

# PUBLIC PARTICIPATION PLAN

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**PALM BEACH**  
Transportation  
Planning Agency

**DRAFT**

**2023**

301 Datura Street  
West Palm Beach, FL 33401  
561.725.0800

[PalmBeachTPA.org](http://PalmBeachTPA.org)

The TPA website is the official form of notification for public meeting dates and details, and the opportunity to comment on TPA draft documents and plans.



Adopted MONTH XX, 2023

by the Palm Beach Transportation Planning Agency  
Governing Board

(Signature)

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Chelsea Reed, TPA Chair

Palm Beach Gardens Mayor

This document was made available for public review and comment for 45 days prior to adoption, and serves as an update to the Public Participation Plan adopted September 17, 2020.

The Palm Beach Metropolitan Planning Organization began doing business as the Palm Beach Transportation Planning Agency (TPA) in December 2017.

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status.

For complaints, questions, or concerns about civil rights or nondiscrimination; to request a printed copy of a meeting agenda package; to request special accommodations under the Americans with Disabilities Act (ADA); or to request translation services at least five business days prior to a meeting (free of charge), please contact:

Melissa Murray  
Public Relations Director  
Title VI and ADA Officer

Email: [MMurray@PalmBeachTPA.org](mailto:MMurray@PalmBeachTPA.org)  
Call: 561-725-0813

Deaf/hard of hearing individuals are requested to telephone the Florida Relay System at #711.

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# INTRODUCTION

## WHAT IS THE PALM BEACH TPA?

The Palm Beach Transportation Planning Agency (TPA) is a public agency that works with partners to plan, prioritize and fund the transportation system. The Palm Beach TPA serves as the designated metropolitan planning organization (MPO) for Palm Beach County, Florida. MPOs are government organizations mandated by the Federal Highway Act of 1973, to provide a cooperative, comprehensive, and continuing transportation planning and decision-making process. MPOs act as liaisons between local governments, communities, residents, and state and federal Departments of Transportation (DOTs). MPOs currently operate under the U.S. DOT's Fixing America's Surface Transportation Act (FAST Act), Bipartisan Infrastructure Law (BIL; Infrastructure Investment and Jobs Act) and Florida Statute (339.175)<sup>1</sup>.

The BIL was enacted on November 15, 2021. As under the FAST Act, it directs the Federal Highway Administration (FHWA) to apportion funding as a lump sum for each State and then divide that total among apportioned programs. The Florida Department of Transportation (FDOT) makes funding available to the TPA in accordance with a formula developed by the FDOT and approved by FHWA.

## WHAT DOES THE PALM BEACH TPA DO?



The Palm Beach TPA, created in 1977, plans, prioritizes and funds transportation projects and programs. The TPA's vision is for a safe, efficient, and connected multimodal transportation system. The Palm Beach TPA serves all of Palm Beach County, Florida, and is considered a part of the Miami Urbanized Area.

The Palm Beach TPA is responsible for providing policy direction and oversight in the planning of short and long-range improvements to the transportation system for Palm Beach County, with open and fair participation from the public.

## WHY HAVE A PUBLIC PARTICIPATION PLAN?

The TPA's goal for public participation is to **enable and encourage public awareness and input in the transportation planning and project prioritization process**. The first task in both the Unified Planning Work Program (UPWP) and the TPA's Strategic Plan is "Engage the Public". The Public Participation Plan (PPP) establishes multimedia strategies to be used by the TPA to achieve this goal. The overall goal of the PPP is further refined by the following five objectives:

- Use regularly scheduled meetings of the TPA Governing Board, advisory committees (including sub or ad hoc committees) and the Transportation Disadvantaged Local Coordinating Board as opportunities to inform, involve and seek input from the public. Provide comprehensive coverage of business conducted at meetings.
- Use an array of strategies to engage the community, focusing on geographic and demographic diversity and inclusion of traditionally underrepresented populations. Continuously evaluate effectiveness of outreach strategies.
- Provide notice and opportunities for public understanding and reviewing of TPA draft documents and proposed amendments. Provide and promote multiple opportunities for public comment.
- Promote and ensure access to traditionally underrepresented groups and communities, including low-income, minority, elderly, transportation disadvantaged and those with limited English proficiency.
- Plan, promote and support public participation in the planning and prioritizing of transportation plans and issues concerning Palm Beach County and the Southeast Florida region.

# PARTICIPANTS IN TRANSPORTATION PLANNING

The Palm Beach TPA serves as the transportation coordinating agency, working in conjunction with various federal, state, and local agencies. Stakeholders include the Florida Department of Transportation (FDOT), Palm Beach County (county government), municipalities located within Palm Beach County, transportation system providers and members of the public.

Participants in Palm Beach TPA transportation planning include the following:

## TPA GOVERNING BOARD

The Palm Beach TPA Governing Board is comprised of locally elected officials who are appointed by their local government or agency plus one non-voting representative of the FDOT. This body has final decision-making authority for all plans and programs prepared by the TPA. The number and balance of positions on the TPA Governing Board are determined by federal regulation and Florida Statute and are updated as needed, based on U.S. Census data.

A list of current TPA Governing Board members can be found on the TPA website: [PalmBeachTPA.org/Board](https://PalmBeachTPA.org/Board)



**TPA Governing Board Meetings:** Meetings are scheduled for the third Thursday of most months and begin at 9 a.m. Check the website [PalmBeachTPA.org/Meetings](https://PalmBeachTPA.org/Meetings) for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

## ADVISORY COMMITTEES

The Palm Beach TPA has established three standing committees to provide focused input to the TPA Governing Board. These committees meet regularly throughout the year to advise the TPA based on their expertise, knowledge and perspective.

Check the website [PalmBeachTPA.org/Meetings](https://PalmBeachTPA.org/Meetings) for the current meeting schedules. Meeting agendas and backup information are posted in advance of each meeting.

### Technical Advisory Committee (TAC)

The TAC reviews and evaluates all technical work and findings of each transportation-related plan and program and makes recommendations to be presented to the TPA Governing Board.

The TAC is comprised of professional technical staff members, primarily planners and engineers, representing various local governments and other agencies within Palm Beach County. A list of current TAC members can be found on the TPA's website: [PalmBeachTPA.org/TAC](https://PalmBeachTPA.org/TAC).



**TAC Meetings:** Meetings are scheduled for the first Wednesday of most months at 9 a.m. Check the website [PalmBeachTPA.org/Meetings](https://PalmBeachTPA.org/Meetings) for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

### Citizens Advisory Committee (CAC)

The CAC provides comments and recommendations to the TPA Governing Board with respect to draft transportation plans and concerns of various segments of the community. The Governing Board seeks to ensure representation on the CAC for minorities, the elderly and the disabled. Additionally, members are sought to represent environmental issues, business interests, the construction and development industry, the freight and goods movement industry, and private transportation providers, as well as the general public. A list of current CAC members can be found on the TPA's website at [PalmBeachTPA.org/CAC](https://PalmBeachTPA.org/CAC).



**CAC Meetings:** Meetings are scheduled for the first Wednesday of most months at 1:30 p.m. Check the website [PalmBeachTPA.org/Meetings](https://PalmBeachTPA.org/Meetings) for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

## Vision Zero Advisory Committee (VZAC)

The VZAC serves in an advisory capacity to advance elements of the TPA's Vision Zero Action Plan oriented around pedestrian and bicycle safety and provide technical review, comments and recommendations on specific transportation plans, programs and studies. This committee's focus is on non-motorized modes of travel such as walking and bicycling, and their interface with other modes of transportation. In addition to local government representatives, VZAC members may include representatives of Palm Beach County's Florida Department of Health, the School District of Palm Beach County, law enforcement, bicycle advocacy groups, the disabled community and other entities as deemed appropriate by the TPA Governing Board. A list of current VZAC members can be found on the TPA's website at [PalmBeachTPA.org/VZAC](https://PalmBeachTPA.org/VZAC).



**VZAC Meetings:** Meetings are scheduled for the first Thursday of most months at 9 a.m. Check the website [PalmBeachTPA.org/Meetings](https://PalmBeachTPA.org/Meetings) for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

## Executive Committee

The Executive Committee is made up of the TPA Governing Board officers and include the Chair, Vice Chair and three at-large Representatives of the Governing Board. The duties of the Executive Committee include meeting annually to review and recommend updates to the TPA's Strategic Plan, and reviewing and recommending content related to other TPA initiatives, policies and procedures. A list of current Executive Committee members can be found on the TPA's website at [PalmBeachTPA.org/TPA-Executive-Committee](https://PalmBeachTPA.org/TPA-Executive-Committee).



**Executive Committee Meetings:** Meetings are held on an as needed basis. Check the website [PalmBeachTPA.org/Meetings](https://PalmBeachTPA.org/Meetings) for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

## NON-ADVISORY BOARD

### Transportation Disadvantaged Local Coordinating Board (LCB)

The LCB focuses on the needs of Palm Beach County's transportation disadvantaged population, specifically older adults, persons with disabilities, persons of low income and children at-risk. The primary responsibilities of the LCB are to plan for and evaluate the paratransit service provided by Palm Tran, the local Community Transportation Coordinator (CTC) for Palm Beach County. The TPA seeks members who are users of these services, citizen advocates, and representatives of the agencies providing services to the transportation disadvantaged to serve on the LCB.

The Palm Beach TPA serves as the Designated Official Planning Agency (DOPA) for Palm Beach County by the Florida Commission for the Transportation Disadvantaged (CTD) and is responsible for conducting continuous, cooperative, and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3).

LCB meetings will be advertised by the TPA in local English and Spanish newspapers. See committee bylaws for more information at [PalmBeachTPA.org/LCB](https://PalmBeachTPA.org/LCB). All members of the public including transportation disadvantaged system users and caregivers are encouraged to attend LCB meetings and will be provided an opportunity on the agenda to offer public comments.



**LCB Meetings:** Meetings are scheduled quarterly and begin at 2 p.m. Check the website [PalmBeachTPA.org/Meetings](https://PalmBeachTPA.org/Meetings) for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

## PUBLIC PARTICIPANTS

All members of the public are encouraged and welcome to participate in any public meetings or events hosted by the TPA. Federal regulations related to planning, environmental justice and civil rights cite specific “interested parties” that are to be consulted and engaged in the metropolitan transportation planning process.

These groups and/or advocates may include, but are not limited to:

- Persons with limited English proficiency
- Representatives of persons with disabilities
- Representatives of public transportation users
- Representatives of pedestrian facility users
- Representatives of bicycle facility users
- Representatives of low-income communities
- Representatives of minority communities
- Freight shippers and haulers
- Private providers of transportation
- Representatives of affected public agencies

## ACCESSIBLE TPA MEETING FACILITIES

All in-person meetings and official activities of the TPA are held in the TPA office building or in buildings and locations that comply with accessibility standards according to the Americans with Disabilities Act (ADA).

The TPA office is located at the northwest corner of Datura Street and Olive Avenue in downtown West Palm Beach. The address is 301 Datura Street, West Palm Beach, FL 33401. The building is easily accessible by transit including Palm Tran fixed route bus service, City of West Palm Beach trolley service, Tri-Rail and Brightline passenger rail services.

The downtown area is friendly for pedestrians and bicyclists, and a bike rack is located just outside the TPA office, with additional ones closeby.

A TPA Office Location Map is included as [Appendix B](#).

# HOW TO GET INVOLVED IN THE TPA

There are multiple ways to get involved in the TPA's public involvement activities.



