

TITLE VI

Report of Activities



2015-2018

NON-DISCRIMINATION AND AMERICANS WITH DISABILITIES ACT (ADA)

The Miami-Dade TPO has set a policy that assures 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, and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

It is the policy of Miami-Dade County to comply with all of the requirements of the Americans with Disabilities Act. To request this document in accessible format please contact Elizabeth Rockwell at (305) 375-1881 or Elizabeth.Rockwell@mdtpo.org.

TABLE OF CONTENTS

TITLE VI/NONDISCRIMINATION POLICY STATEMENT	1
TITLE VI DISCRIMINATION COMPLAINT PROCEDURES	4
SECTION I: MIAMI-DADE TPO ORGANIZATION	7
CTAC Membership Composition.....	7
<i>Vacancy Report</i>	<i>7</i>
<i>Citizens Interested in Serving.....</i>	<i>7</i>
<i>CTAC Demographic Report.....</i>	<i>7</i>
CTAC Minority Membership	7
<i>Public Comment at CTAC Meetings</i>	<i>8</i>
<i>Advertisement Methods</i>	<i>8</i>
<i>CTAC Attendance Policy and Report</i>	<i>8</i>
SECTION II: DOCUMENTATION AND EVALUATION.....	9
Public Involvement Documentation	9
<i>TPO Public Involvement (PI) Database</i>	<i>9</i>
Public Involvement Evaluations	9
<i>General Outreach Evaluation</i>	<i>9</i>
<i>Special Project, Studies and Required Document Evaluations</i>	<i>9</i>
<i>Federal Certification.....</i>	<i>9</i>
SECTION III: TPO CONTRACTS	10
Participation of Minority and Female Consultants	10
SECTION IV: PUBLIC INVOLVEMENT	11
Community Participation	11
<i>Public Participation Plan</i>	<i>11</i>
<i>Transportation Outreach Planner</i>	<i>12</i>
<i>Community Outreach Events</i>	<i>12</i>
<i>Community Action Agency</i>	<i>12</i>
<i>Media Relations</i>	<i>12</i>
<i>Televised and Webcast Meetings.....</i>	<i>13</i>
<i>Transportation Guide</i>	<i>13</i>
<i>TPO Website</i>	<i>13</i>

<i>Social Media</i>	13
<i>TPO e-Newsletters</i>	13
<i>Bicycle Pedestrian Program</i>	14
Required Work Documents Public Involvement	14
<i>Unified Planning Work Program</i>	14
<i>Long Range Transportation Plan</i>	15
<i>Transportation Improvement Program</i>	17
<i>Interactive Transportation Improvement Program</i>	17
TIP Public Comments	18
Public Involvement Teams	18
<i>Public Involvement Management Team</i>	18
<i>Regional Public Participation Subcommittee</i>	18
SECTION V: TPO PUBLIC HEARINGS	19
Increase Public Participation	19
<i>Promotion of Public Hearings</i>	19
<i>Public Comment at Public Hearings</i>	19
SECTION VI: SOCIOCULTURAL EFFECTS	20
Sociocultural Effects Strategies and Techniques	20
<i>Transportation Outreach Planner</i>	20
SECTION VII: TPO SERVICE EQUITY	21
Distribution of Benefits and Impacts	21

TITLE VI/NONDISCRIMINATION POLICY STATEMENT

Pursuant to Section 9 of US DOT Order 1050.2A, the Miami-Dade TPO 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 and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

The Miami-Dade TPO 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 Recipient'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 Recipient's organization and to the general public. Such information shall be published where appropriate in languages other than English.
3. Insert the clauses of *Appendix A and E* of this agreement 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 Recipient 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 Recipient.

Dated: May 3, 2018

By: Aileen Bouclé, Miami-Dade TPO Executive Director

APPENDIX A

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 Appendix B of the Regulations.
- 3) **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the 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 (6) 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 nondiscrimination 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 7 4087 to 7 4100); 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).

TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

The Miami-Dade Transportation Planning Organization (Miami-Dade TPO) values diversity and both welcomes and actively seeks input from all interested parties, regardless of cultural identity, background or income level. Moreover, the Miami-Dade TPO does not tolerate discrimination in any of its programs, services or activities. The Miami-Dade TPO will not exclude participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion, income or family status. The Miami-Dade TPO will actively work to ensure inclusion of everyone in our community so that Miami-Dade TPO programs, services, and activities represent the diversity of the county.

The purpose of the Miami-Dade TPO's Title VI Program is to establish and implement procedures that comply with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990 (ADA), as well as other related federal and state statutes and regulations. These procedures have been adopted to conform to Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) regulations, as well to Florida Department of Transportation (FDOT) guidelines.

COMPLAINT PROCEDURE

A. Filing of Title VI Complaints of Discrimination

- A. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination based on race, color, national origin, sex, age, handicap/disability, income status or retaliation prohibited by the Title VI of the Civil Rights Act of 1964 and other nondiscriminatory authorities, may file a written complaint. All written complaints submitted to the Miami-Dade TPO shall be referred immediately by the Miami-Dade TPO Title VI Coordinator to the Florida Department of Transportation (FDOT) District Six Title VI Coordinator for processing in accordance with approved State procedures.
- B. Verbal and non-written complaints received by the Miami-Dade TPO shall be resolved informally by the Miami-Dade TPO Title VI Coordinator. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the Miami-Dade TPO Title VI Coordinator shall refer the Complainant to the FDOT District Six Title VI Coordinator for processing in accordance with approved State procedures.

B. Complaint Investigation Process

- 1) The Miami-Dade TPO Title VI Coordinator will advise the FDOT District Six Title VI Coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FDOT District Six Title VI Coordinator:
 - a) Name, address, and phone number of the Complainant(s).
 - b) Name(s) and address(es) of Respondent.

