

MIAMI SHORES VILLAGE TITLE VI PROGRAM PLAN

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C. Section 2000d).

Miami Shores Village is committed to ensuring that no person is excluded from participation in, or denied the benefits of Miami-Dade transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

Information Notices

Title VI information notices are publicly displayed at Village Hall, the Police Department and the Recreation Center.

Information as to where complaints may be directed is contained on the Village’s website at www.miamishoresvillage.com. Additional information relating to the Village’s nondiscrimination obligation is provided in this document.

Record Keeping

The Village Clerk will maintain permanent records, which include, but are not limited to copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

Complaints

The complainant may file a signed, written complaint no later than 180 days after the date of the alleged discrimination. The complaint procedures are described in detail herein (See Appendix A). Each complaint should include the following information:

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Full Name

Mailing Address

Contact Information (i.e. telephone number, e-mail address, etc.)

How, when and why you believe you were discriminated against, including location, names and contact information of any witnesses.

Other information that you consider significant

The Title VI Complaint Form (see Appendix B), may be used to submit the complaint information. The complaint may be filed in writing to the Village at the following address:

Miami Shores Village
Attn: Village Clerk
10050 N.E. 2nd Avenue
Miami Shores Village, FL 33138

The Village encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be easily tracked. Complaints must be mailed to the Village Clerk no later than 180 days after the date of the alleged discrimination.

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the Village will be directly addressed by the Village who shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

Additionally, the Village shall make every effort to address all complaints in an expeditious and thorough manner. A letter acknowledging receipt of the complaint will be mailed within seven days (see Appendix C). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

Miami Shores Village will send a final written response letter (see Appendix D) to the complainant. If the complaint is found to be unsubstantiated (see Appendix E), the complainant is also advised of their right to:

- 1) Appeal within seven (7) calendar days of receipt of the final written decision from the Village and/or,
- 2) File a complaint externally with the U.S. Department of Transportation and/or the FTA.

Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Once sufficient information for investigating the complaint is received by the Village, a written response will be drafted subject to review by the Village Attorney. If appropriate, the Village

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Attorney may administratively close the complaint. In this case, the Village will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

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

Limited English Proficiency (LEP)

Miami Shores Village has a land area of approximately 2 square miles. According to the 2014 Population Estimates, the Village has an approximate total population of 10,781 people, composed of 42.1% White, Non-Hispanic, 30.6% Hispanic or Latino, 23.8% Black and 3.5% other races. Of the Village's population over the age of 5, 63.2% of residents speak English at home, 36.8% speak a language other than English. 89.3% speak English very well and 10.5% speak English less than very well.

The Village provides information in English. Residents can request translations of documents that are in English. Most Village departments have at least one more employees that are bilingual and Spanish speakers are accommodated with a translator when requested. The Village regularly disseminates information via its website.

The Village Title VI Policy and Complaint Procedures are posted on the Village's web page in English and a translated version would be made available if requested.

Public Participation Plan

Miami Shores Village seeks to engage the public in its planning and decision-making processes. Members of the public may make statements at Council meetings, which occur on the first and third Tuesday of each month. Village Council Meeting agendas are available for review by the public no less than three (3) days before Council meetings. The agendas are posted in the bulletin board outside the lobby of Village Hall as well as on the Village's website. Consideration of Village Ordinances is published in the Daily Business Review.

The Village and its records are available to the public. The Village's Title VI Complaint Procedure is available to the public via the Village's website, www.miamishoresvillage.com.

Decision Making Bodies

Miami Shores Village does not have any transit related non-elected planning boards or advisory councils or planning boards or committees. If any such committees are established in the future, this plan will be amended to depict minority representation on such committees and to describe the efforts made to encourage participation of minorities on such committees.

Transit Programs/Service Standards

Miami Shores Village operates a circulator bus within Miami Shores Village in compliance with an interlocal agreement with Miami-Dade County Transit. All other Transit services are provided and operated by Miami-Dade County Transit.

Transit Facilities

The Village has a lease agreement for the circulator bus service and does not have any storage or maintenance facilities or operation centers.

