

RESOLUTION NO. 22-

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF FORT LAUDERDALE, FLORIDA, APPROVING THE TITLE VI PROGRAM PLAN 2022 FOR THE CITY OF FORT LAUDERDALE, FLORIDA; AND PROVIDING FOR AN EFFECTIVE DATE.

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WHEREAS, the City of Fort Lauderdale desires to provide a transit system that offers convenient, accessible, and reliable transportation in advancement of economic vitality, a clean environment, and support of the community that connects riders to destinations and other transit options in Fort Lauderdale; and

WHEREAS, the City of Fort Lauderdale receives funding from the Federal Transit Authority (FTA) to accomplish these goals; and

WHEREAS, the Title VI Program Plan was developed in compliance with 49 Code of Federal Regulations (CFR) Part 21, following the guidance of the FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients; and

WHEREAS, the FTA has specific guidelines and expectations of its grantees, to meet Title VI of the Civil Rights Act of 1964; and

WHEREAS, the FTA requires both recipients and subrecipients to provide a Title VI Program Plan update every three (3) years; and

WHEREAS, the City of Fort Lauderdale submitted the last Title VI Program Plan Update in 2019; and

WHEREAS, an updated City of Fort Lauderdale Title VI Program Plan 2022 has been drafted to meet the requirements set forth by 49 C.F.R. Part 21.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF FORT LAUDERDALE, FLORIDA:

SECTION 1. That the recitals set forth above are incorporated in this Resolution.

SECTION 2. That the City Commission hereby approves the City of Fort Lauderdale Title VI Program Plan 2022 that is attached hereto as Exhibit 1 and incorporated herein.

SECTION 3. That this resolution shall be in full force and effect upon final adoption.

ADOPTED this \_\_\_\_ day of \_\_\_\_\_, 2022.

\_\_\_\_\_  
Mayor  
DEAN J. TRANTALIS

ATTEST:

\_\_\_\_\_  
City Clerk  
DAVID R. SOLOMAN

Dean J. Trantalis \_\_\_\_\_

Heather Moraitis \_\_\_\_\_

APPROVED AS TO FORM:

Steven Glassman \_\_\_\_\_

Robert L. McKinzie \_\_\_\_\_

\_\_\_\_\_  
City Attorney  
ALAIN E. BOILEAU

Ben Sorensen \_\_\_\_\_

**Lauder  
GO!**



**COMMUNITY SHUTTLE • WATER TROLLEY • SEABREEZE TRAM**



# TITLE VI PLAN

**City of Fort Lauderdale**  
Transportation and Mobility  
290 NE 3<sup>rd</sup> Ave.  
Fort Lauderdale, FL 33301



**CITY OF FORT LAUDERDALE**

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## 2.0 Title VI/Nondiscrimination Assurance Statement

*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].*

### TITLE VI/ NONDISCRIMINATION ASSURANCE

Pursuant to Section 9 of US DOT Order 1050.2A, the **City of Fort Lauderdale** assures the Florida Department of Transportation (FDOT) that no person shall on the basis of race, color, national origin, sex, 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, the Florida Civil Rights Act of 1992 and other nondiscrimination authorities be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

The **City of Fort Lauderdale** further assures FDOT that it will undertake the following 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.
2. Issue a policy statement signed by the Chief Executive Officer, 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 languages other than English.
3. Insert the clauses of *Appendices A and E* of this agreement in every contract subject to the Acts and the Regulations (Appendix A)
4. Develop a complaint process and attempt to resolve complaints of discrimination against sub-recipients. Complaints against the Recipient shall immediately be forwarded to the FDOT District Title VI Coordinator.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or USDOT, take affirmative action to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) calendar days.
7. Have a process to collect racial and ethnic data on persons impacted by your agency's programs.

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 Recipient.

Dated \_\_\_\_\_ by \_\_\_\_\_, City Manager

### 3.0 Introduction & Description of Services

The City of Fort Lauderdale submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

The City of Fort Lauderdale is both a direct recipient and a sub-recipient of funds from the Federal Transit Administration (FTA) and provides the LauderGo mobility service, which includes the community shuttle, water trolley, and Seabreeze tram. The LauderGo mobility service provides local transit service that connects to activity centers, medical complexes, educational facilities, parking facilities, and regional transit including rail and bus services. A full description of the City's LauderGo service is included in Appendix B.

The City of Fort Lauderdale is committed to provide access to services for all residents no matter their race, color, national origin, age, disability, family or religious status.

The designated liaison for Title VI issues and complaints within the City of Fort Lauderdale is Lisa Marie Glover and can be reached at the contact information listed below. 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 any 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.
- Investigate and/or resolve Title VI complaints

Title VI Liaison

Lisa Marie Glover, Title VI Coordinator  
City of Fort Lauderdale  
Transportation and Mobility Department  
290 NE 3<sup>rd</sup> Avenue  
Fort Lauderdale, FL 33301  
954-828-4992  
lglover@fortlauderdale.gov

### 3.1 First Time Applicant Requirements

*FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.*

The City of Fort Lauderdale is not a first time applicant for FTA funding and has found to be in compliance with all Title VI requirements.

### 3.2 Annual Certifications and Assurances

*FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.*

The City of Fort Lauderdale will remain in compliance with this requirement by annual submission of certifications and assurances as required by FDOT.

### 3.3 Title VI Plan Concurrence and Adoption

The City of Fort Lauderdale will present this plan to the June 7, 2022, City Commission meeting as an update to the previous submitted plan in 2019. A copy of the resolution and FDOT Concurrence letter can be found in Appendix C.



## 4.0 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.*

### 4.1 Notice to Public

Notice is provided to the public of its rights under Title VI including that the City complies with the requirements, how the public can receive additional information on the City's Title VI Plan and the procedure to follow to file a discrimination complaint against the City.

English and Spanish versions of the Title VI and ADA Notice of Compliance is included in Appendix D. The notice shall be translated into other languages, as necessary.

### 4.2 Notice Posting Locations

The Notice to Public will be posted at the City of Fort Lauderdale's Transportation and Mobility building to notify the public of the City's obligations under Title VI and to inform them of the protections afforded them under Title VI, including on the City of Fort Lauderdale's website at [www.fortlauderdale.gov/accessibility](http://www.fortlauderdale.gov/accessibility). The link will also be provided in the LauderGo page at [www.fortlauderdale.gov/laudergo](http://www.fortlauderdale.gov/laudergo).

Additionally, the City of Fort Lauderdale will post a shorter version of the notice in all LauderGo vehicles. It shall state the following: "Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives federal funds or other federal financial assistance. Persons believing they have been discriminated against on these conditions may file a complaint with the City of Fort Lauderdale's Title VI Coordinator at 954-828-4992."

The water trolley vessels and trams are not wheelchair accessible. Both do not have federal interests. The water trolley vessel is leased from Water Taxi of Fort Lauderdale, while the tram is owned by the City of Fort Lauderdale. Currently, there are no accessibility guidelines for smaller passenger vessels like the water trolley, but as an alternative, passengers with limited mobility, including wheelchair users, are directed to use the community shuttle, which has ADA-accessible fleet that provide an equivalent service along the water trolley and tram routes. The City of Fort Lauderdale will place an ADA Notice in the water trolley and tram website with a note that states: "The water trolley vessel / Seabreeze tram is not wheelchair accessible. The community shuttle is available as an alternative. For more information, please visit [www.fortlauderdale.gov/laudergo](http://www.fortlauderdale.gov/laudergo) or call 954-828-8000."

## 5.0 Title VI Procedures and Compliance

*FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public*

### 5.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the City of Fort Lauderdale may file a Title VI complaint by completing and submitting the City's Title VI Complaint Form. Exhibit E contains the Title VI Complaint Procedures and Complaint Forms in English and Spanish. Complaints can also be submitted by phone or email to the following:

Lisa Marie Glover, Title VI Coordinator  
City of Fort Lauderdale  
Transportation and Mobility Department  
290 NE 3rd Avenue  
Fort Lauderdale, FL 33301  
954-828-4992  
[lglover@fortlauderdale.gov](mailto:lglover@fortlauderdale.gov)

Alternate means of filing complaint, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The City of Fort Lauderdale investigates complaints received no more than 180 days after the alleged incident. City of Fort Lauderdale will only 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, City of Fort Lauderdale will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

The City of Fort Lauderdale has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, City of Fort Lauderdale 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, City of Fort Lauderdale 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 Procedures and Complaint Forms (English and Spanish) are provided in Appendix E and available to the public on the City of Fort Lauderdale's website ([www.fortlauderdale.gov](http://www.fortlauderdale.gov)). The forms are also available in other formats upon request.

## 5.2 Retaliation

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the City that persons filing a grievance of discrimination should have the right to do so without interference, intimidation, coercion or fear of reprisal. Anyone who feels they have been subjected to retaliation should report such incident to the Title VI Coordinator.

## 5.3 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. The City of Fort Lauderdale will submit the updated Title VI Plan to all primary recipients for concurrence. The City will report all Title VI information to FTA as it relates to any direct recipient funding.

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

## 5.4 Sub-recipient Assistance and Monitoring

*FTA Circular 4702.1B, Chapter III, Paragraph 11: primary recipients should assist their sub-recipients in complying with DOT's Title VI regulations, including the general reporting requirements.*

The City of Fort Lauderdale has two (2) sub-recipients. Limousines of South Florida (LSF) operates the community shuttle and Seabreeze tram, while Water Taxi of Fort Lauderdale operates the water trolley. The City of Fort Lauderdale is required by FTA to ensure that sub-recipients of federal funds comply with all Title VI requirements. To meet this mandate, the City of Fort Lauderdale conducts monitoring which consists of collecting data, day-to-day communications, monthly audits/ inspections, and reports/forms as necessary. The City of Fort Lauderdale uses reports and correspondence to determine if the sub-recipients are complying with the Title VI requirements as outlined in FTA Circular 4702.1B and the Title VI Plan. Both LSF and Water Taxi are required to report any complaints or incidents to the City to be recorded and addressed.

Title VI Complaint procedures, Title VI Complaint Form, and a sample Title VI Notice have been developed and distributed by the City of Fort Lauderdale to its sub-recipients. The City of Fort Lauderdale also assists the sub-recipients with demographic maps for Title VI purposes upon request and ensuring that Title VI requirements are met for any planning or changes to the transit service.

