

**RESOLUTION NO.: 2014-72**

RESOLUTION OF THE MAYOR AND THE CITY COUNCIL OF THE CITY OF HIALEAH, FLORIDA, ADOPTING THE CITY OF HIALEAH TRANSIT SYSTEM TITLE VI PROGRAM PLAN REAFFIRMING THE CITY'S POLICY OF NON-DISCRIMINATION IN ITS PUBLIC TRANSPORTATION SYSTEM, AND ESTABLISHING A COMPLAINT PROCEDURE AND A PUBLIC PARTICIPATION PLAN TO ENSURE ALL RIDERS EQUAL DISTRIBUTION TO, PARTICIPATION IN AND ENJOYMENT OF THE BENEFITS OF THE CITY OF HIALEAH'S PUBLIC TRANSPORTATION SERVICES, A COPY OF WHICH IS ATTACHED AS "EXHIBIT A".

**WHEREAS**, the City of Hialeah believes strongly in the founding principles of our Nation of liberty, justice and equality for all people under the law;

**WHEREAS**, the City of Hialeah is firmly committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination on the basis of race, color or national origin;

**WHEREAS**, the purpose of the Hialeah Transit System Title VI Program Plan is to guide the administration and management of its transit system in a nondiscriminatory manner and consistent with the protections afforded by Title VI of the Civil Rights Act of 1964;

**WHEREAS**, the purpose of the Hialeah Transit System Title VI Program Plan is also to inform the public about its rights to demand equality in the delivery of public transportation services and to afford the public due process through a complaint procedure and public participation plan; and

**WHEREAS**, the Hialeah Transit System Title Program Plan safeguards the public's right to equal participation in, distribution and enjoyment of the benefits of the City of Hialeah's transportation services.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND CITY COUNCIL OF THE CITY OF HIALEAH, FLORIDA, THAT:

**Section 1.** The foregoing facts and recitations contained in the preamble of this resolution are hereby adopted and incorporated by reference as if fully set forth herein.

**Section 2.** The Mayor and the City Council of the City of Hialeah, Florida adopt the City of Hialeah Transit System Title VI Program Plan reaffirming the City's policy of non-discrimination in its public transportation system, and establishing a complaint procedure and a

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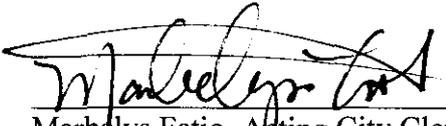
public participation plan to ensure all riders equal distribution to, participation in and enjoyment of the benefits of the City of Hialeah's public transportation services, a copy of which is attached as "Exhibit A".

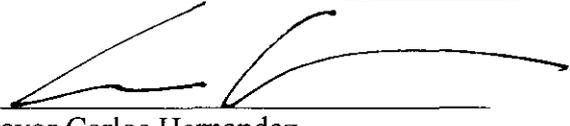
PASSED AND ADOPTED this 10 day of June, 2014.

  
\_\_\_\_\_  
Isis Garcia-Martinez  
Council President

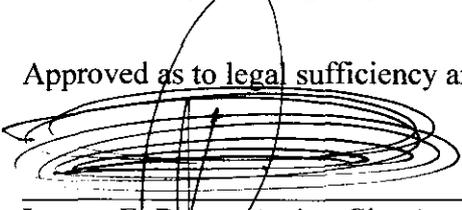
Attest:

Approved on the 11 day of June, 2014.

  
\_\_\_\_\_  
Marbelys Fatjo, Acting City Clerk

  
\_\_\_\_\_  
Mayor Carlos Hernandez

Approved as to legal sufficiency and form:

  
\_\_\_\_\_  
Lorena E. Bravo, Acting City Attorney

Resolution was adopted by a unanimous vote with Councilmembers, Caragol, Casals-Muñoz, Cue-Fuente, Garcia-Martinez, Gonzalez, Hernandez and Lozano voting "Yes".

