



Lake County Office of Transit Services
Title VI Program Update

Final

January 2021

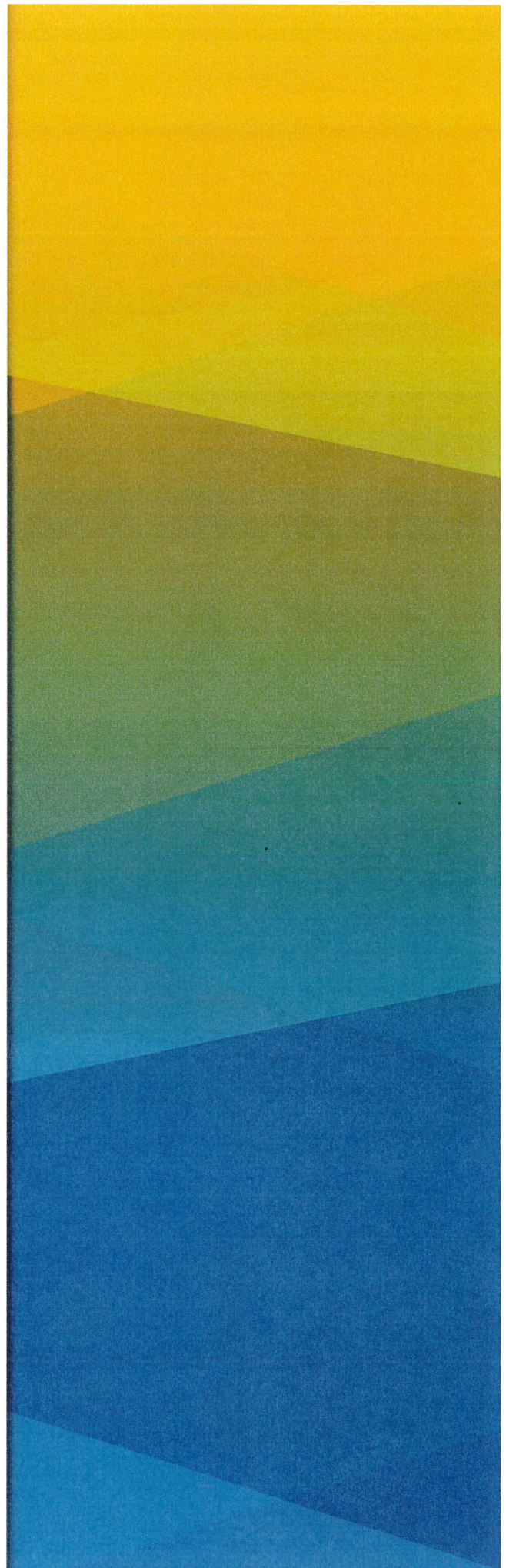


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Introduction

The Lake County Office of Transit Services (LCOTS), as the public transit provider in Lake County, Florida, and dba LakeXpress, is required to submit to the Federal Transit Administration (FTA) a Title VI Program to document the level and quality of transit service provided for minority and low-income areas, pursuant to Title VI of the Civil Rights Act of 1964, as amended. This report is updated and submitted to FTA every three years to demonstrate compliance with Title VI requirements that preclude discrimination in the provision of transit service and transit-related amenities. The purpose of this program is to ensure that no person, on the grounds of race, color, or national origin, is excluded from participating in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance from FTA.

The LCOTS Title VI Program provides leadership, direction, and policy to ensure compliance with Title VI of the Civil Rights Act of 1964 and related non-discrimination authorities. LCOTS is proud of its longstanding policy to ensure that social impacts to communities and people are recognized early and continually throughout the transportation decision-making process.

Policy Statement

Presidential Executive Order (EO) 12898, *Federal Actions to Address Environmental Justice in Minority and Low-Income Populations*, signed on February 11, 1994, directed every federal agency to make environmental justice part of its mission by identifying and addressing the effects of all programs, policies, and activities on "minority populations and low-income populations." The United States Department of Transportation (USDOT) environmental justice initiatives accomplish this goal by involving the potentially affected public in developing transportation projects that fit harmoniously within their communities without sacrificing safety or mobility.

The Lake County Board of County Commissioners assures that no person shall, on the grounds of race, color, national origin, sex, age, disability or income status, gender or sexual orientation as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity. The County Commission further assures every effort will be made to ensure nondiscrimination in all programs and activities, whether federally funded or not.

If, as a direct recipient, Lake County distributes federal funds to another entity, Lake County will include Title VI language in all written agreements and will monitor the subrecipient(s) for compliance.

The Transit Program Specialist serves as LCOTS's Title VI Specialist and is responsible for initiating and monitoring Title VI activities, preparing required reports, and carrying out other responsibilities, as required.

Title VI Program Checklist

The checklist in Table 1 addresses general Title VI reporting requirements for all recipients of FTA funding assistance and requirements for fixed route transit providers as described in FTA Circular 4702.1B. As LCOTS operates 31 fixed route vehicles in peak service, it is not required to address elements that apply to transit providers operating 50 or more fixed route vehicles in peak service and that are in an Urbanized Area (UZA) of 200,000 or more people. To assist reviewers, page number references for this document are provided for each requirement.

Table 1: Title VI Requirements

Requirement	Page(s)
General Requirements for All Grant Recipients	
Title VI Notice to the Public, including list of locations where notice is located	2, Appendix A
Title VI Complaint Procedure	2-5
Title VI Complaint Form (English and Spanish)	5, Appendix B
List of Transit-Related Title VI Investigations, Complaints, and Lawsuits	5
Public Participation Plan and Summary of Outreach Efforts	5-8, Appendix C
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Board Approval of Title VI Documentation	15, Appendix D
Requirements for Fixed Route Transit Providers*	
Service Standards	15-16
Service Policies	16-18

**Requirements shown for transit providers operating less than 50 vehicles in peak service
Source: FTA Circular 4702.1B Appendix A*

General Reporting Requirements

The following information addresses Title VI general reporting requirements as described in FTA Circular 4702.1B.

Title VI Notice to the Public

A Title VI Notice to the Public must be displayed to inform a recipient's customers of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc.

LCOTS's Title VI Notice to the Public is posted in the public areas of the Transit Administration building, on each LakeXpress bus, and on the agency's website, www.rideLakeXpress.com. The English and Spanish versions of the notice can be found in Appendix A.

Title VI Complaint Procedure

All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public.

Any person who believes that he/she or any specific class of persons has been subjected to discrimination or retaliation prohibited by the Title VI of the Civil Rights Act of 1964, as amended, and related statutes under LCOTS's program of transit service delivery or related services or programs is encouraged to file a report with the LCOTS's Title VI Specialist as follows:

Lake County Office of Transit Services
2440 U.S. Highway 441/27
Fruitland Park, FL 34731
Attn: Transit Program Specialist/Title VI Specialist
Amy Bradford
abradford@lakecountyfl.gov
(352) 323-5733

Oral complaints received by the County shall be resolved informally by the County's Title VI Specialist. If the allegation(s) raised is not satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the County's Title VI Specialist shall refer the complainant to the Florida Department of Transportation (FDOT) District Five's Title VI Coordinator for processing in accordance with approved state procedures.

Any person who believes himself, herself, or any specific class of persons to be subjected to discrimination on the basis of race, color, or national origin may by himself or by a representative file a written complaint with the FTA. A complaint must be filed no later than 180 days after the date of the alleged discrimination.

The County's Title VI Specialist will advise FDOT District Five's Title VI Coordinator within five (5) calendar days of receipt of a written or oral complaint. The following information will be included in every notification:

- a) Name, address, and phone number of the complainant.
 - b) Name and address of the respondent.
 - c) Basis of the complaint.
 - d) Date of the alleged discriminatory act or acts.
 - e) Date the complaint was received by the County.
 - f) A statement of the complaint.
 - g) Other agencies where the complaint has been made.
 - h) An explanation of the actions taken or proposed by the County to resolve the allegation(s) raised in the complaint.
1. Within ten (10) business days, the County's Title VI Specialist will acknowledge receipt of the allegation(s), inform the complainant of the Title VI process, any action taken and/or propose to resolve the allegation(s), and advise complainant of other avenues of redress available, such as the FDOT's Equal Opportunity Office (EOO).

Within sixty (60) calendar days from the receipt of the complaint, the County's Title VI Specialist will investigate and provide any follow up information. The Title VI Specialist will

also provide appropriate assistance to complainants, including those persons with disabilities, or to those who are limited in their ability to communicate in English. In instances where additional information is needed for assessment or investigation of the complaint, the Title VI Specialist will contact the complainant in writing to request additional information. Failure to provide the requested information within 14 business days may result in the administrative closure of the complaint. All complaints will be tracked and logged.

2. Upon completion of the complaint investigation, the Title VI Specialist will prepare a draft written response subject to review by the County Attorney. If appropriate, the Title VI Specialist will provide the complainant a written response and may administratively close the complaint.

The Title VI Specialist will advise the complainant of his or her right to file Title VI complaint externally with FTA, FDOT, or the Lake County Attorney's Office as follows:

Federal Transit Administration, Office of Civil Rights
Attn: Title VI Program Coordinator
1200 New Jersey Avenue SE, 5th Floor
Washington, DC 20590

Florida Department of Transportation, District 5
Title VI Coordinator
420 West Landstreet Road
Orlando, FL 32824
321-319-8100

Lake County Board of County Commissioners
County Attorney's Office
315 West Main Street
Tavares, FL 32778
352-343-9787

The Lake County Title VI Specialist will also provide FDOT District's Five's Title VI Coordinator with a copy of the report findings and final decision.

3. The County's Title VI Specialist will maintain a log of all oral complaints received. The log will include the following Information:
 - a) Name, address, and phone number of the complainant.
 - b) Names and address of the respondent.
 - c) Basis of the complaint.
 - d) Date of the alleged discriminatory act(s).
 - e) Date the complaint was received by the County
 - f) A statement of the complaint.
 - g) Other agencies where the complaint has been made.

- h) An explanation of the actions the taken or proposed by the LCOTS to resolve the allegation(s) raised in the complaint.

Title VI Complaint Form

Recipients must create and make available a Title VI Complaint Form for use by customers who wish to file a Title VI complaint. The complaint form shall be available on the recipient's website. A recipient's Title VI Complaint Form shall specify the three classes protected by Title VI—race, color, and national origin—and allow the complainant to select one or more of those protected classes as the basis/bases for discrimination.

LCOTS's Title VI complaint form is available in English and Spanish on the agency's website. A copy of both versions of the complaint form can be found in Appendix B.

When filing a Title VI complaint, complainants are asked to:

1. Provide information regarding how, why, when, and where he/she believes they were discriminated against, including the location, names, and contact information for witnesses. If the alleged incident occurred on a LakeXpress vehicle, provide the bus, give date, time of day, and bus number, if available.
2. Sign the letter of complaint.

If website access is unavailable, or you are unable to get to the LCOTS office, complaint forms may also be obtained by contacting the LCOTS Title VI Specialist, Amy Bradford at abradford@lakecountyfl.gov or (352) 323-5733.

List of Title VI Investigations, Complaints, and Lawsuits

Recipients shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or sub-recipient that allege discrimination on the basis of race, color, or national origin.

No lawsuits or complaints alleging that LCOTS discriminates on the basis of race, color, or national origin with respect to service or other transit benefits have been filed since submittal of the previous triennial Title VI report.

Public Participation

Include information about outreach methods to engage minority and [Limited English Proficiency] LEP populations, as well as a summary of outreach efforts made since the last Title VI submission.

LCOTS conducts a variety of public involvement activities to ensure a range of available opportunities for providing feedback on public transit service. The agency recognizes that, in compliance with Title VI and environmental justice, public involvement activities should ensure access to the transportation planning process for low-income and minority populations and that these population groups are not disproportionately burdened.

Public Participation Plan

LCOTS follows the Lake-Sumter Metropolitan Planning Organization's (MPO) Public Participation Plan (PPP) and conducts additional public involvement activities to ensure that a wide range of opportunities is available for all persons to provide feedback on transit service, including users and non-users. The MPO's PPP is provided in its entirety in Appendix C. The approach to engage Title VI populations used by the MPO and LCOTS is described below. Additional public outreach directed towards LEP and Title VI populations is also described in more detail in the Language Assistance Plan included herein.

Public Outreach Approach for Title VI Populations

In accordance with the 2020 Lake-Sumter MPO PPP, LCOTS will reach out to members of the low-income, minority, and disabled communities as part of the transportation planning process to meet the requirements of Title VI and other federal nondiscrimination authorities and to better serve the community. LCOTS will utilize the FDOT Efficient Transportation Decision Making (ETDM) Tool to conduct socio-economic analysis of communities to determine where concentrations of Title VI groups and issues may exist.

Localized meetings to discuss transportation issues directly affecting the community will be held periodically to encourage participation in the transportation planning process. Public notifications will be used to get the word out about upcoming meetings and hearings. Citizens that express interest or make comments at a public meeting or hearing will be put on a mailing list to be notified of upcoming meetings. LCOTS will hold meetings and public hearings during times when public transit services are available for those without other forms of transportation, who are disabled, or otherwise unable to drive. Consistent with EO 12898 on environmental justice, special efforts are undertaken to involve population segments that are traditionally underserved and/or underrepresented in Lake County. These efforts may include the following:

- Identify geographic locations with a high concentration of traditionally underserved and underrepresented residents.
- Host traditional workshops convenient to these geographic locations and invite community leaders from these geographic locations to participate on the Lake-Sumter MPO Community Advisory Committee (CAC) and other committees, as appropriate.
- Distribute information regarding the transportation planning process and opportunities for public involvement by providing information on public transit.
- Meet with and make presentations to organizations that represent traditionally underserved and underrepresented residents.

Additionally, the PPP guidance requires that Title VI compliance and complaint procedures be noticed at all public hearings.

While not specifically outlined in the PPP, the COVID-19 global pandemic that began in March 2020 has required adjustments to how communities are engaged and informed, relying more on virtual and electronic communications. To expand the reach of its communications, Lake County used social media to convey messages about modifications to transit services during the initial COVID-19

outbreak. Additionally, the County engaged the community by handing out facemasks at transfer centers and from the main office, provided information and literature regarding the Coronavirus Aid, Relief, and Economic Security (CARES) Act funding, and provided print material regarding modified services for riders who may not have access to the Internet. To keep all parties safe, new on-board placards were printed to help encourage social distancing, mask wearing, and encourage following all the CDC recommended guidelines.

Recent Public Participation and Outreach Activities

Table 2 summarizes the events, meetings, and outreach activities completed by LCOTS since the Title VI Program was last updated. These are general opportunities for LEP and Title VI communities to attend and participate in outreach efforts. Additional opportunities for public participation were provided as part of the 2018–2027 Transit Development Plan (TDP) Major Update and recent Comprehensive Operational Analysis (COA). Public participation activities related to the TDP and COA are described in greater detail later in this section.

Table 2: Summary of Public Outreach Efforts or Public Comment Opportunities

Public Hearing / Outreach Description	Location	Date
Travel Training	Gray Middle School, Groveland	01/31/17
Annual Community Resource Fair	Venetian Gardens, Leesburg	02/02/17
Travel Training	Gray Middle School, Groveland	03/02/17
Travel Training	Gray Middle School, Groveland	03/07/17
Travel Training	Gray Middle School, Groveland	04/06/17
TDP Public Hearing	Various Locations in Lake County	Various dates in 2018
Mobility Week	Various Locations	10/30-11/03/17
Stuff the Bus Food Drive	David Walker Publix, Eustis	10/28/17
FDOT Grant Public Hearing	Transit Office, Fruitland Park	12/11/17
Travel Training	Gray Middle School, Groveland	03/27/18
Travel Training	LifeStream AIMS, Leesburg	04/27/18
Travel Training	Hope Unlimited Group Home, Eustis	05/10/18
Stuff the Bus Food Drive	David Walker Publix, Eustis	05/30/18
Lake Griffin Harbor Health Fair	Leesburg	10/09/18
Mobility Week	Various Locations	10/29-11/2/18
Transit Meet and Greet – Ride-a-Long	Transit Office, Fruitland Park	11/19/18
FDOT Grant Public Hearing	Transit Office, Fruitland Park	12/12/18
Kings Ridge Disaster Readiness Fair	Clermont	04/19/19
Lake Griffin Harbor Health Fair	Leesburg	10/15/19
Stuff the Bus Food Drive	David Walker Publix, Eustis	10/26/19
Mobility Week	Various Locations	10/28-11/01/19
FDOT Grant Public Hearing	Transit Office, Fruitland Park	01/08/20
Mobility Week	Various Locations	10/26-10/30/20
FDOT Grant Public Hearing	Transit Office, Fruitland Park	01/04/21

Source: LCOTS

Transit Development Plan Outreach Activities

LCOTS, as part of the process for planning services and determining its capital program, maintains a 10-year TDP. Florida Statutes require transit agencies to complete a major update of their TDP every

five years and, in the interim years, provide annual progress reports (APR) on any changes and accomplishments in implementing the TDP. Submittal of the TDP and APRs is a requirement to receive annual FDOT Public Transportation Block Grant operating assistance. LCOTS completed its FY 2019–2028 Major TDP Update in September 2018.

Through the TDP public involvement process, the community has an opportunity to provide feedback on existing and future planning projects, transit services, and capital investments. The most recent TDP Major Update included an extensive public involvement process. Table 3 summarizes the TDP-related public involvement activities. On-board survey efforts are described in more detail below.

