



## **TITLE VI/NONDISCRIMINATION POLICY AND PLAN FOR SUB-RECIPIENTS IN THE LOCAL AGENCY PROGRAM (LAP)**

### **POLICY STATEMENT**

North Bay Village values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level. Moreover, the Village believes that the best programs and services result from careful consideration of the needs of all of its communities and when those communities are involved in the transportation decision making process. Thus, North Bay Village does not tolerate discrimination in any of its programs, services or activities. Pursuant to Title VI of the Civil Rights Act of 1964 and other federal and state authorities, the county/city will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion, income or family status.

### **COMPLAINT PROCEDURE**

North Bay Village has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability, family or income status in any of county/city's programs, services or activities may file a complaint with the county/city Title VI/Nondiscrimination Coordinator:

Carla Gomez  
Human Resources Manager  
North Bay Village  
1666 Kennedy Causeway, Suite 300  
North Bay Village, Florida 33141  
E-mail: [cgomez@nbvillage.com](mailto:cgomez@nbvillage.com)  
Phone: (305) 756-7171  
Fax: (305) 756-7722  
Hearing Impaired:  
888-447-5620 (TTY) or 850-270-2641 (Video Phone)



## **TITLE VI GRIEVANCE PROCEDURE**

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Title VI/Nondiscrimination Coordinator for assistance. A grievance form is attached to this document.

The Title VI/Nondiscrimination Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the county/city be unable to satisfactorily resolve a complaint, the county/city will forward the complaint, along with a record of its disposition to the appropriate District of the Florida Department of Law Enforcement/Office of Criminal Justice Grants.

The Village's Title VI Coordinator has 'easy access' to the Village Manager and is not required to obtain management or other approval to discuss discrimination issues with the Manager. However, should the complainant be unable or unwilling to complain to the Village, the written complaint may be submitted directly to the appropriate state or federal agency:

Florida Department of Law Enforcement  
Post Office Box 1489  
Tallahassee, FL 32302-1489

## **ADA/504 STATEMENT**

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal aid recipients and other government entities to take affirmative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented in transportation programs, services and activities.

North Bay Village will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The Village will make every effort to ensure that its advisory committees, public involvement activities and all other programs, services and activities include representation by the disabled community and disability service groups.

The Village encourages the public to report any facility, program, service or activity that appears inaccessible to those who are disabled. Furthermore, the Village will provide reasonable



accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the Village asks that requests be made at least ten (10) calendar days prior to the need for accommodation.

Questions, concerns, comments or requests for accommodation should be made to the Village's ADA Officer:

Marlon Lobban  
Public Works Director  
North Bay Village  
1666 Kennedy Causeway, Suite 300  
North Bay Village, Florida 33141  
E-mail: mlobban@nbvillage.com  
Phone: (305) 756-7171  
Fax: (305) 756-7722  
Hearing Impaired:  
888-447-5620 (TTY) or 850-270-2641 (Video Phone)

#### **LIMITED ENGLISH PROFICIENCY (LEP) GUIDANCE:**

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, services and activities by those who do not speak English proficiently. To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four factors:

The number or proportion of LEP persons eligible to be served or likely to be encountered by the Village's programs, services or activities.

The frequency with which LEP individuals encounter these programs, services or activities.

The nature and importance of the program, service, or activity to people's lives and;

The resources available to the Village and the likely costs of the LEP services.

1. North Bay Village, Florida has examined the US Census Bureau's most recent American Community Survey (ACS) data and was able to determine that approximately 67.1% or 4,841 of 7,211 North Bay Village, Florida's population age 5 and older spoke a language other than English at home. Of the 4,841 individuals; approximately 2,019 (41.7%) speak English "Less than Well". Hispanics comprised the largest non- English-speaking language group with a population of 4,072 persons. The Village contacted local law enforcement, and researched the local school serving students K-5 to determine the proportion of LEP served by those entities. Spanish was reported to be the prevalent LEP language and an estimated



30% of calls to the North Bay Village Police Department were in Spanish or a language other than English. Additionally, Treasure Island Elementary school reports that English Language Learners make up approximately 35% of their student body. Given this information, the Village reasons that a significant portion of its service population of LEP speakers of Spanish.