- c) Basis of complaint (i.e., race, color, national origin, sex, age, handicap/disability, income status or retaliation).
 - d) Date of alleged discriminatory act(s).
 - e) Date of complaint received by the Miami-Dade TPO.
 - f) A statement of the complaint.
 - g) Other agencies (state, local or Federal) where the complaint has been filed.
 - h) An explanation of the actions the Miami-Dade TPO has taken or proposed to resolve the allegation(s) raised in the complaint.
- 2) Within ten (10) calendar days, the Miami-Dade TPO Title VI Coordinator will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FDOT's Equal Opportunity Office (EOO).
 - 3) Within sixty (60) calendar days, the Miami-Dade TPO Title VI Coordinator will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the Miami-Dade TPO Executive Director.

C. Disposition

- 1) Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the Miami-Dade TPO Title VI Coordinator will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the FDOT's EOO, if they are dissatisfied with the final decision rendered by the Miami-Dade TPO. The Miami-Dade TPO Title VI Coordinator will also provide the FDOT District Six Title VI Coordinator with a copy of this decision and summary of findings.
- 2) If the complainant disagrees with the decision rendered by the Miami-Dade TPO, he/she will be notified of the right to request reconsideration with thirty (30) days, or to file a complaint with the FTA or FHWA Offices of Civil Rights, as applicable, at the following addresses:

Federal Transit Administration, Region IV

Office of Civil Rights
61 Forsyth Street, S.W.
Suite 17T50
Atlanta, GA 30303-8917
Telephone: (404) 562-3500

Federal Highway Administration
Office of Civil Rights - Investigations and Adjudications
HCR-40, Room E81-328
1200 New Jersey Avenue, SE
Washington, DC 20590

D. Record Maintenance

The Miami-Dade TPO Title VI Coordinator will maintain a log of all verbal and non-written complaints received by the Miami-Dade TPO. The log will include the following information:

- a) Name of Complainant(s).
- b) Name of Respondent.
- c) Basis of Complaint (i.e., race, color, national origin, sex, age, handicap/disability, income status or retaliation).
- d) Date verbal or non-written complaint was received by the Miami-Dade TPO.
- e) Date the Miami-Dade TPO notified the FDOT's District Six Title VI Coordinator of the verbal or non-written complaint.
- f) Explanation of the actions the Miami-Dade TPO has taken or proposed to resolve the issue raised in the complaint.

E. Retaliation

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the Miami-Dade TPO that persons filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion, or fear of reprisal. Anyone who feels he/she has been subjected to retaliation should report such incident to the Miami-Dade TPO Executive Director.

SECTION I: MIAMI-DADE TPO ORGANIZATION

CTAC Membership Composition

Goal: To maintain membership composition in the Citizens' Transportation Advisory Committee (CTAC) that represents the demographics of the citizenry of Miami-Dade County.

Vacancy Report

Vacancy reports are included as an agenda item at every TPO Governing Board meeting. As a result, Board members have been diligent about making their appointments. Due to the continuation of this procedure, CTAC has maintained a membership composition that more closely represents the demographics of the citizens in Miami-Dade County. When needed, membership drives are conducted to help Governing Board members fill their vacancies.

Citizens Interested in Serving

Individuals interested in serving on the CTAC are handled by the TPO Board

Administrator. An interested person's letter of interest and/or resume is provided to TPO Governing Board Members who have a vacancy for their review and consideration. One-on-one meetings are then scheduled for the citizen to meet with interested appointers.

CTAC Demographic Report

When requested, the Miami-Dade TPO can produce a Demographics Report that provides the TPO Governing Board with the gender, race, and ethnicity for current CTAC members. Table 1 breaks down the five races and genders, while Table 2 shows a breakdown of the members' gender and ethnicity.

CTAC Minority Membership

Goal: To increase minority representation on the CTAC, fill existing vacancies and promote better citizen participation at CTAC meetings.

The Race and Gender Report in Table 1 shows that there is a total of 12 members with three of the five races being represented, including

Table 1: CTAC Demographic Report: Race and Gender

Race	Female		Male		Total	
	#	%	#	%	#	%
Black or African-American	2	17	4	33.5	6	50.5
White	1	8	4	33.5	5	41.5
American Indian	0	0	0	0	0	0
Asian	1	8	0	0	1	8.0
Native Hawaiian or Pacific Islander	0	0	0	0	0	0
Total	4	33%	8	67%	12	100%

Table 2: CTAC Demographic Report: Ethnicity and Gender

Ethnicity	Female		Male		Total	
	#	%	#	%	#	%
Hispanic	1	8	2	17	3	25
Non-Hispanic	3	25	6	50	9	75
Total	4	33%	8	67%	12	100%

Black or African-American, White, and Asian. This shows the diversity among the group, and the women's participation level as being 33%, in comparison to their male counterpart which is represented at 67%. The Ethnicity Report in Table 2 shows the Hispanic rate at 25% and Non-Hispanic rate at 75%.

Public Comment at CTAC Meetings

The public is invited to comment at all CTAC meetings as one of the first items on the agenda as well as at the end. This effort to include the general public is intended to increase citizen participation at CTAC meetings.

Advertisement Methods

CTAC meetings and vacancies are advertised through a variety of methods to engage members from disadvantaged and minority communities.

- *Community Events* – TPO staff attends community events in coordination with local Community Action Agencies (CAA), South Florida Commuter Services, and colleges to provide information to participants.

