

RESOLUTION No. 17-220

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 NOVEMBER 2017; PROVIDING FOR IMPLEMENTATION; AND PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, the City of Doral (the “City”), 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 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 is revised and adopted by City Council every three years.

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 confirmed, adopted, and incorporated herein and made a part hereof by this reference.

Section 2. Approval. The City of Doral formally adopts The “Title VI Program Plan for the City of Doral Trolley Service” dated November 2017, attached hereto as Exhibit “A”, which is incorporated herein and made a part hereof by this reference.

Section 3. Implementation. The City Manager and City Attorney are hereby authorized to take such action as may be necessary to implement the purpose and the provisions of this resolution.

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

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

Mayor Juan Carlos Bermudez	Yes
Vice Mayor Ana Maria Rodriguez	Not Present at Time of the Vote
Councilman Pete Cabrera	Yes
Councilwoman Christi Fraga	Not Present at Time of the Vote
Councilwoman Claudia Mariaca	Yes

PASSED AND ADOPTED this 13 day of December, 2017.



JUAN CARLOS BERMUDEZ, MAYOR

ATTEST:



CONNIE DIAZ, CMC
CITY CLERK

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



WEISS, SEROTA, HELFMAN, COLE & BIERMAN, P.L.
CITY ATTORNEY

EXHIBIT “A”



**Title VI Program Plan
For the
City of Doral Trolley Service**

November 2017



**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 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 the current 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:

Shirley Forero, Transit 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: shirley.forero@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 2011-2015 American Community Survey (conducted by the U.S. Census Bureau), the City's estimated total population was 51,382 residents, of which 40,780 people (estimated 79.4%) self-identified as Hispanic or Latino.



The principal languages among the City's residents are English and Spanish. According to the 2011-2015 American Community Survey, 9% of City residents reported speaking only English and 82.8% of the City residents are reported as being able to speak Spanish. The majority of the City's Spanish-speaking residents are bilingual with 67.2% reporting that they speak English "very well". Only 32.8% of the Spanish-speaking residents reported speaking English less than "very well". Of the remaining City residents, 5.5% reported speaking another Indo-European language (other than Spanish), 2.0% 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/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 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. 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 eleven (11) 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	Model Year	Make	Seating Capacity	Standing Capacity	Passenger Total Capacity
DT01	2009	Freightliner Supreme	30	18	48
DT03	2010	Freightliner Supreme	30	10	40
DT04	2011	Freightliner Supreme	30	10	40
DT05	2011	Freightliner Supreme	34	14	48
DT06	2013	Ford Hometown	28	10	38
DT07	2014	Freightliner Hometown	28	10	38
DT08	2014	Freightliner Hometown	28	10	38
DT09	2014	Freightliner Hometown	28	10	38
DT10	2015	Freightliner Hometown	28	10	38
DT11	2015	Freightliner Hometown	28	10	38
DT12	2016	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 9:48 PM on weekdays, 7:00 AM till 7:24 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 8:03 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). In the current fiscal year, the City is planning to extend the weekday schedule by providing an additional service loop which will extend the service from 8:03 PM to 9:30 PM. In addition, the City is working to commence Saturday service for Route 2.

Route 3, the Residential-Metrorail connector, is about 14.7 miles in length and operates from 6:00 AM till 9:13 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.

Currently, the City is coordinating with Miami-Dade County Department of Transportation and Public Works to modify the Interlocal Agreement for the provision of public transportation services, to account for the following outlined Doral Trolley route alignment adjustments:

Route 1: Adjustment of route to provide service to Dolphin Mall Transit Terminal, Doral Legacy Park, and better connection to Miami Dade College.

Route 2: Adjustment of route to improve service along NW 36 St and the NW 79 Avenue corridors, as well as to improve service to the Downtown Doral area.

Route 3: Adjustment of route to provide service to the Doral Math and Science Academy and the communities along NW 104 Avenue between NW 74 Street and NW 66 Street.



Vehicle Headway

Route 1 provides 40 minute headways during weekday off-peak hours and 20 minute headways during weekday peak hours (6:00 AM – 10:15 AM & 2:17 PM till 7:15 PM). On Saturdays, Route 1 provides 30 minute headways, while on Sundays it provides 60 minute headways.

