

Hernando County
Board of County Commissioners



Approved January 24, 2017

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Hernando
County
Transit
Operations
Title VI
Plan

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Introduction

As a direct recipient of Federal Transit Administration (FTA) funds, the Hernando County Board of County Commissioners (BCC) is required to submit a Title VI Plan to the FTA Region 4 office every three years.

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, creed, sex, age, or national origin in programs or activities receiving federal financial assistance. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. To address these federal requirements, the BCC has developed a Title VI Plan, a Limited English Proficiency Plan (LEP) and an Environmental Justice Plan. The following sections provide a summary of the BCC activities relating to those requirements.

Notice to the Public – Process

The BCC's goal is not to discriminate against any person with respect to any BCC transit program or service. This commitment is incorporated into all public outreach efforts to engage all segments of the population in the transportation planning process. The BCC actively provides information regarding its Title VI obligations to the public using a variety of methods. Information, such as reference to the FTA circulars and the BCC Title VI and LEP programs and complaint procedure is available upon request at the BCC office and on the website. Notice of the non-discrimination policy is included in all transit contracts, public meeting and bid advertisements. The BCC, as well as each sub-grantee and transportation provider, as applicable, must certify each year that there have been no Title VI complaints or lawsuits.

As a policy, staff is educated on the Title VI requirements including how to assist a person who has limited English proficiency. The entire FTA non-discrimination clauses are included in all consultant contracts and sub-grantee agreements. The Title VI Notice is shown in Appendix A and posted at the Hernando County government center, on the bus website, at the transit operator administrative office, and on all County transit vehicles, shelters, and facilities.

Title VI Complaint Process and Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Hernando County Board of County Commissioners (hereinafter referred to as "the County") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (Appendix B). The County investigates complaints received no more than 180 days after the alleged incident. The County will process complaints that are complete. Once the complaint is received, the County will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The County has 10 business days to investigate the complaint. If more information is needed to resolve the case, the County may contact the complainant. The complainant has 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 10 business days, the County can administratively close the case. A case can be administratively closed also 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. An 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 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

List of Title VI Investigations, Complaints or Lawsuits

The County maintains a file for Title VI complaints, investigations and lawsuits. Since the time of the last submission, there are no known investigations, complaints or lawsuits.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations			none	
1.				
2.				
Lawsuits			none	
1.				
2.				
Complaints			none	
1.				
2.				

Public Participation

The County seeks out and considers viewpoints of all persons including low-income, minority, elderly, disabled, Limited English Proficiency (LEP), ethnic and religious groups in the course of conducting public outreach and involvement activities in regards to transit activities. The County utilizes the approved Hernando County MPO Public Participation Plan to achieve this objective. The County is also actively pursuing the use of Social Media (Facebook, Twitter, YouTube, etc.) in order to expand its public outreach efforts.

Public outreach methods or activities include:

- **Website and Publications:** The County includes information on its website regarding transit activities and the Title VI Plan. The County can supply most documents, upon

request, in a variety of alternative formats and the use of Google Translator enables multi-lingual options. Transit related documents are available on the website.

- **Public Meetings and Workshops:** The County's board meetings are broadcast live and are video archived on the website. The County hosts and participates in many public meetings and workshops to share information about the transit programs, activities and services and to collect information from users of these programs. Workshops and forums are located in various locations and at various times of the day in the County and are accessible from the transit system.
- **Surveys:** The County conducts surveys of riders on its transit system. Surveys request feedback from the public on how better to serve their needs. Staff considers the needs of those who cannot read or write and will verbally read the survey and record the respondent's comments. Surveys have also been made available in alternative formats such as large type and Spanish.
- **Community Outreach –** The Transit Division participates in various community and business meetings in an effort to promote public involvement.

Summary of Outreach Efforts

Public forums include:

Forest Oaks Villas – elderly and disable community
Lighthouse for the Visually Impaired and Blind
Public Meetings at County libraries
Pasco Hernando State College
Airport & Industrial Park Outreach
Chamber of Commerce
On-board Surveys
Brookridge Community
Vista Park Senior Community

In April of 2013, a bus demonstration was conducted for a group called HEART Literacy which includes individuals that speak a language other than English. The demonstration was very successful.

Through the use of the County's public broadcasting media a Focus Show featuring information about the transit operations was completed in August 2013.

Language Assistance Plan

To provide meaningful access to the County's transit programs and services the County's Language Assistance Plan (LAP) is utilized to achieve this objective. It serves as a training tool and guide for staff on how to recognize a person who may need language assistance and how to provide that

assistance. The LAP Plan was developed pursuant to the Department of Transportation's guidance and is attached as Appendix C.

Membership of Non-Elected Committees & Councils

Transit operations is a member of the MPO's Technical Advisory Committee, the Transportation Disadvantaged Local Coordinating Board (TDLCB), the West Hernando Chamber of Commerce, and the TBARTA's Transit Management Committee. Additionally, a Transit Operations Group meets to discuss items concerning transit service. All decisions relating to the transit service are made by the Hernando County Board of County Commissioners, an elected body. Planning recommendations are made by the MPO to the Board of County Commissioners.

