



FEDERAL TRANSIT ADMINISTRATION TITLE VI PROGRAM

(Compliance with Title VI of the Civil Rights Act of 1964)

October 2016 – 2019

Prepared by:

City of Pembroke Pines

TABLE OF CONTENTS

	Page
I. PLAN STATEMENT	3
II. DESCRIPTION OF CITY OF PEMBROKE PINES	4
A. Description of City of Pembroke Pines Transportation Division	4
1. Senior Transportation	5
2. Community Bus Service	5
III. GENERAL REPORTING REQUIREMENTS AND GUIDELINES	6
A. FTA RECIPIENT	6
B. Non-Discrimination Requirements Clause	6
C. Annual Certifications and Assurances	6
D. Title VI Complaint Procedures and Investigations	6
1. Filing of Title VI Complaints of Discrimination	7
2. Tracking and Investigating Process	8
3. Appeal of Determination	8
4. Complaint Form	9
E. Limited English Proficiency (LEP) Plan Procedure	9
1. LEP Plan	9
2. Four Factor Analysis	9
3. Notification and Dissemination to the Public	10
4. Language Assistance Plan	11
F. Public Outreach and Involvement Activities	11
G. Public Participation Plan	14
H. Guidance on Conducting an Analysis of Construction Projects	11
I. Guidance on Promoting Inclusive Public Participation	12
J. Subcontracts and Vendors	16
K. Record Keeping	17

APPENDICES

A. Public Notice of Rights Under Title VI	
B. Complaint Form	
C-1. Letter Acknowledging Complaint	
C-2. Letter Notifying Complainant that Complaint is Substantiated	
C-3. Letter Notifying Complainant that Complaint is Not-Substantiated	
D. Language Spoken At Home Chart	
E. Place of Birth By Language Spoken At Home and Ability to Speak English in the United States Chart	

- F. Language Spoken At Home By Ability to Speak English For the Population 5 Years and Over
- G. List of Title VI Investigations, Complaints, and Lawsuits
- H. Employee Annual Education Form
- I. Minority Representation on Committees and Councils
- J. Acknowledgement of Receipt of Title VI Plan

I. PLAN STATEMENT

This Title VI Program Plan for the period October 2016 – 2019, is submitted by the City of Pembroke Pines.

The City of Pembroke Pines' Transportation Division is operated and maintained by third party contractor, Transportation Authority and provides fixed route and Senior Transportation services primarily in the City of Pembroke Pines and in designated areas in the cities of Cooper City, Miramar and Hollywood.

To meet the compliance requirements of Title VI of the Civil Rights Act of 1964, recipients and sub-recipients of Federal Transit Administration (FTA) funding must provide guidelines to ensure that their programs, policies, and activities abide by the following U.S. Department of Transportation (DOT) Title VI regulations:

Title VI of the Civil Rights Act of 1964, as amended, protects any person in the United States on the ground of race, color, or national origin from being excluded from participation, from being denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation.

As a sub-recipient of FTA funding, The City of Pembroke Pines has prepared this Title VI Program Plan in accordance with the requirements specified in the *FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients*, dated October 1, 2012. The City of Pembroke Pines will, along with all contractors and sub-contractors, ensure full compliance with this Title VI Program Plan.

Title VI Coordinator Contact Information
City Transportation Division
Attention: Jacque-Ann Isaacs, Transportation Administrator
301 NW 103rd Avenue
Pembroke Pines, FL 33026
email: jisaacs@ppines.com
954-450-6850

II. CITY OF PEMBROKE PINES

The City of Pembroke Pines (the "City") was incorporated in 1960. In 1995, in response to growing community needs, the City financed and constructed a 52,000 square foot community center, the Southwest Focal Point Community Center renamed the Carl Shechter Southwest Focal Point Community Center (the "SW Focal Point"). The City, through the SW Focal Point, which is located at 301 N.W. 103rd Avenue, Pembroke Pines, FL 33026, is committed to providing services that enhance the quality of life for the public at large with special attention devoted to seniors residing in the local communities. Some of those services include transportation, geriatric medical care, health support, nutrition programs, adult and Alzheimer's day care, social support, information and referrals, counseling, recreation and leisure. It's mission is: 1) to provide a centralized, welcoming

facility that attracts seniors and encourages them to stay active and healthy; 2) to provide services, housing and transportation that allow seniors to live on their own longer; and 3) to be a resource and gathering point for the community, encouraging community-wide and multigenerational use and events.

A. DESCRIPTION OF CITY OF PEMBROKE PINES, TRANSPORTATION DIVISION

The City of Pembroke Pines has an agreement with the Aging and Disability Resource Center of Broward County and Broward County to provide Senior Transportation and fixed route transportation services respectively. The City contracts with The Transportation Authority, LLC to manage day-to-day operations and with Vera-Williamson Investments, Inc. to provide preventive maintenance and repairs. Transportation services are directed by the City's Community Services Director, Jay Shechter and finances are administered by Administrative Assistant, Astrid Grosso. The Transportation Authority, LLC, has five administrative staff (President Richard Passero, Transportation Administrator Jacque-Ann Isaacs, District Manager Evelyn Marti, Dispatcher/Operations Specialist Jessica Matos, Scheduler/Clerical Specialist Kemberny Pierre, two (2) part-time clerks and thirty (30) van drivers.)

The Transportation Authority, LLC is responsible for insurance of the vehicles (liability) and the City of Pembroke Pines is responsible for the physical damage of the City's vehicles. The Transportation Authority, LLC, is responsible for the hiring and training of administrative staff and drivers and for insuring its personnel. In compliance with the provision of Florida Statute (FS) 341.061 and Rule, Chapter 14-90, Florida Administrative Code, The Transportation Authority, LLC, maintains a structured System Safety Program Plan to ensure the overall safety of the program. This facet of the operation is critical as the issue of safety is considered a high priority for both staff and members. The 27 vehicles used in the transport of members are housed in a reserved area at the site of the Transportation Authority, LLC, 901 Poinciana Drive, Pembroke Pines, FL 33025. Eighty-two percent (82%) of the vehicles are wheelchair accessible which meet all applicable Americans with Disabilities Act regulations. The City operates two (2) programs – Senior Transportation service and the Community Bus (fixed Route) service. There is no cost to use this service.

