



OPA-LOCKA TRANSIT SYSTEM

(OTS)

TITLE VI PROGRAM PLAN

Contents

| | |
|---|----------|
| 1. INTRODUCTION..... | 1 |
| 1.1. OTS' COMMITMENT TO CIVIL RIGHTS..... | 1 |
| 2. GENERAL REQUIREMENTS | 1 |
| 2.1. NOTICE TO THE PUBLIC..... | 1 |
| 3. DISCRIMINATION COMPLAINT PROCEDURES | 2 |
| 4. OTS PUBLIC PARTICIPATION PLAN | 5 |
| 4.1. KEY PRINCIPLES | 5 |
| 4.2. OTS' PUBLIC PARTICIPATION PROCESS | 5 |
| 5. LANGUAGE ASSITANCE PLAN..... | 6 |
| 5.1. FACTOR 1 – NUMBER OF LEP PERSONS ON SERVICE REGION..... | 7 |
| 5.2. FACTOR 2 – FREQUENCY OF LEP USE | 7 |
| 5.3. FACTOR 3 – THE IMPORTANCE OF OTS SERVICE TO PEOPLE'S LIVES | 7 |
| 5.4. FACTOR 4 – RESOURCES AND COSTS FOR LEP OUTREACH | 8 |
| 6. DECISION MAKING BODIES | 8 |
| 7. SERVICE STANDARDS AND POLICIES..... | 8 |
| EXHIBIT - 1 | 10 |
| APPENDIX - A..... | 11 |
| APPENDIX - B..... | 14 |
| APPENDIX - C..... | 15 |
| APPENDIX - D..... | 16 |
| APPENDIX – E | 18 |

1. INTRODUCTION

1.1. OTS' COMMITMENT TO CIVIL RIGHTS

This update of Opa-locka Transit System's Title VI Program has been prepared to ensure that the level and quality of OTS' fixed route services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to OTS' riders and residents alike. Additionally, through this program, OTS has examined 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 the English language.

While it is a matter of principle that OTS is committed to ensuring that no person is excluded from participation in or denied the benefits of subject to discrimination in the receipt of any of OTS' services based on race, color or national origin, the contents of this program have been prepared in accordance with the Section of Title VI of the 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), the Highway Transportation System (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 OTS service planning and development process.
- Decisions regarding service changes are made without regard to race, color or national origin and that development benefitting a community as a whole not be unjustifiably done through the disproportionate allocation of its adverse environmental and health burdens on the community's minority population.

2. GENERAL REQUIREMENTS

2.1. NOTICE TO THE PUBLIC

To make OTS' riders aware of its commitment to Title VI compliance, and of their right to file a civil right compliant, OTS has presented the following language, in both English and Spanish, on decals inside the buses and on its website, WWW.OPALOCKAFL.GOV

2.2. YOUR CIVIL RIGHTS



OTS operates The Opa-locka Express 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 under the Title VI may file a complaint with OTS. For more information on OTS' civil rights program and procedures to file a complaint, please contact transit office by email to OCarney@opalockafl.gov or call the office at 305-953-2868 and advised them that you need assistance in obtaining more information on filling out a TITLE VI Complaint form.

3. DISCRIMINATION COMPLAINT PROCEDURES

OTS has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against based on race, color, or national origin by OTS may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form (appendix A) available on our website WWW.OPALOCKAFL.GOV. Download the form, fill it out completely and print it. Mail the completed form to:

Opa-locka Transit System
Title VI Complaint – ocarney@opalockafl.gov
12950 NW 42nd Ave. Opa-locka. FL 33054

Note: The City of Opa-locka encourages all complainants to send the 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 OTS, 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.

