NORTH MIAMI
FLORIDA
776 N.E. 125 Street, North Miami, Florida 33161

Council Report

To: The Honorable Acting Mayor and City Council

From: Lumane Pluviose-Claude, PhD, Deputy City Manager

Date: June 24, 2014

RE: Title VI Program Plan for the NOMI Express

RECOMMENDATION

It is recommended that the Acting Mayor and Council approve the resolution adopting the NOMI Express Transit Service Title VI Program Plan.

BACKGROUND

In 2009, Miami-Dade Transit ("MDT") received funding through the American Recovery and Reinvestment Act ("ARRA") to make improvements to Transit facilities and operations in Miami-Dade County ("County"). In October 2009 the City Council passed Resolution 2009-152 authorizing an agreement with the County to receive Federal pass-thru funding for transit facilities. The City of North Miami therefore became a sub-recipient of these funds and we are using this allocation to install transit shelters and other transit amenities throughout the City. So far 19 shelters have been installed and we are seeking funding for at least 5 more shelters.

As a condition to receiving these funds, the City signed an interlocal agreement with the County that stipulates various conditions that must be met. One of the provisions of the interlocal agreement is that the City's transit services, the NOMI Express, must abide by Title VI of the Civil Rights Act of 1964.

Title VI, 42 U.S.C. § 2000d, was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Even though the City is not receiving these funds directly, Miami-Dade Transit is responsible for ensuring that all sub-recipients of these funds abide by the law.

NORTH MIAMI
FLORIDA
776 N.E. 125 Street, North Miami, Florida 33161

Council Report

Council Report – June 24, 2014
RE: Title VI Program Plan for the NOMI Express

Miami-Dade Transit is therefore requiring that the City follow procedures to ensure that users of our transit system are able to make anti-discrimination complaints and to have procedures in place for investigating and tracking these complaints.

In order to be fully-compliant with Title VI, the County is requiring that the City adopt through its local governing body, a Title VI Program Plan for the NOMI Express. A key component of this plan is to ensure that the public is made aware of the program by having information available on the buses, City Hall, and the City's website. Title VI includes provisions for persons with limited English proficiency. Therefore vital documents and forms must be made available in English, Creole and Spanish. Any other documents may be reviewed orally with the complainant.

Attachments
Resolution
NOMI Express Title VI Program Plan

RESOLUTION NO. _____

A RESOLUTION OF THE VICE MAYOR AS ACTING MAYOR AND CITY COUNCIL OF THE CITY OF NORTH MIAMI, FLORIDA, APPROVING THE NOMI EXPRESS TRANSIT SERVICE - TITLE VI PROGRAM PLAN, IN ACCORDANCE WITH TITLE VI, 42 U.S.C. § 2000D, CIVIL RIGHTS ACT OF 1964, AS REQUIRED FOR THE CITY OF NORTH MIAMI TO RECEIVE FEDERAL PASS-THRU FUNDING FROM MIAMI-DADE TRANSIT (MDT); PROVIDING FOR AN EFFECTIVE DATE AND FOR ALL OTHER PURPOSES.

WHEREAS, in 2009, Miami-Dade Transit ("MDT") received funding through the American Recovery and Reinvestment Act ("ARRA") of 2009 Federal Transit Administration to make improvements to transit facilities and operations within Miami-Dade County; and

WHEREAS, on October 27, 2009, the Mayor and City Council of the City of North Miami ("City") passed and adopted Resolution No. R-2009-152, authorizing the City Manager and City Attorney to negotiate and execute an Interlocal Agreement between the City and Miami-Dade Transit for ARRA pass-through funding arrangements, for the City to provide improved public transportation services and transit related amenities to benefit residents and local businesses; and

WHEREAS, the City's NOMI Express Transit Service ("Transit Service"), provides an important civil function by offering fixed-route transit services allowing all members of the public to access jobs, essential community services, shopping, medical appointments and other vital transit uses without regard to race, color, and national origin; and

