

PUBLIC PARTICIPATION PLAN



PALM BEACH
Metropolitan Planning
Organization

DRAFT

2025

301 Datura Street
West Palm Beach, FL 33401
561.725.0800

PalmBeachMPO.org

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



PALM BEACH Metropolitan Planning Organization

Adopted XX XX, 2025

by the Palm Beach Metropolitan Planning Organization
Governing Board

(Signature)

Chelsea Reed, MPO Chair

Councilmember

This document was made available for public review and comment for 45 days prior to adoption, and serves as an update to the Public Participation Plan adopted on December 11, 2025.

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

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

Carly Diglio
PUBLIC INVOLVEMENT OFFICER
Title VI and ADA Coordinator

Email: CDiglio@PalmBeachMPO.org
Call: 561-725-0813

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

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INTRODUCTION

WHAT IS THE PALM BEACH MPO?

The Palm Beach Metropolitan Planning Organization (MPO) is a public agency that works with partners to plan, prioritize and fund the transportation system. The Palm Beach MPO serves as the designated metropolitan planning organization for Palm Beach County, Florida. MPOs are government organizations mandated by the Federal Highway Act of 1973, to provide a cooperative, comprehensive, and continuing transportation planning and decision-making process. MPOs act as liaisons between local governments, communities, residents, and state and federal Departments of Transportation (DOTs). The MPO and metropolitan transportation planning processes are governed by federal law (23 U.S.C. §§ 134–135) and also by Florida Statute 339.175.

MPOs currently operate under the federal Bipartisan Infrastructure Law (BIL), also known as the Infrastructure Investment and Jobs Act, that covers Fiscal Years 2022 to 2026. Under the BIL, funding is apportioned by the Federal Highway Administration (FHWA) to each State and then divided among apportioned programs. The Florida Department of Transportation (FDOT) makes funding available to the MPO in accordance with a formula developed by FDOT and approved by FHWA.



WHAT DOES THE PALM BEACH MPO DO?

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

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

WHY HAVE A PUBLIC PARTICIPATION PLAN?

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

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

PARTICIPANTS IN TRANSPORTATION PLANNING

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

Participants in Palm Beach MPO transportation planning include the following:

GOVERNING BOARD

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

A list of current Governing Board members can be found on the MPO website: PalmBeachMPO.org/Board



MPO Governing Board Meetings: Meetings are scheduled for the third Thursday of most months and begin at 9:30 a.m. Check the website PalmBeachMPO.org/Meetings for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

ADVISORY COMMITTEES

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

Check the website PalmBeachMPO.org/Meetings for the current meeting schedules. Meeting agendas and backup information are posted in advance of each meeting.

Technical Advisory Committee (TAC)

The TAC provides technical review and makes recommendations to the MPO Governing Board regarding transportation plans, programs, studies, and other appropriate documents and regional transportation issues. It is composed primarily of planners and engineers representing local governments, aviation departments, seaports, public transit agencies, the School District, and other entities as designated by the Governing Board. A list of current TAC members can be found on the MPO's website: PalmBeachMPO.org/TAC.



TAC Meetings: Meetings are scheduled for the first Wednesday of most months at 9:30 a.m. Check the website PalmBeachMPO.org/Meetings for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

Citizens Advisory Committee (CAC)

The CAC provides a citizens' review and makes recommendations to the MPO Governing Board regarding transportation plans, programs, studies, and other appropriate documents and regional transportation issues. Members are appointed by the Governing Board based on special designations required by Section 339.175(6)(e)1., Florida Statutes, and other categories determined by the Governing Board. A list of current CAC members can be found on the MPO's website at PalmBeachMPO.org/CAC.



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

Vision Zero Advisory Committee (VZAC)

The VZAC serves in an advisory capacity to the MPO Governing Board to advance those elements of the MPO's Vision Zero Action Plan, oriented around pedestrian and bicycle safety, and to address other active transportation matters and concerns when directed by the MPO Governing Board. A list of current VZAC members can be found on the MPO's website at PalmBeachMPO.org/VZAC.



VZAC Meetings: Meetings are scheduled for the first Thursday of most months at 9:30 a.m. Check the website PalmBeachMPO.org/Meetings for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

Executive Committee

The Executive Committee is made up of the MPO Governing Board officers and include the Chair, Vice Chair and three at-large Representatives of the Governing Board. The duties of the Executive Committee include meeting annually to review and recommend updates to the MPO's Strategic Plan, reviewing and recommending content related to other MPO initiatives, policies and procedures, and meeting annually to review the MPO Executive Director's performance or as necessary to facilitate hiring a new Executive Director. A list of current Executive Committee members can be found on the MPO's website at PalmBeachMPO.org/MPO-Executive-Committee.