Mission Statement: The City is committed to providing safe, reliable, and efficient transportation services to the community via a coordinated system of social service, Senior Transportation service and fixed route service, while keeping client expectation and changing needs as a high priority.

1. DESCRIPTION OF Senior Transportation Service

Since January 2002, the City has been a subcontractor to the Aging and Disability Resource Center of Broward County f/k/a the Areawide Council on Aging of Broward County, for providing transportation services as mandated by the 2002 Older Americans Act Title IIIB. Free Senior Transportation service is provided to and from the SW Focal Point, medical/dental appointments, pharmacies, social agencies, legal agencies, post offices, banks, grocery stores, and center sponsored field trips.

Individuals participating in the program must be registered clients, 55 years and older residing in the Southwest section of Broward County who do not have access to other forms of transportation. The City's service area boundaries span from County Line Road South, 441 East, State Road 84 North and US 27 West.

2. DESCRIPTION OF Community Bus (Fixed-Route) Service

In 1994, the City of Pembroke Pines entered into an interlocal agreement with Broward County Transit (BCT) to offer community bus service to residents in Pembroke Pines. The service seeks to increase the number of destinations within the city limits that can be reached through public transit. The Community Bus Service is designed to operate in conjunction with BCT routes. Community buses service residential areas freeing the larger BCT fixed-route buses to travel along major thoroughfares as part of a bus system network. While BCT routes serve mainly arterial corridors, community buses can penetrate into neighborhoods and create short-distance linkages between origins and destinations. The City operates 7 community bus service routes—five (5) servicing western Pembroke Pines and two (2) servicing eastern Pembroke Pines.

III. GENERAL REPORTING REQUIREMENTS AND GUIDELINES

A. FTA RECIPIENT

The City is a sub-recipient of Federal Transit Administration (FTA) funds. The City provides transportation service primarily in Pembroke Pines and designated areas in Cooper City, Hollywood and Miramar. Therefore, in accordance with FTA Circular 4702.1B, dated October 1, 2012, the City is required to follow guidelines set forth for *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. Accordingly, the City is required to submit a Title VI program update report every three (3) years.

B. NON-DISCRIMINATION REQUIREMENTS CLAUSE

Under Title VI of the Civil Rights Act of 1964, as amended, and as sub-recipients of federal financial assistance, the City, without regard to race, color, or national origin, operates and plans for transportation services so that: transportation benefits and services are available and distributed equitably; transportation services are adequate to provide access and mobility for all within the geographic area served; opportunities to participate in the transit planning and decision-making process are provided to everyone; decisions on the locations of transit facilities and services are carried out equitably; and that remedial and corrective actions are undertaken to prevent discriminatory treatment of any beneficiary.

C. ANNUAL CERTIFICATIONS AND ASSURANCES

As a federal grant sub-recipient, the City files its annual Title VI Certifications and Assurances with the South Florida Regional Authority via e-mail to Carla D. McKeever at mckeeverc@sfrta.fl.gov.

D. TITLE VI COMPLAINT FORMS, PROCEDURES AND INVESTIGATIONS

The objectives of the Federal Transit Administration's (FTA) Title VI program, as set forth in FTA Circular 4702.1B are:

- To ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin;
- To ensure that the level and quality of FTA-assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin;
- To ensure that opportunities to participate in the transit planning and decision-making process are provided to persons without regard to race, color, or national origin;
- To ensure that decisions on the location of transit services and facilities are made without regard to race, color, or national origin; and
- To ensure that corrective and remedial action is taken by all applicants and recipients of FTA assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

The City is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transportation program, policy or activity on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964.

1. Complaint Procedures

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)

How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.

Other information that you deem significant.

The Title VI Complaint Form which is attached hereto as **Appendix B-1**, may be used to submit the complaint information. The complaint may be filed in writing to the City of Pembroke Pines at the following address:

**City of Pembroke Pines Transportation Division
Attention: Jacque-Ann Isaacs, Transportation Administrator
301 NW 103rd Avenue**

Pembroke Pines, FL 33026
email: jisaacs@ppines.com
954-450-6850

NOTE: The City of Pembroke Pines encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. Complaint must be mailed to the Title VI Coordinator no later than 180 days from the alleged date of discrimination.

2. Complaint Procedure

All complaints will be investigated promptly. Upon receipt of a signed complaint, within seven (7) business days, a City supervisor or designee will meet or speak with the complainant, if possible. In addition, the complainant will receive a Letter Acknowledging Receipt of Complaint, see **Appendix C-1**, which is attached hereto. Interviews may also be conducted with other persons who may have information about the alleged discriminatory program, policy or activity and may review records or documents relevant to the complaint. The City will record and maintain a list of any active Title VI investigations, complaints and lawsuits. This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by the City in response to the investigation, lawsuit or complaint.

The investigation process shall be completed within sixty (60) business days of receiving the written complaint. Upon completion of the investigation, a final report will be completed for the President of Transportation Authority and the Community Services Director. If a Title VI violation is found, remedial steps as appropriate will be taken immediately. The Complainant will also receive written notice of investigation's findings and be advised of the remedial actions that will be taken. If there is a finding of no discrimination, the complainant will receive written notice of the finding of "no discrimination" and will be provided information regarding his or her right to appeal that decision. If the investigator is not contacted by the complainant or does not receive the notice of appeal within thirty (30) days, the Title VI Coordinator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

A complainant may also file the initial Title VI Complaint directly with the FTA at the above address. Complaints filed directly with the FTA must be filed no later than 180 days after the date of the alleged discrimination.

A copy of this Complaint Procedure shall be translated into Creole and Spanish and is identically set-forth in Appendix B-2.

3. Appeal of Determination

Upon completion of the investigation, a timely written notification of disposition will be sent by certified mail to the complainant or his/her representative. If the complainant disagrees with the decision, he/she will be notified of the right to request reconsideration within thirty

(30) days, or to file a complaint with Federal Transit Administration at the following address:

**Federal Transit Administration
Attention: Region IV Civil Rights Officer
230 Peachtree St.,N.W.
Suite 800
Atlanta, GA 30303,**

or by calling

(404) 865-5628.

