

RESOLUTION NO. 14-86

**A RESOLUTION OF THE MAYOR AND THE CITY COUNCIL
OF THE CITY OF DORAL, FLORIDA, ADOPTING THE TITLE
VI PROGRAM PLAN FOR THE CITY OF DORAL TROLLEY
SERVICE; PROVIDING FOR IMPLEMENTATION; AND
PROVIDING FOR AN EFFECTIVE DATE**

WHEREAS, the City of Doral (the “City”), through Miami-Dade Transit (MDT), was a sub-recipient of the American Recovery and Reinvestment Plan (“ARRA”) Economic Stimulus Grant funding from the Federal Transit Administration (“FTA”); and

WHEREAS, ten (10) bus shelters were constructed in the City via ARRA funds; and

WHEREAS, FTA requires that sub-recipients have a Title VI plan which complies with the federal requirements outlined in FTA C 4702.1B; and

WHEREAS, the Public Works Department has prepared and proposed the attached “Title VI Program Plan for the City of Doral Trolley Service,” which complies with the federal requirements outlined in FTA C 4702.1B and has been reviewed by the Miami-Dade Transit Office of Civil Rights and Labor Relations and the Department with no comments; and

WHEREAS, the Mayor and City Council desire to comply with the requirements of Federal Law and otherwise find that adoption of the Title VI Program Plan for the Trolley Service is in the best interest of the City.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND CITY COUNCIL OF THE CITY OF DORAL, FLORIDA, AS FOLLOWS:

Section 1. Recitals. The above recitals are adopted, confirmed, and incorporated herein and made a part hereof by this reference.

Section 2. Approval. The Title VI Program Plan for the City of Doral Trolley Service, attached hereto as Exhibit “A” and incorporated and made a part hereof by this reference, is approved.

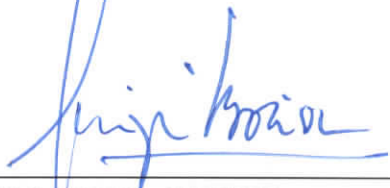
Section 3. Implementation. The City Manager is hereby authorized to take such actions as may be necessary to implement the provisions of this Resolution and of the Title VI Program Plan for the City of Doral Trolley Service.

Section 4. Effective Date. This Resolution shall take effect immediately upon adoption.

The foregoing resolution was offered by Councilmember Ruiz who moved its adoption.
The motion was seconded by Councilmember Rodriguez and upon being put to a vote,
the vote was as follows:

Mayor Luigi Boria	Yes
Vice Mayor Christi Fraga	Yes
Councilwoman Ana Maria Rodriguez	Yes
Councilwoman Bettina Rodriguez Aguilera	Yes
Councilwoman Sandra Ruiz	Yes

PASSED and ADOPTED this 11 day of June, 2014



LUIGI BORIA, MAYOR

ATTEST:



BARBARA HERRERA, CITY CLERK

APPROVED AS TO FORM AND LEGAL SUFFICIENCY
FOR THE USE AND RELIANCE OF THE CITY OF DORAL ONLY:



WEISS, SEROTA, HELFMAN, PASTORIZA
COLE AND BONISKE
CITY ATTORNEY

EXHIBIT “A”



Title VI Program Plan For the City of Doral Trolley Service

May 2014



**City of Doral
Public Works Department
8401 NW 53rd Terrace, 2nd Floor
Doral, FL 33166**

Table of Contents

I. Trolley Service Overview	1
II. The City’s Policy	1
III. Title VI Notice to the Public	2
IV. Title VI Complaint Procedure and Complaint Form	2
V. Website Location of Title VI Notice, Procedure and Form	2
VI. List of Investigations, Complaints or Lawsuits	3
VII. Notice to Contractor of Trolley System	3
VIII. Limited English Proficiency (LEP) Analysis	4
IX. Public Participation Plan	4
X. Service Standards	5
XI. Service Policies	7
Appendix A – Doral Trolley System Route Map	
Appendix B – Notice of Rights Under Title VI of the Civil Rights Act of 1964	
Appendix C – Title VI Complaint Procedure	
Appendix D – Title VI Complaint Form	
Appendix E - City log of Transportation-related Title VI Investigations, Complaints and Lawsuits	
Appendix F – American Community Survey 2008-2012	
Appendix G – Passenger Pocket Guide	



I. Trolley Service Overview

The City of Doral provides a free trolley service and operates three (3) fixed local circular routes within the City. Route 1, the crosstown circulator, connects the northwestern residential areas with the southern commercial areas of the City. Route 2, the commercial-Metrorail connector, connects the City's central and eastern commercial areas to the Palmetto Metrorail station located outside the City limits. Route 3, the residential-Metrorail connector, provides a connection between the northwestern residential area and the Palmetto Metrorail station located outside the City limits. A map depicting all three (3) routes is provided in *Appendix A*.

II. The City's Policy

The City of Doral is committed to a policy of non-discrimination in the operation of its trolley service. It is the City's policy that no person be excluded from participation in, or denied benefits of, the City's trolley service on the basis of race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 ("Title VI").

The City has appointed a Title VI Coordinator to assist and provide information to individuals who have questions about the City's policy or who make a complaint under the City's Title VI Complaint Procedure:

Andrew Davis, Trolley Manager
City of Doral
Trolley System's Administrative Office
8401 NW 53rd Terrace, 2nd Floor
Doral, FL 33166
Telephone: (305) 593-6740
Fax: (305) 593-6617
Email: andrew.davis@cityofdoral.com
Trolley System Email: doraltrolley@cityofdoral.com



III. Title VI Notice to the Public

The City has adopted a "Notice of Rights Under Title VI of the Civil Rights Act of 1964" in connection with its trolley service. The notice is posted on the City's website in English and Spanish. The notice contains a telephone number for individuals to contact in the event that he/she needs information in another language. A copy of the notice is attached as *Appendix B*.

In addition to the website, the notice is posted in each trolley. An individual may also request a copy of the notice from the City's Title VI Coordinator.

