

**CITY OF WEST PALM BEACH TITLE VI PROGRAM**

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**WEST PALM BEACH**

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Prepared by:

Office of the City Attorney  
City of West Palm Beach  
P.O. Box 3366  
West Palm Beach, FL 33402  
(561) 822-1350

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**Revised June 2018**

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**PART I**

**FTA TITLE VI  
NONDISCRIMINATION POLICY**

## INTRODUCTION

Circular 4702.1B dated October 1, 2012 (“Circular”) requires the City of West Palm Beach (“City”) to submit a Title VI Program to its FTA regional civil rights officer once every three years. Circular, Chapter II(5).

City’s Title VI Program was last submitted in November 2018. This letter is being sent in an effort to update the City’s program. The information contained in this letter updates the City of West Palm Beach’s (“City”) compliance, as an FTA grant recipient, with all of the requirements of Title VI of the Civil Rights Act of 1964, consistent with the Circular.

The City operates up to 8 trolleys on 3 fixed routes within the City limits. Although the City does have daily operating hours for its trolley services, there are no scheduled times or fees for such trolley services. Based on the above information, City does not meet the Fixed Route Transit Provider Requirements of Chapter IV.

## TITLE VI PROGRAM CHECKLIST

### **General Requirements (Chapter III)**

*All recipients must submit:*

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions

NA

A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.

Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (*See below*)

**Requirements of Transit Providers (Chapter IV)**

*All Fixed Route Transit Providers must submit:*

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

**RESOLUTION NO. 154-18**

**A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF WEST PALM BEACH, FLORIDA, APPROVING THE CITY'S TITLE VI PROGRAM FOR A THREE YEAR PERIOD FROM JUNE 1, 2018 THROUGH JUNE 1, 2021; INSTRUCTING CITY STAFF TO SUBMIT THE APPROVED TITLE VI PROGRAM TO THE FLORIDA DEPARTMENT OF TRANSPORTATION, THE FEDERAL HIGHWAY ADMINISTRATION AND THE FEDERAL TRANSIT ADMINISTRATION; PROVIDING FOR AN EFFECTIVE DATE; AND FOR OTHER PURPOSES.**

\* \* \* \* \*

WHEREAS, The City of West Palm Beach, as a recipient of Federal Transit Administration (FTA), Florida Department of Transportation (FDOT) and Federal Highway Administration (FHWA) financial assistance, is required to comply with United States Department of Transportation (DOT) Title VI regulations found in 49 CFR Part 21; and

WHEREAS, FTA Circular 4702.1B (Circular), promulgated pursuant to 49 CFR Part 21, and other authority, requires City to submit a Title VI Program to the FTA, FDOT and FHWA every three years, the purpose of which is to document methods that City ensures its transit services are provided in a nondiscriminatory manner in accordance with Title VI of the Civil Rights Act of 1964 and other applicable law; and

WHEREAS, City's Title VI program was last adopted in 2017; and

WHEREAS, the City desires to update its Title VI Program to ensure compliance with all FDOT and FTA requirements in order to receive funding, and the Circular requires submitted Title VI Programs to be approved by a recipient's governing entity; and

WHEREAS, City at all times has remained committed to compliance with its Title VI Program; and

WHEREAS, The Title VI Program attached as Exhibit A updates City's last submission (dated November 20, 2017) to comply with the Circular and illustrates that City's transit service does not discriminate 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 and the Florida Civil Rights Act of 1992, and all amendments thereto.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF WEST PALM BEACH that:**

**SECTION 1:** The City Commission of the City of West Palm Beach, Florida, hereby approves City's Title VI Program attached as Exhibit A.

**SECTION 2:** The Mayor is authorized to execute the Program and any associated assurances necessary to implement the Program.

**RESOLUTION NO. 154-18**

**SECTION 3:** City Staff is instructed to submit the Title VI Program attached as Exhibit A to the Federal Transit Authority, the Federal Highway Administration and the Florida Department of Transportation and take all other actions necessary to implement the Program.

**SECTION 4:** One executed copy of the Program shall be retained by the City Clerk as a public record of the City. The other fully executed original shall be forwarded to Stacey Weinger, Assistant City Attorney, for further handling.

**SECTION 5:** This Resolution shall take effect as provided by law.

PASSED AND ADOPTED THIS 4TH DAY OF JUNE, 2018.



**ATTEST:**

<b>X</b>	
CITY CLERK	

**CITY OF WEST PALM BEACH BY  
ITS CITY COMMISSION:**

<b>X</b>	<i>Geraldine Muoio</i>
PRÉSIDING OFFICER	Signed by: Geraldine Muoio

**APPROVED AS TO FORM AND  
LEGALITY:**

<b>X</b>	<i>Stacey Weinger</i>	6/4/2018
CITY ATTORNEY	Signed by: Stacey Rachel Weinger	



## TITLE VI / NONDISCRIMINATION POLICY STATEMENT

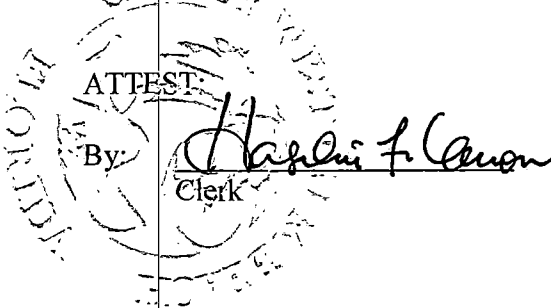
The City of West Palm Beach assures the Florida Department of Transportation that no person shall on the basis of race, color, national origin, sex, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

The City of West Palm Beach further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the Recipient's Chief Executive Officer.
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 **Appendix A** of this agreement in every contract subject to the Acts and the Regulations.
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 the 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.

(CORPORATE SEAL)



CITY OF WEST PALM BEACH

By: Geraldine Muoio  
Geraldine Muoio, Mayor

Date: 6/5, 2018

CITY ATTORNEY'S OFFICE  
Approved as to form and legality  
By: AMW

## TITLE VI / NONDISCRIMINATION POLICY STATEMENT

### APPENDIX A

1. The City of West Palm Beach and all contractors who receive federal funding through it, as applicable, will comply with the following laws, regulations, and requirements so that no person in the United States will be denied the benefits of, or otherwise be subjected to discrimination in, any U.S. DOT or FTA assisted program or activity (particularly in the level and quality of transportation services and transportation-related benefits) on the basis of race, color, national origin, religion, sex, disability, or age including:
  - a. Federal transit laws, specifically 49 U.S.C. § 5332 (prohibiting discrimination on the basis of race, color, religion, national origin, sex (including gender identity), disability, age, employment, or business opportunity),
  - b. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d,
  - c. Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000e *et seq.* (prohibiting discrimination on the basis of race, color, religion, sex, (including gender identity and sexual orientation) or national origin),
  - d. Executive Order No. 11246, "Equal Employment Opportunity" September 24, 1965, 42 U.S.C. § 2000e note, as amended by any later Executive Order that amends or supersedes it in part and is applicable to federal assistance programs,
  - e. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. § 1681 *et seq.*,
  - f. U.S. DOT regulations, "Nondiscrimination on the Basis of Sex in Education Programs or Activities Receiving Federal Financial Assistance," 49 C.F.R. part 25,
  - g. The Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, *et seq.*,
  - h. The Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12101 *et seq.*,
  - i. U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964," 49 CFR part 21,
  - j. U.S. DOT regulations, specifically 49 CFR parts 27, 37, 38, and 39, and
  - k. Any other applicable federal statutes that may be signed into law, federal regulations that may be issued, or federal requirements that may be imposed.
2. City will comply with federal guidance implementing federal nondiscrimination laws, regulations, or requirements, except as FTA determines otherwise in writing.
3. City will comply with all other applicable assurances required, including but not limited to those found at 49 CFR §21.7 and consistent with the Assurances found on the FTA website, as amended or updated from time to time, at:

<https://www.transit.dot.gov/funding/grantee-resources/certifications-and-assurances/fiscal-year-2017-annual-list-certifications>

4. In addition, City incorporates the following language in its contract(s) for trolley services:

*Civil Rights Requirements.*

*Non-Discrimination. The Operator, or any sub-contractor, shall not discriminate on the basis of race, color, creed, national origin, sex or age in the performance of this Agreement or in its employment opportunities. The Operator shall carry out applicable requirements of Title VI of the Civil Rights Act, as amended, 42 U.S.C. §2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. §6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. §12132, and Federal transit law and 49 U.S.C. §5332. Failure by the Operator to carry out these requirements is a material breach of this Agreement, which may result in the termination of this Agreement or such other remedy as the City deems appropriate.*

## SECTION 1: GENERAL REPORTING REQUIREMENTS

The following information addresses the Title VI general reporting requirements as described in Chapter III of the Circular.

### 1-1 TITLE VI NOTICE TO THE PUBLIC

*Agencies shall inform the public of their rights under Title VI through such measures as posting the Title VI notice on posters, comment cards, or flyers placed at stations, bus shelters, and in transit vehicles. The type, timing, and frequency of these measures are at the recipient's discretion, as long as the type, timing, and frequency are sufficient to notify passengers and other interested persons of their rights under DOT's Title VI regulations with regard to the recipient's program. Notices detailing a recipient's Title VI obligations and complaint procedures shall be translated into languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient's language assistance plan.*

The above information can be found on City's website, at <http://wpb.org/Departments/Human-Resources/Home> and by postings on all the trolleys. See composite Exhibit A (website print out and "Title VI Notice" as posted inside of Trolleys).

### 1-2 TITLE VI COMPLAINT PROCEDURES AND FORM

*In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), 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 members of the public. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website. FTA requires direct and primary recipients to report information regarding their complaint procedures in their Title VI Programs in order for FTA to determine compliance with DOT's Title VI regulations.*

See Exhibit B (Procedures) and Exhibit C (Form) in both English and Spanish.

### 1-3 RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS

*In order to comply with the reporting requirements of 49 CFR Section 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 conducted by entities other than FTA; lawsuits; and complaints naming the recipient.*

There are no Title VI lawsuits or complaints alleging that City discriminates on the basis of race, color, or national origin with respect to transit service or other transit benefits.

**1-4 PROMOTING INCLUSIVE PUBLIC PARTICIPATION**

*The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities). Grant recipients are required to comply with the public participation requirements of 49 U.S.C. Sections 5307(b) (requires programs of projects to be developed with public participation) and 5307(c)(1)(I) (requires a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service). FTA/FHWA (Federal Highway Administration) joint planning regulations (23 CFR part 450) require States and MPOs engaged in planning activities to Seek out and consider the needs and input of the general public, including interested parties and those traditionally underserved by existing transportation systems, such as minority and LEP persons, who may face challenges accessing employment and other services, as States and MPOs develop and conduct their public involvement activities. Recipients engaged in planning and other decision-making activities at the local level should consider the principles embodied in the planning regulations, and develop and use a documented public participation plan or process that provides adequate notice of public participation activities, as well as early and continuous opportunities for public review and comment at key decision points.*

See Exhibit D (Outreach Procedures and Programs for LEP Individuals with attached Services for Vickers House and Trolley Surveys in English and Spanish)

**1-5 PROVIDING MEANINGFUL ACCESS TO SERVICES BY PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)**

*Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), 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). 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.*

See Exhibit E , which includes a Language Assistance Plan based on the Four Factor Analysis.

**1-6 TABLE DEPICTING NON-ELECTED COMMITTEES BY RACE**

*Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race, and a description of efforts made to encourage the participation of minorities on such committees.*

See Exhibit F.

**1-7 EQUITY ANALYSIS IF RECIPIENT HAS CONSTRUCTED A FACILITY**

*If the recipient has constructed a facility, such as a vehicle storage facility, 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.*

City has not constructed such a facility.

**1-8 MONITORING SUBRECIPIENTS FOR TITLE VI COMPLIANCE**

In accordance with 49 CFR 21.9(b), and to ensure that subrecipients are complying with the DOT Title VI regulations, primary recipients must monitor their subrecipients for compliance with the regulations. Importantly, if a subrecipient is not in compliance with Title VI requirements, then the primary recipient is also not in compliance.

See composite Exhibit G (Monthly Checklist; Site Visit; and LEP Video Review & Title VI Procedures & Complaint Form-Driver Acknowledgement)

**1-9 ADDITIONAL REPORTING REQUIREMENTS: SERVICE STANDARDS AND SERVICE POLICIES**

A. Service standards

1. Vehicle load for each mode: 25 passenger seated capacity.
2. Vehicle headway for each mode: average headway of for Yellow Line is – 1 minute; average for Green Line is 1 minute 30 seconds per stop
3. On time performance for each mode: n/a, no designated stop times
4. Service availability for each mode
  - a. Yellow Line operates 7 days/wk 11 am-9pm (Sun-Wed) and 11am-11pm (Thur-Sat)

- b. Green Line operates 7 days/wk 7am-7pm (Mon-Fri) , 9am-6pm (Sat) and 11am-6pm (Sun)

**B. Service policies**

**1. Transit Amenities for each mode: Both Yellow and Green line trolleys offer**

- a. Handicap accessibility for all wheelchair and riders with walkers.
- b. Bike racks located on the front of trolley (up to 2 bikes)
- c. Air conditioning systems (yellow line is also an open air trolley)
- d. Title VI policy posted sign inside the trolleys
- e. Stop request cord for passengers located inside the trolley

**2. Vehicle Assignment for each mode:**

**a. Yellow line trolleys VIN Numbers**

1F66F5DY9E0A15385  
1F66F5DY0E0A15386  
1F66F5DY2E0A15387

**b. Green line trolleys VIN Numbers**

1F66F5DY3E0A15382  
1F66F5DY5E0A15383  
1F66F5DY7E0A15384



## **PART II**

# **FHWA AND FDOT TITLE VI NONDISCRIMINATION POLICY**

**RESOLUTION NO. 154-18**

**A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF WEST PALM BEACH, FLORIDA, APPROVING THE CITY'S TITLE VI PROGRAM FOR A THREE YEAR PERIOD FROM JUNE 1, 2018 THROUGH JUNE 1, 2021; INSTRUCTING CITY STAFF TO SUBMIT THE APPROVED TITLE VI PROGRAM TO THE FLORIDA DEPARTMENT OF TRANSPORTATION, THE FEDERAL HIGHWAY ADMINISTRATION AND THE FEDERAL TRANSIT ADMINISTRATION; PROVIDING FOR AN EFFECTIVE DATE; AND FOR OTHER PURPOSES.**

\* \* \* \* \*

WHEREAS, The City of West Palm Beach, as a recipient of Federal Transit Administration (FTA), Florida Department of Transportation (FDOT) and Federal Highway Administration (FHWA) financial assistance, is required to comply with United States Department of Transportation (DOT) Title VI regulations found in 49 CFR Part 21; and

WHEREAS, FTA Circular 4702.1B (Circular), promulgated pursuant to 49 CFR Part 21, and other authority, requires City to submit a Title VI Program to the FTA, FDOT and FHWA every three years, the purpose of which is to document methods that City ensures its transit services are provided in a nondiscriminatory manner in accordance with Title VI of the Civil Rights Act of 1964 and other applicable law; and

WHEREAS, City's Title VI program was last adopted in 2017; and

WHEREAS, the City desires to update its Title VI Program to ensure compliance with all FDOT and FTA requirements in order to receive funding, and the Circular requires submitted Title VI Programs to be approved by a recipient's governing entity; and

WHEREAS, City at all times has remained committed to compliance with its Title VI Program; and

WHEREAS, The Title VI Program attached as Exhibit A updates City's last submission (dated November 20, 2017) to comply with the Circular and illustrates that City's transit service does not discriminate 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 and the Florida Civil Rights Act of 1992, and all amendments thereto.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF WEST PALM BEACH that:**

**SECTION 1:** The City Commission of the City of West Palm Beach, Florida, hereby approves City's Title VI Program attached as Exhibit A.