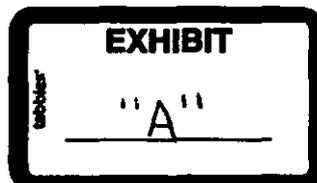
# *Hialeah Transit System*

# *HTS*



# *TITLE VI*

# *Program Plan*



Hialeah Transit System  
Title VI Program Plan

Prepared by:  
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Hialeah Transit System  
900 East 56 Street  
Hialeah, Florida 33013  
Tel: (305) 681-5757  
Webpage: [www.hialeahfl.gov](http://www.hialeahfl.gov)

Adopted by City of Hialeah Resolution No. 14- \_\_\_\_\_ (June \_\_\_\_, 2014).

# INTRODUCTION

## HTS' Commitment to Civil Rights

This update of Hialeah Transit System's Title VI Program has been prepared to ensure that the level and quality of HTS' fixed route services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to HTS' riders and City residents alike. Additionally, through this program, HTS has evaluated the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

The City of Hialeah is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the receipt of any HTS services on the basis of race, color or national origin. The contents of this plan have been prepared in accordance with the Title VI of the Civil Rights Act of 1964. The plan is intended to guide the City of Hialeah's administration and management of its transit system consistent with the protections afforded by Title VI.

"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 assistance."

---- Civil Rights Act of 1964

“Federal agencies are to examine the services they provide, identify any need for services to those with limited English proficiency, and develop and implement a system to provide those services so LEP persons can have meaningful access to them.”

----- Executive Order 13166

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), HTS has an obligation to ensure that:

- The benefits of its bus services are shared equitably throughout the service area;
- The level and quality of bus services are sufficient to provide equal access to all riders in its service area.
- No one is precluded from participating in HTS service planning and development process.
- Decisions regarding service changes are made without regard to race, color or national origin.
- Any adverse environment or health burdens resulting from development benefitting a community as a whole should not disproportionately impact the community's minority population.

# GENERAL REQUIREMENTS

## Notice to the Public

To make HTS riders aware of its commitment to Title VI compliance, and of their right to file a civil rights complaint, HTS has prepared the following statement, in both English and Spanish, on decals inside the buses and on its website: [WWW.HIALEAHFL.GOV](http://WWW.HIALEAHFL.GOV).



### Your Civil Rights

HTS operates its service 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 prohibited under Title VI may file a complaint with HTS. For more information on HTS' civil rights program and procedures to file a complaint, please contact the City of Hialeah Transit Office by email to [transitcomments@hialeahfl.gov](mailto:transitcomments@hialeahfl.gov) or call the office at 305-681-5757 and request assistance.

## Discrimination Complaint Procedures

HTS has established a process for riders to file a complaint under Title VI. Any person who believes that they have been discriminated against on the basis of race, color, or national origin by HTS may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form (appendix A) available on the City's website [WWW.HIALEAHFL.GOV](http://WWW.HIALEAHFL.GOV). Download the form, provide all the information requested, sign, date and print it. Mail the completed form to:

Hialeah Transit System  
Title VI Complaint Coordinator– Jorge de la Nuez  
900 East 56 Street  
Hialeah, Florida 33013

You may access a computer with internet service at any of the City of Hialeah's public libraries during normal hours of operation. You may also contact the City of Hialeah Transit Office by email at [transitcomments@hialeahfl.gov](mailto:transitcomments@hialeahfl.gov) or by telephone at (305) 681-5757 and request that a complaint form be mailed to you.

**Note:** The City of Hialeah encourages all complainants to send complaint forms via certified mail through the US Postal Service, to ensure that all written correspondence can be easily tracked.

## The Complaint Procedure

The following procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by HTS, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

HTS investigates complaints received within six months or 180 days of the occurrence of the incident complained of. HTS will process all complaints submitted that provide, at a minimum, the information requested on the complaint form pursuant to the procedures described in this plan. Every effort will be made to obtain early resolution of complaints at the lowest administrative level possible.

