

Title VI Plan

Town of Oro Valley Transit Services Division 2019

Title VI Contact: Aimee Ramsey, Title VI Coordinator

Title VI Contact Phone: (520) 229-4874

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Alternate Language Phone: (520)229-4990

Address: 11000 N LaCanada Dr, Oro Vally, AZ 85737

Web Address<https://www.orovalleyaz.gov/sites/default/files/media/docs/2018/title-vi-plan.pdf>

Para Información en Español: Aimee Ramsey, (520) 229-4990.

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Executive Summary

The Town of Oro Valley Sun Shuttle Dial-a-Ride provides regional transportation service to seniors age 65 and over and disabled passengers that qualify for service under the Americans with Disabilities Act. This service is provided as part of the Regional Transportation Authority (RTA) transit system. Funds from 5310 grants are used to obtain vehicles and mobility management projects. Operational funding is also requested through the 5310 program. The first vehicles obtained through the 5310 program were in 2009. Oro Valley Dial-a-Ride employs 48 drivers, three dispatchers, two transit specialists and two reservation agents. Three Transit Crew Leaders supervise and manage these personnel. These crew leaders are supervised and managed by the assistant director of the town Public Works department.

What type of program fund(s) did you apply for?

- 5310
- 5311
- Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- Vehicle Funds
- Operating Funds
- Other (please) Other Capital for Lift Preventative Maintenance and In-Vehicle Cameras

Is your agency a direct recipient of FTA funds?

- Yes
- No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA Town of Oro Valley Transit Services Division

Town of Oro Valley Transit Services Division operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Town of Oro Valley Transit Services Division.

For more information on the Town of Oro Valley Transit Services Division's civil rights program, and the procedures to file a complaint, contact Aimee Ramsey, Title VI Coordinator, (520) 229-4874; email ARamsey@OroValleyAZ.Gov; or visit our administrative office at 11000 N LaCanada Dr, Oro Vally, AZ 85737. For more information, visit : <https://www.orovalleyaz.gov/sites/default/files/media/docs/2018/non-discrimination-complaint-form.pdf>.

Complaints may be filed directly with the Arizona Department of Transportation (ADOT) Civil Rights Office. ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (FTA). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590.

If information is needed in another language, contact (520)229-4990. *Para información en Español llame: Aimee Ramsey, (520) 229-4990.

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Town of Oro Valley Transit Services Division

Town of Oro Valley Transit Services Division (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de Town of Oro Valley Transit Services Division, y los procedimientos para presentar una queja, contacte Aimee Ramsey, Title VI Coordinator (520) 229-4874; o visite nuestra oficina administrativa en 11000 N LaCanada Dr, Oro Vally, AZ 85737. Para obtener más información, visite :

<https://www.orovalleyaz.gov/sites/default/files/media/docs/2018/non-discrimination-complaint-form.pdf>.

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (ADOT). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (FTA). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590.

This notice is posted in each vehicle, in the town public administrative offices, in the Transit Division office and online at <https://www.orovalleyaz.gov/sites/default/files/media/docs/2018/non-discrimination-notice-public-english.pdf>.

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by Town of Oro Valley Transit Services Division including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted Town of Oro Valley Transit Services Division will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Town of Oro Valley Transit Services Division or submitted to the State or Federal authority for guidance.

- (7) **Town of Oro Valley Transit Services Division** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **Town of Oro Valley Transit Services Division** has 15 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he 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 Discrimination 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, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with Town of Oro Valley Transit Services Division decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: ADOT: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 FTA: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: : <https://www.orovalleyaz.gov/sites/default/files/media/docs/2018/non-discrimination-complaint-form.pdf>.

If information is needed in another language, contact (520)229-4990. *Para información en Español llame: Aimee Ramsey, (520) 229-4990.

Discrimination ADA/Title VI Complaint Form - English

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, 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.	<input type="checkbox"/> Yes	<input type="checkbox"/> 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
<input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____ State Agency: _____

State Court : _____ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint.