Route 2 provides 30 minute headways throughout the weekday. Upon approval from MDC of the slightly modifications to the existing routes, on Saturdays, route 2 will provide 60 minute headways.

Route 3 provides 30 minute headways throughout the weekdays. On Saturdays, it provides 60 minute headways.

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
- Passenger Trolley Tracker System
- Safety & Security Cameras
- Wi-Fi
- Automated Passenger Counters
- Annunciator system

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 eleven (11) trolleys, and has recently purchased one (1) more trolley which will be delivered to the City by the end of January 2018 and place it into service by the end of March 2018. Thereafter, this new trolley will replace DT01, which is the oldest vehicle in the Doral Trolley System fleet. Currently the City of Doral has eight (8) trolleys operating during peak service hours and six (6) trolleys operating during non-peak service hours. The City estimates that by the beginning of February 2018, all eight (8) trolleys will be in service throughout the day. The other remaining trolleys are used as back-ups in order to rotate the trolleys so that preventive maintenance and other repairs can be performed.

Appendix A - Doral Trolley System Route Map

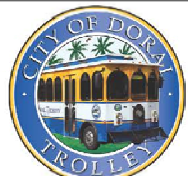


Doral Trolley Route Map



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 infòmasyon nan yon lòt langaj, silvoupilè 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 Transito 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, silvouple 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): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Date of alleged discrimination (month, day, year): _____		
<p>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)).</p>		

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

Appendix F – American Community Survey 2011-2015



S1601

LANGUAGE SPOKEN AT HOME

2011-2015 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.

Tell us what you think. Provide feedback to help make American Community Survey data more useful for you.

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		Percent of specified language speakers Speak English only or speak English "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	
Population 5 years and over	47,041	+/-484	(X)	(X)	33,045
Speak only English	4,216	+/-674	9.0%	+/-1.4	(X)
Speak a language other than English	42,825	+/-678	91.0%	+/-1.4	28,829
SPEAK A LANGUAGE OTHER THAN ENGLISH					
Spanish	38,946	+/-983	82.8%	+/-2.1	26,160
5 to 17 years old	8,929	+/-593	19.0%	+/-1.2	7,988
18 to 64 years old	27,234	+/-990	57.9%	+/-2.2	17,187
65 years old and over	2,783	+/-431	5.9%	+/-0.9	985
Other Indo-European languages	2,609	+/-673	5.5%	+/-1.4	2,027
5 to 17 years old	674	+/-248	1.4%	+/-0.5	620
18 to 64 years old	1,773	+/-463	3.8%	+/-1.0	1,382
65 years old and over	162	+/-103	0.3%	+/-0.2	25
Asian and Pacific Island languages	946	+/-480	2.0%	+/-1.0	399
5 to 17 years old	115	+/-101	0.2%	+/-0.2	85
18 to 64 years old	831	+/-439	1.8%	+/-0.9	314
65 years old and over	0	+/-31	0.0%	+/-0.1	0
Other languages	324	+/-282	0.7%	+/-0.6	243
5 to 17 years old	15	+/-35	0.0%	+/-0.1	15
18 to 64 years old	297	+/-269	0.6%	+/-0.6	228
65 years old and over	12	+/-27	0.0%	+/-0.1	0
CITIZENS 18 YEARS AND OVER					
All citizens 18 years old and over	20,856	+/-1,254	(X)	(X)	16,094
Speak only English	3,026	+/-494	14.5%	+/-2.4	(X)
Speak a language other than English	17,830	+/-1,268	85.5%	+/-2.4	13,068

Subject	Doral city, Florida				
	Total		Percent		Percent of specified language speakers
					Speak English only or speak English "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Spanish	16,645	+/-1,313	79.8%	+/-3.0	12,211
Other languages	1,185	+/-379	5.7%	+/-1.8	857

