

Agency for Community Treatment Services, Inc.



Title VI Plan



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1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

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].

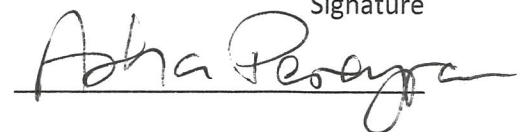
ACTS assures the Florida Department of Transportation that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and the Florida Civil Rights Act of 1992 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.

ACTS 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 plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against ACTS.
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 plan)

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



Asha Pereyra
Chief Executive Officer
June 2, 2023

2.0 Introduction & Description of Services

ACTS submits this Title VI Plan 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.

ACTS is a sub-recipient of FTA funds and provides service in Hillsborough, Pinellas, and Pasco Counties. A description of the current ACTS system is included in Appendix B.

Title VI Liaison

Janice Zengotita
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813-246-4899
3450 Buschwood Park Dr., Suite 345
Tampa, FL 33618

Alternate Title VI Contact

Michael Provenzano
Director of Development
813-246-4899
3450 Buschwood Park Dr., Suite 345
Tampa, FL 33618

ACTS 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.

2.1 First Time Applicant Requirements

FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.

ACTS is not a first-time applicant for FTA/FDOT funding. The following is a summary of ACTS current and pending federal and state funding.

<u>Current and Pending FDOT Funding (FL Dept of Trans)</u>				
TITLE	DATE	AMOUNT	CURRENT	PENDING
Enhanced Mobility of Seniors and Individuals with Disabilities	12-23	0	0	2023 grant award
TOTAL STATE FDOT FUNDING		0	0	

Current and Pending Federal Funding (non-FTA)

<u>TITLE</u>	<u>DATE</u>	<u>AMOUNT</u>	<u>CURRENT</u>	<u>PENDING</u>
<u>School Breakfast Program</u>	<u>7/1/2022</u>	<u>\$3,282.00</u>	<u>\$3,282.00</u>	<u>0</u>
<u>National School Lunch Program</u>	<u>7/1/2022</u>	<u>\$5862.00</u>	<u>\$5862.00</u>	<u>0</u>
<u>Community Development Block/Entitlement Grants</u>	<u>7/1/2022</u>	<u>\$61,576.00</u>	<u>\$61,576.00</u>	<u>\$61,576.00</u>
<u>Consolidated Health Grants Cluster</u>	<u>7/1/2022</u>	<u>0</u>	<u>0</u>	<u>0</u>
<u>Home Investment Partnerships Program</u>	<u>7/1/2022</u>	<u>\$262,500.00</u>	<u>\$262,500.00</u>	<u>\$262,500.00</u>
<u>Supportive Housing Program</u>	<u>7/1/2022</u>	<u>0</u>	<u>0</u>	<u>0</u>
<u>Neighborhood Stabilization Program</u>	<u>7/1/2022</u>	<u>\$287,943.00</u>	<u>\$287,943.00</u>	<u>\$287,943.00</u>
<u>Continuum of Care (COC) Program</u>	<u>7/1/2022</u>	<u>\$3,174,684.00</u>	<u>\$3,174,684.00</u>	<u>\$3,435,793.00</u>
<u>ARRA-Recovery Act-Edward Byrne Memorial Justice Assistance Grant</u>	<u>7/1/2022</u>	<u>\$41,308.00</u>	<u>\$41,308.00</u>	<u>\$41,308.00</u>
<u>VA Homeless Providers Grant and Per Diem Program</u>	<u>7/1/2022</u>	<u>\$377,370.00</u>	<u>\$377,370.00</u>	<u>\$382,859.00</u>
<u>Temporary Assistance for Needy Families</u>	<u>7/1/2022</u>	<u>\$206,605.00</u>	<u>\$206,605.00</u>	<u>\$206,612.00</u>
<u>Foster Care Title IV-E</u>	<u>7/1/2022</u>	<u>\$212,415.00</u>	<u>\$212,415.00</u>	<u>0</u>
<u>Social Services for Block Grants</u>	<u>7/1/2022</u>	<u>\$141,282.00</u>	<u>\$141,282.00</u>	<u>0</u>
<u>Block Grants for Community Mental Health Services</u>	<u>7/1/2022</u>	<u>\$196,922.00</u>	<u>\$196,922.00</u>	<u>\$196,922.00</u>

<u>Block Grants for Treatment of Substance Abuse</u>	<u>7/1/2022</u>	<u>\$6,141,167.00</u>	<u>\$6,141,167.00</u>	<u>\$6,141,167.00</u>
<u>State Targeted Response to Opioid Crisis Grant</u>	<u>7/1/2022</u>	<u>\$1,039,032.00</u>	<u>\$1,039,032.00</u>	<u>\$1,131,092.00</u>
<u>Emergency Solutions Grant</u>	<u>7/1/2022</u>	<u>\$99,984</u>	<u>\$99,984</u>	<u>\$99,984</u>
<u>Second Chance Reentry Incentives</u>	<u>7/1/2022</u>	<u>\$100,741.00</u>	<u>\$100,741.00</u>	<u>0</u>
<u>Service Projects of Regional & National Significance</u>	<u>7/1/2022</u>	<u>\$158,584.00</u>	<u>\$158,584.00</u>	<u>\$158,584.00</u>
<u>TOTAL FEDERAL FUNDING (Non-FTA)</u>		<u>\$12,511,167.00</u>	<u>\$12,511,167.00</u>	<u>\$12,511,167.00</u>

