

City of Suwanee, Georgia
Title VI Annual Accomplishments for Fiscal Year 2023
And
Goals and Work Plan for Fiscal Year 2024

In accordance with CFR 23 200.9(b) (10) & (11), an annual report of Title VI accomplishments for the past year and goals for the next year is submitted to the Federal Highway Administration by October 1. This report update should contain the necessary information to evaluate GDOT's Title VI Program as it pertains to accomplishments, shortfalls, and problem areas.

Accomplishment Report for each Program Area

At a minimum, the following should be included in an annual Title VI update for each of the various program areas:

MAJOR ACCOMPLISHMENTS

1. Please list and provide a summary of the major accomplishments made regarding Title VI since the last plan update. Include instances where Title VI issues were identified, and discrimination prevented.

- a. Mayor and City Council sponsor the Suwanee Youth Leader program, an annual 9-month leadership and civic volunteerism program offered to local area high school Sophomores and Juniors. In FY 2023, this program was comprised of 57 multiculturally diverse students.
- b. Continued advertising of voter election materials and website information in English and Spanish.
- c. Held and advertised multicultural events in various media outlets. These events appeal to diverse populations.
- d. Represented the many different multiculturally diverse groups in Suwanee in our photos and videos used in our marketing and promotion of Suwanee.
- e. Added more diverse outreach for the Police Department to help educate and empower the community.
- f. Maintained and submitted an annual update of the city's ADA Transition Plan.

2. How are Title VI considerations addressed through stakeholder involvement mechanisms?

- a. General and targeted public meetings are held primarily in the evenings when more people can attend.
- b. Educational outreach meetings are held in the evening or on weekends in public areas and facilities to encourage greater participation.
- c. Meetings through our PACT (Police and Citizens Together) program are held in the

individual neighborhoods, in the evenings, to promote greater participation from citizens. These meetings are coordinated between city staff directly with the homeowner associations or homeowner/renter representatives.

- d. Public meetings are held in locations that are ADA-accessible and are advertised as such on agendas.
- e. Public meetings are advertised in multiple outlets and encourage the participation of all citizens.
- f. Citizens who are unable to attend public meetings are encouraged to use the city's website for meeting information as well as being offered opportunities to converse with City Council and staff through listed email addresses and telephone numbers.
- g. The city makes a concerted effort to encourage diversity in city sponsored volunteer opportunities.
- h. The city advertises and conducts elections in English and Spanish.
- i. Anything published on the city's website can be translated into 120 different languages through *Google Translate*. This allows limited English-proficient (LEP) citizens and visitors equal access to information housed on our website.

MONITORING AND REVIEW PROCESS

3. *When seeking to retain the services of consulting firms, describe efforts made to obtain and retain services of minority and female-owned firms.*

- a. Requests for qualification packages and construction proposal requests for federally funded projects include requirements for DBE participation. The City encourages similar participation in locally funded projects but does not require a specific minimum goal.

4. *List all current consulting firms, including DBEs and non-DBEs selected by the City of Suwanee this fiscal year, noting race and gender.*

- a. Clark Patterson Lee, non-DBE firm, multiple races and genders
- b. Columbia Engineering, non-DBE firm, multiple races and genders
- c. Integrated Science & Engineering, non-DBE firm, multiple races and genders
- d. Peach State Construction, non-DBE firm, multiple races and genders
- e. Thomas & Hutton, non-DBE firm, multiple races and genders, with DBE subs on the team. DBE subs include New South Associates and Platinum Geomatics

5. *Were there any complaints of discrimination in the City of Suwanee? (Detailed facts, including date of complaint, nature/issue of complaint, and if resolved, what was the outcome?)*

- a. The city received no complaints in FY 2023 regarding allegations of civil rights violations of any type.

OUTREACH

6. Describe how minorities, women, the elderly, disabled, and low-income populations were provided opportunities to be involved in project selection processes.

