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# 1. RURAL PLAN OVERVIEW

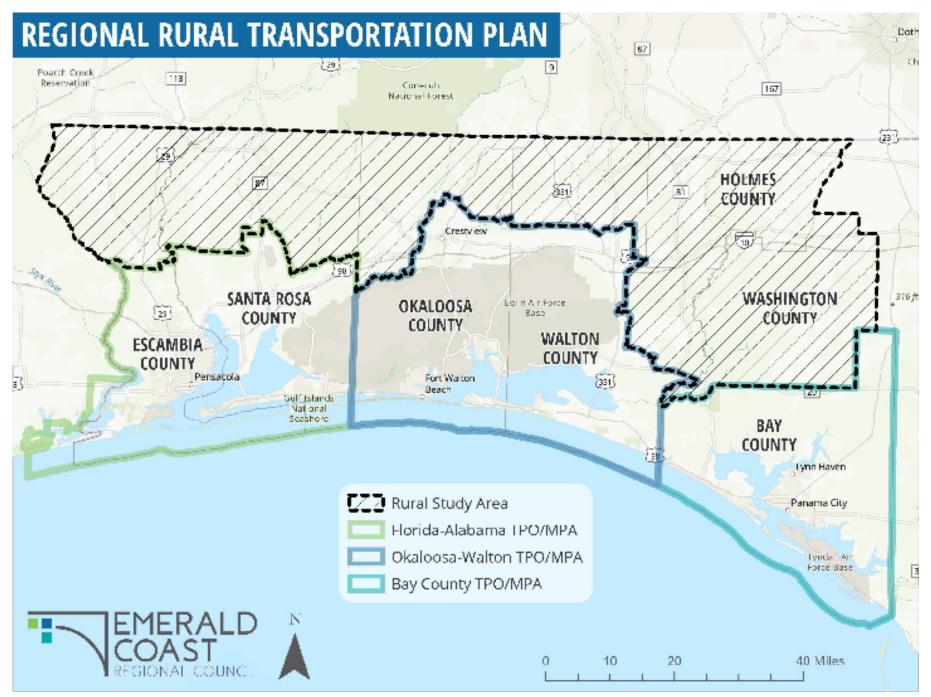
# **Project Overview**

The Florida Department of Transportation (FDOT), District Three, has requested the Emerald Coast Regional Council (ECRC) to produce a Regional Rural Transportation Plan (RRTP). The plan, similar to the Long-Range Transportation Plan (LRTP) produced for the region's Transportation Planning Organizations (TPOs), will include a Needs Plan List and corresponding map that identifies all proposed improvements and meets the goals of the Florida Transportation Plan (FTP).

The RRTP will cover a 20-year planning horizon that identifies the needs of the study area and prioritizes projects, both short and long-range, for consideration in the Statewide Transportation Improvement Program (STIP). The plan must be consistent, as practicable, with future land use elements and the goals, objectives, and policies of the approved local government comprehensive plans. The RRTP will outline how the projects identified meet the regional vision.

The geographic extent of the plan is the 7-county area bordering the existing Metropolitan Planning Area of each of the three TPOs (Florida-Alabama, Okaloosa-Walton, and Bay County TPOs) within FDOT District Three and consists of the following counties:

- Escambia
- Santa Rosa
- Okaloosa
- Walton
- Holmes
- Washington
- Bay



The map displayed above outlines the Regional Rural Transportation Plan study area

#### The RTP will address the four topics outlined in the Florida Planning Emphasis Areas 2020:

## Safety

Review investment and other measures to increase safety for motorized and non-motorized users to align with the Vision Zero area designation.

## System Connectivity

Identify transportation facilities that function as an integrated transportation system.

#### Resilience

Identify projects that improve the "resilience and reliability of the transportation system and mitigate stormwater impacts of surface transportation".

## ACES (Automated/Connected/Electric/Shared-use) Vehicles

Include infrastructure and technological improvements needed to meet the needs of emerging vehicle technology.

Development of the plan will include five major tasks as outlined below:

# **Plan Development**

## Task I – Data Collection and Analysis

ECRC staff will collect and analyze transportation planning, economic, and land use development documents, data, and programs as they relate to rural development in Northwest Florida.

