

**CITY OF MIRAMAR
PROPOSED CITY COMMISSION AGENDA ITEM**

Meeting Date: March 4, 2025

Presenter's Name and Title: Kristy Gilbert, Acting Deputy Public Works Director
on behalf of Public Works Department

Prepared By: Kristy Gilbert, MBA, Acting Deputy Public Works Director

Temp. Reso. Number: 8339

Item Description: Temp. Reso. #R8339, ADOPTING THE CITY'S UPDATED COMMUNITY SHUTTLE TITLE VI PROGRAM PLAN TO ENSURE COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 MANDATING THAT NO PERSON BASED ON RACE, COLOR, OR NATIONAL ORIGIN SHALL BE DISCRIMINATED AGAINST IN THE ACCESS OR EQUAL OPPORTUNITY TO PARTICIPATE IN THE CITY'S PUBLIC TRANSPORTATION SYSTEM; AUTHORIZING THE CITY MANAGER TO EXECUTE THE UPDATED TITLE VI PROGRAM PLAN. *(Acting Public Works Director, Kik Hobson-Garcia).*

Consent ☒ Resolution ☐ Ordinance ☐ Quasi-Judicial ☐ Public Hearing ☐

Instructions for the Office of the City Clerk: Public Works request execution of the Title VI Program Document.

Public Notice – As required by the Sec. ____ of the City Code and/or Sec. ____, Florida Statutes, public notice for this item was provided as follows: on ____ in a ____ ad in the ____; by the posting the property on ____ and/or by sending mailed notice to property owners within ____ feet of the property on ____
(fill in all that apply)

Special Voting Requirement – As required by Sec. ____, of the City Code and/or Sec. ____, Florida Statutes, approval of this item requires a ____ (unanimous, 4/5ths etc.) vote by the City Commission.

Fiscal Impact: Yes ☐ No ☒

REMARKS: No Fiscal Impact


Content:

- Agenda Item Memo from the City Manager to City Commission
- Resolution TR8339
 - Exhibit A: Title VI Program Plan



**CITY OF MIRAMAR
INTEROFFICE MEMORANDUM**

TO: Mayor, Vice Mayor, & City Commissioners

FROM: Dr. Roy L. Virgin, City Manager 

BY: Kirk Hobson-Garcia, Acting Public Works Director

DATE: February 26, 2025

RE: Temp. Reso. No. 8339, approving the City of Miramar Updated Title VI Program Plan.

RECOMMENDATION: The City Manager recommends approval of Temp. Reso. No. 8339, approving the City of Miramar Updated Title VI Program Plan.

ISSUE: City Commission approval is required of the updated Title VI Program Plan.

BACKGROUND: Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Civil Rights Restoration Act of 1987 amended Title VI to specify that entire institutions receiving Federal funds must comply with Federal civil rights laws, rather than just the particular programs or activities that receive federal funds.

The City of Miramar through the Public Works and Social Services Departments operates and oversees safe, friendly, and well-utilized public transportation services within the urbanized area, which includes fixed Community Shuttle routes and Paratransit services. To provide such services, the City relies on federal funds distributed by the Federal Department of Transportation to Broward County, and then to the City as a sub-recipient.

Broward County required all cities receiving federal funds in the County to adopt an FDOT-State Management Plan – Title VI Program (“Title VI Program”) to continue receiving the funds no later than November 2018 to ensure compliance with Title VI of the Civil Rights Act of 1964. On October 17, 2018, the City Commission through the adoption of Resolution No. 19-13 adopted the required Title VI Program.

DISCUSSION: Public Works staff, with assistance from Broward County Transit (“BCT”) recently updated the demographics and ridership statistics to reflect the latest data for the City’s Community Transportation Title VI Program, detailing the City’s public transportation program and City’s efforts to make same accessible equally to all users. The document has been reviewed and BCT provided notification that the City’s Title VI plan is in compliance. The City of Miramar is now required to submit the updated Title VI plan to its governing entity for approval.

ANALYSIS: No fiscal impact.

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**CITY OF MIRAMAR
MIRAMAR, FLORIDA**

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA, ADOPTING THE CITY'S UPDATED COMMUNITY SHUTTLE TITLE VI PROGRAM PLAN TO ENSURE COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 MANDATING THAT NO PERSON BASED ON RACE, COLOR, OR NATIONAL ORIGIN SHALL BE DISCRIMINATED AGAINST IN THE ACCESS OR EQUAL OPPORTUNITY TO PARTICIPATE IN THE CITY'S PUBLIC TRANSPORTATION SYSTEM; AUTHORIZING THE CITY MANAGER TO EXECUTE THE UPDATED TITLE VI PROGRAM PLAN; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance; and

WHEREAS, the Civil Rights Restoration Act of 1987 amended Title VI to specify that entire institutions receiving Federal funds must comply with Federal civil rights laws, rather than just the particular programs or activities that receive federal funds; and

WHEREAS, as a sub-recipient of Federal Transit Administration ("FTA") funding, the City of Miramar is required to implement a Title VI Program Plan that demonstrates that no transit program or service provided by the City creates discrimination toward any demographic of the population served by that program or service; and

WHEREAS, Broward County required all cities receiving federal funds in the
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County to adopt an FDOT-State Management Plan – Title VI Program (“Title VI Program”) to continue receiving the funds no later than November 2018 to ensure compliance with Title VI of the Civil Rights Act of 1964; and

WHEREAS, on October 17, 2018, the City Commission through the adoption of Resolution No. 19-13 adopted the required Title VI Program; and

WHEREAS, Public Works staff, with assistance from Broward County Transit (“BCT”) recently updated the demographics and ridership statistics to reflect the latest data for the City’s Community Transportation Title VI Program Plan, detailing the City’s public transportation program and City’s efforts to make same equally accessible to all users; and

WHEREAS, the Acting Public Works Director, Title VI Liaison, will be responsible for initiating and monitoring Title VI activities and complaints; and

WHEREAS, the document has been reviewed by BCT and notification was provided that the City’s Updated Title VI Program Plan is in compliance; and

WHEREAS, the City of Miramar is now required to submit the updated Community Transportation Title VI Program Plan to its governing entity for approval; and

WHEREAS, the City Manager recommends that the City Commission approve the City of Miramar Updated Community Transportation Title VI Program Plan; and

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WHEREAS, the City Commission deems it to be in the best interest of the citizens and residents of the City of Miramar to approve the City's Updated Community Transportation Title VI Program Plan, attached hereto as Exhibit "A."

