

City of Pembroke Pines Transportation Division: Community Shuttle Mobility  
for Seniors/Individuals with Disabilities Program - 2025



# Title VI Program

*Date Adopted: January 2026*



Preface

Title VI Program Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Concerned (Signature)	Person	Remarks
1/21/2025	Adopted by City Commission	Jay Shechter		

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**1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Program**

*49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].*

**TheCity of Pembroke Pines** 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 the agency.

**TheCity of Pembroke Pines** 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 program into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against City of Pembroke Pines.
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 program)

**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.

Signature \_\_\_\_\_

Charles F. Dodge

City Manager, City of Pembroke Pines, Date: \_\_\_\_/\_\_\_\_/2025

## 2.0 Introduction & Description of Services

**CITY OF PEMBROKE PINES** submits this Title VI Program in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

**CITY OF PEMBROKE PINES** is a sub-recipient of FTA funds and provides service in the City of Pembroke Pines, Florida.

### **CITY OF PEMBROKE PINES SENIOR SERVICES & TRANSPORTATION**

The City of Pembroke Pines is a municipal local government in Broward County, Florida, that owns and operates the SW Focal Point Community Center (SW Focal Point), located at 301 N.W. 103rd Avenue, Pembroke Pines, FL 33026. SW Focal Point is Broward County's designated central location for comprehensive services for elder citizens of southwest Broward County. Built by the City in 1995, this 200,000 square foot senior complex is connected to the community by its transportation system serving the Elderly and Persons with Disabilities. The 52,000 square foot Senior Center offers a wide range of comprehensive services to 700 daily clients, next door to 190 rental apartments for seniors. The City also has 614 units of affordable rental apartments, most occupied by seniors, at Pines Place on the Forman Human Services Campus.

The goals of SW Focal Point Community Center are: 1) to provide a centralized, welcoming facility that encourages seniors to stay active and healthy; 2) to provide services, housing and transportation that allow seniors to live on their own longer; and 3) to be a resource and gathering point for the community, encouraging multigenerational use and events. The goal of the City's Transportation Division is to provide safe, reliable, and efficient transportation services to seniors and people with disabilities via a coordinated system of OAA service and a fixed route service.

### **TRANSPORTATION DIVISION**

Since 2000, Pembroke Pines has had a CTC agreement with Broward County. The City contracts with The Transportation Authority, LLC to provide transportation services and with Vera Cadillac Buick GMC to provide maintenance and repairs.

The Community Bus system and the transportation services for Seniors and Individuals with Disabilities are funded by the City of Pembroke Pines. The City also receives Local Services Program (State Funds) grant funding to support: 1) OAA/Nutrition Program clients. Individuals participating in the OAA/Nutrition program must be registered, 60 years and older who do not have access to other forms of transportation. Service is offered on an as-needed, first-come, first-served basis and includes trips to and from SW Focal Point, medical/dental appointments, pharmacies, grocery stores, social service agencies, post offices, banks, and center-sponsored field trips. 2) Regular daily bus service for registered Seniors and Individuals with Disabilities on 8 routes in Pembroke Pines and Hollywood.

Individuals participating in the program must be registered clients, 55 years and older residing in the Southwest section of Broward County who do not have access to other forms of transportation.

**Service hours, routes and trip types** – Pembroke Pines offers transportation services to seniors and people with disabilities via a coordinated system of OAA individual trip service and a fixed route service

with 8 routes. Bus service coordinates with **Broward County Transit** routes and other community bus services in the southwest Broward County service area. There is no cost to use this service. Transportation is offered from 7:00 a.m. to 7:55 p.m. Monday-Saturday. Riders may call **954-450-6850** between the hours of 7:30 a.m. and 4:30 p.m. or use [www.ppines.com](http://www.ppines.com) (under Community Services Department, Transportation).

The City's service area boundaries span from County Line/Pembroke Road on the South, 441 on the East, State Road 84 on the North and US 27 on the West. When new routes are being created, special consideration is given to the accessibility of the areas. Transportation staff gives acute attention to ensuring that vehicles can safely and easily navigate the geographic area, thus reducing the risk for accidents. Periodically, vehicles that are assigned to distant areas are switched around so as to reduce wear and tear on any one vehicle. Routes are designed with the elderly in mind. One hundred percent (100%) of all trips, including wheelchair trips, are assigned to routes in advance. Door-to-door service is offered to every rider. Trips are multi-loaded to achieve maximum efficiency and are scheduled to provide for timely arrival of clients to their destination. Each trip is designed to eliminate excessive ride time. Average ride time for each trip is limited to less than 40 minutes, or less than twice the normal, direct-route ride time for a particular trip. Exceptions to this arrangement include inclement weather, vehicle mechanical problems, and the like. The Transportation Division staff is readily adaptable and flexible when unforeseen circumstances such as these become a factor in maintaining regularly scheduled service. Back-up plans are efficiently initiated in these cases in order to avoid interruption of service to clients.

#### **STAFFING, INSURANCE, TRAINING, MANAGEMENT & ADMINISTRATION**

The City contracts with The Transportation Authority, LLC to provide these transportation services and with Vera Cadillac Buick GMC to provide preventive maintenance and repairs. Transportation services are directed by the City's Community Services Department Director Jay Shechter and finances are administered by Assistant Director Silvia Aguilar. The Transportation Authority, LLC has four administrative staff (President Richard Passero, Administrator Jessica Matos, District Manager Dana Dixon, Dispatcher/Operations Specialist Odiles Petit-Homme), 2 part-time clerks and 29 drivers. All drivers must have a valid Florida Commercial Driver License. They must attend and participate in departmental, City, and County-sponsored training seminars. Seminars will include but not be limited to defensive driving, passenger relations, wheelchair securement procedures, Americans with Disabilities Act (ADA) and non-discrimination requirements, and CPR.

Pembroke Pines Risk Management Department is responsible for insurance for vehicles. Transportation Authority, LLC insures and trains its personnel.

**Records** - The Transportation Division is required to maintain all records in accordance with Rule 14-90. The Division maintains two databases – Community Center Database and Easy Rides3. Both systems house information on clients, staff, vehicles, service, and operations. Both systems are on a dedicated server that is maintained by the City's Information and Technology Department. Additional support comes from the vendor, Mobilitat. Information is entered into and retrieved from both systems daily. Drivers are



required to maintain Vehicle Logbook records and Transportation Authority enters data and generates reports for the City's Transportation Division. See attached TOP document.

**Vehicle maintenance** - Maintenance and repair work on all vehicles takes place at the City garage and are sub-contracted to Vera Cadillac Buick GMC. All repairs/maintenance must be documented and follow procedures outlined in the System Safety Program Plan, revised in 2020.

**System Safety** – The City's System Safety Plan (SPP) (dated 2/5/2025), a System Safety Program Plan (SSPP) (dated 2/5/2025) and a Transportation Handbook (revised September 2022) outline the functions and responsibilities that shall be implemented and maintained to achieve a high level of safety at the City Transportation Division. The SSPP goal is to guide communications, documentation, and coordination and to reduce injuries, property damage, and delays in service. The SSPP applies to design, procurement, administration, operations and maintenance.

**Drug free work place** – The Transportation Division adheres to the City's Drug Free Workplace policy. Procedures are outlined on pages 60-72 of the City's TOP document.

**Data collection methods** - Transportation Authority, LLC collects and maintains data on all Section 5310 vehicles and drivers. The **Easy Rides3 (ER3) Database** is used for scheduling and routing of vehicles, as well as client registration, trip reservation, scheduling and routing of clients, drivers, and vehicles, reporting, data processing and retrieval. Each driver must complete detailed reports of the day's mileage and clients. This information is collected daily and entered by Transportation Authority into the City database. The data is available on spreadsheets and is provided to the state for inclusion in the state database.

**Drivers & Certifications** - The Section 5310-funded transportation program has:

Full Time Drivers – 18

Part time Drivers – 11

Total Drivers - 29

Vehicles that require a Commercial Driver's License - 29

Drivers needed during peak service – 21

Vehicles needed for peak service – 21

*FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.*

**Ridership -**

This program provides transportation to: 1) OAA/Nutrition Program-registered clients age 60+ years. Service is offered on an as-needed, first-come, first-served basis and includes trips to and from SW Focal Pt. Center, medical appointments, pharmacies, grocery stores, social service agencies, post offices, banks and center-sponsored field trips. 2) 6 routes of regular daily bus service for registered Seniors and Individuals with Disabilities in Pembroke Pines.

