

Village of Royal Palm Beach
Title VI Nondiscrimination Policy and Complaint Process

I. Policy Statement:

The Village of Royal Palm Beach ("Village") values diversity and both welcomes and actively seeks input from all interested parties, regardless of cultural identity, background or income level. Moreover, the Village believes that the best programs and services result from careful consideration of the needs of all of its communities and when those communities are involved in the transportation decision-making process. Therefore, the Village does not tolerate discrimination in any of its programs, services or activities and henceforth implements this Title VI Nondiscrimination Policy ("Title VI Policy").

Pursuant to Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990 ("ADA"), as amended from time to time, as well as other related federal and state statutes and regulations, the Village will not exclude participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, genetics, sex, age, qualifying disability or medical conditions, religion, income or familial status, marital or veteran's status, sexual orientation, gender identity, or gender expression. The Village will actively work to ensure inclusion of everyone in our community so that our programs, services and activities represent the diversity we enjoy. The ADA does not require the Village to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

II. Public Notice:

Notices for the Title VI Policy are displayed at Village Hall, and information is provided on the Village's website. The Title VI Policy statement posted at Village Hall and on the Village Website shall read as follows:

Pursuant to Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990 ("ADA"), as amended from time to time, as well as other related federal and state statutes and regulations, the Village does not tolerate discrimination in any of its programs, services or activities; and will not exclude participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, genetics, sex, age, qualifying disability or medical conditions, religion, income or familial status, marital or veteran's status, sexual orientation, gender identity, or gender expression. The Village values diversity and both welcomes and actively seeks input from all interested parties, regardless of cultural identity, background or income level. **If you believe you have been subjected to discrimination, or otherwise have been denied participation in or denied benefits of the services provided by the Village, based upon race, color, national origin, genetics, sex, religion, age, qualifying disability or medical conditions, familial or income status, marital or veteran's status, sexual orientation, gender identity, or gender expression in any of the Village's programs, services or activities, then you may file a complaint with the Village's Title VI Nondiscrimination Coordinator:**

The Director of Human Resources or Designee
Village of Royal Palm Beach
1050 Royal Palm Beach Boulevard
Royal Palm Beach, Florida 33411
Phone: (561) 790-5116
Fax: (561) 790-1152
ADAcomplaint@royalpalmbeach.com

III. Complaint Procedure:

The Village has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. **Any person who believes that he or she has been subjected to discrimination, or otherwise denied participation in or is denied benefits of the services provided by the Village of Royal Palm Beach, based upon race, color, national origin, genetics, sex, religion, age, qualifying disability or medical conditions, familial or income status, marital or veteran's status, sexual orientation, gender identity, or gender expression in any of the Village's programs, services or activities, may file a complaint with the Village's Title VI Nondiscrimination Coordinator:**

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The procedure for filing a complaint is as follows:

1. If possible, the complaint should be submitted in writing (see Attachment 1, Title VI Complaint Form) and shall include:
 - Name, address and contact number of the person making the complaint;
 - Names, addresses and contact numbers of witnesses;
 - The basis for the allegations (i.e., race, color, national origin, genetics, sex, religion, age, qualifying disability or medical conditions, familial or income status, marital or veteran's status, sexual orientation, gender identity, or gender expression);
 - A narrative or statement describing the alleged violation of Title VI, including date and time of the alleged violation and Village program or facility where the alleged violation occurred; and
 - Any other documentation that may provide any additional explanation or identification of the alleged violation.

Note: Alternative means of filing complaints, such as personal interviews or a recording of the complaint, will be made available for persons upon request. Any such request should be made by contacting the Village Title VI Nondiscrimination Coordinator.

2. All complaints shall be filed no later than sixty (60) calendar days from the date of the alleged discrimination.
3. Within fifteen (15) calendar days after receipt of the complaint, the Title VI Coordinator will meet with the complainant to discuss the complaint and possible resolution.
4. Within thirty (30) calendar days after the meeting, the Title VI Coordinator will complete an investigation of the allegations and respond in writing to the person who filed the complaint (the "written notice of determination").
5. If more information is needed to resolve the case, the Village, may, prior to the end of the thirty (30) day period, issue a written request for additional information to the complainant, specifying in sufficient detail what information is required. The complainant shall have thirty (30) calendar days after the date of the written request for additional information to provide said information. In the event a written request for additional information is made, the thirty (30) day period to issue a written notice of determination shall no longer be applicable, and the Title VI Coordinator shall issue a written notice of determination within thirty (30) calendar days after receipt of the additional information. If the complainant fails to provide the requested additional information and/or fails to request an extension of time to provide said information within thirty (30) calendar days after the date of the request for additional information, then the complaint shall be deemed administratively closed and no further action by the Village shall be required. The complainant may request additional time to respond either in writing or verbally to the Village. The Village shall not unreasonably withhold consent to a complainant's request for additional time to respond. A case may also be administratively closed if the complainant no longer wishes to pursue the case.
6. Should the Title VI Coordinator be unable to satisfactorily resolve the complaint, the Title VI Coordinator will forward the complaint, along with a record of its disposition, to the Village Manager or designee. The Village Manager or their designee will meet or discuss with the complainant the complaint and alternate possible resolutions. Within fifteen (15) calendar days after the meeting, a written response will be mailed to the complainant, with a final resolution to the complaint.
7. If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Florida Department of Transportation Equal Opportunity Office at: ATTN: Title VI Complaint Processing, 605 Suwannee Street MS 65, Tallahassee, FL 32399. The complainant also may submit his or her complaint directly to the Florida Department of Transportation Equal Opportunity Office at the same address.