List of City of Fort Lauderdale Sub-recipients:

- Limousines of South Florida
- Water Taxi of Fort Lauderdale

## 5.5 Contractors and Subcontractors

The City of Fort Lauderdale is responsible for ensuring that contractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. The City of

Fort Lauderdale, contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Plan.

### **Nondiscrimination Clauses**

During the performance of a contract, the contractor, for itself, its assignees and successors in interest must comply with all relevant federal clauses as it relates to nondiscrimination.

## 6.0 Title VI Investigations, Complaints, and Lawsuits

*FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.*

In accordance with 49 CFR 21.9(b), the City of Fort Lauderdale records and reports any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by the City of Fort Lauderdale in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years are included in the Title VI Plan when it is submitted to FDOT and other primary recipients.

The City of Fort Lauderdale does not have any active investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin involving its mobility services over the past three (3) years.

## 7.0 Public Participation Plan

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

The Public Participation Plan (PPP) for the City of Fort Lauderdale was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision making process for the City of Fort Lauderdale. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about the City of Fort Lauderdale services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The PPP is included as Appendix F to this Title VI Plan.

### Current Outreach Efforts

The City of Fort Lauderdale is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a partial list of community outreach and media relations tools and tactics that may be used to disseminate information about the City's program and provide an opportunity to solicit and incorporate public input throughout the process amidst a pandemic. These tools may be used solely or in combination, as each situation merits.

The City of Fort Lauderdale makes strong efforts to ensure that all residents are heard in projects by utilizing a wide range of tools. This plan is centered on the strong neighborhood association structure of Fort Lauderdale that allows the City to reach residents. The City participates in NextDoor which provides a digital resource as well as the standard digital media including such things as a regularly updated website, email blasts, and social media channels. All materials have a contact listed to receive information in another manner. The City also works with the Office of District Commissioners and neighborhood associations to leverage outreach. Direct presentations are conducted in a hybrid format – virtually (via Zoom or Microsoft Teams) or in-person at neighborhood associations to be able to meet with residents in their own neighborhoods instead of requiring them to come to City Hall. The City works with each relevant association on which outreach materials are most appropriate for their association including such things as door hangers, yard signs, paper flyers and digital flyers.

The City leverages existing partnerships to ensure that residents that do not typically use digital media are captured in outreach. This includes partnering with agencies such as the Housing Authority of Fort Lauderdale and the YMCA to utilize Community Health Workers to conduct outreach, providing assistance to disabled residents using the free public transit to public meetings from housing authority properties within the neighborhood. The City also works with the neighborhood association in an area that has a high percentage of elderly residents to distribute paper copies of materials to each building within the neighborhood, and to have targeted public meetings with them to ensure that their needs are met by the transit system. However, due to the Covid-19 pandemic, most outreach conducted in 2020 and 2021 were limited to digital methods.

## 8.0 Limited English Proficiency Plan

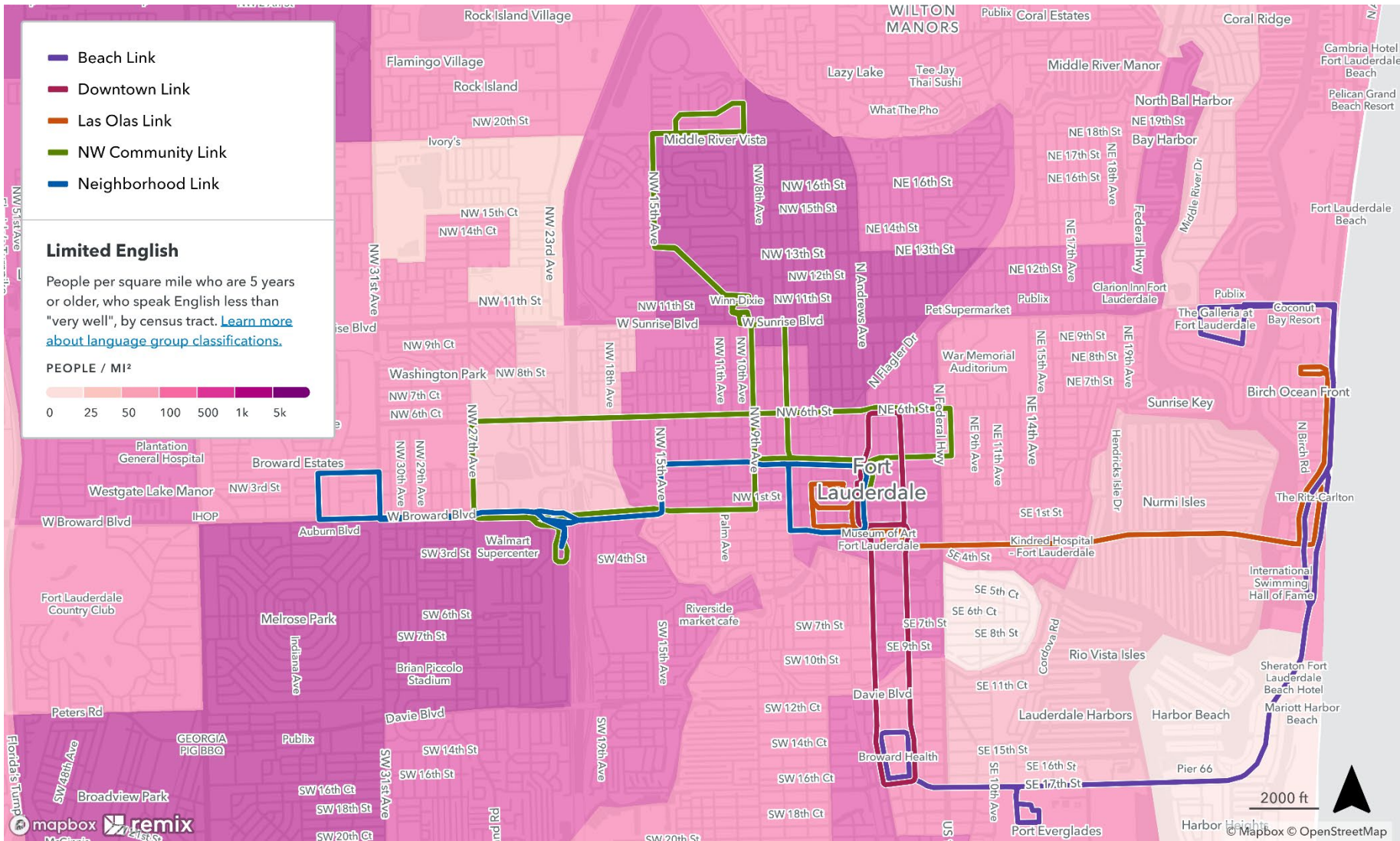
*FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).*

The City of Fort Lauderdale operates a transit system within the City limits and adjacent municipalities. The Language Assistance Plan (LAP) has been prepared to address the City of Fort Lauderdale's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals who have a limited ability to read, write, speak, or understand English are LEP.

According to the US Census, American Community Survey 5-year Estimates from 2015-2019, 10,684 (23.9%) of the population in the service area over the age of 5 speaks a language other than English at home. There is 8.5% of the population that feels that they speak English less than very well. The operating area language data for the service area is provided in Appendix H.

The map on the following page illustrates the percentage of Limited English Speaking households in the City that are located within a quarter mile of the LauderGo service alignment.

The City of Fort Lauderdale is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. The City of Fort Lauderdale has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four factor analysis to develop its LEP. The LEP is included in this Title VI Plan as Appendix G.



**Figure 1: LauderGo Mobility Service Network, Limited English Speaking Households**

Source: US Census, American Community Survey 2015-2019, 5-year Estimates

Note(s): Map created using Remix Transit



## 9.0 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 committee, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.*

The City of Fort Lauderdale does not have a transit-related committee or board; therefore, this requirement does not apply.

Any future efforts by the City of Fort Lauderdale to create a transit-related, non-elected board, committee or advisory will encourage minority participation. These efforts are made by distributing information about the participation on the committee at public meetings, on the City website, and LauderGo fleet.

## 10.0 Title VI Equity Analysis

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

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

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

The City of Fort Lauderdale has not recently constructed any facilities nor does it currently have any facilities in the planning stage per these regulations; therefore, the City of Fort Lauderdale does not have any Title VI Equity Analysis reports to submit with this Plan.

For any future Title VI analysis for determination of site or location of facilities as required by Title 49 CFR Section 21.9(b)(3), the City of Fort Lauderdale will utilize the demographic maps included in Appendix I and the requirements in Appendix H.

## 11.0 System-Wide Service Standards and Service Policies

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

The City of Fort Lauderdale has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

### 11.1 Service Standards

The City of Fort Lauderdale aligns its system wide standards to conform to the Community Bus standards set forth by Broward County Transit in order to qualify for continued funding under their Community Bus program. However, if changes to the service standard were necessary, the City, in compliance with the provisions of 49 USC Section 5307 (c)(1)(I), holds a public hearing before its City Commission for any of the following:

- (1) Prior to the implementation or change in fares.
- (2) Prior to any change in service affecting twenty-five percent (25%) or more to the route miles, when calculated on total route miles or on daily revenue miles.
- (3) Prior to establishing a new transit route.
- (4) Prior to discontinuing any transit route in its entirety.
- (5) Prior to implementing headway adjustments of more than fifteen (15) minutes.

The City also reaches out to the communities that will experience the change in order to receive feedback beyond the Public Hearing setting including at existing neighborhood association meetings or special meetings many times scheduled with assistance from the Housing Authority or other community agency.

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. The City of Fort Lauderdale has prepared standards for all modes it operates.

#### 1-Vehicle Load

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities:

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
25' Cutaway Bus	16 + 2WC	4	22	1.2
Water Taxi Boat (Small)	20	0	20	1.0

Power Car	32	0	32	1
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**2-Vehicle Headway**

The LauderGo mobility service operates on timetables with set headways that shall not exceed 60 minutes. There are no designated peak or off-peak hours nor are there night and weekend hours variations.

**3-On Time Performance Standards**

A vehicle is considered on time if it departs a scheduled time point no more than five (5) minutes early and no more than five (5) minutes late. The LauderGo mobility service’s on-time performance objective is 90% or greater. The on-time performance is actively monitored, and system results are published and posted as part of monthly performance reports covering all aspects of operations.

**11.2 Service Policies**

**1-Vehicle assignment for each mode**

Bus assignments take into account the operating characteristics of buses of various types and lengths, which are matched to the operating characteristics of the route. Local routes with high senior or disabled ridership may be assigned buses with lower entry points for easier ingress/egress for the passenger. In addition, some routes requiring tight turns on narrow streets are operated with smaller buses rather than the longer buses. All buses are equipped with air conditioning and are wheelchair accessible.