4. Complaint Form

The City has included in its Title VI Complaint Procedures, the following criteria:

- Information on tracking and investigating Title VI complaints, and ensuring that the complaints are processed as outlined under 49 CFR Part 21 and Title VI of 1964 regulations;
- A copy of its Title VI complaint form, which conforms with Title VI of 1964 regulations (**See Appendix B-1– Complaint Form**);
- A copy of its Title VI notice to beneficiaries, translated into Creole and Spanish. (**See APPENDIX A – Notice of Rights**)

E. LIMITED ENGLISH PROFICIENCY PLAN PROCEDURE

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to their benefits, services, information, and other important portions of their programs and activities for persons with Limited English Proficiency (LEP). Under these regulations, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand English. Otherwise, English-only services may be discriminatory on the basis of national origin, in violation of Title VI of the Civil Rights Act of 1964, as amended, and its regulations.

The City supports the goal of the U.S. Department of Transportation LEP Guidance (USDOT 2005) to provide meaningful access to its services by LEP persons.

1. LEP Plan

Four Factor Analysis

The analysis provided in this report has been developed to identify, LEP populations that may use Pembroke Pines transportation services and identify needs for language assistance. The analysis is based on the “Four Factor Analysis” presented in Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter Pembroke Pines Transportation program, activity or service.
2. The frequency with which LEP persons come in contact with Pembroke Pines' Transportation program, activity or service.
3. The nature and importance of programs, activities or services provided by Pembroke Pines' Transportation program, activity or service to the LEP population.
4. The resources available to Pembroke Pines' Transportation program, activity or service and overall cost to provide LEP assistance.

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

Based on data from the 2010 U.S. Census, the largest population of LEP persons in Pembroke Pines is made up of those speaking Spanish. According to the 2010 census, more than 41% of LEP residents are classified as Hispanic or Latino. (See **Appendix D-Limited English Proficiency (LEP) Chart**)

In addition, the *American Community Survey for Pembroke Pines* estimates that more than 48% of the City's residents speak a language other than English at home. Among the foreign language speakers, over 39% are Spanish speakers. (See **Appendix E-Languages Spoken At Home**)

Pembroke Pines Transportation's service area has LEP populations which qualify for the Safe Harbor Provision. As shown in Appendix F, of the 151,330 population in Pembroke Pines, 78,494 or 51.9% speak English only. There are 21,824 or over 14% of resident Spanish speakers who speak English less than "very well". (See **Appendix E-Place of Birth By Language Spoken at Home and Ability to Speak English in the United States**).

Spanish speakers are the primary LEP persons likely to utilize the City's services. For the Pembroke Pines Transportation service area, the American Community Survey of the U.S. Census Bureau shows that among the area's population of 151,330, for groups who speak English "less than very well", 21,824 speak Spanish and 4,127 speak other languages. (See **Appendix E-Place of Birth By Language Spoken at Home and Ability to Speak English in the United States**).

The American Community Survey indicates that the other languages spoken in Pembroke Pines include French (including Patois, Cajun) which 1,487 residents speak and among those residents, 247 of them indicate that they speak English less than "very well". The Survey also demonstrates that 4382 residents speak French Creole of which 1,440 residents describe themselves as speaking English less than "very well". Thus, residents who speak French Creole will probably also utilize Pembroke Pines' Transportation service. (See **Appendix F-Language Spoken at Home By Ability to Speak English For the Population 5 Years and Over**).

Factor 2: The Frequency with which LEP individuals Come Into Contact With Your Programs, Activities, and Services

Pembroke Pines Transportation Division has accessed the frequency with which LEP individuals come into contact with the transit system. The methods utilized for this assessment include analysis of Census data. The Pembroke Pines Transportation Division will also examine phone inquiries, requests for translated documents, and survey staff to determine how many LEP individuals they interact with each day. As discussed above, Census data indicates that individuals whom speak Spanish are our most prevalent LEP group. Pembroke Pines Transportation Division will obtain feedback from staff regarding their daily interactions with LEP persons. The Pembroke Pines Transportation Division will also record how many requests for translated documents the division receives each year. As discussed above, Census data indicates that individuals whom speak Spanish are our most prevalent LEP group.

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 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. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, or education, or access to employment. An annual transportation survey is conducted to collect data on the satisfaction for Pembroke Pines Transportation services.

Factor 4: The Resources Available to the Recipient and Costs

The City is committed to providing meaningful access to its transit services for LEP persons. Its offices are located in the Southwest Focal Point Community Center, which has Spanish-speaking and Haitian-Creole speaking employees available to assist with inquiries from LEP persons. Bus Drivers also provide interpretation services to clients as necessary. Employment of sixteen (16) Spanish Speaking employees costs approximately \$545,523.00 annually. In addition, community bus information is available through the Broward County Elder Helpline, which is administered by the Areawide Council on Aging of Broward County, Inc. Assistance is available in English, Spanish, and Creole.

Notification and Dissemination to the Public

- Pembroke Pines Transportation has included its LEP Plan with its Title VI Policy and Complaint Procedures.
- Pembroke Pines Transportation Division notifies the public of Title VI protections by posting notices in three (3) languages – English, Creole and Spanish–on the City's web page, on all the vehicles utilized for transport and subject to This Title VI Program Plan, and on bulletin boards at the Southwest Focal Point Community Center (See APPENDIX A–Notice of Rights).

- The Pembroke Pines Transportation Division shall make available a copy of the Complaint Form and Complaint Procedure in English, Spanish, and Creole and shall post these documents on the City's website and on the bulletin boards at the Southwest Focal Point Community Center. Specifically, the Rider's Guide, Notice of Rights, and Complaint forms are translated in Spanish and the Notice of Rights and Complaint forms are translated in Creole.
- When an interpreter is needed, staff will obtain services of a professional translation service or qualified community volunteers.

Language Assistance Plan

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

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

The five elements are addressed below.

Element 1: Identifying LEP Individuals Who Need Language Assistance

Pembroke Pines Transportation Division will assess 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.

Pembroke Pines Transportation Division has identified the number and proportion of LEP individuals within its service area using United States Census data American Community Survey 5-Year Estimate (see Appendix E). The Census data indicates that 51.9% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish or Spanish Creole (39.6%). Of those who primary spoken language is Spanish or Spanish Creole, approximately 13.81% identify themselves as speaking English 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 3.24% of the service area population.

Pembroke Pines Transportation Division will 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.

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 the agency centers or otherwise interact with the agency.

Pembroke Pines Transportation Division will undertake the following actions to improve access to information and services for LEP individuals:

1. Provide bilingual staff at community events and public meetings as necessary.
2. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
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.