IV. Title VI Complaint Procedure and Complaint Form

If an individual believes he or she has been discriminated against on the basis of race, color or national origin in connection with the City's trolley service, the individual may file a complaint by completing and submitting a Title VI Complaint Form to the City's Title VI Coordinator. Any complaint will be handled in accordance with the City's Title VI Complaint Procedure.

The Complaint Procedure and Complaint Form contain a telephone number for an individual to contact in the event that he/she needs the information in another language. A copy of the Complaint Procedure is attached as *Appendix C*, and a copy of the Complaint Form is attached as *Appendix D*.

The Complaint Procedure and Complaint Form are available on the City's website and upon request from the City's Title VI Coordinator. The Complaint Form is a .pdf file that can be printed and submitted via email, fax, mail, or in person to the Trolley Administrative Office.

V. Website Location of Title VI Notice, Procedure and Form

An individual may locate information about the City's Non-Discrimination policy, Title VI Notice, Complaint Procedure, and Complaint Form for the trolley service on the City's website (www.cityofdoral.com) in one of several ways:

- By clicking the Doral Trolley logo entitled "Trolley Information" at the bottom of the City's home page.
- By selecting "Departments" on the left hand side of the home page under "City Links" and then selecting "Public Works" and "Doral Trolley".



- By selecting the link for "Visitors" on the home page and then selecting "Doral Trolley" at the left hand side of the page.
- By selecting the link for "Visitors" on the home page and then selecting "Doral Trolley" at the bottom of the page.

A user is linked to the same information regardless of which of the above options is used.

VI. List of Investigations, Complaints or Lawsuits

The City of Doral maintains a log of transportation-related Title VI investigations, complaints, and lawsuits. A copy of the log (as of March 31, 2014) is attached in *Appendix E*. The City Attorney's Office shall be responsible for investigating and completing the log for any future complaints received by the Title VI Coordinator and for any future formal administrative charges or lawsuits under Title VI.

VII. Notice to Contractor of Trolley System

The City of Doral has a Trolley Operations and Maintenance Agreement with a contractor, Limousines of South Florida, Inc. (LSF Shuttle). The contractor employs the trolley drivers, dispatchers, one supervisor, and mechanics. The contractor is responsible for the management of the conduct and performance of these employees.

Pursuant to the Operations Agreement, the contractor and its employees are required to comply with the City's policies regarding conduct, including policies prohibiting discrimination. The City has provided the contractor with a copy of the City's "Notice of Rights Under Title VI of the Civil Rights Act of 1964", which is posted inside the trolleys which are operated by the contractor's employees, and with copies of the Title VI Complaint Procedure, and Title VI Complaint Form. The City has: (i) request that the contractor acknowledge its obligation and the obligation of its employees to comply with the City's policy prohibiting discrimination on the basis of race, color or national origin in connection with the trolley service; and (ii) request that the contractor instruct its employees (i.e., the trolley drivers, dispatchers and one supervisor) to refer any trolley passenger who makes a complaint about race, color or national origin discrimination to the City's "Notice of Rights Under Title VI of the Civil Rights Act of 1964" (published in English and Spanish), which is posted inside every City of Doral trolley.



VIII. Limited English Proficiency (LEP) Analysis

The City of Doral is located in Miami-Dade County, Florida. According to the 2008-2012 American Community Survey (conducted by the U.S. Census Bureau), the City's estimated total population was 45,233 residents, of which 34,473 people (estimated 76.2%) self-identified as Hispanic or Latino.

The principal languages among the City's residents are English and Spanish. According to the 2008-2012 American Community Survey, 11.1% of City residents reported speaking only English and 78.3% of the City residents are reported as being able to speak Spanish. The majority of the City's Spanish-speaking residents are bilingual with 64.7% reporting that they speak English "very well". Only 35.3% of the Spanish-speaking residents reported speaking English less than "very well". Of the remaining City residents, 7.3% reported speaking another Indo-European language (other than Spanish), 2.6% reported speaking an Asian or Pacific Island language, and 0.7% reported "other language." Copies of the survey results referenced in this section are attached in *Appendix F*.

The City's uses several methods to communicate with its residents (whether about the trolley service or other City issues). The City's communication tools are the City's website, Doral TV, local community newspapers, social media accounts (Facebook & Twitter), and the City of Doral Digest (quarterly newsletter). Residents may watch Doral TV from their home (with a Comcast cable subscription) or via the City's website.

The Trolley Administrative Office has employees who are bilingual and are fluent in Spanish. These employees are able to assist any Spanish-speaking residents who call or email the office with questions or who request information concerning the trolley service. For passengers on the trolleys, all of the trolley drivers currently provided by the contractor, Limousines of South Florida, Inc., speak Spanish and the City's "Notice of Rights Under Title VI of the Civil Rights Act of 1964" (printed in English and Spanish) is posted in each trolley.

To the extent that a Spanish-speaking resident is disabled and needs assistance in connection with the City's trolley service, that individual can request a reasonable modification in accordance with the City's Disability Non-Discrimination Policy. The policy is available on the City's website in English and Spanish and upon request from the City's ADA Coordinator.

IX. Public Participation Plan

The City of Doral seeks to engage the public in its planning and decision-making processes for the City's trolley service. Members of the public may make a presentation or statement about the trolley service during the "Public Hearing" portion of any City Council meeting regardless of whether the Commission is considering a trolley-related item during that meeting. The agenda for City Commission meetings are published three (3) business days in advance of the meeting on the City's website, and notices of



resolutions or ordinances being considered by the City Commission are published in a newspaper of general circulation ten (10) days in advance of a meeting. The newspapers used by the City are the Daily Business Review and the Miami Herald/El Nuevo Herald (for budget and election notices). If any individual wishes to speak during the Public Hearing portion of a Commission meeting, but does not speak English fluently, he or she may contact the City Clerk's Office at least three (3) days in advance to request a translator.

