

THE SENIORS FOUNDATION OF NORTHWEST BROWARD, Inc.

NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT



Title VI Program

Date Adopted: September 2015

Title VI Program Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Concerned Person (Signature)	Remarks

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

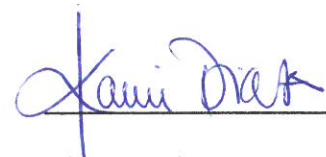
49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].

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

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT 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 THE NORTHWEST FOCAL POINT SENIOR CENTER.
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

Karin Diaz

Project Director, Northwest Focal Point Senior Center District

Date: September 15, 2015

2.0 Introduction & Description of Services

THE SENIORS FOUNDATION OF NW BROWARD, INC. through the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT submits this Title VI Program in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

THE SENIORS FOUNDATION OF NW BROWARD, INC. is a sub-recipient of FTA funds and provides service in the northwest quarter of Broward County.

THE SENIORS FOUNDATION OF NORTHWEST BROWARD, INC. is a non-profit 501(c)(3)] organization, which operates through the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT with a CTC agreement with the BCC. The CTC agreement was executed on December 17, 2014.

The organization includes a total of 13 full-time employees, 11 part-time employees, and 50 volunteers. The NORTHWEST FOCAL POINT SENIOR CENTER Transportation service provides group and individual rides, according to the different programs the Center offers, from a fleet of 8 clean vehicles; where 5 of the vehicles are equipped for wheelchair service. All 7 drivers carry CDL licenses. Our transportation service extends over 10 cities located in the NW quarter of Broward County: Coconut Creek, Coral Springs, Lauderdale Lakes, Lauderhill, North Lauderdale, Margate, Parkland, Pompano Beach (west of the Turnpike), Sunrise and Tamarac. The Center serves more than 1,800 clients, and performs over 40,000 one-way rides annually. The goal is to deliver transportation services in a safe, reliable, timely and efficient manner.

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT current and long-term focus as a transportation provider is on maintaining the best-coordinated transportation system possible for this community. It is through the transportation service that the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT is able to fulfill its mission, to improve the quality of life of seniors 60 years and older and to provide support services for all older adults, including those with special needs.

Maintenance on all agency vehicles is provided by Public Works from the City of Margate. 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 the Center located at 6009 NW 10th Street, Margate, FL 33063 and are maintained by the Operations Manager. All records are maintained and retained for a minimum of seven (7) years.

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT 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.

Title VI Liaison

Karin Diaz
Project Director
954-973-0300
6009 NW 10th Street
Margate, FL 33063

Alternate Title VI Contact

Terry Lieberman
Operations Manager
954-977-6558
6009 NW 10th Street
Margate, FL 33063

2.1 Annual Certifications and Assurance

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.

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

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT will remain in compliance with this requirement by annual submission of certifications and assurances as required by FDOT and Broward County Paratransit Division.

2.2 Title VI Program Concurrence and Adoption

This Title VI Program received FDOT concurrence on October 15, 2015. This Program was approved and adopted by THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT Board during a meeting held on October 28, 2015. A copy of the meeting minutes and FDOT concurrence letter is included in Appendix B of this Plan.

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 C** of this Plan.

A complainant may also file a complaint directly with Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT obligations under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT bulletin board and on the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT website at margatefl.com/government/seniorcenter.

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT notice to the public will be posted at the following locations:

Location Name	Address	City
NWFP SC D Administrative Office	6009 NW 10 th Street,	Margate FL 33063
NWFP SC Front Desk	6009 NW 10 th Street,	Margate FL 33063
5310 Vehicles	6009 NW 10 th Street,	Margate FL 33063

A sample version of this notice is included in Appendix D of this Plan along with any translated versions of the notice, as necessary.

4.0 Title VI Procedures and Compliance

4.1 Complaint Procedure

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.

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

Once the complaint is received, THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT 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 THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT website www.margatefl.com/government/seniorcenter.

