



## **Title VI and ADA/Section 504 Non-Discrimination Policy, Activities and Programs**

### **Title VI Notice of Compliance**

The City of Oakland Park ("City") values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level. Moreover, the City believes that the best programs and services result from careful consideration of the needs of all of its communities and from when those communities are involved in the transportation decision-making process. Thus, the City of Oakland Park does not tolerate discrimination in any of its programs, services or activities. Pursuant to Title VI of the Civil Rights Act of 1964 and other federal and state authorities, the City of Oakland Park is committed to ensuring that no person is excluded from participation in, is denied benefits of, or otherwise is subjected to discrimination or retaliation under any federally or non-federally funded program or activity by the City or its sub-recipients, on the basis of race, color, national origin, sex, age, disability, religion, or family status.

### **ADA/Section 504 Statement**

Section 504 of the Rehabilitation Act of 1973 (Section 504), and 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 City of Oakland Park will make every effort to ensure that its facilities, programs, services and activities are accessible to those with disabilities. The City will ensure access to its advisory boards and public involvement activities by the disabled community and disability service groups.

The City encourages the public to report any facility, program, service, or activity that appears inaccessible to the disabled. Furthermore, the City will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access City facilities, programs, services, or activities. Providing reasonable accommodation may require outside assistance, organization or resources, and the City of Oakland Park asks that requests be made at least seven (7) calendar days prior to the need for accommodation.

Questions, concerns, comments, or requests for accommodation should be made to the City's ADA Non-Discrimination Coordinator:

**Albert Carbon**  
**ADA Non-Discrimination Coordinator**  
**City of Oakland Park**  
**3801 NE 5 Avenue, Oakland Park, FL 33334**  
**Telephone: (954) 630-4458**  
**Fax: (954) 606-0220**  
**Email: [albertc@oaklandparkfl.gov](mailto:albertc@oaklandparkfl.gov)**  
**Florida Relay: 711**  
**Florida Relay (TTY/VCO): 1-800-955-8771**  
**Florida Relay (Voice): 1-800-955-8770**



## **ADA Compliance**

The City of Oakland Park is committed to serving the needs of all of its citizens and visitors, and our goal is to ensure access to information for a diverse audience. To that end, the City's website is enabled to translate information into 103 languages and posts contact information for Spanish-speaking and vision and hearing-impaired individuals telephonically to promote accessibility. The City's website is WCAG 2.0 A and AA compliant to meet W3C guidelines and encompasses and surpasses Section 508 of the Americans with Disabilities Act accessibility requirements.

## **ADA Notice of Compliance**

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990, the City of Oakland Park does not discriminate on the basis of disability in the admission, access, or operations of its programs, services, activities or facilities. In accordance with Title II of the ADA, when viewed in their entirety, City of Oakland Park programs, services, activities and facilities are readily accessible to and usable by qualified individuals with disabilities.

## **Title VI and ADA Non-Discrimination Coordinators**

The City of Oakland Park has designated a Title VI Coordinator who is the Human Resources Director's designee, and an ADA Non-Discrimination Coordinator who is the Engineering & Community Development/Public Works Director with access to Oakland Park's City Manager. The City of Oakland Park has established a Title VI and ADA complaint procedure and will take prompt and reasonable action to investigate and seek to resolve any complaints regarding participation, benefit of, or discrimination or retaliation under any of the City or its sub-recipient's programs. Any person who believes that she or he has been subjected to discrimination based on race, color, national origin, sex, age, disability, religion, or family status in any of the City's programs, services or activities may file a complaint with the City's Title VI and ADA Non-Discrimination Coordinators:

### **Janelle Stuart**

**Title VI Non-Discrimination Coordinator**  
**Human Resources Department**  
**City of Oakland Park**  
**3650 NE 12 Avenue**  
**Oakland Park, FL 33334**  
**Telephone: (954) 630-4313**  
**Fax: (954) 630-4323**  
**Email: [janelle.stuart@oaklandparkfl.gov](mailto:janelle.stuart@oaklandparkfl.gov)**  
**Florida Relay: 711**  
**Florida Relay (TTY/VCO): 1-800-955-8771**  
**Florida Relay (Voice): 1-800-955-8770**

### **Albert Carbon**

**ADA Non-Discrimination Coordinator ECO/**  
**Public Works Department**  
**City of Oakland Park**  
**3801 NE 5 Avenue**  
**Oakland Park, FL 33334**  
**Telephone: (954) 630-4458**  
**Fax: (954) 630-4404**  
**Email: [albertc@oaklandparkfl.gov](mailto:albertc@oaklandparkfl.gov)**  
**Florida Relay: 711**  
**Florida Relay (TTY/VCO): 1-800-955-8771**  
**Florida Relay (Voice): 1-8 00-955-8770**



The Title VI and ADA Non-Discrimination Coordinators are also able to facilitate members of the public with the provision of auxiliary aids and services for City meetings, programs, and events. The Title VI and ADA Coordinators will also investigate and seek to resolve any complaints regarding accessibility to City facilities or programs.