This collection and analysis will aid in evaluating existing conditions and trends for the study area, this data includes:

- Current population forecasts, estimates, and trends of the rural areas surrounding each TPO
- Demographic trends that would result in an increase in RTPO population size or a change in characteristics
- Current rural transportation system data including freight movements, commuter routes, non-motorized trails, recreation, and traffic patterns

#### Task 2 – Public Involvement Plan

The ECRC staff will develop and implement a Public Involvement Plan (PIP) that complies with all applicable federal and state regulations.

The PIP will outline the following:

- Procedures and strategies for stakeholder involvement in the planning process
- When and how stakeholders will be identified and involved in the process
- How input will be gathered from a diverse population within the project area using a large range of targeted techniques

- Coordination with appropriate Tribal governments and federal land management agencies
- Opportunities for the public to review and provide input as well as comment on the development of the plan

## Task 3 – Stakeholder Engagement, Partnership, Education and Outreach

The ECRC will engage stakeholders and a network of local governments, to foster and enhance the partnership between FDOT and the region's local governments.

Engagement and education will include:

- Development of graphics, visual aids and presentations as needed
- Expand on existing public involvement surveys completed by ECRC staff
- Determine meeting locations and types (in person, virtual, etc.)
- Conduct a kickoff Workshop
- Conduct a Workshop midway through the plan development process to assist in project selection
- Conduct a final Workshop presenting the adopted RRTP

## Task 5 – Map Development

The ECRC will develop a transportation system corridor-level Needs Map based on the survey results displaying the freight movements, commuter routes, non-motorized trails, recreation, and traffic patterns linking to Metropolitan Planning Area areas.

This map will be developed through review of current rural transportation system data including:

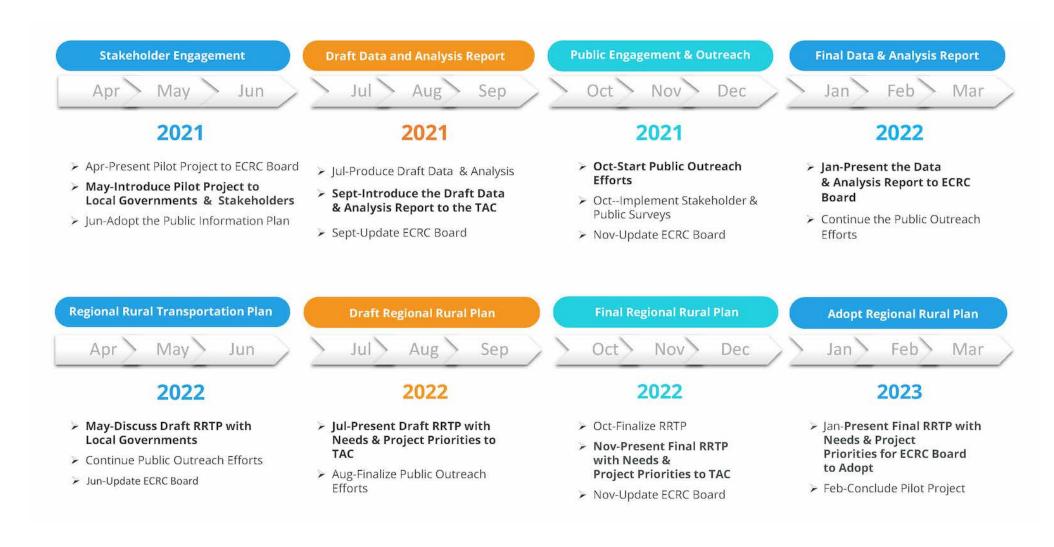
- Freight movements
- Commuter routes
- Tourist routes
- Non-motorized trails
- Recreation
- Military, agriculture, forestry, and traffic patterns

Ultimately, the five tasks, outlined above, will result in the following deliverables

- Public Involvement Plan
- Schedule of Outreach Activities
- Pilot Project Summary
- Regional Rural Transportation Plan
- Rural/Regional Needs Maps

## **Project Timeline**

The graphic below outlines the overall project timeline and key milestones for public engagement. Public input is valuable to ECRC, and the communities impacted by this project are encouraged to provide comments at any point during the project. Visit the project website, www.ecrc.org/RuralTransportation, to learn how to share your input.



