

Space Coast Area Transit

2020 Title VI Program Update

March 2020



Prepared by



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Introduction

Space Coast Area Transit, as the public transit provider in Brevard County, Florida, is required to submit to the Federal Transit Administration (FTA) a Title VI Program that documents the level and quality of transit service provided for minority and low-income areas, pursuant to Title VI of the Civil Rights Act of 1964, as amended. This report is updated and submitted to FTA every three years to demonstrate compliance with Title VI requirements that preclude discrimination in the provision of transit service and transit-related amenities. The purpose of this program is to ensure that no person, on the grounds of race, color, or national origin, is excluded from participating in, denied the benefits of, or subjected to discrimination under any program or activity receiving Federal financial assistance from FTA.

Like many transit agencies, Space Coast Area Transit continually encounters challenges due to funding constraints and other externalities. However, the agency's vision remains to maintain the current level of transit service and expand service to better respond to the needs of key markets. This includes new or improved services to support commuters, students, and the tourism/service industry (including both workers and visitors), as well as improving connections with transit providers in adjacent counties for better regional travel via transit.

Policy Statement

As a major provider of public transportation whose employees have extensive daily contact with the public, Space Coast Area Transit recognizes its responsibility to the community it serves and is committed to a policy of nondiscrimination. The agency works to ensure non-discriminatory transportation in support of its mission to provide accessible and affordable transportation options to Brevard County residents of all ages and abilities by maintaining the current level of transit service in the county and gradually enhancing existing fixed-route service to extend hours of operation and increase frequency in the most productive corridors.

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

Executive Order 12898 calls on each Federal agency to achieve "environmental justice ... by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations" U.S. Department of Transportation (DOT) Order 5610.2(a) sets forth the DOT policy to consider Environmental Justice in all DOT programs, policies, and activities. As a recipient of U.S. DOT funds, Space Coast Area Transit is required to comply with Executive Order 12898 and U.S. DOT Order 5610.2(A) by incorporating Environmental Justice (EJ) principles into its transportation decision-making processes. Specifically, EJ regulations require Space Coast Area Transit to:

1. Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
2. Ensure the full and fair participation by all potentially affected communities in transportation decision-making process.
3. Prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Space Coast Area Transit’s Civil Rights Officer is responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs and for implementing all aspects of the Title VI Program. However, along with the Transit Director, all Space Coast Area Transit managers, supervisors, and staff share in the responsibility for making the Title VI Program a success. Implementation of the Program is accorded the same priority as compliance with all other legal obligations incurred by Space Coast Area Transit in its financial assistance agreements with the U.S. DOT.

Title VI Program Checklist

The checklist in Table 1 addresses Title VI reporting requirements for all recipients of Federal funding assistance and all fixed-route transit providers as described in FTA Circular 4702.1B. As Space Coast Area Transit operates 29 fixed-route vehicles in peak service, it is not required to address required elements that apply to transit providers operating 50 or more fixed-route vehicles in peak service and that are located in an Urbanized Area (UZA) of 200,000 or more people. To assist reviewers, page number references for this document are provided for each requirement.

Table 1: Title VI Requirements

Requirement	Page(s)
General Requirements	
Title VI Notice to the Public, including list of locations where notice is located	6, Appendix A
Title VI Complaint Procedure	6–7
Title VI Complaint Form (English and Spanish)	7, Appendix B
List of Transit-Related Title VI Investigations, Complaints, And Lawsuits	8
Public Participation Plan and Summary of Outreach Efforts	8–11
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Requirements for Fixed-Route Transit Providers	
Service Standards	20–25
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Source: FTA Circular 4702.1B Appendix A

General Reporting Requirements

The following information addresses Title VI general reporting requirements as described in FTA Circular 4702.1B.

Title VI Notice to the Public

A Title VI Notice to the Public must be displayed to inform a recipient's customers of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc.

Space Coast Area Transit's Title VI Notice to the Public is posted in the lobbies of Cocoa Transit Terminal and Melbourne Transit Terminal, on each Space Coast Area Transit bus, and on the agency's website, <https://321transit.com/>. The English and Spanish version of the notice can be found in Appendix A.

Title VI Complaint Procedure

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 members of the public.

Title VI Programs must include a copy of the agency's Title VI complaint procedure. The complaint procedure and complaint form are available on Space Coast Area Transit's website.

Any person who believes that he/she or any specific class of persons has been subjected to discrimination or retaliation prohibited by the Title VI of the Civil Rights Act of 1964, as amended, and related statutes under Space Coast Area Transit's program of transit service delivery or related services or programs is encouraged to file a report with the Space Coast Area Transit Title VI Coordinator:

Terry A. Jordan, Title VI Program Coordinator
401 South Varr Avenue
Cocoa, FL 32922
Telephone (321) 349-2960; Fax (321) 633-1905
Email: Terry.Jordan@brevardfl.gov

Space Coast Area Transit encourages the filing of a complaint in writing and includes a name, addresses, and other information so that the complainant may be contacted regarding the matter.

All complaints will be investigated promptly. Complaint reviews will be completed within 60 calendar days of the date the complaint was received. If more time is required, Space Coast Area Transit will notify the complainant of the estimated timeframe for completing the review. Reasonable measures will be undertaken to preserve any information that is confidential. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated. At a minimum, the investigation will:

1. Identify and review all relevant documents, practices, and procedures.

2. Identify and interview persons with knowledge of the Title VI violation, including the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity, or anyone with relevant information.

After the investigator reviews the complaint, 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 that no Title VI violation was found and that the case will be closed. A LOF summarizes the allegations and interviews regarding the alleged incident and explains whether disciplinary action, additional training, or other action will occur. If a Title VI violation is found to exist, Space Coast Area Transit will take immediate remedial steps, as appropriate and necessary.

Complainants may also file their initial Title VI complaints directly to FTA no later than 180 days after the date of the alleged discrimination. Additionally, if no violation is found and the complainant wishes to appeal the decision, the complainant may contact FTA as follows:

Federal Transit Administration, Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590
www.transit.dot.gov/title6

Procedures on how to file a complaint are available in Space Coast Area Transit offices and on the website. For information in another language, callers should contact (321) 635-7815. (Para necesita informacion en otro idioma, llame al (321) 635-7815.)

Title VI Complaint Form

Recipients must create and make available a Title VI Complaint Form for use by customers who wish to file a Title VI complaint. The complaint form shall be available on the recipient's website. A recipient's Title VI Complaint Form shall specify the three classes protected by Title VI—race, color, and national origin—and allow the complainant to select one or more of those protected classes as the basis/bases for discrimination.

Space Coast Area Transit's Title VI complaint form is available in English and Spanish on the agency's website. A copy of both versions of the complaint form can be found in Appendix B.

When filing a Title VI complaint, complainants are asked to:

1. Provide information regarding how, why, when, and where he/she believes they were discriminated against, including the location, names, and contact information for witnesses. If the alleged incident occurred on a Space Coast Area Transit vehicle, provide the bus, give date, time of day, and bus number if available.
2. Sign the letter of complaint.

List of Title VI Investigations, Complaints, and Lawsuits

Recipients shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or sub-recipient that allege discrimination on the basis of race, color, or national origin.

No lawsuits or complaints alleging that Space Coast Area Transit discriminates on the basis of race, color, or national origin with respect to service or other transit benefits have been filed since submittal of the previous Title VI report.

