



Florida-Alabama
TPO 
Transportation Planning Organization

Title VI
Program
With Language
Assistance Plan

Florida-Alabama Transportation Planning Organization Title VI Program

Draft: July 15, 2022

Adopted: October 12, 2022

Florida-Alabama Transportation Planning Organization
Staffed by: Emerald Coast Regional Council
4081 East Olive Road, Suite A
Pensacola, FL 32514
Contact: Title VI Coordinator
TitleVI@ecrc.org -email
850-332-7976

This document is posted online at www.ecrc.org and a print copy is available upon request.

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Introduction

Section 601 of the Civil Rights Act of 1964 prohibits discrimination “on the basis of race, color or national origin” in any “program or activity receiving federal financial assistance.” Other federal and state authorities prohibit discrimination on the basis of age, disability, religion, family status and income. The Civil Rights Restoration Act of 1987 established that Title VI applies to all programs and activities of federal-aid recipients, sub-recipients and contractors whether those programs and activities are federally funded or not.

Title 49 CFR Section 21.9(b) requires recipients of federal financial assistance to submit reports to the Federal Transit Administration (FTA) in order for FTA to ascertain whether the recipient is in compliance with the DOT Title VI regulations, and recipients must have available “racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.” As stated in Chapter III of this Circular, FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years, or as otherwise directed by FTA.

All Metropolitan Planning Organizations (MPO) or Transportation Planning Organizations (TPO) are responsible for conducting planning activities that comply with 49 U.S.C. Section 5303, Metropolitan Transportation Planning, as well as subpart C of 23 CFR part 450, Metropolitan Transportation Planning and Programming, for a specified metropolitan planning area. Since States “pass through” planning funds to the MPO, MPOs are subrecipients of the State and must submit Title VI compliance reports for planning activities to the State in order to assist the State in demonstrating compliance with Title VI.

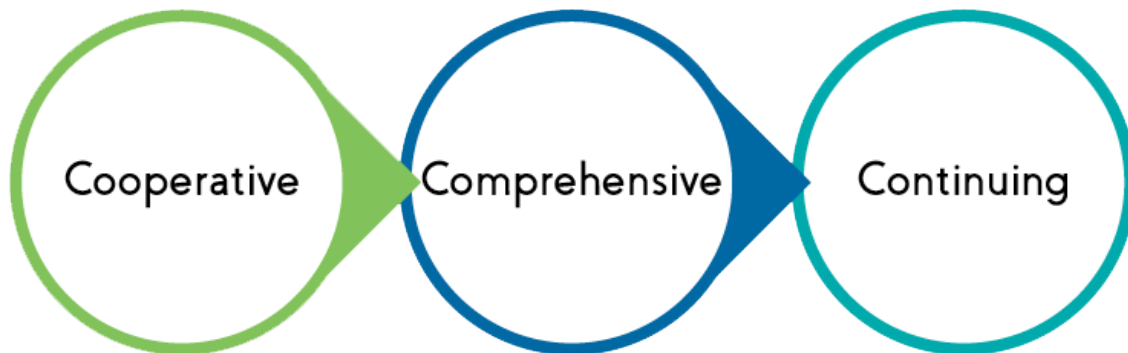


Florida-Alabama TPO

The Florida-Alabama TPO is the local, intergovernmental transportation policy board for Escambia and Santa Rosa counties in Florida, and the City of Orange Beach and community of Lillian in Alabama. In November 1976, the Pensacola MPO was created, under the authority of Chapter 163 of the Florida Statutes, as a mechanism to conduct a cooperative, comprehensive, and continuing planning process for the transportation needs of the Pensacola urbanized area. The MPO was a governing board of elected officials representing Escambia and Santa Rosa counties and the cities of Pensacola, Gulf Breeze, and Milton.

Following the 2000 U.S. Census, the Pensacola MPO was renamed the Florida-Alabama Transportation Planning Organization with the inclusion of the unincorporated community of Lillian, Ala. The 2010 U.S. Census brought Orange Beach, Ala. into the TPO study area. The Florida-Alabama TPO holds joint planning jurisdictional responsibilities with regard to the unincorporated community of Lillian and the City of Orange Beach in Baldwin County. Authority is granted under amended 23 USC 134 in Section 1201(a) §134 (F)(2)(a) (Coordination in Multistate Areas). Two advisory committees make recommendations to the TPO board to ensure citizen participation and technical involvement is included in the planning process.

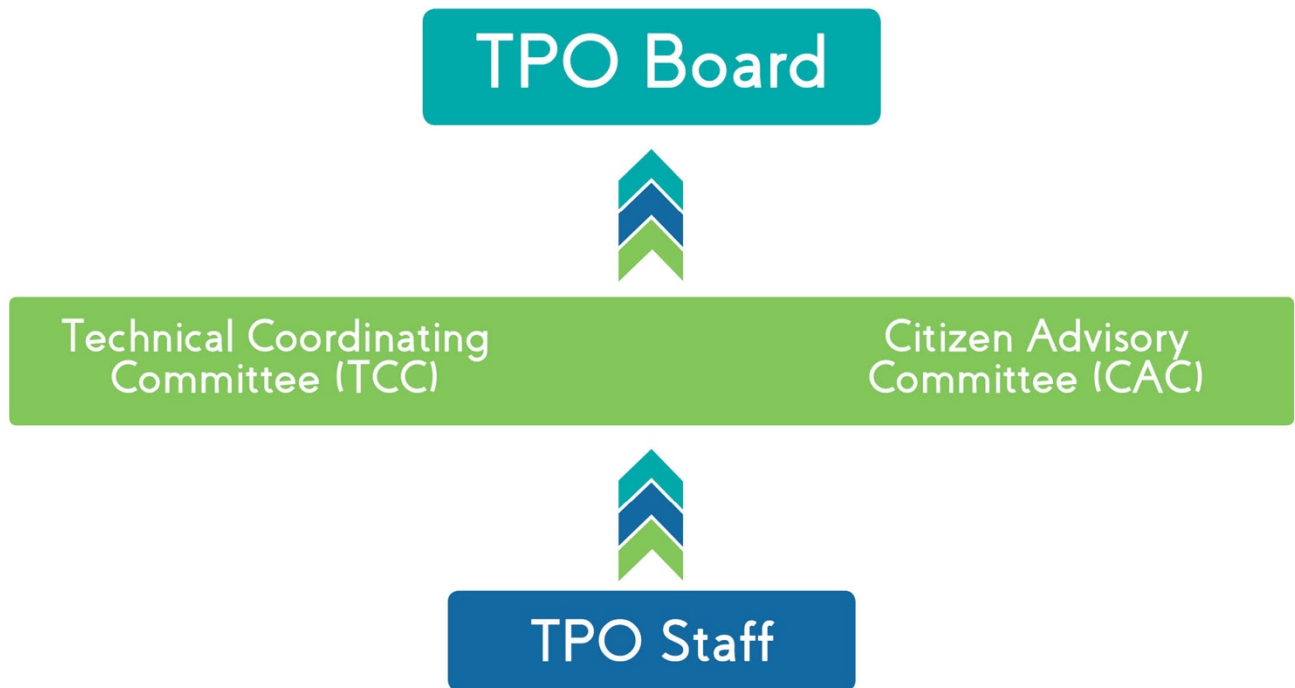
The transportation planning process blends technical analysis and input from public and private transportation partners to identify priorities, choices, and risks to the transportation system within the Florida-Alabama Transportation Planning Organization (TPO) study area. It is also used to distribute resources for future investments. Long-range planning is required to be eligible for federal and state transportation funding assistance, given the vast amount of money invested in the system each year. A TPO is designated to carry out the metropolitan transportation planning process. This process is accomplished through a forum of **cooperative**, **comprehensive**, and **continuing** transportation decision making.



TPOs are established in a study area with a population of 50,000 or more, determined by the U.S. Census. The principle responsibilities of the Florida-Alabama TPO include the development of a Unified Planning Work Program (UPWP), a 20-year Long Range Transportation Plan (LRTP), a five-year Transportation Improvement Program (TIP), a Congestion Management Process (CMP), a Public Participation Plan (PPP), and related planning studies and projects deemed necessary to address transportation issues in the Florida-Alabama TPO study area.



