



# **CITY OF POMPANO BEACH**

## **Title VI Program**

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## **1.0 Introduction and Description of Services**

The City of Pompano Beach submits this Title VI Program in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

The City of Pompano Beach is a sub-recipient of FTA funds and provides service in the Pompano Beach and portions of Deerfield Beach and Lauderdale by the Sea. The current description of the City of Pompano Beach Community Shuttle Program is described under Section 1.1.

### **Title VI Liaison**

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Title: City Manager

Phone Number: 954-786-4601

Address: 100 W. Atlantic Blvd. Pompano Beach, FL 33060

### **Alternate Title VI Contact**

Name: Bobby Bush

Title: Acting Human Resources Director

Phone Number: 954-786-4698

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Address: 100 W. Atlantic Blvd. Pompano Beach, FL 33060

Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by FDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to race, gender and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not experiencing discrimination.
- Implement procedures for the prompt processing of Title VI complaints.

## **1.1 Current Description of the Program**

The City of Pompano Beach Florida was incorporated in 1908, and prides itself on quality public services. The City of Pompano Beach is made up of 870 full- time employees and 214 part-time employees. The City Manager is responsible for the day-to-day operations of this organization and reports directly to the City Commission.

The City serves all people: minority populations, low-income populations, the elderly, persons with disabilities, and those who travel the state of Florida. The City recognizes its responsibility to provide fairness and equity in all of its programs, services, and activities, and that it must abide by and enforce federal and state civil rights legislation. The City of Pompano Beach's current and long-term focus as a transportation provider is on maintaining the best coordinated transportation system possible for this community. Our goal is to create a coordinated system with the objective of providing safe, reliable, timely and efficient transportation services to local residents.

The Community Shuttle Service is provided in accordance with an Interlocal Agreement executed on September 24, 2019, between the City of Pompano Beach and Broward County and Amended on November 20, 2020. The City will continue to operate at previous year (2021) service hours averaging 32 total service hours per day for all

routes or approximately 8,120 annual service hours (assuming 256 operating days).

The City's Contractor is responsible for the employee training and management of the Community Shuttle Program. All Contractor's employees are required to complete FDOT approved safety and security training course as part of their new hire orientation. These employees are also required to complete eighty (80) hours of on-the-road driver training, which includes riding with a trained driver behind-the-wheel training, and training on proper use of wheel chair lifts and safety devices. The Contractor is responsible for annual renewal of all liability insurance for both FDOT and agency owned vehicles, as well as vehicle registration renewal. It is the Contractor's responsibility to administer all aspects of the Community Shuttle Program and to control access and usage of all vehicles.

Maintenance on all vehicles is provided by the Contractor. The Contractor has a total of one hundred and twenty one (121) employees: eighty three (83) full-time drivers, eleven (11) part-time drivers, twelve (12) administrative staff and fifteen (15) support staff. In addition, there are two dedicated full time City employees that oversee the Community Shuttle Program. The Contractor employs ASE Certified Technicians with experience driving commercial passenger vehicles. The Contractor maintains all files regarding vehicles and drivers at its operations base located at 2000 North State Road 7, Lauderdale Lakes, FL 33313. All records are maintained and retained for a minimum of four (4) years.

Only drivers that have completed all of the required safety and driver training requirements will be allowed to drive the vehicles. All drivers are required to have a Commercial Driver's License, which ensures coverage for all of the larger vehicles.

## 1.2 Description of Service Routes and Ridership

The Community Shuttle Program is available to the residents and provides a wide range of trip purposes that include: medical, nutrition, shopping, social services, training, employment, and recreation. Currently, the Community Shuttle Program has four different routes. Each Route is equipped with one shuttle. The shuttles are equipped for wheelchair service.

The community shuttles make twenty-eight (28) trips per day in average provided throughout your four routes on average and the Contractor leverages their fleet resources so that all vehicles are used in a responsible manner to provide full coverage and retire the vehicles at a consistent pace and appropriate age and mileage. For additional information on the Program's ridership monthly reports please follow the [Broward County's webpage](#).

## 2.0 First Time Applicant Requirements

*FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.*

The City of Pompano Beach is not a first-time applicant for FTA/FDOT funding. The following is a summary of the City's current and pending federal and state funding.

Grant	Agency	Submitted	Submitted Projected Award	Application Status
FL0650 Florida Council on Arts and Culture: General Program Support (GPS) - FY 2023	FL State Dept	06/01/2021	\$150,000.00	Pending