- *Social Media* – The TPO's Twitter, Facebook, Instagram, YouTube, and EZ Texting keeps its followers up to date on activities and meetings for them to get involved in the process.
- *E-Newsletters* - Committee vacancies and information regarding meetings and events are made available to the public through TPO E-newsletters.
- *TPO Website* - The TPO's comprehensive website is updated daily, and contains a united calendar of events where TPO sponsored meetings are announced.
- *Print Media* – Information regarding the TPO's transportation plans and activities are distributed to the local libraries and Minority Institutions of Higher Education colleges/universities.
- *Television/Radio* - Staff works with the Miami-Dade County Communications Department and with local English, Spanish, and Creole radio stations to reach the intended target audience, informing minority and disadvantaged communities on issues that affect them.

CTAC Attendance Policy and Report

The attendance policy found in Section 3.1 of the CTAC By-Laws states the following:

“As per the TPO Governing Board’s adopted “Prospectus for Transportation Improvements”, although citizens of this committee are appointed by the TPO Board and serve at the pleasure of the appointing Board member, a citizen committee member can be removed by the TPO Board Administrator if:

- 1. in a given fiscal year: (i) he or she is absent from two (2) consecutive meetings without an acceptable excuse; or (ii) if he or she is absent from three (3) of the committee’s meetings without an acceptable excuse.*
- 2. a member of a TPO committee shall be deemed absent from a meeting when he or she is not present at the meeting at least seventy-five (75) percent of the time. An “acceptable excuse” is defined as an absence for medical reasons, business reasons, personal reasons, or any other reason which the TPO Board, by a two-thirds vote of the membership deems appropriate.*

Additionally, a committee member shall be automatically removed if he or she is absent (excused and/or unexcused) for fifty percent of the total number of meetings held within a fiscal year.

The Fiscal Year for the CTAC is considered the Calendar Year.”

SECTION II: DOCUMENTATION AND EVALUATION

Public Involvement Documentation and Evaluation

Goal: To develop better documentation efforts related to Title VI and to implement a mechanism to evaluate the TPO's public involvement activities.

Public Involvement Documentation

TPO Public Involvement (PI) Database

The TPO PI Database tracks all correspondence that comes in to the office. It contains an agency list, a citizen request section, and outreach events attended.

- *Citizen Request Section* - documents all citizens' contact with the TPO, including but not limited to, phone calls, emails, faxes and comment cards. This section includes the citizen's contact information, method of contact and their concern. Comments, concerns or questions submitted to the TPO is reviewed and a letter is mailed/emailed to the citizen informing them that their request will be directed to the appropriate agency. The information is then directed to the agency where the appropriate action or response is taken. Once the request leaves the TPO, staff requests that the responsible agency copy their response so that it can then be entered into the database. This information can be queried and used to generate reports regarding the citizen's information, if needed.
- *Community Outreach Events List* - Each event that a TPO staff member attends is entered into the database. Each entry includes the event title, location, contact information, and a brief evaluation of the success of the event. This section serves as a form of documentation of TPO activities and is useful when planning and reflecting upon past outreach events.

- *Agency List* - consists of around 600 businesses and organizations that can be drawn from when organizing community outreach events.

Public Involvement Evaluations

To assess existing and future PI activities, the TPO utilizes evaluation methods to better gauge the level of success of its public involvement outreach and ensure compliance with federal agency regulations.

General Outreach Evaluation

The TPO evaluates the effectiveness of PI strategies utilized in the transportation planning process. General Outreach Strategies (GOSs) such as outreach events, e-newsletters, the website, general information brochures, etc. are regularly discussed and analyzed. The dynamic nature of the evaluation process requires that the TPO constantly pursue innovative GOSs that will engage the general public. The evaluation process identifies areas where improvement can be made, and enables the TPO to eliminate participation barriers and incorporate minority and low-income populations in the transportation decision making process.

Special Project, Studies and Required Document Evaluations

Each special project, study, and required document is evaluated by the Project Manager at the completion of each project to ensure goals set by the Public Participation Plan (PPP) are met.

Federal Certification

To comply with Florida Statute 339.175, the Miami-Dade TPO must be recertified every four years. The certification evaluation will encompass the individual project specific evaluations performed within each evaluation period.

SECTION III: TPO CONTRACTS

Participation of Minority and Female Consultants

Goal: To provide information to FHWA that demonstrates the participation of minority and female consultants in the contracting process.

Currently, the TPO uses the procedures established by FDOT's Disadvantaged Business Enterprise (DBE) Program Plan to comply with Federal, State, and local regulations. All Miami-Dade County certified minority and female consultants are solicited in the request for proposal process, which is administered by the Miami-Dade County Procurement Management Services Division for the provision of goods and services. The objectives of the DBE Program are to:


- ✓ ensure non-discrimination in the award and administration of contracts,
- ✓ ensure firms fully meet eligibility standards,
- ✓ help remove barriers to participation,
- ✓ create a level playing field,
- ✓ assist in development of a firm so it can compete successfully outside of the program,
- ✓ provide flexibility, and
- ✓ ensure narrow tailoring of the program.

DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION

It is the policy of the Miami-Dade TPO that disadvantaged businesses, as defined by 49 Code of Federal Regulations, Part 26, shall have an opportunity to participate in the performance of MPO contracts in a nondiscriminatory environment. The objectives of the Disadvantaged Business Enterprise Program are to ensure non-discrimination in the award and administration of contracts, ensure firms fully meet eligibility standards, help remove barriers to participation, create a level playing field, assist in development of a firm so it can compete successfully outside of the program, provide flexibility, and ensure narrow tailoring of the program.

The Miami-Dade TPO, and its consultants shall take all necessary and reasonable steps to ensure that disadvantaged businesses have an opportunity to compete for and perform the contract work of the Miami-Dade TPO, in a non-discriminatory environment.