Once the complaint is received, HTS will send a written acknowledgment to the complainant and begin its investigation of the claim or claims made. (Appendix B) HTS will also notify Allison Aristide, Complaint Manager, at Miami-Dade Transit (MDT) Office of Civil Rights and Labor Relations ([Allison@miamidade.gov](mailto:Allison@miamidade.gov)) (786-469-5473) of the complaint received and under investigation.

HTS will make every effort to investigate and respond to complaints within 60 days from the date HTS receives the complaint. If more information is needed to clarify or resolve the claim, HTS will contact

the complainant in writing at the address provided on the complaint form. The complainant has fifteen days from the date of the letter requesting clarification or additional information to respond to HTS. If the information or clarification is not received by HTS within fifteen days, HTS can administratively close the case. HTS will notify the complainant in writing of its decision to close the case based on the complainant's failure to provide the information requested. A case can also be administratively closed if the complainant no longer wishes to pursue their claim.

After the complaint is investigated and reviewed, one of two response letters will be written and addressed to the complainant: a closure letter (Appendix C) or a Letter of Finding (LOF) (Appendix D). A closure letter summarizes the claim(s), results from the investigation conducted by HTS and concludes that there was no Title VI violation. As a result the case will be closed.

A LOF summarizes the claim(s), the results of the investigations conducted by HTS finds that the complaint is substantiated and explains what action or measures HTS will take to correct the conduct complained of. An example of corrective action HTS can take includes training or administrative discipline of staff.

If the complainant wishes to appeal the decision to close a case which in HTS's opinion is unsubstantiated, they can do so within ten (10) days from the date the complainant receives written notification of the decision made by HTS. All appeals from the decision made by HTS must be heard by the Council for the City of Hialeah. Requests for an appeals hearing before City Council must be in writing and addressed to:

City of Hialeah, Florida  
Office of the City Clerk  
501 Palm Avenue, 3<sup>rd</sup> Floor  
Hialeah, Florida 33010

The appeals hearing will be schedule at the next regular meeting of the Council.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590  
Title VI Complaint Form

## **Recordkeeping**

HTS maintains a list of all complaints received alleging discrimination. This list is maintained and stored electronically. HTS also maintains all other records created or received when investigating discrimination complaints or lawsuits, including but not limited to, correspondence to and from the complainant and witness statements. If you would like to copy or inspect any record related to a discrimination complaint, lawsuit of investigation, you may make a request as follows:

By email, telephone or mail directly to HTS at:

Hialeah Transit System  
Title VI Complaint Coordinator – Jorge de la Nuez  
900 East 56 Street  
Hialeah, Florida 33013  
T: (305) 681-5757  
E: [Transitcomments@hialeahfl.gov](mailto:Transitcomments@hialeahfl.gov)

Or by email, telephone or mail to:

City of Hialeah, Florida  
Office of the City Clerk – Records Custodian  
501 Palm Avenue, 3<sup>rd</sup> floor  
Hialeah, Florida 33010  
T: (305) 883-5820  
E: [cityclerk@hialeahfl.gov](mailto:cityclerk@hialeahfl.gov)



## List of TITLE VI Investigations, Lawsuits and Complaints

Type (Investigation, Lawsuit or Complaint	Date of Complaint (Month/Day/Year)	Summary of Complaint (include basis of Complaint; race, color or national origin)	Status of Complaint	Action(s) Taken

# HTS PUBLIC PARTICIPATION PLAN

## Key Principles

The city of Hialeah recognizes the right to and encourages the public to participate in the process of governance. Any changes to HTS services that significantly impact users require City Council approval. The Council for the City of Hialeah has two regularly scheduled meetings every month. It meets every second and fourth Tuesday of each month (except for a recess in July) at 7:00 p.m. in Council Chambers on the 3<sup>rd</sup> floor of City Hall. The matters that will be heard during each meeting are contained in an agenda which is in the lobby at City Hall and online in the City's webpage ([www.hialeahfl.gov](http://www.hialeahfl.gov)). The residents may review the agenda and participate in the meeting. The agenda is regularly posted in the lobby and on the website by Friday afternoon the week prior to the meeting. In addition to the regular method of notice for all City business considered by Council, notice of any proposed changes to HTS services that require City Council approval will be posted on the inside of the buses in English and Spanish.

