

Title VI Nondiscrimination Policy

It is the City of South Daytona's policy to comply with Title VI of the Civil Rights Act of 1964, Americans with Disabilities Act of 1990 and other Federal and State discrimination laws and regulations. The City prohibits discrimination by its employees, contractors and consultants in all of its programs, services and activities. The City is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its services on the basis of race, color, sex, religion, national origin, age, income, disability or family status.

Moreover, the City of South Daytona believes the best programs and services result from careful consideration of the needs of all of its communities and their involvement in the public policy and governmental services decision-making process. The City of South Daytona values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level.

Title VI Nondiscrimination Policy and Plan

Introduction

This plan was developed to guide The City of South Daytona in its administration and management of Title VI-related programs, services and activities.

Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." 42 U.S.C. Section 2000d.

This Title VI Nondiscrimination Policy and Plan applies to all programs, services and activities offered by the City of South Daytona and its various departments/divisions, including, but not limited to, public works, public protection, health services, emergency medical services, fire and rescue, and community services/assistance, as well as to those doing business with the City of South Daytona.

Plan Statement

The City of South Daytona is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964.

The City of South Daytona values diversity and welcomes input from all interested parties, regardless of cultural identity, background, or income level. Moreover, the City of South Daytona believes the best programs and services result from careful consideration of the needs of all of its communities and their involvement in the public policy and governmental services decision- making process.

Title VI Plan Organization and Staffing

The City Manager will appoint a Title VI Coordinator to generally oversee The City's Title VI program, and department/division directors will designate one or more Title VI liaisons within their respective departments/divisions.

Title VI Coordinator

The Title VI Coordinator is responsible for the overall management of the Title VI Program and the Limited English Proficiency (LEP) Access Plan described in this document, under the supervision of the Human Resources Division.

Title VI Coordinator's responsibilities include:

- Processing Title VI compliance complaints received by The City of South Daytona.
- Coordinating with Title VI and LEP Plan liaisons in City departments/divisions as needed to compile statistical data related to race, color, national origin, etc., and participation by LEP citizens in City programs and services.
- Conducting training related to Title VI and the LEP Plan requirements for City staff who are responsible for Title VI and LEP Plan compliance.
- Keeping an accurate and updated list of all Title VI and LEP Plan department/division liaisons.
- Maintaining permanent records, which include, but are not limited to, copies of Title VI complaints or lawsuits and related documentation; records of correspondence to and from complainants; Title VI investigations; and LEP Plan forms and materials.
- Maintaining a current list of all City employees who speak or write any languages other than English and their contact information.
- Ensuring signage indicating the availability of free interpreter and translator services is placed at primary points of contact in City facilities, such as the information desk and department/division reception areas.

Title VI and LEP Plan Department/Division Liaisons

The responsibilities of the Title VI and LEP Plan department/division liaisons include:

- Ensuring compliance with Title VI requirements and the LEP Access Plan within their departments/divisions.
- Collecting LEP related data as needed, such as language used and City services requested by LEP citizens.
- Maintaining copies of any Title VI complaints, correspondence or other documents relating to Title VI and their department/division.
- Attending Title VI and LEP plan training.

Title VI Coordinator Contact Information:

Title VI Coordinator
South Daytona Human Resources Division
1672 S. Ridgewood Avenue
Trudy.Odell@southdaytona.org
Phone: 386-322-3069

Title VI Information Dissemination Procedure

Title VI information shall be publicly displayed on The City’s website, www.southdaytona.org, along with the name and contact information of the Title VI Coordinator. Additional information relating to The City’s non-discrimination obligation can be obtained from the City of South Daytona Title VI Coordinator.

Subcontractors and Vendors

All subcontractors and vendors who receive payments from The City of South Daytona where funding originates from any Federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Title VI language is included in all City requests for proposals (RFPs), bids and contracts.

Title VI Complaint Procedures: How to File a Title VI Complaint

The City of South Daytona has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he/she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability, family or income status in any of City of South Daytona's programs, services or activities may file a complaint with the City of South Daytona Title VI Coordinator.