TPO Structure



Transportation Planning Organization Board

The Florida-Alabama TPO board is comprised of local government officials who make decisions regarding transportation at the regional level. The TPO works to increase safety, security, accessibility, mobility, and connectivity for people and goods. Membership of the Florida-Alabama TPO board is comprised of elected officials from the following municipalities:

Baldwin County, Ala:

- 1 Baldwin County Commissioner
- 1 City of Orange Beach Councilmember

Escambia County, Fla:

- 5 Escambia County Commissioners
- 5 City of Pensacola Councilmembers

Santa Rosa County, Fla:

- 5 Santa Rosa County Commissioners
- 1 City of Milton Mayor or Councilmember
- 1 City of Gulf Breeze Mayor or Councilmember

The TPO board and advisory committees meet, at minimum, six times a year. The TPO board meets at 9 a.m. on the second Wednesday of the meeting month. The meeting locations currently alternate between Escambia and Santa Rosa counties in Florida. . The TPO meeting schedule can be found online at www.ecrc.org. A print copy of the schedule is available upon request.

Citizen Advisory Committee

The Florida-Alabama CAC is comprised of members of the public who express an interest in transportation planning. Prospective members complete an application process and must be recommended for approval by the CAC and ultimately approved by the TPO board. Following approval, members serve at the pleasure of the TPO board.

The CAC meets at 3 p.m. on the Tuesday prior to the TPO Board meeting on Wednesday. CAC meetings are held at Pensacola City Hall, 222 W. Main Street, Pensacola, Fla. The CAC meeting schedule can be found online at www.ecrc.org. A print copy of the schedule is available upon request.

Membership

To ensure geographical representation, each member of the TPO board will appoint a member to the CAC who is representative of his/her respective jurisdiction, representing citizens from their respective districts. The TPO board appointed memberships equal 19 of the 30 CAC member seats. The appointments are subject to ratification by a majority vote at a regular TPO board meeting, at which a quorum is met. An appointed CAC member's term will mirror the term of their appointing TPO board member. TPO staff will correspond with new elected officials selected to serve on the TPO board regarding the CAC membership recruitment process.

The appointment of CAC members, by TPO board members, will represent the Florida-Alabama TPO study area as follows:

- Baldwin County (one seat)
- City of Orange Beach (one seat)
- Escambia County (five seats)
- City of Pensacola (five seats)
- Santa Rosa County (five seats)
- City of Milton (one seat)
- City of Gulf Breeze (one seat)

The number of representatives for each area is based on population

Five protected seats will represent underserved or special population segments of the Florida-Alabama TPO study area. Based on the population demographic data of the TPO study area, the protected seats may include the following:

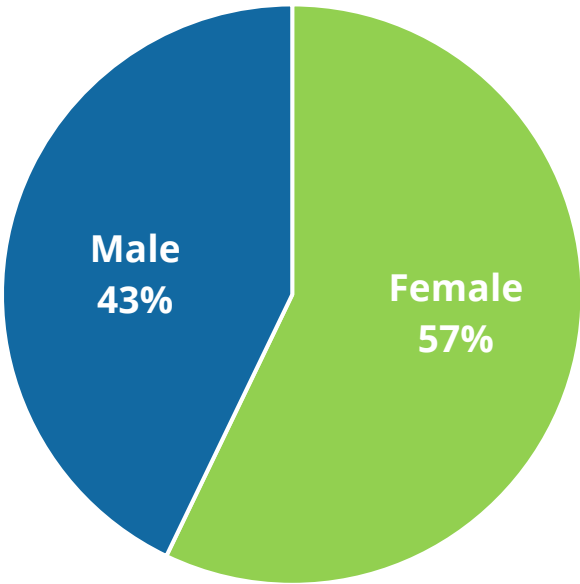
- ADA
- Military/Veteran/Spouse
- Transit User
- Transportation Disadvantaged
- Youth

Citizens are welcome to apply directly through the TPO website for membership. General applications will be held for one year and verified for updated information annually.

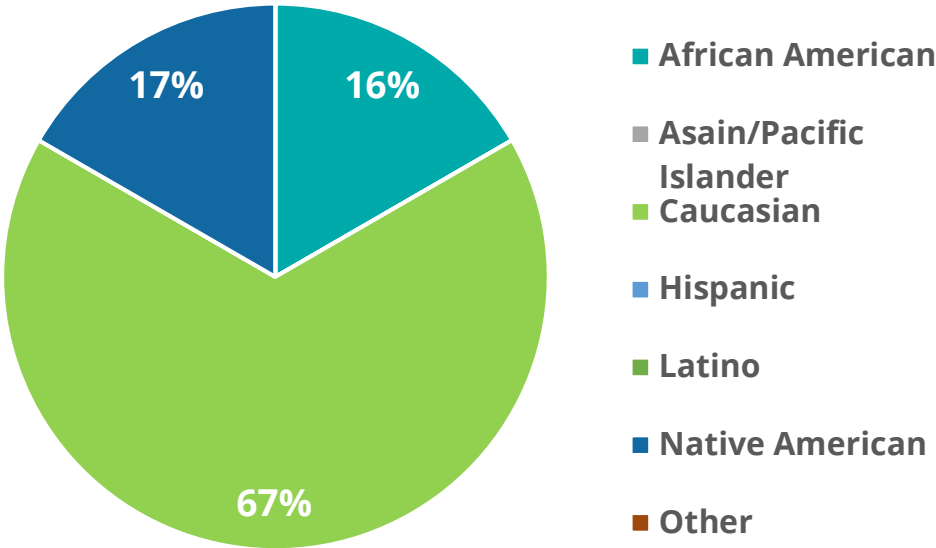
The [CAC application](#) is available online at www.ecrc.org. A print copy of the CAC application is available upon request.

CAC Membership Composition by Gender Identification and Race

Florida-Alabama Citizen Advisory Committee (CAC)
Survey Results - Gender Identification



Florida-Alabama Citizen Advisory Committee (CAC)
Survey Results - Racial Breakdown



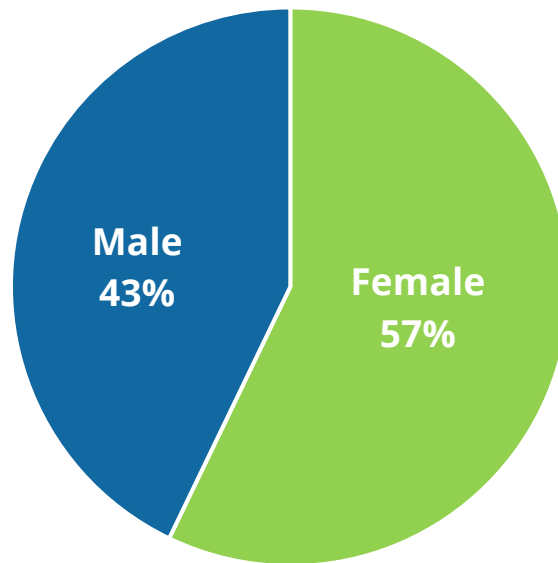
Technical Coordinating Committee

The Florida-Alabama TCC is comprised of local government technical staff. This committee participates in the planning process by providing technical advice to the TPO board.

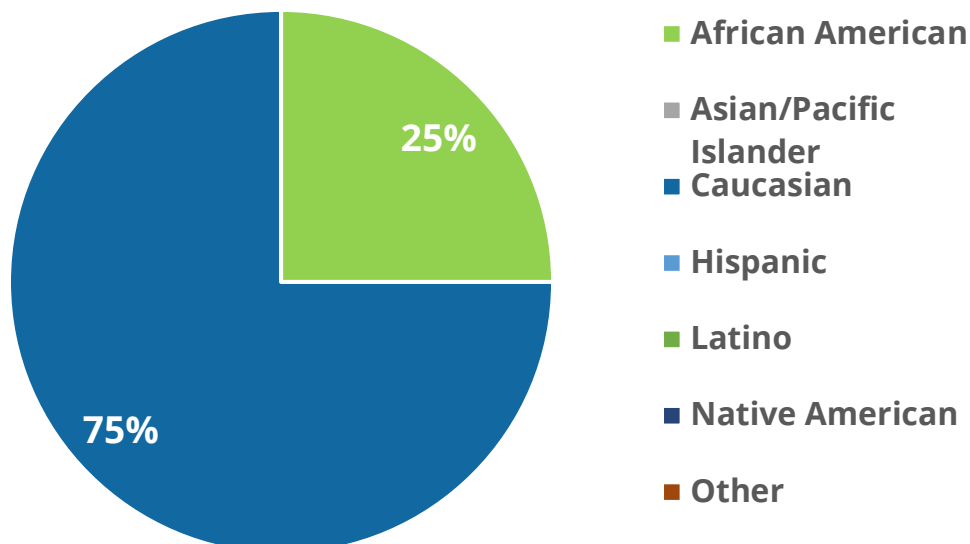
The TCC meets at 8:30 a.m. on the Monday prior to the TPO Board meeting on Wednesday. TCC meetings are held at Pensacola City Hall, 222 W. Main Street, Pensacola, Fla. The TCC meeting schedule can be found online at www.ecrc.org. A print copy of the schedule is available upon request.