# **Organizational Structure**

## **Emerald Coast Regional Council**

The Emerald Coast Regional Council (ECRC) is a regional entity providing professional technical assistance, planning, coordinating, and advisory services to local governments, state and federal agencies, and the public to preserve and enhance the quality of life in northwest Florida. The RRTP will be developed by ECRC staff, comprised of a CEO, Transportation Manager, Project Coordinator, Transportation Planners, Public Involvement Coordinators, Public Relations Manager, accounting, and administrative staff support. The Emerald Coast Regional Council board will be the decision-making body for the RRTP process, and the Florida Department of Transportation (FDOT) will provide direction for development of the plan. In addition, there is an advisory committee that directly reports to the Emerald Coast Regional Council Board to ensure technical expertise, partner coordination, and municipal priorities are included in the transportation planning process.

## **Emerald Coast Regional Council Board**

As the Rural Transportation Planning project administrator, the ECRC will function as the Regional Transportation Planning Organization (RTPO) and create a Transportation Advisory Committee (TAC). The Regional Transportation Planning Organization will be the overseeing body of all Rural Transportation Planning project efforts and approve final documents, budgets, etc.

## Transportation Advisory Committee

The TAC shall be an advisory committee to the ECRC Board of Directors – the ultimate decision-making body. The purpose of the TAC shall be to review issues of importance related to the Rural Transportation Planning efforts and to make recommendations to the ECRC Board for their consideration. The TAC shall have a maximum of 14 voting members: A non-elected representative appointed by each of the seven counties of the region (7 members); and a non-elected representative appointed by the ECRC Board to represent the cities in each of the seven counties of the region (7 members). The TAC shall elect a Chair and Vice Chair to oversee the official meetings of the TAC. The terms of the Chair and Vice Chair shall be for one year. Annual elections will be held at the September meeting. A quorum shall be three (3) Committee members, including the Chair or Vice Chair.

# 2. ACHIEVING THE BEST PUBLIC PARTICIPATION

Federal and state laws require the transportation planning process to include proactive public participation that provides complete information, timely public notice, and full public access to key decisions.

The ECRC maintains public participation opportunities for transportation plans and projects for impacted communities through a wide range of methods, including, but not limited to, board, advisory committee, and public meetings, as well as, workshops, outreach to community organizations, and social media. Staff works to maintain good relationships with members of the local media to raise awareness of public involvement opportunities in transportation planning.

The ECRC holds meetings at locations easily accessible to the geographically diverse area of rural northwest Florida counties. All public meetings are publicly noticed and promoted through local media. When possible, public meetings and workshops are held at facilities offering free public parking and accessibility to transit. Public meetings and workshops of the ECRC are held in Americans with Disabilities Act (ADA) compliant venues, when available.

Additionally, the ECRC provides an opportunity for the public to comment through a variety of channels. All publicly noticed meetings are held in compliance with Sunshine Law.

With adequate notice, the ECRC will accommodate citizens who are hearing impaired, visually impaired, of limited English proficiency, or have other special needs, at all public meetings and workshops.

All public notices and media promotion provide the following notice for reasonable accommodations in accordance with the Americans with Disabilities Act:

In compliance with the Americans with Disabilities Act, reasonable accommodations to access meeting, and for limited English proficiency, are available upon request. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services should contact Public Involvement toll-free 800-226-8914 or TTY 711, at least 48 hours in advance. Para informacion en espanol, puede llamar a Ada Clark al 850-332-7976, ext. 278 o TTY 711. Si necesita acomodaciones especiales, por favor llame 48 horas de antemanos.

Participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons who believe they have been discriminated against on these conditions may file a complaint with the <u>Title VI Coordinator</u>, by calling 270-206-5519 or 850-332-7976.

