



Website: Ocalamariontpo.org

TITLE VI NON-DISCRIMINATION PLAN



Prepared in cooperation with
Cities of Ocala, Dunnellon, Belleview
And Marion County
Florida Department of Transportation (FDOT)
Federal Highway Administration (FHWA)
Federal Transit Administration (FTA)



Liz Mitchell,
Title VI/Non-Discrimination
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POLICY STATEMENT:

The Ocala Marion Transportation Planning Organization (TPO) is committed to ensuring that no person is excluded from the transportation planning process and welcomes input from all interested parties, regardless of background, income level or cultural identity. The Ocala Marion TPO does not tolerate discrimination in any of its programs, services, activities or employment practices. Pursuant to Title VI of the Civil Rights Act of 1964, and other nondiscrimination statutes, regulations and authorities. The Ocala Marion TPO will not exclude from participation in, deny the benefits of, or subject to discrimination, anyone on the grounds of race, color, national origin, sex, age, disability, religion, income or familial status. The Ocala Marion TPO welcomes and actively seeks input from the public, to help guide decisions and establish a vision that encompasses all area communities and ensure that no one person(s) or segment(s) of the population bears a disproportionate share of adverse impacts.

COMPLAINT PROCEDURES:

The Ocala Marion TPO has put in place a concise, prompt and reasonable complaint procedure to ensure that any discrimination is investigated and eliminated. The Title VI Coordinator has direct, easy and unimpeded access to the TPO Director for the purposes of discussing nondiscrimination issues. Any person(s) who believes has been subjected to discrimination based upon race, color, national origin, sex, age, disability, religion, income or family status in any of Ocala Marion TPO services, activities, plans, programs or employment practices may file a complaint with the Ocala Marion TPO.

The complaint should be submitted in writing and contain the identity of the complainant, the basis of allegation(s) (i.e. race, color, national origin, sex, age, disability, religion income or family status) and a description of the alleged discrimination with the date it occurred (refer to Appendix B). The official complaint will need to be submitted to our Title VI Coordinator or the TPO Director. The complaint can be submitted at the following location:

Liz Mitchell, Title VI/Nondiscrimination Coordinator
2710 E. Silver Springs Blvd.
Ocala, Florida 34470
Email: liz.mitchell@marioncountyfl.org
Phone: (352) 438-2634

Ocala Marion TPO investigates complaints received no more than 180 days after the alleged incident. The Ocala Marion TPO will process complaints that are complete. Once the complaint is received, Ocala Marion TPO will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

The Title VI/Nondiscrimination Coordinator has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, the Coordinator may contact the complainant.

The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, the Coordinator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

Should the Ocala Marion TPO be unable to satisfactorily resolve a complaint, the Ocala Marion TPO will forward the complaint, along with a record of its disposition to the Florida Department of Transportation (FDOT), Equal Opportunity Office. The written complaint may be submitted directly to FDOT if the complainant is unable or unwilling to complain to the Ocala Marion TPO. FDOT will serve as a clearinghouse, forwarding the complaint to the appropriate state or federal agency:

Florida Department of Transportation, Equal Opportunity Office
ATTN: Title VI Complaint Processing
605 Suwannee St. MS 65,
Tallahassee, Florida 32399

The staff of the Ocala Marion TPO will maintain a log of all complaints received by the agency. The log will include all the following information:

- 1 Name of Complainant;
- 2 Name of Respondent;
- 3 Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status, or retaliation);
- 4 Date complaint received;
- 5 Explanation of the complaint and the actions that have been taken or are proposed to resolve the issue raised in the complaint.

In addition, you can find a complaint form in **APPENDIX B** and a complaint log in **APPENDIX C**. However, to date there have been no complaints, investigations, or lawsuits regarding Title VI discrimination.

CIVIL RIGHTS CERTIFICATION AND ASSURANCE

The Ocala Marion Transportation Planning Organization (TPO) assures the Florida Department of Transportation that no person shall, on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by this agency.

The Ocala Marion TPO further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against the Ocala Marion TPO.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix A of this plan)

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.



Robert Balmes
TPO Director
Ocala Marion TPO

INTRODUCTION:

The Ocala Marion TPO was established to provide a forum for the development of transportation policy and transportation planning services for all of Marion County. The Ocala Marion County urbanized area includes the Cities of Ocala, Belleview, and Dunnellon, their surrounding areas, and the adjoining areas between Ocala and Belleview. The Title VI/Nondiscrimination Policy, Americans with Disabilities Act (ADA), Public Involvement Plan (PIP), Environmental Justice (EP), and Limited English Proficiency Plan (LEP) all work in unison to ensure that participation is solicited with specific tactics for outreach and involvement from all of the communities throughout Marion County.

