

Flagler County Public Transportation



Title VI

August 2023



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**Title VI Program Activity Log
(Continued)**

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Concerned Person (Signature)	Remarks
November 2017	Review	Transportation Manager	Creation
January 2018	Update	Transportation Manager	Addition of Appendices
July 2018	Update	Transportation Manager	FDOT Review
June 2019	Update	Transportation Manager	Removal of Appendix K (Formatting Template)
August 2020	Update	Transportation Manager	Additional LEP
August 2021	Update	Transportation Manager	New Contact Added
May 2022	Update	Transportation Manager	Section 8 Added
June 2022	Update	Transportation Manager	Appendix C Added
August 2023	Update	Transportation Manager	Updated Contacts Information, Funding Information, and Outreach Information.

Table of Contents

1.0	Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Program.....	1-1
2.0	Introduction & Description of Services	2-1
2.1	First Time Applicant Requirements.....	2-2
2.2	Annual Certifications and Assurances.....	2-2
2.3	Title VI Plan Concurrence and Adoption	2-3
3.0	Title VI Notice to the Public	3-1
3.1	Notice to Public	3-1
3.2	Notice Posting Locations	3-1
4.0	Title VI Procedures and Compliance.....	4-2
4.1	Complaint Procedure.....	4-2
4.2	Complaint Form.....	4-2
4.3	Record Retention and Reporting Policy	4-3
4.4	Sub-recipient Assistance and Monitoring	4-3
4.5	Contractors and Subcontractors	4-3
5.0	Title VI Investigations, Complaints, and Lawsuits.....	5-5
6.0	Public Participation Plan.....	6-6
7.0	Language Assistance Plan	7-7
8.0	Transit Planning and Advisory Bodies	8-8
9.0	Title VI Equity Analysis	9-9
10.0	System-Wide Service Standards and Service Policies.....	10-11
11.0	Appendices	10-12
APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS	
APPENDIX B	CURRENT SYSTEM DESCRIPTION	
APPENDIX C	TITLE VI PROGRAM ADOPTION MEETING MINUTES 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: FCPT SERVICE AREA	
APPENDIX I	DEMOGRAPHIC MAPS	
APPENDIX J	TITLE VI EQUITY ANALYSIS	

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].

Flagler County Public Transportation 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.

Flagler County Public Transportation 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 plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against Flagler County Public Transportation.
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 plan)

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 agency.

Signature



Pia Thomas
Transportation Manager

2.0 Introduction & Description of Services

Flagler County Public Transportation 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.

Flagler County Public Transportation is a sub-recipient of FTA funds and provides service Flagler County. A description of the current Flagler County Public Transportation system is included in *Appendix B*.

Title VI Liaison

Pia Thomas

Transportation Manager

(386) 313-4189

1769 East Moody Blvd. Building 5, Bunnell, Florida 32110

Flagler County Public Transportation 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 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.

Flagler County Public Transportation is not a first-time applicant for FTA funding.

Pending FTA Funding

1. 5307 = SFY 2021, SFY 2023, SFY 2024

Current FDOT Funding

2. 5310 = SFY 2021, FFY2021-SFY 2022, FFY21/SFY22 CRRRA and ARP, FFY 2022/SFY2023
3. 5311 = FFY2021/SFY2022, FFY21/SFY23 CRRSAA and FFY21/SFY22 ARP, FFY 2023/SFY2022

Pending FDOT Funding

1. SFY 2023 Intermodal Development Funding Application

During the previous three years, the Florida Department of Transportation completed a Title VI compliance review of Flagler County Public Transportation. Flagler County Public Transportation 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.

Flagler County Public Transportation will remain in compliance with this requirement by annual submission of certifications and assurances as required by FDOT.

2.3 Title VI Program Concurrence and Adoption (Adopted on 11/14/2017)

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.



Florida Department of Transportation
420 W. Landstreet Rd.
Orlando, Florida 32824

RON DESANTIS
GOVERNOR

KEVIN THIBAUT, P. E.
SECRETARY

June 25, 2019

Trevor Martin, Transportation Manager

Flagler County Public Transportation

1769 East Moody Blvd, Building 5

Bunnell, FL 32110

Re: 2019 Title VI Plan Review and Acceptance

Dear Mr. Martin,

The Department has completed a review of your agency's 2019 Title VI Plan Update. We find the Title VI plan to be in compliance with Section 49 Code of Federal Regulations, part 21 and Federal Transit Administration (FTA) Circular 4702.1B as well as the Department's Title VI Plan Guidance.