Current and Pending State Funding (non-FDOT)

TITLE	DATE	AMOUNT	CURRENT	PENDING
Naltrexone	<u>7/1/2022</u>	\$602,590.30	\$602,590.30	\$602,590.30
Out-of-Home Support	<u>7/1/2022</u>	0	0	0
Forensic Service and Competency Restoration Training	<u>7/1/2022</u>	0	0	0
Criminal Justice, MH an SA Reinvestment Grant Program	<u>7/1/2022</u>	0	0	0
Centralized Receiving System	<u>7/1/2022</u>	0	0	0
Challenge Grant	<u>7/1/2022</u>	\$82,560.00	\$82,560.00	\$82,560.00
TOTAL STATE FUNDING (Non-FDOT)		\$685,150.30	\$685,150.30	\$685,150.30

During the previous three years, ACTS has not had a Title VI compliance review. ACTS has not been found to be in noncompliance with any civil rights requirements.

2.2 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.

ACTS will remain in compliance with this requirement by annual submission of certifications and assurances as required by FDOT.

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.

2.3 Title VI Plan Concurrence and Adoption

This Title VI Plan received FDOT concurrence on. The Plan will be approved and adopted by ACTS's Board of Directors during a meeting held on July 24, 2023. A copy of the meeting minutes and FDOT concurrence letter will be included in Appendix C once approval is made.

3.0 Title VI Notice to the Public

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.

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 Plan. 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.

A sample of the notice is included in Appendix D of this Plan. The sample notice should be translated into other languages, as necessary.

3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of the Agency's obligations under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of ACTS office(s) including the reception desk and areas accessible to

persons served, and on the ACTS website at www.actsfl.org. A sample version of this notice is included in Appendix D of this Plan along with any translated versions of the notice, as necessary.

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 ACTS may file a Title VI complaint by completing and submitting the agency's grievance form (refer to Appendix E). ACTS investigates complaints received no more than 180 days after the alleged incident. ACTS will process complaints that are complete.

Once the complaint is received, ACTS 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.

ACTS has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, ACTS may contact the complainant. The complainant has ten (10) business days from the date of the letter to send the 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, ACTS 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 against 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 procedure will be made available to the public on the ACTS website, www.actsfl.org.

4.2 Complaint Form

A copy of the complaint form is provided in Appendix E and on the ACTS website, www.actsfl.org.

4.3 Record Retention and Reporting Policy

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

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

4.4 Sub-recipient Assistance and Monitoring

ACTS does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to FDOT, ACTS utilizes the sub-recipient assistance and monitoring provided by FDOT, as needed. In the future, if ACTS has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B.

4.5 Contractors and Subcontractors

ACTS is responsible for ensuring that contractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. ACTS, contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

Nondiscrimination Clauses

During the performance of a contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") must agree to the following clauses:

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* as appropriate and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, ACTS shall impose contract sanctions as appropriate, including, but not limited to:
 - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
 - b. Cancellation, termination, or suspension of the contract, in whole or in part.
6. **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the ACTS, Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance.

E-Verify

As a part of the JPA with FDOT, vendors and contractors of ACTS shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the vendor or contractor while contracted with ACTS. Additionally, vendors and contractors shall expressly require any subcontractors performing work or providing services pursuant to work for ACTS shall likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor while working for ACTS.

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), ACTS 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 ACTS 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 Plan when it is submitted to FDOT.

ACTS has had no transit related complaints, no investigations, and no lawsuits involving allegations of discrimination based on race, color, or national origin over the past three (3) years.

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	None at this time			
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 Plan 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 Plan 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.

The Public Participation Plan (PPP) for ACTS 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 ACTS as appropriate. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about the services of ACTS and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The PPP is included as Appendix F to this Title VI Plan.

Current Outreach Efforts

ACTS 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 ACTS's recent, current, and planned outreached activities.

ACTS continuing outreach has been non-transit and includes the following:

- Stand-Downs for Homeless Veterans in Hillsborough, Pinellas and Pasco Counties, conducted with the James A. Haley Veterans Administration Medical Center (Hillsborough and Pasco) and the C.W. Bill Young Veterans Administration Medical Center (Pinellas)
- Health Fairs with the Veterans Administration (VA)
- Health Fairs with the Homeless Coalitions in Hillsborough and Pasco Counties
- The Homeless Coalition of Pasco County Annual Homeless Count
- The Tampa Hillsborough Homeless Initiative Point in Time Homeless Count

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).

ACTS provides transportation services to persons served by the Agency within Hillsborough, Pinellas, and Pasco Counties. The Language Assistance Plan (LAP) has been prepared to address the responsibilities of ACTS as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals who have a limited ability to read, write, speak, or understand English are LEP. In the ACTS service area there are (Hillsborough, Pinellas and Pasco Counties) 2,563,313 residents, 169,180 or 6.6%, who describe themselves as not able to communicate in English very well. ACTS is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. ACTS has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Appendix G.

8.0 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.

ACTS does not have a transit-related committee or board, therefore this requirement does not apply.

9.0 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. To comply with the regulations, ACTS will ensure the following:

1. ACTS will complete a Title VI equity analysis for any facility during the planning stage regarding where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. ACTS 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, ACTS 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 ACTS determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, ACTS 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. ACTS must demonstrate and document how both tests are met. ACTS will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact based on race, color, or national origin, and then implement the least discriminatory alternative.

