

RESOLUTION NO. 181-21

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF WEST PALM BEACH, FLORIDA, APPROVING THE CITY'S TITLE VI PROGRAM FOR A THREE YEAR PERIOD FROM JUNE 1, 2021 THROUGH JUNE 1, 2024; INSTRUCTING CITY STAFF TO SUBMIT THE APPROVED TITLE VI PROGRAM TO THE FLORIDA DEPARTMENT OF TRANSPORTATION, THE FEDERAL HIGHWAY ADMINISTRATION AND THE FEDERAL TRANSIT ADMINISTRATION; PROVIDING FOR AN EFFECTIVE DATE; AND FOR OTHER PURPOSES.

* * * * *

WHEREAS, The City of West Palm Beach, as a recipient of Federal Transit Administration (FTA), Florida Department of Transportation (FDOT) and Federal Highway Administration (FHWA) financial assistance, is required to comply with United States Department of Transportation (DOT) Title VI regulations found in 49 CFR Part 21; and

WHEREAS, FTA Circular 4702.1B (Circular), promulgated pursuant to 49 CFR Part 21, and other authority, requires City to submit a Title VI Program to the FTA, FDOT and FHWA every three years, the purpose of which is to document methods that City ensures its transit services are provided in a nondiscriminatory manner in accordance with Title VI of the Civil Rights Act of 1964 and other applicable law; and

WHEREAS, City's Title VI program was last adopted in 2018; and

WHEREAS, the City desires to update its Title VI program to ensure compliance with all FDOT and FTA requirements in order to receive funding, and the Circular requires submitted Title VI Programs to be approved by a recipient's governing entity; and

WHEREAS, City at all times has remained committed to compliance with its Title VI Program; and

WHEREAS, The Title VI Program attached as Exhibit A updates City's last submission (dated June 1, 2018) to comply with the Circular and illustrates that City's transit service does not discriminate on the basis of race, color, national origin, sex, age, disability, family or religious status 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, and all amendments thereto.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF WEST PALM BEACH that:

SECTION 1: The City Commission of the City of West Palm Beach, Florida, hereby approves City's Title VI Program attached as Exhibit A.

SECTION 2: The Mayor is authorized to execute the Program and any associated assurances necessary to implement the Program.

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SECTION 3: City Staff is instructed to submit the Title VI Program attached as Exhibit A to the Federal Transit Authority, the Federal Highway Administration and the Florida Department of Transportation and take all other actions necessary to implement the Program.

SECTION 4: One executed copy of the Program shall be retained by the City Clerk as a public record of the City. The other fully executed original shall be forwarded to Anthony Stella, Assistant City Attorney, for further handling.

SECTION 5: This Resolution shall take effect as provided by law.

PASSED AND ADOPTED THIS 9TH DAY OF AUGUST, 2021.



ATTEST:

X *Hazeline F. Carson*
CITY CLERK
Signed by: Hazeline F Carson

**CITY OF WEST PALM BEACH BY
ITS CITY COMMISSION:**

X *Keith A. James*
PRESIDING OFFICER
Signed by: Keith Alan James

**APPROVED AS TO FORM AND
LEGALITY:**

8/5/2021
X *Anthony Michael Stella*
CITY ATTORNEY
Signed by: Anthony Michael Stella

CITY OF WEST PALM BEACH TITLE VI PROGRAM



Prepared by:

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City of West Palm Beach
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Revised June 2021

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PART I

FTA TITLE VI NONDISCRIMINATION POLICY

INTRODUCTION

Circular 4702.1B dated October 1, 2012 (“Circular”) requires the City of West Palm Beach (“City”) to submit a Title VI Program to its FTA regional civil rights officer once every three years. Circular, Chapter II(5).

City’s Title VI Program was last submitted in June 2018. This letter is being sent in an effort to update the City’s program. The information contained in this letter updates the City of West Palm Beach’s (“City”) compliance, as an FTA grant recipient, with all of the requirements of Title VI of the Civil Rights Act of 1964, consistent with the Circular.

The City operates up to 8 trolleys on 3 fixed routes within the City limits. Although the City does have daily operating hours for its trolley services, there are no scheduled times or fees for such trolley services. Based on the above information, City does not meet the Fixed Route Transit Provider Requirements of Chapter IV.

TITLE VI PROGRAM CHECKLIST

General Requirements (Chapter III)

All recipients must submit:

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions

NA

- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (*See below*)

Requirements of Transit Providers (Chapter IV)

All Fixed Route Transit Providers must submit:

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

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WHEREAS, The City of West Palm Beach, as a recipient of Federal Transit Administration (FTA), Florida Department of Transportation (FDOT) and Federal Highway Administration (FHWA) financial assistance, is required to comply with United States Department of Transportation (DOT) Title VI regulations found in 49 CFR Part 21; and

WHEREAS, FTA Circular 4702.1B (Circular), promulgated pursuant to 49 CFR Part 21, and other authority, requires City to submit a Title VI Program to the FTA, FDOT and FHWA every three years, the purpose of which is to document methods that City ensures its transit services are provided in a nondiscriminatory manner in accordance with Title VI of the Civil Rights Act of 1964 and other applicable law; and

WHEREAS, City's Title VI program was last adopted in 2018; and

WHEREAS, the City desires to update its Title VI program to ensure compliance with all FDOT and FTA requirements in order to receive funding, and the Circular requires submitted Title VI Programs to be approved by a recipient's governing entity; and

WHEREAS, City at all times has remained committed to compliance with its Title VI Program; and

WHEREAS, The Title VI Program attached as Exhibit A updates City's last submission (dated June 1, 2018) to comply with the Circular and illustrates that City's transit service does not discriminate on the basis of race, color, national origin, sex, age, disability, family or religious status 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, and all amendments thereto.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF WEST PALM BEACH that:

SECTION 1: The City Commission of the City of West Palm Beach, Florida, hereby approves City's Title VI Program attached as Exhibit A.

SECTION 2: The Mayor is authorized to execute the Program and any associated assurances necessary to implement the Program.

SECTION 3: City Staff is instructed to submit the Title VI Program attached as Exhibit A to the Federal Transit Authority, the Federal Highway Administration and the Florida Department of Transportation and take all other actions necessary to implement the Program.

SECTION 4: One executed copy of the Program shall be retained by the City Clerk as a public record of the City. The other fully executed original shall be forwarded to Anthony Stella, Assistant City Attorney, for further handling.

SECTION 5: This Resolution shall take effect as provided by law.

TITLE VI / NONDISCRIMINATION POLICY STATEMENT

The City of West Palm Beach assures the Florida Department of Transportation that no person shall on the basis of race, color, national origin, sex, age, disability, family or religious status, 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 benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

The City of West Palm Beach 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.
2. Issue a policy statement signed by the Chief Executive Officer, 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 **Appendix A** of this agreement in every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against sub-recipients. Complaints against the Recipient shall immediately be forwarded to the FDOT District Title VI Coordinator.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or USDOT, take affirmative action to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) calendar days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.

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 Recipient.

(CORPORATE SEAL)

CITY OF WEST PALM BEACH

ATTEST:

By: _____
Keith A. James, Mayor

By: _____
Clerk

Date: _____, 2021

TITLE VI / NONDISCRIMINATION POLICY STATEMENT

APPENDIX A

1. The City of West Palm Beach and all contractors who receive federal funding through it, as applicable, will comply with the following laws, regulations, and requirements so that no person in the United States will be denied the benefits of, or otherwise be subjected to discrimination in, any U.S. DOT or FTA assisted program or activity (particularly in the level and quality of transportation services and transportation-related benefits) on the basis of race, color, national origin, religion, sex, disability, or age including:
 - a. Federal transit laws, specifically 49 U.S.C. § 5332 (prohibiting discrimination on the basis of race, color, religion, national origin, sex (including gender identity), disability, age, employment, or business opportunity),
 - b. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d,
 - c. Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000e *et seq.* (prohibiting discrimination on the basis of race, color, religion, sex, (including gender identity and sexual orientation) or national origin),
 - d. Executive Order No. 11246, “Equal Employment Opportunity” September 24, 1965, 42 U.S.C. § 2000e note, as amended by any later Executive Order that amends or supersedes it in part and is applicable to federal assistance programs,
 - e. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. § 1681 *et seq.*,
 - f. U.S. DOT regulations, “Nondiscrimination on the Basis of Sex in Education Programs or Activities Receiving Federal Financial Assistance,” 49 C.F.R. part 25,
 - g. The Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, *et seq.*,
 - h. The Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12101 *et seq.*,
 - i. U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964,” 49 CFR part 21,
 - j. U.S. DOT regulations, specifically 49 CFR parts 27, 37, 38, and 39, and
 - k. Any other applicable federal statutes that may be signed into law, federal regulations that may be issued, or federal requirements that may be imposed.
2. City will comply with federal guidance implementing federal nondiscrimination laws, regulations, or requirements, except as FTA determines otherwise in writing.
3. City will comply with all other applicable assurances required, including but not limited to those found at 49 CFR §21.7 and consistent with the Assurances found on the FTA website, as amended or updated from time to time, at:

<https://www.transit.dot.gov/grantee-resources/certifications-and-assurances/fy2021-annual-list-certifications-and-assurances>

4. In addition, City incorporates the following language in its contract(s) for trolley services:

Civil Rights Requirements.

Non-Discrimination. The Operator, or any sub-contractor, shall not discriminate on the basis of race, color, creed, national origin, sex or age in the performance of this Agreement or in its employment opportunities. The Operator shall carry out applicable requirements of Title VI of the Civil Rights Act, as amended, 42 U.S.C. §2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. §6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. §12132, and Federal transit law and 49 U.S.C. §5332. Failure by the Operator to carry out these requirements is a material breach of this Agreement, which may result in the termination of this Agreement or such other remedy as the City deems appropriate.

SECTION 1: GENERAL REPORTING REQUIREMENTS

The following information addresses the Title VI general reporting requirements as described in Chapter III of the Circular.

1-1 TITLE VI NOTICE TO THE PUBLIC

Agencies shall inform the public of their rights under Title VI through such measures as posting the Title VI notice on posters, comment cards, or flyers placed at stations, bus shelters, and in transit vehicles. The type, timing, and frequency of these measures are at the recipient's discretion, as long as the type, timing, and frequency are sufficient to notify passengers and other interested persons of their rights under DOT's Title VI regulations with regard to the recipient's program. Notices detailing a recipient's Title VI obligations and complaint procedures shall be translated into languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient's language assistance plan.

The above information can be found on City's website, at <https://www.wpb.org/government/human-resources/human-resources-overview> and by postings on all the trolleys. See composite Exhibit A (website print out and "Title VI Notice" as posted inside of Trolleys).

1-2 TITLE VI COMPLAINT PROCEDURES AND FORM

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), 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. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website. FTA requires direct and primary recipients to report information regarding their complaint procedures in their Title VI Programs in order for FTA to determine compliance with DOT's Title VI regulations.

See Exhibit B (Procedures) and Exhibit C (Form) in both English and Spanish.

1-3 RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS

In order to comply with the reporting requirements of 49 CFR Section 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 conducted by entities other than FTA; lawsuits; and complaints naming the recipient.

There are no Title VI lawsuits or complaints alleging that City discriminates on the basis of race,

color, or national origin with respect to transit service or other transit benefits.

1-4 PROMOTING INCLUSIVE PUBLIC PARTICIPATION

The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities). Grant recipients are required to comply with the public participation requirements of 49 U.S.C. Sections 5307(b) (requires programs of projects to be developed with public participation) and 5307(c)(1)(I) (requires a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service). FTA/FHWA (Federal Highway Administration) joint planning regulations (23 CFR part 450) require States and MPOs engaged in planning activities to Seek out and consider the needs and input of the general public, including interested parties and those traditionally underserved by existing transportation systems, such as minority and LEP persons, who may face challenges accessing employment and other services, as States and MPOs develop and conduct their public involvement activities. Recipients engaged in planning and other decision-making activities at the local level should consider the principles embodied in the planning regulations, and develop and use a documented public participation plan or process that provides adequate notice of public participation activities, as well as early and continuous opportunities for public review and comment at key decision points.