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.

Pembroke Pines Transportation Division, will train its administrative staff, customer service representatives and drivers. Several representatives are bilingual in English and Spanish.

The following training will be provided to administrative staff, customer service representatives, and drivers:

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

Element 4: Providing Notice to LEP Persons

Pembroke Pines Transportation Division makes Title VI information available in English and Spanish on the Agency's website. Key documents will be written in English and Spanish. Notices in different languages be made available in our main office. Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

Element 5: Monitoring and Updating the Plan

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

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

Pembroke Pines Transportation Division Transportation 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. Pembroke Pines Transportation Division is open to suggestions from all sources, including customers, Pembroke Pines Transportation staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

F. PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

The FTA requires **recipients** to report certain general information to determine compliance with TITLE VI regulations. To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance with this chapter by submitting a Title VI Program to FTA's regional civil rights officer once every three years. The submission shall include the following information:

- (1) A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities.
- (2) A copy of the agency's plan for providing language assistance for persons with limited English proficiency that was based on the DOT LEP Guidance or a copy of the agency's alternative framework for providing language assistance.
- (3) A copy of the agency procedures for tracking and investigating Title VI complaints.
- (4) A list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submission. This list should include only those investigations, complaints, or lawsuits that pertain to the agency submitting the report, not necessarily the larger agency or department of which the entity is a part.
- (5) A copy of the agency's notice to the public that it complies with Title VI and instructions to the public on how to file a discrimination complaint.

The recipient, South Florida Regional Transit Administration, documents its compliance with these requirements by submitting a Title VI Program to FTA's regional civil rights officer once every three (3) years.

Pembroke Pines Transportation Division will utilize the following public outreach and involvement activities in an effort to ensure that minority and low-income people have meaningful access to the transportation system as outlined in the Public Participation Plan below.

G. PUBLIC PARTICIPATION PLAN

Introduction

The Public Participation Plan ("PPP") for Pembroke Pines Transportation Division was developed to ensure that all members of the public, including minorities and LEP populations are encouraged to participate in the decision making process for Pembroke Pines. 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 Pembroke Pines transportation services and to promote a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. Pembroke Pines 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 Pembroke Pines Transportation Division and its operations. The goals for this PPP shall include:

- **Inclusion and Diversity:** Pembroke Pines Transportation Division will proactively reach out and engage low-income, minority, and LEP populations for the Pembroke Pines Transportation service area so these groups have an opportunity to participate by:
 - Engaging the business community in marketing and promotional efforts for transit services.
 - Advertise in local publications the transit services being offered by the City.
 - Promote the various transit options with the Chamber of Commerce, so that they may pass along the information throughout the business community.
 - Advertise the various transit services on the local TV channel "OCTV".

- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporarily, 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:** Pembroke Pines Transportation Division 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

Pembroke Pines Transportation Division conducts annual satisfaction surveys with participants to gather input about service quality. The surveys are distributed to riders on the bus or at Southwest Focal Point Community Center. The responses are tallied every September or October by a manager, the Transportation Coordinator.

Pembroke Pines Transportation Division will conduct public meetings as necessary that are accessible to persons with disabilities. Pembroke Pines Transportation Division will post flyers on buses and distribute flyers to make riders and citizens aware of the meeting.

Spanish and Creole interpreters will be available at the public meetings.

Public Outreach Efforts Made Over the Last Three Years:

- Public meeting at South West Focal Point Community Center and Century Village Clubhouse to inform and get feedback regarding community bus route expansion effort.
- Held meetings at Pembroke Pines Century Village Courthouse and Southwest Focal Point Community Center on January 10, 2013, January 16, 2013, February 6, 2013, September 2, 2015, July 25, 2016, August 25, 2016. A public hearing was also held at the City of Pembroke Pines Commission Chambers on September 21, 2016. Meetings were open to the public and feedback from the public regarding bus routes and time changes were obtained.

H. GUIDANCE ON CONDUCTING AN ANALYSIS OF CONSTRUCTION PROJECTS

The City has no active FTA-funded construction projects currently underway.

I. GUIDANCE ON PROMOTING INCLUSIVE PUBLIC PARTICIPATION

In order to integrate, into community outreach activities, considerations expressed in the DOT Order on Environmental Justice, and the DOT LEP Guidance, recipients and sub-recipients should seek out and consider the viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities. An agency's public participation strategy shall offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.

When the City undertakes any significant transit decisions, the City's public participation strategy shall offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. The City will seek out and consider the viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities.

J. SUBCONTRACTS AND VENDORS

Title VI information shall be disseminated to all transit vendors annually via personal delivery from the City to the transit operator. This information reminds each vendor of the City's policy statement, and their Title VI responsibilities in their daily work and duties.

All subcontractors and vendors who receive payments from the City where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

K. RECORD KEEPING

Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the vendor indicating the receipt of the title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

APPENDIX A

Attention: All Passengers

Notice of Rights

City of Pembroke Pines Community Bus Service Commuter Bulletin

Protections of Title VI of the Civil Rights Act of 1964

The City of Pembroke Pines is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit program or activity on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with the City of Pembroke Pines Community Bus Service, Southwest Focal Point Community Center, 301 N.W. 103rd Avenue, Pembroke Pines, FL 33026, telephone 954-450-6850.

Protecciones bajo el Título VI de la Ley de Derechos Civiles de 1964

Ciudad de Pembroke Pines servicio de autobuses comunitarios (City of Pembroke Pines Community Bus Service) se compromete a asegurar que ninguna persona sea excluida de participar en sus programas o actividades de tránsito, o de otra manera se le deniegue los beneficios de los mismos, en base a su raza, color u origen nacional, conforme las protecciones dispuestas en el Título VI de la Ley de Derechos Civiles de 1964. Si usted cree que ha sufrido discriminación según dispone el Título VI, puede presentar una reclamación al respecto a la City of Pembroke Pines Community Bus Service, Southwest Focal Point Community Center, 301 N.W. 103rd Avenue, Pembroke Pines, FL 33026, teléfono 954-450-6850.