Your signature and date are required below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Town of Oro Valley Transit Services Division
Aimee Ramsey, Title VI Coordinator
11000 N LaCanada Dr, Oro Vally, AZ 85737
(520) 229-4874
ARamsey@OroValleyAZ.Gov

A copy of this form can be found online at :
<https://www.orovalleyaz.gov/sites/default/files/media/docs/2018/non-discrimination-complaint-form.pdf>.

Discrimination ADA/Title VI Complaint Form - Spanish

Formulario de reclamación de discriminación

La Seccion I:			
El Nombre:			
La Direccion:			
Teléfono (casa):		Teléfono (trabajo):	
Direccion de correo electrónico			
Requisitos de formato accesible?	<input type="checkbox"/> Impresión	<input type="checkbox"/> Cinta de audio	
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro	
La Seccion II:			
Está presentando esta queja en su propio nombre?		<input type="checkbox"/> Si*	<input type="checkbox"/> No
* Si contestó "sí" a esta pregunta, vaya a la sección III.			
Si no, por favor suministre el nombre y la relación			
Por favor explique por qué ha presentado una tercera parte:			
Por favor confirme que usted ha obtenido el permiso de la parte agraviada de si usted está presentando en nombre de una tercera persona		<input type="checkbox"/> Si	<input type="checkbox"/> No
La Seccion III:			
Creo que la discriminación que experimenté se basó en (marque todos los que apliquen):			
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen Nacional	<input type="checkbox"/> Discapacidad
Fecha de presunta discriminación (mes, día, año):			
Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir a todas las personas que participaron. Incluya el nombre y la información de contacto de la persona (s) que discrimina contra usted (si se conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, por favor use la parte posterior de este formulario.			
La Seccion VI:			

Ha presentado anteriormente una queja por discriminación con esta agencia?	<input type="checkbox"/> Si	<input type="checkbox"/> N
En caso afirmativo, proporcione cualquier información de referencia con respecto a su queja anterior.		
La Seccion V:		
Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o con cualquier agencia federal? <input type="checkbox"/> Si <input type="checkbox"/> No En caso afirmativo, marque todo lo que corresponda: <input type="checkbox"/> Agencia Federal: _____ <input type="checkbox"/> Corte federal: _____ <input type="checkbox"/> Agencia del estado: <input type="checkbox"/> Tribunal Estatal: _____ <input type="checkbox"/> Agencia local:		
Proporcione información sobre una persona de contacto en la agencia / tribunal donde la queja fue archivado.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
La Seccion VI:		
El nombre de la queja de la agencia es contra:		
La queja del nombre de la persona es contra:		
Título:		
Ubicación:		
Número de teléfono (si está disponible):		

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo. Su firma y fecha son requeridas a continuación.

Firma

Fecha

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo. Su firma y fecha son requeridas a continuación:

Ciudad de Oro Valley, Coordinador del Título VI
11000 N La Cañada Dr, Oro Valley, Arizona Tucson, Arizona 85701
Aimee Ramsey, (520) 229-4874

Correo electrónico: aramsey@orovalleyaz.gov

Se puede encontrar una copia de este formulario en línea en:

<https://www.orovalleyaz.gov/town/departments/community-development-and-public-works/transit-services>

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

Town of Oro Valley Transit Services Division has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2018 or 2019**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

