting the two (2) routes is provided in **(Appendix J)**.

II. Policy Statement

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

The Village of Palmetto Bay is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

This plan was developed to guide the Village of Palmetto Bay in its administration and management of Title VI-related activities.

Guideline:

- A. Nondiscrimination programs require that Federal-aid recipients, sub-recipients, and contractors prevent discrimination and ensure nondiscrimination in all of their programs and activities, whether those programs and activities are federally-funded or not.
 1. If a unit of a State or local government is extended Federal-aid and distributes such aid to another governmental entity, all of the operations of the recipient and sub-recipient are covered.
 2. Corporations, partnerships, or other private organizations or sole proprietorships covered in their entirety if such entity received Federal financial assistance (FHWA Notice N 4720.6, September 2, 1992).

- B. The Village of Palmetto Bay as a recipient of federal financial assistance will ensure full compliance with Title VI of the Civil Rights Act of 1964.

Procedure:

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, national origin, sex, age, or handicap/disability may file a confidential Title VI complaint with the Village of Palmetto Bay. Any and all complaints related to this policy should be forwarded to the Office of the Village Manager or his designee charged with the overall responsibility for the administration of this policy 9705 E. Hibiscus Street, Palmetto Bay, FL 33157.

Background:

Title VI of the Civil Rights Act of 1964, as amended, provides that no person shall on the grounds of race, color, national origin, sex, age, and handicap/disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The Civil Rights Restoration Act of 1987 amended Title VI to specify that entire institutions receiving Federal funds -whether schools and colleges, government entities, or private employers -must comply with Federal civil rights laws, rather than just the particular programs or activities that receive the funds.

Statutory Authorities:

Title VI of the Civil Rights Act of 1964, The Civil Rights Restoration Act of 1987, Executive Order 12250, Executive Order 12898 (Environmental Justice), Executive Order 13166 (Limited English Proficiency), 49 CFR Part 21 and 23 CFR Part 200.

Any questions regarding this policy should be directed to:

Village of Palmetto Bay, Office of the Village Manager, 9705 E. Hibiscus Street, Palmetto Bay, FL 33157, Telephone: (305) 259-1234 Fax: (305) 259-1290.

III. Title VI Notice to the Public

The Village of Palmetto Bay maintains a proactive, interdisciplinary approach to Title VI, requiring that decision makers of the Village fully implement Title VI in all business decisions. The Village has adopted a "Notice of Rights under Title VI of the Civil Rights Act of 1964" in connection with its circulator service. The notice is posted on the Village's website: palmettobay-fl.gov in English and Spanish. The notice contains a telephone number for individuals to contact in the event that he/she needs information in another language. A copy of the notice is attached as **(Appendix A)**.

In addition to the website, the notice is prominently and publicly displayed in each bus and in all Village owned facilities and each office where Title VI is applicable. An individual may also request a copy of the notice from the Office of the Village Manager. Additional information relating to the Village's nondiscrimination obligation is provided in this document.

Further information can be obtained directly from the designated Title VI representative from the Office of the Village Manager.

Village of Palmetto Bay
Office of the Village Manager
9705 E. Hibiscus Street, Palmetto Bay, FL 33157
Telephone: (305) 259-1234 Fax: (305) 259-1290

IV. Title VI Definitions

Title VI requires that all FL/DOT programs; benefits, activities and services occur without discrimination on the basis of race, color, national origin, or sex and with active inclusion of protected class persons. (The term benefit includes doing business with FL/DOT and encompasses all FL/DOT contracting and purchasing.).

***TITLE VI:** "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance."* **Section 601 of the Civil Rights Act of 1964**

Simple Justice requires that public funds to which all taxpayers of all races contributes, not be spent in any fashion which encourages, entrenches, subsidizes, or results in racial discrimination.