Monitoring of Sub-recipients

Hernando County does not have sub-recipients.

Hernando County utilizes the following monitoring techniques to ensure quality service of its system:

1. Yearly service surveys of riders/customers
2. Periodic unannounced inspections/visits of the system routes and facilities
3. A review of the contractor's published Title VI policy.
4. Hernando County will review any complaint made by a citizen to ensure necessary and appropriate action

Determination of Site or Location of Facilities

Hernando County has not constructed any transit-related facilities with FTA funding.

Resolution for Approval of Title VI Plan

Attached as Appendix D is a copy of the executed resolution of the Hernando County Board of County Commissioners for the Title VI Plan.

Service Standards (for Systems Under 50 Vehicles)

A. Vehicle Load Standards

The vehicle load for each of the vehicles utilized in the fixed-route with ADA complementary service is identified in the following chart.

Vehicle Type	Qty.	Seats/Seats When Wheelchairs on Board	Wheel Chair	Standees	Vehicle Load	Mode
Bluebird Ultra LF	1	25/21	2	10	1.48	MB
Arboc	3	18/14	2			MB
Gillig	6	23/17	2	10	1.52	MB
Goshen*	2	8/4	3			DR
Dodge	1	6/4	3			DR
Glaval	4	14/6	3			DR
	17					

B. Vehicle Headway Standards

In January of 2016, system improvements were implemented. Motorbus service now operates on four routes throughout the county on a 60-minute rather than 75-minute headways from 5:50 a.m. until 7:30 p.m., Monday-Friday. Motorbus service headways do not fluctuate. Demand response service operates upon the scheduling of trips based upon rider need.

Scheduling involves consideration of a number of factors including: ridership, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the Transit Development Plan (TDP) and the Long Range Transportation Plan (LRTP), land use connectivity and transportation demand management.

C. On-time Performance Standards

For Hernando County's demand response complementary service, a vehicle is considered on time if it departs a scheduled trip no more than 5 minutes late of the published scheduled time. The on-time performance objective for demand response is 90% and currently we are achieving 97%.

For Hernando County's motorbus service, a vehicle is considered on time if it departs a scheduled time point no more than 5-10 minutes late of the published scheduled time. The on-time performance objective for motorbus is 85% or greater and we experience 87.5%. Monitoring of standards is performed through the monthly operations report prepared by the Transit Operator.

D. Service Availability Standards (for each mode)

Hernando County's service availability for demand response service is determined by federal regulations for ADA complementary service standards; that is, 3/4 mile radius of the-fixed route service. Additionally, areas completely surrounded by fixed-route service are also provided ADA complementary service.

Hernando County will distribute its transit service so at least 35% of the residents in the existing service area are within one-quarter mile walking distance of the service.

Service Policies (for Systems Under 50 Vehicles)

A. Transit Amenities

Installation of transit amenities along bus routes will be based on the number of passenger boardings at stops along those routes and will be equitably distributed among minority and non-minority populations. Currently, Hernando County Transit has a total of 248 bus stops and 25% of those locations have some type of transit amenities. On an annual basis, the list of needed improvements to all bus stops will be reviewed for funding that is available to develop a specific work program.

B. Vehicle Assignment for Each Mode

Hernando County does not assign vehicles to routes or type of service based upon vehicle age or other factors. The assignment is made based upon ridership demands, spare ratio, and population densities. Demand response vehicles are assigned by the size of the vehicle for the services needed.

TITLE VI

Appendix A

Title VI Notice to Public



TITLE VI NOTICE TO PUBLIC

Hernando County operates its programs and services without regard to race, color, national origin, age, sex, religion, disability, familial or income status. Any person who believes he or she has been subjected to any unlawful discriminatory practice under Title VI may file a complaint with the Transit Coordinator as the Hernando County Title VI Liaison.

Any person who believes that he or she, has been subjected to discrimination or retaliation, from Hernando County's administration of federally funded programs, may file a written complaint. Note: If the person filing a complaint believes he or she has been discriminated against by any other branch of the Hernando County Government, they are directed to contact the Hernando County Office of Health and Human Services at (352) 540-4338. All written complaints received by the County are referred immediately to the FDOT's District Seven Title VI Coordinator for processing in accordance with approved State procedures.

Written complaints or questions may be sent to:

Transit Coordinator
Hernando County Planning Department
20 North Main Street, Room 262
Brooksville, FL 34601
Phone: (352) 754-4057
Email: planning@hernandocounty.us

If information is needed in another language or accessible in another required format, please contact us at the above phone number and assistance will be provided.

Si necesita información en otro idioma o necesita los documentos en otros formatos, por favor contactese con nosotros al número telefónico ya mencionado y se le prestará asistencia.

TITLE VI

Appendix B

Title VI Complaint Form (In English and Spanish)

TheBus – Hernando County Transit
Title VI Complaint Form



Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, 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 Environmental Justice component of Title VI guarantees fair treatment for all people and provides for TheBus, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information TheBus provides.