WHEREAS, the Transit Service, as a Subrecipient of ARRA pass-through funding, is required by MDT to have an approved Title VI Program Plan ("Plan"), in accordance with Title VI, 42 U.S.C. § 2000d, of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance; and

WHEREAS, the Plan serves to ensure that users of the Transit Service are able to make anti-discrimination complaints and to have procedures in place for investigating, tracking and providing an administrative remedy to these types of complaints; and

WHEREAS, the Plan will also increase public awareness to the Transit Service, including those persons with limited English proficiency, by providing access to vital documents in English, Creole and Spanish languages; and

WHEREAS, the Vice Mayor as Acting Mayor and City Council of the City of North Miami, find the proposed Plan to be in the best interest of the City, and an enhancement to the quality of life of all Transit Service users.

NOW, THEREFORE, BE IT RESOLVED BY THE VICE MAYOR AS ACTING MAYOR AND CITY COUNCIL OF THE CITY OF NORTH MIAMI, FLORIDA:

Section 1. **Approval of Title VI Program Plan.** The Vice Mayor as Acting Mayor and City Council of the City of North Miami, Florida, hereby approve the NOMI Express Transit Service - Title VI Program Plan (attached hereto as "Exhibit 1"), in accordance with Title VI, 42 U.S.C. § 2000d, Civil Rights Act of 1964, as required for the City of North Miami to receive federal pass-thru funding from Miami-Dade Transit (MDT).

Section 2. **Effective Date.** This Resolution shall become effective immediately upon adoption.

PASSED AND ADOPTED by a _____ vote of the Vice Mayor as Acting Mayor and City Council of the City of North Miami, Florida, this _____ day of June, 2014.

_____
PHILIPPE BIEN-AIME
VICE MAYOR AS ACTING MAYOR

ATTEST:

_____
MICHAEL A. ETIENNE, ESQ.
CITY CLERK

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY:

_____
REGINE M. MONESTIME
CITY ATTORNEY

SPONSORED BY: CITY ADMINISTRATION

Moved by: _____

Seconded by: _____

Vote:

Vice Mayor as Acting Mayor Philippe Bien-Aime	_____ (Yes)	_____ (No)
Councilperson Scott Galvin	_____ (Yes)	_____ (No)
Councilperson Carol Keys, Esq.	_____ (Yes)	_____ (No)
Councilperson Marie Erlande Steril	_____ (Yes)	_____ (No)

City of North Miami
Transit Service
Title VI Program Plan

June 24, 2014

776 NE 125 Street | North Miami | Florida | 33161 305.893.6511

City of North Miami's Transit Service

Title VI Program Plan ("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. More 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 City of North Miami ("City") is 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 the Federal Transit Administration (FTA) Circular 4702.1.B.

This plan is prepared, as a step-by-step process, for the City of North Miami to administer and manage the Title VI Transportation Program. The City of North Miami's Title VI Coordinator is the Deputy City Manager, whose designee for the **NOMI Express Transit Service (Services)** is the Transportation Planner.

NOMI Express Transit Service Title VI Designee's Contact Information:

John O'Brien
Transportation Planner
1855 NE 142nd Street
North Miami, FL 33181
(305) 895-9883
transportation@northmiamifl.gov

Notice to the Public

The City of North Miami will make this Plan available in the following languages: English, Creole, and Spanish for NOMI Express Transit riders to be aware of their right to file a civil rights complaint and the City's commitment to comply with Title VI requirements. The Plan is available on the City's website: www.northmiamifl.gov/nomibus and referenced in the NOMI Express schedule and route maps.

Your Civil Rights

The City of North Miami operates its Services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of North Miami, using the below provided address. For more information on the City of North Miami's civil rights programs and procedures, or to file a Title VI complaint, please contact the City by email at transportation@northmiamifl.gov or call the office at 305-895-9883.

Please advise us if you need assistance in obtaining a Title VI Complaint Form and/or need more information on filling out the form.