### **Title VI and ADA Complaint Procedure Purpose**

The purpose of the City of Oakland Park's Title VI and ADA 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. The City does not tolerate discrimination in any of its programs, services or activities; and will not exclude participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion, or family status. The City values diversity and both welcomes and actively seeks input from all interested parties.

### **Procedure**

1. All complaints shall be filed no later than 180 days from the date of the alleged discrimination.

All complaints shall include:

- Name, address and contact number of the person making the complaint;
- Names, addresses and contact numbers of witnesses;
- A narrative or statement describing the alleged violation of Title VI or ADA, including date and time of the alleged violation and City program or facility where the alleged violation occurred; and
- Any other documentation that may provide an additional explanation or identification of the alleged violation.

Note: Alternative means of filing complaints, such as personal interviews or a recording of the complaint will be made available for persons upon request. Any such requests should be made by contacting the City of Oakland Park Title VI and ADA Non-Discrimination Coordinators.

2. Within twenty (20) business days after receipt of the complaint, the Title VI or ADA Non-Discrimination Coordinator will meet with the complainant to discuss the complaint and possible resolution.
3. Within thirty (30) business days of the meeting, the Title VI or ADA Non-Discrimination Coordinator will complete an investigation of the allegations and respond in writing to the person who filed the complaint. The response will explain the position of the City and offer options for substantive resolution of the complaint.



4. The person who filed the complaint may appeal the written response if it does not satisfactorily resolve the issue. Appeals must be submitted in writing, to the City Manager, within fifteen (15) calendar days after receipt by certified mail of the Title VI or ADA Non-Discrimination Coordinator's written response.
5. The City will immediately forward a copy of any complaint against it to the Florida Department of Transportation (FDOT). If the complainant is unwilling or unable to submit the complaint to the City, the written complaint may be submitted directly to the Florida Department of Transportation at the following address:

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

### **Retaliation**

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964, Title II of the ADA, and related federal and state nondiscrimination authorities. It is the policy of the City 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 subjected to retaliation should report such incident to the Title VI or ADA Non-Discrimination Coordinator.

### **Title VI and ADA Complaint Forms**

Title VI and ADA Complaint of Discrimination Forms are available in both English and Spanish on the City of Oakland Park's website listed below:

English:

<https://www.oaklandparkfl.gov/DocumentCenter/View/262/Title-VI-Complaint-Form-English-PDF?bidId=>

Spanish:

[https://www.oaklandparkfl.gov/DocumentCenter/View/263/Title-VI-Complaint-Form-Espa%  
c3%b1ol-PDF?bidId=](https://www.oaklandparkfl.gov/DocumentCenter/View/263/Title-VI-Complaint-Form-Espa%c3%b1ol-PDF?bidId=)

### **Limited English Proficiency (LEP) Guidance:**

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the U.S. 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. To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four (4) factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City of Oakland Park's programs, services or activities;



2. The frequency with which LEP individuals come in contact with these programs, services or activities;
3. The nature and importance of the program, service, or activity to people's lives; and
4. The resources available to the City of Oakland Park and the likely costs of the LEP services.

Using census data, the City of Oakland Park has determined that LEP individuals speaking English less than well represent approximately 19.13% of the community. The City of Oakland Park realizes that such statistical data can be outdated or inaccurate. Therefore, the City reviews updated census information annually, and seeks supporting data from law enforcement and social services agencies. Spanish or Spanish Creole and French Creole were reported to be the prevalent LEP languages, however only an estimated 0.10% of calls for service from these agencies were in the Spanish or Spanish Creole language. Given this information, the City of Oakland Park reasons that a relatively small portion of its service population is LEP speakers of Spanish or another primary language.

The City of Oakland Park has not received any requests for translation or interpretation of its programs, services or activities into Spanish, French Creole, or other languages. However, the City is committed to serving the needs of all of its citizens and visitors, and our goal is to ensure access to information for a diverse audience. To that end, the City's website is enabled to translate into 103 languages and posts contact information for Spanish-speaking and vision and hearing-impaired individuals telephonically to promote accessibility. The City has conducted community outreach at public events attended by significant numbers of Spanish, French Creole, or speakers of another primary language. Informal data collection at these events indicates an estimated 5-10% are LEP.

The City maintains a list of employees who speak, write, and translate a language other than English. This list is made available to all departments with contact information for these employees on an as needed basis for LEP's.

#### **ADA Accommodations to City Events**

Persons with disabilities may contact the City's Title VI and ADA Coordinators to request reasonable accommodation and/or wheelchair, and/or wheelchair companion seating to fully participate in any City event.