Table 3: Summary of TDP Public Involvement Activities and Participants

Activity	Date	Approximate # of Participants
Stakeholder interviews	April/May 2018	12
Discussion group workshops	May 2018	10
On-board survey	June 2018	278
Online public survey	April-June 2018	249
Operator interviews	June 2018	7
Public workshops	July 2018	12
Total Participants		568

Source: Lake County 2019-2028 Transit Development Plan (September 2018)

On-Board Survey

As part of the TDP public involvement process, an on-board survey of bus passengers was conducted in June 2018. On-board surveys are an important service assessment tool employed by transit agencies. Feedback from the on-board survey assists LCOTS in planning for immediate service improvements and in determining future transit need in Lake County. In addition, LCOTS uses the on-board survey results to determine the demographic makeup and travel characteristics of its existing customer base.

LCOTS disseminated on-board surveys in English and Spanish to ensure that Spanish-speaking customers have meaningful access to provide input in the planning process. Of the 278 respondents, 20 (7%) took the Spanish survey. This process also reached out to obtain input from low-income and minority persons who may not be able to attend a formal public meeting.

Comprehensive Operational Analysis Public Outreach Activities

In 2018-2019, a COA was undertaken to evaluate the overall performance of the LakeXpress system and to analyze individual routes, operating parameters, and funding opportunities within a local, state, and national context. The results of the COA help LCOTS identify options for modifying transit service and operations to maximize system efficiency.

As part of the COA, additional rider surveys were conducted during the fall of 2018 and the spring of 2019 in English and Spanish to support and validate the TDP on-board survey findings.

Language Assistance Plan

The recipient shall develop an assistance plan to address the identified needs of the LEP population(s) it serves. The USDOT LEP Guidance recognizes that certain recipients, such as those serving very few LEP persons or those with very limited resources, may choose not to develop a written plan. However, FTA has determined it is necessary to require its recipients to develop an assistance plan to ensure compliance.

Results of Four Factor Analysis, including Description of LEP Population(s) Served

To continue reaching LEP persons in Lake County, LCOTS conducted targeted needs assessments and gathered data to gain an understanding of the public transportation needs. LCOTS used the four-factor framework provided in Section V of the USDOT LEP Guidance to develop its Language Assistance Plan.

Factor 1: Number and proportion of LEP persons served or encountered in the eligible service population

LCOTS continually provides information to LEP residents in its service area. According to data from the 2019 American Community Survey (ACS) 5-Year Estimates, Lake County's population age 5 and over is 328,853, with 86% speaking only English. Of the remaining 14% of the population that speaks a language other than English, 11% speak Spanish.

Table 4 provides a detailed breakdown of the County's LEP population, defined as persons that speak "English less than very well" and the languages spoken. Approximately 4.74% of the total population is defined as LEP. Spanish-speaking LEP persons comprise the greatest proportion (3.63%), followed by French, Haitian, or Cajun (0.46%), and Vietnamese (0.12%).

Table 4: Languages Spoken in Lake County

Language	Speak English Less Than "Very Well"	% of Lake County Population	% of LEP Population
Spanish	11,932	3.63%	76.51%
French, Haitian, or Cajun	1,523	0.46%	9.77%
Other Indo-European languages	893	0.27%	5.73%
Vietnamese	411	0.12%	2.64%
Chinese (incl. Mandarin, Cantonese)	167	0.05%	1.07%
Tagalog (incl. Filipino)	166	0.05%	1.06%
Arabic	159	0.05%	1.02%
Other Asian and Pacific Island	144	0.04%	0.92%
Russian, Polish, or other Slavic	108	0.03%	0.69%
Korean	60	0.02%	0.38%
German/other West Germanic	33	0.01%	0.21%
Other and unspecified languages	0	0.00%	0.00%
Total LEP Population	15,596	4.74%	100%

Source: ACS 2019 5-Year Estimates, Table C16001

Map 1 illustrates the LEP population by Census Tract compared with the total population. LCOTS has identified Spanish-speakers as the predominant LEP population for assistance and will continue to support areas with higher proportions of LEP populations to ensure that all language assistance needs are met.

Factor 2: Frequency in which LEP persons encounter transit programs, activities, and services

The on-board survey conducted in June 2018 as part of the TDP update offered an English and Spanish version. Of 278 respondents, 20 (7%) took the Spanish survey. The survey also indicated that 45% of the Spanish survey respondents are frequent LakeXpress riders (at least 5 times per week). The COA survey used to supplement the TDP on-board survey yielded similar results.

Based on the 2019 ACS, there is a small but growing size of the LEP population in the county that will likely increase future contact with the LakeXpress services and activities. Recognizing this, LCOTS proactively communicates vital messages about transit services, meetings, activities, surveys, and other important information in English and Spanish. In addition to providing literature in these languages, staff members are available to serve as language interpreters, or persons who translates spoken language orally, in public meetings. County staff can also assist in translating written text from one language into another.

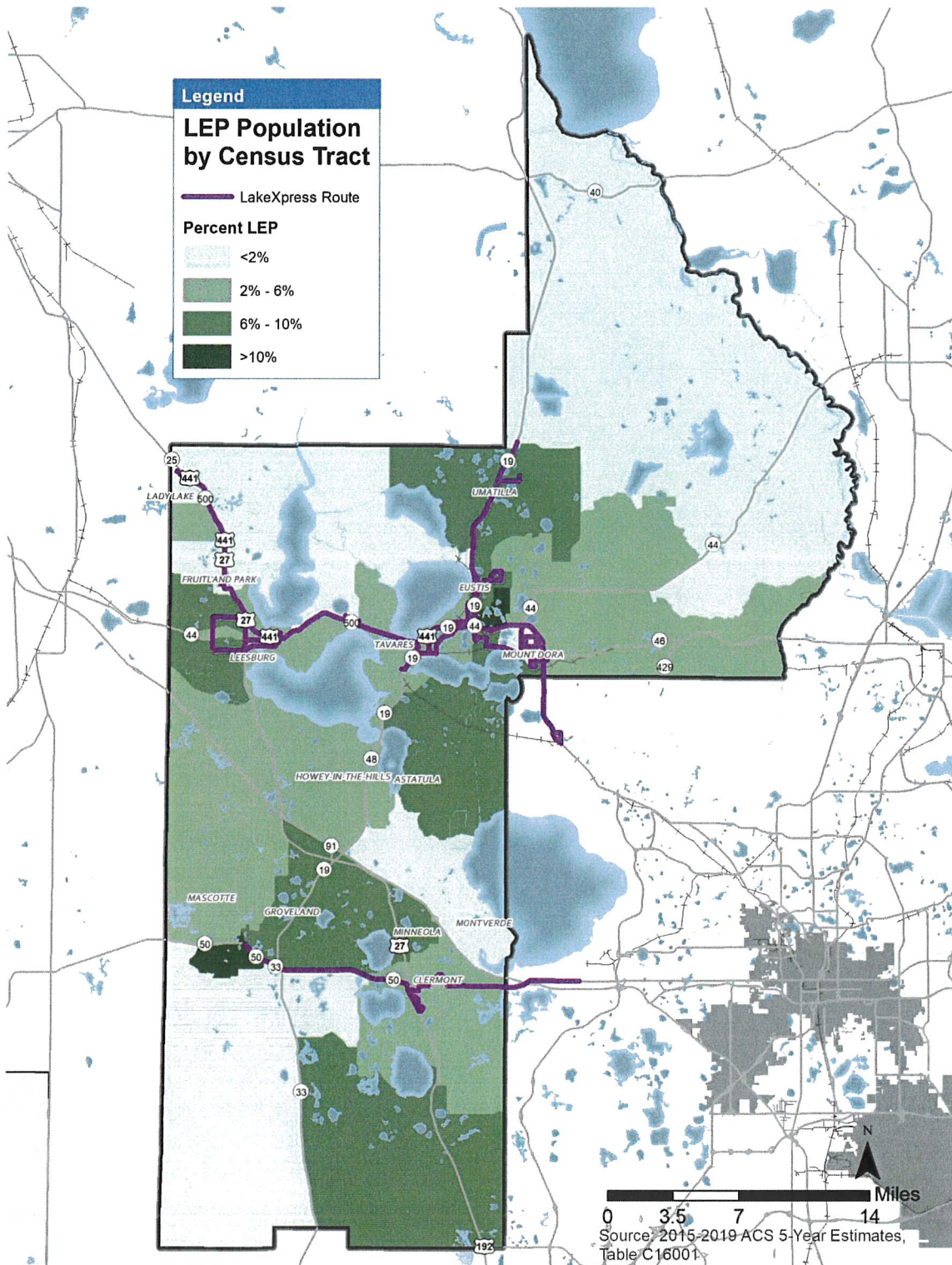
A list of employees who speak different foreign languages who may assist LEP clients is presented in Table 5.

Table 5: Lake County Employee Language List

Last Name	First Name	Department	Telephone No.	Language
Barron	Janie	Economic Growth	343-5424	Spanish
Burgos	Grace	Public Resources	742-3868	Spanish
Granada	Maria	Community Services	343-9627	Spanish
Isaac-Jimenez	Melving	Public Resources	343-3025	Spanish
Jones	Wes	Facilities	253-4972	Spanish
Lora	Eva	Economic Growth	343-1875	Spanish
Montes	Herman	Public Resources	429-5840	Spanish
Naas	Miriam	Human Resources	343-9621	Cantonese
Nelson	Jeanine	Human Resources	343-9784	French
Pagan	Kathy	Economic Growth	343-9642	Spanish
Ramirez	Maria	Public Resources	429-5840	Spanish
Sala	Joann	Economic Growth	343-5606	Spanish
Yang	John	Telecommunications	343-9895	Laotian
Zapata	Magda	Communications	343-9608	Spanish

Source: Lake County

Map 1: LEP Population in Lake County



Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives

LCOTS provides an essential service to the community during emergency evacuation such as hurricanes, fires, and other disasters. The agency also helps disseminate information to the public on security awareness, emergency preparedness, and the importance of the modes and type of services provided. If this information is not accessible to LEP persons, or if language services in these areas are delayed, the consequences to these individuals could be life threatening. It is precisely because of this that LCOTS ensures that all segments of the population, including LEP persons, have the opportunity to be involved in transit planning consistent with Title VI and other federal non-discrimination authorities, such as environmental justice.

The impact of proposed transit projects and investments on underserved and underrepresented population groups is part of the evaluation process in using federal funds to prepare LCOTS's program of projects and two essential transit documents:

- The Transit Development Plan (TDP)
- The Transportation Disadvantaged Service Plan (TDSP)

Inclusive public participation is a priority consideration in all transit plans, studies, and programs. The impacts of transit improvements from these planning activities impacts all residents. Understanding of and continued involvement in the planning process is encouraged. LCOTS is concerned with input from all stakeholders and makes every effort to ensure that the planning process is as inclusive as possible.

Factor 4: The resources available to the recipient and cost

Given the current financial constraints and percentage of LEP population, translation of large transit planning documents such as the TDP and TDSP is not done at this time. However, LCOTS ensures that all vital communication information of programs, activities and services are made available to the LEP population in English and Spanish, which collectively are spoken by 99% of Lake County's residents.

LCOTS will continue efforts to provide language translation and interpretation services considering available funding. LCOTS will monitor LEP population and adjust its LEP policy accordingly. If warranted in the future, LCOTS will consider new techniques to reach the LEP population, such as the translation of executive summaries designed to capture the significant points of the full document.

LCOTS has also translated many essential documents such as:

- Bus schedules and route maps
- Lake County Connection Rider's Guide
- Notice of right to language assistance
- Fare/service change announcements
- Notices pertaining to upcoming events
- Title VI Policy
- Public notices

Describe how the recipient provides language assistance services by language.

Engaging the diverse population within the LakeXpress service area is important. LCOTS is committed to providing quality services to all citizens, including those who are LEP.

USDOT guidance indicates that once an agency has decided to provide language services, based on the four factors, it is important that the recipient notify LEP persons of services available free of charge in a language the LEP persons would understand. Example methods for notification include:

1. Signage that indicates when free language assistance is available with advance notice.
2. Stating in outreach documents that language services are available.
3. Working with community-based organizations and other stakeholders to inform LEP individuals of LakeXpress services and the availability of language assistance.
4. Using automated telephone voice mail or menu to provide information about available language assistance services.
5. Including notices in local newspapers in languages other than English.
6. Providing notices on non-English-language radio and television about services and the availability of language assistance.
7. Providing presentations and/or notices at schools and community-based organizations.

LCOTS will publicize the availability of interpreter services, free of charge, if requested at least 7 days prior to meetings, workshops, forums, or events. These events will be publicly advertised via web site, onboard buses, newspaper, etc.

Additional tools will be used, as appropriate, such as:

- Signage
- Flyers
- Handouts available in vehicles and transfer locations
- Announcements in vehicles and transfer locations
- Newspaper and radio advertisements
- Lake County library systems
- Announcements and community meetings
- Surveys
- Language interpreter and translation services
- Audio guide of the Lake County Connection Rider's Guide

Safe Harbor Stipulation

Federal law provides a 'safe harbor' stipulation so recipients of federal funding can ensure compliance with their obligation to provide written translations in languages other than English with greater certainty. However, failure to provide written translations under the circumstances does not mean noncompliance, but rather provides recipients with a guide for greater certainty of compliance in accordance with the four-factor analysis as outlined above.

Evidence of compliance with the recipient's written translation obligations under 'safe harbor' includes providing written translations of vital documents for each eligible LEP language group that

constitutes 5% or 1,000 persons, whichever is less of eligible persons served or likely to be affected. Translation of non-vital documents can be provided orally. As previously noted, LCOTS provides translated version of vital documents, such as the Title VI notice, complaint form, bus schedules, etc. in Spanish as this language group meets the required 1,000 person/5% threshold. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and reasonable to provide.

Minority Representation on Committees and Councils

Recipients who have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race and a description of efforts made to encourage the participation of minorities on such committees.

As a division of the Lake County Government, LCOTS's decision-making body is the Lake County Board of County Commissioners, solely comprised of elected officials. At this time, Lake County has no transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which would be selected by the County Commission.

Subrecipient Compliance with Title VI

Title 49 CFR Section 21.9(b) states that if "a primary recipient extends federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part." Subrecipients shall submit Title VI Programs to the primary recipient from whom they receive funding to assist the primary recipient in its compliance efforts, on a schedule to be determined by the primary recipient. Subrecipients may choose to adopt the primary recipient's notice to beneficiaries, complain procedures and complaint form, public participation plan, and language assistance plan when appropriate.

Currently, Lake County does not provide federal or state financial assistance to any subrecipients. Should this change, LCOTS will monitor all subrecipients to ensure all applicable federal and state regulations are met.

Title VI Equity Analysis

In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the groups of race, color, or national origin.

LCOTS's policy is to equitably distribute capital equipment and facilities throughout Lake County. No new facilities (vehicle storage facility, maintenance facility, operation center, etc.) have been constructed since the last Title VI Program submittal.

Board Approval of Title VI Documentation

A copy of board meeting minutes, resolution, or other appropriate documentation showing the Board of Directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

The Lake County Board of County Commissioners, in a regular session on January 26, 2021, will be asked to adopt the 2020 Title VI Program Update as required by FTA. Appendix D will be updated with official documentation following adoption.

Program-Specific Requirements

Chapter IV of FTA Circular 4702.1B provides program-specific guidance for fixed route transit operators. As LCOTS operates 31 vehicles in peak service, the agency is required to set system-wide standards and policies; however, other guidelines identified for operators with 50 or more fixed route vehicles in peak service and located in a geographic area with a population of 200,000 or greater are not applicable.

LCOTS's service standards and policies for LakeXpress are documented in the Transportation Operations Plan (TOP) and updated during the major updates of the TDP. The service standards were developed in compliance with Title VI regulations to ensure equitable service is provided at initial operations and maintained. The following narrative briefly summarizes the system-wide service standards detailed in the TOP, which can be found at:

http://www.lakesumtermpo.com/pdfs/tdp/top_finalreport_1006.pdf.

Service Standards

To comply with 49 CFR §21.5(b)(2) and (7), Appendix C to 49 CFR part 21, recipients to which this chapter applies shall adopt quantitative system-wide service standards necessary to guard against discriminatory service designs or operations decisions.

FTA requires all fixed route transit providers to develop quantitative standards for four indicators:

- Vehicle load
- Vehicle headway
- On-time performance
- Service availability

Since transit providers set these standards, they apply to each individual agency rather than across the entire transit industry.

Vehicle Load

Vehicle load or load factor is a ratio of the number of seats on a vehicle and the number of passengers on a route during periods of peak travel. Load factors are used by transit systems to determine the extent of probable overcrowding or the need for additional vehicles. LCOTS maintains a policy of allowing standees on LakeXpress buses. The agency's goal is to operate vehicle loads at a threshold that meets safety and performance standards.

The average of all loads during the peak operating period should not exceed a vehicle's achievable capacities, which are described in Table 6. During off-peak hours, LCOTS's policy is to have no standing passengers. Historically, vehicle load service levels for all routes are below capacity standards and continue to remain well-below capacity levels during the current COVID-19 pandemic.