4.2 Complaint Form

A copy of the complaint form in English and Spanish is provided in **Appendix D**

4.3 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three (3) years. THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT will submit Title VI Programs to FDOT for concurrence on an annual basis or any time a major change in the Program occurs.

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

4.4 Sub-recipient Assistance and Monitoring

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to FDOT, THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT utilizes the sub-recipient assistance and monitoring provided by FDOT, as needed. In the future, if THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B.

4.5 Contractors and Subcontractors

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT is responsible for ensuring that contractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. THE NORTHWEST FOCAL POINT SENIOR CENTER, contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Program. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

Currently the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT does not have Contractors or Subcontractors

6.0 Public Participation Plan

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

The Public Participation Plan (PPP) for THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision making process for THE NORTHWEST FOCAL POINT SENIOR CENTER. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT transportation services. The PPP is included as **Appendix E** for this Title VI Program.

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).

7.1 Overview

The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficient (LEP) analysis used to identify LEP needs and assistance measures.

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. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin."

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

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

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT's language assistance plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

7.2 Four Factor Analysis

The analysis provided in this report has been developed to identify LEP populations that may use THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT 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 or proportion of LEP persons in the service area who may be served or are likely to encounter THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT's program, activity or service.
2. The frequency with which LEP persons come in contact with THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT's program, activity or service.
3. The nature and importance of programs, activities or services provided by THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT's program, activity or service to the LEP population.
4. The resources available to THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT's program, activity or service and overall cost to provide LEP assistance.

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

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT service area has an LEP populations which qualify for the Safe Harbor Provision. As shown in Appendix F, THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT Spanish or Spanish Creole speakers qualify for the Safe Harbor Provision as the number of person which speak English less than "very well" is counted as 8.94% and 150,154 persons.

Of the 1,679,692 residents in the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT service area 248,936 residents describe themselves as speaking English less than "very well". Spanish and Spanish Creole speakers are the primary LEP persons likely to utilize the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT's services. For the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT's service area, the American Community Survey of the U.S. Census Bureau shows that among the area's population 85.24% speak English "very well. For groups who speak English "less than very well", 60.57% speak Spanish and Spanish Creole.

Appendix F contains a table which lists the languages spoken at home by the ability to speak English for the population within the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT service area. The following is a summary of THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT Language Data Table:

Broward County, Florida	Estimate	Percentage
Total:	1,679,692	100%
Speak only English	1,044,093	62.16%
Spanish or Spanish Creole	390,651	23.26%
Speak English "very well"	240,497	14.32%
Speak English less than "very well".	150,154	8.94%

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

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

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT has assessed the frequency with which LEP individuals come in contact with the transit system. The methods utilized for this assessments include analysis of Census data, examining phone inquiries, requests for translated documents, and staff survey. As discussed above, Census data indicates that Spanish or Spanish Creole speakers who speak English less than "very well" constitute the 8.94% of the service area population. Phone inquiries and staff survey feedback indicated that THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT dispatchers and drivers interact frequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish. THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT has undertaken the following actions to facilitate and improve access to information and services for LEP individuals:

- Transportation team consists of bilingual drivers and dispatcher
- Additional supporting bilingual staff is available to explain and/or translate information.
- Promotional materials are available at the Center in Spanish.
- An interpreter or translator is available during recreational and health activities when needed.

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

Transportation is an essential component for individuals to access the tools required to maintain and enhance their quality-of-life. THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT recognizes that LEP individuals require additional assistance in order to effectively utilize the transportation services and provides additional accommodations when necessary.

Therefore, our services help increase the mobility for older adults and individuals with disabilities throughout the NW quarter of Broward County. THE NORTHWEST FOCAL POINT SENIOR CENTER'S transportation service is very important as a primary way of mobilization for its clients.

Factor 4: The Resources Available to the Recipient and Costs

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT has assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations.