-President John F. Kennedy

Also a part of Title VI is:

Environmental Justice – Each Agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority and low-income populations." **Executive Order 12898**

Limited English Proficiency (LEP) – Each agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities. **Executive Order 13166**

V. Title VI Complaint Procedure and Complaint Form

The Village is committed to its Title VI Policy, and Title VI Nondiscrimination Program to ensure that no person or groups of persons shall, on the grounds of race, color, sex, age, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by the Village, its recipients, sub recipients and contractors. In addition, Executive Order 12898 (Environmental Justice) prohibits discrimination based on income status.

If an individual believes he or she has been discriminated against on the basis of race, color or national origin in connection with the Village's circulator service, the individual may file a complaint by completing and submitting a Title VI Complaint Form to the Office of the Village Manager no later than 180 days after the date of the alleged discrimination. Each complaint should include the following information:

- Full name
- Mailing address
- Contact Information (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against, including location, names and contact information of any witnesses
- Other information that you consider significant

All complaints will be handled in accordance with the Village's Title VI Complaint Procedure.

Also included in this Plan is **the Village's Title VI Complaint Procedure** which outlines the process to follow for any individual or group that may feel that they have been denied the benefits of, or otherwise subjected to discrimination under any and all programs, services, or activities administered by Village, its recipients, sub recipients and contractors. It also explains the Village's authority and responsibilities in regards to responding to and acting upon their complaint. This document also describes enforcement procedures to be followed by the FHWA in the event of the Village's noncompliance with Title VI.

There is a form that the Village utilizes to document any complaints in regards to Title VI – the **Village of Palmetto Bay Title VI Complaint Form**. The Complaint Procedure and Complaint Form are available on the Village's website and upon request from the Office of the Village Manager. The Complaint Form is a .pdf file that can be printed and submitted via email, fax, mail, or in person to the Office of the Village Manager.

Additionally, the Village shall make every effort to address all complaints in an expeditious and thorough manner. A letter acknowledging receipt of complaint will be mailed within seven days (see **Appendix F**). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

The Village of Palmetto Bay will send a final written response letter (see **Appendix G**) to the complainant that complaint is substantiated. If the complaint is found to be not substantiated (see **Appendix H**), the complainant is also advised of his or her right to:

- Appeal within seven calendar days of receipt of the final written decision from the Village, and/or
- File a complaint externally with the U.S. Department of Transportation and/or the FTA.

Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Once sufficient information for investigating the complaint is received by the Village, a written response will be drafted subject to review by the Village Attorney. If appropriate, the Village Attorney may administratively close the complaint. In this case, the Village will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR 1200
New Jersey Ave., SE Washington, DC 20590

The Complaint Procedure and Complaint Form contain a telephone number for an individual to contact in the event that he/she needs the information in another language. A copy of the Complaint Procedure is attached as (**Appendix D**), and a copy of the Complaint Form is attached as (**Appendix E**).

VI. Subcontracts and Vendors

All subcontractors and vendors who receive payments from the Village of Palmetto where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

VII. Record Keeping of Investigations, Complaints or Lawsuits

The Village of Palmetto Bay maintains a log of transportation-related Title VI investigations, complaints, and lawsuits. A copy of the log (as of October 6, 2014) is attached in **(Appendix I)**. The Village Attorney's Office shall be responsible for investigating and completing the log for any future complaints received regarding Title VI complaints and for any future formal administrative charges or lawsuits under Title VI.

VIII. Website Location of Title VI Notice, Procedure and Form

An individual may locate information about the Village's Non-Discrimination policy, Title VI Notice, Complaint Procedure, and Complaint Form for the circulator service on the Village's website (www.palmettobay-fl.govcom) in one of several ways:

- By clicking the Ibus logo entitled "Ibus Information" at the bottom of the Village's home page.
- By selecting "Departments" on the left hand side of the home page under "Village Links" and then selecting "Public Works" and "Circulator Information."
- By selecting the link for "Visitors" on the home page and then selecting "Circulator Information" at the left hand side of the page.
- By selecting the link for "Visitors" on the home page and then selecting "Circulator Information" at the bottom of the page.

A user is linked to the same information regardless of which of the above options is used.