Town of Oro Valley Transit Services Division is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, Town of Oro Valley Transit Services Division made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- Expanded the distribution of agency brochures. These brochures were dropped off at over 40 locations in February 2019, including hospitals, assisted living complexes, libraries, grocery stores, apartment complexes, community centers and public areas at town facilities.
- Quarterly meetings with the Friends of Oro Valley Transit. These meetings were held on the third Thursday of January 2018, April 2018, July 2018, October 2018 and January 2019. These meetings are held at Town Hall beginning at 6 pm. These meetings are open to all clients.
- Communication with the Friends of Oro Valley Transit takes place on a continuous basis when input and interaction with customers is beneficial to plan or consider new procedures. Monthly updates are provided as well to highlight activities, such as the addition of new vehicles, in-vehicle cameras, pre-pay faring, etc.
- Posted the Nondiscrimination Public Notices to the following locations:
 - Within transportation vehicles.
 - Town website: <https://www.orovalleyaz.gov/town/departments/public-works/transit-services>.
 - Lobbies of agency.
- The Town of Oro Valley website Dial-a-Ride links are continuously updated with notices and information such as the July 2018 pre-pay fare program:
<https://www.orovalleyaz.gov/town/departments/public-works/transit-services>.
- A comprehensive customer satisfaction survey was conducted September 17th through November 30, 2019. These surveys were mailed to customers residences. The return of completed surveys was very high confirming statistical verification of general customer satisfaction results. Customer satisfaction was rated very high. In addition, the survey results confirmed that program initiatives undertaken as a result of the 2015 survey have improved customer service and satisfaction. A follow-up survey is taking place in the fall of 2021.
- Besides the traditional call-in method of registering and scheduling trips, clients are able to register on-line and schedule trips on-line using the Town of Oro Valley website. This system allows customers to book trips 24 hours a day, seven days a week instead of being limited to reservation hours.
- Advertisement of services takes place with various venues:
 - Advertisement in the Oro Valley Town Vista. This publication reaches all clients and businesses that receive a water bill, it is included in the envelope with the water bill invoice.
 - Distribution and display of service pamphlets at all local grocery stores, health care facilities, apartment complexes, libraries and community centers.
 - Articles in the "Oro Valley Voice" most recently in July 2018. This is a regional newspaper.

- Advertisement on the Oro Valley town website:
<https://www.orovalleyaz.gov/town/departments/public-works/transit-services>

Town of Oro Valley Transit Services Division will make the following community outreach efforts for the upcoming year:

- ☑ Expand the distribution of agency brochures.
- ☑ Advertise public announcements through newspapers, fliers, or radio.
- ☑ Post the Nondiscrimination Public Notices to the following locations:
 - ☑ Within transportation vehicles.
 - ☑ Oro Valley Town Website.
 - ☑ Lobby of agency.
- ☑ Partner with other local agencies to advertise services provided.
- ☑ Host public information meetings and or hearings.
- ☑ Add public interactive content to the agency’s webpage for the public e.g. social media, to communicate schedule changes or activities.
- ☑ Host an information booth at a community event.
- ☑ Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.

Examples of various outreach efforts are:

Flyers



NEW SAFETY ENHANCEMENTS

The Town of Oro Valley is committed to providing a safe environment for Sun Shuttle Dial-a-Ride riders and operators.

To support our continued efforts to enhance safety and security, we will be installing video and audio equipment on our buses.

By mid-June 2018, our cameras should be operational and in use. Please feel free to call our main office at 520-229-4990 for more information.

Thank you for riding with Oro Valleys Transit Services.



ATTENTION PASSENGERS

Saturday Service

Rate Change Reminder

As of Saturday 3/24/2018, Sun Shuttle Dial-a-Ride Oro Valley will be designated as an Optional Service Area. Passengers who use the service will now pay \$6 for full-fare and \$4 for low income.

REMEMBER

Saturday, Sunday and Holiday service is optional service.

The regional Dial-a-ride services operates on policies and standards adopted by the Regional Transportation Authority. We thank you for your compliance.



