

FDOT TITLE VI PROGRAM

for the FTA Transit Program



Florida Department of Transportation
Transit Office

SEPTEMBER 2025

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INTRODUCTION

As a Primary and Direct Recipient of federal funds through the Federal Transit Administration (FTA), the Florida Department of Transportation (FDOT) annually signs a Title VI/Nondiscrimination Assurance, U.S. DOT 1050.2A stating it complies with Title VI of the Civil Rights Act of 1964 and 49 C.F.R 21, the U.S. Department of Transportation's regulation which prohibits discrimination in federally assisted programs. In crafting its Transit Title VI Program, the Department relied upon guidance provided in [FTA Circular C 4702.1B](#) and FTA's Title VI Requirements and Guidelines for Federal Transit Administration Recipients (October 1, 2012).

The objectives of the program are as follows:

- To ensure that the level and quality of service is provided without regard to race, color, or national origin;
- To identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- To promote the fair participation of all affected populations in decision making; and
- To prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations' and to ensure meaningful access to programs and activities by person with Limited English Proficiency (LEP).

FTA regulations governing Sections 5310, 5311, and 5339 require that the State Management Plan, which is on file in the FTA Region IV Office and the Department, includes:

- A description of the process by which the state develops the annual program of projects submitted to FTA as part of its Section 5310, 5311, and 5339 grant applications;
- A description of the state's efforts to assist subrecipients in applying for Section 5310, 5311, and 5339 funds, including the Department's efforts to assist minority applicants;
- A description of the state's criteria for selection transit providers to participate in the programs; and
- A description of the state's ongoing process to monitor subrecipient's compliance with Title VI, such as report documentation and ongoing site visits to subrecipients.

TITLE VI NOTICE TO THE PUBLIC

It is the policy of the Department to comply with all federal and state authorities requiring nondiscrimination, including but not limited to Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), the Age Discrimination Act of 1975, and Executive Order 12898 (Environmental Justice). The Department does not and will not exclude from participation in; deny the benefits of; or subject anyone to discrimination on the basis of race, color, national origin, sex, age, disability, or income. In addition, the Department complies with the Florida Civil Rights Act and does not permit discrimination on the basis of religion or family status in its programs, services, or activities.

TITLE VI/NONDISCRIMINATION PROGRAM - POLICY STATEMENT

It is the policy of the Florida Department of Transportation, under Title VI of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; Age Discrimination Act of 1975; Section 324 of the Federal-Aid Highway Act of 1973; Civil Rights Restoration Act of 1987; and related statutes and regulations, that no person in the United States shall, on the basis of race, color, national origin, sex, age, disability/handicap, or income status, be excluded from participation in,

be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by the Department or its subrecipients.

To comply with this policy, civil rights and program area specialists must work closely to administer their mutual nondiscrimination program responsibilities. Each Assistant Secretary, District Secretary, Florida's Turnpike Enterprise Executive Director, Director, Manager, and Section Head of the Department's major program areas (Planning, Project Development / Environmental, Design, Right-of-Way, Construction, Maintenance, Public Transportation, and Research), as well as the Department's subrecipients, will be responsible for making a good faith effort to ensure that this policy is carried out in their respective program areas.

The authority to develop, maintain, implement, and monitor this policy is delegated to the Equal Opportunity Office Manager.

The Department's Title VI Nondiscrimination Program Policy can be found in **Appendix A** or by using the following links:

[English Version](#)

[Spanish Version](#)

[Haitian Creole Version](#)

To ensure the public is informed of its commitment to nondiscrimination, Title VI notices are posted at the physical addresses of all of the transit subrecipients detailed in the last section of this plan.

TITLE VI COMPLAINT FORM AND PROCEDURES

It is the Department's practice to informally resolve any complaints from the public through its customer service auspices. Persons with questions, concerns, or comments about possible

discrimination may always contact the Title VI/Nondiscrimination Coordinator for assistance. The Coordinator will make reasonable efforts to respond to the inquiry.

However, any individual(s) who believes they have been subjected to discrimination prohibited by Title VI or other nondiscrimination authorities may file a formal complaint with the Department. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant(s). Allegations received by fax or e-mail will be acknowledged and processed once the identity or identities of the complainant(s) and the intent to proceed with the complaint have been established.

Individuals who feel that they have been discriminated against can complete a Title VI Complaint Form by using the links below:

[English Version](#)

[Spanish Version](#)

[Haitian Creole Version](#)

Those requiring assistance to file a formal complaint should contact the Department's State Title VI Coordinator, Lisa Bethancourt. The District Transit Program Area Officers can also be contacted to file a complaint. The Department's Title VI/Nondiscrimination Administrator will perfect the charge by reducing it to writing and providing it via mail for review, revision, and execution. Upon receipt of a formal complaint, the Title VI/Nondiscrimination Coordinator will assess it for sufficiency, obtain additional information, if necessary, and provide it to the appropriate federal agency for assignment and disposition. Where the complaint is against a local agency, the Department may assume jurisdiction and investigate/adjudicate the case.

Regardless of the assignment of complaint investigation, all copies of formal complaints are provided to the appropriate US DOT modal agency for tracking and reporting. The procedure for filing can be found using the following link or located in **Appendix B: [Florida DOT's Title VI Procedure 275-010-010-f](#)**

The Department provides complaint filing information, including forms in English, Spanish and Haitian Creole on its website at the [FDOT Transit webpage](#).

TRANSIT RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, LAWSUITS

Florida DOT maintains a list of investigations that includes the date the investigation was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation, lawsuit, or complaint. Since September 2022, Florida DOT has not received any transit-related Title VI complaints.

PUBLIC PARTICIPATION PLAN

Because Florida is a state of extreme and variable diversity, the Florida DOT conducts Limited English Proficiency (LEP) analyses for defined study areas, not statewide. Staff and consultants are provided training on a regular basis to ensure that they understand how to identify those who are affected by our transportation decisions, including low income, minority, and traditionally under-represented.

The Department has a public involvement website and a sociocultural effects website which offer resources for staff and consultant use in determining degrees of effect. The Department's Environmental Screening Tool provides Census and American Community Survey (ACS) data at the tract and block group level, and block level when available. It provides the user the ability to determine: demographic characteristics within the county and within a defined study area; percentage of each population group relative to the total population of the study area; population groups that have been traditionally under-represented; number of census blocks adjacent to the project with proportionally large populations of those groups; and any of those groups representing a small proportion of the census block group, but having a concentrated presence in a small unit such as a census block. A series of demographic data collection and analysis webinars are available for anyone seeking this kind of information and can be found using the links below.

[Community Engagement](#)

[The Departments Public Involvement Handbook](#)

[The Office of Environmental Management Sociocultural Effects](#)

LIMITED ENGLISH PROFICIENCY (LEP) GUIDANCE

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English are Limited English proficient, or LEP. These individuals may be entitled to language assistance with respect to a particular type or program, service or activity.

The Department complies with Title VI of the Civil Rights Act of 1964 and related Federal authorities through a Limited English Proficiency (LEP) Guidance which is annually reviewed for compliance and effectiveness. To develop the Plan, the Department analyzed: its service population; the frequency with which it encounters LEP; the nature of its programs and services; and the resources available to the Department. The Plan describes when and to what extent language services are offered to those who are LEP. This document can be found in **Appendix D** or by using the following link: [LEP Guidance](#).

The Department provides language assistance to LEP populations in a myriad of ways including but not limited to:

- Free verbal interpretation of any language with seven (7) days' notice;
- Use of "I Speak" language cards by staff who engage with LEP populations often;
- Community partnerships (local agencies, law enforcement, colleges/universities, local school districts and social service agencies) to assist with the Department's LEP responsibilities;
- A list of web-based translation services for use, when required;

- A list of telephone translation services for use, when required; and
- A list of staff interpreters and/or translators maintained by each District.

The Department is fortunate to have a very diverse workforce, many of whom competently speak and write languages other than English, and who are familiar with terms common to transportation. As such, the Department is often able to provide interpretation and translation services in-house. Additionally, the Department's LEP Guidance contains a safe harbor provision.

The Department is aware of the importance of ensuring that staff members know their obligations to provide meaningful access to information and services for LEP persons. In conjunction with the formerly bi-annual, now annual Quality Assurance Reviews in each district, the Department's State Title VI Coordinator provides Title VI training which educates staff about LEP policies and requirements. The Department's Environmental Management Office (EMO) provides training and online resources related to identifying and assisting LEP populations during the Public Involvement process. The EMO trainings are attended by project managers, planners, Metropolitan Planning Organization (MPO) staff, municipalities, and consultants to aid in identifying and ensuring timely and meaningful access by LEPs to the information and activities associated with upcoming projects or transit systems. Public notices and other public information or resources are printed in languages other than English where a concentration of LEP meeting the Safe Harbor requirements require the need for translation.

LANGUAGE ASSISTANCE PLAN

The Department's Language Assistance Plan (LAP) was developed to address interpretation and translation needs identified by the Department's LEP Guidance. The Plan provides the Department's overall language assistance resources but does not preclude the Districts Offices from offering more extensive or tailored services, depending on their needs. The Department's LAP can be found in **Appendix E** or by using the following link: [Language Assistance Plan](#).

DEMOGRAPHIC PROFILE OF THE STATE

List of maps included in **Appendix F** with a description:

Age Above 65

This map depicts the percentage of the population for each Florida County that is age 65 or older. Areas in white represent counties where 15 percent or less of the population is age 65 and older. Areas with the lightest shade of blue represent counties where 15.1 to 20 percent of the population is age 65 and older. Areas with the next shade of blue represent counties where 20.1 to 25 percent of the population is age 65 and older. Areas with the third shade of blue represent counties where 25.1 to 30 percent of the population is age 65 and older. Areas with the darkest shade of blue represent counties where 30 percent or more of the population is age 65 or older. This information was provided by the State of Florida and the results of the 2018 to 2023 American Community Survey (ACS).

Below Poverty

This map depicts the percentage of the population for each Florida County that is below the poverty level. Areas in white represent counties where 10 percent or less of the population is below the poverty level. Areas with the lightest shade of blue represent counties where 10.1 to 15 percent of the population is below the poverty level. Areas with the next shade of blue represent counties where 15.1 to 20 percent of the population is below the poverty level. Areas with the third shade of blue represent counties where 20.1 to 25 percent of the population is age 65 and older. Areas with the darkest shade of blue represent counties where more than 25 percent of the population is below the poverty level. This information was provided by the State of Florida and the results of the 2018 to 2023 American Community Survey (ACS).

Using Language Other than English

This map depicts the percentage of the population for each Florida County using languages other than English at home. Areas in white represent counties where less than 5 percent of the population uses languages other than English at home. Areas with the lightest shade of blue represent counties where 5.1 to 10.0 percent of the population uses languages other than English at home. Areas with the next shade of blue represent counties where 10.1 to 15.0 percent of the population uses languages other than English at home. Areas with the third shade of blue represent counties where 15.1 to 20.0 percent of the population uses languages other than English at home. Areas with the darkest shade of blue represent counties where more than 20 percent of the population uses languages other than English at home. This information was provided by the State of Florida and the results of the 2018 to 2023 American Community Survey (ACS).

Minority

This map depicts the percentage of the population for each Florida County that identifies as a minority. Areas in white represent counties where less than 20 percent of the population identifies as a minority. Areas with the lightest shade of blue represent counties where 20.1 to

30 percent of the population identifies as a minority. Areas with the next shade of blue represent counties where 30.1 to 40 percent of the population identifies as a minority. Areas with the third shade of blue represent counties where 40.1 to 50 percent of the population identifies as a minority. Areas with the darkest shade of blue represent counties where more than 50 percent of the population identifies as a minority. This information was provided by the State of Florida and the results of the 2018 to 2023 American Community Survey (ACS).

DEMOGRAPHIC MAPS WITH DISTRIBUTION OF FUNDING

List of maps included in **Appendix G** with description:

FTA Funds

This map depicts the Federal Transit Administration funding for each Florida County. Areas in white represent counties that received less than \$500,000. Areas with the lightest shade of blue represent counties that received between \$500,100 and \$1,000,000. Areas with the next shade of blue represent counties that received between \$1,100,000 and \$2,000,000. Areas with the third shade of blue represent counties that received between \$2,100,000 and \$3,000,000. Areas with the darkest shade of blue represent counties that received more than \$3,000,000. The data for distribution of FTA funding within Florida comes from the FDOT Program of Projects for the Sections 5310, 5311, and 5339 programs for years 2022 through 2024.

FTA/Minority Composite

This map depicts both the Federal Transit Administration funding for each Florida County and the percentage of the population for each county that identifies as a minority. Areas in white represent counties where less than 20 percent of the population identifies as a minority. Areas with the lightest shade of blue represent counties where 20.1 to 30 percent of the population identifies as a minority. Areas with the next shade of blue represent counties where 30.1 to 40 percent of the population identifies as a minority. Areas with the third shade of blue represent counties where 40.1 to 50 percent of the population identifies as a minority. Areas with the darkest shade of blue represent counties where more than 50 percent of the population identifies as a minority. This information was provided by the State of Florida and the results of the 2018 to 2023 American Community Survey (ACS). The smallest dots represent counties that received less than \$500,000. The next larger sized dots represent counties that received between \$500,100 and \$1,000,000. The next larger sized dots represent counties that received between \$1,100,000 and \$2,000,000. The next larger sized dots represent counties that received between \$2,100,000 and \$3,000,000. The next larger sized dots represent counties that received more than \$3,000,000. The data for distribution of FTA funding within Florida comes from the FDOT Program of Projects for the Sections 5310, 5311, and 5339 programs for years 2022 through 2024.