## VISIT THE WEBSITE

[PalmBeachTPA.org](http://PalmBeachTPA.org)



## FOLLOW THE TPA ON SOCIAL MEDIA

Facebook, Twitter, Instagram and YouTube: @PalmBeachTPA  
LinkedIn: [LinkedIn.com/company/PalmBeachTPA](https://www.linkedin.com/company/PalmBeachTPA)



## EMAIL

General Inquiries: [Info@PalmBeachTPA.org](mailto:Info@PalmBeachTPA.org)  
Public Involvement, Title VI, Limited English Proficiency:  
Melissa Murray, [MMurray@PalmBeachTPA.org](mailto:MMurray@PalmBeachTPA.org)



## CALL IN

561-725-0800  
Office Hours: 8 a.m. - 5 p.m. | Monday - Friday



## VISIT THE OFFICE

301 Datura Street  
West Palm Beach, FL 33401



## ATTEND AN EVENT

The TPA hosts and participates in events throughout the year that the public is encouraged to attend! From bicycle rides to tabling at community events, public workshops and more, attending these events is a great way to get involved and share feedback. Learn more at [PalmBeachTPA.org](http://PalmBeachTPA.org).



## SERVE ON A COMMITTEE

The TPA's three advisory committees (TAC, CAC and VZAC) as well as the TD LCB are an important part of the agency's operations. Contact your Governing Board member or reach out to the TPA to learn more about how you can get involved and serve on a committee



# PUBLIC PARTICIPATION: DELIVERABLES

The TPA regularly creates deliverables that use visualization techniques such as the use of colors, diagrams, tables, maps, photos and videos that illustrate the ideas and concepts represented in transportation plans, projects and programs.



## NEWSLETTERS

The biweekly Transportation Tuesday updates the public, stakeholders and officials with current and upcoming transportation topics. The current open and click rate is above industry standards, with many recipients interested in the variety of topics in each newsletter including upcoming events, webinars and public meetings of interest, funding opportunities and partner news.



## MEDIA ADVISORIES AND PRESS RELEASES

The TPA keeps in contact with local media outlets to share TPA happenings including newly funded projects, upcoming events, current project studies and more! These relationships allow more of the public to learn about how they can share input for corridor studies, planning documents, upcoming projects and other TPA business.



## PRINT MATERIALS

Staff creates flyers and brochures to hand out at meetings and tabling events to help explain the TPA and the planning process. Digital versions are also available on the TPA's website at [PalmBeachTPA.org](http://PalmBeachTPA.org). Print materials are also created for events and meetings.



## GRAPHICS

The TPA creates visually appealing graphics for the website, newsletter and social media outlets. These graphics allow staff to communicate about the transportation planning process, upcoming public involvement opportunities and recent project completion.



## PHOTOGRAPHY & VIDEOGRAPHY

The TPA captures photos and video using a DSLR and a drone. These images are used to showcase funded projects before, during and after construction. These visuals are shared in printed and digital TPA materials such as flyers and brochures, as well as on social media and the TPA website. Capturing more visuals related to the transportation planning process allows the public to see the TPA's work on a broader level.

# DIGITAL CHANNELS

One of the TPA's priorities is to engage the public. A main way we accomplish this is through our digital channels. We use these channels to encourage engagement and increase our outreach efforts by targeting key audiences.



## TPA WEBSITE

[PalmBeachTPA.org](http://PalmBeachTPA.org)

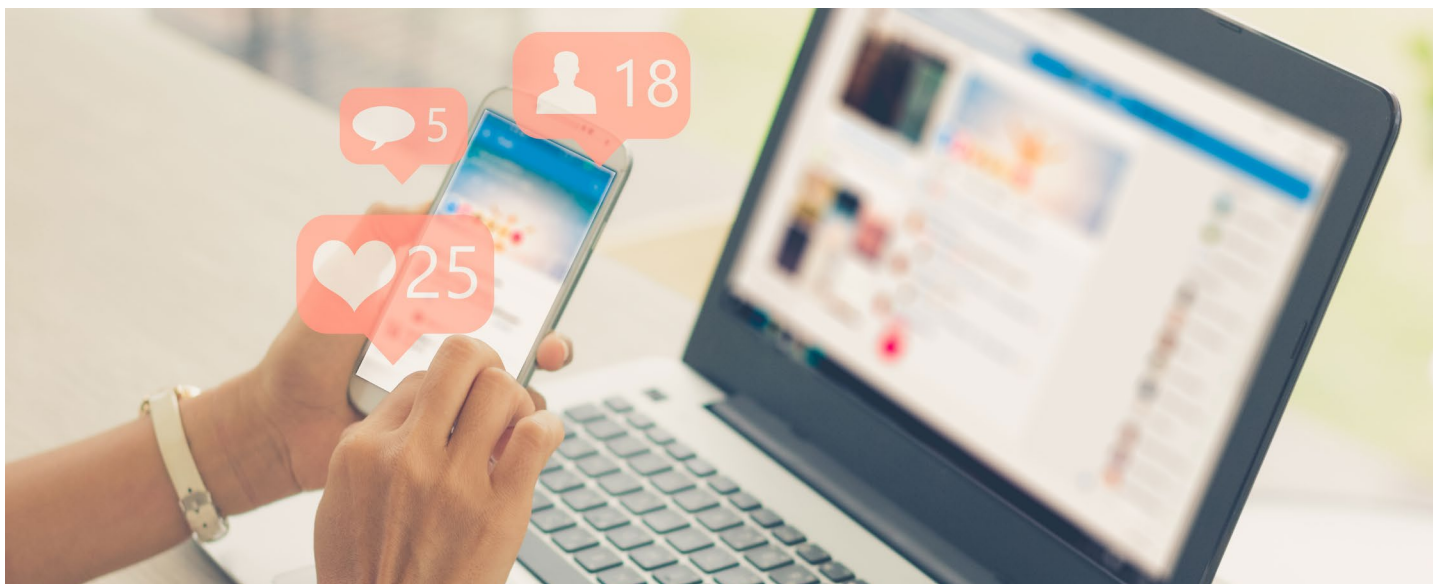
The TPA website was recently designed to give an improved user experience and updated look. The website provides information on meetings, upcoming studies, projects and plans. The website is also used to collect public comment on meeting items and draft plans. There are many resources for the public and municipalities, including the open data hub, interactive map and community profiles. You can also find past newsletter on the blog. The website is updated regularly to keep the information accurate and up to date.

## TPA SOCIAL MEDIA CHANNELS

Facebook, Twitter, Instagram and YouTube: @PalmBeachTPA

LinkedIn: [LinkedIn.com/company/PalmBeachTPA](https://www.linkedin.com/company/PalmBeachTPA)

Social Media is an essential part of engaging the public. The TPA posts regularly about current studies, projects, upcoming events and safety information. The TPA targets specific locations to get feedback on projects and studies. Draft documents are also posted to receive public input. The TPA also uses these platforms to share staff accomplishments, activities and updates.



# TRACKING AND MEASUREMENT METHODS

The TPA is able to monitor its public involvement and participation effectiveness with several tools. This allows the agency to determine which methods are most effective, how more individuals can be reached and what improvements can be made.

## PUBLIC INVOLVEMENT ACTIVITY REPORTS

Each month, TPA Public Relations staff compiles a Public Involvement Activity Report (PIAR) which shows progress toward Strategic Plan goals related to Engaging the Public. These goals include increased social media followers and social media impressions across Facebook, Twitter, Instagram and LinkedIn as well as the TPA's website. Media stories involving the TPA are tracked with one or two noteworthy stories highlighted each month. A link to a full report shows the total audience and publicity value for earned media gathered through the agency's media monitoring tool, Critical Mention.

## PUBLIC RECORDS

The TPA keeps a record of all public meetings held at its offices, including CAC, VZAC, TAC, TD LCB, Executive Committee and Governing Board meetings. These records include minutes, a summary of public comments, voting records, video recordings via Zoom and YouTube, audio recordings, presentations and attendance records. These records may be requested by any member of the public and are also available on the TPA's website.

## PUBLIC OUTREACH AND ENGAGEMENT SUMMARIES

During and following any corridor study, special interest workshops, Long Range Transportation Plan work or other campaign, a report is compiled to show the public outreach that was conducted. This report summarizes public feedback and how it was incorporated in the final report and outcome.



# HOW-TO GUIDE FOR ADDRESSING THE TPA

Members of the public have opportunities to provide comments at each regular meeting of the TPA Governing Board, TPA advisory committees, or the Transportation Disadvantaged Local Coordinating Board (LCB). Those wishing to speak are requested to complete a public comment card and provide it to TPA staff at the beginning of the meeting. Comments may be made under the General Comments section on the agenda, and/or on specific agenda items. This can be a very important opportunity to influence the recommendations and decisions of TPA Governing Board members, advisory committee members, or LCB members.

This guide provides a series of questions that will help determine if making comments at one of these meetings is the most effective strategy for the greatest impact. Think through these questions, and consider discussing them with other interested individuals or groups. Feel free to contact the TPA's Public Relations Director to discuss them by phone, email or in person. Contact information can be found on the TPA's website, [PalmBeachTPA.org](http://PalmBeachTPA.org) and on [page 2](#) of this document.

## 1. WHAT DO YOU WANT TO ACCOMPLISH?

**I want to share information with the TPA.** Before doing this, you should determine if the members are already aware of your information. If so, do they need to hear it again? There may be value in repeating information to emphasize a position or opinion, but it may be repetitive and unnecessary.

**There's an action I want the TPA to take.** This is likely to be the most effective use of this opportunity. For example, if you want the TPA to include or remove a particular project from a plan or program, or you want them to hear a new idea or concept.

**I want to discuss an issue.** The format for public comments at TPA meetings is more of a formal structure than an informal dialogue. Members will hear public comments, but are unlikely to engage in discussion.

## 2. DOES THE TPA HAVE THE AUTHORITY TO DO WHAT YOU'RE ASKING?

**Yes.** For example, you want the TPA to consider your comments on a Long-Range Transportation Plan (LRTP) or a Transportation Improvement Program (TIP) project.

**No.** For example, you may be concerned about a change in transit service, frustrated by the timing of a traffic signal, or wanting to report a cracked sidewalk. Please be aware that the TPA is not responsible for the day-to-day operation of any transportation services or maintenance of any facilities. The TPA staff will be happy to provide guidance to locate an appropriate contact for your issue.

## 3. ARE THERE OTHER STRATEGIES TO ACCOMPLISH YOUR PURPOSE?

**Yes,** I can talk with TPA Governing Board or advisory committee members on a one-to-one basis. Taking advantage of informal opportunities for discussing issues can be very effective. Discussing issues on an informal basis with TPA Governing Board members can effectively lay the groundwork for any formal comments you intend to provide at a future meeting.

**Yes,** I can talk with TPA staff about the planning process. Meeting with planning professionals can explain when sharing input and feedback may be most effective.

**Yes,** I can participate in open working groups or provide public comments at advisory committee meetings. A great deal of work that supports the TPA's decisions goes on at the various advisory committee meetings. Observing those meetings, asking questions and making comments can be a good way to advance ideas.

**Yes,** I can submit written comments or complete an online public comment form. Those methods will allow public input to become a part of the record.

## IF THE PUBLIC PARTICIPATION OPPORTUNITY AT TPA MEETINGS IS TRULY THE BEST STRATEGY FOR YOU, MAKE SURE YOU CONSIDER THESE GUIDELINES:



### **Figure out what you want the TPA to do**

Have something specific in mind. If you don't, your comments may have less impact.



