



NORTH FLORIDA TRANSPORTATION PLANNING ORGANIZATION

# Non-Discrimination Plan

Title VI and Environmental Justice



North Florida Transportation Planning Organization  
980 North Jefferson Street, Jacksonville, Florida 32097  
904.604.7500 • Toll Free Toll Free 1-888-488-4898  
Hearing & Speech Impaired call 711 FL Relay System  
[www.northfloridatpo.com](http://www.northfloridatpo.com)



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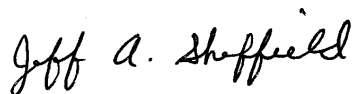
## Title VI Nondiscrimination Policy Statement

The North Florida Transportation (North Florida TPO) assures the U.S. Department of Transportation and Florida Department of Transportation (FDOT) that no person on the basis of race, color, national origin, sex, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and the Florida Civil Rights Act of 1992 shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

The North Florida TPO further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Specialist responsible for the day-to-day oversight of the North Florida TPO's Title VI Program;
2. Issue a policy statement signed by the Executive Director expressing the North Florida TPO's commitment to the nondiscrimination provisions of Title VI;
3. Circulate the North Florida TPO's Policy Statement throughout the membership and to the general public including publication in the Florida Times Union;
4. Maintain a complaint process and attempt to resolve discrimination complaints of discrimination;
5. Participate in training offered on Title VI and other nondiscrimination requirements;
6. If reviewed by FDOT or USDOT, take affirmative action to correct any deficiencies within a reasonable time period, not to exceed ninety (90) calendar days; and
7. Have a process to collect racial and ethnic data on persons impacted by the North Florida's plans and programs.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, properties, discounts or other federal assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the North Florida TPO.



December 2, 2019

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Jeff Sheffield, Executive Director

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Date



## About the North Florida TPO

The North Florida Transportation Planning Organization is the metropolitan planning organization for the Jacksonville and St. Augustine Urbanized Areas pursuant to Title 23 of the United States Code (see specifically Section 134 on Metropolitan Planning). Operating as an independent agency, TPO membership includes Clay, Duval (Jacksonville), Nassau and St. Johns (St. Augustine) Counties, and five independent transportation authorities. They are the Nassau County Ocean Highway and Port Authority, the Jacksonville Aviation Authority, Jacksonville Port Authority, Jacksonville Transportation Authority and St. Augustine-St. Johns County Airport Authority.

The map on the right illustrates the current TPO boundary. ***A brief demographic profile of the region is provided in Appendix A.***

The North Florida TPO's role is to create a setting for fair and impartial decision making in the region. Citizen participation is an important component of all TPO activities including developing the Long Range Transportation Plan and Transportation Improvement Program. These plans are developed in a "comprehensive, cooperative and continuous" fashion and cover federal-aid surface transportation projects and transit projects within the planning areas. These activities are funded by grants from the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA).

The TPO Board is composed of ten (10) elected officials from the cities and counties within the planning area and representatives of the five independent transportation authority's operating in the area. The racial and ethnic composition of the Board varies with the whims of the electorate of the planning area. The current composition of the Policy Board is as follows.

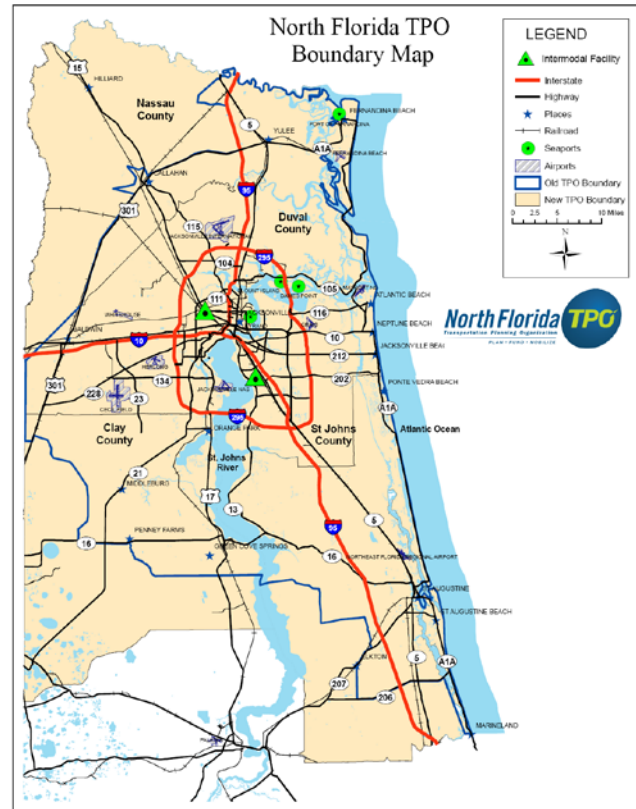


Table 1  
North Florida TPO Policy Board  
Racial and Voting Representation

| COUNTY             | RACE | Percent of Total Population <sup>1</sup> | Number of Votes |
|--------------------|------|--|-----------------|
| <b>Clay County</b> |      |  |                 |

<sup>1</sup> See North Florida TPO Boundary and Apportionment Plan approved by the TPO Policy Board Oct 2010, approved by Governor Rick Scott, Oct 2011.