Clients must register with the Center's social worker. Clients provide their age and disability status during registration. We estimate that close to 100% of fixed route riders are seniors and/or individuals with disabilities, and a full 100% of OAA trips are seniors and/or individuals with disabilities. Of the 5310 population, 76% are seniors (60+) and 24% are individuals with disabilities.

**CITY OF PEMBROKE PINES** must designate a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by FDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to race, gender, and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

#### **Title VI Liaison**

Jessica Matos, Transportation Administrator  
301 NW 103<sup>rd</sup> Avenue  
Pembroke Pines, FL 33026  
954-450-6850  
Email: jmatos@ppines.com

#### **Alternate Title VI Contact**

Richard Passero, Operating Manager of Transportation Authority, LLC  
901 Poinciana Drive  
Pembroke Pines, FL 33026  
954-214-7421

### **2.1 Annual Certifications and Assurances**

*In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.*

**CITY OF PEMBROKE PINES** will remain in compliance with this requirement by annual submission of certifications and assurances as required by Florida Department of Transportation.



## 2.2 Title VI Program Concurrence and Adoption

This Title VI Program received FDOT concurrence on \_\_\_\_\_, 20\_\_\_\_. The Program was approved and adopted by **CITY OF PEMBROKE PINES'** City Commission during a meeting held on December 3, 2025. A copy of the meeting minutes and FDOT concurrence letter are included in Appendix B of this document.

### 3.0 Title VI Notice to the Public

*FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.*

#### 3.1 Notice to Public

*Recipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Program. The notice must include:*

- *A statement that the agency operates programs without regard to race, color and national origin*
- *A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations*
- *A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee*

The following is **CITY OF PEMBROKE PINES'** Title VI notice to the public:

**CITY OF PEMBROKE PINES** operates its transportation programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **CITY OF PEMBROKE PINES**.

**For more information on the CITY OF PEMBROKE PINES civil rights program, and the procedures to file a complaint about the transportation program, contact the Title VI Liaison at**

Jessica Matos, Transportation Administrator  
301 NW 103<sup>rd</sup> Avenue  
Pembroke Pines, FL 33026  
954-450-6850  
Email: [jmatos@ppines.com](mailto:jmatos@ppines.com)

A complainant may file a complaint directly with the Florida Department of Transportation by filing a complaint with the District 4 Title VI Coordinator:

Landy Ductan  
Local Program Coordinator  
Program Management -District Four  
(954) 777-4340  
[landy.ductan@dot.state.fl.us](mailto:landy.ductan@dot.state.fl.us)

Mark Simpson  
Local Program Coordinator  
In-House Consultant  
(954)-777-4522  
[mark.simpson@dot.state.fl.us](mailto:mark.simpson@dot.state.fl.us)

A complainant may also file a complaint directly with Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact:

Jessica Matos, Transportation Administrator  
301 NW 103<sup>rd</sup> Avenue  
Pembroke Pines, FL 33026  
954-450-6850  
Email: jmatos@ppines.com

### **Title VI Public Notice of Complaint Procedures (Spanish Translation)**

El propósito de este documento es para detallar específicos procedimientos de queja para mejores esfuerzos de documentación tocante al Título VI y estatutos relacionados.

El título VI de la Ley de Derechos Civiles de 1964 dispone que:

Ninguna persona en los Estados Unidos será excluida de participar en, ni se le negará los beneficios de, o será objeto de discriminación debido a su raza, color u origen nacional, en cualquier programa o actividad que recibe ayuda financiera federal.

City of Pembroke Pines no condona la discriminación y cree que todos deben ser protegidos basado en la criteria citada y no serán excluidos de participación en, negados beneficios de, a traves de actividades de City of Pembroke Pines Transportación.

City of Pembroke Pines PROCEDIMIENTO DE QUEJA: Toda persona que cree que él o ella, o una clase específica de personas, ha sido objeto de discriminación basada en raza, color, país de origen, por City of Pembroke Pines puede fichar una queja si entregue el formulario para quejas adjunto. Este formulario está disponible en nuestras oficinas y puede ser enviado por correo postal, o, correo electrónico. City of Pembroke Pines investigue quejas entregadas dentro de 180 días después del alegado incidente. Cuando City of Pembroke Pines reciba una queja, la queja será repasada para determinar si esta completa. City of Pembroke Pines va a procesar todas las quejas completas que hayan sido entregadas.

Jessica Matos, Transportation Administrator  
301 NW 103<sup>rd</sup> Avenue Pembroke Pines, FL 33026  
954-450-6850  
Email: jmatos@ppines.com

## Title VI Public Notice of Complaint Procedures (French Creole Translation)

### Fason pou nou pote plent

Nenpot moun ki santi l te diskrimine akòz ras li, koule l oubyen nasyonalite l bo kote **City of Pembroke Pines** ta dwe pote plent sou baz atik VI konpayi a le l konplete epi remet fomile VI la bay konpayi a. Yo ka pote plent tou nan telefon nimewo a se 954-450-6850, ekstansyon 107 oubyen pa mwayen entenet nan <https://www.ppines.com/215/Transportation>. Pou **City of Pembroke Pines** mennen envestigasyon sou yon plent yo te resevwa, li pa dwe depase 180 jou depi ensidan an te pase. Se selman plent konple yo **City of Pembroke Pines** pral envestige. Pou plent la ka konple, moun k ap fe l la ta dwe omwens mete non l, telefon li, dat ensidan te pase, epibay detay sou sa k te pase a.

Yon fwa nou fin resevwa plent la, **City of Pembroke Pines** pral revize ka a pou yo konnen si biwo yo a gen jiridiksyon sou li. Moun ki te depoze plent la pral resevwa yon let pou fe l konnen si biwo nou an pral envestige ka a.

**City of Pembroke Pines** gen katrevendis (90) jou pou yo envestige plent la. Si yo bezwen plis enfomasyon pou yo rezoud ka a, **City of Pembroke Pines** ka kontakte moun ki te depoze plent la. Moun ki depoze plent la gen dis jou {10} travay pou l voye enfomasyon yo mande l la bay moun k ap envestige ka a. Si moun ki depoze plent la pa kontakte envestigate a oubyen l pa resevwa enfomasyon l bezwen an nan dis jou {10} travay, **City of Pembroke Pines** ka femen ka a administrativman. Yo ka femen ka a administrativman tou simoun ki depoze plent la pa de-sisde pouswiv ka a.

Aprè envestigate a fin revize plent la, l ap voye youn nan de let sa yo bay moun ki te depoze plent la: yon let pou femen ka a oubyen yon let ki gen rezilta ka a ladan l {LOF}. Let femti a gen ladan l rezime tout akizasyon yo epi l fe konnen pa gen vyolasyon atik VI la donk ka a femen. Let {rezilta a} LOF la fe yon rezime tout akizasyon ak entevyou yo te fe sou ensidan ki te pase a, epi l eksplike kelkeswa aksyon disipline, fomasyon siplemante manm pesonel la oubyen nenpot lot aksyon yo ta deside fe. si moun ki te pote plent la vle fe yon apel kont desizyon sa ,li gen set {7}jou pou l fe sa depi le l te resevwa let LOF la.

Fason pou yo fe l ak fomile pou yo pote plent yo pral disponib pou piblik la sou sit entenet **City of Pembroke Pines** la nan <https://www.ppines.com/215/Transportation>. Si yo bezwen enfomasyon nan yon lot lang, kontakte Jessica Matos , Direktris operasyon yo nan

Jessica Matos, Transportation Administrator  
301 NW 103rd Avenue Pembroke Pines, FL 33026  
954-450-6850  
Email: [jmatos@ppines.com](mailto:jmatos@ppines.com)

## Title VI Public Notice of Complaint Procedures (Chinese Translation)

以下是 彭布羅克派恩斯市 (CITY OF PEMBROKE PINES) 關於《民權法案》第六章的公眾通知：

彭布羅克派恩斯市根據 1964 年《民權法案》第六章的規定，在營運其交通項目和服務時，不因種族、膚色或國籍而區別對待。任何認為自己因違反《民權法案》第六章的非法歧視行為而受到侵害的人士，均可向彭布羅克派恩斯市提出投訴。

如需了解更多關於彭布羅克派恩斯市民權項目的信息，以及如何就交通項目提出投訴，請聯繫第六章聯絡員：

傑西卡·馬托斯 (Jessica Matos)，交通管理員

地址：301 NW 103rd Avenue  
Pembroke Pines, FL 33026  
電話：954-450-6850  
信箱：jmatos@ppines.com

Yíxià shì péng bù luó kè pài ēn sī shì (CITY OF PEMBROKE PINES) guānyú “mínquán fǎ'àn” dì liù zhāng de gōngzhòng tōngzhī:

Péng bù luó kè pài ēn sī shì gēnjù 1964 nián “mínquán fǎ'àn” dì liù zhāng de guīdìng, zài yíngyùn qí jiāotōng xiàngmù hé fúwù shí, bù yīn zhǒngzú, fūse huò guójí ér qūbié duìdài. Rènhe rènwéi zìjǐ yīn wéifǎn “mínquán fǎ'àn” dì liù zhāng de fēifǎ qíshì xíngwéi ér shòudào qīnhài de rénshì, jūn kě xiàng péng bù luó kè pài ēn sī shì tíchū tóusù.

