

Town of Miami Lakes



Title VI Program Plan



6601 Main Street • Miami Lakes, Florida, 33016
Office: (305) 364-6100 • Fax: (305) 558-8511
Website: www.miamilakes-fl.gov

Miami Lakes

Title VI Plan Program Plan

Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

The Town of Miami Lakes is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services or any and all of its programs, services and activities on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

This plan was developed to guide the Town of Miami Lakes in its administration and management of Title VI-related transportation programs.

Title VI Coordinator Contact information

Michelle Gonzalez
Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014
305-364-6100

Title VI Information Dissemination Procedure

Title VI information posters shall be prominently and publicly displayed on all service vehicles. The name and contact information of the Title VI coordinator is available on the Town's website, at www.miamilakes-fl.gov. Additional information relating to the Town's nondiscrimination obligation can be obtained from the Miami Lakes Title VI Coordinator.

Subcontracts and Vendors

Title VI information shall be disseminated to all transit vendors annually via personal delivery from the Town to the transit operator. This form reminds each vendor of the Town of Miami Lakes policy statement, and of their Title VI responsibilities in their daily work and duties.

All subcontractors and vendors who receive payments from The Town of Miami Lakes where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Record Keeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the vendor indicating the receipt of the Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

Title VI Complaint Procedures

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination (Appendix C). The complaint should include the following information:

Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)

How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.

Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing to the Town of Miami Lakes at the following address:

Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014

NOTE: The Town of Miami Lakes encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. Complaint must be mailed to the Title VI Coordinator no later than 180 days from the alleged date of discrimination.

What happens to the complaint once is it submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the Town of Miami Lakes will be directly addressed by the Title IV Coordinator who shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the Town of Miami Lakes shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days (Appendix B). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

The Town of Miami Lakes will send a final written response letter (see Appendix D) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix E), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from the Town of Miami Lakes, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Once sufficient information for investigating the complaint is received by the Town of Miami Lakes, a written response will be drafted subject to review by the Town Attorney. If appropriate, the Town Attorney may administratively close the complaint. In this case, the Town of Miami Lakes will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Limited English Proficiency (LEP) Plan

According to the 2010 Decennial Census the Town of Miami Lakes has an approximate total population of 29,361 people, of which 81% are of Hispanic ethnic origin. In addition, over 76% of residents identify Spanish as their first language and their chosen method of communication while at home. Recognizing a need to accommodate passengers with diverse ethnic backgrounds, the Town has been committed to providing transit services which are accessible to all persons regardless of potential language barriers. As a result, the Town of Miami Lakes will use the following guidelines to assist persons with Limited English Proficiency.

1. Currently, two thirds of the drivers who operate transit services on behalf of the Town are bi-lingual and speak both English and Spanish fluently.
2. The Town will continue to encourage its vendors to provide bi-lingual transit operators.
3. The Town of Miami Lakes Title VI Policy and Complaint Procedures will be hosted on the Town's web page in English and made available in other languages as requested.
4. The Town of Miami Lakes will educate our staff, contractors, and vendors on the following procedures.
 - a. Understanding the Title VI Policy and LEP responsibilities
 - b. How to access Title VI Policy and Procedures via the Town's shared server
 - c. Document and resolve any language assistance deficiencies
 - d. The procedure if a Title VI and/or LEP complaint is filed.

The Town of Miami Lakes will review LEP procedures annually to determine if modifications are needed to meet language assistance deficiencies.

Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014
Phone: 305-364-6100

Public Participation Element

As an agency receiving federal financial assistance, we have made the following community outreach efforts:

The Town of Miami Lakes continuously seeks innovative methods to engage the public in its planning and decision-making processes, as well as its marketing and outreach activities. Recent outreach initiatives have included:

- Engaging the business community in marketing and promotional efforts for transit services
- Conducting a Commuter Travel Pattern Survey through the Town's local business directory via e-mail
- Hosting the Commuter Travel Pattern Survey on the Town's website for public participation
- Advertising Miami Lakes transit in the Town's local paper, "The Laker", and inviting public inquiries

Resolutions adopted by the Town to apply for and utilize Federal and State grant funding have been posted on the public hearing/meeting agenda web page and were subject to public notice and comment procedures.

The Town of Miami Lakes and its records are available to the public and the Town welcomes their input.

The Town's Title VI Complaint Procedure is available to the public 24 hours/7days a week via our website www.miamilakes-fl.gov.

The Town of Miami Lakes



CHAPTER IV REQUIREMENTS FOR TRANSIT PROVIDERS

Service Standards

○ Vehicle load for each mode

Currently, the Town has two large buses which are being used to operate circulator services. The buses are of the same make and model (Ford El Dorado EZ Rider II) and only differ by engine type. One bus has a traditional diesel dependent fuel system and the other is a hybrid. In addition, each bus has standard seating for 21 passengers and 2 additional wheelchair accessible seats totaling a passenger load of 23. The buses are equipped with bicycle racks to encourage and accommodate non-motorized multi-modal travel.

○ Vehicle headway for each mode

The Miami Lakes Moover is a continuous circulator and has headway of 40 minutes on each route.

○ On time performance for each mode

The Miami Lakes Moover typically has no significant issues with on time performance. Through additional route analysis and development, the Town plans to reduce headways, increase route efficiency, and improve overall performance of the Miami Lakes Moover.