**SECTION 2:** The Mayor is authorized to execute the Program and any associated assurances necessary to implement the Program.

**RESOLUTION NO. 154-18**

**SECTION 3:** City Staff is instructed to submit the Title VI Program attached as Exhibit A to the Federal Transit Authority, the Federal Highway Administration and the Florida Department of Transportation and take all other actions necessary to implement the Program.

**SECTION 4:** One executed copy of the Program shall be retained by the City Clerk as a public record of the City. The other fully executed original shall be forwarded to Stacey Weinger, Assistant City Attorney, for further handling.

**SECTION 5:** This Resolution shall take effect as provided by law.

PASSED AND ADOPTED THIS 4TH DAY OF JUNE, 2018.



**ATTEST:**

X	
CITY CLERK	

**CITY OF WEST PALM BEACH BY  
ITS CITY COMMISSION:**

X	<i>Geraldine Muoio</i>
PRESIDING OFFICER	Signed by: Geraldine Muoio

**APPROVED AS TO FORM AND  
LEGALITY:**

X	<i>Stacey Weinger</i>	6/4/2018
CITY ATTORNEY	Signed by: Stacey Rachel Weinger	

## TITLE VI / NONDISCRIMINATION ASSURANCES

Pursuant to Section 9 of US DOT Order 1050.2A, the City of West Palm Beach 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.

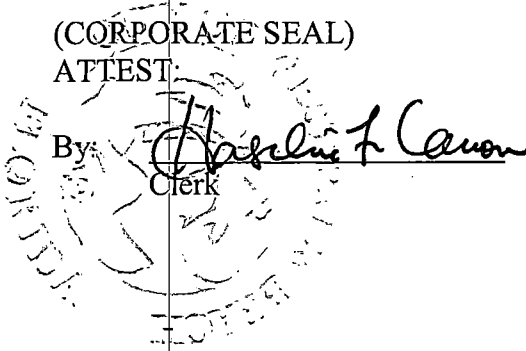
The City of West Palm Beach further assures FDOT that it will undertake the following with respect to its programs and activities:

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
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.

(CORPORATE SEAL)

ATTEST:



By:

Clerk

CITY OF WEST PALM BEACH

By: Geraldine Muoio

Geraldine Muoio, Mayor

Date: 6/5, 2018

CITY ATTORNEY'S OFFICE

Approved as to form and legality

By: [Signature]

## 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 into such litigation to protect the interests of the *Florida Department of Transportation*, and; in addition, the Contractor may request the United States to enter into 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).



## **2.1 POLICY STATEMENT**

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

## **2.2 NONDISCRIMINATION ASSURANCES**

Every three years, or commensurate with a change in executive leadership, the Agency must certify to Federal Highway Administration (FHWA) and Florida Department of Transportation (FDOT) that its transportation programs, services and activities are being conducted in a nondiscriminatory manner. These certifications are termed ‘assurances’ and serve two important purposes. First, they document Agency commitment to nondiscrimination and equitable services to its community. Second, they serve as a legally enforceable agreement by which the Agency may be held liable for breach. Those wishing to view the Agency’s Nondiscrimination Assurance may do so by visiting the Agency website or administration offices.

## **2.3 COMPLAINT PROCEDURES**

The Agency has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability or family status in any Agency program, service or activity may file a complaint with the Agency Title VI/Nondiscrimination Coordinator:

Name: City of West Palm Beach Human Resources Department, Attn:  
ADA Liaison/Title VI Coordinator  
Address: P.O. Box 3366  
West Palm Beach, FL 33402  
Phone: 561-494-1019  
E-mail: [adacompliance@wpb.org](mailto:adacompliance@wpb.org)

Complaint Forms and the City's Title VI Policy can be found on the City's website, at <http://wpb.org/Departments/Human-Resources/Home>. See Exhibit C, Complaint Forms in both English and Spanish.

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

The Title VI/Nondiscrimination Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the Agency be able to satisfactorily resolve a complaint, the Agency will forward the complaint, along with a record of its disposition to the appropriate FDOT District Office.

The Agency Title VI Coordinator has 'easy access' to the Agency Chief Executive Officer (CEO) and is not required to obtain management or other approval to discuss discrimination issues with the CEO. However, should the complainant be unable or unwilling to complain to the Agency, the written complaint may be submitted directly to Florida Department of Transportation (FDOT). FDOT serves as a statewide clearing house for Title VI purposes and will either assume jurisdiction over the complaint or forward it to the appropriate federal or state authority for continued processing:

Florida Department of Transportation  
Equal Opportunity Office  
Attn: Title VI Complaint Processing  
605 Suwannee Street MS 65  
Tallahassee, FL 32399

#### **2.4 ADA/504 POSTED STATEMENT**

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

The Agency will make every effort to ensure that its facilities, programs, services and activities are accessible to those with disabilities. The Agency will also make every effort to ensure that

its advisory committees, public involvement activities and all other programs, services and activities include representation by communities with disabilities and disability service groups.

The Agency encourages the public to report any facility, program, service or activity that appears inaccessible to those who are disabled. Furthermore, the Agency will provide reasonable accommodation to individuals with disabilities who wish to participate in public involvement events or who require special assistance to access facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the Agency asks that requests be made at least 7 calendar days prior to the need for accommodation.

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

Name: Tim Scott  
Address: 401 Clematis St., West Palm Beach, FL 33401  
E-mail: [ada-compliance@wpb.org](mailto:ada-compliance@wpb.org)  
Phone: 561-494-1019

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

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

- The number or proportion of LEP persons eligible to be served or likely to be encountered by the City/County's programs, services or activities;
- The frequency with which LEP individuals come in contact with these programs, services or activities;
- The nature and importance of the program, service, or activity to people's lives; and
- The resources available to the City/County and the likely costs of the LEP services.

*See, Exhibit D* for the Agency's Outreach Procedures and Programs for LEP Individuals. *See, Exhibit E* for a copy of the Agency's LEP Plan, which includes a Language Assistance Plan based on the Four Factor Analysis. Persons requiring special language services should contact the Agency's Title VI/Nondiscrimination Coordinator.

## **2.6 PUBLIC INVOLVEMENT**

In order to plan for efficient, effective, safe, equitable and reliable transportation systems, the Agency must have the input of its public. The Agency spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community. The Agency hosts an informative website that advises the public how it can access information and provide input. The agency also holds public meetings, workshops and other events designed to gather public input on program/project planning and construction. Further, the Agency sponsors, attends and participates in other community events to promote its services to the public. Finally, the Agency is constantly seeking ways of measuring the effectiveness of its public involvement.

Persons wishing to request special presentations by the Agency; volunteer in any of its activities; offer suggestions for improvement; or to simply learn more about Agency programs and services should visit: <http://www.wpb.org/Meetings-Events/Meetings-List-Agendas> for information related to the Mayor's Meetings in the North, South and West end of the City; and <http://gis.wpb.org/cipstorymap/> for information related to the City's Transportation Capital Improvement Projects.

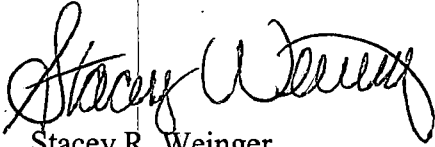
Or contact:

Name and Title: Erik Ferguson, City Transportation Engineer  
Address: 401 Clematis St., West Palm Beach, FL 33401  
E-mail: [eferguson@wpb.org](mailto:eferguson@wpb.org)  
Phone: 561-494-1040

## **2.7 DATA COLLECTION**

FHWA regulations require federal-aid recipients to collect racial, ethnic and other similar demographic data on beneficiaries of or those affected by transportation programs, services and activities. The Agency accomplishes this through the use of census data, American Community Survey reports, Environmental Screening Tools (EST), driver and ridership surveys, its community development department and other methods. From time to time, the Agency may find it necessary to request voluntary identification of certain racial, ethnic or other data from those who participate in Agency programs, services or activities. This information assists the Agency with improving service equity and ensuring effective outreach. Self-identification of personal data to the Agency will always be voluntary and anonymous. Moreover, the Agency will not release or otherwise use this data in any manner inconsistent with the FHWA regulations.

Respectfully Submitted:



Stacey R. Weinger  
Assistant City Attorney  
(561) 822-1370  
sweinger@wpb.org

cc via email:

Uyen Dang, Traffic Engineer  
Jeffrey Green, City Administrator  
Steven Hoffmann, Grants Compliance Officer  
Kimberly Rothenburg, City Attorney  
Nancy Urcheck, Deputy City Attorney  
Kevin Volbrecht, Director of Engineering Services

# **EXHIBITS**

**Exhibit A—Title VI Notice City’s Human Resources Page and Trolley Posting**

**\*\*City Commission & CRA Meeting Agendas | CLICK HERE (/Meetings-Events/City-Commission-Meeting-Agendas)\*\*** ^

**\*\*Public Works Department Sanitation 2018 Holiday Schedule. | CLICK HERE (/CMSPages/GetAmazonFile.aspx?path=~\wpb\_website\media\communication-office\documents\public-works-department-sanitation-2018-holiday-schedule\_1.docx&hash=cea16a8b5cc06cefc19ff5ad0fd3da249ba6c50a24c251fce4ce4614e2ed6a5)\*\*** ^

RESIDENTS (/#/RESIDENTS)

BUSINESSES (/#/BUSINESSES)

VISITORS (/#/VISITORS)



(/)

ABOUT (/ABOUT/OVERVIEW)

NEWS & VIDEO (/NEWS-VIDEO/LATEST-NEWS)

DEPARTMENTS (/DEPARTMENTS)

CONTACT (/CONTACT/24-7-HOTLINE-822-2222)

MEETINGS & EVENTS (/MEETINGS-EVENTS/CITY-COMMISSION-MEETING-AGENDAS)

CITY HOTLINE  
(HTTP://WPB.ORG  
/DEPARTMENTS/CITY-  
ADMINISTRATION/CITY-  
HOTLINE)

CONTACT (/CONTACT/24-7-HOTLINE-822-2222)

# ACCESSIBILITY

LGBT LIAISON (/CONTACT  
/LGBT-LIAISON)

PRESS/MEDIA (/CONTACT  
/PRESS-MEDIA)

ACCESSIBILITY (/CONTACT  
/ACCESSIBILITY)

PRIVACY POLICY  
(/CONTACT/PRIVACY-  
POLICY)

TERMS OF USE (/CONTACT  
/TERMS-OF-USE)

MOBILE APPS (/CONTACT  
/MOBILE-APPS)

The City of West Palm Beach is committed to making its website available to as many people as possible, meeting the requirements of the Disability Discrimination Act. The City makes every effort to ensure its communications are accessible to those with special needs, including those with visual, hearing, cognitive, and motor impairments.

Many Internet users can find websites difficult to use due to the way they have been designed. We recognize that this is an important issue and work to ensure that the website is accessible in accordance with the World Wide Web Consortium (W3C) guidelines. Our efforts to improve accessibility are ongoing.

If you come across a page you find difficult to use please contact:

Tim Scott  
ADA Liaison  
Phone: 561-494-1019  
Email: ada-compliance@wpb.org



WEST PALM BEACH

News Release

## Standards Compliance

All pages validate as XHTML 5.0 and use structured semantic markup. Our pages conform to Level AA compliance.

PARKING ADMINISTRATION  
STATEMENT

If you believe you may have received a ticket in error, please contact Parking Administration at (561) 822-5000. (PARKING-ADMINISTRATION-STATEMENT)

## Accessibility Design

Many Internet users with disabilities find websites difficult or even impossible to use simply because of the way they are designed. This website has been designed to be as accessible as possible and to be compatible with the types of adaptive technology used by people with disabilities, including screen readers. Visitors can control the size of the text and can use "access keys" on the keyboard rather than the mouse to navigate through pages.



LEARN MORE (/NEWS-  
VIDEO/ARCHIVE  
NEWS/MOBILITY-PLAN-FAQS)

The stylesheet uses relative font sizes and is written to display pages correctly in most commonly used browsers. In early versions of browsers and browsing devices that do not support stylesheets at all, the flow of the content has been tested to ensure it entirely retains its sense.





**MOBILITY PLAN FAQs**

The Downtown West Palm Beach Mobility Plan is a bold initiative to enhance the way people and goods move throughout our downtown. It is the framework of best practices that will guide the City's decision making for the next 20-years.

Foreground and background colors contrast well throughout the site, with the majority of content appearing as best practices design with the user in mind.

**PDFs**

Most documents on this website are PDFs (portable document format). The advantage of a PDF is that it will always be presented consistently. You will need Adobe Acrobat Reader to open PDF files, and this can be downloaded for free here (<https://get.adobe.com/reader/>). Adobe's free reader includes screen reading functionality.

Adobe also has a free online conversion tool for PDFs so people who have problems reading PDFs can convert them so that they appear as normal web pages or plain text.

**Flash**

Macromedia Flash technology has been avoided on this site due to known compatibility issues with website accessibility.

**JavaScript**

The majority of the site has been configured to allow users access to its full range of functionality whether or not they have JavaScript enabled in their browsers. Where JavaScript is used, it is only used to enhance the user experience. It is never essential. The exception to this is the ability to view video footage. This requires that JavaScript is enabled.

**Known browser support**

This website operates on a wide range of browsers.