Grant	Agency	Submitted	Submitted Projected Award	Application Status
FL1342 African-American Cultural and Historical (AACH) Grant Program - FY 2022	FL State Dept	11/29/2021	\$500,000.00	Pending
US17500A National Endowment for the Arts (NEA): American Rescue Plan (ARP) Grants to Organizations (Part A): Group A-L - FY 2021	US NEA	08/25/2021	\$150,000.00	Pending
ORG0057 Aviation Workforce Development Grant Program		03/29/2021	\$375,000.00	Pending
FL1270 Community Development Block Grant - Mitigation (CDBG-MIT): Rebuild Florida General Infrastructure Program (Select Areas) - FY 2021	FL DEO	09/17/2021	\$2,031,000.00	Pending
FL1315 Community Development Block Grant - Coronavirus (CDBG-CV): Entitlement Program - FY 2022	FL DEO	10/29/2021	\$518,561.00	Pending
CARES Act for Airports	DOT FAA	4/25/2020	\$69,000	Funded
CARES - CDBG (State) Round 1	HUD	5/11/2020	\$613,463	Funded
CARES - CDBG (State) Round 3	HUD	9/17/1010	\$842,961	Funded
Coronavirus Emergency Supplemental Funding Program	BJA/DOJ	5/29/2020	\$219,058	Funded
CARES Act	HHS		\$85,374	Funded
CARES Act SHIP CRF Round 1	Florida Housing		\$435,000	Funded
CARES Act SHIP CRF Round 2	Florida Housing		\$261,000	Funded
CARES Act SHIP CRF (Additional Funding)	Florida Housing		\$361,535	Funded
CARES Corona Relief Fund (CRF)	Broward County		\$7,137,309	Funded
CARES Act	NEH	6/1/2020	\$0	Denied
CARES Act	NEA	6/1/2020	\$0	Denied
CARES Act	<u>DOT/FAA</u>	5/8/2020	\$69,000	Funded
ACRGP	DOT/FAA	3/2/2021	\$57,162	Funded
HOME ARPA	US Treasury	6/7/2021	\$1,639,319	Funded
Airport Rescue Grant Program	DOT FAA	7/20/2021	\$59,000	Funded
American Recovery Plan Act 2022	US Treasury	5/10/2021	\$12,997,028	Funded
American Recovery Plan Act 2023	US Treasury		\$12,847,029	Funded
ORG0033 Broward Redevelopment Program	BC Community Redevelopment	03/04/2019	\$1,000,000.00	Awarded
ORG0051 Art of Community	Community Foundation of Broward	02/25/2020	\$30,000.00	Awarded

Grant	Agency	Submitted	Submitted Projected Award	Application Status
FL0650 Florida Council on Arts and Culture: General Program Support (GPS) - FY 2021	FL State Dept	07/02/2020	\$47,795.00	Awarded
FL0650 Florida Council on Arts and Culture: General Program Support (GPS) - FY 2022	FL State Dept	06/01/2021	\$75,000.00	Awarded
ORG0058 Broward County Program Support grant	Broward County	09/01/2021	\$13,500.00	Awarded
FL0883 Competitive Florida Partnership: Community Planning Technical Assistance Grants - FY 2021	FL DEO	08/07/2020	\$35,000.00	Awarded
FD6957B Florida Humanities Council (Part B): Community Project Grants (Florida) - FY 2018	FD Foundation	12/13/2018	\$5,000.00	Awarded
FL0883 Community Planning Technical Assistance Grants - FY 2022	FL DEO	07/15/2021	\$45,000.00	Awarded
FL1208 Florida Resilient Coastlines Program (FRCP): Resilience Planning Grants (RPG) (Limited Eligibility) - FY 2022	FL Environmental Protection	05/25/2021	\$75,000.00	Awarded
FL1307 Project Safe Neighborhoods (PSN) Grant: Southern District of Florida (Select Counties) - FY 2019	FL Law Enforcement	08/11/2020	\$70,061.00	Awarded
ORG0050 TRANSIT CORRIDOR GRANT	Florida Department of Transportation	09/19/2019	\$831,909.00	Awarded
FL0058 Hazard Mitigation Grant Program (HMGP) - FY 2018	FL Other	06/26/2019	\$2,991.00	Awarded
FL0058 Hazard Mitigation Grant Program (HMGP) - FY 2018	FL Other	06/26/2019	\$3,836.00	Awarded
FL0444 Hurricane Loss Mitigation Program (HLMP) - FY 2020	FL Other	08/05/2019	\$194,000.00	Awarded
FL0444 Hurricane Loss Mitigation Program (HLMP) - FY 2021	FL Other	07/27/2020	\$194,000.00	Awarded
FL0178 Florida Inland Navigation District (FIND): Waterways Assistance Program (WAP) (Select Counties) - FY 2020	FL Other	09/24/2020	\$475,000.00	Awarded
ORG0049 Broward Boating Improvement Program	Broward County	04/29/2020	\$375,000.00	Awarded
FD5738 USA Football: Equipment Grants - FY 2019	FD Foundation	05/30/2019	\$4,500.00	Awarded
FL0650 Florida Council on Arts and Culture: General Program Support (GPS) - FY 2020	FL State Dept	06/24/2019	\$42,757.00	Awarded
FL0117 Florida Recreation Development Assistance Program (FRDAP) - FY 2021	FL Environmental Protection	09/03/2020	\$200,000.00	Awarded