We appreciate the opportunity to review the document and ensure compliance with the federal and state requirements. Please include a copy of this letter in the appendices of your agency's Title VI Plan as outlined in the Title VI requirements. The Department also recommends proper documentation of the receipt of acceptance letter in the plan's activity log.

If you have any questions, please contact me at (321) 319-8174 or e-mail diane.poitras@dot.state.fl.us.

Sincerely,

A handwritten signature in black ink that reads "Diane Poitras".

Diane Poitras

Transit Programs Administrator District Five

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 Plan. The sample notice should be translated into other languages, as necessary.

3.2 Notice Posting Locations

The Notice to Public will be posted at locations to apprise the public of Flagler County Public Transportation'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 Flagler County Public Transportation's office(s) including the reception desk and on the Flagler County Public Transportation's website at flaglercounty.org. Additionally, Flagler County Public Transportation will post the notice 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 Flagler County Public Transportation may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (*refer to Appendix E*). Flagler County Public Transportation investigates complaints received no more than 180 days after the alleged incident. Flagler County Public Transportation will process complaints that are complete.

Once the complaint is received, Flagler County Public Transportation 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.

Flagler County Public Transportation has ninety (90) days to investigate the complaint. If more information is needed to resolve the case Flagler County Public Transportation 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, Flagler County Public Transportation 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 on Flagler County Public Transportation's website (www.flaglercounty.org).

4.2 Complaint Form

A copy of the complaint form in English is provided in *Appendix E* and on Flagler County Public Transportation's website (www.flaglercounty.org).

4.3 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. Flagler County Public Transportation will submit Title VI Programs to FDOT for concurrence on an annual basis or any time a major change in the Plan 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

Flagler County Public Transportation does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to FDOT, Your Community Transit utilizes the sub-recipient assistance and monitoring provided by FDOT, as needed. In the future, if Your Community Transit has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B.]

4.5 Contractors and Subcontractors

Flagler County Public Transportation 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. Flagler County Public Transportation, 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 Plan. 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, Flagler County Public Transportation 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 Flagler County Public Transportation, 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), Flagler County Public Transportation 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 Flagler County Public Transportation 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 Plan when it is submitted to FDOT.

Flagler County Public Transportation 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	N/A			
1.				
2.				
Lawsuits	N/A			
1.				
2.				
Complaints	N/A			
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 Flagler County Public Transportation 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 Flagler County Public Transportation. 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 Flagler County Public Transportation 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 Plan.

Current Outreach Efforts

Flagler County Public Transportation 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 Flagler County Public Transportation's recent, current, and planned outreach activities.

- Make public information (technical information and meeting notices) available in electronically accessible formats and means such as the Internet; make information on transportation projects and programs available in a variety of formats, mediums, and languages to reach a wider audience.
- Hold public meetings at convenient and accessible locations and times.
- Seek out and consider the needs of those traditionally underserved by existing transportation systems such as low-income and minorities, elderly, disabled, and limited English proficient communities who may face challenges accessing needed services.

OUTREACH

- FCPT Transportation Manager Attended the Outreach Resource Council on May 2, 2023, as a guest speaker.
- FCPT Transportation Manager went to Las Palmas Retirement Living Facility on July 1, 2023, as a guest speak to provide information about FCPT's services.

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).

Flagler County Public Transportation (FCPT) operates a transit system within Flagler County. The Language Assistance Plan (LAP) has been prepared to address FCPT'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 Flagler County service area there are 5,596 residents or 0.05% who describe themselves as not able to communicate in English very well (Source: US Census). FCPT 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. FCPT 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.

Flagler County Public Transportation, or planning board consists of 7 members appointed by The Local Coordinating Board.

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Service Area Population	84%	13%	11%	2%	.5%	4%
Local Coordinating Board	43 %	14 %	43 %	0 %	0 %	0 %

Flagler County Public Transportation will make efforts to encourage minority participation on the committee. These efforts are made by distributing information about the participation on the committee at public meetings and throughout the transit system. Flagler County Public Transportation will utilize the minority population demographic maps included in Appendix I in order to focus on the areas in which the committee participation information is distributed.