Executive Committee Meetings: Meetings are held on an as needed basis. Check the website PalmBeachMPO.org/Meetings for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

NON-ADVISORY BOARD

Transportation Disadvantaged Local Coordinating Board (LCB)

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

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

LCB meetings will be advertised by the MPO in the Palm Beach Post. See committee bylaws for more information at PalmBeachMPO.org/LCB. All members of the public including transportation disadvantaged system users and caregivers are encouraged to attend LCB meetings and will be provided an opportunity on the agenda to offer public comments.



LCB Meetings: Meetings are scheduled quarterly and begin at 2 p.m. Check the website PalmBeachMPO.org/Meetings for the current meeting schedule and details. Agendas and backup information are posted in advance of each meeting.

PUBLIC PARTICIPANTS

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

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

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

ACCESSIBLE MPO MEETING FACILITIES

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

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

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

An MPO Office Location Map is available on the MPO website at [PalmBeachMPO.org](https://www.palmbeachmpo.org)

HOW TO GET INVOLVED IN THE MPO

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



VISIT THE WEBSITE

PalmBeachMPO.org



FOLLOW US ON SOCIAL MEDIA

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



EMAIL

General Inquiries: Info@PalmBeachMPO.org
Public Involvement, Title VI, Limited English Proficiency:
Carly Diglio, CDiglio@PalmBeachMPO.org



CALL IN

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



VISIT THE OFFICE

301 Datura Street
West Palm Beach, FL 33401



ATTEND AN EVENT

The MPO hosts and participates in events throughout the year that the public is encouraged to attend! From bicycle rides to tabling at community events, public workshops and more, attending these events is a great way to get involved and share feedback. Learn more at PalmBeachMPO.org.



SERVE ON A COMMITTEE

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

PUBLIC PARTICIPATION: DELIVERABLES

The MPO regularly creates materials with diagrams, tables, maps, photos and videos that illustrate the ideas and concepts represented in transportation plans, projects and programs.



NEWSLETTERS

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



MEDIA ADVISORIES AND PRESS RELEASES

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



PRINT MATERIALS

Staff creates flyers and brochures to hand out at meetings and tabling events to help explain the work of the MPO and the planning process. Digital versions are also available on the MPO's website at PalmBeachMPO.org. Print materials are also created for events and meetings.



GRAPHICS

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



PHOTOGRAPHY & VIDEOGRAPHY

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

DIGITAL CHANNELS

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



MPO WEBSITE

PalmBeachMPO.org

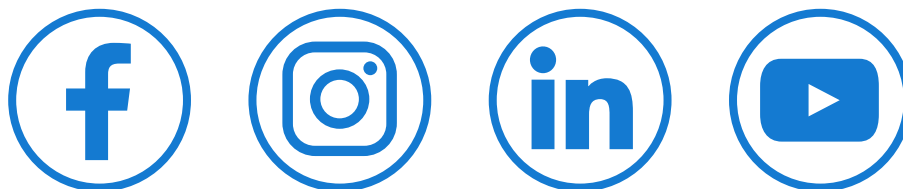
The MPO website provides information on meetings, upcoming studies, projects and plans. The website is also used to collect public comment on meeting items and draft plans. There are many resources for the public and municipalities, including the Open Data Hub, Interactive Map and Community Profiles. You can also find past newsletter on the blog. The website is updated regularly to keep the information accurate and up to date.

MPO SOCIAL MEDIA CHANNELS

Facebook, Instagram and YouTube: @PalmBeachMPO

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

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



TRACKING AND MEASUREMENT METHODS

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

PUBLIC INVOLVEMENT ACTIVITY REPORTS

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

PUBLIC RECORDS

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

PUBLIC OUTREACH AND ENGAGEMENT SUMMARIES

The MPO will document public outreach and engagement conducted during transportation planning efforts, including a summary of public comments received in final deliverables.



HOW-TO GUIDE FOR ADDRESSING THE MPO

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

This guide provides a series of questions that will help determine if making comments at one of these meetings is the most effective strategy for the greatest impact. Read through these questions, and consider discussing them with other interested individuals or groups. Individuals may contact MPO staff to discuss them by phone, email or in person. Contact information can be found on the MPO's website, PalmBeachMPO.org and on [page 2](#) of this document.

1. WHAT DO YOU WANT TO ACCOMPLISH?

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

There's an action I want the MPO to take. If you want the MPO to include or remove a particular project from a plan or program, or you want them to hear a new idea or concept, outline what you want the MPO to accomplish and how you suggest accomplishing it.

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

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

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

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

3. ARE THERE OTHER STRATEGIES TO ACCOMPLISH YOUR PURPOSE?

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

Yes, I can talk with MPO staff about the planning process. Meeting with planning professionals may help you determine when to share input and feedback and be most effective.