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA AS FOLLOWS:

Section 1: That the foregoing "**WHEREAS**" clauses are ratified and confirmed as being true and correct and are made a specific part of this Resolution.

Section 2: That the City Commission approves the City of Miramar Updated Community Transportation Title VI Program Plan, attached hereto as Exhibit "A" for submittal to FTA, and authorizes staff to submit the updated necessary documentation to the FTA for approval.

Section 3: That the City Manager is authorized to execute the City of Miramar Updated Community Transportation Title VI Program Plan in the form attached hereto as Exhibit "A," together with such non-substantial changes as are deemed appropriate by the City Manager and approved as to form and legal sufficiency by the City Attorney.

Section 4: That the City Manager, or designee, is hereby authorized to complete annual updates, as required to the plan.

Section 5: That appropriate City staff is authorized to do all things necessary to carry out the aims of this Resolution.

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Section 6: That this Resolution shall take effect immediately upon adoption.

PASSED AND ADOPTED this _____ day of _____, _____.

Mayor, Wayne M. Messam

ATTEST:

City Clerk, Denise A. Gibbs

I HEREBY CERTIFY that I have approved
this RESOLUTION as to form:

City Attorney,
Austin Pamies Norris Weeks Powell, PLLC

Requested by Administration

Commissioner Winston F. Barnes
Commissioner Maxwell B. Chambers
Commissioner Yvette Colbourne
Mayor Wayne M. Messam

Voted

Reso. No. _____

**CITY OF MIRAMAR
TRANSIT OPERATIONS**



Title VI Program

Date Adopted: TBD

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1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Program

49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].

The City of Miramar Community Transit Operations assures the Florida Department of Transportation that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

The City of Miramar Transit Operations further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, 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 language other than English.
3. Insert the clauses of Section 4.5 of this Program into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against the City of Miramar Community Shuttle.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix A of this Program).

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 City of Miramar, FL.

City Manager
Dr. Roy L. Virgin
September 2023

2.0 Introduction & Description of Services

The City of Miramar Community Shuttle Service 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 Miramar Community Shuttle is a sub-recipient of FTA funds and provides service in the City of Miramar. A description of the current City of Miramar Transit Operations is included in Appendix B.

Title VI Liaison

Kirk Hobson-Garcia, P.E.

Acting Director of Public Works

(954) 883-5101

13900 Pembroke Road, Bldg. "L", Miramar, Florida 33025

Alternate Title VI Contact

Kanika Stamp

Director Designee of Human Resources

(954) 602-3054

2300 Civic Center Place, Miramar, FL 33025

The City of Miramar Transit Operations must designate a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. 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 discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

2.1 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 Miramar Transit Operations is not a first time applicant for FTA/FDOT funding. The following is a summary of the City of Miramar Transit Operations' current and pending federal and state funding.

Current and Pending FTA Funding

Not applicable.

Current and Pending FDOT Funding

1. U.S.C. Section 5310 Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities (contract 435-210-4-93-11); May 10, 2017; \$110,814; Current.

Current and Pending Federal Funding (non-FTA)

Not applicable.

Current and Pending State Funding (non-FDOT)

Not applicable.

During the previous three years, no Federal or State Agency completed a Title VI compliance review of the City of Miramar Transit Operations. The City of Miramar Transit Operations has not been found to be in noncompliance with any civil rights requirements.

2.2 Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

The City of Miramar Transit Operations will remain in compliance with this requirement by annual submission of certifications and assurances as required by FDOT and/or Broward County Transit (BCT).

2.3 Title VI Program Concurrence and Adoption

This Title VI Program received FDOT concurrence in 2015. The Program was reviewed and approved by the Miramar City Manager, which serves as the executive official for the City that is responsible for the administration of all departments and City operations. A copy of the City Manager's letter affirming the review and approval of the Program, as well as the FDOT concurrence letter is included in Appendix C of this Program.

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

Recipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Program. The notice must include:

- A statement that the agency operates programs without regard to race, color and national origin
- A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations
- A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee

A sample of the notice is included in Appendix D of this Program.

3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of the City of Miramar Transit Operations' 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 of Miramar Transit Operations office(s) including the building lobby and reception desk and on the City of Miramar Transit Operations' website at www.miramarfl.gov/transit. Additionally, the City of Miramar Transit Operations will post the notice at transit hubs and on transit vehicles.

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 member of the public.

4.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by the City of Miramar Transit Operations may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). The City of Miramar Transit Operations investigates complaints received no more than 180 days after the alleged incident. The City of Miramar Transit Operations will process complaints that are complete. To be considered complete, complainants must, at a minimum, include their name, contact information, date of alleged incident, and a description of the incident.

Once the complaint is received, the City of Miramar Transit Operations will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

The City of Miramar Transit Operations has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, the City of Miramar Transit Operations may contact the complainant. The complainant has ten (10) business days from the date of the letter 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 ten (10) business days, the City of Miramar Transit Operations 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, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF 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, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public the City of Miramar Transit Operations' website (www.miramarfl.gov/transit).

4.2 Complaint Form

A copy of the complaint form in English, Spanish and French Creole is provided in Appendix E and on the City of Miramar Transit Operations' website (www.miramarfl.gov/transit).

4.3 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three (3) years. The City of Miramar Transit Operations will submit Title VI Programs to FDOT, BCT and any other primary recipient that provides funding to the City of Miramar Transit Operations for concurrence on an annual basis or any time a major change in the Program occurs.

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

4.5 Contractors and Subcontractors

The City of Miramar Transit Operations 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 Miramar Transit Operations, contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Program. However, 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, for itself, 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 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 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/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 City of Miramar Transit Operations shall impose contract sanctions as 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 (6) in every subcontract, including procurement 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 City of Miramar Transit Operations, 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.

