

**CITY OF SAINT AUGUSTINE, FLORIDA  
TITLE VI, ADA, AND OTHER FEDERAL  
LAW PROGRAM UPDATE  
JUNE 16, 2021**

## Contents

I. INTRODUCTION .....	3
General Information.....	3
II. GENERAL TITLE VI REPORTING REQUIREMENTS .....	3
Title VI Certifications and Assurances .....	3
Exhibit A - TITLE VI PROGRAM ASSURANCES .....	4
Title VI, ADA, and Other Federal Law Complaint Procedure and Tracking System.....	6
Exhibit B - Title VI, ADA, And Other Federal Law Complaint Form.....	8
Title VI Public Notice.....	12
Title VI and Related Status Complaints and/or Lawsuits.....	13
III. AMERICANS WITH DISABILITIES ACT (ADA)/ SECTION 504.....	14
IV. GUIDANCE FOR LIMITED ENGLISH PROFICIENCY (LEP) PERSONS.....	15
Limited English Proficiency Policy .....	15
LEP Analysis .....	16
Limited English Language Action Plan .....	17
Translation of Documents.....	17
Definitions.....	17
V. PUBLIC PARTICIPATION PLAN.....	20
Objectives .....	20
General Guidelines for Public Participation .....	20
Public Participation Process.....	21
Public Outreach and Involvement Activities .....	22

## **I. INTRODUCTION**

Title VI of the Civil Rights Act of 1964, and other Federal laws, as amended, protects any person in the United States of discrimination on the basis of race, color, national origin, sex, religion, age, disability, or family status in any City of St. Augustine (City) program, service or activity from being excluded from participation, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation. The City, does not tolerate discrimination in any of its programs, services or activities. Pursuant to Title VI of the Civil Rights Act of 1964, as amended, and other federal and state law, the City will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the basis of race, color, national origin, sex, religion, age, disability, or family status. Two Presidential Executive Orders and related statutes further define populations that are protected under the umbrella of Title VI: Executive Order 12898, which is concerned with environmental justice for minority and low-income persons; and Executive Order 13166, which is concerned with providing equal access to services and benefits for those individuals with limited English proficiency (LEP).

The purposes of Title VI include preventing the denial, reduction or delay of federally supported benefits to minority and low-income persons; ensuring full and fair public participation in the public processes of the City; and ensuring that the policies and programs of the City do not have disproportionately adverse effects on minority and low-income persons.

This Title VI Program Update is an update of the City of St. Augustine's Title VI Program approved by the Federal Transit Administration (FTA) on 03/25/2014. This Program Update has been prepared consistent with the guidance provided in FTA Circular 4702.1B issued October 1, 2012.

The purpose of the City's Title VI, ADA, and Federal Law Program Update is to verify that the opportunity and ability of persons to participate in the public processes and programs of the City is not limited on the basis of race, color, national origin, sex, religion, age, disability, or family status; and any necessary corrective, remedial or affirmative actions have been taken to eliminate and prevent discriminatory treatment of people on the basis of race, color, national origin, sex, religion, age, disability, or family status.

### **General Information**

The City of St. Augustine comprises a total land area of thirteen (13) square miles with a population of approximately 14,515. The City operates an intermodal transportation facility / parking garage but no transit agency or services. The local transit service, The Sunshine Bus Company, is operated by the St. Johns County Council on Aging in conjunction with St. Johns County.

## **II. GENERAL TITLE VI REPORTING REQUIREMENTS**

This section contains and provides references to the Title VI related information specified for submittal in the general reporting requirements of FTA Circular 4702.1B issued October 1, 2012.

### **Title VI Certifications and Assurances**

The City's current Title VI Assurance Statement is attached as Exhibit A.

## **Exhibit A - TITLE VI PROGRAM ASSURANCES**

### **THE CITY OF ST. AUGUSTINE, FLORIDA**

The City of St. Augustine HEREBY AGREES THAT, as a condition to receiving any federal financial assistance from the U. S. Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 USC 2000d-42 USC 2000d-4 (hereinafter referred to as the Act), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the Regulations) and other pertinent directives to the end that, in accordance with the Act, Regulations and other pertinent directives, no person in the United States, on the basis of race, color, national origin, sex, religion, age, disability, family status or Limited English Proficiency (LEP) shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives federal financial assistance from the Department of Transportation , including the Federal Highway Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This Assurance is required by Subsection 21.7(a)(1) of the Regulations.