Public Participation

Include information about outreach methods to engage minority and LEP populations, as well as a summary of outreach efforts made since the last Title VI submission.

Space Coast Area Transit conducts a variety of public involvement activities to ensure a range of available opportunities for providing feedback on public transit service. The agency recognizes that in compliance with Title VI and Environmental Justice, public involvement activities should ensure access to the transportation planning process for low-income and minority populations and that these population groups are not disproportionately burdened.

Public Participation Plan

Space Coast Area Transit follows the Space Coast Transportation Planning Organization's (TPO) Public Participation Plan (PPP) and conducts additional public involvement activities to ensure that a wide range of opportunities is available for all persons to provide feedback on public transportation service, including users and non-users. Space Coast TPO's PPP is provided in its entirety on the TPO's website at spacecoasttpo.com.

Public Outreach Methods

In accordance with the 2019 Space Coast TPO PPP, Space Coast Area Transit uses the following methods to solicit feedback and input from the public, including minority, low-income, and LEP populations.

Public Workshops/Open Houses

Public workshops are used to share information and gather public input on specific projects or proposed service changes. When possible, meeting locations are geographically located near the project area to provide easy access for the citizens who will benefit from or be impacted by these plans.

Engaging Underserved Populations

Space Coast Area Transit strives to ensure that underserved and underrepresented communities are involved in the transit planning process. During the beginning phases of a transit study, a demographic profile is developed for areas surrounding the study area so the strategies and tools chosen will best meet the needs of the community being affected by any changes.

Feedback Methods

Space Coast Area Transit uses public comment forms and surveys to allow citizens to provide their opinions and suggestions concerning specific transportation activities. Comment forms are typically available at public workshops and discussion groups to offer the public a way to voice general concerns on a particular issue. Surveys are used when very specific input from the public is desired.

Website/Social Media

Space Coast Area Transit connects with the community through its website at <https://321transit.com/> and its Facebook page at <https://www.facebook.com/321Transit/>. These platforms are used regularly to inform users, the community, and those interested in learning more about activities, plans, and programs. Space Coast Area Transit's website includes a Google Translate feature that can translate the website content into Spanish.

Flyers, Brochures, and Other Informational Items

Materials such as brochures and flyers are used to inform the public of major milestones during transportation planning activities and to assist the members of the public in making informed decisions. These items are translated into other languages as needed.

Public Notice/Comment Period

Public notice of all plans and proposed service changes are made available on Space Coast Area Transit's website at least 30 days prior to consideration for approval. Citizens also can submit comments during this period.

Recent Public Participation and Outreach Activities

Space Coast Area Transit convenes a public hearing each time significant changes occur to its fixed-route system to gather input from the public. In addition, it holds two or three public meetings in the communities in which the changes are proposed.

As the Community Transportation Coordinator (CTC), Space Coast Area Transit is responsible to the Local Coordinating Board (LCB) for transportation disadvantaged (TD) services. The LCB in Brevard County meets quarterly and deals with a variety of transportation issues and is not limited to TD discussions. The purpose of the LCB is to evaluate service levels, safety, and other issues of transit operations provided by Space Coast Area Transit serving older adults, people with disabilities, or otherwise disadvantaged citizens in Brevard County. At all meetings, the public is given an opportunity to comment about public transportation in Brevard County.

Table 2 summarizes the events, meetings, and outreach activities completed by Space Coast Area Transit over the past three years since the last Title VI Program was completed.

Additional opportunities for public participation were provided as part of the 2018–2027 Transit Development Plan (TDP) Major Update. Public participation activities related to the TDP are described in greater detail later in this section.

Table 2: Summary of Public Outreach Efforts or Public Comment Opportunities

Date	Activity
2018	
April 17	Transit One general membership meeting
May 14	Local Coordinating Board/Transportation Disadvantaged meeting
July 17	Transit One general membership meeting
Sept 5	Meeting with Center for the Visually Impaired and Federation for the Blind at Cocoa
Sept 11	First Budget hearing at Viera Government Center; visually-impaired advocates spoke in favor of more funding for transportation
Sept 25	Second Budget hearing at Viera Government Center; met with visually-impaired advocates
Nov 19	Local Coordinating Board/Transportation Disadvantaged meeting
Dec 10	Space Coast TPO Technical Advisory, Citizens Advisory Meeting – presentation of LCB report and by-laws, ADA bus stop assessment
Monthly*	Space Coast TPO meetings
2019	
Jan 29	Transit One general membership meeting
Feb 21	County FY 19–20 budget workshop; presentation on transportation needs
April 16	Transit One general membership meeting
June 17	Local Coordinating Board/Transportation Disadvantaged meeting
June 20	Cocoa Transit Center grand opening
July 16	Transit One general membership meeting at Melbourne International Airport; visually-impaired, older adult, disability advocates attended, voiced complaints, compliments, requests
Sept 12	County Budget hearing; visually-impaired spoke on need for more bus service for persons with disabilities
Sept 18	Vision Fair in Viera
Oct 15	Transit One general membership meeting
Nov 9	Presentation at Federation of the Blind meeting
Nov 18	Local Coordinating Board/Transportation Disadvantaged meeting
Dec 17	Spoke at Autism & Related Disabilities Town Hall Symposium in Rockledge
Monthly*	Space Coast TPO meetings
2020	
Jan 14	Brevard Achievement Center Industry Advisory Council meeting
Jan 21	Transit One general membership meeting
Jan 27	Local Coordinating Board/Transportation Disadvantaged meeting
Feb 20	First County Budget workshop
Monthly*	Space Coast TPO meetings

Space Coast Area Transit provides all program information on its website and posts flyers with similar information on buses. Legal advertisements and press releases detail opportunities for the public to communicate opinions and ideas. In keeping with the Title VI process, the following types of notices may be provided:

1. Interior signs on all Space Coast Area Transit buses
2. Posters at transit terminals and Space Coast Area Transit headquarters
3. Flyers distributed on all Space Coast Area Transit buses
4. Website for Title VI complaint process

Transit Development Plan Outreach Activities

Space Coast Area Transit, as part of the process for planning services and determining its capital program, maintains a TDP. Florida Statutes require transit agencies to complete a major update of their TDP every five years and in the interim years to provide annual progress reports on any changes and accomplishments in implementing the TDP as a requirement to receive FDOT block grant operating assistance. Space Coast Area Transit completed its FY 2018–2027 Major TDP Update in September 2017.

Through the TDP public involvement process, the community has an opportunity to provide feedback on existing and future planning projects, transit services, and capital investments. The most recent TDP Major Update included an extensive public involvement process. Table 3 summarizes the public involvement activities. On-board survey and public workshop efforts are described in more detail below.

Table 3: Summary of TDP Public Involvement Activities and Participants

Activity	Date	Approximate # of Participants
On-board survey	November 3–6, 2016	667 respondents/649 completed surveys
Stakeholder interviews	January 4–February 15, 2017	7 completed interviews
Discussion group #1	January 27, 2017	150+ guests/43 respondents
Discussion group #2-4	May 3–4, 2017	27 participants
Public workshops (Round 1)	June 13, 2017	5 participants
Public workshops (Round 2)	August 2–3, 2017	24 participants

On-Board Survey

As part of the TDP public involvement process, an on-board survey of bus passengers was conducted in November 2016. On-board surveys are an important service assessment tool employed by public transportation agencies. Feedback from the on-board survey assists Space Coast Area Transit in planning for immediate service improvements and in determining future transit need in Brevard County. In addition, Space Coast Area Transit can use the on-board survey results to determine the demographic makeup and travel characteristics of its existing customer base.