TCC Membership Composition by Gender Identification and Race

**Florida-Alabama Technical Coordinating Committee (TCC)
Survey Results - Gender Identification**



**Florida-Alabama Technical Coordinating Committee (TCC)
Survey Results - Racial Breakdown**



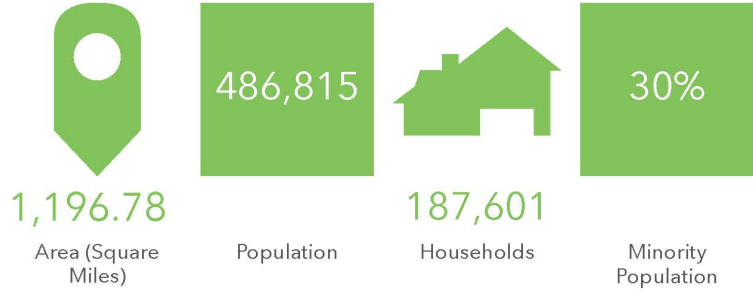
Florida-Alabama TPO Area Demographic Profile

Florida-Alabama TPO Community Profile

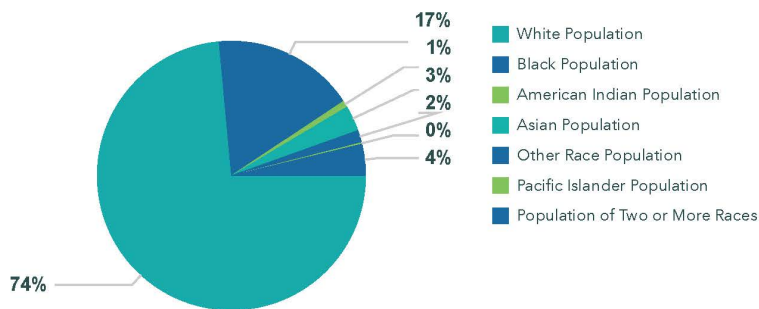
Florida-Alabama TPO/MPA 2010

Florida-Alabama TPO Transportation Planning Organization

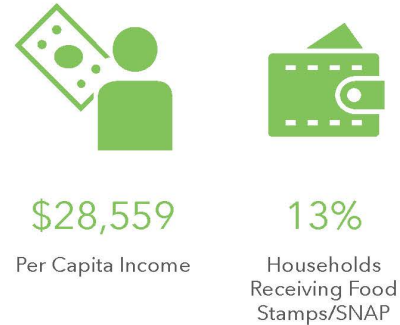
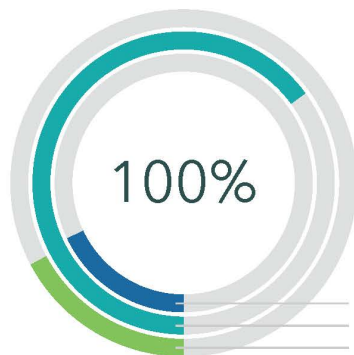
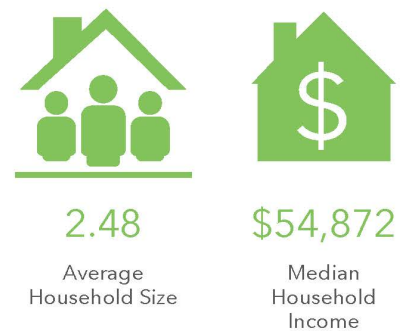
KEY FACTS