OTS investigates complaints received no more than 30 days after the alleged incident. OTS will process complaints that are complete. Once the complaint is received, OTS will review it and the complainant will receive an acknowledgement letter (appendix B) informing them whether the complaint will be investigated by OTS. OTS will then notify the Miami-Dade Transit (MDT) Office of Civil Rights and Labor Relations Allison Aristide – Title: VI/Non-Discrimination Coordinator. Allison@miamidade.gov (305.468.5900)

Every effort will be made to obtain early resolution of complaints at the lowest possible level. OTS has up to 60 days to investigate the complaint. If more information is needed to resolve the case, OTS may contact the complainant. The complainant has fifteen days from the date of the letter to send requested information back to OTS. If the information is not received back from the complainant within the fifteen days, OTS can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the complaint is investigated and reviewed, one of two letters will be issued to the complainant, a closure letter (appendix C) or a letter of finding (LOF) (appendix D). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, she or he has ten days after the date of the letter or the LOF to do so.

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

Federal Transit Administration Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue SE
Washington, DC 20590

Title VI Complaint Form



Active Complaints or Inquiries alleging Discrimination

HTS maintains a list of all complaints alleging discrimination. This list is maintained and stored electronically. As of July 1, 2014, there are no Title VI complaints.

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 |
|---|---------------------------------------|--|------------------------|------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

4. OTS PUBLIC PARTICIPATION PLAN

4.1. KEY PRINCIPLES

Public Participation Plan (PPP) process is in place. Any changes that greatly affect the users will need City Council approval. The time and date of these meetings are posted at City Hall in the lobby and are also posted online in the city's webpage (www.opalockafl.gov). The residents may review the agenda and participate in the meeting. The postings usually occur 4 days prior to the meeting. Also, any changes that affect will also be posted on the inside of the buses in English and Spanish.

Potentially affected community members will have the appropriate opportunity to express any concerns that they may have regarding the issue at hand.

The concerns of the participants involved will be considered in the decision-making process.

Through an open public process, OTS follows a public participation plan to provide for public involvement efforts and enhance access to OTS transportation 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.

OTS will use its Public Participation Plan when considering fare changes, modifications to routes and schedules when,

- Fare increases or significant changes in the method of fare payment are being considered.
- A new route is established.
- An existing route is proposed for elimination.
- Considering the total 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.
- Routing on any given route or routes that affect more than 25% of the riders using the affected route(s).

4.2. OTS' PUBLIC PARTICIPATION PROCESS

Outreach Efforts - Alerting Riders

OTS' 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.

1. A fare change proposal is developed internally or because 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.opalockafl.gov) usually 4 days prior.
4. Bilingual (English & Spanish) public outreach is available.

Example of fare increase notice placed inside bus,

The City of Opa-locka will not increase any transit rate

There has never been a transit assessment in the City of Opa-locka other than the Miami Dade Transit Bus

In response to recent changes made by the Federal Transit Administration (FTA) on Title VI Requirements and Guidelines for FTA Recipients (FTA C4702.1B). The City of Opa-locka is looking for residents to provide input on a pending fare increase and its impact on fixed route on fixed route services. The public can submit comments on the fare increase through June 30, 2022, by emailing the City of Opa-locka at Ocarney@opalockafl.gov. Comments can also be submitted in writing to: Opa-locka Transit System at 12950 NW 42nd Avenue. Opa-locka, FL 33054

La ciudad de Opa-locka nunca ha implementado ninguna tarifa ni aumento de la misma.

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

En respuesta a los cambios recientes realizados por la FTA a los Requisitos y Guías para beneficiarios del Title VI (FTA C4702.1B), la Ciudad de Opa-locka está buscando comentarios de los usuarios de autobuses a cerca del incremento pendiente en las tarifas de autobuses. Los comentarios serán aceptados hasta el día 30 de June 2022 por correo electrónico a: ocarney@opalockafl.gov o por correo a Opa-locka Transit System al 12950 NW 42nd Avenue. Opa-locka, FL 33054

5. LANGUAGE ASSITANCE PLAN

Improving Access for People with Limited English Proficiency

To ensure meaningful access to programs and activities. OTS uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps OTS to determine if it communicates effectively with LEP persons and in forms 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 OTS.
2. The frequency with which LEP persons come into contact with OTS services.
3. The nature and importance of OTS' services in people's lives; and
4. The resources available to OTS for LEP outreach, as well as cost associated with that outreach.

5.1. 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 OTS 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.