### **Use the public participation opportunity wisely**

Make sure you are making comments at times when they will have the most impact. This may be at open houses or public meetings, for a project, during the open review and comment period for a document, or when feedback is being solicited through surveys, questionnaires and focus groups.



### **Do your own evaluation**

If you have presented comments a number of times, review the impact you may have made. If it's difficult to figure out, ask one or more TPA staff or members when your comments had the greatest impact.



### **Be creative**

Consider showing maps, providing a report that supports your position, or passing around photos of a problem area or service. Be prepared to show on screen or provide enough copies of any handouts for all participants. Focus on 1-3 main points and try not to read off a piece of paper, to engage more with your audience.



### **Understand the power of numbers**

An individual authorized to speak on behalf of an organization will carry the weight of that organization. Otherwise, you may wish to bring others who support your position to speak as well.



### **Be succinct and to the point**

Be respectful of the time limit allotted for public speakers. **If this is a public comment during a meeting, three minutes is given as a limit.**



### **Check in with public involvement staff members at the TPA**

If you are unsure what you want the TPA to do or how best to present your information, check in with the TPA Public Relations Director for some tips.

## Transportation Language

The Palm Beach TPA strives to replace biased terms commonly used in transportation language with objective terms in its work products and public outreach. Many terms indicate a pro-vehicle bias that may be inconsistent with the TPA's intent to be inclusive of all constituents and transportation modes. To eliminate indicating favoritism of one group or mode at the expense of another, the TPA encourages the use of objective terms such as "widening" or "modification" vs. "improvement" or "enhancement" and "crash" vs. "accident."

## Underrepresented Communities

The TPA recognizes and values the diversity within the region as well as the importance of full and fair participation in the transportation decision-making process by those individuals and groups who have been traditionally underrepresented. The TPA routinely takes measures to engage and inform underserved populations including the following:

- Purchase of Spanish translated display advertising in a free paper, typically whenever English ads are purchased in the Palm Beach Post
- Participation in community events in locations that target underrepresented residents
- Creation of TPA materials in Spanish and other languages as needed and translation services for meetings, documents and other requests available as needed

## Online Access

To make information accessible to as many people as possible, an online translation tool has been incorporated into the TPA's website. Users can choose from five languages to translate content to and is available on each web page.

The TPA's redesigned its website in 2022 for greater accessibility for all users. The TPA's website also offers the accessiBe tool, which provides greater accessibility for those who are vision, hearing or motor impaired. This tool is available at the bottom of each web page. accessiBe issued an Accessibility Statement for the TPA in August 2022 following its website redesign that designates the agency's website at the World Wide Web Consortium's (W3C) and Web Content Accessibility Guidelines 2.1 (WCAG 2.1) AA level. Complying with these guidelines ensures the website is accessible to blind people, people with motor impairments, visual impairment, cognitive disabilities and more.

The TPA also provides closed captioning for virtual meetings or meetings with live online viewing access or posted video recordings of meetings. Closed captioning is available via Zoom or YouTube.

## Equity and Nondiscrimination in Public Participation

The Palm Beach TPA solicits public participation without regard to race, color, national origin, age, sex, religion, disability or family status.

The TPA has adopted a Limited English Proficiency (LEP) Plan to be inclusive of those who have difficulty or are unable to read, write or speak English, and a Title VI and ADA Nondiscrimination Policy and Plan. A Title VI complaint form in English and Spanish is included. Each of these documents is reviewed annually and updated as needed. The latest adopted versions are incorporated as appendices to this Public Participation Plan.

## Requests for Special Accommodations, Public Records Requests, Complaints Procedure

Deaf/hard of hearing individuals are requested to telephone the Florida Relay System at #711. For complaints, questions, or concerns about civil rights or nondiscrimination; to file a public records request<sup>2</sup>; to request special accommodations under the Americans with Disabilities Act (ADA); to request a printed copy of a meeting agenda; or to request translation services at least five business days prior to a meeting (free of charge), please contact Melissa Murray, Public Relations Director, Title VI and ADA Officer, by email at [MMurray@PalmBeachTPA.org](mailto:MMurray@PalmBeachTPA.org) or by calling 561.725.0813. Any complaints received by the TPA Public Relations Office are to receive a prompt response, with a target of no more than seven days. Anyone expressing a complaint may be referred by TPA staff to the complaint form available in both English and Spanish in the TPA's Title VI and ADA Nondiscrimination Policy and Plan.



# PLANS AND PROGRAMS

## THE TRANSPORTATION PLANNING PROCESS

The Palm Beach TPA is responsible for preparing and adopting the following plans and programs according to the listed schedules for each. It is the TPA's goal that these plans are developed to include executive summaries and graphics where appropriate to help communicate plans to the public.

**The official form of public notification of a draft document available for review and comment is the TPA website: [PalmBeachTPA.org](http://PalmBeachTPA.org).**

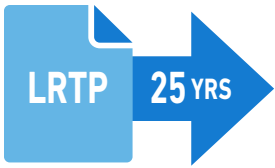
The TPA typically enhances public notification of draft documents and public comment opportunities through notifications in the TPA e-newsletter and social media and occasionally with purchases of newspaper display ads in the Palm Beach Post (a daily print and online publication with the widest circulation in Palm Beach County) and El Latino Semanal (a free weekly newspaper published in Spanish).

Options for providing public comments:

- Complete an online public comment form before any posted deadline at [PalmBeachTPA.org/Comment-Form](http://PalmBeachTPA.org/Comment-Form) or on a major document page such as the TIP, LRTP or PPP when applicable.
- Mail or deliver comments to the Palm Beach TPA office before any posted deadline.
- Speak at the appropriate place on the agenda at any meeting of the TPA Governing Board, its advisory committees, or the Local Coordinating Board (LCB). Complete a public comment card by the beginning of the meeting and provide it to TPA staff to indicate the agenda item(s) on which the commenter wishes to speak.
- When wishing to speak during a virtual meeting, follow instructions of the online platform (or the phone if calling in) to notify the host when public comments are called for throughout the agenda. Once recognized to speak by the meeting Chair, you will be unmuted by the virtual meeting host to speak for the allotted time, typically three minutes.
- All speakers offering public comments must begin by stating their full name, address, and affiliation if authorized to represent an entity such as a government, agency, organization or association. Speakers are required to publicly identify themselves as lobbyists or vendors if applicable.

Options for viewing draft and adopted documents:

- View the TPA website at [PalmBeachTPA.org](http://PalmBeachTPA.org) on a personal computer or device, or on a shared computer such as those found in educational facilities and public libraries. The website will offer options to provide public comments including an online comment form for each draft document or plan during public comment periods prior to adoption.
- Contact the TPA to request accommodations to be provided with or view a printed copy, typically at the TPA office during regular business hours.



## LONG RANGE TRANSPORTATION PLAN

The Long Range Transportation Plan (LRTP) is a federal requirement to address future transportation needs within the Palm Beach TPA area for a minimum of 20 years (Palm Beach TPA typically plans for 25 years). The purpose is to plan a transportation system that safely and efficiently connects communities and port facilities (air, rail and sea) within Palm Beach County and to other regions, other states and the global economy. The LRTP is updated every five years to confirm the validity of the transportation plan, ensure consistency with current and predicted transportation funding levels and land uses, and to reflect the changing public and political sentiment.

The Palm Beach TPA uses the LRTP to:

- ensure community values guide transportation investments
- estimate future needs and identify pedestrian, bicycle, transit, highway, and freight projects
- allocate transportation funds to projects and programs that address estimated needs consistent with established community values

The success of the LRTP is dependent upon an effective public outreach effort that fosters community interaction and informs the decision-making process. That process is guided by public sentiment about transportation investments to achieve the best possible mobility connections. The outcome is expanded public awareness of, and support for, the resulting plan.

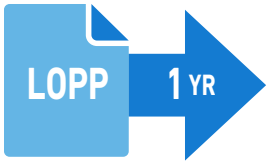
The TPA will provide a summary, analysis and report on significant comments received in response to the draft/proposed LRTP as an appendix to the final LRTP. Comments received in response to draft/proposed LRTP amendments will be handled in the same manner.

When adoption of a major LRTP update is scheduled on an agenda, the TPA Governing Board will only vote to adopt or reject the LRTP as presented. A request to add a project that did not appear in the draft LRTP or to delete a project included in the draft LRTP that was made available for public review will be considered as an amendment to the LRTP on the agenda of a future meeting. This will allow for TPA staff analysis of the impacts of the requested change(s) and a supplemental public comment opportunity prior to potential action by the Governing Board.

### LONG RANGE TRANSPORTATION PLAN DETAILS

<b>Updated:</b>	Every 5 years
<b>Outlook:</b>	Minimum of 20 years (typically 25 years)
<b>Next Update:</b>	Fall 2024
<b>Adoption Process</b>	Typically recommended by TAC, VZAC, and CAC; adoption by TPA Governing Board
<b>Typical Public Review and Comment Period:</b>	30 days
<b>Administrative Modifications:</b>	Minor changes to project/project phase costs, funding sources of previously included projects, and/or project/project phase initiation dates that do not require public review and comment per 23 CFR 450.104 are posted to TPA website
<b>Amendments:</b>	A revision that involves a major change to a project, including the addition or deletion of a project or a major change in project cost, project phase initiation dates, or a major change in design concept or design scope (e.g. changing project limits or the number of through traffic lanes). <b>Adoption Process:</b> Typically recommended by TAC, VZAC, and CAC; adopted by TPA Governing Board <b>Typical Public Review and Comment Period:</b> 14 days





## LIST OF PRIORITY PROJECTS

Section 339.175(8), Florida Statutes, requires the TPA to annually adopt a list of transportation system priority projects for use in developing the FDOT Five-Year Work Program and the next TIP. These projects are consistent with the TPA's adopted LRTP and further the TPA vision of creating a safe, efficient, and connected multimodal transportation system.

### LIST OF PRIORITY PROJECTS DETAILS

<b>Updated:</b>	Annually
<b>Outlook:</b>	N/A
<b>Next Update:</b>	Annually by July
<b>Adoption Process:</b>	Typically recommended by TAC, VZAC, and CAC; adoption by TPA Governing Board
<b>Typical Public Review and Comment Period:</b>	14 days
<b>Amendments:</b>	<p><b>Adoption Process:</b> Typically recommended by TAC, VZAC and CAC; adopted by TPA Governing Board</p> <p><b>Typical Public Review and Comment Period:</b> 14 days</p>

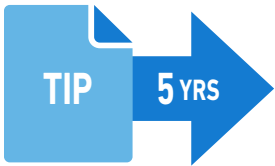


## FDOT FIVE YEAR WORK PROGRAM

The Florida Department of Transportation (FDOT) develops the Tentative Five Year Work Program based in part on the TPA's List of Priority Projects and then presents it to the TPA to determine the necessity of making any changes to projects and to hear requests for new projects to be added to, or existing projects to be deleted from, the program.

### FDOT FIVE YEAR WORK PROGRAM DETAILS

<b>Updated:</b>	Annually
<b>Outlook:</b>	Five years
<b>Next Update:</b>	Annually in October or December based on state legislative cycle
<b>Adoption Process:</b>	Reviewed by the TAC, VZAC and CAC; endorsed by the TPA Governing Board; adopted by the Florida Secretary of Transportation on July 1 annually.
<b>Public Review and Comment Period:</b>	Public hearings are held in each of the seven FDOT transportation districts, and a statewide public hearing is held by the Florida Transportation Commission. All formal public participation efforts and requirements for the Five Year Work Program are the responsibility of FDOT.
<b>Amendments:</b>	Certain project changes (additions, deletions, deferrals, etc.) within the first year of the adopted Work Program require approval by the Executive Office of the Governor (EOG). There is not typically public participation in these changes.