Grant	Agency	Submitted	Submitted Projected Award	Application Status
ORG0056 McNair/Novelty Park	Broward County	11/19/2019	\$58,000.00	Awarded
FD12400 Health Foundation of South Florida: Healthy Eating Active Communities: Healthy Environments Supporting Physical Activity: Parks with Outdoor Exercise Equipment (Select Counties, FL) - FY 2019	FD Foundation	09/23/2019	\$71,255.00	Awarded
ORG0047 Air Park Taxiway D Rehab	Department of Transportation	11/21/2018	\$400,000.00	Awarded
ORG0052 AIR PARK ACCESS ROAD AND SECURITY GATE	Florida Dept. of Transportation	11/05/2019	\$184,000.00	Awarded
ORG0053 COASTAL DUNE GRANT PROGRAM	Broward County	01/07/2020	\$15,000.00	Awarded
US0281 Airport Improvement Program (AIP): Primary, Cargo, and Nonprimary Entitlement Funds - FY 2021	US Transportation	08/26/2021	\$498,703.00	Awarded
US3052 South Florida Initiative (South Florida) - FY 2019	US EPA	02/03/2020	\$500,000.00	Awarded
THE DEVELOPMENT OF A LANDSIDE ACCESS FOR PARCEL "Y" AT THE POMPANO BEACH AIR PARK	FDOT	12/14/2021	\$450,000.00	Awarded
Air Traffic Control Tower (ATCT) Siting Study Grant	FDOT	2/19/2020	\$360,000.00	Awarded
Airport Security Gate Enhancement Grant	FDOT	8/06/2020	\$600,000.00	Awarded
Construction of Runway 28 Extension and Reconfigure Taxiway E Grant	FAA	02/28/2022	\$4,148,542.00	Awarded

The City of Pompano Beach prepared its initial Title VI Plan in furtherance of its application for funding from FDOT in 2014 and then in October 2018.

## 2.1 Annual Certifications and Assurances

The City of Pompano Beach will remain in compliance with this requirement by annual submission of certifications and assurances as required by FDOT and Broward County.

## 2.2 Title VI Program Concurrence and Adoption

The Title VI Program was reviewed and approved by the City Manager, which serves as the executive official for the City of Pompano Beach that is responsible for the administration of all departments and City operations. The City's letter affirming the review and approval of the Program by the City Manager is included in Appendix B. The Title IV Program was reviewed and approved by the City Commission of the City of Pompano Beach.

## 3.0 Title VI Notice to the Public

*FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.*

### **3.1 Notice to Public**

#### **Notifying the Public of Rights Under Title VI**

##### **CITY OF POMPANO BEACH**

- The City of Pompano Beach 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 that has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Broward County Transit.
- For more information on the City of Pompano Beach's civil rights program, contact 954-786-4698; email Bobby.Bush@copbfl.com; or visit our administrative office at 100 W Atlantic Blvd., Florida 33060. For more information visit the City's Title VI webpage: <https://www.pompanobeachfl.gov/government/human-resources/title-vi>.
- For more information on Title VI procedures, to file a complaint or obtain a complaint form contact Broward County Transit (BCT) at (954) 357-8481, TTY (954) 357-8302, or visit BCT's website <https://www.broward.org/BCT/Pages/TitleVI.aspx>. You may also request information in writing to the Broward County Transportation Department, Transit Manager – Compliance: 1 North University Drive, 3100A, Plantation, FL 33324.
- If information is needed in another language, contact (954) 357-8481, TTY (954) 357-8302.

### **3.2 Notice Posting Locations**

The Notice to Public will be posted at many locations to apprise the public of City of Pompano Beach's obligations under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of the City's facilities including the City Hall's lobby, civic centers and on the City's website <https://www.pompanobeachfl.gov/>. Additionally, the City of Pompano Beach will post the notice at transit center and on the community shuttles.

### **4.0 Title VI Procedures and Compliance**

*FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public.*

### **4.1 Complaint Procedure**

In accordance with the Interlocal Agreement with Broward County on September 24, 2019 and Amended on November 20, 2020, the City of Pompano Beach will use BCT's Complaint Process, Form and Procedures.



## 4.2 Complaint Form

A copy of the complaint form is provided in Appendix C and on [Broward County Transit's website](#).

## 4.3 Record Retention and Reporting Policy

The City of Pompano Beach will submit Title VI Programs to FDOT, BCT and any other primary recipient that provides funding to the City of Pompano Beach for concurrence on an annual basis or any time there is a major change in the Community Shuttle Program.

Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to the primary recipient annually.

## 4.4 Sub-recipient Assistance and Monitoring

The City of Pompano Beach does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to FDOT, the City of Pompano Beach utilizes the sub-recipient assistance and monitoring provided by FDOT, as needed. In the future, if the City of Pompano Beach has sub-recipients, it will aid and monitoring as required by FTA Circular 4702.1B.

## 4.5 Contractors and Subcontractors

The City of Pompano Beach is responsible for ensuring that contractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. The City of Pompano Beach, its contractors and subcontractors, may not discriminate in their employment practices in connection with federally assisted projects. While contractors and subcontractors are not required to prepare or submit a Title VI Program, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

### Nondiscrimination Clauses

During the performance of a contract, the contractor, its assignees and successors in interest (hereinafter referred to as the "Contractor") must agree to the following clauses:

1. **Compliance with Regulations:** The Contractor shall comply with nondiscrimination regulations in federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are incorporated by reference and made a part of this Agreement.
2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and the Federal Motor Carrier Safety Administration to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and the Federal Motor Carrier Safety Administration as appropriate, and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, the City of Pompano Beach shall impose contract sanctions as appropriate, including, but not limited to:
- a. withholding of payments to the Contractor until the Contractor complies, or
  - b. cancellation, termination or suspension of the contract.
6. **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations or related. The Contractor shall take such action with respect to any subcontract or procurement as the City of Pompano Beach, Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance.

## 5.0 Title VI Investigations, Complaints, and Lawsuits

*FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.*

The City of Pompano Beach's Community Shuttle Program has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, sex, age, disability, religion, or family status, or national origin over the past three (3) years.