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, FCPT will ensure the following:

1. FCPT 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. FCPT 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, FCPT 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 FCPT determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, FCPT 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. FCPT must demonstrate and document how both tests are met. FCPT 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.

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

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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.

Flagler County Public Transportation is not a fixed route service provider.

Appendices

APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS
APPENDIX B	CURRENT SYSTEM DESCRIPTION
APPENDIX C	TITLE VI PLAN ADOPTION MEETING MINUTES 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
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APPENDIX I	DEMOGRAPHIC MAPS
APPENDIX J	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
 - o Vehicle load for each mode
 - o Vehicle headway for each mode
 - o On time performance for each mode
 - o Service availability for each mode
- Service policies
 - o Transit Amenities for each mode
 - o 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. **Overview:**

FCPT'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 county residents.

2. **Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan:**

FCPT is a non-profit governmental agency. Our organization is made up of 26 full-time employees, 7 part-time employees. Our Transportation Manager is responsible for all of the day-to-day operations of our organization and reports directly to the General Services Director whom in turn reports to the County Administrator whom reports to the Board of County Commissioners (BCC). Our BCC is committed to this program and has, therefore, incorporated our service as the County's Public Transportation Program. Transportation services are provided in accordance with the BCC's approved System Safety Program and its Transportation Disadvantaged Service Plan (TDSP). Our agency staffing plan is outlined in our 2011 Transit Development Plan (page 201) and 2012 Operations Handbook (page 34). We will continue to operate at previous year (2016) service hours averaging 84 total fleet service hours per day or approximately 25,200 annual service hours (assuming 300 operating days).

3. **Indicate if your agency is a government authority or a private non-profit agency.**

Flagler County Public Transportation operates as a non-profit government agency with a CTC agreement with the BCC. We have an executed CTC agreement dated.

4. **Who is responsible for insurance, training and management, and administration of the agency's transportation programs?**

FCPT's 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 40 hours of on-the-road drivers training, which includes riding with a training driver, behind-the-wheel training, and training on proper use of wheelchair lifts and securement devices. The Transportation Manager is responsible for the annual renewal of all liability insurance for both FDOT and agency owned vehicles, as well as vehicle registration renewal. It is the Transportation 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 Flagler County's Fleet Services Division, General Services Department. Fleet employs only 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 1769 E. Moody Blvd., Building 5, Bunnell, FL 32110

and are maintained by the transit manager. All records are maintained and retained for a minimum of four (4) years.

6. Number of current transportation related employees

Our transportation department has a total of 28 employees that include: 19 full-time drivers, 2 part-time drivers, 4 administrators and 3 support staff (Updated 9/11/2023).

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

Only transportation employees that have completed all 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 (Class C or higher). 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

Transportation services provided through our program are available to clients with disabilities and those who are classified as 'transportation disadvantaged". We provide a wide range of trip purposes that include: medical, nutrition, shopping, social service, training, employment, social and recreation. Approximately 1% of the medical trips we provide are to medical facilities out of the county; therefore, our out of county services are directed to the nearby highway corridors that surround this community for optimum efficiency of trip duration and the most convenient route. Currently, we use a variety of vehicles to provide passenger services. Our fleet includes cars, modified vans, and buses. 30 of our vehicles are equipped for wheelchair service. We prioritize grouping trips and multi-loading to the maximum extent possible. We provide 350 passenger trips per day on average and leverage our 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.

Appendix C

Title VI Program Adoption Meeting Minutes and FDOT Concurrence Letter

FLAGLER COUNTY RESOLUTION No. 2020 - 77

A RESOLUTION OF FLAGLER COUNTY BOARD OF COUNTY COMMISSIONERS AUTHORIZING THE APPROVAL AND SUBMISSION OF THE FLAGLER COUNTY TITLE VI PLAN AS AUTHORIZED BY THE FLORIDA DEPARTMENT OF TRANSPORTATION; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, Flagler County is a recipient of federal financial assistance from the Florida Department of Transportation in support of transit services which imposes certain obligations upon the recipient, including complying with the Title VI federal requirements; and

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 Flagler County Public Transportation is committed to assuring that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination under any program or activity regardless of the funding source; and

WHEREAS, the Board of County Commissioners adopted Title VI compliance in 2018, and it needs to be updated; and

WHEREAS, the Board of County Commissioners finds that it is in the best interest of the public for Flagler County to adopt the updated Title VI Plan.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF FLAGLER COUNTY, FLORIDA THAT:

Section 1. In order to comply with the Title VI federal requirements, the Flagler County Board of County Commissioners ("Board") hereby approves the Title VI Program presented to the Board at its regular meeting of October 19, 2020, which is incorporated herein by this reference.