Subject	Doral city, Florida				
	Percent of specified language speakers				
	Speak English only or speak English "very well"	Percent speak English only or speak English "very well"		Speak English less than "very well"	
		Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	+/-977	70.2%	+/-1.9	13,996	+/-926
Speak only English	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	+/-960	67.3%	+/-2.1	13,996	+/-926
SPEAK A LANGUAGE OTHER THAN ENGLISH					
Spanish	+/-1,113	67.2%	+/-2.3	12,786	+/-946
5 to 17 years old	+/-544	89.5%	+/-2.5	941	+/-245
18 to 64 years old	+/-1,073	63.1%	+/-2.9	10,047	+/-823
65 years old and over	+/-222	35.4%	+/-8.3	1,798	+/-422
Other Indo-European languages	+/-600	77.7%	+/-7.0	582	+/-202
5 to 17 years old	+/-243	92.0%	+/-8.0	54	+/-54
18 to 64 years old	+/-416	77.9%	+/-7.6	391	+/-144
65 years old and over	+/-26	15.4%	+/-14.9	137	+/-96
Asian and Pacific Island languages	+/-187	42.2%	+/-15.4	547	+/-370
5 to 17 years old	+/-76	73.9%	+/-27.9	30	+/-42
18 to 64 years old	+/-171	37.8%	+/-16.4	517	+/-350
65 years old and over	+/-31	-	**	0	+/-31
Other languages	+/-227	75.0%	+/-26.1	81	+/-103
5 to 17 years old	+/-35	100.0%	+/-84.9	0	+/-31
18 to 64 years old	+/-218	76.8%	+/-29.5	69	+/-103
65 years old and over	+/-31	0.0%	+/-95.0	12	+/-27
CITIZENS 18 YEARS AND OVER					
All citizens 18 years old and over	+/-1,117	77.2%	+/-2.6	4,762	+/-602
Speak only English	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	+/-1,100	73.3%	+/-3.0	4,762	+/-602
Spanish	+/-1,161	73.4%	+/-3.0	4,434	+/-544
Other languages	+/-319	72.3%	+/-11.5	328	+/-161

Subject	Doral city, Florida	
	Percent of specified language speakers	
	Percent speak English less than "very well"	
	Estimate	Margin of Error
Population 5 years and over	29.8%	+/-1.9
Speak only English	(X)	(X)
Speak a language other than English	32.7%	+/-2.1
SPEAK A LANGUAGE OTHER THAN ENGLISH		
Spanish	32.8%	+/-2.3
5 to 17 years old	10.5%	+/-2.5
18 to 64 years old	36.9%	+/-2.9
65 years old and over	64.6%	+/-8.3
Other Indo-European languages	22.3%	+/-7.0
5 to 17 years old	8.0%	+/-8.0
18 to 64 years old	22.1%	+/-7.6
65 years old and over	84.6%	+/-14.9
Asian and Pacific Island languages	57.8%	+/-15.4
5 to 17 years old	26.1%	+/-27.9
18 to 64 years old	62.2%	+/-16.4
65 years old and over	-	**
Other languages	25.0%	+/-26.1
5 to 17 years old	0.0%	+/-84.9
18 to 64 years old	23.2%	+/-29.5
65 years old and over	100.0%	+/-95.0
CITIZENS 18 YEARS AND OVER		
All citizens 18 years old and over	22.8%	+/-2.6
Speak only English	(X)	(X)
Speak a language other than English	26.7%	+/-3.0
Spanish	26.6%	+/-3.0
Other languages	27.7%	+/-11.5

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.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: Language User Note.

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While the 2011-2015 American Community Survey (ACS) data generally reflect the February 2013 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 2010 data. 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, 2011-2015 American Community Survey 5-Year Estimates

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.



DP05

ACS DEMOGRAPHIC AND HOUSING ESTIMATES

2011-2015 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.

Tell us what you think. Provide feedback to help make American Community Survey data more useful for you.