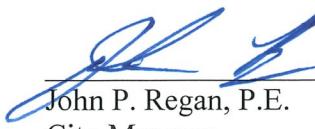
More specifically and without limiting the general Assurance described above, the Recipient hereby gives the following specific assurances regarding its Federal Aid Highway Program:

1. That the Recipient agrees that each “program” and each “facility” as defined in Subsections 21.23(e) and 21.23(b) of the Regulations will be (with regard to a “program”) conducted or will be (with regard to a “facility”) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids, proposals, or statements of qualification for work or material subject to the Regulations made in connection with the Federal Aid Highway Program and in adapted form in all proposals for negotiated agreements.

“The City of St. Augustine, in accordance with Title VI of the Civil Rights Act of 1964 and 78 Stat. 252,42 USC 2000d-d4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation issued pursuant to the Act, hereby notifies all bidders and proposers that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids, proposals or statements of qualification in response to this invitation and will not be discriminated against on the basis of race, color, national origin, sex, religion, age, disability, or family status in consideration for an award.”

3. That the Recipient shall insert the necessary clauses of this Assurance in every contract subject to the Act and the Regulations.

4. That where the Recipient receives federal financial assistance to construct a facility, or part of a facility, the Assurance shall extend to the entire facility and facilities operated in connection therewith.
5. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation, or the official to whom s/he delegates specific authority to give reasonable guarantees, that it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants of federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations, and this Assurance.
6. THIS ASSURANCE is given by the Recipient in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, property, discounts or other federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the Federal Highway Program and is binding on the Recipient, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal Highway Program. The person or persons whose signatures appear below are authorized to sign the Assurance on behalf of the Recipient.



John P. Regan, P.E.  
City Manager

6/16/21  
Date

ATTEST:



Darlene Galambos  
City Clerk



( SEAL )

APPROVED AS TO FORM AND LEGAL SUFFICIENCY:



Isabelle C. Lopez  
City Attorney

## **Title VI, ADA, and Other Federal Law Complaint Procedure and Tracking System**

The City's current complaint and tracking procedure is as follows. A copy of the City's Complaint form is attached as Exhibit B.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, national origin, sex, religion, age, disability, or family status in programs receiving federal financial assistance. Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin, sex, religion, age, disability, or family status, may file a written complaint with:

### **Mailing Address:**

City of St. Augustine  
Attn: City Clerk and Title VI Coordinator Isabelle Lopez  
P.O. Box 210  
St. Augustine, FL 32085-0210

### **Physical Address:**

City of St. Augustine  
Attn: City Clerk Title VI Coordinator Isabelle Lopez  
75 King Street, 2<sup>nd</sup> Floor, Lobby B  
St. Augustine, Florida 32084

### **Email Address:**

[CityClerk@CityStAug.com](mailto:CityClerk@CityStAug.com)

Complainants have the right to file directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints.

The complaint must meet the following requirements:

1. The complaint shall be in writing and signed by the complainant.
2. The complaint must include the date of the alleged act of discrimination or date when the complainant became aware of the alleged act of discrimination.
3. The complaint must present a detailed description of the issues, including the name and job titles of those individuals perceived as parties to the complaint.
4. Federal and state law requires complaints to be filed within 180 calendar days of the alleged incident.

A complaint may be dismissed for the following reasons:

1. The complainant requests the withdrawal of the complaint.
2. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
3. The complainant cannot be located after reasonable attempts.

In order to ensure compliance with Title VI of the Civil Rights Act of 1964, as amended, and with 49 CFR Section 21.9(b), the City of St. Augustine has adopted the following procedures for tracking and investigating Title VI complaints:

1. In order to comply with 49 CFR Section 21.9(b), the City Attorney's Office shall prepare and maintain a list of any active investigations, lawsuits or complaints naming the City which allege discrimination on the basis of race, color, national origin, sex, religion, age, disability, or family status. This list shall include the date the investigation, lawsuit or complaint was filed, a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by the City in response to the investigation, lawsuit or complaint.
2. All Title VI complaints received by the City shall be referred to the City Attorney's Office for investigation, tracking and response.
3. The City Attorney shall direct an investigation of the complaint for subject matter, jurisdiction, legal sufficiency and the accuracy of the factual allegations of the complaint.
4. The City Attorney shall track the progress of the City's investigation and the progress of any investigation by the agency receiving the complaint.
5. The City Attorney shall research and prepare any responses required to the claimant and shall file all such responses in a timely manner.
6. The City Attorney shall ensure that all documents and records created and maintained comply with the requirements of the Federal Freedom of Information Act and the Florida Public Records Act.