Section 2. This Resolution shall take effect upon its adoption.

ADOPTED THIS 19th day of October 2020.

ATTEST:

Tom Bexley
Tom Bexley, Clerk of the Circuit Court and Comptroller

BOARD OF COUNTY COMMISSIONERS OF FLAGLER COUNTY, FLORIDA

David C. Sullivan
David C. Sullivan

APPROVED AS TO FORM:

Al Hadeed
Al Hadeed, County Attorney



Appendix D

Title VI Sample Notice to Public

Notifying the Public of Rights Under Title VI

Flagler County Public Transportation

- Flagler County Public Transportation 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 FCPT.
- For more information on Flagler County Public Transportation's civil rights program, and the procedures to file a complaint, contact (386) 313-4100, (TTY 800-648-6084); email flaglercounty@flaglercounty.org or visit our administrative office at 1769 E. Moody Blvd, Bunnell, Florida 32110. For more information, visit flaglercounty.org
- If information is needed in another language, contact 386-313-4100.
- Si necesita información en otro idioma, comuníquese al 386-313-4100.
- Если необходима информация на другом языке, обращайтесь по телефону 386-313-4100.
- Jeśli potrzebne są informacje w innym języku, skontaktuj się z 386-313-4100.

Appendix E

Title VI Complaint Form

Flagler County Public Transportation

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?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
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:

Flagler County Public Transportation Title VI Liaison
1769 E. Moody Boulevard
Bunnell, FL 32110

Appendix F

Public Participation Plan (PPP)

Introduction

The Public Participation Plan (PPP) for FCPT 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 FCPT. 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 FCPT services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. FCPT 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 FCPT and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** FCPT will proactively reach out and engage low-income, minority, and LEP populations for the FCPT 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:** FCPT 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 FCPT. FCPT intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

FCPT will conduct community meetings and listening sessions as appropriate with passengers, 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 by contacting the FCPT office at 386-313-4100 during its hours of operation. Feedback collected over the phone will be recorded and passed on to FCPT management. Formal customer surveys to measure performance will be conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate.

Future 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, FCPT will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- Posters or flyers in transit office;
- Posting information on website;
- Posting information on the transit vehicles;
- Other methods required by local or state laws or agreements.

All information and materials communicating proposed and actual service adjustments will be provided in English and any other language that meets the “safe harbor” criteria.

Public Hearing

Flagler County Public Transportation is not required to hold public hearings.

LCB Meetings

Local Coordinating Board meetings are scheduled and coordinated by the Center for Transportation Disadvantaged. The LCB meets quarterly, on the second Tuesday of the month.

Chairman, Flagler County Commissioner David Sullivan, presides.

Appendix G

Language Assistance Plan (LAP)

I. Introduction

Flagler County Public Transportation operates a transit system within Flagler County. The Language Assistance Plan (LAP) has been prepared to address Flagler County Public Transportation'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 Flagler County service area there are 2,578 residents or 2.67% who describe themselves as not able to communicate in English "very well" (Source: US Census). FCPT 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. FCPT 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 FCPT be able to communicate effectively with all of its riders. When FCPT 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. FCPT 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 FCPT 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 FCPT 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 FCPT 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 a FCPT program, activity or service.
2. The frequency with which LEP persons come in contact with FCPT programs, activities or services.
3. The nature and importance of programs, activities or services provided by FCPT to the LEP population.
4. The resources available to FCPT and overall costs to provide LEP assistance

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

Of the 96,414 residents in the Flagler County service area 2,578 residents describe themselves as speaking English less than “very well”. People of Hispanic descent are the primary LEP persons likely to utilize FCPT services. For the Flagler County service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population 97.3% speak English “very well”. For groups who speak English “less than very well”, 2.67% speak Spanish or Spanish Creole and 1.11% speak Russian.

Appendix H contains a table which lists the languages spoken at home by the ability to speak English for the population within the Flagler County 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.

FCPT 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 Spanish, Spanish Creole and Russian speakers. Phone inquiries and staff survey feedback indicated that FCPT dispatchers and drivers interact infrequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish. Over the past 10 years, FCPT has had 0 requests for translated documents.