### **BREAKDOWN OF NORTH BAY VILLAGE'S LEP POPULATION**

<b>Ethnicity/Language</b>	<b>Percent of Total Village Population (2015 Total Village = 7,211)</b>	<b>Percentage of Individuals that Speak English "Less than Very Well"</b>
Spanish	4,072 (56.5%)	1,651 (40.5%)
Indo-European	550 (7.6%)	224 (40.7%)
Asian-Pacific Island	172 (2.4%)	112 (65.1%)
Other Language	47 (.7%)	32 (68.1%)

2. The Village has received a limited number of requests for translation or interpretation of its programs, services or activities into Spanish or any other language. The Village conducts monthly public meetings attended by significant numbers of Spanish speakers. Informal data collection at these events indicate that an estimated 10% are LEP, and in need of a translator.
3. The Village believes that transportation is of critical importance to its public, as access to health care, emergency services, employment, and other essentials would be difficult or impossible without reliable transportation systems. In that spirit, the Village has determined that public outreach material related to emergency management, public notices, solid waste, grievance procedures, law enforcement are essential, and shall be either translated into Spanish, or notices will include instructions for LEP individuals to access public documents in their native language (verbally or written).
4. The Village is fortunate to house within its jurisdiction faith based organizations, including the local Jewish Synagogue, who offer competent language services upon request.

The analyses of these factors suggest that LEP services may be required, and the Village has implemented a LEP Policy that at a minimum includes the following;



- Maintain a list of employees who competently speak Spanish and other languages and who are willing to provide translation and/or interpretation services.
- Distribute this list to staff that regularly has contact with the public.
- Provide notification in Spanish of the availability of LEP assistance in public meeting notices and on public involvement event signage.
- Develop agreements with local translation service provider(s) to provide oral and written LEP services with reasonable notification.
- Develop agreements with faith and community based organizations to provide oral and written LEP services with reasonable notification.
- Translate the following essential documents into Spanish such as emergency management, public notices, solid waste, grievance procedures, law enforcement notices.

The Village understands that its community profile is changing and the four-factor analysis may reveal the need for more or varied LEP services in the future. As such, it will annually examine its LEP plan to ensure that it remains reflective of the community's needs.

Persons requiring special language services should contact the Village's Title VI/Nondiscrimination Officer, Carla Gomez.

### **PUBLIC INVOLVEMENT:**

To plan for efficient, effective, safe, equitable and reliable transportation systems, the Village must have the input of its public. The Village spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community. The Village holds public meetings, including but not limited to; Monthly Commission Meetings, Resident Advisory Group Meetings, Special Project Meetings (i.e. transportation, boardwalk/baywalk, drainage improvement, budget), and other events designed to gather public input on project planning and construction. Furthermore, Village Staff attends and participates in community events sponsored by community partners to promote the Village's services to the public. Finally, the Village is constantly seeking ways of measuring the effectiveness of its public involvement. One way that this is done is through community surveys that are conducted during public meetings and online via a link on the Village's website. Participants that need translation services or special accommodations are asked to contact the Village at least ten (10) days prior to the date of the scheduled event. The Village will make every effort to accommodate the participant.

Persons wishing to request special presentations by the Village or to volunteer in any of its activities or offer suggestions for improvement of Village's public involvement may contact:



North Bay Village  
Title VI/Nondiscrimination Policy and Plan

Carla Gomez  
Human Resources Manager  
North Bay Village  
1666 Kennedy Causeway, Suite 300  
North Bay Village, Florida 33141  
E-mail: [cgomez@nbvillage.com](mailto:cgomez@nbvillage.com)  
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