**2-Distribution of Transit Amenities**

Broward County Transit (BCT) currently provides transit amenities for the LauderGo Community Shuttle service. The City of Fort Lauderdale will follow BCT standards in installing new stops and shelters along its community shuttle routes. BCT’s standards for transit amenities siting are as follows:

- Shelter Placement– minimum threshold is an average of 25 or more boardings per weekday.
- Stand-alone seating options – where shelters are not appropriate or where there are right-of-way constraints. Minimum threshold is an average of 15 or more boardings per weekday.
- Park and Ride and Transfer Stations – as needed to meet ridership demand.
- Real-Time Passenger Advisory Signage – minimum threshold is an average of 25 or more boardings per weekday, and need is demonstrated based on rider transfer activity.
- ADA-compliant – all the stops and shelters should be compliant with the Americans with Disabilities Act of 1990.

The City’s bus bench contractor, Gold Coast Bench, provides additional benches to supplement Broward County Transit’s siting of bus shelters, bus benches, trash cans, and bike racks at the over 750 bus stops in the City. The siting of Gold Coast Bench amenities is determined by ridership levels, observed, and documented need, and placement along transit corridors. Taking into consideration the South Florida climate, there are also benches placed at locations not associated with a bus stop along transit corridors and are designated as Pedestrian Convenience Benches.

**12.0 Appendices**

APPENDIX A	NON-DISCRIMINATION ASSURANCE STATEMENT APPENDICES A AND E
APPENDIX B	CURRENT SYSTEM DESCRIPTION
APPENDIX C	TITLE VI PLAN ADOPTION RESOLUTION AND FDOT CONCURRENCE LETTER
APPENDIX D	TITLE VI AND ADA NOTICE TO PUBLIC (ENGLISH AND SPANISH)
APPENDIX E	TITLE VI PROCEDURE AND COMPLAINT FORM (ENGLISH & SPANISH)
APPENDIX F	PUBLIC PARTICIPATION PLAN
APPENDIX G	LIMITED ENGLISH PROFICIENCY PLAN
APPENDIX H	OPERATING AREA LANGUAGE DATA: CITY OF FORT LAUDERDALE SERVICE AREA
APPENDIX I	DEMOGRAPHIC MAPS
APPENDIX J	TITLE VI EQUITY ANALYSIS

**Appendix A**  
**Non-Discrimination Assurance Statement**  
**Appendices A and E**

## Appendices A and E

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") agrees as follows:

- (1.) **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
- (2.) **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
- (3.) **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
- (4.) **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* as appropriate, and shall set forth what efforts it has made to obtain the information.
- (5.) **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, the *Florida Department of Transportation* shall impose such contract sanctions as it or the *Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* may determine to be appropriate, including, but not limited to:
  - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
  - b. cancellation, termination, or suspension of the contract, in whole or in part.

- (6.) **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (7) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. In the event a Contractor becomes involved in, or is threatened with, litigation with a sub-contractor or supplier as a result of such direction, the Contractor may request the Florida Department of Transportation to enter such litigation to protect the interests of the Florida Department of Transportation, and, in addition, the Contractor may request the United States to enter such litigation to protect the interests of the United States.
- (7.) **Compliance with Nondiscrimination Statutes and Authorities:** Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21; The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects); Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex); Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27; The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age); Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex); The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not); Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38; The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex); Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations; Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100); Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).



## **Appendix B**

# **Current System Description**

### Current System Description

1. An overview of the organization including its mission, program goals and objectives.

The City of Fort Lauderdale's current and long-term focus as a transportation provider is on maintaining the best-coordinated transportation system possible for this community. The City's goal is to create a coordinated system with the objective of providing convenient, accessible, equitable, and reliable transportation in the advancement of economic vitality, a clean environment, and support of the community that connect riders to destinations and larger transit network in the Greater Fort Lauderdale area.
  
2. Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.

The City of Fort Lauderdale is a recipient of Federal Transit Funds both as a direct recipient and as a subrecipient. However, currently, the City's federal fund allocation is drawn out by the Broward County Transit. The transit operating grant funds are utilized to fund the management and operations of the City's LauderGo mobility service. The City contracts with private for-profit operators to conduct the operations of the community shuttle, water trolley, and Seabreeze tram.

The daily operations and maintenance of the LauderGo mobility service includes the City and its contractors. The City provides a full-time planner toward transit related items with a focus on LauderGo mobility service. The transit planner reports to the transportation division manager, who oversees the City's transit, maintenance of traffic, and traffic engineering programs. Both the transportation division manager and transit planner receive support from other City staff on various activities including but not limited to grant management, customer service, invoice processing, procurement, legal, and risk management.

LauderGo operations start as early as 6:20am for the NW Community Link route and ends as late as 10:00pm for the water trolley route. The City's administrative office follows a 9 to 5 schedule, but the Neighborhood Support Hotline at 954-828-8000 is available to the public 24/7.

The contracted operator of the community shuttle service has a current System Safety Program Plan, which the City of Fort Lauderdale has adopted. The City of Fort Lauderdale also drafted a Security Program Plan for its community shuttle service.
  
3. Indicate if your agency is a government authority or a private non-profit agency.

The City of Fort Lauderdale operates as a municipal government.
  
4. Who is responsible for insurance, training and management, and administration of the agency's transportation programs?

The City's contractors are responsible for training and management of our transportation program in compliance with federal, state, county, and local regulations. Community shuttle operators are required to complete BCT operator training as part of their new hire orientation and attend a refresher course every two years. All new employees are also required to complete on-the-road drivers training, which

includes riding with a training driver, behind-the-wheel training, and training on proper use of wheel chair lifts and securement devices. The City's contractors are responsible for annual renewal of all liability insurance all the vehicles in the fleet. It is the City of Fort Lauderdale's responsibility to administer all aspects of the transportation program. As the owner of the vehicles in the fleet, Broward County Transit is responsible for registration renewal as well as controlling access and use of these vehicles.

5. Who provides vehicle maintenance and record keeping?

Maintenance on all agency vehicles is provided by contract carriers or outside vendors. 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 or in the case of the water trolley, within the US Coast Guard standards. All vehicle files and driver files are kept on-site at each contract carrier's base. Location of each carrier is as follows:

Limousines of South Florida  
2000 N State Road 7  
Lauderdale Lakes, FL 33313

Water Taxi of Fort Lauderdale, LLC  
413 SW 3<sup>rd</sup> Avenue  
Fort Lauderdale, Florida 33315

All records are maintained and retained for a minimum of three (3) years.

6. Number of current transportation related employees

The City's Transportation Mobility Department has seventy-seven (77) full-time employees and twenty (20) part-time employees. Of which, one (1) is fully dedicated to the LauderGo program, while three (3) others are partially involved in the program in oversight and decision-making capacities. City staff coordinates directly with two (2) staff members each from Limousines of South Florida and Water Taxi to facilitate operations and maintenance. Typically, these staff members (Operations Manager and General Manager) oversee the LauderGo operations and maintenance on behalf of the City.

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

As of March 2022, Limousines of South Florida has fifteen (15) drivers in the rotation to operate either the shuttle or the tram. On the other hand, Water Taxi has twenty-six (26) boat captains in the rotation that could be assigned to drive the water trolley. Only employees of the subcontractor that have completed all of the required safety and drivers training requirements are allowed to drive the transit vehicles.

8. A detailed description of service routes and ridership numbers

LauderGo is the City of Fort Lauderdale's free mobility service that both residents and visitors can use to access jobs, explore destinations across the City, and connect to the larger transit network, including Tri-Rail, Amtrak, Brightline, and Broward Central Terminal. All the shuttles are ADA accessible and are equipped with a wheelchair lift. Ridership has significantly decline due to the Covid-19 pandemic. In Fiscal Year 2021 (October 2020-September 2021), the LauderGo mobility service carried a total of 127,360 riders.

The LauderGo mobility service currently includes service for a wide range of transit users including low income residents, elderly residents, tourists, workers, riders of regional rail connections, etc. This system is spread across the City to provide this range of service focused on connecting residents and tourists to key destinations. Currently the LauderGo system consists of seven (7) routes, a map of which is on Page 27.

**Beach Link** – this route services primarily tourist riders and employees of the service industry along the Beach and SE 17<sup>th</sup> Street from Broward Health Medical Center to Sunrise Boulevard. The route has three vehicles that run seven days a week and it connects to the Downtown Link to the south and the Galt and Las Olas Links to the north. In the onset of the Covid-19 pandemic, the service has been reduced to two vehicles per day to adjust for the reduction in demand. This route has been significantly impacted by the pandemic with a 75% decrease in ridership. In FY 2021, the route recorded a total of 24,359 riders, down from 96,903 riders in FY 2018. Nominal fare for this route has been removed starting July 2020.

**Downtown Link** – this route serves as a downtown circulator providing weekday service from Broward Health Medical Center to the south where it connects to the Beach Link, to Sistrunk Boulevard to the north and connects to the many employment and retail services within the downtown. In the onset of the Covid-19 pandemic, the service has been reduced to one vehicle per day to adjust for the reduction in demand. This route has been significantly impacted by the pandemic with an 85% decrease in ridership. In FY 2021, the route recorded a total of 8,029 riders, down from 53,655 riders in FY 2018.

**Las Olas Link** – this route services primarily tourist riders and locals taking advantage of the dining and shopping opportunities on world famous Las Olas Boulevard. This route runs Fridays to Sundays and connects the Performing Arts Center near downtown to State Road A1A and the beaches (connecting with the Beach Link). In the onset of the Covid-19 pandemic, service hours were reduced from 13 hours with 2 vehicles to 4.43 hours with 1 vehicle. This route has been significantly impacted by the pandemic with an 87% decrease in ridership. In FY 2021, the route recorded a total of 4,349 riders, down from 33,360 riders in FY 2018.

**Neighborhood Link** – this route serves the northwest areas of the City providing transportation to social services and shopping in the low income areas and a direct connection to the downtown bus terminal and connections to bus routes countywide. This route runs weekdays and in the limited hours has highest passengers carried rate on an hourly basis. While the route maintained an average passenger per hour of over 7.1 in FY 2021, its ridership has declined by 68% since the pandemic. FY 2021, the route recorded a total of 11,448 riders, down from 36,131 riders in FY 2018.