TheBus works to ensure nondiscriminatory transportation in support of our mission to provide effective and efficient transportation services to enhance the social and economic quality of life for all Hernando County citizens. TheBus's Civil Rights Liaison is responsible for Civil Rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs.

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed a Title VI complaint with this agency?	Yes	No
--	-----	----

Section V

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 _____

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

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI

Name of agency complaint is against: _____

Contact person: _____

Title: _____

Telephone number: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Jannina Stampfli, Transit Coordinator
TheBus – Hernando County Transit
20 N. Main Street, Room 262
Brooksville, FL 34601

TheBus – Hernando County Transit
Formulario de Reclamo del Título VI



El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color o nacionalidad en programas y actividades que reciben asistencia financiera Federal. Específicamente, el Título VI establece que "ninguna persona en los Estados Unidos deberá, por motivos de raza, color, o nacionalidad, ser excluida de participar en, negársele los beneficios de, o someterse a discriminación bajo ningún programa o actividad que reciba asistencia financiera Federal".

El componente de Justicia Ambiental del Título VI garantiza un trato justo para todas las personas y contempla a TheBus, para identificar y dirigir, según convenga, los efectos desproporcionadamente altos y adversos de sus programas, políticas y actividades en las poblaciones minoritarias y de bajos ingresos, tal como comprometerse a medidas razonables para garantizar que personas con Dominio Limitado del Inglés (LEP) tengan un acceso significativo a los programas, servicios, e información que proporciona TheBus.

TheBus trabaja para asegurar un transporte no discriminatorio en apoyo de nuestra misión para proveer un transporte public efectivo y eficaz y, así mejorar la calidad de vida social y económica para todos los ciudadanos del Condado de Hernando. La oficina del coordinador de este programa es responsable del cumplimiento y supervisión de los Derechos Civiles para garantizar la no discriminación en los servicios y programas de TheBus.

Sección I:			
Nombre:			
Dirección:			
Telefono (Casa):		Telefono (Trabajo):	
Correo electronico:			
Ud. require formatos accesibles?	Letras grandes		Cinta de audio
	TDD		Otro
Sección II:			
Este reclamo esta siendo presentado por la persona supuestamente agravada?		Si*	No
*Si responde que "Si" a esta pregunta, por favor vaya a la Sección III.			
Si responde que "No", por favor proporcione el nombre de la personal que esta haciendo este reclamo y su relación con esta persona:			
Por favor explique la razon por la que otra persona esta submitiendo el reclamo por ud.			
Por favor, confirme que ud. ha obtenido el permiso de la persona agraviada si es ud. quien esta submitiendo este reclamo por el/ella.		Yes	No
Sección III:			

<p>Creo que la discriminación que experimenté fue basado en (marque todo lo que corresponda):</p> <p><input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Nacionalidad</p> <p>Fecha de la alegada discriminación: (Mes, Día, Año): _____</p> <p>Explicar lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir todas las personas que estuvieron involucradas. Incluir el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce), así como los nombres y la información de contacto con los testigos. Si se necesita más espacio, por favor use el reverso de este formulario:</p> <p>_____</p> <p>_____</p>		
Sección IV		
Alguna vez ha submitido algun reclamo del Título VI a esta agencia?	Si	No
Sección V		
Alguna vez ha submitido un reclamo con alguna agencia Federal, Estatal o Local or alguna corte Federal o Estatal?		
<input type="checkbox"/> Si <input type="checkbox"/> No		
Si fue así, por favor marque a todos lo que aplica:		
<input type="checkbox"/> Agencia Federal: _____		
<input type="checkbox"/> Corte Federal: _____		<input type="checkbox"/> Agencia Estatal: _____
<input type="checkbox"/> Corte Estatal: _____		<input type="checkbox"/> Agencia Local: _____
Pro favor proveanos de la información acerca de la persona de la agencia/corte donde el reclamo fue archivado:		
Nombre: _____		
Título: _____		
Agencia: _____		
Dirección: _____		
Telefono: _____		
Sección VI		
Nombre de la agencia la cual esta haciendo el reclamo: _____		
Nombre de la persona que contacto: _____		
Título: _____		
Número telefónico: _____		

Ud. puede adjuntar cualquier document or cualquier otra información que ud. crea es relevante a este reclamo. Firma y fecha es requerido

_____ _____

Firma Fecha

Por favor, mande por correo este formulario a la siguiente persona y dirección:

Jannina Stampfli, Transit Coordinator
TheBus – Hernando County Transit
20 N. Main Street, Room 262
Brooksville, FL 34601

TITLE VI

Appendix C

Language Assistance Plan

Hernando County
Board of County Commissioners

Language Assistance Plan

Approved January 24, 2017



www.hernandobus.com

Prepared by:
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Introduction

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and;

Executive Order 13166

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964-- National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments such as the County, private and non-profit entities, and subrecipients.

Plan Summary

The Hernando County Board of County Commissioners (County) has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to County programs as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details the procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the County's extent of obligation to provide LEP services, the County undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the County to be served or likely to encounter an County program, activity, or service; 2) the frequency with which LEP individuals come in contact with an County program; 3) the nature and importance of the program, activity or service provided by the County to the LEP population; and 4) the resources available to the County and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Four Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to encounter an County program, activity, or service.

