

City of Bristol
ADA/Section 504/Title VI Accessibility and Nondiscrimination Policy and Plan

Policy Statement:

The City of Bristol (the City) recognizes the diversity of residents and businesses in the City and welcomes input from all interested parties, regardless of cultural identity, background or income level. Moreover, the City believes that the best programs and services result from careful consideration of the needs of all of its communities and when those communities are involved in the decision-making process. The City does not tolerate illegal discrimination in any of its programs, services or activities. Pursuant to the Americans with Disabilities Act of 1990, as amended (ADA), Section 504 of the Rehabilitation Act of 1973 (Section 504), Title VI of the Civil Rights Act of 1964 (Title VI) and other federal and state authorities, the City will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion, genetic information, income or family status.

A disabled person (or handicapped person) is defined as any person who (a) has a physical or mental impairment which substantially limits one or more major life activities, b) has a record of such an impairment, or c) is regarded as having such an impairment.

Complaint Procedures:

The City has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability, genetic information, family or income status in any of the City's programs, services or activities may file a complaint with the City Nondiscrimination Coordinator:

CITY CLERK (Robin Hatcher as of 03/11/2019)
Nondiscrimination Coordinator for ADA, Section 504 and Title VI
12444 NW Virginia G. Weaver Street OR Post Office Box 207
Bristol, FL 32321
Email: rmh.cityofbristol@fairpoint.net
Phone: 850-643-2261
Fax: 850-643-4525
Hearing Impaired: 711 (para Espanola-English 844-463-9710)

If possible, the complaint should be submitted in writing and contain the identity of the complainant, the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability, genetic information), and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Nondiscrimination Coordinator for assistance.

The Nondiscrimination Coordinator will respond to the complaint within fifteen (15) calendar days and will take reasonable steps to resolve the matter. Should the Coordinator be unable to satisfactorily resolve a complaint, with approval of the City Council if necessary, the Coordinator will forward the complaint, along with a record of its disposition, to the appropriate party.

However, should the complainant be unable or unwilling to complain to the City regarding a City facility or City service funded by another agency, the written complaint may be submitted directly to the funding agency. For issues regarding transportation, that agency would be the District Office of the Florida Department of Transportation (FDOT). For Community Development Block Grants, funding agency is the Florida Department of Economic Opportunity.

For complaints regarding transportation, Florida Department of Transportation (FDOT) will serve as a clearing house, forwarding the complaint to the appropriate state or federal agency:

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

For complaints regarding other issues, individuals may view the following website for the U.S. Department of Justice, where there are links for various types of complaint forms and contacts.
<http://www.justice.gov/crt/complaint/>

ADA/504 Statement:

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

The City will make reasonable effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The City will make reasonable effort to ensure that its advisory committees, public involvement activities and all other programs, services and activities include, or at a minimum do not exclude, representation by the disabled community and disability service groups.

The public may report to the Nondiscrimination Coordinator any facility, program, service or activity that appears inaccessible to those who are disabled. Furthermore, the City will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the City asks that requests be made at least 3 City

business days prior to the need for accommodation.

Questions, concerns, comments or requests for accommodation should be made to the City's Nondiscrimination Coordinator (see Complaint Procedure, above).

Limited English Proficiency (LEP) Assistance:

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, services and activities by those who do not speak English proficiently. To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four factors:

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

1. Number or Proportion of LEP Persons

The U.S. Census Bureau does not currently provide data on the number of City residents who speak English less than very well, due to the small population size. The 2010 Census indicated a total City population of 996. The 2013-2017 American Community Survey 5-Year Estimates show a 2017 total City population of 970, 61 foreign-born individuals including children, and only 6 LEP households in the entire County all of which are located inside the municipal limits of the City of Bristol.

Given this information, the City reasons that there is no measurable LEP population speaking any native language other than Spanish, and the Spanish-only speaking population that would seek services or programs is no more than 6 households.

2. Frequency of Contact with LEP

City staff report very little contact with or requests for services by LEP residents. Both the City and County staff indicate that the few LEP individuals they are in contact with bring family members or friends to translate and assist them in transactions such as with arranging/paying for utilities or other business functions.

3. Nature and Importance to People's Lives

Services/facilities provided to the public by the City include roads and pedestrian walkways, code enforcement, police, fire, garbage collection, and water and sewer utilities. Other local services are provided by various local and state entities (state health department, county

school board, county sheriff, county commission, etc.) and not under the control of the City. Although not all residents receive, utilize or need all services/facilities, each of these is important to many or most people.

4. Available Resources and Costs

The City has not received any formal requests for translation or interpretation of its programs, services or activities into Spanish or any other language. On the rare occasion that information is needed, the LEP individual has a relative or friend translating. The Court Administrator has a translator available but services are seldom used. The City has informal contacts who are available to translate orally or in writing.

The City of Bristol has extremely limited financial resources. The small City budget is not adequate to include fee-based translation services or dual signage/documents.

The analyses of these factors suggest that formal LEP services are not required at this time. However, the City has committed to the following:

1. Maintain a list of employees who competently speak Spanish and other languages and are willing to provide translation and/or interpretation services. Distribute the employee translator list to staff that regularly have contact with the public.
2. Maintain a list of parties available to provide oral and written LEP services with reasonable notification, including voluntary and/or fee-based services. Distribute the translator list to staff that regularly have contact with the public.
3. Utilize online translation programs when necessary and appropriate.
4. Provide readily available Spanish language publications provided by others, regarding public safety and other issues, to accompany English versions.

The City understands that its community profile is changing and the four factor analysis may reveal the need for more or varied LEP services in the future. As such, it will examine its LEP plan approximately every four years to ensure that it remains reflective of the community's needs.

Persons requiring special language services should contact the Nondiscrimination Coordinator.

Public Involvement and Outreach:

In order to plan for efficient, effective, safe, equitable and reliable services, programs, and facilities, the City must have the input of its public. The City encourages the participation of the entire community. The City holds a number of meetings, workshops and other events designed to gather public input on transportation, public facilities, housing and community services project planning and construction. Further, the City elected officials and staff attend and participate in other community events to promote its services to the public. Finally, the City is constantly seeking ways of measuring the effectiveness of its public involvement.


Persons wishing to request special presentations by the City, volunteer in any of its activities, or offer suggestions for improvement of City public involvement may contact:

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Bristol, FL 32321
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Data Collection:

The U. S. Department of Housing and Urban Development, Federal Highway Administration and other federal agency regulations require federal-aid recipients to collect racial, ethnic and other similar demographic data on beneficiaries of or those affected by programs, services and activities. The City accomplishes this through the use of U.S. Census Bureau data and reports, its community development department/consultant, grant application beneficiary surveys, records of social and other direct services provided to and/or applied for by individuals, and other methods. From time to time, the City may find it necessary to request voluntary identification of certain racial, ethnic or other data from those who participate in its public involvement events. This information assists the City with improving its targeted outreach and measures of effectiveness. Self-identification of personal data to the City will always be voluntary, and anonymous except for certain public record requirements. Moreover, the City will not release or otherwise use this data in any manner inconsistent with the federal and/or state regulations.

Approved by the City of Bristol City Council the 11th day of March, 2019.



Steven Cutshaw, Mayor

ATTEST:



Robin M. Hatcher, City Clerk