**PC operating systems:**

- Internet Explorer 8 and up
- Mozilla Firefox
- Safari
- Google Chrome
- Opera

**Apple Macintosh operating systems:**

- Safari
- Mozilla Firefox
- Google Chrome
- Opera



**KEY RESOURCES**



Videos  
(/News-Video/Video-On-Demand)



Jobs  
(/Departments/Human-Resources/Home)



News  
(/News-Video/Latest-News)



Events  
(/Meefings-Events)



Pay  
([http://onestopshop.wpb.org/eGovPlus/entity/login\\_main.aspx](http://onestopshop.wpb.org/eGovPlus/entity/login_main.aspx))



[wpb.org](http://wpb.org)  
(/Departments/Library/Overview)

About (/About/Overview)  
News & Video (/News-Video/Latest-News)  
Departments (/Departments)  
Online Services (/Online-Services/Overview)  
Meetings & Events (/Meetings-Events/City-Commission-Meeting-Agendas)  
Contact (/Contact/24-7-Hollline-822-2222)  
Board Members (/Departments/CRA/CRA-Overview/Board-Members)

Human Resources (/Departments/Human-Resources/Home)  
Careers (/Departments/Human-Resources/Job-Opportunities)  
Press & Media (/Contact/Press-Media)  
Flood Information (/Departments/Development-Services/Flood-Information)  
CodeRed Sign-Up  
(<https://public.coderedweb.com/cne/en-US/BFB7CC4C6C0A>)

Custodian of Public Records (<http://wpb.org/Departments/City-Clerk/Office-of-the-City-Clerk>)

Storm Preparedness (/News-Video/Storm-Preparedness/Hurricane)  
City Hotline (/Departments/City-Administration/City-Hotline)  
Privacy Policy (/Contact/Privacy-Policy)  
Terms of Use (/Contact/Terms-of-Use)  
Accessibility (/Contact/Accessibility)  
Mobile Apps (/Contact/Mobile-Apps)



## CITY CENTER

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**\*\* City Commission & CRA Meeting Agendas | [CLICK HERE \(/Meetings-Events/City-Commission-Meeting-Agendas\)](#) \*\***

**\*\* Public Works Department Sanitation 2018 Holiday Schedule. | [CLICK HERE \(/CMSPages/GetAmazonFile.aspx?path=~\wpb\\_website\media\communication-office\documents\public-works-department-sanitation-2018-holiday-schedule\\_1.docx&hash=cea16a8b5cc06cecf319ff5ad0fd3da249ba6c50a24c251fce4ce4614e2ed6a5\)](#) \*\***

[RESIDENTS \(/#/RESIDENTS\)](#)

[BUSINESSES \(/#/BUSINESSES\)](#)

[VISITORS \(/#/VISITORS\)](#)



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[ABOUT \(/ABOUT/OVERVIEW\)](#)

[NEWS & VIDEO \(/NEWS-VIDEO/LATEST-NEWS\)](#)

[DEPARTMENTS \(/DEPARTMENTS\)](#)

[ONLINE SERVICES \(/ONLINE-SERVICES/OVERVIEW\)](#)



[DEPARTMENTS \(/DEPARTMENTS\)](#)

[HUMAN RESOURCES \(/DEPARTMENTS/HUMAN-RESOURCES\)](#)

[CONTACT \(/CONTACT/24-7-HOTLINE-822-2222\)](#)



[HUMAN RESOURCES OVERVIEW \(/DEPARTMENTS/HUMAN-RESOURCES/HOME\)](#)

[STAR AWARD \(/DEPARTMENTS/HUMAN-RESOURCES/STAR-AWARD\)](#)

[BENEFITS \(/DEPARTMENTS/HUMAN-RESOURCES/BENEFITS\)](#)

[COMPENSATION \(/DEPARTMENTS/HUMAN-RESOURCES/COMPENSATION\)](#)

[EMPLOYEE RELATIONS \(/DEPARTMENTS/HUMAN-RESOURCES/EMPLOYEE-RELATIONS\)](#)

[JOB OPPORTUNITIES \(/DEPARTMENTS/HUMAN-RESOURCES/HOME/I-WANT-TO-WORK-FOR-THE-CITY-OF-WEST-PALM-BEACH\)](#)

[RISK MANAGEMENT \(/DEPARTMENTS/HUMAN-RESOURCES/RISK-MANAGEMENT\)](#)

[FAQS \(/DEPARTMENTS/HUMAN-RESOURCES/FAQS\)](#)



**WEST PALM BEACH**

[News Release](#)

[VOLUNTEERS NEEDS FOR WOODLAWN CEMETERY CLEANUP](#)

[LEARN MORE / NEWS-VIDEO / ARCHIVE-NEWS / I-WANT-TO-WORK-FOR-THE-CITY-OF-WEST-PALM-BEACH / VOLUNTEERS NEEDS FOR WOODLAWN CEMETERY CLEANUP](#)

[LEARN MORE \(/NEWS-VIDEO/ARCHIVE-NEWS/I-WANT-TO-WORK-FOR-THE-CITY-OF-WEST-PALM-BEACH/WASTE-AMNESTY2018\)](#)

# HUMAN RESOURCES OVERVIEW



The City of West Palm Beach, an equal opportunity employer, is committed to providing equal employment opportunity for all applicants and employees regardless of race, color, religion, sex, gender identity or expression, national origin, age, disability, familial status, marital status or sexual orientation.

Service is a top priority at the City of West Palm Beach. When you become a part of our family, it is important to us that every person who works here feels valued and welcomed. We are constantly thinking of ways to improve our services and operations. And, just like you, we never stop working toward a successful future. Our employees make all the difference.

**For more information, call 561-494-1000.**

**I would like to work for the City of West Palm Beach ([/Departments/Human-Resources/Home/I-want-to-work-for-the-City-of-West-Palm-Beach](#))**

**I already work for the City of West Palm Beach ([/Departments/Human-Resources/Home/Current-Employee-Resources](#))**

**I want to tell you about a good experience with a city employee. ([/Departments/Human-Resources/Home/Star-Award](#))**

**YARD WASTE AMNESTY 2018**

Amnesty days allow residents to put UNLIMITED amounts of vegetation in ONE PILE in the front of their home for pick up

# TITLE VI INFORMATION

Title VI Complaint Procedures (English) (/CMSPages/GetAmazonFile.aspx?path=~\wpb\_website\media\hr\title vi\title-vi-complaint-procedures-english-version-2017.pdf&hash=596b1dc2f2e7f8938ed83f346378e1805f84c2fb445030392a7145f1d40ea178)

Title VI Complaint Procedures (Spanish) (/CMSPages/GetAmazonFile.aspx?path=~\wpb\_website\media\hr\title vi\title-vi-complaint-procedures-spanish-version-(2017).pdf&hash=ea18d2062a6e74f4793df0b90e3ebc4f7210d50ce463ec00d28a1c79b9d11e53)

Title VI Complaint Form (English) (/CMSPages/GetAmazonFile.aspx?path=~\wpb\_website\media\hr\title vi\title-vi-complaint-form.pdf&hash=88c03065e3bb33eade0239d3d266e63a5f1543c212bb7386a1e8ce72bec8e3ff)

Title VI Complaint Form (Spanish) (/CMSPages/GetAmazonFile.aspx?path=~\wpb\_website\media\hr\title vi\title-vi-complaint-form-2017-(spanish-version).pdf&hash=45d8b82548f3c7ca1dd1448b5042a4f59909764660a2cfe2329f010ac7b740a7)

2017 LEP Plan (/CMSPages/GetAmazonFile.aspx?path=~\wpb\_website\media\hr\title vi\2017-lep-plan.pdf&hash=6d1e29c8160a6cc5a52610f13474f6cca057d1494b8e0ccaa4b65c9900e98a65)



## KEY RESOURCES

					
Videos (/News-Video/Video-On-Demand)	Jobs (/Departments/Human-Resources/Home)	News (/News-Video/Latest-News)	Events (/Meetings-Events)	Pay (http://onestopshop.wpbaggv.com/eGovPlus/entity/login_main.aspx)	(/Departments/Library/Overview)

- |  |   |  |
|--|---|--|
| <p>About (/About/Overview)</p> <p>News &amp; Video (/News-Video/Latest-News)</p> <p>Departments (/Departments)</p> <p>Online Services (/Online-Services/Overview)</p> <p>Meetings &amp; Events (/Meetings-Events/Meetings-List-Agendas)</p> <p>Contact (/Contact/24-7-Hotline-822-2222)</p> <p>Board Members (/Departments/CRA/CRA-Overview/Board-Members)</p> | <p>Human Resources (/Departments/Human-Resources/Home)</p> <p>Careers (/Departments/Human-Resources/Job-Opportunities)</p> <p>Press &amp; Media (/Contact/Press-Media)</p> <p>Flood Information (/Departments/Development-Services/Flood-Information)</p> <p>CodeRed Sign-Up (https://public.coderedweb.com/cne/en-US/BFB7CC4C6C0A)</p> <p>Custodian of Public Records (http://wpb.org/Departments/City-Clerk/Office-of-the-City-Clerk)</p> | <p>Storm Preparedness (/News-Video/Storm-Preparedness/Hurricane)</p> <p>City Hotline (/Departments/City-Administration/City-Hotline)</p> <p>Privacy Policy (/Contact/Privacy-Policy)</p> <p>Terms of Use (/Contact/Terms-of-Use)</p> <p>Accessibility (/Contact/Accessibility)</p> <p>Mobile Apps (/Contact/Mobile-Apps)</p> |
|--|---|--|

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## **TITLE VI NOTICE**

**TITLE VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance (42 U.S.C. Section 2000d).**

**The City of West Palm Beach is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the City of West Palm Beach Title VI Coordinator.**

**A Title VI Notice has also been placed in City of West Palm Beach Human Resources.**

## **EL SIGUIENTE AVISO SE HA COLOCADO EN CADA CARRO.**

### **AVISO DEL TITULO VI**

**El Título VI de la ley de derechos civiles de 1964 prohíbe la discriminación en base a raza, color, u origen nacional en programas y actividades que reciben asistencia financiera Federal (42 U.S.C. sección 2000d).**

**La ciudad de West Palm Beach se compromete a practicar no-discriminación. Si usted cree que ha sido víctima de discriminación puede presentar una querrela através del Coordinador de Título VI de la ciudad de West Palm Beach.**

**Un aviso del Título VI también se ha colocado en el Departamento de Recursos Humanos de la Ciudad de West Palm Beach.**

**Exhibit B—FTA Title VI Complaint Procedures**

CITY OF WEST PALM BEACH



FEDERAL TRANSIT AUTHORITY TITLE VI  
COMPLAINT PROCEDURES

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This section outlines the Title VI complaint procedures related to providing programs, services and benefits. However, it does not deny any individual the right to file formal complaints with the Federal Transit Administration (“FTA”) or any other appropriate federal agency, or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the 1964 Civil Rights Act and the Highway Act of 1973, the Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) require that: no person in the United States shall, on the ground of race, color, national origin, sex, religion, age, disability or family status be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. The City of West Palm Beach (“City”) is actively committed to obeying and preventing all forms of discrimination prohibited by Title VI and all other applicable federal, state and local laws.

GENERAL

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the City of West Palm Beach Human Resources Department, Attention Title VI Coordinator, P.O. Box 3366, West Palm Beach, Florida 33402 or by e-mail to: [ada-compliance@wpb.org](mailto:ada-compliance@wpb.org). A form available for such complaints is available on the City of West Palm Beach’s website, [www.wpb.org](http://www.wpb.org).

The City strives to obtain early resolution of complaints. The option of informal meeting(s) between affected parties and the City’s Title VI Coordinator/Administrator or their designee may be utilized for resolutions. The Title VI Coordinator/Administrator will notify FTA of all Title VI related complaints as well as all resolutions.

PROCEDURE

1. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the complainant(s), preferably on the form provided on the City’s website. In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made by calling (561) 494-1019. An EEO Specialist will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must be signed by the complainant or his/her representative; and
  - b. Include the date of the alleged act of discrimination, date when the Complainant became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct; and
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint; and
  - d. complaints must be filed within 365 calendar days of the alleged incident.

2. Upon receipt of the complaint, the City will determine its jurisdiction, acceptability, need for additional information, as well as assign the complaint to an EEO Specialist to investigate the merit of the complaint.
3. The Complainant will be provided with a written acknowledgement that the City has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:
  - a. The complaint must be filed within 365 days of the alleged occurrence; and
  - b. The allegation must involve a covered basis such as race, color, national origin, sex, religion, age, disability or family status; and
  - c. The allegation must involve a City of West Palm Beach service of a Federal-aid recipient, sub-recipient or contractor.
5. A complaint may be dismissed for the following reasons:
  - a. The complaint fails to meet the criteria of items 1a. through d. or 4a. through c., above; or
  - b. The Complainant requests withdrawal of the complaint; or
  - c. The Complainant fails to respond to repeated requests for additional information needed to process the complaint; or
  - d. The Complainant cannot be located after reasonable attempts.
6. The investigation and resolution of the complaint will follow procedures outlined in the City's Code of Ordinances, Part II, Chapter 42, Article II, Equal Opportunity, at Sections 42-42 through 42-46, available through [www.municode.com](http://www.municode.com).

#### RECORDKEEPING REQUIREMENT

The Title VI Coordinator/Administrator and will ensure that all records relating to the City of West Palm Beach Title VI complaint process are maintained in the Human Resources Department in accordance with applicable law. Records will also be available for compliance review audits.



## CITY OF WEST PALM BEACH



### ADMINISTRACIÓN FEDERAL DE TRÁNSITO

#### PROCEDIMIENTO DE QUERELLAS BAJO TITULO VI

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Esta sección describe el procedimiento de querellas bajo el Título VI relacionados con la prestación de programas, servicios y beneficios. Sin embargo, no niega a cualquier persona el derecho a presentar querellas formales ante la Administración Federal de Tránsito ("FTA") o cualquier otra agencia federal correspondiente, o buscar un abogado privado para querellas de discriminación, intimidación o represalias de cualquier tipo prohibidas bajo la ley.

El Título VI de la Ley de Derechos Civiles de 1964 y la Ley de Carreteras de 1973, la Ley de Discriminación por Edad de 1975, la Sección 504 de la Ley de Rehabilitación de 1973 y la Ley de Estadounidenses con Discapacidades de 1990 (ADA) requieren que: ninguna persona en los Estados Unidos Los Estados, por motivos de raza, color, origen nacional, sexo, religión, edad, discapacidad o estado familiar, serán excluidos de la participación, se les negarán los beneficios o serán objeto de discriminación en virtud de cualquier programa o actividad que reciba asistencia financiera federal. La Ciudad de West Palm Beach ("Ciudad") se ha comprometido activamente a obedecer y prevenir toda forma de discriminación prohibida por el Título VI y otras leyes federales, estatales y locales aplicables.

#### GENERAL

Cualquier persona que cree que él o ella, individualmente o como miembro de una clase específica de personas, ha sido objeto de discriminación por motivos de raza, color, origen nacional, sexo, religión, edad, discapacidad o estado familiar, puede presentar una querella por escrito con el Departamento de Recursos Humanos, Ciudad de West Palm Beach, Atención Coordinador del Título VI, PO Box 3366, West Palm Beach, Florida 33402, Número de teléfono 561-494-1019; por correo electrónico a [ada-compliance@wpb.org](mailto:ada-compliance@wpb.org). El formulario para querellas se encuentra disponible en la página de internet de la Ciudad de West Palm Beach, [www.wpb.org](http://www.wpb.org).

La Ciudad se esfuerza por lograr una pronta resolución de las querellas. La opción una reunión informal (s) entre las partes afectadas y el Coordinador/Administrador del Título VI de la Ciudad o su designado puede ser utilizado. El Coordinador/Administrador del Título VI notificará a FTA de todas las querellas relacionadas con el Título VI, así como todas las decisiones.