HTS' Public Participation Plan (PPP) accomplishes two goals:

- Potentially affected community members will have notice of and an opportunity to express any concerns they may have regarding the issue at hand.
- The concerns of the participants involved will be considered in the decision-making process.

HTS wants to also encourage involvement in the decision-making process by minority and Limited English Proficient (LEP) populations.

### Limited English Proficient (LEP)

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

HTS will use its Public Participation Plan to consider fare changes, modifications to routes and schedules under the following circumstances:

- A fare increase or significant change in the method of fare payment is being considered;
- A new route is established;
- An existing route is proposed to be eliminated;

- The complete discontinuance of service on any line or group of lines on any given day when service is currently offered;
- Any system-wide change in service hours that exceeds 10% of current total service hours;
- Re-routing of any given route or routes that affects more than 25% of the riders using the affected route(s).

## HTS' Public Participation Process

### Outreach Efforts – Alerting Riders

HTS' PPP maintains the traditional elements to the outreach program such as seat-drop flyers, driver issued surveys, and by posters and notices on the buses. While there may be minor variations in the outreach process from time -to-time, the outline below provides the general steps for engaging riders in the decision-making process using a fare change as an example.

Illustration:

1. A fare change proposal is developed internally or as a result of public comment.
2. If required, approval from the City Council is sought to proceed to a public comment hearing.
3. Public meetings (City Council) are posted at City Hall in the lobby board and posted online in the city's webpage ([www.hialeahfl.gov](http://www.hialeahfl.gov)).
4. Bilingual (English & Spanish) notice is posted in the buses to encourage public participation.

## EXAMPLE OF FARE INCREASE NOTICE PLACED INSIDE BUS:

The City of Hialeah will increase its base fare from \$2 to \$2.25 each way starting January 1, 2014.

The fare increase is only the City of Hialeah's 3rd in the last 11 years.

In response to recent changes made by the Federal Transit Administration (FTA) on Title VI Requirements and Guidelines for FTA Recipients (FTA C4702.18), the City of Hialeah is looking for citizens to provide input on a pending fare increase and its impact on fixed-route services. The public can submit comments on the fare increase through December 24, 2013, by e-mailing the City of Hialeah at [TRANSITCOMMENTS@hialeahfl.gov](mailto:TRANSITCOMMENTS@hialeahfl.gov). Comments can also be submitted in writing at Hialeah Transit System, 900 East 56 Street, Hialeah, Florida 33013 or by fax at 305-687-2666 Attn: Transit.

La Ciudad de Hialeah incrementara la tarifa de autobuses de \$2.00 a \$2.25 empezando Enero 1, 2014.

Este incremento de tarifa ha sido la tercera en los últimos once años.

La respuesta a los cambios recientes por la FTA en TITLE VI Requeridos y con una norma a seguir por los beneficiarios del FTA (FTA c4702.18), la Ciudad de Hialeah esta buscando comentarios de los usuarios de autobuses al incremento pendiente en las tarifas de autobuses. Los comentarios seran aceptados hasta el dia 24 de Diciembre 2013, por email al [TRANSITCOMMENTS@HIALEAHFL.GOV](mailto:TRANSITCOMMENTS@HIALEAHFL.GOV) o por carta al 900 East 56 Street, Hialeah, FL 33013 o por fax 305-687-2666 atencion: Transit.

## LANGUAGE ASSISTANCE PLAN

### Improving Access for People with Limited English Proficiency

In order to ensure meaningful access to programs and activities, HTS uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps HTS to determine if it communicates effectively with LEP persons and engages adequately and timely in language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by HTS;
2. The frequency with which LEP persons come into contact with HTS services;
3. The nature and importance of HTS' services in people's lives; and
4. The resources available to HTS for LEP outreach, as well as costs associated with that outreach.