Additionally, the ECRC provides an opportunity for the public to comment through a variety of channels, as outlined throughout this document. The ECRC recognizes the importance of reaching out to communities through social media tools such as <u>Facebook</u>

(@EmeraldCoastRegionalCouncil), YouTube (@EmeraldCoastRegionalCouncil), Twitter

(@EmeraldCoastRPC) and Instagram (@EmeraldCoastRegionalCouncil). Often, they provide an efficient medium to communicate with the public. Incorporation of these media channels is determined on a case-by-case basis. Comments with inappropriate language or those deemed off topic may be deleted at the discretion of Florida-Alabama ECRC staff. For more details about the social media policy, contact <u>Public Involvement</u> at 850-332-7976.

#### Intent of the Public Involvement Plan

The test of successful public participation is the level of early awareness and the quantity, quality, and relevance of feedback received. A process that involves the public in a project's beginning stages fosters buy-in and better overall acceptance of plans and programs.

The PIP is designed to identify strategies to gather public input most effectively for the Emerald Coast Regional Council to use throughout the planning process and in the development of transportation plans and programs. Techniques for most effectively reaching the public are subject to ever-changing technologies and trends. The appropriate level of public involvement will vary by product.

## ECRC Policy on Public Participation

The Code of Federal Regulations (450.316(b)(1)) and the Florida Metropolitan Planning Organization (MPO) Handbook outline public involvement requirements for defining a process for involving the public in the transportation planning process. The ECRC is committed to providing stakeholders with opportunities to provide input for transportation plans and programs. Likewise, the FHWA and FDOT encourage the ECRC to solicit public input in all efforts.

It is the policy of the ECRC to:

- Provide complete and easily understood information for all segments of the public, particularly those affected by the outcomes and/or special populations
- Support early and continuous involvement of the public in the development and implementation of transportation plans and programs
- Continually identify and implement ways to improve the public participation process

# 3. PUBLIC PARTICIPATION GOALS AND TECHNIQUES

# **Goal I: Identify the Public**

Identify the affected and interested populations to ensure an inclusive process.

**IDENTIFY** the population by researching and building a demographic, geographic, psychographic, and socio-economic summary of the communities located within the RTPO region. Also include cultural, social, environmental, and commuter information to build a complete profile of the people living and working in the RTPO region.

## **Market Analysis**

Knowing and understanding the market and the objectives of the rural plan.

Develop an overview of the region through market analysis

## Techniques:

- Create demographic profiles for each region in the RTPO consisting of:
  - Population
  - Housing
  - o Business Profile
  - Education
  - Employment
- Create a commute profile for each region in the RTPO consisting of:
  - Transportation to work
  - Travel time to work
  - Cars per household
  - Carpool, transit, and multimodal profile
- Identify any cultural, psychological, social, environmental, or socio-economic barriers that may hinder public involvement in the planning process such as:
  - lack of education about planning issues
  - less access to resources that provide information
  - lack of confidence in their ability to bring about change
  - o lack of time, energy, and resources to attend public meetings
  - lack of interest in participation
- Learn about the communities that comprise the RTPO area by attending local festivals, special events, lectures, etc. that highlight the diversity of the area
- Build relationships with local government redevelopment agencies and non-profit agencies that serve special populations

## Market segmentation:

Define the main regional segments. A market segment is a group of people (or other businesses) within the region

- Identify regional segments, cities, towns, and populated rural areas
- Identify smaller hard to reach segments
- Identify region growth statistics

## Goal 2: Involve and Inform the Public

Connect with the geographical, organizational, and demographic communities of the RTPO study area to increase the public's opportunity to take part through participation in rural transportation planning.

**INVOLVE** the public early and often in the transportation planning process and provide all citizens with the opportunity to be involved based on the core principles of prosperity, education, health, and equity.

## Techniques:

- Provide multiple venues and means for community involvement providing equal access to data and information for all sectors of the community
- Hold meetings in more informal settings, such as community centers and churches
- High usage of web-based public participation tools which offer ambiguity for people who are not comfortable being publicly outspoken
- Identify potential barriers to Internet usage, including economic, cultural, physical, organizational, and educational
- Show respect of the customs, values, and language of different groups
- Empower the community by providing the necessary data and information which matches the needs of the community who are, or potentially participating
- Provide multiple channels available for various kinds of participation and input
- Use GIS mapping techniques to facilitate public participation that is interactive and handson during workshops and online
- Identify low-income segments of rural societies and those affected most by the lack of technical resources, reaching them through more traditional channels and independent sources
- Provide feedback and continuous engagement throughout plan development and implementation to ensure community members are being heard
- Maintain educational component to ensure community members feel comfortable taking part in participating in the transportation planning process
- Allocate suitable time for public comment on the TPO board and committees' agenda

**INFORM** the public, to the maximum extent possible, of opportunities to participate in the transportation decision-making process, using resources available, effective, and unique to rural communities.