Rú xū liǎojiě gèng duō guānyú péng bù luó kè pài ēn sī shì mínquán xiàngmù dì xìnxī, yǐjí rúhé jiù jiāotōng xiàngmù tíchū tóusù, qǐng liánxì dì liù zhāng liánluò yuán:

Jié xī kǎ-mǎ tuō sī (Jessica Matos), jiāotōng guǎnlǐ yuán

dìzhǐ: 301 NW 103rd Avenue  
Pembroke Pines, FL 33026  
diànhuà: 954-450-6850  
Xìnxīāng: jmatos@ppines.com

### 3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of **CITY OF PEMBROKE PINES'** obligations under Title VI and to inform them of the protections afforded under Title VI. At a minimum, the notice will be posted in public areas of **CITY OF PEMBROKE PINES'** office(s) and in all vehicles.

**CITY OF PEMBROKE PINES'** notice to the public will be posted at the following locations:

Location Name	Address	City
Transportation office at SW Focal Point Community Center	301 NW 103rd Avenue	Pembroke Pines, FL
Section 5310 Vehicles	301 NW 103 <sup>rd</sup> Avenue	Pembroke Pines, FL
City of Pembroke Pines website	<a href="https://www.ppines.com/215/Transportation">https://www.ppines.com/215/Transportation</a>	

The Title VI notice and program information will also be provided on **CITY OF PEMBROKE PINES'** website at <https://www.ppines.com/215/Transportation>



## 4.0 Title VI Procedures and Compliance

*FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.*

### 4.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by **CITY OF PEMBROKE PINES** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaints can also be submitted by contacting:

Jessica Matos, Transportation Administrator  
 301 NW 103rd Avenue Pembroke Pines, FL 33026  
 954-450-6850  
 Email: [jmatos@ppines.com](mailto:jmatos@ppines.com)

**CITY OF PEMBROKE PINES** investigates complaints received no more than 180 days after the alleged incident. **CITY OF PEMBROKE PINES** will only process complaints that are complete. To be considered complete, complainants must, at a minimum, include their name, contact information, date of alleged incident, and a description of the incident.

Once the complaint is received, **CITY OF PEMBROKE PINES** 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.

**CITY OF PEMBROKE PINES** has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, **CITY OF PEMBROKE PINES** 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, **CITY OF PEMBROKE PINES** 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.

The complaint procedures and forms will be made available to the public on **CITY OF PEMBROKE PINES'** website (<https://www.ppines.com/215/Transportation>). The forms are also available in other formats upon request.

#### 4.2 Complaint Form

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Requirements?	Format	Large Print		Audio Tape
		TDD		Other
<b>Section II:</b>				
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
<b>Section III:</b>				
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 <input type="checkbox"/> Age				
<input type="checkbox"/> Disability <input type="checkbox"/> Family or Religious Status <input type="checkbox"/> Other (explain) _____				
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.				
_____ _____ _____				
<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No

<b>Section V</b>	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name: _____	
Title: _____	
Agency: _____	
Address: _____	
Telephone: _____	
<b>Section VI</b>	
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:

Jessica Matos, Transportation Administrator  
301 NW 103rd Avenue Pembroke Pines, FL 33026  
954-450-6850  
Email: [jmatos@ppines.com](mailto:jmatos@ppines.com)

The complaint form must be provided in any language spoken by the LEP population which meet the Safe Harbor threshold of 5% or 1,000 person criteria (See Section 7.1 Overview – Safe Harbor Threshold).

## 4.3 Complaint Form in Spanish

<b>Sección I:</b>		
<b>Nombre:</b>		
<b>Dirección:</b>		
<b>Teléfono (Residencial):</b>	<b>Teléfono Secundario(Opcional):</b>	
Correo Electrónico:		
<b>Sección II:</b>		
¿Está usted presentando esta queja en nombre propio?	Sí*	No
<i>*Si usted ha contestado "sí" a esta pregunta, vaya a la Sección III.</i>		
Si su respuesta es "no", por favor provea el nombre y relación con la persona para la cual usted presenta la queja.		
Por favor explique la razón que usted presenta esta queja en nombre de otra persona:		
Si usted está presentando una queja de parte de otra persona, por favor confirme que usted ha obtenido el permiso de la persona perjudicada.	Sí	No
<b>Sección III:</b>		
Creo que la discriminación de la que fui objeto se basó en (marque todos que correspondan):		
<input type="checkbox"/> Raza <input type="checkbox"/> Colór <input type="checkbox"/> Orígen Nacional		
Fecha de la supuesta discriminación (Mes, Día, Año): _____		
<p>Explique lo más claro posible que lo que sucedió y por qué usted cree que fue objeto de discriminación. Describa a todas las personas que estuvieron involucradas. Incluya el nombre e información de contacto de la(s) persona(s) que lo discriminaron (si los conoce) así como los nombres e información de contacto de cualquier testigo. Si necesita más espacio, por favor use la parte del dorso lado del formulario o adjunte hojas adicionales.</p>		
<hr/> <hr/> <hr/>		

**Sección IV:**

¿Ha presentado anteriormente una queja del Título VI con **CITY OF PEMBROKE PINES**?

Sí

No

**Sección V:**

¿Ha presentado una queja ante otra agencia Federal, Estatal, Local, o ante cualquier otra agencia Federal o Corte Estatal?

☐ Sí

☐ No

Si usted contesta que "sí", marque todas las opciones que correspondan:

☐ Agencia Federal: \_\_\_\_\_

☐ Corte Federal \_\_\_\_\_

☐ Agencia Estatal \_\_\_\_\_

☐ Corte Estatal \_\_\_\_\_

☐ Agencia Local \_\_\_\_\_

Favor de proporcionar la información acerca de una persona de contacto en la agencia donde se presentó la queja.

**Nombre:**

**Posición:**

**Agencia:**

**Dirección:**

**Teléfono:**

**Sección VI:**

Nombre de la Agencia de Tránsito contra la que se presenta la queja:

Persona de contacto:

Posición:

Teléfono:

Puede adjuntar cualquier material escrito u otra información que usted considere pertinente para su queja.

Se requiere firma y fecha abajo para completar este formulario:

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

Favor de presentar este formulario en persona o enviarlo por correo a la siguiente dirección:

Jessica Matos, Transportation Administrator  
301 NW 103rd Avenue Pembroke Pines, FL 33026  
954-450-6850  
Email: [jmatos@ppines.com](mailto:jmatos@ppines.com)



## 4.4 Complaint Form in Creole

## Fòm Plent Tit VI

<b>Seksyon I:</b>				
Non:				
Adrès:				
Telefòn (Kay):			Telefòn (Travay)	
Adrès Imèl:				
Èske ou bezwen fòma aksesib?	Gwo Lèt		Kasèt	
	TDD		Lèt	
<b>Seksyon II:</b>				
Èske w ap depoze plent sa a pou tèt ou?			Wi*	Non
*Si ou te reponn "wi" pou kesyon sa a, ale sou seksyon III.				
Si se non, tanpri bay non moun w ap pote plent pou li ak sa li ye pou ou:				
Tanpri eksplike poukisa w ap depoze plent la pou yon lòt moun:				
Tanpri konfime si ou te gen pèmasyon pou ki gen pwoblèm w ap depoze plent pou li a.			Wi	Non
<b>Seksyon III:</b>				
Mwen kwè diskriminasyon mwen te viv la te fè pou (chwazi tout rezon yo):				
<input type="checkbox"/> Ras <input type="checkbox"/> Koulè <input type="checkbox"/> Orijin Nasyonal <input type="checkbox"/> Laj				
<input type="checkbox"/> Andikap <input type="checkbox"/> Sitiyasyon Familyal ou Relijye <input type="checkbox"/> Lòt Eksplike _____				
Dat Diskriminasyon w ap akize a te fèt (Mwa, Jou, Ane): _____				
Eksplike byen klè mezi li posib kisa ki te pase ak poukisa pou panse yo te fè diskriminasyon kont ou. Dekri tout moun ki te enplike yo. Mete non ak enfòmasyon pou kontakte moun ki te fè diskriminasyon kont ou a (si ou konnen) ansanm ak non ak enfòmasyon pou kontakte nenpòt temwen. Si ou bezwen plis plas, itilize do fòm sa a.				
_____				
_____				
<b>Seksyon IV</b>				
Eksè ou depoze yon plent Tit VI ak ajans sa a deja?			Wi	Non