The complainant may file a signed, written complaint using the Title VI Complaint Form (Appendix D) up to 180 days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and contact information (telephone number, email address, etc.).
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant.

The complaint may be mailed to The City of South Daytona, Human Resources Division, 1672 S. Ridgewood Avenue, South Daytona, Florida 32119

Please note: The City of South Daytona encourages complainants to certify all mail that is sent through the U.S. Postal Service to ensure that all written correspondence can be easily tracked. A complaint must be mailed to the Title VI Coordinator no later than 180 days from the date of the alleged act of discrimination.

What Happens When a Complaint is Submitted

All complaints alleging discrimination based on race, color or national origin in a program, service or activity provided by The City of South Daytona will be addressed by the Title IV Coordinator. The City of South Daytona shall make every effort to address all complaints in an expeditious and thorough manner.

A letter from the Title VI Coordinator acknowledging receipt of the complaint will be mailed to the complainant within seven business days (Appendix F).

The City has 60 business days to investigate the complaint. If more information is needed to resolve the case, The City's Title VI Coordinator may contact the complainant in writing via letter or email.

The complainant will have 10 business days from the date of the written correspondence (letter or email) to send the requested information to the Title VI Coordinator.

If the Title VI Coordinator is not contacted by the complainant or the Coordinator does not receive the additional information within 10 business days, the Coordinator can administratively close the case. A case also can be administratively closed if the complainant no longer wishes to pursue his/her case.

The Title VI Coordinator also shall provide appropriate assistance to complainants with disabilities or those who are limited in their ability to communicate in English.

Notification of Outcome

After the case has been investigated, the Title VI Coordinator will issue one of two letters to the complainant, subject to review by The City Attorney's Office: a closure letter (Appendix G) or a letter of finding (LOF) (Appendix H).

A closure letter summarizes the allegations and states there was no Title VI violation and the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional staff training, or other action will occur.

Every effort will be made to respond to Title VI complaints within 60 business days of receipt of such complaints, if not sooner.

If the Coordinator finds the complaint is not substantiated, the letter will advise the complainant of his/her right to appeal within 10 business days of the date of The City's final written decision.

A complaint may also be filed directly with the U.S. Department of Justice at the following address:

Federal Coordination and Compliance Section - NWB Civil Rights Division
U.S. Department of Justice 950 Pennsylvania Avenue, N.W. Washington, D.C. 20530

For more information, see <https://www.justice.gov/crt/how-file-complaint> or call 1-888-TITLE-06 (1-888-848-5306) (Voice or TDD).

When required by applicable Federal law or regulation, The City shall forward copies of written complaints to the appropriate Federal agency. Similarly, each City department/division shall provide any periodic or cumulative reports regarding Title VI complaints in accordance with applicable Federal laws or regulations.

Each City department/division shall comply with any complaint and reporting requirements as may be imposed by Federal agencies providing funding to or oversight of each such department/division.

ADA/504 Statement

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

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

The City of South Daytona encourages the public to report any facility, program, service, or activity that appears inaccessible to persons with disabilities. Furthermore, the City of South

Daytona will provide reasonable accommodation to disabled individuals who wish to participate in events open to the public or who require special assistance to access City facilities, programs, services, or activities.

Because providing reasonable accommodation may require outside assistance, additional organization, or resources, the City of South Daytona asks that requests be made at least two business days prior to the need for the accommodation.

Questions, concerns, comments or requests for accommodation should be made to the City of South Daytona's Public Works Director, Adam Thornton at 386-322-3080 or athornton@southdaytona.org.

Limited English Proficiency (LEP) Access Plan

The goal of The City of South Daytona's Limited English Proficiency (LEP) Access Plan is to ensure the City recognizes the needs of limited English proficient members of the community and implements a plan to communicate effectively with them and ensure reasonable access to City programs and services as well as City processes, information and decision-making.

Most individuals in The City of South Daytona read, write, speak and understand English. However, there are many individuals whose primary language is not English. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be limited English proficient, or "LEP." This language barrier may prevent individuals from accessing The City of South Daytona services and programs.

