

## MIAMI-DADE COUNTY TITLE VI PLAN

### Policy Statement:

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

**(Attachment 1)**

### Complaint Procedures:

Miami Dade County has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability, family or marital status in any of Miami Dade County services or activities may file a complaint with the Miami Dade County Title VI/Nondiscrimination Coordinator Allison Aristide. **(See Attachment 2)**

**Name:** Allison Aristide, Title VI/Nondiscrimination Coordinator  
**Address:** Department of Transportation and Public Works  
**Address** 701 NW 1<sup>st</sup> Court  
Miami, Florida 33136  
**Email:** allison@miamidade.gov  
**Phone:** (786) 469-5473  
**Fax:** (786) 469-5589  
**Hearing Impaired:** RELAY 711

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, family or marital status); and a description of the alleged discrimination with the date of the occurrence. If the complaint cannot be submitted in writing, the complainant should contact Allison Aristide, 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 Miami Dade County be unable to satisfactorily resolve a complaint, Miami Dade County will forward the complaint, along with a record of its disposition to the Florida Department of Transportation (FDOT) – District 6.

The Miami Dade County Title VI Coordinator has easy access to Alice N. Bravo, PE, Director, Department of Transportation and Public Works and is not required to obtain management or other approval to discuss discrimination issues. However, should the complainant be unable or unwilling to complain to Miami Dade County, the written complaint may be submitted directly to the Florida Department of Transportation (FDOT). FDOT will serve as a clearing house, forwarding the complaint to the appropriate state or federal agency:

**Florida Department of Transportation  
Equal Opportunity Office  
ATTN: Title VI Complaint Processing  
605 Suwannee Street MS65  
Tallahassee, Florida 32399**

ADA/504 Statement

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

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

Miami Dade County encourages the public to report any facility, program, service or activity that appears inaccessible to those who are disabled. Furthermore, Miami Dade County will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, Miami Dade County asks that requests be made at least fourteen (14) calendar days prior to the need for accommodation.

Questions, concerns, comments or requests for accommodation should be made to the following Miami Dade County ADA Officer:

<b>Name:</b>	<b>Marcos Ortega, ADA Departmental Coordinator</b>
<b>Address</b>	<b>Overtown Transit Village 701 NW 1<sup>st</sup> Court 17<sup>th</sup> Floor Miami, Florida 33136</b>
<b>Email</b>	<b><u><a href="mailto:Marcos.Ortega@miamidade.gov">Marcos.Ortega@miamidade.gov</a></u></b>
<b>Phone</b>	<b>(786) 469-5225</b>
<b>Fax</b>	<b>(786) 469-5589</b>
<b>Hearing Impaired</b>	<b>RELAY 711</b>

## Limited English Proficiency

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

The number or proportion of LEP persons eligible to be served or likely to be encountered by Miami Dade County 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 Miami Dade County and the likely cost of the LEP Services.

- 1.) In order to determine the number and proportion of LEP persons served or encountered within Miami Dade County service area, Miami Dade County made an assessment of this number through a mix of data sources, including the following: 1) data from the U.S. Census; 2) County Website, 3) County's 311 Call Center, 4) Contacts with Transit Operations (Field) Supervisors; 5) Metropolitan Planning Organization (MPO) data, and 6) Attendance at Community Meetings and Public Hearings. Census tract data was also utilized to define the geographical areas Miami Dade County serves, which assisted in identifying the LEP populations tract by tract.

Data from the 2017 Census and the Census Bureau's American Community Survey (ACS) provided statistics on the number of people who speak English less than well for every Census tract in Miami Dade County service area. The 2017 Census included data on the number of persons who indicated that they spoke English "very well," "well," "less than well," and "not at all". Miami Dade County concentrated on obtaining the information for those people whose English proficiency was "less than well". This information was accessed at the Census tract level to be able to provide and analyze the information. **The data shows that out of 2,593,221, there are 917,660 or 35% of the population in the county that speak English "less than well."**

An analysis of data from the ACS that included Miami Dade County's Geographic Information System (GIS), Miami Dade County determined that the highest concentration of Limited English Proficiency (LEP) speakers in Miami-Dade County are Spanish (32%). The second highest percentage are French Creole (2%). Per the LEP Guidance, the Miami Dade County is required to provide written material / information to LEP Groups that exceed 5% of the total population. As a result, Miami Dade County is required to provide written material and information as necessary in Spanish. However, Miami Dade County exceeds this requirement by providing materials in French Creole in order to appropriately serve our Haitian population.