The County examined the US Census Bureau's 2007-2011 American Community Survey (ACS) data and was able to determine that approximately 10.8% or 12,965 of the Hernando County population age 5 and older spoke a language other than English at home.

As the ACS survey indicates, of the 12,965 persons who speak a language other than English, 7.0% speak Spanish or Spanish Creole, 2.8% speak Other Indo-European languages, 0.6% speak Asian and Pacific Island languages, and 0.4% speak Other languages.

Of the 7.0% of persons that speak Spanish or Spanish Creole, approximately 25% or 1.8% speak English less than "very well."

2. The frequency with which LEP individuals come in contact with an County program, activity, or service.

The County assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying public meeting attendees. Since the last update, the County has recorded zero requests for an interpreter in any language and zero requests for translated County documents.

Based on the above data from the ACS survey, the County will ensure that Spanish language brochures and transit schedules are available on the vehicles, at all County government offices; at transfer centers and other transit stops.

3. The nature and importance of the program, activity, or service provided by the County to LEP community.

While there is a relatively small concentration of Spanish-speaking persons in the County, the County will evaluate the need for any formal outreach efforts to identify those County programs would be of importance to a Spanish-speaking LEP person. One area that has been addressed was the fixed-route transit system and to help accommodate the Spanish population, the County's transit operator, has translated its system route map and brochures. The County also has the ability to translate any of its documents and brochures into Spanish as needed.

Many Spanish-speaking Outreach Operation clients are economically disadvantaged and receive medical services through Medicaid. The County's coordinates its Transportation Disadvantaged Program (TD) thru Mid Florida Community Services, Inc., and it is the coordinating Medicaid non-emergency transportation agency and provides transportation for Medicaid compensable trips. The TD Program was also identified as a potential provider of important services for the Spanish-speaking LEP person.

4. The resources available to the County and overall costs

The County assessed its available resources that could be used for providing LEP assistance is reflected in Appendix B.

The following are available resources and their associated current cost:

Language Line Interpreter Services for other than English and Spanish speaking individuals	\$1.80 per minute
Staff to Interpret for Spanish Speaking Individuals	No additional cost in operations budget.
Website translation	No additional cost in operations budget.
Reproduction of documents into another language	No additional cost in operations budget.

After analyzing the four factors; the County developed the plan outlined in the following section for assisting persons of limited English proficiency.

How to Identify an LEP Person who Needs Language Assistance

Below are tools to help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When County sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gage the attendee’s ability to speak and understand English, ask a question that requires a full sentence reply;
- Have the Census Bureau’s “I Speak Cards” at the workshop or conference sign-in table. While staff may not be able to provide translation assistance at a particular meeting, the cards can be an excellent tool to identify language needs for future meetings. Also, have the cards available at the County office reception area and Transportation Disadvantaged Program office’s walk-in counter; and;
- Post a notice of available language assistance at County reception area.

Language Assistance Measures

When an interpreter is needed, in person or on the telephone, first determine what language is required. County staff can currently provide only informal verbal interpretation. If the required language is not available or if a formal interpretation is required, staff shall use the telephone interpreter service, Language Line, at 1-800-752-6096 and this service is available 24 hours a day, 7 days a week.

Staff may be able to assist with written communications and County document translation requests from LEP persons.

The following County documents are currently available in Spanish: Transportation Disadvantaged Program brochure and application, THE Bus (fixed-route transit) routes and information, as well as the Title VI discrimination complaint form.

County Staff Training

All County staff will be provided with the LEP Plan and will be educated on procedures and services available. This information will also be part of the County staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI LEP responsibilities;
- What language assistance services the County offers;
- Use of LEP “I Speak Cards;”
- How to access a staff interpreter;
- Documentation of language assistance requests;
- How to handle a complaint; and
- The importance of educating subrecipients on the County’s LEP program responsibilities and their obligation to provide language assistance.

Providing Notice of Available Language Service to LEP Persons

- Post signs that language assistance is available in County buildings, transit vehicles and facilities, and other public areas.

Outreach Techniques:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, have meeting notices, fliers, advertisements, and agendas printed in an alternative language, such as Spanish.
- When running a general public meeting notice, staff should insert the clause “**Un traductor del idioma español estará disponible.**” This means, “A Spanish translator will be available.” Or if not sure of the need, staff should insert this clause, “**Si usted necesita la ayuda de un traductor del idioma español, por favor comuníquese con la** (insert staff name) **al teléfono (###-####), cuando menos 48 horas antes de la junta,**” which asks persons who need Spanish language assistance to make arrangements with the County within two days of the publication notice.
- As a rule, Spanish speaking staff or a hired interpreter should be on hand at public meetings intended for gathering public input.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and is one that can be easily updated. At a minimum, the County will follow the Title VI Program update schedule for the LEP Plan. The next required Title VI Program update must be forwarded to the FTA by October 1, 2016.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in Hernando County?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified County programs? Are there other programs that should be included?
- Have the County's available resources, such as technology, staff, and financial costs changed?
- Has the County fulfilled the goals of the LEP Plan?
- Were any complaints received?