Every year the City of Doral conducts opinion surveys on the Doral Trolley System. For the past 3 years, the survey has been conducted by MP2Planning, LLC. on behalf of the City. These surveys are conducted to gauge the needs, perception, and origin/designation of the system with its passengers. Through this survey, questions are asked about the quality of the service, its stops and the drivers. The study included the following public outreach efforts:

- About 400 on-board surveys of trolley passengers (conducted in English and Spanish).
- Surveys of all three routes.

The City has published a brochure about the trolley service that contains a map of the trolley route. The brochure is available to passengers on all trolleys. The brochure is currently available in English (see *Appendix G*).

X. Service Standards

A. Vehicle Load

The City currently has eight (8) trolleys. All of the trolleys are wheelchair accessible and have secure space for two (2) wheelchairs. Below is a table indicating the amount of passenger load each vehicle in the Doral Trolley System may be able to accommodate.



Trolley	Year	Make	Sitting Capacity	Standing Capacity	Passenger Total Capacity
DT01	2009	Freightliner Supreme	26	10	36
DT03	2010	Freightliner Supreme	26	10	36
DT04	2011	Freightliner Supreme	30	10	40
DT05	2011	Freightliner Supreme	34	10	44
DT06	2013	Ford F-Super Duty	26	10	36
DT07	2014	Freightliner Hometown	30	10	40
DT08	2014	Freightliner Hometown	30	10	40
DT09	2014	Freightliner Hometown	30	10	40

B. Service Availability, Vehicle Headway and On-Time Performance

Service Availability

The City's trolley service has 3 routes. As mentioned in part I, Route 1 is a crosstown service connecting the residential northwestern area of the City with the southern commercial areas. This route is approximately 21.4 miles in length and operates from 5:58 AM till 9:20 PM on weekdays, 7:00 AM till 6:54 PM on Saturdays. This route services most of the schools, parks, shopping plazas, and malls located within the City. This route also provides connections to most of the Miami-Dade Transit routes which run throughout the City. The Miami-Dade Transit routes which service the City are: Route 7, 36 A & B, 71, 87, 132 and 238.

Route 2, the commercial-Metrorail connector, is about 15.4 miles in length and operates from 6:00 AM till 7:42 PM on weekdays with no weekend service. This route provides service to the Palmetto Metrorail Station, the Doral Government Center, the Miami-Dade College West Campus, the Miami Herald, and U.S. Southern Command; as well as all the commercial plazas and hotels located on Doral Boulevard (NW 36th/41st Street).

Route 3, the residential-Metrorail connector, is about 14.7 miles in length and operates from 7:00 AM till 8:12 PM on weekdays, 7:00 AM till 7:11 PM on Saturdays. This route also provides service to the Palmetto Metrorail Station, and the residential areas and shopping plazas located on Doral Boulevard (NW 36th/41st Street), NW 107th Avenue, and NW 114th Avenue.



Vehicle Headway

Route 1 provides 40 minute headways during weekday off-peak hours and 20 minute headways during weekday peak hours (7:00 AM – 9:30 AM & 2:15 PM till 7:10 PM). On Saturdays, Route 1 provides 60 minute headways. The City is currently evaluating the possibility of expanding Saturday service by adding another trolley to the route in order to reduce the headways on Saturdays to 30 minutes.

Route 2 provides 60 minute headways throughout the weekday. In the upcoming fiscal year, the City is planning to provide an additional trolley into service to reduce headways to be 30 minutes.

Route 3 also provides 60 minute headways throughout the weekdays and Saturdays. The City has recently purchased three (3) trolleys, one of which will be placed into service on this route in order to reduce the headways on Route 3 to be 30 minutes on weekdays.

On-Time Performance

Currently, the City does not evaluate on-time performance but is interested in implementing the performance measure in the near future.

XI. Service Policies

A. Transit Amenities

All trolleys are equipped with the following:

- Air conditioned interior
- Bench seating
- Wheelchair accessible seating and lifts
- Non-skid surfaces at entrance and exit areas
- Bicycle racks for up to 2 bicycles (currently on 3 trolleys with future plans to retrofit all trolleys)
- Passenger Trolley Tracker System
- Safety & Security Cameras

The City provides a sign at every trolley stop with the corresponding trolley stop number. The City of Doral provides its riders an Interactive Voice Response (IVR) service that provides riders with an estimated trolley arrival time. Riders dial (305) 593-6710 and enter the trolley stop number located on the Doral Trolley stop sign. Additionally, the City provides a Trolley Tracker which visually provides the specific real-time location of the trolleys via the City's website and on the City's smartphone application. Additionally, the top 40 City trolley stops provide signage advising of the trolley service's days, hours of



operation, and a detailed route map. Amenities such as stop benches and stop shelters are also provided throughout the City.

B. Vehicle Assignment

The City has a total of eight (8) trolleys, however three (3) of these trolleys were delivered to the City at the end of April 2014 and the City is preparing these trolleys to place them into service. Currently the City of Doral has five (5) trolleys operating during peak service hours and four (4) trolleys operating during non-peak service hours. The City estimates that by the beginning of June 2014, all 8 trolleys will be in service. Six (6) trolleys will operate during peak service hours and five (5) trolleys will operate during non-peak service hours. The other remaining trolley will be used as a back-up in order to rotate the trolleys so that preventive maintenance and other repairs can be performed.

Appendix A – Doral Trolley System Route Map



Doral Trolley Route Map



Legend

- Route One
- Route Two
- Route Three
- Water
- City Boundary

- ★ Transfer between Route One / Route Two
- ★ Transfer between Route One / Route Three
- ★ Transfer between Route Two / Route Three
- Metrorail



**Appendix B – Notice of Rights Under Title VI of the Civil Rights Act of
1964**



ATTENTION: ALL DORAL TROLLEY PASSENGERS

Notice of Rights Under Title VI of the Civil Rights Act of 1964

The City of Doral is committed to ensuring that no person is excluded from participation in, or denied benefits of, its Doral Trolley Program on the basis of race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been subjected to discrimination under Title VI may file a written complaint with the City of Doral.