Pwoteksyon Tit VI nan Lwa 1964 sou Dwa Moun

Vil la nan Pembroke Pines Sèvis Otobis Kominote (City of Pembroke Pines Community Bus Service) angaje li tout bon vre pou asire tout moun kapab patisipe oswa kapab resevwa avantaj pwogram transpò oswa aktivite li ofri yo, san gade sou ras, koulè oswa kote yo fèt, jan Tit VI Lwa 1964 sou Dwa Moun pwoteje dwa moun. Si ou panse ou te viktim yon zak diskriminasyon anba Tit VI, ou kapab depoze yon plent alekri ba Vil la nan Pembroke Pines Sèvis Otobis Kominote nan adrès sa a: City of Pembroke Pines Community Bus Service, Southwest Focal Point Community Center, 301 N.W. 103rd Avenue, Pembroke Pines, FL 33026; nimewo telefòn 954-450-6850.

For more information: call 954-450-6850 or visit <http://www.ppines.com/community/community-transit.html>

APPENDIX B-1

COMPLAINT FORM

COMPLAINANT OF TITLE VI DISCRIMINATION

The City of Pembroke Pines, as a sub-recipient of federal financial assistance, is required to ensure that its transit service and related benefits are distributed in a manner consistent with Title VI of the Civil Rights Acts of 1964, as amended.

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

We are asking for the following information to assist us in processing your complaint. If you need help in completing this form, please let us know.

1. Complainant

Name: _____

Street Address: _____

City, State, Zip Code: _____

Telephone: _____

Email Address: _____

2. Person discriminated against (if someone other than the complainant).

Name: _____

Street Address: _____

City, State, Zip Code: _____

Home Tel. Number: _____ Business Number: _____

Email Address: _____

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

Yes _____ No _____

If yes, please complete the following:

Attorney's Name: _____

Street Address: _____

City, State, Zip Code: _____

Telephone Number: _____

4. Which of the following best describes the reason you believe the discrimination took place?

Race _____ Color _____ National Origin _____

Sex _____ Disability _____ Sexual Orientation _____

Political Affiliation _____ Marital Status _____

5. Date of the alleged discrimination: _____

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

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

Yes _____ No _____

If yes, check all that apply:

Federal _____ Federal Court _____

State _____ State Court _____

Local _____

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

Name: _____

Contact Person: _____

8. Have you previously filed a Title VI complaint with this agency

Yes_____ No_____

9. Please sign below. **You may attach any additional information you think is relevant to your complaint.**

Signature of Complainant

Date

Submit your signed complaint and any attachments to:

City of Pembroke Pines
Attention: Jacque-Ann Isaacs, Transportation administrator
301 NW 103rd Avenue
Pembroke Pines, FL 33026
Email: jisaacs@ppines.com

Telephone: (954) 450-6850
TTY: (954) 435-6579

APPENDIX B-2

Complaint Procedure

All complaints will be investigated promptly. Upon receipt of a signed complaint, within seven (7) business days, a City supervisor or designee will meet or speak with the complainant, if possible. In addition, the complainant will receive a Letter Acknowledging Receipt of Complaint, see **Appendix C-1**, which is attached hereto. Interviews may also be conducted with other persons who may have information about the alleged discriminatory program, policy or activity and may review records or documents relevant to the complaint. The City will record and maintain a list of any active Title VI investigations, complaints and lawsuits. This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by the City in response to the investigation, lawsuit or complaint.

The investigation process shall be completed within sixty (60) business days of receiving the written complaint. Upon completion of the investigation, a final report will be completed for the President of Transportation Authority and the Community Services Director. If a Title VI violation is found, remedial steps as appropriate will be taken immediately. The Complainant will also receive written notice of investigation's findings and be advised of the remedial actions that will be taken. If there is a finding of no discrimination, the complainant will receive written notice of the finding of "no discrimination" and will be provided information regarding his or her right to appeal that decision. If the investigator is not contacted by the complainant or does not receive the notice of appeal within thirty (30) days, the Title VI Coordinator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

A complainant may also file the initial Title VI Complaint directly with the FTA at the above address. Complaints filed directly with the FTA must be filed no later than 180 days after the date of the alleged discrimination.

APPENDIX C-1

Letter Acknowledging Receipt of Complaint

Today's Date

Complainant's Name
Complainant's Address

Dear (Mr./Ms.):

This letter is to acknowledge receipt of your complaint against the City of Pembroke Pines alleging:

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning __ (Phone number) ____, or write to me at this address.

Sincerely,

(Name), Transportation Administrator
301 NW 103rd Avenue
Pembroke Pines, FL 33026

APPENDIX C-2

Letter Notifying Complainant that the Complaint is Substantiated

Today's Date

Complainant's Name
Complainant's Address

Dear (Mr./Ms.):

The matter referenced in your letter of _____ (date) against the City of
Pembroke Pines alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those
mentioned in your letter (was/were) identified. Efforts are underway to correct these
deficiencies.

Thank you for bringing this important matter to our attention. You may be hearing from this
office, or from federal authorities if your services should be needed during the administrative
hearing process.

Sincerely,

(Name), Transportation Administrator
301 NW 103rd Avenue
Pembroke Pines, FL 33026

APPENDIX C-3

Letter Notifying Complainant that the Complaint is Not Substantiated

Today's Date

Complainant's Name
Complainant's Address

Dear (Mr./Ms.):

The matter referenced in your letter of _____ (date) against the City of
Pembroke Pines alleging Title VI violation has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil
Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination
based on race, color, or national origin in any program receiving federal financial assistance.

The City Attorney has analyzed the materials and facts pertaining to your case for evidence
of the City's failure to comply with any of the civil rights laws. There was no evidence found
that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing
this matter in our files. You have the right to (1) appeal this decision within seven calendar
days of receipt of this final written decision from the City; and/or (2) file a complaint externally
with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future,
please contact my office.