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

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

IF THE PUBLIC PARTICIPATION OPPORTUNITY AT MPO MEETINGS IS TRULY THE BEST STRATEGY FOR YOU, CONSIDER THESE GUIDELINES:



Figure out what you want the MPO to do

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



Use the public participation opportunity wisely

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



Do your own evaluation

If you have presented comments a number of times, review the impact you may have made. Ask one or more MPO staff or members when your comments had the greatest impact.



Be creative

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



Understand the power of numbers

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



Be succinct and to the point

Be respectful of the time limit allotted for public speakers. **If this is a public comment during a meeting, public comments are limited to three minutes.**



Check in with public involvement staff members at the MPO

If you are unsure what you want the MPO to do or how best to present your information, check in with MPO staff for some tips.

Transportation Language

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

Underrepresented Communities

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

- Participation in community events in locations that target underrepresented residents
- Creation of MPO materials in Spanish and other languages as needed and translation services for meetings, documents and other requests available as needed

Online Access

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

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

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

Nondiscrimination in Public Participation

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

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

Requests for Special Accommodations, Public Records Requests, Complaints Procedure

Deaf/hard of hearing individuals are requested to telephone the Florida Relay System at #711. For complaints, questions, or concerns about civil rights or nondiscrimination; to file a public records request¹; to request special accommodations under the Americans with Disabilities Act (ADA); to request a printed copy of a meeting agenda; or to request translation services at least five business days prior to a meeting (free of charge), please contact Carly Diglio, Public Involvement Officer, Title VI and ADA Coordinator, by email at CDiglio@PalmBeachMPO.org or by calling 561.725.0813. Any complaints received by the MPO Public Involvement Office are to receive a prompt response, with a target of no more than seven days. Anyone expressing a complaint may be referred by MPO staff to the complaint form available in both English and Spanish in the MPO's Title VI and ADA Nondiscrimination Policy and Plan.

PLANS AND PROGRAMS

THE TRANSPORTATION PLANNING PROCESS

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

The official form of public notification of a draft document available for review and comment is the MPO website: [PalmBeachMPO.org](https://www.palmbeachmpo.org).

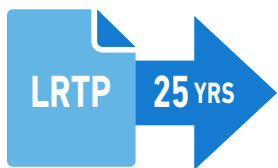
The MPO typically enhances public notification of draft documents and public comment opportunities through notifications in the MPO e-newsletter and social media and occasionally with purchases of newspaper display ads in the Palm Beach Post (a daily print and online publication with the widest circulation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

Options for providing public comments:

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

Options for viewing draft and adopted documents:

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



LONG RANGE TRANSPORTATION PLAN

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

The Palm Beach MPO uses the LRTP to:

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

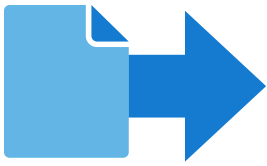
The success of the LRTP is dependent upon an effective public outreach effort that fosters community interaction and informs the decision-making process. That process is guided by public sentiment about transportation investments to achieve the best possible mobility connections. The outcome is expanded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

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

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

LONG RANGE TRANSPORTATION PLAN DETAILS

Updated:	Every 5 years
Outlook:	Minimum of 20 years (typically 25 years)
Next Update:	Fall 2029
Adoption Process	Typically recommended by TAC, CAC, and VZAC; adoption by MPO Governing Board
Typical Public Review and Comment Period:	30 days
Administrative Modifications:	Minor changes to project/project phase costs, funding sources of previously included projects, and/or project/project phase initiation dates that do not require public review and comment per 23 CFR 450.104 are posted to MPO website
Amendments:	A revision that involves a major change to a project, including the addition or deletion of a project or a major change in project cost, project phase initiation dates, or a major change in design concept or design scope (e.g. changing project limits or the number of through traffic lanes). Adoption Process: Typically recommended by TAC, CAC, and VZAC; adopted by MPO Governing Board Typical Public Review and Comment Period: 14 days