#### PROCEDIMIENTO

1. La queja debe cumplir los siguientes requisitos:

- a. La querella debe ser sometida por escrito y firmada por el demandante(s), preferiblemente utilizando el formulario provisto en la página de internet de la Ciudad. En caso que demandante no sea capaz de proporcionar una declaración por escrito, puede someter la querella verbalmente comunicándose al telefono (561) 494-1019. Un Especialista de Igualdad de Oportunidades entrevistará al demandante y le ayudará a convertir la querella verbal en escrita. Todas las querellas deben ser firmadas por el demandante o su representante, y
  - b. Debe incluir la fecha del supuesto acto de discriminación, fecha en que el demandante tuvo conocimiento del supuesto acto de discriminación, o la fecha en que se suspendió esa conducta o la última instancia de la conducta, y
  - c. Debe incluir una descripción detallada de la situación, incluyendo los nombres y cargos de las personas incluidas como parte de la querella, y
  - d. Las querellas deben ser presentadas dentro de 365 días calendario del alegado incidente.
2. Luego de recibir la querella, la Ciudad determinará su jurisdicción, aceptabilidad, necesidad de información adicional, como también asignar la querella a un Especialista de Igualdad de Oportunidades para investigar el mérito de la querella.
  3. La Ciudad le indicará por escrito al demandante si la querella ha sido aceptada o denegada.
  4. Una querella será aceptada si cumple con los siguientes requisitos:
    - a. La querella debe ser presentada dentro de los 365 días calendario del alegado incidente, y
    - b. La querella debe ser en base a raza, color, origen nacional, sexo, religión, edad, discapacidad o estado familiar, y
    - c. La querella debe involucrar el servicio provisto por un recipiente, sub-recipient or contratista de la Ciudad de West Palm Beach que se encuentre recibiendo ayuda financiera federal.
  5. Una querella puede ser desestimada por las siguientes razones:
    - a. La querella no cumple con los criterios indicados en artículos. a – d ó 4a. - C,
    - b. El demandante solicita retirar la querella, o
    - c. El demandante no responde a las reiteradas solicitudes de información adicional necesaria para procesar la denuncia, o
    - d. El demandante no puede ser localizado después de varios intentos razonables.
  6. La investigación y resolución de la querella seguirá el procedimiento descrito en el Código de Ordenanzas de la Ciudad, Parte II, Capítulo 42, Artículo II, de Igualdad de Oportunidades, a Secciones 42-42 a 42-46, disponible a través de [www.municode.com](http://www.municode.com).

## **REQUISITOS PARA MANEJO DE DOCUMENTOS**

El Coordinador/Administrador del Título VI se asegurará de que todos los documentos relacionados al proceso de querellas bajo Título VI de la ciudad de West Palm Beach se mantengan en el Departamento de Recursos Humanos, de conformidad con la ley aplicable. Los documentos también estarán disponibles para las auditorías de revisión de cumplimiento.

**Exhibit C—Title VI Complaint Forms in English and Spanish**



# WEST PALM BEACH

## TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act and the Highway Act of 1973, the Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) require that: no person in the United States shall, on the ground of race, color, national origin, sex, religion, age, disability or family status be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know. Complete and return this form to the Assistant Director of Human Resources, Tim Scott, Title VI Coordinator, City Hall, PO Box 3366, West Palm Beach, FL 33402, or via e-mail to: [ada-compliance@wpb.org](mailto:ada-compliance@wpb.org).

1. Your Name \_\_\_\_\_

2. Your Address \_\_\_\_\_

3. Your City, State, and Zip Code \_\_\_\_\_

4. Your telephone Number: (home) \_\_\_\_\_ (work/other) \_\_\_\_\_

5. Person discriminated against (if someone other than yourself):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip Code \_\_\_\_\_

6. Agency and Department or program you allege engaged in discrimination:

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7. Basis for alleged discrimination (check all that apply):

a. Race/Color \_\_\_\_\_

b. National Origin \_\_\_\_\_

c. Sex \_\_\_\_\_

d. Religion \_\_\_\_\_

e. Age \_\_\_\_\_

f. Disability \_\_\_\_\_

g. Family Status \_\_\_\_\_

8. What date did the alleged discrimination take place? \_\_\_\_\_

9. In your own words, describe the alleged discrimination as clearly as possible, why you believe it happened, and how you were discriminated against. Tell us who was involved, and who you believe was responsible. Be sure to include how other persons were treated differently from you. Please use additional sheets if necessary and attach a copy of written materials that you think supports your complaint.

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10. Please list all witnesses with contact information who may help us investigate your claim:

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11. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? \_\_\_\_\_ Yes \_\_\_\_\_ No If yes, check all that apply:

\_\_\_\_\_ Federal Agency      \_\_\_\_\_ Federal Court      \_\_\_\_\_ State Agency      \_\_\_\_\_ State Court  
\_\_\_\_\_ Local Agency

12. Please provide information about a contact person at the agency/court where the complaint was filed:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip Code \_\_\_\_\_

Telephone Number: \_\_\_\_\_

13. **We cannot accept a complaint if it has not been signed. Please sign and date this form on the lines shown below:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name



# WEST PALM BEACH

## FORMULARIO DE RECLAMACION DE TITULO VI

El Título VI de la Ley de Derechos Civiles de 1964 y la Ley de Carreteras de 1973, la Ley de Discriminación por Edad de 1975, la Sección 504 de la Ley de Rehabilitación de 1973 y la Ley de Estadounidenses con Discapacidades de 1990 (ADA) requieren que: ninguna persona en los Estados Unidos Los Estados, por motivos de raza, color, origen nacional, sexo, religión, edad, discapacidad o estado familiar, serán excluidos de la participación, se les negarán los beneficios o serán objeto de discriminación en virtud de cualquier programa o actividad que reciba asistencia financiera federal.

La siguiente información es necesaria para ayudarnos a procesar su querrela. En caso de necesitar ayuda para completar este formulario, por favor háganoslo saber. Usted debe completar y devolver este formulario al Tim Scott, Coordinador del Título VI, Ciudad de West Palm Beach, PO Box 3366, West Palm Beach, FL 33402, Número de teléfono 561-494-1019; por correo electrónico a [ada-compliance@wpb.org](mailto:ada-compliance@wpb.org).

1. Nombre \_\_\_\_\_

2. Dirección \_\_\_\_\_

3. Ciudad, Estado y Código Postal \_\_\_\_\_

4. Número de teléfono: (Residencia) \_\_\_\_\_ (Trabajo/Otro) \_\_\_\_\_

5. Persona objeto de discriminación (si no es usted):

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad, Estado y Código Postal: \_\_\_\_\_

6. Agencia y Departamento o programa que usted alega cometió el acto de discriminación:

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7. Base para la supuesta discriminación (marque lo que corresponda):

a. Raza/Color: \_\_\_\_\_

b. Origen Nacional: \_\_\_\_\_

c. Sexo: \_\_\_\_\_

d. Religión: \_\_\_\_\_

e. Edad: \_\_\_\_\_

f. Discapacidad o estado familiar: \_\_\_\_\_

8. Fecha en que sucedió la alegada discriminación: \_\_\_\_\_

9. En sus propias palabras, describa la alegada discriminación lo mas claro posible, por qué cree que sucedió, y cómo se discriminó contra usted. Díganos quién estuvo involucrado, y quién usted considera fue responsable. Asegúrese de incluir cómo otras personas han sido tratadas de manera diferente de usted. Use hojas adicionales si es necesario, e incluya cualquier document escrito que usted entienda apoya a su querella.

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10. Enumere todos los testigos que pueden ayudarnos a investigar su reclamo, incluya inforación para contactarlos.

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11. ¿Ha presentado usted esta querrela a alguna agencia federal, estatal, o local; o en algún tribunal federal o estatal?

\_\_\_\_\_ Sí                      \_\_\_\_\_ No

Si contest, SI, marque todas las que correspondan:

Agencia Federal \_\_\_\_\_                      Tribunal Federal \_\_\_\_\_                      Agencia Estatal \_\_\_\_\_

Tribunal Estatal \_\_\_\_\_                      Agencia Local \_\_\_\_\_

12. Por favor proporcione información sobre una personal de contact en la agencia /tribunal donde se present la querrela:

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad, Estado y Código Postal: \_\_\_\_\_

Número de teléfono: \_\_\_\_\_

13. **No podemos aceptar una querrela que no ha sido firmada. Por favor firme y coloque la fecha en los espacios indicados a continuación:**

\_\_\_\_\_

Firma

\_\_\_\_\_

Fecha

\_\_\_\_\_

Nombre impreso

**Exhibit D—Outreach Procedures and Programs for LEP Individuals, Including Trolley  
Surveys in English and Spanish**

## Outreach Procedures and Programs for LEP Individuals

The following is an illustrative and not necessarily exhaustive list of the means the City uses to provide access, and consider the viewpoints of minority, low-income, and LEP populations:

1. City events and information, including information regarding the Mayor's meetings related to Transportation in the North, South and West end of the City, are routinely sent to various individuals and organizations in the Hispanic community by and/or through email, print, radio and television medias, including but not limited to Azteca 48 TV - [azteca48.com/](http://azteca48.com/) - OnceQ 1190AM <https://www.wpspradio.com/> - Radio Fiesta 1380AM [www.radiofiesta.com/](http://www.radiofiesta.com/) - La Guia Gratuita <http://www.laguiagratis.com/> - El Hispano. Para Todos <http://www.elhispanoparatodos.com/elhispano/> - El Sentinel - <http://www.sun-sentinel.com/elsentinel/> - El Latino <http://ellatino.com/espanol/news/> - Aspira Florida/Palm Beach <http://www.aspiraf.org/index.php/programs-137/youth-leadership-development/divisions/palm-beach>
2. In general, emergency communication is done in English and Spanish. When the City does emergency reverse-911 calls, it records a separate version in Spanish. During activation of the City's Emergency Operations Center, at least one Spanish-speaking call-taker is on each shift. For major issues, such as hurricane preparation, the City has Spanish-speaking employees serve as guests on the radio and television stations.
3. All outreach from the City's Vickers House -- the City's "one stop" assistance center for free information, referrals, counseling, translation assistance, aid with problems and crisis -- is done in both English and Spanish. Many classes offered by the Vickers House target the Hispanic community, including ESOL (English as a second language) and computer literacy classes (see attached "Menu of Services").
4. Palm Tran (a county-operated transit system) connection applications, phone numbers and routes are distributed in both English and Spanish at Vickers' House (two) locations.
5. The City's library has a Hispanic Outreach Librarian. The library provides information on services and events in Spanish through its website and outreach to local Spanish language media; a catalogue is available in Spanish, and the library offers programs in Spanish.
6. City's trolley surveys are provided in both English and Spanish. See Attachment 1 hereto.

# City of West Palm Beach- Trolley Survey – GREEN (TRI-RAIL) LINE

“Si lo desea, esta forma está disponible en Español” (If you wish, this form is available in Spanish)

\*\*\*\*\*

TODAY'S DATE: \_\_\_\_\_

Q1 - What is the primary purpose of this trip?

• Commute to/from work	• Medical	• Other
• School (college/university)	• School (K-12)	_____
• Business related trip	• Visit friends	_____
• Errands/Leisure	• Library	_____

Q2 - How old are you?

• Under 18	• 45 to 54
• 18 to 24	• 55 to 64
• 25 to 34	• 65 or older
• 35 to 44	

Q3 - Are you ... ?

• Male	• Female
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Q4 - Are you of Spanish, Hispanic, or Latino origin?

• Yes	• No
-------	------

Q5 - Which of the following best describes your race?

• African American	• Native American or Alaskan Native
• Caucasian / White	• Other
• Asian / Pacific Islander	

Q6 - Were you born in the United States or another U.S. Territory?

• Yes	• No
-------	------

Q7 - Which of the following best describes you?

• English is my first language	• I find it difficult to speak / understand English
• English is my second language but I am fluent	• Necesito Ayuda con esta Forma

Q8 - Which of the following best describes you?

• Less than \$10,000	• \$30,000 to \$39,999
• \$10,000 to \$19,999	• \$40,000 to \$49,999
• \$20,000 to \$29,999	• \$50,000 or more

Q9 - Please Circle the Green Line Trolley Stops (TRI - RAIL Route) you MOST Frequent?

• Tri Rail	• Dixie Hwy
• Sapodilla/Fern St	• Olive Ave
• Post Office	• 300 Block/Clematis
• 500 Block/Clematis	• Rosemary/Banyan
• 400 Block/Clematis	• Banyan Blvd

Thank you for your participation!!! When you finish this survey- Please drop it in the BOX up by the Driver marked \*\* Confidential\*\*\* COMPLETED SURVEYS.

# Ciudad of West Palm Beach- ENCUESTA SOBRE EL TROLLEY

— LINEA VERDE (Tri-Rail Route)

“Si lo desea, esta forma está disponible en Español” (If you wish, this form is available in Spanish)

\*\*\*\*\*

Fecha De Hoy: \_\_\_\_\_

Pregunta #1:  
¿Cuál es la razón principal para el viaje?

- |                                 |                  |        |
|---------------------------------|------------------|--------|
| • Viajar hacia/desde el trabajo | • Visita médica  | • Otro |
| • Escuela (colegio/Universidad) | • Escuela (K-12) | _____  |
| • Relacionado a negocios        | • Visitar amigos | _____  |
| • Placer/encargos               | • Biblioteca     | _____  |

Pregunta #2:  
Indique cuál es su edad:

- |                    |                   |
|--------------------|-------------------|
| • Menor de 18 años | • 35 a 44 años    |
| • 18 a 24 años     | • 45 a 54 años    |
| • 25 a 34 años     | • 55 a 64 años    |
| • 35 a 44 años     | • 65 años o mayor |

Pregunta #3:  
Indique cuál es su sexo:

- |             |            |
|-------------|------------|
| • Masculino | • Femenino |
|-------------|------------|

Pregunta #4: ¿Es usted de origen hispano o latino?

- |      |      |
|------|------|
| • Si | • No |
|------|------|

Pregunta #5:  
¿Cuál es su raza?

- |                                 |                                     |
|---------------------------------|-------------------------------------|
| • Africa-Americano              | • Natiyo Americano/Nativo de Alaska |
| • Blanco                        | • Otro                              |
| • Asiático/Islands del Pacifico |                                     |

Pregunta #6: ¿Nació usted en los Estados Unidos o algún territorio de los Estados Unidos?

- |      |      |
|------|------|
| • Si | • No |
|------|------|

Pregunta #7: ¿Cuál de los siguientes lo describe a usted?

- |  |  |
|--|--|
| • Inglés es mi primer idioma                             | • Se me hace difícil hablar/entender el inglés |
| • Inglés es mi segundo idioma, pero lo hablo con fluidez | • Necesito ayuda con esta forma                |

Pregunta #8: ¿Cuáles son los ingresos de su familia?