## Techniques:

- Build on existing relationships with groups, business, and local organizations
- Engage broader/diverse groups with education and information and provide all interested with enough education to meaningfully participate
- Provide equal access to data and information for all sectors of the community through various methods and techniques
- Tailor presentations and materials to reflect language and communication preferences upon request, e.g., Spanish language brochure and survey; large-print handouts for seniors and others who are visually impaired
- Include a feature on the RTPO's website at www.ecrc.org/RTPO allowing the public to email staff with questions or comments
- Disburse information through multiple channels and outlets to reach targeted audiences
- Create surveys, when appropriate to be administered at RTPO meetings, workshops, and events, etc.
- Ensure all digital comments are responded to by forwarding to the appropriate member of the rural transportation planning team
- Set up educational and informational displays at public events, including those in traditionally underserved rural communities
- Speak at local organizations, schools, neighborhoods, and other interested groups about rural transportation planning
- Schedule pop-up events in various rural communities to engage hard-to-reach demographic segments
- Host nontraditional outreach and workshops to garner input from special populations
- Provide adequate public notice by:
  - Posting all public meetings and workshops on the RTPO website calendar and community calendars (where available)
  - Sending news releases via email to local media, including special population media outlets
  - Placing a public notice in the Federal Administrative Register for review and adoption of RTPO documents, projects, and plans ECRC board meetings
  - Upon request, with adequate notice, assistance will be provided to the hearing and visually impaired, those with limited English proficiency, and others requiring specific special assistance
- Inform community groups, organizations, and other stakeholders through the interested parties contact list (interested parties may subscribe at www.ecrc.org/RTPOSubscribe)
- Include the website URL on all RTPO meeting and workshop posts and news releases, so that the public can easily access meeting information
- Include provisions in public notices for interested persons to respond by phone or email
- Send eblast updates to the RTPO Interested Parties list to inform the public of the RTPO's related meetings, workshops, and to solicit public participation

 Make all information available at Emerald Coast Regional Council or by USPS Mail for interested parties with no computer access

### Communication Tools

- RTPO Webpage
- Digital Media; Eblast, Social Media (YouTube, Facebook, Twitter), Video, Other
- Traditional Media; Print Media, TV, Radio, Direct Mail, Flyers, Telephone Solicitation
- Virtual Tools; Online workshops, Videos, Maps, Surveys, Other
- Earned Media, Press Release, Press Alerts, TV News Coverage
- Public Speaking; Local Community Groups, Schools, Clubs, Organizations, Other
- Word of mouth or fixed signage



# 4. IMPROVE THE PUBLIC PARTICIPATION PROCESS

# **Techniques for Improvement**

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

## **Techniques:**

- Identify opportunities to improve and create innovative strategies that will increase reach
  of more diverse populations within the study area
- Conduct internal assessments as needed, of public participation techniques and adjust strategies as needed, to improve effectiveness, utilize new technologies and reach overall outreach efforts
- Utilize web-based analytics tools to track and report the performance of online public outreach strategies
- Continue expansion of regional interagency coordination of public participation activities, particularly when projects may directly involve residents from adjacent counties
- Continually strive to increase email database of interested parties
- Take advantage of training opportunities and learn from the experiences of other RTPOs

## Quantitative and qualitative measures of success

Internally maintain records and data of public involvement efforts

#### Records and data maintained includes:

- The number of workshop participants
- o The number of outreach documents translated into a non-English language
- A description of the targeted efforts to reach the rural business community
- Number of respondents to surveys or questionnaires
- Number of special outreach activities or workshops to non-geographic groups aimed at engaging communities that may not generally participate in these types of activities