See Exhibit D (Outreach Procedures and Programs for LEP Individuals with attached Services for Vickers House and Trolley Surveys in English and Spanish)

1-5 PROVIDING MEANINGFUL ACCESS TO SERVICES BY PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), 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). In order to ensure meaningful access to programs and activities, recipients shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide.

See Exhibit E, which includes a Language Assistance Plan based on the Four Factor Analysis.

1-6 TABLE DEPICTING NON-ELECTED COMMITTEES BY RACE

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race, and a description of efforts made to encourage the participation of minorities on such committees.

See Exhibit F.

1-7 EQUITY ANALYSIS IF RECIPIENT HAS CONSTRUCTED A FACILITY

If the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

City has not constructed such a facility.

1-8 MONITORING SUBRECIPIENTS FOR TITLE VI COMPLIANCE

In accordance with 49 CFR 21.9(b), and to ensure that subrecipients are complying with the DOT Title VI regulations, primary recipients must monitor their subrecipients for compliance with the regulations. Importantly, if a subrecipient is not in compliance with Title VI requirements, then the primary recipient is also not in compliance.

See composite Exhibit G (Monthly Checklist; Site Visit; and LEP Video Review & Title VI Procedures & Complaint Form-Driver Acknowledgement)

1-9 ADDITIONAL REPORTING REQUIREMENTS: SERVICE STANDARDS AND SERVICE POLICIES

A. Service standards

1. Vehicle load for each mode: 25 passenger seated capacity.
2. Vehicle headway for each mode: average headway of for Yellow Line is – 1 minute; average for Green Line is 1 minute 30 seconds per stop
3. On time performance for each mode: n/a, no designated stop times
4. Service availability for each mode
 - a. Yellow Line operates 7 days/wk 11am-9pm (Sun-Wed) and 11am-11pm (Thur-Sat)
 - b. Green Line operates 7 days/wk 7am-7pm (Mon-Fri) , 9am-6pm (Sat) and 11am-6pm (Sun)

B. Service policies

1. Transit Amenities for each mode: Both Yellow and Green line trolleys offer

- a. Handicap accessibility for all wheelchair and riders with walkers.
- b. Bike racks located on the front of trolley (up to 2 bikes)
- c. Air conditioning systems (yellow line is also an open air trolley)
- d. Title VI policy posted sign inside the trolleys
- e. Stop request cord for passengers located inside the trolley

2. Vehicle Assignment for each mode:

a. Yellow line trolleys VIN Numbers

1F66F5DY9E0A15385

1F66F5DY0E0A15386

1F66F5DY2E0A15387

b. Green line trolleys VIN Numbers

1F66F5DY3E0A15382

1F66F5DY5E0A15383

1F66F5DY7E0A15384

1F66F5DY8K0A18353

1F66F5DY8K0A18354

PART II

FHWA AND FDOT TITLE VI NONDISCRIMINATION POLICY

RESOLUTION NO. 181-21

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WHEREAS, the City desires to update its Title VI program to ensure compliance with all FDOT and FTA requirements in order to receive funding, and the Circular requires submitted Title VI Programs to be approved by a recipient's governing entity; and

WHEREAS, City at all times has remained committed to compliance with its Title VI Program; and

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SECTION 4: One executed copy of the Program shall be retained by the City Clerk as a public record of the City. The other fully executed original shall be forwarded to Anthony Stella, Assistant City Attorney, for further handling.

SECTION 5: This Resolution shall take effect as provided by law.

TITLE VI / NONDISCRIMINATION ASSURANCES

Pursuant to Section 9 of US DOT Order 1050.2A, the City of West Palm Beach assures the Florida Department of Transportation (FDOT) that no person shall on the basis of race, color, national origin, sex, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Florida Civil Rights Act of 1992 and other nondiscrimination authorities be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

The City of West Palm Beach further assures FDOT that it will undertake the following 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.
2. Issue a policy statement signed by the Chief Executive Officer, 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 *Appendices A and E* of this agreement in every contract subject to the Acts and the Regulations
4. Develop a complaint process and attempt to resolve complaints of discrimination against sub-recipients. Complaints against the Recipient shall immediately be forwarded to the FDOT District Title VI Coordinator.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or USDOT, take affirmative action to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) calendar days.
7. Have a process to collect racial and ethnic data on persons impacted by your agency's programs.

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 Recipient.

(CORPORATE SEAL)
ATTEST:

By: _____
Clerk

CITY OF WEST PALM BEACH
By: _____
Keith A. James, Mayor

Date: _____, 2021

APPENDICES A and E

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the “Contractor”) agrees as follows:

(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 Appendix B 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 Contractor’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, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* as appropriate, and shall set forth what 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, the *Florida Department of Transportation* shall impose such contract sanctions as it or the *Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* may determine to be appropriate, including, but not limited to:

a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or b. 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 (7) in every subcontract, including procurements 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 the *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. In the event a Contractor becomes involved in, or is threatened with, litigation with a sub-contractor or supplier as a result of such direction, the Contractor may request the *Florida Department of Transportation* to enter into such litigation to protect the interests of the *Florida Department of Transportation*, and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

(7.) **Compliance with Nondiscrimination Statutes and Authorities:** Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21; The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects); Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex); Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27; The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age); Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex); The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not); Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38; The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex); Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations; Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English

proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100); Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

2.1 POLICY STATEMENT

The City of West Palm Beach (hereinafter the “Agency”) values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level. Moreover, the Agency believes that the best programs and services result from careful consideration of the needs of all of its communities and when those communities are involved in the decision-making process. Thus, the Agency does not tolerate discrimination in any of its transportation programs, services or activities. Pursuant to Title VI of the Civil Rights Act of 1964 and other federal and state authorities, the Agency will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion or family status.

2.2 NONDISCRIMINATION ASSURANCES

Every three years, or commensurate with a change in executive leadership, the Agency must certify to Federal Highway Administration (FHWA) and Florida Department of Transportation (FDOT) that its transportation programs, services and activities are being conducted in a nondiscriminatory manner. These certifications are termed ‘assurances’ and serve two important purposes. First, they document Agency commitment to nondiscrimination and equitable services to its community. Second, they serve as a legally enforceable agreement by which the Agency may be held liable for breach. Those wishing to view the Agency’s Nondiscrimination Assurance may do so by visiting the Agency website or administration offices.

2.3 COMPLAINT PROCEDURES

The Agency has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability or family status in any Agency program, service or activity may file a complaint with the Agency Title VI/Nondiscrimination Coordinator:

Name: City of West Palm Beach Human Resources Department, Attn:
ADA Liaison/Title VI Coordinator
Address: P.O. Box 3366
West Palm Beach, FL 33402
Phone: 561-494-1019
E-mail: adacompliance@wpb.org

Complaint Forms and the City's Title VI Policy can be found on the City's website, at <https://www.wpb.org/government/human-resources/human-resources-overview>. See Exhibit C, Complaint Forms in both English and Spanish.

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Title VI/Nondiscrimination Coordinator for assistance.

The Title VI/Nondiscrimination Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the Agency be able to satisfactorily resolve a complaint, the Agency will forward the complaint, along with a record of its disposition to the appropriate FDOT District Office.

The Agency Title VI Coordinator has 'easy access' to the Agency Chief Executive Officer (CEO) and is not required to obtain management or other approval to discuss discrimination issues with the CEO. However, should the complainant be unable or unwilling to complain to the Agency, the written complaint may be submitted directly to Florida Department of Transportation (FDOT). FDOT serves as a statewide clearing house for Title VI purposes and will either assume jurisdiction over the complaint or forward it to the appropriate federal or state authority for continued processing:

Florida Department of Transportation
Equal Opportunity Office
Attn: Title VI Complaint Processing
605 Suwannee Street MS 65
Tallahassee, FL 32399

2.4 ADA/504 POSTED STATEMENT

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal-aid recipients and other government entities to take affirmative steps to reasonably accommodate those with disabilities and ensure that their needs are equitably represented in transportation programs, services and activities.

The Agency will make every effort to ensure that its facilities, programs, services and activities are accessible to those with disabilities. The Agency will also make every effort to ensure that its

advisory committees, public involvement activities and all other programs, services and activities include representation by communities with disabilities and disability service groups.

The Agency encourages the public to report any facility, program, service or activity that appears inaccessible to those who are disabled. Furthermore, the Agency will provide reasonable accommodation to individuals with disabilities who wish to participate in public involvement events or who require special assistance to access facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the Agency asks that requests be made at least 7 calendar days prior to the need for accommodation.

Questions, concerns, comments or requests for accommodation should be made to the Agency ADA Officer at:

Name: ADA Liaison/Title VI Coordinator
Address: 401 Clematis St., West Palm Beach, FL 33401
E-mail: ada-compliance@wpb.org
Phone: 561-494-1019

2.5 LIMITED ENGLISH PROFICIENCY (LEP GUIDANCE)

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (FDOT) require federal-aid recipients to take reasonable steps to ensure meaningful access to programs, services and activities by those who do not speak English proficiently. To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four factors:

- The number or proportion of LEP persons eligible to be served or likely to be encountered by the City/County's programs, services or activities;
- The frequency with which LEP individuals come in contact with these programs, services or activities;
- The nature and importance of the program, service, or activity to people's lives; and
- The resources available to the City/County and the likely costs of the LEP services.

See, Exhibit D for the Agency's Outreach Procedures and Programs for LEP Individuals. *See, Exhibit E* for a copy of the Agency's LEP Plan, which includes a Language Assistance Plan based on the Four Factor Analysis. Persons requiring special language services should contact the Agency's Title VI/Nondiscrimination Coordinator.

2.6 PUBLIC INVOLVEMENT

In order to plan for efficient, effective, safe, equitable and reliable transportation systems, the Agency must have the input of its public. The Agency spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community. The Agency hosts an informative website that advises the public how it can access information and provide input. The agency also holds public meetings, workshops and other events designed to gather public input on program/project planning and construction. Further, the Agency sponsors, attends and participates in other community events to promote its services to the public. Finally, the Agency is constantly seeking ways of measuring the effectiveness of its public involvement.

Persons wishing to request special presentations by the Agency; volunteer in any of its activities; offer suggestions for improvement; or to simply learn more about Agency programs and services should visit: <https://www.wpb.org/our-city/meetings-agendas> for information related to the Mayor's Meetings in the North, South and West end of the City; and <https://wpbgis.maps.arcgis.com/apps/Shortlist/index.html?appid=1e0a5397293845c1b6adb5011747e683> for information related to the City's Transportation Capital Improvement Projects.

Or contact:

Name and Title: Kevin Volbrecht, Director of City Engineering Services
Address: 401 Clematis St., West Palm Beach, FL 33401
E-mail: KCVolbrecht@wpb.org
Phone: 561-494-1040

2.7 DATA COLLECTION

FHWA regulations require federal-aid recipients to collect racial, ethnic and other similar demographic data on beneficiaries of or those affected by transportation programs, services and activities. The Agency accomplishes this through the use of census data, American Community Survey reports, Environmental Screening Tools (EST), driver and ridership surveys, its community development department and other methods. From time to time, the Agency may find it necessary to request voluntary identification of certain racial, ethnic or other data from those who participate in Agency programs, services or activities. This information assists the Agency with improving service equity and ensuring effective outreach. Self-identification of personal data to the Agency will always be voluntary and anonymous. Moreover, the Agency will not release or otherwise use this data in any manner inconsistent with the FHWA regulations.

Respectfully Submitted:

Anthony M. Stella
Assistant City Attorney
(561) 822-1353
astella@wpb.org

cc via email:

Faye Johnson, City Administrator
Steven Hoffmann, Grants Compliance Officer
Kimberly Rothenburg, City Attorney
Nancy Urcheck, Deputy City Attorney
Kevin Volbrecht, Director of Engineering Services

EXHIBITS

Exhibit A—Title VI Notice City’s Human Resources Page and Trolley Posting



Human Resources

The City of West Palm Beach, an equal opportunity employer, is committed to providing equal employment opportunity for all applicants and employees regardless of race, color, religion, sex, gender identity or expression, national origin, age, disability, familial status, marital status or sexual orientation.