Comments or concerns, please call our main office (520) 229-4990, Monday through Friday, 7 a.m. until 4 p.m. or e-mail: malexander@orovalleyaz.gov

Date: March 12, 2018


Ticketless Pay System
Beginning in August
Riders will pre-pay for trips with credit card, check or money orders.
Conversion Schedule Last Names Beginning with: August: A, B, C, D, E, F September: G, H, I, J, K, L October: M, N, O, P, Q November: R, S, T, U, V, W, X, Y, Z
Options for Making Payment 1. Make Payment On-Line Using Customer Web Portal. 2. Contact Reservations and make payment using credit card. 3. Mail check or money order to Transit Services.
Evening Before Notification
15 Minute Before Pick-Up Time
Phone Call <input type="radio"/> Text Number: _____ <small>Standard rates apply</small>

Posters



NEW ACCOUNT-BASED PAYMENT SYSTEM

Your account is already set up!

Activate your account by calling us to add funding.

This free program is for your safety and convenience.

IMPORTANT DATES

April 2, 2018

White punch cards and yellow/blue vouchers will no longer be sold.

June 29, 2018

White punch cards and cash will no longer be accepted by drivers.

CONTACT US

Online: <http://bit.ly/ovtransit> | Phone: 520-229-4990 | Email: malexander@orovalleyaz.gov

New improvements to Oro Valley's Dial-A-Ride transit service will enhance customer experience

By Aimee Ramsey, assistant director, Town of Oro Valley Public Works

The Town of Oro Valley's Dial-A-Ride transportation service is available to all riders, including general public, seniors and disabled riders. This is a low-cost, door-to-door service, at only \$3.20 per trip, and only \$1.60 for riders who qualify for low-income fares.

In June 2018, the Town completed two enhancements to this service. The first is a ticket-less payment system, for the ease and convenience of all passengers. Riders now pay for their trips with a pre-pay accounting system, eliminating the need to purchase and handle tickets or cash. Riders simply schedule their trips, board the bus when it arrives and sit back and enjoy the trip! Since every rider is picked up at a specific location of their choosing, there is no need for a voucher of any kind.

The second improvement is the installation of video cameras on all buses to improve customer service and safety. This video system greatly enhances the Dial-A-Ride service by providing audio and video recordings both inside and outside the bus, from the moment the bus begins operations until it is parked at the end of the route.

Oro Valley's drivers and staff take pride in providing courteous, efficient and safe service for all riders. When incidents occur and questions arise, the drivers and

staff are now able to fully investigate and determine facts and causes, improving the Town's driver and staff training and capabilities. Since many of the passengers use wheelchairs or other mobility devices, training can be enhanced by determining best practices when encountering various situations. These best practices include proper and efficient securing of multiple wheelchairs as well as securing mobility devices of all shapes and sizes.

External cameras help staff and drivers determine the best routes to take, efficient maneuvers when entering and exiting places of businesses or residences, and methods to safely maneuver around obstacles at various locations. Drivers will also learn best practices to handle traffic situations at complex intersections and during heavy traffic.

For more information on the service provided by Oro Valley Sun Shuttle Dial-A-Ride, visit www.orovalleyaz.gov and enter "sun shuttle" into the search window. The Sun Shuttle web page will provide complete details on trip reservations.

To book your trip, online reservations are available at www.orovalleyaz.gov/online-services. You may also contact the reservation desk via phone, Monday through Friday, 7 a.m. to 4 p.m., by calling 520-229-4990.

Town of Oro Valley receives 10th consecutive finance award Distinguished Budget Presentation Award from the Government Finance Officers Association (GFOA), with special recognition for the Town's Capital Program section of the budget. This is the 10th consecutive year that the Town of Oro Valley has received this award from the GFOA. According to the GFOA, "it reflects the commitment of the governing body and staff to meeting the highest principles of governmental budgeting." In order to receive the budget award, the Town had to satisfy nationally recognized guidelines for effective budget presentation, ensuring it successfully serves as a policy document, financial plan, operations guide and communications device.

GET THE FACTS!

Weigh the pros & cons of a reverse mortgage. Call me today to get your **FREE** informational booklet!

