

RESOLUTION No. 25-155

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 DATED JUNE 2025; PROVIDING FOR IMPLEMENTATION; PROVIDING FOR INCORPORATION OF RECITALS; AND PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, the City of Doral, through Miami-Dade Department of Transportation and Public Works (DTPW), 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 of Doral via ARRA funds; and

WHEREAS, FTA requires that all sub-recipients have a Title VI plan which complies with the federal requirements as outlined in FTA Code Section, 4702.1B and is revised and adopted by City Council every three (3) years; and

WHEREAS, the Public Works Department (“PWD”) revised the previously adopted “Title VI Program Plan for the City of Doral Trolley Service” to account for changes from the previously approved plan (i.e., population increase, most recent demographics information, increase in service hours and routes, and trolley fleet information); and

WHEREAS, the PWD respectfully requests that the Mayor and the City Councilmembers adopt the revised “Title VI Program Plan for the City of Doral Trolley Service.”

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

Section 1. Recitals. The above recitals are true and correct and incorporated herein.

Section 2. Approval. The “Title VI Program Plan for the City of Doral Trolley Service” dated June 2025, attached hereto as Exhibit “A”, is hereby approved.

Section 3. Authorization. The City Manager is authorized to submit the “Title VI Program Plan for the City of Doral Trolley Service” dated June 2025 to the Miami-Dade County Department of Transportation and Public Works Office of Civil Rights and Labor Relations on behalf of the City.

Section 4. Implementation. The City Manager and the City Attorney are hereby authorized to take such further action as may be necessary to implement the purpose and the provisions of this Resolution.

Section 5. Effective Date. This Resolution shall take effect immediately upon adoption.

The foregoing Resolution was offered by Councilmember Reinoso who moved its adoption.

The motion was seconded by Councilmember Pineyro and upon being put to a vote, the vote was as follows:

Mayor Christi Fraga	Yes
Vice Mayor Maureen Porras	Yes
Councilwoman Digna Cabral	Yes
Councilman Rafael Pineyro	Yes
Councilwoman Nicole Reinoso	Yes

PASSED AND ADOPTED this 4 day of June, 2025.



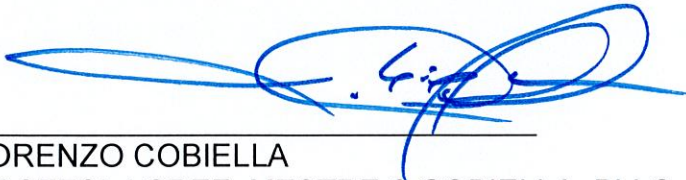
CHRISTI FRAGA, MAYOR

ATTEST:



CONNIE DIAZ, MMC
CITY CLERK

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



LORENZO COBIELLA
GASTESI, LOPEZ, MESTRE & COBIELLA, PLLC
CITY ATTORNEY

EXHIBIT “A”



Title VI Program Plan For the City of Doral Trolley Service

June 2025



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

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I. Trolley Service Overview

The City of Doral provides a free trolley service and operates four (4) 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. Route 4, known as the Florida International University (FIU) route, provides connection from the northwestern residential area of the city to/from the FIU Engineering Campus and the FIU Modesto A. Maidique Campus along NW 107 Avenue. A map depicting the current four (4) 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:

Diana Arenas, Trolley Operations 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: Diana.arenas@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 contains the 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 in one of several ways:

- By visiting www.cityofdoral.com/trolley
- By selecting "Trolley" at the top of the City's home page



- By selecting "Public Works Department" on the left hand side of the home page under "City Departments" and then selecting "Doral Trolley"

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 November 17, 2017) 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 2014-2019 American Community Survey (conducted by the U.S. Census Bureau), the City's estimated total population was 59,972 residents, of which 50,985 people (estimated 85.0%) self-identified as Hispanic or Latino.

The principal languages among the City's residents are English and Spanish. According to the 2014-2019 American Community Survey, 12% of City residents reported speaking only English and 81.1% of the City residents are reported as being able to speak Spanish. The majority of the City's Spanish-speaking residents are bilingual with 75.5% reporting that they speak English "very well". Only 24.5% of the Spanish-speaking residents reported speaking English less than "very well". Of the remaining City residents, 5.0% reported speaking another Indo-European language (other than Spanish), 1.4% reported speaking an Asian or Pacific Island language, and 0.5% 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/Instagram/Twitter/YouTube), 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 resident who calls or emails 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.