The City Attorney will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the City be unable to satisfactorily resolve a complaint, the Agency will forward the complaint, along with a record of its disposition to the appropriate FDOT District Office.

The City Attorney has 'easy access' to the City Manager (CM) and is not required to obtain management or other approval to discuss discrimination issues with the CM. However, should the complainant be unable or unwilling to complain to the City, the written complaint may be submitted directly to Florida Department of Transportation (FDOT). FDOT serves as a statewide clearinghouse for Title VI purposes and will either assume jurisdiction over the complaint or forward it to the appropriate federal or state authority for continued processing:

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

## **Exhibit B - Title VI, ADA, And Other Federal Law Complaint Form**

### **City of St. Augustine**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, national origin, sex, religion, age, disability, or family status in any City program, service or activity in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the basis of **race, color, national origin, sex, religion, age, disability, or family status** be excluded in participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” (42 U.S.C. Section 2000d).

Title VI guarantees fair treatment for all people and requires the City of St. Augustine to identify and address, as appropriate, disproportionately high and adverse discriminatory effects of its programs, policies and activities. In particular, the City provides reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services and information the City of St. Augustine provides.

Complaint No. (City use) : \_\_\_\_\_

Complainant's Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City / State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

Person discriminated against, if different from Complainant:

Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City / State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

List type of discrimination (please check all that apply):

Race      Color      National Origin      Disability      Other (Please Describe)

Please indicate your race/color, if it is a basis of your complaint: \_\_\_\_\_

Please describe your national origin, if it is a basis of your complaint: \_\_\_\_\_

Location where incident of discrimination occurred: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Time and date when incident of discrimination occurred: \_\_\_\_\_

Name and Position/Title of the person who allegedly subjected you to discrimination:  
\_\_\_\_\_  
\_\_\_\_\_

In your own words, please describe the incident of alleged discrimination and explain  
what happened and whom you believe is responsible (use separate sheets if necessary):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Did anyone else witness the incident?      Yes      No

If yes, please list all witnesses below (use separate sheets if necessary):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone No.: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone No.: \_\_\_\_\_

Have you filed a complaint about this incident with any other Federal, State or Local agency?

Yes       No

If yes, check all that apply and provide the date or dates when the complaint was filed:

Federal Agency

Date:

State Agency

Date:

Local Agency

Date:

Federal Court

Date:

State Court

Date:

For each agency and/or court checked above, please identify the name and location of the agency and the name, address, telephone number and email address of a contact person at each agency and/or court:

Please read the following Affirmation and sign the Complaint below, including the date of your signature. Please attach to this Complaint Form any written materials or other information you believe is relevant to your complaint.

## AFFIRMATION

I hereby swear/affirm that the information I have provided in this Title VI, ADA, and Other Federal Law Complaint Form is true and correct to the best of my knowledge, information and belief:

**Your Signature**

Date

Action Taken (to be completed by Title VI, ADA, and Other Federal Law Appointed Investigator):

Accepted for formal investigation on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Referred to another Department on \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Rejected because: \_\_\_\_\_

---

## Title VI, ADA, or Other Federal Law Appointed Investigator

---

Print Name \_\_\_\_\_ Date \_\_\_\_\_

**Return the completed Complaint Form to:**

**Mailing Address:**

City of St. Augustine  
Attn: City Clerk  
P.O. Box 210  
St. Augustine, FL 32085-0210

### **Physical Address:**

City of St. Augustine  
Attn: City Clerk  
75 King Street, 2<sup>nd</sup> Floor, Lobby B  
St. Augustine, Florida 32084

**Email Address:**

[CityClerk@CityStAug.com](mailto:CityClerk@CityStAug.com)

## Title VI Public Notice

A copy of the City's Policy Statement follows. This notice is posted on the City's website ([www.CityStAug.com](http://www.CityStAug.com)) and at the City Clerk's office, located at 75 King Street, 2<sup>nd</sup> Floor, St. Augustine, Florida 32084 where it can be viewed during regular business hours.

# City of St. Augustine, Florida

## Notification of Protection under Title VI

In compliance with 49 CFR Section 21.9(d), the City of St. Augustine posts information for the public regarding the City's Title VI obligations and protections against discrimination afforded to the public by Title VI on its website: [www.CityStAug.com](http://www.CityStAug.com) A copy of the notice is attached:

## Title VI Public Notice

The City of St. Augustine fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. The City operates without regard to race, color, national origin, sex, religion, age, disability, or family status. Any person who believes him/herself or any specific class of persons, to be subjected to discrimination prohibited by Title VI may by him/herself or by representative file a written complaint with the City. A complaint must be filed no later than 180 days after the date of the alleged discrimination.