**NW Community Link** – this route serves the northwest areas of the City and provides (1) transportation in the low income areas to necessary social services and shopping, and (2) a commuter connection from the downtown bus terminal to the Tri-Rail commuter rail station. Ridership on this weekday route is the highest in the LauderGo system amidst the pandemic at 49,258 riders in FY 2021, a 22% decrease from FY 2018.

**Riverwalk Water Trolley** – this route provides a convenient way for people to cross the New River in downtown to access restaurants and meetings without having to drive or walk across the drawbridges. The 1.6-mile bi-directional route from Esplanade Park to Laura Ward Park operates seven days a week. Due to the pandemic, it only resumed service in March 2021 and carried 28,637 riders thru September 2021.

**Seabreeze Tram** – this is the newest route in the LauderGo system. Route testing started in late 2019 but due to the pandemic, it was not launched until mid-July 2021. The route carried 1,280 riders from July 2021 thru September 2021.



## City of Fort Lauderdale Community Transit System Route Map

### ROUTES

- Beach Link
- Downtown Link
- Las Olas Link
- Neighborhood Link
- Northwest Community Link
- Riverwalk Water Trolley
- Seabreeze Tram

# Broward County Transit Connections

### DESTINATIONS

#### Public Services

- 1 Life Net 4 Families
- 2 Broward Sheriffs Office
- 3 The Salvation Army Adult Rehabilitation Center
- 4 Fort Lauderdale Police Department
- 5 Post Office
- 6 Broward County Government Center
- 7 Fort Lauderdale City Hall
- 8 Broward County Courthouse/ Broward County Schools
- 9 Federal Court House

#### Educational Facilities

- 10 African American Research Library
- 11 Lauderdale Elementary School
- 12 Broward County Library

#### Residential Areas

- 13 Gardens Apartments
- 14 Flagler Village

#### Medical Facilities

- 15 Family Health Center
- 16 Broward General Hospital

#### Malls & Shopping Centers

- 17 Walmart
- 18 DD's Discounts
- 19 Presidente Supermarket
- 20 Save A Lot
- 21 Fresh Market
- 22 Winn-Dixie
- 23 Las Olas Shops & Restaurants
- 24 Harbor Shops
- 25 Galleria Mall
- 26 Beach Place

#### Parks & Nature Centers

- 27 Provident Park
- 28 Esplanade Park
- 29 Huizaenga Park
- 30 Peter Feldman Park
- 31 Laura Ward Park
- 32 Smoker Family Park
- 33 Las Olas Intracoastal Promenade Park

#### Attractions

- 34 Old Dillard Museum
- 35 Broward Center for the Performing Arts
- 36 Museum of Discovery and Science
- 37 Las Olas Riverfront
- 38 Fort Lauderdale Museum of Art
- 39 Broward Convention Center
- 40 International Swimming Hall of Fame Museum

#### Park & Ride Lots

- 41 315 S Andrews Garage
- 42 Las Olas Garage
- 43 Las Olas Oceanside Park
- 44 Beach Parking

#### Transportation Facilities

- 45 Broward Central Bus Terminal

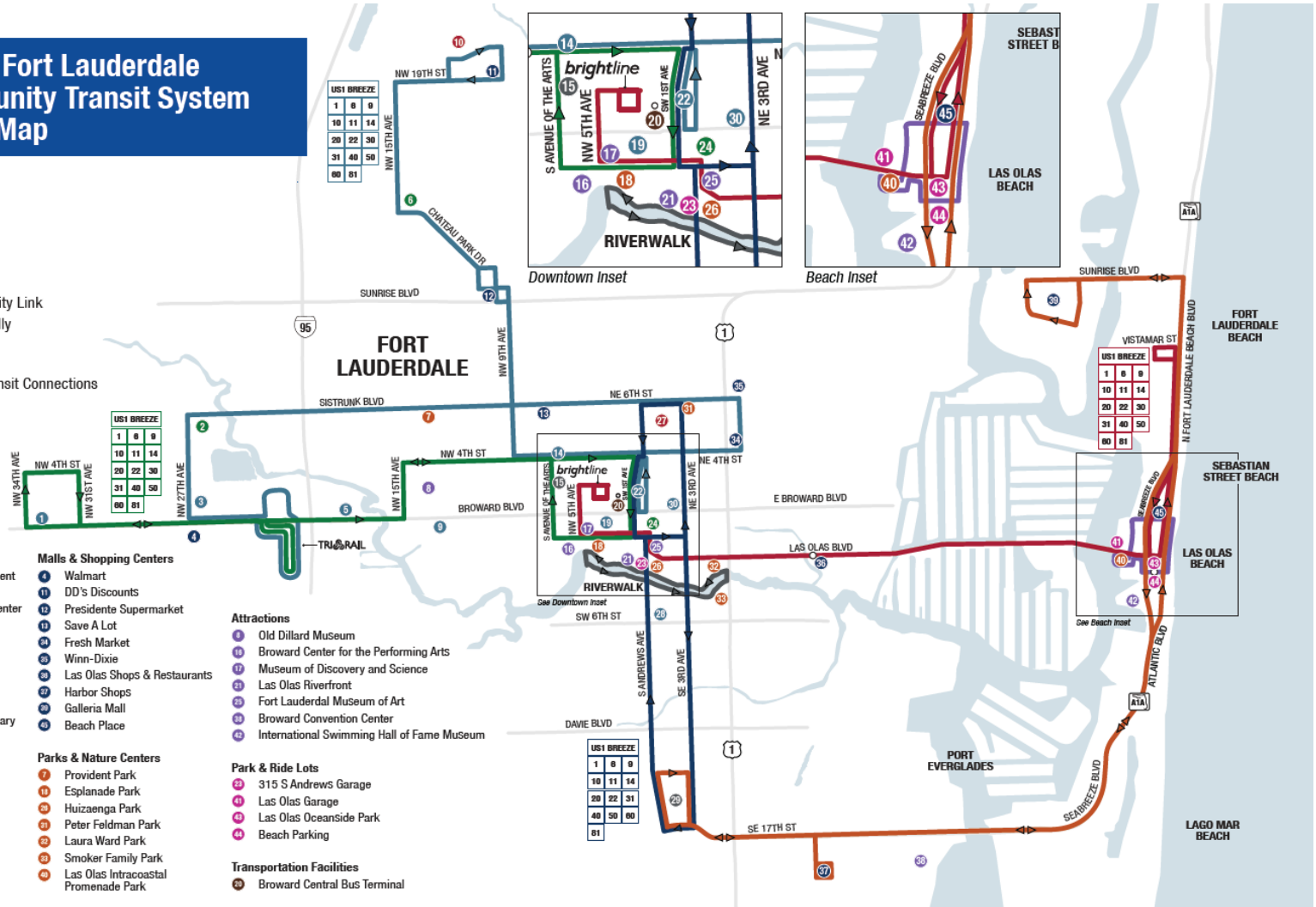


Figure 2: LauderGo Network

**Appendix C**  
**Title VI Plan Adoption Resolution and FDOT**  
**Concurrence Letter**

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FUTURE PLACEMENT OF TITLE VI RESOLUTION OF ADOPTION

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FUTURE PLACEMENT OF FDOT CONCURRENCE LETTER >>



## **Appendix D**

# **Title VI and ADA Notice to Public**

**CITY OF FORT LAUDERDALE TITLE VI AND ADA COMPLIANCE NOTICE****TITLE VI NOTICE OF COMPLIANCE**

It is the policy of the City of Fort Lauderdale, under Title VI of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; Age Discrimination Act of 1975; Section 324 of the Federal-Aid Highway Act of 1973; Civil Rights Restoration Act of 1987; and related statutes and regulations, that no person shall on the basis of race, color, national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by the City or its sub-recipients.

**TITLE VI COORDINATOR**

The City of Fort Lauderdale has established a Title VI Coordinator to investigate and seek to resolve any complaints regarding participation, benefit of, or discrimination or retaliation under any of the City or its sub-recipients programs.

**You are entitled to file a complaint for any alleged violation no later than 180 days from the date of the discrimination.**

<b>CONTACT:</b>	<b>Lisa Marie Glover, Title VI Coordinator City of Fort Lauderdale Transportation and Mobility Dept. 290 NE 3rd Avenue Fort Lauderdale, Florida 33301 Email: <a href="mailto:LGlover@FortLauderdale.gov">LGlover@FortLauderdale.gov</a> Phone: 954-828-4992</b>
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**ADA NOTICE OF COMPLIANCE**

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990, the City of Fort Lauderdale does not discriminate on the basis of disability in the admission, access, or operations of its programs, services, activities, or facilities. In accordance with Title II of the ADA, when viewed in their entirety, City of Fort Lauderdale programs, services, activities, and facilities are readily accessible to and usable by qualified individuals with disabilities.

**ADA COORDINATOR**

The City of Fort Lauderdale has established an ADA Coordinator to facilitate assistance for disabled residents and visitors. The ADA Coordinator is able to facilitate members of the public with the provision of auxiliary aids and services for City meetings, programs and events. The ADA Coordinator also investigates and seeks to resolve any complaints regarding accessibility to City facilities or programs.

**You are entitled to file a complaint for any alleged violation no later than 60 days from the date of the discrimination.**

<b>CONTACT:</b>	<b>Matthew Cobb, ADA Coordinator City of Fort Lauderdale Risk Management Department 100 N Andrews Avenue, 3rd Floor Fort Lauderdale, Florida 33301 E-mail: <a href="mailto:MCobb@fortlauderdale.gov">MCobb@fortlauderdale.gov</a> Phone: 954-828-6510</b>
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**For more information on the City's Title VI and ADA compliance, please visit [www.fortlauderdale.gov](http://www.fortlauderdale.gov)**

NOTE: Alternate means of filing complaint, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

**CITY OF FORT LAUDERDALE  
AVISO DE CONFORMIDAD CON EL TÍTULO VI Y ADA**

**AVISO DE CONFORMIDAD CON EL TÍTULO VI**

Es la póliza de la Ciudad de Fort Lauderdale, bajo el Título VI de la Ley de Derechos Civiles de 1964; la Sección 504 de la Ley de Rehabilitación de 1973; la Ley de Discriminación por Edad de 1975; la Sección 324 de la Ley de Ayuda Financiera Federal para Carreteras de 1973; la Ley de Restauración de Derechos Civiles de 1987; y los estatutos y reglamentos relacionados, que a ninguna persona, por motivos de raza, color, u origen nacional, sea excluida de participación, se le nieguen beneficios, o esté sujeta a discriminación o represalia en cualquier programa o actividad administrada por la Ciudad o sus subreceptores, ya sea financiado con fondos federales o no.