Title VI of the Civil Rights Act of 1964, Executive Order 13166, Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, and various directives from the U.S. Department of Justice and U.S. Department of Transportation, require Federal aid recipients to take reasonable steps to ensure those who do not speak English well have meaningful access to programs, services and activities.

As a recipient of Federal funds, the City is required to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services.

City of South Daytona Four Factor Analysis

To determine the extent to which LEP services are required and in which languages, the law requires the analysis of the four factors listed below. The following sections address each of these with respect to services provided by The City of South Daytona.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by The City of South Daytona's programs, services or activities;
2. The frequency with which LEP individuals come in contact with these programs, services or activities;

3. The nature and importance of the program, service, or activity to people's lives; and
4. The resources available and the overall cost to The City of South Daytona.

Factor 1: Review of LEP Populations

Understanding the needs of the community begins with identifying the number of LEP persons eligible to be served, likely to be served, or likely to be encountered by the City through its programs, services or activities.

To determine the potential LEP needs for services provided by the City, City staff reviewed data available through the U.S. Census Bureau's American Community Surveys (ACS).

Given this information, The City of South Daytona staff believe that a relatively small number of its service population is comprised of LEP speakers and the majority of the LEP individuals in The City of South Daytona claim Spanish as their primary language.

Factor 2: Assessing Frequency of Contact with LEP Persons

The City of South Daytona shall assess the frequency at which staff has or could possibly have contact with LEP persons. This includes a review by the Title VI Coordinator of external data sources (U.S. Census, American Community Survey, Department of Education, etc.) and internal data.

Factor 3: Assessing the Importance of City Programs

The City must ensure that all segments of the population, including LEP persons, have meaningful access to City services and programs and have the opportunity to do business with the City.

Among the most important City services are those related to safety, health, emergency services, recreation, and transportation, as well as the award of contracts and public participation. The City must ensure that all segments of the population, including LEP persons, have meaningful access to City services and the opportunity to do business with the City.

Presently there is no large geographic concentration of any one type of LEP community within the City; however, the overwhelming majority of the LEP population speaks Spanish as a primary language. Given the foregoing, the majority of the City's efforts to assist LEP individuals are directed toward Spanish speaking individuals.

Factor 4: Determining Available Resources

When planning any activity, it is imperative that an organization assess the resources available to conduct the activity in a way that is meaningful and balances those efforts with the overall cost to the organization.

Currently the City uses Language Line, a translation and interpretation service provider. Directions on using the service to assist LEP persons by telephone or in person have been provided to all City departments. Other resources that could be used to provide language assistance include maintaining a list of bi-lingual employees and their contact information, reaching out to area universities, the court system, and faith-based and community organizations for assistance with translations.

Given the size of the Spanish LEP population in the City and the City's existing budget, full language translations of all documents published by the City are not considered warranted or cost feasible at this time; however, the City will conduct periodic reviews to determine, based upon demand, whether certain documents or forms require translation.

Conclusion

The analyses of these four factors suggest extensive LEP services are not required at this time by most City departments/divisions. The use of an interpretation and translation service provider such as Language Line has been sufficient to meet the current need. Those departments that may require more LEP services, such as the Daytona Beach International Airport, Corrections and Votran, have formal LEP programs in place.

The City believes that Spanish language assistance is necessary for certain programs and activities in order to provide broad access by members of the public, and the City's general LEP Plan will continue to be developed together with specific plans as may be appropriate for City departments/divisions providing services to LEP populations.

LEP Access Plan Components

An LEP Plan helps management and staff members understand their roles and responsibilities with respect to overcoming language barriers for LEP individuals. The City of South Daytona has developed the following plan for providing language assistance to LEP persons.