For more information on the procedure to file a complaint, contact 305-593-6740, visit the City's website: www.cityofdoral.com, or visit the Trolley System's administrative office at 8401 NW 53rd Terrace, Doral, Florida 33166.

An individual may also file a complaint directly with the Federal Transit Administration by filing a written 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 information is needed in another language, please contact 305-593-6740.
Pou enfòmasyon nan yon lòt langaj, silvouplè kontakte 305-593-6740

Protecciones bajo el Título VI de la Ley de Derechos Civiles de 1964

El municipio de la Ciudad del Doral se compromete a asegurar que ninguna persona sea excluida de participar en sus programas o actividades de tránsito, o de otra manera se le niegue los beneficios de los mismos, en base a su raza, color u origen nacional, conforme las protecciones dispuestas en el Título VI de la Ley de Derechos Civiles de 1964. Si usted cree que ha sufrido discriminación según dispone el Título VI, puede presentar una reclamación al respecto con la Ciudad del Doral.

Para mas información sobre el procedimiento para presentar su reclamación, favor comunicarse con el numero telefónico 305-593-6740, visite la pagina web de la ciudad: www.cityofdoral.com, o visite la oficina administrativa del Doral Trolebús: 8401 NW 53 Terrace, Doral Florida 33166.

La persona puede también procesar su reclamo directamente con la agencia Administrativa Federal de Tránsito por medio de un comunicado escrito a la oficina de Derechos Civiles, con atención a: Title VI Program Coordinator, East Building, 5th Floor –TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Appendix C – Title VI Complaint Procedure



Title VI of the Civil Rights Act of 1964 Complaint Procedure for Doral Trolley System

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by the City of Doral Trolley System may file a Title VI complaint by completing and submitting the City's Title VI Complaint form. The form is available on the City's website: www.cityofdoral.com.

The City investigates complaints received within ten (10) days from the date of the alleged incident. The City will only investigate complaints that are complete. The City will endeavor to complete the investigation within thirty (30) days of its receipt of the complaint, however, a longer period may be necessary based on the circumstances of the alleged incident.

The City will make a prompt investigation when a complaint indicates a possible violation of Title VI. The investigation may include interviews with the complainant and witnesses and review of the records or documents relevant to the complaint. If the investigation determines that a Title VI violation occurred, the City will take prompt corrective action to address the issue.

If more information is needed to investigate the complaint, the City may contact the complainant, who will have seven (7) days to submit the additional information. If the complainant does not submit the information, the City may close the case. The City may also close the case if the complainant no longer wishes to pursue the complaint.

After completion of the investigation, the City will issue a written notice to the complainant concerning the investigation results and the corrective action, if applicable. If the complainant wishes to appeal investigation determination, she or he has ten (10) from the date of the written notice.

A person may also file a complaint directly with the Federal Transit Administration within 180 days of the alleged incident. The complaint must be filed 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 information is needed in another language, please contact 305-593-6740.

Para recibir esta información en español, por favor llame al 305-593-6740.

Pou infòmasyon nan yon lòt langaj, silvouplè kontakte 305-593-6740

Appendix D – Title VI Complaint Form



Title VI Complaint Form for City of Doral Trolley System

Note: The City of Doral is committed to complying the Americans With Disabilities Act. If you need assistance in completing this form, please contact the City's ADA Coordinator.

PLEASE FILL OUT COMPLETELY.

Section I:		
Name:		
Address:		
Telephone (Home):	(Work):	(Cell):
Email address:		
Section II:		
Are you filing this complaint on your own behalf?	Yes*	No
<i>*If you answered "Yes" to this question, go to Section III.</i>		
If you answered "No" to this question, please supply the name and relationship of the person for whom you are complaining: _____		
Please explain why you have filed for a third party: _____		
Please confirm that you have obtained the permission of the aggrieved party, if you are filing on behalf of a third party.	Yes	No
Section III:		
I believe the discrimination I experienced was based on (check all that apply): ☐ Race ☐ Color ☐ National Origin		
Date of alleged discrimination (month, day, year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. (If more space is needed, please use the back of this form or attach additional sheet(s)).		

**Appendix E - City log of Transportation-related Title VI Investigations,
Complaints and Lawsuits**

City of Doral
Title VI Complaint Monitoring

Complaint

[illegible]

City of Doral
Title VI Investigation Monitoring

Investigations

[illegible]

City of Doral
Title VI Lawsuit Monitoring

Lawsuits

[illegible]

Appendix F – American Community Survey 2008-2012



S1601

LANGUAGE SPOKEN AT HOME

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	Doral city, Florida				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	40,349	+/-543	70.2%	+/-2.2	29.8%
Speak only English	11.1%	+/-1.7	(X)	(X)	(X)
Speak a language other than English	88.9%	+/-1.7	66.4%	+/-2.3	33.6%
Spanish or Spanish Creole	78.3%	+/-2.6	64.7%	+/-2.6	35.3%
Other Indo-European languages	7.3%	+/-2.0	87.2%	+/-5.4	12.8%
Asian and Pacific Island languages	2.6%	+/-1.1	63.9%	+/-16.0	36.1%
Other languages	0.7%	+/-0.6	50.9%	+/-16.3	49.1%
SPEAK A LANGUAGE OTHER THAN ENGLISH					
Spanish or Spanish Creole	31,612	+/-1,079	64.7%	+/-2.6	35.3%
5-17 years	6,913	+/-676	89.4%	+/-3.1	10.6%
18-64 years	22,890	+/-1,008	59.6%	+/-2.8	40.4%
65 years and over	1,809	+/-461	35.4%	+/-12.3	64.6%
Other Indo-European languages	2,931	+/-797	87.2%	+/-5.4	12.8%
5-17 years	717	+/-308	98.2%	+/-2.4	1.8%
18-64 years	2,131	+/-543	85.7%	+/-6.2	14.3%
65 years and over	83	+/-71	31.3%	+/-20.9	68.7%
Asian and Pacific Island languages	1,031	+/-429	63.9%	+/-16.0	36.1%
5-17 years	91	+/-60	47.3%	+/-28.2	52.7%
18-64 years	844	+/-364	66.5%	+/-15.6	33.5%
65 years and over	96	+/-101	57.3%	+/-56.7	42.7%
Other languages	293	+/-225	50.9%	+/-16.3	49.1%
5-17 years	30	+/-49	100.0%	+/-61.9	0.0%
18-64 years	247	+/-233	48.2%	+/-15.9	51.8%
65 years and over	16	+/-27	0.0%	+/-84.8	100.0%
CITIZENS 18 YEARS AND OVER					
All citizens 18 years and over	17,057	+/-1,004	77.9%	+/-2.7	22.1%
Speak only English	17.3%	+/-2.9	(X)	(X)	(X)
Speak a language other than English	82.7%	+/-2.9	73.2%	+/-3.1	26.8%
Spanish or Spanish Creole	75.9%	+/-3.2	72.5%	+/-3.1	27.5%
Other languages	6.8%	+/-2.4	81.7%	+/-8.9	18.3%