Sincerely,

(Name), Transportation Administrator
301 NW 103rd Avenue
Pembroke Pines, FL 33026

APPENDIX D
Language Spoken at Home

Subject	Pembroke Pines, Florida				
	Total		Percent		Percent of Specified language speakers"
					Speak English less than "very well
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	153,151	+/-674	(X)	(X)	126,917
Speak only English	79,093	+/-2,187	51.6%	+/-1.4	(X)
Speak a language other than English	74,058	+/-2,177	48.4%	+/-1.4	47,824
SPEAK A LANGUAGE OTHER THAN ENGLISH					
Spanish	58,679	+/-2,219	38.3%	+/-1.4	37,209
5 to 17 years old	8,384	+/-917	5.5%	+/-0.6	7,211
18-64 years old and over	41,306	+/-1,671	27.0%	+/-1.1	27,589
65 years old and over	8,989	+/-810	5.9%	+/-0.5	2,409
Other Indo-European Languages	10,859	+/-1,247	7.1%	+/-0.8	7,678
5 to 17 years old	939	+/-232	0.6%	+/-0.2	712
18 to 64 years old	7,490	+/-950	4.9%	+/-0.6	5,824
65 years old and over	2,430	+/-461	1.6%	+/-0.3	1,142
Asian and Pacific Island Languages	3,384	+/-728	2.2%	+/-0.5	1,941
5 to 17 years old	415	+/-173	0.3%	+/-0.1	327
18/to 64 years old	2,632	+/-550	1.7%	+/-0.4	1,490
65 years old and over	337	+/-162	0.2%	+/-0.1	124
Other languages	1,136	+/-574	0.7%	+/-0.4	996
5 to 17 years old	57	+/-52	0.0%	+/-0.1	57
18 to 64 years old	987	+/-555	0.6%	+/-0.4	887
65 years old and over	92	+/-70	0.1%	+/-0.1	52
CITIZENS 18 YEARS AND OVER					
All citizens 18 years old and over	109,515	+/-1,519	(X)	(X)	93,073
Speak only English	59,041	+/-1,787	53.9%	+/-1.5	(X)
Speak a language other than English	50,474	+/-1,865	46.1%	+/-1.5	34,032
Spanish	40,466	+/-1,657	37.0%	+/-1.4	26,751
Other Languages	10,008	+/-1,030	9.1%	+/-0.9	7,281

APPENDIX D
Language Spoken at Home

Subject	Pembroke Pines, Florida				
	Percent of specified language speakers				
	Speak English only or speak English "very well"	Percent speak English only or Speak English "very well"		Speak English less than "very well"	
	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	+/-1,935	82.9%	+/-1.2	26,234	+/-1,874
Speak only English	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	+/-1824	64.6%	+/-2.1	26,234	+/-1,874
SPEAK A LANGUAGE OTHER THAN ENGLISH					
Spanish	+/-1,660	63.4%	+/-2.2	21,470	+/-1,715
5 to 17 years old	+/-797	86.0%	+/-4.0	1,173	+/-379
18-64 years old and over	+/-1,283	66.8%	+/-2.6	13,717	+/-1,363
65 years old and over	+/-421	26.8%	+/-4.3	6,580	+/-747
Other Indo-European Languages	+/-907	70.7%	+/-4.1	3,181	+/-631
5 to 17 years old	+/-220	75.8%	+/-10.5	227	+/-101
18 to 64 years old	+/-770	77.8%	+/-4.3	1,666	+/-406
65 years old and over	+/-296	47.0%	+/-9.4	1,288	+/-350
Asian and Pacific Island Languages	+/-458	57.4%	+/-7.8	1,443	+/-437
5 to 17 years old	+/-162	78.8%	+/-16.9	88	+/-71
18 to 64 years old	+/-354	56.6%	+/-8.0	1,142	+/-338
65 years old and over	+/-77	36.8%	+/-25.8	213	+/-154
Other languages	+/-564	87.7%	+/-9.7	140	+/-91
5 to 17 years old	+/-52	100.0%	+/-43.6	0	+/-31
18 to 64 years old	+/-561	89.9%	+/-11.2	100	+/-89
65 years old and over	+/-54	56.5%	+/-38.8	40	+/-45
CITIZENS 18 YEARS AND OVER					
All citizens 18 years old and over	+/-1,916	85.0%	+/-1.3	16,442	+/-1,430
Speak only English	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	+/-1,544	67.4%	+/-2.3	16,442	+/-1,430
Spanish	+/-1,290	66.1%	+/-2.5	13,715	+/-1,260
Other Languages	+/-889	72.8%	+/-4.0	2,727	+/-464

APPENDIX D
Language Spoken at Home

Subject	Pembroke Pines, Florida	
	Percent of specified language speakers	
	Percent speak English less than "very well"	
	Estimate	Margin of Error
Population 5 years and over	17.1%	+/-1.2
Speak only English	(X)	(X)
Speak a language other than English	35.4%	+/-2.1
SPEAK A LANGUAGE OTHER THAN ENGLISH		
Spanish	36.6%	+/-2.2
5 to 17 years old	14.0%	+/-4.0
18 to 64 years old	33.2%	+/-2.6
65 years old and over	73.2%	+/-4.3
Other Indo-European Languages	29.3%	+/-4.1
5 to 17 years old	24.2%	+/-10.5
18 to 64 years old	22.2%	+/-4.3
65 years old and over	53.0%	+/-9.4
Asian and Pacific Island Languages	42.6%	+/-7.8
5 to 17 years old	21.2%	+/-16.9
18 to 64 years old	43.4%	+/-8.0
65 years old and over	63.2%	+/-25.8
Other languages	12.3%	+/-9.7
5 to 17 years old	0.0%	+/-43.6
18 to 64 years old	10.1%	+/-11.2
65 years old and over	43.5%	+/-38.8
CITIZENS 18 YEARS AND OVER		
All citizens 18 years old and over	15.0%	+/-1.3
Speak only English	(X)	(X)
Speak a language other than English	32.6%	+/-2.3
Spanish	33.9%	+/-2.5
Other Languages	27.2%	+/-4.0

Source: 2011-2015 American Community Survey 5-Year Estimates Table S1601

APPENDIX E

Place of Birth By Language Spoken At Home and Ability to Speak English In The United States