**COORDINADOR DEL TÍTULO VI**

La Ciudad de Fort Lauderdale ha establecido un Coordinador del Título VI para investigar y buscar resolución en respuesta a denuncias de discriminación relacionadas con cualquier programa de la Ciudad o sus subreceptores.

**Usted tiene derecho a presentar una queja por cualquier presunta violación a más tardar 180 días después de la fecha de la discriminación.**

<b>CONTACTO:</b>	<p><b>Lisa Marie Glover, Coordinador del Título VI</b>  <b>Ciudad de Fort Lauderdale, Departamento de Transporte y Movilidad</b>  <b>290 NE 3 Avenida, segundo piso</b>  <b>Fort Lauderdale, Florida 33301</b>  <b>Correo Electrónico: <a href="mailto:LGlover@fortlauderdale.gov">LGlover@fortlauderdale.gov</a></b>  <b>Teléfono: 954-828-4742 (Dayana Diaz, traductora)</b></p>
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**AVISO DE CONFORMIDAD CON EL ADA**

De acuerdo con los requisitos del Título II de la ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés) de 1990, la Ciudad de Fort Lauderdale no discrimina por motivos de discapacidad en la admisión, acceso, u operaciones de sus programas, servicios, actividades, o instalaciones. De acuerdo con el Título II del ADA, cuando se ven en su totalidad, los programas, servicios, actividades, o instalaciones de la Ciudad de Fort Lauderdale son fácilmente accesibles y pueden ser utilizados por personas calificadas con discapacidades.

**COORDINADOR DEL ADA**

La Ciudad de Fort Lauderdale ha establecido un Coordinador del ADA para facilitar la asistencia a residentes y visitantes discapacitados. El Coordinador del ADA puede facilitar a los miembros del público la provisión de ayudas y servicios auxiliares para reuniones, programas, y eventos de la Ciudad. El Coordinador del ADA también investiga y busca resolver cualquier denuncia relacionada con el acceso a instalaciones o programas de la Ciudad.

**Usted tiene derecho a presentar una queja por cualquier presunta violación a más tardar 60 días después de la fecha de la discriminación.**

<b>CONTACTO:</b>	<p><b>Matthew Cobb, Coordinator del ADA</b>  <b>Ciudad de Fort Lauderdale, Administración de Riesgos</b>  <b>100 N Andrews Avenue, tercer piso</b>  <b>Fort Lauderdale, Florida 33301</b>  <b>Correo Electrónico: <a href="mailto:MCobb@fortlauderdale.gov">MCobb@fortlauderdale.gov</a></b>  <b>Teléfono: 954-828-6510</b></p>
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**Para obtener más información sobre la conformidad al Título VI y ADA de la ciudad, visite [www.fortlauderdale.gov](http://www.fortlauderdale.gov).**

NOTA: Métodos alternativos para presentar una queja, como entrevistas personales o grabaciones, serán disponibles para personas con discapacidades a pedido.

**Title VI and ADA Notice to Public Posting Locations**

The Title VI and ADA Notice to Public is posted in the City of Fort Lauderdale's Transportation and Mobility Building (290 NE 3rd Ave., Fort Lauderdale, FL 33301). A short version of the Title VI notice, as described in Section 4 will be posted in all LauderGo vehicles.

**Appendix E**  
**Title VI Complaint Procedures**  
**and Complaint Forms**  
**(English & Spanish)**

### Title VI Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the City of Fort Lauderdale may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (Appendix E). Complaints can also be submitted by phone or email to the following:

Lisa Marie Glover, Title VI Coordinator  
City of Fort Lauderdale  
Transportation and Mobility Department  
290 NE 3<sup>rd</sup> Avenue  
Fort Lauderdale, FL 33301  
954-828-4992  
[LGlover@FortLauderdale.gov](mailto:LGlover@FortLauderdale.gov)

Alternate means of filing complaint, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The City of Fort Lauderdale investigates complaints received no more than 180 days after the alleged incident. City of Fort Lauderdale will only 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, City of Fort Lauderdale will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

The City of Fort Lauderdale has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, City of Fort Lauderdale 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, City of Fort Lauderdale 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 procedures and forms are available to the public on the **City of Fort Lauderdale's LauderGo** website ([www.FortLauderdale.gov/LauderGo](http://www.FortLauderdale.gov/LauderGo)). The forms are also available in other formats upon request.

**Title VI Complaint Form**

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
<b>Section II:</b>		
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
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
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 or additional pages.		
_____		
_____		
<b>Section IV</b>		
Have you previously filed a Title VI complaint with the City of Fort Lauderdale?	Yes	No

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

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

Signature and date required below

\_\_\_\_\_  
Signature Date

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

Lisa Marie Glover, Title VI Coordinator  
 City of Fort Lauderdale  
 Transportation & Mobility Department  
 290 NE 3 Avenue  
 Fort Lauderdale, FL 33301  
 954-828-4992  
[LGlover@FortLauderdale.gov](mailto:LGlover@FortLauderdale.gov)



## Procedimientos para presentar denuncias de discriminación

Cualquier persona que crea que ha sido discriminada por raza, color, u origen nacional por la Ciudad de Fort Lauderdale puede presentar una queja del Título VI a través del Formulario de queja del Título VI de la agencia (Anexo E). Las denuncias también pueden ser entregadas por teléfono o correo electrónico a:

Lisa Marie Glover, Coordinadora del Título VI  
Ciudad de Fort Lauderdale  
Departamento de Transporte y Movilidad  
290 NE 3rd Avenue  
Fort Lauderdale, FL 33301  
954- 828-4742 (Dayana Diaz, traductora)  
[LGlover@FortLauderdale.gov](mailto:LGlover@FortLauderdale.gov)

Métodos alternativos para presentar una queja, como entrevistas personales o grabaciones, serán disponibles para personas con discapacidades a pedido.

La ciudad de Fort Lauderdale investigará quejas recibidas no más de 180 días después del presunto incidente. La ciudad de Fort Lauderdale solo procesará quejas que estén completas. Para que una queja sea considerada completa, los reclamantes deben, como mínimo, incluir su nombre, información de contacto, fecha del presunto incidente, y una descripción del incidente.

Una vez que se reciba la queja, la Ciudad de Fort Lauderdale la revisará para determinar si nuestra oficina tiene jurisdicción. El reclamante recibirá una carta en la que se le informará si nuestra oficina investigará la queja.

La ciudad de Fort Lauderdale tiene noventa (90) días para investigar la queja. Si se necesita más información para resolver el caso, la Ciudad de Fort Lauderdale puede comunicarse con el reclamante. El reclamante tiene diez (10) días hábiles a partir de la fecha de esta comunicación para enviar la información solicitada al investigador asignado al caso. Si el reclamante no se comunica con el investigador o el investigador no recibe la información adicional dentro de los diez (10) días hábiles, la ciudad de Fort Lauderdale puede cerrar el caso de manera administrativa. Un caso también puede ser cerrado administrativamente si el reclamante ya no desea continuar con su caso.

Después de que el investigador revise la queja, él / ella emitirá una de dos cartas al reclamante: una carta de cierre o una carta de resultados (LOF, por sus siglas en inglés). Una carta de cierre resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará. Una LOF resume las acusaciones y las entrevistas sobre el presunto incidente y explica si ocurrirá alguna acción disciplinaria, capacitación adicional del miembro del personal, u otra acción. Si el reclamante desea apelar la decisión, tiene siete (7) días para hacerlo desde el momento en que recibe la carta de cierre o la LOF.

Los procedimientos y formularios para presentar quejas están disponibles al público en el sitio web de la Ciudad de Fort Lauderdale ([www.FortLauderdale.gov](http://www.FortLauderdale.gov)). Los formularios también están disponibles en otros formatos a pedido.

## Formulario de quejas del Título VI

<b>Sección I:</b>		
Nombre:		
Dirección:		
Teléfono (Residencial):	Teléfono Secundario (Opcional):	
Correo Electrónico:		
<b>Sección II:</b>		
¿Está usted presentando esta queja en nombre propio?	Sí*	No
<i>*Si su respuesta es "sí", vaya a la Sección III.</i>		
Si su respuesta es "no", por favor provea el nombre y relación con la persona para la cual usted presenta la queja.		
Por favor explique la razón por la cual usted presenta esta queja en nombre de otra persona:		
Si usted está presentando una queja de parte de otra persona, por favor confirme que usted ha obtenido el permiso de la persona perjudicada.	Sí	No
<b>Sección III:</b>		
Creo que la discriminación de la que fui objeto se basó en (marqué todos que correspondan): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional Fecha de la presunta discriminación (Mes, Día, Año): _____ Explique con detalles lo que sucedió y por qué usted cree que fue víctima de discriminación. Describa a todas las personas que estuvieron involucradas. Incluya el nombre e información de contacto de la(s) persona(s) que lo discriminaron (si los conoce) así como los nombres e información de contacto de cualquier testigo. Si necesita más espacio, por favor use la parte de atrás del formulario o adjunte hojas adicionales.		
<b>Sección IV:</b>		
¿Ha presentado anteriormente una queja del Título VI con las Ciudad de Fort Lauderdale?	Sí	No

<b>Sección V:</b>	
¿Ha presentado una queja ante otra agencia federal, estatal, o local, o ante cualquier corte federal o estatal? <input type="checkbox"/> Sí <input type="checkbox"/> No	
Si su respuesta es "sí", marque todas las opciones que correspondan:	
<input type="checkbox"/> Agencia Federal: _____	
<input type="checkbox"/> Corte Federal _____	<input type="checkbox"/> Agencia Estatal _____
<input type="checkbox"/> Corte Estatal _____	<input type="checkbox"/> Agencia Local _____
Favor de proporcionar la información acerca de una persona de contacto en la agencia donde se presentó la queja anterior.	
<b>Nombre:</b>	
<b>Posición:</b>	
<b>Agencia:</b>	
<b>Dirección:</b>	
<b>Teléfono:</b>	
<b>Sección VI:</b>	
Nombre de la agencia contra la que se presenta la queja:	
Persona de contacto:	
Posición:	
Teléfono:	

Puede adjuntar cualquier material escrito u otra información que usted considere pertinente para su queja.