City of Opa-locka Overview

Our transportation efforts, although not enough, currently serve the city. Opa-locka is located 10 miles north of downtown Miami, in Miami-Dade County, Florida, is 4.265 square miles and is home to 16,463 residents representing a highly vulnerable population. The target community consists of individuals and families with small children living below the poverty line, elderly in poverty, a population that is predominantly minority, with high levels of unemployment, under-educated, living in substandard housing within substandard community infrastructures, battered by seasonal storms and devastated by declared disasters, living with the daily consequences of the high crime rate, who are blighted by environmental justice concern due to their disproportionate risk of health issues stemming from exposure to contaminants from the proximity of their neighborhoods to Brownfield.

The target population needs greater opportunities for educational advancement. Approximately 21.30% of the population have not completed high school. Health disparities are often linked to school performance with a direct correlation between school attendance levels and academic success. People who do not have high school diploma or higher-level education is more propense to live in poverty or end up unemployed.

Approximately ten public schools are either located in or assigned to Opa-locka area with an attendance of over 2,700 children from pre-kindergarten to twelve grade level, who travel to and from school each day. Ninety percent (90%) of these children are eligible for free or reduced lunch which reaffirm the fact that high level of Opa-locka's population live with low income. All these schools enroll 100% minority (Black and Hispanic). Test scores in these schools falls far below the state average. (www.greatschools.org)

5.2. FACTOR 2 – FREQUENCY OF LEP USE

There are places where OTS riders of the LEP population can come into contact with OTS service such as fixed route buses and informational calls to customer service. It is important for OTS to ensure that the following points of contact are covered in English and Spanish,

- The use of the bus service.
- Communication with OTS customer service staff.
- Bus pass sales
- Printed outreach materials - ex, Brochures
- Web-based materials
- Meetings - City Council meetings
- Service-related posters - notices inside buses

5.3. FACTOR 3 – THE IMPORTANCE OF OTS SERVICE TO PEOPLE'S LIVES

Access to the services provided by OTS' fixed route is critical to the many people in the area. Many depend on OTS' fixed route services for access to jobs and for access to essential community services, shopping places, and medical appointments. Riders eligible for service under the American's with

Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of these services and the importance of these to the many residents in the area, there is a need to ensure that language is not a barrier to access.

Based on passenger surveys, many of the riders responded to using the buses for multiple reasons. The percentages given below is based on just the number of each individual reason 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 for health care.
- 58(%) reported using the service for shopping - all essential trip purposes.

5.4. FACTOR 4 – RESOURCES AND COSTS FOR LEP OUTREACH

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

- The inside of the Shuttles
- On each pickup point of route
- Will be posted on our web site in English and Spanish
- Brochures are placed in the City Hall Main Entrance

6. DECISION MAKING BODIES

Non- Elected Committees and Councils

The City of Opa-locka does not have a non-elected committee and /or council or any advisory board regarding this policy of services.

7. SERVICE STANDARDS AND POLICIES

Vehicle Capacity

Vehicle Headway (Frequency)

The shuttle buses operate on weekdays. and Saturdays between hours of 6am and 7pm except holiday(s) within the city and connect residents to the Tri Rail station as well as to MDT bus stops. The shuttle services allow residents to connect to areas of work and school outside of the city. It helps local and regional mobility significantly.

Our City Commission advised us for the north route extension along NW 151st Street from NW 27th Avenue to NW 37th Avenue. Currently NW 151st Street has shuttle bus services for the commercial area from NW 22nd Avenue to NW 27th Avenue but no services for the residential areas between NW 27th Avenue and NW 37th Avenue. The southbound shuttle bus on NW 27th Avenue makes left on NW 151st Street goes towards NW 22nd Avenue.

