



Title VI - Limited English Proficiency (LEP)
Program Plan

2021

Policy Statement:

The City of Hollywood ("City") values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level. Moreover, the City 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. Thus, City 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, the city 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 family status.

Complaint Procedures:

The City 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/she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability, family or income status in any of county/city's programs, services or activities may file a complaint with the city Title VI/Nondiscrimination Coordinator who shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

Name: Jose Cortes, Nondiscrimination Coordinator
Address: P.O. Box 229045 Hollywood, FL 33022-9045
Phone: 954.921.3410
Fax: 954.921.33405
Email: jcortes@hollywoodfl.org
Hearing Impaired: 1-800-955-8771 (V-TDD)

The City of Hollywood encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. Complaints must be mailed to the Title VI Coordinator no later than 180 days after the date of the alleged discrimination.

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.

Additionally, the City of Hollywood shall make every effort to address all complaints in an expeditious and thorough manner. A letter acknowledging receipt of complaint will be mailed within seven days. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint. The City of Hollywood will send a final written response letter to the complainant.

If the complaint is found to be not substantiated, the complainant will be advised of his or her right to: 1) Appeal within seven calendar days of receipt of the final written decision from the City of Hollywood, and/or 2) File a complaint externally with the U.S. Department of Transportation and/or the FTA.

Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner. Once sufficient information for investigating the complaint is

received by the City of Hollywood, a written response will be drafted subject to review by the City Attorney. If appropriate, the City of Attorney may administratively close the complaint. In this case, the City of Hollywood will notify the complainant of the action as soon as possible.

Should the City be unable to satisfactorily resolve a complaint, the City will forward the complaint, along with a record of its disposition to the appropriate District of the Florida Department of Transportation (FDOT). The FDOT will serve as a clearinghouse, forwarding the complaint to the appropriate state or federal agency.

Should the complainant be unable or unwilling to complain to the City, the written complaint may be submitted directly to FDOT.

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

ADA/504 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 the disabled and ensure that their needs are equitably represented in transportation programs, services and activities.

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

The City encourages the public to report any facility, program, service or activity that appears inaccessible to those who are disabled. Furthermore, the City 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, the City asks that requests be made at least 2 business days prior to the need for accommodation. Questions, concerns, comments or requests for accommodation should be made to the City's ADA Officer:

Name: Azita Behmardi, P.E., City Engineer
Address: City of Hollywood P.O. Box 229045 Hollywood, FL 33022-9045
Email: abehmardi@hollywoodfl.org
Phone: 954.921.3900
Fax:
Hearing Impaired: 1-800-955-8771 (V-TDD)

Language Assistance Plan and 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 (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 the City 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 and the likely costs of the LEP services.
1. The principal languages among the Hollywood residents are English and Spanish. According to the U.S. Census Bureau, specifically the 2019 American Community Survey, Table ID: DP02, 49.7% of City residents reported speaking only English at home, and 50.3% speaking languages other than English at home. Of the 36.2% who reported speaking Spanish at home, 17.2% reported they speak English less than "very well". Of the remaining City residents, 10.9% reported speaking other Indo-European languages, .9% reported speaking Asian and Pacific Islander languages, and 2.3% reported speaking "other languages".

The City's website is published in English, but may be translated into Spanish and other languages as part of the Google Translate tool by clicking the Google Select Language icon on the bottom left corner of each page.

2. LEP customers within the City, under the analysis identified as Spanish speakers, make constant use of the City's services. In an effort to promote the use of the service by LEP customers, the City will make the following information readily available in both English and Spanish:
 - City's Website
 - Public Meeting Notices
 - Project Information
3. The City 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 with reliable transportation systems. In that spirit, the agency defines as essential any document that advises the public of how to access nondiscrimination and public involvement policies, as well as those that impact public safety, health and welfare and emergency services. A full list of translated documents is available on the Agency website or by contacting the City's Title VI/Nondiscrimination Coordinator.
4. The City is fortunate to house within/near its jurisdiction one or more institutions of higher education which have extensive language resources. Further, the City maintains cordial relationships with faith based and/or community organizations that offer competent language services at low or no cost to the Agency. The City also has a diverse workforce that are fluent in many languages and are available to provide assistance should the need arise. As such, the City established the Hollywood Employee Language Pool (HELP) which

consists of a group of employees who are proficient in a variety of other languages, in addition to English as well as sign language.