Dissemination of the County Limited English Proficiency Plan

The County will post the LEP Plan on its website at: www.hernandobus.com. Additionally, the Policy Statement and Complaint Procedure will be posted at the offices of the Planning Department, County Administration, and all of the listed agencies included in Appendix C. The Policy Statement and Complaint Procedure are also included on all the fixed-route and paratransit vehicles.

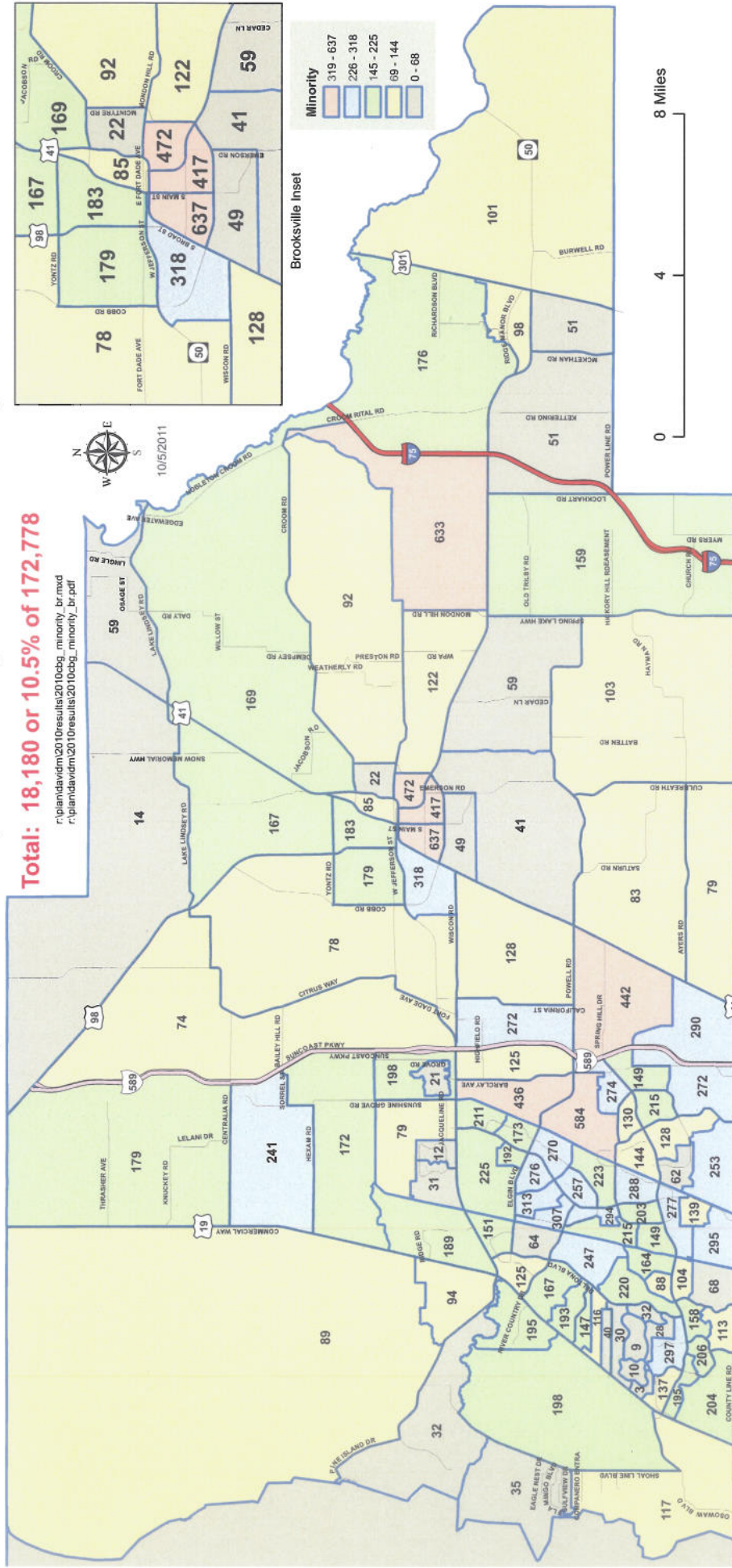
Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. For those without personal Internet service, all Hernando County libraries offer free Internet access. Copies of the LEP Plan will be provided to the Hernando County Office of Health and Human Resources, the Florida Department of Transportation, Federal Highway Administration, the Federal Transit Administration, and any person or agency requesting a copy. Each County subrecipient and program participants will be provided a copy and will be educated on the importance of providing language assistance. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the County Title VI Specialist:

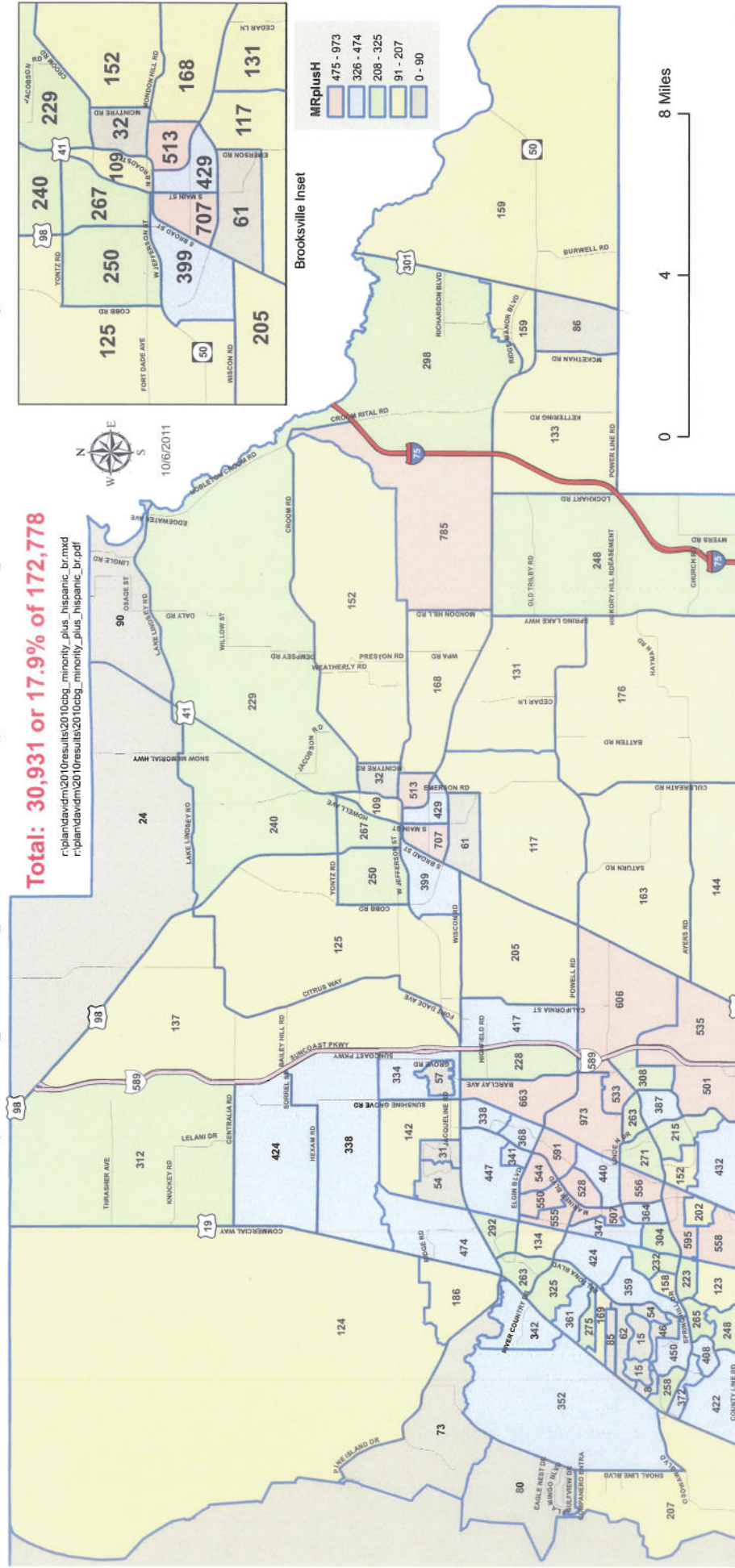
Transit Coordinator
Hernando County Planning Department
20 North Main Street, Room 262
Brooksville, FL 34601
Phone: (352) 754-4057
Fax: (352) 754-4420
Email: planning@hernandocounty.us

LAP APPENDIX A – POPULATION MAPS

2010 Census: Minority-Race Counts by Block Group - Hernando County, Florida



2010 Census: Minority-Race-plus-Hispanic Counts by Block Group - Hernando County, Florida



<http://factfinder2.census.gov/main.html>

<http://www.census.gov/geo/www/tiger/tgrshp/2010/tgrshp2010.html>

LAP APPENDIX B

List of Available Resources

Informal Staff Translation and Interpretation:

Spanish

If the required language is not available or if a formal interpretation is required, staff shall use the telephone interpreter service.

Formal Interpreter and Translation Service:

The County will utilize the Language Line Interpreter Services at 1-800-752-6096.

LAP APPENDIX C

Hernando County Discrimination Complaint Procedure

Title VI of the Civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color and national origin for programs and activities receiving federal financial assistance. As a recipient of federal financial assistance, the Hernando County Board of County Commissioners has in place a Title VI complaint procedure.

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation, from the Hernando County Board of County Commissioners administration of federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. All written complaints received by the County are referred immediately by the County's Title VI Specialist, to the FTA's Title VI Coordinator for processing in accordance with approved procedures.