Se Habla Español

REVERSE MORTGAGE DIVISION



Ann Bryant, Loan Officer

520.975.8744

ann.bryant@novahomeloans.com

www.NovaHomeLoans.com/Ann.Bryant

NOVA HOME LOANS

NMLS 223216 / NOVA NMLS 3087 / BK 0902429 / EQUAL HOUSING OPPORTUNITY

Tohono Chul presents the summer exhibition "Arizona Otherworldly" celebrating the Sonoran Desert. Everything about it offers a unique perspective: simultaneously familiar and alien, unlike anywhere else. Artworks are generated by imaginative Arizona artists who challenge themselves to create art that starts in the desert and ends up somewhere else. Admission is required to visit the exhibit. Tohono Chul is located at 7366 Paseo del Norte, Tucson, 85704. Visit tohonochulpark.org.

LOOKING FOR A HAIR STYLIST?

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KAREN NEYLAN

Hair Stylist/Colorist at the NEW

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ORO VALLEY

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Limited English Proficiency Plan

Town of Oro Valley Transit Services Division has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Town of Oro Valley Transit Services Division services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the Town of Oro Valley Transit Services Division's extent of obligation to provide LEP services, the Town of Oro Valley Transit Services Division undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) **The number or proportion of LEP persons eligible in the Town of Oro Valley Transit Services Division service area who may be served or likely to encounter by Town of Oro Valley Transit Services Division program, activities, or services;**

	Oro Valley town, Arizona	
	Estimate	Margin of Error
Total:	40,153	+/-329
Speak only English	35,519	+/-741
Spanish or Spanish Creole:	2,505	+/-520
Speak English "very well"	1,949	+/-418
Speak English less than "very well"	556	+/-230
French (incl. Patois, Cajun):	123	+/-90
Speak English "very well"	89	+/-72
Speak English less than "very well"	34	+/-36
French Creole:	0	+/-26
Speak English "very well"	0	+/-26
Speak English less than "very well"	0	+/-26
Italian:	112	+/-67
Speak English "very well"	86	+/-51
Speak English less than "very well"	26	+/-35
Portuguese or Portuguese Creole:	46	+/-53
Speak English "very well"	34	+/-39
Speak English less than "very well"	12	+/-20
German:	338	+/-110
Speak English "very well"	295	+/-105
Speak English less than "very well"	43	+/-55
Yiddish:	53	+/-66
Speak English "very well"	53	+/-66
Speak English less than "very well"	0	+/-26
Other West Germanic languages:	8	+/-13
Speak English "very well"	8	+/-13
Speak English less than "very well"	0	+/-26
Scandinavian languages:	21	+/-30