STATEWIDE PLANNING PROCESS

In developing any planning process, including the Florida Transportation Plan (FTP), the Department and its partners receive input, feedback, and support from many regional and local partners, including groups traditionally underserved in public involvement activities (e.g., disadvantaged groups, and minority groups). As the transportation needs of a community may change over time, the Department also studies relevant demographic forecast data in developing long-term transportation plans. As part of the 2055 Florida Transportation Plan, five steering committee meetings were held around the state between May 2024 and June 2025 to engage regional and local partners and the public directly in the 2055 FTP development process. Promotion of the regional workshops by each District included efforts targeting

traditionally underrepresented groups such as transportation disadvantaged, minority, and low-income residents, as well as older residents, students, and other groups representing the diversity of the region.

DESCRIPTION OF SUBRECIPIENT MONITORING AND TECHNICAL ASSISTANCE

The Department's District Public Transit Offices are required by the FTA to ensure that sub-recipients of federal funds comply with the federal requirements. To meet this federal mandate, the District monitoring consists of Triennial Reviews and the collecting of data through site visits, day-to-day technical assistance, vehicle inspections, and reports/forms. The Department reviews subrecipient Title VI Plans to ensure that they contain the required information. The Department uses reports and site visits to determine if subrecipients are completing the projects as outlined in the application and program of projects.

Title VI Complaint procedures, Title VI Complaint forms and a Sample Title VI Notice have been developed and distributed to subrecipients. The Complaint Procedure and Complaint form are available online and can be found at the websites below.

<https://www.fdot.gov/equalopportunity>

<https://www.fdot.gov/fdottransit/transitofficehome/grantsadministration.shtm>

The Department also provides demographic maps on request to complete Title VI Plans for subrecipients. Finally, a Title VI template is available for use by our subrecipients. Technical assistance in completing the application package is available for all first-time grant applicants. A record of funding requests received from private non-profit organizations, State or local government authorities and Indian tribes is maintained by the District offices.

List of Department Subrecipients and Physical Addresses

District	Agency	Agency Address
Central Office	Greyhound	350 N. St. Paul St., Ste 900, Dallas, TX 75201
District 1	Alliance for Independence	2710 W. Memorial Blvd, Lakeland, FL 33815
District 1	Central Florida Regional Planning Council	555 East Church Street, Bartow, FL 33830
District 1	Central Florida Regional Planning Council (Desoto/DART)	555 E Church St, Bartow, FL 33830
District 1	Charlotte County BOCC (CCT)	25490 Airport Road, Punta Gorda, FL 33950
District 1	Collier County BOCC (CAT)	3299 Tamiami Trail East, Suite 103, Naples, FL 34112-5746
District 1	Dr. Piper Center for Social Services, Inc.	2607 Dr. Ella Piper Way, Fort Myers, FL 33916
District 1	Easter Seals SWFL	350 Braden Avenue,

		Sarasota, FL 34243
District 1	Hendry County Board of County Commissioners	99 E. Cowboy Way, Labelle, FL 33935
District 1	Hope Hospice and Community Services, Inc.	9470 HealthPark Circle, Fort Myers, FL 33908
District 1	Lakeland Area Mass Transit District (Citrus Connection)	1212 George Jenkins Boulevard, Lakeland, FL 33815
District 1	Lee County Board of County Commissioners	3401 Metro Parkway, Fort Myers, FL 33901
District 1	Manatee County Board of County Commissioners/MCAT	2411 Tallevast Road, Sarasota, FL 34243
District 1	Meals on Wheels PLUS of Manatee, Inc.	811 23rd Avenue East, Bradenton, FL 34208
District 1	Ridge Area Arc, Inc.	4352 Independence Street, Avon Park, FL 33825
District 1	Sally J. Pimentel Deaf & Hard of Hearing Center, Inc.	1860 Boy Scout Drive, Ste. B-208, Fort Myers, FL 33907
District 1	Sarasota County Board of County Commissioners/SCAT	5303 Pinkney Avenue, Sarasota, FL 34233
District 1	Sunrise Community of Polk County, Inc. (Wauchula)	1014 6th Avenue South, Wauchula, FL 33873

District	Agency	Agency Address
District 2	Baker County Council on Aging	9264 Buck Starling Road, Macclenny, FL 32063
District 2	BASCA, Inc.	352 Stowe Avenue, Orange Park, FL 32073
District 2	Big Bend Transit	2201 Eisenhower Street, Tallahassee, FL 32310
District 2	Gainesville Regional Transit System	34 SE 13th Road, Gainesville, FL 32601
District 2	Jacksonville Transportation Authority	100 North Myrtle Avenue, Jacksonville, FL 32204
District 2	Levy County Board of County Commissioners	970A East Hathaway Avenue, Bronson, FL 32621
District 2	Nassau County Council on Aging	1901 Island Walk Way, Fernandina Beach, FL 32034
District 2	Ride Solution, Inc.	220 North 11th Street, Palatka, FL 32177
District 2	St. Johns County Council on Aging	2595 Old Moultrie Road/180 Marine Street, St. Augustine, FL 32084

District 2	Suwannee River Economic Council	1171 Nobles Ferry Road, PO Box 70, Live Oak, FL 32064
District 2	Suwannee Valley Transit Authority	1907 Voyles Street SW, Live Oak, FL 32060
District 2	The Arc Jacksonville	1050 North Davis Street, Jacksonville, FL 32209

District	Agency	Agency Address
District 3	Bay County TPO	920 Wilson Ave, Panama City, FL 32401
District 3	Big Bend Transit	2201 Eisenhower St., Tallahassee, FL 32310
District 3	Calhoun County Senior Citizens Association, Inc.	16859 Northeast Cayson Street, Blountstown, FL 32424
District 3	City of Tallahassee (StarMetro)	555 Appleyard Drive, Tallahassee, FL 32305
District 3	Escambia County BOCC (ECAT)	1515 Fairfield Drive, Pensacola FL 32501
District 3	Gulf Association for Retarded Citizens	122 Water Plant Road, Port Saint Joe, FL 32456
District 3	Jackson County Transportation (JTRANS)	3988 Old Cottondale Road, Marianna, FL 32446
District 3	Liberty County Board of County Commissioners/Liberty County Transit	15629 NW State Road 12, Bristol, FL 32321
District 3	Okaloosa County Board of County Commissioners	600 Transit Way, Ft. Walton Beach, FL 32547
District 3	Okaloosa-Walton TPO	P.O. Box 11399, Pensacola, FL 32524
District 3	Tri-County Community Council, Inc.	302 N. Oklahoma Street, Bonifay, FL 32425
District 3	Wakulla Senior Citizens Council	33 Michael Drive, Crawfordville, FL 32327

District	Agency	Agency Address
District 4	Ann Storck Center , Inc.	1790 SW 43rd Way, Fort Lauderdale, FL 33317
District 4	Arc Broward, Inc.	10250 NW 53rd Street, Sunrise, FL 33351
District 4	ARC of Indian River County	1375 16th Avenue, Vero Beach, FL 32960
District 4	ARC of the Treasure Coast, Inc. (aka ARC of Martin County)	2001 S Kanner Highway, Stuart, FL 34994
District 4	Barc Housing	2750 SW 75th Ave, Davie, FL 33314
District 4	Broward Children's Center, Inc.	200 SE 19th Avenue, Pompano Beach, FL 33060
District 4	Broward County Transit	1 North University Drive, Suite 3100A, Plantation, FL 33324
District 4	Christina G. Smith Community Mental Health	601 S State Rd, Plantation, FL 33317
District 4	City of Pembroke Pines (aka Southwest Focal Point Senior Center)	301 NW 103rd Avenue, Pembroke Pines, FL 33026
District 4	Henderson Behavioral Health, Inc.	4740 North State Rd 7 Building C, Suite 201, Fort Lauderdale, FL 33319
District 4	Indian River County Board of County Commissioners	1801 27th Street, Vero Beach, FL 32960
District 4	Indian River County MPO	1840 25th Street, Vero Beach, FL 32960
District 4	Mae Volen Senior Center	1515 West Palmetto Park Road, Boca Raton, FL 33486
District 4	Martin County Board of County Commissioners	2401 SE Monterey Road, Stuart, FL 34996
District 4	Metro Educational Concepts, Inc.	401 N Rosemary St, West Palm Beach, FL 33401
District 4	Martin MPO	2401 SE Monterey Rd, Stuart, FL 34996
District 4	MorseLife Home Care, Inc. D/B/A/ Palm Beach PACE	4847 David S. Mack Drive, West Palm Beach, FL 33417
District 4	Palm Beach County Board of County Commissioners (Palm Tran)	301 N. Olive Avenue, West Palm Beach, FL 33401
District 4	Senior Resource Association, Inc.	4385 43rd Ave, Vero Beach, FL 32967
District 4	Special Compass	1119 NW 143 Ave,

		Pembroke Pines, FL 33028
District 4	Saint Lucie County Board of County Commissioners	2300 Virginia Avenue, Fort Pierce, FL 34982
District 4	St. Lucie County Council On Aging, Inc.	1505 Orange Ave, Fort Pierce, FL 34950
District 4	Sunrise Community, Inc.	5450 Stirling Road, Davie, FL 33314
District 4	United Cerebral Palsy of Broward, Palm Beach, and Mid-Coast Counties, Inc.	3117 SW 13th Ct., Fort Lauderdale, FL 33312
District 4	United Veterans of St. Lucie County, Inc.	1664 SE Walton Road, Suite 205, Port Saint Lucie, FL 34952
District 4	Woodhouse, Inc.	1001 Northeast 3rd Avenue, Pompano Beach, FL 33060

District	Agency	Agency Address
District 5	Advocacy Resource Center Marion, Inc.	2800 S.E. Maricamp Road, Ocala, FL 34471
District 5	Beacon College, Inc.	105 East Main Street, Leesburg, FL 34748
District 5	Brevard Achievement Center, Inc.	1845 Cogswell Street, Rockledge, FL 32955
District 5	Brevard Alzheimer's Foundation, Inc.	4676 N. Wickham Road, Melbourne, FL 32935
District 5	Brevard Co Board of Co Comm d/b/a Space Coast Area Transit	P.O. Box 1496, Titusville, FL 32780
District 5	Building Blocks Ministries	644 Gadson Street, Groveland, FL 34736
District 5	Center for the Visually Impaired	1187 Dunn Avenue, Daytona Beach, FL 32114
District 5	Central Florida Regional Transportation Authority dba LYNX	455 North Garland Avenue, Orlando, FL 32801
District 5	Conklin Davis Center for the Visually Impaired	405 White Street, Daytona Beach, FL 32114
District 5	Easter Seals Florida, Inc. - D5	2475 Palm Bay Road NE, Suite 110, Palm Bay, FL 32905
District 5	Flagler County Board of County Commissioners	1769 East Moody Blvd Bldg #5, Bunnell, FL 32110
District 5	Florida Center for the Blind	1411 NE 22nd Ave, Ocala, FL 34470
District 5	Lake County Board of County Commissioners	2440 US Highway 441/27, Fruitland Park, FL 34731
District 5	Marion Senior Services dba Marion Transit	1101 SW 20th Court, Ocala, FL 34471
District 5	Promise, Inc.	4105 Norfolk Parkway, West Melbourne, FL 32904
District 5	Space Coast Center for Independent Living	571 Haverty Court, Suite A, Rockledge, FL 32955
District 5	Sumter Co Board of Co Commissioners	7375 Powell Road, Suite 140, Wildwood, FL 34785
District 5	Sunrise Community of Northeast Florida, Inc.	1100 Jimmy Ann Dr, Daytona Beach, FL 32117
District 5	The Opportunity Center, Inc.	310 North Clyde Avenue, Kissimmee, FL 34741
District 5	United Way of Lake and Sumter Counties	32644 Blossom Lane, Leesburg, FL 34788
District 5	Volusia County Council dba Votran	950 Big Tree Road, South Daytona, FL 32119

District	Agency	Agency Address
District 6	Banyan Community Health Center, Inc.	2300 NW 89th Place Suite 300, Miami, FL 33172
District 6	Camillus House, Inc.	1603 NW 7th Avenue, Miami, FL 33136
District 6	Citrus Health Network, Inc.	4175 W 20th Avenue, Hialeah, FL 33012
District 6	City of Key West Department of Transportation (aka Key West Transit)	5701 West College Road, Key West, FL 33040
District 6	CMB Visions Unlimited, Inc	9245 SW 157th St, Miami, FL 33157
District 6	Concept House Systems AKA Concept Health System	162 NE 49th Street, Miami, FL 33137
District 6	Easterseals South Florida Inc.	1475 NW 14th Avenue, Miami, FL 33125
District 6	Empowering Youth, Inc.	1031 Ives Dairy Road Suite 228, Miami, FL 33179
District 6	Family Resource Center of South Florida, Inc.	1393 SW 1st Street, Miami, FL 33135
District 6	Florida PACE Centers	5200 NE 2nd Avenue, Miami, FL 33137
District 6	Guidance Care Center, Inc.	3000 41st Street, Ocean Marathon, FL 33050
District 6	Hialeah Housing Authority	75 E 6th Street, Hialeah, FL 33013
District 6	Hialeah Miami Springs Rotary Charitable Foundation, Inc.	101 Apache St, Miami Springs, FL 33166
District 6	Jewish Community Services of South Florida, Inc.	12000 Biscayne Blvd Suite 303, Miami, FL 33181
District 6	MACtown, Inc.	151 NE 62nd Street, Miami, FL 33138
District 6	Miami Jewish Health	5200 NE 2nd Ave, Miami, FL 33137
District 6	Miami Lighthouse for the Blind and Visually Impaired	601 SW 8th Avenue, Miami, FL 33130
District 6	Prosperity Social & Community Development Group, Inc.	1175 N.E. 125 Street, Miami, FL 33161
District 6	Psycho-Social Rehabilitation Center, Inc. d/b/a Fellowship House	5711 South Dixie Highway, South Miami, FL 33143
District 6	Sundari Foundation, Inc. d/b/a/ Lotus House Women's Shelter	217 NW 15th Street, Miami, FL 33136