COMMITTEES:

The Ocala Marion TPO has a variety of committees that work together to increase public involvement, transparency, awareness, economic vitality, and mobility. These committees are made up of an array of individuals with varying levels of expertise and backgrounds. This type of diversity helps garner greater efficiency, and effectiveness for accomplishing the transportation goals of the TPO planning area. In addition, having so many varying individuals involved in our committees helps to increase communication and awareness throughout the community. Communication, public involvement, and community awareness, are vital to the success of the transportation planning process.

THE GOVERNING BOARD:

The TPO Board is the final level of review and decision-making body in the TPO organizational structure. The Board is comprised of elected officials representing local jurisdictions. Recommendations from TPO staff and the advisory committee's substructure are reviewed, discussed and then either approved or rejected through a voting process. All meetings are conducted in an open public forum with an opportunity for public comment. The public is encouraged to attend all TPO committee and board meetings. Meeting are advertised at least seven (7) days in advance on the websites of the TPO, Marion County, and the cities of Belleview, Dunnellon, and Ocala in accordance with the Florida Sunshine Law F.S. 120.525 http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0100-0199/0120/Sections/0120.525.html. In addition to advertisements, meetings are also advertised on the TPO's social media platform.

The TPO Board voting membership is comprised of the following representatives:

- | | |
|---|---------------------|
| 1. City of Belleview City Commission | 1 member |
| 2. City of Dunnellon City Council | 1 member |
| 3. City of Ocala City Council | 5 members |
| 4. Marion County Board County Commissioners | 5 members |
| 5. FDOT District Five Secretary | 1 member Non-voting |

CITIZENS ADVISORY COMMITTEE (CAC):

The Citizens Advisory Committee (CAC) is comprised of Marion County residents who volunteer to provide input to the TPO from a citizen's point of view. A minimum of six (6) and a maximum of nine (9) members at-large, with preferred representation from the following types of organizations and associations, or from individuals with educational or career experience in similar fields.

- Environmental and/or Conservation groups/associations
- Cycling and/or Trails advocacy group/associations
- Governor's West Ocala Neighborhood Revitalization Council or other neighborhood groups/associations
- Business community groups/associations
- An equine group/association
- The transportation disadvantaged community
- Six (6) members that are residents of the TPO area

Appointments to this committee are made through an application process where the candidates are interviewed and are then recommended to the TPO board for approval. Consideration for appointment is based on geographic location, interviews, and overall background of each candidate with an emphasis of diversity to ensure broad socio-economic, racial, ethnic and geographic representation. This includes an emphasis on minority participation as part of the total membership makeup. The Ocala Marion TPO strives to maintain a cross-section of professional associations, neighborhood associations, civic and community associations, and private sector individuals representing individuals with disabilities, minority groups, and geographic areas of the region. CAC members assist in identifying the needs of the public and potential outreach opportunities.

TECHNICAL ADVISORY COMMITTEE (TAC):

The Technical Advisory Committee (TAC) membership is comprised of 11 members who are planners, engineers, technicians and other professionals representing local and state government agencies and local transit providers. The TAC recommendations are based on the professional experience of the committee members. TAC members review the Ocala Marion TPO work products and plans before they are presented to the Board. The TAC is comprised of representatives from the following organizations:

1. Two (2) representatives from Marion County
2. Two (2) representatives from the City of Ocala
3. One (1) representative from the City of Belleview
4. One (1) representative from the City of Dunnellon
5. One (1) representative from SunTran as assigned by the City of Ocala
6. One (1) representative from the Marion County School District

7. One (1) representative from Greenways and Trails
8. One (1) representative from Marion County Tourism
9. One (1) representative from Florida Department of Transportation (FDOT) –Non-voting advisor

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB):

The Ocala Marion TPO provides staff support to the Transportation Disadvantaged Local Coordinating Board in the region and oversight to the Community Transportation Coordinator (CTC). This board coordinates transportation needs of the disadvantaged in our community, including individuals with physical and economic challenges and senior citizens facing mobility issues. The Transportation Disadvantaged Local Coordinating Board (TDLCB) board assists the TPO in identifying local service needs and provides information, advice, and direction to the Community Transportation Coordinator (CTC) on services to be provided to the transportation disadvantaged community. Membership is comprised of one representative each from the City of Ocala, Marion County Public School Board, FDOT, and various health and labor not-for-profit organizations.

