



## **TITLE VI / NONDISCRIMINATION POLICY AND PLAN ADA/504 STATEMENT**

Town of Medley  
7777 N.W. 72nd Avenue  
Medley, Florida 33166  
Office: (305) 887-9541  
Fax: (305) 396-5843  
Website: [www.townofmedley.com](http://www.townofmedley.com)

## **INTRODUCTION/ POLICY STATEMENT**

Pursuant to Title VI of the Civil Rights Act of 1964 and other federal and state authorities the Town of Medley will not exclude from participation in, deny the benefits of, or subject to discrimination of anyone on the grounds of race, color, national origin, sex, age, disability, religion, income or family status in programs, services or activities receiving Federal financial assistance.

The Town of Medley is committed to ensuring that no person is excluded from participation in, or denied the benefits of federally funded programs and projects on the basis of race, color, or national origin, sex, age, disability, religion, income or family status as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

## **ADA/504 STATEMENT**

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

The Town of Medley will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The Town of Medley will make every effort to ensure that its advisory committees, public involvement activities and all other programs, services and activities include representation by the disabled community and disability service groups.

The Town of Medley encourages the public to report any facility, program, service or activity that appears inaccessible to those who are disabled. Furthermore, the Town of Medley will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the Town of Medley asks that requests be made at least five (5) calendar days prior to the need for accommodation.

Questions, concerns, comments, or requests for accommodation should be made to the Town's ADA Coordinator:

Richard McConachie, ADA Coordinator  
7777 NW 72 Avenue  
Medley, Florida 33166  
[vmartinez@townofmedley.com](mailto:vmartinez@townofmedley.com)  
305-887-9541  
305-882-1491  
Hearing Impaired:

## **INFORMATION NOTICES**

Title VI information notices are prominently and publicly displayed at these locations: Town of Medley Municipal Services Facility Public Information Boards, Tobie Wilson Park and Library, Lakeside Recreation Center, and Police Department.

The name and contact information of the Title VI Coordinator is available on the Town's website at [www.townofmedley.com](http://www.townofmedley.com). Additional information relating to the Town's nondiscrimination obligation is provided in this document.

Further information can be obtained directly from the Town's Title VI Coordinator:

Town of Medley  
Victoria Martinez, Title VI Coordinator  
7777 N.W. 72nd Avenue  
Medley, Florida 33166  
Office: (305) 887-9541  
Fax: (305) 882-1491  
[vmartinez@townofmedley.com](mailto:vmartinez@townofmedley.com)

## **RECORD KEEPING**

The Title VI Coordinator will maintain permanent records, which include, but are not limited to copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

## **COMPLAINTS**

The complainant may file a signed, written complaint no later than 180 days after the date of the alleged discrimination. The complaint procedures are described in detail herein (see Appendix A). Each complaint should include the following information: Full name, mailing address, contact information (i.e., telephone number, email address, etc.). How, when, where and why you believe you were discriminated against, including location, names and contact information of any witnesses. Other information that you consider significant.

The Title VI Complaint Form, (see Appendix B), may be used to submit the complaint information. The complaint may be filed in writing to the Town at the following address:

Town of Medley  
Victoria Martinez, Title VI Coordinator  
7777 N.W. 72nd Avenue  
Medley, Florida 33166

The Town encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. Complaints must be mailed to the Title VI Coordinator no later than 180 days after the date of the alleged discrimination.

All complaints alleging discrimination based on race, color, national origin, sex, age, disability, religion, income or family status in a service or benefit provided by the Town will be directly addressed by the Title VI Coordinator who shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

Additionally, the Town shall make every effort to address all complaints in an expeditious and thorough manner. A letter acknowledging receipt of complaint will be mailed within seven days (see Appendix C). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

The Town of Medley will send a final written response letter (see Appendix D) to the complainant. If the complaint is found to be not substantiated (see Appendix E), the complainant is also advised of his or her right to:

1) Appeal within seven calendar days of receipt of the final written decision from the Town, and/or

2) File a complaint externally with the Florida Department of Transportation (FDOT). FDOT would serve as a clearing house forwarding the complaint to the appropriate State or Federal agency.

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

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

Once sufficient information for investigating the complaint is received by the Town, a written response will be drafted subject to review by the Town Attorney. If appropriate, the Town Attorney may administratively close the complaint. In this case, the Town will notify the complainant of the action as soon as possible.

## **LIMITED ENGLISH PROFICIENCY (LEP)**

The Town of Medley has a land area of 4.3 square miles. According to the 2010 Census, the Town has an approximate total population of 838 residents which is composed of 92.24% Hispanic/Latino, 7.76% Non-Hispanic/Latino origin, including, 0.95% African American and 5.72% other races. Of the Town's population over the age of five (5), 49.8% of residents speak English, 50.20% do not speak English well and speak Spanish at home.