District 6	Sunrise Community, Inc. - D6	9040 Sunset Drive, Miami, FL 33173
District 6	The Dave & Mary Alper JCC -dba- AlperJCC	11155 SW 112 Avenue, Miami, FL 33176
District 6	United Cerebral Palsy Assn of MIA d/b/a United Community Options of MIA	1411 NW 14th Avenue, Miami, FL 33125

District	Agency	Agency Address
District 7	Agency for Community Treatment Services, Inc. (ACTS)	3450 Buschwood Park Dr, Suite 345, Tampa, FL 33618
District 7	Angels Unaware	4918 W Linebaugh Ave, Tampa, FL 33624
District 7	Arc Nature Coast, Inc	15782 Little Ranch Rd, Spring Hill, FL 34610
District 7	Arc of Tampa Bay	1501 N. Belcher Road, Suite 249, Clearwater, FL 33765
District 7	BayCare Behavioral Health, Inc.	7809 Massachusetts Ave, New Port Richey, FL 34653
District 7	Boley Centers	445 31st. St. North, Saint Petersburg, FL 33512
District 7	Citrus County BOCC / Citrus County Transit	1300 S. Lecanto Hwy, Lecanto, FL 34461
District 7	City of Gulfport	5501 27th Avenue S, Gulfport, FL 33707
District 7	Cove Behavioral Health (DACCO)	4422 E. Columbus Drive, Tampa, FL 33605
District 7	Hernando County BOCC	15470 Flight Path Drive, Brooksville, FL 34604
District 7	Hillsborough Area Regional Transit Authority (HART)	1201 E. Seventh Avenue, Tampa, FL 33605
District 7	Human Development Center, Inc.	3809 N Tampa Street, Tampa, FL 33606
District 7	Citrus County Association for Retarded Citizens, Inc. (Key Training Center)	5399 W Gulf to Lake Highway, Lecanto, FL 34461
District 7	Lighthouse for the Visually Impaired & Blind, Inc. (LVIB)	9130 Ridge Road, New Port Richey, FL 34654
District 7	MacDonald Training Center	5420 W. Cypress St, Tampa, FL 33607
District 7	You Thrive Florida (aka Mid Florida Community Services; aka Trans-Hernando)	1122 Ponce De Leon Blvd, Brooksville, FL 34601
District 7	Neighborly Care Network, Inc.	5225 Tech Data Drive Suite 102, Clearwater, FL 33760
District 7	Northside Behavioral Health Center (NBHC)	12512 Bruce B Downs Blvd, Tampa, FL 33612
District 7	Operation PAR, Inc.	6655 66th Street N, Pinellas Park, FL 33782
District 7	PARC, Inc	3100 75th Street North, Saint Petersburg, FL 33710

District 7	Pasco County BOCC	8620 Galen Wilson Boulevard, Port Richey, FL 34668
District 7	Personal Enrichment Through Mental Health Services, Inc. (dba Eleos)	11254 58TH ST N, Pinellas Park, FL 33782
District 7	Pinellas Suncoast Transit Authority (PSTA)	3201 Scherer Park Drive, Saint Petersburg, FL 33716
District 7	STEPS To Recovery, Inc.	4507 Mayflower Drive, New Port Richey, FL 34652
District 7	Sunrise Community	2714 West Kirby Street, Tampa, FL 33614
District 7	WestCare Gulf Coast-Florida, Inc.	1735 Dr. Martin Luther King Jr St S, Saint Petersburg, FL 33705

APPENDIX A

Title VI Nondiscrimination Policy



Florida Department of Transportation

RON DESANTIS
GOVERNOR

605 Suwannee Street
Tallahassee, FL 32399-0450

JARED PERDUE, P.E.
SECRETARY

POLICY

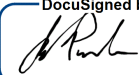
Effective: October 24, 2011
Review: May 3, 2022
Office: Equal Opportunity
Topic No.: 001-275-006-o
Authority: 20.23(3)(a), 334.048(3), F.S.

TITLE VI / NONDISCRIMINATION PROGRAM

The Florida Department of Transportation will not discriminate on the basis of race, color, national origin, sex, age, handicap/ disability or income status. No person may be treated unfavorably, excluded from participating in or denied the benefits of any Department program or activity because of their race, color, national origin, age, sex, handicap/ disability or income status. The Department will not retaliate against any person who complains of discrimination or who participates in an investigation of discrimination. Department grant recipients and contractors must comply with this policy.

Department civil rights and program area specialists must work closely to implement their mutual nondiscrimination program responsibilities. Each Assistant Secretary, District Secretary, Florida's Turnpike Enterprise Executive Director, Director, Manager, and Section Head of the Department's major program areas (Planning, Project Development/Environmental, Design, Right-of-Way, Construction, Maintenance, Public Transportation, and Research), and each Department grant recipient and contractor, is responsible for preventing discrimination and ensuring nondiscrimination in all of their programs and activities, whether those programs and activities are federally assisted or not.

The Department's Equal Opportunity Office Manager is delegated the authority to develop, maintain, implement, and monitor this policy as required by **23 Code of Federal Regulations (CFR) Part 200 and 49 CFR Part 21.**

DocuSigned by:

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Jared W. Perdue
Secretary

APPENDIX B

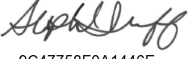
TITLE VI PROGRAM and RELATED STATUTES

Approved:

Effective: October 10, 2024

Office: Equal Opportunity

Topic No.: 275-010-010-h

DocuSigned by:

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Department of Transportation

TITLE VI PROGRAM and RELATED STATUTES

Program and Complaint Processing Procedure

AUTHORITY: Sections 20.23(4) (a) and 334.048(3), Florida Statutes (F.S.)

REFERENCES:

Title VI of the Civil Rights of 1964 (Title 42 United States Code Section 2000d - 2000d-7); Section 324 of the Federal-Aid Highway Act of 1973 (Title 23 U.S.C. Sec. 324); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (Title 42 U.S.C. Sec. 4601 - 4655); Section 504 of the Rehabilitation Act of 1973 (Title 29 U.S.C. Sec. 794); Title II of the Americans with Disabilities Act of 1990 (Public Law 101-336); Age Discrimination Act of 1975 (Title 42 U.S.C. Sec. 6101 - 6107); Federal-Aid Highway Standards (Title 23 U.S.C. Part 109(h)); Civil Rights Restoration Act of 1987 (P.L. 100-259); Executive Order 12250; E.O. 12898; E.O. 13166; Title 28 Code of Federal Regulations Part 35; Title 28 C.F.R. Part 36; Title 28 C.F.R. Part 41; Title 28 C.F.R. Part 42, Subpart C; Title 28 C.F.R. Part 50.3; Title 49 C.F.R. Part 21; Title 49 C.F.R. Part 27; Title 23 C.F.R. Part 200; Title 23 C.F.R. Part 1235; United States Department of Transportation Order 1050.2A ; USDOT Order 1000.12 (as updated); Federal Transit Administration Circular 4702.1B; Executive Order 13985, Advancing Racial Equity and Support for Underserved Communities Through the Federal Government (January 20, 2021); Florida Civil Rights Act of 1992; Civil Rights Chapter 760 Florida Statutes; Title VI Nondiscrimination Program (FDOT Policy # 001-275-006)

PURPOSE:

To establish the process for: (a) program staffing, roles and responsibilities for implementing the Federal Highway Administration (FHWA) Title VI compliance program under ***Title VI of the Civil Rights Act of 1964*** and other related civil rights laws and regulations; and (b) intake, assessment, assignment, investigation and resolution of Title VI complaints.

SCOPE:

This procedure affects all federally and non-federally funded programs and activities administered by the Florida Department of Transportation (Department) and its sub-recipients.

DEFINITIONS:

AGE DISCRIMINATION ACT OF 1975 (Title 42 U.S.C. Sec. 6101 - 6107) - Prohibits discrimination based on age. “No person in the United States shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

BENEFICIARY - Any person or group of persons (other than states) that are impacted by Department decision-making.

CIVIL RIGHTS RESTORATION ACT OF 1987 (P.L. 100-259) - Clarification of the original intent of Congress in *Title VI of the Civil Rights Act, the Age Discrimination Act of 1975*, and *Section 504 of the Rehabilitation Act of 1973*. Restored the broad, institution-wide scope and coverage of the non-discrimination statutes to include all programs and activities of federal-aid recipients, sub-recipients and contractors, whether such programs and activities are federally assisted or not federally-assisted.

COMPLIANCE – A recipient has effectively implemented all the Title VI and related statutory requirements or can demonstrate that every good faith effort toward implementing all *Title VI and Related Statutes* requirements has been made.

DEMOGRAPHIC DATA – numerical information on race, ethnicity or other descriptors of a particular geographical area, collected by US Census or other quality data sources and analyzed to determine project/program impacts on affected communities.

DISCRIMINATION - Involves any act or omission, whether intentional or unintentional, in any program or activity of a federal-aid recipient, sub-recipient, or contractor, which results in disparate (unfavorable) treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, national origin, sex, age, religion, marital status, or, in the case of disability, failed to make a reasonable accommodation.

EQUAL OPPORTUNITY OFFICE (EOO) - Administers the Department's Title VI Program and Related Statutes, Equal Employment Opportunity Contractor Compliance & On-the-Job (OJT) Program, Title VII Program, Disadvantaged Business Enterprise Program, and all related investigations.

FEDERAL-AID HIGHWAY ACT OF 1973 (Title 23 U.S.C. Sec. 324) - Prohibits discrimination on the basis of sex under any program or activity receiving federal assistance under this Title.

FEDERAL-AID HIGHWAY STANDARDS (23 U.S.C. 109(h)) - Requires that guidelines be designed to assure that possible adverse economic, social, and environmental effects relating to any proposed project on any federal-aid system be fully considered in developing such project, and that the final decisions on the project are made in the best overall public interest, taking into consideration the need for fast, safe and efficient transportation, public services, and the costs of eliminating or minimizing such adverse effects and the following:

- (1) air, noise, and water pollution;
- (2) destruction or disruption of man-made and natural resources, aesthetic values, community cohesion and the availability of public facilities and services;
- (3) adverse employment effects, and tax and property value losses;
- (4) injurious displacement of people, businesses and farms; and
- (5) disruption of desirable community and regional growth.

FEDERAL ASSISTANCE – This includes:

- (a) Any grants and loans of federal funds;
- (b) Any grant or donation of federal property and interests in property;
- (c) Any utilization of federal personnel;
- (d) Any sale or lease of, and the permission to use (on other than a casual or transient basis) federal property or any interest in such property without consideration or at a nominal consideration or at a consideration which is reduced for the purpose of assisting the recipient or in recognition of the public interest to be served by such sale or lease to the recipient; and
- (e) Any federal agreement, arrangement, or other contract which has, as one of its purposes, the provision of assistance.

FORMAL COMPLAINT OF DISCRIMINATION - A written explanation of an event in which a person believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by any of the Civil Rights laws, regulations and Executive Orders listed in the **REFERENCE** section of this procedure, based upon race, color, national origin, sex, age, disability, religion, or marital status.

INFORMAL COMPLAINT OF DISCRIMINATION - A verbal or non-written explanation of an event in which a person believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by any of the Civil Rights laws,

regulations and Executive Orders listed in the **REFERENCE** section of this procedure, based upon race, color, national origin, sex, age, disability, religion, or marital status.

NONCOMPLIANCE - A recipient has failed to meet prescribed requirements and has shown an apparent lack of a good faith effort in implementing all of the **Title VI and Related Statutes** requirements.

PERSONS - Where designation of persons by race, color or national origin is required, the following designations ordinarily may be used:

White – A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Black or African American – A person having origins in any of the Black racial groups of Africa.

American Indian or Alaska Native – A person having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment.

Asian – A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Native Hawaiian or Other Pacific Islander – A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

PROGRAM - Includes any highway project, or activity for the provision of services, financial aid, or other benefits to individuals. This includes education or training, work opportunities, health, welfare, rehabilitation, housing, or other services, whether provided directly by the recipient of federal financial assistance or provided by others through contracts or other arrangements with the recipient.

PUBLIC PARTICIPATION – A continuing, cooperative and comprehensive process in which the rights of the community to receive information, to provide comments to the government and to receive a response from the government are met through a full opportunity to be involved in the process and to express needs and goals.

RECIPIENT - Any state, territory, possession, the District of Columbia, Puerto Rico, or any political subdivision, or instrumentality thereof, or any public or private agency, institution, or organization, or other entity, or any individual in any state, territory, possession, the District of Columbia, or Puerto Rico, to whom federal assistance is extended, either directly or through another recipient, for any program. Recipient includes any successor, assignee, or transferee thereof. The term "recipient" does not include every ultimate beneficiary under any such program.

RETALIATION - Intimidating, threatening, coercing or discriminating against an individual because he/she made a complaint, testified, assisted or participated in any manner in an investigation, proceeding, or hearing.