ACTS has not recently constructed any facilities, nor does it currently have any facilities in the planning stage. Therefore, ACTS does not have any Title VI Equity Analysis reports to submit with this Plan.

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.

ACTS is not a fixed route service provider.

11.0 Appendices

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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

Current System Description

Current System Description

1. An overview of the organization including its mission, program goals and objectives.
Our goal is to provide the most cost effective substance abuse and mental health treatment with the highest level of care. Our mission remains constant: To provide and manage a broad array of human services to include prevention, acute care and stabilization, treatment, and supportive services in the areas of substance abuse, co-occurring substance abuse and mental illness, child protection, delinquency, criminal justice, housing, economic self-sufficiency, and health and wellness. ACTS provides access to care and community resources through safe, reliable, timely and efficient transportation services to persons served in our programs.
2. Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.
ACTS is a non-profit 501(c)(3) organization. Our organization is made up of 220 full-time employees, 29 part-time employees, and 5 PRN employees. Our Chief Executive Officer is responsible for all of the day-to-day operations of our organization and reports directly to our Board of Directors. Transportation services are provided only to persons served in ACTS programs, in accordance with the approved Operations system Safety/Security Program and its Transportation Disadvantaged Service Plan (TDSP). We operate at multiple locations averaging 10.5 total fleet service hours per day (7-24) or approximately 3833 annual service hours (with 365 operating days). Most trips during weekday, daylight hours
3. Indicate if your agency is a government authority or a private non-profit agency.
ACTS operates as a non-profit 501(c)(3). (See 501(c)(3) attached at the end of this report).

Who is responsible for insurance, training and management, and administration of the agency's transportation programs?

The ACTS Transportation Coordinator is responsible for training and management of our transportation program. All safety sensitive employees are required to complete an FDOT approved safety and security training course as part of their new hire orientation. All new employees are also required to complete on-the-road driver training, which includes riding with a training driver, behind-the-wheel training, and training in the proper use of wheelchair lifts and securement devices. The Transportation Manager is responsible for the annual renewal of all liability insurance for both FDOT, and agency owned vehicles, as well as vehicle registration renewal. It is the Transportation Manager's responsibility to administer all aspects of the transportation program and to control access and usage of all agency vehicles.

4. Who provides vehicle maintenance and record keeping?
Maintenance on all agency vehicles is provided by two (2) outside vendors. Vendors employ only ASE certified technicians with experience in working on commercial passenger vehicles like the type our agency uses. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the FDOT Preventative Maintenance

Guidelines document. All vehicle files and driver files are kept on-site at our operations base located at 4612 N. 56th Street and are maintained by the Transportation Manager. All records are maintained and retained for a minimum of four (4) years.

5. Number of current transportation related employees

Our transportation department has a total of 73 employees that include: No full-time drivers, all part-time drivers with other duties, six (6) administrators and Two (2) part-time support staff.

6. Who will drive the vehicle, number of drivers, CDL certifications, etc.?

Only ACTS employees who have completed all the required safety and driver training requirements will be allowed to drive the agency vehicles.

7. A detailed description of service routes and ridership numbers

Transportation services provided through our program are available to people served in ACTS programs. We provide a wide range of trip purposes that include Medical and behavioral health appointments, nutrition, shopping, social service, training, legal, employment, social and recreation. Currently, we use a variety of vehicles to provide passenger services. Our fleet includes vans, modified vans, mini-vans, and sedans. Two of our vehicles are equipped for wheelchair service. We also have access to a county contract provider that can supplement any services that we are unable to accommodate. We prioritize grouping trips, pooling vans if possible. We make 40 to 60 passenger trips per day for the listed services and leverage our fleet resources so that all vehicles are used in a responsible manner to provide full coverage and retire the vehicles per FDOT guidelines at the appropriate age and mileage.

Appendix C

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

Appendix D

Title VI Sample Notice to Public

Notifying the Public of Rights Under Title VI**ACTS**

- ACTS operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with ACTS.
- For more information on the ACTS civil rights program, and the procedures to file a complaint, contact 813-246-4899; email grievance@actsfl.org; or visit our administrative office at 4612 North 56th Street, Tampa, Florida 33610. For more information, visit www.actsfl.org.
- If information is needed in another language, contact 813-246-4899

Notifying the Public of Rights Under Title VI**ACTS**

- ACTS opera sus programas y servicios, sin distinción de raza, color y origen nacional en conformidad con el título VI de la Ley de derechos civiles. Cualquier persona que cree que él o ella ha sido agraviada por cualquier práctica discriminatoria ilícita en virtud del Título VI, puede presentar una queja con actos.
- Para más información sobre los ACTS programa de derechos civiles, y los procedimientos para presentar una queja, póngase en contacto con 813-246-4899; correo electrónico Grievance@actsfl.org; o visite nuestra oficina administrativa en 4612 North 56th Street, Tampa, Florida 33610. Para obtener más información, visite www.actsfl.org.
- Si la información es necesaria en otro idioma, póngase en contacto con 813-246-4899

Appendix E

Title VI Complaint Form

ACTS

Title VI Complaint Form

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

Section V	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<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:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

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

Signature and date required below

Signature Date

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

Latoya Coates
 Quality Improvement Analyst
 3450 Buschwood Park Dr., Suite 345
 Tampa, FL 33618

Appendix F

Public Participation Plan (PPP)

Introduction

The Public Participation Plan (PPP) for ACTS 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 ACTS. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about ACTS services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. ACTS 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 ACTS and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** ACTS will proactively reach out and engage low-income, minority, and LEP populations for the ACTS service area so these groups will 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 services will be described in language that is clear and easy to understand.
- **Responsive:** ACTS 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 ACTS. ACTS intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

ACTS 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 is invited to provide feedback on the ACTS website (www.actsfl.org) and all feedback on the site is recorded and passed on to ACTS management. The public is also able to call the ACTS office at 813-246-4899 during its hours of operation. Feedback collected over the phone will be recorded and passed on to ACTS 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 a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.