- |                       |                       |
|-----------------------|-----------------------|
| • Menos de \$10,000   | • \$30,000 a \$39,999 |
| • \$10,000 a \$19,999 | • \$40,000 - \$49,999 |
| • \$20,000 a \$29,999 | • \$50,000 o más      |

Pregunta #9 – Indique en cual De las siguientes paradas used utiliza el Trolley.

- |                        |                        |
|------------------------|------------------------|
| • Tri-Rail             | • 500 Block / Clematis |
| • Sapodilla / Fern St. | • 400 Block / Clematis |
| • Oficina de Correos   | • 300 Block / Clematis |
| • Dixie Highway        | • Olive Ave.           |
| • Rosemary Ave.        | • Banyan Blvd.         |

¡Gracias por su participación! Cuando termine esta encuesta-Por favor deje en LA CAJA por el conductor marcado\*\*\* confidenciales\*\*\* encuestas completadas.

**City of West Palm Beach- Trolley Survey – YELLOW (Clematis- City Place) LINE**

“Si lo desea, esta forma está disponible en Español” (If you wish, this form is available in Spanish)

\*\*\*\*\*

**TODAY'S DATE:** \_\_\_\_\_

**Q1 - What is the primary purpose of this trip?**

• Commute to/from work	• Medical	• Other
• School (college/university)	• School (K-12)	_____
• Business related trip	• Visit friends	_____
• Errands/Leisure	• Library	_____

**Q2 - How old are you?**

• Under 18	• 45 to 54
• 18 to 24	• 55 to 64
• 25 to 34	• 65 or older
• 35 to 44	

**Q3 - Are you ... ?**

• Male	• Female
--------	----------

**Q4 - Are you of Spanish, Hispanic, or Latino origin?**

• Yes	• No
-------	------

**Q5 - Which of the following best describes your race?**

• African American	• Native American or Alaskan Native
• Caucasian / White	• Other
• Asian / Pacific Islander	

**Q6 - Were you born in the United States or another U.S. Territory?**

• Yes	• No
-------	------

**Q7 - Which of the following best describes you?**

• English is my first language	• I find it difficult to speak / understand English
• English is my second language but I am fluent	• Necesito Ayuda con esta Forma

**Q8 - Which of the following best describes you?**

• Less than \$10,000	• \$30,000 to \$39,999
• \$10,000 to \$19,999	• \$40,000 to \$49,999
• \$20,000 to \$29,999	• \$50,000 or more

**Q9 - Please Circle the Yellow Line Trolley Stops (Clematis Street-CityPlace Route) you MOST Frequent?**

• Kravis Center	• 300 Block/Clematis
• Macy's(CityPlace)	• 200 Block/Clematis
• Publix	• 100 Block/Clematis
• 500 Block/Clematis	• Fern Street
• 400 Block/Clematis	

**Thank you for your participation!!! When you finish this survey- Please drop it in the BOX up by the Driver marked \*\* Confidential\*\*\* COMPLETED SURVEYS.**

# Ciudad of West Palm Beach- ENCUESTA SOBRE EL TROLLEY

— LINEA AMARILLA (Clematis- City Place)

“Si lo desea, esta forma está disponible en Español” (If you wish, this form is available in Spanish)  
 \*\*\*\*\*

Fecha De Hoy: \_\_\_\_\_

Pregunta #1:  
 ¿Cuál es la razón principal para el viaje?

- |                                 |                  |        |
|---------------------------------|------------------|--------|
| • Viajar hacia/desde el trabajo | • Visita médica  | • Otro |
| • Escuela (colegio/Universidad) | • Escuela (K-12) | _____  |
| • Relacionado a negocios        | • Visitar amigos | _____  |
| • Placer/encargos               | • Biblioteca     | _____  |

Pregunta #2:  
 Indique cuál es su edad:

- |                    |                   |
|--------------------|-------------------|
| • Menor de 18 años | • 35 a 44 años    |
| • 18 a 24 años     | • 45 a 54 años    |
| • 25 a 34 años     | • 55 a 64 años    |
| • 35 a 44 años     | • 65 años o mayor |

Pregunta #3:  
 Indique cuál es su sexo:

- |             |            |
|-------------|------------|
| • Masculino | • Femenino |
|-------------|------------|

Pregunta #4: ¿Es usted de origen hispano o latino?

- |      |      |
|------|------|
| • Si | • No |
|------|------|

Pregunta #5:  
 ¿Cuál es su raza?

- |                                 |                                     |
|---------------------------------|-------------------------------------|
| • Africa-Americano              | • Nativo Americano/Nativo de Alaska |
| • Blanco                        | • Otro                              |
| • Asiático/Islands del Pacífico |                                     |

Pregunta #6: ¿Nació usted en los Estados Unidos o algún territorio de los Estados Unidos?

- |      |      |
|------|------|
| • Si | • No |
|------|------|

Pregunta #7: ¿Cuál de los siguientes lo describe a usted?

- |  |  |
|--|--|
| • Inglés es mi primer idioma                             | • Se me hace difícil hablar/entender el inglés |
| • Inglés es mi segundo idioma, pero lo hablo con fluidez | • Necesito ayuda con esta forma                |

Pregunta #8: ¿Cuáles son los ingresos de su familia?

- |                       |                       |
|-----------------------|-----------------------|
| • Menos de \$10,000   | • \$30,000 a \$39,999 |
| • \$10,000 a \$19,999 | • \$40,000 - \$49,999 |
| • \$20,000 a \$29,999 | • \$50,000 o más      |

Pregunta #9 – Indique en cual De las siguientes paradas used utiliza el Trolley.

- |                       |                        |
|-----------------------|------------------------|
| • Kravis Center       | • 500 Block / Clematis |
| • Macy's / City Place | • 400 Block / Clematis |
| • Publix              | • 300 Block / Clematis |
| • Fern Street         | • 200 Block / Clematis |
|                       | • 100 Block / Clematis |

¡Gracias por su participación! Cuando termine esta encuesta-Por favor deje en LA CAJA por el conductor marcado\*\*\* confidenciales\*\*\* encuestas completadas.

**\*\*City Commission & CRA Meeting Agendas | CLICK HERE (/Meetings-Events/City-Commission-Meeting-Agendas)\*\*** ^

**\*\*Public Works Department Sanitation 2018 Holiday Schedule. | CLICK HERE (/CMSPages/GetAmazonFile.aspx? path=~\wpb\_website\media\communication-office\documents\public-works-department-sanitation-2018-holiday-schedule\_1.docx&hash=cea16a8b5cc06cefc19ff5ad0fd3da249ba6c50a24c251fce4ce4614e2ed6a5)\*\*** ^

[RESIDENTS \(/#/RESIDENTS\)](#)

[BUSINESSES \(/#/BUSINESSES\)](#)

[VISITORS \(/#/VISITORS\)](#)



(/)

[ABOUT \(/ABOUT/OVERVIEW\)](#)

[NEWS & VIDEO \(/NEWS-VIDEO/LATEST-NEWS\)](#)

[DEPARTMENTS \(/DEPARTMENTS\)](#)



[DEPARTMENTS \(/DEPARTMENTS/HOUSING-COMMUNITY-DEVELOPMENT/VICKERS-HOUSE/WHO-WE-ARE\)](#) / [VICKERS HOUSE \(/DEPARTMENTS/HOUSING-COMMUNITY-DEVELOPMENT/VICKERS-HOUSE/WHO-WE-ARE\)](#)

[CONTACT \(/CONTACT/24-7-HOTLINE-822-2222\)](#)

# SERVICES

[VICKERS HOUSE OVERVIEW \(/DEPARTMENTS/HOUSING-COMMUNITY-DEVELOPMENT/VICKERS-HOUSE/WHO-WE-ARE\)](#)

[PROGRAMS \(/DEPARTMENTS/HOUSING-COMMUNITY-DEVELOPMENT/VICKERS-HOUSE/GET-HELP\)](#)

[SERVICES \(/DEPARTMENTS/HOUSING-COMMUNITY-DEVELOPMENT/VICKERS-HOUSE/WHAT-WE-DO\)](#)

[VICKERS HOUSE NEWSLETTERS \(/DEPARTMENTS/HOUSING-COMMUNITY-DEVELOPMENT/VICKERS-HOUSE/VICKERS-HOUSE-NEWSLETTERS\)](#)

[GIVING BACK \(/DEPARTMENTS/HOUSING-COMMUNITY-DEVELOPMENT/VICKERS-HOUSE/OFFER-HELP\)](#)

[JOB SEARCH \(/DEPARTMENTS/HOUSING-COMMUNITY-DEVELOPMENT/VICKERS-HOUSE/JOB-BOARD\)](#)

[OTHER HELPFUL AGENCIES \(/DEPARTMENTS/HOUSING-COMMUNITY-DEVELOPMENT/VICKERS-HOUSE/OUR-PARTNERS\)](#)

[VICKERS HOUSE EVENTS \(/DEPARTMENTS/HOUSING-COMMUNITY-DEVELOPMENT/VICKERS-HOUSE/VICKERS-HOUSE-EVENTS\)](#)

**ASSISTANCE FOR ELDERLY OVER 60 YEARS OLD WITH FILLING OUT VARIOUS PUBLIC BENEFIT APPLICATIONS**

All others are welcome to use our computers to apply.

**ASSISTANCE WITH FILLING OUT PALM TRAN PARATRANSIT APPLICATIONS**

At Vickers House North & South.

**ASSISTING THE ELDERLY WITH READING MAIL**

In English or Spanish

**CITIZENSHIP PREPARATION CLASSES**

Offered at Vickers House South – Call for information.

**COMMUNITY ORGANIZATIONS OUTREACH PROGRAMS**

Alzheimer’s Association, PB County Co-Op, Legal Aid, PB County School District-Adult Education, PB County Health Dept., CAP, Job corps, Project Transition, The Palm Beach Housekeeper, Healthy Mothers/Healthy Babies, WPB Fire Rescue, etc.

**COMMUNITY SERVICE**

Opportunities offered to fulfill court ordered sentence.

**ELDERS ON THE EDGE**

A program designed to prevent seniors in crisis from losing their homes.

**ELDERS ON THE EDGE PET FUND**

Emergency assistance for pets of low income elderly who have passed away or have been placed in a nursing home.

**ENGLISH CONVERSATION CLASS**

Practice your English at Vickers House South – Call for information.



**ENGLISH FOR SPEAKERS OF OTHER LANGUAGES**

Classes available Monday through Thursday mornings (Vickers House South Only – Pre-registration required). Call for information.

**FREE SERVICE TO DEVELOP YOUR RESUME**

Free copying and faxing of resumes.

**FREE TAX PREPARATION**

For those who are eligible – Begins January through April, call for information.

**HOMeward BOUND PROGRAM**

Assists homeless to reunite with their families within the United States. Provides a non-refundable/non-transferable Greyhound ticket – paid by donations.

**HURRICANE SHELTER APPLICATIONS**

People Pet Shelters, Special Needs Shelter, and Applications for Transport to Shelters – available year round.

**INFORMATION, REFERRALS, COUNSELING FOR PEOPLE IN CRISIS**

Such as the homeless, domestic violence victims, elderly in need of services, teens in trouble, etc.

**JOB BOARDS**

Job postings from throughout the county in a wide range of fields – Updated Weekly.

**JOB TRAINING PROGRAM**

Classes designed to help career advancement.

**LATINO OUTREACH OFFICE**

Bilingual staff provided to assist with information and referrals.

**LEARN TO SPEAK ENGLISH THROUGH THE USE OF A COMPUTER**

Available at Vickers House South.

**UNPAID INTERNSHIPS**

Available for college students. Call for details.

**SPECIAL HEALTH SERVICES**

Provided year round such as flu shots, HIV/STD testing, hepatitis vaccines, etc.

**SPECIAL PROGRAMS OFFERED THROUGHOUT THE YEAR**

Immigration training, domestic violence training, safety presentations, nutrition education, how to work in a wealthy home, hurricane preparedness, health topics, etc.

**VOLUNTEER OPPORTUNITIES FOR THE YOUNG AND OLD**

Working at either Vickers House, or out in the community serving the poor, homeless, or elderly community by providing food, clothing, house repairs, painting or neighborhood clean ups. Youth groups or other organizations are welcome.



## KEY RESOURCES



Videos  
(/News-Video/Video-On-Demand)



Jobs  
(/Departments/Housing/Resources/Home)



News  
(/News-Video/Latest-News)



Events  
(/Meetings-Events)



Pay  
(http://onestops.wpbcity.org/)



Library

About (/About/Overview)  
News & Video (/News-Video/Latest-News)  
Departments (/Departments)  
Online Services (/Online-Services/Overview)  
Meetings & Events (/Meetings-Events/Meetings-List-Agendas)  
Contact (/Contact/24-7-Hotline-822-2222)  
Board Members (/Departments/CRA/CRA-Overview/Board-Members)

Human Resources (/Departments/Human-Resources/Home)  
Careers (/Departments/Human-Resources/Job-Opportunities)  
Press & Media (/Contact/Press-Media)  
Flood Information  
(/Departments/Development-Services/Flood-Information)  
CodeRed Sign-Up  
(https://public.coderedweb.com/cne/en-US/BFB7CC4C6C0A)  
Custodian of Public Records  
(http://wpb.org/Departments/City-Clerk/Office-of-the-City-Clerk)

Storm Preparedness (/News-Video/Storm-Preparedness/Hurricane)  
City Holline (/Departments/City-Administration/City-Hotline)  
Privacy Policy (/Contact/Privacy-Policy)  
Terms of Use (/Contact/Terms-of-Use)  
Accessibility (/Contact/Accessibility)  
Mobile Apps (/Contact/Mobile-Apps)



## CITY CENTER

City of West Palm Beach | 401 Clematis Street | West Palm Beach, FL 33401 | 561.822.2222

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**Exhibit E—City of West Palm Beach 2018  
Language Assistance Plan based on the Four Factor Analysis**

## **2018 Limited English Proficiency Plan for the City of West Palm Beach**

### ***Who is a LEP Individual?***

Individuals who have Limited English Proficiency (LEP) are those who do not speak English as their primary language AND who have a limited ability to read, speak, write or understand English.

### **Background**

Limited English Proficiency is a term used to describe individuals who are not proficient in the English language.

Federal law: Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with Limited English Proficiency, and (Presidential) Executive Order 13166 - requires Federal departments and agencies to develop and make available guidance on how recipients of Federal funds should assess and address the needs of LEP individuals seeking assistance.

The US Department of Transportation (DOT) developed guidance titled A Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons. This guidance was issued to ensure that persons in the United States are not excluded from participation in DOT-assisted programs and activities simply because they face challenges communicating in English.

The intent of this plan is to ensure that where substantial numbers of residents of West Palm Beach exist, who do not speak or read English proficiently, these LEP individuals have access to the planning process and published information, and that public notification is provided in other languages. The production of multilingual publications and documents and/or interpretation at meetings/events will be provided to the degree that funding permits based on current laws and regulations.

### **Determining the Need**

As a recipient of federal funding, The City of West Palm Beach must take reasonable and responsible steps to ensure meaningful access to the information and services it provides.