Subject	Doral city, Florida				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
PERCENT IMPUTED					
Language status	1.4%	(X)	(X)	(X)	(X)
Language status (speak a language other than English)	1.3%	(X)	(X)	(X)	(X)
Ability to speak English	1.6%	(X)	(X)	(X)	(X)

Subject	Doral city, Florida
	Percent of specified language speakers
	Speak English less than "very well"
	Margin of Error
Population 5 years and over	+/-2.2
Speak only English	(X)
Speak a language other than English	+/-2.3
Spanish or Spanish Creole	+/-2.6
Other Indo-European languages	+/-5.4
Asian and Pacific Island languages	+/-16.0
Other languages	+/-16.3
SPEAK A LANGUAGE OTHER THAN ENGLISH	
Spanish or Spanish Creole	+/-2.6
5-17 years	+/-3.1
18-64 years	+/-2.8
65 years and over	+/-12.3
Other Indo-European languages	+/-5.4
5-17 years	+/-2.4
18-64 years	+/-6.2
65 years and over	+/-20.9
Asian and Pacific Island languages	+/-16.0
5-17 years	+/-28.2
18-64 years	+/-15.6
65 years and over	+/-56.7
Other languages	+/-16.3
5-17 years	+/-61.9
18-64 years	+/-15.9
65 years and over	+/-84.8
CITIZENS 18 YEARS AND OVER	
All citizens 18 years and over	+/-2.7
Speak only English	(X)
Speak a language other than English	+/-3.1
Spanish or Spanish Creole	+/-3.1
Other languages	+/-8.9
PERCENT IMPUTED	
Language status	(X)
Language status (speak a language other than English)	(X)
Ability to speak English	(X)

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.

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.

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.

ARIZONA
NEW MEXICO

OKLAHOMA

ARKANSAS

TENNESSEE

NORTH CAROLINA

SOUTH CAROLINA

DP05

ACS DEMOGRAPHIC AND HOUSING ESTIMATES

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	Doral city, Florida			
	Estimate	Margin of Error	Percent	Percent Margin of Error
SEX AND AGE				
Total population	45,233	+/-36	45,233	(X)
Male	21,941	+/-672	48.5%	+/-1.5
Female	23,292	+/-669	51.5%	+/-1.5
Under 5 years	4,884	+/-543	10.8%	+/-1.2
5 to 9 years	3,348	+/-385	7.4%	+/-0.9
10 to 14 years	3,327	+/-430	7.4%	+/-1.0
15 to 19 years	3,542	+/-517	7.8%	+/-1.1
20 to 24 years	1,947	+/-353	4.3%	+/-0.8
25 to 34 years	6,840	+/-671	15.1%	+/-1.5
35 to 44 years	9,268	+/-602	20.5%	+/-1.3
45 to 54 years	6,325	+/-596	14.0%	+/-1.3
55 to 59 years	1,790	+/-310	4.0%	+/-0.7
60 to 64 years	1,652	+/-352	3.7%	+/-0.8
65 to 74 years	1,429	+/-384	3.2%	+/-0.8
75 to 84 years	723	+/-229	1.6%	+/-0.5
85 years and over	158	+/-86	0.3%	+/-0.2
Median age (years)	33.6	+/-0.7	(X)	(X)
18 years and over	31,422	+/-700	69.5%	+/-1.5
21 years and over	29,599	+/-732	65.4%	+/-1.6
62 years and over	3,155	+/-465	7.0%	+/-1.0
65 years and over	2,310	+/-425	5.1%	+/-0.9
18 years and over	31,422	+/-700	31,422	(X)
Male	14,747	+/-523	46.9%	+/-1.3
Female	16,675	+/-555	53.1%	+/-1.3
65 years and over	2,310	+/-425	2,310	(X)
Male	1,087	+/-242	47.1%	+/-5.7
Female	1,223	+/-258	52.9%	+/-5.7
RACE				
Total population	45,233	+/-36	45,233	(X)