1. Identifying LEP individuals who need language assistance;
2. Language assistance services;
3. Training staff;
4. Providing notice to LEP persons; and
5. Monitoring and updating the LEP Plan

Identifying LEP Individuals Who Need Language Assistance

There are several measures that the City has taken to identify individual persons who may need language assistance. They include:

- Posting notices in City facilities of the City's LEP Plan and the availability of free interpretation or translation services in languages LEP persons would understand.
- Providing The City of South Daytona staff with language identification cards (Appendix K) to assist in identifying the language interpretation services needed if the occasion arises.
- Periodically surveying The City of South Daytona staff regarding their interaction with LEP persons.

Language Assistance Services

The two types of language services are interpretation and translation. Interpretation is the immediate rendering of oral language from the source language into the target language. Translation is the rendering of a written text from one language (source language) into another language (target language).

Where interpretation/translation is necessary to provide meaningful access

to City programs, activities and services, LEP persons will be advised that the City will provide a competent interpreter/translator at the City's expense, or they may secure the assistance of an interpreter/translator of their choice at their own expense.

When translation is needed, documents to be translated upon request will be those determined to be vital, which is defined as those documents without which a person would be unable to access City services.

Signage indicating the availability of free interpreter and translator services has been placed at primary points of contact in City facilities such as reception areas. Such services will be provided during all normal business hours and when an emergency has been determined to exist during non- business hours.

Other City actions taken have included:

- Maintaining an updated list of employees who speak or write any languages other than English. Performing language services is a collateral duty for these employees and is subject to supervisory approval and workload constraints.
- Identifying events and activities that may require an interpreter/translator to ensure meaningful access by LEP persons.

- Identifying critical and essential documents that may need to be provided in Spanish language format.
- Providing meeting notifications in English and Spanish, as needed and where appropriate.
- Providing Spanish language outreach materials from other organizations including Federal, State and local agencies in City facilities when possible.

Training Staff

City department/division directors and managers are crucial to the implementation of the LEP Access Plan. Each department/division has appointed a designated Title VI liaison who is the lead person for ensuring compliance with Title VI and LEP procedures. This person will attend Title VI training.

Providing Notice to LEP Persons

City offices must provide reasonable notification to eligible LEP persons in a way they will understand that language services are available. This includes notices posted at all City facilities in prominent locations and near reception areas for City departments and divisions.

Monitoring and Updating the LEP Access Plan

The LEP Plan is designed to be flexible and should be viewed as a work in progress. The City periodically evaluates and monitors its implementation to ensure that the LEP Plan contains updated information on relevant LEP populations, addresses current language assistance needs, and is consistent with the objectives of the LEP Program.

Dissemination of the LEP Access Plan

The City's LEP Plan is part of its Title VI Plan document and is posted on the City's website. City managers and directors, as well as members of the public and outside agencies, can download the Title VI/LEP Plan document as needed. LEP persons may obtain copies/translations of the plan upon request.

For questions or concerns regarding the City of Volusia's commitment to nondiscrimination or to request LEP services, contact Title VI Coordinator, at 386-322-3069.

Public Involvement

In order to plan for efficient, effective, safe, equitable, and reliable governmental and proprietary services, the City of South Daytona must have the input of its public. The City of South Daytona spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community.

The City of South Daytona Council and its various advisory boards and committees meet at publicly advertised dates and times throughout the year to discuss and evaluate various City projects, initiatives, and services. All meetings are held pursuant to Florida's Government in the Sunshine laws and are open to comments from the public.

Such boards and committees include, but are not limited to, the City of South Daytona Council, the Children and Families Advisory Board, the Transportation Disadvantaged Local Coordinating Board, and the Human Services Advisory Board. City of South Daytona staff also attend and participate in various community events to promote City services and programs offered to the public.

Finally, the City of South Daytona is continually seeking ways of measuring the effectiveness of its public involvement, including encouragement of public comment at its various public meetings.

Persons wishing to request special presentations by the City of South Daytona, volunteer in any of its activities, or offer suggestions for improvement of the City of South Daytona public involvement may contact The City's Title VI Coordinator.

Data Collection

Federal regulations require Federal-aid recipients to collect racial, ethnic, and other similar demographic data on beneficiaries of or those affected by The City's programs, services, and activities. The City of South Daytona accomplishes this through the use of the U.S. Census Bureau's American Community Surveys (ACS) data and reports, and other methods appropriate to City departments/divisions such as consulting studies.