The Center's Transportation Department has multiple bilingual employees which are available to translate in person and over the phone. There is no additional cost for the provision of these services, as 53% of staff is bilingual and is already present at THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT.

7.3 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

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

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix F). As presented earlier 62.16% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish or Spanish Creole 23.26%. Of those whose primary spoken language is Spanish or Spanish Creole, approximately 8.94% identify themselves as speaking less than "very well". Those residents whose primary language is not English or Spanish/Spanish Creole and who identify themselves as speaking English less than "very well" (from over 40 other languages) account for 6.09% of the service area population.

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT 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.

3. New clients are asked during the initial interview, what languages they speak and if they need assistance with reading informational materials or while attending events or meetings.

Element 2: Language Assistance Measures

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

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

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT has undertaken the following actions to improve access to information and services for LEP individuals:

1. Provide bilingual staff at community events, public hearings, and transit committee meetings.
2. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
3. Include statements clarifying that being bilingual is preferred on bus driver recruitment flyers and other recruiting efforts for new employees.
4. When an interpreter is needed in person or on the telephone, bilingual staff or qualified community volunteer will be called for assistance with translation service.

Element 3: Training Staff

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

Suggestions for implementing Element 3 of the Language Assistance Plan, involve: (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying existing staff training opportunities; (3) providing regular re-training for staff dealing with LEP individual needs; and (4) designing and implementing LEP training for agency staff.

In the case of THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT, the most important staff training is for customer service representatives and drivers. Several representatives are bilingual in English and Spanish, Creole, French, German, Italian and Portuguese.

The following training will be provided to 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

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT 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 NORTHWEST FOCAL POINT SENIOR CENTER staff launch and in 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.

Element 5: Monitoring and Updating the Plan

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

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT's financial resources are sufficient to fund language assistance resources needed

THE NORTHWEST FOCAL POINT SENIOR CENTER's Transportation staff understands the value that its service plays in the lives of individuals who rely on this service, and the importance of any measures undertaken to make the use of system easier. THE NORTHWEST FOCAL POINT SENIOR CENTER is open to suggestions from all sources, including customers, THE NORTHWEST FOCAL POINT SENIOR CENTER staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

8.0 Transit Planning and Advisory Bodies

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

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT does not have a transit-related committee or board, therefore this requirement does not apply.

9.0 Title VI Equity Analysis

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

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

1. THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT 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. THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
2. When evaluating locations of facilities, THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.
3. If THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT must demonstrate and document how both tests are met. THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT has not recently constructed any facilities nor does it currently have any facilities in the planning stage. Therefore, THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT does not have any Title VI Equity Analysis reports to submit with this Plan.

10. System-Wide Service Standards and Service Policies

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

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT is not a fixed route service provider.

11.0 Appendices

APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT
APPENDIX B	TITLE VI PROGRAM ADOPTION MEETING MINUTES AND FDOT CONCURRENCE LETTER
APPENDIX C	TITLE VI SAMPLE NOTICE TO PUBLIC
APPENDIX D	TITLE VI COMPLAINT FORM
APPENDIX E	PUBLIC PARTICIPATION PLAN
APPENDIX F	OPERATING AREA LANGUAGE DATA: THE NORTHWEST FOCAL POINT SENIOR CENTER SERVICE AREA

Appendix A

FTA Circular 4702.1B Reporting Requirements for Transit Providers

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

General Requirements

All recipients must submit:

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

Requirements of Transit Providers

All Fixed Route Transit Providers must submit:

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

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

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

Appendix B

Title VI Program Adoption Meeting Minutes and FDOT Concurrence Letter

Appendix B

Title VI Program Adoption Meeting Minutes and FDOT Concurrence Letter

The Northwest Focal Point Senior Center District Board voted to approve of the Title VI changes on October 28th, 2015

The Northwest Focal Point Senior Center District

BOARD MEETING

October 28th, 2015

Board members present: Joanne Simone, Chair; Tommy Ruzzano, Vice Chair; Joyce Bryan; Lesa Peerman
Absent: Frank Talerico