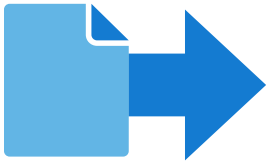


LIST OF PRIORITY PROJECTS

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

LIST OF PRIORITY PROJECTS DETAILS

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

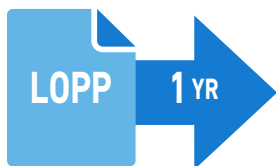


FDOT FIVE YEAR WORK PROGRAM

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

FDOT FIVE YEAR WORK PROGRAM DETAILS

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



TRANSPORTATION IMPROVEMENT PROGRAM

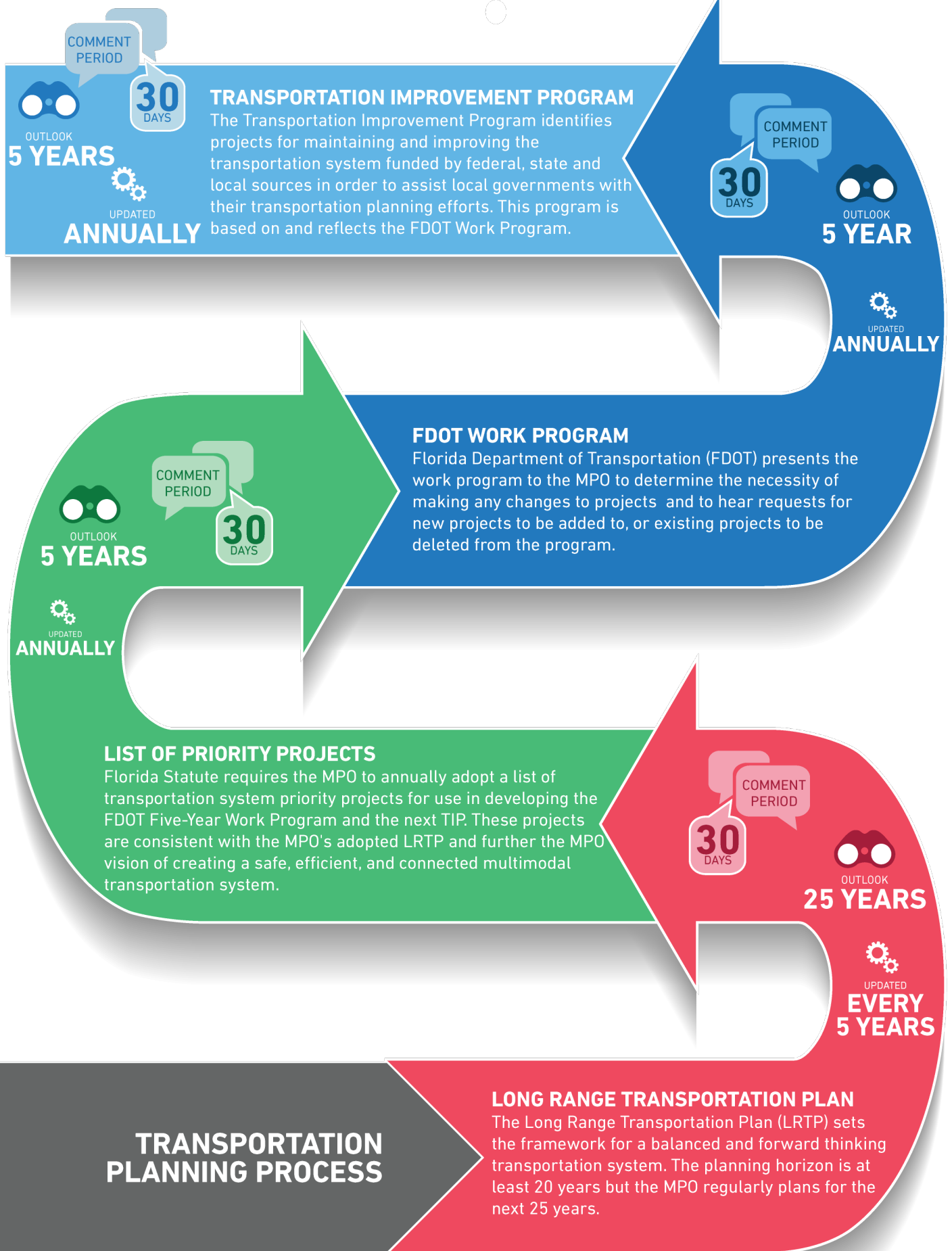
The Transportation Improvement Program (TIP) is mandated by Title 23 and Title 49, U.S. Code and Section 339.175(6), Florida Statutes. It contains all regionally significant transportation investments to all modes of travel in Palm Beach County, programmed for the upcoming five years, plus many locally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

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

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

TRANSPORTATION IMPROVEMENT PROGRAM DETAILS

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



ADMINISTRATIVE PLANS

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



UNIFIED PLANNING WORK PROGRAM

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

UNIFIED PLANNING WORK PROGRAM DETAILS	
Updated:	Every two years
Outlook:	Two years
Next Update:	In May of even years
Adoption Process:	Typically recommended by TAC, CAC, and VZAC; adoption by MPO Governing Board
Typical Public Review and Comment Period:	30 days
Administrative Modifications:	Changes that do not impact the approved FHWA and FTA budget, or do not change the scope of the FHWA and FTA funded work task(s) or do not add or delete a work task(s) are posted to the MPO website
Amendments:	Adoption Process: May be recommended by TAC, CAC, and VZAC; adopted by MPO Governing Board Typical Public Review and Comment Period: 7 days