Service is a top priority at the City of West Palm Beach. When you become a part of our family, it is important to us that every person who works here feels valued and welcomed. We are constantly thinking of ways to improve our services and operations. And, just like you, we never stop working toward a successful future. Our employees make all the difference.

For more information, call (561) 494-1000.

- [I would like to work for the City of West Palm Beach](#)
- [I already work for the City of West Palm Beach](#)
- [I want to tell you about a good experience with a city employee](#)

Title VI Information

- [Title VI Complaint Procedures \(English\)](#)
- [Title VI Complaint Procedures \(Spanish\)](#)
- [Title VI Complaint Form \(English\)](#)
- [Title VI Complaint Form \(Spanish\)](#)
- [Title VI Policy with Exhibits](#)
- [2018 LEP Plan](#)
- [FDOT-Complaint-Procedures](#)

Accessibility

The City of West Palm Beach is committed to serving the needs of all of its citizens and visitors, and our goal is to ensure access to information for a diverse audience. To that end, the City is incorporating into its website accessibility design standards to meet Universal Design concepts supported by the [W3C Guidelines](#) and [ADA Accessibility Requirements](#).

ADA Notice of Compliance

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990, the City of West Palm Beach does not discriminate on the basis of disability in the admission, access, or operations of its programs, services, activities or facilities. In accordance with Title II of the ADA, when viewed in their entirety, City of West Palm Beach programs, services, activities and facilities are readily accessible to and usable by qualified individuals with disabilities.

Title VI Compliance

Learn about the City's [compliance with Title VI](#).

ADA Coordinator

The City of West Palm Beach has established an ADA Coordinator to facilitate assistance for disabled residents and visitors. The ADA Coordinator is able to facilitate members of the public with the provision of auxiliary aids and services for City meetings, programs and events. The ADA Coordinator also investigates and seeks to resolve any complaints regarding accessibility to City facilities or programs.

Tim Scott

ADA Coordinator

City of West Palm Beach Risk Management

401 Clematis Street, 3rd Floor

West Palm Beach, Florida 33401

E-mail: ada-compliance@wpb.org

Phone: 561-494-1019

Florida Relay (Voice): 800-955-8770

Florida Relay (TTY): 800-955-8771

ADA Accommodations to City Events

Persons with disabilities may contact the City's ADA Coordinator to request reasonable accommodation and/or wheelchair and/or wheelchair companion seating to fully participate in any City event.

Americans with Disabilities Act Grievance Procedure

The City of West Palm Beach has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability or family status in any City program, service or activity may file a complaint with the City's Title VI/ADA Coordinator listed above.

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Title VI/ADA Coordinator for assistance.

The Title VI/ADA Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the City be able to satisfactorily resolve a complaint, the City will forward the complaint, along with a record of its disposition to the appropriate FTA/FDOT District Office.

The City Title VI/ADA Coordinator has 'easy access' to the City's Administration and is not required to obtain management or other approval to discuss discrimination issues with the administration. However, should the complainant be unable or unwilling to complain to the City, the written complaint may be submitted directly to Florida Department of Transportation (FDOT). FDOT serves as a statewide clearing house for Title VI purposes and will either assume jurisdiction over the complaint or forward it to the appropriate federal or state authority for continued processing.

Florida Department of Transportation
Equal Opportunity Office
Attn: Title VI Complaint Processing
605 Suwannee Street MS 65
Tallahassee, FL 32399

- [ADA Grievance Form](#)

Help Identify ADA Accessibility and Sidewalk Improvements

The City of West Palm Beach invites citizens to identify and request accessibility improvements for the disabled to public sidewalks and intersections located within the City's jurisdiction and control. The City will include such locations on a prioritized list of sidewalk and intersection locations that require improvements to meet Americans with Disabilities Act (ADA) guidelines.

Accessibility Design

Many Internet users with disabilities find websites difficult or even impossible to use simply because of the way they are designed. This website has been designed to be as accessible as possible and to be compatible with the types of adaptive technology used by people with disabilities, including screen readers. Visitors can control the size of the text and can use "access keys" on the keyboard rather than the mouse to navigate through pages.

The stylesheet uses relative font sizes and is written to display pages correctly in most commonly used browsers. In early versions of browsers and browsing devices that do not support stylesheets at all, the flow of the content has been tested to ensure it entirely retains its sense.

Accessible Documents

Many documents on our web pages are in ASCII or HTML format, which are accessible to people who use screen reading software and to those with other vision or mobility impairments. Generally, we use Hypertext Markup Language (HTML) to create pages and documents that are accessible to those users.

Our website also contains many Adobe Acrobat PDF (Portable Document Format) files. We use this method when documents are not available in digital form, are too large or difficult to produce in HTML, or are publications where the format is critical to the usability of the document. Adobe Systems, Inc. is developing products designed to make PDF documents more accessible. [Adobe's accessibility web pages](#) describe their efforts.

- Be sure to select the version of Adobe Acrobat Reader that is compatible with your system.
- Follow the installation instructions completely. (After the download, you will need to install the file by running the executable (.exe file) from your operating system.)
- Configure your browser options.
- Upgrade your version of Adobe Acrobat Reader periodically to use the latest features.
- Contact Adobe Systems, Inc. if you are having trouble installing or using their products.

Resources

For additional information and resources regarding accessibility issues, please refer to the following resources:

- [The Access Board \(http://www.access-board.gov\)](http://www.access-board.gov)
 - (800) 872-2253 (voice)
 - (800) 993-2822 (TTY)
- [ADA Home Page \(http://www.ada.gov\)](http://www.ada.gov)
 - (800) 514-0301 (voice)
 - (800) 514-0383 (TTY)
- [Section 508 \(http://www.section508.gov\)](http://www.section508.gov)
- [Web Accessibility Initiative \(http://www.w3c.org/wai/resources/\)](http://www.w3c.org/wai/resources/)
- [Web Content Accessibility Guidelines \(http://www.w3c.org/wai/resources\)](http://www.w3c.org/wai/resources)

TITLE VI NOTICE

TITLE VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance (42 U.S.C. Section 2000d).

The City of West Palm Beach is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the City of West Palm Beach Title VI Coordinator.

A Title VI Notice has also been placed in City of West Palm Beach Human Resources.

EL SIGUIENTE AVISO SE HA COLOCADO EN CADA CARRO.

AVISO DEL TITULO VI

El Título VI de la ley de derechos civiles de 1964 prohíbe la discriminación en base a raza, color, u origen nacional en programas y actividades que reciben asistencia financiera Federal (42 U.S.C. sección 2000d).

La ciudad de West Palm Beach se compromete a practicar no-discriminación. Si usted cree que ha sido víctima de discriminación puede presentar una querrela a través del Coordinador de Título VI de la ciudad de West Palm Beach.

Un aviso del Título VI también se ha colocado en el Departamento de Recursos Humanos de la Ciudad de West Palm Beach.

Exhibit B—FTA Title VI Complaint Procedures

CITY OF WEST PALM BEACH



WEST PALM BEACH

FEDERAL TRANSIT AUTHORITY TITLE VI
COMPLAINT PROCEDURES

This section outlines the Title VI complaint procedures related to providing programs, services and benefits. However, it does not deny any individual the right to file formal complaints with the Federal Transit Administration (“FTA”) or any other appropriate federal agency, or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the 1964 Civil Rights Act and the Highway Act of 1973, the Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) require that: no person in the United States shall, on the ground of race, color, national origin, sex, religion, age, disability or family status 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 City of West Palm Beach (“City”) is actively committed to obeying and preventing all forms of discrimination prohibited by Title VI and all other applicable federal, state and local laws.

GENERAL

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the City of West Palm Beach Human Resources Department, Attention Title VI Coordinator, P.O. Box 3366, West Palm Beach, Florida 33402 or by e-mail to: ada-compliance@wpb.org. A form available for such complaints is available on the City of West Palm Beach’s website, www.wpb.org.

The City strives to obtain early resolution of complaints. The option of informal meeting(s) between affected parties and the City’s Title VI Coordinator/Administrator or their designee may be utilized for resolutions. The Title VI Coordinator/Administrator will notify FTA of all Title VI related complaints as well as all resolutions.

PROCEDURE

1. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by the complainant(s), preferably on the form provided on the City’s website. In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made by calling (561) 494-1019. An EEO Specialist will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must be signed by the complainant or his/her representative; and
 - b. Include the date of the alleged act of discrimination, date when the Complainant became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct; and
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint; and
 - d. complaints must be filed within 365 calendar days of the alleged incident.

2. Upon receipt of the complaint, the City will determine its jurisdiction, acceptability, need for additional information, as well as assign the complaint to an EEO Specialist to investigate the merit of the complaint.
3. The Complainant will be provided with a written acknowledgement that the City has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:
 - a. The complaint must be filed within 365 days of the alleged occurrence; and
 - b. The allegation must involve a covered basis such as race, color, national origin, sex, religion, age, disability or family status; and
 - c. The allegation must involve a City of West Palm Beach service of a Federal-aid recipient, sub-recipient or contractor.
5. A complaint may be dismissed for the following reasons:
 - a. The complaint fails to meet the criteria of items 1a. through d. or 4a. through c., above; or
 - b. The Complainant requests withdrawal of the complaint; or
 - c. The Complainant fails to respond to repeated requests for additional information needed to process the complaint; or
 - d. The Complainant cannot be located after reasonable attempts.
6. The investigation and resolution of the complaint will follow procedures outlined in the City's Code of Ordinances, Part II, Chapter 42, Article II, Equal Opportunity, at Sections 42-42 through 42-46, available through www.municode.com.

RECORDKEEPING REQUIREMENT

The Title VI Coordinator/Administrator and will ensure that all records relating to the City of West Palm Beach Title VI complaint process are maintained in the Human Resources Department in accordance with applicable law. Records will also be available for compliance review audits.

CITY OF WEST PALM BEACH



WEST PALM BEACH

ADMINISTRACIÓN FEDERAL DE TRÁNSITO

PROCEDIMIENTO DE QUERELLAS BAJO TITULO VI

Esta sección describe el procedimiento de querellas bajo el Título VI relacionados con la prestación de programas, servicios y beneficios. Sin embargo, no niega a cualquier persona el derecho a presentar querellas formales ante la Administración Federal de Tránsito ("FTA") o cualquier otra agencia federal correspondiente, o buscar un abogado privado para querellas de discriminación, intimidación o represalias de cualquier tipo prohibidas bajo la ley.

El Título VI de la Ley de Derechos Civiles de 1964 y la Ley de Carreteras de 1973, la Ley de Discriminación por Edad de 1975, la Sección 504 de la Ley de Rehabilitación de 1973 y la Ley de Estadounidenses con Discapacidades de 1990 (ADA) requieren que: ninguna persona en los Estados Unidos Los Estados, por motivos de raza, color, origen nacional, sexo, religión, edad, discapacidad o estado familiar, serán excluidos de la participación, se les negarán los beneficios o serán objeto de discriminación en virtud de cualquier programa o actividad que reciba asistencia financiera federal. La Ciudad de West Palm Beach ("Ciudad") se ha comprometido activamente a obedecer y prevenir toda forma de discriminación prohibida por el Título VI y otras leyes federales, estatales y locales aplicables.

GENERAL

Cualquier persona que cree que él o ella, individualmente o como miembro de una clase específica de personas, ha sido objeto de discriminación por motivos de raza, color, origen nacional, sexo, religión, edad, discapacidad o estado familiar, puede presentar una querella por escrito con el Departamento de Recursos Humanos, Ciudad de West Palm Beach, Atención Coordinador del Título VI, PO Box 3366, West Palm Beach, Florida 33402, Número de teléfono 561-494-1019; por correo electrónico a ada-compliance@wpb.org. El formulario para querellas se encuentra disponible en la página de internet de la Ciudad de West Palm Beach, www.wpb.org.

La Ciudad se esfuerza por lograr una pronta resolución de las querellas. La opción una reunión informal (s) entre las partes afectadas y el Coordinador/Administrador del Título VI de la Ciudad o su designado puede ser utilizado. El Coordinador/Administrador del Título VI notificará a FTA de todas las querellas relacionadas con el Título VI, así como todas las decisiones.