Also present: Eugene Steinfeld, City Attorney; Karin Diaz, Project Director

Agenda Item	Discussion
NEW BUSINESS	
B. ID 14-1441	<u>Resolution 76</u> .- A RESOLUTION OF THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT, APPROVING THE TITLE VI PROGRAM FOR NORTHWEST FOCAL POINT SENIOR CENTER; PROVIDING FOR THE TITLE VI /NONDISCRIMINATION POLICY STATEMENT AND MANAGEMENT COMMITMENT TO THE TITLE VI PROGRAM.
Action Taken:	To APPROVE
	<u>Record of Vote</u>
	Peerman YES
	Talerico EXCUSED
	Bryan YES
	Ruzzano YES
	Simone YES



City of Margate

5790 Margate Boulevard
Margate, FL 33063
954-972-6454
www.margatefl.com

Summary Agenda

Northwest Focal Point Senior Center District

Wednesday, October 28, 2015

6:45 PM

Commission Chambers

CALL TO ORDER

1) APPROVAL OF MINUTES

- A. [ID 14-1439](#) APPROVAL OF MINUTES FOR AUGUST 26, 2015 NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT BOARD

Attachments: [SC District Board Meeting Minutes 08-26-15.docx](#)

2) NEW BUSINESS

- A. [ID 14-1440](#) A RESOLUTION OF THE BOARD OF THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT APPROVING THE REFERRAL RATE AGREEMENT 16-EVSD-3411-ADC-01 BETWEEN BROWARD COUNTY AND THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT FOR ADULT DAY CARE SERVICES; PROVIDING FOR RECEIPT OF COMMUNITY CARE FOR THE ELDERLY (CCE) STATE OF FLORIDA GENERAL REVENUE FUNDING FOR ADULT DAY CARE SERVICES; AUTHORIZING BOARD CHAIR AND PROJECT DIRECTOR TO RENEW THIS ANNUAL AGREEMENT UNDER THE SAME TERMS WITHOUT FURTHER BOARD ACTION.

Attachments: [RESOLUTION](#)
[AGREEMENT](#)

- B. [ID 14-1441](#) A RESOLUTION OF THE BOARD OF THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT PROVIDING FOR APPROVAL OF TITLE VI PROGRAM FOR NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT TRANSPORTATION SERVICES

Attachments: [RESOLUTION](#)
[NW Focal TitleVI 10-14-15 FINAL .pdf](#)
[The Northwest Focal Point Senior Center District - Letter of Concurrence.pdf](#)

3) PROJECT DIRECTOR'S REPORT

4) BOARD MEMBER COMMENTS

ADJOURNMENT

All interested persons may be present at this public meeting and be heard regarding the above-mentioned matter.

If a person decides to appeal any decision made by the Northwest Focal Point Senior Center District Board with respect to any matter considered at this meeting, s/he will need a record of the proceedings and for such purpose may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. (Anyone desiring a verbatim transcript shall have the responsibility, at his/her own expense, to arrange for the transcript).

Any person wishing to appeal a decision of the Northwest Focal Point Senior Center District Board must do so within seven (7) calendar days of the written decision of the Board. Any person with a disability requiring auxiliary aids and services for this meeting may call (954) 973 0300, with their request at least two business days prior to the meeting date.

NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT

RESOLUTION NO. 76

A RESOLUTION OF THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT, APPROVING THE TITLE VI PROGRAM FOR THE NORTHWEST FOCAL POINT SENIOR CENTER; PROVIDING FOR THE TITLE VI/NONDISCRIMINATION POLICY STATEMENT AND MANAGEMENT COMMITMENT TO THE TITLE VI PROGRAM.

BE IT RESOLVED BY THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT:

SECTION 1: That the Northwest Focal Point Senior Center District, hereby approves the Title VI Program for the Northwest Focal Point Senior Center.