| Table 1<br>North Florida TPO Policy Board<br>Racial and Voting Representation |         |  |                 |
|---|---------|--|-----------------|
| COUNTY  | RACE    | Percent of Total Population <sup>1</sup> | Number of Votes |
| 2 County Commissioners  | White   | 14                                       | 1 each          |
| <b>Duval County</b>   |         |  |                 |
| Jacksonville Mayor  | White   |  | 1 <sup>2</sup>  |
| 3 Jacksonville City Council Members   | 3 White |  | 3 <sup>2</sup>  |
| Atlantic Beach Mayor  | White   |  | 1               |
| Duval Total   |         | 65                                       | 9               |
| <b>Nassau County</b>  |         |  |                 |
| 1 County Commissioner   | White   | 5  | 1               |
| <b>St. Johns County</b>   |         |  |                 |
| 1 County Commissioner   | White   | 13                                       | 1               |
|   |         | TOTAL                                    | 10 <sup>3</sup> |
| <b>AUTHORITIES</b>  |         |  |                 |
| AUTHORITIES   |         | RACE                                     | Number of Votes |
| Jacksonville Aviation Authority   |         | White                                    | 1               |
| Jacksonville Port Authority   |         | White                                    | 1               |
| Jacksonville Transportation Authority   |         | Black                                    | 1               |
| Nassau County Ocean Highway and Port Authority                                |         | White                                    | 1               |
| St. Augustine/St. Johns County Airport Authority                              |         | White                                    | 1               |
| GRAND TOTAL   |         |  | 15              |

## What Is Title VI of the Civil Rights Act of 1964?

Section 601 of the Civil Rights Act of 1964 prohibits discrimination “on the basis of race, color or national origin” in any “program or activity receiving federal financial assistance.” Other federal and state authorities prohibit discrimination on the basis of age, disability, religion, family status and income. The Civil Rights Restoration Act of

<sup>2</sup> Double-weighted if exercised; has not been used.

<sup>3</sup> With double-weight the total is 15 (double-weight was introduced to reduce the number of individuals at the table.)

1987 established that Title VI applies to all programs and activities of federal-aid recipients, sub-recipients and contractors whether those programs and activities are federally funded or not.

## What is Environmental Justice?

In 1994, President Clinton issued Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations. The Executive Order focused attention on Title VI by providing that “each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies and activities on minority populations and low-income populations.

A series of orders have been issued by federal agencies requiring the incorporation of Environmental Justice principles into federal programs and policies. Additional clarifying materials have also been issued. The following materials are applicable to transportation planning issues:

The United States Department of Transportation (DOT), issued an Order on Environmental Justice (DOT 5610.2), in 1997.

The Federal Highway Administration (FHWA) issued an Order on Environmental Justice, (FHWA Order 6640.23), in 1998.

FHWA and the Federal Transit Administration (FTA) issued a memorandum October 7, 1977, to their respective field offices clarifying Title VI requirements in metropolitan and statewide planning. The memorandum identifies a series of actions that can be taken to support Title VI compliance and environmental goals, improve planning performance and minimize the potentials for subsequent correction action and complaint.

In addition, FTA issued a Circular in 2011 (FTA 4703.1) which contains requirement and guidelines for metropolitan planning organization.

Environmental justice includes three fundamental principles:

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

Environmental justice must be considered in all phases of planning and focuses on enhanced public involvement and an analysis of the distribution of benefits and impacts. Environmental justice issues arise most frequently when:

- Some communities get the benefits of improved accessibility, faster trips and congestion relief while others experience fewer benefits;
- Some communities suffer disproportionately from transportation program’s negative impacts, like air pollution;

- Some communities have to pay higher transportation taxes or higher fares than others in relation to the services that they receive; or
- Some communities are less represented than others when policymaking bodies debate and decide what should be done with transportation resources.

Although Environmental Justice concerns are more frequently raised during project development, Title VI applies equally to plans, programs and other planning activities.

## What is the relationship between Environmental Justice and Title VI?

The requirement to consider Environmental Justice is imbedded in many laws and regulations including Title VI of the Civil Rights Act of 1964. The federal actions on Environmental Justice reaffirm the provisions of Title VI, directing Federal agencies to make environmental justice part of their mission by identifying and addressing the effects of their programs, policies and activities on “minority and low-income populations.”

Understanding and properly addressing the needs of these communities are critical for effective transportation decision making.

## Who are the under-served and under-represented?

These communities are identified as:

- **Low income**—A person or family whose median household income is at or below the U.S. Department of Health and Human Service poverty guidelines.
- **Minority population**—persons belonging to one or more of the following groups:
  - *Black*—persons with origins in any of the black racial groups of Africa
  - *Hispanic or Latino*—persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race
  - *Asian American*—persons having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent
  - *American Indian and Alaskan Native*—persons having origins in any of the original people of North America, South America (including Central America), and who maintain cultural identification through tribal affiliation or community recognition
  - *Native Hawaiian and other Pacific Islander*—persons having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands
- **Aging Population**—With the aging of baby boomers the population age 65 and older is growing. This population is now classified as young-old (65 to 75), old (75 to 84) and oldest-old (85+).
- **People with Disabilities**—Persons who have mobility and/or self-care limitations as defined by the U.S. Census. A disability may be physical or mental.
- **Zero-Car Households**—Households without automobiles or access to an automobile.

- **Female Head of Household with Child**—Households with a single mother with children under the age of 18.

*The maps in Appendix B identify the location of under-served and under-represented residents.*

Census data and other relevant demographic data is being added to the Integrated Data Exchange for the furtherance of Ladders of Opportunities for the underserved and under-represented. This data will assist TPO staff and consultants identify, map and target these populations for all TPO studies and programs. It will also be available to other agencies and the public. The Public Involvement Plan outlines how the North Florida TPO will reach out to and include these communities in these efforts. This information is especially critical in the development of the Long Range Transportation Plan.