Table 6: Vehicle Capacity and Load Factors

Vehicle Type	Average Passenger Capacities			Maximum Load Factor	
	Seated	Standing	Total	Off-Peak	Peak
30' Standard Bus (Bluebird)	29	14	43	1.0	1.5
30' Standard Bus (El Dorado)	33	16	49	1.0	1.5
35' Low Floor Bus	29	14	43	1.0	1.5

Source: Lake County Transit Development Plan (2018)

Vehicle Headway

Vehicle headway is a measurement of the time interval or frequency between two vehicles traveling in the same direction on the same route. Frequency of service is expressed as an increment of time separating vehicles traveling in the same direction on the same route for peak and off-peak service. Routes with the most frequent service generally have the highest levels of service in terms of the number of vehicles assigned and the total number of daily revenue hours.

LakeXpress peak period and off-peak service levels are operated between 5 AM and 8 PM. Peak and off-peak service is operated at 60-minute headways for Routes 1, 1A, 2, 3, 50 East & West and 120-minute headway for Route 4. Fixed route service headways do not fluctuate. No revenue service is operated on Saturdays, Sundays, or federal holidays as part of the current TOP operating plan.

On-Time Performance

For LCOTS fixed route service, a vehicle is considered on time if it departs a scheduled time point no more than 5 minutes late. The on-time performance objective for fixed route service is 95% or greater. Monitoring of standards is performed through the monthly operations report prepared by the transit operator.

Service Availability

Service availability is a measurement of the distance a person must travel to access transit service. Access is measured in time intervals so it can be included as a component of the calculation of travel time. Transit access is a general measure of the distribution of transit service within a transit district. Standards developed with respect to transit access apply to existing services as well as any proposed service modifications affecting transit service levels. LCOTS makes every effort to ensure that transit services are accessible to all persons in Lake County and are provided in a manner consistent with the Americans with Disabilities Act (ADA).

Service Policies

To comply with 49 CFR §21.5(b)(2) and (7), Appendix C to 49 CFR part 21, recipients to which this chapter applies shall adopt quantitative system-wide service policies necessary to guard against discriminatory service designs or operations decisions.

FTA requires that fixed route public transportation providers develop qualitative policies for two indicators—transit amenities and vehicle assignment. Similar to service standards, these policies are set by individual transit providers and apply to the individual agencies rather than across the entire transit industry.

Transit Amenities

All shelter and stop locations are designed to comply with requirements of ADA in accordance with 49 CFR Part 37.42(f) as well as USDOT’s recently amended regulations ADA’s Final Rule (76FR 57924). Map 2 shows LCOTS’s existing service area with bus stop and shelter locations. In general, shelter and stop amenities are standardized and include:

- Bench seating per shelter
- Trash receptacles
- Shelter lighting
- Variable message signs (on all buses)
- Cameras

Vehicle Assignment

Replacement vehicles are brought into service when the useful lifespan of fleet vehicles is reached. Vehicle load service levels are all below standards and currently do not affect vehicle assignment.

LCOTS does not assign vehicles to routes or type of service based upon vehicle age or other factors. The assignment is made based upon ridership demands, spare ratio, and population densities. Demand response vehicles are assigned by the size of the vehicle for the services needed.

When required LCOTS will develop the service and fare equity policy for operations, a standard for vehicle assignment will be developed to ensure equitable distribution of transit vehicles.

Conclusion

This Lake County Title VI Program has been prepared pursuant to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B, "Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients" (October 1, 2012).

The objectives detailed in this Title VI Program aim to ensure that:

- Federally assisted benefits and related services are made available and are equitably distributed.
- The level and quality of federally assisted services are sufficient to provide equal access and mobility to all persons.
- Adequate opportunities are provided for all to participate in planning and decision-making processes.
- Placement of transit services and facilities is equitable.
- Corrective and remedial actions are taken for all applications and receipts of federal assistance to prevent discriminatory treatment of any beneficiary
- Procedures for investigating Title VI complaints are provided.
- Meaningful access to programs and activities is provided for LEP populations and a process is in place to inform the public of their rights under Title VI.
- LCOTS is compliant with all federal Title VI requirements.

Appendix A: Title VI Notice to the Public

NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

Lake County Board of County Commissioners

Lake County Office of Transit Services operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Lake County Office of Transit Services.

For more information on the Lake County Office of Transit Services civil rights program, and the procedures to file a complaint, contact the Title VI Specialist by e-mail, abradford@lakecountyfl.gov, or visit our administrative office at 2440 US Highway 441/27, Fruitland Park, Florida or visit www.ridelakexpress.com

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

You may also contact the Florida Commission on Human Rights at
850-488-7082 or 800-342-8170 (voice messaging).

If information is needed in another language, contact Lake County Office of Transit Services at 352-323-5733.

NOTIFICACIÓN AL PÚBLICO DE DERECHOS BAJO EL TÍTULO VI

Junta de Comisionados del Condado de Lake County

La Oficina de Servicios de Tránsito del Condado de Lake opera sus programas y servicios sin raza, color y origen nacional de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agredida por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante la Oficina de Servicios de Tránsito del Condado de Lake.

Para obtener más información sobre el programa de derechos civiles de la División de Tránsito del Condado de Lake y los procedimientos para presentar una queja, comuníquese con el Especialista del Título VI por correo electrónico, abradford@lakecountyfl.gov, o visite nuestra oficina administrativa en 2440 US Highway 441/27, Fruitland Park, Florida o visite <https://www.ridelakexpress.com/>

Un reclamante puede presentar una queja directamente ante la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, Edificio Este, 5o Piso – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

También puede comunicarse con la Comisión de Derechos Humanos de Florida al
850-488-7082 o 800-342-8170 (mensajería de voz).

Si se necesita información en otro idioma, comuníquese con la Oficina de Servicios de Tránsito del
Condado de Lake al 352-323-5733.

Appendix B: Title VI Complaint Form



Title VI Complaint Form

Lake County Office of Transit Services

Section I:

Name:

Address:

Telephone (Home/Cell):

Telephone (Work):

Accessible Format
Requirements?

Large Print
TDD

Audio Tape
Other

Section II:

Are you filing this complaint on your own
behalf?

Yes*

No

*If you answered "yes" to this question, go to **Section III**.

If not, please supply the name and relationship
of the person for whom you are complaining:

Please explain why you have filed for a third
party:

Please confirm that you have obtained the
permission of the Aggrieved party if you are
filing on behalf of a third party.

Yes

No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

☐ Race ☐ Color ☐ National Origin ☐ Other (specify)

Date of Alleged Discrimination (Month, Day, Year): _____

Location: _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV:

Have you previously filed a Title VI complaint with this agency?

If so, when: Please provide a date and case number if applicable.

Date: _____

Case Number: _____

Yes

No

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes

☐ No

If yes, check all that apply and provide a case/reference number:

☐ Federal Agency: _____

☐ Federal Court: _____

☐ State Agency: _____

☐ State Court: _____

☐ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI:
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature

Date

Please submit this form in person at the address below:

Lake County Office of Transit Services
Title VI Specialist
2440 US Highway 441/27
Fruitland Park, FL 34731

Or mail this form to:

Lake County Office of Transit Services
Title VI Specialist
P.O. Box 7800
Tavares, FL 32778-7800

If information is needed in another language, please contact 352-323-5733



Formulario de Quejas del Título VI

Oficina de Servicios de Tránsito del Condado de Lake

Sección I:

Nombre:

Dirección:

Teléfono (Casa/Celular):

Teléfono (Trabajo):

¿Requisitos de
Formato Accesible?

Letra Grande
TDD

Cinta de Audio
Otro

Sección II:

¿Está presentando esta queja en su propio
nombre?

Si*

No

* Si respondió "sí" a esta pregunta, pase a la ***Sección III.***

De lo contrario, proporcione el nombre y la
relación de la persona por la que presenta esta
queja:

Explique por qué ha presentado una solicitud a
nombre de un tercero:

Confirme que ha obtenido el permiso de la
parte agraviada si presenta la solicitud en
nombre de un tercero.

Si

No

Sección III:

Creo que la discriminación que experimenté se basó en (marque todo lo que
corresponda):

☐ Raza ☐ Color ☐ Origen Nacional ☐ Otro (especifique)

Fecha de la presunta discriminación (Mes, Día, Año): _____

Ubicación: _____

Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa todas las personas involucradas. Incluya el nombre y la información de contacto de la (s) persona (s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, utilice la parte posterior de este formulario.

Sección IV:

¿Ha presentado anteriormente una queja de Título VI con esta agencia?
Si es así, cuándo: proporcione una fecha y un número de caso si corresponde.
Fecha: _____
Número de Caso: _____

Si

No

Sección V:

¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante algún tribunal federal o estatal?

☐ Si ☐ No

Si es así, marque todo lo que corresponda y proporcione un número de caso / referencia:

☐ Agencia Federal: _____
☐ Tribunal Federal: _____
☐ Agencia Estatal: _____
☐ Tribunal Estatal: _____
☐ Agencia Local: _____

Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.
Nombre:
Título:
Agencia:
Dirección:
Teléfono:
Sección VI:
Nombre de la agencia contra la que se presentó la queja:
Persona de Contacto:
Título:
Numero de Teléfono:

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Afirmo que he leído el cargo anterior y que es fiel a lo mejor de mis conocimientos, información y creencia.

Firma del Denunciante

Fecha

Presente este formulario en persona a la siguiente dirección:

Lake County Office of Transit Services
Title VI Specialist
2440 US Highway 441/27
Fruitland Park, FL 34731

O envíe este formulario a:

Lake County Office of Transit Services
Title VI Specialist
P.O. Box 7800
Tavares, FL 32778-7800

Si necesita información en otro idioma, comuníquese al 352-323-5733

Appendix C: Lake-Sumter MPO Public Participation Plan



Public Participation Plan

Lake~Sumter Metropolitan Planning Organization

Adopted: April 25, 2018

Updated Draft for Review: June 17, 2020

www.LakeSumterMPO.com

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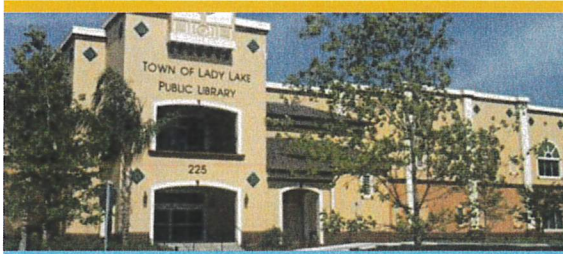
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For more information about the Lake~Sumter Metropolitan Planning Organization or to learn about ways to get involved, please contact:



Lake~Sumter MPO Office
1300 Citizens Boulevard
Leesburg, FL 34748
Phone: (352) 315-0170
Fax: (352) 315-0993
Web: www.LakeSumterMPO.com



PLACEHOLDER FOR ADOPTING RESOLUTION

ABOUT THE MPO

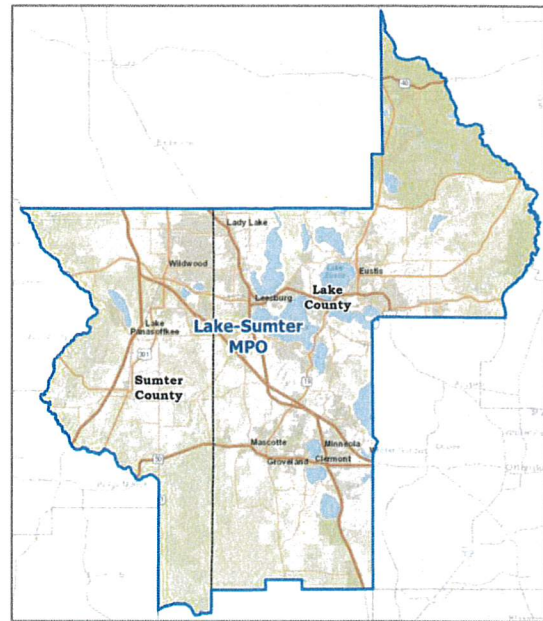
Representatives of Lake County and Sumter County governments, the fourteen (14) municipalities of Lake County, the five (5) municipalities of Sumter County, the Florida Department of Transportation (FDOT), Florida Central Railroad, Lake County Schools, Sumter District Schools, and the U.S. Department of Transportation (USDOT) are involved in the transportation planning process facilitated by the Lake~Sumter Metropolitan Planning Organization (LSMPO). LSMPO's purpose is to provide effective leadership in the initiation and development of transportation plans, programs and strategies.

As the governmental body most directly responsible for the guidance of the transportation planning process, LSMPO strives to ensure recommendations comply with the goals and standards of the Federal Government, the State, Lake County, Sumter County, and the nineteen (19) incorporated jurisdictions. LSMPO functions include, but are not limited to, the preparation of the tasks required by state rule or by federal policy.

LSMPO's major annual responsibilities are to perform the tasks of preparing the Unified Planning Work Program (UPWP), the Long Range Transportation Plan (LRTP), the Public Participation Plan (PPP), the Transportation Improvement Program (TIP), the annual List of Priority Projects (LOPP), the Transportation Disadvantaged Service Plan (TDSP), and the annual LSMPO Audit Report.

As with all transportation planning legislated by federal and state laws, LSMPO is responsible for ensuring adequate representation of and compatibility among state, county, and municipal projects in the transportation planning process. This includes consideration of all modes of transportation with respect to various members of the public. For example, LSMPO incorporates into its planning efforts the needs of the elderly and persons with disabilities as outlined in the Americans with Disabilities Act (ADA).

As part of the MPO planning process, public involvement is a major priority. Projects funded through public dollars are planned in a manner that encourages public participation and incorporates public comments into planning efforts. As a result, a responsibility is placed on MPOs to develop a plan where the opportunity for public participation is assured. As part of that plan, a required element is the outlining of the means by which to measure the success of the public involvement activities. By strategizing public involvement techniques and then monitoring and measuring the effectiveness, better planning products emerge that genuinely capture the needs of the public.



Anyone wishing to contact the LSMPO with comments, questions, or complaints regarding Title VI, please contact:



Michael Woods

Executive Director

& Title VI Specialist

(352) 315-0170 MWoods@LakeSumterMPO.com

LESSONS LEARNED

LSMPO developed the current Public Participation Plan as an update to the Plan adopted in 2018 and subsequently amended in 2019. LSMPO staff incorporated feedback provided from the last plan and also considered different methods for improving the involvement and overall public engagement process.

Insight was also drawn from reviewing other Public Participation Plans implemented around the State of Florida. While other MPOs around the State do not have exactly the same needs or infrastructure challenges as LSMPO, the tools and strategies utilized are adaptable and applicable to LSMPO's planning and public participation efforts.

HOW TO GET INVOLVED

Active public participation is critical for the transportation planning process and LSMPO offers various opportunities for involvement. This section details ways to engage and contribute collaboratively in the regional transportation planning process.

Opportunities for Participation

LSMPO will take a proactive approach to providing opportunities for the public to be involved early and with continuing involvement in all phases of the planning process. Extensive public notice of public information meetings and hearings will be undertaken as listed in the [Outreach Approach](#) section and access to information as listed in the [Outreach Policies](#) section.

LSMPO developed a database of email addresses of citizens and organizations that is used to notify citizens of meetings and upcoming opportunities for input. This database is continually expanded as additional citizens ask to be added, attend the informational public meetings, and provide comments. Additionally, meeting agendas for all LSMPO Board and committee meetings include an opportunity for public comment. The agendas for these meetings, as well as an annual notification of meeting dates will be posted on the LSMPO website. Additionally, social media is used to reach out to a broader cross-section of the population. Public meeting notices will be advertised in English and also in Spanish as requested or identified, and to target areas of high limited English proficiency as identified in the Community Characteristics Inventory.

In the event of a statewide emergency and as a result of the COVID-19 pandemic, LSMPO has developed interim guidance on virtual public meetings. This guidance is incorporated throughout this Plan and Federal guidance is provided in Appendix F.

Common Terms

To assist with understanding transportation planning terminology, here are some common terms found in this document:

Americans with Disabilities Act (ADA) – a federal law that requires public facilities (including transportation services) to be accessible to person with disabilities.

Limited English Proficiency (LEP) – refers to a person who is not fluent in the English language. The Lake~Sumter MPO has a LEP plan to ensure individuals with limited English skills can participate in the planning process.

Long Range Transportation Plan (LRTP) – a 20-year forecast plan required of state planning agencies and Metropolitan Planning Organizations to consider a range of factors in determining regional goals and how transportation can best meet these goals.

Title VI of the Civil Rights Act of 1964 – prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance.

For more terms often used in the transportation planning process, see the Appendix C of this PPP.

ADVISORY COMMITTEES

Advisory committees have been formed to advise the LSMPO Governing Board and staff in the preparation and review of public participation plans, transportation plans, programs, and other related matters. Each of the advisory committees provides unique contributions to the development of LSMPO's transportation plans, programs, and projects.

Technical Advisory Committee

The Technical Advisory Committee (TAC) is comprised of planners and engineers from the various local governments which make up the LSMPO partnership. The input provided by the TAC is of a very technical nature and may include ensuring local planning consistency, making design recommendations and verifying that all documents conform to the appropriate state and federal standards.

TAC MEETING DETAILS

The TAC typically meets on the second Wednesday of the month (unless otherwise advertised). Meetings begin at 1:30pm and takes place at the location below:



Lake~Sumter MPO Board Room
1300 Citizens Blvd, Leesburg, FL 34748

All meetings are open to the public and your participation is encouraged. Agendas are posted in advance of the meetings and are available online at www.LakeSumterMPO.com.