The Miami-Dade TPO shall require its consultants to not discriminate on the basis of race, color, national origin and sex in the award and performance of its contracts. This policy covers in part the applicable federal regulations and the applicable statutory references contained therein for the Disadvantaged Business Enterprise Program Plan, Chapters 337 and 339, Florida Statutes, and Rule Chapter 14-78, Florida Administrative Code


Name: Esteban L. Bovo, Jr.
Title: TPO Chairman

5-8-18
Date

SECTION IV: PUBLIC INVOLVEMENT

Community Participation

Goal: To provide additional opportunities to the community to participate in the TPO programs and activities.

With a population of more than 2.6 million in 2015, Miami-Dade County is the most populous county in Florida. By the year 2040, the region's population is expected to climb to approximately 3.3 million, with the number of households to grow 33.4 percent, from the current 0.87 million to 1.26 million. In addition, the number of jobs in the county will increase from 1.4 million to over 2 million. As a global hub, Miami-Dade County attracts many visitors every year. The Greater Miami Convention and Visitor Bureau estimated the area had 15.5 million overnight visitors in 2015. These overnight visits translate into increased demand on the County's transportation system (2040 LRTP).

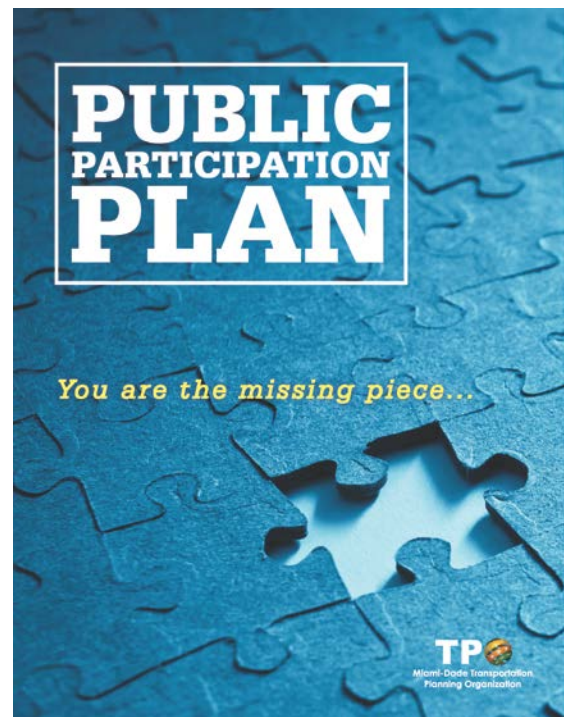
The County's large size, rapid growth rate, and changing cultural dynamics must be considered when choosing the most appropriate outreach strategy to apply when performing general outreach. The TPO considers this ever-changing environment when developing new and innovative public involvement strategies and techniques.

Public Participation Plan

Public involvement is an integral process with a goal to involve all persons in a community, regardless of race, color, national origin, sex, age, disability, family or religious status, being affected positively or negatively by a future transportation project. Public involvement is a two-way communication stream aimed at incorporating the views, concerns, and issues of the public into the transportation decision making process, which is on-going in all phases of a project. It allows the general public to be informed and to be heard.

The TPO maintains an updated comprehensive Public Participation Plan (PPP) that incorporates outreach initiatives for all major documents, including the Long Range Transportation Plan

(LRTP), the Transportation Improvement Program (TIP), and the Unified Planning Work Program (UPWP). The PPP is a stand-alone, working document that provides the TPO with the tools, procedures, and structure needed to create, implement, and evaluate public involvement programs, projects, and required documents.



The PPP is a federal requirement for the Miami-Dade TPO, which undergoes a major update when newly released federal and/or state regulations come available to ensure compliance. The PPP provides general guidelines for the development of stand-alone, specific public involvement plans for the TPO's required major planning documents, programs, and studies. This affords flexibility to TPO Project Managers to then tailor PI techniques and strategies to a community's demographics within a study area.

The following are best practices and public involvement tools have been adopted to reach out to Miami-Dade County's multicultural public:

Transportation Outreach Planner

The Transportation Outreach Planner is a regional web-based tool, which enables Transportation Planners and Public Involvement Officers to create an effective public involvement program and accomplish stated Title VI goals that allows the identification of the attitudes and issues facing that particular community.



Public involvement strategies are modified according to community characteristics, such as, but not limited to, literacy rates, income levels, cultural composition, and religious affiliation. For example, if an area has a low literacy rate, it would be more effective to use audio and visual aids rather than to distribute brochures, hand-outs and other reading materials.

By utilizing this program, staff has access to this invaluable information to tailor its outreach approach to determine a community's stand on a project and work with that community to gather support.

Community Outreach Events

Community outreach events are an effective tool to ensure public participation in the developing of

transportation plans and services. The TPO coordinates with various transportation agencies in the county along with the TPO Governing Board Members to take part in their outreach events within the community.

The key to community outreach events, however, must be the TPO's willingness to go out and search for people or groups of people whose transportation needs might have been overlooked in the past. Presenting information at existing community meetings has been successful in extending to individuals who would otherwise not be attending a "transportation" meeting.

Between 2015 and 2018, TPO staff attended two hundred and seventy-eight (278) events, which is an average of seventy (70) events in the field per year.

Community Action Agency

Staff works closely with, and attends various Miami-Dade County Community Action Agency (CAA) meetings to assist them with their transportation needs. Issues are directed to the appropriate agency for follow-up and possible action. The CAA empowers economically disadvantaged individuals, families, and communities to achieve self-sufficiency through resource mobilization, service delivery, education, and advocacy. CAAs change people's lives, embodies the spirit of hope, improves communities, and makes the county a better place to live. They care about the entire community, and are dedicated to helping people help themselves and each other.