Space Coast Area Transit disseminated on-board surveys in English and Spanish to ensure that Spanish-speaking customers have meaningful access to provide input in the planning process. This process also reached out to obtain input from low-income and minority persons who may not be able to attend a formal public meeting. To view the TDP in its entirety, visit the Space Coast Area Transit website at <https://321transit.com/>, Public Documents tab.

Public Workshops

Space Coast Area Transit held three public workshops during various stages of the TDP update. The first was held at the Viera Government Center, the second at the Cocoa Beach Library, and the third at the Martin Luther King, Jr. Library in Melbourne. The workshops were geographically dispersed to encourage participation from citizens across Brevard County in addition to being accessible by bus routes. Notices of public meetings were distributed to the public via flyers and press preleases.

Language Assistance Plan

The recipient shall develop an assistance plan to address the identified needs of the LEP population(s) it serves. The DOT LEP Guidance recognizes that certain recipients, such as those serving very few LEP persons or those with very limited resources, may choose not to develop a written plan. However, FTA has determined it is necessary to require its recipients to develop an assistance plan in order to ensure compliance.

1. Results of Four Factor Analysis, including Description of LEP Population(s) Served

To continue reaching LEP persons in Brevard County, Space Coast Area Transit conducted targeted needs assessments and gathered data to gain an understanding of the public transportation needs. Space Coast Area Transit used the four-factor framework provided in Section V of the DOT LEP Guidance to determine the following:

- Factor 1, Number and proportion of LEP persons served or encountered in the eligible service population** – Space Coast Area Transit continually provides information to LEP residents of the community. According to data from the 2018 American Community Survey (ACS), Brevard County's population age 5 and over is 549,619, with 90% speaking only English. The ACS estimates that 6.1% of the population speaks Spanish. Table 4 provides a detailed breakdown of the languages spoken in Brevard County. Approximately 3.5% of the total population are defined as Limited English Proficient and speak English less than "very well." Those speaking Spanish comprise the greatest proportion of LEP persons (2.10%), followed by French, Haitian, or Cajun (0.20%), and Chinese, including Mandarin and Cantonese (0.20%).

Table 4: Languages Spoken in Brevard County

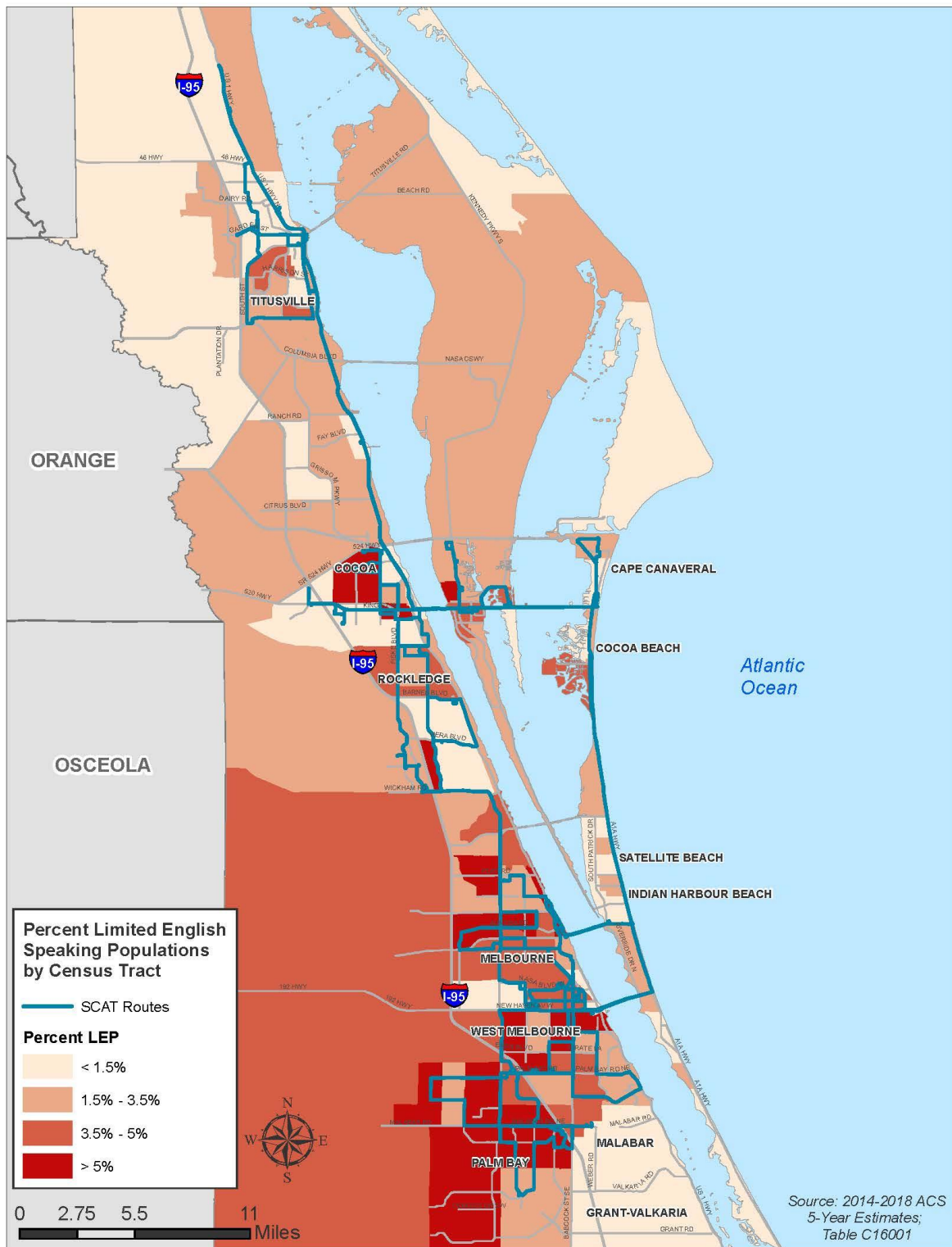
Language	Speak English Less Than "Very Well"	% of Brevard County Population	% of LEP Population
Spanish	11,566	2.10%	60.30%
Other Indo-European languages	1,447	0.26%	7.54%
French, Haitian, or Cajun	1,115	0.20%	5.81%
Chinese (incl. Mandarin, Cantonese)	1,111	0.20%	5.79%
Vietnamese	995	0.18%	5.19%
Arabic	797	0.15%	4.16%
Other Asian and Pacific Island languages	766	0.14%	3.99%
Russian, Polish, or other Slavic languages	425	0.08%	2.22%
German or other West Germanic languages	334	0.06%	1.74%
Tagalog	326	0.06%	1.70%
Korean	281	0.05%	1.46%
Other and unspecified languages	18	0.00%	0.09%
Total	19,181	3.49%	100%

Source: ACS 2018 5-Year Estimates, Table C16001

Maps 1 and 2 show the spatial locations of workers in Brevard County who speak English less than “very well.” Map 1 provides LEP populations by Census Tract compared with the total population, and Map 2 shows the location of LEP populations who use public transportation to get to work. Space Coast Area Transit has targeted Spanish-speakers as the predominant LEP population for assistance. The agency will continue to target areas with a high proportion of LEP populations to ensure that all needs for assistance are met.