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.

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

FCPT 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: translated Riders' Guides. FCPT 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.

FCPT has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix H). As presented earlier, 97.3% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish (6.4%). Of those whose primary spoken language is Spanish, approximately 2.67% 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% of the service area population.

FCPT 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. 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.

FCPT has undertaken the following actions to improve access to information and services for LEP individuals:

1. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
2. Include statements clarifying that being bilingual is preferred on bus driver recruitment flyers and onboard recruitment posters.
3. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

FCPT will utilize the demographic maps provided in Appendix I in order to better provide the above efforts to the LEP persons within the service area.

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 FCPT, the most important staff training is for Customer Service Representatives and transit drivers. Several representatives are bilingual in English and Spanish and/or Russian.

The following training will be provided to Customer Service Representative:

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

d. Element 4: Providing Notice to LEP Persons

Flagler County Public Transportation 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 FCPT office lobby and on vehicles. 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 FCPT financial resources are sufficient to fund language assistance resources needed

FCPT 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. FCPT is open to suggestions from all sources, including customers, FCPT 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.

FCPT service area does have LEP populations which qualify for the Safe Harbor Provision. [As shown in Appendix H, Your Community Transit does have LEP groups which speak English less than “very well” which exceed either 5.0% or 1,000 person.]

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. FCPT 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: Flagler County Service Area

Flagler County Language Data Tables US Census 2015 ACS 5-Year Estimates		
	Flagler County	Percent of Population
Total:	96,414	100.00%
Speak only English	81,974	85.02%
Spanish or Spanish Creole:	6,174	6.40%
Speak English "very well"	3,596	3.73%
Speak English less than "very well"	2,578	2.67%
Portuguese or Portuguese Creole:	1,915	1.99%
Speak English "very well"	1,071	1.11%
Speak English less than "very well"	844	0.88%
Russian:	1,556	1.61%
Speak English "very well"	490	0.51%
Speak English less than "very well"	1,066	1.11%
Tagalog:	1,009	1.05%
Speak English "very well"	591	0.61%
Speak English less than "very well"	418	0.43%
Polish:	900	0.93%
Speak English "very well"	530	0.55%
Speak English less than "very well"	370	0.38%
French (incl. Patois, Cajun):	449	0.47%
Speak English "very well"	357	0.37%
Speak English less than "very well"	92	0.10%
German:	439	0.46%
Speak English "very well"	320	0.33%
Speak English less than "very well"	119	0.12%
Italian:	425	0.44%
Speak English "very well"	245	0.25%
Speak English less than "very well"	180	0.19%
French Creole:	404	0.42%
Speak English "very well"	342	0.35%
Speak English less than "very well"	62	0.06%
Chinese:	162	0.17%
Speak English "very well"	88	0.09%
Speak English less than "very well"	74	0.08%
African languages:	148	0.15%
Speak English "very well"	18	0.02%