## 6.0 Public Participation Plan (PPP)

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Plan shall include the following information: A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Plan submission. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.*

The Public Participation Plan (PPP) for the City of Pompano Beach was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for the City of Pompano Beach. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about the City of Pompano Beach services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The PPP is included as Appendix D to The City of Pompano Beach Title VI Program.

### Current Outreach Efforts

The City of Pompano Beach is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of the City of Pompano Beach recent, current, and planned outreach activities:

- In the last three (3) years 2020-2023 the Community Shuttle Program has not made any significant adjustments that has affected the Community Shuttle service.
- There were constant notifications sent out to the public related to Covid-19 emergency orders.
- On September 24, 2019 The City entered into a five-year Interlocal Agreement with Broward County to provide the Community Shuttle service via Ordinance No.2019-111. A notification to public and for citizen's input during the hearings was sent out before the contract was adopted by the City Commission. The interlocal agreement was later amended on November 10, 2020. The public was notified accordingly before the City Commission approved the first amendment to the original agreement.
- On June 23, 2020, the City entered into a five-year agreement with Limousine of South Florida. Inc (vendor) to provide the Community Shuttle Service via Ordinance No. 2020-63. The agreement required two readings, a notification to public and for citizen's input during the hearings was sent out before the contract was adopted by the City Commission.

## 7.0 Language Assistance Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).*

The City of Pompano Beach operates its Community Shuttle Program within the City boundaries and portions of Deerfield Beach and Lauderdale by the Sea. The Language Assistance Plan (LAP) has been prepared to address the City of Pompano Beach's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP) to read, write, speak or understand English. According to Census, in the City of Pompano Beach service area, there are 20,939 residents or 19.8% who indicated that they speak English less than "very well." <sup>1</sup>The City of Pompano Beach is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals with LEP. The City of Pompano Beach has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Appendix E.

## 8.0 Transit Planning and Advisory Bodies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.*

The City of Pompano Beach does not have a transit-related committee or board; therefore, this requirement does not apply.

## 9.0 Title VI Equity Analysis

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.8: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.*

The City of Pompano Beach, since 2014, following the adoption of its initial Title VI Plan, has not constructed any transit facilities nor is it involved in the planning stage of any transit facility construction project including site location and acquisition. Therefore, the City of Pompano Beach does not have any Title VI Equity Analysis reports to submit with this Plan. The City of Pompano Beach will utilize the demographic maps included in Appendix G for future Title VI analysis.

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<sup>1</sup> [Census.gov](https://www.census.gov)

## 10.0 System-Wide Service Standards and Service Policies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

The City of Pompano Beach is a fixed route service provider.

The City of Pompano Beach has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

### 10.1 Service Standards

The City of Pompano Beach has prepared standards for all modes it operates including Community Shuttle service. There are no Saturday or Sunday services for the Community Shuttle Program.

#### a. Vehicle Load

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
25' Cutaway Minibus	20	8	28	1.5

#### b. Vehicle Headway:

POLICY HEADWAYS AND PERIODS OF OPERATION				
WEEKDAY	Peak	Base	Evening	Night
Feeder (Green Route)	80	80	80	--
Feeder (Orange Route)	90	90	90	--
Feeder (Red Route)	80	80	80	--
Feeder (Blue Route)	72	72	72	--
Green Route	6:30a.m.-9a.m. and 3p.m.-5p.m.	9a.m.-3p.m.	5p.m.- 6:30p.m.	
Orange and Red Routes	6:30a.m.-9a.m. and 3p.m.-5p.m.	9a.m.-3p.m.	5p.m.-6:30p.m.	
Blue Route	7:00a.m.-9a.m. and 3p.m.-5p.m.	9a.m.-3p.m.	5p.m.-7:00p.m.	

“--” means no service is provided during that time period

c. On-Time Performance

A vehicle is considered on time if it departs a scheduled time point no more than zero (0) minutes early and no more than five (5) minutes late. The City of Pompano Beach on-time performance objective is 90% or greater. The City of Pompano Beach continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

d. Service Availability

The City of Pompano Beach will distribute transit service so that 90% of all residents in the service area, not residing in a gated community, are within a 1/4 mile walk of shuttle service or within a 1/2 mile walk of rail service.

All four Community Shuttle Routes operate to complement Broward County’s local, breeze, express, and paratransit services. To the greatest extent possible the Community Shuttle will fill gaps in Broward County’s service coverage and offer local circulation to neighborhood destinations.

## 10.2 Service Policies

FTA requires fixed route transit providers to develop a policy for service indicators. The City of Pompano Beach has prepared the following policies for its Community Shuttle Program:

a. Distribution of Transit Amenities

The City collaborates with Broward County in the siting of transit amenities in accordance with a criterion based on ridership, community need, and available right-of-way. For passenger convenience, Community Shuttle stops are generally placed in close proximity of shopping plazas, grocery stores, hospitals, parks, and offices.

b. Vehicle Assignment

Vehicles in service for five (5) years or 150,000 miles are prioritized for replacement. Routes regularly exceeding the vehicle capacity threshold should be addressed through additional service. The Broward County is generally responsible for the procurement and replacement of transit vehicles based on need and available funding.