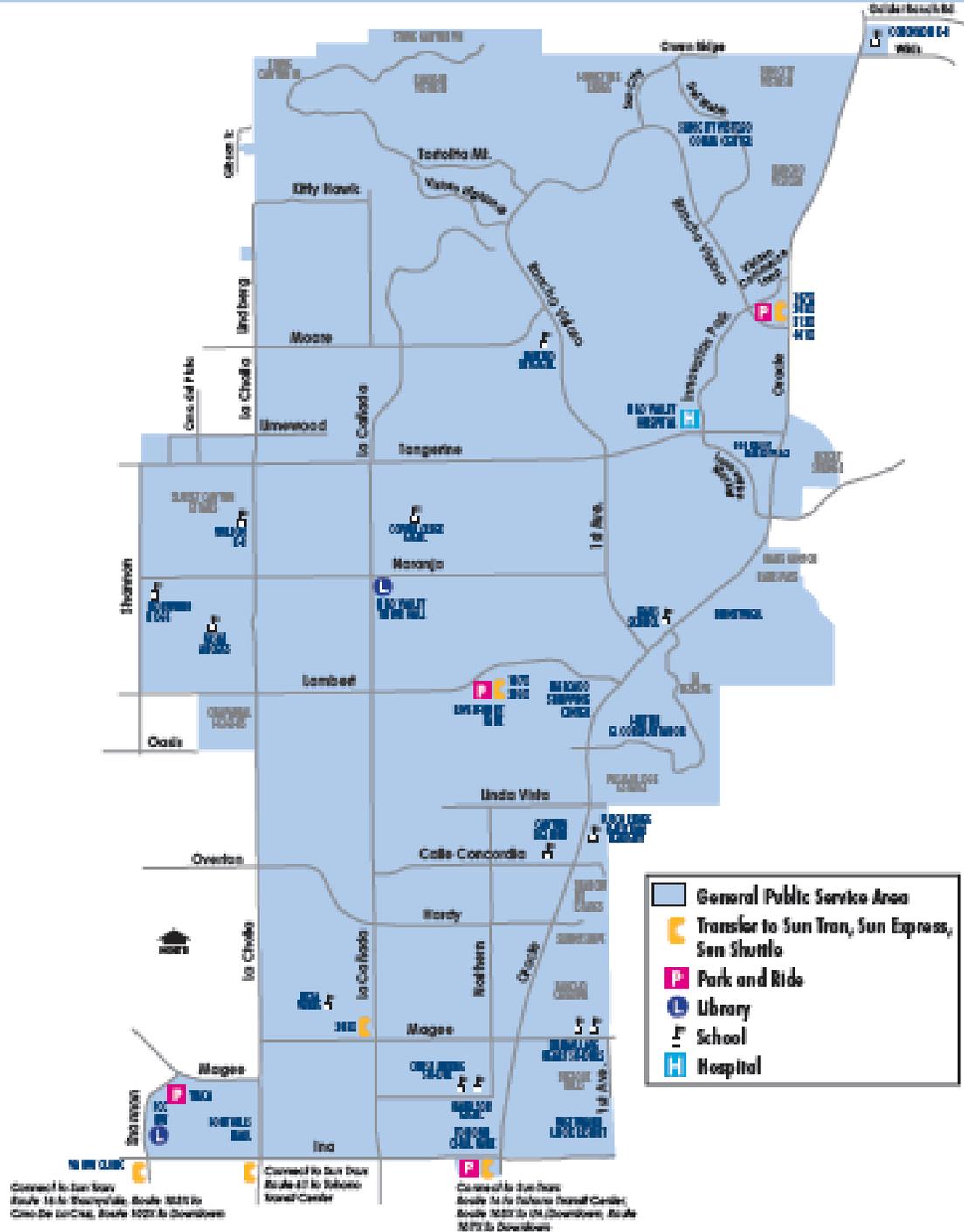
	Oro Valley town, Arizona	
	Estimate	Margin of Error
Speak English "very well"	3	+/-5
Speak English less than "very well"	18	+/-30
Greek:	28	+/-34
Speak English "very well"	18	+/-21
Speak English less than "very well"	10	+/-15
Russian:	48	+/-36
Speak English "very well"	28	+/-28
Speak English less than "very well"	20	+/-22
Polish:	51	+/-44
Speak English "very well"	41	+/-41
Speak English less than "very well"	10	+/-16
Serbo-Croatian:	139	+/-184
Speak English "very well"	123	+/-172
Speak English less than "very well"	16	+/-25
Other Slavic languages:	75	+/-65
Speak English "very well"	75	+/-65
Speak English less than "very well"	0	+/-26

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

The largest percentage of households who speak English less than “very well” in Oro Valley is Spanish or Spanish Creole. This population makes up 1.3% of households in the town.

Limited English Proficiency Language Service Area

GENERAL PUBLIC SERVICE AREA



- 2) The frequency with which LEP individuals come in contact with an Town of Oro Valley Transit Services Division services;

Town of Oro Valley Transit Services Division's staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for 2018 or 2019 . Town of Oro Valley Transit Services Division averages no-contacts per year.