## **What is the role of the North Florida TPO in Nondiscrimination and Environmental Justice?**

As a recipient of state and federal funds, the North Florida TPO is subject to the provisions of Title VI, including environmental justice. Based on Federal publication #FHWA-EP-00-0143, metropolitan planning organizations like the TPO are the primary forum for state departments of transportation (ie. the Florida Department of Transportation-FDOT), transit providers (JTA), local agencies, and the public to develop local transportation plans and programs that address a metropolitan area's needs. In this role, MPOs can help local public officials understand how Title VI and environmental justice requirements improve planning decision making. To certify compliance with Title VI and address environmental justice, MPOs need to:

Enhance their analytical capabilities to ensure that the long range transportation plan (LRTP) and transportation improvement program (TIP) comply with Title (VI).

Identify residential, employment and transportation patterns of low-income and minority populations so that their needs can be identified and addressed and benefits and burdens of transportation investments can be fairly distributed.

Evaluate and — when necessary — improve their public involvement processes to populations in transportation decision making.

As the agency responsible for the metropolitan transportation decision-making process, the North Florida TPO ensures that all segments of the population are involve in the process, including the traditionally under-represented or underserved.

## **What has been North Florida TPO practice?**

It has been the long-standing practice of the North Florida TPO to ensure nondiscrimination in all planning and decision making activities and encourage participation by Title VI protected populations.

In addition, the TPO has developed and adopted a *Public Participation Plan* that addresses how the organization communicates with the public in general and the traditionally underserved specifically.

Performance of the various public involvement strategies is evaluated annually to allow adjustment. This is particularly useful when targeting the region's underserved population which is notoriously difficult to reach.

## What are the North Florida TPO Title VI and Environmental Justice Goals?

The North Florida TPO's Title VI Goals are to:

1. Eradicate discrimination from the North Florida TPO's transportation decision making process whenever it is discovered and to continue providing equity and quality customer service in planning.

Progress: This is an ongoing effort.

**Moving Forward: The North Florida TPO will continue to pursue this goal.**

2. Develop a partnership with Historically Black Colleges and Universities (HBCU), Edward Waters, for possible internships, public involvement, presentations, campaigns, etc.

Progress: The North Florida TPO has outreached to Edward Waters College on several occasions with little success due to turnover in college staff. We have also participated in job fairs at the college with FDOT and FHWA.

**Moving Forward: The North Florida TPO will continue to pursue opportunities to collaborate with Edward Waters College.**

3. Expand outreach to the disabled by developing partnerships with service organizations.

Progress: The North Florida TPO established a relationship with the Florida School for the Deaf and Blind in St. Augustine. Staff is working with faculty at the school in development and review of [www.northfloridatpo.com](http://www.northfloridatpo.com), the TPO website.

The North Florida TPO is working with United Way and other service organizations.

**Moving Forward: The North Florida TPO will develop a Ladders of Opportunity Plan.**

4. Ensure that our Title VI Officer and other essential staff continue to take advantage of nondiscrimination training opportunities.

Progress: Staff continues to participate in nondiscrimination training opportunities.

**Moving Forward: Staff will continue to participate in training opportunities.**

## Who is responsible for Title VI implementation and oversight?

The North Florida TPO delegates responsibility to execute the agency's Title VI program to the entire TPO staff but specifically charges the Executive Director with program oversight and Public Affairs Manager with its day-to-day implementation.

- Jeff Sheffield, Executive Director      904-306-7510 [jssheffield@northfloridatpo.com](mailto:jssheffield@northfloridatpo.com)
- 
- Marci Larson, Public Affairs Manager      904-306-7513      [mlarson@northfloridatpo.com](mailto:mlarson@northfloridatpo.com)

## What is the North Florida TPO's complaint procedure?

If any individual believes that he/she or any other program beneficiaries has been subjected to unequal treatment or discrimination in receiving benefits on the basis of race, color, national origin, sex, disability, age or income or the victim of retaliation s/he may exercise the right to file a complaint with the TPO. Every effort will be made to resolve verbal, non-written complaints received by the TPO informally. *The formal written complaint procedure is discussed at length in Appendix C. The complaint procedure is provided in Spanish in Appendix D..*

## How and when is Title VI compliance reported?

The Title VI Coordinator is responsible to coordinate, report and deliver to the FDOT District 2 Title VI Coordinator an annual report by June describing the accomplishments and changes to the goals and objectives for the upcoming year.

## How does the TPO inform the public about its Title VI program?

The Title VI Specialist will disseminate the Title VI Program information to TPO employees, sub recipients, consultants and beneficiaries as well as the general public. Public dissemination will include posting public statements, including the Title VI language in contracts, publishing annually the Title VI Statement in the Florida Times Union and announcing hearings and meetings in minority publications when appropriate.

In accordance with Title VI of the Civil Rights Act of 1964, the North Florida TPO is committed to establishing and maintaining practices that will ensure meaningful access to the TPO's plans and programs by persons with visual impairment and hearing loss. As noted on all advertisements, accommodation can be made with 72 hours' prior notice.

As discussed in the Limited English Proficiency Plan, according to the American Community Survey (U.S. Census 2013-2017) only 4 percent of the region's population does not speak English well.

## What are the Program Areas for which the TPO is responsible?

### Planning

The North Florida TPO is responsible for developing long and short range transportation plans and programs for the citizens of Clay, Duval, Nassau and St. Johns Counties.

The TPO annually updates the Five-Year Transportation Improvement Program (TIP). The Long Range Transportation Plan (LRTP) has a 20 year planning horizon and is updated every four to five years. The transportation planning process is comprehensive and incorporates input from the public as well as input from local elected officials from the local governments throughout the area.