NOMI Express Transit Service Title VI Designee's Contact Information:

John O'Brien
Transportation Planner
1855 NE 142nd Street
North Miami, FL 33181
(305) 895-9883
transportation@northmiamifl.gov

LANGUAGE ASSISTANCE PLAN

Improving Access for People with Limited English Proficiency (PLEP)

The City of North Miami uses information obtained from the below explained Four Factor Analysis to determine possible language barriers to access its services, municipal programs, and activities. The information collected was analyzed to determine how effectively North Miami communicates with PLEP and how language is crucial in planning for access to Services.

The Four Factor Analysis is a local assessment that considers the followings:

1. The number or proportion of PLEP eligible to be served or more likely to use the NOMI Express service;

2. The frequency with which PLEP use the service;

3. The nature and importance of the City's NOMI Express services to the community; and

4. The resources available to the City for PLEP outreach.

A- Number of PLEP Using the NOMI EXPRESS Services

In order to understand the proportion of PLEP who may encounter the Services, North Miami assessed their literacy skills in English and their native languages. North Miami also identified the level of Services received in their neighborhoods, despite perceived language barriers.

In fact, The NOMI Express runs up to five (5) fixed routes throughout the City that touch almost all the neighborhoods. The City is known to be the home of a large Haitian population who mostly resides in the City's middle and western parts.

The 2008-2012 United States Census Bureau's American Community Survey data was used to evaluate North Miami's level of English literacy and to register the number of foreign languages being used **(see Appendix A)**.

According to the American Community Survey, 41.6% of the City's population is of West Indian descent (excluding Hispanic groups). This can be attributed to a significant number of people speaking a language other than English. In addition, 28.9% indicate that they speak Spanish at home. Moreover, 13.4% admit they do not speak English "very well."

Consequently, North Miami's vital documents, directly related to the NOMI Express Service, would be made available in three languages and other documents would be translated or competent oral interpretation will be provided in Creole or Spanish as needed.

B- Frequency of PLEP Using the Services

There are places where NOMI Express riders, including PLEP, come into contact with the City's Services. They are the fixed bus routes and service related information points from customer service. It is important for the City to ensure that the following points of contact are covered in English, Creole, and Spanish:

- ☐ Communication with NOMI Express customer service staff
- ☐ Printed outreach materials such as brochures
- ☐ Web-based materials
- ☐ Public meetings, such as City Council meetings
- ☐ Service related posters, such as notices inside the buses

C- Importance of the NOMI Express Service to Riders

Below are two questions and a summary of the answers provided in a survey conducted in three languages in 2010 to understand the importance of the NOMI Express to the community.

As clearly demonstrated below, the NOMI Express Services is critical to many residents and visitors. Most of the riders, 52%, depend on the Services to access jobs, essential community services, shopping centers, and medical appointments. Besides, the Services seem to be essential and very important the 63% of riders who utilize them more than four times a week. All things considered, North Miami should always ensure that language is not a barrier to access Services.

How do you use the NOMI Express in your travel to travel between?

- ☐ Home and job: 22%
- ☐ Home and shopping/services: 30%
- ☐ Home and school: 28%
- ☐ Home and Miami-Dade Transit ("MDT") bus stops: 17%
- ☐ Other reasons: 8%

How often do you use NOMI Express?

- ☐ Once in a while: 17%
- ☐ 1 to 3 times per week: 19%
- ☐ 4 or more times per week: 63%

D- Resources and Costs for LEP Outreach

The City is committed to provide resources need to improve access to services for PLEP. Tri-lingual information (English/Creole/Spanish) about the NOMI Express is available and distributed in several ways, including but not limited to the following:

- ☐ Website page
- ☐ Brochures
- ☐ A translator is available at City Council meetings
- ☐ When possible, English/Creole/Spanish customer service staff is made available in most City departments
- ☐ On-board signage/posting for the bus coaches

- In the central and western routes, a goal for having bilingual English/Creole drivers; on the eastern route, English/Spanish.

DECISION MAKING BODIES

The City of North Miami does not have a non-elected committee and/or councils, or any advisory board regarding these Services.

SERVICE STANDARDS and POLICIES

As the NOMI Express consists of up to five (5) fixed transit routes, it is exempt from providing certain statistics that are required for systems with 50 or more transit routes.