APPENDIX A

Complaint Procedures

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Any person who believes they have been discriminated against on the basis of race, color, or national origin by Miami Shores Village may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. A complaint may be filed no later than 180 days after the date of the alleged discrimination. The Village will process complaints that are complete.

Once the complaint is received, the Village will review it to determine if the Village has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by the Village.

The Village has 60 days to investigate the complaint. If more information is needed to resolve the case, the Village may contact the complainant. The complainant will have 10 business days from the date of the letter to send the requested information to the Village. If the Village is not contacted by the complainant or does not receive the additional information within 10 business days, the Village can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the case is investigated the Village will issue one of two letters to the complainant: a closure letter or a Letter of Finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action or other action will occur.

If the complainant wishes to appeal the decision, they have 10 business days after the date of the LOF to do so.

A person may also file a complaint directly with:

Federal Transit Administration FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

APPENDIX B

Complaint Form

If you feel you have been discriminated against, please provide the following information in order to assist us in processing your complaint and send it to:

Miami Shores Village
Attn: Village Clerk
10050 N.E. 2nd Avenue
Miami Shores, FL 33138

Please print clearly the following:

Name:

Address:

City, State, Zip Code:

Cellular Telephone Number:

Person discriminated against:

Address of person discriminated against:

City, State, Zip Code:

Please indicate why you believe the discrimination occurred:

(Race, color, national origin or other)

What was the date of the alleged discrimination?

Where did the alleged discrimination take place?

Please describe the circumstances as you saw it?

Please list any and all witnesses' names and phone numbers:

Appendix B (Continued)

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Please attach any documents which support the allegation.

Date and sign this form and send to the Village.

APPENDIX C

Letter Acknowledging Receipt of Complaint

Date

Complainant's Name

Complainant's Address

Dear (Mr./Ms.)

This letter is to acknowledge receipt of your complaint against Miami Shores Village alleging:

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 305-762-4851, or write to me at this address.

Sincerely,

Barbara A. Estep, MMC
Village Clerk
Miami Shores Village
10050 N.E. 2nd Avenue
Miami Shores, FL 33138

APPENDIX D

Letter Notifying Complainant that the Complaint is Substantiated

Date

Complainant's Name

Complainant's Address

Dear (Mr./Ms.)

The matter referenced in your letter of _____ (date) against Miami Shores Village alleging a Title VI violation has been investigated.

The violation of Title VI of the Civil Rights Act of 1964 mentioned in your letter was identified. Corrective action of this deficiency is being implemented to ensure that this issue does not occur again.

Thank you for bringing this important matter to our attention.

Sincerely,

Barbara A. Estep, MMC
Village Clerk
Miami Shores Village
10050 N.E. 2nd Avenue
Miami Shores, FL 33138

APPENDIX E

Letter Notifying Complainant that the Complaint is not Substantiated

Date

Complainant's Name

Complainant's Address

Dear (Mr./Ms.)

The matter referenced in your letter of _____ (date) against Miami Shores Village alleging a Title VI violation has been investigated.

The results of the investigation indicated that the provisions of Title VI of the Civil Rights Act of 1964 were not violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The Village Attorney has analyzed the materials and facts pertaining to your case for evidence of the Village's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that the Village is closing this matter in our files. You have the right to:

- a) Appeal within seven calendar days of receipt of this final written decision from the Village or;
- b) File a complaint externally with the U.S. Department of Transportation or the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, please contact my office directly.

Sincerely,

Barbara A. Estep, MMC

APPENDIX F

Employee Annual Education Form

To all employees of Miami Shores Village:

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of Miami Shores Village and its contractors are expected to consider, respect and observe this policy in their daily work and duties.

If a citizen approaches you with a question or complaint, direct them to contact the Village Clerk, Miami Shores Village, 10050 N.E. 2nd Avenue, Miami Shores, FL 33138

In all dealings with citizens, use courtesy titles such as Mr., Miss, etc. to respectfully address the citizens without regard to race, color or national origin.