Media Relations

The TPO works in closely with various types of media to guarantee that two-way communication efforts penetrate all appropriate markets. For the 4-year period between 2015 and 2018 several multi-cultural media relation strategies and activities were planned and executed in an on-going effort to reach out to the communities of Miami-Dade

County. The objectives were for the TPO to reach out to different segments of the population, generate the public interest in the organization various projects, elicit responses from the public, and provide feedback or response to public inquiries.

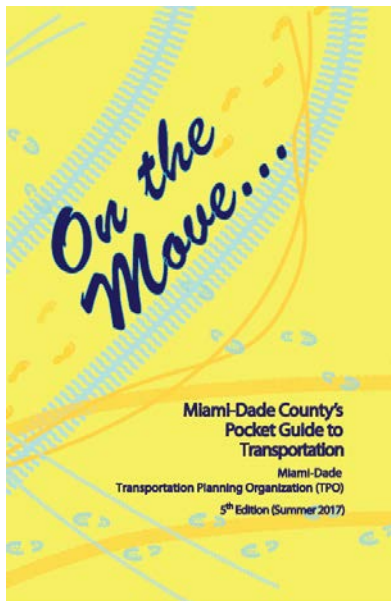
The TPO produces materials in coordination with Miami-Dade TV, which maintains a cable television network that is part of basic cable service within the county. They broadcast short informative programs about activities or projects of interests.

Televised and Webcast Meetings

The TPO Governing Board meetings are televised live and rebroadcasted. In addition, the meetings are webcast and archived to be viewed at a later date, if desired.

Transportation Guide

The TPO, in collaboration with Florida International University (FIU), updated the user-friendly pocket transportation guide in English, Spanish, and Creole. This mini handbook is full of transportation information that is useful to both residents and visitors. The Citizen’s Guide is mass distributed through public libraries, the TPO Governing Board, the Greater Miami Chamber of Commerce, and the Greater Miami Convention and Visitors Bureau.



TPO Website

A new, improved website (and logo) was debuted to better explain the complexity of the TPO’s structure, and to better organize the over 1,000 documents contained within the website. The main pages include: Governance, Community Involvement, Programs, Documents, and Tools. In addition, a text version for ADA compliance is included along with the Google Translate toolbar.



Social Media

Facebook, Instagram, Twitter, SlideShare, and YouTube are utilized to spread the word about what is occurring at the TPO. Information is provided regarding outreach events and specific issues being conducted or considered by the Miami-Dade TPO. The use of social media avenues has become one of the primary means through which stakeholders, the general public, and community groups remain informed about Miami-Dade TPO activities.

TPO e-Newsletters

The weekly e-Newsletters consist of an assortment of information regarding the TPO’s current and upcoming activates as well as those of transportation partners. It is distributed to over 5,000 recipients, which includes the local media (newspaper, TV, and radio). As times continue to change along with technology, information is being

delivered faster and news gets old fast. As a result, the weekly e-Newsletter has replaced the quarterly e-Newsletter to keep readers informed in a timely manner.

Bicycle Pedestrian Program

The TPO's Bicycle Pedestrian Program strives to increase the number of people who bicycle and walk while reducing the number of traffic crashes that involve pedestrians and bicyclists. This program utilizes a variety of PI tools and strategies to inform Miami-Dade County citizens of alternative transportation options through community outreach events, the Bicycle Pedestrian Kiosk, and presentations to schools and local organizations. Useful safety information, maps, and future project plans are made available to the public.

Required Work Documents Public Involvement

Goal: To establish specific public involvement programs for the Long Range Transportation Plan, the Transportation Improvement Program, and the Unified Planning Work Program.

Unified Planning Work Program

The Unified Planning Work Program (UPWP) describes transportation planning activities for the Miami Urbanized Area scheduled to be completed during a two fiscal year period or as determined by respective funding sources. The document outlines the planning projects that will support the comprehensive and multimodal Transportation Improvement Program approved for the metropolitan area in the Long Range Transportation Plan.

The work outlined in the UPWP is to be undertaken in a cooperative manner between the various participating Miami-Dade County and regional agencies, municipalities, and the Florida Department of Transportation. The UPWP also includes the Municipal Program, whereby municipalities are granted funds to prepare relevant transportation planning studies.

As a whole, the UPWP outlines planning projects that will assist in further defining the

comprehensive and multimodal transportation plans for the area.

To comply with the public involvement process, Miami-Dade County municipalities are formally requested to review the UPWP prior to its adoption. The UPWP committee receives input from the community and provides equitable, accessible means for feedback through the "SMART Moves Program", monthly meetings of the CTAC, and the participatory UPWP revision process.

The SMART Moves Program is used by the TPO to prioritize and program planning studies in Miami-Dade that will support the delivery of projects including complete streets, first/last mile connections, connected and autonomous vehicles, and other priority projects that enhance connectivity, accessibility, and integration of the entire network. The program has two main components:

- *Connecting SMART Ideas* - The TPO solicits ideas from stakeholders and the general public to help improve the SMART Plan through the "Connecting SMART Ideas" campaign. A "Connecting SMART Ideas" bulletin is emailed to over 5,000 persons, posted in the all local libraries, presented at the Community Action Agencies (CAC) Meetings, posted on the TPO website, and sent to Minority Institutions of Higher Education (MIHE) universities throughout Miami-Dade County. Ideas recommended for funding are programmed in the draft Unified Planning Work Program for consideration of award.
- *Municipal Program* - One of the elements in the UPWP titled "Municipal Program" encourages Miami-Dade County municipalities to participate in a competitive program for the performance of relevant transportation planning studies. Every year the TPO solicits all thirty-four cities to submit transportation

planning proposals to compete for available funds. This program requires a 20% minimum match to ensure a commitment from the cities.