Vehicles for the City of Pompano Beach Community Shuttle Program are provided through the agreement with the City’s Contractor. The vehicles are standard twenty-four (25) feet, air-conditioned cut away type with twenty (20) passenger capacity and wheelchair lift.

## 11.0 Appendices

APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS
APPENDIX B	TITLE VI PROGRAM CITY OFFICIAL ASSURANCE LETTER AND FDOT CONCURRENCE LETTER
APPENDIX C	TITLE VI BROWARD COUNTY COMPLAINT FORM
APPENDIX D	PUBLIC PARTICIPATION PLAN (PPP)
APPENDIX E	LANGUAGE ASSISTANCE PLAN (LAP)
APPENDIX F	OPERATING AREA LANGUAGE DATA: CITY OF POMPANO BEACH SERVICE AREA
APPENDIX G	DEMOGRAPHIC MAPS

## **Appendix A: FTA Circular 4702.1B Reporting Requirements for Transit Providers**

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Sub-recipients shall submit the information below to their primary recipient (the entity from whom the sub-recipient receives funds directly), on a schedule to be determined by the primary recipient.

### **General Requirements** (*All recipients must submit*):

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- Primary recipients shall include a description of how the agency monitors its sub-recipients for compliance with Title VI, and a schedule of sub-recipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below).

### **Requirements of Transit Providers** (*All Fixed Route Transit Providers must submit*):

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

- Vehicle Assignment for each mode

## **Appendix B: Title VI Program City Official Assurance Letter and FDOT Concurrence Letter**

### **Title VI/ Nondiscrimination Assurance**

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

The City of Pompano Beach further assures FDOT that it will undertake the following with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the Recipient's City Manager.
2. Issue a policy statement signed by the City Manager, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in languages other than English.
3. Insert the clauses of Appendices A and E of this agreement in every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against sub-recipients. Complaints against the Recipient shall immediately be forwarded to the FDOT District Title VI Coordinator.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or USDOT, take affirmative action to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) calendar days.
7. Have a process to collect racial and ethnic data on persons impacted by your agency's programs.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the Recipient.

---

Gregory P. Harrison  
City Manager, City of Pompano Beach

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Date



## **APPENDICES: A and E**

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

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration as appropriate, and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, the Florida Department of Transportation shall impose such contract sanctions as it or the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may determine to be appropriate, including, but not limited to:
  - a) Withholding of payments to the Contractor under the contract until the Contractor complies, and/or
  - b) Cancellation, termination or suspension of the contract, in whole or in part.

6. **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (7) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. In the event a Contractor becomes involved in, or is threatened with, litigation with a sub-contractor or supplier as a result of such direction, the Contractor may request the Florida Department of Transportation to enter into such litigation to protect the interests of the Florida Department of Transportation, and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.
7. **Compliance with Nondiscrimination Statutes and Authorities:** Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21; The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601 ), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects); Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex); Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27; The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age); Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex); The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not); Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38; The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex); Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations; Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 7 4087 to 7 4100); Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

**Appendix C: Title VI Broward County Complaint Form**



Transportation Department

TRANSIT DIVISION / Administration

1 N. University Drive, Suite 3100A • Plantation, Florida 33324 • 954-357-8300 • FAX 954-357-8305

**LANGUAGE TRANSLATION SERVICE AVAILABLE**

*NOTE: If you require this Title VI Complaint Form to be translated into another language, please log onto [www.broward.org/bct](http://www.broward.org/bct). Click on either "Microsoft Translator" or "Google Translate" at the top right corner of the web page and select the appropriate language for your translation.*

**SERVICIO DE TRADUCCIÓN LENGUA DISPONIBLE**

*NOTA: Si usted requiere de este Formulario de Queja del Título VI de ser traducido a otro idioma, por favor haga clic en cualquiera de "Microsoft Translator" o "Google Translate" en la esquina superior derecha de esta página web y seleccionar el idioma.*

**LANG TRADIKSYON SÈVIS KI DISPONIB**

*REMAK: Si w mande pou s a Tit VI Fòm Plent dwe tradui nan yon lòt lang, tanpri klike sou swa "Tradiktè Microsoft" oswa "Google Translate" nan kwen paj sa a web tèt dwat epi chwazi lang ki apwopriye a pou tradiksyon ou.*

**Broward County Board of County Commissioners  
Transportation Department**

**COMPLAINT OF ADA and TITLE VI DISCRIMINATION**

The Broward County Transit Division, as a recipient of federal financial assistance, is required to ensure that its transit service and related benefits are distributed in a manner consistent with Title VI of the Civil Rights Acts of 1964, as amended.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination under Title VI, on the basis of race, color, or national origin, may file a written complaint with the Broward County Transit Division.

We are asking for the following information to assist us in processing your complaint. If you need help in completing this form, please contact us at (954) 357-8481 or TTY: (954) 357-8302.

*NOTE: Alternate means of filing complaint, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.*

- 
1. Complainant Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Email Address: \_\_\_\_\_

2. Person you believe discriminated against you (if known):

Name: \_\_\_\_\_

3. Location of incident: \_\_\_\_\_

4. Are you represented by an attorney for this complaint?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please complete the following:

Attorney's Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_  
Telephone: \_\_\_\_\_

5. Which of the following best describes the reason you believe the discrimination took place? Please circle.

Race	Color	National Origin	Sex	Income Status	Age
Disability	Retaliation	Sexual Orientation	Political Affiliation	Marital Status	

6. Date(s) of the alleged discrimination: \_\_\_\_\_

7. In the space below, please describe the alleged discrimination. Explain what happened and who you believe was responsible. *(Include bus number, route number, name of transit employee(s) involved in the incident, date, location, and time of the incident, if applicable.)* Attach additional sheet if necessary.