IX. Limited English Proficiency (LEP) Analysis

The Village of Palmetto Bay is located in Miami-Dade County, Florida. According to the United States Census Bureau, the village has a total area of 8.8 square miles (22.6 km²). 8.8 square miles (22.5 km²) of it is land and 0.04 square miles (0.1 km²) of it (0.44%) is mostly water. As of the census-of 2000, the Village's estimated total population was 24,469 residents, 7,970 households, and 6,783 families residing in the village. There were 8,145 housing units at an average density of 925.6 per square mile (360.4/km²). The racial makeup of the village was 84.4% White (Non-Hispanic White 61.9%), 7.65% African American, 0.12% Native American, 3.00% Asian, 0.03% Pacific Islander, 2.44% from other races, and 1.35% from two or more races.

The principal languages among the Village's residents are English and Spanish. Of the Village's population 34.3% speak Spanish at home, (75% speak English very well and 25% speak English less than very well).

The Village provides information in English and in Spanish when it is requested. Residents can request translations of documents that are in English. The Public Works Department has employees who are bilingual and are fluent in Spanish. These employees are able to assist any Spanish-speaking residents who call or email the office with questions or who request information concerning the Circulator service. For passengers on the circulator, all of the current circulator drivers speak Spanish and the Village's "Notice of Rights Under Title VI of the Civil Rights Act of 1964" (printed in English and Spanish) is posted in each bus.

The Village uses several methods to communicate with its residents (whether about the circulator service or other Village issues). The Village's communication tools are the Village's website, Palmetto Bay TV channel WBAY, local community newspapers, social media accounts (Facebook), and the Village of Palmetto Bay E-Current Newsletter. Residents may watch WBAY from their home (with a Comcast cable subscription) or via the Village's website.

The Village Title VI Policy and Complaint Procedures is hosted on the Village's web page in English and made available in other languages as requested.

The Village educates our staff and contractors on the following procedure:

- a. Understanding the Title VI Policy and LEP responsibilities
- b. How to access Title VI Policy and Procedures via the Village's website.
- c. Document and resolve any language assistance deficiencies
- d. The procedure if a Title VI and/or LEP complaint is filed.

The Village will review LEP procedures annually to determine if modifications are needed to meet language assistance deficiencies.

X. Public Participation / Outreach Plan

The Village of Palmetto Bay seeks to engage the public in its planning and decision-making processes. Members of the public may make statements at Commission meetings during the "Public Hearing" portion of any Village Council meeting regardless of whether the Commission is considering a bus-related item during that meeting. The Council meetings occur the first Monday of every month with the exception of August whereas no meetings are scheduled during this month. Village Commission agendas are available for review by the public no less than ten (10) days before Commission meetings. Notices of resolutions or ordinances under Commission consideration are available on the Village's website www.palmettobayfl.gov. The agenda for Village Commission meetings are published three (3) business days in advance of the meeting on the Village's website, and notices of resolutions or ordinances being considered by the Village Commission are published on the Village's website ten (10) days in advance of a meeting. If any individual wishes to speak during the Public Hearing portion of a Commission meeting, but does not speak English fluently, he or she may contact the Village Clerk's Office at least three (3) days in advance to request a translator.

The Village continuously seeks to engage the public in its planning and decision-making processes for the Village's bus service. Members of the public may make a presentation or statement about the trolley service during the "Public Hearing" portion of any Village Council meeting.

As an agency receiving federal financial assistance, we have made the following community outreach efforts:

- Schools Surveys
- Church Surveys
- Website
- Transit Stakeholders
- The Village will ensure that all new riders are provided with a copy the Title VI Plan. The plan will be passed out to all current riders upon its approval. Any questions or concerns may be forwarded through the vehicle operator or an appointment may be made in person to discuss questions or concerns with the Office of the Village Manager.
- The Title VI plan will be located on the Village of Palmetto Bay website for review.
- All Village Council Commission meetings are open to the public and allow for public comments during the meeting.
- A satisfaction survey will be given to all transit riders on a yearly basis. This survey will be reviewed by the Director of Public Works.
- Customers' complaints are forwarded to the director of Public Works for review and investigation.
- Site Spanish speaking individuals who can assist those persons either with information relative to transportation or with lodging complaints or concerns.