- 3) **The nature and importance of the program, activities or services provided by the Town of Oro Valley Transit Services Division to the LEP population;**

The Town of Oro Valley takes deliberate action to ensure all potential riders are made aware of the dial-a-ride service. Brochures are dropped off at 40 locations throughout the town and representatives are briefed on the services available to their patrons or residents. Dial-a-Ride representatives attend community meetings when invited to make presentations and answer questions about the services available. Locations have included community meetings at Sun City, the Library and Holiday Inn during a public transit meeting. The transit service employs reservationist that speak Spanish. In addition, if a specific potential rider were to need language assistance that person would be contacted and arrangements would be made to accommodate their needs. At the present time there are no registered riders that require special assistance beyond what is currently being provided. Disabled riders are required to apply for service with the regional disability office who then refers them to Oro Valley Dial-a-Ride. This regional office has full language assistance as well.

- 4) The resources available to Town of Oro Valley Transit Services Division and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Town of Oro Valley Transit Services Division provides a statement in Spanish and will provide a statement for additional languages specific to the LEP community as well to be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision for written translations

Town of Oro Valley Transit Services Division complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) as necessary in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP

- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

1) Town of Oro Valley Transit Services Division provides language assistance services through the below methods:

- Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
 - Instructions are provided to customer service staff and other Town of Oro Valley Transit Services Division staff who regularly take phone calls from the general public on how to respond to an LEP caller.
 - Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
 - Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
-

2) Town of Oro Valley Transit Services Division has a process to ensure the competency of interpreters and translation service through the following methods as necessary:

Town of Oro Valley Transit Services Division will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. Town of Oro Valley Transit Services Division will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. Town of Oro Valley Transit Services Division will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. Town of Oro Valley Transit Services Division will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) Town of Oro Valley Transit Services Division provides notice to LEP persons about the availability of language assistance through the following methods:

- Signs and handouts available in vehicles and at stations
- Announcements in vehicles and at stations
- Agency websites

4) Town of Oro Valley Transit Services Division monitors, evaluates and updates the LEP plan through the following process:

Town of Oro Valley Transit Services Division will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. Town of Oro Valley Transit Services Division will make changes to the language assistance plan based on feedback received. Town of Oro Valley Transit Services Division may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, Town of Oro Valley Transit Services Division may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. Town of Oro Valley Transit Services Division will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) Town of Oro Valley Transit Services Division trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. Town of Oro Valley Transit Services Division will implement processes for training of staff through the following procedures:

Town of Oro Valley Transit Services Division will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. Town of Oro Valley Transit Services Division will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. Town of Oro Valley Transit Services Division will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. Town of Oro Valley Transit Services Division will implement LEP training to be provided for agency staff. Town of Oro Valley Transit Services Division staff training for LEP to include:

- A summary of the Town of Oro Valley Transit Services Division responsibilities under the DOT LEP Guidance;
- A summary of the Town of Oro Valley Transit Services Division language assistance plan;
- A summary of the number and proportion of LEP persons in the Town of Oro Valley Transit Services Division service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the Town of Oro Valley Transit Services Division cultural sensitivity policies and practices.

The town Sun Shuttle service is open to all residents of Oro Valley. Therefore the potential frequency of LEP households who would contact Sun Shuttle is less than 1.3%.

Certification: Based on the above Four-Factor Analysis, Oro Valley Sun Shuttle is not required to develop a LAP. However, Oro Valley Sun Shuttle will make all attempts to accommodate language access needs of residents. In addition, the town will continue to monitor and assess the demographics of LEP residents.

Oro Valley Sun Shuttle employs dispatchers and booking agents that speak Spanish fluently. During hours that the reservation office is open it is staffed with at least one of these persons. Therefore any person who may need to speak with someone in Spanish will be able to do so. In addition, the information on the regional Sun Shuttle website is provided in English as well as Spanish. Information pertaining to Title VI is posted in each vehicle in both English and Spanish as well. There is no cost to the recipient for these resources. Therefore, LEP measures are reasonable given the client base and the resources available to Oro Valley.