## TRANSPORTATION IMPROVEMENT PROGRAM

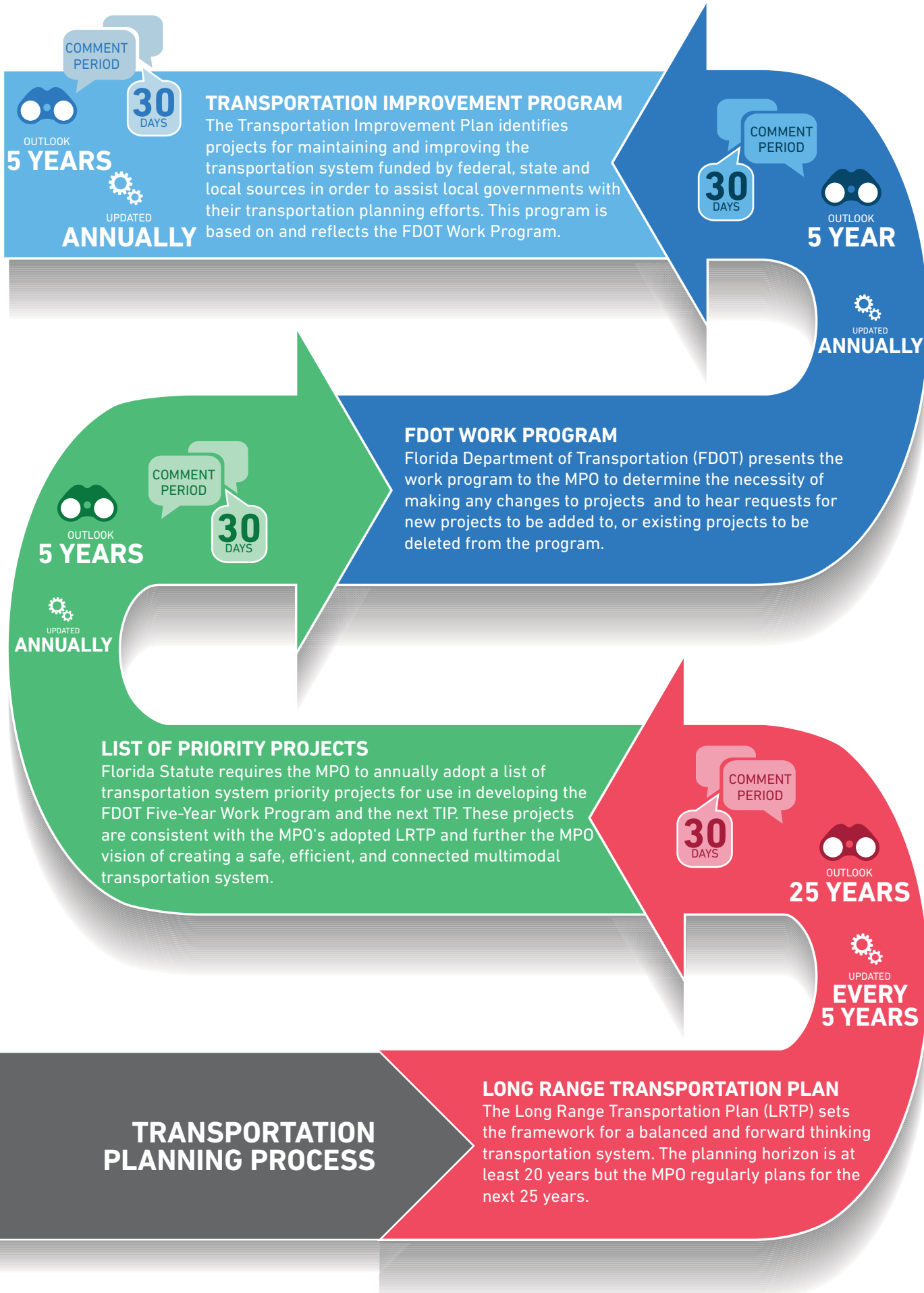
The Transportation Improvement Program (TIP) is mandated by Title 23 and Title 49, U.S. Code and Section 339.175(6), Florida Statutes. It contains all regionally significant transportation investments to all modes of travel in Palm Beach County, programmed for the upcoming five years, plus many locally funded transportation projects for informational purposes. It is updated each year to incorporate those projects in the List of Priority Projects (LOPP) having the highest priority and an ability to be funded within the next five-year period. Each project includes a description, funding source, and programmed funds for each project phase. From a policy perspective, the TIP is particularly important because it reflects the priorities and implementation schedule for state, county and municipal transportation system projects.

The TPA will provide a summary, analysis and report on significant comments received in response to the proposed TIP as an appendix to the final TIP. Comments received in response to draft/proposed TIP amendments will be handled in the same manner.

When adoption of the annual update to the TIP is scheduled on an agenda, the TPA Governing Board will only vote to adopt or reject the TIP as presented. A request to add a project that did not appear in the draft TIP or to delete a project included in the draft TIP that was made available for public review will be considered as an amendment to the TIP on the agenda of a future meeting. This will allow for TPA staff to analyze the impacts of the requested change(s) and an additional public comment opportunity prior to potential action by the Governing Board.

### TRANSPORTATION IMPROVEMENT PLAN DETAILS

<b>Updated:</b>	Annually
<b>Outlook:</b>	Five years
<b>Next Update:</b>	Annually by June
<b>Adoption Process</b>	Typically recommended by TAC, VZAC, and CAC; adoption by TPA Governing Board
<b>Typical Public Review and Comment Period:</b>	30 days
<b>Administrative Modifications:</b>	Minor changes to the project such as project phase costs, funding sources of previously included projects, and/or project phase initiation dates that do not require public review and comment per 23 CFR 450.104 are posted to TPA website. Changes to locally funded projects are considered administrative modifications.
<b>Amendments:</b>	<p>Addition or deletion of a project, project cost increase (more than 20% and \$2 million), or design concept/scope (i.e., changing project limits - increase or decrease of 1/2 mile and 20% or the number of through traffic lanes) or the change adversely impacts financial constraint.</p> <p>Amendments to the TIP per 23 CFR 450.104 and 23 CFR 450.328</p> <p><b>Adoption Process:</b> Typically recommended by TAC, VZAC, and CAC; adopted by TPA Governing Board</p> <p><b>Typical Public Review and Comment Period:</b> 14 days</p>



COMMENT PERIOD

30 DAYS

OUTLOOK  
5 YEARS



UPDATED

ANNUALLY

### TRANSPORTATION IMPROVEMENT PROGRAM

The Transportation Improvement Plan identifies projects for maintaining and improving the transportation system funded by federal, state and local sources in order to assist local governments with their transportation planning efforts. This program is based on and reflects the FDOT Work Program.

COMMENT PERIOD

30 DAYS



OUTLOOK

5 YEAR



UPDATED

ANNUALLY

### FDOT WORK PROGRAM

Florida Department of Transportation (FDOT) presents the work program to the MPO to determine the necessity of making any changes to projects and to hear requests for new projects to be added to, or existing projects to be deleted from the program.

COMMENT PERIOD

30 DAYS



OUTLOOK

5 YEARS



UPDATED

ANNUALLY

### LIST OF PRIORITY PROJECTS

Florida Statute requires the MPO to annually adopt a list of transportation system priority projects for use in developing the FDOT Five-Year Work Program and the next TIP. These projects are consistent with the MPO's adopted LRTP and further the MPO vision of creating a safe, efficient, and connected multimodal transportation system.

COMMENT PERIOD

30 DAYS



OUTLOOK

25 YEARS



UPDATED

EVERY 5 YEARS

## TRANSPORTATION PLANNING PROCESS

### LONG RANGE TRANSPORTATION PLAN

The Long Range Transportation Plan (LRTP) sets the framework for a balanced and forward thinking transportation system. The planning horizon is at least 20 years but the MPO regularly plans for the next 25 years.

# ADMINISTRATIVE PLANS

Administrative plans are prepared by the Palm Beach TPA as guidance for how the organization operates. Some of these plans are required by Federal Regulation or State Statute, and others are produced by the TPA to provide clarity of purpose and a sense of priority to responsibilities and actions.



## UNIFIED PLANNING WORK PROGRAM

The Unified Planning Work Program (UPWP) is required by Titles 23 and 49, U.S. Code. It serves as the budget and business plan for the TPA, showing the intended use of federal planning funds and identifying activities and programs to accomplish the TPA's goals.

UNIFIED PLANNING WORK PROGRAM DETAILS	
<b>Updated:</b>	Every two years
<b>Outlook:</b>	Two years
<b>Next Update:</b>	In May of even years
<b>Adoption Process:</b>	Typically recommended by TAC, VZAC and CAC; adoption by TPA Governing Board
<b>Typical Public Review and Comment Period:</b>	30 days
<b>Administrative Modifications:</b>	Changes that do not impact the approved FHWA and FTA budget, or do not change the scope of the FHWA and FTA funded work task(s) or do not add or delete a work task(s) are posted to the TPA website
<b>Amendments:</b>	<p><b>Adoption Process:</b> Typically recommended by TAC, VZAC and CAC; adopted by TPA Governing Board</p> <p><b>Typical Public Review and Comment Period:</b> 14 days</p>



## TPA OPERATING PROCEDURES

Providing opportunities for public participation in transportation planning is mandated by both federal and state regulations.

Adopted for the first time in 2020, the TPA Operating Procedures consolidated the former TPA Governing Board and advisory committee bylaws into a single document. This allows for common definitions and content to be managed more efficiently. Additionally, the Operating Procedures include emergency powers to allow the TPA to conduct virtual meetings when permitted during an emergency and to authorize the Chair to approve and/or amend certain essential TPA documents when the TPA is unable to conduct a board meeting in person or virtually.

### TPA OPERATING PROCEDURES

<b>Updated:</b>	As needed
<b>Outlook:</b>	No expiration date
<b>Next Update:</b>	As needed
<b>Adoption Process:</b>	Adoption by TPA Governing Board
<b>Typical Public Review and Comment Period:</b>	N/A
<b>Administrative Modifications:</b>	Posted to TPA website
<b>Amendments:</b>	<b>Adoption Process:</b> Adoption by TPA Governing Board <b>Public Review and Comment Period:</b> 7 days



## STRATEGIC PLAN

The Palm Beach TPA established its first 5-Year Strategic Plan in 2016 to clarify its mission and vision and to set a guide to measure progress toward achieving its short-term goals and objectives. The vision of a safe, efficient, and connected multimodal transportation system inspires the TPA's mission to collaboratively plan, prioritize, and fund the transportation system. The annual Strategic Plan defines specific, incremental steps (strategies) that will be initiated, monitored for progress, and annually reported to the TPA Governing Board and the public.

Several benefits are derived from developing and implementing the Strategic Plan. TPA Governing Board priorities are clearly communicated for the TPA Executive Director and staff to follow. Metrics are established for measuring progress on each priority to achieve the strategic objectives in an efficient and cost-effective manner. Transparency and accountability are provided to the public, the partnering organizations and the member agencies of the TPA.

### STRATEGIC PLAN DETAILS

<b>Updated:</b>	Annually
<b>Outlook:</b>	One Fiscal Year (July 1 – June 30)
<b>Next Update:</b>	Annually in July
<b>Adoption Process:</b>	Reviewed by TAC, VZAC and CAC; adopted by TPA Governing Board
<b>Public Review and Comment Period:</b>	No official public review period; public comment is continuously accepted
<b>Administrative Modifications:</b>	Posted to TPA Website
<b>Amendments:</b>	Reviewed by TAC, VZAC and CAC; adopted by TPA Governing Board <b>Public Review and Comment Period:</b> Comments are continuously accepted.