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8. Have you filed a complaint of the alleged discrimination with a federal, state, or local agency; or with a state or federal court?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, check all that apply:

Federal \_\_\_\_\_ Federal Court \_\_\_\_\_  
State \_\_\_\_\_ State Court \_\_\_\_\_ Local Court \_\_\_\_\_

Please provide the name of the Agency where you filed your complaint.

Agency Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

\_\_\_\_\_  
Complainant Signature

\_\_\_\_\_  
Date of Signature

You may attach any additional information you think is relevant to your complaint.

Submit your signed complaint and any attachments to:

**Broward County Transit Division**  
**Attention: Transit Manager – Compliance**  
**1 North University Drive, Suite 3100A, Box 306**  
**Plantation, FL 33324**

## **Appendix D: Public Participation Plan (PPP)**

### **Introduction**

The Public Participation Plan (PPP) for the City of Pompano Beach ensures that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for the City of Pompano Beach. The City of Pompano Beach also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community-based organizations, major employers, passengers and the general public, including low-income, minority, LEP, and other traditionally underserved communities.

### **Public Participation Goals**

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment, about the City of Pompano Beach and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** The City of Pompano Beach will proactively reach out and engage low-income, minority, and LEP populations for the City of Pompano Beach service area so these groups will have an opportunity to participate.
- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporally, linguistically and culturally.
- **Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.
- **Responsiveness:** The City of Pompano Beach will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- **Adaptability:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexibility:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

### **Public Participation Methods**

The City of Pompano Beach intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

The City of Pompano Beach will conduct community meetings and listening sessions as appropriate with passengers, employers, community-based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the City of Pompano Beach's Public Records Request webpage: <https://www.pompanobeachfl.gov/public-records-request> and all feedback on the site will be recorded and passed on to the City of Pompano Beach management. The public will also be able to call the Pompano Beach City Manager's Office at 954-786-4601 from Monday to Thursday; 7 a.m. - 6 p.m.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services.

For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. For community meetings and other important information, the City of Pompano Beach will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement
- Posters or flyers in transit center
- Posting information on website
- Press releases and, if feasible, briefings to media outlets
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Other methods required by local or state laws or agreements

Information and materials communicating proposed and actual service adjustments will be made available in English and any other language that meets the "safe harbor" criteria.

## **Appendix E: Language Assistance Plan (LAP)**

### **Introduction**

The City of Pompano Beach operates a shuttle program within the Pompano Beach and portions of Deerfield Beach and Lauderdale by the Sea service area. The Language Assistance Plan (LAP) has been prepared to address the City of Pompano Beach's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP) to read, write, speak or understand English. In the City of Pompano Beach service area there are 20,939 residents or 19.8% who speak English less than "very well" (Source: US Census). The City of Pompano Beach is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP.

For many LEP individuals, public transportation is the principal transportation mode available. It is important for the City of Pompano Beach be able to communicate effectively with all of its riders. When the City of Pompano Beach is able to communicate effectively with all of its riders, the service provided is safer, more reliable, convenient, and accessible for all within its service area. The City of Pompano Beach is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency's services in accordance with Title VI.

This plan will demonstrate the efforts that the City of Pompano Beach undertakes to make its service accessible to all persons without regard to their ability to communicate in English. The plan addresses how services will be provided through general guidelines and procedures including the following:

- Identification: Identifying LEP populations in service areas
- Notification: Providing notice to LEP individuals about their right to language services
- Interpretation: Offering timely interpretation to LEP individuals upon request
- Translation: Providing timely translation of important documents
- Staffing: Identifying City and Contractor's staff to assist LEP customers
- Training: Providing training on LAP to responsible Contractor's employees

### **Four-Factor Analysis**

The analysis provided in this report has been developed to identify LEP population that may use the City of Pompano Beach services and identify needs for language assistance. This analysis is based on the "Four Factor Analysis" presented in the Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

- 1) Demography: identifying the number and/or proportion of LEP persons served or encountered, and languages spoken in service area.
- 2) Frequency: determining the rate of contact with programs, activities, and services.
- 3) Importance: gauging the nature and importance of programs, services, and activities to people's lives.
- 4) Resources: assessing current and available resources, including language assistance services.

### **Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population**

Of the 112,026 residents in the City of Pompano Beach service area reported by Census, 20,939 residents describe themselves as speaking English less than "very well". People of Hispanic descent are the primary LEP persons likely to utilize the City of Pompano Beach services. For the City of Pompano Beach service area, the American Community Survey of the U.S. Census Bureau, 2019 indicated that among the area's population 80.2% only or speak



English “very well,” while 19.8% speak English less than “very well.”

Appendix F contains a table which lists the languages spoken at home in comparison to the population’s ability to speak English within the City of Pompano Beach service area.