PROCEDIMIENTO

1. La queja debe cumplir los siguientes requisitos:

- a. La querella debe ser sometida por escrito y firmada por el demandante(s), preferiblemente utilizando el formulario provisto en la página de internet de la Ciudad. En caso que demandante no sea capaz de proporcionar una declaración por escrito, puede someter la querella verbalmente comunicándose al telefono (561) 494-1019. Un Especialista de Igualdad de Oportunidades entrevistará al demandante y le ayudará a convertir la querella verbal en escrita. Todas las querellas deben ser firmadas por el demandante o su representante, y
 - b. Debe incluir la fecha del supuesto acto de discriminación, fecha en que el demandante tuvo conocimiento del supuesto acto de discriminación, o la fecha en que se suspendió esa conducta o la última instancia de la conducta, y
 - c. Debe incluir una descripción detallada de la situación, incluyendo los nombres y cargos de las personas incluidas como parte de la querella, y
 - d. Las querellas deben ser presentadas dentro de 365 días calendario del alegado incidente.
2. Luego de recibir la querella, la Ciudad determinará su jurisdicción, aceptabilidad, necesidad de información adicional, como también asignar la querella a un Especialista de Igualdad de Oportunidades para investigar el mérito de la querella.
 3. La Ciudad le indicará por escrito al demandante si la querella ha sido aceptada o denegada.
 4. Una querella será aceptada si cumple con los siguientes requisitos:
 - a. La querella debe ser presentada dentro de los 365 días calendario del alegado incidente, y
 - b. La querella debe ser en base a raza, color, origen nacional, sexo, religión, edad, discapacidad o estado familiar, y
 - c. La querella debe involucrar el servicio provisto por un recipiente, sub-recipient or contratista de la Ciudad de West Palm Beach que se encuentre recibiendo ayuda financiera federal.
 5. Una querella puede ser desestimada por las siguientes razones:
 - a. La querella no cumple con los criterios indicados en artículos. a – d ó 4a. - C,
 - b. El demandante solicita retirar la querella, o
 - c. El demandante no responde a las reiteradas solicitudes de información adicional necesaria para procesar la denuncia, o
 - d. El demandante no puede ser localizado después de varios intentos razonables.
 6. La investigación y resolución de la querella seguirá el procedimiento descrito en el Código de Ordenanzas de la Ciudad, Parte II, Capítulo 42, Artículo II, de Igualdad de Oportunidades, a Secciones 42-42 a 42-46, disponible a través de www.municode.com.

REQUISITOS PARA MANEJO DE DOCUMENTOS

El Coordinador/Administrador del Título VI se asegurará de que todos los documentos relacionados al proceso de querellas bajo Título VI de la ciudad de West Palm Beach se mantengan en el Departamento de Recursos Humanos, de conformidad con la ley aplicable. Los documentos también estarán disponibles para las auditorías de revisión de cumplimiento.

Exhibit C—Title VI Complaint Forms in English and Spanish



WEST PALM BEACH

TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act and the Highway Act of 1973, the Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) require that: no person in the United States shall, on the ground of race, color, national origin, sex, religion, age, disability or family status 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 following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know. Complete and return this form to the Safety Officer/Title VI Coordinator, City Hall, PO Box 3366, West Palm Beach, FL 33402, or via e-mail to: ada-compliance@wpb.org.

1. Your Name _____

2. Your Address _____

3. Your City, State, and Zip Code _____

4. Your telephone Number: (home) _____ (work/other) _____

5. Person discriminated against (if someone other than yourself):

Name: _____

Address: _____

City, State, and Zip Code _____

6. Agency and Department or program you allege engaged in discrimination:

7. Basis for alleged discrimination (check all that apply):

a. Race/Color _____

b. National Origin _____

c. Sex _____

d. Religion _____

e. Age _____

f. Disability _____

g. Family Status _____

8. What date did the alleged discrimination take place? _____

9. In your own words, describe the alleged discrimination as clearly as possible, why you believe it happened, and how you were discriminated against. Tell us who was involved, and who you believe was responsible. Be sure to include how other persons were treated differently from you. Please use additional sheets if necessary and attach a copy of written materials that you think supports your complaint.

10. Please list all witnesses with contact information who may help us investigate your claim:

11. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? _____ Yes _____ No If yes, check all that apply:

_____ Federal Agency _____ Federal Court _____ State Agency _____ State Court
_____ Local Agency

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

Name: _____

Address: _____

City, State, and Zip Code _____

Telephone Number: _____

13. **We cannot accept a complaint if it has not been signed. Please sign and date this form on the lines shown below:**

Signature

Date

Printed Name



WEST PALM BEACH

FORMULARIO DE RECLAMACION DE TITULO VI

El Título VI de la Ley de Derechos Civiles de 1964 y la Ley de Carreteras de 1973, la Ley de Discriminación por Edad de 1975, la Sección 504 de la Ley de Rehabilitación de 1973 y la Ley de Estadounidenses con Discapacidades de 1990 (ADA) requieren que: ninguna persona en los Estados Unidos Los Estados, por motivos de raza, color, origen nacional, sexo, religión, edad, discapacidad o estado familiar, serán excluidos de la participación, se les negarán los beneficios o serán objeto de discriminación en virtud de cualquier programa o actividad que reciba asistencia financiera federal.

La siguiente información es necesaria para ayudarnos a procesar su querrela. En caso de necesitar ayuda para completar este formulario, por favor háganoslo saber. Usted debe completar y devolver este formulario a Safety Officer/Coordinador del Título VI, Ciudad de West Palm Beach, PO Box 3366, West Palm Beach, FL 33402, Número de teléfono 561-494-1019; por correo electrónico a ada-compliance@wpb.org.

1. Nombre _____

2. Dirección _____

3. Ciudad, Estado y Código Postal _____

4. Número de teléfono: (Residencia) _____ (Trabajo/Otro) _____

5. Persona objeto de discriminación (si no es usted):

Nombre: _____

Dirección: _____

Ciudad, Estado y Código Postal: _____

6. Agencia y Departamento o programa que usted alega cometió el acto de discriminación:

7. Base para la supuesta discriminación (marque lo que corresponda):

a. Raza/Color: _____

b. Origen Nacional: _____

c. Sexo: _____

d. Religión: _____

e. Edad: _____

f. Discapacidad o estado familiar: _____

8. Fecha en que sucedió la alegada discriminación: _____

9. En sus propias palabras, describa la alegada discriminación lo mas claro posible, por qué cree que sucedió, y cómo se discriminó contra usted. Díganos quién estuvo involucrado, y quién usted considera fue responsable. Asegúrese de incluir cómo otras personas han sido tratadas de manera diferente de usted. Use hojas adicionales si es necesario, e incluya cualquier document escrito que usted entienda apoya a su querella.

10. Enumere todos los testigos que pueden ayudarnos a investigar su reclamo, incluya inforación para contactarlos.

11. ¿Ha presentado usted esta querrela a alguna agencia federal, estatal, o local; o en algún tribunal federal o estatal?

_____ Sí _____ No

Si contest, SI, marque todas las que correspondan:

Agencia Federal _____ Tribunal Federal _____ Agencia Estatal _____

Tribunal Estatal _____ Agencia Local _____

12. Por favor proporcione información sobre una personal de contact en la agencia /tribunal donde se present la querrela:

Nombre: _____

Dirección: _____

Ciudad, Estado y Código Postal: _____

Número de teléfono: _____

13. **No podemos aceptar una querrela que no ha sido firmada. Por favor firme y coloque la fecha en los espacios indicados a continuación:**

Firma

Fecha

Nombre impreso

**Exhibit D—Outreach Procedures and Programs for LEP Individuals, Including Trolley
Surveys in English and Spanish**

Outreach Procedures and Programs for LEP Individuals

The following is an illustrative and not necessarily exhaustive list of the means the City uses to provide access, and consider the viewpoints of minority, low-income, and LEP populations:

1. City events and information, including information regarding the Mayor's meetings related to Transportation in the North, South and West end of the City, are routinely sent to various individuals and organizations in the Hispanic community by and/or through email, print, radio and television medias, including but not limited to Azteca 48 TV - azteca48.com/ - OnceQ 1190AM <https://www.wpspradio.com/> - Radio Fiesta 1380AM www.radiofiesta.com/ - La Guia Gratuita <http://www.laguiagratis.com/> - El Hispano Para Todos <http://www.elhispanoparatodos.com/elhispano/> - El Sentinel - <http://www.sun-sentinel.com/elsentinel/> - El Latino <http://ellatino.com/espanol/news/> - Aspira Florida/Palm Beach <http://www.aspirafll.org/index.php/programs-137/youth-leadership-development/divisions/palm-beach>
2. In general, emergency communication is done in English and Spanish. When the City does emergency reverse-911 calls, it records a separate version in Spanish. During activation of the City's Emergency Operations Center, at least one Spanish-speaking call-taker is on each shift. For major issues, such as hurricane preparation, the City has Spanish-speaking employees serve as guests on the radio and television stations.
3. All outreach from the City's Vickers House -- the City's "one stop" assistance center for free information, referrals, counseling, translation assistance, aid with problems and crisis -- is done in both English and Spanish. Many classes offered by the Vickers House target the Hispanic community, including ESOL (English as a second language) and computer literacy classes (see attached "Menu of Services").
4. Palm Tran (a county-operated transit system) connection applications, phone numbers and routes are distributed in both English and Spanish at Vickers' House (two) locations.
5. The City's library has a Hispanic Outreach Librarian. The library provides information on services and events in Spanish through its website and outreach to local Spanish language media; a catalogue is available in Spanish, and the library offers programs in Spanish.
6. City's trolley surveys are provided in both English and Spanish. See Attachment 1 hereto.

City of West Palm Beach- Trolley Survey – GREEN (TRI-RAIL) LINE

“Si lo desea, esta forma está disponible en Español” (If you wish, this form is available in Spanish)

TODAY'S DATE: _____

Q1 - What is the primary purpose of this trip?

- | | | |
|-------------------------------|-----------------|---------|
| • Commute to/from work | • Medical | • Other |
| • School (college/university) | • School (K-12) | _____ |
| • Business related trip | • Visit friends | _____ |
| • Errands/Leisure | • Library | _____ |

Q2 - How old are you?

- | | |
|------------|---------------|
| • Under 18 | • 45 to 54 |
| • 18 to 24 | • 55 to 64 |
| • 25 to 34 | • 65 or older |
| • 35 to 44 | |

Q3 - Are you ... ?

- | | |
|--------|----------|
| • Male | • Female |
|--------|----------|

Q4 - Are you of Spanish, Hispanic, or Latino origin?

- | | |
|-------|------|
| • Yes | • No |
|-------|------|

Q5 - Which of the following best describes your race?

- | | |
|----------------------------|-------------------------------------|
| • African American | • Native American or Alaskan Native |
| • Caucasian / White | • Other |
| • Asian / Pacific Islander | |

Q6 - Were you born in the United States or another U.S. Territory?

- | | |
|-------|------|
| • Yes | • No |
|-------|------|

Q7 - Which of the following best describes you?

- | | |
|---|---|
| • English is my first language | • I find it difficult to speak / understand English |
| • English is my second language but I am fluent | • Necesito Ayuda con esta Forma |

Q8 - Which of the following best describes you?

- | | |
|------------------------|------------------------|
| • Less than \$10,000 | • \$30,000 to \$39,999 |
| • \$10,000 to \$19,999 | • \$40,000 to \$49,999 |
| • \$20,000 to \$29,999 | • \$50,000 or more |

Q9 - Please Circle the Green Line Trolley Stops (TRI - RAIL Route) you MOST Frequent?

- | | |
|----------------------|----------------------|
| • Tri Rail | • Dixie Hwy |
| • Sapodilla/Fern St | • Olive Ave |
| • Post Office | • 300 Block/Clematis |
| • 500 Block/Clematis | • Rosemary/Banyan |
| • 400 Block/Clematis | • Banyan Blvd |

Thank you for your participation!!! When you finish this survey- Please drop it in the BOX up by the Driver marked ** Confidential** COMPLETED SURVEYS.