Written complaints may be sent to:

Transit Coordinator
Hernando County Planning Department
20 North Main Street, Room 262
Brooksville, FL 34601
Phone: (352) 754-4057
Email: planning@hernandocounty.us

2. The County's Title VI Specialist shall resolve verbal and non-written complaints received by the County informally. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the Complainant shall be referred to the FTA's Title VI Coordinator for processing in accordance with approved procedures.
3. The County's Title VI Specialist will advise the FTA's Title VI Coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FTA's Title VI Coordinator:
 - (a) Name, address, and phone number of the Complainant;
 - (b) Name and address of the County;
 - (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation);
 - (d) Date of alleged discriminatory act(s);
 - (e) Date complaint received by the County;
 - (f) A statement of the complaint;
 - (g) Other agencies (state, local or Federal) where the complaint has been filed; and
 - (h) An explanation of the actions the County has taken or proposed to resolve the allegation(s) raised in the complaint.
4. Within ten (10) calendar days, the County's Title VI Specialist will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the

allegation(s), and advise the Complainant of other avenues of redress available, such as the FTA's Equal Opportunity Office (EEO).

5. Within sixty (60) calendar days, the recipient's County Title VI Specialist will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the County's Executive Director.
6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the County's Executive Director will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the FTA's EEO if they are dissatisfied with the final decision rendered by the County. The County's Title VI Specialist will also provide the FTA's Title VI Coordinator with a copy of this decision and summary of findings.
7. The County's Title VI Specialist will maintain a log of all verbal and non-written complaints received by the recipient. The log will include the following information:
 - (a) Name of Complainant;
 - (b) Name of Respondent;
 - (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation);
 - (d) Date verbal or non-written complaint was received by the recipient;
 - (e) Date recipient notified the FTA's Title VI Coordinator of the verbal or non-written complaint; and
 - (f) Explanation of the actions the County has taken or proposed to resolve the issue raised in the complaint.

**TITLE VI PROGRAM AND RELATED STATUTES
DISCRIMINATION COMPLAINT AGAINST HERNANDO COUNTY**

Name:	Telephone (home):	Telephone (work):
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Address:	City, State, Zip Code:
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Name of COUNTY Staff Person that You Believe Discriminated Against You:

Address:	City, State, Zip Code:
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Date of Alleged Incident:

You were discriminated because of:

Race	Retaliation	Sex	Familial Status	Religion
Color	National Origin (Language)	Age	Disability	Other

Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to your case.

Signature:	Date:
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**FORMULARIO DE QUEJA
CONDADO DE HERNANDO**

Nombre de la persona discriminada:		Número de Teléfono (residencia):	Número de Teléfono (trabajo):	
Direccion de Residencia (Número y calle, número de departamento):		Ciudad, Estado y Código Postal de Residencia:		
Nombre de la persona que discriminó contra usted, y nombre de la dependencia (si lo sabes):				
Direccion de la persona o dependencia que discriminó contra usted:		Ciudad, Estado y Código Postal de la persona o dependencia que discriminó contra usted:		
Fecha del incidente discriminatorio:				
Causa de la discriminación:				
Raza	Retaliación	Sexo	Estado Civil	Religión
Color de Piel	Nacionalidad	Edad	Impedimento Fisico o Mental	Otro
<p>Explique claramente como sucedió la discriminación y quienes participaron en ella. Incluya en su explicación cualquier conocimiento que tenga de tratamiento diferente a otras personas. Adjunte cualquier otro escrito relacionado con su caso.</p>				
Firma:		Fecha:		

LAP APPENDIX D

Notice to County Grant and Program Participants

All programs and operations of entities that receive assistance from the federal government, including the County and its participants, must comply to the fullest reasonable extent for improving access to services for Limited English Proficient (LEP) persons.

Participants are encouraged to have in place written policies on the provision of interpreter and translation services.

I acknowledge that a copy of Hernando County's Limited English Proficiency Plan has been provided to our organization and I have read the contents and fully understand the LAP Plan obligations and responsibilities.