For community meetings and other important information, ACTS will use a variety of means to make persons served and other community stakeholders aware, including some or all of the following methods:

- Posters or flyers in areas accessible to persons served
- 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 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 and any other language that meets the “safe harbor” criteria.

Public Hearing

ACTS is not required to conduct Public Hearings

Appendix G

Language Assistance Plan (LAP)

I. Introduction

ACTS provides transportation services for people served by the Agency within Hillsborough and Pinellas counties. The Language Assistance Plan (LAP) has been prepared to address the responsibilities of ACTS as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals who have a limited ability to read, write, speak or understand English are LEP. In the ACTS service area (Hillsborough, Pinellas and Pasco Counties) there are 2,563,313 residents, 169,180 or 6.6%, who describe themselves as not able to communicate in English very well. ACTS is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. ACTS has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Appendix G.

The U.S. Department of Transportation Handbook, titled “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007) “ (hereinafter “Handbook”), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance (Handbook, page 5). The Handbook further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (Handbook, page 5).

Executive Order 13166 of August 16, 2000, states that recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons (Handbook, page 6). Additionally, recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP (Handbook, page 6). These provisions are included in FTA Circular 4702.1B in Paragraph 9 of Chapter III (pages III-6 to III-9).

It is important for ACTS to be able to communicate effectively with all people served who utilize van service. When ACTS can communicate effectively with all its riders, the service provided is safer, more reliable, convenient, and accessible for all within its service area. ACTS is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency’s services in accordance with Title VI.

This plan will demonstrate the efforts that ACTS undertakes to make its service accessible to all persons without regard to their ability to communicate in English. The plan addresses how services will be provided through general guidelines and procedures including the following:

- Identification: Identifying LEP populations in service areas
- Notification: Providing notice to LEP individuals about their right to language services
- Interpretation: Offering timely interpretation to LEP individuals upon request
- Translation: Providing timely translation of important documents
- Staffing: Identifying ACTS staff to assist LEP customers

- Training: Providing training on LAP to responsible employees.

II. Four Factor Analysis

The analysis provided in this report has been developed to identify LEP population that may use ACTS 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 and proportion of LEP persons in the service area who may be served or are likely to encounter a ACTS program, activity or service.
2. The frequency with which LEP persons come in contact with ACTS programs, activities or services.
3. The nature and importance of programs, activities or services provided by ACTS to the LEP population.
4. The resources available to ACTS and overall costs to provide LEP assistance

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

Of the 2,563,313 residents in our service area, 169,180 or 6.6%, who describe themselves as not being able to communicate in English very well. People of Hispanic descent are the primary LEP persons likely to utilize ACTS services. For the ACTS service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population 92.67% speak English “very well”. For groups who speak English “less than very well”, 69.98% speak Spanish.

b. 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.

ACTS 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. As discussed above, Census data indicates that persons who speak Spanish are the most likely LEP group. Analysis of data on persons served by ACTS indicate that ACTS drivers interact infrequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish. Over the past 2 years, ACTS has had no requests for translated documents.

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

ACTS strives to reduce barriers to services, including barriers of language. ACTS identifies staff persons who are bilingual and languages spoken, in order to facilitate intake and service delivery, and makes this information available through Human Resources. ACTS also uses interpreters when required to assist persons served to fully participate in services, including transportation.

d. Factor 4: The Resources Available to the Recipient and Costs

LEP language services include, as a first preference, the availability of qualified bilingual staff that can communicate directly with customers/clients in their preferred language. When bilingual staff is not available, the next preference is face-to-face interpretation provided by qualified contract or volunteer language interpreter.

Telephone or website interpreter services should be used as a supplemental system when an interpreter is not available, or when services are needed for an unusual or infrequently encountered language. Resources include:

- The Red Cross Language Bank, available during business hours Monday through Friday, 8:30-4:30, at 727-898-3111, or toll free at 877-741-1444
- All Languages Specialists, Inc., 813-234-5671, email requests@wespeakit.com, website <http://www.wespeakit.com/>

When language interpretation is needed, staff shall provide interpreters in a timely manner. While there is no single definition for “timely” applicable to all types of interactions, one clear guide is that the language assistance should be provided at a time and place that avoids the effective denial of the service, benefit, or right at issue or the imposition of an undue burden on or delay in important rights, benefits, or services to person.

Staff should avoid using family members, children, friends and untrained volunteers as interpreters except in emergency situations when no other alternative is readily available.

III. 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.

a. 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.

ACTS has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix H). As presented earlier, 92.04% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish. Of those whose primary spoken language is Spanish, approximately 36.8% identify themselves as speaking English 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 4.39% of the service area population.