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.

In accordance with 49 CFR 21.9(b), the City of Miramar Transit Operations must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by the City of Miramar Transit Operations in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Program when it is submitted to [FDOT] and/or BCT.

The City of Miramar Transit Operations has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. A summary of these incidents is recorded in Table 1.

Table 1: Summary of Investigations, Lawsuits, and Complaints

| | Date (Month, Day, Year) | Summary (include basis of complaint: race, color, or national origin) | Status | Action(s) Taken |
|----------------|-------------------------------|---|--------|-----------------|
| Investigations | | | | |
| 1. | | | | |
| 2. | | | | |
| Lawsuits | | | | |
| 1. | | | | |
| 2. | | | | |
| Complaints | | | | |
| 1. | | | | |
| 2. | | | | |

6.0 Public Participation Plan

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 Miramar Transit Operations 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 Miramar Transit Operations. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about the City of Miramar Transit Operations 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 F to this Title VI Program.

Current Outreach Efforts

The City of Miramar Transit Operations 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 Miramar Transit Operations recent, current, and planned outreach activities:

1. In 2024, the City of Miramar through the services of a consultant, conducted a Comprehensive Operational Analysis study of the Community Shuttle Routes. As part of this study, the City held two (2) public outreach meetings – one in person meeting and one virtual meeting. The meetings were held to garner feedback from residents on improvements they would like to see implemented as part of this service. The Consultant has completed the study and submitted a final report with recommendations for improvements. The City will be submitting the final report with recommendations to Broward County Transit for review, consideration and future implementation.

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 Miramar Transit Operations operates a transit system within the City of Miramar Service Area. The Language Assistance Plan (LAP) has been prepared to address Your Community Transit's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak or understand English are LEP. In the City of Miramar Transit Operations service area there are 42,523 residents or 18.94 % who describe themselves as not able to communicate in English very well (Source: US Census). The City of Miramar Transit Operations 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. The City of Miramar Transit Operations 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 Program as Appendix G.

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 Miramar Transit Operations 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.

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

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

The City of Miramar Transit Operations has not recently constructed any facilities nor does it currently have any facilities in the planning stage. Therefore, the City of Miramar Transit Operations does not have any Title VI Equity Analysis reports to submit with this Program. The City of Miramar Transit Operations will utilize the demographic maps included in Appendix I for future Title VI analysis.

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 Miramar Transit Operations is a fixed route service provider.

FTA Circular 4702.1B requires that all fixed route service providers prepare and submit system-wide service standards and service policies as a part of their Title VI Program. These standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets.

The City of Miramar Transit Operations 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

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. The City of Miramar Transit Operations has prepared standards for all modes it operates including community shuttle bus service.

a. Vehicle Load

| Vehicle Type | Average Passenger Capacities | | | |
|--------------|------------------------------|----------|-------|---------------------|
| | Seated | Standing | Total | Maximum Load Factor |
| Cutaway | 20 + 2WC | 10 | 30 | 1.5 |

b. Vehicle Headway:

| POLICY HEADWAYS AND PERIODS OF OPERATION | | | | |
|--|-------------|-------------|----------------|--------------|
| <u>WEEKDAY</u> | <u>Peak</u> | <u>Base</u> | <u>Evening</u> | <u>Night</u> |
| Feeder (Green Route) | 80 | 80 | 80 | -- |
| Feeder (Orange Route) | 90 | 90 | 90 | -- |
| Feeder (Red Route) | 80 | 80 | 80 | -- |
| Feeder (Yellow Route) | 72 | 72 | 72 | -- |
| <i>Green Route - Peak: 6:30am-9am and 3pm-5pm; Base: 9am-3pm; Evening: 5pm-6:30pm</i> <i>Orange and Red Routes - Peak: 6:30am-9am and 3pm-5pm; Base: 9am-3pm; Evening: 5pm-6:30pm</i> <i>Yellow Route - Peak: 7:00am-9am and 3pm-5pm; Base: 9am-3pm; Evening: 5pm-7:00pm</i> <i>"--" means no service is provided during that time period</i> | | | | |

There are no Saturday or Sunday services.

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 Miramar Transit Operations' on-time performance objective is 90% or greater. The City of Miramar Transit Operations 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

Community Shuttle routes operate to complement BROWARD COUNTY'S (COUNTY) local, breeze, express, and paratransit services. To the greatest extent possible the Community Shuttle will fill gaps in COUNTY service coverage and offer local circulation to neighborhood destinations. The City of Miramar Transit Operations 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 bus service.

10.2 Service Policies

FTA requires fixed route transit providers to develop a policy for service indicators. The City of Miramar Transit Operations has prepared the following policies for its transit system.

a. Distribution of Transit Amenities

Installation of transit amenities along bus and rail routes are based on the number of passengers boarding at stops and stations along those routes.

b. Vehicle Assignment

Vehicles are provided through an Interlocal Agreement with Broward County Transit. Operating characteristics are consistent with the neighborhood routes in which they serve.

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

11.0 Appendices

| | |
|------------|---|
| APPENDIX A | FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS |
| APPENDIX B | CURRENT SYSTEM DESCRIPTION |
| APPENDIX C | TITLE VI PROGRAM CITY OFFICIAL APPROVAL LETTER AND FDOT CONCURRENCE LETTER |
| APPENDIX D | TITLE VI SAMPLE NOTICE TO PUBLIC |
| APPENDIX E | TITLE VI COMPLAINT FORM |
| APPENDIX F | PUBLIC PARTICIPATION PLAN |
| APPENDIX G | LANGUAGE ASSISTANCE PLAN |
| APPENDIX H | OPERATING AREA LANGUAGE DATA AND SERVICE AREA MAP: THE CITY OF MIRAMAR TRANSIT OPERATIONS SERVICE AREA |
| APPENDIX I | TITLE VI EQUITY ANALYSIS |

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

Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:

- ☐ Demographic and service profile maps and charts
- ☐ Demographic ridership and travel patterns, collected by surveys
- ☐ Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- ☐ A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- ☐ Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

Appendix B

Current System Description

Current System Description

1. An overview of the organization including its mission, program goals and objectives.
The City of Miramar Transit Operations' 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 county residents.

2. Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.
The City of Miramar Transit Operations is provided by the City of Miramar, which is a local government, non-profit organization. The City of Miramar is made up of 1040 full-time employees 75 part-time employees , 13.5 seasonal part time employees and 3.5 temporary part time employees. The City Manager is responsible for all of the day-to-day operations of the organization and reports directly to the Miramar City Commission.

The City of Miramar operates its Transit Operations in partnership with Broward County Transit (BCT). Transportation services are provided in accordance with an Interlocal Agreement between the City of Miramar and BCT, which includes an Operations Safety/Security Program and a Transportation Disadvantaged Service Plan (TDSP).

3. Indicate if your agency is a government authority or a private non-profit agency.
The City of Miramar Transit Operations is provided by the City of Miramar, which operates as a local government, non-profit organization. We have an executed BCT agreement dated November 6,2019.

4. Who is responsible for insurance, training and management, and administration of the agency's transportation programs?
The City of Miramar's Transit Manager is responsible for training and management of our transportation program. All safety sensitive employees are required to complete FDOT approved safety and security training course as part of their new hire orientation. All new employees are also required to complete 80 hours of on-the-road drivers training, which includes riding with a training driver, behind-the-wheel training, and training on proper use of wheel chair lifts and securement devices. The Transit Manager 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 Transit Manager's responsibility to administer all aspects of the transportation program and to control access and usage of all agency vehicles.

5. Who provides vehicle maintenance and record keeping?
Maintenance on all agency vehicles is provided by the City of Miramar's Fleet Services Division. The Fleet Services Division employs ASE certified technicians with experience in working on commercial passenger vehicles like the type our agency uses. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the FDOT Preventative Maintenance Guidelines document. All vehicle files and driver files

are kept on-site at our operations base located at the Miramar Transit Hub located at 2201 Civic Center Place and are maintained by the Transportation Manager. All records are maintained and retained for a minimum of four (4) years.

6. Number of current transportation related employees

The City of Miramar Transit Operations has a total of 12 employees 2 full- time drivers, 4 part-time drivers, 2 as-needed driver, and 4 administrators.

7. Who will drive the vehicle, number of drivers, CDL certifications, etc.?

Only transportation employees that have completed all of the required safety and drivers training requirements will be allowed to drive the agency vehicles. All our drivers are required to carry a Commercial Driver's License with a Passenger Endorsement. This allows coverage of all of the larger vehicles and for the opportunity for the other drivers to fill in on service routes with the larger vehicles.

8. A detailed description of service routes and ridership numbers

The City of Miramar Transit Operations provides transportation services that are available to our residents. Ridership numbers are recorded monthly and submitted to Broward County Transit.

Approximately 85% of the trips provided are to students who attend the neighboring schools.

Fleet resources are leveraged so that all vehicles are used in a responsible manner to provide full coverage. Vehicles are retired at a consistent pace once appropriate age and mileage thresholds are met.

Appendix C

Title VI Program City Official Approval Letter and FDOT Concurrence Letter

Awaiting Approval

Not applicable.

Appendix D

Title VI Sample Notice to Public

Notifying the Public of Rights Under Title VI

City of Miramar Community Transit Program

- The City of Miramar Transit Operations operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Miramar.
- For more information on the City of Miramar Community Transit's civil rights program, and the procedures to file a complaint, contact 954-883-6836, (TTY: 711, then provide phone number); email aacollins@miramarfl.gov; or visit our administrative office at 13900 Pembroke Road, Bldg. "L", Miramar, Florida 33025. For more information, visit www.miramarfl.gov/transit.
- If information is needed in another language, contact 954-602-4357.

Spanish Translation

Aviso al Public Sobre los Derechos Bajo el Título VI

Ciudad de Miramar Operaciones de Tránsito Comunitario

- La Ciudad de Miramar - Operaciones de Tránsito Comunitario opera sus programas y servicios sin distinción de raza, color y origen nacional, en acuerdo con Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con la Ciudad de Miramar.
- Para obtener más información sobre el Programa los Derechos Civiles de la Ciudad de Miramar y los procedimientos para presentar una queja, comuníquese con 954-883-6836, (TTY: 711, luego proporcionar el número de teléfono); correo electrónico aacollins@miramarfl.gov; o visite nuestra oficina administrativa en 13900 Pembroke Road, Bldg. "L", Miramar, Florida 33025. Para obtener más información, visite a www.miramarfl.gov/transit.
- Si necesita información en otro idioma, llame al 954-602-4357.

French Creole Translation

Notifye piblik la sou dwa dapre Tit VI

Vil Miramar
Pwogram Transpò Kominotè

- Pwogram transpò kominotè Vil Miramar opere pwogram ak sèvis li yo san konsiderasyon ras, koulè, ak orijin nasyonal dapre Tit VI nan Lwa sou Dwa Sivil yo. Nenpòt moun ki kwè ke li oswa li te ajite pa nenpòt ki pratik diskriminatwa ilegal anba Tit VI ka pote yon plent ak Vil Miramar.
- Pou plis enfòmasyon sou pwogram dwa sivil komin nan Miramar Transit, ak pwosedi pou depoze yon plent, kontakte 954-883-6836, (TTY 711, Lè sa a, bay nimewo telefòn); imèl : aacollins@miramarfl.gov oswa ale nan biwo administratif nou an nan 13900 Pembroke Road, Bldg. "L", Miramar, Florida 33025. Pou plis enfòmasyon, vizite www.miramarfl.gov/transit.
- Si enfòmasyon yo bezwen nan yon lòt lang, kontakte 954-602-4357.