CONTACT

For additional information on the NOMI Express Title VI Plan, please contact the designee to the Deputy City Manager, for NOMI Express Service:

John O'Brien
Transportation Manager
City of North Miami
1855 NE 142nd Street
North Miami, FL 33181
(305) 895-9883
transportation@northmiamifl.gov

Title VI Complaint Procedures

How to file a Title VI Complaint?

A person may file a written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. A sample of complaint forms produced in three languages - English, Creole and Spanish- are included in **Appendix B**.

These complaint forms provide space to include the name, mailing address, telephone number, and email address. They also include spaces to explain the how, when, where and why a complainant believes he/she was discriminated against. They further provide for the location, names and contact information of any witnesses and/or other information a complainant deems significant.

The Title VI Complaint Form placed in Appendix B can be used to submit a complaint on an alleged discrimination case. A complaint may be filed in writing and submitted to the City of North Miami designee at the following address:

John O'Brien
Transportation Manager
City of North Miami
1855 NE 142nd Street
North Miami, FL 33181
(305) 895-9883
transportation@northmiamifl.gov

What happens to the complaint once is it submitted?

All complaints alleging discrimination based on race, color, or national origin about the Services or benefits provided by the City of North Miami will be directly addressed by the Title VI Coordinator. He/She will provide appropriate assistance to complainants, including people with disabilities and others with limited ability to communicate in English. Additionally, the City of North Miami Title VI Coordinator will make every effort to address all complaints in an expeditious and thorough manner.

For all alleged discrimination cases, every effort will be made to respond to Title VI complaints within sixty (60) working days upon notification of such complaints, if not sooner. In addition, details on all Title VI complaints will be recorded on a log sheet to capture pertinent information to each case **(Appendix C)**.

A letter acknowledging receipt of complaint will be mailed within seven (7) days **(Appendix D).** In case additional information is requested, complainants are expected to collaborate with the City and comply with the request. Failure to provide such information in a reasonable period of time, as agreed upon in the process, may result in an administrative closure of the complaint.

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

The City of North Miami will send a written response to the complainant to notify that the complaint is substantiated **(Appendix E).** Once sufficient information from investigating the complaint is gathered and analyzed, the City of North Miami Title VI Coordinator will draft a written response for the City Attorney to review and advise, accordingly. The City Attorney may decide to administratively close the complaint or not. In either case, the Title VI Coordinator will notify the complainant of final results and determinations of his/her case within two days following the City Attorney's advice.

In case a complaint is not substantiated, the complainant will be advised of his/her rights to exercise in doing the following: **(see Appendix F)**

1- Appeal to the North Miami City Manager within seven (7) calendar days of receipt of the final written correspondence and/or
2- File a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration (FTA).

Please see addresses listed below:

North Miami City Manager
Attention: City Manager
City of North Miami
776 NE 125th Street
North Miami, FL 33161
(305) 895-9888

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

APPENDIX A

American Community Survey Fact Finder for North Miami (2008-2012)