Request was made to extend the North bound shuttle bus can make right turn on NW 151st Street and extend services between NW 27th Avenue and NW 37th Avenue by routing through NW 37th Avenue. Sultan Avenue. Curtis Drive and then back to NW 151st Street towards 22nd Avenue as shown on the attached Exhibit - 1. This will require about 10 minutes travel time adjustment and will not require any additional bus if this time can be adjusted on the schedule. The schedule for the route on the east

side of NW 22nd Avenue can be adjusted as it serves only the commercial area. The proposed route extension will help the residential community between NW 27 Avenue and NW 37th Avenue. NW 151 Street is the city limit, and the route extension will provide services to the Miami Gardens resident on the north side and Opa-locka residents on the south side. It will enhance the shuttle services popularity and will increase the total ridership.

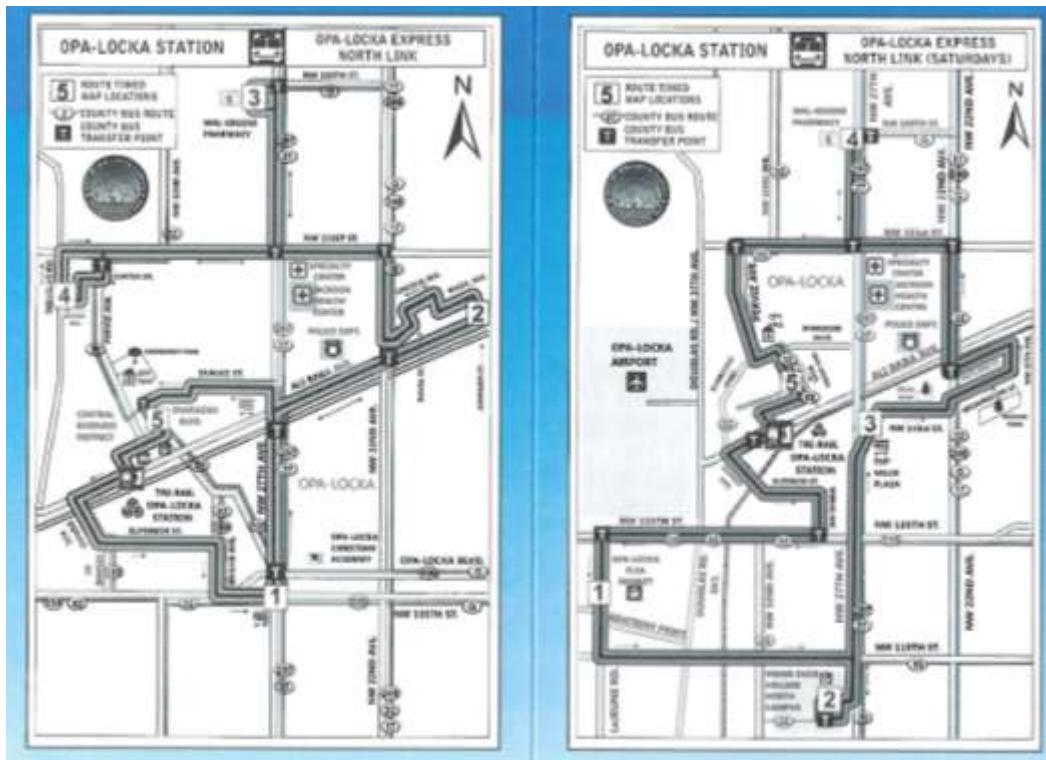
The Opa-locka Shuttle Bus shuttle is currently funded by the Citizens Independents Transportation Trust (CITT) Program and it operates on weekdays between hours of 6am and 7pm except holiday(s) within the city and connect residents to the Tri Rail station. MDT bus stops. Flea Market. Miami- Dade College, Walgreen's and other key areas. The current agreement with the Limousines of South Florida (LSF) does allow LSF to a minimum of thirteen (13) hours operation per day for 5 (five) days a week The amendment will allow LSF to extend their services for Saturday per the attached schedule and route map.

CONTACT

For additional information on the OTS Title VI Plan please contact.