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	51,382	+/-58	51,382	(X)
Male	24,316	+/-762	47.3%	+/-1.5
Female	27,066	+/-765	52.7%	+/-1.5
Age groups				
Under 5 years	4,341	+/-480	8.4%	+/-0.9
5 to 9 years	4,001	+/-426	7.8%	+/-0.8
10 to 14 years	4,173	+/-486	8.1%	+/-0.9
15 to 19 years	3,761	+/-497	7.3%	+/-1.0
20 to 24 years	3,058	+/-484	6.0%	+/-0.9
25 to 34 years	7,474	+/-702	14.5%	+/-1.4
35 to 44 years	9,709	+/-631	18.9%	+/-1.2
45 to 54 years	7,483	+/-631	14.6%	+/-1.2
55 to 59 years	2,045	+/-297	4.0%	+/-0.6
60 to 64 years	1,881	+/-408	3.7%	+/-0.8
65 to 74 years	2,112	+/-459	4.1%	+/-0.9
75 to 84 years	1,011	+/-165	2.0%	+/-0.3
85 years and over	333	+/-162	0.6%	+/-0.3
Median age (years)				
Median age (years)	33.7	+/-0.7	(X)	(X)
Age groups and over				
18 years and over	36,372	+/-554	70.8%	+/-1.1
21 years and over	34,446	+/-544	67.0%	+/-1.1
62 years and over	4,462	+/-484	8.7%	+/-0.9
65 years and over	3,456	+/-449	6.7%	+/-0.9
Age groups and over by sex				
18 years and over	36,372	+/-554	36,372	(X)
Male	16,665	+/-620	45.8%	+/-1.5
Female	19,707	+/-587	54.2%	+/-1.5
Age groups and over by sex				
65 years and over	3,456	+/-449	3,456	(X)
Male	1,510	+/-265	43.7%	+/-5.3

Subject	Doral city, Florida			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Female	1,946	+/-314	56.3%	+/-5.3
RACE				
Total population	51,382	+/-58	51,382	(X)
One race	50,678	+/-327	98.6%	+/-0.6
Two or more races	704	+/-320	1.4%	+/-0.6
One race	50,678	+/-327	98.6%	+/-0.6
White	46,584	+/-914	90.7%	+/-1.8
Black or African American	1,471	+/-528	2.9%	+/-1.0
American Indian and Alaska Native	88	+/-79	0.2%	+/-0.2
Cherokee tribal grouping	0	+/-31	0.0%	+/-0.1
Chippewa tribal grouping	0	+/-31	0.0%	+/-0.1
Navajo tribal grouping	0	+/-31	0.0%	+/-0.1
Sioux tribal grouping	0	+/-31	0.0%	+/-0.1
Asian	2,168	+/-738	4.2%	+/-1.4
Asian Indian	446	+/-279	0.9%	+/-0.5
Chinese	883	+/-616	1.7%	+/-1.2
Filipino	55	+/-67	0.1%	+/-0.1
Japanese	184	+/-168	0.4%	+/-0.3
Korean	503	+/-416	1.0%	+/-0.8
Vietnamese	24	+/-38	0.0%	+/-0.1
Other Asian	73	+/-83	0.1%	+/-0.2
Native Hawaiian and Other Pacific Islander	0	+/-31	0.0%	+/-0.1
Native Hawaiian	0	+/-31	0.0%	+/-0.1
Guamanian or Chamorro	0	+/-31	0.0%	+/-0.1
Samoa	0	+/-31	0.0%	+/-0.1
Other Pacific Islander	0	+/-31	0.0%	+/-0.1
Some other race	367	+/-165	0.7%	+/-0.3
Two or more races	704	+/-320	1.4%	+/-0.6
White and Black or African American	71	+/-74	0.1%	+/-0.1
White and American Indian and Alaska Native	104	+/-127	0.2%	+/-0.2
White and Asian	203	+/-245	0.4%	+/-0.5
Black or African American and American Indian and Alaska Native	0	+/-31	0.0%	+/-0.1
Race alone or in combination with one or more other races				
Total population	51,382	+/-58	51,382	(X)
White	47,177	+/-880	91.8%	+/-1.7
Black or African American	1,614	+/-537	3.1%	+/-1.0
American Indian and Alaska Native	215	+/-139	0.4%	+/-0.3
Asian	2,443	+/-730	4.8%	+/-1.4
Native Hawaiian and Other Pacific Islander	21	+/-29	0.0%	+/-0.1
Some other race	652	+/-256	1.3%	+/-0.5
HISPANIC OR LATINO AND RACE				
Total population	51,382	+/-58	51,382	(X)
Hispanic or Latino (of any race)	40,780	+/-1,084	79.4%	+/-2.1
Mexican	1,200	+/-467	2.3%	+/-0.9
Puerto Rican	2,656	+/-857	5.2%	+/-1.7
Cuban	5,108	+/-915	9.9%	+/-1.8
Other Hispanic or Latino	31,816	+/-1,505	61.9%	+/-2.9
Not Hispanic or Latino	10,602	+/-1,091	20.6%	+/-2.1
White alone	7,037	+/-894	13.7%	+/-1.7
Black or African American alone	1,092	+/-454	2.1%	+/-0.9
American Indian and Alaska Native alone	48	+/-71	0.1%	+/-0.1
Asian alone	2,118	+/-732	4.1%	+/-1.4
Native Hawaiian and Other Pacific Islander alone	0	+/-31	0.0%	+/-0.1