The TDLCB Board is comprised of representatives from the following organizations:

1. Marion County Board of County Commissioners
2. Marion County Department of Veteran Affairs
3. Marion County Public Schools
4. City of Ocala
5. Ocala Housing Authority
6. Centers for Independent Living
7. CareerSource Citrus Levy Marion
8. Florida Center for the Blind
9. Agency for Health Care Administration
10. Agency for Persons with Disabilities
11. Florida Department of Education
12. Florida Department of Elder Affairs
13. Florida Department of Health – Marion County
14. Florida Department of Transportation

The non-elected advisory committee's racial breakdown for the TPO is as follows:

BODY	CAUCASIAN	LATINO	AFRICAN AMERICAN	ASIAN AMERICAN	NATIVE AMERICAN	OTHER
CAC	100%	0%	0%	0%	0%	0%
TAC	91%	0%	0%	0%	0%	9%
TDLCB	47%	13%	20%	0%	0%	0%

NOTICES PROVIDED:

The Ocala Marion TPO posts notice of Title VI compliance in the reception area and on its website, as well as this plan to inform individuals regarding the Title VI policies, and procedures. The Ocala Marion TPO provides the following notice of nondiscrimination on all its plans, documents, studies, and websites as well as advertised in the local newspaper, in accordance with the notification requirements of Florida Statute s.286.011, F.S.

TITLE VI/NONDISCRIMINATION STATEMENT

The Ocala Marion Transportation Planning Organization (TPO) complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964 and other federal equal opportunity laws and therefore does not discriminate on the basis of race, sex, color, age, national origin, religion or disability, in admission or access to and treatment in TPO programs and activities, as well as the TPO's hiring or employment practices. Title VI complaints related to the TPO can be submitted at, 2710 E. Silver Springs Blvd., Ocala, Florida 34470. Anyone requiring special assistance under the Americans with Disabilities Act (ADA), or requiring language assistance (free of charge) should contact Liz Mitchell, Title VI/Nondiscrimination Coordinator at (352) 438-2634 or email liz.mitchell@marioncountyfl.org.

PUBLIC INVOLVEMENT:

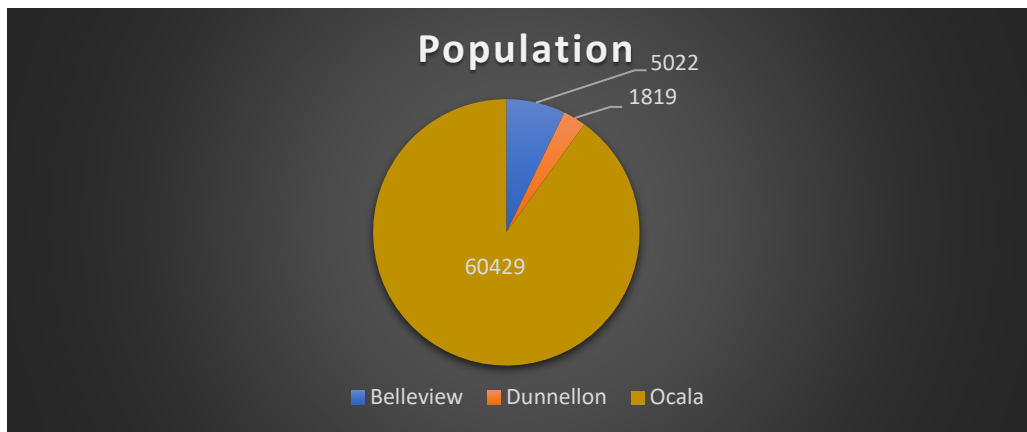
In order to plan for efficient, effective, safe, equitable and reliable transportation systems, the Agency must have the input of its public. The Agency spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community. The Agency 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 and project planning. This includes engaging our minority and LEP populations to receive input, and working diligently to increase awareness of the planning process for all our residents throughout the planning area.