## **Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services**

The City of Pompano Beach has assessed the frequency with which LEP individuals come in contact with the shuttle program and or other programs offered in the City. The methods utilized for this assessment include analysis of Census data, examining phone inquiries, requests for translated documents, and staff survey. As discussed above, Census data indicates that there are two prominent LEP groups within the service area; namely, Spanish and French Creole speakers. Phone inquiries and staff survey feedback indicated that the City of Pompano Beach dispatchers and drivers interact frequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish. If translation services are needed, staff is capable of providing such services to our clients. Translation services provided includes oral and written translation pertaining to our programs and services.

## **Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People’s Lives**

Public transportation and regional transportation planning are vital to many people’s lives. According to the Department of Transportation’s *Policy Guidance Concerning Recipient’s Responsibilities to LEP Persons*, providing public transportation access to LEP persons is crucial. A LEP person’s inability to utilize public transportation effectively, may adversely affect his or her ability to access health care, education, or employment.

An on-board passenger survey was conducted (completed by June 13, 2018) to collect data on usage of and access to the Pompano Beach Community Shuttle Program. According to the survey, the average participant’s age range is between 35 and 54.

Most respondents ride the shuttle to/from work. For the overall County Transit System, 53% of trips surveyed are for work purposes. In the case of express shuttle trips, almost 94% of express shuttle trips are for work purposes; while in the case of breeze trips, 64% of breeze are for work purposes. For community shuttle service, 23% of trips are for shopping purposes; 15% are for personal business; and another 10% are for visiting/recreation.

Respondents were asked how they would make their trip if the shuttle were not available. Across service types, 17% indicated they would ride with someone else if the shuttle were not available and 13% indicated they would drive themselves.

All transportation services are performed in compliance with Broward County for Transportation Disadvantaged Services. The Program will comply with Chapter 427 of the Florida Statutes and Chapter 41-2 of the Florida Administrative Code. The Program also maintains a log of trip denials, which is utilized to make referrals, as well as documentation for expansion of services.

## **Factor 4: The Resources Available to the Recipient and Costs**

The City of Pompano Beach assessed its available resources that are currently being used, and those that could be used, to aid LEP populations. These resources include the following: 2 full time City employees who oversee the Community Shuttle Program being delivered to our residents through our contractor. The City of Pompano Beach provides a reasonable degree of services for LEP populations in its service area.

## **Language Assistance Plan**

In developing a Language Assistance Plan, FTA guidance recommends the analysis of the following five elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

The five elements are addressed below:

### **Element 1: Identifying LEP Individuals Who Need Language Assistance**

The City of Pompano Beach has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix H). As presented in Appendix H, 57.2% of the service area population speaks English. The largest non-English spoken language in the service area is Spanish (27.4%). Of those whose primary spoken language is Spanish, approximately 39.0% identify themselves as speaking less than “very well”. Those residents whose primary language is French Creole represent 12.5% of the serviced population of which approximately 8.9% identify themselves as speaking English less than “very well”.

The City of Pompano Beach identifies language assistance need for an LEP group by:

1. Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Having Census Bureau Language Identification Flashcards available at the various meetings. This will assist the City of Pompano Beach in identifying language assistance needs for future events and meetings.
3. Having Census Bureau Language Identification Flashcards on all transit vehicles to assist operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to obtain contact information to give to the City of Pompano Beach management to follow-up.

Vehicle operators and front-line staff (i.e. Dispatchers, Transit Operation Supervisors, etc.) will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

### **Element 2: Language Assistance Measures**

The City of Pompano Beach has undertaken the following actions to improve access to information and services for LEP individuals:

1. Provide bilingual staff at community events, public hearings, and meetings.
2. Survey transit drivers and other front-line staff on their experience concerning any contacts with LEP persons during the previous year.
3. Provide Language Identification Flashcards on-board transit vehicles and in the Your Community Transit offices.
4. Include statements clarifying that being bilingual is preferred on shuttle driver recruitment flyers and on-board recruitment posters.
5. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services.

### **Element 3: Training Staff**

In the case of City of Pompano Beach’s contractor, the most important staff training is for Customer Service Representatives and transit drivers. Several representatives are bilingual, speaking English and Spanish.

The following training is provided to Customer Service Representatives:

1. Information on Title VI Procedures and LEP responsibilities
2. Use of Language Identification Flashcards
3. Documentation of language assistance requests
4. How to handle a potential Title VI/LEP complaint

#### **Element 4: Providing Note to LEP Persons**

The City of Pompano Beach makes Title VI information available in English and Spanish on the City's website. Key documents are written in English and Spanish. Notices are also posted in the City of Pompano Beach's lobby and on shuttles. Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

#### **Element 5: Monitoring and Updating the Plan**

The plan will be reviewed and updated on an ongoing basis. Updates will consider the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether the City of Pompano Beach financial resources are sufficient to fund language assistance resources needed

The City of Pompano Beach understands the value that its Community Shuttle service plays in the lives of individuals who rely on this service, and the importance of any measures undertaken to make the use of system easier. The City of Pompano Beach is open to suggestions from all sources, including customers, The City of Pompano Beach staff, and other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

#### **Safe Harbor Provision**

DOT has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP population.

The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

The City of Pompano Beach Community Shuttle Program service area does have LEP populations which qualify for the Safe Harbor Provision. As shown in Appendix H, Spanish speakers qualify for the Safe Harbor Provision as the

number of people which speak English less than “very well” is counted as 39.0% and approximately 31,520 persons. French Creole speakers qualify for the Safe Harbor Provision as the number of people which speak English less than “very well” is counted as 8.9% and approximately 9350 persons.