### Consultant Contracting

The North Florida TPO utilizes the procurement services of the Jacksonville Transportation Authority (JTA). As a direct recipient of federal funds (Federal Transit Administration, \$5307, \$5312 and others) the JTA procurement process is compliant with federal rules and procedures. The JTA is responsible for setting policy and establishing procedures for consultant selection, negotiation, monitoring DBE program requirements, and ensuring that all consultant contracts have the appropriate Title VI provisions included.



## Appendix A—Demographic Profile



# Who are we?

## A Demographic Profile North Florida Transportation Planning Organization

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Demographics is the study of population on factors such as age, race, and sex. The American Community Survey (ACS), updated annually by the U.S. Bureau of the Census, is a key source of this data. State and local policy makers use it to guide their decision making in allocating government resources. Every 10 years this data is supplemented by the United States Census.

In the transportation planning process this information helps identify the population served, enabling metropolitan planning organizations (MPOs) such as the North Florida Transportation Planning Organization (North Florida TPO) to identify underserved populations. These residents are disadvantaged due to race and/or income. Care is taken to insure they are not overlooked in allocating transportation resources and that they are not negatively impacted by the policy and funding decisions made. See the Non Discrimination Plan.

The Limited English Proficiency Plan outlines how this information is used to determine if and when a MPO is required to provide documents in a language other than English.

The Non Discrimination and Limited English Proficiency Plans are available under the Public Involvement tab on the following website [www.northfloridatpo.com](http://www.northfloridatpo.com).

Demographic data from the Census, University of Florida Bureau of Business and Economic Research (BEBR), other state and local sources as well as data collected by the North Florida TPO is also used to develop and maintain a regional travel demand model. This model simulates current and future travel in the region.

The North Florida TPO planning area includes Clay, Duval, Nassau and St. Johns Counties. This area encompasses over 3,000 square miles. The ACS 5 year estimates for 2013 to 2017 reports total population for the region as 1,402,347. By 2045 population will exceed 2 million (BEBR).

The **racial distribution** of this population is as follows:

- White, 70%
- Black, 22%
- Native American, 0%
- Asian, 3%
- Hispanic, 8%

It should be noted that 3 percent of the population reports two (2) or more races.

The **median age** in the region is 40.9. Duval County has the lowest reported median age, 36. The highest median age is in Nassau County, 44.9. The median age for the state of Florida is 41.8.

**Median income** is \$62,800. This is well above the Florida median income, \$50,883. St. Johns County has the highest median income, \$73,630.

The highest percentage of individuals living below the **poverty level** is in Duval County, 16 percent. Region wide, the average is 11.73 percent.

The **average household size** in the region is 2.65 persons. An average of 7.1 percent of these households are female headed with children under the age of 18 living at home. In Duval County 11.5 percent of households is female headed with children at home.

# Who are we?

## A Demographic Profile North Florida Transportation Planning Organization

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**Educational attainment** in the region is higher than the state average for completing high school (87.6 percent), but lower than the statewide average for completing a bachelor degree or higher (28.5 percent). Over 90 percent of area residents have completed high school and more than 25 percent of area residents have earned a bachelor degree or higher, with the highest percentage of college graduates residing in Duval County.

Northeast Florida is home to 136,556 **veterans**. This is 13.5 percent of the region's population. Only 9 percent of Florida residents are veterans.

Thirteen percent of the region's population is disabled with the highest percentage **of persons with disabilities** residing in Nassau County, 15.8%.

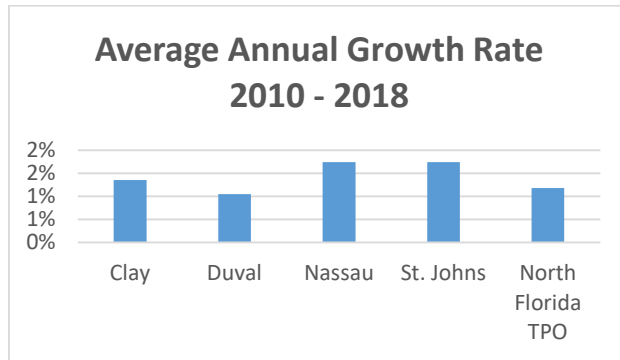
The **mean travel time to work** in the region is 28.7 minutes. The journey to work is longest for Clay County residents, 33.3 minutes and shortest for Duval County residents, 24.5 minutes. As reported in the North Florida Household Travel Survey conducted in Fall 2017, 90 percent of these trips were drive alone.

**Our region is growing.** From 2010 to 2018 the region added 184,889 residents. As illustrated on the graph below, the average annual growth rate 0.01 percent annually. The rate of growth has increased over the 8-year period with Nassau and St. Johns Counties each growing by 4 percent from 2017 to 2018.

# Who are we?

## A Demographic Profile North Florida Transportation Planning Organization

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The tables that follows details the demographic data discussed here.