SECTION 504 OF THE REHABILITATION ACT OF 1973 (Title 29 U.S.C. Sec. 794) - Provides that “no qualified handicapped person shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, be subjected to discrimination under any program or activity that receives or benefits from federal financial assistance.”

SUB-RECIPIENT - Any sub-grantee, contractor, sub-contractor, transferee, assignee, or successor in interest in the program.

TITLE VI - Refers to ***Title VI of the Civil Rights Act of 1964***, which provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

TITLE VI PROGRAM AREA REVIEW – a specific review conducted annually of program area(s) in selected districts using risk-based analysis. This review is part of the Department’s Title VI Quality Assurance Review process. These reviews ensure consistency and effectiveness of nondiscrimination measures in each program area.

TITLE VI PROGRAM and Related Statutes - The system of requirements developed to implement ***Title VI of the Civil Rights Act of 1964***. References in this procedure to Title VI requirements and regulations shall not be limited to only ***Title VI of the Civil Rights Act of 1964***. Where appropriate, this term also refers to the civil rights provisions of other federal statutes provided in the **REFERENCE** section of this procedure to the extent that they prohibit discrimination on the grounds of race, color, national origin, sex, age, disability, religion, marital status or retaliation in programs receiving federal financial assistance of the type subject to ***Title VI*** itself.

UNIFORM RELOCATION ASSISTANCE AND REAL PROPERTY ACQUISITION POLICIES ACT OF 1970 (Title 42 U.S.C. Sec. 4601-4655) – Prohibits unfair and inequitable treatment of persons displaced or whose property will be acquired as a result of federal and federal-aid programs and projects.

1. STAFF ROLES AND RESPONSIBILITIES

The following personnel located in the Districts and Central Office have responsibility for implementing the Title VI Program and Related Statutes requirements and related Departmental activities:

1.1 STATE TITLE VI COORDINATOR

1.1.1 Designated person in the Equal Opportunity Office who is responsible for monitoring and administering the Department's Title VI Program and Related Statutes in accordance with Federal guidelines. This includes:

- (A) Ensuring the Title VI Assurance (USDOT 1050.2A) is updated and signed by each Secretary of the Florida Department of Transportation;
- (B) Monitoring Title VI and Related Statutes activities in the Department;
- (C) Providing Title VI and Related Statutes training for the Districts, Central Office, and sub-recipients
- (D) Developing, updating as needed and submitting the Department's ***Title VI Program and Related Statutes Implementation Plan*** to FHWA by October 1 of each year;
- (E) Developing Title VI and Related Statutes information for dissemination to the public (where necessary, in languages other than English);
- (F) Preparing an annual accomplishment and goals report for submission to the FHWA by November 1 of each year;
- (G) When authorized by FHWA, investigating formal complaints of discrimination under Title VI and Related Statutes filed against the Department's sub-recipients on Highway Programs, and forwarding recommendations to the FHWA for a final determination. Transmitting all Title VI and Related Statutes formal complaints of discrimination filed against the Department on Highway Programs to FHWA for review, processing and if warranted investigation;
- (H) Coordinating with the Federal Transit Administration and Federal Aviation Administration, on all formal complaints of discrimination under Title VI and Related Statutes filed against the Department and its sub-recipients on Transit, Aviation, and safety programs;
- (I) Providing technical assistance to the Districts, Central Office and sub-recipients
- (J) Developing, preparing, and maintaining the Department's ***Title VI Program and Related Statutes*** non-discrimination policy, procedure, and forms;
- (K) Conducting annual Quality Assurance Reviews (QARs) of Districts' compliance with the ***Title VI Program and Related Statutes*** procedure. These QARs will review specific program areas in each District as part of required annual Title VI Program Area Reviews;

- (L) Monitoring the following program areas to ensure compliance with the Title VI Program and Related Statutes requirements: Aviation, Seaports, and Transit. Maintaining records of correspondence sent from these offices regarding Title VI and Related Statutes compliance;
- (M) Reviewing environmental documents such as Environmental Impact Statements and Environmental Assessments for potential discriminatory or disproportionate effects on project populations.

1.2 DISTRICT TITLE VI COORDINATOR

- 1.2.1 Appointed personnel by each District Secretary and Florida's Turnpike Enterprise Executive Director his/her designee, who is responsible for monitoring and reporting Title VI and Related Statutes activities within each District/Office program area and ensuring overall compliance with the ***Title VI Program and Related Statutes*** at the District/Office level. The District Title VI Coordinator's Title VI responsibility is designated in their position description. The selection of the District Title VI Coordinator should be based upon: ability to have easy access to the District Secretary, Florida's Turnpike Enterprise Executive Director, or his/her designee; ability to have adequate overview of all program areas; and ability to coordinate and implement needed changes relating to the Title VI Program and Related Statutes. District Title VI Coordinator responsibilities include:
 - 1.2.2 Resolving informal (verbal or non-written) Title VI and Related Statutes issues within their respective District. Notifying State Title VI Coordinator and appropriate District management within five (5) calendar days of receipt of informal issues;
 - 1.2.3 Referring complainants to the State Title VI Coordinator in the event the Title VI and Related Statutes issue is not satisfactorily resolved within the District, or if the complainant files a formal (written) complaint;
 - 1.2.4 Monitoring the Title VI Program and Related Statutes in their respective Districts, including the Department's sub-recipients, and providing all necessary information to the State Title VI Coordinator;
 - 1.2.5 Randomly attending a minimum of one (1) public meeting/hearing per quarter to monitor the opportunity for public participation and compliance with the Title VI Program and Related Statutes;
 - 1.2.6 Providing quarterly reports, within thirty (30) calendar days after each quarter, to the State Title VI Coordinator.

1.3 DISTRICT TITLE VI PROGRAM AREA OFFICER

- 1.3.1** Appointed personnel in each District Planning, Environmental, Design, Right-of-Way, Construction, Maintenance, Local Agency Program, Public Information, Research Center and Public Transportation office, who are responsible for assisting the District Title VI Coordinator with monitoring and implementing the Title VI Program and Related Statutes in their respective program areas. The District Title VI Program Area Officers' responsibility is designated in their position description. The District Title VI Program Area Officer responsibilities include:
- 1.3.2** Advising the District Title VI Coordinator and respective District management of Title VI and Related Statutes issues;
- 1.3.3** Ensuring Title VI and Related Statutes requirements are included in policy directives, procedures, contracts, and program manuals;
- 1.3.4** Attempting to resolve informal (verbal or non-written) Title VI and Related Statutes issues within their respective program area. Advising the District Title VI Coordinator, and appropriate District management within five (5) calendar days of receipt of informal issues;
- 1.3.5** Referring complainants to the District Title VI Coordinator in the event the Title VI and Related Statutes issue is not satisfactorily resolved within the program area, or if the complainant files a formal (written) complaint;
- 1.3.6** Monitoring the Title VI Program and Related Statutes in their respective program areas by conducting a risk based analysis, including the Department's sub-recipients, and providing all necessary information to the District Title VI Coordinator.

2. TITLE VI AND RELATED STATUTES COMPLAINT PROCESS

The following informal and formal process will be used to resolve Title VI and related statutes complaints of discrimination as required by 23 C.F.R. 200.9(b)(3)

2.1 INFORMAL (VERBAL OR NON-WRITTEN) COMPLAINTS

- 2.1.1** District Title VI Coordinators and District Title VI Program Area Officers are encouraged to resolve informal (verbal and non-written) issues internally within their respective District. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) desires to file a formal (written) complaint, the respective District Title VI Coordinator will refer the Complainant to the State Title VI Coordinator who will advise the Complainant of the formal process for filing a complaint. All formal complaints received by the Department's

District offices will be referred immediately to the State Title VI Coordinator for processing. The State Title VI Coordinator will advise the District Title VI Coordinator and respective District management of all formal complaints of discrimination accepted for investigation.

- 2.1.2** The District Title VI Coordinator will advise the State Title VI Coordinator and appropriate District management within five (5) calendar days of receipt of the informal issue(s). The following information will be included in every notification to the State Title VI Coordinator:
- (A) Name, address, and phone number of the complainant;
 - (B) Name(s) and address(es) of respondent;
 - (C) Basis of complaint (race, color, national origin, sex, age, disability, religion, marital status or retaliation);
 - (D) Date of alleged discriminatory act(s);
 - (E) Date Title VI and Related Statutes issues were received by the District Title VI Coordinator or District Title VI Program Area Officer;
 - (F) Statement of the Title VI and Related Statutes issue(s);
 - (G) Explanation of the actions the District Title VI Coordinator or District Title VI Program Area Officer took or proposed to resolve the Title VI and Related Statutes issue(s).
- 2.1.3** Within ten (10) calendar days of receipt, the District Title VI Coordinator will acknowledge receipt of the issue(s), inform the Complainant of action taken or proposed action to address the issue(s), and advise the Complainant of other avenues of redress available, such as the EOO.
- 2.1.4** Within sixty (60) calendar days of receipt, the District Title VI Coordinator will conduct and complete a review of the informal issue(s) and based on the information obtained, will render a recommendation for action in a report of findings to the appropriate District management.
- 2.1.5** Within ninety (90) calendar days of receipt, the District Title VI Coordinator will notify the Complainant in writing of the District management's decision, for the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the EOO, if he/she is dissatisfied with the decision of the District management. The District Title VI Coordinator will also provide the State Title VI Coordinator with a copy of this decision and Report of Findings.

- 2.1.6** Each District Title VI Coordinator will maintain a log of all informal issues received by the District. The log will include the following information:
- (A) Name of complainant;
 - (B) Name of respondent;
 - (C) Basis of complaint (race, color, national origin, sex, age, disability, religion, marital status or retaliation);
 - (D) Date informal issue(s) were received by the District;
 - (E) Date respective District notified the State Title VI Coordinator of the informal issue(s); and
 - (F) Explanation of the actions the District management took or proposed to resolve the issue(s)

2.2 FORMAL (WRITTEN) COMPLAINTS

2.2.1 Persons Eligible to File

Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities listed in the **REFERENCE** section of this procedure, based upon race, color, national origin, sex, age, disability, religion, or marital status may file a written complaint. The complaint may be filed by the affected person or a representative and must be provided in writing.

2.2.2 Time Limits for Filing

A formal complaint must be filed no later than 180 calendar days after the following:

- (A) The date of the alleged act of discrimination; or
- (B) The date when the person(s) became aware of the alleged discrimination; or
- (C) Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

2.2.3 Form of Formal Complaints

Complainants may use **Form No. 275-010-10, Title VII/ Nondiscrimination Complaint** to submit a complaint to the EOO or some other format as long as the alternative format includes the following information:

- (A) A written explanation of what has happened, signed by the complainant(s) or by the complainant(s) representative(s);
- (B) The Complainant's name, address, and telephone number;
- (C) The basis of the complaint (race, color, national origin, sex, age, disability, religion, marital status, or retaliation);
- (D) The respondent's name, address, and telephone number; and
- (E) Sufficient information to understand the facts that led the complainant(s) to believe that discrimination has occurred and when the event complained of occurred.

2.2.3.1 Complaints filed in alternate formats from persons with disabilities will be accepted. The complaint may be filed on a computer disk, by audio tape, or in Braille. If the complainant(s) is/are unable to write and cannot have someone write out the complaint or cannot tape it, the State Title VI Coordinator will write out the allegations provided over the telephone by the complainant(s) and send the complaint to him or her for signature. The complainant(s) will be asked in what format he or she would like written documents sent to him or her; generally, complaints should be sent in the format in which the complaint was received from the complainant(s).

2.2.3.2 Complaints in languages other than English will be translated and responded to in the language in which they were sent, to the greatest extent possible.

2.2.3.3 Complaints received by fax or e-mail will be acknowledged and processed in accordance with this procedure.

2.2.3.4 Complaints received by phone will be reduced to writing and provided to the complainant(s) for confirmation or revision before processing.

2.2.3.5 The complainant(s) will be provided with a Notice of Investigatory Uses of Personal Information, which outlines the complainant's rights and protections during an investigation. The complainant(s) will also be provided with a Complainant Consent/Release Form, which requests the complainant's consent to release information

about the complainant's identity during the course of the investigation.

2.2.4 Agencies Authorized to Receive Formal Complaints

Formal complaints must be submitted either to the Department or to the Federal Highway Administration (FHWA), Federal Aviation Administration (FAA), the U.S. Department of Justice (DOJ), or other appropriate federal Civil Rights Office

For complaints involving transit providers (buses, rail, etc), Complainants should be advised that they have a right to file Title VI complaints directly with the Federal Transit Administration (FTA) by contacting the FTA complaint hotline at 1-888-446-4511 or online at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>.

Alternatively, transit providers are expected to investigate complaints filed directly with them and submit all findings of the complaint to the FDOT Title VI Coordinator along with the resolution.

2.2.5 Processing Formal Complaints

2.2.5.1 Responsibilities

- (A) Complaints filed with the Department in which the Department is named as the respondent, will be forwarded by the State Title VI Coordinator to the FHWA, FTA, FAA, the Federal Motor Carrier Safety Administration (FMCSA), or other appropriate federal Civil Rights Office for processing.
- (B) Complaints filed with the Department's sub-recipients, and received by the respective District Title VI Coordinator, will be forwarded to the State Title VI Coordinator for processing.
- (C) Complaints filed against the Department's sub-recipients on Highway Programs will be transmitted to the Federal Highway Administration by the State Title VI Coordinator in accordance with the FHWA approved complaint procedures as required under 23 CFR Part 200.
- (D) Complaints filed against the Department's sub-recipients on Transit and Aviation safety programs will be forwarded by the State Title VI Coordinator to the appropriate Federal Civil Rights office.