Note: The committee may not meet every month. Dates and times may change due to holidays or other conflicts. In the event of a statewide emergency, the TAC meeting may be held virtually, and specific meeting information will be posted at www.LakeSumterMPO.com.

Community Advisory Committee

The Community Advisory Committee (CAC) is comprised of interested community members representing the various local governments, local civic and services organizations, advocacy groups, multimodal representatives and special interest representatives as required by federal and state guidelines. This committee has a special advisory role to the LSMPO because it provides a necessary communication link between the MPO and the community it serves. The committee also solicits input and recommendations from other citizen groups and interested stakeholders when reviewing transportation plans and programs.

CAC MEETING DETAILS

The Community Advisory Committee typically meets on the second Wednesday of the month (unless otherwise advertised). Meetings begin at 3:00pm and takes place at the location below:



Lake~Sumter MPO Board Room
1300 Citizens Blvd, Leesburg, FL 34748

All meetings are open to the public and your participation is encouraged. Agendas are posted in advance of the meetings and are available online at www.LakeSumterMPO.com.

Note: The committee may not meet every month. Dates and times may change due to holidays or other conflicts. In the event of a statewide emergency, the CAC meeting may be held virtually, and specific meeting information will be posted at www.LakeSumterMPO.com.

**Are you interested in
Serving on the CAC?**

Contact the Lake~Sumter Executive Director at
MWoods@lakesumtermpo.com

Transportation Disadvantaged Coordinating Board

The Transportation Disadvantaged Coordinating Board (TDCB) is an advisory group to an MPO on para-transit issues. LSMPO has two (2) TDCBs under its purview: Lake County's TDCB and Sumter County's TDCB. The TDCB is comprised of various community groups as outlined in Florida Statutes and committee representatives are appointed by the Governing Board. The purpose of the TDCB is to develop local service needs and to provide information, advice, and direction to the Governing Board regarding the coordination of services to be provided to the transportation disadvantaged. As such the TDCB provides a forum for the needs of the transportation disadvantaged to be heard.

TDCB MEETING DETAILS - SUMTER COUNTY

The Sumter County TDCB typically meets quarterly on Monday afternoons (unless otherwise advertised) and takes place at the location below. Please note – the meeting location varies, check website to confirm location in advance of meeting date.



The Villages Sumter County Service Center *
7375 Powell Road, Room 102, Wildwood, FL 34785
*** Location varies. Confirm on website in advance.**

LAKE COUNTY

The Lake County TDCB meets quarterly on Monday and takes place at the location below:



Lake~Sumter MPO
1300 Citizens Blvd, Leesburg, FL 34748

All meetings are open to the public and your participation is encouraged. Agendas are posted in advance of the meetings and are available online at www.LakeSumterMPO.com.

Note: The committee meets quarterly. Dates and times may change due to holidays or other conflicts. In the event of a statewide emergency, the TDCB meetings may be held virtually and specific meeting information will be posted at www.LakeSumterMPO.com.

Get the Most Current Information:

The most up-to-date information about our meetings is on the Lake~Sumter Metropolitan Planning Organization's website calendar. You can access it through the following link:
<http://www.lakesumtermpo.com/calendar/>

PUBLIC INVOLVEMENT & TRANSPORTATION PLANNING

LSMPO facilitates public involvement throughout the course of the transportation planning process. To administer this effectively, it is necessary to have a clear framework for planning partners and the public to follow. This framework is detailed in the following section including objectives and involvement steps in the planning process.

Public Participation Plan Goal

The overall goal of the LSMPO PPP is **to establish an on-going process through which citizen input is regularly identified and considered in the development of MPO plans, projects, and policies.**

This goal is pursued through five (5) central objectives, including:

1. Advisory Committee Involvement
2. Information Accessibility
3. Feedback in the Process
4. Outreach Tools and Techniques
5. Public Input on Public Transit

Purpose

LSMPO is a transportation policy-making board comprised of representatives from local government and transportation authorities. LSMPO is responsible for establishing, according to federal and state laws, a continuing, cooperative, and comprehensive transportation planning process for the areas within Lake and Sumter counties; this work includes the prioritization of federal and state funded transportation projects.

The purpose of the LSMPO Public Participation Plan (PPP) is to provide a process that ensures opportunities for the public to be involved in all phases of the LSMPO planning process. This is accomplished through the following means:

- Providing adequate notice of public participation activities;
- Providing timely notice and reasonable access to information about transportation issues and processes;
- Using visualization techniques;
- Making public information available on www.LakeSumterMPO.com;
- Holding public meetings at convenient and accessible locations and times, which in the event of a statewide emergency, includes the ability for LSMPO to hold virtual meetings;
- Demonstrating explicit consideration and response to public input received;
- Seeking out and considering the needs of those traditionally underserved by the existing transportation systems, such as low-income and minority individuals;
- Providing an additional opportunity for public comment, if the final plan differs significantly from the version previously made available for public comment;

- Coordinating with the statewide transportation planning public involvement and consultation processes; and
- Periodically reviewing the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open participation process.

Public participation means participation in the planning process by people (public) outside the LSMPO staff, committees, and Board members. Therefore, public refers to general citizens of the LSMPO area, including low-income and minority populations, as well as citizens representing the complete spectrum of community demographics. Public participation is an organized process of citizens taking part in the transportation planning and decision-making that affects the community. Determination of where and when LSMPO meetings will be held is distributed between the established planning Task Force areas. See [Appendix B](#) for maps of the MPO planning area and task force area locations.

LSMPO focuses much of its efforts to secure participation from individuals, groups, or entities that could significantly be affected by the transportation plan recommendations or could significantly influence implementation. Stakeholders include but are not limited to: the general public; low-income, minority and disabled communities; neighborhood representatives; chambers of commerce; special transportation interests such as freight shippers, transit users, bicycle and pedestrian organizations; local officials; and federal and state transportation agencies. LSMPO supports the public's right to have a strong voice in the transportation planning process. Public involvement informs and educates the public about transportation planning and creates an informed community, which in turn leads to better planning. Public involvement also engages the public and encourages meaningful feedback being incorporated into planning products.

Public Participation and Notice for Transportation Core Products

Metropolitan planning organizations, such as the LSMPO, are charged under federal law with developing five core products:

- Long Range Transportation Plan (LRTP)
- Transportation Improvement Program (TIP)
- Unified Planning Work Program (UPWP)
- Public Participation Plan (PPP)
- List of Priority Projects (LOPP)

Public involvement assists with the facilitation of each of the federally mandated transportation planning documents. How the public is incorporated into advancement of these plans is detailed in the next section including checklists showcasing the ways LSMPO provides notice and involves the public.

Federal Legislation Guiding Public Involvement

FAST Act: Participation By Interested Parties

Each MPO shall provide citizens, affected public agencies, representatives of public transportation employees, public ports, freight shippers, providers of freight transportation services, private providers of transportation (including intercity bus operators, employer-based commuting programs, such as a carpool program, vanpool program, transit benefit program, parking cash-out program, shuttle program, or telework program), representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with a reasonable opportunity to comment on the transportation plan (23 USC 134).

LONG RANGE TRANSPORTATION PLAN (LRTP)

The LRTP identifies transportation improvements necessary to maintain adequate mobility and to accommodate growth forecasted over the next twenty (20) years. The current LRTP (Transportation 2040) includes projects through the year 2040. The process includes innovative technical modeling and collaborative public engagement. Public involvement during development of the LRTP is guided by an independent and focused PPP, though strategies and tactics are coordinated with this document to ensure overall continuity.

As required by federal law, a formal public comment period is held prior to Board adoption, providing a structured avenue for public input. The official twenty-one (21) day public comment period for the LRTP follows the same timeline as the advisory committee review. The deadline to submit a comment is included in and notifications associated with the public comment period. This deadline is generally seven (7) days prior to the date Board action is scheduled.

Public notification for the public comment period takes many forms as described in the [Public Involvement Strategies](#) section. Public comment period notices are also sent to LSMPO's community database. Additionally, draft plan documents are available on LSMPO website and by request at least seven (7) days prior to the start of the public hearing.

Citizens unable to attend a Committee meeting or the Governing Board meeting may submit written public comments to LSMPO during the official public comment period in three (3) additional ways: 1) via postal service, 2) via the Voice your Ideas form on the website www.LakeSumterMPO.com/engage/ or 3) by emailing: MWoods@LakeSumterMPO.com.

TABLE 1. *Long Range Transportation Plan Checklist*

Outreach Step	Timeframe
Board approval of an independent LRTP PPP before outreach efforts commence	Forty-five (45) day public comment period before adoption
Execution of process laid out in the LRTP PPP, including feedback from residents conveyed to LSMPO Board & committees from outreach events & other sources	Time varies to coincide with technical work of the plan
Official public comment period, with draft plan documents available on www.LakeSumterMPO.com	At least twenty-one (21) days prior to Board action
Draft plan documents reviewed by MPO advisory committees, with opportunity for public comment at committee meetings	During the meeting cycle prior to Board action
Draft plan documents available in print, by request	At least seven (7) days before the advertised LRTP public hearing
Public hearing notices sent via e-mail to LSMPO's community database and other notifications made, per Sunshine Law	At least seven (7) days before the LRTP public hearing
A formal public hearing for citizen information and input	Prior to Board adoption
Process for submitting written public comments via postal service, website contact form at www.LakeSumterMPO.com	In place and publicized as soon as documents are available and posted
Board vote (action item) on LRTP adoption with public comment period in advance of Board action at the meeting	First Board meeting following LRTP public hearing
Publication of adopted LRTP on www.LakeSumterMPO.com	As soon as final copies of all documents can be uploaded to website

'Not Substantial' Amendments to the LRTP

Amendments are considered as "not substantial" if they only include minor changes to project phase costs, minor changes to funding sources of previously included projects or changes to project phase initiation dates. These types of revisions do not require public review and comment and re-demonstration of fiscal constraint.

Amendments to the LRTP deemed 'not substantial' are reviewed by LSMPO's advisory committees for input and recommendations prior to Board adoption. In addition to the public comment periods provided at each Committee meeting, opportunities for public input are also a standard part of every Board meeting, prior to Board action. The standard Board agenda includes a public comment period prior to action items on the agenda. During the review process and following Board adoption, the proposed amendment is electronically published on: www.LakeSumterMPO.com.

TABLE 2. *LRTP Non-Substantial Amendments Checklist*

Outreach Step	Timeframe
Proposed amendment published electronically on www.LakeSumterMPO.com	At least seven (7) days before committee review
Review by LSMPO advisory committees for input and recommendations, including public comment period at committee meetings	During the meeting cycle prior to the Board action
Board vote on approval, following public comment period at the meeting	First Board meeting following advisory committee review and recommendation
Citizens unable to attend committee or Board meetings are encouraged to submit written comments via postal service, LakeSumterMPO.org contact form, or e-mail	Throughout official public comment period
Approved amendment published on LakeSumterMPO.org	As soon as final copies of document can be uploaded to the website

'Substantial' Amendments to the LRTP

Substantial Amendments are revisions that may involve the addition or deletion of a major project or a major change in project cost or a major change in design concept or design scope (changing termini or the number of through traffic lanes, for example). Substantial amendments require public review and comment and re-demonstration of fiscal constraint.

The following actions are potential amendments:

- Adding or deleting a federally-funded or regionally significant project, including earmarks;
- Increasing or decreasing the cost of project phases in excess of the thresholds for administrative modifications established by the FDOT. (See Appendix D for "FDOT LRTP Amendment Thresholds"); and
- Making a major change to the scope of work to an existing project. A major change would be any change that alters the original intent (e.g. a change in the number of lanes, a change in the project length more than 20%, or a change in location).

For amendments to the LRTP deemed ‘substantial,’ Lake~Sumter MPO follows a similar public involvement process to the original adoption of the plan, including a formal twenty-one (21) day public comment period after any required technical analysis and review by the organization’s advisory committees for both input and recommendations prior to Board adoption. Public notification of the public comment period for the amendment follows the approved advertisement process. During the review process and following Board adoption, the proposed amendment is electronically published on www.LakeSumterMPO.com.

TABLE 3. *LRTP Substantial Amendments Checklist*

Outreach Step	Timeframe
Proposed amendment published electronically on www.LakeSumterMPO.com and notification of public hearing on the amendment is made as outlined above	At least seven (7) days prior to the public hearing
Review by LSMPO advisory committees for input and recommendations, including public comment period at committee meetings	During the meeting cycle prior to the Board action
Public hearing after any required technical analysis	Prior to Board adoption
Board vote on approval	First Board meeting after public hearing
Citizens unable to attend committee or Board meetings are encouraged to submit written comments via postal service, LakeSumterMPO.org contact form, or e-mail	Throughout official public comment period
Approved amendment published on www.LakeSumterMPO.com	As soon as final copies of document can be uploaded to the website

TRANSPORTATION IMPROVEMENT PROGRAM (TIP)

The TIP is a five (5) year plan that assigns available funding to specific projects in the near future. LSMPO develops this plan each year in cooperation with the FDOT, which includes a period of review by LSMPO advisory committees.

As required by federal law, a formal public comment period is held prior to Board adoption, providing a structured process for public input. The official public comment period for TIP follows the same timeline as the advisory committee review, with a draft document available at least twenty-one (21) days prior to Board action. The deadline to submit a comment is included in the notification associated with the public comment period. This deadline is generally seven (7) days prior to the date Board action is scheduled.

Public notification for the public comment period takes many forms (see [Outreach Approach](#) section). Public comment period notices are also sent to LSMPO’s community database. Additionally, draft plan documents are available on LSMPO’s website and in print at locations throughout the region and by request at least seven (7) days prior to the public hearing.

Citizens unable to respond during the public comment period or attend Board meeting may submit written public comments to LSMPO during the official public comment period in three (3) additional ways: 1) via postal service, 2) via the website engagement page at <http://www.lakesumtermpo.com/engage/questions-comments-email-sign-up/or> 3) by emailing: MWoods@LakeSumterMPO.com.

Once adopted, the TIP is made available as a web-based interactive tool located on the LSMPO website: <http://www.lakesumtermpo.com/planning-documents/maps/>.

TABLE 4. *Transportation Improvement Program Checklist*

Outreach Step	Timeframe
Draft TIP project information published on www.LakeSumterMPO.org	Seven (7) days before committee review, opening public comment period
Draft TIP presented at LSMPO advisory committee meetings, with chance for public comment at the meeting	During the meeting cycle prior to Board approval
Public meeting to present draft TIP, maps, other information, with opportunity for public comment	Prior to Board approval
Board vote on approval after public comment period	Typically the first Board meeting following advisory committee review
Citizens unable to attend committee or Board meetings are encouraged to submit written comments via postal service, www.LakeSumterMPO.com/voice.aspx contact form, or e-mail	Throughout official public comment period
Plan is published on www.LakeSumterMPO.com	As soon as final copies of document can be uploaded to the website

TIP Amendments:

Amendments to the TIP are reviewed by LSMPO's advisory committees for input. In addition to the public comment periods provided during each committee meeting, opportunities for public comment are also a standard part of each Board meeting, prior to Board action. During the review process and following Board adoption, the proposed amendment is electronically published.

Public input considered in the development and maintenance of the TIP includes the comments and recommendations of LSMPO committees and the public at large as well as input received during the public comment periods. LSMPO complies with statutory planning and programming requirements [23 U.S.C 134/49 U.S.C. 5303 (j) (1) and 23 U.S.C. 135/49 U.S.C. 5304 (g) (2)] that call for continuing consultation and coordination with partners, MPOs, and non-metropolitan local officials, and federal and state agencies.

INTERAGENCY COOPERATION AND SUPPORT

LSMPO actively assists local governments and transportation agencies in the development and implementation of public participation techniques for transportation planning and other related studies. For example, during the LRTP and TIP development processes, LSMPO will assist Lake County Public Transportation (Lake Xpress) with their Federal Transit Administration (FTA) requirement for Section 5307 Program of Projects public involvement by including the following statement in advertisements and/or other collateral materials as appropriate:

Emergency TIP Amendments

Most amendments to the TIP receive a review (as outlined in Table 5) before entering the program. Exceptions are made when an emergency amendment must be approved prior to the next Board meeting for the amended project to receive funding. In these cases, the LSMPO Executive Director is authorized to approve the amendment and sign a corresponding resolution on behalf of the board without having to call an emergency meeting of the Board. The Executive Director's approval of the amendment then must be provided to advisory committees as an information item and ratified at the next regularly scheduled board meeting.

"The MPO's LRTP/TIP development process is being used to satisfy the public comment period requirements of FTA's Section 5307 program. This public notice of public involvement activities and the time established for public review and comment on the LRTP/TIP will satisfy the FTA Program of Projects requirements."