Se requiere firma y fecha para completar este formulario:

\_\_\_\_\_

Firma Fecha

Favor de presentar este formulario en persona o enviarlo por correo a la siguiente dirección:

Lisa Marie Glover, Coordinadora del Título VI  
 Ciudad de Fort Lauderdale  
 Departamento de Transporte y Movilidad  
 290 NE 3rd Avenue  
 Fort Lauderdale, FL 33301  
 954- 828-4742 (Dayana Diaz, traductora)  
[LGlover@FortLauderdale.gov](mailto:LGlover@FortLauderdale.gov)

# **Appendix F**

## **Public Participation Plan (PPP)**

### Introduction

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

The City of Fort Lauderdale also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community based organizations, major employers, passengers and the general public, including low income, minority, LEP, and other traditionally underserved communities.

### Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment, about the City of Fort Lauderdale and its operations. The goals for this PPP include:

- Inclusion and Diversity:** The City of Fort Lauderdale will proactively reach out and engage low-income, minority, and LEP populations for the City of Fort Lauderdale service area so these groups will have an opportunity to participate.
- Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporally, linguistically and culturally. Meetings are held within the neighborhood that is being impacted in a location that is accessible to all. When necessary transportation may be provided to the meeting.
- Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.
- Responsive:** The City of Fort Lauderdale will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

### Public Participation Methods

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of The City of Fort Lauderdale with the intent to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

The City of Fort Lauderdale will conduct community meetings and listening sessions as appropriate with passengers, employers, community based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the City of Fort Lauderdale website ([www.fortlauderdale.gov](http://www.fortlauderdale.gov)) and all feedback on the site will be recorded and passed onto the City of Fort Lauderdale management. The public will also be able to call the Transportation and Mobility Department office at (954) 828-5217 during its hours of operation. Feedback collected over the phone will be recorded and passed onto the City of Fort Lauderdale management. Formal customer surveys to measure performance, and listening sessions to solicit input, will be conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meetings will be created that work to achieve the stated goals and is relevant to the subject and not overwhelming for the public.

For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants. For community meetings and other important information, The City of Fort Lauderdale will use a variety of means to make riders and citizens aware, including some or all the following methods:

- In-vehicle advertisement
- Posters or flyers distributed to clients riding vehicles
- Posting information on website
- Press releases and briefings to media outlets
- Digital campaign using City's social media channels
- Multilingual flyer distribution to community based organizations, particularly those that target LEP population
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Communications to relevant elected officials
- Other methods required by local or state laws or agreements

Public participation methods have been modified to accommodate public safety concerns emerging from the Covid-19 pandemic. Dissemination of physical ads and flyers as well as in-person meetings have been limited, with the City of Fort Lauderdale providing hybrid-style (virtual and in-person) meeting options.

# **Appendix G**

## **Limited English Proficiency (LEP) Plan**

**LIMITED ENGLISH PROFICIENCY PLAN**

**Four Factor Analysis.** In order to ensure meaningful access to programs and activities, recipients shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. A careful analysis can help a recipient determine if it communicates effectively with LEP persons and will inform language access planning. The Four Factor Analysis is an individualized assessment that balances the following four factors:

**1. The number or proportion of LEP persons eligible in the City of Fort Lauderdale service area who may be served or are likely to encounter a City of Fort Lauderdale program, activity, or service.**

The City of Fort Lauderdale reviewed the US Census Report 2015-2019 American Community Survey 5-Year Estimates and determined the following. Of the estimated 44,415 City of Fort Lauderdale residents in the service area aged 5 years or older; approximately 33,779 (76.1%) residents speak only English, and 10,636 (23.9%) residents speak a language other than English at home. Of the residents that speak a primary language other than English, 3,785 (8.5%) speak English less than very well. Of the 8,874 residents that speak English less than well 4,801 (10.8%) speak Spanish and 3,945 (8.9%) speak French, Haitian, or Cajun.

**2. The frequency with which LEP individuals come in contact with a City program, activity or service.**

The City of Fort Lauderdale assessed the frequency at which contracted City staff and drivers have or could possibly have contact with LEP constituent. Based on the low numbers of complaints and/or requests for interpreters, the City of Fort Lauderdale utilizes internal staff for interpretation needs. The City's shuttle and tram operator also employs bilingual drivers and dispatchers who speak Spanish to ensure that users with limited English proficiency are accommodated.

The City seldom receives requests for interpreters or requests for documents. City staff may get an informational request where a staff person or driver will utilize a third person to assist in understanding the request and conveying the requested information.

**3. The nature and importance of the program, activity or service provided by the City to the LEP community.**

The majority of the City's service area population aged 5 years or older as of the 2015-2019 American Community Survey, 33,779 (76.1%) speak English very well. There are certain neighborhoods; however, that have a higher than average Limited English population. In those areas, specific attention will be made to ensure that any public meetings provide accommodations for all limited English speaking persons.



#### 4. The resources available to the City and costs.

The City's available resources identified include City staff that speak other languages and are able to assist with requests related to City services, including transit. This also includes the transit drivers who generally speak Spanish. The City's Public Information Office provides some outreach materials in Spanish and how to obtain information in different formats. This Office also helps to ensure that the information is distributed to the users, residents, and stakeholders in a variety of manners with the many media resources available. There are specific media outlets including print and radio in the minority neighborhoods of the City that are utilized to ensure that the appropriate media is used to reach the audience.

Specific media outlets within minority neighborhoods are utilized when services impact these specific neighborhoods as well as targeted outreach utilizing churches, agencies, and non-profits to ensure that the information is distributed to meet the needs of the users. These materials may be produced in Spanish and other languages with assistance from a professional translation service and on the City's website using Google Translate. To make public meetings available for LEP constituents, in-house translators are available.

#### LEP PLAN OUTLINE

**How to Identify a LEP constituent who needs language assistance** – The following methods may be used to help identify a person who may need language assistance:

- Examine records requests for language assistance from past City meetings and events to anticipate the possible need for assistance at upcoming meetings or events.
- When public meetings are held, have a City staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply.
- Provide US Census "I Speak" cards at public meetings. While staff may not be able to provide translation assistance at this meeting, the cards will be used to identify language needs for future meetings.
- Regularly survey drivers and other first line staff that have direct or indirect contact with LEP individuals.
- Work with partner agencies and neighborhood associations to gauge LEP persons prior to meetings to be able to prepare for those needs.

**Language assistance measures** – The City may implement the following LEP procedures, when appropriate:

- The City has identified in-house staff with other language abilities to assist with requests related to City services, including transit.

- Public notice, publications, and other printed material, including webpage content, may be made available in other languages. All notices include contact information as to how to receive the information in another format.
- Utilize internal translators at select public meetings.
- Use a web-based or telephone translation service such as Google Translate.  
<http://translate.google.com/translate?js=y&prev=t&hl=en&ie=UTF-8&layout=1&eof=1&sl=en&tl=es&u=http%3a%2f%2fwww.fortlauderdale.gov%2fhome>

**Outreach techniques** –The City incorporates a variety of techniques to identify and accommodate participants with LEP during outreach:

- Work with agency partners to identify needs in the target area prior to a meeting to ensure that needs are met.
- Identify city staff or agency partner staff to assist with translation
- Provide various approaches to receiving input based on the target population
- Provide outreach for meetings through appropriate media and other outlets that best meet the types and specific outlets that the target populations utilize
- All printed materials and flyers have contact information listed to be able to request the information in another format
- Other printed materials, such as transit schedules and maps, will be translated and made available at select outlets, as needed
- Meeting notices, fliers, advertisements and agendas may be printed in alternative languages, based on need and requests

**Monitoring and updating the LEP plan** –The City will follow the Title VI Program and monitor/update the LEP plan as needed. Each update will examine all plan components such as:

- How many LEP constituents were encountered?
- Were their needs met?
- What is the current LEP population in the City service area?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified City programs? Are there other programs that should be included?
- Have the City's available resources, such as technology, staff, and financial costs changed?
- Has the City fulfilled the goals of the LEP plan?
- Were any complaints received?

**Title VI Information Dissemination** - In order to comply with 49 CFR Section 21.9(d), the City shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. The City, as a provider or transit service, shall disseminate this information to the public through measures that include, but are not limited to, posting on the City's Website, copies of the LEP plan available on file at the City's Transportation and Mobility Building and providing the notice of Title VI rights on all City transit vehicles.

The Title VI information will be provided at the request of any person(s) requesting the document via phone, in

person, by mail or email. LEP persons may obtain copies/translations of the plan upon request. Title VI information posters shall be prominently and publicly displayed.

The notices include:

- (1) A statement that the City operates programs without regard to race, color, and national origin.
- (2) A description of the procedures that members of the public should follow in order to request additional information on the City's nondiscrimination obligations.
- (3) A description of the procedures that members of the public should follow in order to file a discrimination complaint against the City.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and the City's expectations to perform their duties accordingly.

Suggestions and comments may be submitted to the attention of:

Lisa Marie Glover, Title VI Coordinator  
City of Fort Lauderdale  
Transportation and Mobility Department  
290 NE 3<sup>rd</sup> Avenue  
Fort Lauderdale, FL 33301  
954.828.4992  
lglover@fortlauderdale.gov

<p><b>2004 Census Test</b></p>	<p><b>United States Census 2010</b></p> <p><b>LANGUAGE IDENTIFICATION FLASHCARD</b></p>
<input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	<p>1. Arabic</p>
<input type="checkbox"/> Խոսողո՞ւմ ե՞նք նշում կատարե՞ք այս քանակաւում, եթե խոսում կամ կարողում եք հայերեն:	<p>2. Armenian</p>
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	<p>3. Bengali</p>
<input type="checkbox"/> ឈ្មួញបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	<p>4. Cambodian</p>
<input type="checkbox"/> Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	<p>5. Chamorro</p>
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	<p>6. Simplified Chinese</p>
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	<p>7. Traditional Chinese</p>
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	<p>8. Croatian</p>
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	<p>9. Czech</p>
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	<p>10. Dutch</p>
<input type="checkbox"/> Mark this box if you read or speak English.	<p>11. English</p>
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	<p>12. Farsi</p>

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<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຊື່ປາກມາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marinong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ทำเครื่องหมายในช่องว่างนี้หากคุณอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukranian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

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## 2022 FOREIGN LANGUAGE TRANSLATORS