SECTION 2: That the Project Director is hereby authorized and directed to execute the Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Program on behalf of the Northwest Focal Point Senior Center District, a copy of which is attached and made a part of the Title VI Program documents.

SECTION 3: That this Resolution shall become effective immediately upon its passage.

PASSED, ADOPTED AND APPROVED THIS 28 day of October, 2015.



JOANNE SIMONE
BOARD PRESIDENT

RECORD OF VOTE

Peerman	<u>YES</u>
Talerico	<u>EXCUSED</u>
Bryan	<u>YES</u>
Ruzzano	<u>YES</u>
Simone	<u>YES</u>

TO: Northwest Focal Point Senior Center District Board
FROM: Karin Díaz, Project Director
DATE: October 28, 2015

A RESOLUTION OF THE BOARD OF THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT PROVIDING FOR APPROVAL OF TITLE VI PROGRAM FOR NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT TRANSPORTATION SERVICES

BACKGROUND: Title VI is to ensure agencies receiving federal funds do not discriminate against individuals based on race, age etc. This document was written for the Northwest Focal Point Senior Center District transportation services.
NWFP SCD Title VI program was submitted to FDOT and received conditional Concurrence, Board approval pending

RECOMMENDATION: TO APPROVE

FISCAL IMPACT: N/A

CONTACT PERSON: Karin Díaz, Project Director



Florida Department of Transportation

**RICK SCOTT
GOVERNOR**

3400 West Commercial Blvd.
Fort Lauderdale, FL 33309

**JIM BOXOLD
SECRETARY**

October 15, 2015

Ms. Karin Diaz
Project Director
The Northwest Focal Point Senior Center District
6009 NW 10th Street
Margate, FL 33063

Dear Ms. Diaz:

SUBJECT: The Northwest Focal Point Senior Center District- Letter of Concurrence

The Department has completed a review of The Northwest Focal Point Senior Center District Title VI Program dated September 2015. We find the Title VI Program 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 Program Guidance. Therefore, the Department is in concurrence with The Northwest Focal Point Senior Center District Title VI Program dated September 2015. If your agency has a website, please post the grievance procedure and the Title VI Program on the website so that it is accessible to the public. If you do not have a website, please inform us and we will post it on our state website.

We appreciate the opportunity to review the document and ensure compliance with the federal and state requirements. Please include a copy of this Letter of Concurrence and meeting minutes of when your agency's document was approved by your Board or Advisory Council in the appendices of your agency's Title VI Program as outlined in the Title VI Program requirements. The Department also recommends proper documentation of the receipt of concurrence letter in the program's activity log.

Please note that the Title VI Program must be reviewed, updated and submitted to the Department every three years.

Sincerely,

Amie Goddeau, P.E.

District Modal Development Administrator

Title VI Program adoption meeting minutes and the FDOT concurrence letter.

Appendix C

Title VI Sample Notice to Public

Notifying the Public of Rights Under Title VI

NORTHWEST FOCAL POINT SENIOR CENTER

- THE NORTHWEST FOCAL POINT SENIOR CENTER operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with THE NORTHWEST FOCAL POINT SENIOR CENTER.
- For more information on THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT civil rights program, and the procedures to file a complaint about the transportation program, contact the Title VI Liaison at (954)973-0300 or seniorcenter@margatefl.com , or visit our administrative office at 6009 NW 10th Street, Margate, FL 33063, phone # (954) 973-0300
- A complainant may file a complaint directly with the Florida Department of Transportation by filing a complaint with the District IV Title VI Coordinator Adrienne Brown (954) 777-4190 or adrienne.brown@dot.state.fl.us
- A complainant may also file a complaint directly with Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Notificación de derechos bajo el Título VI del Servicio de Transporte del Northwest Focal Point Senior Center District al público:

- El Servicio de Transporte del Northwest Focal Point Senior Center District opera sus programas de transporte y servicios, sin importar la raza, color, origen nacional y de conformidad con lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que cree que ella o él ha sido agraviada/o por cualquier práctica discriminatoria ilegal en virtud del Título VI puede presentar una queja con el Northwest Focal Point Senior Center.
- Para obtener más información sobre el programa de derechos civiles, y los procedimientos para presentar una queja sobre el programa de transporte del Northwest Focal Point Senior Center, puede contactar al Representante de Título VI, en el 954-973-0300, o en nuestra oficina administrativa 6009 NW 10th Street, Margate, FL 33063, o via correo electrónico seniorcenter@margatefl.com
- El demandante puede presentar una queja directamente con el Departamento de Transporte de la Florida mediante la presentación de una queja ante el Coordinador del Distrito 4 Título VI (Adrienne Brown, adrienne.brown@dot.state.fl.us) .
- Un demandante también puede presentar una queja directamente con la Administración Federal de Transporte mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Queja Team, East Building , 5th Floor - TCR , 1200 New Jersey Ave., SE, Washington, DC 20590 .

Appendix D

Title VI Complaint Forms

NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT

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):				
☐ Race	☐ Color	☐ National Origin	☐ Age	
☐ Disability	☐ Family or Religious Status	☐ 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

Ha presentado esta queja ante cualquier otra agencia local, estatal o federal, o con cualquier tribunal federal o estatal? ☐ Yes ☐ No

Si respondió Si, marque todas las respuestas que aplican:

☐ Agencia Federal : _____

☐ Tribunal Federal: _____

☐ Agencia Estatal: _____

☐ Tribunal Estatal: _____

☐ Agencia Local: _____

Por favor, proporcione información acerca de una persona de contacto en la agencia/tribunal donde se presentó la denuncia.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Section VI

Nombre de la agencia contra quien se hizo la denuncia:

Persona de contacto:

Título:

Número de teléfono::

Usted puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo o denuncia.

Firma y fecha son necesarios para completar la forma siguiente:

Firma

Fecha

Por favor, entregue este formulario en persona o por correo en la siguiente dirección:

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT Liaison
Karin Diaz, Project Director
954-973-0300
6009 NW 10th Street
Margate, FL 33063

NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT

Title VI - Formulario para Quejas

Section I:				
Nombre:				
Direccion:				
Telefono :			Telefono (Secundario):	
Direccion de correo electronico :				
Requisitos de format accesible?	Impression grande		Cinta de audio	
	TDD		Otro	
Section II:				
Esta presentando esta queja en su propio nombre?			Si*	No
*Si respondio Si, prosiga a la Sección III.				
Si respondio No, provea el nombre de la persona para quien esta sometiendo esta aplicacion:				
Cual es su relacion con este individuo: _____				
Explique por que esta presentando esta queja en nombre de otra persona				
Por favor, confirme que ha obtenido el permiso de la parte agraviada para poner esta queja en su nombre.			Yes	No
Section III:				
Creo que la discriminacion que he experimentado fue basado en (<i>marque todas las que correspondan</i>):				
☐ Raza ☐ Color ☐ Origin nacional ☐ Edad ☐ Desabilidad ☐ Familia o Religión ☐ Other (explain) _____				
Fecha en que ocurrio la discriminación (Mes, dia, año): _____				
Explique lo mas claramente posible lo ocurrido y por que Ud. considera que fue objeto de discriminación:				
Describa todas las personas involucradas. Incluya el nombre e información de contacto de la persona/s que discriminaron en contra suya (si lo conoce) y el nombre e información de contacto de los testigos. Si necesita mas espacio, utilice una hoja adicional. _____ _____				
Section IV				
Ha Ud. presentado una denuncia de Titulo VI anteriormente ante esta agencia?			Si	No