MPO OPERATING PROCEDURES

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

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

MPO OPERATING PROCEDURES

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

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

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

STRATEGIC PLAN DETAILS

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



PUBLIC PARTICIPATION PLAN

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

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

PUBLIC PARTICIPATION PLAN DETAILS

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



SPECIAL STUDIES

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

SPECIAL STUDIES DETAILS

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



TRANSPORTATION DISADVANTAGED SERVICE PLAN

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

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

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

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

TRANSPORTATION DISADVANTAGED SERVICE PLAN DETAILS

Updated:	Annually
Outlook:	Five Years
Next Update:	Annually by June
Adoption Process:	Approved by the LCB
Public Review and Comment Period:	7 days, as prescribed by the CTD
Administrative Modifications:	Posted to MPO website
Amendments:	Adoption Process: Action by the LCB Public Review and Comment Period: 7 days



LIMITED ENGLISH PROFICIENCY (LEP) PLAN

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

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

LIMITED ENGLISH PROFICIENCY (LEP) PLAN DETAILS

Updated:	As needed
Outlook:	No expiration date
Adoption Process:	May be recommended by CAC; adoption by Governing Board
Public Review and Comment Period:	None



TITLE VI AND ADA NONDISCRIMINATION POLICY AND PLAN

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

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

TITLE VI AND ADA NONDISCRIMINATION POLICY AND PLAN DETAILS

Updated:	As needed
Outlook:	No expiration date
Adoption Process:	May be recommended by CAC; adoption by Governing Board
Public Review and Comment Period:	None

GOALS AND OBJECTIVES

PUBLIC PARTICIPATION GOALS

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

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

OBJECTIVE

1

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

OBJECTIVE

2

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

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

OBJECTIVE

3

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

OBJECTIVE

4

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

OBJECTIVE

5

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

APPENDIX A

GLOSSARY OF TERMS

List of Acronyms Used in Transportation Planning

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

List of Acronyms Used in Transportation Planning

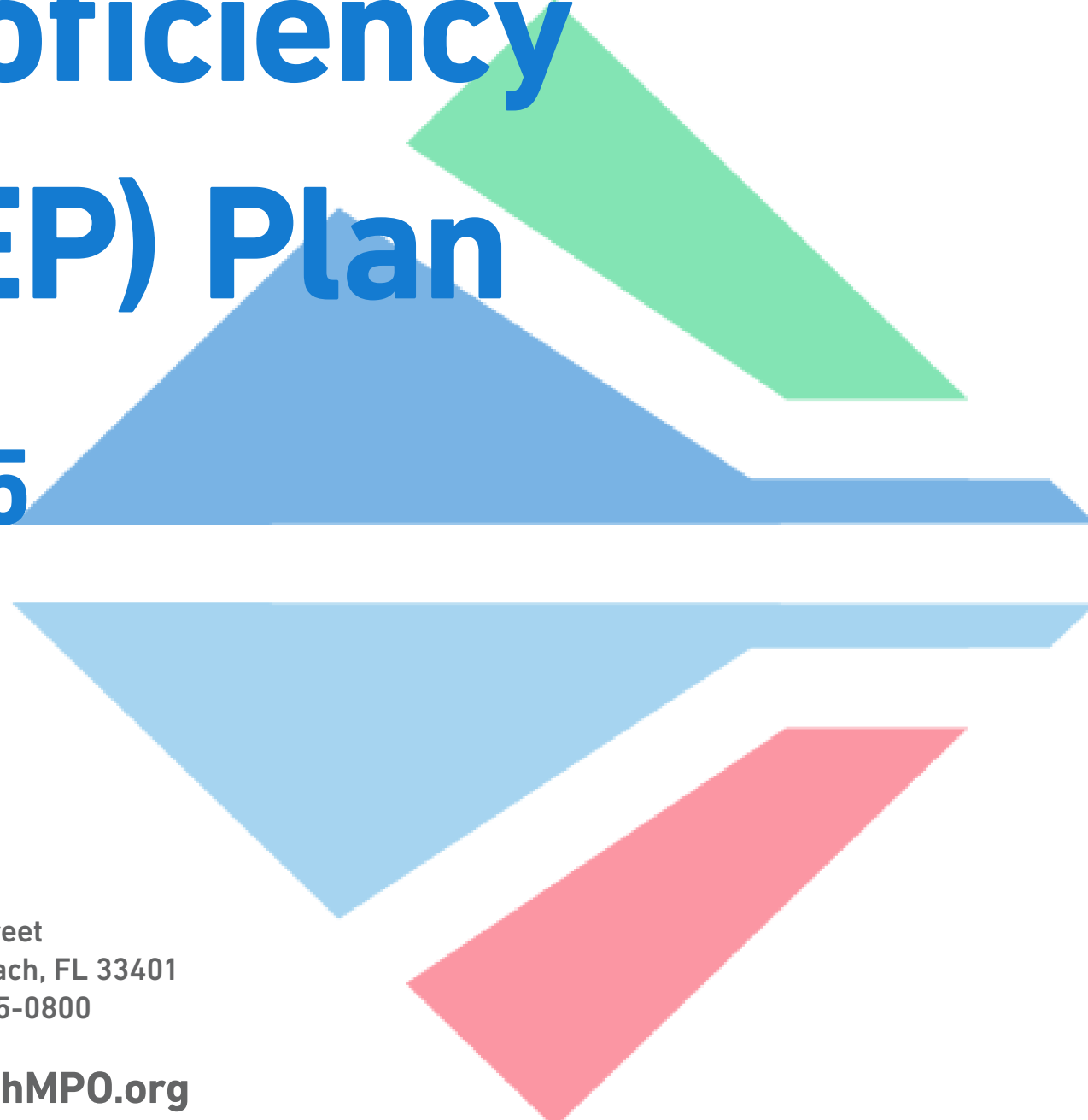
ILC	Intermodal Logistics Centers
ITE	Institute of Transportation Engineers
ITS	Intelligent Transportation Systems
LI.....	Local Initiatives
LEP	Limited English Proficiency
LOS	Level of Service
LOPP.....	List of Priority Projects
LRTP	Long Range Transportation Plan
LRT.....	Light Rail Transit
LWDD.....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