NAME	LANGUAGE	DEPARTMENT/PHONE	e-MAIL	SPEAK	READ	WRITE
Nicole Placide	Creole	PD 954-828-5588	nelizee@fortlauderdale.gov	X	X	
Eleni Ward-Jankovic	Croatian	CRA 954-828-8228	EJankovic@fortlauderdale.gov	X	X	X
Christer Billinger	Danish	Fire C: 954-815-8758	cbillinger@fortlauderdale.gov	X	X	
Terje Missik	Estonian	Finance 954-828-5163	TMissik@fortlauderdale.gov	X	X	X
Farbod Pourji	Farsi	DSD 954-828-7268	fpourji@fortlauderdale.gov	X	X	X
Rahim Vedae	Farsi	DSD 954-828-5200	rvedae@fortlauderdale.gov	X	X	X
Nina Verzosa	Filipino	TAM 954-828-5217	NVerzosa@fortlauderdale.gov	X	X	X
Bertony Morisset	French	TAM C: 786-426-2089	BMorisset@fortlauderdale.gov	X	X	X
Carmelle Magloire	French	DSD 954-828-5973	cmagloire@fortlauderdale.gov	X	X	X
Jerome Post	French	HR 954-828-5307	JPost@fortlauderdale.gov	X	X	X
Mackendy (Mack) Phillipi	Haitian Kreyol	TAM 954-828-3707	mphilippi@fortlauderdale.gov		X	
Astrid Sperling	German	Parks & Rec 954-828-6819	asperling@fortlauderdale.gov	X	X	X
Eleni Ward-Jankovic	German	CRA 954-828-8228	EJankovic@fortlauderdale.gov	X	X	X
Carolin Teichert	German	Parks & Rec 954-828-7275	carolint@fortlauderdale.gov	X	X	X
Eleni Ward-Jankovic	Greek	CRA 954-828-8228	EJankovic@fortlauderdale.gov	X	X	X
Susan Akrivos-Capdeville	Greek	TAM 954-828-4699	SCapdeville@fortlauderdale.gov	X	X	X
Maria Basrawala	Gujarati	Neighbor Support 954-828-6656	mariab@fortlauderdale.gov	X		
Dieuney "Dooney" Derival	Haitian Kreyol	PD 954-828-5826	dderival@fortlauderdale.gov	X	X	
Junia Robinson	Haitian Kreyol	Neighbor Support 954-828-5289	Juniar@fortlauderdale.gov	X	X	X
Carmelle Magloire	Haitian Kreyol	DSD 954-828-5973	cmagloire@fortlauderdale.gov	X	X	X
Mackendy (Mack) Phillipi	Haitian Kreyol	TAM 954-828-3707	mphilippi@fortlauderdale.gov	X	X	X
Tina Kalra	Hindi	Payrol - Finance 954-828-5182	TKalra@fortlauderdale.gov	X	X	X
Maria Panyi	Hungarian	CAO 954-828-4528	mpanyi@fortlauderdale.gov	X	X	X
Thomas Stenger	Hungarian	Police C: 954-501-8337	Tstenger@fortlauderdale.gov	X		
Akiko Robinson	Japanese	ITS 954-828-4779	ARobinson@fortlauderdale.gov	X	X	X
Christer Billinger	Norwegian	Fire C: 954-815-8758	cbillinger@fortlauderdale.gov	X	X	
Richard Benton	Norwegian	DSD 954-828-6133	rbenton@fortlauderdale.gov	X	X	X
Rodrigo Canaval	Portuguese	Parks & Rec 954-828-5993	rodrigoc@fortlauderdale.gov	X	X	
Valeria Oscheneek	Portuguese	DSD 954-828-5086	VOscheneek@fortlauderdale.gov	X	X	X
Caroline Yeakel	Portuguese	DSD 954-828-6159	CYeakel@fortlauderdale.gov	X	X	X
Eleni Ward-Jankovic	Russian	CRA 954-828-8228	EJankovic@fortlauderdale.gov	X		
Irina Tokar	Russian	Public Works 954-828-6891	irinat@fortlauderdale.gov	X	X	X
Vasilya Allakhverdieva	Russian	DSD 954-828-4295	vallakhverdieva@fortlauderdale.gov	X	X	X
Eleni Ward-Jankovic	Serbian	CRA 954-828-8228	EJankovic@fortlauderdale.gov	X	X	X
Caroline Yeakel	Spanish	DSD 954-828-6159	CYeakel@fortlauderdale.gov	X	X	X
Connie Hayman	Spanish	PW 954-828-7150	CHayman@fortlauderdale.gov	X	X	X
Dayana Diaz	Spanish	CMO/Strategic Comm 954-828-4742	ddiaz@fortlauderdale.gov	X	X	X
Giovanni Serrano-Sanchez	Spanish	Fire/Ocean Rescue 954-828-4595	GiovanniS@fortlauderdale.gov	X	X	X
Jenni Reyes	Spanish	Human Resources 954-828-5767	JReyes@fortlauderdale.gov	X	X	X
John Franco	Spanish	PD 954-828-5975	Johnfr@fortlauderdale.gov	X	X	X
John Ramirez	Spanish	Fire C: 786-295-5264	jr Ramirez@fortlauderdale.gov	X	X	X
Luisa Agathon	Spanish	CMO 954-828-5271	LAgathon@FortLauderdale.gov	X	X	X
Mitxi Sanchez	Spanish	TAM 954-828-3722	MSanchez@fortlauderdale.gov	X	X	X
Orlando Maytin	Spanish	PW 954-828-4141	OMaytin@fortlauderdale.gov	X	X	X
Rodrigo Canaval	Spanish	Parks & Rec 954-828-5993	rodrigoc@fortlauderdale.gov	X	X	X
Christer Billinger	Swedish	Fire C: 954-815-8758	cbillinger@fortlauderdale.gov	X	X	X
Richard Benton	Swedish	DSD 954-828-6133	rbenton@fortlauderdale.gov	X	X	X
Nina Verzosa	Tagalog	TAM 954-828-5217	NVerzosa@fortlauderdale.gov	X	X	X
Dennis Girisgen	Turkish	DSD 954-828-5123	dgrisgen@fortlauderdale.gov	X	X	X
Maria Basrawala	Urdu	Neighbor Support 954-828-6656	mariab@fortlauderdale.gov	X		

**Appendix H**  
**Operating Area Language Data:**  
**City of Fort Lauderdale**



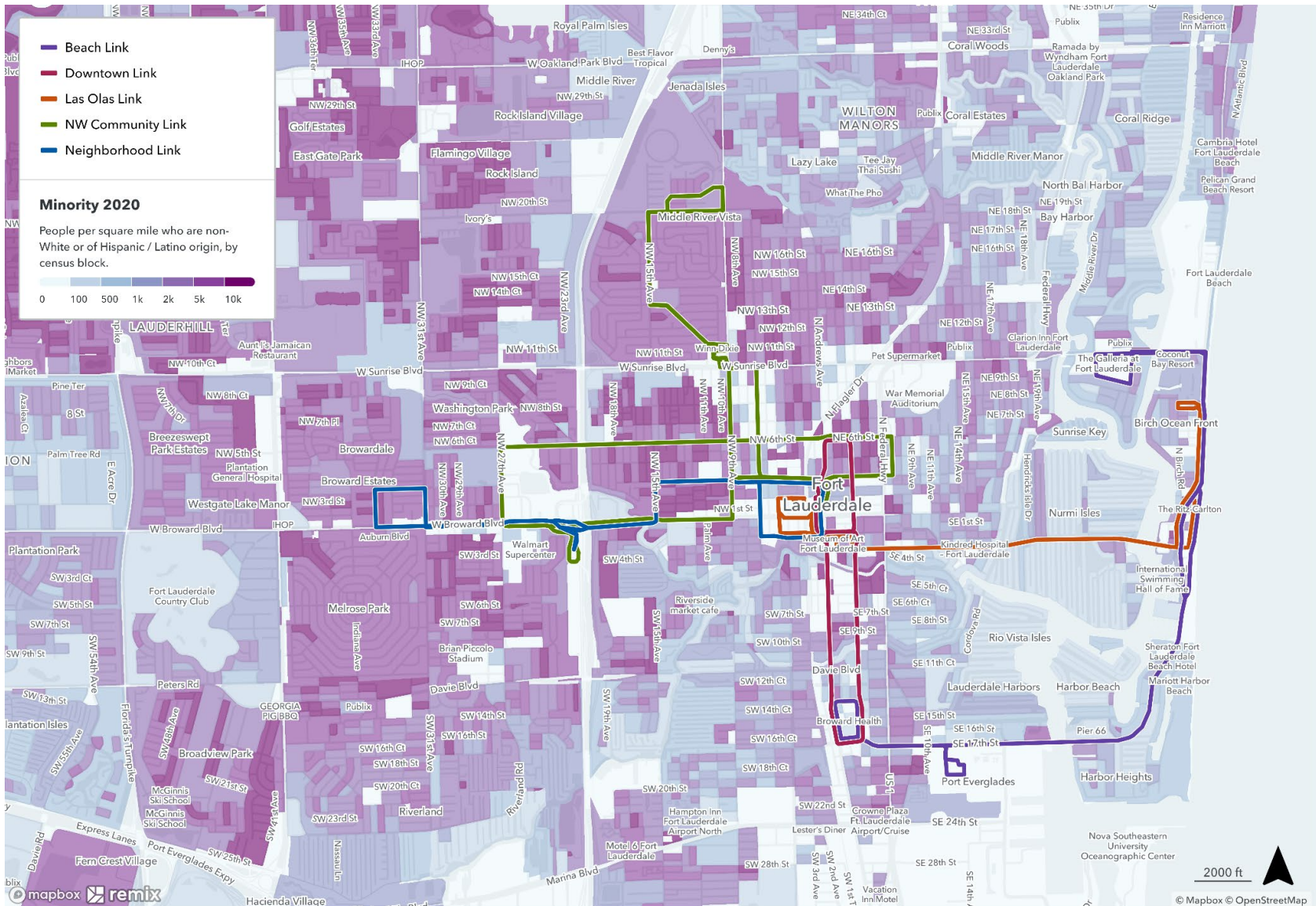
**Language at home by English Ability  
LauderGo Service Area (1/4 buffer of route alignment)**