City proceedings are conducted in accessible locations and materials can be provided in accessible formats. In accordance with the Americans with Disabilities Act, persons needing a special accommodation to participate in City proceedings should contact the individual or agency sending notice no later than five calendar days prior to the proceeding at the address given on the notice. Any handicapped person requiring an interpreter for the hearing impaired or the visually impaired, or any non-English speaking person wishing to attend a proceeding should contact the individual or agency sending notice no later than five calendar days prior to the proceeding at the address given on the notice and an interpreter will be provided.

Telephone (904) 825-1007, 1-800-955-8771 (TDD) or 1-800-955-8770 (V), via Florida Relay Service.

## Environmental Analysis of Construction Projects

It is the policy of the City of St. Augustine to ensure that all of its programs, policies and other activities do not have disproportionate adverse effects on minority and low-income populations. The City identifies minority and low-income communities through the use of U.S. Census Bureau data, personal surveys and other pertinent data and works to engage these communities in ensuring their full and fair participation in the transportation decision-making process.

## Executive Order No. 12898

The City follows Executive Order No. 12898 which outlines:

“Each Federal agency must make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health, environmental, economic and social effects of its programs, policies and activities on minority and low-income populations, particularly when such analysis is required by the National Environmental Protection Act (NEPA). The Executive Order emphasizes the importance of NEPA’s public participation process,

directing that each Federal agency shall provide opportunities for community input in the NEPA process. Agencies are further directed to identify potential effects and mitigation measures in consultation with affected communities.

The Executive Order requires agencies to work to ensure effective public participation and access to information. Thus, within its NEPA process and through other appropriate mechanisms, each federal agency should translate crucial public documents, notices and hearings relating to human health or the environment for limited English speaking populations when it is practical and appropriate.”

## **Goals and Objectives**

The City of St. Augustine is committed to the following goals and objectives for achieving environmental justice:

- Protect environmental quality and human health in all conditions.
- Avoid disproportionate adverse impacts on minority and low-income populations.
- Enhance the public involvement process and strengthen relationships with community organizations.
- Provide minority and low-income populations with the opportunity to learn more about the transportation planning process.
- Ensure that all projects go through an Environmental and Title VI checklist to insure environmental issues are considered and appropriate actions are followed.
- Promote and protect community member’s rights to participate meaningfully in decisions which may affect them.
- Make the process of filing environmental justice complaints easy through readily available forms on the City’s website and in the City’s offices, and by designating an identified City staff member as the Title VI Coordinator that citizens can easily speak with.

Any individual or community that wishes to file an environmental justice complaint or discuss concerns regarding the City’s planning process may contact:

City of St. Augustine  
City Clerk  
P.O. Box 210  
St. Augustine, Florida 32085-0210  
(904) 825-1010

## **Title VI and Related Status Complaints and/or Lawsuits**

There are currently no active investigations, lawsuits or complaints naming the City or any subrecipients that allege discrimination on the basis of race, color, national origin, sex, religion, age, disability, or family status.

### **III. AMERICANS WITH DISABILITIES ACT (ADA)/ SECTION 504**

The City of St. Augustine is a Section 504/ADA Compliant Advocate. If you feel you may have been discriminated against, you may call the City Clerk at 904-825-1007.

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal-aid recipients and other government entities to take affirmative steps to reasonably accommodate those with disabilities and ensure that their needs are equitably represented in transportation programs, services and activities.

The City will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The City will also make every effort to ensure that its advisory committees, public involvement activities and all other programs, services and activities include representation by communities with disabilities and disability service groups.

The City encourages the public to report any facility, program, service or activity that appears inaccessible to those who are disabled. Furthermore, the City will provide reasonable accommodation to individuals with disabilities who wish to participate in public involvement events or who require special assistance to access facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the City asks that requests be made at least calendar thirty (30) calendar days prior to the need for accommodation.

**Questions, concerns, comments or requests for accommodation should be made to:**

City of St Augustine  
Attn: City Clerk and ADA Coordinator Xavier Pellicer  
75 King Street, 2<sup>nd</sup> Floor, Lobby B  
St. Augustine, FL 32084

Email Address: [CityClerk@CityStAug.com](mailto:CityClerk@CityStAug.com)

Phone: 904-825-1007

Hearing Impaired: 1.800-955-8771 (TDD) or 1.800-955-8770 (V), via Florida Relay Service.