List of Acronyms Used in Transportation Planning

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

APPENDIX B
MPO LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Limited English Proficiency (LEP) Plan



2025

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

PalmBeachMP0.org

Limited English Proficiency (LEP) Plan



Adopted December 11, 2025

by the

Governing Board

Palm Beach Metropolitan Planning Organization

Councilmember Chelsea Reed

MPO Governing Board Chair

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

Carly Diglio
PUBLIC INVOLVEMENT OFFICER
Title VI & ADA Coordinator

Email: CDiglio@PalmBeachMPO.org
Call: 561-725-0813

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Introduction

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

Background

The **Limited English Proficiency (LEP) Plan** addresses **Title VI of the Civil Rights Act of 1964**, which prohibits discrimination based on race, color or national origin. In 1974, the US Supreme Court affirmed that the failure to ensure a meaningful opportunity for national origin minorities, with limited-English proficiency, to participate in a federally funded program violates Title VI (Federal-Aid Recipient Programs & Activities) regulations.

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

Who is a Limited English Proficient Person?

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

Determining the Need for Limited English Proficiency Services

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

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

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

Limited English Proficiency Self Assessment

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



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

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

Table 1 below is derived from the US Census Bureau's 2019-2023 American Community Survey, the most current data available regarding languages spoken at home and the ability to speak English. This table shows the number and percent of LEP persons, which includes persons 5 years and over that speak English "less than very well", in total and by the top languages in Palm Beach County other than English.

Table 1: Top Languages Spoken at Home in Palm Beach County, FL by LEP Persons who speak English "not well" or "not at all" Source: US Census Bureau's 2019 - 2023 American Community Survey						
Population 5 Years and Over	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who speak Spanish		LEP Persons who speak Indo-European Languages	
Total	Total	Percent	Total	Percent	Total	Percent
1,433,089	204,322	14.3%	128,617	9.0%	61,550	4.3%

Table 1 shows that of the LEP persons in Palm Beach County, 9% speak Spanish at home and define their ability to speak English as "less than very well," making this the most significant language group as a percentage of population. The next language group at 4.3% of the county's LEP population speaks Indo-European languages. All remaining LEP population groups total about 1% of the population. The MPO will monitor the release of more current data as it becomes available from the US Census Bureau, and will adjust the implementation of this plan as needed.



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

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

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



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

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

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

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

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

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



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

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

Meeting the Requirements and Implementation

Language Assistance and Translation of Materials

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

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

- Website: The MPO's website, PalmBeachMPO.org, includes a language translation feature for the top five languages spoken in Palm Beach County other than English, making written language translations of text into a wide variety of languages available at no cost, significantly expanding the ability for use of the MPO website by LEP individuals. This tool can provide enough information for an LEP individual or group to gain some understanding of the MPO and to initiate contact.
- Telephone: Several MPO staff members are multi-lingual and the MPO voicemail recording includes a greeting and instructions for Spanish speakers.
- Funding Programs: The MPO considers the impacts of proposed projects on LEP populations in its evaluation of competitive funding program applications.
- Events and activities: The MPO seeks to participate in outreach events and activities that typically attract LEP populations.
- Translated print and digital materials: MPO materials can be translated upon request.
- Transportation document translations: Given the size of Palm Beach County's LEP population, full language translations of complete transportation plan documents and maps is not considered warranted or cost feasible. However, use of the language translation feature on the MPO website can adequately inform LEP users about the nature and purpose of each program, plan or study and seek their input which can be provided to the MPO in many forms and in any language.
- Translated materials from other agencies: The MPO will continue to seek to identify and distribute appropriate translated materials from sources such as federal, state and local transportation agencies that can be used effectively to communicate with LEP populations.
- Meeting translations: The MPO includes and widely distributes a statement on its website, in all newspaper ads, and on all meeting agendas to inform the public of the opportunity to request a free language translation in advance of any MPO public meeting. Closed captioning for MPO meetings can be translated via YouTube for free.