Table 1  
**DEMOGRAPHIC PROFILE**

**AMERICAN COMMUNITY SURVEY 5 YEAR ESTIMATES 2013-2017**

| Variable   | Clay      | Duval     | Nassau    | St. Johns | North Florida<br>TPO | Florida    |
|--|-----------|-----------|-----------|-----------|----------------------|------------|
| Total Population                                       | 203,291   | 912,043   | 78,435    | 226,578   | 1,420,347            | 20,278,447 |
| <b>AGE</b>   |           |           |           |           |                      |            |
| Population Age 5+                                      | 191,902   | 850,321   | 74,316    | 213,027   | 332,392              | 19,173,085 |
| Population Age 65+                                     | 29,377    | 118,638   | 15,988.0  | 42,223    | 206,226              | 3,926,889  |
| % Population Age 65+                                   | 14.5      | 10.7      | 20.4      | 18.6      | 16                   | 19         |
| Population Age 75+                                     | 10,760.0  | 407,036.0 | 5,866.0   | 16,399    | 110,015              | 1,757,370  |
| % Population age 75+                                   | 5.3       | 3.5       | 7.5       | 7.2       |                      | 9          |
| Median Age   | 39.4      | 36.0      | 44.9      | 43.1      | 40.9                 | 41.8       |
| <b>SEX</b>   |           |           |           |           |                      |            |
| Male   | 100,119   | 442,115   | 38,706    | 110,112   | 691,052              | 9,914,361  |
| % Male   | 49        | 48        | 49        | 49        | 49                   | 49         |
| Female   | 103,172   | 469,928   | 39,279    | 116,466   | 728,845              | 10,364,086 |
| % Female   | 51        | 52        | 50        | 51        | 51                   | 51         |
| <b>RACE</b>  |           |           |           |           |                      |            |
| One Race   | 194,504   | 882,627   | 77,530    | 221,370   | 1,376,031            | 19,763,624 |
| Two or More Races                                      | 8,787     | 29,416    | 905       | 5,208     | 44,316               | 514,823    |
| % Two or More Races                                    | 4.3       | 3.2       | 1.2       | 23.0      | 3.1                  | 3.0        |
| White  | 164,223   | 553,571   | 77,530    | 201,712   | 997,036              | 15,343,997 |
| Black or African American                              | 20,298    | 271,042   | 4,913     | 11,566    | 307,819              | 3,270,863  |
| Native American  | 260       | 1,956     | 310       | 692       | 3,218                | 56,730     |
| Asian  | 6,145     | 42,206    | 716       | 6,006     | 55,073               | 543,394    |
| Hispanic   | 18,890    | 81,639    | 2,979     | 14,484    | 117,992              | 5,015,015  |
| <b>HOUSEHOLDS</b>                                      |           |           |           |           |                      |            |
| Total Households                                       | 71,939    | 347,783   | 30,454    | 83,744    | 133,480              | 7,510,882  |
| Female Headed Households with own child less than 18   | 4,868     | 29,352    | 8,289     | 3,936     | 11,611               | 497,310    |
| % Female Headed Households with own child less than 18 | 6.8       | 11.5      | 5.3       | 4.7       | 7.1                  | 6.6        |
| Average Household Size                                 | 2.81      | 2.57      | 2.55      | 2.68      | 2.65                 | 2.69       |
| <b>INCOME</b>  |           |           |           |           |                      |            |
| Median Household Income                                | \$ 61,971 | \$ 51,296 | \$ 64,294 | \$ 73,640 | \$ 62,800            | \$ 50,883  |
| Individuals Below Poverty Level                        | 10        | 16        | 11.4      | 9.1       | 11.73                | 15.5       |
| <b>EDUCATION</b>                                       |           |           |           |           |                      |            |
| % High School Graduates                                | 91        | 89.4      | 91.4      | 94.4      | 91.58                | 87.6       |
| % with Bachelors Degree or Higher                      | 24        | 28.7      | 27.2      | 23.7      | 25.83                | 28.5       |
| <b>LANGUAGE SPOKEN AT HOME</b>                         |           |           |           |           |                      |            |
| Population Speaks English Less Than Well               | 19,644    | 45,079    | 1,625     | 4,547     | 17,724               | 497,310    |
| % Population Speaks English Less Than Well             | 3.2       | 5.3       | 1.4       | 2.1       | 3.0                  | 11.8       |
| <b>DISABLED</b>  |           |           |           |           |                      |            |
| Noninstitutionalized Civilian Population               | 200,260   | 892,880   | 77,522    | 224,907   | 348,892              | 19,967,931 |
| Population with a Disability                           | 25,842    | 120,508   | 12,227    | 25,912    | 46,122               | 2,673,685  |
| % Population with a Disability                         | 13.3      | 11.5      | 15.8      | 11.5      | 13.0                 | 13.4       |
| <b>VETERANS</b>  |           |           |           |           |                      |            |
| # of Veterans  | 25,842    | 82,265    | 8,638     | 19,811    | 136,556              | 1,454,632  |
| % Veterans   | 17        | 11.9      | 13.9      | 11.3      | 13.525               | 9          |
| <b>WORK FORCE</b>                                      |           |           |           |           |                      |            |
| 16+ in Labor Force                                     | 101,718   | 476,910   | 16,563    | 109,219   | 704,410              | 9,772,762  |
| <b>COMMUTE</b>   |           |           |           |           |                      |            |
| Mean Travel Time to Work (Minutes)                     | 33.3      | 24.5      | 29.8      | 27.2      | 28.7                 | 27         |