## Factor 1 – Number of LEP Persons on Service Region

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter HTS service, their literacy skills in English and their native language, the location of their community and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, HTS evaluated the level of English literacy, the degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census Bureau “Quick Facts” web page data from 2012. (Appendix E)

### City of Hialeah Overview

HTS serves 21.45 square miles of area in the City of Hialeah. The City of Hialeah is home to a very large Spanish speaking population 94.7% (219,648). Of the total population (231,941), 93.1% residents report speaking English less than very well. There are no pockets of area in the city that where a population predominantly speaks another language other than English or Spanish. All documents are created in English and then translated to Spanish.

## Factor 2 – Frequency of LEP Use

Circumstances under which HTS riders of the LEP population come into contact with HTS services include fixed route buses and calls to customer service to request information. It is important for HTS to ensure that the following points of contact are covered in English and Spanish:

- The use of the bus service;
- Communication with HTS customer service staff;
- Bus pass sales;
- Printed outreach materials (for example: informational brochures);
- Web-based materials;
- Meetings – City Council meetings;
- Service related posters (for example: notices inside buses);

The ability to communicate with LEP users is so important that it is worded in the Request for Proposal (page 17) that the Dispatch personnel be bilingual.

To better understand the frequency with which LEP riders come into contact with HTS services, HTS conducted internal surveys of customer service staff and fix route drivers. (See Table 1 below.) The

survey tool was used to determine what language skills the current staff had and the number of encounters with riders they had where language had been a barrier.

The objective of this survey was to find out (albeit indirectly) the needs of HTS customers who are not able to communicate in English. The fourth question in the survey asked if they can communicate in any other language besides English, and if so, to identify what other language.

The results of the survey indicated that all staff could speak Spanish and English.

The next question on the survey asked how often the employee have to speak a language other than English.

The result: SPANISH

NEVER  
RARELY  
SOMETIMES  
ALL THE TIME - 100%

The information obtained through this survey reveals that all HTS staff and drivers (100%) speak Spanish and that riders speaking Spanish are the most frequently encountered LEP population.

Table 1.

# EMPLOYEE SURVEY

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

<b>1. Name of Company you work for?</b>
<b>2. What is your Job Title?</b>
<b>3. What is your Job Description?</b>
<b>4. Can you communicate in any other language than English and if so what is the other language or languages?</b>
<b>5. How often in your shift or shifts in a workday do you have to speak another language other than English, please circle below:</b>  <b>Never                  Rarely                  Sometimes                  All the time</b>

**Consulting Directly with the LEP Population**

In addition to the census data and the employee survey, HTS informally surveyed users calling customer service and riding buses during a two day period asking them the following questions; (See Table 2 below.)

- What languages are spoken at home?
- Is language a barrier to accessing HTS service?
- Is language a barrier to accessing HTS materials?
- Is language a barrier to access HTS customer service?
- Why do you use HTS bus service?

**Table 2.**

Rider Survey / Inquesta de Pasajero	
Are you a rider?/Usted es un pasajero?	Yes/si _____ No _____
Name/Nombre: _____	Date/Fecha: _____
Languages spoken at home?/Idioma hablado en la casa? _____	
Is language a barrier to accessing HTS services?/ El idioma es una barrera para acceder lo servicios de autobus?	Yes/si _____ No _____
Is language a barrier to accessing HTS materials?/ El idioma es una barrera para acceder materias de servicio?	Yes/si _____ No _____
Is language a barrier to accessing HTS customer service?/ El idioma es una barrera para acceder ayuda por telefono?	Yes/si _____ No _____
Reasons for using HTS bus service?/ Razon por usar servicio de autobus de Hialeah?	
Work/Trabajo __ School/Escuela __ Doctor __ Shopping/Compras __ Enjoyment/Paseo __	

When asked what language was spoken at home, eighty-four percent (84%) reported speaking Spanish.

When asked if language was a barrier to accessing HTS buses, all (100% of respondents) reported that language was not a barrier.