TABLE 5. *Public Participation Checklist for TIP Amendments*

Outreach Step	Timeframe
Proposed amendment published on www.LakeSumterMPO.com	Seven (7) days prior to committee review, opening public comment period
Amendment reviewed by LSMPO advisory committees for input, with public comment periods offered at committee meetings	During the meeting cycle prior to Board approval
Board votes on approval, following public comment period	First Board meeting after committee review
Citizens unable to attend committee or Board meetings are encouraged to submit written comments via postal service, www.LakeSumterMPO.com contact form, or e-mail	Throughout official public comment period
Amendment is published on Lake SumterMPO.com	As soon as final copies of document can be uploaded to the website

TABLE 6. *Public Participation Checklist for Emergency TIP Amendments*

Outreach Step	Timeframe
Lake Sumter MPO Board chairman contacted about need for emergency amendment to secure funding	As soon as situation is identified by staff
Lake-Sumter MPO Executive Director signs corresponding resolution on behalf of the Board without calling emergency session	As soon as Executive Director's schedule permits
Board ratifies approval of the emergency amendment	At next regularly scheduled Board meeting
Amendment is published on www.LakeSumterMPO.com	As soon as final copies of document can be uploaded to the website

UNIFIED PLANNING WORK PROGRAM (UPWP)

The UPWP documents the transportation planning activities and associated budget for the LSMPO planning area. Though the document covers a two (2) year period, the UPWP is reviewed annually to refine previously identified tasks and better reflect changes in the economic climate. Prior to Board adoption, the public will be provided with the opportunity to review and comment on the draft UPWP during a twenty-one (21) day public review period. A draft is also presented to the LSMPO advisory committees for input. In addition to the public comment periods provided during each committee meeting, opportunities for public comment are also a standard part of each Board meeting prior to Board action. During this review process and following Board adoption, the UPWP is electronically published on www.LakeSumterMPO.com and is available in print, by request.

Citizens unable to attend the committee or Board meetings may submit written public comments to LSMPO during the official public comment period: 1) via postal service, 2) via the Voice your Ideas form on the website www.LakeSumterMPO.com/engage/ or, 3) by emailing: MWoods@LakeSumterMPO.com.

When significant public comments are received on a draft UPWP as a result of public involvement, a summary, analysis, and report on the disposition of comments shall be made part of the final UPWP. If the final UPWP differs significantly from the one made available for public comment or raises new material issues, an additional opportunity for public comment will be made available.

TABLE 7. *Unified Planning Work Program Checklist*

Outreach Step	Timeframe
Draft plan is published on www.LakeSumterMPO.com	Seven (7) days prior to committee review, opening public comment period
Draft is presented to MPO advisory committees for input, with public comment periods offered at committee meetings	During the committee meeting cycle prior to Board approval
Board votes on approval, following public comment period at Board meeting	First Board meeting after committee review and recommendation
Citizens unable to attend committee or Board meetings are encouraged to submit written comments via postal service, www.LakeSumterMPO.com contact form, or e-mail	Throughout official public comment period
Plan is published on www.LakeSumterMPO.com	As soon as final copies of documents can be uploaded to the website

UPWP REVISIONS

Modifications

UPWP modifications do not change the FHWA approved planning budget or the scope of the FHWA funded work task. There is no formal public comment period for UPWP modifications. Modifying the UPWP does not require FHWA approval; however, LSMPO will notify the FDOT District Liaison when changes are made. The FDOT Liaison will then notify FHWA and FTA.

UPWP Amendments

UPWP amendments change the FHWA approved planning budget, the scope of the FHWA work task, or add or delete a FHWA work task. LSMPO staff will submit all proposed draft UPWP amendments received or initiated by it through the TAC, CAC, advisory committees and for final LSMPO Board for approval. The public is invited to attend and provide comments during each of these meetings at the designated place on the agenda. Proposed draft amendments to the approved UPWP shall be distributed for public review and comment as described in [Outreach Approach](#) section.

Amending the UPWP does require FHWA approval; LSMPO will submit the approved UPWP document to FDOT and FHWA for their review and approval.

LIST OF PRIORITIZED PROJECTS (LOPP)

LSMPO also has a formal process for prioritizing projects adopted in the LRTP. The end result is a document called the List of Prioritized Projects (LOPP). This document is reviewed annually and adopted by the Board. Prior to Board adoption, the public will be provided with the opportunity to review and comment on the draft LOPP during a twenty-one (21) day public review period. The draft LOPP is presented to LSMPO's advisory committees

for input and recommendations. Prior to adoption, the Board receives a report from each committee with input and/or recommendations.

Throughout the process, there are also opportunities for general public comment. In addition to public comment periods during each advisory committee meeting, public comment periods are a standard part of each Board agenda prior to any Board action. During this review process and following Board adoption, the LOPP is electronically published on www.LakeSumterMPO.com and is available in print, by request.

Citizens unable to attend the committee or Governing Board meetings may submit written public comments to LSMPO during the official public comment period: 1) via postal service, 2) via the Voice your Ideas form on the website www.LakeSumterMPO.com/engage/ or, 3) by emailing MWoods@LakeSumterMPO.com.

LOPP Amendments:

Amendments to the plan are reviewed by LSMPO's advisory committees for input. In addition to the public comment periods provided during each committee meeting, opportunities for public comment are also a standard part of each Board meeting, prior to Board action. During the review process and following Board adoption, the proposed amendment is electronically published.

TABLE 8. *List of Prioritized Projects Checklist*

Outreach Step	Timeframe
Draft LOPP published electronically on www.LakeSumterMPO.com	Twenty-one (21) days prior to Board approval, opening public comment period
Draft LOPP presented at LSMPO advisory committee meetings, with public comment during meeting	During the meeting cycle prior to Board approval
Board vote on approval, after public comment period at the meeting and consideration of committee input	First Board meeting after committee review
Citizens unable to attend committee or Board meetings are encouraged to submit written comments via postal service, www.LakeSumterMPO.com contact form, or e-mail	Throughout official public comment period
Approved Prioritized Project List published on www.LakeSumterMPO.com	As soon as final documents can be uploaded to the website

PUBLIC PARTICIPATION PLAN (PPP)

The PPP is defined as part of the transportation planning work program which identifies the public involvement strategies and the outreach activities to be undertaken by the Lake~Sumter MPO. As required by federal law, a formal forty-five (45) day public comment period is held prior to Board adoption of the PPP to offer another avenue of public input. Once adopted, the plan is available on www.LakeSumterMPO.com.

PPP Amendments

The PPP can be amended at any time by providing a forty-five (45) day public comment period and the opportunity for public comment on the proposed change in the regular Board and advisory committee meeting cycle. The opportunity to comment on the proposed change will be provided at regularly scheduled and advertised meetings of the TAC, CAC, and Governing Board. Notice of the proposed change will also be posted on the LSMPO website.

OUTREACH APPROACH

Offering a participation plan reflecting community values and benefiting all populations of the community is central to LSMPO's planning process. The following section details LSMPO's outline for an **informative and inclusive outreach approach**.

Public Participation Process

The LSMPO public participation process will provide the public with opportunities to comment on transportation plans and programs including, but not limited to, the following:

- Forty-five (45) day comment period on adoption or revision of the PPP;
- Twenty-one (21) day comment period on adoption of the LRTP, UPWP, LOPP and TIP;
- Public meetings on specific transportation projects conducted by LSMPO;
- LSMPO website: www.LakeSumterMPO.com;
- LSMPO social media page and feeds;
- MPO Board and committee meetings (TAC, CAC);
- Transportation Disadvantaged Coordinating Boards (Lake & Sumter counties);
- Task Force meetings (North Lake, East Lake, South Lake, & Public Transportation);
- Efficient Transportation Decision Making (ETDM) Process;
- Presentations to other governmental bodies (counties and municipalities); and
- Presentations to civic and community groups and organizations.

Title 23 Code of Federal Regulations, Section 450.316(b) (1), the Metropolitan Transportation Planning Process, sets forth the requirements for the public involvement process in conjunction with all aspects of transportation planning. The regulation states that the public involvement process shall provide "complete information, timely public notice, full public access to key decisions, and supports early and continuing involvement of the public in developing plans and the major planning documents" produced by LSMPO. LSMPO's public participation process and development of the TIP satisfies the federal public participation requirements for developing Federal Transit Authority, Program of Projects.



DID YOU KNOW?

The Lake-Sumter MPO is an agency created under federal law to direct urban transportation planning and the allocation of federal and state funds.

It is one of over 300 MPOs nationwide and its existence guarantees state and federal transportation funding for Lake and Sumter counties.

Notification & Tools

The LSMPO employs a variety of outreach tools and techniques to reach targeted populations. These tools, combined with other activities within the context of the PPP, help make the Plan effective. The following are examples of activities that the LSMPO staff may utilize to educate the citizens of the LSMPO area:

- Project and Plan brochures for distribution at public offices, agencies, libraries, and to post on the LSMPO website: www.LakeSumterMPO.com;
- Presentations as requested by citizen groups, public agencies, or local governmental bodies;
- Public meetings sponsored by LSMPO member jurisdictions;
- Special efforts for underserved/underrepresented such as geographically disperse project/program meeting locations, meeting locations that are readily accessible by transit and other multimodal options for those with limited auto access, and multi-language notifications in high LEP areas.
- Efficient Transportation Decision Making Process;
- LSMPO social media page and feeds; and
- In the event of a statewide emergency, the ability to continue holding board, committee, and public meetings using a virtual meeting format.

Notification of meetings (whether in-person or virtual), comment periods or other significant events will be provided in the following manner:

- The website posting notifying the public of the opportunity to review documents and provide input will be at least ten (10) days prior to the start of a public comment period. The public notice will explain where the public can view information on the proposed transportation plan or program and how they can provide input. For public meetings, as much advanced notice as possible will be provided with a minimum of seven (7) days prior to Committee meetings and twenty-one (21) days prior to the LSMPO Board meeting. For all LRTP, UPWP, LOPP, and TIP adoption a twenty-one (21) day public review period will be advertised on the website prior to the Board meeting and seven (7) days prior to a Committee meeting. For PPP adoption or revisions, a forty-five (45) day public review period will be advertised;
- All public notices will be posted on the LSMPO website prior to a meeting of the LSMPO Board or Committee at: www.LakeSumterMPO.com and may also be posted on the Lake County and Sumter County websites: www.lakecountyfl.gov and www.sumtercountyfl.gov; and
- Public notices may also be posted on the LSMPO Facebook page.

LSMPO may also utilize the following techniques to disseminate information to the public:

- Information regarding meetings and events, as well as current document releases, will be placed on the LSMPO website: www.LakeSumterMPO.com;
- Social media will focus primarily on the real-time dissemination of information relevant to the transportation planning process;
- E-mail lists to direct mail information to individuals who sign up for this service;
- Public service announcements;

- Press releases for the newspaper or other widely circulated publications;
- Use of the CAC and TDCB for citizen outreach and community involvement;
- Informal presentations at regional sites, open houses, round table, or other community forums;
- Formal presentations at various service clubs, civic and professional groups;
- Distribution of information flyers on public transit services;
- Public surveys and comment forms;
- Public media coverage;
- Efficient Transportation Decision Making Process; and
- Public inspection of all major documents available at the LSMPO office located at 1300 Citizens Blvd, Leesburg, FL 34748.

EMERGENCY OR SPECIAL MEETINGS

The Chair may call for an emergency meeting for the purpose of acting upon emergency matters affecting the public health, safety, and welfare. In the event of a statewide emergency, an emergency meeting or special meeting can be held using digital means and will be recorded in its entirety. Such meeting agenda shall be prepared by the Chair. The agenda and supporting documents shall be made available to the members at least one (1) day prior to the meeting. Meeting agenda shall be posted at the site of the meeting and on the LSMPO website at least twenty-four (24) hours prior to the meeting and emailed to all members. Minutes of the emergency meeting will be posted to the LSMPO website within twenty-four (24) hours of the meeting and a full review of approved items will be discussed at the next regularly scheduled Board meeting.

Public Participations Plan Strategy & Measurement

In order to carry out an effective PPP, it is necessary to follow focused engagement methods throughout the transportation planning process. These methods are more clearly defined through a goal, strategy, and performance measurement framework which is presented in this section of the document.

Regarding performance measurement, federal regulation requires that LSMPO evaluate the effectiveness of its PPP on a regular basis. In evaluating its plan, LSMPO may determine to stop using techniques that are deemed ineffective, or to initiate the use of other innovative techniques that provide better response and more positive feedback. All communications will be monitored throughout the year. Communication effectiveness will ultimately be determined by public, business, agency, and media participation during public input sessions, committee meetings, and public events throughout the process. Performance measures are linked with each of the strategies in this section and provide the guidelines for evaluating public involvement techniques identified in the PPP. Additional methods and media outreach to Limited English Proficiency (LEP) non-English speaking populations will be developed as part of the LSMPO's LEP Program.

The following pages describe the current objectives, strategies, and measures utilized by LSMPO to solicit and encourage public involvement in the transportation planning process.

OBJECTIVE #1: ADVISORY COMMITTEE INVOLVEMENT

To hold regular public meetings with its standing advisory committees and obtain their input on all documents, projects, and funding determinations prior to consideration by the LSMPO Board.

Strategies

The following strategies and performance measures listed in **Table 9** describe the efforts pursued to support advisory committee participation and involvement:

- **Strategy 1.1:** Ensure advisory committee positions are filled.
- **Strategy 1.2:** Engage members of traditionally underserved communities to participate on the Citizens Advisory Committee (CAC).
- **Strategy 1.3:** Post meeting notices and deliver information to advisory committee at least seven (7) days prior to meetings.
- **Strategy 1.4:** Present advisory committee recommendations / actions to LSMPO Board.
- **Strategy 1.5:** Strive to continuously improve the PPP and ensure that public feedback is considered in the transportation decision making process.

TABLE 9. **Table 9 | PPP Objective #1 Measures**

Strategy	Measures
1.1	<ul style="list-style-type: none">▪ Maintain 80% of all committee positions filled during the course of the year.
1.2	<ul style="list-style-type: none">▪ By 2021, fill 20% of CAC positions with representatives that are from traditionally underserved or underrepresented populations.
1.3	<ul style="list-style-type: none">▪ Ensure 80% of advisory committee meeting notices and information are sent at least seven (7) days prior to the meeting.▪ LSMPO staff members meet regularly with the Central Florida Metropolitan Planning Organization Alliance staff members to discuss regional issues and provide that input to the advisory committees.
1.4	<ul style="list-style-type: none">▪ 100% of advisory committee recommendations or actions are logged and subsequently presented to LSMPO Board.
1.5	<ul style="list-style-type: none">▪ LSMPO shall evaluate public participation activities and techniques in the PPP and prepare an annual report to the LSMPO Board in order to evaluate the effectiveness of the PPP.▪ The PPP shall be reviewed and adopted, with revisions if necessary, every three (3) years.

OBJECTIVE #2: INFORMATION ACCESSIBILITY

To provide equitable public access to information regarding transportation decision making.

Strategies

The following strategies and measures listed in **Table 10** strive to inform the public on the transportation planning process and offer opportunities for public comment:

- **Strategy 2.1:** Schedule meetings and events at convenient times and locations, including virtual meetings in times of crisis.
- **Strategy 2.2:** Provide access for persons with disabilities to obtain information and participate in MPO events and meetings, including virtual participation as available.
- **Strategy 2.3:** Plan public involvement activities and events to be geographically dispersed throughout the LSMPO area.
- **Strategy 2.4:** Focus public involvement activities and events to target a diverse group of participants.
- **Strategy 2.5:** Produce public information in a format that is engaging and easily accessible for traditionally underserved populations.

TABLE 10. *PPP Objective #2 Measures*

Strategy	Measures
2.1	<ul style="list-style-type: none">■ At least 75% of participants and invitees stated the meeting or event was held at a convenient time and location. This feedback can be obtained formally or informally.■ Attend or sponsor at least two (2) transportation-related public events per year in the evening or on a weekend. These could be general events or events specific to publicizing a LSMPO plan or document.■ Plan specific public meetings to be held in neighborhood facilities located within the study area for specific transportation projects or LSMPO planning document updates.■ Meetings are held virtually in times of crisis as needed.
2.2	<ul style="list-style-type: none">■ 100% of disabled persons who requested accommodations are provided accommodation to meet their needs. This could include access via a virtual meeting.■ 100% of meetings, events and project-related information sources are accessible to persons with disabilities as requested.
2.3	<ul style="list-style-type: none">■ Meetings for the LRTP, special regional public meetings and/or regional workshops are provided in at least three (3) separate areas of the LSMPO region.■ At least one (1) meeting or opportunity is located in each affected area in the LSMPO region (pertains to corridor or area-specific actions).
2.4	<ul style="list-style-type: none">■ Public meetings specifically designed and held for targeted and underserved groups, e.g. elderly, disabled, low-income, and other minorities are held at least once per year.■ At least 75% of those informally surveyed at the neighborhood/homeowner's meetings agree that the presentation was effective in providing information and gathering input.■ Target audiences will be identified for each planning study conducted by the MPO,■ including residents, business and property owners, and people who are traditionally underserved and underrepresented, including people with low-income, people with Limited English Proficiency (LEP), people who are transit dependent, people of color, older adults, and people with disabilities, within the study area.
2.5	<ul style="list-style-type: none">■ In areas with Limited English Proficiency, materials are produced in the predominant non-English language.■ Translators or local community representatives are available at public meetings, outreach activities in areas where a high proportion of the population is non-English speaking to help facilitate the discussions.■ Provide a mechanism by which disabled citizens/groups are able to request accessible materials that are specific to their needs. For example, audio information for the visually impaired may desire audio information, or the hearing impaired may desire written information for the hearing impaired.■ Ensure that newly created plans and documents are posted on the website in an ADA accessible format.