<b>Seksyon V</b>	
Èske ou depoze plent sa a ak okenn lòt ajans Federal, Eta, oswa lokal, oswa nenpòt lòt tribinal Federal oswa Eta?	
<input type="checkbox"/> Wi	<input type="checkbox"/> Non

Si se wi, chwazi tout sa ou te kontakte:	
<input type="checkbox"/> Ajans Federal:	
<input type="checkbox"/> Tribinal Federal	<input type="checkbox"/> Ajans Eta
<input type="checkbox"/> Tribinal Eta	<input type="checkbox"/> Ajans Lokal
Tanpri bay enfòmasyon sou yon kontak nan ajans/tribinal ou te depoze plent la.	
Non:	
Tit:	
Ajans:	
Adrès:	
Telefòn:	
<b>Seksyon VI</b>	
Non ajans w ap pote plent kont li a:	
Moun pou kontakte:	
Tit:	
Nimewo telefòn:	

Ou kapab kote nenpòt dokiman ekri osa lòt enfòmasyon pou panse enpòtan pou plent ou a.

Ou oblije mete siyati ak dat pi ba a.

\_\_\_\_\_  
Siyati

\_\_\_\_\_  
Dat

Tanpri remèt fò sa a an pèsòn nan adrès ki pi ba a, oswa poste li bay:

Jessica Matos, Transportation Administrator  
 301 NW 103rd Avenue Pembroke Pines, FL 33026  
 954-450-6850  
 Email: [jmatos@ppines.com](mailto:jmatos@ppines.com)

## 4.5 Complaint Form in Chinese

<b>部分 Bùfèn I:</b>				
Name: 姓名 : Xíngmíng:				
Address: 地址 : Dìzhǐ:				
Telephone (Home):電話 (家庭) : Diànhuà (jiāting):			Telephone (Work): 電話 (工) Diànhuà (gōngzuò):	
Electronic Mail Address: 電子郵件地址 : Diànzǐ yóujiàn dìzhǐ:				
Accessible Requirements? 無障礙要求? Wú zhàng'ài yāoqiú?	Large Print 大字體 Dà zìtǐ		Audio Tape 錄音帶 Lùyīndài	
	TDD 時分雙工 Shí fēn shuāng gōng		Other 其他 Qítā	
Format 格式 Géshì				
<b>部分 Bùfèn II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
您是代表自己提出這項投訴嗎? Nín shì dàibiǎo zìjǐ tíchū zhè xiàng tóusù ma?			是的*Shì de*	不 Bù
*If you answered "yes" to this question, go to Section III. *如果您對此問題的回答是“是”，請轉到第三部分。*Rúguǒ nín duì cǐ wèntí de huídá shì “shì”, qǐng zhuǎn dào dì sān bùfèn.				
If not, please supply the name and relationship of the person for whom you are complaining:  若以上資訊不完整，請提供您投訴對象的姓名及其與您的關係：Ruò yǐshàng zīxùn bú wánzhěng, qǐng tígōng nín tóusù duìxiàng de xìngmíng jí qí yǔ nín de guānxì:				
Please explain why you have filed for a third party:  請說明您為何以第三方身分提交申 請：Qǐng shuōmíng nín wèihé yǐ dì sānfāng shēnfèn tíjiāo shēnqǐng:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. 如果您是代表第三方提起訴訟，請確認您已獲得受害方的許可。 Rúguǒ nín shì dàibiǎo dì sānfāng tíqǐ sùsòng, qǐng quèrèn nín yǐ huòdé shòuhài fāng de xǔkě.			Yes  是的 Shì de	No  不 Bù
<b>部分 Bùfèn III:</b>				
I believe the discrimination I experienced was based on (check all that apply): 我認為我所遭受的歧視是基於（請勾選所有適用項）：  Wǒ rènwéi wǒ suǒ zāoshòu de qíshì shì jīyú (qǐng gōu xuǎn suǒyǒu shìyòng xiàng):  [ ] Race 種族 Zhǒngzú [ ] Color 顏色 Yánsè [ ] National Origin 國籍 Guójí [ ] Age 年齡 Niánlíng				

☐ Disability 殘障 Cánzhàng ☐ Family or Religious Status 家庭或宗教地位 Jiāting huò zōngjiào dìwèi

☐ Other (explain) 其他 (請解釋) Qítā (qǐng jiěshì) \_\_\_\_\_

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

涉嫌歧視事件發生日期 (月、日、年) Shèxián qíshì shìjiàn fāshēng rìqí (yuè, rì, nián)

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.

請盡可能清晰地解釋事件經過以及您認為自己受到歧視的原因。請描述所有涉事人員。請提供歧視您的人員的姓名和聯絡資訊 (如已知)，以及所有證人的姓名和聯絡資訊。如果需要更多空間，請使用表格背面。

Qǐng jǐn kěnéng qīngxī de jiěshì shìjiàn jīngguò yǐjī nín rènwéi zìjǐ shòudào qíshì de yuányīn. Qǐng miáoshù suǒyǒu shè shì rényuán. Qǐng tígōng qíshì nín de rényuán de xìngmíng hé liánluò zīxùn (rú yǐ zhī), yǐjī suǒyǒu zhèngrén de xìngmíng hé liánluò zīxùn. Rúguǒ xūyào gèng duō kōngjiān, qǐng shǐyòng biǎogé bèimiàn.

#### 部分 Bùfèn IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

你之前是否有向該機構提交過第六章投訴？Nǐ zhīqián shìfǒu yǒu xiàng gāi jīgòu tíjiāoguò dì liù zhāng tóusù?

是的 Shì de

不 Bù

#### 部分 Bùfèn V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes 是的 Shì de ☐ No 不 Bù

If yes, check all that apply: 如果是，請勾選所有適用項目： Rúguǒ shì, qǐng gōu xuǎn suǒyǒu shìyòng xiàngmù:

☐ Federal Agency: \_\_\_\_\_

☐ Federal Court \_\_\_\_\_

☐ State Court \_\_\_\_\_

☐ State Agency \_\_\_\_\_

☐ Local Agency \_\_\_\_\_

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

請提供受理投訴的機構/法院的聯絡人資訊。 Qǐng tígōng shòulǐ tóusù de jīgòu/fǎyuàn de liánluò rén zīxùn

Name: 姓名 : Xìngmíng:

Title: 標題 : Biāotí:

Agency: 機構 : Jīgòu:

Address: 地址 : Dìzhǐ:
Telephone: 電話 : Diànhuà:
<b>部分 Bùfèn VI</b>
Name of agency complaint is against: 被投訴機構名稱 : Bèi tóusù jīgòu míngchēng:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.  
 您可以附上您認為與您的投訴相關的任何書面資料或其他資訊。Nín kěyǐ fù shàng nín rènwéi yǔ nín de tóusù xiāngguān de rènhé shūmiàn zīliào huò qítā zīxùn.

Signature and date required below

下方需簽名並註明日期 Xiàfāng xū qiānmíng bìng zhù míng rìqí

Signature 簽名 Qiānmíng

Date 日期 Rìqí

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

請親自將此表格提交至以下地址，或將此表格郵寄至：

Qǐng qīnzì jiāng cǐ biǎogé tíjiāo zhì yǐxià dìzhǐ, huò jiāng cǐ biǎogé yóujì zhì:

Jessica Matos, Transportation Administrator  
 301 NW 103rd Avenue Pembroke Pines, FL 33026  
 954-450-6850  
 Email: [jmatos@ppines.com](mailto:jmatos@ppines.com)

#### 4.6 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three (3) years. **CITY OF PEMBROKE PINES** will submit Title VI Programs to FDOT for concurrence on an annual basis or any time a major change in the Program occurs.

Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to FDOT annually.



## 5.0 Title VI Investigations, Complaints, and Lawsuits

*FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.*

In accordance with 49 CFR 21.9(b), **CITY OF PEMBROKE PINES** must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by **CITY OF PEMBROKE PINES** in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Program when it is submitted to FDOT.

**CITY OF PEMBROKE PINES** has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. A summary of these incidents is recorded in Table 1.

**Table 1: Summary of Investigations, Lawsuits, and Complaints**

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

## 6.0 Public Participation Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Program shall include the following information: 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. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.*

### Introduction

The Public Participation Plan (PPP) for **CITY OF PEMBROKE PINES** was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for **CITY OF PEMBROKE PINES**. Policy and service delivery decisions take into consideration community sentiment and public opinion based upon outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about **CITY OF PEMBROKE PINES** services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. **CITY OF PEMBROKE PINES** also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community-based organizations, major employers, passengers and the general public, including low-income, minority, LEP, and other traditionally underserved communities.

### Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment, about **CITY OF PEMBROKE PINES** and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** **CITY OF PEMBROKE PINES Transportation Division** will proactively reach out and engage low-income, minority, and LEP populations for the **CITY OF PEMBROKE PINES** service area so these groups have an opportunity to participate.
- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporally, linguistically and culturally.
- **Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.
- **Responsive:** **CITY OF PEMBROKE PINES** will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.

- **Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

#### Public Participation Methods

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of **CITY OF PEMBROKE PINES**. The **CITY OF PEMBROKE PINES** intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

**CITY OF PEMBROKE PINES** will conduct community meetings and listening sessions as appropriate with passengers, employers, community based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the **CITY OF PEMBROKE PINES** website (<https://www.ppines.com/181/Community-Services>) and all feedback on the site will be recorded and passed on to **CITY OF PEMBROKE PINES** management. The public will also be able to call the **CITY OF PEMBROKE PINES** office at 954-450-6850 during its hours of operation. Feedback collected over the phone will be recorded and passed on to **CITY OF PEMBROKE PINES** management. Formal customer surveys to measure performance, and listening sessions to solicit input, will be conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meetings will be created that work to achieve the stated goals and is relevant to the subject and not overwhelming for the public.

For all public meetings, the venue will be Southwest Focal Point Community Center, which is accessible for persons with disabilities and is served by public transit. If a series of meetings is scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants. Recent meetings have been held, for example, at Century Village Clubhouse and at Holly Lake neighborhood.

For community meetings and other important information, **CITY OF PEMBROKE PINES** will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement
- Posters or flyers in transit center
- Posting information on website

- Press releases and briefings to media outlets
- Multilingual flyer distribution to community based organizations, particularly those that target LEP population
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Communications to relevant elected officials
- Other methods required by local or state laws or agreements

All information and materials communicating proposed and actual service adjustments will be provided in English, Spanish and Haitian Creole – languages that meet the “safe harbor” criteria.

### **Public Hearing**

The City of Pembroke Pines is required to notify the public about intended Capital purchases that are funded in part through the Section 5310 program. These include new buses that are purchased with Federal and State of Florida grant funding.

### **LCB Meetings**

The Broward MPO, in coordination with the Transportation Disadvantaged (TD) Local Coordinating Board (LCB), is committed to assisting disadvantaged persons of Broward County with their transportation needs. The LCB meets quarterly in the MPO Board Room, located in the Trade Centre South Building at 100 West Cypress Creek Road, 6th Floor, Suite 650, Fort Lauderdale, FL 33309 at 2:00 p.m.

These meetings are open to the public and participation is encouraged. For more information about meeting dates and participation guidelines, visit:

<https://www.browardmpo.org/our-committees/transportation-disadvantaged-local-coordinating-board-lcb>

### **Current Outreach Efforts**

**CITY OF PEMBROKE PINES** is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of **CITY OF PEMBROKE PINES**’s recent, current, and planned outreach activities.

- The City’s Transportation Division conducts annual satisfaction surveys with participants to gather input about service quality. The surveys are distributed to riders on the buses or at Southwest Focal Point Community Center. The responses are tallied every fall by the Transportation Coordinator.
- The City’s Transportation Division has notified the public of any intent to apply for grant funding for capital acquisitions or projects. This public notice has been published every December for the past three years. The public is notified that they may request a public hearing be held at the City Commission meeting during which the capital project is being reviewed.

- When routes were being fine-tuned, meetings were held at Southwest Focal Point Community Center, City of Pembroke Pines Commission Chambers, Century Village Clubhouse and at Holly Lakes Neighborhood community event.
- Pembroke Pines Transportation Division will conduct public meetings as necessary that are accessible to persons with disabilities, with interpreters available for those who speak Spanish and Haitian Creole. Pembroke Pines Transportation Division will post flyers on buses and distribute flyers to make riders, residents and businesses aware of the meeting.

## 7.0 Language Assistance Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).*

### 7.1 Overview

The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficient (LEP) analysis used to identify LEP needs and assistance measures.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

Safe Harbor Provision, DOT has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP population. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes **five percent (5%) or 1,000 persons**, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 people in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. **CITY OF PEMBROKE PINES'** language assistance plan (LAP) includes a four-factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

### 7.2 Four Factor Analysis

The analysis provided in this report has been developed to identify LEP populations that may use **CITY OF PEMBROKE PINES** services and identify needs for language assistance. This analysis is based on the "Four



Factor Analysis” presented in the Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter **CITY OF PEMBROKE PINES’s** program, activity or service.
2. The frequency with which LEP persons come in contact with **CITY OF PEMBROKE PINES’s** program, activity or service.
3. The nature and importance of programs, activities or services provided by **CITY OF PEMBROKE PINES’s** program, activity or service to the LEP population.
4. The resources available to **CITY OF PEMBROKE PINES’s** program, activity or service and overall cost to provide LEP assistance.

**Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population**

**CITY OF PEMBROKE PINES** service area does have LEP populations which qualify for the Safe Harbor Provision. Of the 172,961 residents in the **City of Pembroke Pines** service area 34,875 residents describe themselves as speaking English less than “very well”. Spanish language speakers are the primary LEP persons likely to utilize **City of Pembroke Pines** services. For the **City of Pembroke Pines** service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population 79.8% speak English “very well.” For groups who speak English “less than very well”, 91% speak Spanish and 9% speak Haitian Creole, Asian and Pacific Island, and Indo-European languages.

Appendix C contains a table which lists the languages spoken at home by the ability to speak English for the population within the **Broward County** service area. The following is a summary of **Broward County** Language Data Table: (This table includes all languages that meet the Safe Harbor Threshold of 5% or 1,000 person criteria or at least English and the identified languages one and two).

<b>Broward County, Florida</b>	<b>Estimate</b>	<b>Percentage</b>
<b>Total:</b>	<b>1,829,868</b>	<b>100%</b>
<b>Speak only English</b>	<b>1,075,304</b>	<b>58.76%</b>
<b>Language One - Spanish</b>	<b>490,610</b>	<b>26.81%</b>
<b>Speak English "very well"</b>	<b>299,813</b>	<b>16.38%</b>
<b>Speak English less than "very well".</b>	<b>190,797</b>	<b>10.43%</b>
<b>Language Two – French Creole</b>	<b>124,138</b>	<b>6.78%</b>
<b>Speak English "very well"</b>	<b>76,604</b>	<b>4.19%</b>
<b>Speak English less than "very well".</b>	<b>47,534</b>	<b>2.60%</b>

Based on the Broward County percentages of residents who speak English less than “very well,” the following Pembroke Pines residents would qualify for the Safe Harbor Provision as the number of persons which speak English less than “very well”:

- Spanish language – 37.5% or 64,860 persons in Pembroke Pines
- Other languages – 39.8% or 68,838 persons in Pembroke Pines

**Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services**

The Federal guidance for this factor recommends that agencies should assess the frequency with which they have contact with LEP individuals from different language groups. The more frequent the contact with a particular LEP language group, the more likely enhanced services will be needed.

**CITY OF PEMBROKE PINES** has assessed the frequency with which LEP individuals come in contact with the transit system. The methods utilized for this assessment include analysis of Census data, examining phone inquiries, requests for translated documents, and staff survey. Phone inquiries and staff survey feedback indicated that **CITY OF PEMBROKE PINES** dispatchers and drivers interact somewhat frequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish. Over the past three (3) years, **CITY OF PEMBROKE PINES** has had less than 25 requests for translated documents as our Administrator is bilingual and dispatcher speaks French Creole.

**Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People’s Lives**

Public transportation and regional transportation planning is vital to many people’s lives. According to the Department of Transportation’s *Policy Guidance Concerning Recipient’s Responsibilities to LEP Persons*, providing public transportation access to LEP persons is crucial. A LEP person’s inability to utilize public transportation effectively, may adversely affect his or her ability to access health care, education, or employment.

With nearly 40,000 residents age 65+ or with disabilities, many of whom are LEP, the bus service is critically important. It provides free access for these residents to employment, shopping, medical appointments and many other services.

**Factor 4: The Resources Available to the Recipient and Costs**

The **City of Pembroke Pines Transportation Division** assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations. These resources include the following: 1) the majority of bus drivers are bi-lingual (English-Spanish or English-French Creole); 2) if drivers need assistance with translation, there are Spanish- and French-Creole-speaking employees at the Transportation office, 3) multi-lingual speakers will attend any public meetings to ensure all voices are heard, and 4) if necessary, the City will arrange for competent interpreter services in

additional languages. **City of Pembroke Pines** is committed to providing a reasonable degree of services for LEP populations in its service area.

### 7.3 Language Assistance Plan

In developing a Language Assistance Plan, FTA guidance recommends the analysis of the following five elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

The five elements are addressed below.

#### **Element 1: Identifying LEP Individuals Who Need Language Assistance**

Federal guidance provides that there should be an assessment of the number or proportion of LEP individuals eligible to be serviced or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

**CITY OF PEMBROKE PINES** has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix C). As presented earlier, 58.76% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish (26.81%). Of those whose primary spoken language is Spanish, approximately 10.43% identify themselves as speaking less than “very well”. Those residents whose primary language is not English or Spanish and who identify themselves as speaking English less than “very well” account for 5.29% of the service area population.

**CITY OF PEMBROKE PINES** may identify language assistance need for an LEP group by:

1. Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Having Census Bureau Language Identification Flashcards available at **CITY OF PEMBROKE PINES** Meetings. This will assist **CITY OF PEMBROKE PINES** in identifying language assistance needs for future events and meetings.
3. Having Census Bureau Language Identification Flashcards on all transit vehicles to assist operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to obtain contact information to give to **CITY OF PEMBROKE PINES** management to follow-up.
4. Vehicle operators and front-line staff (i.e. Dispatchers, Transit Operation Supervisors, etc.) will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

### **Element 2: Language Assistance Measures**

Federal Guidance suggests that an effective LAP should include information about the ways in which language assistance will be provided. This refers to listing the different language services an agency provides and how staff can access this information.

For this task Federal Guidance recommends that transit agencies consider developing strategies that train staff as to how to effectively deal with LEP individuals when they either call agency centers or otherwise interact with the agency.

**City of Pembroke Pines** has undertaken the following actions to improve access to information and services for LEP individuals:

1. Provide bilingual staff at community events, public hearings, and transit committee meetings.
2. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
3. Provide Language Identification Flashcards onboard transit vehicles and in the **City of Pembroke Pines** offices.
4. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from multi-lingual staff members, a professional translation service or qualified community volunteers.

**City of Pembroke Pines** will utilize the demographic maps provided in Appendix D in order to better provide the above efforts to the LEP persons within the service area.

### **Element 3: Training Staff**

Federal guidance states staff members of an agency should know their obligations to provide meaningful access to information and services for LEP persons and that all employees in public contact positions should be properly trained.

Suggestions for implementing Element 3 of the Language Assistance Plan, involve: (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying existing staff training opportunities; (3) providing regular re-training for staff dealing with LEP individual needs; and (4) designing and implementing LEP training for agency staff.

In the case of **City of Pembroke Pines**, the most important staff training is for customer service representatives and drivers. Several representatives are bilingual in English and Spanish, as well as English and French-Creole.

The following training will be provided to customer service representatives and drivers:

1. Information on Title VI Procedures and LEP responsibilities
2. Use of Language Identification Flashcards
3. Documentation of language assistance requests
4. How to handle a potential Title VI/LEP complaint

**Element 4: Providing Notice to LEP Persons**

**City of Pembroke Pines** will make Title VI information available in English, Spanish and French Creole on the Agency's website. Key documents are written in English, Spanish and French Creole. Notices are also posted in **City of Pembroke Pines** Transportation office and on vehicles. Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in Spanish and French Creole based on the known LEP population.

**Element 5: Monitoring and Updating the Plan**

The plan will be reviewed and updated on an ongoing basis. Updates will consider the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether **City of Pembroke Pines'** financial resources are sufficient to fund language assistance resources needed

**City of Pembroke Pines** understands the value that its service plays in the lives of individuals who rely on this service, and the importance of any measures undertaken to make the use of the system easier. **City of Pembroke Pines** is open to suggestions from all sources, including customers, **City of Pembroke Pines** staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

**Transit Planning and Advisory Bodies**

*FTA Circular 4702.1B, Chapter III, Paragraph 10: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.*

**City of Pembroke Pines** does not have a transit-related committee or board; therefore this requirement does not apply.

## 8.0 Title VI Equity Analysis

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.8: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.*

Title 49 CFR, Appendix C, Section (3)(iv) requires that “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations, **CITY OF PEMBROKE PINES** will ensure the following:

1. **CITY OF PEMBROKE PINES** will complete a Title VI equity analysis for any facility during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. **CITY OF PEMBROKE PINES** will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
2. When evaluating locations of facilities, **CITY OF PEMBROKE PINES** will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.
3. If **CITY OF PEMBROKE PINES** determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, **CITY OF PEMBROKE PINES** may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. **CITY OF PEMBROKE PINES** must demonstrate and document how both tests are met. **CITY OF PEMBROKE PINES** will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

**City of Pembroke Pines** has not recently constructed any facilities nor does it currently have any facilities in the planning stage. Therefore, **the City of Pembroke Pines** does not have any Title VI Equity Analysis reports to submit with this Program. **City of Pembroke Pines** will utilize the demographic maps included in Appendix D for future Title VI analysis.

## 10.0 System-Wide Service Standards and Service Policies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

**CITY OF PEMBROKE PINES** both a fixed route service provider and an individual trip provider for seniors and individuals with disabilities.

FTA Circular 4702.1B requires that all fixed route service providers prepare and submit system-wide service standards and service policies as a part of their Title VI Program. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets.

**CITY OF PEMBROKE PINES** has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

### 10.1 Service Standards

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. The City of Pembroke Pines Community Shuttle Operations has prepared standards for all modes it operates including Gold East, Gold West, Green, Blue East, and Blue West.



## a. Vehicle Load

Number			Average Passenger Capacity		
	Vehicle Type	Seated	Wheelchair	Total	Maximum Load Factor
6	E450 Buses	20	2	18-20	
4	Ford Turtle Top F550 Buses	18	2	20	
4	Ford F550 Goshen G-Force Buses	16-20	2	18-20	
2	Ford F550 Goshen Coach Buses	18	2	20	
2	Ford E450 Turtle Top Odyssey	14	2	16	
2	Ford E550 G-Force Champion	18	2	20	

b. Vehicle Headway

POLICY HEADWAYS AND PERIODS OF OPERATION				
<u>WEEKDAY</u>	<u>Peak Weekday</u>	<u>Saturday Peak</u>	<u>Seats Available</u>	<u>Load Factor Standard</u>
Gold East	12.6	12.6	20	1.5
Gold West	10.3	10.3	20	1.5
Green	7.7	7.7	20	1.5
Blue East	8.8	N/A	20	1.5
Blue West	4.5	N/A	20	1.5
<i>* Peak: 7-9 am and 4-6 pm; Base 9am - 4pm; Evening: 6-7:30 pm; Night: no service</i>				

VEHICLE HEADWAY FOR EACH ROUTE				
<u>Route Name</u>	<u>AM Peak</u>	<u>Base</u>	<u>PM Peak</u>	<u>Saturday</u>
Gold East	45	45	45	45
Gold West	65	65	65	65
Green	57	65	65	65
Blue East	0	69	0	N/A
Blue West	70	70	0	N/A
<i>* Peak: 7-9 am and 4-6 pm; Base 9am - 4pm; Evening: 6-7:30 pm; Night: no service</i>				

c. On-Time Performance

A vehicle is considered on time if it departs a scheduled time point no more than one (1) minute early and no more than five (5) minutes late. The City of Pembroke Pines Community Shuttle Operations on-time performance objective is 90% or greater and is currently at 96%. The City of Pembroke Pines Community Shuttle Operations continuously monitors ontime performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

d. Service Availability

The City of Pembroke Pines Community Shuttle Operations will distribute transit service so that 90% of all residents in the service area are within a ½-mile walk of bus service.