Providing Notice to LEP Persons

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

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

Se solicita la participación del público, sin importar su raza, color, nacionalidad, edad, sexo, religión, discapacidades o estado civil. Aquellas personas que requieran acomodaciones especiales bajo la Ley para Estadounidenses con Discapacidades (Americans with Disabilities Act) o personas que requieren servicios de traducción para una reunión (gratis), deben contactar a Carly Diglio al 561-725-0813 o a CDiglio@PalmBeachMPO.org al menos cinco días previos. Las personas con discapacidades auditivas pueden, llamar al teléfono 711 del Sistema de retransmisión de la Florida.

LEP Updates

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

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

CONTACT INFORMATION

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

Carly Diglio
Public Involvement Officer/ Title VI & ADA Coordinator
Palm Beach Metropolitan Planning Organization (MPO)
301 Datura Street
West Palm Beach, FL 33401
Telephone: 561-725-0813
Email: CDiglio@PalmBeachMPO.org

Website: PalmBeachMPO.org

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



PALM BEACH
Metropolitan Planning
Organization

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

PalmBeachMPO.org

APPENDIX C
MPO TITLE VI AND ADA NONDISCRIMINATION
POLICY AND PLAN

Title VI and ADA Nondiscrimination Policy and Plan

Contains Official Complaint Form

October 2025



PALM BEACH
Metropolitan Planning
Organization

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

PalmBeachMPO.org

Title VI and ADA Nondiscrimination Policy and Plan



Adopted December 11, 2025
by the
Governing Board
Palm Beach Metropolitan Planning Organization

Councilmember Chelsea Reed
MPO Governing Board Chair

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

Carly Diglio
PUBLIC INVOLVEMENT OFFICER
Title VI & ADA Coordinator

Email: CDiglio@PalmBeachMPO.org
Call: 561-725-0813

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Designation of a Palm Beach MPO

Title VI & ADA Coordinator

The Palm Beach Metropolitan Planning Organization (MPO) hereby designates its Public Involvement Officer, Carly Diglio, to serve as its Title VI & ADA Coordinator. The following name and contact information will be widely disseminated to the public through the MPO website, publications and other means:

Carly Diglio
PUBLIC INVOLVEMENT OFFICER/ Title VI & ADA Coordinator
Palm Beach Metropolitan Planning Organization (MPO)
301 Datura Street
West Palm Beach, FL 33401
Telephone: 561-725-0813
Email: CDiglio@PalmBeachMPO.org
Website: PalmBeachMPO.org

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

Nondiscrimination Policy Statement

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

The purpose of the MPO Title VI program is to establish and implement procedures that comply with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990 (ADA), as well as other related federal and state statutes and regulations. These procedures have been adopted to conform to Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) regulations, as well to Florida Department of Transportation (FDOT) guidelines.

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

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

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

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

The MPO does not intend that its Limited English Proficiency (LEP) Plan exclude anyone requiring language assistance and will attempt to accommodate requests. Anyone who requires special language services is requested to contact the MPO's Title VI Coordinator. MPOs currently operate under the federal Bipartisan Infrastructure Law (BIL), also known as the Infrastructure Investment and Jobs Act, that covers Fiscal Years 2022 to 2026. Under the BIL, funding is apportioned by the Federal Highway Administration (FHWA) to each State and then divided among apportioned programs. The Florida Department of Transportation (FDOT) makes funding available to the MPO in accordance with a formula developed by FDOT and approved by FHWA.

Statement of Commitment to Serve Persons with Disabilities

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

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

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

Document Updates

The MPO will include its most recently adopted Title VI and ADA Nondiscrimination Policy and Plan as an appendix to the most recently adopted Public Participation Plan (PPP). The MPO will review the policy and plan annually to determine if updates are needed. Administrative updates may be made annually or as needed without Governing Board approval when they do not result in substantive changes to the document.

Staff Trainings

The MPO's Title VI and ADA Coordinator receives periodic training on Title VI, ADA, civil rights, and nondiscrimination requirements. In coordination with the Executive Director, the Coordinator also facilitates periodic training for MPO staff, Governing Board members, and advisory committee members, as appropriate.