Owen Carney
Opa-locka Transit System
12950 NW 42nd Ave. Opa-locka. FL 33054
Email: ocarney@opalockafl.gov

EXHIBIT - 1



Opa-locka Station Opa-locka Express North Link Shuttle Bus Schedule

| WEEKDAY AM & PM | | | | | | | | | | | | |
|---------------------|---------------------|----------------------|--------------------------------|-----------------------------|----------|---------------------------|-----------------------------|--------------------|----------------------|---------------------|---------------------|--|
| North Train Arrives | South Train Arrives | Bus Departs 1st Rail | Opa-locka Blvd. / NW 27th Ave. | Albion Avenue / Johnson St. | Wolgreen | Guitar Ave. / Douglas Rd. | Albion Avenue / Johnson St. | Downtown Opa-locka | Bus Arrives 1st Rail | North Train Departs | South Train Departs | |
| 6:49 | 6:49 | 6:50 | 1 | 2 | 3 | 4 | 5 | 6 | 6:50 | 6:50 | 6:50 | |
| * | * | * | * | * | 6:55 | 6:55 | 6:55 | 6:55 | 6:55 | 6:55 | 6:55 | |
| 6:55 | 6:55 | 6:55 | 6:55 | 6:40 | 6:45 | 6:50 | 6:55 | 7:00 | 7:00 | 7:15 | 7:30 | |
| 6:55 | 6:55 | 6:55 | 7:05 | 7:15 | 7:25 | 7:25 | 7:35 | 7:45 | 7:45 | 7:55 | 7:55 | |
| 7:05 | 7:28 | 7:45 | 7:45 | 7:55 | 8:10 | 8:15 | 8:20 | 8:25 | 8:30 | 8:30 | 8:30 | |
| 7:25/8:28 | 7:56/8:16/8:36 | 8:45 | 8:50 | 8:55 | 9:10 | 9:15 | 9:25 | 9:25 | 9:30 | 9:30 | 9:30 | |
| 8:36 | 9:36/9:36 | 9:45 | 9:50 | 9:55 | 10:10 | 10:15 | 10:25 | 10:25 | 10:30 | 10:30 | 10:45 | |
| 10:38 | 10:47 | 10:45 | 10:51 | 11:10 | 11:10 | 11:15 | 11:20 | 11:25 | 11:30 | 11:30 | 11:45 | |
| 11:36 | 11:43 | 11:45 | 11:50 | 11:55 | 12:10 | 12:15 | 12:20 | 12:25 | 12:30 | 12:30 | 12:45 | |
| 12:36 | 12:41 | 12:45 | 12:50 | 12:55 | 1:10 | 1:15 | 1:25 | 1:25 | 1:30 | 1:30 | 1:45 | |
| 1:36 | 1:41 | 1:45 | 1:50 | 1:55 | 2:05 | 2:10 | 2:15 | 2:25 | 2:30 | 2:30 | 2:45 | |
| * | * | 2:30 | 2:35 | 2:40 | 2:55 | 3:05 | 3:15 | 3:20 | 3:30 | 3:30 | 3:45 | |
| 2:36 | 2:41 | 3:00 | 3:05 | 3:10 | 3:15 | 4:00 | 4:05 | 4:15 | 4:30 | 4:45/5:05 | 4:45/5:11 | |
| 3:36/4:15 | 3:41 | 4:30 | 4:35 | 4:40 | 4:50 | 5:00 | 5:05 | 5:15 | 5:20 | 5:25/6:03 | 5:45/6:56 | |
| 4:45/5:05 | 4:43/5:11 | 5:30 | 5:35 | 5:40 | 5:55 | 6:00 | 6:05 | 6:15 | 6:20 | 6:35/7:05 | 6:45/7:06 | |
| 5:25/6:03 | 5:41/6:58 | 6:25 | 6:30 | 6:35 | 6:45 | 6:55 | 6:55 | 7:00 | 7:10 | 8:05 | 7:55 | |
| 6:05/7:03 | 6:41/7:08 | 7:10 | 7:15 | 7:20 | 7:25 | * | * | * | * | * | * | |