AMERICAN FactFinder

DP02 | SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES

2008-2012 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	North Miami city, Florida			
	Estimate	Margin of Error	Percent	Percent Margin of Error
HOUSEHOLDS BY TYPE				
Total households	17,935	+/-560	17,935	(X)
Family households (families)	12,080	+/-391	67.4%	+/-2.2
With own children under 18 years	5,777	+/-392	32.2%	+/-2.3
Married-couple family	6,812	+/-419	38.0%	+/-2.3
With own children under 18 years	3,070	+/-343	17.1%	+/-2.0
Male householder, no wife present, family	1,305	+/-250	7.3%	+/-1.4
With own children under 18 years	546	+/-149	3.0%	+/-0.8
Female householder, no husband present, family	3,963	+/-418	22.1%	+/-2.3
With own children under 18 years	2,161	+/-324	12.0%	+/-1.8
Nonfamily households	5,855	+/-504	32.6%	+/-2.2
Householder living alone	4,758	+/-493	26.5%	+/-2.2
65 years and over	1,157	+/-211	6.5%	+/-1.1
Households with one or more people under 18 years	6,991	+/-352	39.0%	+/-2.3
Households with one or more people 65 years and over	4,312	+/-326	24.0%	+/-1.7
Average household size	3.23	+/-0.10	(X)	(X)
Average family size	4.05	+/-0.12	(X)	(X)
RELATIONSHIP				
Population in households	57,995	+/-310	57,995	(X)
Householder	17,935	+/-560	30.9%	+/-1.0
Spouse	6,871	+/-434	11.8%	+/-0.7
Child	21,137	+/-966	36.4%	+/-1.6
Other relatives	8,813	+/-984	15.2%	+/-1.7
Nonrelatives	3,239	+/-559	5.6%	+/-1.0
Unmarried partner	1,236	+/-233	2.1%	+/-0.4
MARITAL STATUS				
Males 15 years and over	23,170	+/-856	23,170	(X)
Never married	10,953	+/-674	47.3%	+/-2.4
Now married, except separated	8,787	+/-529	37.9%	+/-2.2
Separated	846	+/-240	3.7%	+/-1.0
Widowed	435	+/-128	1.9%	+/-0.5

Subject	North Miami city, Florida			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Divorced	2,149	+/-351	9.3%	+/-1.4
Females 15 years and over	24,253	+/-649	24,253	(X)
Never married	9,575	+/-756	39.5%	+/-2.5
Now married, except separated	8,561	+/-524	35.3%	+/-2.3
Separated	1,215	+/-293	5.0%	+/-1.2
Widowed	1,766	+/-297	7.3%	+/-1.2
Divorced	3,136	+/-456	12.9%	+/-1.9
FERTILITY				
Number of women 15 to 50 years old who had a birth in the past 12 months	1,425	+/-297	1,425	(X)
Unmarried women (widowed, divorced, and never married)	739	+/-243	51.9%	+/-12.0
Per 1,000 unmarried women	75	+/-26	(X)	(X)
Per 1,000 women 15 to 50 years old	93	+/-20	(X)	(X)
Per 1,000 women 15 to 19 years old	20	+/-18	(X)	(X)
Per 1,000 women 20 to 34 years old	154	+/-38	(X)	(X)
Per 1,000 women 35 to 50 years old	55	+/-21	(X)	(X)
GRANDPARENTS				
Number of grandparents living with own grandchildren under 18 years	2,484	+/-419	2,484	(X)
Responsible for grandchildren	802	+/-251	32.3%	+/-8.7
Years responsible for grandchildren				
Less than 1 year	152	+/-106	6.1%	+/-4.1
1 or 2 years	243	+/-150	9.8%	+/-5.8
3 or 4 years	125	+/-100	5.0%	+/-3.9
5 or more years	282	+/-145	11.4%	+/-5.9
Number of grandparents responsible for own grandchildren under 18 years	802	+/-251	802	(X)
Who are female	543	+/-197	67.7%	+/-9.8
Who are married	522	+/-204	65.1%	+/-14.1
SCHOOL ENROLLMENT				
Population 3 years and over enrolled in school	18,209	+/-872	18,209	(X)
Nursery school, preschool	1,378	+/-291	7.6%	+/-1.6
Kindergarten	758	+/-215	4.2%	+/-1.2
Elementary school (grades 1-8)	6,146	+/-555	33.8%	+/-2.5
High school (grades 9-12)	3,660	+/-403	20.1%	+/-2.2
College or graduate school	6,267	+/-601	34.4%	+/-2.7
EDUCATIONAL ATTAINMENT				
Population 25 years and over	37,606	+/-708	37,606	(X)
Less than 9th grade	5,024	+/-603	13.4%	+/-1.6
9th to 12th grade, no diploma	4,465	+/-547	11.9%	+/-1.4
High school graduate (includes equivalency)	11,094	+/-800	29.5%	+/-2.0
Some college, no degree	7,374	+/-644	19.6%	+/-1.7
Associate's degree	2,657	+/-429	7.1%	+/-1.1
Bachelor's degree	4,423	+/-564	11.8%	+/-1.4
Graduate or professional degree	2,569	+/-347	6.8%	+/-0.9
Percent high school graduate or higher	(X)	(X)	74.8%	+/-2.0
Percent bachelor's degree or higher	(X)	(X)	18.6%	+/-1.6
VETERAN STATUS				
Civilian population 18 years and over	44,776	+/-695	44,776	(X)
Civilian veterans	1,490	+/-271	3.3%	+/-0.6