The Public Involvement Plan (PIP) for the TPO includes various goals, and objectives to increase public involvement with the transportation planning process. This encompasses various outreach strategies such as, public forums, community meetings, project specific websites, the TPO's social media platform, and updating the TPO website. The strategies include holding these outreach events, activities, and meetings in locations that are accessible to all individuals. Therefore, meetings are held in Silver Springs Shores, Marion Oaks, City of Dunnellon, City of Belleview, as well as throughout the City of Ocala. This ensures that all communities have the chance to be involved in the transportation planning process, regardless of location. Public Involvement is highly encouraged and sought out to get a well-rounded view of the public's thoughts and concerns. The Ocala Marion TPO's PIP was approved in 2018, and updated in 2020. The update includes ways of measuring the TPO's effectiveness in public involvement, various public involvement opportunities, and strategies to increase our awareness to the citizens of Marion County. For more information regarding the PIP visit <http://www.ocalamariontpo.org>.

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 the <http://www.ocalamariontpo.org> website.

DEMOGRAPHICS FOR THE OCALA MARION TPO AREA:

The Ocala Marion TPO contains the incorporated cities of Belleview, Dunnellon, and Ocala, as well as Marion County in its entirety. Marion County has a population of 359,977, based on the American Community Survey (ACS) 1-year estimates (2017). The following chart is a breakdown of population by incorporated areas within the TPO planning area, from the Census 1 year estimates, 2017.



**Data from Census 2017 -1 year estimates*

The Ocala Marion TPO planning area (Marion County) has experienced a higher percentage increase in its total population, than the State of Florida. The TPO has had an increase in total population of 2%, and the aging population from 2000 to 2010 (Census 10-Year) to 2017 -1 year estimates have remained stable. Overall, the State of Florida, has had a total population increase of 2%, and remained at 3% for its aging population from 2000 to 2010 (Census 10-Year). The following chart highlights the population percentages mentioned above:

Marion County	65 & Older	Total Population	State of Florida	65 & Older	Total Population
2017	101,230	354,353	2017	4,215,232	20,984,400
2018	104,024	359,977	2018	4,358,784	21,299,325
Percent Increase %	3%	2%	Percent Increase %	3%	1%

Census 2017 and 2018 - 1 year estimates -2019 update

The TPO has experienced a higher percentage of growth with our total population since the year 2017, compared to the State of Florida as mentioned earlier. However, when examining the growth in greater detail, the percentage of growth is most concentrated with traditionally underserved and minority populations. Therefore, this makes the need to increase the TPOs public involvement and awareness within these communities that much greater. The following chart highlights the percentage of growth mentioned earlier:

Demographics Marion County								
	White	Black	Hispanic or Latino	American Indian & Alaska Native	Asian	Native Hawaiian & Other Pacific Islander	Some other race (as identified by Census)	Total Population
2017	248,339	43,989	46,672	1,531	5,945	301	1,874	354,353
2018	252,199	43,491	49,093	1,009	4,898	142	815	359,977
Percent Increase %	2%	-1%	5%	-34%	-18%	-53%	-57%	2%

Census 2017 and 2018 - 1 year estimates

Demographics State of Florida								
	White	Black	Hispanic or Latino	American Indian & Alaska Native	Asian	Native Hawaiian & Other Pacific Islander	Some other race (as identified by Census)	Total Population
2017	11,288,419	3,224,452	5,370,860	42,654	578,136	11,076	78,348	18,801,310
2018	11,344,261	3,252,558	5,562,452	41,492	580,229	9,694	81,784	21,299,325
Percent Increase %	1%	1%	3%	-3%	1%	-12%	4%	12%