Section V	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
☐ Si	☐ No
If yes, check all that apply:	
☐ Federal Agency: _____	
☐ Federal Court _____	☐ State Agency _____
☐ State Court _____	☐ Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name: _____	
Title: _____	
Agency: _____	
Address: _____	
Telephone: _____	
Section VI	
Name of agency complaint is against: _____	
Contact person: _____	
Title: _____	
Telephone number: _____	

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

Signature and date required below

_____	_____
Firma	Fecha

Por favor someta esta forma en persona o envíe por correo a:

Title VI Liaison

Karin Diaz, Project Director

954-973-0300

NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT

6009 NW 10th Street, Margate, FL 33063

Appendix E

Public Participation Plan (PPP)

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

Introduction

The Public Participation Plan (PPP) for THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision making process for the Northwest Focal Point Senior Center. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT transportation services and to provide a variety of methods for receiving and considering public comment prior to implementing changes to services.

Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment, about THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT will reach out and engage low-income, minority, and LEP populations for the THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT service area so these groups will have an opportunity to participate.
- **Accessibility:** All legal requirements for accessibility will be met.
- **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 services will be described in language that is clear and easy to understand.
- **Responsive:** THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- **Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

Public Participation Methods

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of the Northwest Focal Point Senior Center. THE

NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT will conduct community meetings and listening sessions as appropriate with passengers, caregivers and community leaders to gather public input and distribute information about proposed changes or new service options. The public will be invited to provide feedback through the THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT website (www.margatefl.com/government/seniorcenter), which is linked to the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT management. The public will also be able to call the THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT office at 954-973-0300 during its hours of operation. Feedback collected over the phone will be documented and passed on to THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT management as well. A formal customer surveys, to measure performance, is conducted annually.

Meetings with the Advisory Council members, who are all part of the diverse population at the Northwest Focal Point Senior Center, will be conducted. All comments documented will be responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the members in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. In each case, an agenda for the meetings will be created to achieve the stated goals and is relevant to the subject and not overwhelming for the public. The meetings will be held at 6009 NW 10th Street, Margate Florida 33063, a facility that is accessible for persons with disabilities

For community meetings and other important information, THE NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement
- Posters, flyers and notices in Center monthly newsletter
- Posting information on website
- Multilingual flyer distribution to clients and public.
- Communications to relevant elected officials
- 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

The NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT is not required to perform public hearings. The following is a list and short description of The Volen Center’s planned outreach activities.

- Make clients and visitors aware of the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT's willingness to provide translated documents or communicate the offered programs to LEP individuals.
- Over the past three (3) years, the NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT management has ensured that resources are available to accommodate any requests or needs for translation service and language assistance.

Appendix F

Operating Area Language Data:

NORTHWEST FOCAL POINT SENIOR CENTER

DISTRICT Service Area

Broward County Language Data Tables - US Census 2013 ACS 5 Year		
	Broward County	Percent of Population
Total Population	1,679,692	100.00%
Speak only English	1,044,093	62.16%
Spanish or Spanish Creole:	390,651	23.26%
Speak English "very well"	240,497	14.32%
Speak English less than "very well"	150,154	8.94%
French (incl. Patois, Cajun):	26,002	1.55%
Speak English "very well"	16,217	0.97%
Speak English less than "very well"	9,785	0.58%
French Creole:	95,374	5.68%
Speak English "very well"	49,879	2.97%
Speak English less than "very well"	45,495	2.71%
Italian:	8,431	0.50%
Speak English "very well"	5,834	0.35%
Speak English less than "very well"	2,597	0.15%
Portuguese or Portuguese Creole:	24,048	1.43%
Speak English "very well"	13,905	0.83%
Speak English less than "very well"	10,143	0.60%
German:	5,280	0.31%
Speak English "very well"	4,377	0.26%
Speak English less than "very well"	903	0.05%
Yiddish:	2,119	0.13%
Speak English "very well"	1,979	0.12%
Speak English less than "very well"	140	0.01%
Other West Germanic languages:	1,862	0.11%
Speak English "very well"	1,684	0.10%
Speak English less than "very well"	178	0.01%
Scandinavian languages:	1,436	0.09%
Speak English "very well"	1,282	0.08%
Speak English less than "very well"	154	0.01%
Greek:	2,441	0.15%
Speak English "very well"	1,836	0.11%
Speak English less than "very well"	605	0.04%
Russian:	6,295	0.37%
Speak English "very well"	3,225	0.19%
Speak English less than "very well"	3,070	0.18%
Polish:	3,246	0.19%
Speak English "very well"	2,244	0.13%