Ordinances and resolutions adopted by the Village to apply for and utilize Federal and State grant funding are placed on the public hearing/meeting agenda and are subject to public notice and comment procedures.

The Village and its records are available to the public and the Village welcomes their input. The Village's Title VI Complaint Procedure is available to the public via the Village's website www.palmettobay-fl.gov

The Village has published a brochure about the bus service that contains a map of the bus route. The brochure is available to passengers on all buses. The brochure is currently available in English (see **Appendix J**).

XI. Employee Education

During New Employee Orientation and subsequent employee trainings, information relative to the provisions of Title VI, and the Saginaw County Commission on Aging's expectations to perform their duties accordingly will be reviewed and discussed.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (**Appendix B and C**).

The Village of Palmetto Bay will ensure that all new riders are provided with a copy the Title VI Plan. The plan will be passed out to all current riders upon its approval.

XII. Service Standards

A. Vehicle Load

The Village currently has three (3) buses. All of the buses are wheelchair accessible and have secure space for one (1) wheelchair. Below is a table indicating the amount of passenger load each vehicle in the Village Circulator System may be able to accommodate.

IBUS	Year	Make	Sitting capacity	Standing Capacity	Passenger Total Capacity
3973- 1	2006	Eldorado Aerotech	24	0	24
3974-2	2006	Eldorado Aerotech	24	0	24
4262-3	2007	Eldorado Aerotech	24	0	24

B. Service Availability and Vehicle On-Time Performance

Service Availability

The Village's bus service runs a split shift operation that consists of 2 routes. This service operates as close to schedule as possible. Traffic conditions may cause the IBUS arrival time to be slightly inaccurate. No service on Saturday & Sunday or on that holiday's observed by the governing body of the Village of Palmetto Bay.

Route A connects the densely residential community in the northern most section of the Village to shopping plazas, our beautiful Coral Reef Park, doctor offices, banks, elementary schools, and the very popular South Dade busway. This route operates from 10:00 AM till 1:50 AM Monday thru Friday. This route also provides connections to most of the Miami-Dade Transit routes which run throughout the Village.

Route B connects the densely residential community in the southern most section of the Village to shopping plazas, our beautiful Palmetto Bay Park, doctor offices, historic sites located in the Village, elementary schools, banks, MDC library, the coastal areas of Palmetto Bay and the very popular South Dade busway. This route operates from 7:00 AM till 8:52 AM and 2:10 PM til 5:20 PM Monday thru Friday. This route also provides connections to most of the Miami-Dade Transit routes which run throughout the Village.

On-Time Performance

Currently, the Village does not evaluate on-time performance but is interested in implementing the performance measure in the near future.

XIII. Service Policies

A. Transit Amenities

All buses are equipped with the following:

- Air conditioned interior
- Wheelchair accessible seating and lifts
- Non-skid surfaces at entrance and exit areas
- Bicycle racks for up to 2 bicycles
- MotoMon GPS Live Tracker System

Additionally, the Village provides a GPS Live Tracker which visually provides the specific real-time location of the bus via the Village's website. Signage and benches for 25 bus stops advising of the service's days, hours of operation, and a detailed route map are planned for implementation. Amenities such as stop benches will also be provided at each bus stop location throughout the Village.

B. Vehicle Assignment

The Village has a total of three (3) buses, however only one (1) bus is in service at a time. Currently the Village of Palmetto Bay of Doral operates a split route which operates during peak service hours on the south end of the Village and off peak hours on the north end of the Village. The other remaining buses are used as a back-up in order to rotate the buses so that preventive maintenance and other repairs can be performed.

XIV. Language Assistance Plan

The Village is taking responsible steps to ensure meaningful access to benefits, services, information and other important portions of its programs and activities for individuals who are Limited English Proficient. A copy of Village's Language Assistance Plan (LAP) is attached as *Appendix J*.

XV. Make up of Transit Related, Non-Elected Advisory Committees

The Village of Palmetto Bay does not have any transit related, non-elected boards, advisory councils or committees.