The Continuous Quality Improvement Department conducts an annual analysis of data on client utilization and the current United States census in the primary communities served to identify language trends and determine the non-English languages persons seeking services with ACT are most likely to speak.

b. Element 2: Language Assistance Measures

ACTS makes every reasonable effort to ensure language services are available or secured in order that individuals with limited English proficiency are effectively informed and can participate in and benefit from programs, services and activities. Staff at the access point will identify the primary language through which the individual communicates, and consult the resource list of bilingual staff for interpretation assistance. This list is maintained and updated by Human Resources and is available through the ACTS Intranet site. Language interpreters will be available for individuals receiving or seeking services in each phase of the service delivery process (e.g., telephone inquiries, requests, intake interviews, service delivery, counseling, complaints, testing, treatment, and training, etc.), at no cost to the individual.

In the event the organization does not have an employee who speaks the language of the individual presenting for services, and other communication assistance is not available, the staff at the access point will contact a supervisor for assistance. The supervisor will locate interpreter services through available resources which may include the Red Cross Language Bank or an appropriate computer-based translation website. Family or friends should only be used as interpreters in a situation of immediate need.

ACTS provides notices to persons with LEP to advise that language access services are available and that they are free of charge. This includes posting signs in intake areas and other entry points providing this information in the most common languages encountered, and stating the availability of language services in outreach documents and the external website. Since Spanish is the primary non-English language within the geographical area ACTS serves, admissions and medical records forms and most outreach materials can be made available in English and Spanish. The need to translate from English to other languages is reviewed and handled on a case-by-case basis.

The Human Resources Department maintains an updated list of bilingual staff at ACTS, including languages spoken, availability, and contact information. A list of external resources for interpreters and translation services is maintained on the ACTS Intranet. Human Resources reviews and updates this list at least annually.

c. Element 3: Training Staff

The following training is provided to all staff as part of New Employee Orientation and through periodic refresher training.

1. Information on Title VI Procedures and LEP responsibilities
2. Cultural competence and diversity
3. Documentation of language assistance requests
4. How to handle a potential Title VI/LEP complaint

d. Element 4: Providing Note to LEP Persons

ACTS will make Title VI information available in English and Spanish on the Agency's website. Key documents are available in English and Spanish. Notices are also posted in ACTS office lobby and in areas accessible to persons served. 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 an alternative language based on the known LEP population.

e. 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 the financial resources of ACTS are sufficient to fund language assistance resources needed

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

IV. 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 persons 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.

Census data for the overall population served by ACTS shows that 7% of the population where ACTS provides transportation services to its clients speaks Spanish as the primary language. Of the population served by ACTS, an analysis of 2022 data shows that only .53% of persons served reported that Spanish was their primary language. Other languages identified as primary included Dutch (2 persons served), Persian (2 persons), and Hindi (1 person).

While the Safe Harbor Provision applies to the translation of written documents, this does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. ACTS may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures.

Appendix H

Operating Area Language Data: ACTS Service Area

<u>Language</u>	<u>County</u>	<u>Percent of Population</u>
Total		
Speak only English		
Spanish or Spanish Creole		
Speak English “very well”		
Speak English less than “very well”		
French (incl. Patois, Cajun)		
Speak English “very well”		
Speak English less than “very well”		
French Creole		
Speak English “very well”		
Speak English less than “very well”		
Italian		
Speak English “very well”		
Speak English less than “very well”		
Portuguese or Portuguese Creole		
Speak English “very well”		
Speak English less than “very well”		
German		
Speak English “very well”		
Speak English less than “very well”		
Yiddish		
Speak English “very well”		
Speak English less than “very well”		
Other West Germanic languages		
Speak English “very well”		
Speak English less than “very well”		
Scandinavian languages		
Speak English “very well”		
Speak English less than “very well”		
Greek		
Speak English “very well”		
Speak English less than “very well”		
Russian		
Speak English “very well”		
Speak English less than “very well”		
Polish		
Speak English “very well”		
Speak English less than “very well”		
Serbo-Croatian		
Speak English “very well”		

Language	County	Percent of Population
Speak English less than "very well"		
Other Slavic Languages		
Speak English "very well"		
Speak English less than "very well"		
Armenian		
Speak English "very well"		
Speak English less than "very well"		
Persian		
Speak English "very well"		
Speak English less than "very well"		
Gujarati		
Speak English "very well"		
Speak English less than "very well"		
Hindi		
Speak English "very well"		
Speak English less than "very well"		
Urdu		
Speak English "very well"		
Speak English less than "very well"		
Other Indic languages		
Speak English "very well"		
Speak English less than "very well"		
Other Indo-European Languages		
Speak English "very well"		
Speak English less than "very well"		
Chinese		
Speak English "very well"		
Speak English less than "very well"		
Japanese		
Speak English "very well"		
Speak English less than "very well"		
Korean		
Speak English "very well"		
Speak English less than "very well"		
Mon-Khmer, Cambodian		
Speak English "very well"		
Speak English less than "very well"		
Hmong		
Speak English "very well"		
Speak English less than "very well"		
Thai		

<u>Language</u>	<u>County</u>	<u>Percent of Population</u>
Speak English “very well”		
Speak English less than “very well”		
Laotian		
Speak English “very well”		
Speak English less than “very well”		
Vietnamese		
Speak English “very well”		
Speak English less than “very well”		
Other Asian languages		
Speak English “very well”		
Speak English less than “very well”		
Tagalog		
Speak English “very well”		
Speak English less than “very well”		
Other Pacific Island languages		
Speak English “very well”		
Speak English less than “very well”		
Navajo		
Speak English “very well”		
Speak English less than “very well”		
Other Native American languages		
Speak English “very well”		
Speak English less than “very well”		
Hungarian		
Speak English “very well”		
Speak English less than “very well”		
Arabic		
Speak English “very well”		
Speak English less than “very well”		
Hebrew		
Speak English “very well”		
Speak English less than “very well”		
African languages		
Speak English “very well”		
Speak English less than “very well”		
Other and unspecified languages		
Speak English “very well”		
Speak English less than “very well”		

Appendix I

Demographic Maps

ACTS is not a fixed route provider.