- *Presentation to TPO Governing Board and Committees* - Preliminary drafts of the UPWP are presented to the TPO Governing Board and its advisory committees. Each committee is encouraged to provide feedback and suggestions are reviewed. Revisions to the document are made accordingly.

Long Range Transportation Plan

The Long Range Transportation Plan (LRTP) has been developed to guide future transportation investments in Miami-Dade County. The Plan assesses socioeconomic data, community demographics, and transportation trends to predict the County's transportation needs for the next twenty to twenty-five years. It contains a list of reasonably feasible surface transportation projects contemplated for construction within the project period.



The 2040 LRTP for Miami-Dade County represents an advance in the state of long range transportation planning to a level that innovates and maximizes the benefits of public involvement, optimal financial

allocation, and regional coordination, to name a few.

Extensive efforts were made to reach and serve disadvantaged populations during the LRTP update process. Online survey advisories were sent to Haitian American Business News, Amigos for Kids, and We Care of South Dade, Inc. (a not-for-profit organization that oversees a network of low-income programs in south Miami-Dade). Furthermore, local, and state officials were asked to distribute study information to their constituents. LRTP materials were produced in English, Spanish and Creole and mailed to residents in the local TPO's database. Materials were also hand-delivered to venues serving disadvantaged populations, including the Haitian Organization of Women, Homestead City Hall, and Frankie Rolle Neighborhood Service Center. Meeting surveys, agendas, and comment cards were produced in English, Spanish, and Creole. Spanish and Creole-speaking translators were on-hand at public meetings to assist non-English speaking attendees.

The Communications Team identified key groups serving low-income and transit-dependent populations in Miami-Dade County. Public meeting brochures were sent to each group by electronic mail. Additionally, follow-up telephone calls were placed to confirm receipt of the information and encourage a representative of the organization to attend a public meeting.

The Communications Team incorporated several outreach techniques into the public involvement program to engage the transit-dependent population. For example, the team partnered with the Miami-Dade County Community Action Agency (CAA) boards to reach transit-dependent residents in Florida City/Homestead, Perrine, and Naranja. Presentations were made at board meetings, materials distributed at area meetings, and

reminder telephone calls placed to CAA board members in advance of public meetings.

Brochures were delivered to community-based organizations providing social services to underserved residents. This distribution process ensured that residents without transportation or Internet access were aware of the update process. Their members were encouraged to call the Miami-Dade TPO public information office to share their comments.

To ensure public meetings were accessible to the underserved population, several public meetings were held at the neighborhood centers and public libraries operating in low-income communities, including: the Frankie Rolle Neighborhood Center (Coconut Grove), Culmer/Overtown Neighborhood Center (Overtown), North Dade Regional Library (Miami Gardens/Opa-Locka), South Dade Regional Library (Goulds, Homestead, Perrine), and Victor Wilde Community Center (Hialeah).

The use of visualization techniques is an important method of dissemination of technical transportation information to the public and decision makers. A variety of visualization techniques were developed and utilized in the 2040 LRTP. Some examples of the techniques include the following:



Blocks & Ribbons Exercise

The Blocks & Ribbons exercise includes the use of Legos, ribbon and base maps, providing a 3-dimensional interactive medium for participants to visualize population and employment growth

(Legos) and address the growth with transportation solutions (ribbon). Blocks and Ribbons was utilized for six public workshops and the LRTP Steering Committee's use. The exercise both engaged users to participate actively and provided them an opportunity to learn about the challenges faced by transportation planners.

Interactive Survey Technology

An audience response system called "Option Finder" provided an interactive survey methodology to gauge public sentiment regarding mobility issues and challenges facing Miami-Dade County. This enabled a real-time assessment of the transportation priorities of participants. At each of the workshops with the public, participants were asked a series of questions and, using a digital keypad resembling a television remote, keyed in their respective choices. As soon as the choices were selected, the Option Finder system displayed a chart depicting participant's responses. The use of Option Finder successfully engaged participants and facilitated the efficient and accurate collection of public input that ultimately helped shape the outcome of the LRTP.

Interactive LRTP Web Application

An interactive LRTP website was developed to provide users with a variety of information pertaining to the development of the 2040 LRTP. Citizens utilize this website to download materials, stay current with public involvement activities, and provide comments and/or suggestions using online applications of surveys administered at public meetings.

Another interactive feature of the LRTP website is a project mapping element that can be used to view projects in a Google Maps environment, which includes aerial photography and other mapping elements. Cost Feasible Plan project can be accessed through a variety of methods, including by proximity to a particular location, in the path

of a particular trip, or simply by project type, such as highway or transit projects.

Integration of Freight Plan and Congestion Management Process

Both the Freight Plan and the Congestion Management Process (CMP) were again integrated into the LRTP process. This integration provides a more meaningful role for both the LRTP and the CMP in the cost efficient improvement of the transportation network in the County at a time when transportation funding projections are more limited than in past plan updates.

Financial Set-Asides

Financial set-asides were established early in the LRTP update process for Congestion Management, Freight, and Non-Motorized improvements. The fund set-aside for these programs were subtracted from projected revenue estimates prior to the development of the Cost Feasible Plan, ensuring a minimum funding commitment in the plan to those two programs. This represents a commitment very important types of transportation improvements, consistent with public input received in the development of the plan.