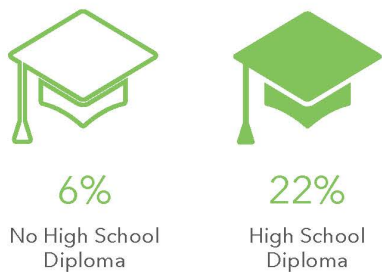
RACE/ETHNICITY



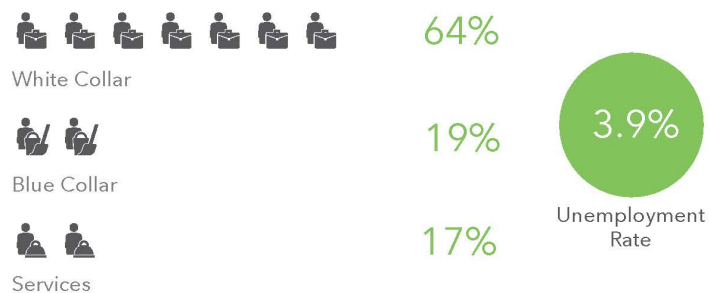
INCOME



EDUCATION

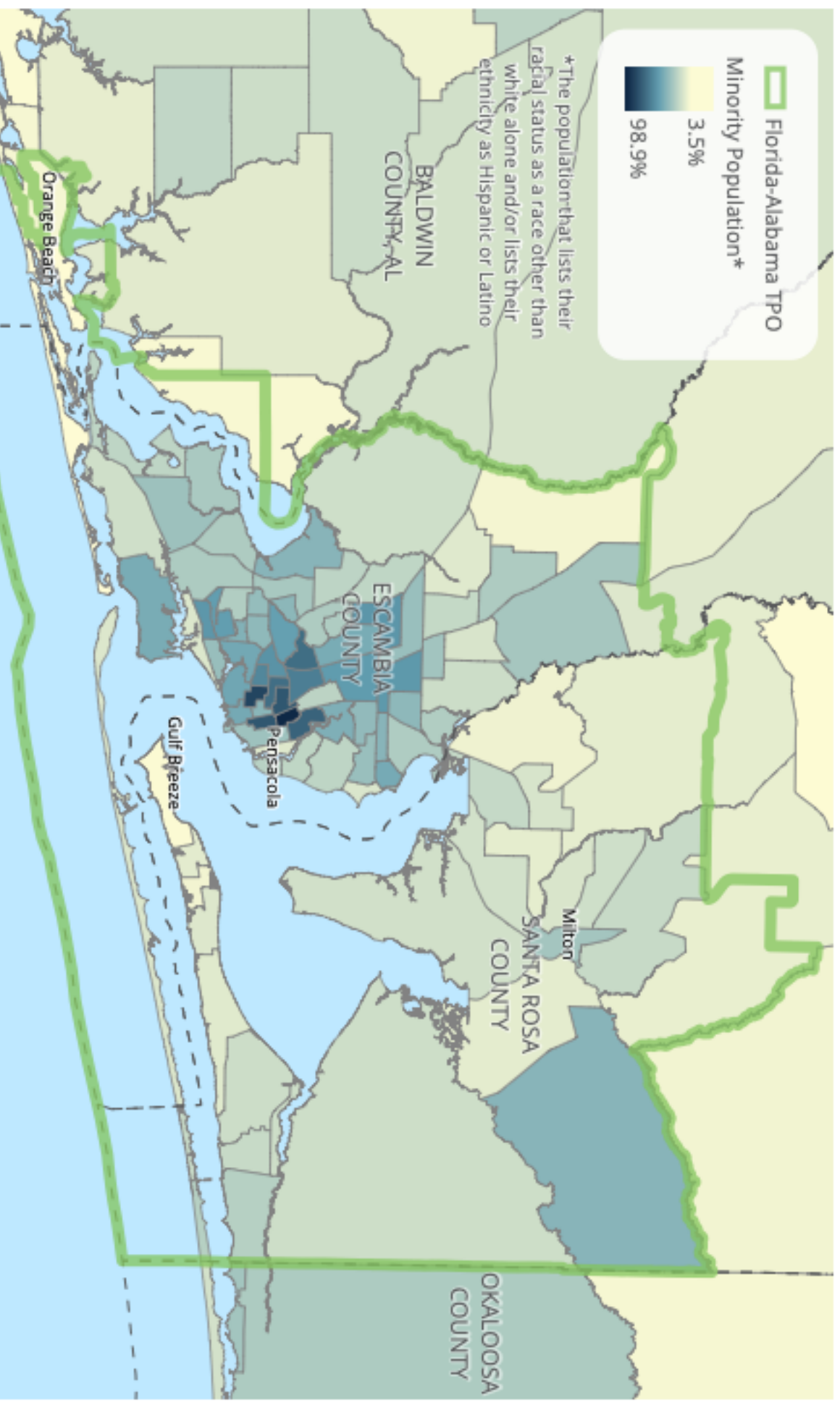


EMPLOYMENT

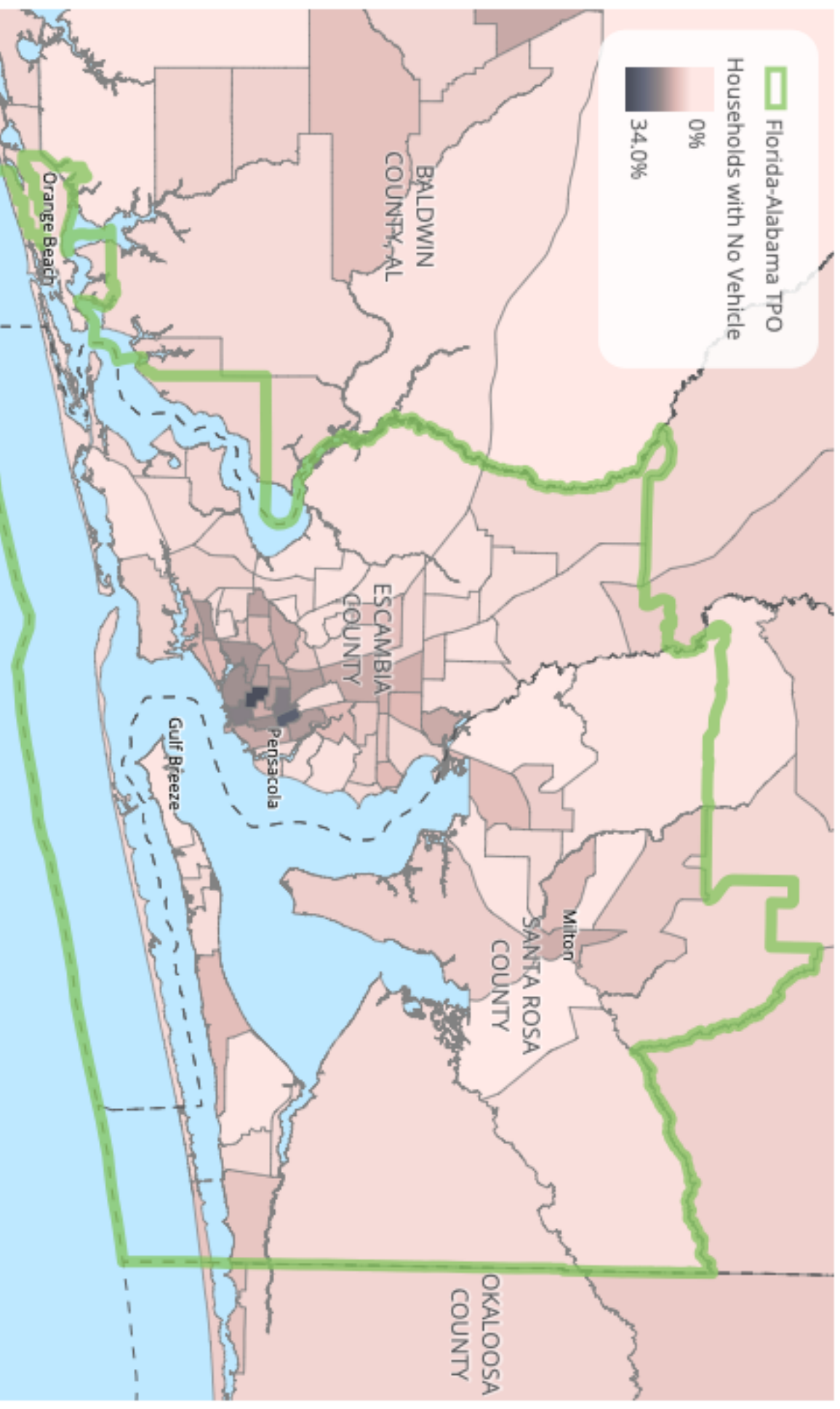


Source: This infographic contains data provided by American Community Survey (ACS), Esri. The vintage of the data is 2013-2017, 2019, 2024.

Minority Population by Census Tract

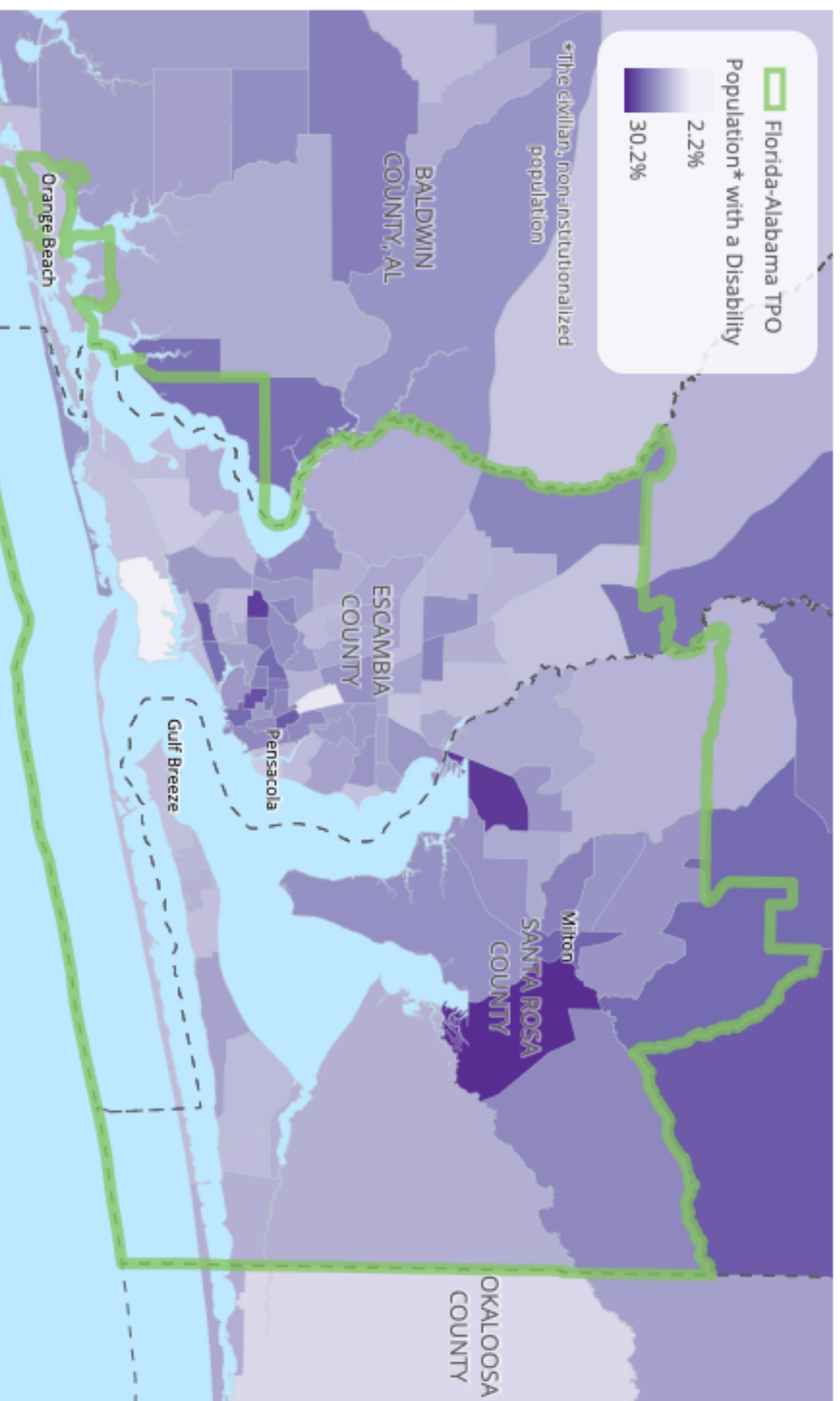


Households with No Vehicle Available by Census Tract



6/28/2019

Population Disability Status by Census Tract



6/28/2019



Source: Census ACS 2013-2017 5-Year Estimates, Table B18101; Esri
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Title VI in the Transportation Planning Process

The Florida-Alabama TPO created the Public Participation Plan (PPP) to provide guidelines for achieving optimal engagement of the public when developing major planning documents and programs. Quality public participation is solicited early and continues throughout the planning process, helping to avoid, minimize, and mitigate negative project impacts while providing the best solutions for the community. Public input is often used in the development of plan or program goals, objectives, criteria, and overall recommendations to the TPO board. The Florida-Alabama TPO Public Participation Plan can be viewed in Appendix IV of this document.