**Table 2**  
**Annual Population Estimates**  
 AMERICAN COMMUNITY SURVEY 2013 to 2017

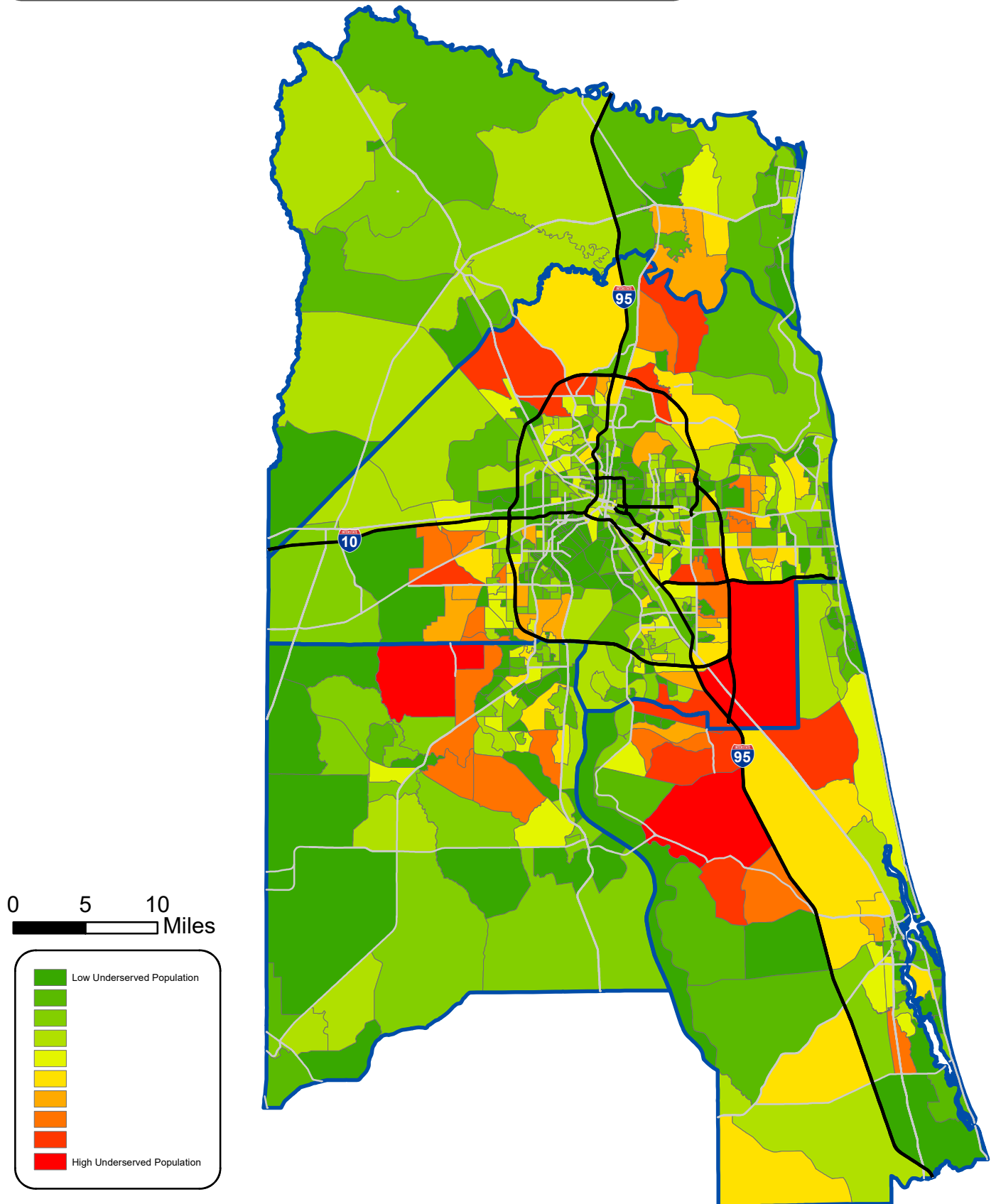
| Geography                | 2010             | 2011             | 2012             | 2013             | 2014             | 2015             | 2016             | 2017             | 2018             |
|--------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| <b>Clay</b>              | 191,434          | 192,278          | 193,836          | 195,645          | 198,572          | 202,386          | 207,247          | 212,177          | 216,072          |
| <b>Duval</b>             | 865,267          | 872,297          | 880,095          | 885,975          | 896,743          | 910,584          | 925,996          | 937,642          | 950,181          |
| <b>Nassau</b>            | 73,513           | 74,139           | 74,512           | 75,384           | 76,253           | 77,930           | 80,009           | 82,864           | 85,832           |
| <b>St. Johns</b>         | 191,243          | 196,088          | 202,061          | 209,449          | 217,865          | 226,464          | 234,996          | 243,928          | 254,261          |
| <b>North Florida TPO</b> | <b>1,321,457</b> | <b>1,334,802</b> | <b>1,350,504</b> | <b>1,366,453</b> | <b>1,389,433</b> | <b>1,417,364</b> | <b>1,448,248</b> | <b>1,476,611</b> | <b>1,506,346</b> |