| SATURDAY AM & PM | | | | | | | | | | | | |
|---------------------|---------------------|----------------------|------------|--------------------|-----------------|----------|--------------------|----------------------|---------------------|---------------------|-------|--|
| North Train Arrives | South Train Arrives | Bus Departs 1st Rail | Two Market | Miami Dade College | Top Value Plaza | Wolgreen | Downtown Opa-locka | Bus Arrives 1st Rail | North Train Departs | South Train Departs | | |
| 6:23 | 6:23 | 6:25 | 1 | 2 | 3 | 4 | 5 | 6 | 6:25 | 6:25 | 6:25 | |
| 7:23 | 7:25 | 7:30 | 7:40 | 9:05 | 9:25 | 10:10 | 10:17 | 10:25 | 10:35 | 10:35 | 10:45 | |
| 9:30 | 10:25 | 10:30 | 10:45 | 10:45 | 10:55 | 11:10 | 11:17 | 11:20 | 11:30 | 11:30 | 11:35 | |
| 10:21 | 11:25 | 11:30 | 11:45 | 11:45 | 11:55 | 12:10 | 12:17 | 12:20 | 12:30 | 12:30 | 12:35 | |
| 11:23 | 12:25 | 12:30 | 12:45 | 12:45 | 12:55 | 1:10 | 1:17 | 1:20 | 1:30 | 1:30 | 1:35 | |
| 12:33 | 1:25 | 1:30 | 1:40 | 1:45 | 1:55 | 2:10 | 2:17 | 2:20 | 2:30 | 2:30 | 2:35 | |
| 1:33 | 2:25 | 2:30 | 2:40 | 2:45 | 2:55 | 3:10 | 3:17 | 3:20 | 3:30 | 3:30 | 3:35 | |
| 2:33 | 3:25 | 3:30 | 3:40 | 3:45 | 3:55 | 4:10 | 4:17 | 4:20 | 4:30 | 4:30 | 4:35 | |
| 3:33 | 4:25 | 4:30 | 4:40 | 4:45 | 4:55 | 5:10 | 5:17 | 5:20 | 5:30 | 5:30 | 5:35 | |
| 4:33 | 5:25 | 5:30 | 5:40 | 5:45 | 5:55 | 6:10 | 6:17 | 6:20 | 6:30 | 6:30 | 6:35 | |

or more information, call 1-800-TWI-RAIL (874-7245) or visit www.twi-rail.com

Community Shuttle will operate as a "Wave & Ride" of any county bus stop or at any point in a residential area along the route.

* No rail connection

APPENDIX - A

Complaint Form



Opa-locka 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>Dirección de(los) Reclamante(s),</i> |
| Complainant (s) Phone Number, <i>Número de teléfono 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. dirección, teléfono y relación (por ejemplo, amigo, abogado, padres, etc.);</i> | |
| Name and Address of Agency, Institution, or Department Whom You Allege Discriminated Against You. <i>Nombre y Dirección de la agencia, institución o departamento que usted alega discriminó 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 discriminación que yo experimente fue basado en</i> <i>(marque 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 de Nacionalidad</i> | Date of Alleged Discrimination, <i>Fecha de la Supuesta discriminación,</i> |

Mail to/Enviar por correo a:

Attn: Owen Carney
 Opa-locka Transit System
 Public Works Department
 12950 NW 42nd Avenue
 Opa-locka, FL 33054

The form can also be sent via email to Ocarney@opalockall.gov

Este formulario también se puede enviar por correo electrónico a ocarney@opalockafl.gov

A complaint must be filed no later than thirty (30) days after the date of the alleged discrimination.

La queja deberá ser reportada dentro de los treinta (30) días siguientes al incidente de alegada discriminación.



OPA-LOCKA TRANSIT SYSTEM
TITLE VI NON-DISCRIMINATION PROGRAM
COMPLAINT OF DISCRIMINATION

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

Por favor provea el(los) nombre(s) y teléfono(s) de cualquier persona, si conoce, que el Sistema de Transporte de Opa-locka podría contactar para obtener información adicional que corrobore sus alegaciones.

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 más claramente posible: cómo, por qué, cuándo y dónde cree usted que fue discriminado. Incluya la mayor cantidad de información de segundo plano posible a cerca de los supuestos actos de discriminación. Puede agregar páginas adicionales si es necesario.