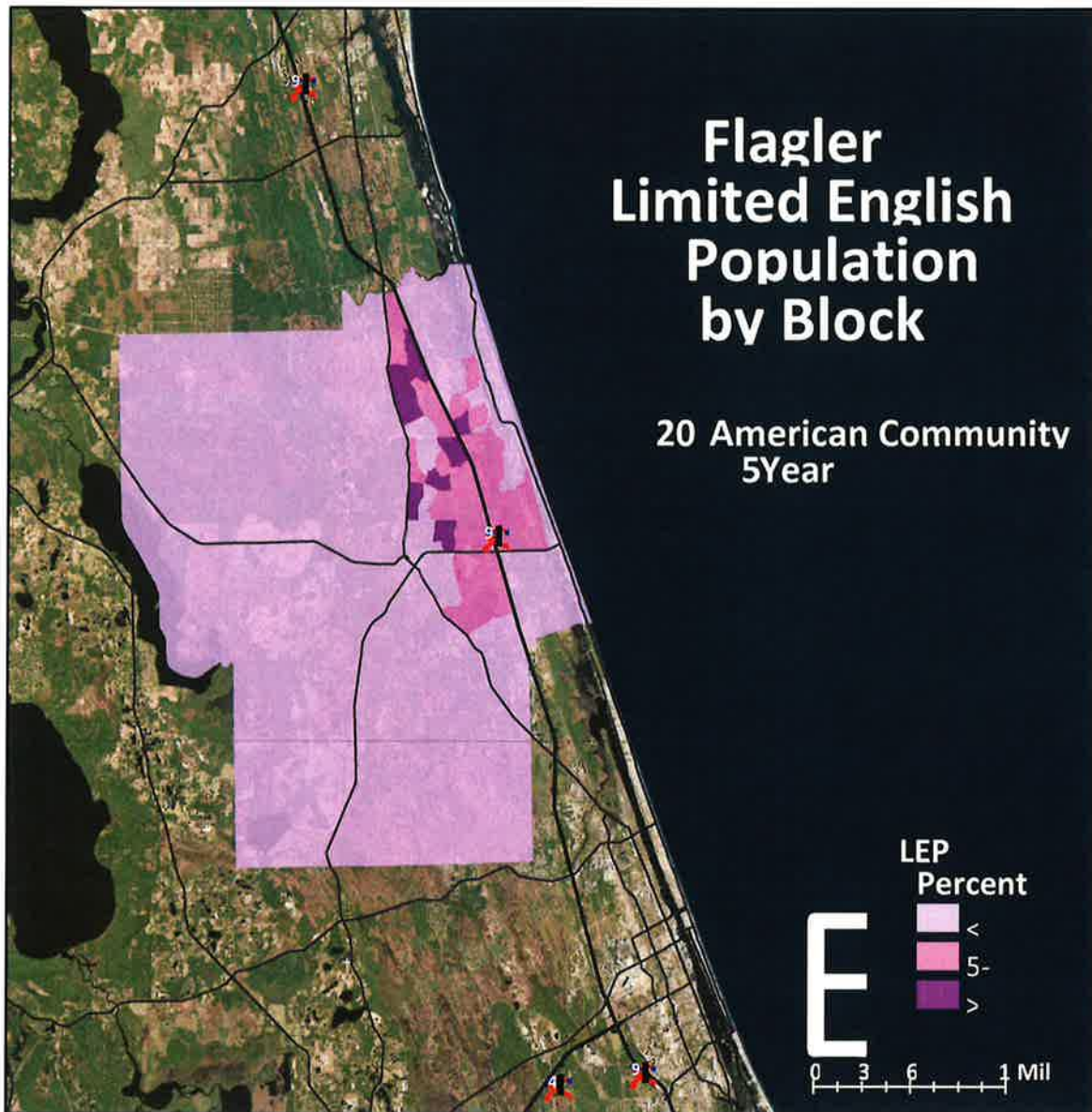
Speak English less than "very well"	130	0.13%
Other West Germanic languages:	132	0.14%
Speak English "very well"	69	0.07%
Speak English less than "very well"	63	0.07%
Vietnamese:	106	0.11%
Speak English "very well"	0	0.00%
Speak English less than "very well"	106	0.11%
Japanese:	100	0.10%
Speak English "very well"	16	0.02%
Speak English less than "very well"	84	0.09%
Other Indo-European languages:	88	0.09%
Speak English "very well"	88	0.09%
Speak English less than "very well"	0	0.00%
Other Pacific Island languages:	57	0.06%
Speak English "very well"	11	0.01%
Speak English less than "very well"	46	0.05%
Other Slavic languages:	44	0.05%
Speak English "very well"	18	0.02%
Speak English less than "very well"	26	0.03%
Serbo-Croatian:	41	0.04%
Speak English "very well"	33	0.03%
Speak English less than "very well"	8	0.01%
Greek:	38	0.04%
Speak English "very well"	16	0.02%
Speak English less than "very well"	22	0.02%
Hungarian:	37	0.04%
Speak English "very well"	0	0.00%
Speak English less than "very well"	37	0.04%
Other Indic languages:	36	0.04%
Speak English "very well"	0	0.00%
Speak English less than "very well"	36	0.04%
Korean:	35	0.04%
Speak English "very well"	11	0.01%
Speak English less than "very well"	24	0.02%
Other Asian languages:	26	0.03%
Speak English "very well"	14	0.01%
Speak English less than "very well"	12	0.01%