- 2.) Miami Dade County developed an Administrative Policy to address any requests for the translation or interpretation of its programs and community outreach efforts at public events that are attended by a significant number of Spanish and French Creole speakers. As a result, the

Department of Transportation and Public Works Marketing Division, provides information in English, Spanish and Creole as applicable.

- 3.) Miami Dade County believes that transportation is of critical importance to its public, as access to health care, emergency services, employment, and other essentials would be difficult or impossible without reliable transportation systems. As a result, the Department of Transportation and Public Works has a diorama that is placed at all Metrorail stations and in all buses.
- 4.) Miami Dade County is fortunate to house within its jurisdiction a number of institutions of higher learning which have extensive language services. Further, the Department of Transportation and Public Works maintains cordial relationships with a number of faith based and community organizations who offer competent language services at no cost to Miami Dade County.

The analyses of these factors suggest that LEP services are required at this time. Therefore, Miami Dade County has committed to the following:

Maintain a list of employees who competently speak Spanish and other languages and who are willing to provide translation and/or interpretation services.

Distribute this list to staff that regularly has contact with the public.

Provide notification on Miami Dade County website of the availability of LEP assistance in public meeting notices and on public event signage.

Utilize the Miami-Dade Metropolitan Planning Organization on Language Assistance and TAP in order to provide oral and written LEP services with reasonable notification.

Translate the following:

Route Guides, System Maps, Fare Media Publications and Rider Alerts

A statement advising and informing the public of Title VI requirements, as well as language and translation services for all publications. When economically feasible, information is translated in Spanish and Creole and is included in the document written in English.

#### **Outreach Materials**

All materials regarding Public meeting and hearing notices; signage announcing public meetings and hearings; sign-in sheets; comment and speaker cards and presentation materials to include fact sheets and newsletters.

#### **Website**

Miami Dade County posts its Title VI Policy and Language Assistance Plan on its agency website.

#### **Public Involvement**

In order to plan for efficient, effective, safe, equitable and reliable transportation systems, Miami Dade County must have input from its public. Miami Dade County spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire

community. Miami Dade County holds a number of transportation meetings, workshops and other events designed to gather public input on project planning and construction. Further, Miami Dade County attends and participates in other community events to promote its services to the public. Finally, Miami Dade County is constantly seeking ways of measuring the effectiveness of its public involvement.

Persons wishing to request special presentations by Miami Dade County to volunteer in any of its activities or offer suggestions for improvement of Miami Dade County may contact:

**Name:** Allison Aristide, Title VI/ Non-Discrimination Coordinator  
**Address:** Department of Transportation and Public Works  
701 NW 1<sup>st</sup> Court  
Miami, Florida 33136  
**Email:** [allison@miamidade.gov](mailto:allison@miamidade.gov)  
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**Data Collection:**

Federal Highway Administration (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. Miami Dade County accomplishes this through the use of census data, American Community Survey reports, and driver and ridership surveys. From time to time, Miami Dade County may find it necessary to requests voluntary identification of certain racial, ethnic or other data from those who participate in its public involvement events. This information assists Miami Dade County with improving its targeted outreach and measures of effectiveness. Self-identification of personal data to Miami Dade County will always be voluntary and anonymous. Moreover, Miami Dade County will not release or otherwise use this data in any manner inconsistent with the federal regulations.

**Assurances:**

Every three years, or commensurate with a change in Miami Dade County executive leadership, Miami Dade County must certify to FHWA and FDOT that its programs, services and activities are being conducted in a nondiscriminatory manner. **(See Attachment 4)** These certifications are termed ‘assurances’ and serve two important purposes. First, they document Miami Dade County’s commitment to nondiscrimination and equitable service to its community. Second, they serve as a legally enforceable agreement by which Miami Dade County may be held liable for the breach. The public may view the annual assurance on Miami Dade County website or by visiting Miami Dade County offices.