X. Service Standards

A. Vehicle Load

The City currently has seventeen (23) trolleys. All of the trolleys are wheelchair accessible, have secure space for two (2) wheelchairs, and are equipped with annunciators and LED destination signs. Below is a table indicating the passenger load for each vehicle in the Doral Trolley System which may be able to accommodate.

Trolley	Model Year	Estimated Years of Service	Seating Capacity	ADA Seating	Trolley Amenities						
					GPS Tracker	Automated Passenger Counter	Safety & Security Cameras	Wi-Fi	Bicycle Racks	Annunciator	LED Destination Signs
DT01	2009	10	26 - 30	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT02	2018	10	26-30	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT03*	2010	10	26 - 30	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT04*	2011	10	26 - 30	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT05	2011	10	30 - 34	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT06	2013	10	24 - 28	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT07	2014	10	24 - 28	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT08	2014	10	24 - 28	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT09	2014	10	24 - 28	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT10	2015	10	24 - 28	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT11	2015	10	24 - 28	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT12	2016	10	26-30	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT13	2018	10	26-30	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT14	2018	10	26-30	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT15	2018	10	26-30	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT16	2018	10	26-30	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT17	2020	10	26-30	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT18	2025	10	29-33	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT19	2025	10	29-33	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT20	2025	10	29-33	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT21	2025	10	29-33	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed
DT22	2025	10	29-33	2	Installed	Installed	Installed	Installed	Installed	Installed	Installed

* DT03 caught fire on 9/13/23 and DT04 caught fire on 4/5/2025



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

Service Availability

The City's trolley service has four (4) 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 24.8 miles in length and operates from 6:00 AM till 10:07 PM on weekdays, 7:00 AM till 8:03 PM on Saturdays. This route services most of the schools, parks, shopping plazas, and malls located within the City.

Route 2, the Commercial-Metrorail connector, is about 20.7 miles in length and operates from 6:14 AM till 9:20 PM on weekdays and Saturday service from 7:00 AM to 7:30 PM. 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 15.7 miles in length and operates from 5:50 AM till 9:28 PM on weekdays and 6:50 AM till 6:56 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.

Route 4, the FIU Trolley route, is about 15.2 miles in length and operates in weekdays from 6:00 AM till 11 PM. Route 4 provides the Doral residents connection from the Florida International University (FIU) Main Campus to the new Doral Midtown area.

Additionally, the Doral trolley system provides connections to the Miami-Dade Transit routes including Route 7, 36 A & B, 71, 87, 95 Express, 132 and 238. Routes 2 and 3 also provide service to the Palmetto Metrorail Station.

Vehicle Headway

Route 1 provides 30-minute headways through most of weekday (6:00 AM – 2:45 AM and 6:38 PM – 10:07 PM) and 20-minute headways during weekday afternoon school dismissal hours (2:45 PM - 6:38 PM). On Saturdays, Route 1 provides 40-minute headways, while on Sundays it provides 90-minute headways.

Route 2 provides 50-minute headways throughout the weekday. On Saturdays, Route 2 provides 80-minute headways.



Route 3 provides 40-minute headways throughout the weekdays. On Saturdays, Route 3 provides 60-minute headways.

Route 4 provides 40-minute headways throughout the weekdays.

On-Time Performance

The city currently 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
- Passenger Trolley Tracker System
- Safety & Security Cameras
- Wi-Fi
- Automated Passenger Counters
- Annunciator system
- LED destination signs