When asked if language was a barrier to accessing HTS materials (brochures), all (100% of respondents) reported that language was not a barrier.

When asked if language was a barrier to accessing HTS customer service (telephone), (100% of respondents) reported that language was not a barrier.

### Factor 3 – The Importance of HTS Services in the Lives of Riders

Access to the services provided by HTS's fixed route is critical to the many people in the area. Many depend on HTS' fixed route services for access to jobs and for access to essential community services. Because of the essential nature of the services, there is a need to ensure that language is not a barrier to access.

In the passenger survey (above), many of them responded to using the buses for multiple reasons. The percentages calculated are based on the number of each individual reason given for using the bus by the total number of respondents;

- 96% reported depending on the service for work related transportation;
- 41% reported using the service for school;
- 75% reported using the service to reach health care providers;
- 58% reported using the service for shopping – all essential trip purposes.

### Factor 4 – Resources and Costs for LEP Outreach

HTS is committed to providing resources to improve access to its services to LEP persons. Today, bilingual information (English/Spanish) is distributed in several different manners including through:

- Managing a bilingual website;
- Distributing bilingual informational materials (brochures);
- Providing live bilingual translators at meetings (City Council meetings);
- Providing bilingual customer service staff;
- Providing bilingual on-board signage;
- Employing bilingual drivers

# SERVICE STANDARDS and POLICIES

## Vehicle Capacity

### Vehicle Headway (Frequency)

Vehicle headway is the amount of time between two buses traveling in the same direction on a route. HTS buses are scheduled with a frequency of 35 minutes. The system operates two routes, five buses on the Flamingo route and four buses on the Marlin route. The operating hours are from 6:00 a.m. to 7:30 p.m. Monday thru Friday and 9:00 a.m. to 3:30 p.m. Saturdays and Holidays.

### Vehicle Load

The City of Hialeah's transit System currently consist of two bi-directional fixed routes (Flamingo and Marlin). The Flamingo Route is approximately 25 miles round trip and is serviced by five buses. The Marlin Route is approximately 29 miles round trip and is serviced by four buses. The City of Hialeah has contracted the services to MV Transportation, Inc to operate the Hialeah Transit System (HTS). HTS consist of thirteen buses.

- 8 – 2011 El Dorado EZ Rider II (diesel) low floor
- 2 – 2009 NABI LF (diesel) low floor
- 1 – 2007 Bluebird LF (diesel) low floor
- 2 – 2002 Bluebird (diesel)

All buses are ADA compliant and are equipped with bike racks for two bikes. They all have the capacity of carrying two wheelchair passengers.

## Service Policies

All Vehicles are equipped with the following:

- Air Conditioned interior
- Wheelchair accessibility
- Wheelchair designated seating
- Front loading Bike racks

## CONTACT

For additional information on the HTS Title VI Plan please contact:

Jorge de la Nuez - Title VI Plan Administrator  
Hialeah Transit System  
900 East 56 Street  
Hialeah, Florida 33013  
Tel: (305) 681-5757  
Email: [jdelanuez@hialeahfl.gov](mailto:jdelanuez@hialeahfl.gov)

# Appendix A

## *Complaint Form*



**Hialeah Transit System  
Title VI Non-Discrimination Program  
Complaint of Discrimination**

Complainant (s) Name: <i>Nombre(s) de(los) Reclamante(s):</i>		Complainant(s) Address: <i>Direccion de(los) Reclamante(s):</i>	
Complainant (s) Phone Number: <i>Numero de telefono de(los) Reclamante (s):</i>			
Complainant's Representative's Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc); <i>Nombre del representante del Reclamante, direccion, telefono y relacion (por ejemplo amigo, abogado, padres, etc);</i>			
Name and Address of Agency, Institution, or Department Whom You Allege Discriminated Against You; <i>Nombre y Direccion de la agencia, institucion o departamento que usted alega discrimino en su contra;</i>			
Names of the individual(s) Whom You Allege Discriminated Against You (if known); <i>Nombre(s) de(los) individuo(s) que usted alega discriminaron en su contra (si lo sabe);</i>			
I believe the discrimination I experienced was based on: (check all that apply): <i>Creo que la discriminacion que yo experimete fue basado en (marquee todos los que apliquen):</i>	<input type="radio"/> Race <i>Raza</i> <input type="radio"/> Color <i>Color</i> <input type="radio"/> National Origin <i>Origen Nacional</i>	Date of Alleged Discrimination: <i>Fecha de la Supuesta discriminacion:</i>	