Oro Valley Sun Shuttle is a valuable service to community residents. Many clients would not have their transportation/mobility needs met without this service. Clients or their caregivers have reported that these clients would not be able to work and earn a wage, attend education and training programs, shop for groceries or other essentials and go to medical appointments without this service.

Non-elected Committees Membership Table

Subrecipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Town of Oro Valley Transit Services Division does not select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

Town of Oro Valley Transit Services Division does not monitor subrecipients for Title VI compliance.

Title VI Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

Town of Oro Valley Transit Services Division has no current or anticipated plans to develop new transit facilities covered by these requirements.

Fixed Route Transit Provider Analysis

Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: [INSTRUCTIONS] (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

Town of Oro Valley Transit Services Division is not a Fixed Route Transit Provider

Board Approval for the Title VI Plan

RESOLUTION NO. (R)19-16

A RESOLUTION OF THE MAYOR AND COUNCIL OF THE TOWN OF ORO VALLEY, ARIZONA, ADOPTING THE TOWN OF ORO VALLEY TRANSIT SERVICES DIVISION TITLE VI PLAN; AND DIRECTING THE TOWN MANAGER, TOWN CLERK, TOWN LEGAL SERVICES DIRECTOR, OR THEIR DULY AUTHORIZED OFFICERS AND AGENTS, TO TAKE ALL STEPS NECESSARY TO CARRY OUT THE PURPOSES AND INTENT OF THIS RESOLUTION

WHEREAS, Title VI of the Civil Rights Act of 1964 states that no person in the United States shall be denied benefits or be subjected to discrimination under any program or activity receiving Federal financial assistance; and

WHEREAS, both the Federal Transportation Administration and Arizona Department of Transportation require that any entity requesting funds for transit services adopt a Title VI Plan; and

WHEREAS, although the Title VI Plan is in place in the Transit Services Division, the Plan requires necessary updates that specify that Oro Valley Sun Shuttle Dial-a-Ride is subject to and complies with the regional Title VI nondiscrimination program and complaint process, specifically, the categories in the complaint form in Spanish and the Limited English Proficiency Plan (LEPP) were updated; and

WHEREAS, the updated plan will repeal and replace the Title VI policy that was adopted on October 3, 2018, by Resolution No.: 18-38; and

WHEREAS, it is in the best interest of the Town to adopt the Town of Oro Valley Transit Services Division Title VI Plan, attached hereto as Exhibit "A" and incorporated herein by this reference.

NOW, THEREFORE, BE IT RESOLVED by the Mayor and Council of the Town of Oro Valley, Arizona, that:

SECTION 1. The Town of Oro Valley Transit Services Division Title VI Plan, attached hereto as Exhibit "A", is hereby adopted.

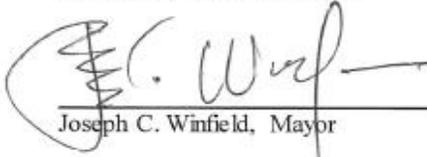
SECTION 2. All Oro Valley ordinances, resolutions, or motions and parts of ordinances, resolutions or motions of the Council in conflict with the provisions of this Resolution are hereby repealed

SECTION 3. The Mayor and any other administrative officials of the Town of Oro Valley are hereby authorized to take such steps as are necessary to execute and implement the terms of the Plan.

SECTION 4. That the Town Manager, Town Clerk, Town Legal Services Director, or their duly authorized officers and agents are hereby authorized and directed to take all steps necessary to carry out the purposes and intent of this resolution.

PASSED AND ADOPTED by the Mayor and Town Council of the Town of Oro Valley, Arizona, this 17th day of April, 2019

TOWN OF ORO VALLEY



Joseph C. Winfield, Mayor

ATTEST:

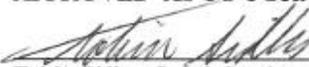


Michael Standish, Town Clerk

4/22/19

Date

APPROVED AS TO FORM:



Tobin Sides, Legal Services Director

4/22/19

Date