## 10.2 Service Policies

FTA requires fixed route transit providers to develop a policy for service indicators. **CITY OF PEMBROKE PINES** has prepared the following policies for its transit system.

a. Distribution of Transit Amenities

Installation of transit amenities along bus routes is based on the number of passengers boarding at stops and stations along those routes.

b. Vehicle Assignment

Vehicles will be assigned to the various routes such that the average age of the fleet serving each route does not exceed 10 years. Low-floor buses are deployed on frequent service and other high-ridership lines, so these buses carry a higher share of ridership than their numerical proportion of the overall bus fleet. Low-floor buses are also equipped with air conditioning and automated stop announcement systems. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 30-foot buses rather than the 40-foot buses. Some routes requiring tight turns on narrow streets are operated with 30-foot rather than 40-foot buses.

## 11.0 Appendices

APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS
APPENDIX B	TITLE VI PROGRAM ADOPTION MEETING MINUTES AND FDOT CONCURRENCE LETTER
APPENDIX C	OPERATING AREA LANGUAGE DATA: <b>CITY OF PEMBROKE PINES</b> SERVICE AREA
APPENDIX D	DEMOGRAPHIC MAPS
APPENDIX E	TITLE VI EQUITY ANALYSIS

## Appendix A

### FTA Circular 4702.1B Reporting Requirements for Transit Providers

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Sub-recipients shall submit the information below to their primary recipient (the entity from whom the sub-recipient receives funds directly), on a schedule to be determined by the primary recipient.

#### General Requirements

*All recipients must submit:*

- ☐ Title VI Notice to the Public, including a list of locations where the notice is posted
- ☐ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ☐ Title VI Complaint Form
- ☐ List of transit-related Title VI investigations, complaints, and lawsuits
- ☐ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- ☐ Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- ☐ A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ☐ Primary recipients shall include a description of how the agency monitors its sub-recipients for compliance with Title VI, and a schedule of sub-recipient Title VI Program submissions
- ☐ A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- ☐ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- ☐ Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

#### Requirements of Transit Providers

*All Fixed Route Transit Providers must submit:*

- ☐ All requirements set out in Chapter III (General Requirements)

- ☐ Service standards
  - Vehicle load for each mode
  - Vehicle headway for each mode
  - On time performance for each mode
  - Service availability for each mode
- ☐ Service policies
  - Transit Amenities for each mode
  - Vehicle Assignment for each mode

*Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:*

- ☐ Demographic and service profile maps and charts
- ☐ Demographic ridership and travel patterns, collected by surveys
- ☐ Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- ☐ A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- ☐ Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