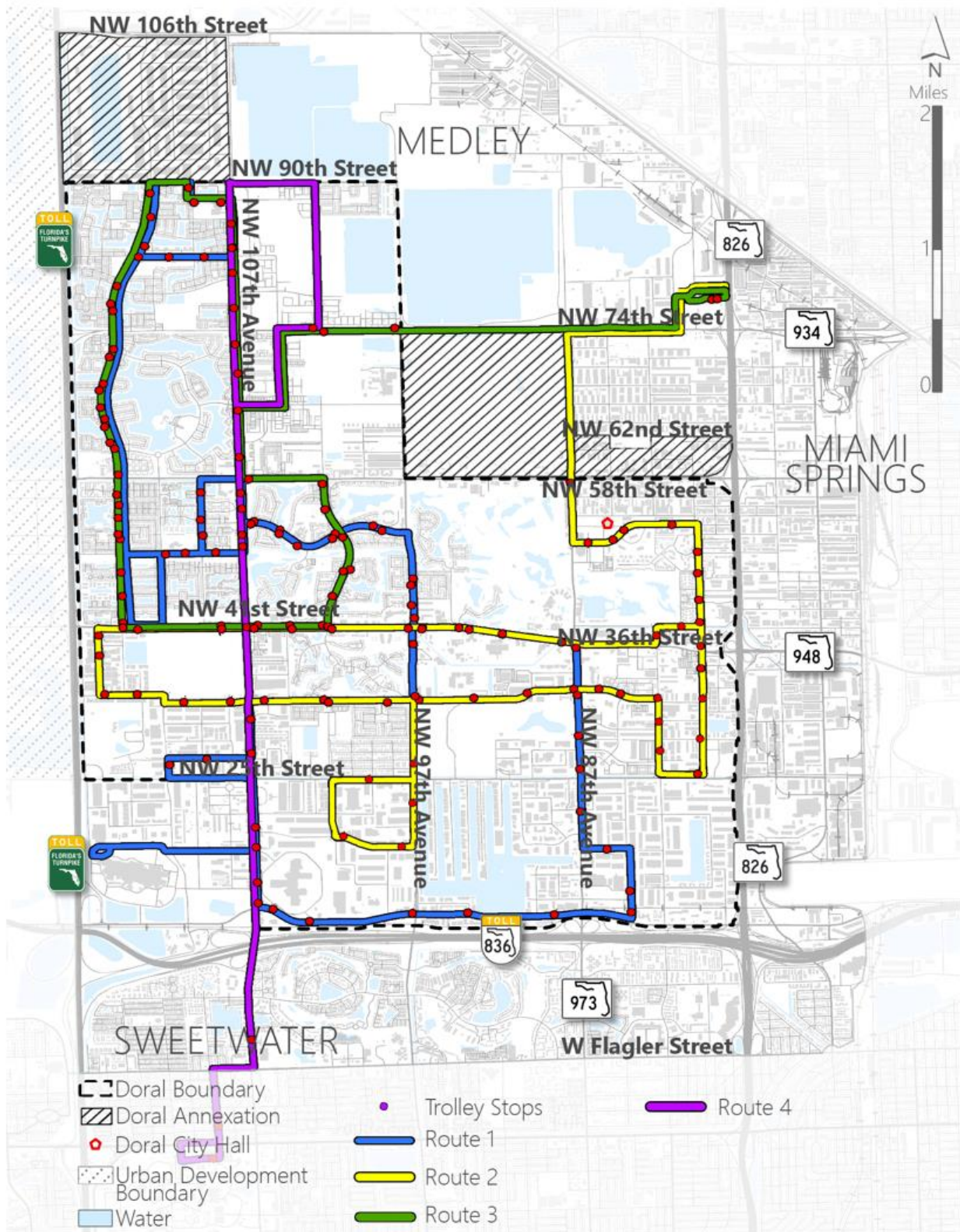
The City provides a sign at every trolley stop with the corresponding trolley stop number. The City of Doral provides its riders an Interactive Voice Response (IVR) service that provides riders with an estimated trolley arrival time. Riders dial (305) 593-6710 and enter the trolley stop number located 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 major City trolley stops provide signage advising of the trolley service's days, hours of operation, and a detailed route map. Amenities such as bus benches and bus shelters are also provided throughout the City.



B. Vehicle Assignment

The City has a total of seventeen (23) trolleys. Currently the City of Doral has twelve (12) trolleys operating during weekday peak service hours and ten (10) trolleys operating during weekday non-peak service hours. On Saturdays there are four (4) trolleys in operation and only one (1) on Sundays. The other remaining trolleys are used as back-ups to rotate the trolleys so that preventive maintenance and other repairs can be performed.

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 2014-2019