## **IV. GUIDANCE FOR LIMITED ENGLISH PROFICIENCY (LEP) PERSONS**

This Limited English Proficient (LEP) Plan has been developed by the City of St. Augustine in consultation with the FTA publication of January 21, 2015, Guidance to Federal Financial Assistance Recipients Regarding LEP Persons. This plan will be continually reviewed, updated and improved by City staff to help better meet the needs of the residents of the City. This plan describes the approach that the City is pursuing to achieve its program to better engage people who are Limited English Proficient (LEP) in the City's programs and activities. The City's goal is to ensure that LEP persons have meaningful access to the public involvement process for City activities. This LEP Plan clarifies the City's responsibilities with respect to LEP requirements as a recipient of federal financial assistance from the U.S. Department of Transportation and the U.S. Department of Housing and Urban Development to people who are Limited English Proficient in accordance with:

- **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations, which state that no person shall be subject to discrimination on the basis of race, color, national origin, sex, religion, age, disability, or family status under any program or activity that receives federal assistance.
- **Executive Order 13166** “Improving Access to Services for Persons with Limited English Proficiency” of August 11, 2000, which directs that Federal agencies subject to the requirements of Title VI publish guidance for their recipients clarifying LEP obligations. Executive Order 13166 directs that all guidance documents be consistent with the compliance standards and framework detailed in the U.S. Department of Justice’s Policy Guidance “Enforcement of Title VI of the Civil Rights Act of 1964—National Origin Discrimination Against Persons With Limited English Proficiency.” This guidance advises that 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, programs and operations of entities that receive funds from the federal government, which includes the City of St. Augustine.

These federal regulations and guidance define persons with Limited English Proficiency as individuals with a primary or home language other than English who must, due to limited fluency in English, communicate in that primary or home language if the individuals are to have an equal opportunity to participate effectively in or benefit from any aid, service or benefit in federally funded programs and activities.

This plan is being made available to people and organizations for which LEP may be a common consideration, including social service, non-profit, and law enforcement agencies. This plan is available in electronic PDF format on the City’s website at [www.CityStAug.com](http://www.CityStAug.com) and a copy will be posted in the City’s Human Resources Department. Paper copies of this LEP Plan will also be provided to any person, agency or community organization requesting it.

### **Limited English Proficiency Policy**

The City is committed to providing equal opportunity in all programs and services to ensure full compliance with all civil rights laws, including but not limited to Title VI of the 1964 Civil Rights Act, which requires non-discrimination on the basis of race, color, national origin, sex, religion, age, disability, or family status. Equal opportunity includes program access for persons with Limited

English Proficiency (LEP). Program and physical access for persons with disabilities is covered in the Americans with Disabilities Act of 1990 and the ADA Amendments Act of 2008. This policy is based on the Department of Transportation's suggested four prong analysis which examines the number of limited English proficiency persons served, the frequency with which those persons come into contact with services, the nature and importance of services provided and the costs to the City. This policy is intended to ensure the City's compliance with the Presidential Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" and was drafted upon consideration of the services offered, the community served, the resources available and the costs of various language service options.

It is the policy of the City to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by its programs. Such services will be focused on providing meaningful access to City programs, services and/or benefits.

Any individual eligible for programs/services at the City who cannot speak, read, write, or understand the English language at a level that permits them to interact effectively with City staff has the following rights:

- A right to qualified interpreter services at no cost to them.
- A right not to be required to rely on their minor children, other relatives, or friends as interpreters.
- A right to file a grievance about the language access services provided them.

Donna Hayes, Human Resources Director, is the City's designated Equal Opportunity/Limited English Proficiency Coordinator. Mrs. Hayes may be reached on weekdays from 8:00 a.m. – 5:00 p.m. at (904) 825-1013. Information about discrimination complaint resolution process is available to you upon request.

## LEP Analysis

The City has determined that the language, other than English that is most likely to be encountered by employees of the City is Spanish. Spanish is also the language most commonly spoken at home by City of St. Augustine citizens who are Limited English Proficient (LEP). The methodology used to make this determination is as follows: According to data from the U.S. Census Bureau and the American Community Survey, 91.2% of households in the City of St. Augustine speak only English within the household. The data shows that approximately 5.9% of St. Augustine's citizens speak Spanish at home and 63.2% of them speak English "very well". In addition, the current data indicates that of the remaining citizens (2.9%) who speak a language other than English or Spanish, 83% speak English "very well". Accordingly, of the City's total population 2.66% speak English less than "very well".