#### Targeted special outreach could include:

- Latino-or other ethnicities
- Low-income communities
- Youth
- Immigrants
- Seniors and people with disabilities
- LGBTQ community

# **Methods for Achieving Good Public Involvement**

# **Public Meetings**

- 1. Provide adequate public notice by:
  - a. Posting all public meetings and workshops on the TPO website calendar and community calendars (where available) \*\*
  - Sending news releases via email to local media, including special population media outlets\*\*
  - Sending meeting notices via email to community groups, organizations, and other stakeholders through the interested parties contact list (interested parties may <u>subscribe</u> online at <u>www.ecrc.org/RTPO</u>)\*\*
  - d. Utilize social media, when appropriate, to promote participation opportunities, workshops, and meetings through events, live streams, etc. as appropriate

\*\* In compliance with the Americans with Disabilities Act, reasonable accommodations to access meeting, and for limited English proficiency, are available upon request. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services should contact <a href="Public Involvement">Public Involvement</a> toll-free at 800-226-8914 or TTY 711, at least 48 hours in advance. Para informacion en espanol, puede llamar a Ada Clark al 850-332-7976, ext. 278 o TTY 711. Si necesita acomodaciones especiales, por favor llame 48 horas de antemanos

Participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons who believe they have been discriminated against on these conditions may file a complaint with the <u>Title VI Coordinator</u>, by calling 270-206-5519 or 850-332-7976.

## **Emergency Meetings**

The ECRC CEO may call for an emergency meeting of their respective board or committee when, in their opinion, an emergency exists which requires immediate action.

- Emergency meetings should be scheduled to allow a seven-day public notice, whenever possible, and will be noticed as described above in Goal 1: Inform the Public.
- In the event a seven-days public notice is not possible, at least a 24-hour advance public notice of the emergency meeting shall be given to local media services before the time the meeting is held.

## Special Meetings

A special meeting may be called by the ECRC CEO or a majority of the voting members at a regular meeting.

 Special meetings should be scheduled to allow a seven-day public notice, whenever possible, and will be noticed as described above in Goal 1: Inform the Public. • In the event a seven-days public notice is not possible, at least a 24-hour advance public notice of the emergency meeting shall be given to local media services before the time the meeting is held.

## **Public Workshops**

Same steps as public meetings (above) and may also include:

- Targeted communication with impacted communities (<u>subscribe</u> to receive workshop updates online at <u>www.ecrc.org/RTPO</u>)
- 2. Print collateral mailed via USPS within project area of interest
- 3. Tailored activities and presentations to include flip charts, maps, surveys, and/or handouts

## Online Workshops/Virtual Town Halls

Can be held independent of, or in coordination with, a standing public workshop or meeting. Same steps as public meetings (above) and may also include:

- 1. Live Q & A session
- 2. Use of virtual platforms such as GoToMeeting/Webinar, ArcGIS, etc.
- 3. Live streaming of presentations
- 4. Social media promotion of the opportunity

## Nontraditional Outreach/Workshops

Same steps as public meetings (above) and may also include:

- 1. Targeted locations or events within the project area
- 2. Tailored activities and collateral to include flip charts, maps, surveys, and/or handouts as needed

#### Civic Outreach

- 1. Targeted active groups within the project study area
- 2. Tailored activities and presentations to include flip charts, maps, surveys, and/or handouts

## Community/Pop-Up Events

1. Targeted locations or events within the project area using project specific information

## Networking Events

1. Tailored collateral to include handouts or presentation as needed

#### **Educational Institution Outreach**

- 1. Simplified and tailored activities and collateral to include flip charts, maps, surveys, and/or handouts
- 2. Educational activities, such as <u>StreetMix</u>, will be used to educate students on the transportation planning process

Outreach activities will be assessed to evaluate their effectiveness and improvements will be made as needed.

# 5. TITLE VI, ADA, AND LEP

The ECRC 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 ECRC prohibits discrimination on the basis of race, color, or national origin in its employment and business opportunities.

ECRC will ensure that its programs, policies, and activities comply with both FTA and FDOT Title VI Regulations of the Civil Rights Act of 1964. The ECRC 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 these regulations.