IV. Retaliation:

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the Village that persons filing a grievance of discrimination should have the right to do so without interference, intimidation, coercion or fear

of reprisal. Anyone who feels they have been subjected to retaliation should report such incident to the Title VI Coordinator or designee.

V. ADA (Americans with Disabilities Act)/504 Statement:

Section 504 of the Rehabilitation Act of 1973 ("Section 504"), the Americans with Disabilities Act of 1990 ("ADA"), as amended from time to time, 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 the transportation planning process.

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

The Village encourages the public to report any facility, program, service or activity that appears inaccessible to the disabled. Furthermore, the Village will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access Village facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the Village asks that **requests be made at least ten (10) calendar days prior to the need for accommodation.**

Questions, concerns, comments or requests for accommodation should be made to the Village Clerk's Office during normal business hours.

Village of Royal Palm Beach
Village Clerk's Office
1050 Royal Palm Beach Boulevard
Royal Palm Beach, Florida 33411
Phone: (561) 790- 5100
Fax: (561) 790-5174

VI. Limited English Proficiency ("LEP"):

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 Limited English Proficiency (LEP) services are required and in which languages, the law requires the analysis of four (4) factors:

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

Using 2010 census data and the 2006-2010 American Community Survey, the Village has determined that LEP Spanish-speaking individuals (those who speak English less than "very well") represent approximately 5% of the Village's total population. Given this information, the Village reasons that a relatively small portion of its service population is LEP individuals who are predominantly speaking Spanish.

2. *The frequency with which LEP individuals come in contact with these programs, services or activities.*

The Village has received limited requests for translation or interpretation of its programs, services or activities into Spanish or any other language.

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

All of the Village's programs are important; however, those related to safety as well as transportation are of critical importance to its public, as access to health care, emergency services, employment, and other essentials would be difficult or impossible without reliable transportation systems. In that spirit, the Village must ensure that all segments of the population, including LEP persons, have been involved or have had the opportunity to be involved in the planning processes to be consistent with its nondiscrimination goals.

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

The Village is fortunate to be located within Palm Beach County, which houses a number of institutions of higher education and non-profit organizations, some of which have extensive language services. If needed, the Village will request assistance from these institutions and organizations who could perhaps offer competent language services at no cost. The analysis of these factors suggest that extensive LEP services are not required at this time. Nevertheless, the Village believes that occasional Spanish language assistance may be necessary by members of the public from time to time. Therefore, in addition to reaching out to educational institutions and non-profit organizations, from time to time, the Village will maintain a list of employees who competently speak Spanish and other languages, and who are willing to provide translation and interpretation services, or both.

The Village understands that its community profile can change causing the four (4) factor analysis to be reviewed. As such, the Village will periodically examine its LEP Plan to ensure that it remains reflective of the community's needs. Because providing special language services may require outside assistance, organization or resources, the Village asks that **requests be made at least ten (10) calendar days prior to the need for such services**. Anyone who requires special language services should contact the Village Clerk's Office during normal business hours.

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VII. Public Involvement:

In order to plan for efficient, effective, safe, equitable and reliable transportation systems, the Village must have the input of its public. The Village spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community. The Village hosts an informative website that advertises to the public how it can access information and provide input. The Village also holds public meetings, workshops and other events designed to gather public input on program/project planning and construction. Persons wishing to participate or provide input may obtain more information on these forums by contacting the Village Clerk's Office, or by visiting www.royalpalmbeach.com.

VIII. Data Collection:

Federal Highway Administration (FHWA) regulations require federal-aid recipients such as the Village to collect racial, ethnic and other similar demographic data on beneficiaries of or those affected by Village programs, services and activities. The Village accomplishes this through the use of United States Census Data, American Community Survey reports generated by the United States Census Bureau, Bureau of Economic and Business Research ("BEBR") Reports generated by the University of Florida Survey Research Center, and other methods. From time to time, the Village may find it necessary to request voluntary identification of certain racial, ethnic or other data from those who participate in its public involvement events. This information assists the Village with improving its targeted outreach and measures of effectiveness. Self-identification of personal data to the Village will always be voluntary and anonymous. Moreover, the Village will not release or otherwise use this data in any manner inconsistent with the federal regulations.

By approving this Title VI Nondiscrimination Policy, I express the Village's commitment to the nondiscrimination provisions of Title VI.

 7/24/18
Raymond C. Liggins, Village Manager

Village of Royal Palm Beach

Title VI and ADA Complaint of Discrimination

Complainant(s) Name:

Complainant(s) Address:

Complainant(s) Phone Number:

Complainant(s) E-mail Address:

Please list the name(s), address(es) and phone number(s) of any witnesses or anyone the Village could contact for additional information to support or clarify your allegation(s):

Location of Alleged Incident:

Date of Alleged Incident:

Discrimination Because of:

☐ Race

☐ Color

☐ Nation Origin

☐ Sex

☐ Age

☐ Handicap/
Disability

☐ Income Status

☐ Religion

☐ Other

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) Signature:

Date of Signature:

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