Executive Order 13166 mandates that if the size of the language group exceeds more than 5% of the eligible population, all vital documents shall be translated. A 2021 review of the data revealed that the only language that meets the 5% eligible population threshold mandating translating documents is Spanish. Therefore, the City will review and begin translating all vital documents into Spanish.

The City of St. Augustine will continue to periodically monitor the LEP population of those served or those who could be served by the City. If additional groups are seeking benefits/services or are potentially eligible to receive benefits/services, the City will adjust its methods and services to serve the new population accordingly. Any new LEP populations will be reflected in an updated version of the LEP plan.

### **Limited English Language Action Plan**

The City, at no cost to LEP individuals, will provide interpreter services to all LEP individuals applying for, participating in programs, or receiving services/benefits through the City. The interpreter services are provided in an efficient and timely manner so as not to delay a determination of eligibility for an individual or family, receipt of eligible services/benefits or participation in City run programs beyond that of an English-speaking individual or family.

The City does not require, suggest, or encourage LEP individuals to use friends, family members or minor children as interpreters. If a LEP individual insists that a friend or family member serve as interpreter, that choice is documented. The City will then, on a case-by-case basis, consider factors such as: competence of the family or friend used as the interpreter, the appropriateness of the use in light of the circumstances and ability to provide quality and accurate information, especially if the interview could result in a negative effect on the individual. In no case does the City allow a minor child to act as interpreter for an LEP individual.

The City addresses telephone calls and voice mail by LEP individuals in the following manner: The City's telephone system has an option for Spanish speaking callers, which transfers them to a designated voicemail, which a Spanish speaking employee monitors. In addition, Spanish speaking employees are available in the following Departments/Divisions:

Fire/Administration; City Clerk; Information Technology; General Services/Fleet Operations; Police/Patrol; and Public Works, Engineering and Solid Waste; and Visitor Services.

In addition, the City has employees fluent in French and Russian.

### **Translation of Documents**

As a result of our analysis which indicates that 2.76% of St. Augustine residents are Spanish speaking and speak English less than “very well” and that the Spanish speaking population exceeds 5%. The City will begin the process of determining which documents are vital and begin translating those documents into Spanish during the 2021 calendar year.

### **Definitions**

\*Effective Communication – Effective communication occurs when City staff have taken necessary steps to make sure that a person who is LEP is given adequate information in his/her language to understand the services, benefits or the requirements for services or benefits offered by the City. These necessary steps must allow an individual the opportunity to qualify for the benefits or services provided by the City without unnecessary delay due to the person's LEP. Effective communication also means that a person who is LEP is able to communicate the relevant circumstances of his/her situation to City staff.

\*Interpretation - Interpretation means the oral or spoken transfer of a message from one language into another language.

\*Limited English Proficiency – A person with limited English proficiency or “LEP” is not able to speak, read, write, or understand the English language well enough to allow him/her to interact effectively with City staff.

\*Meaningful access – “Meaningful access” to benefits programs and services is the standard of access required of the City since it receives federal funding. Meaningful access requires compliance by the City with federal LEP requirements as set out in relevant federal laws. To ensure meaningful access for LEP requirements as set out in relevant federal laws. To ensure meaningful access for people with LEP, the City must make available to applicants/recipients of benefits/services free language assistance that results in accurate and effective communication that does not result in undue delay or denial of benefits to which the LEP applicant/recipient is eligible.

\*Translation – Translation means the written transfer of a message from one language into another language.

\*Vital Documents – Forms or documents *designed and utilized by the City* that are critical for accessing federally funded services or benefits or are required by law. Vital documents can include but are not limited to: applications for City programs, consent forms designed by the City or letters designed by the City requesting eligibility documentation.

\*Outreach Documents – City designed documents utilized to provide information to the general public but targeting individuals who are eligible or may be eligible for City programs.