2.2.5.2 Investigative Report Review and Issuance

- 2.2.5.3** (A) Formal complaints that FHWA authorizes the Department to investigate will be investigated by the EOO State Title VI Coordinator and a copy of the complaint, together with a copy of the EOO's report of investigation, will be forwarded to FHWA within sixty (60) calendar days of the date FHWA authorized EOO to investigate the complaint. An extension of an additional sixty (60) calendar days may be granted by the FHWA Director Office of Civil Rights for justifiable reasons.

2.2.5.4 Final Agency Decisions

- (A) All final agency decisions and dismissals, including all Title II ADA decisions, will be issued by the FHWA, FTA, FAA, U.S. Department of Transportation, U.S. Department of Justice (USDOJ), or other federal Civil Rights Office.
- (B) The State Title VI Coordinator will notify the respective District Title VI Coordinator of all final agency decisions and dismissals issued by the FHWA, FTA, FAA, USDOT, USDOJ, or other federal Civil Rights Office

2.2.5.5 Records

The State Title VI Coordinator will maintain records of formal complaints filed with the EOO, identifying each complaint by race, color, national origin, sex, age, disability, religion, marital status, or retaliation. The record should contain:

- (A) The complaint;
- (B) The agency with which the complaint was filed;
- (C) The date the complaint was filed;
- (D) The investigative plan;
- (E) The investigative report;
- (F) The complaint disposition and date; and
- (G) Other pertinent information.

3. Forms

The following forms are available from the Department's Forms Library:

Form No. 275-010-10 Title VI/ Nondiscrimination Complaint Form (English)
Form No. 275-010-10S, Title VI Nondiscrimination Complaint Form (Spanish)
Form No. 275-010-10H, Title VI Nondiscrimination Complaint Form (Haitian
Creole)

APPENDIX C

Title VI Complaint Forms

Title VI / Nondiscrimination Complaint

Complainant(s) Name:

Complainant(s) Address:

Complainant(s) Phone Number:

Complainant's Representative's Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc):

Name and Address of Agency, Institution, or Department Whom You Allege Discriminated Against You:

Names of the Individual(s) Whom You Allege Discriminated Against You (If Known):

Discrimination
Because Of:

- | | | |
|--|--------------------------------------|--|
| ☐ Race | ☐ Color | ☐ National Origin |
| ☐ Sex | ☐ Age | ☐ Handicap/Disability |
| ☐ Income Status | ☐ Retaliation | ☐ Other |

Date of Alleged Discrimination:

Please list the name(s) and phone number(s) of any person, if known, that the Florida Department of Transportation could contact for additional information to support or clarify your allegation(s).

Please explain as clearly as possible **how**, **why**, **when** and **where** you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Additional pages may be attached if needed.

Complainant(s) or Complainant(s) Representatives Signature:

Date of Signature:

Título VI / Denuncia de Discriminación

Nombre del querellante:

Dirección:

Número de teléfono:

Nombre, dirección, teléfono y relación (ej. amigo, abogado, pariente, etc.) del Representante del querellante:

Nombre y dirección de la Agencia, Institución, o Departamento que usted alega discrimino en su contra:

Nombre(s) del Individuo(s) Quien(es) Usted Alega Discrimino (naron) Contra Usted Si lo(s) Conoce:

Razón de la
discriminación:

- | | | |
|--|-------------------------------------|---|
| ☐ Raza | ☐ Color | ☐ Origen Nacional |
| ☐ Sexo | ☐ Edad | ☐ Incapacidad/Impedimento Físico |
| ☐ Status de Ingreso | ☐ Represalia | ☐ Otro |

Fecha de la alegada discriminación.

Favor de indicar el nombre (s) y número(s) de teléfono(s) de alguna persona(s) que el Departamento de Transporte puede comunicarse para información adicional que clarifique o respalde su alegación o alegaciones.

Favor de explicar tan claro como sea posible, **como, porque, cuando y donde** usted cree que fue discriminado. Incluya suficiente información acerca de los antecedentes según le sea posible, de los alegados actos de discrimen. Puede añadir paginas adicionales, si es necesario.

Firma del Querellante(s) o su Representante:

Fecha:

Florida Department of Transportation
Title VI Lwa: Plent Kont Diskriminasyon

275-010-10H
Equal Opportunity Office
09/11

Non Moun Ki Pote Plent La:

Adrès Moun Ki Pote Plent La:

Nimewo Telefòn Moun Ki Pote Plent La:

Non, Adrès, Nimewo telefòn Reprezantan Moun Ki Pote Plent la ak Lien (setadi: zanmi, Avoka, Paran..etc):

Non ak Adrès Ajans, Institisyon, ou Depatman ou Kwè ki fè Diskriminasyon Kont ou:

Non Mounou Kwè Ki Diskriminen Kont ou (Si-w Konnen yo):

Rezon

Diskriminasyon an

☐ Ras ou

☐ Koule-w

☐ Origin nasyonal

☐ Seks ou:

☐ Laj ou

☐ Andikap/dezabilite

☐ Stati Revni-w

☐ revanj

☐ Lòt ankò:

Dat Diskriminasyon an te fèt:

Silvouplè, bay non ak nimewo telefòn ninpòt moun ke Depatmant Transpòtasyon Florida kap kontakte pou plis infòmasyon pou sipòte ou klarifye plènt ou (a)/plent ou yo:

Silvouplè, eksplike klèman kijan, poukisa , ki lè, ak ki kote ou kwè ke diskriminasyon te fèt kont ou. Bay tout infòmasyon konplèt de tout aksyon diskriminasyon sa yo. Ajoute paj anplis si nesèsè:

Siyati Moun Ki Pote Plent La ou Reprezantan Li:

Dat Siyati:

APPENDIX D

Limited English Proficiency (LEP) Guidance

FLORIDA DEPARTMENT OF TRANSPORTATION LIMITED ENGLISH PROFICIENCY (LEP) GUIDANCE

Title VI of the Civil Rights Act of 1964, The Civil Rights Restoration Act of 1987; 42 USC 2000(d) to 2000-4; and Executive Order 13166 prohibit recipients of federal financial assistance from discriminating against individuals based on race, color and national origin. Other federal and state nondiscrimination regulations prohibit discrimination against individuals based on age, sex, disability, religion, and family or income status. The Florida Department of Transportation (FDOT), as a recipient of federal financial assistance, takes reasonable steps to ensure meaningful access to its programs, services and activities for all citizens including those individuals with limited English proficiency. Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English may be considered Limited English Proficient (LEP).

The FDOT interacts with persons who may be LEP in the administration of its programs, services and activities. This guidance ensures that LEP individuals are provided meaningful access to the FDOT's programs, services and activities.

LEP services can be provided in two ways: verbal interpretation and written translation of vital documents. Florida is a richly diverse state with residents and visitors from all over the world. FDOT's own staff is representative of that diversity and has competent language speakers of a variety of languages. FDOT does provide verbal interpretation with reasonable notice, regardless of the LEP language. FDOT's public advertisements clearly state that language services are available with specified notice. These advertisements are also routinely translated and posted both in minority publications and at public forums. FDOT also utilizes 'I Speak' cards to help identify language needs and match them to LEP services. Finally, most of FDOT's public meetings have staff members available who are competent speakers of the most frequently encountered languages in the FDOT district where the meeting is being held.

Written translation of vital documents is handled somewhat differently. The Department of Justice (DOJ) LEP Guidance requires that four (4) factors be considered when deciding whether written LEP services are required:

- The number or proportion of LEP persons in the eligible service population;
- The frequency with which LEP individuals come into contact with the program or activity;
- The importance of the service provided by the program; and □ The resources available.

Florida's population and diversity varies vastly from region to region, making a single

LEP approach difficult. For example, the recent American Community Survey (ACS) (an office of the U. S. Census Bureau) from 2009 indicated an LEP population (percent of people 5 years old and over who speak English less than very well) at an estimated 11.6% statewide compared to 8.6% nationwide. However, this percentage is not evenly represented throughout the State. Further, frequency of contact with FDOT by LEP individuals also varies greatly. The Miami area sees a much higher proportion of Spanish and Creole speakers than does its more rural partners in the northern area of the state. Similarly, based on transportation needs, availability of public transit and long/short term transportation planning, the importance of the services also varies depending on the area of the State.

Generally, the FDOT offers written language services in Spanish and Haitian-Creole. Public information documents such as project flyers, public safety brochures, public transit information, and nondiscrimination processes are translated into these languages. Moreover, the FDOT also has guidelines in place through its Right of Way Office (ROW) to equitably address the language needs of individuals and families being displaced.

More specifically, FDOT is divided into seven (7) districts and Florida's Turnpike Enterprise. Each district serves a different region of the State, including the population centers of Miami, Tampa, Orlando and Jacksonville. Each district has a Title VI Coordinator responsible for disseminating Title VI and LEP information throughout the district with the assistance of Program Area Officers (PAOs) in the following programs: planning, environmental, design, right-of-way, construction, maintenance, public transportation, professional services, contractual services and public information (Procedure #275-010-010-e). In order to properly gauge the quantity, quality and type of LEP service for each region, the FDOT districts will each analyze their programs, services and activities using the four-factor test.

1. **The number or proportion of LEP persons eligible to be served.** The 2009 American Community Survey shows that the four (4) most prevalent languages spoken by individuals who are LEP in Florida (among the population 5 and over who speak English less than very well) are: Spanish (8.92%); French Creole (1.03%); Portuguese (.106%); and Vietnamese (.107%). The following table is representative of Florida's overall LEP demographics:

ANALYSIS OF TOP FOUR LANGUAGES STATEWIDE

DISTRICT	SPANISH	FRENCH CREOLE	VIETNAMESE	PORTUGUESE
1	175,549	15,549	2,104	2,110
2	33,625	3,737		
3	17,969	1,695	1,737	
4	265,871	81,233		5,205
5	187,291	16,920	6,839	6,397
6	718,521	53,970		4,427
7	125,431	3,981	7,761	
TOTAL	1,524,257	177,085	18,441	18,139
PERCENT	8.92%	1.03%	0.107%	0.106%

In addition, each District analyzed its census data and reported Spanish as the highest population of LEP individuals. However, the Districts found that their regional areas had other unique LEP populations, as represented by the following tables showing an analysis of the top four (4) languages spoken by LEP individuals in each district:

ANALYSIS OF TOP FOUR LANGUAGES IN DISTRICT 1

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak French Creole		LEP Persons who Speak Portuguese		LEP Persons who Speak Vietnamese	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
2,389,201	220,824	9.24%	175,549	7.34%	15,549	0.65%	2,110	0.08%	2,104	0.08%

ANALYSIS OF TOP FOUR LANGUAGES IN DISTRICT 2

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak French Creole		LEP Persons who Speak Tagalog		LEP Persons who Speak Serbo-Croatian	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
1,762,539	63,797	3.61%	33,625	1.90%	3,737	0.21%	3,090	0.17%	2,069	0.11%

ANALYSIS OF TOP FOUR LANGUAGES IN DISTRICT 3

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak Vietnamese		LEP Persons who Speak Tagalog		LEP Persons who Speak French Creole	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
1,253,205	34,074	2.71%	17,969	1.43%	1,737	0.13%	1,709	0.13%	1,695	0.13%

ANALYSIS OF TOP FOUR LANGUAGES IN DISTRICT 4

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak French Creole		LEP Persons who Speak Chinese		LEP Persons who Speak Portuguese	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
3,332,712	423,794	12.71%	265,871	7.97%	81,233	2.43%	6,361	0.19%	5,205	0.15%

ANALYSIS OF TOP FOUR LANGUAGES IN DISTRICT 5

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak French Creole		LEP Persons who Speak Vietnamese		LEP Persons who Speak Portuguese	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
3,309,395	259,078	7.82%	187,291	5.65%	16,920	0.51%	6,839	0.20%	6,397	0.19%

ANALYSIS OF TOP FOUR LANGUAGES IN DISTRICT 6

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak French Creole		LEP Persons who Speak Portuguese		LEP Persons who Speak Chinese	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
2,358,564	800,348	33.93%	718,521	30.46%	53,970	2.28%	4,427	0.18%	3,568	0.15%

ANALYSIS OF TOP FOUR LANGUAGES IN DISTRICT 7

Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who Speak Spanish		LEP Persons who Speak Vietnamese		LEP Persons who Speak French Creole		LEP Persons who Speak Serbo-Croatian	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
2,671,137	178,012	6.66%	125,431	4.69%	7,761	0.29%	3,981	0.14%	2,263	0.08%

Note: For a breakdown by county within each District, see Appendix A.

FDOT used other sources to verify this data, including the environmental screening tool within the Efficient Transportation Decision Making (ETDM) Process. Another resource used to verify the LEP populations identified by the ACS was the U. S. Department of Education's Annual Consolidated State Performance Report (CSPR) for school year 2008-2009. The CSPR includes a section on LEP students in grades K-12 and identifies the most commonly spoken languages by those students. The CSPR identifies Spanish, Creole, Portuguese and Vietnamese as the most commonly spoken languages among Florida's LEP students (Appendix B).

The results of the analysis are that Spanish and French Creole are the largest representative populations statewide with lesser representation of Vietnamese, Portuguese and Chinese. In addition some Districts have varying LEP populations of Italian, German, Tagalog and Greek.