Appendix J

Title VI Equity Analysis

ACTS has not performed Title VI Equity Analysis.



Doreen Joyner-Howard, AICP

District Modal Development Manager

Florida Department of Transportation

2198 Edison Avenue, MS 2806

Jacksonville, FL 32204

Phone: 904-360-5650

Email: doreen.joynerhoward@dot.state.fl.us

Consultant Project Manager:

Santanu Roy, PTP

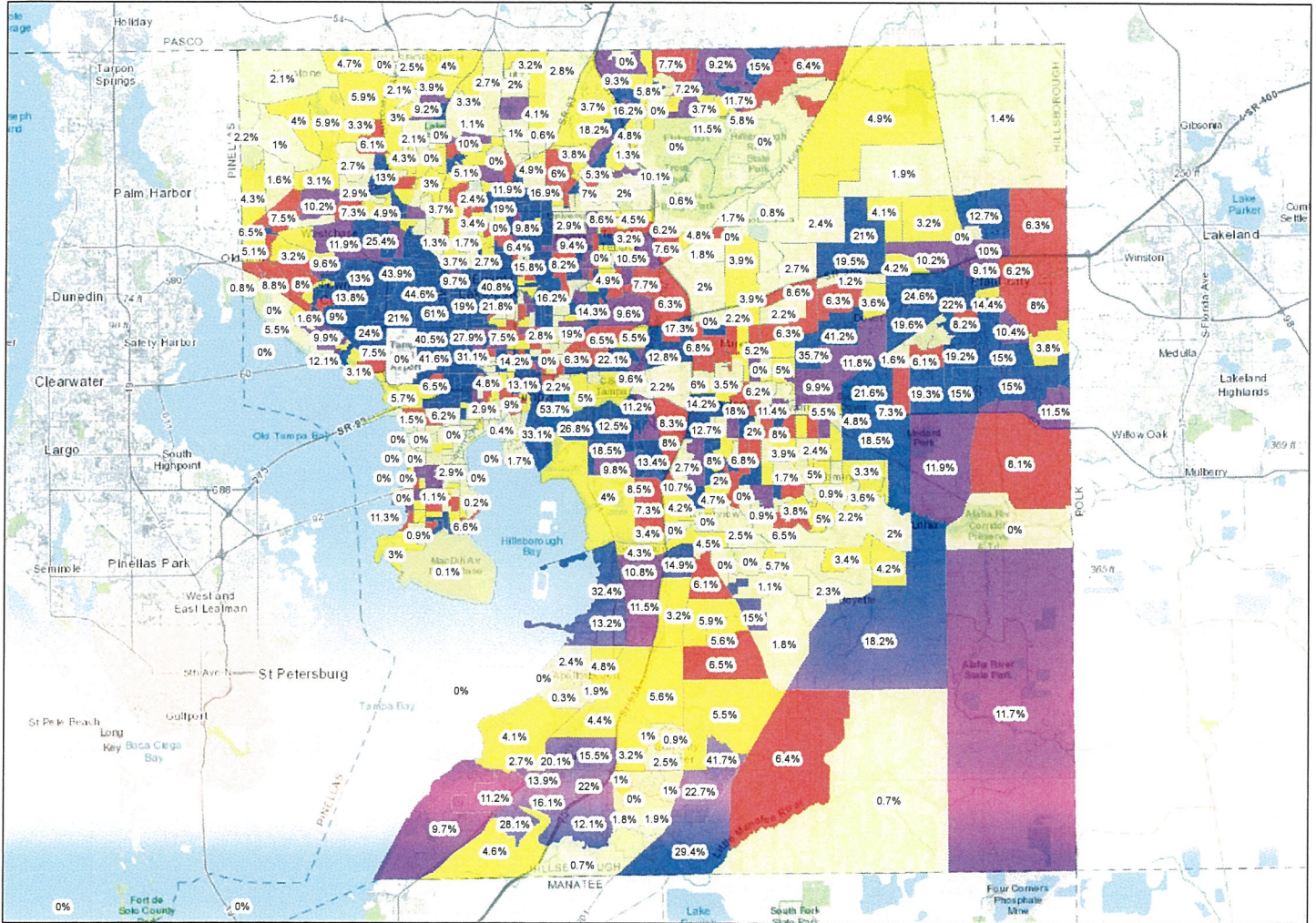
HDR Engineering, Inc.



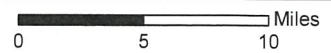
Doreen Joyner-Howard, AICP
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Email: doreen.joynerhoward@dot.state.fl.us

Consultant: HDR Engineering, Inc.