# Appendix I

## U.S. Census Bureau

### American Community Survey Table

#### **LANGUAGE SPOKEN AT HOME**

TABLE ID: S1601  
 SURVEY/PROGRAM: American Community Survey  
 PRODUCT: ACS 5-Year Estimates Subject Tables

**Note: The table shown may have been modified by user selections. Some information may be missing.**

St. Augustine city, Florida						
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English	Speak English less than "very well"	Percent speak English less than "very well"
Label	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Population 5 years and over	13,929	(X)	13,559	97.3%	370	2.7%
Speak only English	12,707	91.2%	(X)	(X)	(X)	(X)
Speak a language other than English	1,222	8.8%	852	69.7%	370	30.3%
SPEAK A LANGUAGE OTHER THAN ENGLISH						
Spanish	817	5.9%	516	63.2%	301	36.8%
5 to 17 years old	125	0.9%	125	100.0%	0	0.0%
18 to 64 years old	481	3.5%	281	58.4%	200	41.6%
65 years old and over	211	1.5%	110	52.1%	101	47.9%
Other Indo-European languages	297	2.1%	256	86.2%	41	13.8%
5 to 17 years old	11	0.1%	11	100.0%	0	0.0%
18 to 64 years old	241	1.7%	200	83.0%	41	17.0%
65 years old and over	45	0.3%	45	100.0%	0	0.0%
Asian and Pacific Island languages	41	0.3%	31	75.6%	10	24.4%
5 to 17 years old	0	0.0%	0	-	0	-
18 to 64 years old	41	0.3%	31	75.6%	10	24.4%
65 years old and over	0	0.0%	0	-	0	-
Other languages	67	0.5%	49	73.1%	18	26.9%
5 to 17 years old	0	0.0%	0	-	0	-
18 to 64 years old	58	0.4%	49	84.5%	9	15.5%
65 years old and over	9	0.1%	0	0.0%	9	100.0%
CITIZENS 18 YEARS AND OVER						
All citizens 18 years old and over	12,469	(X)	12,354	99.1%	115	0.9%
Speak only English	11,794	94.6%	(X)	(X)	(X)	(X)
Speak a language other than English	675	5.4%	560	83.0%	115	17.0%
Spanish	456	3.7%	356	78.1%	100	21.9%
Other languages	219	1.8%	204	93.2%	15	6.8%

## **V. PUBLIC PARTICIPATION PLAN**

### **Objectives**

The goal of the City of St. Augustine's communications and public participation plan is to ensure early and continuous public notification about, and participation in, major actions and decisions by the City. In seeking public comment and review, the City will make a concerted effort to reach all segments of the population, including people from minority and low income communities, and organizations representing these and other protected classes.

Public participation is the process of involving all parties, including citizens, agencies, policy-makers and technical staff in the transportation planning process from beginning to end. Public involvement benefits all participants by bringing a variety of viewpoints to the planning process. The fundamental objective of public participation programs is to ensure that the concerns and issues of everyone with a stake in transportation decisions are identified and addressed in the policies, programs and projects being proposed in the City.

### **General Guidelines for Public Participation**

The City of St. Augustine carries out the following practices for effective communication with the public:

1. Provide timely information about transportation issues and processes to citizens, affected public agencies, representatives of transportation agencies, private providers of transportation and other interested parties and segments of the community affected by transportation plans, programs and projects.
2. Provide reasonable public access to technical and policy information used in the development of transportation plans, programs and projects and conduct open public meetings where matters related to transportation programs are being considered.
3. Give adequate public notice of public participation activities and allow time for public review and comment at key decision points in the planning process.
4. Provide a public comment period of not less than thirty (30) days prior to the approval or adoption of specific transportation plans, programs or projects. Notice of the comment period will be advertised in a newspaper of general circulation and on the City's website prior to the beginning of the comment period.
5. Respond in writing, when applicable, to public input.
6. Solicit the needs of those traditionally underserved including, but not limited to minorities, Limited English Proficiency (LEP) persons, elderly persons, persons with disabilities and low income households.
7. Coordinate the City's public participation process with regional and statewide public participation processes wherever possible, in order to enhance public consideration of the issues, plans and programs, and reduce duplication of effort and costs.
8. Regularly evaluate and refine the public participation process, based upon experience and participant input, in order to provide as wide a variety of opportunities as possible for affected individuals and organizations to become involved in transportation planning.

## **Public Participation Process**

### **1. Public Notification**

When a program or project is proposed, the City will advertise it in a newspaper of general circulation and post the same advertisement on the City's website (<https://www.citystaug.com/>). The City's Public Affairs Department will also issue the public notice through its media list of approximately forty (40) media outlets and through its weekly online newsletter, which has a current subscriber list of approximately five hundred (500) individuals. Included in these advertisements will be notice of any pertinent public comment period.