Subject	Doral city, Florida			
	Estimate	Margin of Error	Percent	Percent Margin of Error
One race	44,572	+/-375	98.5%	+/-0.8
Two or more races	661	+/-372	1.5%	+/-0.8
One race	44,572	+/-375	98.5%	+/-0.8
White	40,153	+/-1,136	88.8%	+/-2.5
Black or African American	1,066	+/-486	2.4%	+/-1.1
American Indian and Alaska Native	140	+/-122	0.3%	+/-0.3
Cherokee tribal grouping	0	+/-29	0.0%	+/-0.1
Chippewa tribal grouping	0	+/-29	0.0%	+/-0.1
Navajo tribal grouping	0	+/-29	0.0%	+/-0.1
Sioux tribal grouping	0	+/-29	0.0%	+/-0.1
Asian	2,586	+/-864	5.7%	+/-1.9
Asian Indian	1,082	+/-600	2.4%	+/-1.3
Chinese	957	+/-681	2.1%	+/-1.5
Filipino	61	+/-82	0.1%	+/-0.2
Japanese	205	+/-165	0.5%	+/-0.4
Korean	160	+/-164	0.4%	+/-0.4
Vietnamese	0	+/-29	0.0%	+/-0.1
Other Asian	121	+/-191	0.3%	+/-0.4
Native Hawaiian and Other Pacific Islander	0	+/-29	0.0%	+/-0.1
Native Hawaiian	0	+/-29	0.0%	+/-0.1
Guamanian or Chamorro	0	+/-29	0.0%	+/-0.1
Samoa	0	+/-29	0.0%	+/-0.1
Other Pacific Islander	0	+/-29	0.0%	+/-0.1
Some other race	627	+/-282	1.4%	+/-0.6
Two or more races	661	+/-372	1.5%	+/-0.8
White and Black or African American	86	+/-76	0.2%	+/-0.2
White and American Indian and Alaska Native	56	+/-66	0.1%	+/-0.1
White and Asian	250	+/-343	0.6%	+/-0.8
Black or African American and American Indian and Alaska Native	0	+/-29	0.0%	+/-0.1
Race alone or in combination with one or more other races				
Total population	45,233	+/-36	45,233	(X)
White	40,728	+/-1,122	90.0%	+/-2.5
Black or African American	1,234	+/-515	2.7%	+/-1.1
American Indian and Alaska Native	251	+/-154	0.6%	+/-0.3
Asian	2,871	+/-873	6.3%	+/-1.9
Native Hawaiian and Other Pacific Islander	0	+/-29	0.0%	+/-0.1
Some other race	853	+/-338	1.9%	+/-0.7
HISPANIC OR LATINO AND RACE				
Total population	45,233	+/-36	45,233	(X)
Hispanic or Latino (of any race)	34,473	+/-1,235	76.2%	+/-2.7
Mexican	944	+/-335	2.1%	+/-0.7
Puerto Rican	2,802	+/-700	6.2%	+/-1.5
Cuban	4,591	+/-777	10.1%	+/-1.7
Other Hispanic or Latino	26,136	+/-1,379	57.8%	+/-3.0
Not Hispanic or Latino	10,760	+/-1,234	23.8%	+/-2.7
White alone	6,982	+/-1,061	15.4%	+/-2.3
Black or African American alone	775	+/-439	1.7%	+/-1.0
American Indian and Alaska Native alone	38	+/-65	0.1%	+/-0.1
Asian alone	2,523	+/-857	5.6%	+/-1.9
Native Hawaiian and Other Pacific Islander alone	0	+/-29	0.0%	+/-0.1
Some other race alone	115	+/-133	0.3%	+/-0.3
Two or more races	327	+/-353	0.7%	+/-0.8
Two races including Some other race	20	+/-25	0.0%	+/-0.1
Two races excluding Some other race, and Three or more races	307	+/-349	0.7%	+/-0.8

Subject	Doral city, Florida			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Total housing units	16,768	+/-542	(X)	(X)

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.

The ACS questions on Hispanic origin and race were revised in 2008 to make them consistent with the Census 2010 question wording. Any changes in estimates for 2008 and beyond may be due to demographic changes, as well as factors including questionnaire changes, differences in ACS population controls, and methodological differences in the population estimates, and therefore should be used with caution. For a summary of questionnaire changes see http://www.census.gov/acs/www/methodology/questionnaire_changes/. For more information about changes in the estimates see <http://www.census.gov/population/hispanic/files/acs08researchnote.pdf>.

For more information on understanding race and Hispanic origin data, please see the Census 2010 Brief entitled, Overview of Race and Hispanic Origin: 2010, issued March 2011. (pdf format)

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 G – Passenger Pocket Guide



For all the right reasons...
If you have any comments, suggestions or concerns about our trolley services please call 305-593-6740 or email us at DoralTrolley@CityofDoral.com.

City of Doral
Government Center
8400 N.W. 11th Avenue
Doral, FL 33166
305-590-0841 (305-593-6725)
www.CityofDoral.com