- **Factor 2, Frequency with which LEP persons come into contact with the agency’s programs, activities, and services** – The demographic portion of the on-board survey conducted in November 2016 as part of the TDP Update includes a variety of questions regarding respondent household income levels, age, gender, and ethnicity, among other things. As shown in Figure 1, Space Coast Area Transit is experiencing a declining share of White ridership when compared to the 2012 survey results. Compared with county-wide demographic composition as reflected in the 2016 ACS 5-Year Estimates, the Black cohort and the cohort of riders with a household income of less than \$15,000 are disproportionately represented in the survey results. The 2016 survey results also revealed that nearly 70% of respondents ride the bus four or more times per week.
- **Factor 3, Importance of programs, activities, and services to LEP persons** – Based on the significant number of Spanish-speaking residents in Brevard County, system maps, fare brochures, on-board surveys, and public notices are translated into Spanish. Additionally, the Space Coast Area Transit website has a Google Translate feature that translates the website content into Spanish and provides information for trip planning in Spanish. Customer Service representatives who speak Spanish provide assistance to passengers who need Spanish translation. The results of this effort have assisted Space Coast Area Transit in better serving LEP populations.
- **Factor 4, Costs and resources available** – Based on the current resources available, Space Coast Area Transit provides the most cost-effective means of delivering competent and accurate language services within its service area. It will continue to monitor the need for additional language assistance, including the need for greater dissemination of information in the existing languages provided and/or translation to new languages. If additional services are needed, Space Coast Area Transit will determine which additional language assistance measures are cost-effective and feasible for implementation based on the current and projected financial resources.

Map 1: LEP Population in Brevard County



Map 2: LEP Population Using Public Transportation to Commute

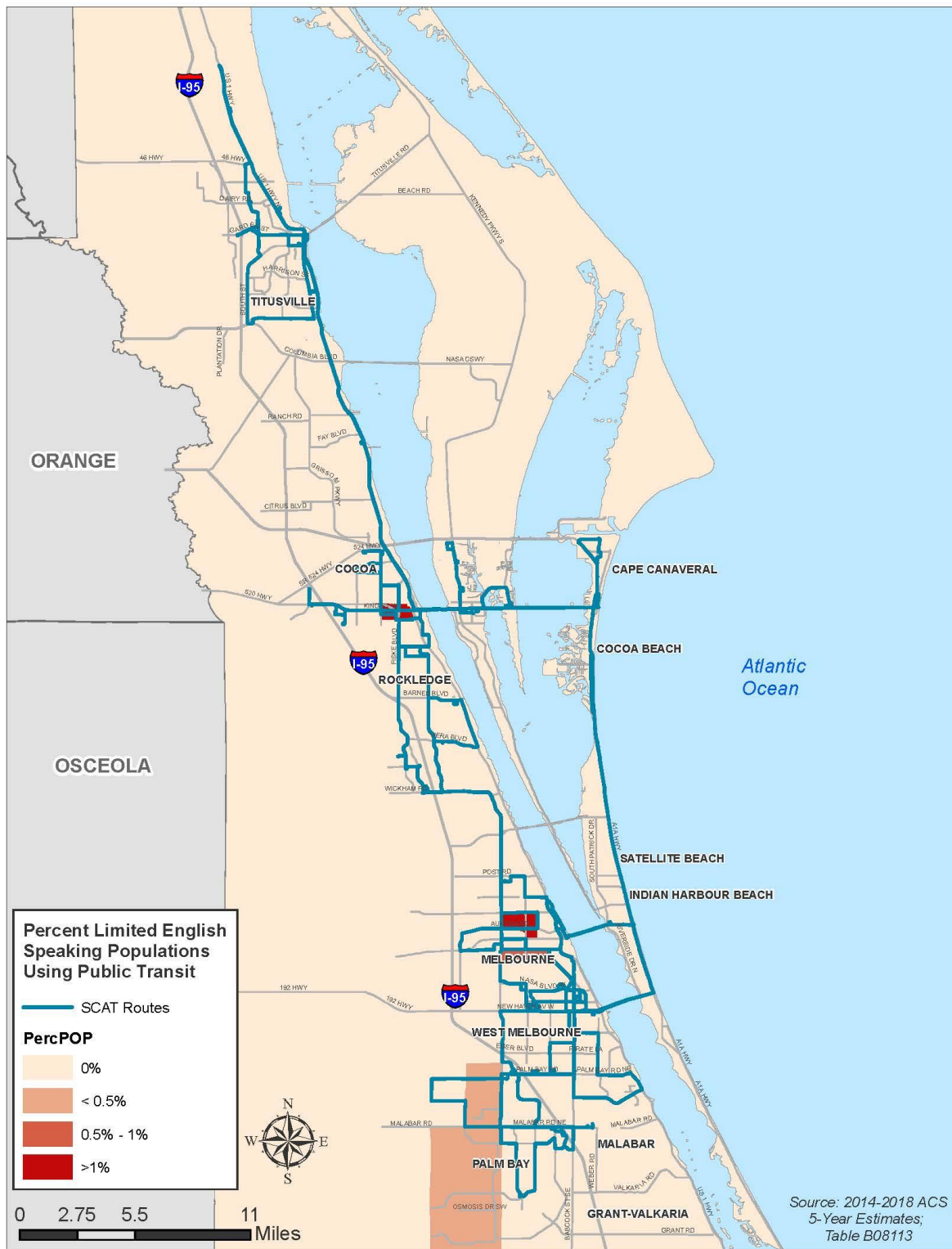
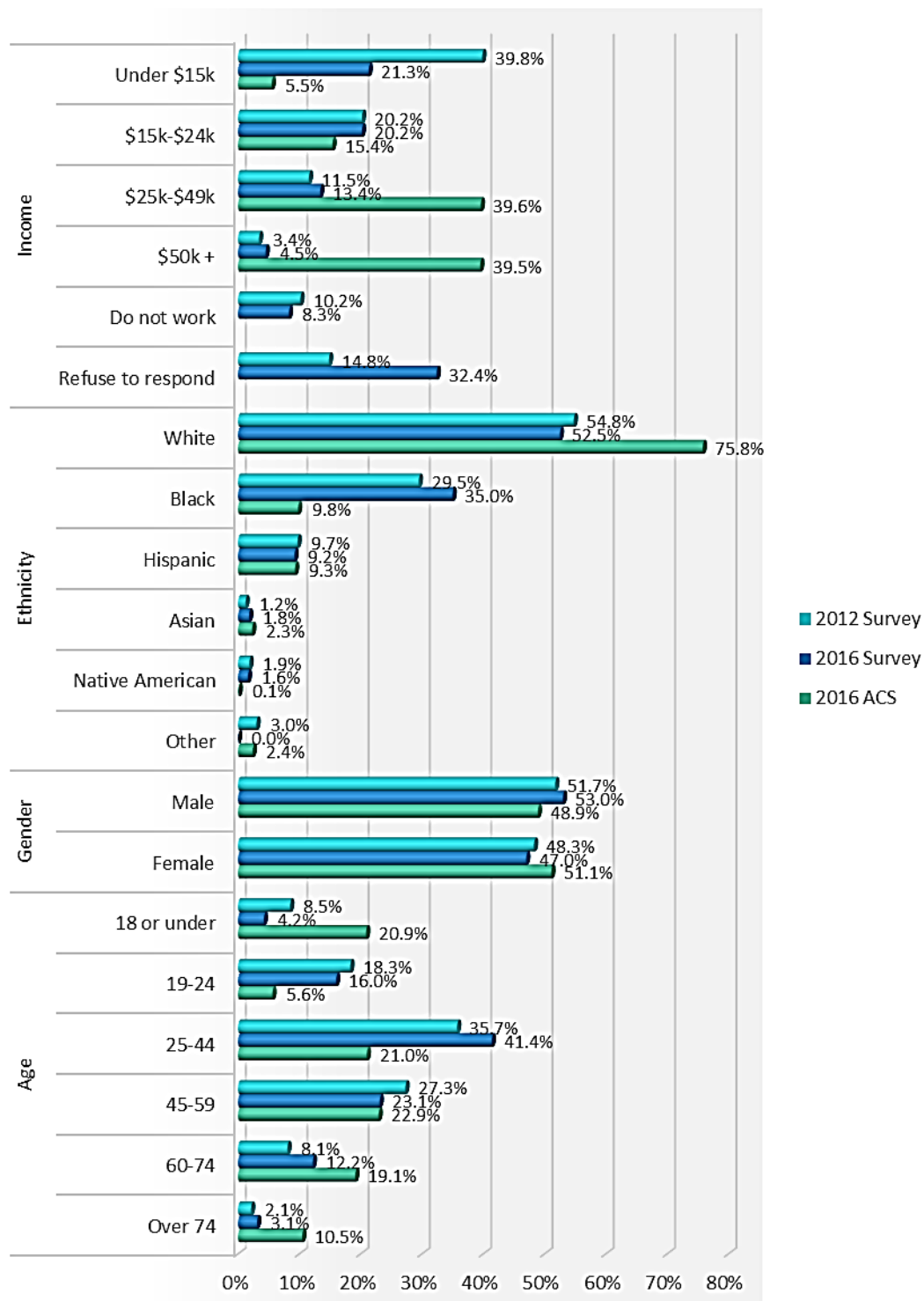