### **2. Public Outreach**

The City will use public meetings and hearings to release information used in the development of relevant plans, programs and projects as well as to receive public comment and suggestions. Public meetings will be held in centrally located sites and times convenient to potentially affected parties. The chairs of these meetings will recognize members of the public who wish to ask questions or make comments, to the maximum extent possible under the time constraints imposed by the agenda(s).

Realizing that certain members of the public who may be interested in attending and commenting upon the City's transportation related plans, programs and projects may have difficulty in attending public meetings, the following arrangements will be observed:

- a. Advertisements will include information for those who may need special assistance (language translation services, sign language interpretation, large print documents for the visually impaired, etc.).
- b. Meetings will be held at ADA accessible locations.

The City will conduct meetings with, and solicit input from local agencies and organizations such as neighborhood associations, business organizations in the Downtown Development District, minority or disadvantaged representative organizations, and any other potentially affected associations or groups.

The City will interact with local and regional transportation planning organizations such as the Northeast Florida Transportation Planning Organization, the Regional Transportation Council and the Community Transportation Coordinator in order to disseminate information and solicit public input into relevant plans, programs and projects.

When significant comments are received as a result of public participation, a report on the disposition of the comments shall be made available to all interested parties. This report will be posted on the City's website and printed copies will be made available upon request. A copy of the report will be made available for public review in the City Clerk's office and made part of the final plan, program or project documents.

### **3. Evaluation and Review**

City Staff will evaluate public involvement techniques following every public meeting and hearing. Citizen surveys during meetings will solicit opinions to improve public participation techniques.

The public participation plan will be reviewed by City Staff annually as part of a self-certification process and appropriate modifications will be made.

## BOARD AND COMMITTEE MEMBERS

### Racial Composition of Transit-related Boards and Committees

Tables showing all current, non-elected members of transit-related committees, boards or councils as of June 15, 2021 are provided below.

#### LINCOLNVILLE COMMUNITY REDEVELOPMENT AGENCY STEERING COMMITTEE

Member Name	Race	Gender
Madeline Wise	African American	Female
Dee Thomas	African American	Female
Carolyn O. Wright	African American	Female
Rev Rory M. Hermann	Caucasian	Male
Nathan Baer	Caucasian	Male

The membership of the Steering Committee for the Lincolnville Community Redevelopment Area is appointed by the elected St. Augustine City Commission. Vacancies for these committees are noticed at regular meetings of the City Commission.

### Public Outreach and Involvement Activities

Public outreach and involvement activities performed by the staff of the City of St. Augustine during the reporting period for this Title VI program update include:

1. Placing an advertisement in the local newspaper of general circulation, The St. Augustine Record, on August 21, 2018, identifying the City as a Fair Housing advocate and listing the pertinent contact information of the local Building Official, Housing Discrimination Hotline, and Department of Housing and Urban Development website.
2. Posted public notice informational flyer and distributed quantities of two different children's coloring books explaining and illustrating the City's Fair Housing policy at the Main Branch of St Johns County Public Library. Local Children used these coloring books as an activity and then were able to take them home to their parents as a reference guide. This activity was conducted on November 30, 2018.
3. Placing an advertisement on the St. Johns County local government television channel (GTV on Comcast Cable), for the months January, 2019 through November 2020, identifying the City as a Fair Housing advocate and listing the pertinent contact information (see screenshot following).
4. Placing a Legal Notice and HUD Fair Housing informational flyer on the City of St. Augustine website May 16, 2019, identifying the City as a Fair Housing advocate. The notice includes City ordinance, pertinent contact information, link to housing discrimination complaint form and Fair Housing Statement (see screenshot following).
5. Posted public notice informational flyer and distributed quantities of a children's coloring book explaining and illustrating the City's Fair Housing policy at the Main Branch of St Johns County Public Library. Local Children used these coloring books as an activity and

then were able to take them home to their parents as a reference guide. This activity was conducted on August 19, 2019.

6. Placing a Legal Notice and HUD Fair Housing informational flyer on the City of St. Augustine website January 29, 2020, identifying the City as a Fair Housing advocate. The notice includes City ordinance, pertinent contact information, link to housing discrimination complaint form and Fair Housing Statement (see screenshot following).
7. Posted public notice informational flyer, pamphlet, and distributed quantities of a children's coloring book explaining and illustrating the City's Fair Housing policy at the Main Branch of St Johns County Public Library. Local Children used these coloring books as an activity and then were able to take them home to their parents as a reference guide. This activity was conducted on August 6, 2020.