Ciudad of West Palm Beach- ENCUESTA SOBRE EL TROLLEY

— LINEA VERDE (Tri-Rail Route)

“Si lo desea, esta forma está disponible en Español” (If you wish, this form is available in Spanish)

Fecha De Hoy: _____

Pregunta #1:
¿Cuál es la razón principal para el viaje?

- | | | |
|---------------------------------|------------------|--------|
| • Viajar hacia/desde el trabajo | • Visita médica | • Otro |
| • Escuela (colegio/Universidad) | • Escuela (K-12) | _____ |
| • Relacionado a negocios | • Visitar amigos | _____ |
| • Placer/encargos | • Biblioteca | _____ |

Pregunta #2:
Indique cuál es su edad:

- | | |
|--------------------|-------------------|
| • Menor de 18 años | • 35 a 44 años |
| • 18 a 24 años | • 45 a 54 años |
| • 25 a 34 años | • 55 a 64 años |
| • 35 a 44 años | • 65 años o mayor |

Pregunta #3:
Indique cuál es su sexo:

- | | |
|-------------|------------|
| • Masculino | • Femenino |
|-------------|------------|

Pregunta #4: ¿Es usted de origen hispano o latino?

- | | |
|------|------|
| • Si | • No |
|------|------|

Pregunta #5:
¿Cuál es su raza?

- | | |
|---------------------------------|-------------------------------------|
| • Africa-Americano | • Natiyo Americano/Nativo de Alaska |
| • Blanco | • Otro |
| • Asiático/Islands del Pacifico | |

Pregunta #6: ¿Nació usted en los Estados Unidos o algún territorio de los Estados Unidos?

- | | |
|------|------|
| • Si | • No |
|------|------|

Pregunta #7: ¿Cuál de los siguientes lo describe a usted?

- | | |
|--|--|
| • Inglés es mi primer idioma | • Se me hace difícil hablar/entender el inglés |
| • Inglés es mi segundo idioma, pero lo hablo con fluidez | • Necesito ayuda con esta forma |

Pregunta #8: ¿Cuáles son los ingresos de su familia?

- | | |
|-----------------------|-----------------------|
| • Menos de \$10,000 | • \$30,000 a \$39,999 |
| • \$10,000 a \$19,999 | • \$40,000 - \$49,999 |
| • \$20,000 a \$29,999 | • \$50,000 o más |

Pregunta #9 – Indique en cual De las siguientes paradas used utiliza el Trolley.

- | | |
|------------------------|------------------------|
| • Tri-Rail | • 500 Block / Clematis |
| • Sapodilla / Fern St. | • 400 Block / Clematis |
| • Oficina de Correos | • 300 Block / Clematis |
| • Dixie Highway | • Olive Ave. |
| • Rosemary Ave. | • Banyan Blvd. |

¡Gracias por su participación! Cuando termine esta encuesta-Por favor deje en LA CAJA por el conductor marcado*** confidenciales*** encuestas completadas.

City of West Palm Beach- Trolley Survey – YELLOW (Clematis- City Place) LINE

“Si lo desea, esta forma está disponible en Español” (If you wish, this form is available in Spanish)

TODAY'S DATE: _____

Q1 - What is the primary purpose of this trip?

• Commute to/from work	• Medical	• Other
• School (college/university)	• School (K-12)	_____
• Business related trip	• Visit friends	_____
• Errands/Leisure	• Library	_____

Q2 - How old are you?

• Under 18	• 45 to 54
• 18 to 24	• 55 to 64
• 25 to 34	• 65 or older
• 35 to 44	

Q3 - Are you ... ?

• Male	• Female
--------	----------

Q4 - Are you of Spanish, Hispanic, or Latino origin?

• Yes	• No
-------	------

Q5 - Which of the following best describes your race?

• African American	• Native American or Alaskan Native
• Caucasian / White	• Other
• Asian / Pacific Islander	

Q6 - Were you born in the United States or another U.S. Territory?

• Yes	• No
-------	------

Q7 - Which of the following best describes you?

• English is my first language	• I find it difficult to speak / understand English
• English is my second language but I am fluent	• Necesito Ayuda con esta Forma

Q8 - Which of the following best describes you?

• Less than \$10,000	• \$30,000 to \$39,999
• \$10,000 to \$19,999	• \$40,000 to \$49,999
• \$20,000 to \$29,999	• \$50,000 or more

Q9 - Please Circle the Yellow Line Trolley Stops (Clematis Street-CityPlace Route) you MOST Frequent?

• Kravis Center	• 300 Block/Clematis
• Macy's(CityPlace)	• 200 Block/Clematis
• Publix	• 100 Block/Clematis
• 500 Block/Clematis	• Fern Street
• 400 Block/Clematis	

Thank you for your participation!!! When you finish this survey- Please drop it in the BOX up by the Driver marked ** Confidential*** COMPLETED SURVEYS.

Ciudad of West Palm Beach- ENCUESTA SOBRE EL TROLLEY

— LINEA AMARILLA (Clematis- City Place)

“Si lo desea, esta forma está disponible en Español” (If you wish, this form is available in Spanish)

Fecha De Hoy: _____

Pregunta #1:
¿Cuál es la razón principal para el viaje?

- | | | |
|---------------------------------|------------------|--------|
| • Viajar hacia/desde el trabajo | • Visita médica | • Otro |
| • Escuela (colegio/Universidad) | • Escuela (K-12) | _____ |
| • Relacionado a negocios | • Visitar amigos | _____ |
| • Placer/encargos | • Biblioteca | _____ |

Pregunta #2:
Indique cuál es su edad:

- | | |
|--------------------|-------------------|
| • Menor de 18 años | • 35 a 44 años |
| • 18 a 24 años | • 45 a 54 años |
| • 25 a 34 años | • 55 a 64 años |
| • 35 a 44 años | • 65 años o mayor |

Pregunta #3:
Indique cuál es su sexo:

- | | |
|-------------|------------|
| • Masculino | • Femenino |
|-------------|------------|

Pregunta #4: ¿Es usted de origen hispano o latino?

- | | |
|------|------|
| • Si | • No |
|------|------|

Pregunta #5:
¿Cuál es su raza?

- | | |
|-------------------------------|-------------------------------------|
| • Africa-Americano | • Nativo Americano/Nativo de Alaska |
| • Blanco | • Otro |
| • Asiático/Islas del Pacífico | |

Pregunta #6: ¿Nació usted en los Estados Unidos o algún territorio de los Estados Unidos?

- | | |
|------|------|
| • Si | • No |
|------|------|

Pregunta #7: ¿Cuál de los siguientes lo describe a usted?

- | | |
|--|--|
| • Inglés es mi primer idioma | • Se me hace difícil hablar/entender el inglés |
| • Inglés es mi segundo idioma, pero/lo hablo con fluidez | • Necesito ayuda con esta forma |

Pregunta #8: ¿Cuáles son los ingresos de su familia?

- | | |
|-----------------------|-----------------------|
| • Menos de \$10,000 | • \$30,000 a \$39,999 |
| • \$10,000 a \$19,999 | • \$40,000 - \$49,999 |
| • \$20,000 a \$29,999 | • \$50,000 o más |

Pregunta #9 – Indique en cual De las siguientes paradas used utiliza el Trolley.

- | | |
|-----------------------|------------------------|
| • Kravis Center | • 500 Block / Clematis |
| • Macy's / City Place | • 400 Block / Clematis |
| • Publix | • 300 Block / Clematis |
| • Fern Street | • 200 Block / Clematis |
| | • 100 Block / Clematis |

¡Gracias por su participación! Cuando termine esta encuesta-Por favor deje en LA CAJA por el conductor marcado*** confidenciales*** encuestas completadas.

Who We Are

This Resource Center offers the community a compassionate place to receive information, referrals, counseling, translation assistance, and aid with problems and crises: a place where community resources are brought together to offer a “one-stop” assistance center.

All of the programs offered at the Vickers House are geared to guide, support, and empower the community.

Menu Of Services

- ◆ Information Center
- ◆ Fax & Copy Services
- ◆ Case Management & Referral
- ◆ Computer Self-Service Center
- ◆ VITA Tax Services (Seasonal)
- ◆ Referral Services
- ◆ Community Outreach Programs
- ◆ Homeless Outreach & Advocacy
- ◆ Resume Development and Job Board
- ◆ SNAP/EBT & Medicaid Partner Site
- ◆ Translation services (Spanish/Creole)
- ◆ Community Service & Internship Opportunity

Homeward Bound

This program offers individuals who have been chronically homeless in the City of West Palm Beach the opportunity to reunite with their families back home. Procedures include meeting all requirements such as: Legal identification including government issued photo ID, personal interview conducted, clearance of all warrants or court probations and funding availability.



Serving Our Seniors

Serving Our Seniors (SOS) is a program designed to provide temporary assistance for critical needs to low income elderly residents in the city of West Palm Beach. The Program will assist seniors in the event of an emergency and/or financial hardship with utility, housing accessibility and rent assistance.

Housing Stabilization

The Housing Stabilization Program is designed to provide financial assistance to homeless (or at risk of homelessness) families and individuals, who are residing in the city limits of West Palm Beach, gain or maintain housing stability. Program provides temporary rental and/or security deposit assistance.

Homeless Activity

The Homeless Activity Reporter is a web-based tool to allow residents and homeless individuals to document when and where help is needed. When using the web-based Homeless Activity Reporter, users may report locations for homeless individuals, details about witnessed activities, additional observations and interactions. Within 24 hours of receipt of the report, HCD staff will begin working to remedy the situation and follow up with the submitter by phone or email to inform them on how their concern is being addressed.

You can access the Activity Reporter at www.wpb.org/har

***Any and all emergencies should be reported to 9-1-1.**

For More Information

For more information on upcoming events and services provided please visit our Vickers House Location at:

Vickers House

**811 Palm Beach Lakes Blvd
West Palm Beach, FL 33401**

You can also visit our website at www.wpb.org/housing



WEST PALM BEACH

Vickers House

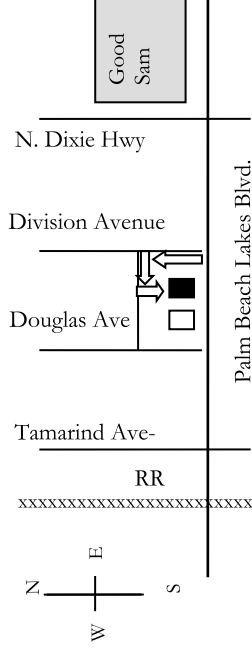
Vickers House Mission

To provide guidance, support and empowerment to individuals and families through community connections, case management, advocacy, education, and supportive services.

Community Partners

Gulfstream Goodwill	561-848-7200
Mental Health America	561-801-4357
Mobile Response Team	561-693-8681
PBC Human Services	561-355-4792
Phillip D Lewis Center	561-904-7900
St. Ann Place	561-805-7708
The Lord's Place	561-494-0125
Urban League of PBC	561-833-1461
Veterans Resource Center	561-596-8578
Vita Nova	561-689-0035

Directions to Vickers House



From Good Samaritan Hospital, go west on Palm Beach lakes Blvd. Turn north onto Division Avenue, then west onto alley, proceed down the alley to the parking lot.

VICKERS HOUSE

Community Resource Center
City of West Palm Beach
Housing and Community Development



Community Resources Manager
561-804-4971

Community Resources Specialists
561-804-4972/ 561-804-4966

Homeless Services Coordinator
561-517-3328

Housing & Community Development:
561-822-1250

Vickers House Fax: 561-835-7150

Email: HCD_Help@wpb.org



WEST PALM BEACH

Vickers House

Vickers House
811 Palm Beach Lakes Blvd.
West Palm Beach, FL 33401
561-804-4970

**Exhibit E—City of West Palm Beach 2021
Language Assistance Plan based on the Four Factor Analysis**

2021 Limited English Proficiency Plan for the City of West Palm Beach

Who is a LEP Individual?

Individuals who have Limited English Proficiency (LEP) are those who do not speak English as their primary language AND who have a limited ability to read, speak, write or understand English.

Background

Limited English Proficiency is a term used to describe individuals who are not proficient in the English language.