Figure 1: On-Board Survey Transit Rider Demographics vs 2016 ACS



2. Describe how the recipient provides language assistance services by language.

Individuals who have a limited ability to read, write, speak, or understand English are considered LEP persons. Space Coast Area Transit recognizes that this information indicates that special effort is necessary to communicate important transit information to some riders. To meet this need, the agency takes the following steps:

- Seek out opportunities to conduct outreach to the community and faith-based organizations serving minority populations.
- Provide language assistance on the customer service hotline.
- Participate in updates to the County's evacuation and disaster preparedness plans to ensure that the plans include the needs of all community members, especially LEP, low-income, and minority populations.
- Continue to review programs, activities, and services provided to ensure that LEP persons can participate and use Space Coast Area Transit services.

To determine how best to continue reaching LEP persons in Brevard County and improve current ongoing efforts, Space Coast Area Transit conducts targeted needs assessments and gathers data to gain an understanding of the need.

3. Describe how the recipient provides notice to LEP persons about the availability of language assistance.

Space Coast Area Transit provides notice to LEP persons and language assistance in several ways, including the following:

- *Transit Stations* – Information on how to access Space Coast Area Transit services, bus schedules, fare schedules including instructions on how to make fare payments, and instructions on riding the with a bicycle are available in English and Spanish.
- *Website* – Space Coast Area Transit's website provides visual aids and maps to provide information regarding transit services, including trip planning information.
- *Radio and TV* – Announcements include broadcasts on English- and Spanish-speaking stations.
- *Training* – Driver training for new employees and refresher training provided annually to drivers reminds them of the importance of conveying information to passengers as part of their customer service. Drivers are instructed to aid or request aid to facilitate the use of the transit system for all passengers, especially those with language or other barriers.
- *Customer Service* – Telephone lines are equipped to the extent possible with persons who speak Spanish and English. Personnel who are bilingual are identified as resources to provide assistance.
- *Translated Material* – Spanish versions of surveys, meeting notices, and press releases are made available upon request.
- *Telecommunications Device for the Deaf (TDD)* – Space Coast Area Transit has a TDD dedicated line.

- *Community Outreach* – Space Coast Area Transit makes available persons who can serve as translators at all community outreach meetings, as requested.

4. Describe how the recipient monitors, evaluates, and updates the language access plan.

Space Coast Area Transit conducts an ongoing needs assessment to determine how best to reach LEP persons in Brevard County and improve ongoing efforts. To ensure that the intent of the LEP plan remains current, agency staff monitor and update the plan and report progress every three years, including the following:

- Monitor current LEP populations in the service area and in emerging populations affected or encountered.
- Document and monitor frequency of encounters with LEP language groups.
- Assess the availability of resources, including technological advances (e.g., Intelligent Transportation Systems [ITS] projects) and sources of additional resources and the cost imposed.
- Assess success in meeting the needs of LEP persons.
- Communicate the goals and objectives of the LEP plan and evaluate the opportunity for community involvement and planning.
- Strive to identify sources of assistance and opportunities to implement LEP goals.
- Post signs at intake areas and other entry points to communicate that language services are available at initial contact points. Space Coast Area Transit provides signage and written information at vehicle and transfer stations in other languages.
- Include language services available on outreach documents, brochures, booklets, and in recruitment materials.
- Whenever possible, make announcement in vehicles in other languages.
- Whenever possible, make available telephone voicemail and menu systems in Spanish and services about how to get them.
- Publish notices and other information in local newspapers in languages other than English. Space Coast Area Transit works with non-English language radio and television stations to provide information on language assistance services and how to access services. Press releases, newspaper, radio, and television communication are provided in other languages.
- Conduct outreach presentations and notices to schools, community, and faith-based organizations. Space Coast Area Transit provides announcements and collects information on how best to serve LEP persons through community and faith-based organizations.
- When possible, include Spanish and other languages on the Space Coast Area Transit website.
- Strive to provide excellent customer service, in-person and over the phone, in other languages. Front-line personnel routinely provide information on LEP persons to best address identified needs.
- Participate to the greatest extent possible in local events.

5. Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations.

Space Coast Area Transit provides ample training opportunities for employees to assist LEP populations with timely and reasonable language assistance. The agency will continue the following activities:

- Provide information on LEP policies and procedures as part of new employee orientation and staff re-training.
- Require staff to complete customer service training and receive guidance on working effectively with in-person and telephone interpreters.
- Inform recipient staff how LEP services can be obtained.
- Train staff on how to respond to LEP persons, including callers, through written communications and in-person contact.
- Strive to ensure the competency of interpreters and translation services per DOT LEP Guidance, Section VII(2).

Minority Representation on Committees and Councils

Recipients who have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race and a description of efforts made to encourage the participation of minorities on such committees.

As a division of the Brevard County Government, Space Coast Area Transit's decision-making body is the Brevard County Board of County Commissioners, comprising elected officials. At this time, Space Coast Area Transit has no transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which would be selected by the County Commission.

Subrecipient Compliance with Title VI

Title 49 CFR Section 21.9(b) states that if "a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part."