- a. Comprehensive Plan Updates are advertised to the public and include steering committees comprised of city residents with diverse backgrounds, open houses (open to the public), hearings (open to the public), and must be approved by the Planning Commission and the City Council. Advertising is done in the legal organ, on our website, and through social media to target the greatest number of participants possible.
- b. Agendas and Minutes of Council and Planning Commission meetings are made public and posted on our website for interested parties who cannot attend in person.
- c. The city maintains a project dashboard on our website for interested parties to stay up to date on the city's slate of capital projects.
- d. Our marketing and public information staff keeps our website ADA-compliant using *Granicus* software. We continually research ways in which our website can be more user-friendly to those with ADA issues.
- e. The city serves the community through the PACT program. This program strives to improve neighborhoods through citizen involvement and city staff support. Staff works directly with the homeowners to identify opportunities for improvements and action items to make forward progress.
- f. The city has expanded its Police programs. Along with the Suwanee PACT program, events such as *Pops with Cops* and *Coffee with a Cop* are held throughout the year to further enhance the relationship between the Police department and citizens. *Coffee with Cop* events are hosted and sponsored by local Korean-owned businesses.
- g. To develop strong relationships with and between traditionally underserved populations throughout Gwinnett County, the city conducts goodwill outreach throughout the year. This includes food and personal item drives, participation in environmental clean-ups, safety and crime awareness programming, and other educational programming through various city departments to the community. This fosters open communication and relationships such that once project opportunities do arise, the city has a mechanism to reach these populations with a built-in trust factor, giving us all a better chance at meaningful participation from all communities.

7. Describe the mechanisms you used to identify what populations (minorities, women, elderly, disabled, and low-income) were represented in the project selection processes.

- a. Steering Committees are selected by the members of the City Council.

8. Describe what project selection decisions, if any, were affected by Title VI or Environmental Justice issues?

- a. Updated in 2022, the Pedestrian and Bicycle Plan lists the installation of auditory pedestrian signals at two key intersections as the highest priority in the plan. These were identified during a plan update public open house. Participants included visually impaired residents that provided input on this need.

LIMITED ENGLISH PROFICIENCY LEP

9. Please provide a summary of the activities that were conducted to provide the limited English-proficient public access to your programs' services.

- a. All city departments have access to translation services.
- b. The Police Department hosts community events such as *Pops with Cops* and *Coffee with a Cop* that include bilingual officers.
- c. The Police Department has developed outreach for multicultural communities to engage, empower, and promote awareness within their communities regarding crime fighting and culturally specific vulnerabilities.
- d. The Police Department has bilingual officers on staff who are better able to serve the needs of our non-English speaking population daily.
- e. Our Business Services, Municipal Court, and Public Works departments employ bilingual staff that assist with language translation with the public, as needed and as appropriate.
- f. Our Municipal Court holds once monthly Foreign Language Court for LEP customers.
- g. The city advertises in multiple media outlets. In addition, our website offers *Google Translate* to allow all posted information to be translated into 120 languages.

10. Please estimate the amount your program expended on written translation services for LEP individuals from July 1, 2022, through June 30, 2023. Written translation services should also include but not be limited to agency websites, brochures, pamphlets, and electronic communications. Please provide a listing of those languages and a breakdown of cost information to the extent possible.

- a. Bilingual documentation is translated to Spanish. There is no cost tracking system in place for translation views to the website.
- b. Bilingual verbiage for documentation noted in Item 12 are part of one document, therefore there is no separate cost for printing.
- c. Election documents must be professionally translated in Spanish. As the city did not have an election in FY 2023, there is no cost associated with this item.

11. If a portion of the estimate from item 10 above includes the cost of in-house translation

services, please indicate the amount of staff time involved (e.g. staff hours) and include the information on average wages or bilingual pay premiums, if applicable.

- a. In-house translation services happen on a day-to-day, customer service basis provided by staff. Due to the nature of this as needed service, there isn't a tracking system in place for this cost.

12. Please identify the number of publications that have been translated by your Program or Division. This should also include website and electronic communications. If the Program or Division is unable to identify the precise number of translated publications, please provide a rough estimate.

- a. The city maintains bilingual documents as noted below:
 - Police forms - 1
 - Elections forms, letters, ballots – 25
 - Election posters – 17
 - Election calls – 2
 - Election advertisements – 2
 - Ongoing website content
- b. The city's Municipal Court anticipates translated documentation in FY 2024.

13. Please provide the number of languages that those forms, documents, publications, websites and electronic communications have been translated into, as well as listing of those languages. If the program or division is unable to identify the precise number of languages translated or the names of the specific languages, please provide a rough estimate.

- a. Documents identified in Item 12 are translated in Spanish.

14. Please provide information on the total cost of providing information over the telephone to LEP individuals in languages other than English. This would include general or program-specific information made available over the telephone to program participants or the general public. Please also include the number of transactions for which translation services were provided, along with the number of languages in which information is available and a listing of those languages.