## PUBLIC PARTICIPATION PLAN

Providing opportunities for public participation in transportation planning is a federal requirement, including a 45-day review period for the creation and amendment of a public participation plan.

The PPP outlines strategies anticipated to be used and continually evaluated by the Palm Beach TPA to enhance public participation in its transportation planning. This document assists the TPA in carrying out its mission in an open process that provides complete information, timely public notice, full public access and input to key decisions, and support for early and continued public participation.

### PUBLIC PARTICIPATION PLAN DETAILS

<b>Updated:</b>	As needed
<b>Outlook:</b>	No expiration date
<b>Adoption Process:</b>	Recommended by TAC, CAC AND VZAC; adopted by TPA Governing Board
<b>Required Public Review and Comment Period:</b>	45 days
<b>Administrative Modifications as determined by TPA staff:</b>	Posted to TPA Website
<b>Amendments of updates that propose policy or substantive changes:</b>	Recommended by TAC and CAC; adopted by TPA Governing Board <b>Public Review and Comment Period:</b> 45 days



## SPECIAL STUDIES

From time to time, the TPA will lead a special study, authorized through the Unified Planning Work Program (UPWP), to develop a greater understanding of transportation needs and public desires for a specific area or transportation corridor, and to propose improvements. Each study provides a unique opportunity for public participation in discussing the issues, conceiving potential improvements and commenting on any final recommendations that may result.

### SPECIAL STUDIES DETAILS

<b>Occurrence:</b>	As needed
<b>Time Frame:</b>	Schedules tailored for the needs of the study and key participants
<b>Public Review and Comment Period:</b>	Public comment is accepted throughout each study



## TRANSPORTATION DISADVANTAGED SERVICE PLAN

The Transportation Disadvantaged Service Plan (TDSP) is required by Sections 427.011-017, Florida Statutes. It is created collaboratively by the TPA, which serves as the Designated Official Planning Agency (DOPA), and the TPA-designated Community Transportation Coordinator (CTC). The TDSP is developed in accordance with state legislative requirements and criteria established by the Florida Commission for the Transportation Disadvantaged (CTD).

The mission of the CTD is to ensure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged individuals. “Transportation disadvantaged” means those persons who, because of physical or mental disability, income status or age, are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk.

The TPA-designated Community Transportation Coordinator (CTC) is the Palm Beach County Board of County Commissioners. Through Palm Tran, they provide both the fixed-route bus service and door-to-door paratransit service to eligible riders through Palm Tran Connection.

The TDSP is updated annually and is a tactical plan containing development, service and quality assurance components. The TPA jointly updates the TDSP with the CTC and the LCB. The TPA is responsible to ensure the TDSP is completed, updated annually and approved by the LCB.

TRANSPORTATION DISADVANTAGED SERVICE PLAN DETAILS	
<b>Updated:</b>	Annually
<b>Outlook:</b>	Five Years
<b>Next Update:</b>	Annually by June
<b>Adoption Process:</b>	Approved by the Local Coordinating Board (LCB)
<b>Public Review and Comment Period:</b>	7 days, as prescribed by the CTD
<b>Administrative Modifications:</b>	Posted to TPA website
<b>Amendments:</b>	<b>Adoption Process:</b> Action by the Local Coordinating Board (LCB) <b>Public Review and Comment Period:</b> 7 days





## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

The Limited English Proficiency (LEP) Plan references multiple federal requirements to ensure individuals with limited English proficiency have meaningful access to the transportation planning process. Those are individuals for whom English is not their primary language and who have a limited ability to read, speak, write or understand English. The TPA's LEP Plan defines a limited English proficient person and describes the process for determining the need to provide LEP services. The most recently adopted LEP Plan shall be included as an appendix to the TPA's Public Participation Plan (PPP), even if the LEP Plan is more recently adopted.

A current copy of the TPA's LEP can be found in [Appendix C](#).

### LIMITED ENGLISH PROFICIENCY (LEP) PLAN DETAILS

<b>Updated:</b>	As needed
<b>Outlook:</b>	No expiration date
<b>Adoption Process:</b>	Typically recommended by CAC; adoption by TPA Governing Board
<b>Public Review and Comment Period:</b>	None



## TITLE VI AND ADA NONDISCRIMINATION POLICY AND PLAN

The Title VI and ADA Nondiscrimination Policy and Plan references multiple federal requirements to outline the policies and processes used by the TPA to prevent discrimination against individuals or populations in the transportation planning process and to describe the TPA's complaint procedures for persons with Limited English Proficiency and persons with disabilities. The most recently adopted Title VI and ADA Nondiscrimination Policy and Plan shall be included as an appendix to the TPA's Public Participation Plan (PPP), even if the Policy and Plan is more recently adopted.

A current copy of the TPA's Title VI and ADA Nondiscrimination Policy and Plan can be found in [Appendix D](#).

### TITLE VI AND ADA NONDISCRIMINATION POLICY AND PLAN DETAILS

<b>Updated:</b>	As needed
<b>Outlook:</b>	No expiration date
<b>Adoption Process:</b>	Typically recommended by CAC; adoption by TPA Governing Board
<b>Public Review and Comment Period:</b>	None

# GOALS AND OBJECTIVES

## PUBLIC PARTICIPATION GOAL

The TPA's goal for public participation is to enable and encourage public awareness and input into the transportation planning and project prioritization process. The following five objectives are established to support the public participation goal.

Additionally, the TPA annually adopts a new Strategic Plan for the upcoming Fiscal Year. The Strategic Plan's six goals are aligned with the TPA's Unified Planning Work Program (UPWP), and each is further defined and supported by specific actions and measurable outcomes to monitor progress and promote accountability. The first goal of the Strategic Plan is "Engage the Public," and new or updated specific actions support the TPA goal for public participation and supplement the following objectives. Progress is reported annually through the Strategic Plan adoption process.

### OBJECTIVE

1

**TPA MEETINGS** - Use regularly scheduled meetings of the TPA Governing Board, advisory committees (including sub or ad hoc committees) and the Local Coordinating Board as opportunities to inform, involve, and seek input from the public. Provide comprehensive coverage of business conducted at meetings.

### OBJECTIVE

2

**PUBLIC PARTICIPATION STRATEGIES** - Use an array of strategies to engage the community, focusing on geographic and demographic diversity, and inclusion of minority and traditionally underrepresented populations.

Strategies are continually evaluated for effectiveness. Strategies that best increase public outreach, education, and participation are continued. Those that do not are modified or discontinued.

### OBJECTIVE

3

**TPA PLANS AND DOCUMENTS** - Provide notice and opportunities for public understanding and review of TPA draft documents and proposed amendments. Provide and promote multiple opportunities for public comment.

### OBJECTIVE

4

**NONDISCRIMINATION AND EQUITY ASSURANCE** - Promote and ensure access to traditionally underrepresented groups and communities.

### OBJECTIVE

5

**REGIONAL PUBLIC PARTICIPATION** - Plan, promote and support public participation in the planning and prioritizing of transportation plans and issues concerning Palm Beach County and neighboring southeast Florida counties.

# **APPENDIX A**

## **GLOSSARY OF TERMS**

## List of Acronyms Used in Transportation Planning

AASHTO	American Association of State Highway and Transportation Officials
ADA	Americans with Disabilities Act
ADT	Average Daily Traffic
AHCA	Florida Agency for Health Care Administration
AMPO	Association Metropolitan Planning Organizations
APTA	American Public Transportation Association
ATMS	Advanced Traffic Management System
AV	Autonomous Vehicle
BIL	Bipartisan Infrastructure Law
BRT	Bus Rapid Transit
CAC	Citizens' Advisory Committee
CAP	Capital
CARU	Carbon Reduction Program – Urban Area
CFP	Cost Feasible Plan
CFR	Code of Federal Regulations
CIP	Capital Improvement Plan
CMP	Congestion Management Process
CST	Construction Phase
CSX	Chessie Seaboard Consolidated Transportation Railroad
CTC	Community Transportation Coordinator
CTST	Community Traffic Safety Teams
CTD	Florida Commission for the Transportation Disadvantaged
DBE	Disadvantaged Business Enterprise
DMS	Dynamic Message Signs
DOPA	Designated Official Planning Agency
DOT	Department of Transportation
DSB	Design Build
DTWP	Draft Tentative Work Program
ENV	Environmental Phase
EPA	Environmental Protection Agency
ERC	Electronic Review Comments
ERM	Environmental Research Management
ERP	Environmental Resource Permit
ETDM	Efficient Transportation Decision Making
FAV	Florida Automated Vehicles
FDEP	Florida Department of Environmental Protection
FDM	FDOT Design Manual
FDOH	Florida Department of Health
FDOT	Florida Department of Transportation
FECR	Florida East Coast Railway
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
FTE	Florida's Turnpike Enterprise
GIS	Geographic Information Systems
GOMs	Goals, Objectives and Measures
HAWK	High-intensity Activated Crosswalk signal, or Pedestrian Hybrid Beacon
HSIP	Highway Safety Improvement Program
HTF	Highway Trust Fund
IJA	Infrastructure Investment and Jobs Act