### **Four Factor Analyses**

To ensure meaningful access the City adopts the four factor analysis referenced in the DOT Guidance:

1. The number and proportion of LEP persons in the eligible service area;
2. The frequency with which LEP persons come in contact with the program;
3. The importance of the service provided by the program; and
4. The resources available to the recipient.

The US DOT Policy Guidance gives recipients substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above. The following is an assessment of need in the West Palm Beach service area in relation to the transportation planning process.

**1. The Number and Proportion of LEP Persons In The Eligible Service Area**

For West Palm Beach the first step towards understanding the profile of individuals that compose our service area in Palm Beach County is a review of Census data.

The table below displays the primary language and number of individuals 18 and over that speak English "not well" or "not very well" at home. Only the top four language groups for Palm Beach County are displayed.

At this time, Spanish represents a significant percentage of the region's population.

<b>Palm Beach County, Florida</b>				
<b>LANGUAGE SPOKEN AT HOME</b>	<b>Total</b>		<b>Percent</b>	
	<b>Estimate</b>	<b>Margin of Error</b>	<b>Estimate</b>	<b>Margin of Error</b>
<b>Population 5 years and over</b>	1,307,499	+/-95	(X)	(X)
English only	919,626	+/-5,215	70.3%	+/-0.4
Language other than English	387,873	+/-5,238	29.7%	+/-0.4
<b>Speak a Language Other than English</b>				
<b>Spanish</b>	229,085	+/-2,552	17.5%	+/-0.2
5 to 17 years old	42,639	+/-1,296	3.3%	+/-0.1
18 to 64 years old	162,090	+/-11,709	12.4%	+/-0.1
65 years old and over	24,356	+/-569	1.9%	+/-0.1
<b>Other Indo-European languages</b>	127,818	+/-3,714	9.8%	+/-0.3
5 to 17 years old	20,253	+/-1,160	1.5%	+/-0.1
18 to 64 years old	84,221	+/-3,010	6.4%	+/-0.2
65 years old and over	23,344	+/-1,148	1.8%	+/-0.1
<b>Asian and Pacific Islander languages</b>	20,055	+/-1,351	1.5%	+/-0.1
5 to 17 years old	2,426	+/-362	0.2%	/-0.1
18 to 64 years old	15,345	+/-1,131	1.2%	/-0.1
65 years old and over	2,284	+/-245	0.2%	/-0.1
<b>Other languages</b>	10,915	+/-1,171	0.8%	/-0.1
5 to 17 years old	1,923	+/-442	0.1%	/-0.1

18 to 64 years old	6,281	+/-766	0.5%	/-0.1
65 years old and over	2,711	+/-417	0.2%	/-0.1
<b>Citizens 18 Years and Over</b>				
All citizens 18 years old and over	956,277	+/-3,325	(X)	(X)
Speak only English	763,662	+/-4,310	79.9%	+/-0.4
Speak a language other than English	192,615	+/-3,974	20.1%	+/-0.4
Spanish	111,169	+/-2,667	11.6%	+/-0.3
Other languages	81,446	+/-2,801	8.5%	+/-0.3

\*Data obtained from the United States Census Bureau Fact Table for Palm Beach County as of 7/17/17 and the American Community Survey 5-Year Estimates 2011-2015, a copy of which is attached.

***2. The Frequency with Which LEP Persons Come In Contact With the Program***

The growing size of the LEP population in Palm Beach County increases the probability of its contact with the City of West Palm Beach services. The City plans to assess the frequency at which staff has or could possibly have contact with LEP persons. As of this date the City has not had requests for interpreters for any public meetings.

The City of West Palm Beach’s prior experience with limited English proficient persons has been primarily with Spanish speakers. A discussion with the City’s call center indicates a very small number of calls requiring being transferred to a Spanish speaking Customer Service Representative.

***3. The Importance of the Service Provided By the Program***

The City plans to survey program, services and activities participants to determine key service indicators of our customers.

***4. The Resources Available To the Recipient***

The City already uses its staff as the primary resource for LEP assistance. Basic materials available to the public are provided in Spanish, translations are completed by City staff. The call center already provides an option for Spanish speaking persons... Visitors to City Hall can request a Spanish speaking person to assist them with their issues and questions.

The additional cost is on the printing of materials now in English and Spanish.

**Meeting the Requirements: City of West Palm Beach Limited English Proficiency Plan**

Based on the current levels of residents with Limited English Proficiency in Palm Beach County and projected interaction with City Service as a provider of Public Transportation in the City, the City is committed to providing meaningful access to its services to LEP persons.

All language access activities detailed below will be coordinated by the City.

**Providing Notice to LEP Persons**

Based on the City self-assessment of LEP persons that come in contact with its services and

programs, languages other than English should be used in all notices and publications that refer to public transportation services. This information should be provided in a notice in a language LEP persons will understand. At a minimum, the Agency commits to:

- Maintain a list of employees who competently speak the LEP language(s) and who are willing to provide translation or interpretation services.
- Distribute this list to staff that regularly has contact with the public.
- Provide public notification in the LEP language of the availability of language assistance, free of charge.

In addition, the Agency will provide additional notification. Some notification ideas include:

- Posting signs in areas where the public is likely to read them.
- Stating in outreach documents (Public Hearing Notices) that language services are available.
- Working with community-based organizations to inform LEP persons of the language assistance available.
- Using a telephone voice mail menu in the most common languages encountered.
- Including notices in local newspapers in languages other than English.

#### **Language Assistance Measures**

Language assistance will be provided for some LEP individuals through the translation of some key materials, as well as through oral language interpretation when necessary and possible.

#### **Translation of written materials**

The City currently offers publications with translations in Spanish, the continue self-assessment of LEP population will determine if additional languages will need to be added.

#### **Staff training**

In order to establish meaningful access to information and services for LEP individuals, employees in public contact positions and those who will serve as translators or interpreters will be properly trained by the City. Such training will be developed to ensure that staff is fully aware of LEP policies and procedures and are effectively able to work in person and/or by telephone with LEP individuals. The City management staff is to be included in this training, even if they do not interact regularly with LEP persons, to ensure that they are fully aware of and understand the plan so they can reinforce its importance and ensure its implementation by staff.

The Agency understands that its community characteristics change and that the four factor analysis may reveal the need for more or varied LEP services in the future. The City will continue this assessment alongside the demographic analysis for Title VI, and this information will be revised if needed every three years.

This LEP Plan is submitted to update the City of West Palm Beach Title VI Program. Additional information will be provided upon request.

Respectfully,

Sylvia C. Gregory, PHR  
Assistant Director Human Resources  
Title VI Coordinator  
City of West Palm Beach

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B16001

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over

2011-2015 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

**Tell us what you think.** Provide feedback to help make American Community Survey data more useful for you.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Palm Beach County, Florida	
	Estimate	Margin of Error
Total:	1,307,499	+/-95
Speak only English	919,626	+/-5,215
Spanish or Spanish Creole:	229,085	+/-2,522
Speak English "very well"	124,246	+/-2,729
Speak English less than "very well"	104,839	+/-2,559
French (incl. Patois, Cajun):	11,463	+/-1,047
Speak English "very well"	8,286	+/-885
Speak English less than "very well"	3,177	+/-488
French Creole:	68,379	+/-3,146
Speak English "very well"	35,302	+/-1,971
Speak English less than "very well"	33,077	+/-2,081
Italian:	6,622	+/-714
Speak English "very well"	4,773	+/-568
Speak English less than "very well"	1,849	+/-353
Portuguese or Portuguese Creole:	11,813	+/-1,232
Speak English "very well"	7,019	+/-886
Speak English less than "very well"	4,794	+/-687
German:	5,261	+/-650
Speak English "very well"	4,363	+/-558
Speak English less than "very well"	898	+/-265
Yiddish:	1,815	+/-312
Speak English "very well"	1,596	+/-297
Speak English less than "very well"	219	+/-84
Other West Germanic languages:	1,298	+/-335
Speak English "very well"	1,129	+/-297
Speak English less than "very well"	169	+/-94
Scandinavian languages:	1,443	+/-340
Speak English "very well"	1,243	+/-304
Speak English less than "very well"	200	+/-128
Greek:	1,653	+/-413
Speak English "very well"	1,381	+/-381
Speak English less than "very well"	272	+/-105

	Palm Beach County, Florida	
	Estimate	Margin of Error
Russian:	3,392	+/-420
Speak English "very well"	2,057	+/-351
Speak English less than "very well"	1,335	+/-267
Polish:	2,597	+/-419
Speak English "very well"	1,698	+/-323
Speak English less than "very well"	899	+/-234
Serbo-Croatian:	799	+/-190
Speak English "very well"	515	+/-146
Speak English less than "very well"	284	+/-128
Other Slavic languages:	1,049	+/-261
Speak English "very well"	657	+/-209
Speak English less than "very well"	392	+/-155
Armenian:	547	+/-263
Speak English "very well"	423	+/-225
Speak English less than "very well"	124	+/-87
Persian:	1,046	+/-323
Speak English "very well"	759	+/-271
Speak English less than "very well"	287	+/-150
Gujarati:	1,178	+/-368
Speak English "very well"	750	+/-250
Speak English less than "very well"	428	+/-198
Hindi:	1,492	+/-400
Speak English "very well"	1,266	+/-335
Speak English less than "very well"	226	+/-128
Urdu:	733	+/-326
Speak English "very well"	595	+/-286
Speak English less than "very well"	138	+/-98
Other Indic languages:	2,713	+/-613
Speak English "very well"	1,658	+/-440
Speak English less than "very well"	1,055	+/-363
Other Indo-European languages:	2,525	+/-564
Speak English "very well"	1,647	+/-381
Speak English less than "very well"	878	+/-269
Chinese:	5,262	+/-773
Speak English "very well"	2,077	+/-481
Speak English less than "very well"	3,185	+/-612
Japanese:	584	+/-207
Speak English "very well"	430	+/-174
Speak English less than "very well"	154	+/-88
Korean:	1,153	+/-392
Speak English "very well"	701	+/-267
Speak English less than "very well"	452	+/-178
Mon-Khmer, Cambodian:	77	+/-71
Speak English "very well"	77	+/-71
Speak English less than "very well"	0	+/-31
Hmong:	19	+/-31
Speak English "very well"	19	+/-31
Speak English less than "very well"	0	+/-31
Thai:	1,245	+/-392
Speak English "very well"	606	+/-237
Speak English less than "very well"	639	+/-255
Laotian:	194	+/-145
Speak English "very well"	143	+/-124
Speak English less than "very well"	51	+/-48
Vietnamese:	4,115	+/-848
Speak English "very well"	1,537	+/-394
Speak English less than "very well"	2,578	+/-611
Other Asian languages:	3,775	+/-876
Speak English "very well"	2,725	+/-634

	Palm Beach County, Florida	
	Estimate	Margin of Error
Speak English less than "very well"	1,050	+/-549
Tagalog:	3,121	+/-616
Speak English "very well"	2,292	+/-516
Speak English less than "very well"	829	+/-258
Other Pacific Island languages:	510	+/-203
Speak English "very well"	352	+/-165
Speak English less than "very well"	158	+/-91
Navajo:	0	+/-31
Speak English "very well"	0	+/-31
Speak English less than "very well"	0	+/-31
Other Native North American languages:	18	+/-29
Speak English "very well"	18	+/-29
Speak English less than "very well"	0	+/-31
Hungarian:	1,337	+/-282
Speak English "very well"	967	+/-271
Speak English less than "very well"	370	+/-135
Arabic:	4,307	+/-921
Speak English "very well"	3,575	+/-791
Speak English less than "very well"	732	+/-227
Hebrew:	2,471	+/-408
Speak English "very well"	2,014	+/-342
Speak English less than "very well"	457	+/-181
African languages:	230	+/-117
Speak English "very well"	178	+/-88
Speak English less than "very well"	52	+/-45
Other and unspecified languages:	2,552	+/-619
Speak English "very well"	1,268	+/-419
Speak English less than "very well"	1,284	+/-357

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: Language User Note.

While the 2011-2015 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

#### Explanation of Symbols:

1. An "\*\*\*" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "!" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "!" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "+" following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "\*\*\*\*" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "\*\*\*\*\*" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.

7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.



**QuickFacts**

selected: **Palm Beach County, Florida**

QuickFacts provides statistics for all states and counties, and for cities and towns with a *population of 5,000 or more*.

**Table**

All Topics	Palm Beach County, Florida
White alone, not Hispanic or Latino, percent, July 1, 2016, (V2016)	66.0%
<b>PEOPLE</b>	
<b>Population</b>	
Population estimates, July 1, 2016, (V2016)	1,443,810
Population estimates base, April 1, 2010, (V2016)	1,320,134
Population, percent change - April 1, 2010 (estimates base) to July 1, 2016, (V2016)	9.4%
Population, Census, April 1, 2010	1,320,134
<b>Age and Sex</b>	
Persons under 5 years, percent, July 1, 2016, (V2016)	5.2%
Persons under 5 years, percent, April 1, 2010	5.4%
Persons under 18 years, percent, July 1, 2016, (V2016)	19.4%
Persons under 18 years, percent, April 1, 2010	20.4%
Persons 65 years and over, percent, July 1, 2016, (V2016)	23.3%
Persons 65 years and over, percent, April 1, 2010	21.6%
Female persons, percent, July 1, 2016, (V2016)	51.7%
Female persons, percent, April 1, 2010	51.6%
<b>Race and Hispanic Origin</b>	
White alone, percent, July 1, 2016, (V2016) (a)	75.4%
White alone, percent, April 1, 2010 (a)	73.5%
Black or African American alone, percent, July 1, 2016, (V2016) (a)	19.4%
Black or African American alone, percent, April 1, 2010 (a)	17.3%
American Indian and Alaska Native alone, percent, July 1, 2016, (V2016) (a)	0.6%
American Indian and Alaska Native alone, percent, April 1, 2010 (a)	0.5%
Asian alone, percent, July 1, 2016, (V2016) (a)	2.8%
Asian alone, percent, April 1, 2010 (a)	2.4%
Native Hawaiian and Other Pacific Islander alone, percent, July 1, 2016, (V2016) (a)	0.1%
Native Hawaiian and Other Pacific Islander alone, percent, April 1, 2010 (a)	0.1%
Two or More Races, percent, July 1, 2016, (V2016)	1.8%
Two or More Races, percent, April 1, 2010	2.3%
Hispanic or Latino, percent, July 1, 2016, (V2016) (b)	21.5%
Hispanic or Latino, percent, April 1, 2010 (b)	19.0%
White alone, not Hispanic or Latino, percent, July 1, 2016, (V2016)	66.0%
White alone, not Hispanic or Latino, percent, April 1, 2010	60.1%
<b>Population Characteristics</b>	
Veterans, 2011-2015	91,987
Foreign born persons, percent, 2011-2015	23.4%
<b>Housing</b>	
Housing units, July 1, 2016, (V2016)	683,521
Housing units, April 1, 2010	664,594
Owner-occupied housing unit rate, 2011-2015	69.1%
Median value of owner-occupied housing units, 2011-2015	\$204,700
Median selected monthly owner costs -with a mortgage, 2011-2015	\$1,693
Median selected monthly owner costs -without a mortgage, 2011-2015	\$615
Median gross rent, 2011-2015	\$1,170
Building permits, 2016	5,320
<b>Families &amp; Living Arrangements</b>	
Households, 2011-2015	534,605
Persons per household, 2011-2015	2.54
Living in same house 1 year ago, percent of persons age 1 year+, 2011-2015	84.2%
Language other than English spoken at home, percent of persons age 5 years+, 2011-2015	29.7%
<b>Education</b>	
High school graduate or higher, percent of persons age 25 years+, 2011-2015	87.8%
Bachelor's degree or higher, percent of persons age 25 years+, 2011-2015	33.6%
<b>Health</b>	
With a disability, under age 65 years, percent, 2011-2015	6.2%
Persons without health insurance, under age 65 years, percent	▲ 17.2%