Regional Transportation Plan (RTP) Process and the South East Florida Transportation Council (SEFTC)

A regional coordination process was conducted for the southeast Florida region to develop a Regional Transportation Plan (RTP) that is focused on highway and transit facilities serving regional travel markets. The 2040 RTP update in southeast Florida was again accomplished via coordination throughout the plan update process through the participation of a regional board, SEFTC, as well as two regional committees that report to the SEFTC: the Regional Transportation Technical Advisory Committee (RTTAC) and the RTTAC Modeling Subcommittee.

Transportation Improvement Program

The Transportation Improvement Program (TIP) prioritizes transportation improvement projects for federal, state, and local funding. The TIP puts the LRTP into action. It includes a prioritized listing of

transportation improvement projects for the Miami-Dade County region within the next five fiscal years. It must also attempt to meet clean air standards (1990 Clean Air Act Amendments). The TIP not only lists specific projects, but also includes the anticipated schedule and cost for each project. Since the TIP is a dynamic document, projects may be added to meet changing priorities or to take advantage of a special opportunity. For this reason, the TIP may be changed after it is approved, and is amended in order to add, change or delete projects. Amendments to the TIP must undergo the same review and public outreach as the original TIP. The document undergoes a series of evaluations, and includes ample opportunity for public comment. Once compiled, review of the TIP begins and projects receive air quality and environmental justice analyses. During this period of time, there is a 45-day public review period.

The TIP Development Schedule consists of a Work Program Public Hearing, TIP Program Development Committee Meetings and review and endorsement by the CTAC, TPTAC, and TPC. A final public hearing is held during a TPO Governing Board meeting, all of which are webcast and televised on Miami-Dade Public Access Television.

Interactive Transportation Improvement Program

The TPO maintains an Interactive Transportation Improvement (InteracTIP) Program. This innovative tool is a web-based technology designed to automate the development of the TIP every year while at the same time: improving consistency, reformatting the book into a more user-friendly document, developing the ability to create special reports answering questions from the general public as well as public officials, facilitating the analysis of the report, and providing the public with access to information in a meaningful and easy-to-read

format via the internet. Information availability is critical to ensure that the public is able to participate effectively in the transportation planning process.

InteracTIP provides citizens, the business community, and decision-makers with valuable information tool that will educate, engage, and make the public cognizant of the transportation projects affecting their communities.



Interactive Google Maps

This application resides on the TPO website and can be accessed to fully display all layers of projects in the TIP. It can be sorted by agency and can be zoomed in and saved in Adobe to create a graphic file that can be emailed.

Citizens TIP Version

A booklet printed in color and illustrated with pictures that highlights TIP projects by agency. It also provides an update on projects completed in the last TIP and those on-going TIP Projects.

TIP Public Comments

Goal: To evaluate review time for public comment in the TIP development process.

Once the document is compiled, review of the TIP begins and projects receive air quality and environmental justice analyses. During this period of time, there is a 45-day public review period.

The TIP is available online, hardcopies are made available at the TPO office and local libraries, and the public can interact with the TIP through the InteracTIP. Citizen committees are informed of TIP proposals through presentations from TIP representatives at committee meetings. Citizens are able to submit amendments until the final call for drafts in the TIP Development Schedule. The public is also made aware of the TIP development process and upcoming projects through the outreach events.

Public Involvement Teams

Goal: Work collaboratively to reach out to the public.

Public Involvement Management Team

The TPO coordinates the Miami-Dade Public Involvement Management Team (PIMT), which is a committee comprised of Public Involvement Manager's (PIM) from the various transportation agencies in the county. Meetings are held to develop a means of communication and collaboration with the goal of working together to develop countywide public involvement initiatives that will be effective in reaching out to the general public, ensuring the participation of minority and low-income areas. One of the initiatives created by the PIMT is called the "Ride SMART Transportation Fair." This is an effort by all transportation partners to work as a traveling group to educate citizens on all matters of transportation.

Regional Public Participation Subcommittee

Staff from the Miami-Dade, Broward, and Palm Beach MPOs, and FDOT Districts 4 and 6 work together to share ideas and create strategies to reach out to the South Florida public. The goal of this group is to develop a unified approach to outreach and develop effective strategies that can be implemented in each respective county.

SECTION V: TPO PUBLIC HEARINGS

Increase Public Participation

Goal: To increase public participation at public hearings.

Promotion of Public Hearings

Public hearings are advertised through the following variety of methods to make information accessible and to engage members from disadvantaged and minority communities:

- **Newspapers** – Advertisements are placed in the Miami Herald (broad based), Miami Times (predominantly African American readership), Community Newspapers (broad based), Haiti en Marche (Haitian readership), Diario de las Americas (Hispanic readership) and Libre (Hispanic). Note: Advertisement in community newspapers has provided more of a grass-root method.
- **Radio and Television Shows** - While working with a variety of radio and television stations, the TPO informs the audiences of any Public Hearings and meetings that will be taking place within the next couple of months.
- **Social Media** – The TPO distributes transportation information and updates by using Facebook, Instagram, and Twitter.
- **TPO Website** - The TPO has a comprehensive website that is updated daily with applicable advertisements.

- **e-Newsletters** - Information regarding meetings and events are made available to the public through e-Newsletters, which can be translated from English into 52 languages using Google Translate.
- **Community Events** - Information regarding TPO committees and meeting dates, including public hearings, is distributed at these events.



Public Comment at Public Hearings

The public is invited to comment in all TPO Governing Board and advisory committee meetings as one of the first items on the agenda. These efforts have shown a noticeable increase in citizen participation at public hearings.

SECTION VI: SOCIOCULTURAL EFFECTS

Sociocultural Effects Strategies and Techniques

Goal: To implement Sociocultural Effects strategies and techniques into the TPO planning process.