From time to time, the City of South Daytona may find it necessary to request voluntary identification of certain racial, ethnic, or other data from those who participate in its programs and services. This information assists the City of South Daytona with improving its targeted outreach and measures of effectiveness.

Self-identification of personal data to City of South Daytona will always be voluntary and anonymous to the extent permitted by applicable law. Moreover, City of South Daytona will not release or otherwise use this data in any manner inconsistent with applicable Federal and State law and regulations.

Assurances

Depending on the department/division providing a particular service or program, City of South Daytona may be required to periodically certify to appropriate Federal agencies that certain programs and services are being implemented and administered in a nondiscriminatory manner.

These certifications are termed 'assurances' and serve two important purposes. First, they document the City of South Daytona's commitment to nondiscrimination and equitable services to its community. Second, they serve as a legally enforceable agreement by which the City of South Daytona may be held liable for breach.

The public may view the annual assurance on the City of South Daytona's website or by visiting the City of South Daytona's offices. Assurances shall be provided to appropriate State and Federal agencies by City departments/divisions in accordance with applicable law, rules, and regulations.

TITLE VI/ NONDISCRIMINATION ASSURANCE

Pursuant to Section 9 of US DOT Order 1050.2A, the City of South Daytona "Subrecipient" assures the Florida Department of Transportation (FDOT) that no person shall on the basis of race, color, national origin, sex, 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, the Florida Civil Rights Act of 1992 and other nondiscrimination authorities be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

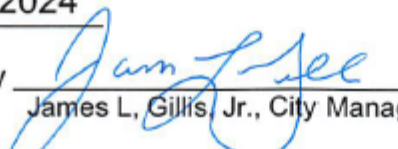
The Subrecipient further assures FDOT that it will undertake the following with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the Subrecipient's Chief Executive Officer.
2. Issue a policy statement signed by the Chief Executive Officer, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Subrecipient's organization and to the general public. Such information shall be published where appropriate in languages other than English.
3. Insert the clauses of *Appendices A and E* of this assurance in every contract subject to the Acts and the Regulations
4. Develop a complaint process and attempt to resolve complaints of discrimination against sub-recipients. Complaints against the Subrecipient shall immediately be forwarded to the FDOT District Title VI Coordinator.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or USDOT, take affirmative action to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) calendar days.
7. Have a process to collect racial and ethnic data on persons impacted by your agency's programs.

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 Subrecipient.

Dated 3/4/2024

by



James L. Gillis, Jr., City Manager/Chief Executive Officer

Appendixes A and E Florida Department of Transportation

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") agrees as follows:

- (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 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 Contractor'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, the *Florida Department of Transportation* shall impose such contract sanctions as it or the *Federal Highway Administration*, *Federal Transit Administration*, *Federal Aviation Administration*, and/or the *Federal Motor Carrier Safety Administration* may determine to be 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 (7) in every subcontract, including procurements 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 *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. In the event a Contractor becomes involved in, or is threatened with litigation with a sub-contractor or supplier as a result of such direction, the Contractor may request the *Florida Department of Transportation* to enter into such litigation to protect the interests of the *Florida Department of Transportation*, and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

(7.) **Compliance with Nondiscrimination Statutes and Authorities:** Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21; The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects); Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex); Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27; The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age); Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex); The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not); Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38; The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex); Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations; Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100); Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

Appendix B Notifying the Public of Rights under Title VI

The City of South Daytona operates its programs and services without regard to race, color, or 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 The City of South Daytona.

For more information on The City of South Daytona's Title VI Nondiscrimination Program and Plan, and the procedures to file a complaint, contact the Title VI Coordinator for The City of South Daytona at 386-322-3069.