OBJECTIVE #3: FEEDBACK IN THE PROCESS

To engage the public early, often, and with clarity so that opportunities exist for public feedback in the transportation decision making process.

Strategies

The LSMPO recognizes the importance of obtaining feedback from members of the community and will pursue the following strategies and measures listed in **Table 11** to encourage and obtain feedback:

- **Strategy 3.1:** Respond to public inquiries within seven (7) working days of the date of receipt.
- **Strategy 3.2:** Make meeting notices and information available at least five (5) days prior to meetings.
- **Strategy 3.3:** Provide follow-up information to individuals or groups.
- **Strategy 3.4:** Promote public participation opportunities at key decision-making points.
- **Strategy 3.5:** Incorporate public feedback into transportation decision making.

TABLE 11. *PPP Objective #3 Measures*

Strategy	Measures
3.1	<ul style="list-style-type: none">■ 75% of all responses to public inquiries are made within seven (7) working days of receipt date.■ 75% of all responses to media inquiries are made within one (1) working day of receipt date.
3.2	<ul style="list-style-type: none">■ 80% of public meeting notices are sent at least five (5) days prior to the meeting.■ 80% of public meeting information is made available at least five (5) days prior to the meeting.
3.3	<ul style="list-style-type: none">■ For corridor/site specific projects, the Public Involvement Summary will include a narrative describing how public comment shaped the selected alternative/decision.■ LSMPO staff will provide written responses to questions or comments from public meetings within 7 working days.
3.4	<ul style="list-style-type: none">■ Visualization tools and easy to understand graphics will be used to illustrate plans and concepts.■ LSMPO staff will be available at public meetings for transportation projects led by LSMPO, and as requested for Lake and Sumter County, to provide project related information.■ 100% of public meeting comments are logged, summarized, analyzed and distributed to applicable staff, Board and committees.
3.5	<ul style="list-style-type: none">■ A record of public comments and how they were integrated into the transportation planning process is maintained by LSMPO staff.■ LSMPO staff will conduct project-specific surveys to evaluate public needs and obtain input into the project recommendations.

OBJECTIVE #4: OUTREACH TOOLS AND TECHNIQUES

To use a variety of methods to involve and engage the public.

Strategies

The LSMPO public involvement process seeks to regularly engage the community. The following strategies and measures listed in **Table 12** seek to facilitate this process:

- **Strategy 4.1:** Utilize various public involvement techniques including virtual meetings.
- **Strategy 4.2:** Enable public information accessibility in languages other than English, as appropriate, or in other means to address disabilities.
- **Strategy 4.3:** Employ various website tools to provide information and gather input.
- **Strategy 4.4:** Utilize the website to track public interest in activities.
- **Strategy 4.5:** MPO will maintain a reasonably current and up-to-date database of contacts.

TABLE 12. *PPP Objective #4 Measures*

Strategy	Measure
4.1	<ul style="list-style-type: none"> ▪ At least three (3) separate techniques are used to involve/engage the public in decision making (e.g. ads, website, meetings). ▪ All LSMPO announcements and meeting materials are posted to the LSMPO website at least five (5) days prior to meetings and events. ▪ The LSMPO participates in at least two (2) community events per year.
4.2	<ul style="list-style-type: none"> ▪ When requested, and with seventy-two (72) hour notice, the LSMPO will provide meeting notices in other languages. ▪ When requested, and with seventy-two (72) hour notice, the LSMPO will provide meeting notices in a format to accommodate visual disabilities. ▪ In specific geographic areas for specific community meetings, 100% of presentation materials are produced in a language other than English (as needed). ▪ LSMPO staff utilize maps and other visual techniques to convey information.
4.3	<ul style="list-style-type: none"> ▪ At least three (3) separate website tools are used to involve/engage the public in decision making, for example, online surveys, online comment form, interactive calendar, online idea submissions and discussions, electronic documents available, etc. ▪ LSMPO will use social media to provide information, capture input, and provide responses to public comment.
4.4	<ul style="list-style-type: none"> ▪ LSMPO will use Google Translate, or other readily available translation tool/app, to ensure all pages of the LSMPO website can be accessed in languages other than English. ▪ Project specific web pages are developed and tracked as a method to gather public feedback.
4.5	<ul style="list-style-type: none"> ▪ LSMPO maintains and continuously updates a database of contacts including a minimum of the following individuals and agencies to provide that all interested parties have reasonable opportunities to comment on the transportation planning process and products: <ul style="list-style-type: none"> ▪ Local Government Staff ▪ Transportation Agencies (port, airports, transit, etc.) <ul style="list-style-type: none"> » Local Media » Homeowners' Associations » Civic Groups » Special Interest Groups

- Additional interested parties, including as those below, are identified and added to the outreach database annually:
 - » *Federal, state and local agencies responsible for land use management, natural*
 - » *resources, environmental protection, conservation and historic preservation and*
 - » *other environmental issues*
 - » *Private Freight Shippers*
 - » *Representatives of Public Transportation Employees*
 - » *Providers of Freight Transportation Services*
 - » *Private Providers of Transportation*
 - » *Representatives of Users of Public Transportation*
 - » *Pedestrian Representatives*
 - » *Representatives of Bicyclists*
 - » *Representatives of people with all abilities*

OBJECTIVE #5: PUBLIC INPUT ON PUBLIC TRANSIT

To provide opportunities for the public to provide input on the Lake County Section 5307 Program of Projects (POP).

Strategies

Public transportation is important for residents within Lake County and Sumter County and LSMPO facilitates ways to obtain input on this service. The following strategies and measures listed in **Table 13** seek to enable this feedback:

- **Strategy 5.1:** Request the Lake County Section 5307 POP.
- **Strategy 5.2:** Include POP with the LSMPO LOPP and present at the CAC, TAC, and LSMPO Policy Board meetings in September. The public will have the opportunity to:
 - » Provide input on the POP.
 - » Be involved in prioritizing of the POP for funding.
- **Strategy 5.3:** Increase input opportunities for the Transportation Disadvantaged Coordinating Board (TDCB) on LSMPO programs and plans.

TABLE 13. *PPP Objective #5 Measures*

Strategy	Measure
5.1	<ul style="list-style-type: none"> ■ Request annually (by June 1) Lake County Section 5307 POP for the following fiscal year. ■ Request annually (by August 15) a copy of the Section 5307 POP advertisement in the local newspaper.
5.2	<ul style="list-style-type: none"> ■ Request (by August 15) a representative from Lake County Public Transit attend the September CAC, TAC, and LSMPO Policy Board meetings when the LOPP and POP are discussed. ■ Request (at least fourteen days prior) a representative from Lake County Public Transit attends the CAC, TAC, and LSMPO Policy Board meetings when a TIP Amendment for public transit funding is considered.
5.3	<ul style="list-style-type: none"> ■ Review the Lake County Section 5307 POP and LOPP with the TDCB. ■ Present information on other transit-related projects underway to the TDCB during the quarterly meetings and obtain feedback. ■ On an annual basis, review any transit service grievances that may have been filed and incorporate improvement strategies into transit planning projects or programs as appropriate.

The PPP reflects the LSMPO's commitment to honesty, integrity, and transparency throughout the planning process and active community participation. The LSMPO looks forward to sharing plan information with the public and interested stakeholders, and creating a dynamic forum for public participation, planning, and interagency collaboration

OUTREACH POLICIES

The outreach employed by LSMPO is guided by specific principles and standards. These components assist with providing a consistent experience for the public. The following section details the main policies guiding the LSMPO outreach process.

Access to Information

The LSMPO will provide the public with reasonable and timely access to technical and policy information relating to the data or content in the development of the transportation plans, programs and projects. Documents will be available for public inspection on the LSMPO website www.LakeSumterMPO.com and at the LSMPO office located at 1300 Citizens Boulevard, Leesburg, FL 34748 during normal business hours.

Public Meetings

Public information meetings will be held at various locations in the LSMPO area to inform the public of the planning process and to solicit ideas, input, and feedback. In the event of a statewide emergency (such as the COVID-19 pandemic), public meetings may be held using a digital platform for LSMPO to present information and request public feedback. The intent of holding public informational meetings at diverse locations is to solicit broad public comments. General meeting locations will be at the LSMPO office, Lake County Administration Building, the Lake-Sumter State College, the Sumter County Service Center, and other locations such as municipal city halls and/or offices, churches, community centers, etc.

Notice of public hearings and public informational meetings will be given in accordance with and listed in the [Outreach Approach](#) section. A reasonable attempt will be made to notify organizations representing minority and disabled communities. Public meetings will be held at locations accessible to and at times convenient to minority and disabled residents, including using a digital platform.

Special arrangements will be made to accommodate persons with disabilities, those with limited access to transportation, and people with limited English proficiency (LEP). For meetings involving individuals without transportation and the disabled, the LSMPO will schedule meetings during the time public transit and para-transit services are operating or will make special arrangements to ensure that individuals have an opportunity to access transportation to the meetings. The LSMPO will ensure that all segments of the population including LEP persons have the opportunity to be involved in the transportation planning process. Interpreters will be provided when requested with advanced notice to accommodate non-English speaking individuals. The LSMPO LEP Plan may be reviewed at the following link: www.LakeSumterMPO.com.

Public Record of Meetings

The Sunshine Law stipulates that minutes must be taken at all public meetings. LSMPO takes minutes of meetings, distributes them to Board and committee members, posts them promptly on www.LakeSumterMPO.com, after approval, and provides written copies upon request. If a public meeting is held

using a digital platform, the entirety of the meeting will be virtually recorded, and digital copies will be provided upon request.

Public Hearings

Public hearings are a formal process to solicit public comment on specific plans being considered by LSMPO. In the event of an emergency (such as the COVID-19 pandemic), public hearings may be held using a digital platform to solicit public comments and will be recorded. As a formal setting for citizen input, public hearings are recorded and summarized for the record. A summary of comments is provided to LSMPO Board members, prior to Board action. Maps and other visualization tools are displayed at public hearings to present information in a visual way.

According to the state's Sunshine Law (Section 286 of the Florida Statutes), the public must have reasonable notice of the meetings of public boards and commissions. LSMPO complies with the law's requirement that the dates and times of meetings be published at the MPO office. In addition, meetings are posted on the www.LakeSumterMPO.com electronic calendar, along with contact information and agendas when available.

Website

The LSMPO maintains an internet site providing a forum for the most current information on activities and projects, meetings, public hearings, Board meetings; downloadable plans for each citizen to review interactive maps of transportation projects; links to related sites; and several opportunities to provide commentary to the LSMPO regarding their plans and programs. Archived presentations of LSMPO and other public meetings are also provided for viewing or download. The website can be accessed at www.LakeSumterMPO.com.

E-Mail List

The LSMPO staff maintains and updates an e-mail distribution list for the purpose of informing the community about various transportation planning activities undertaken by the LSMPO. The e-mail list includes civic associations, clubs, municipal governments, newspapers, concerned citizens and all attendees to any of the transportation related public meetings held in the LSMPO area. The e-mail list is used to inform the community about scheduled TAC, CAC, TDCB, and Governing Board meetings; future public workshops and hearings; and to provide brief updates concerning the status and progress of ongoing transportation planning activities and projects.

**We Want
Your Input!**

The Lake~Sumter MPO encourages public comment.

This document is available on the Lake~Sumter website at www.LakeSumterMPO.com.

Response

Responses to questions and comments from the public concerning the public participation process, draft transportation plans, programs, or public agency consultation process will be made directly to the individual by letter, telephone call or by e-mail. A summary of comments received will be made as part of the final plan or program. The rationale for policy decisions will be available to the public in writing if requested.

Title VI (Environmental Justice)

The LSMPO will reach out to members of the low income, minority, and disabled communities as part of the transportation planning process to meet the requirements of Title VI and to better serve the community. The LSMPO will utilize the FDOT ETDM Tool or other GIS-based analysis to conduct socio-economic analysis of communities to determine where concentrations of Title VI groups and issues may exist.

Localized meetings to discuss transportation issues will be held periodically to encourage participation. Public notifications outlined in the [Outreach Approach](#) section will be conducted to attempt to get the word out about upcoming meetings and hearings. Citizens that express interest or make comments at a public meeting or hearing will be put on a mailing list to be notified of upcoming meetings. The LSMPO will hold meetings and public hearings during times when public transit and para-transit services are available for those without transportation or are disabled, and in the event of an emergency, LSMPO will hold meetings using a digital platform.

Consistent with the Executive Order 12898, special efforts are undertaken to involve population segments that are traditionally underserved and/or underrepresented in Lake and Sumter counties. These efforts may include the following:

- Identifying geographic locations with a high concentration of the traditionally underserved and underrepresented;
- Hosting traditional workshops convenient to these geographic locations and invite community leaders from these geographic locations to participate on CAC and other committees as appropriate;
- Distribute information regarding the transportation planning process and opportunities for public involvement by providing information on public transit; and
- Meeting with and make presentations to organizations that represent this segment of the population.

The LSMPO Title VI Plan may be reviewed online at www.LakeSumterMPO.com.

Limited English Proficiency (LEP)

The LSMPO's Limited English Proficiency (LEP) Plan identifies the LEP populations impacted within the service area. Additionally, the plan sets the guidelines for LSMPO staff to follow to allow information and service accessibility for LEP persons. A copy of the LSMPO's LEP Plan can be found online at www.LakeSumterMPO.com.

Disadvantaged Business Enterprise (DBE)

As a recipient of federal aid funding, LSMPO is required under 49 CFR Part 26.23 to issue a policy statement supporting Disadvantaged Business Enterprises (DBE). LSMPO is committed to this program and implementing relevant objectives throughout the public involvement process. The full policy statement can be found online at www.LakeSumterMPO.com.

Social Media

The LSMPO is committed to engaging the public in a variety of ways and understands that no single communication tool serves all populations. The LSMPO is employing social media opportunities including the use of a Facebook page.

The use of social media is included in the LSMPO's public involvement plan with the following goals:

- Use as an accessible resource for the public and organizations to receive consistently updated information about LSMPO;
- Use to repost important and relevant articles/postings/ideas;
- Use as a way to receive public feedback via links to surveys;
- Use to help integrate the public into more planning and allow the public to understand LSMPO's plans/projects/improvements;
- Use as a source of announcements- meetings, projects, press releases, office closures, special events, news, project announcements, website updates;
- Overall to allow more accessibility and understanding of LSMPO's mission and allow more room for constant dialogue between the organization and the public/other organizations; and
- Allow both input and output in addition to posting items, but also respond to other organization's activities.

CONSIDERATIONS

While social media platforms are now standard in communication plans for private, non-profit, and public sector organizations, LSMPO recognizes that public record and public access (e.g. Government in the Sunshine) laws in Florida require a thoughtful approach. As additional guidance is provided at the state level, the organization will modify the application of social media tools, when necessary. LSMPO adheres to the following social media guidelines to ensure compliance with Florida's open government and public record laws.

Access

When social media applications provide mechanisms to restrict content access, LSMPO will allow all content to be freely visible and open to any user.

Content

LSMPO will generate much of its own social media content, using it to highlight the organization's activities and those of its partners. Other content for social media channels will be shared or repurposed from outside sources and may link to external sites. Appearance of external links does not constitute an official endorsement on behalf of the organization.

Posting Comments

LSMPO's use of social media will primarily focus on the dissemination of information relevant to the transportation planning process, with a secondary focus on obtaining input on targeted issues of importance. The LSMPO Board and advisory committee members are prohibited from engaging in an exchange or discussion of matters via social media that will foreseeably come before the Board or committee for official action.

USER COMMENTS

The following forms of content shall not be allowed:

- Comments not topically related to the particular social media article being commented upon;
- Comments in support of or opposition to political campaigns or ballot measures;
- Profane language or content;
- Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
- Sexual content or links to sexual content;
- Solicitations of commerce;
- Conduct or encouragement of illegal activity;
- Information that may compromise the safety or security of the public or of private entities; or
- Content that violates a legal ownership interest of any other party.

When a feature allowing users to post a comment is activated and an “approval-required” feature exists, the LSMPO will review all comments prior to publication. Also, when a feature allowing users to post a comment is activated and approval features do not exist, LSMPO will regularly monitor user comments and take appropriate action to delete inappropriate comments.

Public Records

As with electronic communication, LSMPO will post a notice on the social media site regarding Florida public records law. The LSMPO will independently track social media activity monthly. Social media records will conform with applicable public record retention schedules, as outlined in Florida Statutes. As is the case with the LSMPO website, the staff tasked with public involvement duties will be responsible for the content and upkeep of any social media sites created to promote the mission of the organization.



Please Follow Us On Our
Social Media Platforms!



Like Us on Facebook:
LakeSumter-MPO

SUMMARY

The public involvement efforts of the LSMPO provide opportunities for the community to engage in the transportation planning process. This document establishes the basic techniques for disseminating information to the public and engaging the citizens in an interactive discussion. However, this is a continuously evolving process and next steps are summarized below.

Assessment of Public Participation Techniques

LSMPO staff will work to quantify the results of the public involvement efforts and make an annual report to the Governing Board. The annual report will give a summary of public input for the past year, and future reports will compare current results to prior years. [Appendix A](#) provides an outreach log which LSMPO will use to track involvement efforts and compare to prior years.