**Economy**

In civilian labor force, total, percent of population age 16 years+, 2011-2015	60.0%
In civilian labor force, female, percent of population age 16 years+, 2011-2015	54.4%
Total accommodation and food services sales, 2012 (\$1,000) (c)	3,467,277
Total health care and social assistance receipts/revenue, 2012 (\$1,000) (c)	9,756,686
Total manufacturers shipments, 2012 (\$1,000) (c)	3,550,407
Total merchant wholesaler sales, 2012 (\$1,000) (c)	12,157,346
Total retail sales, 2012 (\$1,000) (c)	19,700,117
Total retail sales per capita, 2012 (c)	\$14,522

**Transportation**

Mean travel time to work (minutes), workers age 16 years+, 2011-2015	25.0
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**Income & Poverty**

Median household income (in 2015 dollars), 2011-2015	\$53,363
Per capita income in past 12 months (in 2015 dollars), 2011-2015	\$33,650
Persons in poverty, percent	▲ 13.5%

 **BUSINESSES**

**Businesses**

Total employer establishments, 2015	46,570
Total employment, 2015	497,353
Total annual payroll, 2015 (\$1,000)	23,636,360
Total employment, percent change, 2014-2015	2.6%
Total nonemployer establishments, 2015	171,074
All firms, 2012	175,919
Men-owned firms, 2012	91,726
Women-owned firms, 2012	66,845
Minority-owned firms, 2012	60,090
Nonminority-owned firms, 2012	110,623
Veteran-owned firms, 2012	14,515
Nonveteran-owned firms, 2012	154,506

 **GEOGRAPHY**

**Geography**

Population per square mile, 2010	670.2
Land area in square miles, 2010	1,969.76
FIPS Code	12099

**Value Notes**

▲ This geographic level of poverty and health estimates are not comparable to other geographic levels of these estimates

Some estimates presented here come from sample data, and thus have sampling errors that may render some apparent differences between geographies statistically indistinguishable. Click the Quick Info ⓘ icon to the left of each row in TABLE view to learn about sampling error.

The vintage year (e.g., V2016) refers to the final year of the series (2010 thru 2016). *Different vintage years of estimates are not comparable.*

**Fact Notes**

- (a) Includes persons reporting only one race
- (b) Hispanics may be of any race, so also are included in applicable race categories
- (c) Economic Census - Puerto Rico data are not comparable to U.S. Economic Census data

**Value Flags**

- D Suppressed to avoid disclosure of confidential information
- F Fewer than 25 firms
- FN Footnote on this item in place of data
- NA Not available
- S Suppressed; does not meet publication standards
- X Not applicable
- Z Value greater than zero but less than half unit of measure shown
- Either no or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest or upper interval of an open ended distribution.

QuickFacts data are derived from: Population Estimates, American Community Survey, Census of Population and Housing, Current Population Survey, Small Area Health Insurance Estimates, Small Area Income and Poverty Estimates, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits.

**Exhibit F—Table Depicting Non-Elected Committees by Race**



ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
Affordable Housing Advisory Committee (2017)		4%					9
	African American	33%					3
		100%					3
		33%	Female				1
		67%	Male	Reing, Deborah G.R.	07/14/2017...12/31/2017		2
				Bishop, Chester A.	07/14/2017...12/31/2017		
				Monclaude, Nestor	07/14/2017...12/31/2017		
	Caucasian	44%					4
		100%					4
		50%	Female				2
				Cabrera, Suzanne	07/14/2017...12/31/2017		
				Maxwell, Lisa M.	07/14/2017...12/31/2017		
		50%	Male				2
				Weir, John "Jack"	07/14/2017...12/31/2017		
				Hartnett, Phillip Tobias	07/14/2017...12/31/2017		
	Hispanic	22%					2
		100%					2
		50%	Female				1
		50%	Male	Munoz, Marilyn	07/14/2017...12/31/2017		1
				Rojo, Nicholas	07/14/2017...12/31/2017		
Art in Public Places		4%					9
	African American	33%					3
		100%					3
		67%	Female				2
				White, Karen	08/29/2016...08/29/2019		
				Warren, Shalonda	12/03/2015...12/03/2018		
		33%	Male				1
				Golson, Edward	10/29/2015...10/29/2018	Yes	
	Caucasian	56%					5
		100%					5
		40%	Female				2
				Biagi, Angela	01/24/2012...01/23/2018		
				Ransom, Jessica	04/22/2016...04/22/2019		
		60%	Male				3
			Growick, Philip	04/30/2014...04/30/2020			
			Hoch, Rand	06/03/2015...06/03/2018			
			St.Croix, Robert	09/11/2013...09/11/2019			
Hispanic	11%					1	
	100%					1	

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		100%	Female				1
<b>Audit Committee</b>		2%		Finlayson, Jamnea	02/28/2017...02/28/2020		5
	African American	60%					3
		100%					3
		67%	Female	Williams-Smith, Carolyn	05/21/2015...03/30/2018		2
				Turnquest, Sandra Close	Term expired... 03/30/2017		
		33%	Male	Neering, Cory	04/06/2017...04/11/2019		1
	Caucasian	20%					1
		100%					1
		100%	Male	Rosenstein, David	05/15/2012...03/31/2019		1
	Hispanic	20%					1
		100%					1
		100%	Male	Camacho, Peter	Term expired... 03/31/2016		1
<b>Civil Service Board</b>		3%					6
	African American	50%					3
		100%					3
		33%	Female	Peters, Janie O.	04/07/2009...04/06/2018		1
		67%	Male	Shipman, Alfred J.	04/07/2009...04/06/2018		2
				Booker, Ryan C.	10/29/2015...10/29/2018		
	Caucasian	50%					3
		100%					3
		33%	Female	Willoughby, Kathy	Term expired... 08/24/2016		1
		67%	Male	Gibbs, Jim	11/16/2015...11/16/2018		2
				Greene, Bennett Evans	12/05/2016...12/05/2019		
<b>Community Redevelopment Agency</b>		3%					6
	African American	33%					2
		100%					2
		100%	Male	James, Keith	03/31/2011...03/31/2019		2
				Neering, Corey	04/02/2015...03/31/2019		
	Caucasian	67%					4
		100%					4

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		100%	Female				4
				Muio, Jeri	03/31/2011...03/31/2019		
				Ryan, Paula	04/02/2015...03/31/2018		
				Moffett, Sylvia	04/27/2011...03/31/2018		
				Materio, Shanon L.	05/01/2012...03/31/2018		
<b>Community Redevelopment Area Advisory Board</b>		4%					9
	<b>African American</b>	22%					2
		100%					2
		50%	Female				1
				Williams, T. Denise	10/04/2010...10/04/2019		
		50%	Male				1
	<b>Caucasian</b>	78%		Jr., Edward Gardner	05/08/2017...05/08/2020		7
		100%					7
		29%	Female				2
				Casey, Linda	09/12/2016...09/12/2019		
				Doran, Rhea D.	Term expired... 07/11/2017		
		71%	Male				5
				Howe, Michael	01/09/2012...02/01/2018		
				Adams, Charles	05/10/2006...06/05/2018		
				Cleary, Jr., John B.	05/14/2012...05/14/2018		
				Greene, J. Russell	07/07/2003...08/10/2018		
				Pick, Robert	12/09/2013...12/09/2019		
<b>Construction Board of Adjustment and Appeals</b>		3%					7
	<b>African American</b>	14%					1
		100%					1
		100%	Male				1
				Fennell, Everett C.	08/25/2004...08/24/2019		
	<b>Caucasian</b>	86%					6
		100%					6
		100%	Male				6
				Stellino, Michael J.	02/01/2010...02/01/2019		
				Hyman, Michael D.	06/03/2015...06/03/2018		
				Canavan, Daniel T.	07/19/1997...11/01/2018		
				Rowe, Larry B.	08/25/2004...08/24/2019		
				McCarthy, Thomas J.	11/20/2003...11/01/2018		
				Weston, Paolo	12/28/2015...12/27/2018		
<b>Criminal Justice Advisory Committee</b>		3%					7
	<b>African American</b>	29%					2
		100%					2
		50%	Female				1

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		50%	Male	Morrison, Beverly Elliott	07/19/2011...07/19/2017		1
	<u>Caucasian</u>	71%		Poolc, Ph.D., Deandre J.	03/08/2013...03/08/2019		5
		100%					5
		60%	Female				3
				Ballard, Gina	04/22/2016...04/22/2018		
				Loyless, Jennifer B.	08/16/2007...08/16/2017		
				Jones, Michele	10/31/2011...10/31/2017		
		40%	Male				2
				Warnecke, Ronald E.	03/06/2012...03/06/2018		
				Smykla, John Ortiz	12/08/2014...12/08/2018		
<b>Downtown Action Committee</b>		4%					9
	African American	11%					1
		100%					1
		100%	Female				1
	<u>Caucasian</u>	78%		David, Tiffany L.	10/08/2014...10/08/2017		7
		100%					7
		14%	Female				1
		86%	Male	Groh, Carol A.	06/03/2015...06/03/2018		6
				Janssen, Roger P.	03/03/2000...03/03/2020		
				Crossen, Joseph	03/13/2003...09/01/2018		
				Cuevas, Michael S.	06/06/2017...06/06/2020		
				Mihelich, Nick	08/21/2013...08/21/2019		
				Cheguis, Brian	09/01/2015...09/01/2018		
				Graham, Stephen	10/28/2016...10/28/2019		
	Hispanic	11%					1
		100%					1
		100%	Male				1
				Saladrigas, Raphael F.	10/28/2013...10/28/2019		
<b>Downtown Development Authority</b>		3%					7
	African American	29%					2
		100%					2
		50%	Female				1
		50%	Male	Shabazz-Phillips, Upendo	01/24/2014...07/01/2020		1
				Lewis, Bruce N.	Term expired... 07/01/2017		
	<u>Caucasian</u>	71%					5
		100%					5

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		40%	Female	Nalley, Cynthia Hurley-Lane, Mary	06/06/2017...06/06/2020 07/27/2007...07/01/2019		2
		60%	Male	Sanders, Robert Hansen, Jr., James W. Samuels, Robert	01/24/2014...07/01/2020 07/01/2015...07/01/2018 08/25/2004...07/01/2018		3
<b>Education Advisory Committee</b>		4%					10
	African American	20%					2
		100%					2
		100%	Female	McTear, Sydney M. Harrison-Nelson, Ann	03/01/2016...07/31/2017 06/15/2011...06/15/2019		2
	Asian	10%					1
		100%					1
		100%	Male	Yan, Jack	10/29/2015...07/31/2017		1
	Caucasian	50%					5
		100%					5
		60%	Female	Allen, Kimberly Weiss, Rebecca M. Killets, Ann	04/22/2016...04/22/2018 04/22/2016...04/22/2018 06/17/2014...06/17/2018		3
		20%	Male	Phillips, Shawn W.	10/28/2013...10/28/2017		1
		20%	Not Known	Barto, Claudia Kirk	12/01/2011...12/01/2017		1
	Hispanic	20%					2
		100%					2
		100%	Female	Gosline, Gabriela Sevilla, Karol	06/30/2016...06/30/2018 10/29/2015...07/31/2017		2
<b>Employee Deferred Compensation Advisory Comm</b>		3%					7
	African American	43%					3
		100%					3
		33%	Female	Deputy City Adm., Dorritt Miller	04/18/2003...01/02/2099		1
		67%	Male	Wilder, Alden C. Griffiths, Dathan	01/23/2003...01/02/2099 04/10/2017...04/10/2050		2
	Caucasian	29%					2

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		100%					2
		50%	Female	Collins, Janicc Long	07/29/2013...01/02/2099		1
		50%	Male	Penque, Louis	08/17/2006...01/02/2099		1
	Hispanic	14%					1
		100%					1
		100%	Male	Rodriguez, Jose Luis	05/23/2014...05/23/2050		1
	Unavailable	14%					1
		100%					1
		100%	Male	McConnell, Richard	06/14/2012...01/02/2099		1
<b>Employee Defined Contribution Administrative Co</b>		2%					5
	African American	40%					2
		100%					2
		50%	Female	Deputy City Adm., Dorritt Miller.	04/18/2003...01/02/2050		1
		50%	Not Known	Parks, Mark	02/23/2015...01/02/2050		1
	Caucasian	40%					2
		100%					2
		100%	Female	McDermott, Linda	01/31/2010...01/31/2018		2
				Hathaway, Lisa	04/27/2015...01/31/2019		
	Hispanic	20%					1
		100%					1
		100%	Male	Rodriguez, Jose Luis	05/23/2014...05/23/2050		1
<b>Employees Defined Benefit Retirement System Boa</b>		3%					7
	African American	71%					5
		100%					5
		20%	Female	Miller, Dorritt	08/21/2012...08/21/2020		1
		80%	Male	Hunter, Stephen	04/21/2017...04/21/2020		4
				Parks, Mark Anthony	04/29/2015...04/29/2050		
				Rodgers, Benny E.	12/16/2013...01/01/2020		
				Pinder, Leon	12/21/2012...11/30/2020		
	Caucasian	14%					1
		100%					1