2. **Frequency of contact with LEP persons.** In order to validate the census information and determine which of the LEP populations most frequently have contact with FDOT programs, services and activities, FDOT conducted a field review of each of its District nondiscrimination programs. Data was collected on the frequency of telephone, mail and in-person contact with LEP individuals. The FDOT also required the Districts to report frequency of contact with LEP individuals on its Quarterly District Title VI Report (Report Number 275-010-11). The results indicate that Spanish is by far the most frequently encountered LEP language in all Florida's Districts, though the regions of central and south Florida have more frequency of contact. Creole was also a commonly encountered language, though generally only in the southeast portion of the state.
3. **Nature or importance of the program.** All of the FDOT's programs are important; however, those related to safety, public transit, ROW, environment, nondiscrimination and public involvement are among the most important. As such, publications and other material disseminated regarding these programs are routinely available in both Spanish and French Creole. Nevertheless, the FDOT is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and within the available resources. In other cases, the FDOT will strive to provide alternative but meaningful accessibility. Moreover, the FDOT continually evaluates its programs, services and activities to ensure that persons who may be LEP are always provided with meaningful access. For a list of publications/documents in Spanish and French Creole, see Appendix C.
4. **Resources available.** The FDOT understands that it is a large entity serving a potentially large number of Spanish and French Creole speaking individuals. The FDOT makes every effort to make its programs, services and activities accessible to LEP individuals. In addition to documents that are routinely

published in the most frequently encountered languages, the FDOT will use available resources, both internal and external, to accommodate reasonable requests for translation. Further, the FDOT's policies require free oral interpretation services, regardless of the language, with seven (7) days notice.

In addition, the FDOT has identified, developed and uses the following:

- a. District lists of staff who volunteers to assist as interpreters and/or translators if needed. Lists are verified and updated annually by the District Title VI Coordinators and provided to the Statewide Title VI Coordinator.
- b. Individuals who have contact with the public are provided with "I Speak" language cards to identify language needs in order to match them with available services. Language cards are verified and distributed annually by the District Title VI Coordinators.
- c. The FDOT through the District Offices have developed partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with its LEP responsibilities.
- d. A list of web based translation services for use, when required.
- e. A list of telephone translation services for use, when required.

Safe Harbor Stipulation

Federal law provides a "Safe Harbor" stipulation so that recipients such as FDOT can ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. A "safe harbor" means that if a recipient (FDOT) provides written translations in certain circumstances; such action will be considered strong evidence of compliance with the FDOT's written-translation obligations under Title VI.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance that can be provided by a fact-intensive, four factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient's written-translation obligations under

'safe harbor' includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of person's eligible to be served or likely to be affected or encountered. FDOT's translation of other documents, if needed, can be provided orally.

This safe harbor provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

CONCLUSION:

FDOT recognizes that language needs will change as Florida's population changes. Further, FDOT is required to assess its programs and services each year to determine compliance with various nondiscrimination regulations. As such, FDOT will revisit the LEP plan each year and make appropriate changes, as needed. For questions or concerns regarding the FDOT's commitment to nondiscrimination or to request LEP services, contact Lisa Bethancourt, State Contract Compliance and Title VI Coordinator at (850) 414-4742 or by email Lisa.Bethancourt@dot.state.fl.us.

APPENDIX A

DISTRICTS BY COUNTY

COUNTY	SPANISH	FRENCH-CREOLE	PORTUGUESE	ITALIAN	VIETNAMESE	CHINESE	POLISH
Charlotte	2,384	777	139	181			
Collier	37,317	4,861	174	538			
Desoto	6,933						
Glades	1,062						
Hardee	5,725						
Hendry	9,352	130					
Highlands	6,845	271					
Lee	39,994	4,186	1,246	595			
Manatee	15,548	1,939			630	579	
Okeechobee	4,395						
Polk	35,171	2,687	551		599		
Sarasota	10,823	1,095			875		931
D-1 TOTALS	175,549	15,945	2,110	1,314	2,104	579	931

COUNTY	SPANISH	FRENCH-CREOLE	CHINESE	KOREAN	VIETNAMESE	TAGALOG	ARABIC	OTH SLAVIC LANG	SERBO CROATIAN
Alachua	4,397	634	841	548					
Baker	142								
Bradford	166								
Clay	3,082	669	385			305			
Columbia	759								
Dixie	0								
Duval	15,793	2,070				2,785			2,069
Gilchrist	232								
Hamilton	468								
Lafayette	96								
Levy	937								
Madison	400								
Nassau	529								
Putnam	2,476								
St. Johns	1,912		287				261	237	
Suwannee	1,590								
Taylor	68								
Union	578				94				
D-2 TOTALS	33,625	3,373	1,513	548	94	3,090	261	237	2,069

COUNTY	SPANISH	FRENCH CREOLE	CHINESE	KOREAN	VIETNAMESE	TAGALOG	THAI	OTH ASIAN	GERMAN	HINDI
Bay	1,973	264			451			311		
Calhoun	236	116							102	
Escambia	3,107	564			593	820				
Franklin	148									
Gadsden	2,000	79								
Gulf	351	32								
Holmes	149	10								
Jackson	746	68			57					
Jefferson	71								100	235
Leon	2,984	539	512		326					
Liberty	63									
Okaloosa	3,126			445		473	309			
Santa Rosa	1,685			154	310	294				
Wakulla	102	23	25			51				
Walton	959					71	91			
Washington	269								61	
D-3 TOTALS	17,969	1,695	537	599	1,737	1,709	400	311	263	235

COUNTY	SPANISH	FRENCH CREOLE	PORTUGUESE	ITALIAN	CHINESE	VIETNAMESE	TAGALOG	POLISH
Broward	143,523	45,925			4,049	2,744		
Indian River	6,098	347		144		227		
Martin	6,676	779		174				237
Palm Beach	94,698	30,530	4,406		2,312			
St. Lucie	14,876	3,652	799				278	
D-4 Totals	265,871	81,233	5,205	318	6,361	2,971	278	237

COUNTY	SPANISH	FRENCH	GERMAN	RUSSIAN	PORTUGUESE	VIETNAMESE	CHINESE	ARABIC	OTH SLAVIC	ITALIAN	OTH INDIC
Brevard	8,180	1,264				647		959			
Flagler	1,673			678	524				494		
Lake	9,891	662	198				316			198	
Marion	9,508	380	265								199
Orange	87,455	11,484			5,251	5,232					
Osceola	37,895	1,678			622			587			
Seminole	16,037					780	711	355			
Sumter	2,792	71				180					
Volusia	13,860	1,381					498	503			
D-5 TOTALS	187,291	16,920	463	678	6,397	6,839	1,525	2,404	494	198	199

COUNTY	SPANISH	FRENCH CREOLE	PORTUGUESE	CHINESE	RUSSIAN	OTH SLAVIC
Miami-Dade	714,117	53,349	4,427	3,568		
Monroe	4,404	621			290	143
D-6 TOTALS	718,521	53,970	4,427	3,568	290	143

COUNTY	SPANISH	FRENCH CREOLE	GERMAN	ITALIAN	CHINESE	VIETNAMESE	KOREAN	GREEK	SERBO- CROATIAN
Citrus	1,637	206		212	385				
Hernando	3,240	242	285	390					
Hillsborough	86,596	2,997				3,435	1,341		
Pasco	12,813	536			561			767	
Pinellas	21,145					4,326		1,810	2,263
D-7 TOTALS	125,431	3,981	285	602	946	7,761	1,341	2,577	2,263

APPENDIX B

1.6.2 Student Demographic Data

1.6.2.1 Number of ALL LEP Students in the State

In the table below, provide the unduplicated number of ALL LEP students in the State who meet the LEP definition under Section 9101(25).

- Include newly enrolled (recent arrivals to the U.S.) and continually enrolled LEP students, whether or not they receive services in a Title III language instruction educational program
- Do not include Former LEP students (as defined in Section 200.20(f)(2) of the Title I regulation) and monitored Former LEP students (as defined under Section 3121(a)(4) of Title III) in the ALL LEP student count in this table.

Number of ALL LEP students in the State	257,776
Comments:	

1.6.2.2 Number of LEP Students Who Received Title III Language Instruction Educational Program Services

In the table below, provide the unduplicated number of LEP students who received services in Title III language instructional education programs.

	#
LEP students who received services in a Title III language instruction educational program in grades K through 12 for this reporting year.	238,349
Comments:	

Source – The SEA submits the data in file N/X116 that contains data group ID 648, category set A.

1.6.2.3 Most Commonly Spoken Languages in the State

In the table below, provide the five most commonly spoken languages, other than English, in the State (for all LEP students, not just LEP students who received Title III Services). The top five languages should be determined by the highest number of students speaking each of the languages listed.

Language	# LEP Students
Spanish; Castilian	187,339
Haitian; Haitian Creole	28,088
Portuguese	3,353
Vietnamese	2,965
Arabic	2,095

Report additional languages with significant numbers of LEP students in the comment box below.

The response is limited to 8,000 characters.

APPENDIX C

FDOT DOCUMENTS THAT HAVE BEEN TRANSLATED INTO OTHER LANGUAGES

1. Title VI Policy (Spanish and Haitian Creole)
2. Title VI Complaint Form (Spanish and Haitian Creole)
3. Essential Right of Way Documents (Forms Library)

APPENDIX E

Language Assistance Plan (LAP)

FLORIDA DEPARTMENT OF TRANSPORTATION

LANGUAGE ASSISTANCE PLAN

INTRODUCTION:

The Florida Department of Transportation (FDOT) believes that early, extensive and sustained public involvement is critical to providing safe and equitable transportation facilities for everyone in Florida, including those who are limited English proficient (LEP), either because English is not their native language, or they have low literacy in general. Providing meaningful access to essential FDOT services for LEP individuals not only ensures a balance in public interaction, but also complies with key civil rights authorities, including Title VI of the Civil Rights Act of 1964 (which in part prohibits national origin discrimination) and regulations issued subsequent to Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*. To ensure LEP access, FDOT developed a [Limited English Proficiency \(LEP\) Guidance](#) to evaluate the number or proportion of LEP persons; the frequency with which these persons contact FDOT; nature and importance of FDOT services; and the resources available to FDOT. FDOT revisits and updates the guidance, as necessary, at least every three (3) years. To view the LEP Guidance, click the link above or contact the FDOT Equal Opportunity Office at 850-414-4750 (711 Florida Relay).

This Language Assistance Plan (Plan) was developed to address interpretation and translation needs identified by the FDOT LEP Guidance. FDOT is a state agency comprised of a Central Office in Tallahassee and eight (8) districts. This Plan provides FDOT's overall language assistance resources but does not preclude the districts from offering more extensive or tailored LEP services, depending on their various needs. For more information on additional services available in particular areas, visit the FDOT [Public Information Office](#) or call the Central Office Communication Director at 850-414-4590 (711 Florida Relay).

FDOT has divided the Plan into three (3) parts addressing the training, verbal interpretation, and written translation resources used to assist those who are LEP, as well as measuring compliance and effectiveness. As with the LEP Guidance, this Plan will be regularly reviewed for accuracy and updated no less than once every three (3) years. For additional information, contact the plan administrator, Lisa Bethancourt at 850-414-4742, Lisa.Bethancourt@dot.state.fl.us.

I. Staff Training

FDOT has more than 6,000 employees statewide, all of whom receive nondiscrimination training every three (3) years, tracked by the FDOT Equal Opportunity Office. In addition, FDOT has a robust, ongoing civil rights training initiative that includes staff in its districts, as well as those in the Local Agency Program (LAP) and Florida Metropolitan Planning Organizations (MPOs). For public involvement, FDOT offers several intensive training sessions each year and comprehensive guidance providing attendees with the most effective way of reaching vulnerable populations. Regardless of the topic or audience, FDOT always incorporates LEP information, including a description of the four-factor analysis and tips

for providing LEP services in an effective but resource-conscious manner. Finally, FDOT ensures that all staff participating in direct or phone contact with the public receive annual refresher training specifically on providing language services.

Beyond staff training, FDOT offers a number of resources to employees and sub-recipients on effective communication with LEP individuals. Both the [Planning](#) and [LPA](#) handbooks have sections dedicated to LEP provisions, as do the FDOT [Project Development & Environmental Manual](#) and [Public Involvement Handbook](#). These resources are regularly distributed in the field and easily accessible on the Internet. Further, FDOT believes that FHWA's publication [How to Engage Low-Literacy and LEP Populations in Transportation Decision-making](#) is still the best resource of its kind. FDOT provides links to this document and promotes its use among employees, sub-recipients and the industry. FDOT annually updates and publishes a nondiscrimination [Resources for Practitioners](#) document, available in hard copy or via the web. The list includes several resources that are specifically for LEP services, including links to the popular I Speak cards. Other resources on the list also provide LEP information, ancillary to more general civil rights topics.

II. Verbal Interpretation

Florida is culturally rich, with residents and visitors from all over the world. FDOT is proud of this diversity, including the many different languages spoken. Therefore, FDOT requires that its districts and various departments provide verbal interpretation to LEP individuals *regardless of the language*, given reasonable notice. FDOT includes the following statements on all public notices and project information documents:

“Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the American with Disabilities Act (ADA) or persons who require translation services (free of charge) are asked to contact the [person listed in the notice] at least [up to but no longer than ten (10)] days before the meeting.”

FDOT refers to its LEP Guidance when providing this statement in areas with high numbers of persons speaking Florida's identified LEP languages, Spanish and Haitian Creole. In these areas, FDOT uses Spanish and Creole language media sources to advise communities in their primary language of available language services:

La participación del público es solicitado sin distinción de raza, color, origen nacional, edad, sexo, religión, discapacidad o estado civil. Las personas que requieran acomodaciones especiales bajo la Ley para las Personas con Impedimentos (Americans with Disabilities Act), conocida por sus siglas en inglés ADA, o las personas que requieran servicios de traducción (de forma gratuita) deben comunicarse con [la persona que aparece en el aviso] al menos [hasta, pero no más de diez (10)] días antes de la reunión.