Census 2017 and 2018 - 1 year estimates

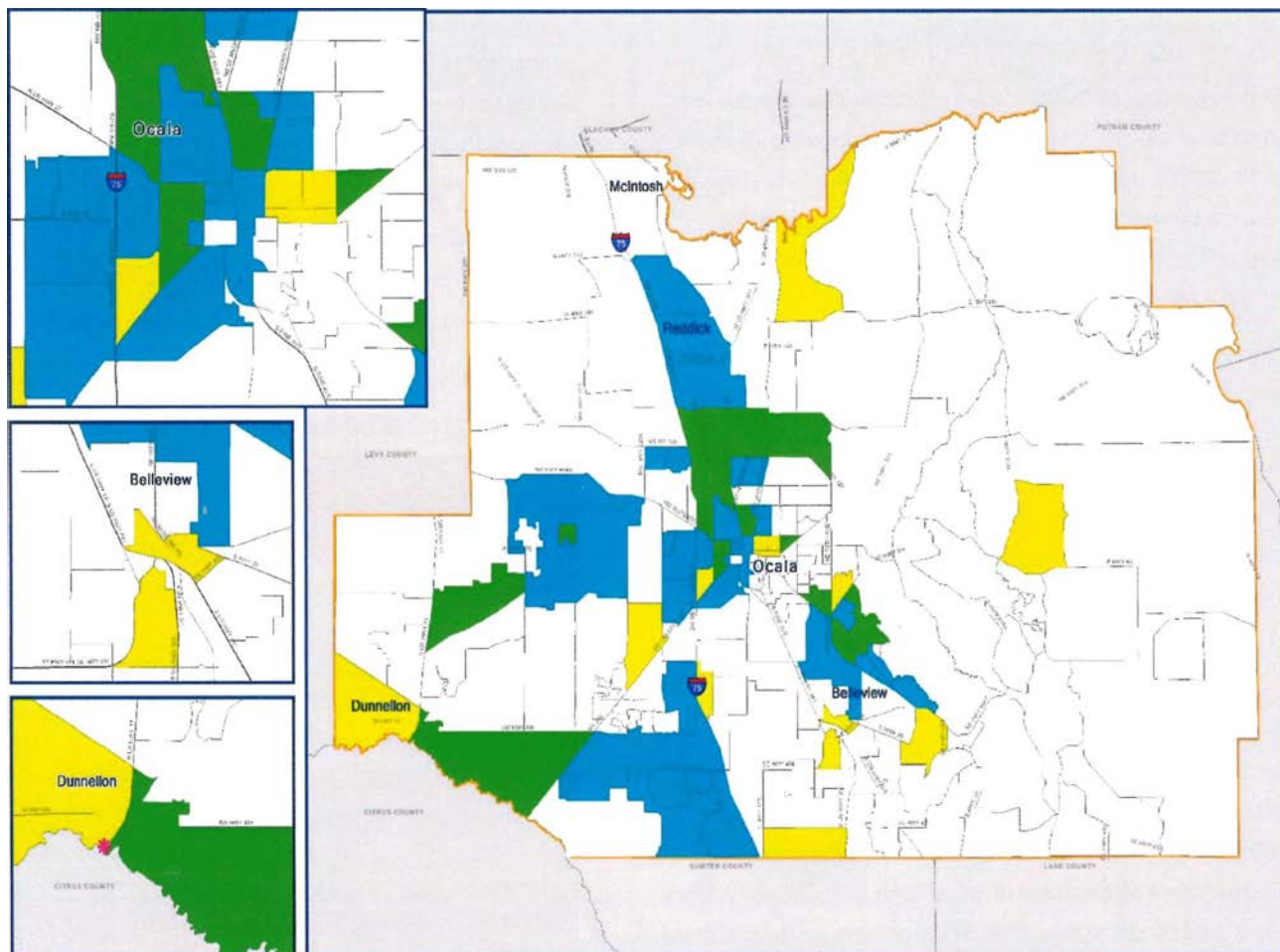
The TPO is dedicated to increasing public involvement and awareness with all our communities throughout the planning area. Staff will focus on advertising, continually updating the TPO website, and actively recruiting members from these communities to be a part of our committees, meetings, and any TPO associated activities to better serve the community. For more information regarding goals, objectives, and strategies as it relates to public involvement please see the TPOs Public Involvement Plan (PIP). The following plan can be found on the TPOs website <http://www.ocalamariontpo.org>. Feel free to reach out to TPO staff for any additional questions or concerns at (352) 438-2630.

ENVIRONMENTAL JUSTICE (EJ):

The TPO performs Environmental Justice (EJ) Analysis when developing long range plans that consider the impacts of projects over at least a 20-year horizon, to compare how those projects adversely affect high concentration of minority, low-income, and other traditionally underserved communities. Therefore, seeking public input throughout the planning process from these communities is vital for ensuring all members of the community are involved and no one Community is adversely or disproportionately affected. For the 2040 Long Range Transportation Plan, an EJ analysis was performed. To determine the EJ areas, block group data on income levels and on people who identify themselves as “minorities” from the 2013 American Community Survey (ACS) five-year estimates were used. Then, the needs plan projects were overlaid with the EJ areas to determine the proportion of projects located within or outside of the defined EJ areas. Lastly, an analysis was done to ensure that the projects didn’t disproportionately affect the identified EJ areas. The following chart and map highlights the analysis that was performed:

	EJ Areas	Non-EJ Areas	Total
Population	140,848	192,655	333,503
Percent of Population	40.4%	59.6%	100%
Cost Feasible Roadway Projects	\$142,975,000	\$278,445,000	\$421,420,000
Per Capita	\$1,015	\$1,445	\$1,264
Mileage	22.2	21.4	43.6
Interchanges/Overpasses	\$84,838,000	\$38,000,000	\$122,834,000
Unfunded Needs Roadways	\$426,760,000	\$388,311,000	\$815,082,000
Per Capita	\$3,030	\$2,016	\$2,444
Mileage	38.9	36.2	75.1
Transit Plan (All Capital and Operating Costs 2020–2040)	\$114,534,000	\$38,766,000	\$153,300,000
Per Capita	\$813	\$201	\$460
Mileage	52.0	17.6	69.6
Cost Feasible Trails (2020–2040)	\$3,406,000	\$24,693,000	\$28,100,000
Per Capita	\$24	\$128	\$84
New Trails Mileage	8	58	66
Existing Mileage, All Trails	19	19	38

2040 Long Range Transportation Plan (EJ Assessment of Transportation Projects)



2040 Long Range Transportation Plan (Environmental Justice Areas)

Legend Minority Poverty Poverty & Minority Not EJ

Poverty status and minority data from 2013 American Community Survey 5-year estimates

LIMITED ENGLISH PROFICIENCY (LEP):

The Ocala Marion (TPO) is committed to increasing awareness and involvement with all individuals throughout the planning area, including those communities that have been traditionally underserved, and individuals that have Limited English Proficiency (LEP). In the Ocala Marion TPO service area there are residents who describe themselves as not able to communicate in English very well. The Ocala Marion TPO is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are

LEP. Any person(s) requiring special language services (free of charge) should contact Liz Mitchell, Title VI Coordinator, at least seven (7) days in advance to: Ocala/Marion TPO, 2710 E. Silver Springs Blvd., Ocala, Florida 34470, Attn: Liz Mitchell (352) 438-2634, liz.mitchell@marioncountyfl.org.

The TPO website allows translation of the site to various languages to significantly remove language as a barrier to access, and to help accommodate the navigation, and awareness of TPO related events, activities, and meetings. Also, the Title VI Statement and Complaint Procedure for filing a Title VI related complaint have been translated into Spanish and placed on the website. This allows for those individuals who are Limited English Proficient to be aware of their rights as it relates to Title VI and LEP. For more information including demographics, outreach efforts, staff training, and overall procedures please see the TPO's LEP Plan in **APPENDIX D**.

AMERICANS WITH DISABILITIES ACT/SECTION 504 OF THE REHABILITATION ACT:

The Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973 and related federal and state laws and regulations forbids discrimination against those who have disabilities and requires agencies and government entities to take reasonable steps to accommodate the disabled and ensure their needs are represented in transportation programs, plans, services and activities.

The Ocala Marion TPO will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The TPO 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 TPO will provide reasonable accommodation to individuals with disabilities who wish to participate in public meetings or events or who require special assistance to access facilities, programs, services or activities. Persons who require special accommodations, assistance or resources should contact Liz Mitchell, Title VI Coordinator, at least seven (7) days in advance.

APPENDIX A

General Requirements (Chapter 3) based on the FTA Circular 4702.1B are as follows:

1. A copy of the Title VI notice to the public, and a list of locations where the notice is posted.
2. Instructions on how to file a complaint, complaint procedures, and a copy of a complaint form.
3. A list of any public transportation-related Title VI investigations, complaints, or lawsuits.
4. A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI program submission.
5. A plan for providing language assistance to persons with LEP proficiency, based on the DOT LEP Guidance.
6. Must provide a table depicting the racial breakdown of the non-elected advisory committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.
7. If a facility has been constructed, shall include a copy of the Title VI equity analysis that was conducted during the planning stage with regard to the location or facility.

Requirements for Metropolitan Transportation Planning Organizations based on the FTA Circular 4702.1B (Chapter 6) are as follows:

1. All general requirements set out in section 4 of Chapter 3 (see above).
2. Demographic profile of the metropolitan area that includes identification of the locations of minority populations in the aggregate.
3. A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process.
4. Demographic maps that overlay the percent minority and non-minority populations as identified by Census or ACS data, at Census tract or block group level, and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, including Federal funds managed by the MPO as a designated recipient
5. An analysis of impacts identified in (#4 of this section) any disparate impacts on the basis of race, color, or national origin, and, if so, determines whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.