Appendix E

Title VI Complaint Form

City of Miramar Transit Operations

Title VI Complaint Form

| | | | | |
|---|---|--|------------------------------|----|
| Section I: | | | | |
| Name: | | | | |
| Address: | | | | |
| Telephone (Home): | | | Telephone (Work): | |
| Electronic Mail Address: | | | | |
| Accessible Format Requirements? | Large Print | | Audio Tape | |
| | TDD | | Other | |
| Section II: | | | | |
| Are you filing this complaint on your own behalf? | | | Yes* | No |
| *If you answered "yes" to this question, go to Section III. | | | | |
| If not, please supply the name and relationship of the person for whom you are complaining: | | | | |
| Please explain why you have filed for a third party: | | | | |
| | | | | |
| Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. | | | Yes | No |
| Section III: | | | | |
| I believe the discrimination I experienced was based on (check all that apply): | | | | |
| <input type="checkbox"/> Race | <input type="checkbox"/> Color | <input type="checkbox"/> National Origin | <input type="checkbox"/> Age | |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Family or Religious Status | <input type="checkbox"/> Other (explain) _____ | | |
| Date of Alleged Discrimination (Month, Day, Year): _____ | | | | |
| Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. | | | | |
| Section IV | | | | |
| Have you previously filed a Title VI complaint with this agency? | | | Yes | No |

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court _____

☐ State Agency _____

☐ State Court _____

☐ Local Agency _____

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

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

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

Anthony Collins, Director of Public Works
13900 Pembroke Road, Bldg. "L"
Miramar, Florida 33025

Spanish Translation

Ciudad de Miramar Operations de Tránsito Comunitario

Forma de Queja para Título VI

| | | | | |
|--|--------------|--|---------------------|----|
| Sección I: | | | | |
| Nombre: | | | | |
| Dirección: | | | | |
| Teléfono (Casa): | | | Teléfono (Trabajo): | |
| Dirección de Correo Electrónico: | | | | |
| ¿Formatos Disponible? | Texto Grande | | Audio | |
| | TDD | | Otro | |
| Sección II: | | | | |
| ¿Usted está presentando esta queja en su nombre? | | | Si* | No |
| * Si usted respondió "Sí" a esta pregunta, vaya a la Sección III. | | | | |
| Si no es así, por favor proporcione el nombre y la relación de la persona para la cual se está quejando: | | | | |
| Por favor, explique por qué ha presentado para un tercero: _____ | | | | |
| Por favor, confirme que ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero. | | | Si | No |
| Sección III: | | | | |
| Creo que la discriminación que experimenté fue basado en (marque todo lo que corresponde): | | | | |
| <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional <input type="checkbox"/> Edad <input type="checkbox"/> Discapacidad <input type="checkbox"/> Familia o Estatus Religioso <input type="checkbox"/> Otra (explique) _____ | | | | |
| Fecha de la supuesta discriminación (Mes, Día, Año): _____ | | | | |
| Explicar lo más claramente posible lo que pasó y por qué usted cree que fue discriminado. Describe todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona(s) que discriminó (si se conoce) así como nombres y la información de contacto de testigos. Si necesita más espacio, utilice la parte de atrás de este formulario. _____ _____ | | | | |
| Sección IV | | | | |
| ¿Ha presentado previamente una queja del Título VI con esta agencia? | | | Si | No |

Sección V

¿Ha presentado esta queja con alguna otra agencia Federal, Estatal o Local, o con algun Tribunal Federal o Estatal?

☐ Si

☐ No

En caso afirmativo, marque todas las que aplican:

☐ Agencia Federal _____

☐ Tribunal Federal _____

☐ Tribunal Estatal _____

☐ Agencia Estatal _____

☐ Agencia Local _____

Por favor, proporcione información sobre la persona de contacto en la Agencia/Tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI

Nombre de la Agencia que la queja es en contra:

Persona de contacto:

Título:

Numero de teléfono:

Usted puede incluir cualquier material escrito u cualquier otra información que cree que es pertinente a su queja.

Firma y fecha a continuación:

Firma

Fecha

Por favor, someta este formulario en persona en la siguiente dirección, o envíe lo
por correo a:

Anthony Collins, Director of Public Works
13900 Pembroke Road, Bldg. "L"
Miramar, Florida 33025

Creole Translation

Biwo Transpò nan vil Miramar

Fòm Tit VI pou pote yon plent

| | | | | |
|--|----------|--|-------------------|-----|
| Seksyon I: | | | | |
| Non ou: | | | | |
| Adrès ou: | | | | |
| Telefòn (Kay): | | | Telefòn (Travay): | |
| Adrès imèl: | | | | |
| Fòma aksesib nesèsè yo? | Gran lèt | | Tep pou koute | |
| | TDD | | Lòt mwayen | |
| Seksyon II: | | | | |
| Èske se ou menm ki prepare plent sa pou tèt ou? | | | Wi* | Non |
| *Si w reponn "wi" pou kesyon sa a, al nan Seksyon III. | | | | |
| Si w pa reponn "wi", ekri non moun ou prepare plent sa a pou li a epi ekri sa l ye pou wou: | | | | |
| Esplike pou ki sa ou ranpli fòm sa a pou yon lòt moun: _____ | | | | |
| Ekri si moun ki gen plent lan te ba w pèmasyon pou ranpli fòm sa a pou li. | | | Yes | No |
| Seksyon III: | | | | |
| Mwen kwè yo te diskrimine kont mwen pou youn nan rezon sa yo (Tcheke rezon ou kwè yo): | | | | |
| <input type="checkbox"/> Ras <input type="checkbox"/> Koulè <input type="checkbox"/> Peyi kote m soti <input type="checkbox"/> Laj mwen | | | | |
| <input type="checkbox"/> Andikap mwen an <input type="checkbox"/> Swa pou sitiyaasyon famiyal mwen, swa pou relijyon m | | | | |
| <input type="checkbox"/> Lòt rezon (esplike) _____ | | | | |
| Dat yo te swadizan diskrimine kon ou a (Mwa, Jou, Ane): _____ | | | | |
| Esplike sa k pase a byen esplike epi make pou ki sa ou panse yo te diskrimine kon ou. Ekri non tout moun ki te mele nan ensidan an. Ekri non moun ki diskrimine kont ou yo epi ekri fason pou kontakte yo (si ou gen ransèyman sa yo) epi ekri non tout temwen ak fason pou kontakte yo. Si w bezwen plis espas, tanpri sèvi ak do fòm sa a. | | | | |
| Seksyon IV | | | | |
| Èske w janm ranpli yon fòm Tit VI pou w pote yon plen nan ajans sa a? | | | Wi | Non |

Seksyon V

Èske ou prezante plent sa a bay okenn lòt ajans Federal, ajan Eta a, oubyen yon lòt ajans lokal, oswa nan okenn Tribinal Federal oswa Tribinal nan Eta ou rete a? ☐ Wi ☐ Non

Si w reponn Wi, tcheke tou kote ki aplikab yo:

☐ Ajans Federal: _____

☐ Tribinal Federal _____

☐ Yon ajans nan Eta a _____

☐ Tribinal nan Eta a _____

☐ Yon ajans lokal _____

Bay ransèyman sou moun ou kontakte nan ajans/nan tribinal kote ou te depoze plent ou a.