Signature

Date

Organization

LIST OF ENVIRONMENTAL JUSTICE PROGRAM PARTICIPANTS

Agency	Contact	Agency	Contact
African American Club	Harold Adams P.O. Box 5203 Spring Hill, FL 34607 352.666.8718	Brooksville Regional Hospital	17240 Cortez Blvd. Brooksville, FL 34601 352.796.5111
Hernando County Habitat for Humanity Attn: Cliff Fouts	19450 Cortez Blvd. Brooksville, FL 34601 352.596.6600	Lighthouse for the Blind send agenda material	Sylvia Stinson-Perez, Director 6492 California Street Spring Hill, FL 34609 352.754.1132
Children & Families	Janice Rivers 1601 NE 25th Avenue, Suite 900 Ocala, FL 34470 352.303.6604 janice_rivers@dcf.state.fl.us	City of Brooksville	Jennene Norman-Vacha, City Manager 201 Howell Avenue Brooksville, FL 34601 352.544.5435
FL Dept of Education (Vocational Rehabilitation)	Kevin Bargerstock 7361 Forest Oaks Blvd. Spring Hill, FL 34606 352.200.3020	Mid Florida Community Services, Inc.	Michael Georgini 820 Kennedy Blvd. Brooksville, FL 34601 352.796.1425
Dept. of Elder Affairs	Tommy Ellis 2441 W. Silver Springs Blvd. Ocala, FL 34475 352.432.1349 SC 667-1349	Hernando-Pasco Hospice	Gene Whitfield 12260 Cortez Blvd Spring Hill, FL 34608 352.597.1882
Dawn Center of Hernando County, Admin Office Attn: Shannon Sokolowski	P.O. Box 6179 Spring Hill, FL 34611 352.799.0657 352.592.1288	Health Department Adult Chronic Disease Program	15470 Flight Path Dr. Brooksville, FL 34604 352.540.6800
St. Vincent DePaul Thrift Store Attn: Woody Cornetta	1291 Kass Circle Spring Hill, FL 34606 352.688.3331	St. Frances Cabrini Parish Attn: Cindy Chase	5030 Mariner Blvd. Spring Hill, FL 34609 352.683.9666
Daystar Life Center Attn: David Goodwin	7120 Hope Hill Road Brooksville, FL 34601 352.799.5930	Health & Human Services send agenda material	Veda Ramirez, Director 20 N. Main St., Room 161 Brooksville, FL 34601 352.540.4338
Veterans Services Division	Matt Peters 7479 Forest Oaks Blvd. Spring Hill, FL 34606 352.754.4033	Salvation Army Attn: Lt. Christine and Samuel Kim	15464 Cortez Blvd. Brooksville, FL 34613 352.796.1186
State of Florida, Dept of Veterans Affairs	above	Youth & Family Alternatives - RAP House Youth Shelter Attn: Roberto Quiroz	18377 Clinton Blvd. Brooksville, FL 34601 352.797.7566
Catholic Charities Counseling Services Attn: Marie Monahan	1423 Kass Circle Spring Hill, FL 34606 352.686.9897	Temporary Assistance to Needy Families (TANF)	866.762.2237 www.myflorida.com/accessflorida

Brooksville Housing Authority Attn: Tommy Brooks	800 Continental Drive Brooksville, FL 34601 352.796.6517 352.796.6547	Hernando County Housing Authority	Donald C. Singer, Director 1661 Blaise Drive Brooksville, FL 34601 352.754.4160
Better Business Bureau of West Florida	1.800.525.1447	Pasco Hernando Jobs & Education Partnership Regional Board, Inc. Send agenda material	David Hamilton P.O. Box 15790 Brooksville, FL 34604 (352) 797-5781 david@pasco-hernando.com
Hernando County Board of County Commissioners	Board of County Commissioners 20 N. Main Street, Room 263 Brooksville, FL 34601 352.754.4002	Career Central Hernando Attn: Luz Diaz	4440 Grand Blvd. New Port Richey, FL 34668 352.200.3020

TITLE VI

Appendix D

Resolution of the Board

RESOLUTION 2017 - 27

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF HERNANDO COUNTY, FLORIDA, ADOPTING A TITLE VI PLAN FOR TRANSIT SERVICES PURSUANT TO THE TITLE VI REGULATIONS (49 CFR PART 21).

WHEREAS, the Federal Transit Administration has been authorized under Chapter 53, Title 23 United States Code to award federal public transportation assistance; and

WHEREAS, Hernando County as a direct recipient is authorized to receive public transportation assistance funding from the FEDERAL TRANSIT ADMINISTRATION; and

WHEREAS, as the recipient of FEDERAL TRANSIT ADMINISTRATION funding Hernando County is required to maintain a Title VI program; and

WHEREAS, Hernando County must have an approved Title VI Plan that addresses how the Title VI program will be carried out; and

WHEREAS, the Hernando County Title VI Plan for Transit Operations is consistent with FEDERAL TRANSIT ADMINISTRATION Circular 4702.1B to meet the new requirements as authorized in the Moving Ahead for Progress in the 21st Century (MAP-21), Public Law 112-141; and

WHEREAS, federal Circular 4702.1B requires a resolution from the recipient approving the Title VI Plan.

NOW THEREFORE, BE IT RESOLVED by the Board of County Commissioners of Hernando County, Florida, that:

1. The above recitals are incorporated by reference into the body of this resolution and such recitals are adopted as findings of fact.
2. The Board of County Commissioners of Hernando County approves the Hernando County Title VI Plan for Transit Operations for the time period October 1, 2016 to September 30, 2019 as presented.
3. To the extent that there are typographical or administrative errors that do not change the tenor, tone, or concept of this Resolution, then this resolution may be revised without subsequent approval of the Board of County Commissioners.

ADOPTED by the Board of County Commissioners of Hernando County, State of Florida, this 24th day of January 2017.

**BOARD OF COUNTY COMMISSIONERS
HERNANDO COUNTY, FLORIDA**

By: Wayne Dukes
Wayne Dukes, Chairman

ATTEST: Donald C. Barbee, Jr., Clerk of Court

By: Donald C. Barbee, Jr.

**Approved as to Form and
Legal Sufficiency**

[Signature]
County Attorney