Complainant(s) or Complainant(s) Representatives Signature,
Firma de(los) Reclamante(s) o de los representantes de (los) Reclamante(s),

Date of Signature,
Fecha de la Firma,

APPENDIX - B



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 questions concerning this matter, please contact me at 305-953-2868.

Attn: **Owen Carney, Coordinator**
Opa-locka Transit System
Public Works Department
12950 NW 42nd Avenue
Opa-locka, FL 33054

APPENDIX - C

LETTER NOTIFYING COMPLAINANT THAT THE COMPLAINT IS SUBSTANTIATED



Date _____

Complainant's Name _____

Complainant's Address _____

Dear (Mr. /Ms.),

The matter referenced in your letter dated _____ against the Opa-locka Transit System alleging of 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,

Owen Carney, Coordinator
Public Works Department
Opa-locka Transit System
12950 NW 42nd Avenue
Opa-locka, FL 33054

APPENDIX - D

LETTER NOTIFYING COMPLAINANT THAT THE COMPLAINT IS NOT SUBSTANTIATED



Date _____

Complainant's Name _____

Complainant's Address _____

Dear (Mr./Ms.),

The matter referenced in your complaint dated _____ against the Opa-locka 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 and/or file the complaint directly with the ITA Federal Transit Administration at

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th 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 do not hesitate to contact us.

Sincerely,

Owen Carney, Coordinator
Opa-locka Transit System
Public Works Department
12950 NW 42nd Avenue
Opa-locka FL 33054

APPENDIX – E

OPA-LOCKA HISTORY AND DEMOGRAPHICS

The City of Opa-locka is a small community, located in the northwestern area of downtown Miami Dade County, Florida. The city has an area of 4.2 square miles and its total population is 16,463 (Source 2020 Decennial census). The target community represents a highly vulnerable multi-cultural population compounded by 58.5% of Black or African American, 40.9% of Hispanic or Latino, 3.5% of White alone, not Hispanic or Latino, and 0.1% of Asian; that includes elderly and families with small children and women head of households with children living below the poverty line. Opa-locka has high levels of unemployment, under-educated citizens living in poor housing within substandard community infrastructures, battered by seasonal storms and devastated by declared disasters. The community is plagued daily with high indexes of property and violent crime rates. In 2020, the city violent crime rate in Opa-locka was higher than the national violent crime rate by 405% and the city property crime rate was higher than the national property crime rate by 214% (2020 Crime Rate Index).

Opa-locka was founded by aviation pioneer Glenn Curtiss in 1926, who developed the city with a remarkable Moorish architecture style. The Naval Air Station Miami was located in what we know today as the Miami Opa-locka Airport. After the 1926 hurricane, the city was damaged badly, but some of these Moorish style buildings survived the disaster, and today, approximately twenty of the original Moorish revival architectural buildings are listed on the National Register of Historic Places as part of the Opa-locka thematic Resource Area. In the 1980s, the population in Opa-locka transitioned from majority white to majority African American serving as a pioneer in black empowerment in northern Dade County. Back in 1943, Opa-locka hired its first black Police officer, the first Black City Commissioner, Albert Tresvant, was elected to serve for the Opa-locka community in 1972, who later became the first Black Mayor for Opa-locka. The city dedicated a mile long section of Perviz Avenue to be renamed after Barack Obama to honor the first African American President of the United States.

The city has a large general aviation airport, four parks (Sherbondy, Segal, Magnolia, and Ingram), two lakes, and a railroad station, currently known as the Tri Rail Station. The city is combined by residential, commercial, and industrial zones.

In the 1987, a nine-block part of the city repeatedly made the headlines with its abbreviated nickname, “The Triangle”. The area was so overrun with crime and cocaine that the city's public works department blocked all but one of its entrances with metallic security barriers. The area was then hot with heroin; the cocaine trade that developed in the '80s was violent and pervasive. The city removed some of the barriers from the Triangle in 2012. The neighborhood was renamed as “Magnolia North” as part of a rebranding effort to bring about the first visible change. Thanks to the funding assistance of Miami Dade County pass through General Obligation Grant (GOB) and others federal funding sources, the city started the renovations of the Historic City Hall facility, utilized Miami Dade County (MDC) Funding through Community Development Block Grant (CDBG) to demolish and rebuild Helen Miller at Segal Park Community Center and has been able to restore many other projects with the assistance of these funding sources.