**Mail to: *Envie por correo a:*** Hialeah Transit System (HTS), 900 East 56 Street, Hialeah, Florida 33013 Attn: Jorge de la Nuez  
 This form may also be faxed to: *Este formulario tambien se puede enviar por fax a:* **305-687-2666** Attn: Jorge de la Nuez  
 A complaint must be filed no later than 180 days after the date of the alleged discrimination.  
 Toda queja tiene que ser reportada dentro de los 180 dias siguientes al incidente de alegada discriminacion.



**Hialeah Transit System  
Title VI Non-Discrimination Program  
Complaint of Discrimination**

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

*Por favor enumere el(los) nombre(s) y telefono(s) de cualquier persona, si sabe, que el Sistema de Transportes de Hialeah podria contactar para obtener informacion adicional para respaldar o aclarar lo que usted alega.*

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.

*Por favor explique lo mas claramente posible como, por que, cuando y donde cree usted que discriminaron en su contra. Incluya la mayor cantidad de informacion de segundo plano posible acerca de los supuestos actos de discriminacion. Puede agregar paginas adicionales si es necesario.*

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

*Firma de(los) Reclamante(s) o de los representates de (los) Reclamante(s):*

Date of Signature:

*Fecha :*

# Appendix B

*Sample Letter Acknowledging Receipt of Complaint*

City letter head

Date

Complainant's Name  
Complainant's Address

Dear (Mr/Ms):

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

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An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please contact me at 305-681-5757.

Sincerely,

Jorge de la Nuez  
City of Hialeah – Transit  
900 East 56 Street  
Hialeah, Florida 33013

# Appendix C

*Sample Letter Notifying Complainant that the complaint is  
Substantiated*

City letter head

Date

Complainant's Name  
Complainant's Address

Dear (Mr/Ms):

The matter reference in your letter dated \_\_\_\_\_ against the Hialeah Transit System alleging a Title VI violation has been investigated.

The violation of the Title VI of the Civil Rights Act of 1964 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,

Jorge de la Nuez  
City of Hialeah – Transit  
900 East 56 Street  
Hialeah, Florida 33013

# Appendix D

*Sample Letter Notifying Complainant that the Complaint is Not Substantiated*

City letter head

Date

Complainant's Name  
Complainant's Address

Dear (Mr/Ms):

The matter referenced in your complaint dated \_\_\_\_\_ against the Hialeah Transit System alleging  
\_\_\_\_\_  
\_\_\_\_\_ has been investigated.

The results of the investigation did not validate that there was any violation of the Title VI of the Civil Rights Act of 1964. As you know, Title VI prohibits discrimination based on race, color or national origin in any program receiving federal financial assistance.

The city's attorney has reviewed and analyzed the materials and facts pertaining to your case for evidence that a violation to any of the civil rights laws as occurred. There was no evidence found to substantiate your complaint and we are closing this matter in our files.

You have the right to appeal within ten days of receipt of this final written decision. You must make your request to appeal this decision in writing to Ms. Marbelys Fatjo, City Clerk; City of Hialeah – Office of the City Clerk; 501 Palm Avenue 3<sup>rd</sup> Floor; Hialeah, Florida 33010. The City Clerk will contact you to schedule your appearance before the City Council at the next regularly scheduled meeting. Alternatively, you can file a complaint directly with the FTA Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Thank you for taking the time to contact us. If we can be of further assistance please contact us.