Nou mande patisipasyon tout moun nenpòt ras, koulè, peyi ou soti, laj, gason ou fanm, relijyon, andikape ou pa, ak nenpòt sitiyaasyon fanmiw. Andikape American with Disabilities Act (ADA) rekonèt yo ki bezwen sipò espesyal oswa moun ki bezwen

tradiksyon pap peye anyen, Selman rele nan nimerò telefòn sa xxxxxxx pou pi piti xxxx jou avan reyinyon an.

FDOT's workforce is an almost exact demographic reflection of the state it serves. As such, many FDOT employees and consultants are fluent in languages other than English. Each FDOT district and the Turnpike Enterprise maintains a list of employees who are 1) competent foreign language speakers and 2) who are fluent with transportation industry terms and concepts in their additional language(s). As not all bilingual speakers are equally capable of reading and writing at a level equivalent to speaking, the list is annotated for those who can provide both verbal interpretation and written translation. Again, though not assessed, language mastery is required, up to and including the ability to discuss/translate industry terms-of-art and concepts in the foreign language. FDOT Districts update the lists every three (3) years.

Employee Interpretation Lists are not public documents and FDOT does not encourage public contact of its employees based on language ability. Rather, all staff that assists the public has access to the list, along with other tools to identify the language and refer the LEP individual to a representative who can competently assist.

FDOT recognizes that it may not be able to provide all verbal interpretation using in-house resources. Therefore, each district has the authority to purchase professional interpretation services, either on contract or via minutes of use. Each district has identified one or more interpretation service providers and either executed a suitable contract or otherwise arranged for service on hand when/if need arises. FDOT also recommends that each district have regular contact with institutions of higher education (IHE) in their areas, as schools are often able to provide language resources with short notice.

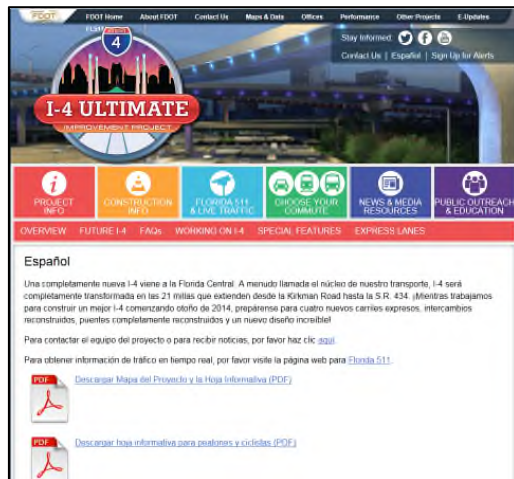
III. Written Translation

In its LEP Guidance, FDOT determined that while transportation is of critical importance to the lives and wellbeing of those living or visiting Florida, many of its documents lack essential information necessitating translation to Spanish or Haitian Creole, the two (2) representative populations whose languages were identified as LEP service-eligible based on the four-factor analysis. FDOT believes that information regarding civil rights, safety, and property appraisal/acquisition/relocation (realty) are of vital importance and require translation. Therefore, general distribution information for these programs has been translated into the two (2) prevalent languages. Moreover, 511, FDOT's telephone number for advising the public of transportation and traffic related incidents, is accessible in Spanish both by telephone and by [web](#).

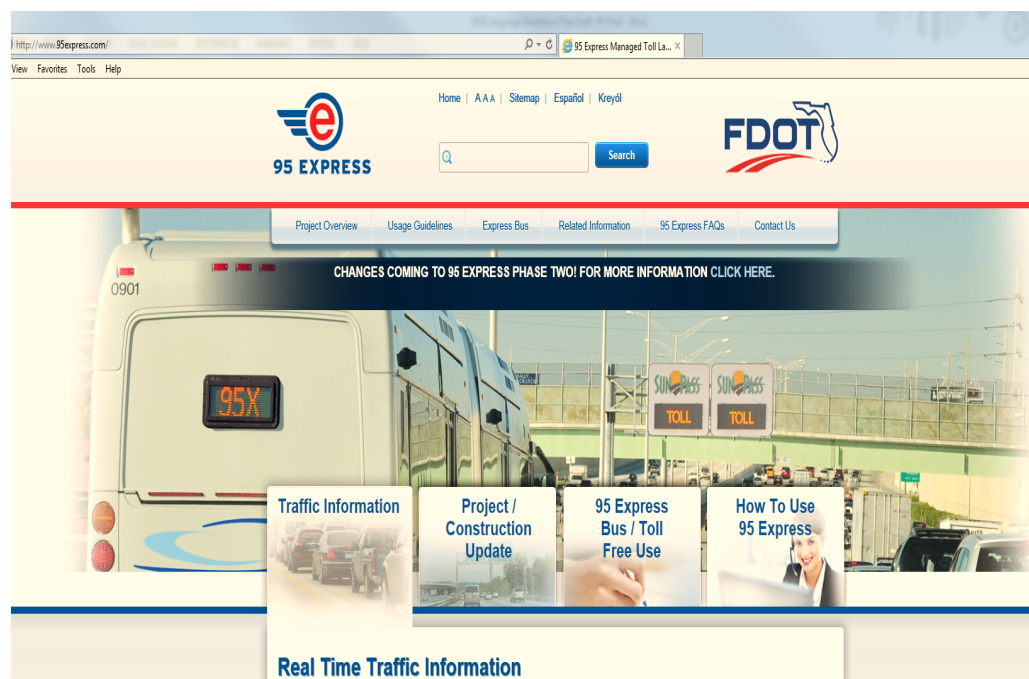
However, due to the demographic diversity among FDOT's districts, the decision to translate project documents is made case by case, based on the language(s) represented in the project area. Further, FDOT carefully evaluates project documents to determine whether translation is the best method of reaching the public. FDOT is committed to providing meaningful access, and will provide translation of any document when reasonable, effective and within available resources. FDOT Districts routinely provide vital information by developing Fact Sheets in English, Spanish and Creole (as needed) for major

Design/Construction projects. The Districts also provide translation of plan and project documents for common occurrences such as lane closures, new sidewalk and pedestrian ramp additions, and new lighting, traffic signals and pavement marking.

Similarly, all of FDOT significant transportation projects use websites to provide information to the public. These sites are available in English and Spanish and, as needed, Haitian Creole.



In districts with much higher proportions of Spanish and Haitian-Creole speakers than the more northern areas of the state, when warranted, FDOT will incorporate Spanish and Haitian-Creole translation capacities to major project websites to meet LEP needs. <http://www.95express.com/>.



IV. Measuring Effectiveness

To ensure that civil rights programs, including LEP, are substantially compliant and meaningfully delivered, FDOT annually reviews all of its federal program areas. As part of these Quality Assurance

Reviews (QARs), the State Title VI/Nondiscrimination Coordinator collects alternative language publications and media sources in each district and then compares them to area demographics. The Coordinator also tests the accuracy of the district interpreter/translator list to ensure that it is up to date and that employees remain willing to provide their services.

In addition, FDOT quarterly collects field information on the number of instances verbal interpretation and written translation is requested and provided. This data is loosely compared to American Community Survey (ACS) demographics for the various districts showing English spoken “less than very well.” If a disparity exists between the figures, the Coordinator schedules a special emphasis review to further assess compliance. The Coordinator also maintains this data for annual reporting to federal funding authorities.

Title VI	FY 20XX
# of Title VI complaints filed with the STA	
# of completed investigations conducted by the STA	
# of STA completed investigations with findings	
# of planned STA reviews	
# of completed STA reviews	
# of current STA Subrecipients	
# of planned STA Subrecipient reviews	
# of completed STA Subrecipient reviews	
# of planned training sessions	
# of completed training sessions	
Limited English Proficiency (LEP)	
% of population that does not speak English proficiently	
# of languages (other than English) used by the population	
# of translation services provided by STA	
# of interpreter services provided by STA	
Cost of translation and interpreter services provided	

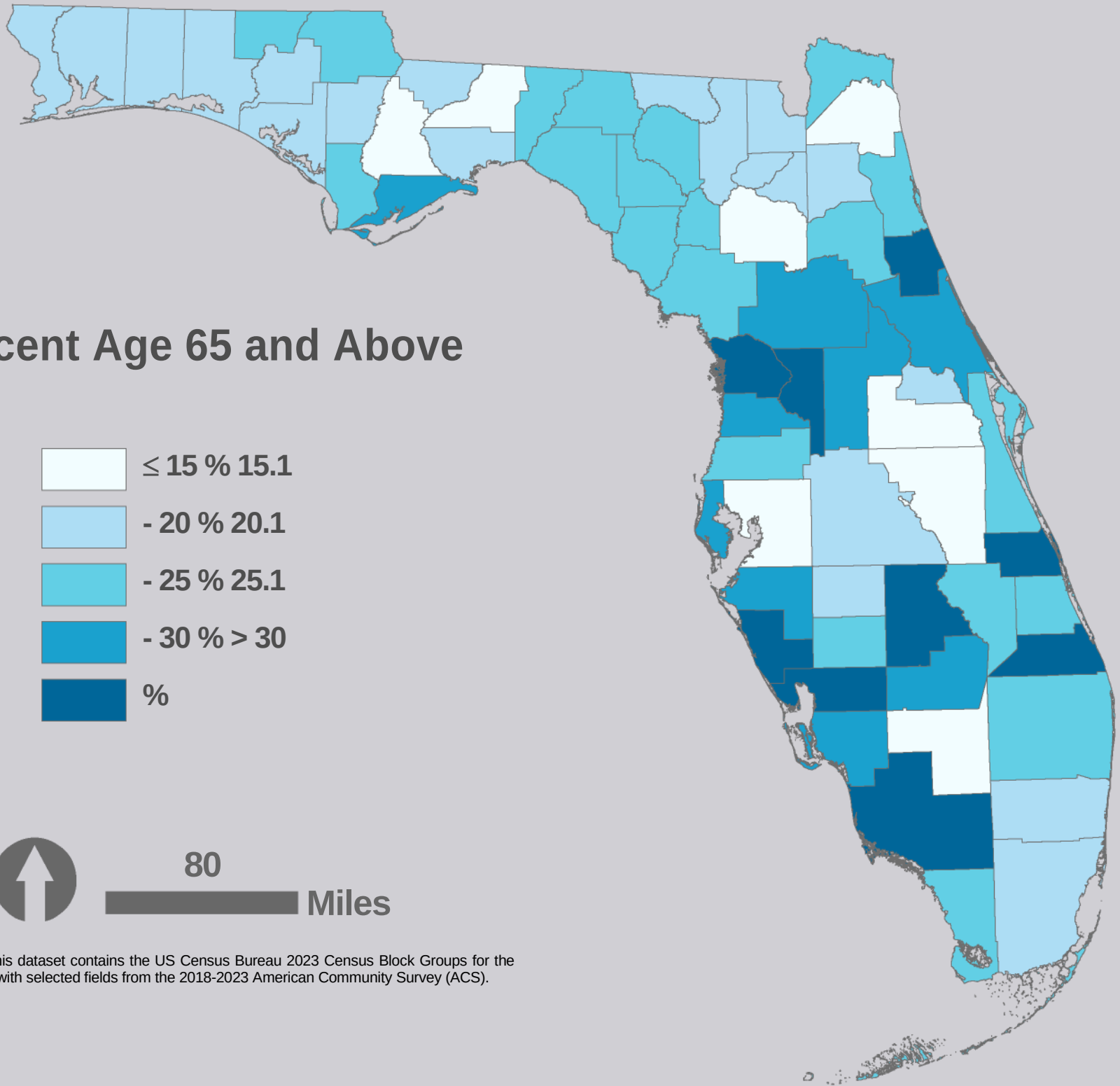
V. Conclusion

FDOT believes that its alternative language services meet or exceed LEP requirements by focusing on customer service rather than exclusively on legal compliance. To date, FDOT has no record of unmet language service needs and, though it regularly processes Title VI and other complaints, none have been related to LEP. For more information on FDOT’s LEP responsibilities, contact the

Language Assistance Plan Administrator, Lisa Bethancourt at 850-414-4742 or Lisa.Bethancourt@dot.state.fl.us. For additional information on LEP requirements or resources, visit www.lep.gov.

APPENDIX F

Demographic Profile of the State



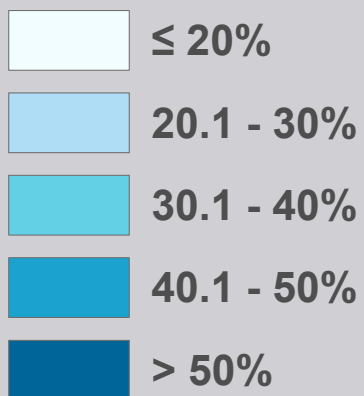
Percent Age 65 and Above

- ≤ 15 % 15.1
- 20 % 20.1
- 25 % 25.1
- 30 % > 30
- %



Data Source: This dataset contains the US Census Bureau 2023 Census Block Groups for the State of Florida with selected fields from the 2018-2023 American Community Survey (ACS).