- a. The city contracts with Language Line, a vendor that charges per individual interpretation need. Throughout all city departments, the FY 2023 cost for this service was \$1,956.75.
- b. The city employs Translation Station to provide American Sign Language services, as-needed, for meetings and municipal court proceedings. The FY 2023 cost for this service was \$220.00

TRAINING

15. What Title VI training was provided by your program?

- a. There was no City-sponsored Title VI training in FY 2023.

16. What Title VI training was attended by your program personnel?

- a. Ongoing/Rolling training is required every three years to maintain LAP Certification (Locally Administered Project). Three staff members attend training on a rolling basis. Title VI training is a required element of LAP Certification. In FY 2023 training was attended by a staff member on September 13, 2022 and on April 11, 2023.
- b. Police staff attend mandatory annual training in which Title VI topics are included. Topics may include “Ethics and Professionalism”, “Bias Based Profiling”, “Search and Seizure”, and “Community Oriented Policing”. Police supervisors and managers are trained to look for any type of behavior which is contrary to Title VI policies and to thoroughly investigate complaints.

SELF MONITORING

17. Provide a summary of Title VI self-monitoring activities conducted, including findings, recommendations, action items and status thereof.

- a. Reporting staff checked in with staff from the following departments to see what Title VI activities took place over the past year:
 - i. Business Services
 - ii. City Clerk’s Office
 - iii. Code Compliance
 - iv. Economic Development
 - v. Engineering
 - vi. Human Resources
 - vii. Planning, Zoning, and GIS
 - viii. Public Information, Marketing, and Event Coordination
 - ix. Public Safety & Courts
 - x. Public Works
 - xi. Stormwater
- b. Findings:
 - i. The city envisions exploring options to improve our outreach.
 - ii. Our PACT program is successfully engaging citizens in neighborhoods throughout the city.
 - iii. We are advertising and holding elections in multiple languages.
 - iv. We have successfully welcomed more diverse businesses to our community to serve the needs of our population.
 - v. We are connecting more with non-English media outlets as we are able.
 - vi. We are increasing outreach in Hispanic and Asian communities with

- greater success.
- vii. We have added diversity webinars and learning opportunities for city staff.
 - viii. The city has added more culturally diverse holiday observances to its calendar.
 - ix. The city adheres to equal-opportunity hiring practices

18. List any significant problem areas and corrective actions taken.

- a. No problems areas were identified.

GOALS AND WORK PLAN FOR FISCAL YEAR 2024

19. List goals/actions planned for the ensuing year.

- a. Continue inclusive information and articles in the city's newsletter, *Connects*, on the city's website, and in all publications and advertisements created by the city.
- b. Continue advertising and holding elections in English and Spanish.
- c. Continue neighborhood outreach through the PACT program.
- d. Continue to add more diverse programming and events to appeal to the diverse cultures in our community.
- e. Continue to add opportunities for the elderly population through volunteer programs.
- f. The Police Department will continue to educate *all* members of our community about crime prevention and safety.
- g. The city will continue to respond to crime affecting *all* members of our community, however, if there is a crime targeting one particular group of underserved individuals, such as minorities, we will strategize a response, which will be developed through a thorough analysis of crime data. Our response to these victim-specific crimes will include taking proactive policing measures; reaching out and educating the public through in-person contacts and use of social media; and disseminating information through our City and department's website and news media outlets.
- h. Continue ADA Transition Plan bi-annual updates.
- i. Add Title VI training opportunities for more city staff, as needed.
- j. Continue to recruit bilingual staff, where possible.
- k. As Board and Commission appointments arise, continue to encourage diversity among the appointed to reflect the makeup of the community.

LONGER RANGE GOALS FROM CITY'S COMPREHENSIVE PLAN

- a. Suwanee 2040 will be a safe, fun, attractive, inclusive, evolving city with a unique, vibrant downtown that is well-connected to established neighborhoods and commercial/employment opportunities.
- b. Investigate opportunities to provide affordable housing in Town Center.
- c. Consider opportunities to link Town Center Park to more remote neighborhoods and other activity centers.
- d. New residential areas should be developed using a diversity of housing types.
- e. Evaluate the provision of senior housing in the Old Town Area and identify potential locations/strategies for increasing opportunities if needed.
- f. Encourage mobility and walkability with new sidewalks or multiuse trails.
- g. Encourage a commuter rail line.