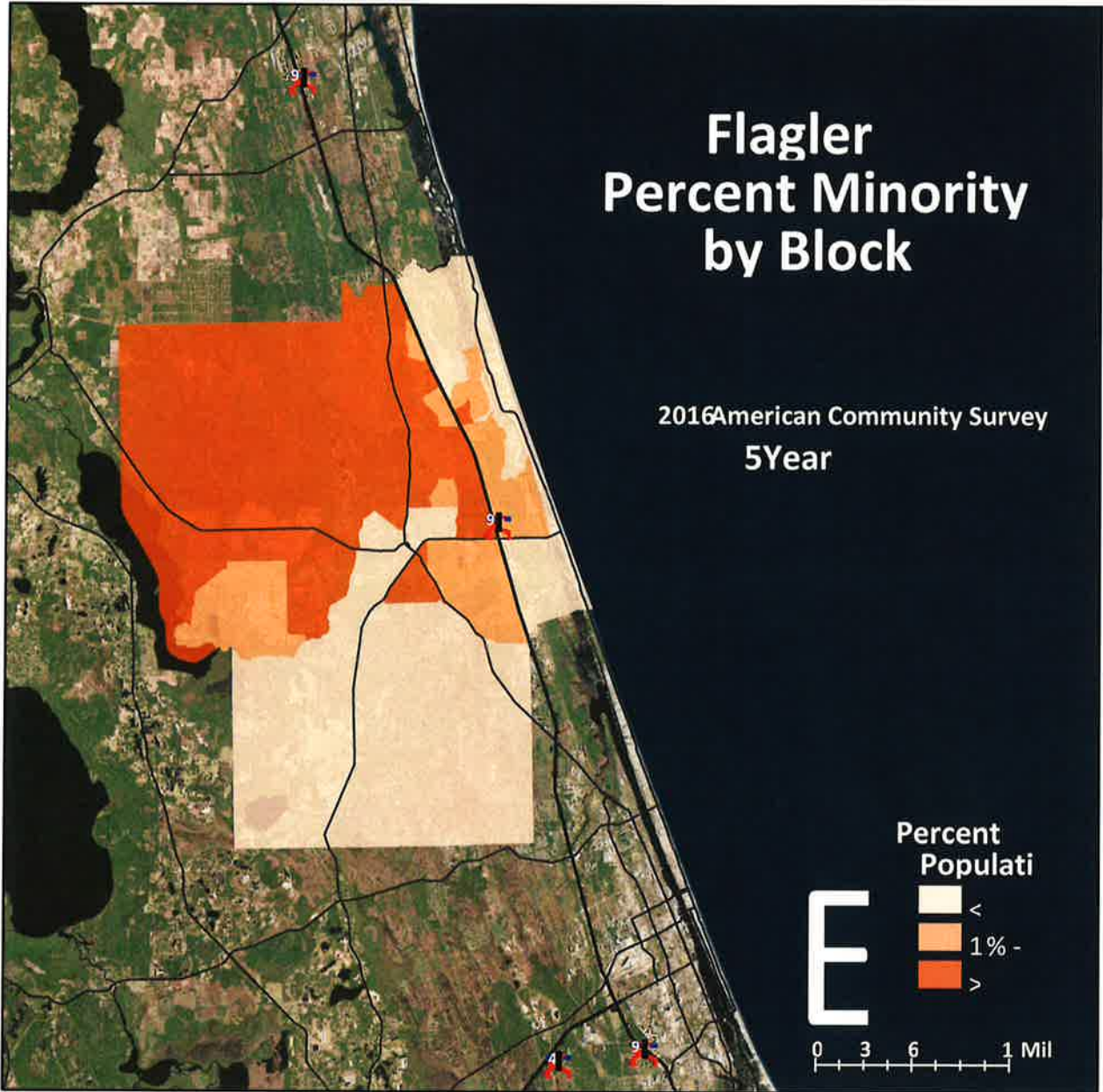
Thai:	20	0.02%
Speak English "very well"	0	0.00%
Speak English less than "very well"	20	0.02%
Hebrew:	17	0.02%
Speak English "very well"	17	0.02%
Speak English less than "very well"	0	0.00%
Mon-Khmer, Cambodian:	15	0.02%
Speak English "very well"	0	0.00%
Speak English less than "very well"	15	0.02%
Scandinavian languages:	7	0.01%
Speak English "very well"	7	0.01%
Speak English less than "very well"	0	0.00%
Gujarati:	3	0.00%
Speak English "very well"	3	0.00%
Speak English less than "very well"	0	0.00%
Yiddish:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Armenian:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Persian:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Hindi:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Urdu:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Hmong:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Laotian:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%