	<i>Pembroke Pines, Florida</i>	
	Estimate	Margin of Error
Total:	153,151	+/-674
Speak only English	79,093	+/-2,187
Speak Spanish:	58,679	+/-2,219
Speak English "very well"	37,209	+/-1,660
Speak English less than "very well"	21,470	+/-1,715
Speak other languages:	15,379	+/-1,389
Speak English "very well"	10,615	+/-1,082
Speak English less than "very well"	4,764	+/-760
Born in state of residence:	49,152	+/-1,763
Speak only English	33,830	+/-1,631
Speak Spanish:	13,480	+/-981
Speak English "very well"	12,309	+/-980
Speak English less than "very well"	1,171	+/-325
Speak other languages:	1,842	+/-415
Speak English "very well"	1,544	+/-379
Speak English less than "very well"	298	+/-161
Born in other state in the United States:	40,065	+/-1,550
Speak only English	31,627	+/-1,399
Speak Spanish:	7,155	+/-882
Speak English "very well"	6,491	+/-815
Speak English less than "very well"	664	+/-267
Speak other languages:	1,283	+/-260
Speak English "very well"	1,102	+/-240
Speak English less than "very well"	181	+/-127
Native; born outside the United States:	6,535	+/-801
Speak only English	1,327	+/-307
Speak Spanish:	4,932	+/-693
Speak English "very well"	3,355	+/-574
Speak English less than "very well"	1,577	+/-414
Speak other languages:	276	+/-141
Speak English "very well"	276	+/-141
Speak English less than "very well"	0	+/-31
Foreign born:	57,399	+/-2,107
Speak only English	12,309	+/-1,033
Speak Spanish:	33,112	+/-1,970
Speak English "very well"	15,054	+/-1,074
Speak English less than "very well"	18,058	+/-1,522
Speak other languages:	11,978	+/-1,248
Speak English "very well"	7,693	+/-969
Speak English less than "very well"	4,285	+/-712

Source U.S. Census Bureau, 2011-2015 American Community Estimates Table B06007

APPENDIX F

Language Spoken At Home By Ability to Speak English For the Population 5 Years and Over

	Pembroke Pines, Florida	
	Estimate	Margin of Error
Total:	153,151	+/-674
Speak only English	79,093	+/-2,187
Spanish or Spanish Creole:	58,679	+/-2,219
Speak English "very well"	37,209	+/-1,660
Speak English less than "very well"	21,470	+/-1,715
French (incl. Patois, Cajun):	1,310	+/-442
Speak English "very well"	1,016	+/-308
Speak English less than "very well"	294	+/-218
French Creole:	3,628	+/-737
Speak English "very well"	2,270	+/-504
Speak English less than "very well"	1,358	+/-449
Italian:	553	+/-219
Speak English "very well"	329	+/-134
Speak English less than "very well"	224	+/-140
Portuguese or Portuguese Creole:	803	+/-353
Speak English "very well"	539	+/-220
Speak English less than "very well"	264	+/-214
German:	256	+/-149
Speak English "very well"	121	+/-71
Speak English less than "very well"	135	+/-107
Yiddish:	149	+/-107
Speak English "very well"	130	+/-98
Speak English less than "very well"	19	+/-22
Other West Germanic languages:	191	+/-125
Speak English "very well"	191	+/-125
Speak English less than "very well"	0	+/-31
Scandinavian languages:	19	+/-30
Speak English "very well"	19	+/-30
Speak English less than "very well"	0	+/-31
Greek:	216	+/-154
Speak English "very well"	216	+/-154
Speak English less than "very well"	0	+/-31
Russian:	211	+/-121
Speak English "very well"	175	+/-101
Speak English less than "very well"	36	+/-37
Polish:	102	+/-94
Speak English "very well"	97	+/-93
Speak English less than "very well"	5	+/-8

	Pembroke Pines, Florida	
	Estimate	Margin of Error
Serbo Croatian:	87	+/-89
Speak English "very well"	79	+/-86
Speak English less than "very well"	8	+/-14
Other Slavic languages:	64	+/-63
Speak English "very well"	58	+/-62
Speak English less than "very well"	6	+/-10
Armenian:	0	+/-31
Speak English "very well"	0	+/-31
Speak English less than "very well"	0	+/-31
Persian:	183	+/-224
Speak English "very well"	69	+/-88
Speak English less than "very well"	114	+/-138
Gujarati:	102	+/-94
Speak English "very well"	102	+/-94
Speak English less than "very well"	0	+/-31
Hindi:	544	+/-196
Speak English "very well"	517	+/-198
Speak English less than "very well"	27	+/-42
Urdu:	1,606	+/-494
Speak English "very well"	1,156	+/-396
Speak English less than "very well"	450	+/-207
Other Indic languages:	615	+/-364
Speak English "very well"	418	+/-289
Speak English less than "very well"	197	+/-150
Other Indo-European languages:	220	+/-186
Speak English "very well"	176	+/-141
Speak English less than "very well"	44	+/-57
Chinese:	1,150	+/-484
Speak English "very well"	397	+/-201
Speak English less than "very well"	753	+/-375
Japanese:	47	+/-72
Speak English "very well"	0	+/-31
Speak English less than "very well"	47	+/-72
Korean:	119	+/-85
Speak English "very well"	73	+/-64
Speak English less than "very well"	46	+/-41
Mon-Khmer, Cambodian:	24	+/-39
Speak English "very well"	24	+/-39
Speak English less than "very well"	0	+/-31
Hmong:	0	+/-31
Speak English "very well"	0	+/-31
Speak English less than "very well"	0	+/-31

	Pembroke Pines, Florida	
	Estimate	Margin of Error
Thai	61	+/-72
Speak English "very well"	24	+/-38
Speak English less than "very well"	37	+/-60
Laotian:	0	+/-31
Speak English "very well"	0	+/-31
Speak English less than "very well"	0	+/-31
Vietnamese:	707	+/-398
Speak English "very well"	426	+/-238
Speak English less than "very well"	281	+/-208
Other Asian languages:	800	+/-311
Speak English "very well"	667	+/-291
Speak English less than "very well"	133	+/-84
Tagalog:	455	+/-233
Speak English "very well"	321	+/-162
Speak English less than "very well"	134	+/-129
Other Pacific Island languages:	21	+/-26
Speak English "very well"	9	+/-14
Speak English less than "very well"	12	+/-23
Navajo:	0	+/-31
Speak English "very well"	0	+/-31
Speak English less than "very well"	0	+/-31
Other Native North American languages:	0	+/-31
Speak English "very well"	0	+/-31
Speak English less than "very well"	0	+/-31
Hungarian:	47	+/-45
Speak English "very well"	47	+/-45
Speak English less than "very well"	0	+/-31
Arabic:	344	+/-309
Speak English "very well"	263	+/-305
Speak English less than "very well"	81	+/-66
Hebrew:	238	+/-135
Speak English "very well"	221	+/-125
Speak English less than "very well"	17	+/-29
African languages:	482	+/-455
Speak English "very well"	440	+/-450
Speak English less than "very well"	42	+/-58
Other and unspecified languages:	25	+/-42
Speak English "very well"	25	+/-42
Speak English less than "very well"	0	+/-31

Source: 2011-2015 American Community Survey 5-Year Estimates Table B16001

APPENDIX G

List of Title VI Investigations, Complaints, and Lawsuits

The City of Pembroke Pines does not have any investigations, complaints, or lawsuits to disclose at this time. Any future disclosures will be listed under this appendix in the Title VI Program Plan.