Subject	North Miami city, Florida			
	Estimate	Margin of Error	Percent	Percent Margin of Error
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION				
Total Civilian Noninstitutionalized Population	58,855	+/-175	58,855	(X)
With a disability	4,995	+/-459	8.5%	+/-0.8
Under 18 years	14,544	+/-696	14,544	(X)
With a disability	277	+/-120	1.9%	+/-0.8
18 to 64 years	38,293	+/-794	38,293	(X)
With a disability	2,680	+/-348	7.0%	+/-0.9
65 years and over	6,018	+/-484	6,018	(X)
With a disability	2,038	+/-277	33.9%	+/-4.5
RESIDENCE 1 YEAR AGO				
Population 1 year and over	58,484	+/-236	58,484	(X)
Same house	50,049	+/-976	85.6%	+/-1.6
Different house in the U.S.	7,455	+/-960	12.7%	+/-1.6
Same county	5,991	+/-912	10.2%	+/-1.6
Different county	1,464	+/-298	2.5%	+/-0.5
Same state	750	+/-234	1.3%	+/-0.4
Different state	714	+/-227	1.2%	+/-0.4
Abroad	980	+/-281	1.7%	+/-0.5
PLACE OF BIRTH				
Total population	59,362	+/-71	59,362	(X)
Native	29,992	+/-1,240	50.5%	+/-2.1
Born in United States	28,489	+/-1,245	48.0%	+/-2.1
State of residence	21,620	+/-1,210	36.4%	+/-2.0
Different state	6,869	+/-656	11.6%	+/-1.1
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	1,503	+/-300	2.5%	+/-0.5
Foreign born	29,370	+/-1,262	49.5%	+/-2.1
U.S. CITIZENSHIP STATUS				
Foreign-born population	29,370	+/-1,262	29,370	(X)
Naturalized U.S. citizen	13,858	+/-828	47.2%	+/-2.6
Not a U.S. citizen	15,512	+/-1,155	52.8%	+/-2.6
YEAR OF ENTRY				
Population born outside the United States	30,873	+/-1,264	30,873	(X)
Native	1,503	+/-300	1,503	(X)
Entered 2010 or later	23	+/-29	1.5%	+/-1.9
Entered before 2010	1,480	+/-297	98.5%	+/-1.9
Foreign born	29,370	+/-1,262	29,370	(X)
Entered 2010 or later	862	+/-300	2.9%	+/-1.0
Entered before 2010	28,508	+/-1,242	97.1%	+/-1.0
WORLD REGION OF BIRTH OF FOREIGN BORN				
Foreign-born population, excluding population born at sea	29,370	+/-1,262	29,370	(X)
Europe	534	+/-193	1.8%	+/-0.7
Asia	764	+/-258	2.6%	+/-0.9
Africa	271	+/-161	0.9%	+/-0.5
Oceania	0	+/-32	0.0%	+/-0.1
Latin America	27,564	+/-1,258	93.9%	+/-1.3
Northern America	237	+/-167	0.8%	+/-0.6