Despite the potential for growth and revitalization, Opa-locka faces many challenges daily. Its drinking water, wastewater, and stormwater system is very old and damaged. Opa-locka's gravity sewer collection and distribution system experience many failures because these infrastructures are more than 50 years old, which have led to breakage and damage of the pipe segments. Opa-locka has accomplished some rehabilitations to its gravity collection system, as well as enhanced some of its pump's stations according to its financial capability and with the aid of federal, state, and local funding sources. Deep cleaning projects have been conducted to alleviate the stormwater system and new drainage systems and swale regrading have been installed in some areas in need. Although progress have been made, Opa-locka still has a long way to replace or upgrade its entire stormwater system to meet current and future level of service and finally remedy the significant flooding events that are experienced in the city, specially, in the industrial and commercial area during rainy season.

Moreover, most of the streets in Opa-locka are very damaged with huge potholes causing safety liabilities. Some due to the lack of drainage systems, others just have been deteriorated with the passing of the years, but in some other cases, the soil condition is not very stable because they were used as a landfill in the past. A clear example is a portion of NW 135th Street, Cairo Lane, and NW 127th Street. This zone is plagued with scrap metal businesses. Every year there are fire incidents on these streets where the fire fighters have struggled to access the property and maneuver the equipment to extinguish the fire due to the inconsistent pavement and the huge potholes that are frequently presence on these roads. The heavy traffic that normally frequent the industrial areas of the city also cause damages and shorten the life expectancy of these streets. Opa-locka is a small city with a high index of poverty compared to other cities nationwide; therefore, the city does not count with much revenue to afford the expensive cost to improve its entire infrastructure overnight. Some projects have been divided into different faces to make it more affordable and that way overcome some of the roadway issues. Since 2017, the city has been working in the Milling and Resurfacing Citywide Project prioritizing streets with worse condition, but which are not part of a major infrastructure improvement work plan. This project has been such an enhancement to the city image as well as an improvement to the quality of life and safety for our residents and visitors. As of 2022, five phases have been accomplished with a total of 12.5 miles of repaired streets. Another project that will enhance the image of the city of Opa-locka and will provide safety to our pedestrians is the new sidewalk installation project that the city has initiated in fiscal year 2020, of which we are already at the third phase, and at the end of this phase the city will have installed 5.5 miles of new sidewalk. So far, both projects have been executed with the assistance of the People's Transportation Tax Funding program through Miami Dade County and the Gas Tax Revenue.

| DEMOGRAPHIC INFORMATION | OPA-LOCKA | MIAMI DADE COUNTY | FLORIDA | USA |
|---------------------------------|-----------|-------------------|------------|-------------|
| POPULATION | 16,463 | 2,701,767 | 21,538,187 | 331,449,281 |
| POPULATION BORN OUTSIDE THE USA | 34.0% | 54.0% | 20.8% | 13.5% |

| | | | | |
|---|----------|----------|----------|----------|
| POVERTY RATE | 40.4% | 15.0% | 12.4% | 11.4% |
| MEDIAN HOUSEHOLD INCOME | \$22,494 | \$53,975 | \$57,703 | \$64,994 |
| PERSON UNDER FIVE | 9.0% | 5.8% | 5.3% | 6.0% |
| 65 YEARS+ POPULATION | 12.8% | 16.7% | 20.9% | 16.5% |
| HIGH SCHOOL GRADUATE OR HIGHER | 68.0% | 81.8% | 88.5% | 88.5% |
| LANGUAGE OTHER THAN ENGLISH SPOKEN AT HOME | 47.3% | 75.0% | 29.4% | 21.5% |

www.census.gov/quickfacts/fact/table/miamidadecountyflorida,us,Fl,opa-lockacityflorida