Appendix A - Notice of Rights Under Title VI of the Civil Rights Act of 1964

ATTENTION: ALL VILLAGE OF PALMETTO BAY **IBUS PASSENGERS**

Notice of Rights under Title VI of the Civil Rights Act of 1964

The Village of Palmetto Bay is committed to ensuring that no person is excluded from participation in, or denied benefits of, its IBUS Circulator Program on the basis of race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been subjected to discrimination under Title VI may file a written complaint with the Village of Palmetto Bay.

For more information on the procedure to file a complaint, contact 305-259-1234, visit the Village's website: www.palmettobay-fl.gov, or visit the Public Works administrative office at 9495 SW 180TH Street, Palmetto Bay, Florida 33157 or the Office of the Village Manager at 9705 E. Hibiscus Street, Palmetto Bay, Florida 33157.

An individual may also file a complaint directly with the Federal Transit Administration by filing a written complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5TH Floor-TC R, 1200 New Jersey Ave. SE, Washington, DC 20590.

If information is needed in another language, please contact 305-259-1234.



Appendix B – Employee Education Form Title VI Policy

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of the Village of Palmetto Bay are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the Office of the Village Manager and Director of Public Works for the Village of Palmetto Bay.



Appendix C – Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the Village of Palmetto Bay Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

Your signature

Print your name

Date



Appendix D - Title VI Complaint Procedure

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Village of Palmetto Bay may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. A complaint may be filed no later than 180 days after the date of the alleged discrimination. The Village or its designated Title VI Coordinator will process complaints that are complete.

Once the complaint is received, the Village Manager's office will review it to determine if his office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by the Office of the Village Manager.

The Village has 60 days to investigate the complaint. If more information is needed to resolve the case, the Manager's office may contact the complainant. The complainant will have 10 business days from the date of the letter 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, a representative of the Manager's office can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the case is investigated he/she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the LOF to do so. If information is needed in another language, please contact 305-259-1234.

A person may also file a complaint directly with: Federal Transit Administration within 180 days of the alleged incident. The complaint must be filed with the Office of Civil Rights.

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Appendix E - Title VI Complaint Form



Village of Palmetto Bay IBUS Circulator System Title VI Complaint Form

Note: The Village of Palmetto Bay is committed to complying with Title VI of the Civil Rights Act of 1964 which states "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 subjected to discrimination under any program or activity receiving federal financial assistance." Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

If you need assistance in completing this form, please contact the Office of the Village Manager.

PLEASE FILL OUT COMPLETELY.

Section I:		
Name:		
Address:		
Telephone (Home):	I (Work):	(Cell):
Email Address:		
Section II:		
Are you filing this complaint on your own behalf/		Yes* No
*/ (you answered "Yes" to this question, go to Section III.		
If you answered "No" to this question, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party, if you are filing on behalf of a third party.		Yes No
Section III:		
I believe the discrimination experienced was based on (check all that apply): () Race () Color () National Origin		
Date of alleged discrimination (month, day, year): _____		

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. (If more space is needed, please use the back of this form or attach additional sheet(s).



Appendix F

Letter Acknowledging Receipt of Complaint

Village Letterhead

Date

Complainant's Name

Complainant's Address Dear

(Mr/Ms):

This letter is to acknowledge receipt of your complaint against the Village of Palmetto Bay alleging:

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 305-259-1234, or write to me at this address.

Sincerely,

Attention: Village of Palmetto Bay
Office of the Village Manager
9705 E. Hibiscus Street
Palmetto Bay, Florida



Appendix G

Letter Notifying Complainant that the Complaint is Substantiated

Village Letterhead

Date

Complainant's Name

Complainant's Address

Dear (Mr/Ms):

The matter referenced in your letter of _____(date) against the Village of Palmetto Bay alleging Title VI violation has been investigated.

The violation of the Title VI of the Civil Rights Act of 1964 mentioned in your letter was identified. Corrective action of this deficiency(s) is being implemented to ensure that this issue does not arise again

Thank you for bringing this important matter to our attention.