Subject	North Miami city, Florida			
	Estimate	Margin of Error	Percent	Percent Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	54,835	+/-468	54,835	(X)
English only	15,728	+/-1,387	28.7%	+/-2.6
Language other than English	39,107	+/-1,531	71.3%	+/-2.6
Speak English less than "very well"	18,136	+/-1,227	33.1%	+/-2.2
Spanish	15,856	+/-1,315	28.9%	+/-2.4
Speak English less than "very well"	7,322	+/-803	13.4%	+/-1.5
Other Indo-European languages	22,427	+/-1,459	40.9%	+/-2.6
Speak English less than "very well"	10,695	+/-1,111	19.5%	+/-2.0
Asian and Pacific Islander languages	565	+/-231	1.0%	+/-0.4
Speak English less than "very well"	93	+/-76	0.2%	+/-0.1
Other languages	259	+/-168	0.5%	+/-0.3
Speak English less than "very well"	26	+/-24	0.0%	+/-0.1
ANCESTRY				
Total population	59,362	+/-71	59,362	(X)
American	1,866	+/-453	3.1%	+/-0.8
Arab	91	+/-71	0.2%	+/-0.1
Czech	75	+/-75	0.1%	+/-0.1
Danish	72	+/-79	0.1%	+/-0.1
Dutch	192	+/-120	0.3%	+/-0.2
English	698	+/-189	1.2%	+/-0.3
French (except Basque)	490	+/-233	0.8%	+/-0.4
French Canadian	13	+/-23	0.0%	+/-0.1
German	1,157	+/-329	1.9%	+/-0.6
Greek	171	+/-137	0.3%	+/-0.2
Hungarian	83	+/-50	0.1%	+/-0.1
Irish	743	+/-218	1.3%	+/-0.4
Italian	1,093	+/-258	1.8%	+/-0.4
Lithuanian	60	+/-39	0.1%	+/-0.1
Norwegian	16	+/-18	0.0%	+/-0.1
Polish	376	+/-141	0.6%	+/-0.2
Portuguese	0	+/-32	0.0%	+/-0.1
Russian	417	+/-191	0.7%	+/-0.3
Scotch-Irish	59	+/-56	0.1%	+/-0.1
Scottish	162	+/-111	0.3%	+/-0.2
Slovak	0	+/-32	0.0%	+/-0.1
Subsaharan African	722	+/-316	1.2%	+/-0.5
Swedish	75	+/-96	0.1%	+/-0.2
Swiss	24	+/-29	0.0%	+/-0.1
Ukrainian	25	+/-39	0.0%	+/-0.1
Welsh	19	+/-30	0.0%	+/-0.1
West Indian (excluding Hispanic origin groups)	24,675	+/-1,489	41.6%	+/-2.5

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Fertility data are not available for certain geographic areas due to problems with data collection. See Errata Note #92 for details.

The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended. For more information on these questions and their evaluation in the 2006 ACS Content Test, see the Evaluation Report Covering Disability.

While the 2008-2012 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the

principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2008-2012 American Community Survey

Explanation of Symbols:

1. An '**' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

Appendix B

Title VI Complaint Forms

English
Creole
Spanish

City of North Miami

Title VI / Nondiscrimination Program
Complaint of Discrimination

Complainant(s) Name:	Complainant(s) Address:
Complainant(s) Phone Number:	

Complainant's Representative's Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc):

Name and Address of Agency, Institution, or Department Whom You Allege Discriminated Against You:

Names of the Individual(s) Whom You Allege Discriminated Against You (If Known):

Discrimination Because Of:	☐ Race ☐ Color ☐ National Origin ☐ Sex ☐ Age ☐ Handicap/Disability ☐ Income Status ☐ Retaliation ☐ Other	Date of Alleged Discrimination:

Please list the name(s) and phone number(s) of any person, if known, that the City of North Miami could contact for additional information to support or clarify your allegation(s).

Please explain as clearly as possible **how**, **why, when** and **where** you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Additional pages may be attached if needed.