Sincerely,

Jorge de la Nuez  
City of Hialeah – Transit  
900 East 56 Street  
Hialeah, Florida 33013

# Appendix E

## *Census Data*

**Hialeah (city), Florida**

## People QuickFacts

	Hialeah	Florida
Population, 2012 estimate	231,941	19,320,749
Population, 2010 (April 1) estimates base	224,667	18,802,690
Population, percent change, April 1, 2010 to July 1, 2012	3.2%	2.8%
Population, 2010	224,669	18,801,310
Persons under 5 years, percent, 2010	5.0%	5.7%
Persons under 18 years, percent, 2010	19.1%	21.3%
Persons 65 years and over, percent, 2010	19.1%	17.3%
Female persons, percent, 2010	51.7%	51.1%

White alone, percent, 2010 (a)	92.6%	75.0%
Black or African American alone, percent, 2010 (a)	2.7%	16.0%
American Indian and Alaska Native alone, percent, 2010 (a)	0.1%	0.4%
Asian alone, percent, 2010 (a)	0.4%	2.4%
Native Hawaiian and Other Pacific Islander alone, percent, 2010 (a)	Z	0.1%
Two or More Races, percent, 2010	1.6%	2.5%
Hispanic or Latino, percent, 2010 (b)	94.7%	22.5%
White alone, not Hispanic or Latino, percent, 2010	4.2%	57.9%

Living in same house 1 year & over, percent, 2008-2012	92.9%	83.7%
Foreign born persons, percent, 2008-2012	73.0%	19.3%
Language other than English spoken at home, pct age 5+, 2008-2012	93.1%	27.3%
High school graduate or higher, percent of persons age 25+, 2008-2012	69.2%	85.8%
Bachelor's degree or higher, percent of persons age 25+, 2008-2012	13.4%	26.2%
Veterans, 2008-2012	2,448	1,606,758
Mean travel time to work (minutes), workers age 16+, 2008-2012	24.3	25.8
Housing units, 2010	74,067	8,989,580
Homeownership rate, 2008-2012	51.4%	68.1%
Housing units in multi-unit structures, percent, 2008-2012	47.8%	30.1%
Median value of owner-occupied housing units, 2008-2012	\$175,100	\$170,800
Households, 2008-2012	71,351	7,147,013
Persons per household, 2008-2012	3.15	2.58
Per capita money income in past 12 months (2012 dollars), 2008-2012	\$14,678	\$26,451
Median household income, 2008-2012	\$30,883	\$47,309
Persons below poverty level, percent, 2008-2012	22.6%	15.6%

## Business QuickFacts

	Hialeah	Florida
Total number of firms, 2007	44,336	2,009,589
Black-owned firms, percent, 2007	S	9.0%
American Indian- and Alaska Native-owned firms, percent, 2007	S	0.5%
Asian-owned firms, percent, 2007	1.3%	3.2%
Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007	F	0.1%
Hispanic-owned firms, percent, 2007	81.4%	22.4%
Women-owned firms, percent, 2007	26.3%	28.9%

Manufacturers' shipments, 2007 (\$1000)	917,002	104,832,907
Merchant wholesaler sales, 2007 (\$1000)	1,438,117	221,641,518
Retail sales, 2007 (\$1000)	2,449,708	262,341,127
Retail sales per capita, 2007	\$11,338	\$14,353
Accommodation and food services sales, 2007 (\$1000)	232,152	41,922,059

Geography QuickFacts	Hialeah	Florida
Land area in square miles, 2010	21.45	53,624.76
Persons per square mile, 2010	10,474.1	350.6
FIPS Code	30000	12
	Miami-Dade County	

Counties

(a) Includes persons reporting only one race.

(b) Hispanics may be of any race, so also are included in applicable race categories.

FN: Footnote on this item for this area in place of data

NA: Not available

D: Suppressed to avoid disclosure of confidential information

X: Not applicable

S: Suppressed; does not meet publication standards

Z: Value greater than zero but less than half unit of measure shown

F: Fewer than 100 firms

Source: US Census Bureau State & County QuickFacts