Speak English less than "very well"	1,002	0.06%
Serbo-Croatian:	996	0.06%
Speak English "very well"	760	0.05%
Speak English less than "very well"	236	0.01%
Other Slavic languages:	2268	0.14%
Speak English "very well"	1,238	0.07%
Speak English less than "very well"	1,030	0.06%
Armenian:	619	0.04%
Speak English "very well"	336	0.02%
Speak English less than "very well"	283	0.02%
Persian:	1132	0.07%
Speak English "very well"	761	0.05%
Speak English less than "very well"	371	0.02%
Gujarati:	840	0.05%
Speak English "very well"	632	0.04%
Speak English less than "very well"	208	0.01%
Hindi:	3105	0.18%
Speak English "very well"	2,305	0.14%
Speak English less than "very well"	800	0.05%
Urdu:	6366	0.38%
Speak English "very well"	4,849	0.29%
Speak English less than "very well"	1,517	0.09%
Other Indic languages:	2,602	0.15%
Speak English "very well"	1,748	0.10%
Speak English less than "very well"	854	0.05%
Other Indo-European languages:	5812	0.35%
Speak English "very well"	3,769	0.22%
Speak English less than "very well"	2,043	0.12%
Chinese:	8,159	0.49%
Speak English "very well"	3,653	0.22%
Speak English less than "very well"	4,506	0.27%
Japanese:	702	0.04%
Speak English "very well"	308	0.02%
Speak English less than "very well"	394	0.02%
Korean:	2172	0.13%
Speak English "very well"	1,030	0.06%
Speak English less than "very well"	1,142	0.07%
Mon-Khmer, Cambodian:	52	0.00%
Speak English "very well"	29	0.00%
Speak English less than "very well"	23	0.00%
Hmong:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%

Thai:	574	0.03%
Speak English "very well"	210	0.01%
Speak English less than "very well"	364	0.02%
Laotian:	148	0.01%
Speak English "very well"	36	0.00%
Speak English less than "very well"	112	0.01%
Vietnamese:	5228	0.31%
Speak English "very well"	2,226	0.13%
Speak English less than "very well"	3,002	0.18%
Other Asian languages:	5,904	0.35%
Speak English "very well"	3,650	0.22%
Speak English less than "very well"	2,254	0.13%
Tagalog:	4,622	0.28%
Speak English "very well"	3,011	0.18%
Speak English less than "very well"	1,611	0.10%
Other Pacific Island languages:	479	0.03%
Speak English "very well"	341	0.02%
Speak English less than "very well"	138	0.01%
Navajo:	6	0.00%
Speak English "very well"	6	0.00%
Speak English less than "very well"	0	0.00%
Other Native North American languages:	271	0.02%
Speak English "very well"	252	0.02%
Speak English less than "very well"	19	0.00%
Hungarian:	1947	0.12%
Speak English "very well"	1,221	0.07%
Speak English less than "very well"	726	0.04%
Arabic:	5113	0.30%
Speak English "very well"	3,758	0.22%
Speak English less than "very well"	1,355	0.08%
Hebrew:	7,226	0.43%
Speak English "very well"	5,694	0.34%
Speak English less than "very well"	1,532	0.09%
African languages:	1,769	0.11%
Speak English "very well"	1,608	0.10%
Speak English less than "very well"	161	0.01%
Other and unspecified languages:	302	0.02%
Speak English "very well"	273	0.02%
Speak English less than "very well"	29	0.00%



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