Sincerely,

Village of Palmetto Bay
Office of the Village Manager
9705 E. Hibiscus Street
Palmetto Bay, Florida



Appendix H
Letter Notifying Complainant that the Complaint is not Substantiated

Village Letterhead

Date

Complainant's Name
Complainant's Address

Dear (Mr/Ms):

The matter referenced in your complaint of (date) against the Village of Palmetto Bay alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The Village Attorney has analyzed the materials and facts pertaining to your case for evidence of the city's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to:

- 1) Appeal within seven calendar days of receipt of this final written decision from the Village, and/or;
- 2) File a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor
TCR 1200 New Jersey Ave.,
SE Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Village of Palmetto Bay
Office of the Village Manager
9705 E. Hibiscus Street
Palmetto Bay, Florida



Appendix I - Village Log of Transportation-Related Title VI Investigations, Complaints and Lawsuits



**Village of Palmetto Bay
 Title VI**

Complaint Monitoring

Reference Number	Date Complaint Received (xx/xx/xx)	Date of Incident (xx/xx/xx)	Summary (describe complaint; race, color, or national origin)	Status (Ongoing/Closed)	Action(s) Taken	Date of Action (xx/xx/xx)

Note: The Village of Palmetto Bay does not have any complaints to disclose at this time. Any future disclosures will be listed under the Title VI Program Plan.



**Village of Palmetto Bay
Title VI**

Investigation Monitoring

Reference Number	Date Complaint Received (xx/xx/xx)	Date of Incident (xx/xx/xx)	Summary (describe complaint; race, color, or national origin)	Status (Ongoing/Closed)	Action(s) Taken	Date of Action (xx/xx/xx)

Note: The Village of Palmetto Bay does not have any investigations to disclose at this time. Any future disclosures will be listed under the Title VI Program Plan.



**Village of Palmetto Bay
Title VI**

Lawsuit Monitoring

Reference Number	Date Complaint Received (xx/xx/xx)	Date of Incident (xx/xx/xx)	Summary (describe complaint; race, color, or national origin)	Status (Ongoing/Closed)	Action(s) Taken	Date of Action (xx/xx/xx)

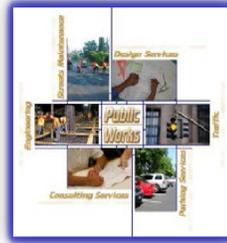
Note: The Village of Palmetto Bay does not have any lawsuits to disclose at this time. Any future disclosures will be listed under the Title VI Program Plan.



Appendix J - Village of Palmetto Bay

IBUS Information Brochure

"IBUS" is a play on words to reflect the many beautiful ibis that frequent Village parks and neighborhoods. The blue and white buses feature an impressive drawing of this native bird.



Village of Palmetto Bay

IBUS

"This circulator service furthers our efforts to provide the community with an effective, eco-friendly mode of transportation," stated former Councilmember, Paul Neidhart. "Previously, residents had to find their own way to the busway or one of the County's other transit routes."

PUBLIC WORKS

TRANSIT STAFF

Corrice E. Patterson, Director
 Kristina Perez, Administrative Assistant
 Danny Casals, Field Operations Supervisor
 Juan Lopez, Bus Operator



"It is gratifying to be able to provide residents with this vital link between our village and the very popular busway and system," said Corrice Patterson, Director of our IBUS service response to demands for more economical forms of transportation and well-timed, convenient schedules." "You could say IBUS has really taken off."



INFORMATION

For additional information about the Village of Palmetto Bay's IBUS service destinations and connections you may visit or contact the Public Works Department at:

9495 SW 180TH Street
 Palmetto Bay, Florida 33157
 Phone: (305) 969-5011
 Fax: (305)969-5091

You may also visit the Village of Palmetto Bay Web Site at:

www.palmettobay-fl.gov

Updated February 2014

MAYOR

Shelley Stanczyk

VICE MAYOR

John DuBois

COUNCILMEMBER DISTRICT 1

Patrick Fiore

COUNCILMEMBER DISTRICT 2

Tim Schaffer

COUNCILMEMBER DISTRICT 3

Joan S. Lindsay

VILLAGE MANAGER

Ron E. Williams

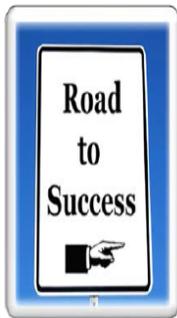


The Village of Palmetto Bay IBUS service is air-conditioned, wheelchair accessible and bike rack equipped.