Subrecipients shall submit Title VI Programs to the primary recipient from whom they receive funding, in order to assist the primary recipient in its compliance efforts, on a schedule to be determined by the primary recipient. Subrecipients may choose to adopt the primary recipient's notice to beneficiaries, complain procedures and complaint form, public participation plan, and language assistance plan when appropriate.

Currently, Space Coast Area Transit does not provide Federal or State financial assistance to any subrecipients. If this should change, the agency will monitor all subrecipients to ensure that they meet all applicable Federal and State regulations.

Title VI Equity Analysis

In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the groups of race, color, or national origin.

Space Coast Area Transit's policy is to equitably distribute capital equipment and facilities throughout Brevard County. No new facilities (vehicle storage facility, maintenance facility, operation center, etc.) have been constructed since the last Title VI Program submittal.

Board Approval of Title VI Documentation

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.

The Brevard County Board of County Commissioners, in a regular session on April 21, 2020, will be adopting the 2020 Title VI Program Update for Space Coast Area Transit as required by FTA. Appendix C will be updated with official documentation following adoption.

Program-Specific Requirements

Chapter IV of FTA Circular 4702.1B provides program-specific guidance for fixed-route transit operators. As Space Coast Area Transit operates only 29 vehicles in peak service, the agency is required to set system-wide standards and policies, but other guidelines identified for operators with 50 or more fixed-route vehicles in peak service and located in a geographic area with a population of 200,000 or greater are not applicable. Map 3 shows existing Space Coast Area Transit routes.

Service Standards

In order to comply with 49 CFR §21.5(b)(2) and (7), Appendix C to 49 CFR part 21, recipients to which this chapter applies shall adopt quantitative system-wide service standards necessary to guard against discriminatory service designs or operations decisions.

FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for four indicators. Individual public transportation providers set these standards; therefore, these standards apply to each individual agency rather than across the entire transit industry.

Vehicle Load

Vehicle load or load factor is a ratio of the number of seats on a vehicle and the number of passengers on a route during periods of peak travel. Load factors are used by transit systems to determine the extent of probable overcrowding or the need for additional vehicles. Space Coast Area Transit maintains a policy of allowing standees on its buses. The agency's goal is to operate vehicle loads at a threshold that meets safety and performance standards. Space Coast Area Transit monitors vehicle loads through feedback from passengers, on-the-road supervision, periodic ride-checks, and online customer

comments. If overcrowding is reported, staff conduct follow-up checks to ensure that the vehicles assigned to these trips can accommodate peak passenger loads.

The average of all loads during the peak operating period should not exceed a vehicle's achievable capacities, which are described in Table 5. During off-peak hours, Space Coast Area Transit's policy is to have no standing passengers.

Table 5: Vehicle Capacities and Load Factors

Vehicle Type	Average Passenger Capacities			Maximum Load Factor	
	Seated	Standing	Total	Off-Peak	Peak
30' Standard Bus	28	6	34	1.0	1.2
31' Standard Bus	24	5	29	1.0	1.2
35' Low Floor Bus	32	16	48	1.0	1.5
35' Trolley	28	14	42	1.0	1.5
40' Low Floor Bus	39	19	58	1.0	1.5

Procedures

1. The largest vehicles will be assigned to routes that carry the highest number of passengers per revenue hour.
 - a. Space Coast Area Transit will evaluate the maximum passenger loads for selected high-volume routes to ensure that the vehicle(s) assigned to these routes can accommodate peak passenger loads.
2. New buses will be assigned to routes based upon factors such as seating capacity and system-wide wheelchair accessibility.
 - a. When a new bus has a smaller capacity than the bus it is to replace, passenger loads will be evaluated to ensure the new bus will accommodate the market demand.
 - b. Space Coast Area Transit will monitor bus assignments and the distribution of equipment within the service area.
3. Space Coast Area Transit will maintain a bus inventory which includes vehicle length, seating capacity, ancillary bus equipment, purchase date, and useful life of the vehicle.

Vehicle Headway

Vehicle headway is a measurement of the time interval or frequency between two vehicles traveling in the same direction on the same route. Frequency of service is expressed as an increment of time separating vehicles traveling in the same direction on the same route for peak and off-peak service. Routes with the most frequent service generally have the highest levels of service in terms of the number of vehicles assigned and the total number of daily revenue hours. Routes 4 and 6, the most productive routes of the system, have more-frequent service (i.e., 20-minute service frequency) during the AM peak, midday, and PM peak service times. Of the 20 fixed routes, Routes 8, 9, 21, and 25 operate at 30-minute headways. The remaining routes operate every 60 minutes, with one route operating at 120 minutes.

Space Coast Area Transit's FY 2018–2027 TDP identified several improvements to existing transit service to accommodate current demand, including increasing hours of service later in the evening, adding Saturday and Sunday service, and increasing frequency on most routes to 30 minutes. Table 6 shows Space Coast Area Transit's quantitative ideal vehicle headways on a route-by-route basis; these headways correspond to the proposed improvements identified in the TDP. Generally, the proposed headways are scheduled to operate throughout the day. Table 7 shows Space Coast Area Transit's policy headways by route type. Route type should be considered when implementing new service.

Procedures

1. Routes and schedules will be monitored to improve system connectivity and timed transfers.
2. Routes will be evaluated according to passenger productivity to determine the need for improved service frequency.
3. Routes will be evaluated according to improvements proposed in the TDP.

Table 6: Existing and Proposed Headways

Route	Type	Weekday (min)		Saturday (min)		Sunday (min)	
		Existing	Proposed	Existing	Proposed	Existing	Proposed
1	Urban Radial	60	30	60	30	-	60
2	Urban Radial	60	30	60	30	-	60
3	Urban Radial	60	30	60	30	-	60
4	Urban Radial	20	20	30	15	60	30
5	Urban Radial	60	30	60	30	-	60
6	Urban Radial	20	20	60	30	-	60
7	Urban Radial	60	30	60	30	-	60
8	Urban Radial	30	30	30	15	-	60
9	Beach Trolley	30	30	30	30	60	30
20	Urban Radial	60	30	60	30	-	60
21	Downtown Circulator	30	30	60	30	60	30
22	Urban Radial	60	30	60	30	-	60
23	Urban Radial	60	30	60	30	-	60
24	Urban Radial	60	30	60	30	-	60
25	Urban Radial	30	30	60	30	-	60
26	Urban Radial	120	30	120	60	-	60
27	Urban Radial	60	30	60	30	-	60
28	Urban Radial	60	30	60	30	-	60
29	Urban Radial	60	30	60	30	-	60
33	Urban Radial	4 daily trips	30	-	60	-	60

Source: Space Coast Area Transit's FY 2018–2027 TDP

Table 7: Policy Headways

Type	Weekday	Saturday	Sunday
Urban Radial	60 min	60 min	60 min
Downtown Circulator	30 min	30 min	60 min
Beach Trolley	30 min	30 min	60 min

On-Time Performance

Space Coast Area Transit continually strives for on-time bus service at all stops and tracks on-time performance and records the number of early, on-time, and late arrivals at major time points. The service standard for on-time performance is 90%. If a bus arrives more than two minutes ahead of schedule, it is classified as “early”; if more than six minutes behind schedule, it is classified as “late.” Buses arriving in between those two parameters are considered “on-time.”