○ Service availability for each mode

The Miami Lakes Moover buses are available 5 days a week, except on holidays, when the Town's office is closed. Service is available during peak morning (6:00 a.m.-10:40 a.m.) and peak afternoon (2:30pm-7:15pm) travel periods. All vehicles adhere to ADA guidelines for passenger accessibility and encourage the use of alternative transportation methods such as; transit, walking, and biking.

Service Policies

○ Transit Amenities for each mode

All vehicles are equipped with the following:

- Air conditioned interior
- Wheelchair ramps
- Wheelchair accessible seating
- Low floor entry
- Non-skid surface installation at entry and exit points
- Rubber edged steps to prevent slippage and injury

- Front loading bicycle racks

Through an Interlocal Agreement with Miami-Dade County the Town has the expanded the availability of transit stop amenities, which includes the usage of Miami-Dade County Metrobus benches and shelters. This allows passengers to wait for various modes of transit at one stop.

- **Vehicle Assignment**

The Miami Lakes Fleet currently consists of two vehicles which are provided through a contractual lease from the Town's transit vendor who also operates bus services on the Town's behalf. The make and model of both buses are as follows:

Make: Ford

Model: El Dorado EZ Rider II (Diesel Engine)

Route: West Route

Make: Ford

Model: El Dorado EZ Rider II (Hybrid)

Route: East Route

These buses operate on the same fixed route, which circulates through the whole Town.

APPENDIX

Appendix A

Notifying the Public of Rights Under Title VI

The Town of Miami Lakes

- The Town of Miami Lakes operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Town of Miami Lakes.
- For more information on the Town of Miami Lakes' civil rights program, and the procedures to file a complaint, contact 305-364-6100; email gonzalezm@miamilakes-fl.gov; or visit Town Hall at 6601 Main Street, Miami Lakes, FL 33014. For more information, visit www.miamilakes-fl.gov.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If you require information in Spanish, contact 305-364-6100.
 - Si usted requiere información en español por favor llamar 305-364-6100.

Appendix B

Title VI Complaint Procedures

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Town of Miami Lakes (herein referred to as “Miami Lakes”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. Miami Lakes investigates complaints received no more than 180 days after the alleged incident. The Town or its designated Title VI Coordinator will process complaints that are complete.

Once the complaint is received, the Title VI Coordinator will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

The Town has 60 days to investigate the complaint. If more information is needed to resolve the case, the Town’s Title VI Coordinator may contact the complainant. The complainant will have 10 business days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Title VI Coordinator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the case is investigated he/she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

APPENDIX C

Title VI Complaint Form

If you feel you have been discriminated against in the use of any Miami Lakes transit services, please provide the following information in order to assist us in processing your complaint and send it to:

Michelle Gonzalez
Title VI Coordinator
Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014

Please print clearly:

Name:

Address:

City, State, Zip Code:

Telephone Number: _____ (home) _____ (cell) _____
(message)

Person discriminated against:

Address of person discriminated against:

City, State, Zip Code:

Please indicate why you believe the discrimination occurred:

- _____ race or color
- _____ national origin
- _____ income
- _____ other

What was the date of the alleged discrimination?

Where did the alleged discrimination take place?

Please describe the circumstances as you saw it:

Please list any and all witnesses' names and phone numbers:

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at:

Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014

Your signature

Print your name

Date

Appendix C1

Letter Acknowledging Receipt of Complaint

Today's Date

Complainant's Name
Complainant's Address

Dear (Mr/Ms):

This letter is to acknowledge receipt of your complaint against the Town of Miami Lakes alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 305-364-6100, or write to me at this address.

Sincerely,

Michelle Gonzalez, Senior Transportation Manager
Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014

Appendix C2

Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date

Complainant's Name
Complainant's Address

Dear (Mr/Ms):

The matter referenced in your letter of _____ (date) against the Town of Miami Lakes alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for bringing this important matter to our attention. You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Michelle Gonzalez, Senior Transportation Manager
Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014

Appendix C3

Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Complainant Name
Complainant Address

Dear (Mr/Ms)

The matter referenced in your complaint of _____ (date) against the Town of Miami Lakes alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The Town Attorney has analyzed the materials and facts pertaining to your case for evidence of the city's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from the Town, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Michelle Gonzalez, Senior Transportation Manager
Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014

Appendix D

List of Title VI Investigations, Complaints, and Lawsuits

The Town of Miami Lakes does not have any investigations, complaints, or lawsuits to disclose at this time. Any future disclosures will be listed under this appendix in the Title VI Program Plan.

	Date of Complaint (Month, Date, Year)	Complaint (include basis of complaint; race, color, or national origin, etc.)	Status of Complaint	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Appendix E

Employee Annual Education Form

Title VI Policy

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of the Town of Miami Lakes and its contractors are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to contact;

Michelle Gonzalez, Senior Transportation Manager
Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to respectfully address them without regard to race, color or national origin.

Appendix F

Minority Representation on Committees and Councils

The Town does not have any Committees or Councils which are related to the operation of transit. If any such committees/councils are established in the future, this plan will be amended to depict minority representation on such committees/councils, and to describe the efforts made to encourage participation of minorities on such committees/councils.

Appendix G

Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the Town of Miami Lakes Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

Employee signature

Print your name

Date