The Village's successful connector bus continues to do its part driving ever-increasing numbers of residents to Busway/Metrorail service. In the six-month period ending February 2012, ridership continues to be consistent, from 703 riders in September 2011 to 761 in February 2012

Village IBUS Service Is Succeeding By:

- ❖ Key intersections and sidewalks have been upgraded along IBUS routes throughout the Village (making them ADA compliant);



- ❖ IBUS is an efficient eco-friendly operation by properly adjusting routes and schedules;

- ❖ The service meets the needs of loyal riders on popular routes such as Route B into the Palmetto Bay Village Center;

- ❖ IBUS is the only public transportation within the Village that links riders to the Miami-Dade Busway and Metrorail service.

HOURS OF OPERATION

Monday through Friday

Route A:
10:04 a.m. – 1:50 p.m.

Route B:
7:00 a.m. – 8:52a.m.
2:10p.m. – 5:20p.m.

Please refer to the route map for the IBUS schedules and destinations.

HOLIDAYS

No service on Saturday & Sunday or on the following holiday's observed by the Village of Palmetto Bay:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day



VILLAGE OF PALMETTO BAY BUS SERVICE

In 2006, the Village of Palmetto Bay launched a much-needed intra-Village bus service in full compliance with Miami-Dade County policy, as directed by the staff of the Citizens' Independent Transportation Trust (CITT) and the County Attorney's Office. The service was



designed to increase the number of destinations that can be reached via fixed public routes throughout Palmetto Bay and surrounding areas, as well as to connect with Miami-Dade Transit routes and the very popular busway. This initiative is being paid for with funding provided by the People's Transportation Plan (PTP). As stated in a publication of the Citizens' Independent Transportation Trust, "the plan was created because of public demand for greater mobility choices in Miami-Dade County. The citizens backed their demand at the ballot box by approving the transportation surtax to fund the projects in the PTP."

The Village bus service also provides public transportation to parks within the boundaries of the Village. There is no fare when using the Village IBUS service. Riders making connection to Miami-Dade Transit are expected to pay the appropriate fares at time of transfer.



Appendix K

VILLAGE OF PALMETTO BAY



**Language Assistance Plan
(LAP)**

February 2015

INTRODUCTION

The Village of Palmetto Bay (Village) as a sub-recipient of federal funding is required to ensure that Limited English Proficient (LEP) persons have *meaningful* access to programs and activities by developing and carrying out a language implementation plan pursuant to recommendations in Section VII of the U.S. Department of Transportation (DOT) LEP Guidance.

The starting point for the Language Assistance Plan (LAP) is the four-factor analysis developed by the U.S. Department of Transportation to assist agencies in creating language access plans. The four-factor approach allows the Village to prioritize types of language services and to ensure that appropriate language assistance resources are promptly available where most needed.

DEMOGRAPHIC INFORMATION

The Village determined the extent of its obligation to provide LEP services by employing the recommended four-factor analysis. This assessment includes:

- (1) The number or proportion of LEP persons eligible to be served or likely to encounter the Village’s programs and services; and
- (2) The frequency with which LEP individuals come in contact with the Village’s programs and services; and
- (3) The importance of Village’s programs and services to people's lives; and
- (4) The resources available to the Village and costs associated with providing language services.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to encounter the Village’s programs and services

The data from the 2000U.S. Census Bureau and www.palmettobay-fl.gov on Table 1 & 2 provides information of those speaking a language other than English at home in the Village of Palmetto Bay.