Federal law: Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with Limited English Proficiency, and (Presidential) Executive Order 13166 - requires Federal departments and agencies to develop and make available guidance on how recipients of Federal funds should assess and address the needs of LEP individuals seeking assistance.

The US Department of Transportation (DOT) developed guidance titled A Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons. This guidance was issued to ensure that persons in the United States are not excluded from participation in DOT-assisted programs and activities simply because they face challenges communicating in English.

The intent of this plan is to ensure that where substantial numbers of residents of West Palm Beach exist, who do not speak or read English proficiently, these LEP individuals have access to the planning process and published information, and that public notification is provided in other languages. The production of multilingual publications and documents and/or interpretation at meetings/events will be provided to the degree that funding permits based on current laws and regulations.

Determining the Need

As a recipient of federal funding, The City of West Palm Beach must take reasonable and responsible steps to ensure meaningful access to the information and services it provides.

Four Factor Analyses

To ensure meaningful access the City adopts the four factor analysis referenced in the DOT Guidance:

1. The number and proportion of LEP persons in the eligible service area;
2. The frequency with which LEP persons come in contact with the program;
3. The importance of the service provided by the program; and
4. The resources available to the recipient.

The US DOT Policy Guidance gives recipients substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above.

The following is an assessment of need in the West Palm Beach service area in relation to the transportation planning process.

1. The Number and Proportion of LEP Persons In The Eligible Service Area

For West Palm Beach the first step towards understanding the profile of individuals that compose our service area in Palm Beach County is a review of Census data.

The table below displays the primary language and number of individuals 18 and over that speak English "not well" or "not very well" at home. Only the top four language groups for Palm Beach County are displayed.

At this time, Spanish represents a significant percentage of the region's population.

Palm Beach County, Florida				
LANGUAGE SPOKEN AT HOME	Total		Percent	
	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	1,420,482	+/-295	(X)	(X)
English only	947,308	+/-15,412	66.7%	+/-1.1
Language other than English	473,174	+/-15,456	33.3%	+/-1.1
Speak a Language Other than English				
Spanish	272,992	+/-7,002	19.2%	+/-0.5
5 to 17 years old	44,647	+/-4,483	3.1%	+/-0.3
18 to 64 years old	191,846	+/-4,877	13.5%	+/-0.3
65 years old and over	36,499	+/-1,834	2.6%	+/-0.1
Other Indo-European languages	164,739	+/-11,936	11.6%	+/-0.8
5 to 17 years old	24,128	+/-4,262	1.7%	+/-0.3
18 to 64 years old	107,649	+/-8,673	7.6%	+/-0.6
65 years old and over	32,962	+/-3,028	2.3%	+/-0.2
Asian and Pacific Islander languages	19,809	+/-2,931	1.4%	+/-0.2
5 to 17 years old	2,042	+/-797	0.1%	/-0.1
18 to 64 years old	14,352	+/-2,354	1.0%	/-0.2
65 years old and over	3,415	+/-857	0.2%	/-0.1
Other languages	15,634	+/-4,177	1.1%	/-0.3
5 to 17 years old	2,236	+/-1,154	0.2%	/-0.1

18 to 64 years old	10,694	+/-3,357	0.8%	/-0.2
65 years old and over	2,704	+/-1,030	0.2%	/-0.1
Citizens 18 Years and Over				
All citizens 18 years old and over	1,047,506	+/-8,494	(X)	(X)
Speak only English	787,544	+/-10,617	75.2%	+/-0.9
Speak a language other than English	259,962	+/-9,566	24.8%	+/-0.9
Spanish	146,297	+/-6,431	14%	+/-0.6
Other languages	113,665	+/-6,254	10.9%	+/-0.6

*Data obtained from the United States Census Bureau Fact Table for Palm Beach County as of 7/21/21 and the American Community Survey 1-Year Estimate 2019, a copy of which is attached.

2. The Frequency with Which LEP Persons Come In Contact With the Program

The growing size of the LEP population in Palm Beach County increases the probability of its contact with the City of West Palm Beach services. The City plans to assess the frequency at which staff has or could possibly have contact with LEP persons. As of this date the City has not had requests for interpreters for any public meetings.

The City of West Palm Beach's prior experience with limited English proficient persons has been primarily with Spanish speakers. A discussion with the City's call center indicates a very small number of calls requiring being transferred to a Spanish speaking Customer Service Representative.

3. The Importance of the Service Provided By the Program

The City plans to survey program, services and activities participants to determine key service indicators of our customers.

4. The Resources Available To the Recipient

The City already uses its staff as the primary resource for LEP assistance. Basic materials available to the public are provided in Spanish, translations are completed by City staff. The call center already provides an option for Spanish speaking persons... Visitors to City Hall can request a Spanish speaking person to assist them with their issues and questions.

The additional cost is on the printing of materials now in English and Spanish.

Meeting the Requirements: City of West Palm Beach Limited English Proficiency Plan

Based on the current levels of residents with Limited English Proficiency in Palm Beach County and projected interaction with City Service as a provider of Public Transportation in the City, the City is committed to providing meaningful access to its services to LEP persons.

All language access activities detailed below will be coordinated by the City.

Providing Notice to LEP Persons

Based on the City self-assessment of LEP persons that come in contact with its services and

programs, languages other than English should be used in all notices and publications that refer to public transportation services. This information should be provided in a notice in a language LEP persons will understand. At a minimum, the Agency commits to:

- Maintain a list of employees who competently speak the LEP language(s) and who are willing to provide translation or interpretation services.
- Distribute this list to staff that regularly has contact with the public.
- Provide public notification in the LEP language of the availability of language assistance, free of charge.

In addition, the Agency will provide additional notification. Some notification ideas include:

- Posting signs in areas where the public is likely to read them.
- Stating in outreach documents (Public Hearing Notices) that language services are available.
- Working with community-based organizations to inform LEP persons of the language assistance available.
- Using a telephone voice mail menu in the most common languages encountered.
- Including notices in local newspapers in languages other than English.

Language Assistance Measures

Language assistance will be provided for some LEP individuals through the translation of some key materials, as well as through oral language interpretation when necessary and possible.

Translation of written materials

The City currently offers publications with translations in Spanish, the continue self-assessment of LEP population will determine if additional languages will need to be added.

Staff training

In order to establish meaningful access to information and services for LEP individuals, employees in public contact positions and those who will serve as translators or interpreters will be properly trained by the City. Such training will be developed to ensure that staff is fully aware of LEP policies and procedures and are effectively able to work in person and/or by telephone with LEP individuals. The City management staff is to be included in this training, even if they do not interact regularly with LEP persons, to ensure that they are fully aware of and understand the plan so they can reinforce its importance and ensure its implementation by staff.

The Agency understands that its community characteristics change and that the four factor analysis may reveal the need for more or varied LEP services in the future. The City will continue this assessment alongside the demographic analysis for Title VI, and this information will be revised if needed every three years.

This LEP Plan is submitted to update the City of West Palm Beach Title VI Program. Additional information will be provided upon request.

Respectfully,

Sylvia C. Gregory, PHR
Assistant Director Human Resources
Title VI Coordinator
City of West Palm Beach

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LANGUAGE SPOKEN AT HOME

Note: This is a modified view of the original table produced by the U.S. Census Bureau. This download or printed version may have missing information from the original table.

	Palm Beach County, Florida	
	Total	
Label	Estimate	Margin of Error
✓ Population 5 years and over	1,420,482	±295
Speak only English	947,308	±15,412
Speak a language other than English	473,174	±15,456
✓ SPEAK A LANGUAGE OTHER THAN ENGLISH		
✓ Spanish	272,992	±7,002
5 to 17 years old	44,647	±4,483
18 to 64 years old	191,846	±4,877
65 years old and over	36,499	±1,834
✓ Other Indo-European languages	164,739	±11,936
5 to 17 years old	24,128	±4,262
18 to 64 years old	107,649	±8,673
65 years old and over	32,962	±3,028
✓ Asian and Pacific Island languages	19,809	±2,931
5 to 17 years old	2,042	±797
18 to 64 years old	14,352	±2,354
65 years old and over	3,415	±857
✓ Other languages	15,634	±4,177
5 to 17 years old	2,236	±1,154
18 to 64 years old	10,694	±3,357
65 years old and over	2,704	±1,030
✓ CITIZENS 18 YEARS AND OVER		
✓ All citizens 18 years old and over	1,047,506	±8,494
Speak only English	787,544	±10,617
✓ Speak a language other than English	259,962	±9,566
Spanish	146,297	±6,431

Table Notes

LANGUAGE SPOKEN AT HOME

Survey/Program: American Community Survey

Year: 2019

Estimates: 1-Year

Table ID: S1601

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.

The 2019 American Community Survey (ACS) data generally reflect the September 2018 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineations due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Explanation of Symbols:

An "***" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.

An "-" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution, or the margin of error associated with a median was larger than the median itself.

An "-" following a median estimate means the median falls in the lowest interval of an open-ended distribution.

An "+" following a median estimate means the median falls in the upper interval of an open-ended distribution.

An "****" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.

An "*****" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.

An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.

An "(X)" means that the estimate is not applicable or not available.

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

QuickFacts

Palm Beach County, Florida

QuickFacts provides statistics for all states and counties, and for cities and towns with a *population of 5,000 or more*.

Table

All Topics	Palm Beach County, Florida
Population estimates, July 1, 2019, (V2019)	1,496,770
 PEOPLE	
Population	
Population estimates, July 1, 2019, (V2019)	1,496,770
Population estimates base, April 1, 2010, (V2019)	1,320,135
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	13.4%
Population, Census, April 1, 2020	X
Population, Census, April 1, 2010	1,320,134
Age and Sex	
Persons under 5 years, percent	▲ 5.1%
Persons under 18 years, percent	▲ 19.0%
Persons 65 years and over, percent	▲ 24.4%
Female persons, percent	▲ 51.5%
Race and Hispanic Origin	
White alone, percent	▲ 74.6%
Black or African American alone, percent (a)	▲ 19.8%
American Indian and Alaska Native alone, percent (a)	▲ 0.6%
Asian alone, percent (a)	▲ 2.9%
Native Hawaiian and Other Pacific Islander alone, percent (a)	▲ 0.1%
Two or More Races, percent	▲ 1.9%
Hispanic or Latino, percent (b)	▲ 23.4%
White alone, not Hispanic or Latino, percent	▲ 53.5%
Population Characteristics	
Veterans, 2015-2019	80,824
Foreign born persons, percent, 2015-2019	25.4%
Housing	
Housing units, July 1, 2019, (V2019)	693,140
Owner-occupied housing unit rate, 2015-2019	68.9%
Median value of owner-occupied housing units, 2015-2019	\$283,600
Median selected monthly owner costs -with a mortgage, 2015-2019	\$1,816
Median selected monthly owner costs -without a mortgage, 2015-2019	\$685
Median gross rent, 2015-2019	\$1,398
Building permits, 2020	7,499
Families & Living Arrangements	
Households, 2015-2019	554,095
Persons per household, 2015-2019	2.61
Living in same house 1 year ago, percent of persons age 1 year+, 2015-2019	85.0%
Language other than English spoken at home, percent of persons age 5 years+, 2015-2019	32.1%
Computer and Internet Use	
Households with a computer, percent, 2015-2019	92.4%
Households with a broadband Internet subscription, percent, 2015-2019	85.0%
Education	
High school graduate or higher, percent of persons age 25 years+, 2015-2019	88.5%
Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019	36.7%
Health	
With a disability, under age 65 years, percent, 2015-2019	6.7%
Persons without health insurance, under age 65 years, percent	▲ 17.9%
Economy	
In civilian labor force, total, percent of population age 16 years+, 2015-2019	59.7%
In civilian labor force, female, percent of population age 16 years+, 2015-2019	54.4%
Total accommodation and food services sales, 2012 (\$1,000) (c)	3,467,277
	9,756,686

Total health care and social assistance receipts/revenue, 2012 (\$1,000) (c)	
Total manufacturers shipments, 2012 (\$1,000) (c)	3,550,407
Total merchant wholesaler sales, 2012 (\$1,000) (c)	12,157,346
Total retail sales, 2012 (\$1,000) (c)	19,700,117
Total retail sales per capita, 2012 (c)	\$14,522
Transportation	
Mean travel time to work (minutes), workers age 16 years+, 2015-2019	26.0
Income & Poverty	
Median household income (in 2019 dollars), 2015-2019	\$63,299
Per capita income in past 12 months (in 2019 dollars), 2015-2019	\$39,933
Persons in poverty, percent	▲ 11.4%

BUSINESSES

Businesses

Total employer establishments, 2019	49,958
Total employment, 2019	550,168
Total annual payroll, 2019 (\$1,000)	27,989,559
Total employment, percent change, 2018-2019	2.0%
Total nonemployer establishments, 2018	197,199
All firms, 2012	175,919
Men-owned firms, 2012	91,726
Women-owned firms, 2012	66,645
Minority-owned firms, 2012	60,090
Nonminority-owned firms, 2012	110,623
Veteran-owned firms, 2012	14,515
Nonveteran-owned firms, 2012	154,506


GEOGRAPHY


Geography

Population per square mile, 2010	670.2
Land area in square miles, 2010	1,969.76
FIPS Code	12099

About datasets used in this table

Value Notes

 Estimates are not comparable to other geographic levels due to methodology differences that may exist between different data sources.