	<b>Speak English very well</b>	<b>Speaks English less than very well</b>	<b>Total</b>
<b>English</b>	76.1% (33,779)	0.0% (0)	76.1% (33,779)
<b>Spanish</b>	6.9% (3,079)	3.9% (1,721)	10.8% (4,801)
<b>French, Haitian, or Cajun</b>	5.2% (2,292)	3.7% (1,653)	8.9% (3,945)
<b>German or other West Germanic languages</b>	0.4% (169)	0.1% (37)	0.5% (207)
<b>Russian, Polish, or other Slavic languages</b>	0.3% (120)	0.1% (54)	0.4% (174)
<b>Other Indo-European languages</b>	1.1% (467)	0.3% (144)	1.4% (612)
<b>Korean</b>	0.0% (18)	0.0% (0)	0.0% (18)
<b>Chinese (incl. Mandarin, Cantonese)</b>	0.1% (59)	0.0% (11)	0.2% (70)
<b>Vietnamese</b>	0.0% (0)	0.0% (0)	0.0% (0)
<b>Tagalog (incl. Filipino)</b>	0.2% (109)	0.0% (4)	0.3% (113)
<b>Other Asian and Pacific Island languages</b>	0.0% (9)	0.0% (14)	0.1% (24)
<b>Arabic</b>	0.1% (47)	0.2% (73)	0.3% (121)
<b>Other and unspecified languages</b>	1.1% (481)	0.2% (72)	1.2% (553)
<b>Total</b>	<b>91.5% (40,631)</b>	<b>8.5% (3,785)</b>	<b>100.0% (44,415)</b>

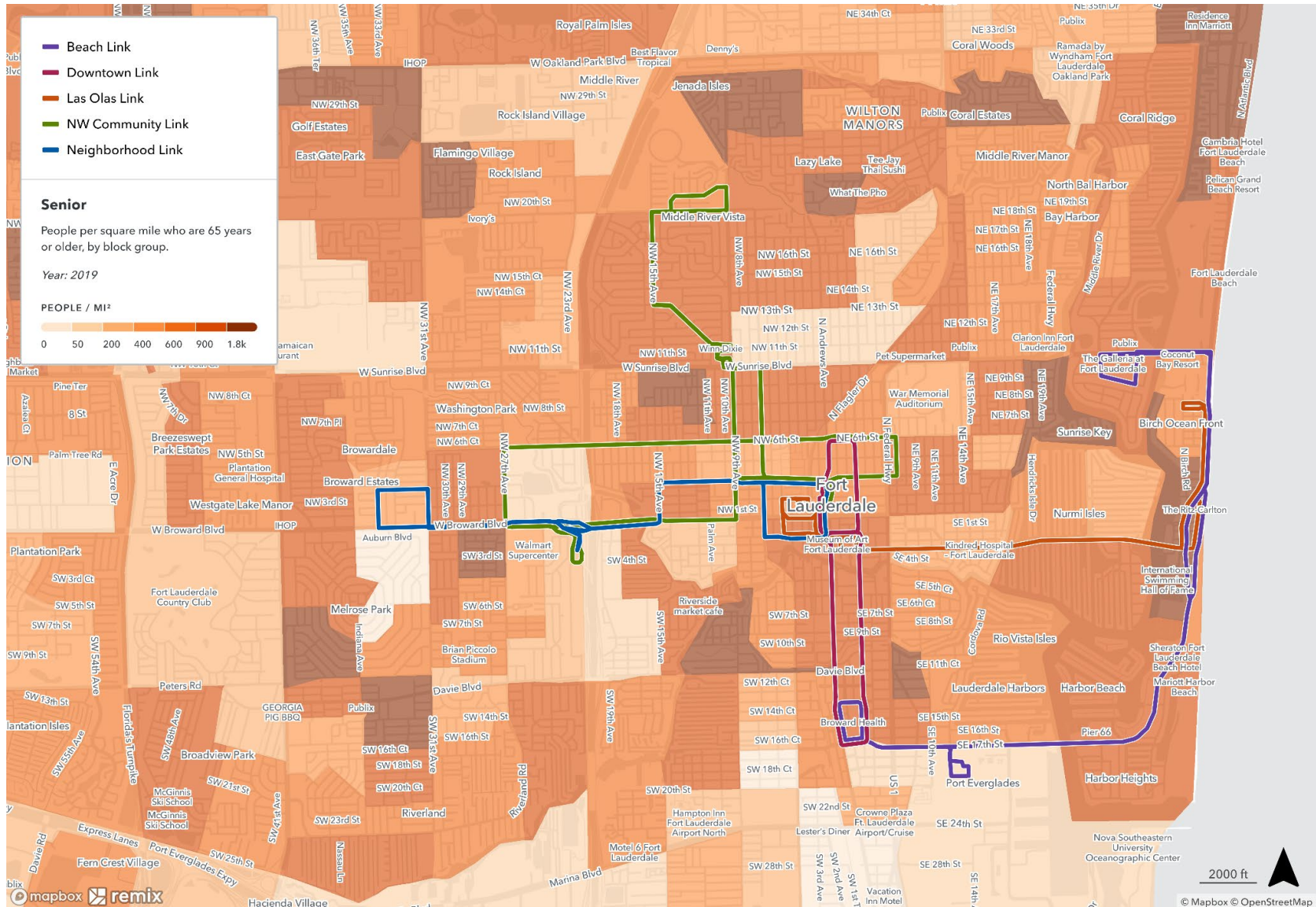
*Language Spoken At Home For The Population 5 Years And Over (Universe: Population 5 Years and Over). From table C16001 in the American Community Survey 5-year; 2010-2014, 2015-2019, using Census Tracts. Stats estimated by geospatial intersection.*

# Appendix I

## Demographic Maps



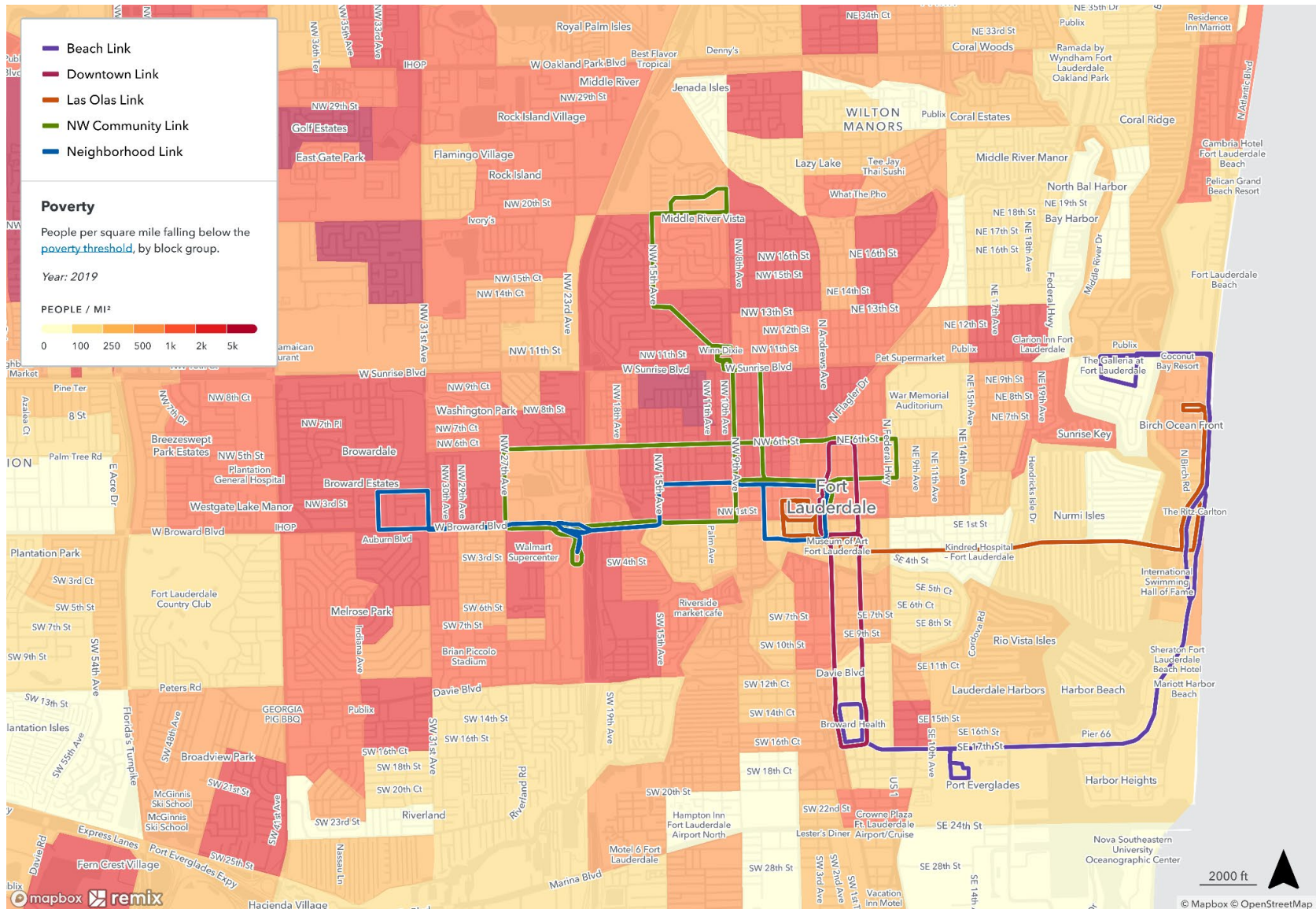
**Figure 3: LauderGo Mobility Service Network, Minority Population**  
 Source: US Census, American Community Survey 2015-2019, 5-year Estimates  
 Note(s): Map created using Remix Transit



**Figure 4: LauderGo Mobility Service Network, Senior Population (65 and over)**

Source: US Census, American Community Survey 2015-2019, 5-year Estimates

Note(s): Map created using Remix Transit



**Figure 5: LauderGo Mobility Service Network, Below Poverty Status**  
 Source: US Census, American Community Survey 2015-2019, 5-year Estimates  
 Note(s): Map created using Remix Transit

## **Appendix J**

# **Title VI Equity Analysis**

## DETERMINATION OF SITE OR LOCATION OF FACILITIES

Title 49 CFR Section 21.9(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses 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 these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations:

- a. The City of Fort Lauderdale shall complete a Title VI equity analysis 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 City of Fort Lauderdale will engage in outreach to persons potentially impacted by the siting of facilities. 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.
- b. When evaluating locations of facilities, the City of Fort Lauderdale 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 where appropriate to ensure that proper perspective is given to localized impacts.
- c. If the City of Fort Lauderdale determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, the City of Fort Lauderdale may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. The City of Fort Lauderdale must show how both tests are met; it is important to understand that in order to make this showing, the City of Fort Lauderdale must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

*The City of Fort Lauderdale has not recently constructed any transit related facilities nor does it have any facilities in the planning stage. Therefore the City of Fort Lauderdale does not have any Title VI Equity Analysis reports to submit with this plan.*