With adequate notice, the ECRC will accommodate citizens who are hearing and visually impaired, of limited English proficiency, transportation disadvantaged, or have other specific special needs, at all public meetings and workshops.

## Traditionally Underserved 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. ECRC will target outreach to the elderly, persons with disabilities, minorities and low-income communities and other groups traditionally under-represented in the planning process. These groups will be identified through market analysis as outlined in section 1 of this document.

# Identification of Special Populations

U.S. Census data is used to identify the ECRC 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.

U.S. Census demographic data is utilized to focus outreach efforts on 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.

## **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 ECRC's environmental justice initiatives accomplish this by adhering to three fundamental principles:

- To avoid, minimize, or mitigate disproportionately high and adverse health and environmental effects (including social and economic) on minority populations and lowincome populations
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process
- 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.

## Title VI Complaint Procedures

ECRC abides by 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, 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 they have been discriminated against by the ECRC may file a Title VI complaint by completing and submitting the Title VI Complaint Form (*Located on pages 17-22*). The TPO investigates complaints no more than 180 days after the alleged incident. ECRC will only process complete Title VI Complaint Forms. The following procedures will be followed to investigate formal Title VI complaints:

Once the complaint is received, the Title VI Coordinator will review to determine which agency has jurisdiction.

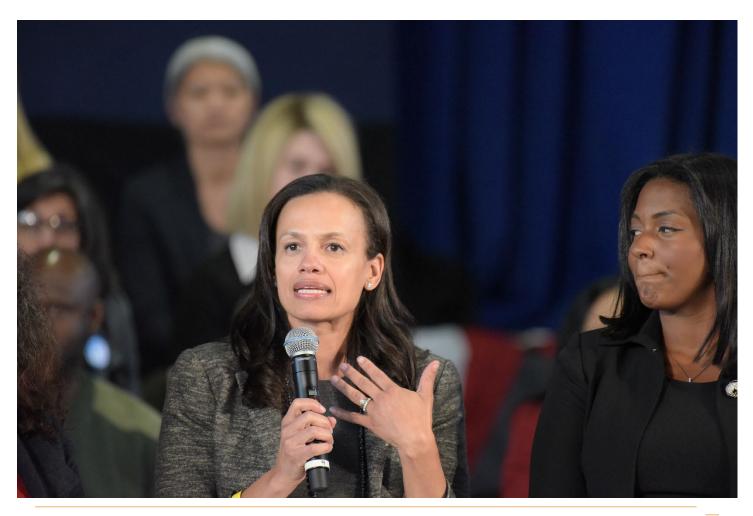
The complainant will receive notice via U.S. Mail and/or email informing them whether the complaint will be investigated by ECRC.

The ECRC has 60 days to investigate the complaint. If more information is needed to resolve the case, ECRC 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, ECRC can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, they will issue one of two determinations to the complainant: a closure notice via U.S. Mail and/or email, or a notice of finding via U.S. Mail and/or email. A closure notice via U.S. Mail and/or email summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A notice of finding via U.S. Mail and/or email 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, they have 30 days after the date of the determination notice to do so.

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 Emerald Coast Regional Rural 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, handicap/disability, income status, religion, family status, retaliation, or other reason 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:	_arge Prin	_arge Print ☐ TDD ☐		Audio Tape  Other		Other 🗌
Section II:						
Are you filing this complaint on yo behalf? *If you answered "yes" to this que go to Section III.		Yes	5*		1	No 🗌
If not, please supply the name and relationship of the person for whom complaining for:	you are	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:						
Section III:						
I believe the discrimination I experie apply):	nced was l	pased on (check	all that [	Date	of Alleged Discrimina	tion:
☐ Race ☐ Color		☐ National C	Origin			

☐ Sex ☐ Age ☐ Income Status ☐ Religion	☐ Handicap/Disability ☐ Retaliation/Other		
Explain as clearly as possible what happene were involved. Include the name and contact names and contact information of any witnes	t information of the person(s	) who discriminated aga	inst you (if known) as well as
Section IV			
Have you previously filed a Title VI complaint	t with this agency?	Yes 🗌	No 🗌
Section V  Have you filed this complaint with any other Fagency, or with any Federal or State Court?	Federal, State, or local	Yes □	No 🗌
If yes, check all that apply and list name of ag	gency/court if known:		
☐ Federal Agency: ☐ State Agency: ☐ Local Agency:	Federal Court:  State Court:		
Section VI			
Please provide information about a contact p	erson at the agency/court wl	here 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:

Emerald Coast Regional Rural Transportation Planning Organization

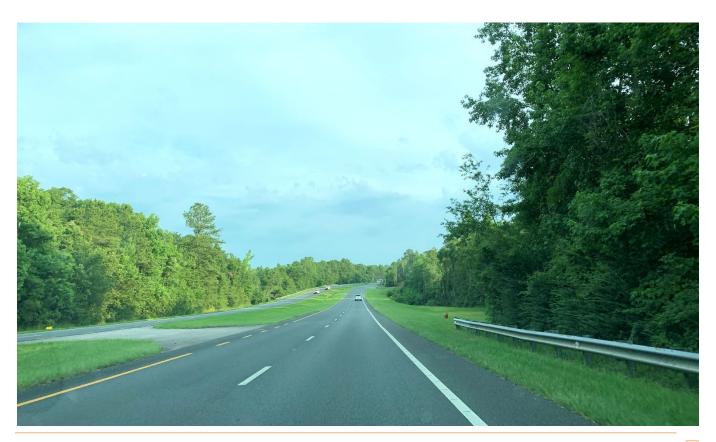
Leandra Meredith, Title VI Coordinator,

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**

Organización Regional de Planificación del Transporte de Emerald Coast 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 deberá, por motivos de raza, color, origen nacional, sexo, edad, discapacidad / discapacidad, estado de ingresos, religión, estado familiar, represalia u otra razón ser excluido de participación en, se le negarán los beneficios de, o se le someterá a discriminación o represalia bajo cualquier programa o actividad financiado por el gobierno federal o no federal administrado por esta agencia o sus subreceptores.

Sección I:				
Nombre Del Demandante:				
Dirección Del Demandante:				
Teléfono (Casa):	Teléfono (Trabajo):		Dirección De Correo Electrónico:	
Requisitos formato Letra accessible:	Letra Grande			e  Otro
Sección II:				
¿Está presentando esta queja en su propio nombre?  *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:				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 Si No tercero:				
Sección III:				
Creo que la discriminación que experimenté fue basado en (marque todo lo que corresponda):			de la Discriminación Presunta:	

☐ Raza ☐ Sexo ☐ Estado de Ingresos	Color Edad Religión	Origen Nacional andicap/Discapacidad Represalias/Otro			
estuvieron involucradas.	ente posible lo que pasó y Incluya el nombre y la inform nformación de los testigos er	nación de contacto de la p	ersona (s) q	ue lo discrir	minó (si se conoce), así
Sección IV					
¿Ha presentado previan	nente una queja del Título VI	con esta agencia?		Si 🗌	No 🗌
Sección V					
¿Ha presentado esta qu cualquier tribunal federa	ueja ante cualquier otro, esta l o estatal?	ital o agencia local Feder	al, o ante	Si 🗌	No 🗌
En caso afirmativo, mar	que todo lo que corresponda:				
Agencia		☐ Tribunal Federal:			
Agencia Estatal:		☐ Tribunal Estatal:			
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:

Emerald Coast Regional Rural Transportation Planning Organization

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 Bay County TPO:	Fecha De La Investigación Completada:	Investigador Asignado:				



#### EMERALD COAST REGIONAL COUNCIL TITLE VI POLICY STATEMENT

The Emerald Coast Regional Council (ECRC) declares that it will not tolerate the practice of discrimination. That it will uphold all requirements and regulations of the Florida Department of Transportation, Federal Transit Administration as well as the United States Department of Transportation and the United State Government. ECRC abides by the requirements of the Title Ci of the Civil Rights Act of 1964 because they are the law, but also because ECRC is committed to principals of equality and morality. ECRC will not tolerate discrimination in its programs, services, or activities.

Karen Cuchens, Chairwoman

Emerald Coast Regional Council Board of Directors **Austin Mount, Chief Executive Officer** 

Emerald Coast Regional Council