Complainant(s) or Complainant(s) Representatives Signature:	Date of Signature:

City of North Miami

Title VI Lwa: Plent Kont Diskriminasyon

Non Moun Ki Pote Plent La:	Adrès Moun Ki Pote Plent La:
Nimewo Telefôn Moun Ki Pote Plent La:	

Non, Adrès, Nimewo telefôn Reprezantan Moun Ki Pote Plent la ak Lien (setadi: zanmi, Avoka, Paran..etc):

Non ak Adrès Ajans, Institisyon, ou Depatman ou Kwè ki fè Diskriminasyon Kont ou:

Non Moun ou Kwè Ki Diskriminen Kont ou (Si-w Konnen yo):

Rezon Diskriminasyon an				Dat Diskriminasyon an te fèt:
	□ Ras ou	□ Koule-w	□ Origin nasyonal	
	□ Seks ou:	□ Laj ou	□ Andikap/dezabilite	
	□ Estati Revni-w	□ Revanj	□ Lòt ankô:	

Silvouplè, bay non ak nimewo telefôn ninpòt moun City of North Miami k ab kontakte pou plis infômasyon pou sipôte ou klarifye plènt ou (an)/plent ou yo:

Silvouplè, eksplike klèman kijan, poukisa , ki lè, ak ki kote ou kwè diskriminasyon te fèt kont ou. Bay tout infômasyon konplè de tout aksyon diskriminasyon sa yo. Ajoute paj anplis si nesesè:

Siyati Moun Ki Pote Plent La ou Reprezantan Li:	Dat Siyati:

City of North Miami

Title VI / Programa Antidiscriminatorio

Querella de Discriminacion

Nombre del querellante:	Dirección:
Número de teléfono:	

Nombre, dirección, teléfono y relación (ej. amigo, abogado, pariente, etc.) del Representante del querellante:

Nombre y dirección de la Agencia, Institución, o Departamento que usted alega discrimino en su contra:

Nombre(s) del Individuo(s) Quien(es) Usted Allega Discrimino (naron) Contra Usted Si lo(s) Conoce:

Razón de la discriminación:	☐ Raza	☐ Color	☐ Origen Nacional	Fecha de la alegada discriminación.
	☐ Sexo	☐ Edad	☐ Incapacidad/Impedimento Físico	
	☐ Status de Ingreso	☐ Represalia	☐ Otro	

Favor de indicar el nombre (s) y número(s) de teléfono(s) de alguna persona(s) que la Ciudad de North Miami puede comunicarse para información adicional que clarifique o respalde su alegación o alegaciones.

Favor de explicar tan claro como sea posible, **como**, **porque**, **cuando** y **donde** usted cree que fue discriminado. Incluya suficiente información acerca de los antecedentes según le sea posible, de los alegados actos de discrimen. Puede añadir paginas adicionales, si es necesario.

Firma del Querellante(s) o su Representante:	Fecha:

Appendix C

Title VI Complaints Log Sheet

List of Title VI Investigations, Complaints, and Lawsuits

Type (Investigation, Lawsuit or complaint)	Date of Complaint (Month, Date, Year)	Complaint (include basis of complaint; race, color, or national origin, etc.	Status of Complaint	Action(s) Taken

Appendix D

Letter Acknowledging Receipt of Complaint

Date

Complainant's Name

Complainant's Address

Dear (Mr/Ms):

This letter is to acknowledge that a complaint has been received from you alleging:

_____

_____

_____.

An investigation will begin shortly. If you have additional information you wish to convey or have questions concerning this matter, please contact me at 305-895-9882.

Sincerely,

John O'Brien
Transportation Planner
City of North Miami
1855 NE 142nd Street
North Miami, FL 33181

Appendix E

Letter Notifying Complainant that the Complaint is Substantiated

Date

Complainant's Name

Complainant's Address

Dear (Mr/Ms):

The matter reference in your letter dated _____ against the City of North Miami NOMI Express Service alleging a Title VI of the Civil Rights Act of 1964 ("Act") violation has been investigated.

The violation of the Act mentioned in your letter was identified. Corrective action of this deficiency(s) is being implemented to ensure that this issue does not arise again.

Thank you for bringing this matter to our attention.

Sincerely,

John O'Brien
Transportation Planner
City of North Miami
1855 NE 142nd Street
North Miami, FL 33181

Appendix F

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 City of North Miami 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 City 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 City, 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

Sincerely,

John O'Brien
Transportation Planner
City of North Miami
1855 NE 142nd Street
North Miami, FL 33181