Persons may file a complaint directly with the U.S. Department of Justice at the address below:

Federal Coordination and Compliance Section - NWB
Civil Rights Division
U.S. Department of Justice 950 Pennsylvania Avenue, N.W.
Washington, D.C. 20530

For more information, see <https://www.justice.gov/crt/how-file-complaint> or call 1-888-TITLE-06 (1-888-848-5306) (Voice or TDD)

Appendix C Summary of Title VI Complaint Procedures

Title VI of the 1964 Civil Rights Act requires that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by The City of South Daytona may file a Title VI complaint by completing and submitting The City's Title VI Complaint Form. The City of South Daytona investigates complaints received no more than 180 days after the alleged incident, and will process complaints that are complete.

Once the complaint is received, the designated Title VI Coordinator will review it to determine if The City has jurisdiction. The complainant will receive an acknowledgment letter informing him/her whether The City of South Daytona will investigate the complaint.

The City has 60 business days to investigate the complaint. If more information is needed to resolve the case, The City's Title VI Coordinator may contact the complainant in writing. The complainant will have 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 10 business days, the Title

VI Coordinator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue his/her case.

After the case is investigated, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states there was not a Title VI violation, and the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional staff training, or other action will occur.

If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the LOF to do so. A person may also file a complaint directly with the U.S. Department of Justice, Federal Coordination and Compliance Section – NWB, Civil Rights Division 950 Pennsylvania Avenue, N.W. Washington, D.C. 20530.

Appendix D Title VI Complaint Form

If you feel you have been discriminated against in the use of any City services, programs or activities, please provide the following information in order to assist us in processing your complaint and send it to:

Title VI Coordinator
City of South Daytona
Human Resources Division
1672 S. Ridgewood Avenue, South Daytona, Florida 32119

Please print clearly:

Name

Address

City, state, zip code

Telephone number _____ (home) _____ (cell) _____

Name of person discriminated against:

Address of person discriminated against:

City, state, zip code:

Please indicate why you believe the discrimination occurred

- Race or color
- National origin
- Income
- Other

Date of the alleged discrimination: _____

Where did the alleged discrimination take place?

Please describe the circumstances as you saw them. You may use additional paper if needed.

Please list names of any and all witnesses and their phone numbers.

Please attach any documents you have which support the allegation. Then date and sign this form and mail it to:

Title VI Coordinator
City of South Daytona
Human Resources Division

1672 S. Ridgewood Avenue
South Daytona, Florida 32119

Your Signature

Print Your Name

Date

Appendix F Letter Acknowledging Receipt of Complaint

Today's Date

Complainant's Name
Complainant's Address

Dear (Mr./Ms.):

This letter is to acknowledge receipt of your complaint against The City of South Daytona regarding _____
_____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office. My contact information is below.

Sincerely,

Title VI Coordinator
City of South Daytona
Human Resources Division
1672 S. Ridgewood Avenue
South Daytona, Florida 32119
(386) 322-3069

Appendix G Notification the Complaint was Not Substantiated (Closure Letter)

Today's Date

Complainant Name

Complainant Address

Dear (Mr./Ms.)

The matter referenced in your complaint of _____ (date) against The City of South Daytona alleging _____ has been _____ investigated and the results do not indicate the provisions of Title VI of the Civil Rights Act of 1964 were violated.

Title VI prohibits discrimination based on race, color, or national origin in any program receiving Federal financial assistance. The City Attorney's Office analyzed the materials and facts pertaining to your case for evidence of The City's failure to comply with any of the civil rights laws. There was insufficient evidence found that any of these laws have been violated.

Because your complaint was not substantiated, I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from The City of South Daytona, and/or 2) file a complaint externally with the U.S. Department of Justice, Civil Rights Division, Federal Coordination and Compliance Section, NWB 950 Pennsylvania Ave., N.W. Washington D.C. 20530.

Thank you for taking the time to contact City of South Daytona government. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Title VI Coordinator
City of South Daytona
Human Resources Division
1672 S. Ridgewood Avenue
South Daytona, Florida 32119
(386) 322-3069

Appendix H Notification the Complaint was Substantiated (Letter of Finding)

Today's Date

Complainant's Name Complainant's Address

Dear (Mr./Ms.):

The matter referenced in your letter of _____(date) against The City of South Daytona alleging a Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts (identify corrective actions – you may use an exhibit to do so) are underway to correct these deficiencies.