The primary goals of the Florida-Alabama TPO PPP are to:

Inform the Public

Inform the public, to the maximum extent possible with available resources, of opportunities to participate in the transportation decision-making process.

Involve the Public

Involve the public early and often in the transportation planning process.

Include the Public

Reach out to the geographical, organizational, and demographic communities that compose the TPO study area to increase the public's opportunity to participate in developing transportation plans and services.

Improve the Public Participation Process

Continually identify and implement ways to improve the public participation process.

The PPP is assessed on a quarterly basis to ensure effectiveness as trends and technologies change. All major or minor changes proposed for the plan are reviewed annually and implementation of updates initiate a 45-day review period. Changes to the plan will be posted online. A link to the document with changes will be provided to the TPO board, advisory committees, interested parties, and partners.

The PPP is reviewed as part of the four-year certification process conducted by the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA). This document, updated in 2019, based on feedback from the [Federal Certification Review](#) in 2018, is available online at www.ecrc.org or by contacting [Public Involvement](#) at 850-332-7976.



Special Populations

Each public participation process provides an opportunity to develop methods to reach traditionally underserved populations, such as minorities and low-income. Potential underserved populations may also include youth, persons with disabilities, and senior citizens.

Identification of Special Populations

U.S. Census data is used to identify the Florida-Alabama TPO study area demographics which include, race, age, and limited English proficiency communities. Coordinating with agencies throughout the study area that serve special populations aids in the identification of traditionally underserved populations.

Outreach efforts are recorded via interactive map with demographic data and projects, with emphasized attention paid to special populations that may be affected as a result of plans and programs. Mapping this data shows corresponding projects relative to communities that would be most impacted and allows staff to identify populations most affected by the plans and programs.

The interactive map, along with U.S. Census demographic data, is also utilized to focus outreach efforts in communities of traditionally underserved and limited English proficiency populations. Enhanced outreach methods, such as community pop-up events, can be implemented to involve traditionally hard to reach populations in the transportation planning process. TPO staff diligently pursues representation, participation, and input from special populations. Special populations are encouraged to participate through outreach efforts in communities with a high concentration of minorities, correspondence with special population media outlets, and partnerships with agencies that serve special populations. Relationships with local special population community groups, such as the NAACP, Minority Chambers of Commerce, and cultural association, have proven particularly effective in reaching and encouraging participation of special populations.

Additionally, the bylaws of the [Citizen Advisory Committee](#) address diversity requirements for minority representation to ensure all members of the public have every opportunity to be involved in the transportation planning process.

Environmental Justice

In 1994, a presidential executive order directed federal agencies to address the effects of all programs, policies, and activities on minority populations and low-income populations.

The Florida-Alabama TPO's environmental justice initiatives accomplish this by adhering to three fundamental principles:

1. To avoid, minimize, or mitigate disproportionately high and adverse health and environmental effects (including social and economic) on minority populations and low-income populations
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations

Properly implemented, environmental justice principles and procedures improve all levels of transportation decision-making. It enhances the public participation process, strengthens community-based partnerships, and provides minority and low-income populations with opportunities to improve the quality of transportation in their lives. Further, environmental justice assists to avoid disproportionately high and adverse impacts on underserved populations and mitigates avoidable negative impacts by identifying concerns early in the planning phases.

Any proposed projects entered into the Efficient Transportation Decision Making (ETDM) environmental screening tool allow for the opportunity to incorporate environmental considerations into transportation planning and engage resource agencies and support the environmental policy of FDOT "to help preserve and enhance Florida's natural, physical, cultural, and social environment as we develop, implement, and maintain transportation facilities and services" ([Policy No.: 000- 625-001-I](#)). The [ETDM tool](#) provides citizens with the opportunity to direct comments to FDOT, resource agencies, and other stakeholders. If there is a disparate impact to underserved populations, staff will focus outreach efforts on underserved communities and review alternative options.

Title VI Equity Analysis

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

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

The Florida-Alabama TPO has not recently constructed any facilities, nor does it currently have any facilities in the planning stage. Therefore, the Florida-Alabama TPO does not have any Title VI Equity Analysis reports to submit with this Plan. The Florida-Alabama TPO will utilize the demographic maps included in Appendix for future Title VI analysis.



Mobility Needs

The Florida-Alabama TPO uses multiple procedures to access the mobility needs of minority populations. Census data, mapping, and information provided from partner organizations are used in analyzing these mobility needs. Each year the TPO goes through the Long Range Transportation Plan, Transportation Improvement Plan, and Project Priorities processes as well as other projects, such as Corridor Management Studies. The TPO also participates in the 5-year major update of the Transportation Development Plan (TDP). The TDP targets minority and LEP concentrated population areas for outreach and input in the process. The TPO uses ArcGIS software to map outreach efforts, demographic data, and currently prioritized projects to determine areas that need focus for inclusion in the transportation planning process. Minority, disability, and vehicle access density maps can be found in the Florida-Alabama TPO Area Demographic Profile section of this document, starting on page 8 of this document.

Vehicles Available by Household (Owner and Renter Occupied)		
Vehicles Available	Estimate	Percent
No Vehicle	8,829	5%
One Vehicle	62,942	36%

Program Administration

In the event the Florida-Alabama TPO acts as a primary recipient and passes funds to a sub-recipient, the TPO and sub-recipient will enter into an agreement for operation that lays out the specific duties of the TPO and sub recipient, budget and vehicles and equipment maintenance. Each quarter the sub recipient will submit a statement to the TPO. The TPO will then reimburse the sub-recipient for qualified amount and expenses. Should the need arise, the Florida-Alabama will hold a competitive application process. In this process staff will reach out to service providers within the TPO boundary with a concentration on applicants that provide service to the minority population. Currently the Florida-Alabama TPO has no sub-recipients and has received no funding request. Should this change, the plan will be updated to reflect the updated information.

Program Information Accessibility

All documents, created and distributed by the Florida-Alabama TPO, are available in electronic, print, and/or translated forms upon request. The Florida-Alabama TPO is committed to providing a website that is accessible to the widest possible audience, regardless of technology or ability. The TPO is actively working to increase the accessibility and usability of ECRC.org and program/project webpages, and in doing so adhere to many of the available standards and guidelines. The Florida-Alabama TPO endeavors to conform to level AA of the web content accessibility guidelines (WCAG) 2.1. These guidelines explain how to make web content more accessible for people with disabilities. Conformance with these guidelines will help make the internet user-friendly for all people. The Florida-Alabama TPO has built webpages using code compliant with the standards and displays correctly in current browsers. While the Florida-Alabama TPO strives to adhere to the accepted guidelines and standards for accessibility and usability, it is not always possible to do so in all areas of the website. The Florida-Alabama TPO continually seeks solutions that will bring all areas of the website up the same level of overall web accessibility. In the meantime, should any website users experience any difficulty in accessing information on the website, please contact staff at PublicInvolvement@ecrc.org or 850-332-7976, Florida TTY 711.

Title VI Program Statement

Florida-Alabama Transportation Planning Organization (TPO) is the metropolitan planning organization for the Escambia and Santa Rosa County areas as well as Orange Beach and Lillian, Alabama. As a transportation planning organization, the Florida-Alabama TPO provides a forum for local elected officials, transportation experts and citizens to work together to improve mobility for residents, businesses and visitors. Recipients of federal funds, such as metropolitan planning organizations, must comply with Title VI of the Civil Rights Act of 1964 and other nondiscrimination requirements, ensuring that no person is subjected to discrimination on the basis of race, color, national origin, sex, age, disability, religion and family status in employment and the provision of government services. This requirement includes the creation of a Title VI Program, along with a regular review of its effectiveness and conformity with federal and state law. This Title VI Program works in concert with the organization's Public Involvement Plan and Limited English Proficiency Plan, which identify specific tactics for outreach and involvement (i.e. notification, information, and opportunities for diverse participation). The Florida-Alabama TPO Title VI Program is reviewed annually by the Florida Department of Transportation and every four years by the Federal Highway Administration.

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; the Florida Civil Rights Act of 1992

The TPO is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services on the basis of race, color or national origin. All persons, regardless of their citizenship, are covered under this regulation. In addition, the TPO prohibits discrimination on the basis of race, color or national origin in its employment and business opportunities.

The TPO will not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and /or this regulation.

As a Federal Transit Administration (FTA) fund recipient, as well as a Florida Department of Transportation (FDOT) fund recipient, the TPO will ensure that its programs, policies and activities comply with the both FTA and FDOT Title VI Regulations of the Civil Rights Act of 1964.

The TPO will submit its Title VI Program to the FTA once every three (3) years to ensure compliance with Title VI Requirements.