Subject	Doral city, Florida			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Some other race alone	0	+/-31	0.0%	+/-0.1
Two or more races	307	+/-249	0.6%	+/-0.5
Two races including Some other race	78	+/-84	0.2%	+/-0.2
Two races excluding Some other race, and Three or more races	229	+/-245	0.4%	+/-0.5
Total housing units	18,674	+/-686	(X)	(X)
CITIZEN, VOTING AGE POPULATION				
Citizen, 18 and over population	20,856	+/-1,254	20,856	(X)
Male	9,521	+/-733	45.7%	+/-2.3
Female	11,335	+/-859	54.3%	+/-2.3

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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)

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Appendix G – Passenger Pocket Guide



If you have any comments, suggestions or concerns about our trolley service please call 305-593-6740 or e-mail us at DoralTrolley@CityofDoral.com.

City of Doral
 Government Center
 8400 NW 54th Avenue
 Doral, FL 33156
 305-593-6740
 www.CityofDoral.com

Lugh Borla
 Mayor
 Christ Fraga
 Vice Mayor
 Ana Maria Rodriguez
 Councilwoman
 Bethina Rodriguez Aquilera
 Councilwoman
 Sarah Rios
 Councilwoman

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

Doral Trolley...
For all the right reasons!



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



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 305-593-6710, enter the STOP NUMBER located on the Trolley Stop sign, and you will be informed by text message how many minutes the 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 card 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 #1063	Stop #1074	Stop #1085
6:45	6:59	7:13	7:21	7:09	7:23	7:36	7:50
7:07	7:22	7:35	7:44	7:53	8:07	8:20	8:34
7:46	8:01	8:14	8:23	8:32	8:46	8:59	9:13
8:08	8:22	8:35	8:44	8:54	9:07	9:20	9:34
8:30	8:44	8:58	9:06	9:16	9:29	9:43	9:57
9:09	9:24	9:37	9:46	9:55	10:09	10:25	10:40
9:53	10:07	10:20	10:29	10:39	10:52	11:10	11:24
11:20	11:35	11:48	11:57	12:06	12:20	12:33	12:47
11:58	12:12	12:24	12:34	12:44	12:57	1:10	1:24
12:43p	12:57p	1:10p	1:19p	1:28p	1:42p	1:55p	2:09p
1:20p	1:35p	1:48p	1:57p	2:06p	2:20p	2:33p	2:47p
2:05p	2:20p	2:33p	2:42p	2:51p	3:05p	3:20p	3:34p
2:25p	2:39p	2:52p	3:01p	3:11p	3:24p	3:37p	3:51p
2:45p	3:00p	3:13p	3:22p	3:31p	3:45p	3:58p	4:12p
3:00p	3:15p	3:28p	3:37p	3:46p	4:00p	4:13p	4:27p
3:47p	4:02p	4:15p	4:24p	4:33p	4:47p	5:00p	5:14p
4:08p	4:22p	4:36p	4:44p	4:54p	5:07p	5:21p	5:35p
4:33p	5:07p	5:21p	5:29p	5:39p	5:52p	6:06p	6:20p
5:10p	5:24p	5:38p	5:47p	5:56p	6:10p	6:23p	6:37p
5:31p	5:45p	5:58p	6:07p	6:17p	6:30p	6:50p	7:04p
6:16p	6:30p	6:43p	6:52p	7:02p	7:15p	7:55p	8:09p
7:00p	-	-	-	-	-	-	-
7:45p	8:09p	8:13p	8:22p	8:31p	8:45p	8:59p	9:13p
9:00p	-	-	-	-	-	-	-