## List of Acronyms Used in Transportation Planning

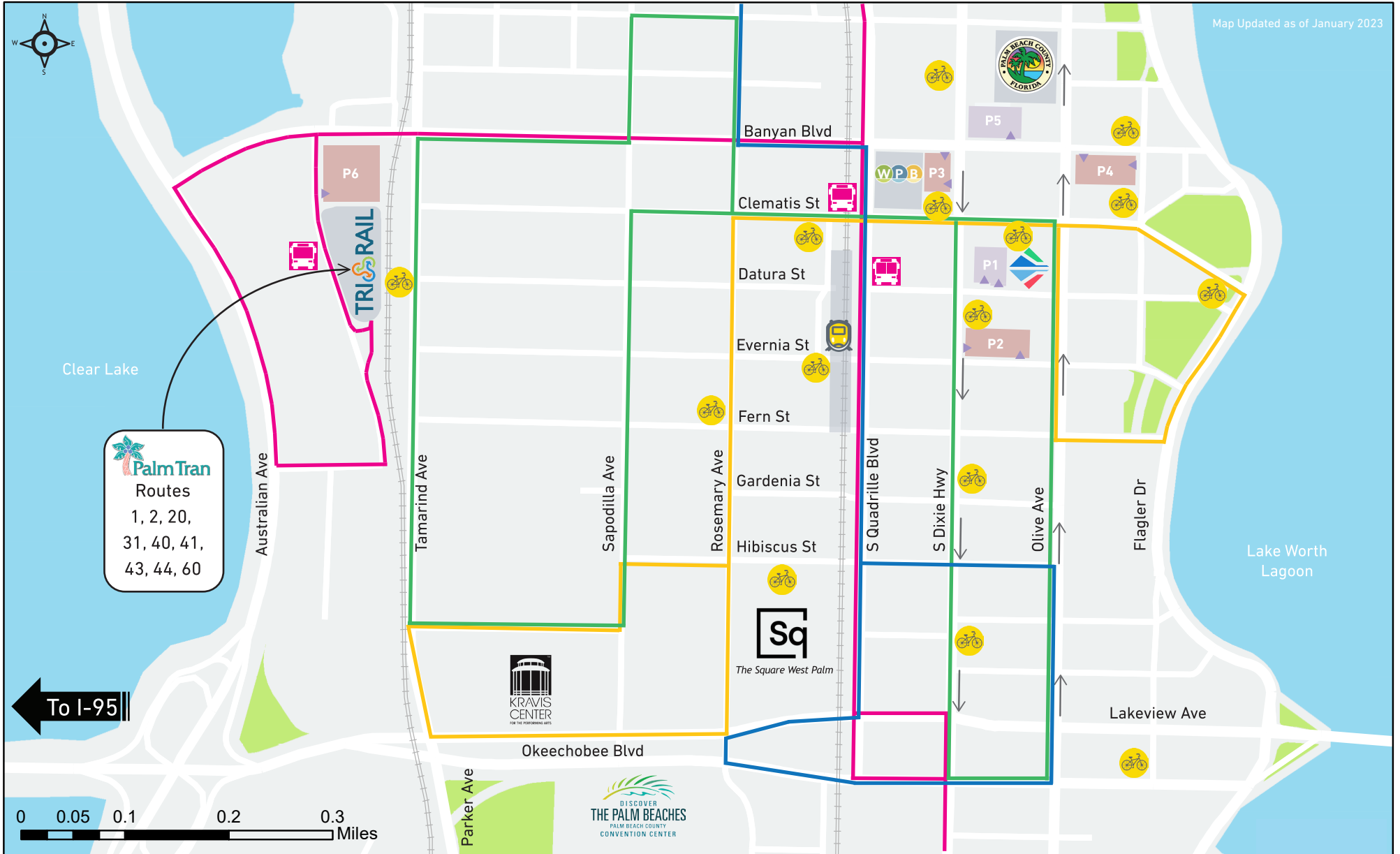
ILC .....	Intermodal Logistics Centers
ITE .....	Institute of Transportation Engineers
ITS .....	Intelligent Transportation Systems
LI.....	Local Initiatives
LEP .....	Limited English Proficiency
LOS .....	Level of Service
LOPP.....	List of Priority Projects
LRTP .....	Long Range Transportation Plan
LRT.....	Light Rail Transit
LWDD.....	Lake Worth Drainage District
MDT .....	Miami-Dade Transit
MDX .....	Miami-Dade Expressway Authority
MNT .....	Maintenance Phase
MP .....	Milepost
MPO .....	Metropolitan Planning Organization
MPOAC .....	Metropolitan Planning Organization Advisory Council
MSA .....	Metropolitan Statistical Area
MSC .....	Miscellaneous Construction Phase
MUTCD .....	Manual on Uniform Traffic Control Devices
NACTO .....	National Association of City Transportation Officials
NEPA .....	National Environmental Policy Act
NHPP .....	National Highway Performance Program
NHS .....	National Highway System
NHTSA .....	National Highway Traffic Safety Administration
O&M .....	Operations and Maintenance
O-D .....	Origin-destination
OPS .....	Operations
P3s .....	Public Private Partnerships
PBC .....	Palm Beach County
PBIA .....	Palm Beach International Airport
PD&E .....	Project Development and Environment
PDE .....	Project Development and Environmental
PE .....	Preliminary Engineering Phase
PEAs .....	Planning Emphasis Areas
PED.....	Pedestrian
PHB .....	Pedestrian Hybrid Beacon, also known as a "HAWK".
PLN .....	Planning Phase
PM.....	Performance Measures
PPM .....	Plans Preparation Manual, includes design standards for State Highway System.
ROW .....	Right-of-Way Phase
RPC .....	Regional Planning Councils
RRFB .....	Rectangular Rapid Flashing Beacon
RRR .....	Resurfacing, Restoration and Rehabilitation project
RRU .....	Railroad & Utilities
RTP .....	Regional Transportation Plan
RTTAC .....	Regional Transportation Technical Advisory Committee
SCFE .....	South Central Florida Express
SEFTC .....	Southeast Florida Transportation Council
SERPM .....	Southeast Florida Regional Planning Model

## List of Acronyms Used in Transportation Planning

SFCS .....	South Florida Commuter Services
SFRC.....	South Florida Rail Corridor
SFRTA .....	South Florida Regional Transportation Authority
SFWMD.....	South Florida Water Management District
SHS .....	State Highway System
SIB .....	State Infrastructure Banks
SIS .....	Strategic Intermodal System
SOV .....	Single Occupancy Vehicle
SRM.....	State Road Modifications
STP .....	Surface Transportation Program
STTF .....	State Transportation Trust Fund
SU .....	Surface Transportation Program – Urban Area
SUN .....	Shared-Use Nonmotorized
TA .....	Transportation Alternatives
TAC .....	Technical Advisory Committee
TALU .....	Transportation Alternatives Funds – Urban Area
TCRPC .....	Treasure Coast Regional Planning Council
TD LCB .....	Transportation Disadvantaged Local Coordinating Board
TDM .....	Transportation Demand Management
TDP .....	Transportation Development Plan
TDSP .....	Transportation Disadvantaged Service Plan
TIP .....	Transportation Improvement Program
TMA .....	Transportation Management Area
TOC .....	Transit Oriented Corridor
TOD .....	Transit Oriented Development
TPK.....	Florida's Turnpike Authority
TPO.....	Transportation Planning Organization
TRIP .....	Transportation Regional Incentive Program
TSM&O .....	Transportation System Management and Operations
TSP .....	Transit Signal Priority
UPWP .....	Unified Planning Work Program
USDOT .....	United States Department of Transportation
VHT .....	Vehicle Hours Traveled
VMT .....	Vehicle Miles Traveled
VZAC.....	Vision Zero Advisory Committee
VPHPD .....	Vehicles per hour per direction
WUP.....	Water Use Permit

**APPENDIX B**  
**TPA OFFICE LOCATION MAP**

Map Updated as of January 2023



**Palm Tran**  
Routes  
1, 2, 20,  
31, 40, 41,  
43, 44, 60

**To I-95**

0 0.05 0.1 0.2 0.3 Miles

TPA Office Location

Public Parking

Private Parking

\*Metered on-street parking available citywide (free with Handicap placard up to 4 hours)

**Palm Tran**  
PalmTran.org  
 Palm Tran Bus Stop  
 Palm Tran Route 1  
**TRI & RAIL**  
Tri-Rail.com

**WEST PALM BEACH**  
DowntownWPB.com  
Yellow Trolley  
Green Trolley  
Blue Trolley

**brightline**  
GoBrightline.com  
 Brightline Station  
 BrightBike Station

**CIRCUIT**  
Free on-demand rides around West Palm Beach & Palm Beach 7 days a week. Download the app to ride.  
 Download on the App Store  
 GET IT ON Google Play



**APPENDIX C**  
**TPA LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

# Limited English Proficiency (LEP) Plan



**2023**

301 Datura Street  
West Palm Beach, FL 33401  
Phone: 561-725-0800

**PalmBeachTPA.org**

# Limited English Proficiency (LEP) Plan



Adopted MONTH XX, 2023

by the

Governing Board

Palm Beach Transportation Planning Agency

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Palm Beach Gardens Mayor Chelsea Reed

TPA Governing Board Chair

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Hearing impaired individuals are requested to telephone the Florida Relay System at #711. For complaints, questions, or concerns about civil rights or nondiscrimination; to request special accommodations under the Americans with Disabilities Act (ADA); or to request translation services at least five business days prior to a meeting (free of charge), please contact:

Melissa Murray  
Public Relations Director  
Title VI & ADA Officer

Email: [MMurray@PalmBeachTPA.org](mailto:MMurray@PalmBeachTPA.org)  
Call: 561-725-0813

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# Introduction

The Palm Beach Transportation Planning Agency (TPA) is a transportation policy-making organization responsible for planning and prioritizing transportation projects and funding allocations in Palm Beach County, Florida, and serves as the designated metropolitan planning organization. The TPA works with the public, planning organizations, government agencies, elected officials and community groups to develop transportation plans and programs through a continuing, cooperative, and comprehensive planning process. This planning process guides the use of federal and state dollars spent on existing and future transportation projects and programs. The Limited English Proficiency (LEP) Plan plays an important part in that process. It ensures individuals with limited English proficiency have meaningful access to the transportation planning process.

## Background

The **Limited English Proficiency (LEP) Plan** addresses **Title VI of the Civil Rights Act of 1964**, which prohibits discrimination based on race, color or national origin. In 1974, the US Supreme Court affirmed that the failure to ensure a meaningful opportunity for national origin minorities, with limited-English proficiency, to participate in a federally funded program violates Title VI (Federal-Aid Recipient Programs & Activities) regulations. Additionally, requirements are outlined in **Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency** signed on August 11, 2000. Its purpose is to ensure accessibility to programs and services to eligible persons who have limited proficiency in the English language.

Furthermore, the US Department of Transportation (DOT) published **Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons** in the December 14, 2005 Federal Register Volume 70; Number 239. The guidance explicitly identifies Metropolitan Planning Organizations (MPOs) as organizations that must follow this guidance. The **Limited English Proficiency (LEP) Plan** must be consistent with the fundamental mission of the organization, though not unduly burdening the organization.

## Who is a Limited English Proficient Person?

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English are considered limited English proficient, or "LEP." The US Census Bureau does not define limited English proficiency or non-limited English proficient populations.

## Determining the Need for Limited English Proficiency Services

As a recipient of federal funds, the TPA must take reasonable steps to ensure meaningful access to the information and services it provides. As noted in the Federal Register, Volume 70; Number 239 on December 14, 2005, there are four factors to consider when determining "reasonable steps." This is known as "the four-factor analysis" and is outlined as follows:

- **Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the TPA's programs, services or activities.**
- **Factor 2: The frequency with which LEP individuals come in contact with these programs, services or activities.**
- **Factor 3: The nature and importance of the program, service or activity to people's lives.**
- **Factor 4: The resources available and the overall cost to the TPA.**

The U.S. Department of Transportation (DOT) policy guidance gives recipients of federal funds substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above. Below is a self-assessment of needs in Palm Beach County in relation to the four factors and the transportation planning process.

# Limited English Proficiency Self Assessment

The Palm Beach TPA has assessed its programs and services using the following four-factor analysis:



**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the TPA's programs, services or activities.**

The first step was to collect demographic data on the number of LEP persons in Palm Beach County who are eligible to be served, likely to be served, or likely to be encountered by the TPA through participation in the transportation planning process.

Table 1 below is derived from the US Census Bureau's 2017-2021 American Community Survey, the most current data available regarding languages spoken at home and the ability to speak English. This table shows the number and percent of LEP persons, which includes persons 5 years and over that speak English "less than very well", in total and by the top languages in Palm Beach County other than English.

<b>Table 1: Top Languages Spoken at Home in Palm Beach County, FL by LEP Persons who speak English "not well" or "not at all"</b> Source: US Census Bureau's 2017 - 2021 American Community Survey						
Population 5 Years and Over	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who speak Spanish		LEP Persons who speak Indo-European Languages	
			Total	Percent	Total	Percent
1,406,601	194,097	13.8%	122,071	8.7%	58,510	4.2%

Table 1 shows that of the LEP persons in Palm Beach County, 8.7% speak Spanish at home and define their ability to speak English as "less than very well," making this the most significant language group as a percentage of population. The next language group at 4.2% of the county's LEP population speaks Indo-European languages. All remaining LEP population groups total about 1% of the population. The TPA will monitor the release of more current data as it becomes available from the US Census Bureau, and will adjust the implementation of this plan as needed.