The TPO will maintain a list of any Title VI investigations, complaints, or lawsuits filed which allege the TPO discriminated against a person or group on the basis of race, color, or national origin. This list will include:

- a) The date the investigation, complaint, or lawsuit was filed
- b) A summary of the allegation(s)
- c) The status of the investigation, complaint, or lawsuit
- d) Any actions or corrective actions taken by the TPO in response to the investigation, complaint or lawsuit

The TPO will ensure that the level and quality of its transportation service is provided without regard to race, color or national origin.

The TPO will promote the full and fair participation of all affected populations in the transportation decision-making process.

The TPO will make good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low-income populations within the TPO's service area as provided herein.

The TPO will ensure that Limited English Proficient (LEP) individuals have access to the TPO's programs, activities, and services.

The TPO will seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. The TPO's public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

The TPO will ensure that individuals have access to its programs, activities and services by developing and carrying out the language plan herein. The TPO will continually assess the language assistance needs of the population to be served.

The TPO will use the following four (4) factors to determine what measures must be undertaken to provide reasonable and meaningful access to LEP individuals:

- a) Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service

- b) Frequency with which LEP individuals come into contact with TPO programs, activities, and services
- c) Importance of the program, activity, or service provided by the TPO to LEP individual's lives

Resources needed to provide effective language assistance and costs.

The purpose of the document is to detail specific compliant procedures for better documentation efforts related to Title VI and related statutes.

List of Locations Where Title VI Notice is Posted

Florida-Alabama Transportation Planning Organization's Title VI notice to the public is currently posted at the following locations:

Location Name	Address
Emerald Coast Regional Council Pensacola Office	4081 E. Olive Rd. Pensacola, Suite A, Florida, 32514
Emerald Coast Regional Council Website	www.ecrc.org

Such notices may also be posted or announced with local stakeholders and community centers. New locations may be added as needed.



Title VI Public Notice (FTA Version in English & Spanish)

Notifying the Public of Rights Under Title VI

Florida-Alabama Transportation Planning Organization (TPO)

- The TPO operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the TPO.
- For more information on the TPO's civil rights program, and the procedures to file a complaint, contact 850-332-7976, ext. 220; email leandra.meredith@ecrc.org; or visit our administrative office at 4081 East Olive Road, Suite A, Pensacola, Florida 32514. For more information, visit www.ecrc.org.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, contact 850-332-7976, ext. 220.

Approved by the Federal Transit Administration (FTA)

Notificación al Público de Derechos Bajo el Título VI

Florida-Alabama Organización de Planificación de Transporte (TPO)

- El TPO (por sus siglas en español) opera sus programas y servicios, sin distinción de raza, color y origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que él o ella ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja ante el TPO.
- Para obtener más información sobre el programa de derechos civiles del TPO, y los procedimientos para presentar una queja, contacte a 850-332-7976, ext. 220; leandra.meredith@ecrc.org correo electrónico; o visite nuestra oficina administrativa en 4081 East Olive Road, Pensacola, Florida 32514. Para obtener más información, visite www.ecrc.org.
- El demandante puede presentar una queja directamente con la Administración Federal de Transporte mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Coordinador de Programa del Título VI, edificio Oriente, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- Si se necesita información en otro idioma, llame al 850-332-7976, ext. 220.

Aprobado por la Administración Federal de Tránsito (FTA)

Title VI Public Notice (FDOT Version in English & Spanish)

Notifying the Public of Rights Under Title VI

Florida-Alabama Transportation Planning Organization (TPO)

No person in the United States and State of Florida shall, on the basis of race, color, national origin, sex, age, handicap/disability, income status, retaliation, or other reason be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination or retaliation, under any Federally or non-federally funded activity or program administered by a recipient of federal financial assistance. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the TPO. For more information on Title VI or to file a complaint, contact the Title VI Coordinator at 850-332-7976, ext. 220 or visit www.ecrc.org.

Approved by the Florida Department of Transportation (FDOT)

Notificación al Público de Derechos Bajo el Título VI

Florida-Alabama Organización de Planificación de Transporte (TPO)

Ninguna persona en los Estados Unidos será, sobre la base de raza, color u origen nacional, sexo, edad, hándicap/discapacidad, nivel de ingresos, represalias, or otro razón ser excluida de participar en, negado los beneficios de, o ser objeto de otro modo a discriminación o represalia, bajo cualquier actividad o programa federal o no fondos federales administrado por un receptor de la asistencia financiera federal. Cualquier persona que cree que él o ella ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja ante el TPO. Para obtener más información sobre el Título VI o para presentar una queja, comuníquese con el Coordinador del Título VI al 850-332-7976, ext. 220 o visite www.ecrc.org.

Aprobado por el Departamento de Transporte de la Florida (FDOT)

Title VI Complaint Procedure

The Florida-Alabama Transportation Planning Organization abides by both the Federal Transit Administration and the Florida Department of Transportation's (FDOT) Title VI/Nondiscrimination Programs. As a result, it is the policy of this agency, 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; the Florida Civil Rights Act of 1992***, 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 this agency or its sub-recipients.

Any person who believes he or she has been discriminated against by the TPO, (hereinafter referred to as "TPO") may file a Title VI complaint by completing and submitting the TPO's Title VI Complaint Form. The Title VI Coordinator investigates complaints received no more than 180 days after the alleged incident. The Title VI Coordinator will only process complaints that are complete. The following procedures will be used to investigate formal Title VI complaints:

Once the complaint is received, the Title VI Coordinator will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter or email informing her/him whether the complaint will be investigated by our office. The complaint will be confidential.

The TPO has 60 days to investigate the complaint. If more information is needed to resolve the case, the Title VI Coordinator may contact the complainant. The complainant has 10 business days from the date of contact to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Title VI Coordinator can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, he/she will present the case to the TPO board only. The TPO will issue one of two determinations to the complainant: a closure letter/email or a letter/email of finding. A closure letter/email summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter/email of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, he/she has 30 days after the date of the determination letter/email to do so. The complaint case will be filed in the office electronically.

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

Complaint of Discrimination

The Florida-Alabama Transportation Planning Organization abides by both the Federal Transit Administration and the Florida Department of Transportation's Title VI/Nondiscrimination Programs. As a result, it is the policy of this agency, 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; the Florida Civil Rights Act of 1992***, 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 this agency or its sub-recipients.

Section I:

Complainant(s) Name:

Complainant(s) Address:

Telephone (Home):

Telephone (Work):

Email Address:

Accessible Format
Requirements:

Large Print ☐

TDD ☐

Audio Tape ☐

Other ☐

Section II:

Are you filing this complaint on your own
behalf?

Yes* ☐

No ☐

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

If not, please supply the name and
relationship of the person for whom you
are complaining for:

Name:

Relationship:

Please explain why you have filed for a third party:

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

Yes ☐

No ☐

Section III:

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

☐ Race

☐ Color

☐ National Origin

☐ Sex

☐ Age

☐

☐ Income Status

☐ Retaliation

Handicap/Disability

☐ Other

Date of Alleged Discrimination:

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

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court?		
		Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, check all that apply and list name of agency/court if known:		
<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> Federal Court: _____	
<input type="checkbox"/> State Agency: _____	<input type="checkbox"/> State Court: _____	
<input type="checkbox"/> Local Agency: _____		

Section VI	
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	Title:
Agency:	Telephone:
Address:	
You may attach any written materials or other information that you think is relevant to your complaint.	
Complainant(s) or Complainant(s) Representatives Signature:	Date of Signature:

Please submit this form in person at the address below, or mail this form to:

Florida-Alabama TPO
 Leandra Meredith, Title VI Coordinator,
 4081 E. Olive Rd. Pensacola, Florida 32514
 (850) 332-7976, Ext. 220 phone (850) 637-1923 fax
 leandra.meredith@ecrc.org

Internal Use Only		
Date Complaint Was Received:	Date Investigation Was Completed:	Investigator Assigned:

Complaint of Discrimination

La Organización de Planificación de Transporte del Florida-Alabama permanece tanto por la Administración Federal de Tránsito y el Departamento de Programas Título / No Discriminación VI de Transporte de la Florida. Como resultado de ello, es la política de este organismo, en el **Título VI de la Ley de Derechos Civiles de 1964; Sección 504 de la Ley de Rehabilitación de 1973; Ley de Discriminación por Edad de 1975; Sección 324 de la Ley Federal de Carreteras-Aid de 1973; Ley de Restauración de Derechos Civiles de 1987; la Ley de Derechos Civiles de Florida de 1992**, y los estatutos y reglamentos relacionados, que ninguna persona en los Estados Unidos será, sobre la base de raza, color, origen nacional, sexo, edad, discapacidad / impedimento o estado de ingresos, ser excluido de la participación en, ser negado los beneficios de, o ser sujeto de otro modo a discriminación o represalia bajo cualquier programa no federal con fondos federales o actividad administrada por esta agencia o sus sub-receptores.