Ongoing Process Improvement

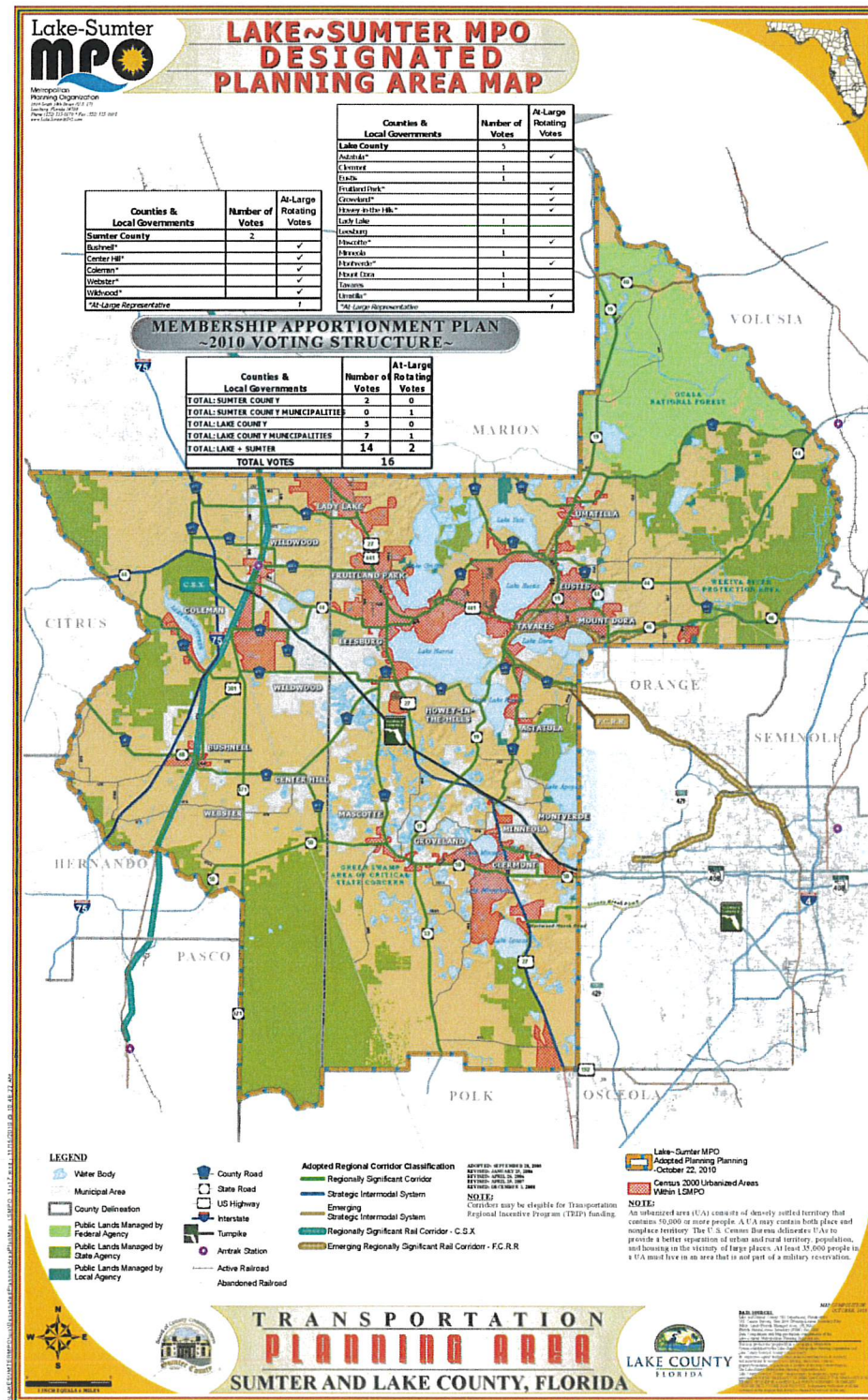
During staff meetings and debriefs, public involvement strategies are discussed in regard to improving progress toward established participation objectives. Evaluation and response are valuable components of any successful program, plan, or project. As such, the MPO can gauge the effectiveness of the PPP in order to highlight opportunities for improvement. LSMPO staff will track and measure the following list of activities in order to better gauge public input in the transportation planning process:

- Attendance and input at public information meetings and public hearings;
- Number of organizations and groups to which mailings are sent;
- E-mail list;
- Public Involvement Process Mailing List;
- Communications received from the public whether they use mail, e-mail, and comments at public information meetings or public hearings;
- Tracking of presentations given to public groups;
- Efficient Transportation Decision Making Process; and
- Documentation of all public meetings including photos, attendance sheets meeting handouts.

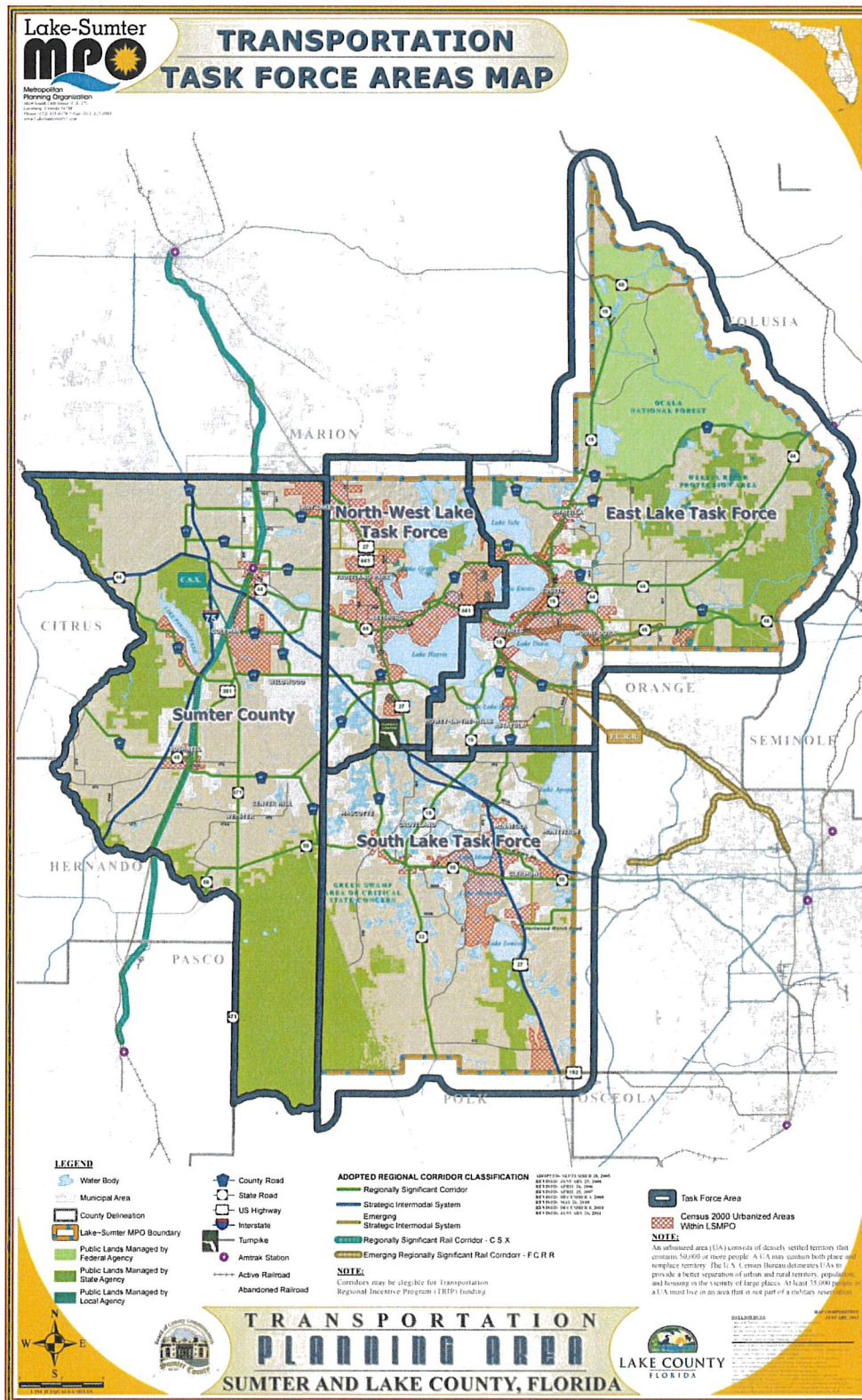
In addition to these tracking and reporting efforts, the LSMPO staff will continue to research new and innovative ways to further involve the public in the LSMPO transportation planning process.

APPENDIX A: PPP OUTREACH LOG

<div><div><div>Lake-Sumter</div><div><div>Metropolitan Planning Organization</div></div></div><div>LAKE~SUMTER MPO OUTREACH LOG</div></div>				
DATE	REQUEST (INQUIRY/EVENT)	STAFF PERSON	PURPOSE/ACTION	NOTES



Source: Lake~Sumter MPO



Source: Lake-Sumter MPO

APPENDIX C: TRANSPORTATION ACRONYM GUIDE

ACRONYM	NAME / TITLE
AA	Alternatives Analysis
AADT	Annual Average Daily Traffic
ADA	Americans with Disabilities Act
ADT	Average Daily Traffic
AE	Annual Element
AFV	Alternative Fuel Vehicle
AIA	American Institute of Architects
AICP	American Institute of Certified Planners
AMPO	Association of Metropolitan Planning Organizations
APA	American Planning Association
APTA	American Public Transit Association
APWA	American Public Works Association
ARRA	American Recovery and Reinvestment Act
ASCE	American Society of Civil Engineers
AVO	Average Vehicle Occupancy
AVR	Average Vehicle Ridership
AWT	Average Weekday Traffic
B/C	Benefit Cost Ratio
BCC	Board of County Commissioners
BLM	Bureau of Land Management
BMS	Bridge Management System
BOA	Board of Adjustments
BOE	Basis of Estimate
BRP	Bridge Replacement Program (State)
BRRP	Bridge Repair and Rehabilitation Program (State)
BRT	Bus Rapid Transit
BTS	Bureau of Transportation Statistics
CAA	Clean Air Act Amendments of 1990
CAC	Community Advisory Committee

CAD	Computer Aided Drafting
CADD	Computer Aided Drafting and Design
CBD	Central Business District
CCI	Construction Cost Index
CCI	Community Characteristics Inventory
CDC	Center for Disease Control
CEI	Construction Engineering Inspection
CEMO	Central Environmental Management Office (State)
CE-NEPA	Categorical Exclusion
CFMPOA	Central Florida MPO Alliance
CFR	Code of Federal Regulations
CIE	Capital Improvement Element
CIGP	County Incentive Grant Program
CIP	Capital Improvement Program
CLC	Community Liaison Coordinator
CMAQ	Congestion Management and Air Quality
CMP	Corridor (or Congestion) Management Plan
CMS	Congestion Management System
CMS	Concurrency Management System
CNG	Compressed Natural Gas
CNU	Congress of New Urbanism
CO	Carbon Monoxide
CO2	Carbon Dioxide
CO2E	Carbon Dioxide Equivalents
CTC	Community Transportation Coordinator
CTD	Commission for Transportation Disadvantage
CTST	Community Traffic Safety Team
CUTR	Center for Urban Transportation Research
dB	Decibels
DBE	Disadvantaged Business Enterprise
DDHV	Directional Design Hour Volume

DDR	District Dedicated Revenue
DEIS	Draft Environmental Impact Statement
DEO	Department of Economic Opportunity (FL)
DHV	Design Hour Volume
DIS	State funds for projects on the Strategic Intermodal System
DNR	Department of Natural Resources
DNS	Determination of Non-significance
DOT	Department of Transportation
DRI	Development of Regional Impact
DVMT	Daily Vehicle Miles Traveled
EA	Environmental Assessment
EAR	Evaluation and Appraisal Report
EB	Eastbound
ECFRPC	East Central Florida Regional Planning Council
EEO	Equal Opportunity Employer
EIS	Environmental Impact Statement
EOC	Emergency Operations Center
EPA	Environmental Protection Agency (Federal)
ESA	Endanger Species Act
ETDM	Efficient Transportation Decision Making
F.S.	Florida Statute
FAA	Federal Aviation Administration
FAPA	Florida Chapter of the American Planning Association
FARS	Fatality Analysis Reporting System
FBT	Floridians for Better Transportation
FC	Functional Classification
FDEP	Florida Department of Environmental Protection
FDOT	Florida Department of Transportation
FEA	Final Environmental Assessment
FEIS	Final Environmental Impact Statement
FEMA	Federal Emergency Management Agency

FGDL	Florida Geographical Data Library
FHWA	Federal Highway Administration
FIHS	Florida Interstate Highway System
FLUAM	Future Land Use Allocation Model
FMCSA	Federal Motor Carrier Safety Administration
FONSI	Finding of No Significant Impact
FRA	Federal Railroad Administration
FSUTMS	Florida Standard Urban Transportation Modeling Structure
FTA	Federal Transit Administration
FTC	Florida Transportation Commission
FTE	Full Time Equivalent
FTE	Florida Turnpike Enterprise
FTP	Florida Transportation Plan
FY	Fiscal Year
4-R	Highway Reconstruction, Resurfacing, Restoration, and Rehabilitation
GHGs	Greenhouse Gases
GIS	Geographic Information Systems
GPS	Global Positioning System
GVW	Gross Vehicle Weight
HCM	Highway Capacity Manual
HOT	High Occupancy Toll Lanes
HOV	High Occupancy Vehicles
HSR	High Speed Rail
HTF	Highway Trust Fund (U.S.)
ICE	Intergovernmental Coordination Element
INFRA	Infrastructure for Rebuilding America
ISTEA	Intermodal Surface Transportation Efficiency Act
ITE	Institute of Traffic Engineers
ITS	Intelligent Transportation System
JPA	Joint Participation Agreement
LAP	Local Agency Program

LEP	Limited English Proficiency
LGCP	Local Government Comprehensive Plan
LMY	Lane Mile Years
LNG	Liquefied Natural Gas
LOPP	List of Priority Projects
LOS	Level of Service
LRT	Light Rail Transit
LRTP	Long Range Transportation Plan
LSMPO	Lake~Sumter MPO
LU	Land Use
M&O	Management and Operations
MAP-21	Moving Ahead for Progress in the 21st Century
MBE	Minority Business Enterprise
MIS	Management Information Systems
MMTD	Multimodal Transportation District
MOA	Memoranda of Agreement
MOU	Memorandum of Understanding
MP	Milepost
MPO	Metropolitan Planning Organization
MPOAC	Metropolitan Planning Organization Advisory Council
MSTU	Municipal Services Tax Unit
MUTCD	Manual on Uniform Traffic Control Devices
MWBE	Minority and Women's Business Enterprise
NAAQS	National Ambient Air Quality Standards
NB	Northbound
NCHRP	National Cooperative Highway Research Program
NEPA	National Environmental Policy Act
NEPA	National Environmental Policy Act of 1969
NGS	United States National Geodetic Survey
NHPA	National Historical Preservation Act
NHPP	National Highway Performance Program

NHS	National Highway System
NHTSA	National Highway Traffic Safety Administration
NOAA	National Oceanographic and Atmospheric Administration
NOX	Nitrogen Oxides
NPRM	Notice of Proposed Rule Making
NPS	National Park Service
NRHP	National Register of Historic Places
NTSB	National Transportation Safety Board
O&M	Operations and Maintenance
O-D	Origin-Destination (survey or zone)
OEO	Office of Equal Opportunity
OMB	Office of Management and Budget
OSHA	Occupational Safety and Health Administration
PCI	Pavement Condition Index
PD&E	Project Development & Environmental Study
PE	Professional Engineer
PE	Preliminary Engineering
PEA	Planning Emphasis Areas
PHF	Peak Hour Factor
PI	Public Involvement
PIO	Public Information Office (or Officer)
PL	Category of FHWA funds for MPO planning uses
PM	Project Manager
PM	Particulate Matter
PMS	Pavement Management System
PTMS	Public Transportation Facilities and Equipment Management System
PUD	Planned Unit Development
QA/QC	Quality Assurance / Quality Control
RCI	Roadway Characteristics Inventory
RFP	Request for Proposal
RFQ	Request for Qualifications

ROW	Right of Way
RPC	Regional Planning Council
RPM	Revolutions per Minute
RR	Railroad
RRR (3R)	Resurfacing, Restoration, and Rehabilitation
RTA	Regional Transit Authority
SAFETEA-LU	Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users
SB	Southbound
SBE	Small Business Enterprise
SCE	Sociocultural Effects
SCOP	Small County Outreach Program
SD	Structurally Deficient
Section 5305(d)	Category of FTA funds for MPO planning use
SEIS	Supplemental Environmental Impact Statement
SEPA	State Environmental Policy Act
SIB	State Infrastructure Bank
SIS	Strategic Intermodal System
SOV	Single Occupancy Vehicle
SR	State Road
SRPP	Strategic Regional Policy Plan
STIP	State Transportation Improvement Program
STP	Surface Transportation Program
TAC	Technical Advisory Committee
TCEA	Transportation Concurrency Exception Area
TCMA	Transportation Concurrency Management Area
TD	Transportation Disadvantaged
TDCB	Transportation Disadvantaged Coordinating Board
TDM	Transportation Demand Management
TDM	Travel Demand Management
TDP	Transit Development Plan
TDSP	Transportation Disadvantaged Service Plan

TE	Transportation Enhancements
TEA-21	Transportation Equity Act for the 21st Century of 1998
TIGER	Transportation Investment Generating Economic Recovery
TIP	Transportation Improvement Program
TMA	Transportation Management Area
TMS	Transportation Management System
TOP	Transit Operations Plan
TPO	Transportation Planning Organizations (synonym to MPO)
TRB	Transportation Research Board
TRIP	Transportation Regional Incentive Program
UA	Urbanized Area
UCF	University of Central Florida
UPWP	Unified Planning Work Program
US	United States (route)
USC	United States Code
USDOE	United States Department of Energy
USDOT	United States Department of Transportation
USFS	United States Forest Service
USFWS	United States Fish and Wildlife Service
USGS	United States Geological Survey
VHT	Vehicle Hours Traveled
VMS	Variable Message Sign
VMT	Vehicle Miles Traveled
VOC	Volatile Organic Compounds
VPH	Vehicles Per Hour
WAGES	Work and Gain Economic Self Sufficiency
WB	Westbound
WBE	Women's Business Enterprise
WPRC	Withlacoochee Regional Planning Council
YTD	Year to Date

APPENDIX D: FLORIDA LRTP AMENDMENT THRESHOLDS

Complete Excerpt of Florida LRTP Amendment Thresholds Issued March 15, 2014:

Section 1. Florida LRTP Amendment Thresholds

The guidance in this section sets the minimum thresholds for project changes that trigger an LRTP Amendment at the time of STIP approval, a STIP amendment or NEPA approval. Even if a project change does not require an amendment, an MPO may still elect to do an amendment at its option if appropriate circumstances warrant. For determining TIP/STIP/LRTP/NEPA consistency for approval of a NEPA document, please refer to Section 2. NEPA Consistency and Approval and the 2012 LRTP Expectations Letter for additional details. This document was jointly prepared by FDOT and the FHWA Florida Division.