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		100%	Female				1
	Hispanic	14%		Brandenburg, Mary	12/30/2013...12/29/2019		1
		100%					1
		100%	Male				1
				Rodriguez, Jose Luis	05/23/2014...07/16/2099		1
<b>Firemen's Pension Board of Trustees</b>		2%					5
	African American	20%					1
		100%					1
		100%	Male				1
	Caucasian	80%		Parks, Mark	03/31/2015...03/31/2020		4
		100%					4
		100%	Male				4
				Frano, Ronald A.	07/17/2012...07/17/2020		
				Merrell, David	09/21/2010...09/10/2018		
				Walker, Brian	10/12/2009...06/30/2018		
				Montante, Gaetano	Term expired... 10/01/2016		
<b>Golf Course Advisory Committee</b>		4%					9
	Caucasian	89%					3
		100%					8
		38%	Female				3
				Jensen, Bonni S.	03/01/2005...03/02/2018		
				Juliano, Barbara	05/25/2005...05/25/2020		
				Pavlik, Cheri	08/29/2016...08/29/2019		
		63%	Male				5
				Goldstein, Dennis S.	01/31/2014...06/24/2018		
				Burgess, Jonathan	02/28/2017...02/28/2020		
				Kuppermann, Ellison	08/01/2016...08/01/2019		
				Kimmel, Dr. Bernard	08/18/2008...08/18/2017		
				Faso, Salvatore A.	08/29/2016...08/29/2019		
	Hispanic	11%					1
		100%					1
		100%	Male				1
				Espin, Luis	08/01/2016...08/01/2019		
<b>Historic Preservation Board</b>		4%					9
	African American	11%					1
		100%					1
		100%	Female				1
				Chambers, Tacara	03/30/2017...03/30/2020		
	Caucasian	67%					6

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		100%					6
		67%	Female				4
				Herrick-Skier, Amanda	04/17/2013...04/17/2019		
				Anderson, Melissa P.	06/06/2017...06/06/2020		
				Kellogg, Kristin H.	07/18/2014...07/18/2017		
				Aspegren, Theodora	09/26/2014...09/26/2017		
		33%	Male				2
				Kammerer, Christopher	03/02/2015...03/02/2018		
				Pichney, Daniel	08/29/2016...08/29/2019		
	Hispanic	22%					2
		100%					2
		100%	Male				2
				Serrano, William	03/10/2014...06/17/2018		
				Jaroslavsky, Gabriel	03/30/2017...03/30/2020		
<b>Library Board</b>		3%					7
	African American	29%					2
		100%					2
		50%	Female				1
				Peppers, Andrea	07/22/2004...07/20/2019	Yes	
		50%	Male				1
	Caucasian	43%					3
		100%					3
		67%	Female				2
				Aronberg, Lynn	01/27/2016...01/27/2019		
				Conley-Harding, Leesa	01/28/2009...01/28/2018		
		33%	Male				1
	Hispanic	29%					2
		100%					2
		50%	Female				1
				Datena, Mabel	01/15/2004...04/09/2020		
		50%	Male				1
				Castillo, Shaun M.	08/30/2011...08/30/2017		
<b>Nuisance Abatement Board</b>		2%					5
	African American	20%					1
		100%					1
		100%	Female				1
				Morrison, Beverly Elliott	09/28/2012...09/28/2018		
	Caucasian	60%					3
		100%					3



ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		33%	Female	Gross, Marion	02/28/2017...02/28/2019		1
		67%	Male	Peduzzi, Joseph A. MacLean, Todd	11/16/2015...11/16/2017 12/19/2016...12/19/2018		2
	Hispanic	20%					1
		100%					1
		100%	Male	Medina, Raul	07/20/2011...07/20/2017		1
<b>Parks and Recreation Advisory Committee</b>		4%					9
	African American	22%					2
		100%					2
		50%	Female	Taylor, Jacquelyn E.	10/26/2016...10/26/2018		1
		50%	Male	Odum, Michael R.	04/21/2009...04/21/2019		1
	Caucasian	78%					7
		100%					7
		43%	Female	Cullen, Linda Sned, Patricia J. Waldron, Katherine	08/30/2012...08/30/2018 10/20/2003...11/01/2017 Term expired... 04/15/2017		3
		57%	Male	Braun, Rod A. Douglass, Perry Peterson III, Carl E. Burdick, Gregory	02/04/2015...02/04/2019 04/10/2015...04/10/2019 08/29/2016...08/29/2018 10/20/2003...11/01/2017		4
<b>Planning Board</b>		3%					8
	African American	13%					1
		100%					1
		100%	Female	R. Raing, Deborah G.	02/04/2015...02/04/2018		1
	Caucasian	63%					5
		100%					5
		100%	Male	Bakst, Michael R. Pivko, AIA, Peter C. McLeod, Todd Weiss, Gregg Mayans, Steve	01/16/2015...01/16/2018 06/26/2014...06/26/2020 11/01/2011...11/01/2017 11/20/2008...11/20/2017 11/25/2009...11/25/2018		5
	Hispanic	25%					2

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
		100%					2
		50%	Female				1
		50%	Male	Usher, Angela D.	12/30/2013...12/29/2019		1
				Paradelo, Andres E.	05/21/2015...05/21/2018		1
<b>Police Pension Board of Trustees</b>		2%					5
	Caucasian	80%					4
		100%					4
		100%	Male	White, Wilton	02/20/1997...02/20/2019		4
				Frost, Jack	07/17/1989...10/01/2017		
				Marchese, Troy L.	10/01/2010...09/30/2018		
				Kahle, Craig U.	10/17/2013...10/17/2017		
	Unavailable	20%					1
		100%					1
		100%	Male	Ahem, Joseph	09/05/2014...03/06/2018		1
<b>Small Business Committee</b>		3%					7
	African American	29%					2
		100%					2
		100%	Female	Thomas-Anthony, Tammy S.	08/22/2007...08/21/2019		2
				Sullivan, Thais R.	08/22/2007...08/22/2019		
	Caucasian	57%					4
		100%					4
		25%	Female	Zahniser, Alyce V.	08/22/2007...08/22/2019		1
		75%	Male	Daddona, Philip	07/22/2007...08/22/2019		3
				Schwartz, Seth	08/22/2007...08/22/2019		
				Burdick, Geoffrey C.	08/22/2007...08/22/2019		
	Hispanic	14%					1
		100%					1
		100%	Female	Contreras, Elena E.	08/22/2007...08/22/2019		1
<b>Sustainability Advisory Committee</b>		4%					9
	African American	11%					1
		100%					1
		100%	Male	Bosley, Jr., Stewart W.	10/08/2014...10/08/2018		1
	Caucasian	78%					7

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled Members Serving
		100%				7
		43%	Female	Gore, Jennifer Parnell, Melissa Fuller, Chanda	02/22/2016...02/22/2018 09/02/2015...09/02/2017 10/28/2013...10/28/2017	3
		57%	Male	Rice, John "Jack". Stempler, Mark J. Crampton, Lewis Gittere, Dan	01/31/2014...01/31/2018 03/10/2014...03/10/2018 07/20/2011...07/20/2017 09/23/2015...09/23/2017	4
	Hispanic	11%				1
		100%				1
		100%	Male	Mejia, Isidro Raul	03/10/2014...03/10/2018	1
<b>Traffic Calming Advisory Committee</b>		5%				11
	Asian	18%				2
		100%				2
		100%	Female	Kalkat, Poonam Dang, Khanh Uyen	01/02/2017...01/02/2020 02/11/2015...02/11/2018	2
	Caucasian	45%				5
		100%				5
		40%	Female	Wiggs, Emily Warren, Elizabeth	02/25/2014...02/25/2020 05/25/2005...05/25/2020	2
		60%	Male	Conboy, Tom James, Charles S. Gawaldo, Gerry	02/25/2014...02/25/2020 06/03/2015...06/03/2018 Term expired: 11/28/2014	3
	Hispanic	18%				2
		100%				2
		50%	Female	Camacho, Lina M.	05/01/2017...05/01/2020	1
		50%	Male	Hansen, Alex	06/12/2006...06/12/2018	1
	Unavailable	18%				2
		100%				2
		100%	Male	LeDuc, Peter Fink, David	05/31/2017...05/31/2020 05/31/2017...05/31/2020	2
<b>VEBA - Elected Officials and Management I and M2%</b>						5

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
	African American	40%					2
		100%					2
		50%	Female				1
		50%	Male	Miller, Dorritt	04/02/2008...04/02/2099		1
				Parks, Mark Anthony	04/29/2015...04/29/2050		
	Caucasian	40%					2
		100%					2
		50%	Female				1
		50%	Male	McDermott, Linda	04/10/2017...04/10/2050		1
				Green, Jeffrey	04/02/2012...04/02/2099		
	Hispanic	20%					1
		100%					1
		100%	Male				1
				Rodriguez, Jose Luis	05/23/2014...05/23/2050		
VEBA - General Employees		2%					5
	African American	40%					2
		100%					2
		100%	Male				2
				Wilder, Alden	04/02/2008...01/02/2018		
				Parks, Mark Anthony	04/29/2015...04/29/2050		
	Caucasian	20%					1
		100%					1
		100%	Male				1
				Wall, Ralph	04/02/2012...01/02/2050		
	Hispanic	40%					2
		100%					2
		100%	Male				2
				Tagle, Jose	02/06/2015...02/12/2099		
				Rodriguez, Jose Luis	05/23/2014...05/23/2050		
Water Advisory Board		4%					9
	African American	11%					1
		100%					1
		100%	Female				1
				Banner, Carmen H.	07/01/2016...07/01/2018		
	Caucasian	78%					7
		100%					7
		14%	Female				1
				Willoughby, Kathy	12/05/2016...12/05/2018		
		43%	Male				3

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled Members Serving
				Munksgaard, Donald G.	05/27/2014...05/27/2018	
				Goldberg, Paul William	07/01/2016...07/01/2018	
				Schack, Myles	08/07/2012...08/07/2017	
		43%	Not Known			3
				Siegel, Lawrence "Larry"	02/28/2017...02/28/2019	
				Coniglio, Gail L.	08/07/2012...08/07/2017	
				Sain, Eric	08/07/2012...08/07/2017	
	Hispanic	11%				1
		100%				1
		100%	Male			1
				Cooper, Jonathan	06/19/2013...08/07/2017	
Watersheds Advisory Committee		4%				9
	African American	22%				2
		100%				2
		100%	Female			2
				Bryant, Carla	06/02/2015...06/02/2019	
				Perry, Daisy	06/05/2015...06/05/2019	
	Caucasian	67%				6
		100%				6
		33%	Female			2
				O'Brien, Jennifer	06/02/2015...06/02/2018	
				Norberg, Robert	06/02/2015...06/02/2019	
		67%	Male			4
				Sabella, Lon	06/02/2015...06/02/2018	
				Wade, Richard E.	06/02/2015...06/02/2018	
				Sain, Eric	06/02/2015...06/02/2019	
				Bailey, Jesse	12/18/2015...12/18/2017	
	Hispanic	11%				1
		100%				1
		100%	Male			1
				Duboy, Antonio	06/02/2015...06/02/2019	
West Palm Beach Housing Authority		3%				7
	African American	71%				5
		100%				5
		40%	Female			2
				Scruggs, Zenobia	03/23/2004...03/21/2020	
				Smith-Barnes, Denise	04/04/2013...04/03/2021	
		60%	Male			3
				O'Neal, Nicholas T.	03/15/2017...03/15/2021	
				Aiken, Ricky	11/01/2016...11/01/2020	
				Brown, Larry D.	11/04/2015...11/04/2019	

ACTIVE	Race	%	Gender	MEMBER REPORT	Term	Disabled	Members Serving
Zoning Board of Appeals	Caucasian	14%					1
		100%					1
		100%	Male	Nardoni, Ren	06/19/2013...06/19/2021		1
	Hispanic	14%					1
		100%					1
		100%	Female	Rivera, Cynthia	11/01/2016...11/01/2020		1
	African American	3%					7
		29%					2
		100%					2
	Caucasian	50%	Female	Barlow, Malaika C.	04/22/2016...04/22/2019		1
		50%	Male	Carman, James M.	09/01/2003...09/01/2018		1
		71%					5
	Caucasian	100%					5
		20%	Female	Franks, Rae C.	09/01/2003...09/01/2018		1
60%		Male	Lambert, Monte	01/16/2015...01/16/2018		3	
			Holtz, Scott Harrison	04/27/2015...04/27/2018			
			P.E., Christopher Heggen,	04/27/2015...04/27/2018			
	20%	Not Known	Steinberg, Alan	09/14/2006...08/15/2017		1	
	<u>100%</u>					<u>229</u>	

**Exhibit G—Monthly Checklist; Site Visit; LEP Video Review & Title VI Procedures & Complaint Form-Driver Acknowledgement**

# MONTHLY CHECKLIST

1. Daily Maintenance & Inspection Report
  - Route 1
  - Route 2
  
2. Weekly Maintenance Report
  - Interior & Exterior \_\_\_\_\_
  - Cosmetic repairs inspection \_\_\_\_\_
  - REGEN (Particulate Filters) \_\_\_\_\_
    - REGEN found on preventative maint. checklist
  
3. Preventative Maintenance Inspection Checklist
  - Trolley #39 – 4UZAB9DT9ACAT4878
  - Trolley #40 – 4UZAB9DT0ACAT4879
  - Trolley #41 – 4UZAB9DT7ACAT4880
  - Trolley #42 – 4UZAB9DT3ACAT4875
  - Trolley #43 – 4UZAB9DT5ACAT4876
  
4. City Trolley Maintenance Log \_\_\_\_\_
  
5. Inspection Checklists (Refer to Exhibit D)
  - Every 2,500 Miles \_\_\_\_\_
  - Every 10,000 Miles \_\_\_\_\_
  - Every 30,000 Miles \_\_\_\_\_
  
6. Passenger Reports
  - Daily Route Ridership \_\_\_\_\_
  - Customer Service Statistics \_\_\_\_\_
  - Incident Summaries \_\_\_\_\_
  - Customer Comments \_\_\_\_\_
  
7. Performance Reports
  - Route mileage (Refer to preventative maint. checklist) \_\_\_\_\_
  - Hours of service (Refer to invoices) \_\_\_\_\_
  - Safety performance \_\_\_\_\_
  
8. Quarterly Ridership Survey
  - January – March \_\_\_\_\_
  - April – June \_\_\_\_\_
  - July – September \_\_\_\_\_
  - October – December \_\_\_\_\_



## SITE VISIT

1. Review internal signage \_\_\_\_\_
2. Review mechanic certifications of any new hires \_\_\_\_\_
3. Review all documents for new hires:
  - Valid FL commercial DL (Class C with passenger endorsement)
  - Pre-employment drug test
  - Copy of acknowledgement form – “text messaging, email and cell phones” are prohibited while driving
  - Confirm driver(s) participation in customer service training program designed by DDA
  - Verify LEP training
4. Verify random drug testing; post accident & return to duty if needed \_\_\_\_\_
  - a. Verify operator has provided information on drug use and treatment resources to drivers, in accordance with the federal regulations
5. Verify LEP signage in all trolleys \_\_\_\_\_
6. Verify all Title VI complaints “not dismissed” are reported to City \_\_\_\_\_
7. Confirm annual renewal of performance bond (December 20)
8. Confirm annual renewal of insurance (July 1)
9. Review all Quarterly ridership surveys

**LEP Video Review &**  
**Title VI Procedures & Complaint Form**

As part of my training at Molly's Trolleys, I have:

- Watched the video titled "Breaking Down Barriers: Translating Limited English Proficiency into Practice".
- Read the Title VI Complaint Procedures and reviewed the Title VI Complaint Form.

\_\_\_\_\_  
Driver Name (print)

\_\_\_\_\_  
Driver Signature

\_\_\_\_\_  
Date