Due to the high percentage of Spanish only speakers in the Town, there are frequent requests for translation or interpretation of its programs, services and activities into Spanish. The Town has conducted community outreach at public events attended by significant numbers of Spanish speakers. Informal data collection at these events indicated that an estimated majority (more than 50%) are LEP.

The Town believes that translation is of critical importance to its public, as access to health care, emergency services, employment, and other essentials would be difficult or impossible without reliable transportation systems in that spirit. The Town defines as essential public notices and those documents that advise the public of how access its nondiscrimination and public involvement policies.

The Town routinely provides information in English and in Spanish and as requested and translates all Council meeting agendas into Spanish. Residents can request assistance in translating documents that are in English. Most Town departments have at least one or more employees that are bilingual and Spanish speakers are accommodated with assistance in translating from English to Spanish, as needed. The Town regularly disseminates information via its website.

The Town's Title VI Policy and Complaint Procedures is hosted on the Town's web page in English and made available in other languages as requested.

The Town educates our staff and contractors on the following procedure (see Appendix F): (a) Understanding the Title VI Policy and LEP responsibilities (b) How to access Title VI Policy and Procedures via the Town's website (c) Document and resolve any language assistance deficiencies (d) The procedure if a Title VI and/or LEP complaint is filed.

The Town will review LEP procedures annually to determine if modifications are needed to meet language assistance deficiencies.

## **PUBLIC PARTICIPATION PLAN**

The Town of Medley seeks to engage the public in its planning and decision-making processes. Members of the public may make statements at Town Council meetings, under public comment, which occur the first Monday of every month. Town Council agendas are available for review by the public no less than two (2) days before Council meetings and are provided in English and Spanish. Notices of resolutions or ordinances under Council consideration are publicly noticed and advertised in print in local newspapers as required by Florida law.

The Town continuously seeks innovative methods to engage the public in its planning and decision-making processes, as well as its outreach activities. Recent outreach initiatives include:

- Public notices in local and county wide newspapers
- Florida League of Cities
- On site posting of notices and public information
- River Cities Gazette
- Public Outreach Informational Meetings

Ordinances and resolutions adopted by the Town to apply for and utilize Federal and State grant funding are placed on the Council agenda and are subject to public notice and public comment procedures,

The Town and its records are available to the public and the Town welcomes their input. The Town's Title VI Complaint Procedure is available to the public via the Town's website [www.townofmedley.com](http://www.townofmedley.com).

## **DATA COLLECTION**

FHWA regulations require federal-aid recipients to collect racial, ethnic and other similar demographic data on beneficiaries of or those affected by transportation programs, services and activities. The Town of Medley accomplishes this through the use of census data, American Community Survey reports, Environmental Screening Tools (EST), driver and ridership surveys, its community development department and other methods. From time to time, the Town of Medley may find it necessary to request voluntary identification of certain racial, ethnic or other data from those who participate in Town of Medley programs, services or activities. This information assists the Town of Medley with improving service equity and ensuring effective outreach. Self-identification of personal data to the Town of Medley will always be voluntary and anonymous. Moreover, the Town of Medley will not release or otherwise use this data in any manner inconsistent with the FHWA regulations.

## **DECISION MAKING BODIES**

The Town of Medley does not have any transit related non-elected planning boards or advisory councils or planning boards or committees. If any such committees are established in the future, this Plan will be amended to depict minority representation on such committees and to describe the efforts made to encourage participation of minorities on such committees.

## **GENERAL STATEMENT OF COMPLIANCE.**



All services, programs and activities provided by the Town of Medley will follow and adhere to this adopted Title VI/Non-Discrimination Policy and Plan.

## **APPENDICES**

**Appendix A:** Complaint Procedures

**Appendix B:** Complaint Form

**Appendix C:** Letter Acknowledge Receipt of Complaint

**Appendix D:** Letter Notifying Complainant That the Complaint is Substantiated

**Appendix E:** Letter Notifying Complainant That the Complaint is not Substantiated

**Appendix F:** Employee Annual Education Form

**Appendix G:** Record of Investigations, Complaints and/or Lawsuits

## APPENDIX A

### COMPLAINT PROCEDURES

Title VI of the 1964 Civil Rights Act and other state and federal authorities requires that "No person in the United States shall, on the ground of race, color, national origin, sex, age, disability, religion, income or family status be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Any person who believes he or she has been discriminated against on the basis of race, color, national origin, sex, age, disability, religion, income or family status by the Town of Medley may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. A complaint may be filed no later than 180 days after the date of the alleged discrimination. The Town or its designated Title VI Coordinator will process complaints that are complete.

Once the complaint is received, the Title VI Coordinator will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgment letter informing him/her whether the complaint will be investigated by our office.

The Town has 60 days to investigate the complaint. If more information is needed to resolve the case, the Town's Title VI Coordinator may contact the complainant. The complainant will have 10 business days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Title VI Coordinator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

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

If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the LOF to do so.