Sección I:

Nombre Del Demandante:

Dirección Del Demandante:

Teléfono (Casa):

Teléfono (Trabajo):

Dirección De Correo Electrónico:

Requisitos formato
accessible:

Letra Grande ☐

TDD ☐

Audio Tape ☐

Otro ☐

Sección II:

¿Está presentando esta queja en su propio
nombre?

Sí* ☐

No ☐

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

Si no es así, por favor provea el nombre y la relación
de la persona a la que usted se está quejando por:

Nombre:

Relación:

Por favor, explique por qué usted ha presentado por una tercera persona:

Por favor, confirma que ha obtenido el permiso de la
parte perjudicada, si usted está presentando en nombre
de un tercero:

Si ☐

No ☐

Sección III:

Creo que la discriminación que experimenté fue basado en (marque
todo lo que corresponda):

☐ Raza

☐ Color

☐ Origen Nacional

☐ Sexo

☐ Edad

☐

☐ Estado de

☐ Represalias

Handicap/Discapacidad

Ingresos

☐ Otro

Fecha de la Discriminación Presunta:

Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describa todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce), así como los nombres y la información de los testigos en contacto. Si se necesita más espacio, por favor use el reverso de este formulario.

Sección IV

¿Ha presentado previamente una queja del Título VI con esta agencia? Si ☐ No ☐

Sección V

¿Ha presentado esta queja ante cualquier otro, estatal o agencia local Federal, o ante cualquier tribunal federal o estatal? Si ☐ No ☐

En caso afirmativo, marque todo lo que corresponda:

<input type="checkbox"/> Agencia federal	_____	<input type="checkbox"/> Tribunal Federal:	_____
<input type="checkbox"/> Agencia Estatal:	_____	<input type="checkbox"/> Tribunal Estatal:	_____
<input type="checkbox"/> Agencia Local:			

Sección VI

Por favor provea información sobre una persona de contacto en la agencia/tribunal donde se presentó la denuncia.

Nombre:	Título:
Agencia:	Teléfono:
Dirección:	
Puede adjuntar cualquier material escrito o cualquier otra información que usted piensa que es relevante para su queja.	

Demandante (s) o recurrente (s) Representantes Firma Del:	Fecha de la firma:
-----------------------------------------------------------	--------------------

Por favor envíe este formulario en persona en la dirección abajo, o envíe este formulario a:

Florida-Alabama TPO
Leandra Meredith, Coordinador del Título VI
4081 E. Olive Rd. Pensacola, Florida 32401
(850) 332-7976 Teléfono (850) 637-1923 Fax
leandra.meredith@ecrc.org

Sólo para uso interno:

Fecha De Recibimiento por Florida-Alabama TPO:	Fecha De La Investigación Completada:	Investigador Asignado:
------------------------------------------------	---------------------------------------	------------------------

Title VI Investigations, Complaints & Lawsuits

There have been no Title IV complaints, investigations, or lawsuits, filed with the Florida-Alabama TPO.

<i>Type of Process</i>	<i>Date*</i>	<i>Summary**</i>	<i>Status</i>	<i>Action(s) Taken</i>
<i>Investigations</i>				
1.				
<i>Lawsuits</i>				
1.				
<i>Complaints</i>				
1.				

*Month, Day, and Year

**Including basis of complaint: race, color, national origin, sex, age, handicap/disability, income status, retaliation, or other)



Language Assistance Plan

The TPO will seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. The TPO's public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

The TPO will ensure that individuals have access to its programs, activities and services by developing and carrying out the language plan. The TPO will continually assess the language assistance needs of the population to be served. The TPO will use the U.S. Department of Transportation (U.S. DOT) Four-Factor LEP Analysis to determine appropriate measures to provide reasonable and meaningful access to LEP individuals.

The baseline analysis of minority and disadvantaged populations in the Florida-Alabama TPO boundary is derived from the U.S. Census Bureau data. The following table and maps provide a county-by-county snapshot. Baldwin County is used to estimate population demographics for Lillian and Orange Beach, Alabama.

Four-Factor Analysis

Factor One: Demographics

The first part of the organization's self-assessment involves data on the number of Limited English Proficiency (LEP) persons eligible to be served, likely to be served, or likely to be encountered by the organization through programs, services, or activities. The Florida-Alabama TPO collects data related to language from several sources. The broadest data available to the organization is compiled by the U.S. Census Bureau in the American Community Survey.

Persons Speaking English "not well" or "not at all" (Age 5+)
TPO Area Total
0.9%

Of persons that speak a language other than English, data on the percentage of those individuals who also reported they speak English "less than very well" is of particular importance in identifying those likely to be encountered by the organization or eligible for language assistance.

English Language Proficiency For Florida-Alabama Area Residents			
Language Spoken	Person Speaking English Less Than Very Well	% of LEP Population	% of Florida-Alabama Area Population
Spanish	1538	40%	0.4%
Other Indo-European Languages	470	12%	0.1%
Asian and Pacific Island Languages	1646	43%	0.4%
Other Languages - Various	212	5%	0.05%
Total	3866	100%	1%

Based on the information in the table above, Spanish and Asian and Pacific Island languages are the highest LEP population at over 1000 individuals. Due to the diversity of Asian and Pacific Island languages the TPO will provide translated material upon request in a timely and efficient manner. The TPO will provide Spanish translated material for core documents and outreach material.

Additional Data:

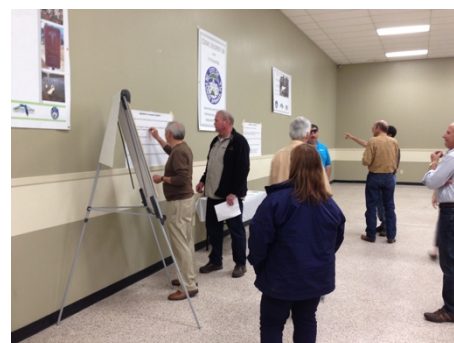
The Florida-Alabama TPO maintains records of additional data to track limited English proficiency needs. Though results are not formal, the data does provide a timely snapshot of current requests and activities related to language assistance. Given the time between U.S. Census Bureau reports, this information can provide a timelier indication of shifts in the community's demographic makeup.

Years	Category	Results
2017-2019	Public Hearing: Request for translation	0
2017-2019	Public Hearing: Comments submitted in a language other than English	0
2017-2019	General Inquiries: Request for information in another language	0

Factor Two: Frequency of Contact

Though the Florida-Alabama TPO has regular public hearings, board meetings and committee meetings throughout the year, community outreach is the main source of contact (or potential contact) between the organization and Limited English Proficiency (LEP) Persons. As a result, the frequency of contact is difficult to anticipate.

The organization's Public Involvement Plan notes a special emphasis on community outreach opportunities that engage traditionally underserved populations.



Contact Initiated/Administered by the Florida-Alabama TPO		
Program/Activity	Frequency	Resources Available
Board Meetings	Every Other Month	Bilingual employee, Special assistance notice in meeting public notice, LEP notice on all agendas, case-by-case response
Committee Meetings	Every Other Month	Bilingual employee, Special assistance notice in meeting public notice, LEP notice on all agendas, case-by-case response
Community Events	The Florida-Alabama strives to do at least two community events per year.	Bilingual employee, Spanish language material, "I speak" Cards
Public Hearings/Workshops	Depends on project	Bilingual employee, Special assistance notice in meeting public notice, LEP notice on all agendas, case-by-case response

Factor Three: Importance of Program

Transportation planning organizations receive funds to develop transportation plans for a designated urban area. The planning process is guided by federal and state law, including public involvement requirements to ensure diverse public outreach, notice, and opportunities for input.

The planning process does not include any direct service or program that requires vital, immediate or emergency assistance, such as medical treatment or services for basic needs (like food or shelter).

Additionally, Florida-Alabama TPO does not require documents, such as completed application, for public participation. However, determining whether materials, information, and/or notification related to an action is “vital”, the absences of direct services or application requirements is not the only consideration.