## Appendix B—Maps



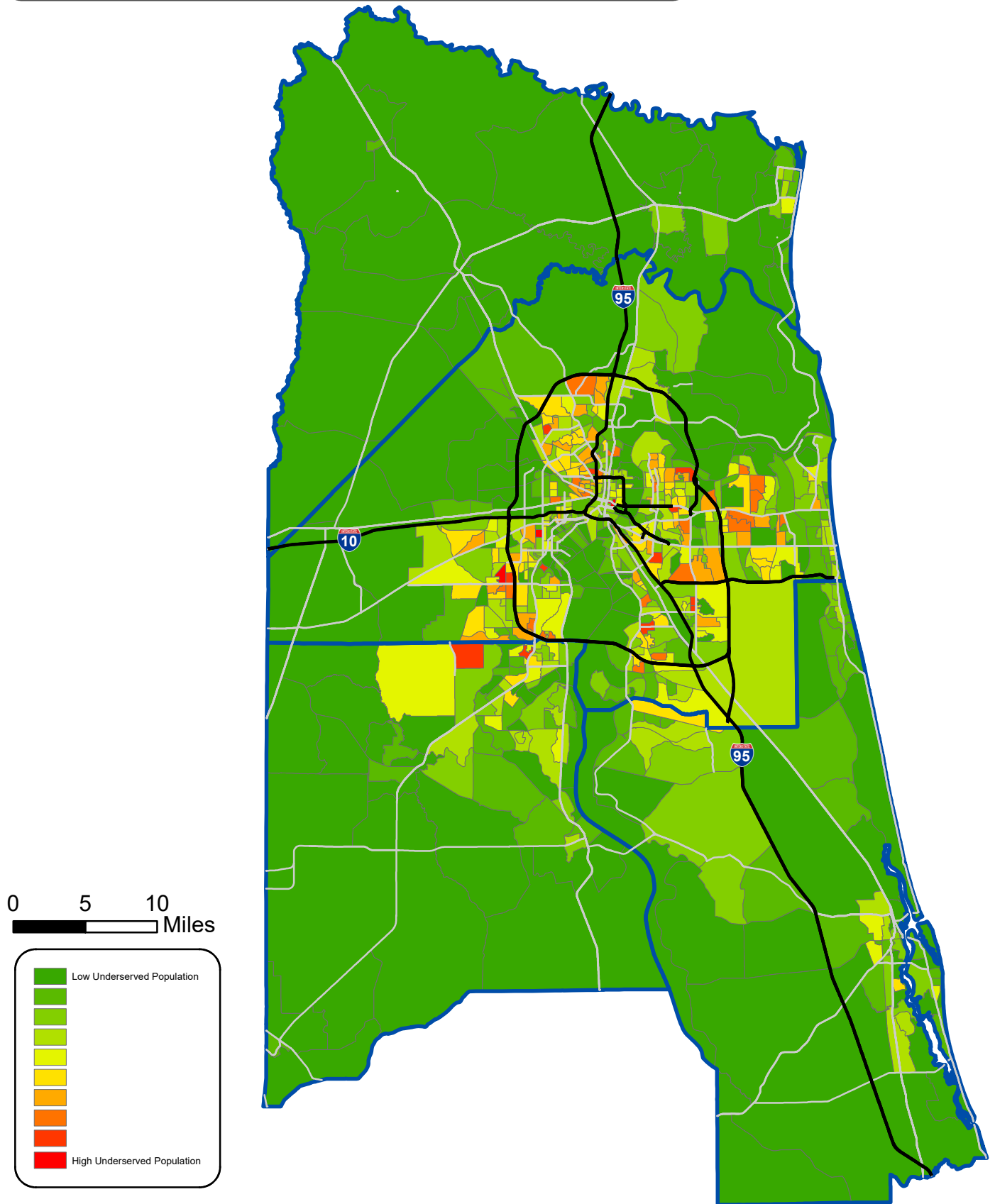
# North Florida TPO Underserved Areas By Population



Data Source: 2013-2017 American Community Survey 5-Year Estimates Block Group Data



# North Florida TPO Underserved Areas By Density



Data Source: 2013-2017 American Community Survey 5-Year Estimates Block Group Data



## Appendix C—Title VI Nondiscrimination Complaint Procedure





## **TITLE VI NONDISCRIMINATION—COMPLAINT PROCEDURE**

1. Any person who believes that he/she or any specific class of persons has been subjected to discrimination or retaliation prohibited by Title VI of the Civil Rights Act of 1964, and related statutes, may file a written complaint. All complaints received by the North Florida Transportation Planning Organization (North Florida TPO) will be referred to the Florida Department of Transportation (FDOT) District II, Title VI Coordinator for processing in accordance with approved State procedures.
2. Verbal/non-written complaints will be resolved informally. If the issue is not resolved to the complainant's satisfaction, the North Florida TPO Title VI Specialist will forward the complaint in writing to the FDOT District II, Title VI Coordinator. If the complainant is unable to put the complaint in writing, someone from the TPO staff will provide assistance or direct the complainant to someone who can provide the necessary assistance.
3. The North Florida TPO Title VI Specialist will advise the FDOT District II Title VI Coordinator within five (5) calendar days of receiving the allegation(s). The following information will be included in the notification:
  - a. Name, address and telephone number of the complainant.
  - b. Name(s) and addresses(s) of respondent.
  - c. Basis of the complaint (i.e. race, color, national origin, sex, age, disability, familial status or retaliation).
  - d. Date of the alleged discriminatory act(s).
  - e. Date complaint received.
  - f. Statement of the complaint.
  - g. Other agencies (state, local or federal) where the complaint has been filed.
  - h. An explanation of the actions the recipient has taken or proposed to resolve the allegation(s) in the complaint.
4. Within ten (10) calendar days, the North Florida TPO Title VI Specialist will acknowledge receiving the allegation(s), inform the complainant of action taken and proposed action to process the allegation(s), and advise the complainant of other avenues of redress available, such as FDOT's Equal Opportunity Office (EOO).
5. Within sixty (60) calendar days, the North Florida TPO Title VI Specialist conducts and completes a review of the verbal or non-written allegation(s), and based on the information obtained, will recommend action in a report of findings submitted to the Executive Director.
6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the Executive Director will notify the complainant in writing of the final decision, including the proposed disposition of the matter. The notification will advise the complainant of his/her right to file a formal complaint with the FDOT's EEO, if s/he is dissatisfied with the final decision rendered by the North Florida TPO. The North Florida TPO Title VI

Coordinator will also provide the FDOT District II Title VI Coordinator with a copy of all decisions and a summary of finding.

7. The North Florida TPO Title VI Specialist will maintain a log of all verbal and non-written complaints received. The log will include:
  - i. Name of the complainant.
  - j. Name of respondent.
  - k. Basis of complaint (i.e. race, color, national origin, sex, age, disability, familial status or retaliation).
  - l. Date verbal or non-written complaint was received.
  - m. Date FDOT notified.
  - n. Explanation of the actions taken or proposed to resolve the issues raised by the complainant.