A person may also file a complaint directly with:

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

**APPENDIX B**  
**COMPLAINT FORM**

If you feel you have been discriminated against, please provide the following information in order to assist us in processing your complaint and send it to:

Town of Medley  
Victoria Martinez, Title VI Coordinator  
7777 N.W. 72nd Avenue  
Medley, Florida 33166

Please print clearly:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_  
Telephone Number: (cell) \_\_\_\_\_ (home) \_\_\_\_\_  
Person discriminated against: \_\_\_\_\_  
Address of person discriminated against: \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_

Please indicate why you believe the discrimination occurred:

\_\_\_\_\_ Race or color  
\_\_\_\_\_ National origin  
\_\_\_\_\_ Sex  
\_\_\_\_\_ Religion  
\_\_\_\_\_ Family Status  
\_\_\_\_\_ Income  
\_\_\_\_\_ Other

What was the date of the alleged discrimination? \_\_\_\_\_  
\_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_  
\_\_\_\_\_

Please describe the circumstances as you saw it: \_\_\_\_\_  
\_\_\_\_\_  
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Please list any and all witnesses' names and phone numbers:

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Please attach any documents which support the allegation. Then date and sign this form and send to the Title VI Coordinator.

\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date

**APPENDIX C**  
**LETTER ACKNOWLEDGING RECEIPT OF COMPLAINT**



Date

Complainant's Name

Complainant's Address

Dear (Mr/Ms):

This letter is to acknowledge receipt of your complaint against the Town of Medley alleging:

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An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 305-887-9541, or write to me at this address.

Sincerely,

Town of Medley  
Victoria Martinez, Title VI Coordinator  
7777 N.W. 72nd Avenue  
Medley, Florida 33166

**APPENDIX D**  
**LETTER NOTIFYING COMPLAINANT THAT THE COMPLAINT IS**  
**SUBSTANTIATED**



Date

Complainant's Name

Complainant's Address

Dear (Mr/Ms):

The matter referenced in your letter of \_\_\_\_\_ (date) against the Town of Medley alleging Title VI violation has been investigated.

The violation of the Title VI of the Civil Rights Act of 1964 mentioned in your letter was identified. Corrective action of this deficiency(s) is being implemented to ensure that this issue does not arise again

Thank you for bringing this important matter to our attention.

Sincerely,

Town of Medley  
Victoria Martinez, Title VI Coordinator  
7777 N.W. 72nd Avenue  
Medley, Florida 33166

**APPENDIX E**  
**LETTER NOTIFYING COMPLAINANT THAT THE COMPLAINT IS NOT**  
**SUBSTANTIATED**



Date:

Complainant's Name  
Complainant's Address

Dear (Mr/Ms)

The matter referenced in your complaint of \_\_\_\_\_ the Town of Medley alleging \_\_\_\_\_ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 and other state and federal authorities or related statutes had in fact been violated. As you know, it is the policy of the Town under Title VI of the Civil Rights Act of 1964 and other state and federal or related statutes and regulation that no person shall on the bases of race, color, national origin, sex, age, disability, religion, income or family status be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination or retaliation under any federally or non- federally funded program or activity administered by the Town or its recipients.

The Town Attorney has analyzed the materials and facts pertaining to your case for evidence of the Town's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to:

- 1) Appeal within seven calendar days of receipt of this final written decision from the Town, and/or
- 2) File a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

U.S. Department of Transportation  
Department of Civil Rights  
Attn: Title VI Complaint Processing  
1200 New Jersey Ae, S.E.  
Washington, DC 20590  
TTY/ Assistive Device: 202-366-9696

Or

Federal Transit Administration  
Office of Civil Rights



Attention Complaint Team  
Est Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue SE  
Washington, DEC 20590

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

Sincerely,

Town of Medley  
Victoria Martinez, Title VI Coordinator  
7777 N.W. 72nd Avenue  
Medley, Florida 33166

**APPENDIX F**  
**EMPLOYEE ANNUAL EDUCATION FORM**

To all employees of the Town of Medley:

No person shall, on the grounds of race, color, national origin, sex, age, disability, religion, income or family status be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of the Town of Medley and its contractors are expected to consider, respect, and observe this policy in their daily work and duties.

If a citizen approaches you with a question or complaint, direct him or her to contact:

Town of Medley  
Victoria Martinez, Title VI Coordinator  
7777 N.W. 72nd Avenue  
Medley, Florida 33166

**APPENDIX G**  
**RECORD OF INVESTIGATIONS, COMPLAINTS AND/OR LAWSUITS**

TYPE OF COMPLAINT	DATE OF COMPLAINT	BASIS OF COMPLAINT	STATUS OF COMPLAINT	ACTION(S) TAKEN

Note: The Town of Medley does not have any investigations, complaints, or lawsuits to disclose at this time. Any future disclosures will be listed under the Title VI Program Plan.