#### **Help Identify ADA Accessibility and Sidewalk Improvements**

The City of Oakland Park invites citizens to identify and request accessibility improvements for the disabled to public sidewalks and intersections located within the City's jurisdiction and control. The City will include these on a prioritized list of sidewalk and intersection locations that require improvements to meet Americans with Disabilities Act (ADA) guidelines. For more information, please contact:

**Public Works Director or Designee**  
**Public Works Department**  
**City of Oakland Park 3801 NE 5 Avenue, Oakland Park, FL 33334**  
**Telephone: (954) 630-4416**  
**Fax: (954) 630-4404**  
**albertc@oaklandparkfl.gov**



**Florida Relay: 711**

**Florida Relay (TTY/VCO): 1-800-955-8771**

**Florida Relay (Voice): 1-800-955-8770**

### **Accessible Documents**

The City's website is enabled to translate information into 103 languages and post contact information for Spanish-speaking and vision and hearing-impaired individuals telephonically to promote accessibility. The City's website is WCAG 2.0 A and AA compliant to meet W3C guidelines and encompasses and surpasses Section 508 of the Americans with Disabilities Act accessibility requirements.

Many documents on our web pages are in ASCII or HTML format, which are accessible to people who use screen reading software and to those with other vision or mobility impairments. Generally, we use Hypertext Markup Language (HTML) to create pages and documents that are accessible to these users.

Our website also contains many Adobe Acrobat PDF (Portable Document Format) files. We use this method when documents are not available in digital form, are too large or difficult to produce in HTML, or are publications where the format is critical to the usability of the document. Adobe Systems, Inc., is developing products designed to make PDF documents more accessible. Adobe's accessibility webpages describe their efforts:

- Be sure to select the version of Adobe Acrobat Reader that is compatible with your system.
- Follow the installation instructions completely. After the download, you will need to install the file by running the executable (.exe) file from your operating system.
- Configure your browser options.
- Upgrade your version of Adobe Acrobat Reader periodically to use the latest features.
- Contact Adobe Systems, Inc., if you are having trouble installing or using their products.

### **Data Collection**

FHWA regulations require federal-aid recipients to collect racial, ethnic, and other similar demographic data on beneficiaries of, or those affected by, City of Oakland Park's programs, services and activities. The City accomplishes this through the use of census data and Broward County School Board demographic data for District 3. From time to time, the City may find it necessary to request voluntary identification of certain racial, ethnic, or other data from those who participate in its public involvement events. This information assists the City with improving its targeted outreach and measures of effectiveness. Self-identification of personal data to the City will always be voluntary and anonymous.

### **Public Involvement**

In order to plan for efficient, effective, safe, equitable and reliable transportation systems, the City of Oakland Park must have the input of its public. The City of Oakland Park spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community. The City of Oakland Park hosts an informative website that advises the public how it can access information and provide input. The City also



holds public meetings, workshops and other events designed to gather public input on program/project planning and construction. Further, the City of Oakland Park sponsors, attends, and participates in other community events to promote its services to the public. Finally, the City of Oakland Park is constantly seeking ways of measuring the effectiveness of its public involvement.

Persons wishing to request special presentations by the City of Oakland Park, volunteer in any of its activities, offer suggestions for improvement, or to simply learn more about the City of Oakland Park programs and services, should visit: [www.oaklandparkfl.gov](http://www.oaklandparkfl.gov)

Or contact:

**City Clerk's Office**  
**Attention: Renee M. Shrout, CMC**  
**Oakland Park City Hall**  
**3650 NE 12 Avenue**  
**Oakland Park, FL 33334**  
**Phone: (954) 630-4300**  
**E-mail: [Renees@oaklandparkfl.gov](mailto:Renees@oaklandparkfl.gov)**

Hearing Impaired: (800) 877-8339

## Resources

For additional information and resources regarding Title VI issues, please refer to the following resources:

- [FOOT Title VI](http://www.dot.state.fl.us/equalopportunityoffice/titlevi/programoverview1.shtml)
- [The Civil Rights Act of 1964](http://www.ourdocuments.gov/doc.php?flash=t&doc=97&page=transcript#top)
- [Title VI of the Civil Rights Act of 1964](http://www.justice.gov/crt/about/cor/coord/titlevi.php)
- [Civil Rights Restoration Act of 1987](http://www.fhwa.dot.gov/environment/environmental_justice/facts/restoration_act.cfm)
- [Title 23 U.S.C. 324](http://www.justice.gov/crt/about/cor/bvagency/dot324.php)
- [Title 29 U.S.C. 794](http://www.dol.gov/oasam/reas/statutes/sec504.htm)
- [Executive Order 13166 \(Limited English Proficiency\)](http://www.gpo.gov/fdsys/pkg/FR-2000-08-16/pdf/00-20938.pdf)



- Americans with Disabilities Act  
<http://www.ada.gov>
- Limited English Proficiency (LEP)  
<http://www.lep.gov>

For additional information and resources regarding accessibility issues, please refer to the following resources:

**The Access Board (<http://www.access-board.gov>)**

- (800) 872-2253 (voice)
- (800)993-2822 (TTY)

**ADA Home Page (<http://www.ada.gov>)**

- (800) 514-0301 (voice)
- (800) 514-0383 (TTY)

**Section 508 (<http://www.section508.gov>)**

Web Accessibility Initiative (<http://www.w3c.org/wai/resources/>)

Web Content Accessibility Guidelines (<http://www.w3c.org/wai/resources>)

By approving this Title VI and ADA/Section 504 Non-Discrimination Policy, I express commitment to the non-discrimination provisions of Title VI.

  
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David Hebert, City Manager