The City 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 examine its LEP plan every 4 years to ensure that it remains reflective of the community's needs.

Persons requiring special language services should contact the City's Title VI Coordinator:

Name: Jose Cortes, Director of Design and Construction Management
Address: City of Hollywood P.O. Box 229045 Hollywood, FL 33022-9045
Email: jcortes@hollywoodfl.org
Phone: 954.921.3410
Fax: 954.921.33405
Hearing Impaired: 1-800-955-8771 (V-TDD)

Public Involvement:

In order to plan for efficient, effective, safe, equitable and reliable transportation systems, the City must have the input of its public. It is the City's goal to strongly encourage the participation of the entire community. The City holds a number of transportation meetings, workshops and other events designed to gather public input on project planning and construction. Further, the City attends and participates in other community events to promote its services to the public. Finally, the City is constantly seeking ways of measuring the effectiveness of its public involvement.

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. The City accomplishes this through the use of census data, American Community Survey reports, Environmental Screening Tools, driver and ridership surveys, its community development department and other methods. This information assists the City with improving its targeted outreach and measures of effectiveness. Self-identification of personal data to the City will always be voluntary and anonymous. Moreover, the City will not release or otherwise use this data in any manner inconsistent with the FHWA regulations.

Assurances:

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



DISCRIMINATION COMPLAINT FORM

Complainant(s) Name:	Address:
E-mail address:	Phone Number:

Complainant's Representative's Name, Address, Phone Number, and Relationship (e.g., friend, attorney, parent, etc.):

Name and Address of Agency, Institution, or Department Whom You Allege Discriminated Against You:

Name(s) of individual(s) Whom You Allege Discriminated Against You (if known):

Description of Discrimination (include dates, names of people involved, and explain why you think it was discriminatory):

I believe that the discrimination I experienced was based on (circle all that apply):

Race	Color	National Origin	Sex	Age
Religion	Familial Status	Disability	Income	

Mail to: Jose Cortes, the City of Hollywood Title VI/Nondiscrimination Coordinator, City of Hollywood P.O. Box 229045 Hollywood, FL 33022-9045. This form may also be faxed to: 954.921.33405. The Title VI/Nondiscrimination Coordinator will respond to the complaint within thirty (30) calendar days and will take responsible steps to resolve the matter. Alternate means of filing a complaint will be made available for persons with disabilities upon request.



FORMULARIO DE RECLAMO POR DISCRIMINACION

Nombre del Reclamante o de los Reclamantes:

Dirección(es):

Correo electrónico <c.e.>:

Número(s) de teléfono(s):

Nombre del representante del demandante, dirección, teléfono y relación (ej. amigo, abogado, familiar, etc.)

Nombre y dirección de la agencia, institución o departamento que usted alega ha discriminado en su contra:

Nombre del individuo o individuos que usted alega han discriminado en su contra (si lo sabe):

Descripción de la discriminación (incluya las fechas, los nombres de las personas involucradas y explique por que usted piensa que ha sido discriminado).

Creo que la discriminación que experimente se baso en: (marque todos los que apliquen):

Raza	Color	Origen Nacional	Sexo	Edad
Religion	Estado Familiar	Discapacidad	Ingresos	

Firma del Demandante:

Fecha de la firma:

Envíe por correo a: Jose Cortes, the City of Hollywood Title VI/Nondiscrimination Coordinator, City of Hollywood P.O. Box 229045 Hollywood,. Este formulario también puede ser enviado por fax al: 954.921.33405. El Coordinador del Título VI/No Discriminacion respondera a la demanda en menos de 30 dias y tomará las medidas razonables para resolver el asunto. Medios alternativos para presentar un reclamo estarán disponibles para las personas con discapacidades que lo soliciten.