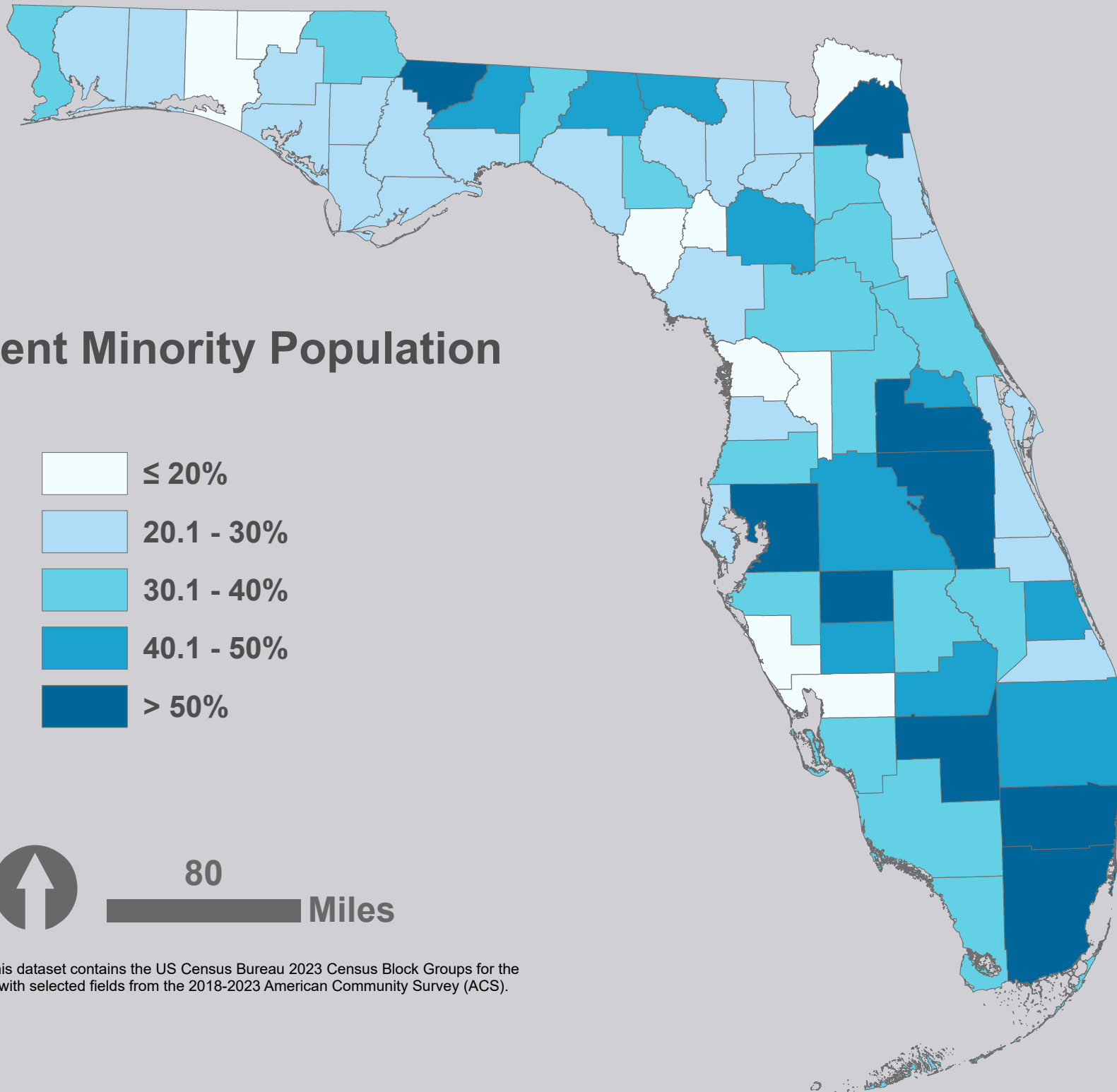
Percent Minority Population



80

Miles

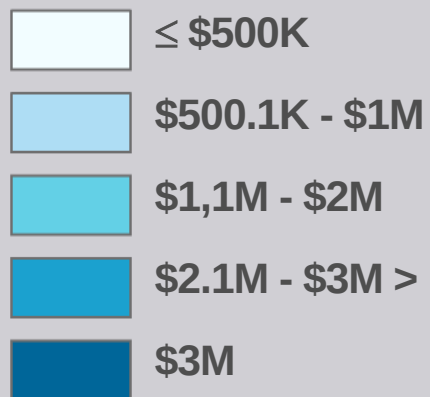
Data Source: This dataset contains the US Census Bureau 2023 Census Block Groups for the State of Florida with selected fields from the 2018-2023 American Community Survey (ACS).



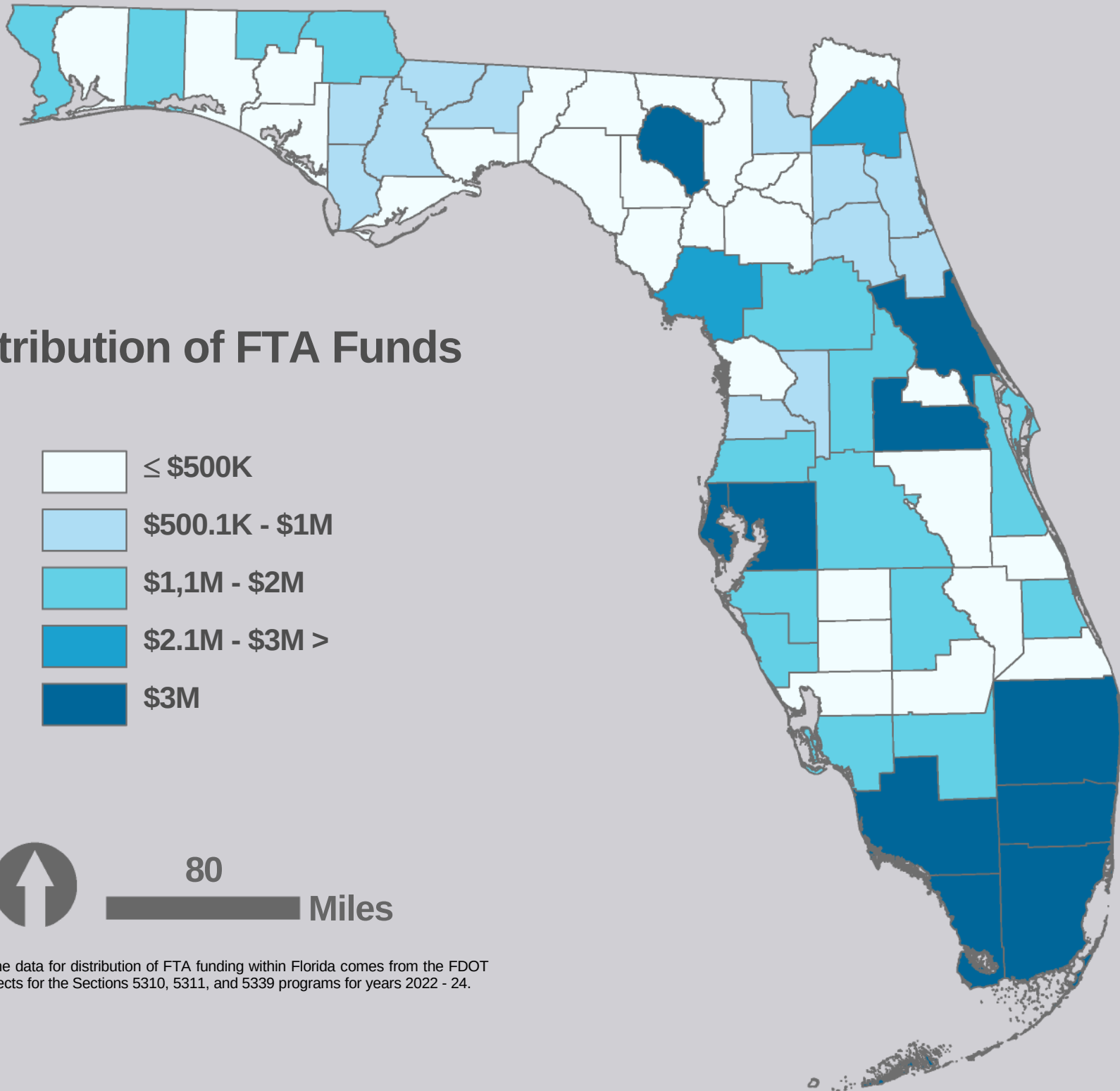
APPENDIX G

Demographic Maps with Distribution of Funding

Distribution of FTA Funds



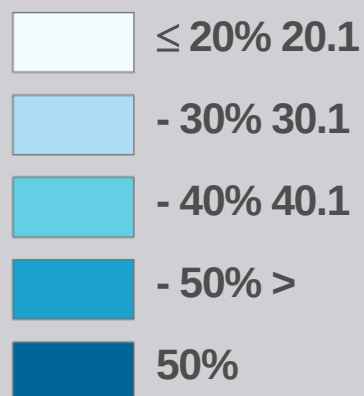
Data Source: The data for distribution of FTA funding within Florida comes from the FDOT Program of Projects for the Sections 5310, 5311, and 5339 programs for years 2022 - 24.



Distribution of FTA Funding

- ≤ \$500K
- \$500.1K - \$1M
- \$1.1M - \$2M
- \$2.1M - \$3M
- > \$3M

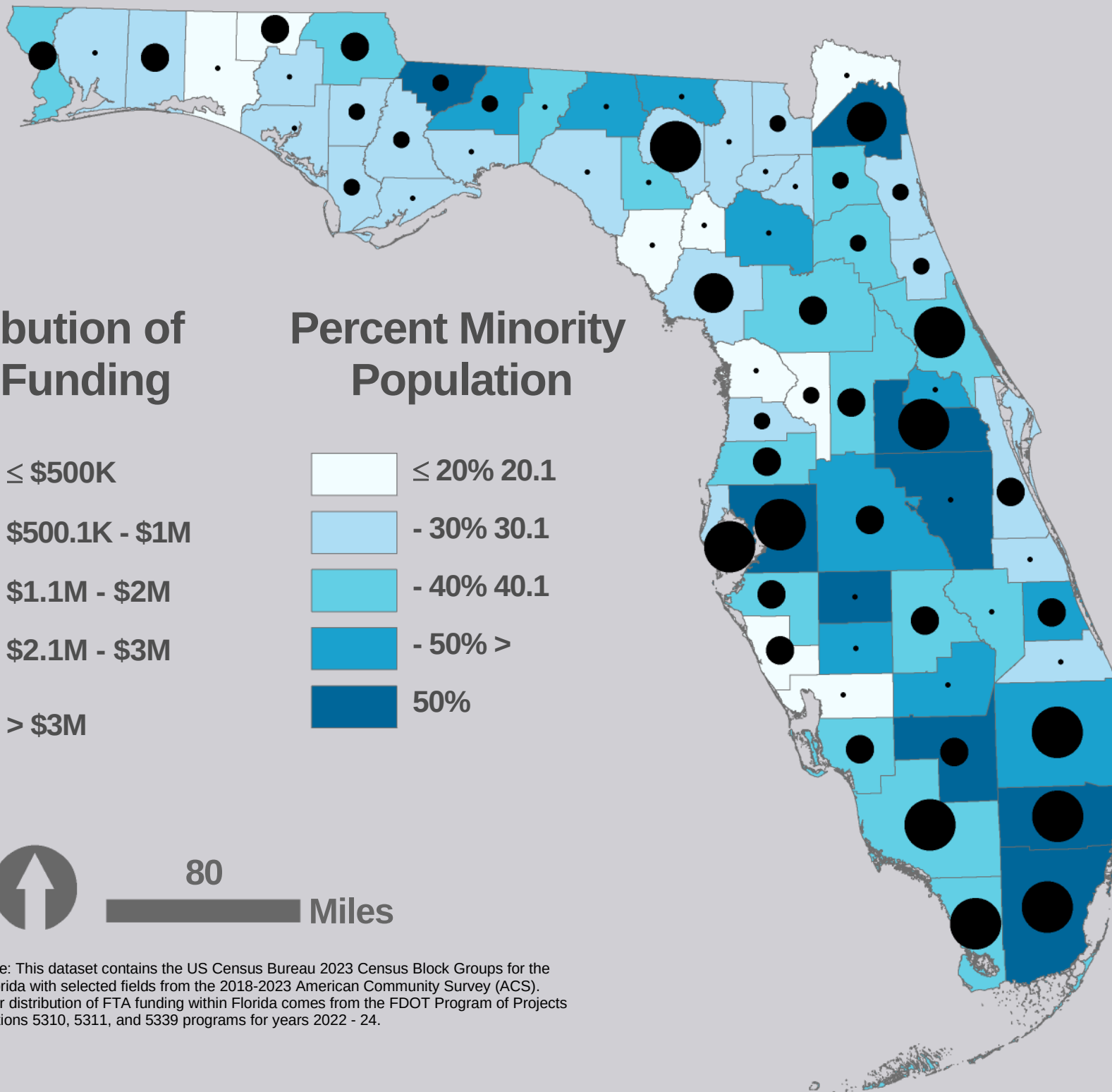
Percent Minority Population



80

Miles

Data Source: This dataset contains the US Census Bureau 2023 Census Block Groups for the State of Florida with selected fields from the 2018-2023 American Community Survey (ACS). The data for distribution of FTA funding within Florida comes from the FDOT Program of Projects for the Sections 5310, 5311, and 5339 programs for years 2022 - 24.



APPENDIX H

SunRail Operations Title VI Plan

The Title VI Plan for SunRail can be found at the link below:

[Microsoft Word - SunRail Title VI Update-2024-06-05](#)



FDOT Public Transit Office

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Tallahassee, FL 32399