Table 1: Language Spoken at Home in the Village of Palmetto Bay

AMONG PEOPLE LIVING IN THE VILLAGE OF PALMETTO BAY	ESTIMATE	PERCENT
Population	23,801	
English only	16,399	68.9%
Language other than English	7,402	31,1%

Table 2: Analysis of LEP Population in the City of Hercules

SELECTED SOCIAL CHARACTERISTIC IN THE U.S. - SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME	ESTIMATE	PERCENT
Spanish	6,402	26.9%
Other languages	1,000	4.20%

With the wide range of languages within the Spanish and Asian category, further analysis was done to determine which language services the Village shall provide. Data from the 2000 Census Survey provides information regarding the race population of the Village, shown in Table 3.

Table 3: Highest Race Population in the Village of Palmetto Bay

RACE	NUMBER	PERCENT
White Non-Hispanic	6,038	61.9%
Black Non-Hispanic	5,319	7.6%
Hispanic	4,562	26.9%
Some Other Race	1,564	4.2%

The 2000 Census Survey Data shows that Hispanic has the largest non-English speaking population living in the Village. With Spanish as the primary language spoken, staff has determined that Spanish is an eligible LEP language group.

Factor 2: The frequency with which LEP individuals come in contact with Village services

Staff will survey the frequency LEP individuals use Village services at the front desk of Village Hall, parks and Recreation, Permitting, Planning and Zoning and Public Works. The results of the survey will then be used to assess the Village’s language assistance needs.

Factor 3: The importance of the Village of palmetto Bay services to people's lives

Accessing the Village’s emergency, planning, permitting and recreational services are very important to the residents, and staff will strive to provide language assistance when needed.

Factor 4: The resources available to the Village of Palmetto Bay and costs associated with providing language services

Adequate resources are critical for a successful LAP program. At this time, the costs associated with delivery of service to LEP individuals are not known. Self-assessment of costs will help to identify resources spent and needed for the LAP program. Reduction of costs for language services shall be pursued through use of technology, sharing of materials and services, use of bilingual staff resources, efficient procurement of contract services, and community participation.

Language Assistance Services

The Village's administrative and field staff has several bilingual employees who speak English and Spanish. Staff with bilingual capabilities will be available to LEP individuals if needed. An employee survey will be conducted to determine what other languages, other than English are understood and spoken. This information will be documented and analyzed to enhance the effectiveness of the LAP.

Notification to LEP Individuals

The public must be informed of their rights under Title VI. This will be done by:

- Notification displayed at Village of Palmetto Bay front desk of Village Hall, parks and Recreation, Permitting, Planning and Zoning and Public Works.
- Notification will be posted on the Village's website (www.palmettobay-fl.gov)
- Notification will be posted on all Village issued publications

Public Participation and Outreach

The Village of Palmetto Bay employs a number of methods to inform the public of Village programs and services, including but not limited to the following:

- Press releases
- Ads and public notices in E-Current
- Community meetings/workshops
- Information posted on the Village of Palmetto Bay website (www.palmettobay-fl.gov)
- Facebook
- Information posted on local public access television station (WBAY TV Channel 77)

Staff Training

The Village of Palmetto Bay works to educate its staff with the knowledge of and sensitivity to the needs of LEP residents. Staff will be trained on procedures for accommodating LEP populations. Some of the items covered include information about LEP guidance from the U.S. DOT.

Training Materials

Training materials will be developed for staff that interacts with LEP populations. The materials will include instruction on how to respond to face to face interactions, phone inquiries and written communications from LEP persons. Training materials will include instruction on how to arrange for translation services should they be required.

Monitoring and Updating of the LAP

The Village will monitor requests for translations and adjust practices to meet demand while maintaining a basic level of access by LEP populations to vital information. Staff will be using Language Identification Cards to help identify what languages people they interact with use. These cards will be issued at all the public counters in order to collect more data on the languages spoken by Palmetto Bay residents. These cards are collected and the data tabulated to be included in future LEP plan updates.

Contact Information

Any comments or questions related to this plan should be directed to the designated Title VI representative from the Office of the Village Manager:

Village of Palmetto Bay
Office of the Village Manager
9705 E. Hibiscus Street, Palmetto Bay, FL 33157
Telephone: (305) 259-1234 Fax: (305) 259-1290