Complaint Procedures

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

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

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

Filing Complaints of Discrimination

Filing of Title VI Complaints of Discrimination

1. Any person who feels that he/she has been subjected to race, color, or national origin discrimination under Title VI of the Civil Rights Act of 1964, or other forms of discrimination based upon sex, age, disability, religion, family or income status discrimination under related nondiscrimination laws and regulations may file a complaint with the MPO.
2. A complaint must be filed within one hundred eighty (180) days after the date of the alleged discrimination, unless the time for filing is extended by the FTA, FHWA or other federal authorities.
3. Complaints should be in writing, signed by the complainant or his/her representative(s), and must include the complainant(s) name, address, and telephone number. Allegations of discrimination received via e-mail will be acknowledged and processed. Allegations received by telephone will be documented in writing and provided to the complainant(s) for review before processing. The complaint form can be accessed on the website: PalmBeachMPO.org or you may call Carly Diglio at (561) 725-0813 (call Florida Relay 7-1-1 if hearing impaired) or e-mail [CDiglio@ PalmBeachMPO.org](mailto:CDiglio@PalmBeachMPO.org).

Complaint forms should be submitted to the attention of:

Carly Diglio
PUBLIC INVOLVEMENT OFFICER/ Title VI & ADA Coordinator
Palm Beach Metropolitan Planning Organization (MPO) 301
Datura Street
West Palm Beach, FL 33401

Complaint Investigation

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

Disposition

1. Upon completion of the investigation, a written notification of disposition will be sent by certified mail to the complainant or his/her representative within sixty (60) working days of filing the complaint.
2. If the complainant disagrees with the decision rendered by the MPO, he/she will be notified of the right to request reconsideration with thirty (30) days, or to file a complaint with the FTA or FHWA Offices of Civil Rights, as applicable, at the following addresses:

Federal Transit Administration, Region IV
Office of Civil Rights
61 Forsyth Street, S.W.
Suite 17T50
Atlanta, GA 30303-8917
Telephone: (404) 562-3500

Federal Highway Administration
Office of Civil Rights - Investigations and Adjudications
HCR-40, Room E81-328
1200 New Jersey Avenue, SE
Washington, DC 20590

Retaliation

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the MPO that persons filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion, or fear of reprisal. Anyone who feels he/she has been subjected to retaliation should report such incident to the MPO Executive Director.

COMPLAINT OF TITLE VI DISCRIMINATION

Formulario de queja de discriminación por el Título VI

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

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

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

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

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

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

1. Complainant

Reclamante

Name: _____

Nombre:

Street Address: _____

Dirección:

City, State, Zip Code: _____

Ciudad, estado, código postal:

Telephone: _____

Número de teléfono:

E-mail Address: _____

Dirección de Correo Electrónico:

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

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

Name: _____

Nombre:

Street Address: _____

Dirección:

City, State, Zip Code: _____

Ciudad, estado, código postal:

Tel. Home Number: _____ Bus. Number _____

Número de teléfono:

Domicilio: Trabajo:

E-mail Address: _____

Dirección de Correo Electrónico:

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

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

Yes _____ No _____

Sí

No

If yes, please complete the following:

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

Attorney's Name: _____

Nombre del abogado(a):

Street Address: _____

Dirección:

City, State, Zip Code: _____

Ciudad, estado, código postal:

Telephone Number: _____

Número de teléfono:

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

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

Race _____ Color _____ National Origin _____

Raza

Color

Nacionalidad

Sex _____ Disability _____ Sexual Orientation _____

Sexo

Incapacidad/impedimento

Orientación sexual

Political Affiliation _____ Marital Status _____

Afiliación política

Estado civil

5. Date of the alleged discrimination: _____

Fecha de la supuesta discriminación:

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

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

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

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

Yes _____ No _____
Sí No

If yes, check all that apply:

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

Federal _____ Federal Court _____
Federal La corte federal

State _____ State Court _____
Estatad La corte estatal

Local _____
Local

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

¿Ante qué agencia usted presentó la queja?

Name: _____
Nombre:

Contact Person: _____
Nombre del investigador o representante:

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

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

Signature of Complainant

Firma del reclamante

Date

Fecha

Submit your signed complaint and any attachments to:

Entregue el formulario con su firma y páginas adicionales a:

Carly Diglio
PUBLIC INVOLVEMENT OFFICER/Title VI & ADA Coordinator
Officer Palm Beach Metropolitan Planning Organization (MPO)
301 Datura Street
West Palm Beach, FL 33401

Telephone: 561-725-0813

Email: CDiglio@PalmBeachMPO.org

Website: PalmBeachMPO.org

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



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