Procedures

1. Each month, Space Coast Area Transit follows up and evaluates customer complaints, road supervisor reports, and any ride-check reports that pertain to on-time performance.
2. Space Coast Area Transit monitors on-time performance to determine the cause for delays and recommends changes in scheduling or routing when necessary.

Service Availability

Service availability is a measurement of the distance a person must travel to gain access to transit service. Access is measured in time intervals so it can be included as a component of the calculation of travel time. Transit access is a general measure of the distribution of transit service within a transit district. Standards developed with respect to transit access apply to existing services as well as any proposed service modifications affecting transit service levels. Space Coast Area Transit makes every effort to ensure that transit services are accessible to all persons in Brevard County and are provided in a manner consistent with the Americans with Disabilities Act (ADA).

Procedures

1. Space Coast Area Transit maximizes the general coverage of transit service in the service area while following a market-driven implementation strategy. The agency will continue to emphasize service enhancements for major urban roadway corridors serving major transit generators and attractors.
2. Space Coast Area Transit supports and promotes land use designs that shorten the walking distance to bus stops.
3. Routes that are not meeting performance standards are evaluated to determine the productivity of route segments that are duplicative. Any proposed realignment will be evaluated based on the number of transit generators and attractors within a quarter mile of transit service.
4. Routes that are not meeting performance standards are evaluated to determine segments in which ridership exists and recommends that those segments be combined with existing routes, if possible.
5. Space Coast Area Transit evaluates routes that are recommended for elimination to determine the impact on minority users.
6. Space Coast Area Transit requests that city, county, and state governmental entities include the agency in the development review process for pedestrian accessibility to transit stops. Space

Coast Area Transit staff will recommend developments that are mixed use and include multiple points of direct and convenient pedestrian access to transit stops.

7. Land development designs that are conducive to pedestrian activity or transit service are supported by Space Coast Area Transit and promoted for new developments and redevelopments.
8. Space Coast Area Transit attends pre-construction meetings so contractors are aware of accessibility needs with respect to sidewalk and roadway construction.
9. Space Coast Area Transit works cooperatively with State and local jurisdictions on passenger loading pads, pedestrian bridges (for swale crossings), and accessible connections from sidewalks to bus stops, whenever a roadway is constructed, re-constructed or re-surfaced. All accessibility improvements will conform to ADA requirements.
10. Space Coast Area Transit conducts periodic market research to determine the distance most users must travel to gain access to transit service. Market research is undertaken, at minimum, every three years.

Service Policies

In order to comply with 49 CFR §21.5(b)(2) and (7), Appendix C to 49 CFR part 21, recipients to which this chapter applies shall adopt quantitative system-wide service policies necessary to guard against discriminatory service designs or operations decisions.

FTA requires that all providers of fixed-route public transportation develop qualitative policies for two indicators—transit amenities and vehicle assignment. These policies are set by individual transit providers and apply to the individual agencies rather than across the entire transit industry.

Transit Amenities

Transit amenities are items of comfort and convenience such as passenger benches and shelters. Transit operators must address how these amenities are distributed within a transit system, as the manner in which they are distributed determines whether transit users have equal access to them. The primary factor in assessing what type of bus stop should be implemented at a particular location is the amount of daily passenger activity that typically occurs. The potential for bus passenger activity at any particular spot can be influenced by several variables, including population and employment density of the surrounding area, intensity and type of nearby land use, accessibility and design of the site, and condition of the adjacent traffic facilities. Capital equipment and facilities will be equitably distributed throughout Brevard County.

Policies

1. Passenger shelters will be installed at high usage bus stops throughout Space Coast Area Transit's service area.
2. Passenger benches will be installed to provide seating at Space Coast Area Transit bus stops.
3. Bicycle racks will be installed at major transfer points and other bus stops when installation can be justified according to market demand.

4. All vehicles will be equipped with bike racks.
5. All passenger amenity installations will be constructed in accordance with ADA implementation regulations.

Passenger Shelters

1. Space Coast Area Transit will establish a bus shelter implementation and maintenance plan that identifies potential shelter locations through ridership data, passenger requests, and recommendations from bus drivers.
 - a. Public/private facilities such as libraries, hospitals, municipal buildings, shopping centers, educational, residential and employment centers will also be identified as potential shelter locations and evaluated according to ridership data.
 - b. Space Coast Area Transit will investigate shelter locations when requests are received from passengers.
2. Space Coast Area Transit will include the location of shelters and their distribution within the transit service area in each TDP major update.
3. Passenger shelter contractors will schedule cleaning of the shelters at regular intervals and periodically inspect the shelters. Any damage will be reported to Space Coast Area Transit staff to enable timely repair.

Passenger Benches

1. Space Coast Area Transit will place benches at locations that are requested by staff and/or passengers.
2. Space Coast Area Transit will request construction of bench pads to be part of roadway and sidewalk projects whenever feasible.
3. Space Coast Area Transit will establish an inventory of benches that includes a maintenance schedule and existing accessibility features. The agency will monitor bench placements and the distribution of benches within its service area for Title VI considerations.

Bicycle Racks

1. Space Coast Area Transit will identify locations where bicycle racks should be installed and schedule installation.
2. Space Coast Area Transit will create and monitor bicycle rack inventory and will notify the Brevard County Planning Department when additional racks or maintenance is needed.
3. All fixed-route buses will be equipped with bicycle racks.

Vehicle Assignment

Space Coast Area Transit vehicles are assigned by lead operators. Some buses are assigned to specific runs based on load factors and the number of wheelchair requirements. The process by which transit vehicles are assigned to routes throughout the system based on:

1. Variations among vehicles (e.g., age, type or size, amenities, etc.)
2. Types of service offered (e.g., express or local, long- or short-haul, etc.)
3. Timing of vehicle assignment, (e.g., time of day, day of week, holiday/non-holiday, etc.)
4. Other factors (e.g., origin points of vehicles, etc.)

Policies

1. Space Coast Area Transit will consider peak load requirements and assign vehicles with additional capacity to routes with the highest passenger productivity (i.e., passengers per revenue hour). Conversely, it will assign smaller vehicles to routes with the lowest passenger productivity.

Conclusion

This Space Coast Area Transit Title VI Program has been prepared pursuant to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B, "Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients" (October 1, 2012).

The objectives detailed in this Title VI Program aim to ensure that:

- Federally-assisted benefits and related services are made available and are equitably distributed.
- The level and quality of Federally-assisted services are sufficient to provide equal access and mobility to all persons.
- Adequate opportunities are provided for all to participate in planning and decision-making processes.
- Placement of transit services and facilities is equitable.
- Corrective and remedial actions are taken for all applications and receipts of Federal assistance to prevent discriminatory treatment of any beneficiary
- Procedures for investigating Title VI complaints are provided.
- Meaningful access to programs and activities is provided for LEP populations and a process is in place to inform the public of their rights under Title VI.
- Space Coast Area Transit is compliant with all Federal Title VI requirements.

Appendix A: Title VI Notice to the Public

Notifying the Public Rights Under Title VI

BREVARD COUNTY

- The County of Brevard operates its Transit Services 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 Brevard County Transit Services.
- For more information on Brevard County Transit Services Civil Rights Program, and the procedures to file a complaint please contact 321-635-7815, TTY 321-633-1886; email Terry.Jordan@BrevardFL.gov or visit our administrative office at 401 South Varr Avenue, Cocoa FL 32922. For more information, visit www.321Transit.com.
- A complainant may file a complaint directly with the Federal Transit Administration by filing with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE Washington DC 20590
- If information is needed in another language, contact 321-635-7815.