Some estimates presented here come from sample data, and thus have sampling errors that may render some apparent differences between geographies statistically indistinguishable. Click the Quick Info  icon to the row in TABLE view to learn about sampling error.

The vintage year (e.g., V2019) refers to the final year of the series (2010 thru 2019). *Different vintage years of estimates are not comparable.*

Fact Notes

- (a) Includes persons reporting only one race
- (c) Economic Census - Puerto Rico data are not comparable to U.S. Economic Census data
- (b) Hispanics may be of any race, so also are included in applicable race categories

Value Flags

- Either no or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest or upper in open ended distribution.
- F Fewer than 25 firms
- D Suppressed to avoid disclosure of confidential information
- N Data for this geographic area cannot be displayed because the number of sample cases is too small.
- FN Footnote on this item in place of data
- X Not applicable
- S Suppressed; does not meet publication standards
- NA Not available
- Z Value greater than zero but less than half unit of measure shown

QuickFacts data are derived from: Population Estimates, American Community Survey, Census of Population and Housing, Current Population Survey, Small Area Health Insurance Estimates, Small Area Income and F Estimates, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits.

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Exhibit F—Table Depicting Non-Elected Committees by Race

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
Affordable Housing Advisory Committee							
	African American	4%					9
		33%					3
		100%	Female				3
		33%	Female	Sullivan, Thais R.	10/19/2020...10/19/2023		1
		67%	Male	Glover, Craig A. Cover, Julian	10/19/2020...10/19/2023 10/19/2020...10/19/2023		2
	Caucasian	44%					4
		100%	Female	Murray, Terri Shoaf, Kelly	10/19/2020...10/19/2023 10/19/2020...10/21/2023		2
		50%	Male	Morse, Jeremy D. Jr., Alfonso Costa	10/19/2020...10/19/2023 10/19/2020...10/19/2023		2
	Hispanic	22%					2
		100%	Female	Cabrera, Suzanne	10/19/2020...10/19/2023		1
		50%	Male	Velo-Arias, Andrew	10/19/2020...10/19/2023		1
	African American	4%					9
		33%					3
		100%	Female	Chambers, Tacara White, Karen	07/02/2020...07/02/2023 08/29/2016...08/29/2022		3
		67%	Female	Jackson, Roger	03/02/2020...03/02/2023		2
		33%	Not Known				1
	Caucasian	33%					3
		100%	Female	Ransom, Jessica	04/22/2016...04/22/2022		3
		33%	Female	LeTourneau, Patrick A. Growick, Philip	03/30/2021...03/29/2024 04/30/2014...04/30/2023		1
		67%	Male				2
	Hispanic	33%					3
		100%	Female	Finlayson, Jannea Ramirez, Gladys	02/28/2017...02/28/2023 04/28/2020...04/28/2023		3
		67%	Female	Francisco, Leslie Xavier	06/16/2021...06/16/2024		2
		33%	Male				1
ArtLife WPB Committee							

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
Audit Committee							
	African American	2%					5
		40%					2
		100%					2
		100%	Female	Williams-Smith, Carolyn Turnquest, Sandra Close	05/21/2015...03/30/2022 Term expired... 03/30/2020		2
	Caucasian	60%					3
		100%					3
		100%	Male	Peduzzi, Joseph A. Rosenstein, David Lipson, Seth	04/01/2021...04/02/2022 05/15/2012...03/31/2022 06/20/2019...03/31/2022		3
Civil Service Board							
	African American	3%					6
		50%					3
		100%					3
		67%	Female	Peters, Janie O. Carroll-Emory, Mavis	04/07/2009...04/06/2024 06/05/2018...06/05/2024		2
		33%	Male	Booker, Ryan C.	10/29/2015...10/29/2021		1
	Caucasian	50%					3
		100%					3
		33%	Female	Edic-Crawford, Darlene	08/23/2017...08/22/2023		1
		67%	Male	Gibbs, Jim Greene, Bennett Evans	11/16/2015...11/16/2021 12/05/2016...12/05/2022		2
Community Redevelopment Agency							
	African American	3%					6
		33%					2
		100%					2
		50%	Female	Warren, Shalonda	04/01/2021...04/01/2023		1
		50%	Male	James, Keith	03/31/2011...03/31/2023		1
	Caucasian	67%					4
		100%					4
		75%	Female	Shoaf, Kelly Lambert, Christina Fox, Christy	04/05/2018...04/05/2022 04/05/2018...04/05/2022 04/09/2020...04/13/2022		3
		25%	Male	Peduzzi, Joseph A.	04/04/2019...04/09/2023		1
Community Redevelopment Area Advisory Board							
	African American	5%					11
		55%					6

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
	Hispanic	14%		Kasem, Emira	04/28/2020...04/28/2022		1
		100%		Loyless, Jennifer B.	08/16/2007...08/16/2021		1
		100%	Male				1
	Downtown Action Committee	4%		Lipsick, Leon M.	07/16/2019...07/16/2021		9
	African American	11%					1
		100%					1
		100%	Male	Gabriel, Gregory	11/25/2019...11/25/2022		1
	Asian	11%					1
		100%					1
		100%	Female	Dizon, Johnlee	11/25/2019...11/25/2022		1
	Caucasian	78%					7
		100%					7
		100%	Male				7
	Downtown Development Authority	3%		Janssen, Roger P.	03/03/2000...03/03/2023		7
	African American	14%		McPherson, Bradley "Brad"	03/08/2019...03/08/2022		1
		100%		Cuevas, Michael S.	06/06/2017...06/06/2023		1
		100%	Female	Felton, David	07/17/2017...07/18/2023		1
				Mihelich, Nicholas "Nick"	08/21/2013...08/21/2022		
				Cheguis, Brian	09/01/2015...09/01/2021		
				Graham, Stephen	10/28/2016...10/28/2022		
		3%					
		14%		Shabazz-Phillips, Upendo	01/24/2014...07/01/2023		1
		100%	Female				1
		100%					1
	Asian	14%					1
		100%					1
		100%	Female	Dass, Varisa Lall	07/06/2021...07/01/2024		1
	Caucasian	71%					5
		100%					5
		40%	Female	Nalley, Cynthia	06/06/2017...07/01/2023		2
				Hurley-Lane, Mary	07/27/2007...07/01/2022		
		60%	Male	Sanders, Robert	01/24/2014...07/01/2023		3
				Jacobson, William P.	06/18/2019...07/01/2024		
				Reikemis, Richard V.	08/24/2017...07/01/2023		
	Education Advisory Committee	4%					10

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
	African American	30%					3
		100%	Female	Bedasse, Marcia M.	08/02/2018...08/02/2022		3
		100%	Female	Pickens, Marilyn R.	12/13/2019...12/13/2021		3
				Moreland, Autum	Term expired... 07/31/2019		
	Asian	20%					2
		100%	Female				2
		50%	Female	Zubay, Bongsoon	10/30/2017...10/30/2021		1
		50%	Male	Gao, Benjamin	Term expired... 06/30/2021		1
	Caucasian	30%					3
		100%	Female	Briceno, Jennifer L.	03/22/2018...03/22/2022		3
		67%	Female	Johnson, Jennifer Marie	08/02/2018...08/02/2022		2
		33%	Not Known	Barto, Claudia Kirk	12/01/2011...12/01/2021		1
	Hispanic	20%					2
		100%	Male	Lancho, Luis Miguel	04/28/2020...04/28/2022		2
		100%	Male	Rodriguez, Daniel	09/08/2020...08/31/2022		2
							7
				Wilder, Alden C.	01/23/2003...01/02/2099		2
				Griffiths, Dathan	04/10/2017...04/10/2050		2
							2
	Caucasian	14%					1
		100%	Female	Collins, Janice Long	07/29/2013...01/02/2099		1
		100%	Female				1
	Hispanic	29%					2
		100%	Male	Fana, Armando	01/01/2020...05/01/2050		2
		100%	Male	Rodriguez, Jose Luis	05/23/2014...05/23/2050		2
	Unavailable	29%					2
		100%	Male	Louis, James	04/22/2019...04/01/2050		2
		100%	Male	McConnell, Richard	06/14/2012...01/02/2099		2

Employee Deferred Compensation Advisory Comm 3%

African American
29%
100%
100%
Male

Caucasian
14%
100%
100%
Female

Hispanic
29%
100%
100%
Male

Unavailable
29%
100%
100%
Male

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
Employee Defined Contribution Administrative Co 2%							
	African American	20%					5
		100%					1
		100%	Not Known				1
		100%		Parks, Mark	02/23/2015...01/02/2050		1
	Caucasian	40%					2
		100%					2
		100%	Female	McDermott, Linda	01/31/2010...01/31/2022		2
		40%		Hathaway, Lisa	Term expired... 01/31/2021		2
	Hispanic	100%					2
		100%					2
		100%	Male	Fana, Armando	01/01/2020...05/01/2050		2
		100%		Rodriguez, Jose Luis	05/23/2014...05/23/2050		7
Employees Defined Benefit Retirement System Boa 3%							
	African American	57%					4
		100%					4
		100%	Male				4
	Caucasian	14%					1
		100%		Parks, Mark Anthony	04/29/2015...04/29/2050		1
		100%	Male	Rodgers, Benny E.	12/16/2013...01/01/2023		1
		29%		Hunter, Stephen	Term expired... 04/21/2020		2
		100%		Pinder, Leon	Term expired... 11/30/2020		2
		100%	Male				2
	Hispanic	29%					2
		100%		Harrison, Christopher T.	08/02/2019...08/02/2022		2
		100%	Male				2
	Caucasian	80%					5
		100%		Rodriguez, Jose Luis	05/23/2014...07/16/2050		1
		100%	Male	Fana, Armando	06/03/2019...06/27/2050		1
		100%					1
		100%	Male				1
	Caucasian	80%					4
		100%					4
		25%	Female	Fugler, Elizabeth	03/29/2021...03/29/2025		1
		75%	Male	Montante, Gaetano	09/01/2013...10/01/2050		3
				Merrell, David	09/21/2010...09/10/2050		3
Firemen's Pension Board of Trustees							
	African American	2%					5
		20%					1
		100%					1
		100%	Male				1
	Caucasian	80%					4
		100%					4
		25%	Female				1
		75%	Male				3