APPENDIX B



TITLE VI/NON-DISCRIMINATION PROGRAM COMPLAINT FORM

Complainant(s) Name:	Complainant(s) Address:
Complainant(s) Phone Number:	Date of Complaint:
Complainant(s) Representative's Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc.):	
Names of the Individual(s) Whom You Allege Discriminated Against You (If Known):	
Name and Address of Agency, Institution, or Department Whom You Allege Discriminated Against You:	

Discrimination Because of:	<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	Date of Alleged Discrimination:
	<input type="checkbox"/> Sex	<input type="checkbox"/> Age	<input type="checkbox"/> Handicap/Disability	
	<input type="checkbox"/> Income Status	<input type="checkbox"/> Retaliation	<input type="checkbox"/> Other	

Please list the name(s) and phone number(s) of any person, if known, that the Florida Department of Transportation could contact for additional information to support or clarify your allegation(s):
Please explain as clearly as possible HOW, WHY, WHEN and WHERE you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Additional pages may be attached if needed.

Complainant(s) or Complainant(s) Representatives Signature:	Date of Signature:
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Please submit to: **Liz Mitchell** Phone: (352) 438-2634
Title VI Non-Discrimination Coordinator
2710 E. Silver Springs Blvd.
Ocala, FL 34470

Additional Pages are attached.



APPENDIX C

Complaints and Investigations Log

Date	Basis of Complaint (race, color, or national origin)	Complaint Summary	Action Taken/Status
Date	Lawsuit	Lawsuit Summary	Action Taken/Status
Date	Basis of Complaint (race, color, or national origin)	Complaint Summary	Action Taken/Status



APPENDIX D

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

In order to ensure meaningful access to programs and activities, the Ocala Marion Transportation Planning Organization (TPO) uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate for its communities. This analysis helps the TPO to determine if it communicates effectively with LEP persons and engages adequately and timely in language access planning. To complete this four factor analysis the TPO utilized the U.S. Department of Transportation LEP guidance. The results are as follows:

Factor 1: According to Census data, only 3.2% or 11,068 individuals respectively, of the population 5 years and over, speak English less than “very well.” Therefore, due to this limited number of individuals who speak English less than “very well” there has been little to no contact with LEP individuals over the years.

Language Spoken at Home	Total	Percent
Population 5 years and older	342,631	-0-
Only English	300,174	87.6
Spanish	32,568	9.5
Indo-European	6,695	2.0
Asian and Pacific Island	2,750	0.8
All Other Languages	444	0.1

*Data provided by American Community Survey (ACS) 1-Year Estimates 2017

Factor 2: Considering the small amounts of individuals that live in the planning area who have Limited English Proficiency, the probability of interaction with LEP individuals is very low. Also, the Title VI Complaint procedures and forms have been translated into Spanish and are accessible on the website. Any other language deemed necessary will be made available upon request. In addition, the TPO website www.ocalamariontpo.org, has been translated into various languages.

Factor 3: Transportation is a vital part of people’s everyday lives. It affects the roads they drive on, congestion, development, and their safety on the roadways. Therefore, increasing awareness with all individuals regarding the transportation planning process is an objective of the TPO. Bilingual information (English/Spanish) is distributed in several different manners through:

- a. Managing a bilingual website
- b. Distributing bilingual informational material
- c. Providing bilingual translators at meetings
- d. Providing bilingual customer service staff
- e. Provide "I speak cards" at meetings and events

Factor 4: With such a limited number of individuals (< 5%) contained within the Metropolitan Planning Area (MPA), it would not be cost effective to translate all documents into Spanish. In addition, the TPO website can be translated into a wide array of languages.

TRANSLATION

When and if an interpreter is needed, first a determination of what language is needed. Then, depending on the language needed the TPO will utilize all available resources to ensure that the needs of that individual(s) are met. However, as there are no translation services within the Ocala area, further assistance would be sought out from the Ocala Police Department, and the University of Florida language department.

TRAINING

All TPO staff will be provided with the LEP plan as part of the Title VI Plan in the Employee Orientation. Employees will be educated on procedures and services available under Title VI. Training topics include:

- a. Understanding the Title VI LEP program responsibilities;
- b. What language assistance is available;
- c. Documentation of language assistance requests;
- d. How to handle a complaint
- e. Availability of "I speak cards" at meetings and events

MONITORING

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