Notificación de los Derechos Públicos Bajo el Título VI

CONDADO DE BREVARD

- El Condado de Brevard opera sus programas y servicios de Servicios De Tránsito sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que él o ella ha sido agraviada por alguna práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante los Servicios de Tránsito del Condado de Brevard.
- Para obtener más información sobre el Programa de Derechos Civiles de los Servicios de Tránsito del Condado de Brevard y los procedimientos para presentar una queja, comuníquese al 321-635-7815, TTY 321-633-1886; envíe un correo electrónico a Terry.Jordan@BrevardFL.gov o visite nuestra oficina administrativa localizada en 401 South Varr Avenue, Cocoa FL, 32922. Para obtener más información, visite www.321Transit.com.
- Un reclamante puede presentar una queja directamente ante la Administración Federal de Tránsito mediante la presentación de un Formulario de Queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE Washington DC, 20590
- Si necesita información en otro idioma, llame al 321-635-7815.

Appendix B: Title VI Complaint Form

SPACE COAST AREA TRANSIT TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in program activities receiving Federal financial assistance. Title VI states: "No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance" (42 U.S.C. §2000d).

Before completing this form, please read the Space Coast Area Transit Title VI Complaint Procedures located on our website or by visiting our office.

The following information is necessary and required to assist in processing your complaint. If you require assistance in completing this form, please contact us at the phone number listed. Complaints must be filed within 180 calendar days after the dated alleged discrimination occurred.

Section I:

Name: _____

Address: _____

Telephone (Home): _____

Telephone (Work): _____

Email Address: _____

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):

☐ Race ☐ Color ☐ National Origin

Date of alleged discrimination (Month, Day, Year): _____

Location where incident occurred: _____

Name and title of person who allegedly subjected you to Title VI discrimination: _____

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, attach a separate sheet.

Section IV

Have you previously filed a Title VI complaint with Space Coast Area Transit? Yes No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Yes No

If yes, check all that apply and name applicable agency:

- ☐ Federal Agency _____
- ☐ Federal Court _____
- ☐ State Agency _____
- ☐ State Court _____
- ☐ Local Agency _____

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

AFFIRMATION

I hereby swear and affirm that the information I have provided in this Title VI Complaint Form is true and correct to the best of my knowledge, information, and belief.

Signature: _____ Date: _____

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

Terry Jordan, Title VI Program Coordinator
Space Coast Area Transit
 401 South Varr Avenue, Cocoa, FL 32922
 Telephone (321) 635-7815; Facsimile (321) 633-1905
 Email: Terry.Jordan@brevardfl.gov

A complainant may also file a complaint directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. For more information, visit www.transit.dot.gov/title6.

LANGUAGE TRANSLATION SERVICE AVAILABLE

NOTE: If you require this Title VI Complaint Form to be translated into another language, download the PDF then go to Translate.Google.com and follow these steps. **1)** Click on the "From" and "To" tabs. **2)** Select what language the original PDF is in "From". **3)** Select what language you want it translated into "To". **4)** Click "Browse" and then select this PDF file from your computer.

SPACE COAST AREA TRANSIT TÍTULO VI FORMULARIO DE QUEJA

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color o origen nacional en las actividades del programa que reciben asistencia financiera federal. El Título VI establece: "Ninguna persona, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación bajo cualquier programa o actividad que reciba asistencia Federal" (42U.S.C. §2000d).

Antes de completar este formulario, lea los Procedimientos de Queja del Título VI de Space Coast Area Transit ubicado en nuestro sitio web o visitando nuestra oficina.

La siguiente información es necesaria y requerida para ayudar a procesar su queja. Si necesita asistencia para completar este formulario, comuníquese con nosotros al número de teléfono enumerado. Las quejas deben presentarse dentro de los 180 días calendario posteriores a la fecha en que ocurrió la supuesta discriminación.

Sección I:

Nombre:

Dirección

Teléfono (Casa):

Teléfono (Trabajo):

Dirección de Correo Electrónico:

Sección II:

¿Está presentando esta queja en su propio nombre? Si* No

* Si respondió "sí" a esta pregunta, continúe a la Sección III.

De lo contrario, proporcione el nombre y la relación de la persona por la cual se esta quejando:

Por favor, explique por que ha presentado un formulario para un tercero:

Confirme que ha obtenido el permiso de la parte perjudicada si esta presentando un formulario en nombre de un tercero. Si No

Sección III:

Creo que la discriminación que experimente se baso en (marque todo lo que corresponda):

☐ Raza ☐ Color ☐ Origen Nacional

Fecha de presunta discriminación (Mes, Día, Año): _____

Lugar donde ocurrió el incidente: _____

Nombre y título de la persona que supuestamente lo sometió a discriminación por Título VI:

Explique lo mas claramente posible que sucedió y por que cree que fue discriminado en contra. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de las persona(s) que lo discriminaron (si se conoce), así como los nombres y información de contacto de cualquier testigo. Si necesita mas espacio, adjunte una hoja separada.

Sección IV:

¿Ha presentado previamente una queja de Titulo VI con Space Coast Area Transit? Si No

Sección V:

¿Ha presentado esta queja ante alguna otra agencia Federal, Estatal o agencia local, o ante alguna corte Federal o Estatal? Si No

Si respondió "si" a esta pregunta, marque todo lo que corresponda y nombre la agencia aplicable:

- ☐ Agencia Federal _____
- ☐ Corte Federal _____
- ☐ Agencia del Estado _____
- ☐ Corte del Estado _____
- ☐ Agencia Local _____

Puede incluir cualquier material escrito u otra información que considere relevante para su queja.

AFIRMACION

Yo juro y afirmo que la información que he proporcionado en este Formulario de Queja del Titulo VI es verdadera y correcta a lo mejor de mi conocimiento, información y creencia.

Firma: _____ Fecha: _____

Por favor, entregue este formulario en persona a la dirección a continuación o envíe este formulario a:

Terry Jordan, Coordinator del Programa Titulo VI

Space Coast Area Transit

401 South Varr Avenue, Cocoa, FL 32922

Teléfono (321) 635-7815; Fax (321) 633-1905

Correo Electrónico: Terry.Jordan@brevardfl.gov

Un reclamante puede presentar una queja directamente ante la Administración Federal de Tránsito mediante la presentación de un Formulario de Queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa Titulo VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC, 20590.

SERVICIO DE TRADUCCION DE IDIOMAS DISPONIBLE

NOTA: Si necesita que este Formulario de Queja del Titulo VI se traduzca a otro idioma, descargue el PDF, vaya a [Translate.Google.com](https://translate.google.com) y siga los siguientes pasos. 1) Haga clic en la sección "De" y "Para". 2) Seleccione en que idioma esta el PDF original en la sección "De". 3) Seleccione el idioma que desea traducir en la sección "Para". 4) Haga clic en "Examinar" y luego seleccione este PDF desde su computadora.

Appendix C: Board Approval of Title VI Documentation

Note: Information for appendix to be provided after adoption by the Brevard County Board of County Commissioners on April 21, 2020.