The Safe Harbor Provision applies to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. The City of Pompano Beach may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures.

**Appendix F: Operating Area Language Data: City of Pompano Beach Service Area**

<b>Language</b>	<b>Population</b>	<b>Percent of Population</b>
Service Area Total	111,415	100.00%
Speak only English	67,071	60.20%
Spanish or Spanish Creole	18,661	16.75%
Speak English "very well"	9,977	8.95%
Speak English less than "very well"	8,684	7.79%
French (incl. Patois, Cajun)	2,274	2.04%
Speak English "very well"	1,244	1.12%
Speak English less than "very well"	1,030	0.92%
French Creole	13,244	11.89%
Speak English "very well"	5,623	5.05%
Speak English less than "very well"	7,621	6.84%
Italian	882	0.79%
Speak English "very well"	690	0.62%
Speak English less than "very well"	192	0.17%
Portuguese or Portuguese Creole	4,574	4.11%
Speak English "very well"	1,750	1.57%
Speak English less than "very well"	2,824	2.53%
German	503	0.45%
Speak English "very well"	340	0.31%
Speak English less than "very well"	163	0.15%
Yiddish	34	0.03%
Speak English "very well"	34	0.03%
Speak English less than "very well"	-	0.00%
Other West Germanic languages	107	0.10%
Speak English "very well"	107	0.10%
Speak English less than "very well"	-	0.00%
Scandinavian languages	129	0.12%
Speak English "very well"	129	0.12%
Speak English less than "very well"	-	0.00%
Greek	415	0.37%
Speak English "very well"	291	0.26%
Speak English less than "very well"	124	0.11%
Russian	280	0.25%
Speak English "very well"	156	0.14%
Speak English less than "very well"	124	0.11%
Polish	287	0.26%
Speak English "very well"	90	0.08%
Speak English less than "very well"	197	0.18%
Serbo-Croatian	150	0.13%
Speak English "very well"	116	0.10%
Speak English less than "very well"	34	0.03%
Other Slavic languages	295	0.26%
Speak English "very well"	149	0.13%
Speak English less than "very well"	146	0.13%
Armenian	26	0.02%
Speak English "very well"	26	0.02%

Language	Population	Percent of Population
Speak English less than "very well"	-	0.00%
Persian	85	0.08%
Speak English "very well"	78	0.07%
Speak English less than "very well"	7	0.01%
Gujarati	94	0.08%
Speak English "very well"	77	0.07%
Speak English less than "very well"	17	0.02%
Hindi	189	0.17%
Speak English "very well"	40	0.04%
Speak English less than "very well"	149	0.13%
Urdu	30	0.03%
Speak English "very well"	10	0.01%
Speak English less than "very well"	20	0.02%
Other Indic languages	227	0.20%
Speak English "very well"	123	0.11%
Speak English less than "very well"	104	0.09%
Other Indo-European languages	227	0.20%
Speak English "very well"	130	0.12%
Speak English less than "very well"	97	0.09%
Chinese	239	0.21%
Speak English "very well"	47	0.04%
Speak English less than "very well"	192	0.17%
Japanese	98	0.09%
Speak English "very well"	90	0.08%
Speak English less than "very well"	8	0.01%
Korean	21	0.02%
Speak English "very well"	-	0.00%
Speak English less than "very well"	21	0.02%
Mon-Khmer, Cambodian	22	0.02%
Speak English "very well"	11	0.01%
Speak English less than "very well"	11	0.01%
Hmong	-	0.00%
Speak English "very well"	-	0.00%
Speak English less than "very well"	-	0.00%
Thai	190	0.17%
Speak English "very well"	179	0.16%
Speak English less than "very well"	11	0.01%
Laotian	3	0.00%
Speak English "very well"	3	0.00%
Speak English less than "very well"	-	0.00%
Vietnamese	106	0.10%
Speak English "very well"	47	0.04%
Speak English less than "very well"	59	0.05%
Other Asian languages	318	0.29%
Speak English "very well"	134	0.12%

Language	Population	Percent of Population
Speak English less than "very well"	184	0.17%
Tagalog	106	0.10%
Speak English "very well"	60	0.05%
Speak English less than "very well"	46	0.04%
Other Pacific Island languages	-	0.00%
Speak English "very well"	-	0.00%
Speak English less than "very well"	-	0.00%
Navajo	-	0.00%
Speak English "very well"	-	0.00%
Speak English less than "very well"	-	0.00%
Other Native American languages	5	0.00%
Speak English "very well"	5	0.00%
Speak English less than "very well"	-	0.00%
Hungarian	170	0.15%
Speak English "very well"	115	0.10%
Speak English less than "very well"	55	0.05%
Arabic	206	0.18%
Speak English "very well"	138	0.12%
Speak English less than "very well"	68	0.06%
Hebrew	68	0.06%
Speak English "very well"	68	0.06%
Speak English less than "very well"	-	0.00%
African languages	51	0.05%
Speak English "very well"	22	0.02%
Speak English less than "very well"	29	0.03%
Other and Unspecified languages	28	0.03%
Speak English "very well"	28	0.03%
Speak English less than "very well"	-	0.00%

Appendix G: Demographic Map