Non:

Tit:

Ajans:

Adrès:

Telefòn:

Seksyon VI

Non ajans ou pote plent kont li a:

Moun pou yo kontakte a:

Tit li:

Nimewo Telefòn li:

Ou kab voye nenpòt lòt dokiman ansanm ak fòm sa a oubyen lòt enfòmasyon ou panse ki ka itil nan ka w la.

Siyen non ou epi ekri dat la anba la a.

Siyati

Dat

Tanpri pote fòm sa a ale nan adrès anba a, oswa voye l pa lapòs nan adrès la:

Anthony Collins, Director of Public Works
13900 Pembroke Road, Bldg. "L" Miramar,
Florida 33025

Appendix F

Public Participation Plan (PPP)

Introduction

The Public Participation Plan (PPP) for the City of Miramar Transit Operations 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 Miramar Transit Operations. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about the City of Miramar Transit Operations' services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The City of Miramar Transit Operations 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 Miramar Transit Operations and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** The City of Miramar Transit Operations will proactively reach out and engage low-income, minority, and LEP populations for the City of Miramar Transit Operations 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.
- **Responsive:** The City of Miramar Transit Operations will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- **Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

Public Participation Methods

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of the City of Miramar Transit Operations. The

City of Miramar Transit Operations intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

The City of Miramar Transit Operations 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 Miramar Transit Operations' website (www.miramarfl.gov/transit) and all feedback on the site will be recorded and passed on to the City of Miramar Transit Operations' management. The public will also be able to call the City of Miramar Transit Operations' office at 954-883-6836 during its hours of operation. Feedback collected over the phone will be recorded and passed on to The City of Miramar Transit Operations' management. The comments recorded as a part of these participation methods will be responded to as appropriate.

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. In each case, an agenda for the meetings will be created that work to achieve the stated goals and is relevant to the subject and not overwhelming for the public.

For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.

For community meetings and other important information, the City of Miramar Transit Operations will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- Government Access Channel Announcements
- In-vehicle advertisement
- Posters or flyers in transit center
- Posting information on website
- Press releases and briefings to media outlets
- Multilingual flyer distribution to community based organizations, particularly those that target LEP population
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Communications to relevant elected officials
- 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 G

Language Assistance Plan (LAP)

I. Introduction

The City of Miramar Transit Operations operates a transit system within the City of Miramar service area. The Language Assistance Plan (LAP) has been prepared to address the City of Miramar Transit Operations' responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak or understand English are LEP. In the City of Miramar service area there are 42,523 residents or 18.94% who describe themselves as not able to communicate in English "very well" (Source: US Census). The City of Miramar Transit Operations 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. The City of Miramar Transit Operations has utilized the U.S. Department of Transportation (USDOT) LEP Guidance Handbook and performed a four factor analysis to develop its LAP.

The U.S. Department of Transportation Handbook, titled "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007) " (hereinafter "Handbook"), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance (Handbook, page 5). The Handbook further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (Handbook, page 5).

Executive Order 13166 of August 16, 2000 states that recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons (Handbook, page 6). Additionally, recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP (Handbook, page 6). These provisions are included in FTA Circular 4702.1B in Paragraph 9 of Chapter III (pages III-6 to III-9).

For many LEP individuals, public transit is the principal transportation mode available. It is important for the City of Miramar Transit Operations be able to communicate effectively with all of its riders. When the City of Miramar Transit Operations 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 Miramar Transit Operations 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 Miramar Transit Operations 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 of Miramar Transit Operations staff to assist LEP customers
- Training: Providing training on LAP to responsible employees

II. Four Factor Analysis

The analysis provided in this report has been developed to identify LEP population that may use the City of Miramar Transit Operations 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. The number and proportion of LEP persons in the service area who may be served or are likely to encounter the City of Miramar Community Transit’s program, activity or service.
2. The frequency with which LEP persons come in contact with the City of Miramar Community Transit programs, activities or services.
3. The nature and importance of programs, activities or services provided by the City of Miramar Transit Operations to the LEP population.
4. The resources available to the City of Miramar Transit Operations and overall costs to provide LEP assistance

a. Factor 1: The Number and Proportion of LEP Persons Serviced or Encountered in the Eligible Service Population

Of the 224,480 residents in the City of Miramar Transit Operations service area, 42,523 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 Miramar Transit Operations’ services. For the City of Miramar Transit Operations’ service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population 81.06% speak English “very well”. For groups who speak English “less than very well”, 14.16% speak Spanish and 2.28% speak French Creole.

Appendix H contains a table which lists the languages spoken at home by the ability to speak English for the population within the City of Miramar Transit Operations service area.

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

The Federal guidance for this factor recommends that agencies should assess the frequency with which they have contact with LEP individuals from different language groups. The more frequent the contact with a particular LEP language group, the more likely enhanced services will be needed.

The City of Miramar Transit Operations has assessed the frequency with which LEP individuals come in contact with the transit system. 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 Miramar Transit Operations' dispatchers and drivers interact frequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish. The City of Miramar Transit Operations consists of a diverse certified professional staff. 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.

c. 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 is 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 to collect data on usage of and access to the Miramar Transit Operations. According to the survey, the most common age among all the participants in the survey was 65 or older. This supports the fact that Miramar Transit Operations can be considered a senior transit service as most of its patrons are over the age of 65.