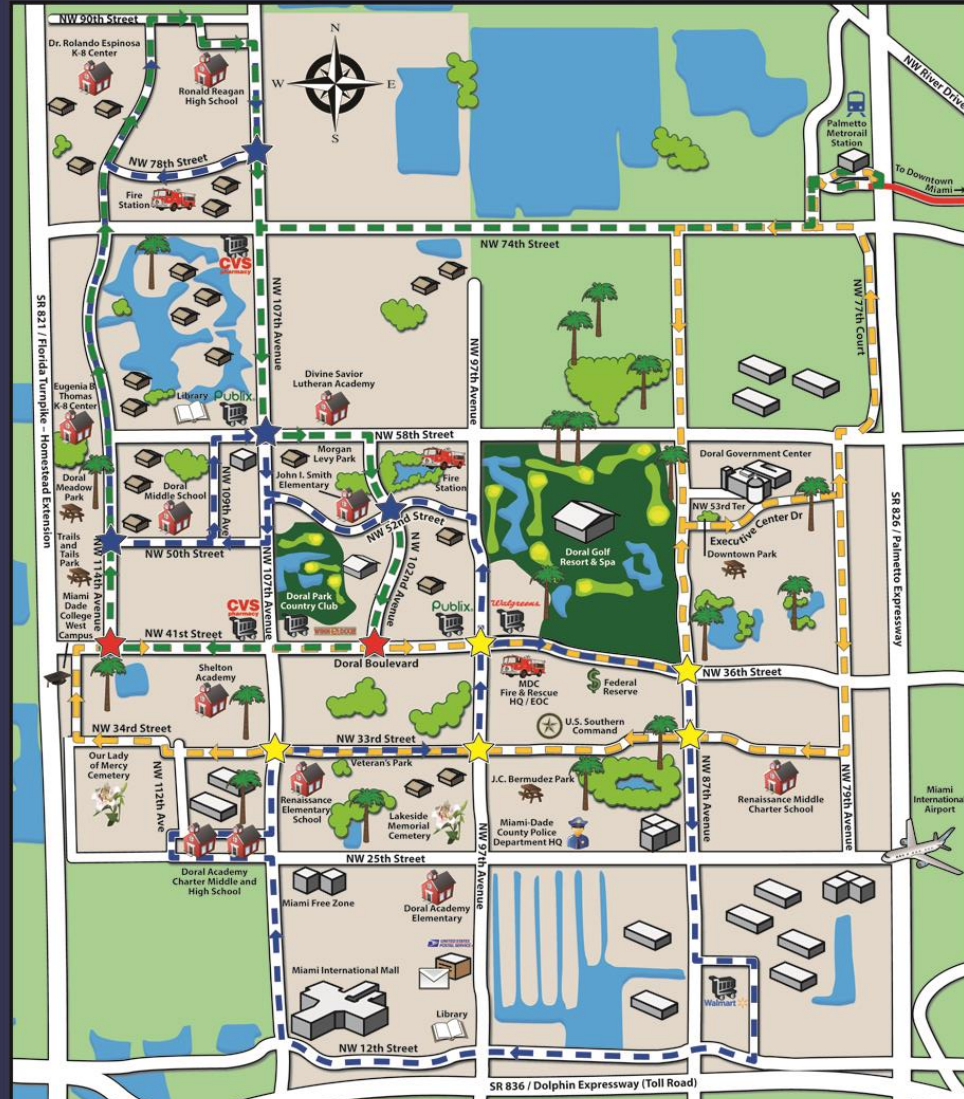
Luis Boria
Mayor
Christ Fraga
Vice Mayor
Ana Maria Rodriguez
Councilwoman
Bertina Rodriguez Anguera
Councilwoman
Sandra Ruiz
Councilwoman

Useful Miami-Dade Transit
(MDT) Numbers
MDT Trip Planning &
Customer Service
305-891-3131
MDT Transit Safety Hotline
311

Doral Trolley...
For all the right reasons!



Revised: March 2013
www.CityofDoral.com • 305-593-6740
Connect with us on [Facebook](#) [Twitter](#)



Doral Trolley Route Map

Legend

- Route One
- Route Two
- Route Three
- Water
- City Boundary

★ Transfer between Route One / Route Two
★ Transfer between Route One / Route Three
★ Transfer between Route Two / Route Three
Metrorail

For more information please scan the QR code below with a smartphone.



Live Trolley Tracking

Do you want to know how far away the next trolley is? Dial 305-593-6740, enter the STOP NUMBER located on the trolley stop sign, and you will be informed approximately when the Doral Trolley will arrive at your stop.

Do you want to know where the trolley is? Visit www.CityofDoral.com, under quick links, click on Doral Trolley Tracker and track the Doral trolley in real time.

Do you need more information? For detailed schedules, maps and additional information visit the Doral Trolley page under Public Works at www.CityofDoral.com



Doral Transit System (DTS)

Rider's Guide and DTS Rules

It is our policy to provide the safest, most efficient, top quality service to all passengers. DTS meets Americans with Disabilities Act (ADA) requirements and complies with Title VI of the Civil Rights Act of 1964. Please adhere to the following DTS guidelines for passenger conduct:

- No Smoking
- Eating and drinking are not allowed on trolleys.
- Service animals are the only animals allowed.
- No weapons, hazardous materials or controlled substances.
- Passengers may only use audio devices with head phones; keep volume low.
- Luggage is limited to small bags or packages that each passenger can carry by him/herself.
- Proper attire is required: shirts, shoes, etc. Bathing suits (except board shorts) must be covered.
- Do not approach a moving trolley.
- DTS stop signs are blue; the route(s) served are listed below each sign.
- Scheduled times are approximate, depending on traffic, weather and other possible unforeseen conditions.
- Plan to be at your trolley stop five minutes before the scheduled arrival time.
- All trolleys are ADA/wheelchair accessible.
- Ask the driver for help to board the trolley if you need it; helping passengers is part of the driver's duty.
- Priority seating (near the front door of the trolley) should be given to seniors and handicapped riders.
- Do not leave your seat until the trolley is fully stopped.
- If available, use the pull cord to signal your stop one block in advance. If one is not available, alert the driver vocally at least one block in advance.
- DTS is not responsible for articles left on the trolley.
- If you find something on a trolley, give it to the driver. If you lost something, contact the Lost & Found Department at 305-593-6740, Monday – Friday, 8:00am to 4:30pm