## Factor 2: The frequency with which LEP individuals come in contact with these programs, services or activities.

The first factor identified Spanish as the most significant language spoken by the LEP population in Palm Beach County, FL, the area covered by the Palm Beach TPA. To date, no requests for language assistance services have been made by LEP individuals or groups. Any requests for language assistance will be monitored and considered in the TPA's outreach to these populations.

The TPA conducts regular Governing Board meetings, advisory committee meetings and other meetings and events throughout the year. The TPA's website and community outreach are the main sources of potential contact between the TPA and LEP persons. As a result, the frequency of contact is difficult to anticipate and monitor. The TPA's Public Participation Plan highlights the need for outreach opportunities that engage populations that have traditionally been underserved and lacked involvement in the transportation planning process.



## Factor 3: The nature and importance of the program, service or activity to people's lives.

The TPA programs use federal funds to plan for future transportation projects and programs. The TPA does not provide any direct services or programs that require vital, immediate or emergency assistance, such as medical treatment or services for basic needs like food or shelter. Further, the TPA does not conduct activities such as applications or interviews prior to participation in its programs or events. Participation with the TPA in any manner is voluntary.

However, the TPA must ensure that all segments of the population, including LEP persons, have been involved or have had the opportunity to be involved in the transportation planning process to be consistent with the goal of the Federal Environmental Justice program and the policy of the TPA.

The impact of proposed transportation investments on underserved and underrepresented population groups is part of the evaluation process in use of federal funds in three major areas for the TPA. These three areas are deemed to have the most widespread impact on the lives of people in Palm Beach County:

- The **Unified Planning Work Program (UPWP)**, a biennial business plan.
- The **Transportation Improvement Program (TIP)**, a 5-year staged program of funded projects for all modes of travel. The TIP is based on and reflects the Florida Department of Transportation's 5-year Work Program, and Palm Beach County's 5-year Road Program.
- The **Long Range Transportation Plan (LRTP)**, a minimum 20-year forecast of transportation needs. The LRTP includes goals, objectives and performance measures that lead the development of a safe, efficient, connected and multimodal transportation system. The LRTP identifies timeframes and costs for transportation projects to be implemented during the LRTP's timeframe.

Inclusive public participation is a priority consideration in other TPA plans, studies and programs as well. The impacts of transportation projects resulting from these planning activities have an effect on area residents. The TPA will place greatest emphasis on language assistance for educational materials and public input related to the three major programs and plans identified above. Related materials are often helpful with outreach for other TPA projects and studies.



## Factor 4: The resources available and the overall cost to the TPA.

The TPA seeks input from all stakeholders, and makes every effort to ensure that the planning process is as inclusive as possible of LEP individuals and populations. The TPA considers the relatively small size of Palm Beach County's LEP population, which is primarily Spanish, and its available resources to responsibly allocate investments in outreach to LEP populations.

# Meeting the Requirements and Implementation

## Identifying LEP Individuals Who Need Language Assistance

When first encountering a LEP individual in a face-to-face situation, the TPA staff has made available Language Identification Flashcards developed by the US Census Bureau. These cards have the phrase, "Mark this box if you read or speak 'name of language'," translated into 38 languages. They were designed for use by government and non-government agencies to identify the primary language of LEP individuals during face-to-face contacts. The Census Bureau's Language Identification Flashcard can be downloaded for free at [LEP.gov/ISpeakCards2004.pdf](https://www.lep.gov/ISpeakCards2004.pdf). Once a language is identified, the Title VI - LEP Officer or relevant point of contact will be notified to assess feasible translation or oral interpretation assistance.

## Language Assistance and Translation of Materials

Assistance will be provided for LEP individuals through language translations and/ or oral interpretations of some key materials, upon request or as deemed necessary for effective outreach.

Following are highlights of past and ongoing measures by the TPA to conduct outreach to LEP populations:

- **Website:** The 2022 redesign of the TPA's website, [PalmBeachTPA.org](https://www.PalmBeachTPA.org), includes a language translation feature for the top five languages spoken in Palm Beach County other than English, making written language translations of text into a wide variety of languages available at no cost, significantly expanding the ability for use of the TPA website by LEP individuals. This tool can provide enough information for an LEP individual or group to gain some understanding of the TPA and to initiate contact.
- **Telephone:** Several TPA staff members are multi-lingual and the TPA voicemail recording includes a greeting and instructions for Spanish speakers.
- **Funding Programs:** The TPA considers the impacts of proposed projects on LEP populations in its evaluation of competitive funding program applications.
- **Events and activities:** The TPA seeks to participate in outreach events and activities that typically attract LEP populations.
- **Newspaper advertising:** The TPA purchases translated ads in Spanish newspapers for notice of the availability of draft documents during public comment periods, as well as for important public meetings and activities.
- **Translated print materials:**
  - **2045 Long Range Transportation Plan (LRTP):** The TPA distributed both Spanish and French Creole translated brochures seeking public input, and made the print version of its public survey available in Spanish. Similarly, the TPA is committed to public outreach to LEP populations for its 2050 LRTP.
  - **About the TPA Flyer:** An informational flyer about the TPA's operations and funding was created in 2020. It is updated annually in English and Spanish.
  - **Okeechobee Blvd. & SR 7 Multimodal Corridor Study:** Several informational materials, including flyers, were made available to the public. The study's website also offers Google Translate, making the content accessible to many populations.
  - **2040 Regional Transportation Plan (RTP):** Working as regional partners of the Southeast Florida Transportation Council (SEFTC), the Palm Beach TPA joined the Broward MPO and Miami-Dade TPO to produce and distribute Spanish and French Creole translated outreach materials. Similarly, outreach will be conducted to southeast Florida's LEP populations for the 2045 RTP.
  - **US 1 Multimodal Corridor Study:** The TPA provided both Spanish and French Creole translated flyers to promote participation by LEP persons.



- Transportation document translations: Given the size of Palm Beach County's LEP population, full language translations of complete transportation plan documents and maps is not considered warranted or cost feasible. However, use of the language translation feature on the TPA website can adequately inform LEP users about the nature and purpose of each program, plan or study and seek their input which can be provided to the TPA in many forms and in any language.
- Translated materials from other agencies: The TPA will continue to seek to identify and distribute appropriate translated materials from sources such as federal, state and local transportation agencies that can be used effectively to communicate with LEP populations.
- Meeting translations: The TPA includes and widely distributes a statement on its website, in all newspaper ads, and on all meeting agendas to inform the public of the opportunity to request a free language translation in advance of any TPA public meeting. Closed captioning for TPA meetings can be translated via YouTube for free.

## Providing Notice to LEP Persons

It is important to notify LEP persons of services available free of charge in a language that would be understood. Where appropriate and feasible, the TPA will include the following language in English and Spanish, on meeting notifications and other information materials:

**Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services for a meeting (free of charge) should contact Melissa Murray at 561-725-0813 or MMurray@PalmBeachTPA.org at least five (5) business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.**

**Se solicita La participación del público, sin importar la raza, color, nacionalidad, edad, sexo, religión, incapacidad o estado familiar. Personas que requieran facilidades especiales bajo el Acta de Americanos con Discapacidad (Americans with Disabilities Act) o personas que requieren servicios de traducción (sin cargo alguno) deben contactar a Melissa Murray al teléfono 561-725-0813 o MMurray@PalmBeachTPA.org por lo menos cinco días antes de la reunión. Si tiene problemas de audición, llamar al teléfono 711.**

## LEP Updates

The TPA will consider its most recently adopted LEP Plan as an appendix to its most recently adopted Public Participation Plan (PPP). The TPA understands that its community profile continues to change and that the four-factor analysis may reveal the need for additional or modified LEP services in the future. As such, the TPA will annually examine its LEP Plan to ensure that it remains responsive to the community's needs.

Administrative updates may be made annually or as needed without Governing Board approval if they do not alter the commitments of the TPA's LEP Plan in any meaningful way.

# CONTACT INFORMATION

The TPA does not intend that its LEP Plan exclude anyone requiring language assistance and will make every reasonable effort to accommodate requests. Anyone who requires special language services should contact the following TPA staff member:

Melissa Murray  
Public Relations Director/ Title VI & ADA Officer  
Palm Beach Transportation Planning Agency (TPA)  
301 Datura Street  
West Palm Beach, FL 33401  
Telephone: 561-725-0813  
Email: [MMurray@PalmBeachTPA.org](mailto:MMurray@PalmBeachTPA.org)

Website: [PalmBeachTPA.org](http://PalmBeachTPA.org)

Note: Deaf, Hard of Hearing, Deaf/Blind or Speech Impaired (English/ Spanish):  
Please contact the Palm Beach TPA by calling toll-free to the Florida Relay Service, 7-1-1.



**PALM BEACH**  
Transportation  
Planning Agency

301 Datura Street  
West Palm Beach, FL 33401  
Phone: 561-725-0800

**[PalmBeachTPA.org](http://PalmBeachTPA.org)**

**APPENDIX D**  
**TPA TITLE VI AND ADA NONDISCRIMINATION**  
**POLICY AND PLAN**

# Title VI and ADA Nondiscrimination Policy and Plan

*Contains Official Complaint Form*

February 2018



301 Datura Street  
West Palm Beach, FL 33401  
Phone: 561-725-0800

**PalmBeachTPA.org**

# Title VI and ADA Nondiscrimination Policy and Plan



Adopted February 15, 2018

by the

Governing Board

Palm Beach Transportation Planning Agency



Mayor Susan Haynie

TPA Governing Board Chair

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Hearing impaired individuals are requested to telephone the Florida Relay System at #711. For complaints, questions, or concerns about civil rights or nondiscrimination; to request special accommodations under the Americans with Disabilities Act (ADA); or to request translation services at least five business days prior to a meeting (free of charge), please contact:

Melissa Murray  
Public Relations Director  
Title VI & ADA Officer

Email: [MMurray@PalmBeachTPA.org](mailto:MMurray@PalmBeachTPA.org)  
Call: 561-725-0813

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# Designation of a Palm Beach TPA

## Title VI & ADA Officer

The Palm Beach Transportation Planning Agency (TPA) hereby designates its Public Relations Director, Melissa Murray, to serve as its Title VI & ADA Officer. The following name and contact information will be widely disseminated to the public through the TPA website, publications and other means:

Melissa Murray  
Public Relations Director/ Title VI & ADA Officer  
Palm Beach Transportation Planning Agency (TPA)  
301 Datura Street  
West Palm Beach, FL 33401  
Telephone: 561-725-0813  
Email: [MMurray@PalmBeachTPA.org](mailto:MMurray@PalmBeachTPA.org)  
Website: [PalmBeachTPA.org](http://PalmBeachTPA.org)

Note: Deaf, Hard of Hearing, Deaf/Blind or Speech Impaired (English, Spanish or French Creole): Please contact the Palm Beach TPA by calling toll-free to the Florida Relay Service, 7-1-1.

## Nondiscrimination Policy Statement

The Palm Beach Transportation Planning Agency (TPA) values diversity and both welcomes and actively seeks input from all interested parties, regardless of cultural identity, background or income level. Moreover, the TPA does not tolerate discrimination in any of its programs, services or activities. The TPA will not exclude participation in, deny the benefits of, or discrimination against anyone on the grounds of race, color, national origin, sex, age, disability, religion, income, or family status. Additionally, the TPA extends these same assurances to any protected class as recognized by any of the local governments within its service area. The TPA will actively work to ensure inclusion of everyone in our community so that our programs, services and activities represent the diversity we enjoy.

The purpose of the TPA 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.