Thank you for bringing this important matter to our attention. You may be hearing from this office, or from Federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,


Title VI Coordinator
City of South Daytona
Human Resources Division
1672 S. Ridgewood Avenue
South Daytona, Florida 32119
(386) 322-3069

Appendix I List of Title VI Investigations, Complaints and Lawsuits

The City of South Daytona has received no complaints. Future disclosures will be listed under this appendix in the Title VI Program Plan.

	Date of Complaint (month, day, year)	omplaint (include basis of complaint; race, color, or national origin, etc.)	Status of Complaint	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Appendix J Language Identification Flash Card

Interpreter Services Desk Guide If someone comes to you for help and you don't know what language they are speaking, ask them to point to their language on the card. This is the first step in getting them help.			
English	Do you speak...?	Please be seated while I call someone to interpret for you.	
Albanian	Flisni shqip?	Uluni ju lutem derisa të thërras një përkthyes për ju.	
Arabic	هل تتكلم اللغة العربية؟	تفضل بالجلوس بينما نستدعي لك مترجماً	
Bengali	আপনি কি বাংলা বলতে পারেন?	অনুব্রহ্ম করে বসুন যখন আমি আপনার হয়ে দোভাষীর কাজ করার জ্ঞান করবও সঙ্গে যোগাযোগ করছি।	
Bosnian	Govorite li bosanski?	Molimo vas da sjednete dok ja ne pozovem osobu koja će da prevodi za vas.	
Chinese	Mandarin	您說中文國語嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Cantonese	您說廣東話嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Fujian	您說福州話嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Wenzhou	您說溫州話嗎？	我設法為您尋找一位翻譯，請坐下等待。
Farsi	آیا شما فارسی حرف می زنید؟	لطفاً بفرمائید، ضمناً برای ترجمانی شما کسی را احضار می کنم.	
French	Parlez-vous français?	Veillez vous asseoir, et je vais vous appeler un interprète.	
Haitian Creole	Èske w pale Kreyòl?	Tanpri chita, mwen pral rele yon entèprèt pou ou.	
Hindi	क्या आप हिन्दी बोलते हैं ?	कृपया अपनी सीट पर बैठे रहें जब तक कि हम किसी दुमाविये (इन्टरप्रेटर) को आपको समझाने के लिए कॉल करें।	
Italian	Parla italiano?	Prego si accomodi e attenda mentre Le chiamo un interprete.	
Korean	한국어를 사용하십니까?	제가 귀하를 위해 통역해드릴 사람을 부르는 동안 앉아서 기다리십시오.	
Polish	Czy Pan/Pani mówi po polsku?	Proszę siadać, podczas gdy wołam tłumacza.	
Russian	Вы говорите по-русски?	Посидите, пожалуйста, и подождите, пока вам предоставят переводчика.	
Spanish	¿Habla español?	Favor de tomar asiento mientras le llamamos al intérprete.	
Tagalog	Marunong ka bang mag-Tagalog?	Maupo muna habang tumatawag ako ng taong magsasalín para sa iyo.	
Ukrainian	Чи Ви розмовляете українською мовою?	Будь ласка, посидьте, поки я викликаю перекладача для Вас.	
Urdu	کیا آپ اردو بولتے ہیں؟	برائے مہربانی اپنی سیٹ پر بیٹھے رہیں جب تک کہ ہم آپ کو سمجھانے کے لیے کسی ترجمان (انٹریٹر) کو کال کریں.	
Vietnamese	Quý vị nói tiếng Việt phải không?	Xin ngồi chờ, tôi sẽ gọi thông dịch viên cho quý vị.	
Yiddish	צו רעדט איר אידיש?	ביטע זעצט אייך דערווייל וואס איך רופ עמיצן צו דאלמעטשן פאר אייך.	
Deaf / Hearing Impaired	 Do you use sign language?	Please be seated while I call someone to interpret for you.	

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