ROUTE ONE - WEEKDAYS

Northbound				Southbound			
Stop #1007	Stop #1018	Stop #1029	Stop #1040	Stop #1052	Stop #1065	Stop #1077	
NW 107th Ave @ NW 14th St (NW 1st Mall)	NW 77th Ave @ NW 41st St	NW 114th Ave @ NW 55th St (EST K-6)	NW 88th St @ NW 109th Ave (RHW)	NW 114th Ave @ NW 55th St (EST K-6)	NW 77th Ave @ NW 41st St	NW 84th Ave @ NW 12th St	
-	-	6:00		6:08	6:22	6:35	
-	-	7:00		7:09	7:23	7:36	
6:45	6:59	7:13	7:21	7:31	7:44	7:58	
7:07	7:22	7:35	7:44	7:53	8:07	8:20	
7:46	8:01	8:14	8:23	8:32	8:46	8:59	
8:08	8:22	8:35	8:44	8:54	9:07	9:20	
8:30	8:44	8:58	9:06	9:16	9:29	9:43	
9:09	9:24	9:37	9:46	9:55	10:09	10:25	
9:53	10:07	10:20	10:29	10:39	10:52	11:10	
10:35	10:50	11:03	11:12	11:21	11:35	11:48	
11:20	11:35	11:48	11:57	12:06	12:20	12:33	
11:58	12:12p	12:26p	12:34p	12:44p	12:57p	1:10p	
12:43p	12:57p	1:10p	1:19p	1:28p	1:42p	1:55p	
-	-	-	-	-	-	2:15p	
1:20p	1:35p	1:48p	1:57p	2:06p	2:20p	2:35p	
2:05p	2:20p	2:33p	2:42p	2:51p	3:05p	3:20p	
2:25p	2:39p	2:52p	3:01p	3:11p	3:24p	3:37p	
2:45p	3:00p	3:13p	3:22p	3:31p	3:45p	3:58p	
3:30p	3:45p	3:58p	4:07p	4:16p	4:30p	4:43p	
3:47p	4:02p	4:15p	4:24p	4:33p	4:47p	5:00p	
4:08p	4:22p	4:36p	4:44p	4:54p	5:07p	5:21p	
4:53p	5:07p	5:21p	5:29p	5:39p	5:52p	6:06p	
5:10p	5:25p	5:38p	5:47p	5:56p	6:10p	6:23p	
5:31p	5:45p	5:58p	6:07p	6:17p	6:30p	6:50p	
6:16p	6:30p	6:43p	6:52p	7:02p	7:15p	7:35p	
7:00p	-	-	-	-	-	-	
7:45p	8:00p	8:13p	8:22p	8:31p	8:45p	8:58p	
9:08p	-	-	-	-	-	-	

Route One operates from 6am to 9:20pm on weekdays. Peak service times are in **Bold**. All times are approximate.

ROUTE ONE - SATURDAY

Northbound				Southbound			
Stop #1007	Stop #1018	Stop #1029	Stop #1040	Stop #1052	Stop #1065	Stop #1077	
NW 107th Ave @ NW 14th St (NW 1st Mall)	NW 77th Ave @ NW 41st St	NW 114th Ave @ NW 55th St (EST K-6)	NW 88th St @ NW 109th Ave (RHW)	NW 114th Ave @ NW 55th St (EST K-6)	NW 77th Ave @ NW 41st St	NW 84th Ave @ NW 12th St	
-	-	-	7:00	7:06	7:17	7:28	
7:36	7:48	7:59	8:06	8:12	8:22	8:34	
8:42	8:54	9:04	9:11	9:18	9:28	9:39	
9:48	10:00	10:10	10:17	10:24	10:34	11:15	
11:23	11:35	11:46	11:53	11:59	12:09p	12:21p	
12:29p	12:41p	12:51p	12:58p	1:04p	1:15p	1:26p	
1:34p	1:46p	1:57p	2:04p	2:10p	2:20p	2:32p	
2:40p	2:52p	3:02p	3:09p	3:16p	3:26p	4:05p	
4:13p	4:25p	4:36p	4:43p	4:49p	4:59p	5:11p	
5:19p	5:31p	5:41p	5:48p	5:55p	6:05p	6:16p	
6:25p	6:37p	6:47p	-	-	-	-	

Route One operates from 7am to 6:54pm on Saturdays. All times are approximate.

ROUTE TWO - WEEKDAYS

Southbound			Northbound		
Stop #2001	Stop #2011	Stop #2017	Stop #2027	Stop #2034	Stop #2038
Palmetto Station	NW 79th Ave @ NW 36th St	NW 23rd St @ NW 6th Ave	NW 115th Ave @ NW 39th St (MDC West)	NW 41st St @ NW 77th Ave	NW 87th Ave @ NW 41st St
-	6:00	6:05	6:16	6:26	6:31
7:16	7:32	7:37	7:48	7:58	8:03
8:23	8:39	8:44	8:55	9:05	9:10
9:30	9:46	9:51	10:02	10:12	10:16
10:37	10:53	10:58	11:09	11:19	11:23
11:44	12:00p	12:05p	12:16p	12:26p	12:30p
1:16p	1:31p	1:36p	1:47p	1:57p	2:02p
2:22p	2:38p	2:43p	2:54p	3:04p	3:09p
3:29p	3:45p	3:50p	4:01p	4:11p	4:16p
4:36p	4:52p	4:57p	5:08p	5:18p	5:22p
5:38p	5:54p	5:59p	6:10p	6:20p	6:24p
6:40p	6:56p	7:01p	7:12p	7:22p	7:26p
7:42p	-	-	-	-	-

Route Two operates from 6am to 7:42pm on weekdays. All times are approximate.

ROUTE THREE - WEEKDAYS/SATURDAYS

Southbound			Northbound		
Stop #3001	Stop #3004	Stop #3009	Stop #3017	Stop #3022	Stop #3030
Palmetto Station	NW 107th Ave @ NW 74th St	NW 102nd Ave @ NW 52nd St (M Levy Pk)	NW 114th Ave @ NW 41st St	NW 114th Ave @ NW 55th St (E Thru K-6)	NW 12th St @ NW 107th Ave
7:05	7:17	7:23	7:33	7:37	7:44
8:06	8:18	8:24	8:34	8:38	8:45
9:07	9:19	9:25	9:35	9:39	9:46
10:08	10:20	10:26	10:36	10:40	10:47
11:09	11:21	11:27	11:37	11:41	11:48
12:10p	12:22p	12:28p	12:38p	12:42p	12:48p
1:11p	1:22p	1:29p	1:39p	1:43p	1:49p
2:12p	2:23p	2:30p	2:40p	2:44p	2:50p
3:13p	3:24p	3:31p	3:41p	3:45p	3:51p
4:14p	4:25p	4:32p	4:42p	4:46p	4:52p
5:15p	5:26p	5:33p	5:43p	5:47p	5:53p
6:16p	6:27p	6:34p	6:44p	6:48p	6:54p
7:17p	7:28p	7:35p	7:45p	7:49p	7:55p

Route Three operates on weekdays from 7:05am to 8:12pm, and on Saturdays from 7:05am to 7:11pm. All times are approximate.