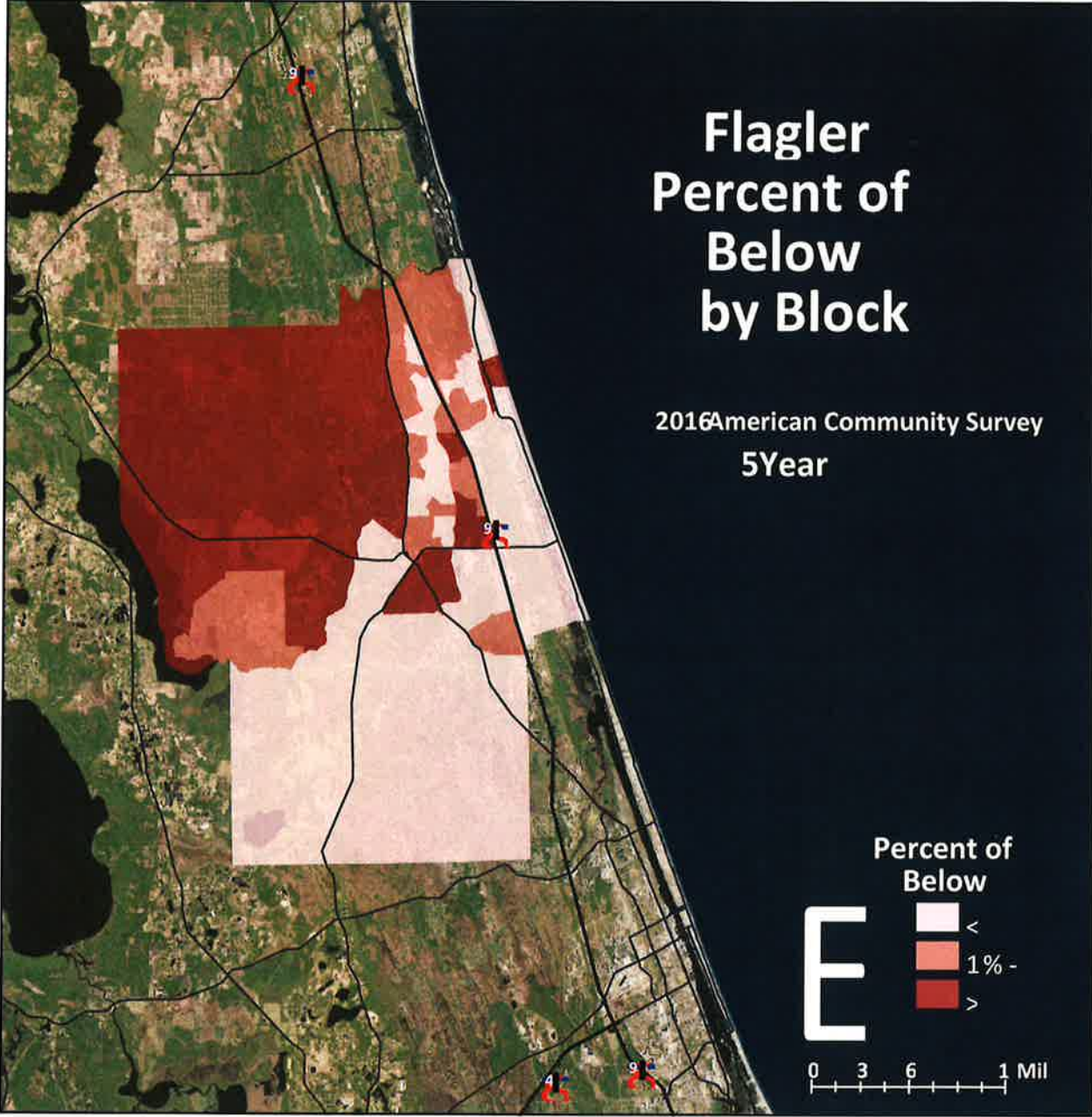
Navajo:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Other Native North American	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Arabic:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Other and unspecified languages:	57	0.06%
Speak English "very well"	24	0.02%
Speak English less than "very well"	33	0.03%

Appendix I

Title VI Demographic Maps







Appendix J

Title VI Equity Analysis

Flagler County Transit has not performed a Title VI Equity Analysis.