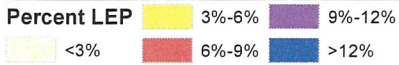
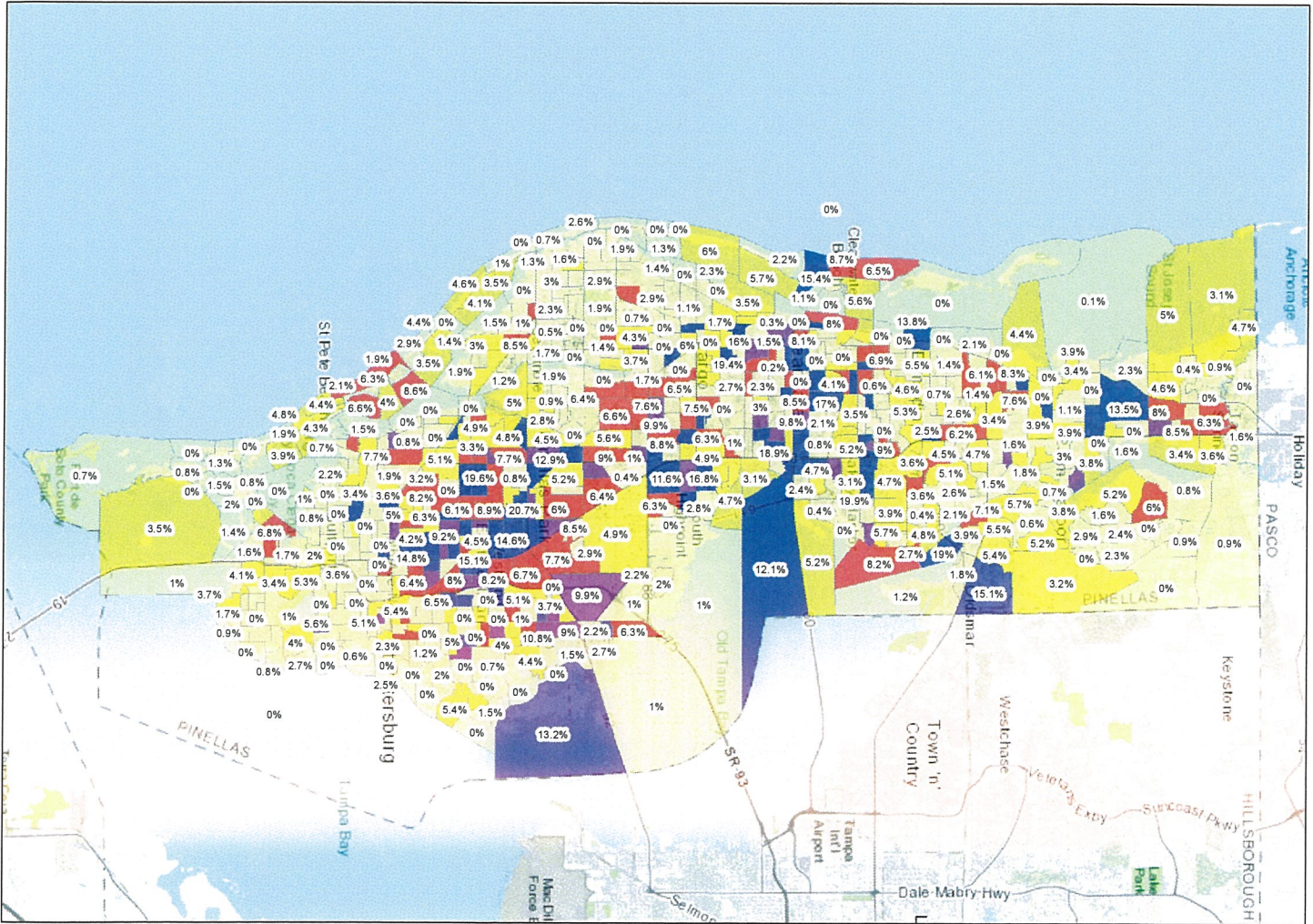
Hillsborough County Limited English Proficiency by Census Block Group



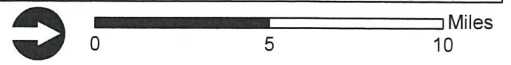
Source: 2013-2017 American Community Survey, ESRI