Transportation Outreach Planner

The Transportation Outreach Planner is a regional, web-based tool that enables Transportation Planners and Public Involvement Officers to review the social, economic, and geographic characteristics of an area before public involvement outreach is initiated. The program is composed of three segments: web-based GIS system, Community Background Reports and a “How to Reach Out to the Community” Guide.

This tool facilitates efforts to create an effective PI program and accomplish stated Title VI goals that will ultimately allow the identification of the attitudes and issues facing that particular community.

Public involvement strategies are modified according to community characteristics, such as, but not limited to, literacy rates, income levels, cultural composition and religious affiliation. For example, if an area has a low literacy rate, it would be more effective to use audio and visual aids rather than to distribute brochures, handouts and other reading materials. By utilizing the program a user has access to this invaluable information to tailor its outreach approach accordingly.

The GIS component is extremely important to developing the most effective public information campaign. Many planners and county employees are currently using this tool to select and develop customized neighborhood reports at the Census block group level, which are aggregated to the geographic boundaries they require. These data include poverty rates and income level, race and ethnicity, age distribution, housing tenure, education level, and percentage of disabled persons.

The “How to Reach Out to the Community” Guide consists of public involvement toolbox strategies, which have been collected, researched and presented in a standardized format, listing definitions, descriptions, target demographic group(s), steps needed to implement the strategy and case studies associated with each strategy, whenever possible.

Community Background Reports are available for the municipality level and neighborhood level in unincorporated areas of Miami-Dade County. These reports provide boundary definitions and brief narrative information about the origins of the community’s incorporation or relative cohesiveness as well as contemporary community dynamics and important historical events. This information is vital for public involvement officers who may sometimes need to approach a community that may be hostile to public officials due to historical decisions about infrastructure construction.



Customized Demographic Reports

Generate a customized demographic report for your transportation project or study within Broward, Miami-Dade and Palm Beach Counties.



Community Background Reports

Provides information on **select** communities, including history and other issues that may affect public involvement efforts.



Public Outreach Strategies

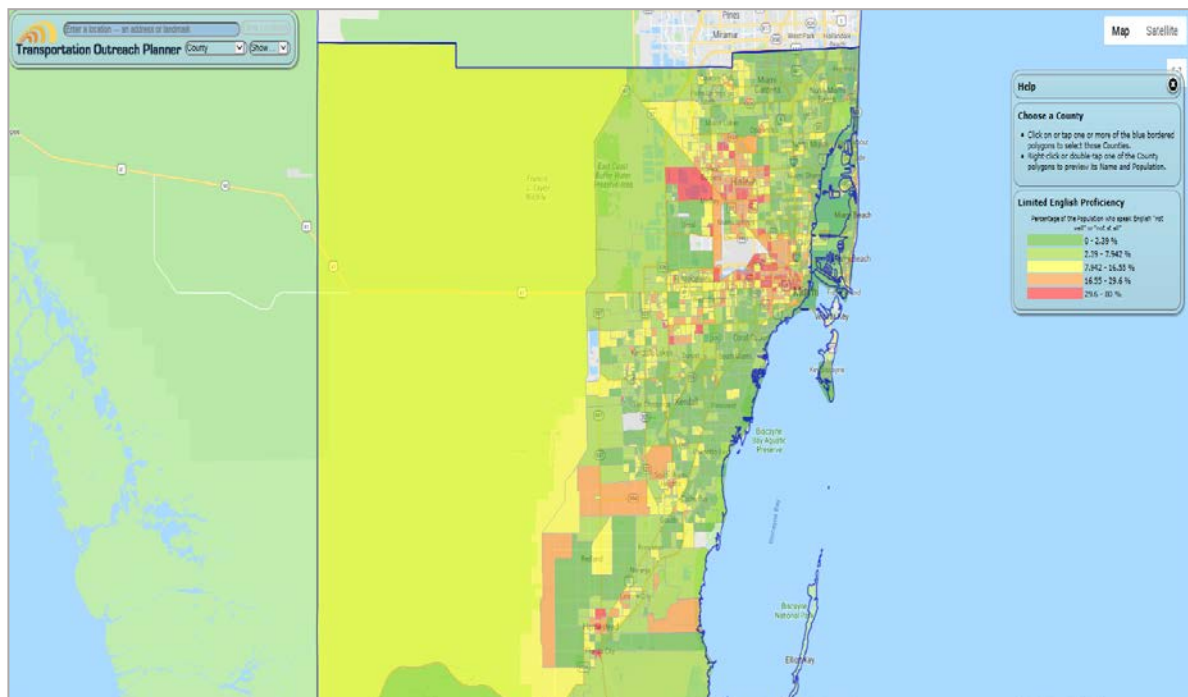
Get detailed information on the most effective strategies to use on various target populations (including hard-to-reach populations).

SECTION VII: TPO SERVICE EQUITY

Distribution of Benefits and Impacts

Goal: To address the distribution of benefits and impacts of the transportation investment program.

The Transportation Outreach Planner (discussed in Section VII) is available via internet for use by Public Involvement Managers and Transportation Planners. This tool serves as a methodology to evaluate social equity for the Long Range Transportation Plan and is described in Section VII. One of the goals of the Transportation Outreach Planner is to address Environmental Justice and Title VI when developing project proposals. It also enables planning agencies to evaluate public participation in the implementation of projects in minority and low-income areas, measure the positive and negative impacts of the transportation plan in these communities and collect feedback for future analyses.





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The Miami-Dade TPO has set a policy that assures 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, and the Florida Civil Rights Act of 1992, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity. It is the policy of the Miami-Dade TPO to comply with all of the requirements of the Americans with Disabilities Act (ADA). To request this document in accessible format, please call (305) 375-1881. If you are interested in participating in the transportation planning process, please contact the Miami-Dade TPO at (305) 375-4507.

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