## Appendix D—Appendix D—Título VI Procedimiento de queja





## *Título VI Procedimiento de queja*

### *Quejas formales por escrito*

1. *Cualquier persona que crea que ella o alguna clase específica de personas han sido sometidas a discriminación o represalias prohibidas según el Título VI de la Ley de derechos civiles de 1964, de acuerdo con la enmienda correspondientes y los estatutos relacionados, puede presentar una queja por escrito. Todas las quejas deberán dirigirse al especialista en el Título VI del North Florida Transportation Planning Organization (North Florida TPO).*

- a. Una queja formal por escrito deberá presentarse dentro de los 180 días posteriores al supuesto acto de discriminación; o*
- b. En la fecha en que la persona o personas se den cuenta del supuesto acto de discriminación; o*
- c. Cuando la conducta haya sido continua, la fecha en la que dicha conducta haya ocurrido o la instancia más reciente de la misma.*

*Todas las quejas por escrito deberán incluir:*

- a. El nombre, dirección y teléfono de la persona que presenta la queja.*
- b. Nombre y dirección de la persona demandada.*
- c. Base de la queja (por ejemplo, raza, color, origen nacional, sexo, edad, discapacidad, estado familiar o represalias).*
- d. Fecha del supuesto acto discriminatorio.*
- e. Declaración de la queja.*

2. *El especialista en el Título VI de North Florida TPO pasará de inmediato la queja formal por escrito al coordinador de Título VI del Distrito II de FDOT.*

3. *El especialista en el Título VI de North Florida TPO mantendrá un archivo de todas*

las quejas formales presentadas por escrito.

4. En un plazo de catorce (14) días calendario, el especialista en el Título VI de North Florida TPO en consulta con el coordinador de Título VI del Distrito II de FDOT llevará a cabo y completará una revisión de la información obtenida y hará una recomendación para tomar medidas al respecto en un informe de la investigación que se presentará al director ejecutivo.
5. En un plazo de veintiún (21) días calendario a partir de la recepción de la queja formal por escrito, el director ejecutivo notificará al querellante, por escrito, la decisión final, incluyendo las disposiciones propuestas para el asunto. La notificación informará al querellante de su derecho a presentar una queja formal ante la EOO de FDOT, en caso de que no estén satisfechos con la decisión final proporcionada por North Florida TPO. El coordinador de Título VI de North Florida TPO proporcionará también al Coordinador del Título VI del Distrito II de FDOT una copia de todas las decisiones y un resumen de la investigación.

#### Quejas verbales, no escritas

1. Las quejas verbales, no escritas se resolverán de manera informal. Si el problema no se resuelve a satisfacción del querellante, el especialista en el Título VI de North Florida TPO turnará la queja por escrito al Coordinador del Título VI del Distrito II de FDOT.

Si el querellante no puede poner por escrito la queja, alguien del personal de MPO le ayudará o dirigirá al querellante con alguien que pueda ayudarlo.

2. El especialista en el Título VI de North Florida TPO informará al coordinador del Título VI del Distrito II de FDOT en un plazo de cinco (5) días calendario de haber recibido la acusación. La notificación deberá incluir la siguiente información:
  - a. El nombre, dirección y teléfono de la persona que presenta la queja.
  - b. Nombre y dirección de la persona o personas demandadas.
  - c. Base de la queja (por ejemplo, raza, color, origen nacional, sexo, edad, discapacidad, estado familiar o represalias).
  - d. Fecha del supuesto acto discriminatorio.
  - e. Fecha de recepción de la queja.
  - f. Declaración de la queja.
  - g. Otras agencias (estatales, locales o federales) en las que se haya presentado la queja.
  - h. Una explicación de las acciones que ha tomado la persona que recibió la queja o que se han propuesto para solucionar el problema que se plantea.

3. En diez (10) días calendario, el especialista en el Título VI de North Florida TPO acusará recibo del alegato, informará a la persona que presenta la queja de las acciones tomadas y las medidas propuestas para procesar la acusación, y aconsejará al querellante otros medios a su alcance para zanjar la cuestión, como la Oficina de igualdad de oportunidades (EOO) de FDOT.
4. En un plazo de sesenta (60) días calendario, el especialista en el Título VI de North Florida TPO realizará y completará una revisión de las acusaciones verbales o no escritas y, de acuerdo con la información obtenida, recomendará una acción en un informe de la investigación que se presentará al director ejecutivo.
5. En un plazo de noventa (90) días calendario de recibida la acusación verbal o no escrita, el director ejecutivo notificará al querellante, por escrito, la decisión final, incluyendo las disposiciones propuestas para el asunto. La notificación informará al querellante de su derecho a presentar una queja formal ante la EOO de FDOT, en caso de que no estén satisfechos con la decisión final proporcionada por North Florida TPO. El coordinador de Título VI de North Florida TPO proporcionará también al Coordinador del Título VI del Distrito II de FDOT una copia de todas las decisiones y un resumen de la investigación.
6. El especialista en el Título VI de North Florida TPO mantendrá un registro de todas las quejas verbales y no escritas que se reciban. El registro incluirá:
  - a. El nombre, dirección y teléfono de la persona que presenta la queja.
  - b. El nombre de la persona demandada.
  - c. Base de la queja (por ejemplo, raza, color, origen nacional, sexo, edad, discapacidad, estado familiar o represalias).
  - d. Fecha en que se recibió la queja verbal o no escrita.
  - e. Fecha de notificación al FDOT.
  - f. Explicación de las acciones tomadas o propuestas para resolver las cuestiones expuestas por quien presenta la queja.

Si tiene una queja en relación con el Título VI, póngase en contacto con Marci Larson o Elizabeth DeJesus.

Marci Larson 904-306-7513

[mlarson@northfloridatpo.com](mailto:mlarson@northfloridatpo.com)

Elizabeth DeJesus 904-306-7505

[edejesus@northfloridatpo.com](mailto:edejesus@northfloridatpo.com)