To further access personal mobility options, each respondent was asked how he or she would have access to services had the Miramar Transit Operations not been available. The most frequent response was "friend or family member" at 50%. An additional 35% indicated they would not have access to services if the transportation service was not available. This data indicates that the Miramar Transit Operations is very important as a primary means of transportation for its residents.

All transportation services will be performed in compliance with an additional contract 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.

d. Factor 4: The Resources Available to the Recipient and Costs

The City of Miramar Transit Operations assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations. These resources include the following: 5 full time drivers; 15-part time drivers; and 3 administrative staff supported by an annual budget of \$1.78 million. The City of Miramar Transit Operations provides a reasonable degree of services for LEP populations in its service area.

III. 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.

a. Element 1: Identifying LEP Individuals Who Need Language Assistance

Federal guidance provides that there should be an assessment of the number or proportion of LEP individuals eligible to be serviced or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

The City of Miramar Transit Operations has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix H). As presented earlier, 49.52% of the service area population speaks English. The largest non-English spoken language in the service area is Spanish (37.82%). Of those whose primary spoken language is Spanish, approximately 14.16 % identify themselves as speaking less than “very well”. Those residents whose primary language is not English or Spanish and who identify themselves as speaking English less than “very well” account for 4.78 % of the service area population.

Modify the following list with the efforts your agency is willing and able to undertake with regards to identifying LEP persons.

The City of Miramar Transit Operations may identify 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 City of Miramar Transit Operations Meetings. This will assist the City of Miramar Transit Operations 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 Miramar Transit Operations management to follow-up.
4. 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.

b. Element 2: Language Assistance Measures

Federal Guidance suggests that an effective LAP should include information about the ways in which language assistance will be provided. This refers to listing the different language services an agency provides and how staff can access this information.

For this task Federal Guidance recommends that transit agencies consider developing strategies that train staff as to how to effectively deal with LEP individuals when they either call agency centers or otherwise interact with the agency.

The City of Miramar Transit Operations 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 transit committee 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 bus 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.

c. Element 3: Training Staff

Federal guidance states staff members of an agency should know their obligations to provide meaningful access to information and services for LEP persons and that all employees in public contact positions should be properly trained.

Suggestions for implementing Element 3 of the Language Assistance Plan, involve: (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying

existing staff training opportunities; (3) providing regular re-training for staff dealing with LEP individual needs; and (4) designing and implementing LEP training for agency staff.

In the case of the City of Miramar Transit Operations, the most important staff training is for Customer Service Representatives and transit drivers. Several representatives are bilingual in English and Spanish.

The following training will be provided to Customer Service Representative:

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

d. Element 4: Providing Note to LEP Persons

The City of Miramar Transit Operations will make Title VI information available in English and Spanish on the Agency's website. Key documents are written in English and Spanish. Notices are also posted in the City of Miramar Transit Operations office lobby and on buses. 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.

e. 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 Miramar Transit Operations financial resources are sufficient to fund language assistance resources needed

The City of Miramar Transit Operations understands the value that its 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 Miramar Transit Operations is open to suggestions from all sources, including customers, The City of Miramar Transit Operations staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

IV. 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 Miramar Transit Operations 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 14.16% and 31,793 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 Miramar Transit Operations 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 H

Operating Area Language Data:

City of Miramar Transit

Operations

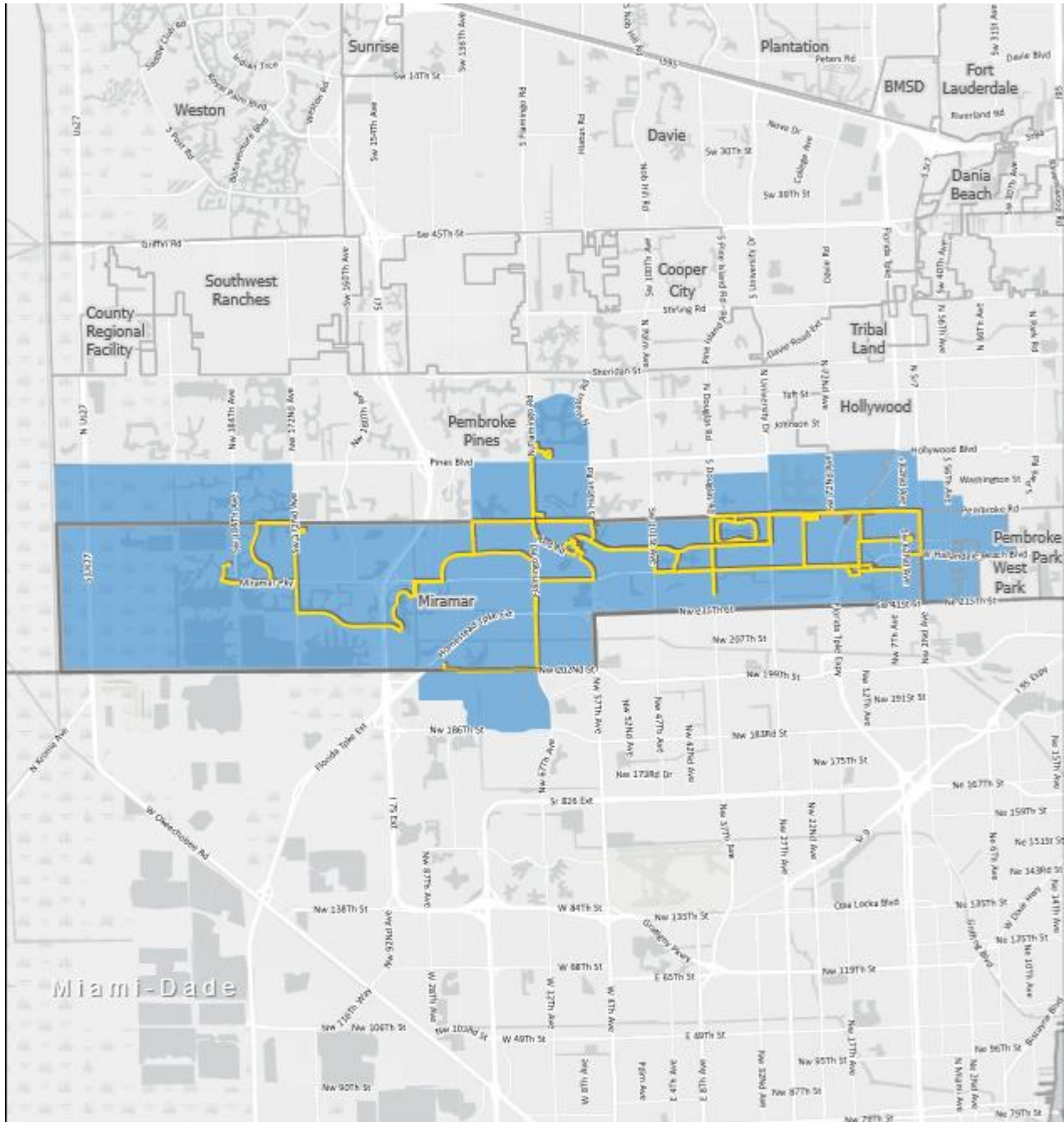
Service Area

| Language | Population | Percentage | Speak English very well | Percentage Speak English very well | Speak English less than very well | Percentage Speak English less than very well |
|---------------------------------------|------------|------------|-------------------------|------------------------------------|-----------------------------------|--|
| Service Area Total | 193,081 | 100% | 59,639 | 31% | 37,352 | 19% |
| English | 96,090 | 49.8% | 0 | 0.0% | 0 | 0.0% |
| Spanish | 72,391 | 37.5% | 44,562 | 23.1% | 27,829 | 14.4% |
| French Creole | 12,250 | 6.3% | 7,547 | 3.9% | 4,703 | 2.4% |
| French | 2,187 | 1.1% | 1,626 | 0.8% | 561 | 0.3% |
| Chinese | 2,041 | 1.1% | 647 | 0.3% | 1,394 | 0.7% |
| Tagalog | 1,284 | 0.7% | 701 | 0.4% | 583 | 0.3% |
| Urdu | 1,101 | 0.6% | 778 | 0.4% | 323 | 0.2% |
| Portuguese | 801 | 0.4% | 529 | 0.3% | 272 | 0.1% |
| Other Indic languages | 742 | 0.4% | 497 | 0.3% | 245 | 0.1% |
| Hindi | 599 | 0.3% | 408 | 0.2% | 191 | 0.1% |
| African languages | 555 | 0.3% | 393 | 0.2% | 162 | 0.1% |
| Vietnamese | 465 | 0.2% | 152 | 0.1% | 313 | 0.2% |
| Greek | 335 | 0.2% | 223 | 0.1% | 112 | 0.1% |
| German | 227 | 0.1% | 133 | 0.1% | 94 | 0.0% |
| Italian | 223 | 0.1% | 141 | 0.1% | 82 | 0.0% |
| Other Indo-European languages | 212 | 0.1% | 165 | 0.1% | 47 | 0.0% |
| Japanese | 189 | 0.1% | 180 | 0.1% | 9 | 0.0% |
| Hebrew | 182 | 0.1% | 59 | 0.0% | 123 | 0.1% |
| Other Native North American languages | 182 | 0.1% | 138 | 0.1% | 44 | 0.0% |
| Arabic | 177 | 0.1% | 113 | 0.1% | 64 | 0.0% |
| Other and unspecified languages | 157 | 0.1% | 157 | 0.1% | 0 | 0.0% |
| Gujarati | 120 | 0.1% | 120 | 0.1% | 0 | 0.0% |
| Other West Germanic languages | 114 | 0.1% | 114 | 0.1% | 0 | 0.0% |
| Yiddish | 81 | 0.0% | 81 | 0.0% | 0 | 0.0% |
| Thai | 77 | 0.0% | 12 | 0.0% | 65 | 0.0% |
| Polish | 77 | 0.0% | 77 | 0.0% | 0 | 0.0% |
| Korean | 66 | 0.0% | 26 | 0.0% | 40 | 0.0% |
| Hungarian | 63 | 0.0% | 2 | 0.0% | 61 | 0.0% |
| Russian | 54 | 0.0% | 36 | 0.0% | 18 | 0.0% |
| Other Slavic Languages | 30 | 0.0% | 22 | 0.0% | 8 | 0.0% |
| Other Asian languages | 9 | 0.0% | 0 | 0.0% | 9 | 0.0% |
| Hmong | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

| Title VI Plan | | | | | |
|--------------------------------|---|------|---|------|------|
| Other Pacific Island languages | 0 | 0.0% | 0 | 0.0% | 0.0% |
| Persian | 0 | 0.0% | 0 | 0.0% | 0.0% |
| Scandinavian | 0 | 0.0% | 0 | 0.0% | 0.0% |
| Serbo-Croatian | 0 | 0.0% | 0 | 0.0% | 0.0% |
| Laotian | 0 | 0.0% | 0 | 0.0% | 0.0% |
| Mon-Khmer, Cambodian | 0 | 0.0% | 0 | 0.0% | 0.0% |
| Navajo | 0 | 0.0% | 0 | 0.0% | 0.0% |
| Armenian | 0 | 0.0% | 0 | 0.0% | 0.0% |

Service Area (city and adjacent municipalities, if any):

Miramar, and portions of Hollywood, Pembroke Park, Pembroke Pines, West Park.



Title VI Analysis: Miramar Community Shuttle Service Area

- Community Shuttle Routes
- Service Area

Disclaimer

This map is for conceptual purposes only and should not be used for legal boundary determination.



0 1.25 2.5
Miles

Source: Transportation Department, U.S. Census Bureau's American Community Survey (ACS) 2015-2019 5-year estimates
Created By: BCT Service and Strategic Planning Division
Date: 5/11/2022

Appendix I

Title VI Equity Analysis

The City of Miramar Transit Operations has not performed Title VI Equity Analysis.

**CITY OF MIRAMAR
TRANSIT OPERATIONS**



Title VI Program