Future transportation projects and investments are shaped by three distinct plans developed by the Florida-Alabama TPO:

1. Transportation Improvement Program
2. Long Range Transportation Plan
3. Unified Planning Work Program

Given the impact of these plans on northwest Florida’s future transportation system, the Florida-Alabama TPO places a special emphasis on language assistance for educational materials and public input tools related to the Transportation Improvement Program, the Long Range Transportation Plan, and the Unified Planning Work Program. These tools are often helpful with outreach related to other programs and studies.

While meaningful access for all participants and the Limited English Proficiency (LEP) population is the intent behind services identified in this plan, the availability of resources may limit the language services in some areas. Additionally, services provided one year may not be possible in a future year because of available resources.

Language assistance involving notification of services, translation of public input forms and/or surveys related to a formal public hearing, and maintenance of the translated documents online have high priority. Other activities, such as community events, optional meetings, and specialized speakers have a lower priority if/when resources preclude the organization from executing all language assistance options.

Factor Four: Resources

In developing the Limited English Proficiency Plan, the Florida-Alabama TPO has identified resources for potential recipients and associated costs for services. The organization maintains a file with specific contact information for service providers and volunteer-based programs, allowing timely updates. Cost are often determined by the type and scope of services provided. As a result, some resources list “indeterminable” as an associated cost until a specific project is identified.

Resources and Associated Cost		
Resource	Associated Cost	Application
Translation (General)	\$29.00 per page *estimate	Translation services for standard forms and documents. -Outside services and bilingual staff
Interpretation Services	\$75-\$100 per hour *minimum of 2 hours	Services for public meetings. -Outside services and bilingual staff
Notice	Indeterminable	Notification of availability of free language services to LEP persons is included within meeting notices. Notification is also sent to other language publications in the TPO area.
“I Speak” Cards	Printing Cost, Vary	“I Speak” cards are available at all outreach events and public meetings.

Training

A region-wide Title VI training is held every other year for TPO and local municipal staff. This training traditionally provides an overview of Title VI policy, updated requirements, and real-world exercises. Annually, staff reviews the Title VI program and provides updated resources, policy, and procedure to internal staff. Annual review details can be found on page 33 of this document.

Limited English Proficiency Plan Implementation and Maintenance

The Language Assistance Plan provides an implementation process to address appropriate language needs identified in the organization's self-assessment, completed in the previous section of this document.

Goals

- provide meaningful access to vital Florida-Alabama TPO programs and services for the Limited English Proficiency (LEP) population identified using the four-factor analysis presented in the previous section of this document
- identify various resources, with or without associated costs, to ensure the organization can balance meaningful access to programs and services, while not incurring undue burdens on financial resources
- complete plan updates every three years and staff reviews annually to ensure resources identified remain consistent with identified needs

Services and Resources		
Area	Service	Description
Notification	Print Publication	Special assistance notice in public meeting notices, LEP-specific notice on all agendas, targeted ads in other language publications (when vital)
	Website	LEP-specific notice webpage and on TPO webpage
	Internal Partners	Access to notification resources of all members of the Florida-Alabama TPO partnership
	Direct Mail	On request, ability to customize direct mail by requested language
Outreach Material	General Brochures	General information brochures available in Spanish or other languages upon requested
	Community Survey	Customized language specific surveys available upon request
	Targeted Forms	Complain form available in Spanish, "I Speak" cards available to identify additional language needs
Public Hearing	Overview Material	Bilingual employees, Spanish language brochures, Spanish language forms, news release for public hearings send to other language publications, "I Speak" cards
Bilingual Employees	Miscellaneous	Currently the Florida-Alabama TPO has two bilingual employees on staff who communicate in English and Spanish

Outside Translation Providers

Florida-Alabama TPO staff maintains a more detailed list of contact information for translation and ADA services. A brief list is below:

Outside Translation/Service Provider	
Provider	Service/Translation Provided
Sign Language Services, Inc.	Sign Language Interpretation
Interpreting Associates, LLC.	Sign Language Interpretation
GSID	Sign Language Interpretation
Professional Interpreting Service for the Deaf, Inc.	Sign Language Interpretation
Alliance Services	Document Translation (any language)
Technical Translation	Document Translation (any language)
Escambia County Area Transit	ADA Information
Center for Independent Living	ADA Information
UWF Student Disability Center	ADA Information
Escambia County	ADA and Community Information

Updates done annually will include verifying information on this list.

Plan Review and Reporting

The Florida-Alabama TPO staff must assess the effectiveness of Title VI and LEP procedures and strategies to ensure that funds and time are well invested, and public participation goals are achieved without discrimination. It is standard practice that all TPO plans and programs require an evaluation of public outreach activities on a quarterly basis. If the assessment reveals that the public participation goals are not being achieved, the techniques may be modified or changed. Quarterly assessment meetings are held internally for transportation and other program staff to assess all outreach opportunities and plan or program specific goals. The assessment meetings give staff an opportunity to develop, evaluate, and modify goals. The Title VI Program will be evaluated on a quarterly basis in coordination with public outreach.

Evaluation Metrics

The Florida-Alabama TPO's Title VI activities can be evaluated through numerous methods. Currently, the TPO tracks the following metrics:

- Number of complaints received
- Number of translation request
- Number of special population outreach opportunities
- Estimated special population reach

Maintenance and Updates

This plan will be updated every three (3) years to: (1) ensure compliance with federal and state law, (2) update demographic statistics to accurately track northwest Florida's population and language needs, (3) confirm the Florida-Alabama TPO's commitment to providing services for persons with limited English proficiency, and (4) provide an assessment of the plan's effectiveness in addressing nondiscrimination objectives. The plan will be reviewed annually by staff to ensure effectiveness and to implement minor updates, as needed. This annual review is done by using the Annual Title VI Program Review Checklist found in appendix II of this document.



Appendix I: Signed Resolution

Appendix II: Annual Title VI Program Review Checklist

Florida-Alabama



Transportation Planning Organization

Annual Title VI/ADA and LEP Review Checklist

___Has the information been placed in a visible location?

Actions taken to comply:

___If such information is available, are staff members aware that they have this information?

Actions taken to comply:

___Are announcements audible?

Actions taken to comply:

___Are any announcements, such as security awareness announcements, able to be made in languages other than English?

Actions taken to comply:

___Does the station display information or instructions using pictographs?

Actions taken to comply:

___Are "I Speak" card taken to community meetings?

Actions taken to comply:

___Are translated versions of any written materials available on request?

Actions taken to comply:

___Can members of the public provide oral as well as written comments?

Actions taken to comply:

___Do meeting notices, press releases, and public service announcements include the translation services statement?

Actions taken to comply:

___Does the agency website have a link to requesting translation service request on its home page?

Actions taken to comply:

___Does the agency have the most current LEP data available reflected in the process plan?

Actions taken to comply:

___Is the current plan still effective for the current LEP data?

Actions taken to comply:

Title VI Coordinator: _____ Date of Review: _____

Appendix III: Definitions

Adverse Effect means having a harmful or undesired effect.

Age means the length of existence extending from the beginning to any given time.

Color means the natural appearance of a person's skin.

Disability means a condition of being unable to perform a task or function because of a physical or mental impairment.

Discrimination refers to any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub-recipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effects of prior discrimination based on race, color, or national origin.

Handicap means a person who has some condition that markedly restricts their ability to function physically or mentally or socially.

Income means the amount of money or its equivalent received during a period of time in exchange for labor or services, from the sale of goods or property, or as profit from financial investments.

Limited English Proficient (LEP) Persons are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

Low-Income Population means any readily identifiable groups of low-income individuals who live in geographic proximity, and if circumstances warrant, geographically dispersed transient persons who will be similarly affected by a proposed DOT program, policy, or activity.

Minority Individuals

American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent.

Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

Native Hawaiian and other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa, or other Pacific Islands.

National Origin means the particular nation in which a person was born, or where the person's parents or ancestors were born.

Race means a group of people united or classified together on the basis of common history, nationality, or geographic distribution.

Recipient means one that has received or is receiving Federal financial assistance. The term includes sub-recipients of a recipient and sub-recipients in FTA State administered programs.

Retaliation is any adverse action taken against another individual because of his/her participation in the complaint, investigation, or hearing relating to this policy or the provision of federal or state law.

Sex means the differentiation between a male and female with reference to the reproductive organs.

Vital Documents are documents that convey information that critically affects the ability of the customer to make informed decisions about his/her participation in the program (e.g., public notices, consent forms, complaint forms, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, and notices informing customers of the availability of free language assistance).

Appendix IV: Florida-Alabama TPO Public Participation Plan

The [Florida-Alabama Public Participation Plan](#) can be found online. Please contact [public involvement staff](#) to obtain a print copy of the document.

Appendix V: Data