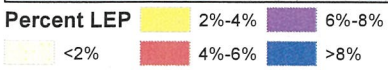
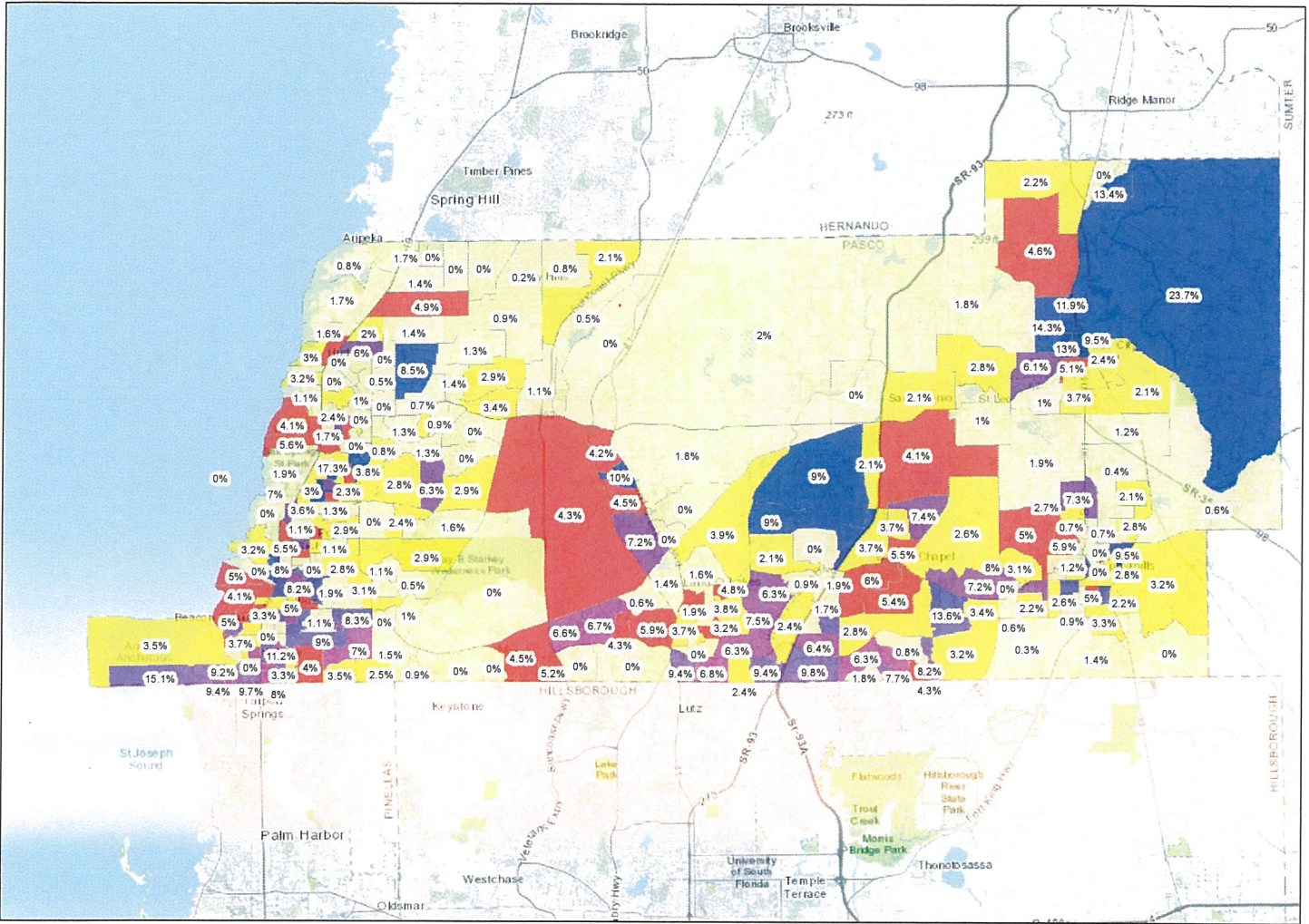
Pinellas County Limited English Proficiency by Census Block Group



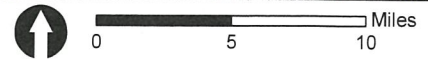
Source: 2013-2017 American Community Survey, ESRI



Pasco County Limited English Proficiency by Census Block Group



Source: 2013-2017 American Community Survey, ESRI





NON-DISCRIMINATION IN TRANSPORTATION POLICY

Florida Law and Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, sex, national origin, handicap, marital status or religion. Persons who believe they have been discriminated against on these conditions may file a grievance with ACTS Quality Improvement Department at 813.246.4899 or online at www.actsfl.org.

La Ley de Florida y el Título VI de la Ley de Derechos Civiles de 1964 prohíben la discriminación por motivos de raza, color, sexo, origen nacional, impedimento, estado civil o religión. Las personas que creen que han sido discriminadas en estas condiciones pueden presentar una queja ante el Departamento de Mejora de la Calidad de ACTS al 813.246.4899 o en línea en www.actsfl.org.



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Consumer's Certificate of Exemption

Issued Pursuant to Chapter 212, Florida Statutes

DR-14
R. 01/18

85-8012559118C-9	05/31/2024	05/31/2029	501(C)(3) ORGANIZATION
Certificate Number	Effective Date	Expiration Date	Exemption Category

This certifies that

AGENCY FOR COMMUNITY TREATMENT
4612 N 56TH ST
TAMPA FL 33610-7123

is exempt from the payment of Florida sales and use tax on real property rented, transient rental property rented, tangible personal property purchased or rented, or services purchased.



Important Information for Exempt Organizations

DR-14
R. 01/18

1. You must provide all vendors and suppliers with an exemption certificate before making tax-exempt purchases. See Rule 12A-1.038, Florida Administrative Code (F.A.C.).
2. Your *Consumer's Certificate of Exemption* is to be used solely by your organization for your organization's customary nonprofit activities.
3. Purchases made by an individual on behalf of the organization are taxable, even if the individual will be reimbursed by the organization.
4. This exemption applies only to purchases your organization makes. The sale or lease to others of tangible personal property, sleeping accommodations, or other real property is taxable. Your organization must register, and collect and remit sales and use tax on such taxable transactions. Note: Churches are exempt from this requirement except when they are the lessor of real property (Rule 12A-1.070, F.A.C.).
5. It is a criminal offense to fraudulently present this certificate to evade the payment of sales tax. Under no circumstances should this certificate be used for the personal benefit of any individual. Violators will be liable for payment of the sales tax plus a penalty of 200% of the tax, and may be subject to conviction of a third-degree felony. Any violation will require the revocation of this certificate.
6. If you have questions about your exemption certificate, please call Taxpayer Services at 850-488-6800. The mailing address is PO Box 6480, Tallahassee, FL 32314-6480.