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
Golf Course Advisory Committee							
	Caucasian	4%		Walker, Brian	10/12/2009...06/30/2050		9
		89%					8
		100%	Female	Jensen, Bonni S.	03/01/2005...03/02/2024		8
		50%	Female	Juliano, Barbara	05/25/2005...05/25/2023		4
				Pavlik, Cheri	08/29/2016...08/29/2022		
				Ast, Catherine	11/06/2018...11/06/2021		
		50%	Male	Faso, Salvatore A.	08/29/2016...08/29/2022		4
				Burgess, Jonathan	Term expired... 02/28/2020		
				Goldstein, Dennis S.	Term expired... 06/24/2021		
				Kimmel, Dr. Bernard	Term expired... 08/18/2020		
	Hispanic	11%					1
		100%					1
		100%	Male	Espin, Luis	08/01/2016...08/01/2022		1
		4%					9
		89%					8
		100%	Female	Herrick-Skier, Amanda	04/17/2013...04/17/2022		8
		38%	Female	Tomaszewski, Donna	06/08/2021...06/08/2024		3
				Kellogg, Kristin H.	07/18/2014...07/18/2023		
		63%	Male	Stambaugh, Reginald G.	03/22/2018...03/22/2024		5
				Williams, Keith	07/02/2020...07/02/2023		
				Breslauer, Kenneth C.	07/18/2017...07/18/2023		
				Pichney, Daniel	08/29/2016...08/29/2022		
				Kassatly, Nicholas	12/07/2018...06/05/2024		
	Hispanic	11%					1
		100%					1
		100%	Male	Jaroslavsky, Gabriel	03/30/2017...03/30/2023		1
		3%					7
	African American	14%					1
		100%					1
		100%	Female	Peppers, Andrea	07/22/2004...07/20/2022	Yes	1
		71%					5
		100%					5
		80%	Female	Aronberg, Lynn	01/27/2016...01/27/2022		4
Library Board							
	Caucasian	71%					5
		100%					5
		80%	Female				4

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
				Conley-Harding, Leesa	01/28/2009...01/28/2024		
				Coyle, Ginny L.	08/31/2017...08/24/2023		
				Murray, Nicola	10/16/2020...10/16/2022		
		20%	Male	Parry, Leo R.	07/22/2004...07/20/2022		1
	Hispanic	14%					1
		100%					1
		100%	Female				1
		3%		Datena, Mabel	01/15/2004...04/09/2023		7
	Caucasian	100%					7
		100%					7
		57%	Female				4
		43%	Male	Ward, Cathleen	02/05/2021...02/05/2023		3
				Gross, Marion	02/28/2017...02/28/2023		
				Cole, Laura R.	02/28/2019...02/28/2023		
				Fountain, Elizabeth	11/15/2018...11/15/2022		
				Warnecke, Ronald E.	04/29/2020...04/29/2022		
				DeLisi, Daniel	11/15/2018...11/15/2022		
				Norvell, Robert	12/14/2018...08/24/2021		
		4%					9
		22%					2
		100%	Female				2
		50%		Taylor, Jacquelyn E.	10/26/2016...10/26/2022		1
		50%	Male				1
		67%		Odum, Michael R.	04/21/2009...04/21/2023		6
		100%					6
		33%	Female				2
		67%	Male	Sadler, Erin	03/29/2021...03/29/2023		4
				Sned, Patricia J.	10/20/2003...11/01/2021		
				MacLean, Todd	01/19/2018...01/19/2022		
				Douglass, Perry	04/10/2015...04/10/2023		
				Peterson III, Carl E.	08/29/2016...08/29/2022		
				Goldberger, Matthew	11/06/2018...11/06/2022		
	Unavailable	11%					1
		100%					1
		100%	Female				1
		3%		Renne, Kara Matini	10/30/2017...10/30/2021		8
		13%					1

Nuisance Abatement Board

Parks and Recreation Advisory Committee

African American

Caucasian

Unavailable

Planning Board

African American

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		100%	Female				1
		100%	Female	Raing, Deborah G.R.	02/04/2015...02/04/2024		1
	Caucasian	75%					6
		100%	Female				6
		17%	Female				1
		83%	Male				5
				Ward, Cathleen	06/11/2021...06/11/2024		
				Pivko, AIA, Peter C.	06/26/2014...06/26/2023		
				Pateman, Mark L.	10/30/2017...10/30/2023		
				McLeod, Todd	11/01/2011...11/01/2023		
				Hixenbaugh, John R.	11/16/2020...11/16/2023		
				Mayans, Steve	11/25/2009...11/25/2021		
	Hispanic	13%					1
		100%					1
		100%	Male				1
		2%		Paradelo, Andres E.	05/21/2015...05/21/2024		5
		80%					4
	Caucasian	100%	Female				4
		25%	Female				1
		75%	Male				3
				Fragakis, Dana M.	07/20/2018...02/20/2023		
				Frost, Jonathan "Jack"	07/17/1989...10/01/2021		
				Marchese, Troy L.	10/01/2010...09/30/2022		
				Kahle, Craig U.	10/17/2013...10/17/2021		
	Unavailable	20%					1
		100%					1
		100%	Male				1
		3%		Ahern, Joseph	09/05/2014...03/06/2022		7
	African American	29%					2
		100%	Female				2
		100%	Female				2
				Thomas-Anthony, Tammy S.	08/22/2007...08/21/2022		
				Sullivan, Thais R.	08/22/2007...08/22/2022		
	Caucasian	57%					4
		100%					4
		25%	Female				1
		75%	Male				3
				Zahniser, Alyce V.	08/22/2007...08/22/2022		
				Daddona, Philip	07/22/2007...08/22/2022		
				Schwartz, Seth	08/22/2007...08/22/2022		
				Burdick, Geoffrey C.	08/22/2007...08/22/2022		

Police Pension Board of Trustees

Small Business Committee

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
	Hispanic	14%					1
		100%					1
		100%	Female	Contreras, Elena E.	08/22/2007...08/22/2022		1
	Sustainability Advisory Committee	4%					9
	African American	11%					1
		100%					1
		100%	Male	Bosley, Jr., Stewart W.	10/08/2014...10/08/2022		1
	Caucasian	89%					8
		100%					8
		38%	Female	Gresko, Jennifer	06/08/2021...06/08/2023		3
				Daugherty, Polly	08/25/2017...08/25/2021		
				Badgett, Elizabeth	10/30/2017...10/30/2021		
		63%	Male	Federman, Allan J.	04/29/2020...04/29/2022		5
				Chambers, Matthew Craig	07/07/2020...07/07/2022		
				Braun, Rod A.	08/02/2018...08/02/2022		
				Bernardeau, Sean	11/06/2018...11/06/2022		
				Castrovinci, Robert M.	Term expired... 11/06/2020		
	Traffic Calming Advisory Committee	5%					11
	Asian	18%					2
		100%					2
		100%	Female	Dang, Khanh Uyen	02/11/2015...02/11/2050		2
				Kalkat, Poonam	Term expired... 01/02/2020		
	Caucasian	45%					5
		100%					5
		40%	Female	Wiggs, Emily	Term expired... 02/25/2020		2
				Warren, Elizabeth	Term expired... 05/25/2020		
		60%	Male	Conboy, Tom	02/25/2014...02/25/2023		3
				James, Charles S.	Term expired... 06/03/2021		
				Gawaldo, Gerry	Term expired... 11/28/2014		
	Hispanic	18%					2
		100%					2
		50%	Female	Camacho, Lina M.	Term expired... 05/01/2020		1
				Hansen, Alex	06/12/2006...06/12/2050		
		50%	Male				1
	Unavailable	18%					2
		100%					2

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		13%	Not Known	Schack, Myles Newgent, Bill	08/07/2012...08/07/2021 12/12/2019...12/12/2021		1
	Hispanic	11%		Coniglio, Gail L.	08/07/2012...08/07/2021		1
		100%	Female				1
		100%	Female				1
		4%		Prymas, Angela A.	08/25/2017...08/25/2022		9
		22%					2
		100%					2
		100%	Female				2
				Bryant, Carla Perry, Daisy	06/02/2015...06/02/2023 06/05/2015...06/05/2023		1
	Asian	11%					1
		100%					1
		100%	Male				1
		56%		Gupta, Bharat B.	05/04/2020...05/04/2022		5
	Caucasian	100%					5
		40%	Female				2
		60%	Male				3
				O'Brien, Jennifer Norberg, Robert	06/02/2015...06/02/2023 06/02/2015...06/02/2023		
				Sabella, Lon Wade, Richard E. Sain, Eric	06/02/2015...06/02/2022 06/02/2015...06/02/2022 06/02/2015...06/02/2023		1
	Hispanic	11%					1
		100%					1
		100%	Male				1
		3%		Duboy, Antonio	06/02/2015...06/02/2023		7
		71%					5
		100%					5
		60%	Female				3
				Lillard, Tanzanika Smith-Barnes, Denise Wilson, Yolanda S.	01/04/2021...01/04/2025 04/04/2013...04/03/2025 06/08/2021...06/08/2025		
		40%	Male				2
		29%		O'Neal, Nicholas T. Brown, Larry D.	03/15/2017...03/15/2025 11/04/2015...11/04/2023		
	Caucasian	100%					2
		100%					2
		100%	Male				2

Watersheds Advisory Committee

West Palm Beach Housing Authority

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
Zoning Board of Appeals							
	African American	3%		Chase, Christopher	02/05/2021...02/05/2025		7
		29%		Gast, Allen	09/10/2019...09/10/2023		2
		100%	Female				2
		50%	Female	Barlow, Malaika C.	04/22/2016...04/22/2022		1
		50%	Male	Fields, Jr., Alfred J.	06/18/2019...06/17/2022		1
	Caucasian	71%		Burgess, Jonathan	02/05/2021...02/05/2024		5
		100%		Hyman, Michael D.	02/15/2019...02/15/2022		5
		100%	Male	Kammerer, Christopher	03/22/2018...03/22/2024		5
				P.E., Christopher Heggen,	04/27/2015...04/27/2024		
				Wood, Michael	06/18/2019...06/17/2022	Yes	
		<u>100%</u>					<u>233</u>

Exhibit G—Monthly Checklist; Site Visit; LEP Video Review & Title VI Procedures & Complaint Form-Driver Acknowledgement

MONTHLY CHECKLIST

1. Daily Maintenance & Inspection Report
 - Route 1
 - Route 2

2. Weekly Maintenance Report
 - Interior & Exterior _____
 - Cosmetic repairs inspection _____
 - REGEN (Particulate Filters) _____
 - REGEN found on preventative maint. checklist

3. Preventative Maintenance Inspection Checklist
 - Trolley #85 - 1F66F5DY9E0A15385
 - Trolley #86 - 1F66F5DY0E0A15386
 - Trolley #87 - 1F66F5DY2E0A15387
 - Trolley #82 - 1F66F5DY3E0A15382
 - Trolley #83 - 1F66F5DY5E0A15383
 - Trolley #84 - 1F66F5DY7E0A15384
 - Trolley #53 - 1F66F5DY8K0A18353
 - Trolley #54 - 1F66F5DY8K0A18354

4. City Trolley Maintenance Log _____

5. Inspection Checklists (Refer to Exhibit D)
 - Every 2,500 Miles _____
 - Every 10,000 Miles _____
 - Every 30,000 Miles _____

6. Passenger Reports
 - Daily Route Ridership _____
 - Customer Service Statistics _____
 - Incident Summaries _____
 - Customer Comments _____

7. Performance Reports
 - Route mileage (Refer to preventative maint. checklist) _____
 - Hours of service (Refer to invoices) _____
 - Safety performance _____

8. Quarterly Ridership Survey
 - January – March _____
 - April – June _____
 - July – September _____
 - October – December _____

SITE VISIT

1. Review internal signage _____
2. Review mechanic certifications of any new hires _____
3. Review all documents for new hires:
 - Valid FL commercial DL (Class C with passenger endorsement)
 - Pre-employment drug test
 - Copy of acknowledgement form – “text messaging, email and cell phones” are prohibited while driving
 - Confirm driver(s) participation in customer service training program designed by DDA
 - Verify LEP training
4. Verify random drug testing; post accident & return to duty if needed _____
 - a. Verify operator has provided information on drug use and treatment resources to drivers, in accordance with the federal regulations
5. Verify LEP signage in all trolleys _____
6. Verify all Title VI complaints “not dismissed” are reported to City _____
7. Confirm annual renewal of performance bond (December 20)
8. Confirm annual renewal of insurance (July 1)
9. Review all Quarterly ridership surveys

LEP Video Review & Title VI Procedures & Complaint Form

As part of my training at Molly's Trolleys, I have:

- Watched the video titled "Breaking Down Barriers: Translating Limited English Proficiency into Practice".
- Read the Title VI Complaint Procedures and reviewed the Title VI Complaint Form.

Driver Name (print)

Driver Signature

Date