The following acronyms are used:

- CFP – Cost Feasible Plan
- CST – Construction Phase
- FDOT – Florida Department of Transportation
- FHWA – Federal Highway Administration
- LRTP – Long Range Transportation Plan
- MPO – Metropolitan Planning Organization
- NEPA – National Environmental Policy Act
- PD&E – Project Development and Environment Phase
- PE – Preliminary Engineering Phase
- ROW – Right of Way Phase
- SIS – Strategic Intermodal System
- STIP – State Transportation Improvement Program
- TIP – Transportation Improvement Program

LRTP AMENDMENTS

Project Cost Changes that Require an LRTP Amendment

An LRTP amendment will be required for LRTP cost increases that exceed 50% of project cost and \$50 million.

When assessing project cost changes (including project costs documented in NEPA documents), the cost of the project includes the phases after the PD&E which, for purposes of this document, are Design/PE, ROW and Construction phases.

Other Changes that Require an LRTP Amendment

- Design Concept or Scope Changes: A major change in the project termini (e.g. expansion) or a change in a project concept(s) such as adding a bridge, addition of lanes, addition of an interchange, etc.

- Deleting a full project from the CFP.
- Adding a new project where no phases are currently listed in the CFP.
- Projects or Project Phase Initiation Date for projects in the CFP:
 - » Advancing a project phase from the 3rd 5 years and the last 10 year band of the LRTP to the TIP/STIP years; advancing a project more than one 5 year band (see table with LRTP amendment examples below).
 - » Adding a phase to an existing CFP project (e.g. if ROW is funded, adding CST Phase) where (1) the new phase is funded in the TIP/STIP years/1st 5-year band of the LRTP and (2) one or more phases of a different project must be deferred to a later band or to the Needs/Illustrative List in order to demonstrate fiscal constraint.
 - » For advancing phases of minor projects, please see the LRTP Modifications section.
- Projects or Project Phase Initiation Date for projects beyond the CFP:
 - » Moving a new project from a Needs or Illustrative List to the CFP where no phases are currently listed in the CFP.
 - » Moving new phases from a Needs or Illustrative List to an existing CFP project where (1) the new phase is funded in the TIP/STIP years/1st 5-year band of the LRTP and (2) one or more phases of a different project must be deferred to a later band or to the Needs/Illustrative List in order to demonstrate fiscal constraint.

LRTP Amendment Examples				
CFP				Needs
1 st 5-yr band TIP/STIP years	2 nd 5-yr band	3 rd 5-yr band	Last (10-yr) band	Needs/ Illustrative List
TO	←	FROM		
TO	←		FROM	
	TO	←	FROM	
TO ANY BAND				← FROM

LRTP MODIFICATIONS

Changes that are less significant than those above that trigger an LRTP amendment would only require a modification. These include:

- Design Concept or Scope Changes: A minor change in the project termini equal to or less than 10% of the total project, i.e., adjusting length for turn lane tapers.
- Identification of planned use of Federal funds for existing CFP projects if Federal funds are added to a project funded with only state or local funds in the adopted LRTP.
- Project or Project Phase Initiation Date:
 - » Advancing a project from a 5- or 10-year band to an adjacent 5 year band beyond the TIP/STIP years/1st 5-yr band.

- » Adding a new phase to an existing CFP project (e.g. if ROW is funded, adding CST Phase) where the new phase is funded beyond the TIP/STIP years/1st 5-year band of the LRTP.
- » Adding a new phase to an existing CFP project (e.g. if ROW is funded, adding CST Phase) from a Needs or Illustrative list to the CFP where the new phase is funded beyond the TIP/STIP years/1st 5-year band of the LRTP.
- » Adding a new phase to an existing CFP project (e.g. if ROW is funded, adding CST Phase) from a Needs or Illustrative list to the CFP where (1) the new phase is funded in the TIP/STIP years/1st 5-year band of the LRTP and (2) the added phases use new funds not contained in the LRTP Revenue Forecast to the CFP

LRTP Modification Examples				
CFP				Needs
1 st 5-yr band TIP/STIP years	2 nd 5-yr band	3 rd 5-yr band	Last (10-yr) band	Needs/ Illustrative List
TO ←	FROM			
	TO ←	FROM		
		TO ←	FROM	

Advancing Phases for Minor Projects

Projects and/or project phases of \$5 million or less can be moved from any 5-yr band to any 5-yr band by modification to the LRTP.

BACKGROUND AND RELATED INFORMATION

TIP/STIP Consistency with LRTP

TIP/STIPs are required to be consistent with LRTPs {23 CFR 450.216(k) and 23 CFR 450.324(g)}. The TIP/STIP is consistent with the LRTP when:

- TIP/STIP project costs are within 50% and \$50 million of projects costs shown in the LRTP.
- TIP/STIP initiation phase is within the first two 5-year bands of the LRTP.
- Project Scope (including termini, number of lanes, interchanges, etc.,) is consistent between the TIP/STIP and LRTP. Project Termini may have minor variations if there is no major scope change.

For initial STIP approval, TIPs are incorporated into the STIP unchanged {23 CFR 450.216(b)}.

NEPA Consistency and Approval

A NEPA document is consistent with the LRTP and STIP/TIP when:

- NEPA discussion of the project implementation reflects the planning documents in these areas: scope, cost, general funding sources, description, and logical termini.
- An amendment to either the LRTP or STIP/TIP is NOT needed.
- The limits in the NEPA document (logical termini) are addressed in the LRTP CFP or Needs Plan, regardless of the implementing constructible segments.

Modifications should occur to the STIP/TIP or LRTP prior to NEPA approval whenever possible. However, modifications may be completed after the NEPA signature in accordance with the state and MPO established planning procedures. The NEPA document must provide reasonable assurances that the changes will occur as noted in the Commitments and Recommendations Section of the NEPA document.

For the final NEPA document to be signed:

In an MPO area

- The project must be described within the LRTP. The description, at a minimum, must include roadway identification, termini, implementation time frame and full project cost.
- Ideally, all phases of the project will be funded in the LRTP CFP.
- At least one subsequent phase of the entire project must be in the LRTP CFP. If the next phase for the entire project is not in the CFP, then at least one segment of the project must be fully funded in the CFP through construction.
- The information that is then displayed in the TIP/STIP would depend on the timing of the programming for the next phase of the project implementation.

In a non-MPO area

- The project must be consistent with the Florida Transportation Plan.
- If the project is on the SIS, the SIS 10-Year CFP may be used to show the project's planned implementation. If the project is not on the SIS, other publicly available long range considerations may be used to show the project's planned implementation, such as local government comprehensive plans.
- The project or phase of a project must be in the STIP. If funding of the project is beyond the timeframe of the STIP, the STIP must contain an informational project with a description of the subsequent phase(s) as reflected in the SIS 10 Year Plan full project cost information or other long range public planning documents.

Review and Revision of Florida LRTP Amendment Thresholds

This guidance will be reviewed and revised as needed should the state be subject to Air Quality Conformity requirements. The effectiveness of this document will be evaluated after a one-year implementation period which ends in October 2014. Revisions as agreed upon by the parties will be made as needed. This guidance sets the minimum thresholds for project changes that trigger an LRTP Amendment. Even if a project change does not require an amendment, an MPO may still elect to do an amendment at its option if appropriate circumstances warrant.

Official PDF File located Online:

https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/content/planning/policy/metrosupport/resources/lrtptreshold.pdf?sfvrsn=724f5f45_0

APPENDIX E: FEDERAL REQUIREMENTS FOR PUBLIC PARTICIPATION

The public involvement process requirements in 23 CFR450, Section 450.316 are described below. These requirements encourage a pro-active public involvement process and support early and continuing involvement of the public in the planning process. A reference to the section of this plan describing how the Lake~Sumter MPO meets these requirements is included following each criterion listed below.

§ 450.316 Interested parties, participation, and consultation.

(a) The MPO shall develop and use a documented participation plan that defines a process for providing individuals, affected public agencies, representatives of public transportation employees, public ports, freight shippers, providers of freight transportation services, private providers of transportation (including intercity bus operators, employer-based commuting programs, such as carpool program, vanpool program, transit benefit program, parking cash-out program, shuttle program, or telework program), representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan transportation planning process.

(1) The MPO shall develop the participation plan in consultation with all interested parties and shall, at a minimum, describe explicit procedures, strategies, and desired outcomes for:

(i) Providing adequate public notice of public participation activities and time for public review and comment at key decision points, including a reasonable opportunity to comment on the proposed metropolitan transportation plan and the TIP;

(ii) Providing timely notice and reasonable access to information about transportation issues and processes;

(iii) Employing visualization techniques to describe metropolitan transportation plans and TIPs;

(iv) Making public information (technical information and meeting notices) available in electronically accessible formats and means, such as the World Wide Web;

(v) Holding any public meetings at convenient and accessible locations and times;

(vi) Demonstrating explicit consideration and response to public input received during the development of the metropolitan transportation plan and the TIP;

(vii) Seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services;

(viii) Providing an additional opportunity for public comment, if the final metropolitan transportation plan or TIP differs significantly from the version that was made available for public comment by the MPO and raises new material issues that interested parties could not reasonably have foreseen from the public involvement efforts;

(ix) Coordinating with the statewide transportation planning public involvement and consultation processes under subpart B of this part; and

(x) Periodically reviewing the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open participation process.

(2) When significant written and oral comments are received on the draft metropolitan transportation plan and TIP (including the financial plans) as a result of the participation process in this section or the interagency consultation process required under the EPA transportation conformity regulations (40 CFR part 93, subpart A), a summary, analysis, and report on the disposition of comments shall be made as part of the final metropolitan transportation plan and TIP.

(3) A minimum public comment period of 45 calendar days shall be provided before the initial or revised participation plan is adopted by the MPO. Copies of the approved participation plan shall be provided to the FHWA and the FTA for informational purposes and shall be posted on the World Wide Web, to the maximum extent practicable.

(b) In developing metropolitan transportation plans and TIPs, the MPO should consult with agencies and officials responsible for other planning activities within the MPA that are affected by transportation (including State and local planned growth, economic development, tourism, natural disaster risk reduction, environmental protection, airport operations, or freight movements) or coordinate its planning process (to the maximum extent practicable) with such planning activities. In addition, the MPO(s) shall develop the metropolitan transportation plans and TIPs with due consideration of other related planning activities within the metropolitan area, and the process shall provide for the design and delivery of transportation services within the area that are provided by:

(1) Recipients of assistance under title 49 U.S.C. Chapter 53;

(2) Governmental agencies and non-profit organizations (including representatives of the agencies and organizations) that receive Federal assistance from a source other than the U.S. Department of Transportation to provide non-emergency transportation services; and

(3) Recipients of assistance under 23 U.S.C. 201- 204.

(c) When the MPA includes Indian Tribal lands, the MPO(s) shall appropriately involve the Indian Tribal government(s) in the development of the metropolitan transportation plan and the TIP.

(d) When the MPA includes Federal public lands, the MPO(s) shall appropriately involve the Federal land management agencies in the development of the metropolitan transportation plan and the TIP.

(e) MPOs shall, to the extent practicable, develop a documented process(es) that outlines roles, responsibilities, and key decision points for consulting with other governments and agencies, as defined in paragraphs (b), (c), and (d) of this section, which may be included in the agreement(s) developed under § 450.314.

It is important to note, other components of the legislation which support 23 CFR450, Section 450.316 include:

- 450.212(a) - Public Involvement;
- 450.214 - Statewide Transportation Plan;
- 450.216 - Statewide transportation improvement program (STIP);
- 450.318(b) - Metropolitan Transportation Planning Process: Major Metropolitan Transportation Investments;
- 450.322(c) - Metropolitan Planning Process: Transportation Plan; and
- 450.324(c) - Transportation Improvement Program: General.

APPENDIX F: FEDERAL GUIDANCE ON VIRTUAL MEETINGS

During the COVID-19 pandemic, the Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) released guidance for states and Metropolitan Planning Organizations (MPOs) on using virtual meetings in the place of in-person board and committee meetings, particularly for public hearings to satisfy public meeting provisions. This guidance is shown below as of April 20, 2020.

Q. Can States and Metropolitan Planning Organizations (MPOs) hold virtual public hearings where the applicable public participation plan provides for “in person” participation?

A. The Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) are aware that some States and MPOs are looking to utilize virtual public involvement technologies and techniques for public participation activities related to metropolitan and statewide transportation planning under the applicable statutes, 23 U.S.C. 134-135, as a way to satisfy the public meetings provisions. The agencies are currently evaluating the impacts of utilizing virtual public involvement in place of in-person participation where it is required under the public participation plan. As FHWA and FTA undertake the evaluation, States and MPOs may revise their public involvement plans to employ virtual public involvement techniques. In the meantime, both FHWA and FTA staff are available to answer any questions you may have.

This FAQ does not have the force and effect of law and is not meant to bind the public in any way. It is intended only to provide clarity to the public regarding existing requirements under the law or agency regulations. This FAQ will remain in effect while the Department of Health and Human Services (HHS) determination that a public health emergency related to COVID-19 is in effect, unless sooner updated by the Federal Highway Administration and Federal Transit Administration prior to the end of the HHS determination.

Appendix D: Board Approval of Title VI Documentation


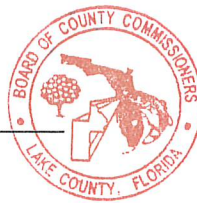
Lake County Office of Transit Services Title VI Program and Nondiscrimination Policy including the Limited English Proficiency Plan was approved and adopted on January 26, 2021.

BOARD OF COUNTY COMMISSIONERS
LAKE COUNTY, FLORIDA


Sean M. Parks, Chairman

This 26th day of January, 2021

ATTEST:


Gary J. Cooney, Clerk
Board of County Commissioners
of Lake County, Florida

Approved as to form and legality:


Melanie Marsh
County Attorney

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RESOLUTION 2021- 14

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF LAKE COUNTY, FLORIDA; APPROVING THE 2021 LAKE COUNTY TRANSIT DIVISION TITLE VI PROGRAM AND NONDISCRIMINATION POLICY; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000d et seq ("the Act") and 49 CFR Part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and

WHEREAS, as a recipient of federal funds, the Lake County Board of County Commissioners must comply with the requirements of the Act and the applicable implementing regulations; and

WHEREAS, pursuant to FTA Circular 4702.1B, a Title VI Program must be approved by its governing entity; and

WHEREAS, the Lake County Board of County Commissioners has considered and approved the 2021 Lake County Transit Division Title VI Program and Nondiscrimination Policy, including the Limited English Proficiency (LEP) contained therein to ensure that individuals who do not speak English well and who have limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter and are not excluded from participating in, denied benefits of or assistance on the basis of race, color, sex, age, disability or national origin.

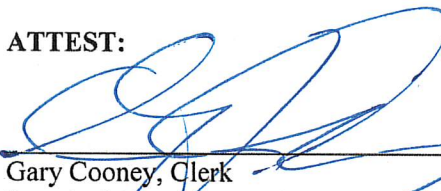
NOW, THEREFORE, BE IT RESOLVED, by the Board of County Commissioners of Lake County, Florida the following:

Section 1. The Board of County Commissioners approves and adopts the 2021 Lake County Transit Division Title VI Program and Nondiscrimination Policy.

Section 2. This resolution shall become effective immediately upon its adoption.

PASSED AND ADOPTED THIS 26th day of January, 2021.

ATTEST:


Gary Cooney, Clerk
Board of County Commissioners
of Lake County, Florida




**BOARD OF COUNTY COMMISSIONERS
LAKE COUNTY, FLORIDA**


Sean M. Parks, Chairman

This 26th day of January, 2021

Approved as to form and legality:


Melanie Marsh, County Attorney