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 #1063	Stop #1074	Stop #1085
7:36	7:48	7:59	8:06	7:06	7:17	7:28	7:39
8:42	8:54	9:04	9:11	8:12	8:22	8:34	8:45
9:48	10:00	10:10	10:17	9:18	9:28	9:39	9:50
11:23	11:35	11:46	11:53	10:24	10:34	11:15	11:26
12:27p	12:41p	12:51p	12:58p	11:59	12:09p	12:21p	12:32p
1:30p	1:46p	1:57p	2:04p	1:04p	1:15p	1:26p	1:37p
2:40p	2:52p	3:02p	3:09p	2:10p	2:20p	2:30p	2:41p
4:13p	4:25p	4:36p	4:43p	3:16p	3:26p	4:05p	4:16p
5:19p	5:31p	5:41p	5:48p	4:49p	4:59p	5:11p	5:22p
6:25p	6:37p	6:47p	-	5:55p	6:05p	6:16p	-

Route One operates from 7am to 6:55pm on Saturdays. All times are approximate.

ROUTE TWO - WEEKDAYS

Southbound				Northbound			
Stop #2001	Stop #2011	Stop #2021	Stop #2031	Stop #2041	Stop #2051	Stop #2061	Stop #2071
-	6:00	6:05	6:16	6:26	6:31	6:35	-
7:16	7:32	7:37	7:48	7:58	8:03	8:07	8:18
8:23	8:39	8:44	8:55	9:05	9:10	9:14	9:25
9:30	9:46	9:51	10:02	10:12	10:16	10:21	10:32
10:37	10:53	10:58	11:09	11:19	11:23	11:28	11:39
11:44	12:00p	12:05p	12:16p	12:26p	12:30p	12:35p	12:46p
1:46p	1:31p	1:36p	1:47p	1:57p	2:02p	2:06p	2:17p
2:22p	2:38p	2:43p	2:54p	3:04p	3:09p	3:13p	3:24p
3:29p	3:45p	3:50p	4:01p	4:11p	4:16p	4:20p	4:31p
4:36p	4:52p	4:57p	5:08p	5:18p	5:22p	5:27p	5:38p
5:38p	5:54p	5:59p	6:10p	6:20p	6:24p	6:29p	6:40p
6:40p	6:56p	7:01p	7:12p	7:22p	7:26p	7:31p	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 #3014	Stop #3027	Stop #3040	Stop #3017	Stop #3022	Stop #3030	Stop #3034
7:05	7:17	7:23	7:33	7:37	7:44	7:47	7:59
8:06	8:18	8:24	8:34	8:38	8:45	8:48	9:00
9:07	9:19	9:25	9:35	9:39	9:46	9:49	10:01
10:08	10:20	10:26	10:36	10:40	10:47	10:49	11:01
11:09	11:21	11:27	11:37	11:41	11:48	11:50	12:02
12:10p	12:22p	12:28p	12:38p	12:42p	12:48p	12:51p	1:03p
1:11p	1:22p	1:28p	1:38p	1:42p	1:49p	1:52p	2:04p
2:12p	2:23p	2:30p	2:40p	2:44p	2:50p	2:53p	3:05p
3:13p	3:24p	3:31p	3:41p	3:45p	3:51p	3:54p	4:06p
4:14p	4:25p	4:32p	4:42p	4:46p	4:52p	4:55p	5:07p
5:15p	5:26p	5:33p	5:43p	5:47p	5:53p	5:56p	6:08p
6:16p	6:27p	6:34p	6:44p	6:48p	6:54p	6:57p	7:09p
7:17p	7:28p	7:35p	7:45p	7:49p	7:55p	7:58p	8:10p

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