**Appendix B**

**Title VI Program Adoption Meeting Minutes and FDOT Concurrence Letter**





## Appendix C

## Operating Area Language Data:

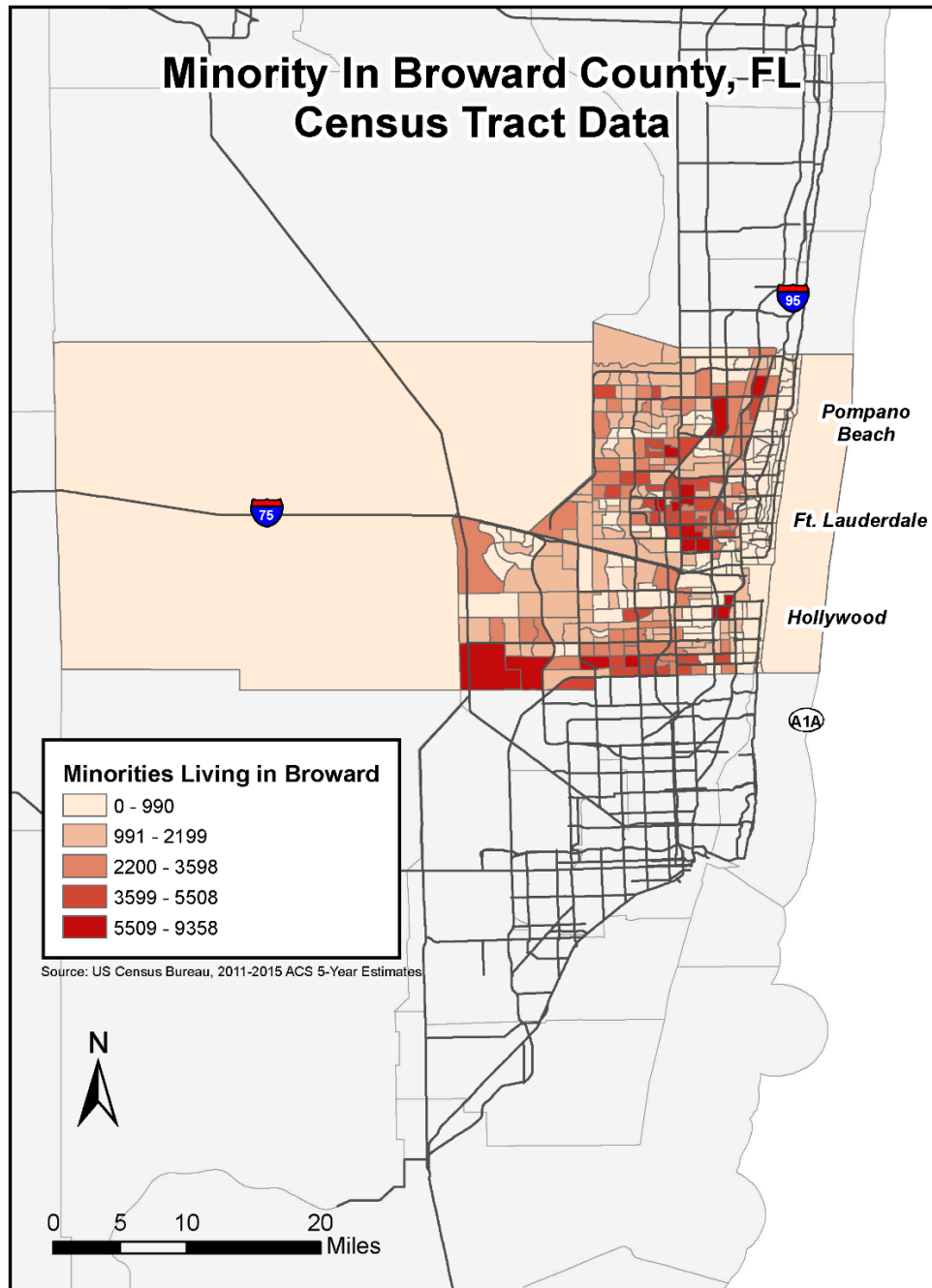
## CITY OF PEMBROKE PINES Service Area

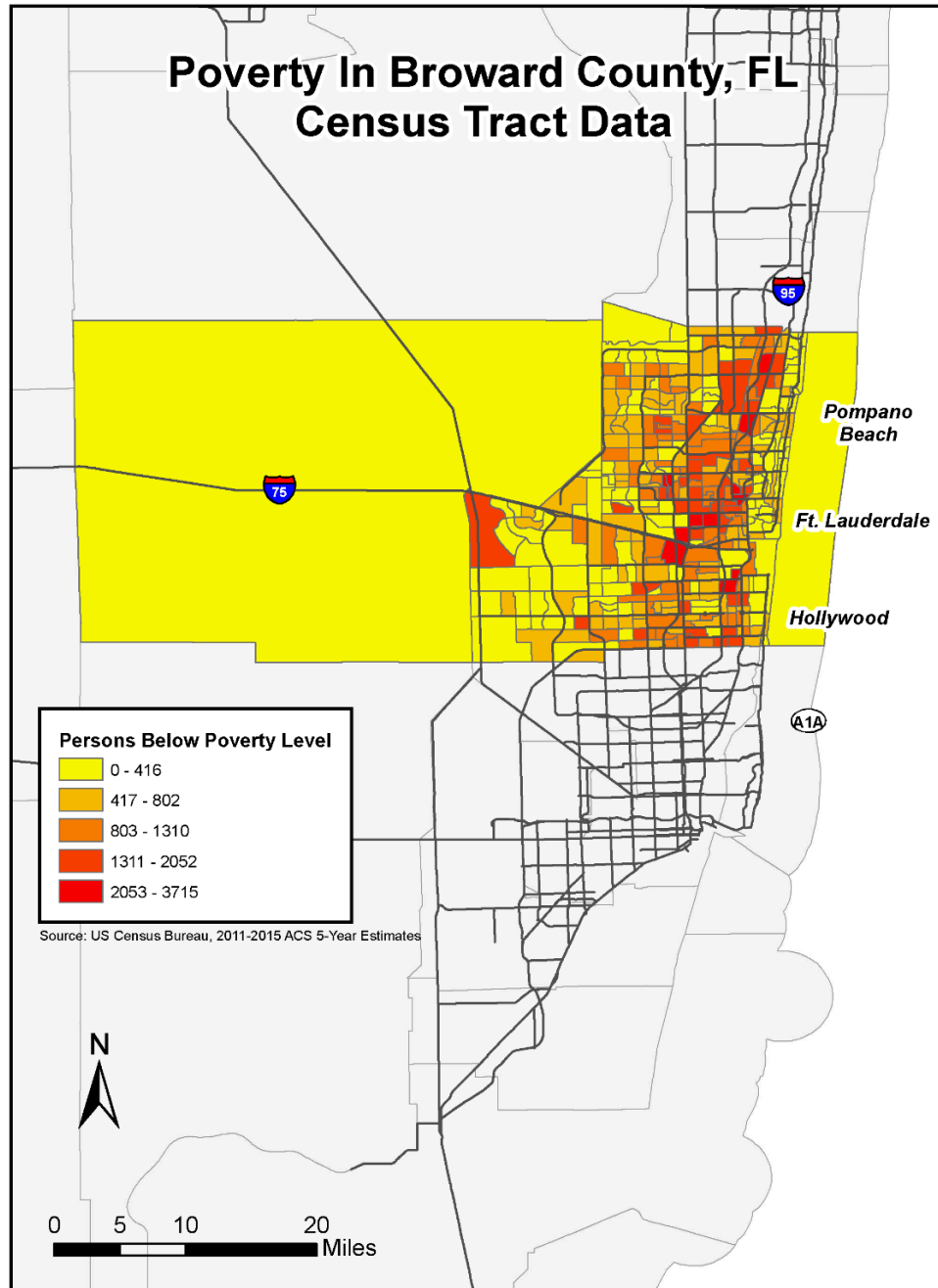
Broward County Language Data Tables - US Census 2013 ACS 5 Year		
	Broward County	Percent of Population
Total:	1,829,868	100%
Speak only English	1,075,304	58.76
Spanish:	490,610	26.81
Speak English "very well"	299,813	16.38
Speak English less than "very well"	190,797	10.43
French, Haitian, or Cajun:	124,138	6.78
Speak English "very well"	76,604	4.19
Speak English less than "very well"	47,534	2.60
German or other West Germanic languages:	6,837	0.37
Speak English "very well"	6,119	0.33
Speak English less than "very well"	718	0.04
Russian, Polish, or other Slavic languages:	16,003	0.87
Speak English "very well"	9,788	0.53
Speak English less than "very well"	6,215	0.34
Other Indo-European languages:	63,145	0.34
Speak English "very well"	39,495	2.16
Speak English less than "very well"	23,650	1.29
Korean:	2,484	0.14
Speak English "very well"	1,019	0.06
Speak English less than "very well"	1,465	0.08
Chinese (incl. Mandarin, Cantonese):	9,365	0.51
Speak English "very well"	4,199	0.23
Speak English less than "very well"	5,166	0.28
Vietnamese:	6,196	0.34
Speak English "very well"	2,502	0.14
Speak English less than "very well"	3,694	0.20
Tagalog (incl. Filipino):	5,006	0.27
Speak English "very well"	3,939	0.22
Speak English less than "very well"	1,067	0.06
Other Asian and Pacific Island languages:	8,428	0.46
Speak English "very well"	5,748	0.31

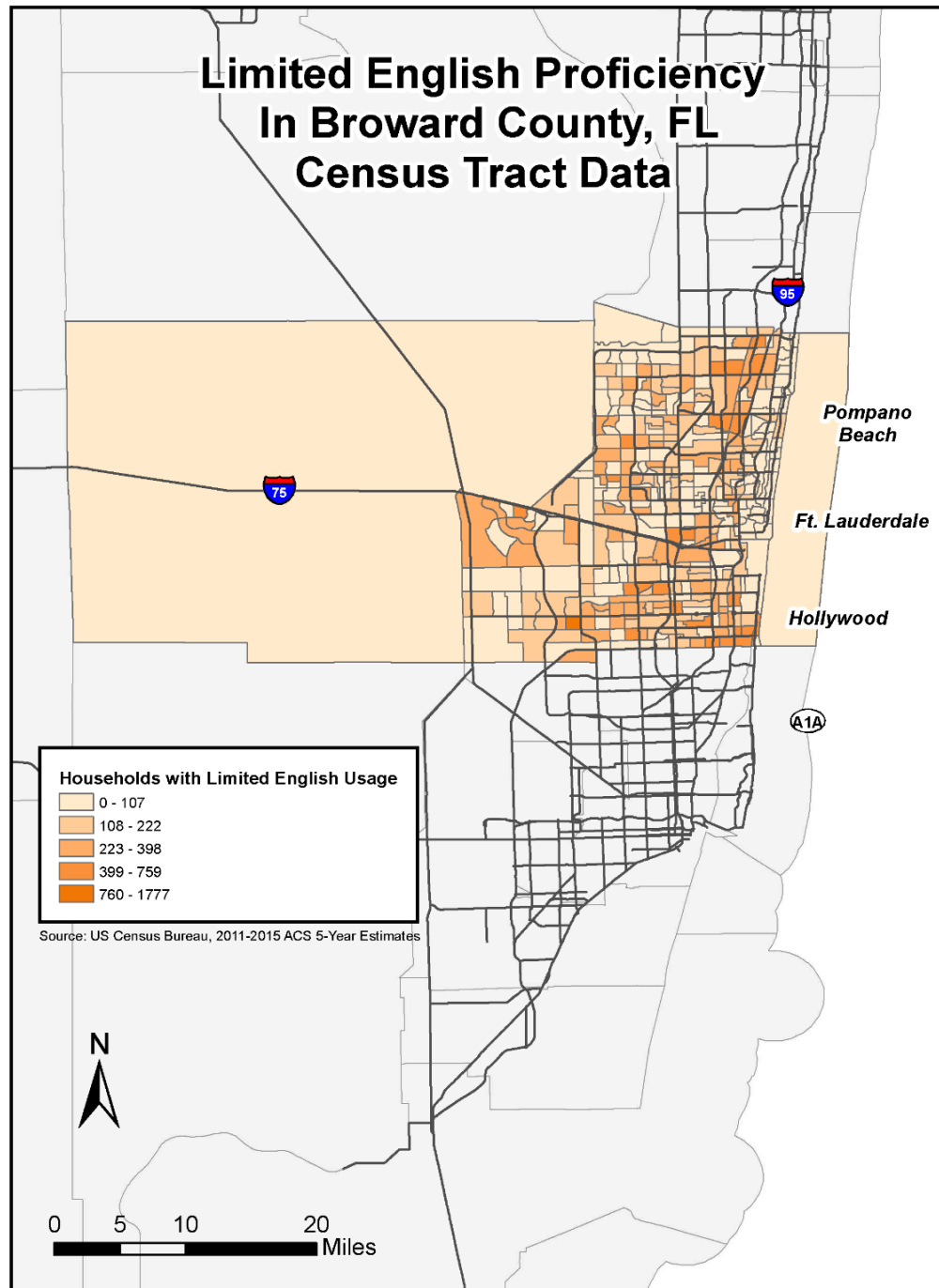
Speak English less than "very well"	2,680	0.15
Arabic:	5,628	0.31
Speak English "very well"	4,036	0.22
Speak English less than "very well"	1,592	0.09
Other and unspecified languages:	16,724	0.91
Speak English "very well"	13,737	0.75
Speak English less than "very well"	2,987	0.16

**Appendix D**

**Demographic Maps**







## Appendix E

### Title VI Equity Analysis

The City of Pembroke Pines is not required to perform a Title VI Equity Analysis.

#### Service area population characteristics:

The 2020 Census defined the following population characteristics for the City of Pembroke Pines:

- 26.8% White,
- 22.3% Black,
- 45.0% Hispanic

**Appendix F**