	Date of Complaint (Month, Day, Year)	Complaint (includes basis of Complaint; race, color, or national origin, etc.)	Status of Complaint	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

APPENDIX H

Employee Annual Education Form

Title VI Policy

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of the City of Pembroke Pines and its contractors are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to contact:

(Name), Transportation Administrator
301 NW 103rd Avenue
Pembroke Pines, FL 33026

In all dealing with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to respectfully address them without regard to race, color or national origin.

APPENDIX I

Minority Representation on Committees and Councils

The City does not have any Committees or Councils which are related to the operation of transit. If any such committees/councils are established in the future, this plan will be amended to depict minority representation on such committees/councils, and to describe the efforts made to encourage participation of minorities on such committees/councils.

APPENDIX J

Requirements & Guidelines for Fixed Route Transit Providers

1. System-Wide Service Standards

The City does not provide Sunday, night, or campus services. The tables below identify specific details pertaining to the routes utilized by the City:

a. Vehicle Load for Each Mode

Vehicle Load Summary			
Route Name	Weekday Peak Load Per Bus Hour	Saturday Peak Load Per Hour	Seats Available
Gold East	12.6	12.6	20
Gold West	10.3	10.3	20
Green	7.7	7.7	20
Blue East	8.8	N/A	20
Blue West	4.5	N/A	20

Vehicle Load Factor Standards		
Route Type	Peak	Off-Peak
Weekday	150%	100%
Saturday	150%	100%

b. Vehicle Headway for Each Mode

Route Name	Headway AM Peak	Headway Off-Peak	Headway PM Peak	Headway Saturday
Gold East	45	45	45	45
Gold West	60	60	60	60
Green	57	57	57	57
Blue East	65	65	65	N/A
Blue West	63	63	63	N/A

Vehicle Headway Standards		
Category	Peak	Off-Peak
Weekday and Saturday Service	90 Minutes	90 Minutes

c. On Time Performance for Each Mode

{00181837.4 1956-7601851}

APPENDIX J

A bus is determined to be late if it departs its scheduled "time point" five or more minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure. It is Pembroke Pines goal to be on-time at least 80% of the time. Bus transportation staff shall begin to regularly monitor on-time performance and counsel operators who consistently fail to meet on-time performance standards that are within their control. The City of Pembroke Pines will try to maintain its time performance goal by evaluating customer performance and operator input.

d. Service Availability for Each Mode

The City of Pembroke Pines' goal is to ensure that 60 percent of the residents in the City of Pembroke Pines are within walking distance (1/4 mile) of a bus stop. Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on Census Data) within ¼ mile of those stops.

2. System-Wide Service Policies

a. Transit Amenities for Each Mode

The City of Pembroke Pines has 179 community bus stops and 97 bus benches. Sixty-six (66) of the bus stops with benches have shades. The City of Pembroke Pines' goal is to achieve 100% ADA compliance through the Bus Stop Policy implementation. It is the City of Pembroke Pines' goal to provide a seating amenity at every bus stop on the fixed route system. The placement of an amenity improves the security and comfort of a bus stop and plays a significant role in a person's decision to use transit. The determinations of which amenities are to be installed at a bus stop take into account a number of factors:

- Passenger activity
- Surrounding land uses and available right-of-way
- Planned development
- Customer and community requests

b. Vehicle Assignment for Each Mode

- A daily schedule/trip book is prepared by the City's operation specialist and made available in advance for each Community Bus Service route. The

APPENDIX J

bus assignment sheet schedule is computer generated and consists of pertinent information such as addresses and descriptions for designated stops, times for service points, etc. The schedule is the driver's record keeping tool for collecting data such as passenger-count, mileage, times, etc.

- None of the buses in the fleet are older than 2010.
- When vehicle breakdowns occur, dispatch will reassign buses for that day only. Buses will be repaired or replaced when necessary.
- The night before the shop gives the supervisor bus deadline sheet that is used for the next day. This sheet is to assist the morning supervisor in reassigning a bus that has been put on deadline.
- Drivers must ensure daily retrieval of the correct trip book for each route. Trip books are color coded for easy identification. If a driver inadvertently takes the wrong trip-book, he/she must notify dispatch immediately and note the appropriate day and date on the trip sheet.
- Drivers must exercise care when recording on/off passengers on the trip book. Incorrect entries or entries in the wrong slot create an imbalance in passenger count. Note that the information collected and recorded on the trip-book is used in compiling the monthly and quarterly FTA reports.
- The Community Bus services the designated stops in the order that they appear on the daily trip book.
- Drivers display the correct route destination sign prior to starting each trip.
- The layout of the trip book requires time points for selected stops. Where indicated, drivers must provide arrival times on trip book. Note: these entries must not be made in advance.
- At the start of each trip, driver will record his/her name, vehicle number, and mileage for each route.
- Date and vehicle mileage (beginning and ending) must be recorded in the accompanying vehicle logbook.

APPENDIX J

- Vehicle mileage for the start and end of each trip will be recorded on the trip book. This constitutes revenue miles. Mileage that is accumulated prior to the start of a trip (for example, driving from the community center to the mall) cannot be considered part of revenue miles.
- Mileage to the garage at Vera Cadillac for fueling/repairing vehicles constitutes deadhead miles and will be recorded in the logbook.
- When mechanical problems occur, and a substitute vehicle is put in place, the ending mileage for the disabled vehicle must be recorded on the tripbook, and the vehicle number and beginning mileage of the replacement vehicle must be recorded to reflect the change in vehicles.
- In the appropriate columns, van drivers document number of passengers boarding and exiting the vehicle, vehicle number, mileage, etc.
- Drivers do not operate ahead of schedule.
- At the end of the day, trip books for each Community Bus route is returned to the transportation office.

APPENDIX K

Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the City of Pembroke Pines Title VI Plan ("Plan"). I have read the Plan and am committed to insuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration ("FTA") Circular 4702.1.B.

Employee Signature

Print Your Name

Date