## Statement of Commitment to Serve Persons With Limited English Proficiency (LEP)

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, services and activities by those who do not speak English proficiently. In adherence with these regulations, the TPA makes reasonable efforts to ensure its programs, services and activities are meaningfully accessible to those who do not speak English proficiently. The TPA has developed a Limited English Proficiency (LEP) Plan to assess the need and address the resources for oral interpretation and translation of program documents into alternate languages to ensure meaningful access. In developing the LEP Plan, the TPA has assessed its programs and services to determine the extent to which LEP services are required and in which languages, by conducting an analysis of the following four factors:



- **Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the TPA's programs, services or activities.**
- **Factor 2: The frequency with which LEP individuals come in contact with these programs, services or activities.**
- **Factor 3: The nature and importance of the program, service or activity to people's lives.**
- **Factor 4: The resources available and the overall cost to the TPA.**

The TPA's Limited English Proficiency (LEP) Plan will be periodically updated as needed and will be considered an appendix to the most currently adopted Public Participation Plan (PPP).

The TPA does not intend that its Limited English Proficiency (LEP) Plan exclude anyone requiring language assistance and will attempt to accommodate requests. Anyone who requires special language services is requested to contact the TPA's Title VI Officer.

## **Statement of Commitment to Serve Persons with Disabilities**

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 the transportation planning process.

The TPA endeavors to ensure that its facilities, programs, services, and activities are available to those with disabilities in accordance with the Americans with Disabilities Act (ADA). The TPA also actively seeks out disabled communities and service groups to ensure their input into the TPA's programs, services and activities. The TPA will make every effort to ensure that its advisory committees and public participation activities include representation by the disabled community and disability service groups. The TPA will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The TPA encourages the public to report any facility, program, service or activity within the county that appears inaccessible to the disabled. Furthermore, the TPA will provide reasonable accommodation to disabled individuals who wish to participate in meetings, public participation activities, or other events or programs of the TPA, or who require special assistance to access TPA facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organizations or resources, the TPA asks that requests be made at least five (5) business days prior to the need for accommodation.

Questions, concerns, comments or requests for accommodation should be made to the TPA's ADA Officer.

# Document Updates

The TPA will consider its most recently adopted Title VI & ADA Nondiscrimination Policy and Plan as an appendix to its most recently adopted Public Participation Plan (PPP). The TPA will annually examine its Title VI & ADA Nondiscrimination Policy and Plan to determine any updates that may be needed. Administrative updates may be made annually or as needed without Governing Board approval if they do not alter the document in any meaningful way.

# Staff Trainings

The designated TPA Title VI & ADA Officer has received multiple trainings on Title VI, ADA, civil rights, nondiscrimination, and environmental justice and will continue to participate in trainings as opportunities become available. Together, the TPA Executive Director and the Title VI & ADA Officer will coordinate periodic training for other TPA staff members, Governing Board members and/ or advisory committee members as deemed necessary.

# Complaint Procedures

The Palm Beach Transportation Planning Agency (TPA) has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discriminatory actions. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability, income, family status, or as a member of any protected class as designated by a local government within the TPA service area, may file a complaint with the TPA's Title VI Officer.

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability, income or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the TPA's Title VI Officer for assistance.

The Title VI Officer will respond to the complaint within thirty (30) days and will take reasonable steps to resolve the matter. Should the TPA be unable to satisfactorily resolve the complaint, the Title VI Officer will forward the complaint, along with a record of its disposition, to the Florida Department of Transportation (FDOT), Equal Opportunity Office, Statewide Title VI Coordinator. FDOT will assume jurisdiction over the complaint for continued processing.

# Filing Complaints of Discrimination

## Filing of Title VI Complaints of Discrimination

1. Any person who feels that he/she has been subjected to race, color, or national origin discrimination under Title VI of the Civil Rights Act of 1964, or other forms of discrimination based upon sex, age, disability, religion, family or income status discrimination under related nondiscrimination laws and regulations may file a complaint with the TPA.
2. A complaint must be filed within one hundred eighty (180) days after the date of the alleged discrimination, unless the time for filing is extended by the FTA, FHWA or other federal authorities.
3. Complaints should be in writing, signed by the complainant or his/her representative(s), and must include the complainant(s) name, address, and telephone number. Allegations of discrimination received via e-mail will be acknowledged and processed. Allegations received by telephone will be documented in writing and provided to the complainant(s) for review before processing. The complaint form can be accessed on the website: [PalmBeachTPA.org](http://PalmBeachTPA.org) or you may call Melissa Murray at (561) 684-4143 (call Florida Relay 7-1-1 if hearing impaired) or e-mail [MMurray@PalmBeachTPA.org](mailto:MMurray@PalmBeachTPA.org).

Complaint forms should be submitted to the attention of:

Melissa Murray  
Public Relations Director/ Title VI & ADA Officer  
Palm Beach Transportation Planning Agency (TPA)  
301 Datura Street  
West Palm Beach, FL 33401

## Complaint Investigation

1. Upon receipt of a complaint, the TPA Executive Director or his/her designee will, within five (5) working days, provide the complainant or his/her representative with a written acknowledgment of the complaint.
2. TPA staff will conduct a preliminary inquiry into the complaint to determine whether the complaint has sufficient merit to warrant an investigation. Should TPA staff determine that the evidence presented is not sufficient to proceed, the complaint will be closed and the complainant or his/her representative will be notified in writing of the decision within fifteen (15) working days. This notification shall specifically state the reason(s) for the decision.
3. Should TPA staff determine that a full investigation is necessary, the complainant or his/her representative will be notified that an investigation will take place and additional information will be requested, if necessary. The investigation should last no more that forty-five (45) working days.
4. Should a complainant fail to provide additional information within the prescribed timeframe, this may be considered as a failure to cooperate with the investigation, and the complaint will be administratively closed.

## Disposition

1. Upon completion of the investigation, a written notification of disposition will be sent by certified mail to the complainant or his/her representative within sixty (60) working days of filing the complaint.
2. If the complainant disagrees with the decision rendered by the TPA, 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

## 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 TPA 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 TPA Executive Director.

# COMPLAINT OF TITLE VI DISCRIMINATION

*Formulario de queja de discriminación por el Título VI*

The TPA, as a recipient of federal financial assistance, is required to ensure that its services and related benefits are distributed in a manner consistent with Title VI of the Civil Rights Acts of 1964, as amended.

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination under Title VI, on the basis of race, color, or national origin, may file a written complaint with the TPA.

We are asking for the following information to assist us in processing your complaint. If you need help in completing this form, please let us know.

La Agencia de Planificación de Transporte de Palm Beach, como recipiente de ayuda financiera federal, es requerida a asegurar que el servicio de transporte público y sus servicios relacionados son distribuidos de una manera consistente con el Título VI del Acta de Derechos Civiles del 1964, con sus enmiendas.

Si usted cree que, individualmente o como parte de una clase específica de personas, ha sido discriminado bajo el Título VI, basado en su raza, color, o nacionalidad, puede presentar una queja por escrito al Palm Beach TPA.

Le pedimos la siguiente información para poder tramitar su queja. Si necesita ayuda para llenar este formulario, póngase en contacto con el Palm Beach TPA.

## 1. Complainant

*Reclamante*

Name: \_\_\_\_\_

*Nombre:*

Street Address: \_\_\_\_\_

*Dirección:*

City, State, Zip Code: \_\_\_\_\_

*Ciudad, estado, código postal:*

Telephone: \_\_\_\_\_

*Número de teléfono:*

E-mail Address: \_\_\_\_\_

*Dirección de Correo Electrónico:*

2. Person discriminated against (if someone other than the complainant):

*Persona que fue discriminada, si no es la misma que el reclamante:*

Name: \_\_\_\_\_

*Nombre:*

Street Address: \_\_\_\_\_

*Dirección:*

City, State, Zip Code: \_\_\_\_\_

*Ciudad, estado, código postal:*

Tel. Home Number: \_\_\_\_\_ Bus. Number \_\_\_\_\_

*Número de teléfono:*

*Domicilio: Trabajo:*

E-mail Address: \_\_\_\_\_

*Dirección de Correo Electrónico:*

3. Are you represented by an attorney for this complaint?

*¿Tiene usted representación de un(a) abogado(a) con relación al asunto de su queja?*

Yes \_\_\_\_\_ No \_\_\_\_\_

*Sí*

*No*

If yes, please complete the following:

*Si tiene abogado(a), provea la siguiente información:*

Attorney's Name: \_\_\_\_\_

*Nombre del abogado(a):*

Street Address: \_\_\_\_\_

*Dirección:*

City, State, Zip Code: \_\_\_\_\_

*Ciudad, estado, código postal:*

Telephone Number: \_\_\_\_\_

*Número de teléfono:*

4. Which of the following best describes the reason you believe the discrimination took place:

*Según lo que cree usted, ¿en qué se basaron esas acciones discriminatorias?*

Race \_\_\_\_\_ Color \_\_\_\_\_ National Origin \_\_\_\_\_

*Raza*

*Color*

*Nacionalidad*

Sex \_\_\_\_\_ Disability \_\_\_\_\_ Sexual Orientation \_\_\_\_\_

*Sexo*

*Incapacidad/impedimento*

*Orientación sexual*

Political Affiliation \_\_\_\_\_ Marital Status \_\_\_\_\_

*Afiliación política*

*Estado civil*

5. Date of the alleged discrimination: \_\_\_\_\_

*Fecha de la supuesta discriminación:*

6. In the space below, please describe the alleged discrimination. Explain what happened and who you believe was responsible.

*Por favor describa abajo el supuesto acto de discriminación. Explique lo más claro posible lo que pasó y quien usted piensa es el responsable por el supuesto acto.*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Have you filed a complaint of the alleged discrimination with a federal, state or local agency; or with a state or federal court?

*¿Ha presentado usted (o la persona que fue discriminada) la queja ante una agencia del gobierno federal, estatal o local? ¿O ante la corte estatal o federal?*

Yes \_\_\_\_\_ No \_\_\_\_\_  
*Sí No*

If yes, check all that apply:

Si es así, indique a qué agencia, departamento o programa fue presentada la queja. Incluya todos los que apliquen:

Federal \_\_\_\_\_ Federal Court \_\_\_\_\_  
*Federal La corte federal*

State \_\_\_\_\_ State Court \_\_\_\_\_  
*Estatal La corte estatal*

Local \_\_\_\_\_  
*Local*

Please provide the name of the Agency where you filed your complaint.

*¿Ante qué agencia usted presentó la queja?*

Name: \_\_\_\_\_  
*Nombre:*

Contact Person: \_\_\_\_\_  
*Nombre del investigador o representante:*

Please sign below. You may attach any additional information you think is relevant to your complaint.

*Por favor, firme el formulario. Adjunte cualquier información adicional usted cree que es pertinente con su queja.*

Signature of Complainant

Date

*Firma del reclamante*

*Fecha*

Submit your signed complaint and any attachments to:

*Entregue el formulario con su firma y páginas adicionales a:*

Melissa Murray  
Public Relations Director / Title VI & ADA Officer  
Palm Beach Transportation Planning Agency (TPA)  
301 Datura Street  
West Palm Beach, FL 33401

Telephone: 561-725-0813

Email: [MMurray@PalmBeachTPA.org](mailto:MMurray@PalmBeachTPA.org)

Website: [PalmBeachTPA.org](http://PalmBeachTPA.org)

Note: Deaf, Hard of Hearing, Deaf/Blind or Speech Impaired (English, Spanish or French Creole): Please contact the Palm Beach TPA by calling toll-free to the Florida Relay Service, 7-1-1.





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