

Title VI Plan

Town of Oro Valley Transit Services Division 2025

Title VI Contact: Aimee Ramsey, Title VI Coordinator

Title VI Contact Phone: (520) 229-4874

Title VI Contact Email: ARamsey@OroValleyAZ.Gov

Alternate Language Phone: (520)229-4990

Address: 11000 N La Canada Dr, Oro Valley, AZ 85737

Web Address <https://www.orovalleyaz.gov/Government/Departments/Public-Works/Services/Need-a-ride>

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. The first vehicles obtained through the 5310 program were in 2009. Oro Valley Dial-a-Ride employs 60 drivers, one dispatcher, two schedulers, mechanic, transit specialist and two reservation agents. One Transit Administrator and three Transit Supervisor’s supervise and manage these personnel. The administrator and supervisors are supervised and managed by the Assistant Director of the Town of Oro Valley Public Works department.

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

- 5310
- 5311
- Other (please explain) 5307 as a Subrecipient of the City of Tucson

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 La Canada Dr, Oro Valley, AZ 85737. For more information, visit: <https://www.orovalleyaz.gov/Government/Departments/Public-Works/Ride-Options-and-Transportation-Information>.

Complaints may be filed directly with the Arizona Department of Transportation (ADOT) Civil Rights Office. ATTN: Title VI Program Coordinator, 1801 W Jefferson St. MD 155A 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 La Canada Dr, Oro Valley, AZ 85737. Para obtener más información, visite <https://www.orovalleyaz.gov/Government/Departments/Public-Works/Ride-Options-and-Transportation-Information>.

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (ADOT). Atención: Title VI Program Coordinator, 1801 W Jefferson St, 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 Services Division office and online at <https://www.orovalleyaz.gov/Government/Departments/Public-Works/Ride-Options-and-Transportation-Information>.

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, the 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 via telephone at 602-712-8946 or email at civilrightsoffice@azdot.gov and Davita Mueller, Title VI Coordinator, City of Tucson (COT) via telephone 520-206-8825 or email at Davita.Mueller@tucsonaz.gov of ALL discrimination complaints within 72 hours.
- (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 Town 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 Town 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 also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hard copy 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, 1801 W Jefferson St. MD 155A 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/Government/Departments/Public-Works/Ride-Options-and-Transportation-Information>.

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.

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

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 La Canada Dr, Oro Valley, AZ 85737
(520) 229-4874
ARamsey@OroValleyAZ.Gov

A copy of this form can be found online at
<https://www.orovalleyaz.gov/Government/Departments/Public-Works/Ride-Options-and-Transportation-Information>.

Discrimination ADA/Title VI Complaint Form - Spanish

Formulario de reclamación de discriminación

La Sección I:			
El Nombre:			
La Dirección:			
Teléfono (casa):		Teléfono (trabajo):	
Dirección 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 Sección II:			
Está presentando esta queja en su propio nombre?		<input type="checkbox"/> Sí*	<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 de la persona para la cual usted se está quejando.			
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"/> Sí	<input type="checkbox"/> No
La Sección 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. Describa 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"/>	<input type="checkbox"/>
	Si	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/Government/Departments/Public-Works/Ride-Options-and-Transportation-Information>.

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 **2024**.

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) None						
2)						
Lawsuits						
1) None						
2)						
Complaints						
1) None						
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.

- ☒ Evidence of our successful public participation plan is an increase in ridership. The past three fiscal years, 22, 23 and now 24 we have achieved record ridership year over year.
- ☒ Expanded the distribution of agency brochures. Updated agency brochures were dropped off at many locations throughout 2024, including hospitals, assisted living complexes, libraries, grocery stores, apartment complexes, community centers and public areas at town facilities.
- ☒ Provided training and outreach seminars at retirement homes and communities including Splendido at Rancho Vistoso, All Seasons Oro Valley and Del Webb community. These seminars provided information about the transportation services provided and how to access this transportation including phone and on-line options.
- ☒ Participated in the **1.** County wide Senior Resource Fair in April 2024. At this event several staff and drivers provided information and answered questions about the transportation service. More than 3,000 people attended this event. **2.** Participated in Oro Valley's 50th Anniversary Parade where hundreds of people lined the street. Brochures were handed out along with bus magnets and water bottles. **3.** Met with PAG, RTA and other Transit providers to inform them of the Delegates Module. Delegates Module allows one entity to manage rides of multiple individuals, another transit agency, assisted living location, Mom with two or more children.
- ☒ 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. Updates are provided as well to highlight activities, such as COVID related issues, the addition of new vehicles, in-vehicle cameras, pre-pay faring, Customer Web Portal, etc.
- ☒ Update messages on the reservation line, (520) 229-4990 and Customer Web Portal on-line reservation tool to communicate information that is important for passengers to know.
- ☒ Posted the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles.
 - ☒ Town website: <https://www.orovalleyaz.gov/Government/Departments/Public-Works/Services/Need-a-ride>.
 - ☒ Lobbies of agency.
- ☒ The Town of Oro Valley website Dial-a-Ride links are continuously updated with notices and information such as the updated brochures, survey links and updates to current fares: <https://www.orovalleyaz.gov/Government/Departments/Public-Works/Services/Need-a-ride>.
- ☒ 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 Customer Web Portal, Passenger Portal. This system allows customers to book/manage their trips 24 hours a day, see all future trips and watch the bus approach on the day of the trip.
- ☒ The Town of Oro Valley hosted several training and outreach programs to introduce the new Passenger Portal to the public and current riders. These sessions taught riders and potential riders

how to use the on-line portal to book and manage their trips. These sessions were held over several days and at different times of the day. In addition, these sessions were held at the Town's public library which is an easily accessible central location.

- Advertisement of services takes place with various venues:
 - Local News service KGUN 9
 - Advertisement in the Oro Valley Town Vista. This publication reaches all clients and businesses that receive a water bill, it was included in the envelope with the water bill invoice.
 - Articles in the "Northwest Explorer" most recently in August 2023. This is a regional newspaper.
 - April 2024 Oro Valley's 50th Anniversary Parade
 - Pima County Senior Resource Fair held at the Oro Valley Steam Pump Ranch in April 2024
 - September 2024 Coffee News was used. This is a local advertising pamphlet that is distributed to 35 locations throughout Oro Valley and Catalina
 - Distribution and display of service pamphlets/brochures at all local grocery stores, health care facilities, apartment complexes, libraries and community centers.
 - Advertisement on the Oro Valley town website:
<https://www.orovalleyaz.gov/Government/Departments/Public-Works/Services/Need-a-ride>

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 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.

Other Examples of various outreach efforts are:

KGUN 9 Local News coverage

KGUN 9

ORO VALLEY LAUNCHES NEW PASSENGER PORTAL

- Users can track buses, book rides, and review upcoming trips
- Two training sessions next week at the Oro Valley Library
- Wednesday, August 30th from 2 to 4 p.m.
- Thursday, August 31st from 4 to 6 p.m.

5:37
69°

17:52 / Live

The screenshot shows a news broadcast from KGUN 9. The background is a blurred image of a person, possibly a reporter, in a library or office setting. The text is overlaid on a blue background. The bottom right corner shows a weather icon with a location pin, the time 5:37, and the temperature 69°. The bottom left corner shows a speaker icon, the time 17:52, and the word 'Live'. There are also some small icons at the bottom right, including a gear, a speech bubble, and a play button.

Oro Valley Town Vista

New and improved way to schedule a ride with Dial-a-Ride!

Oro Valley's Transit Services Division has launched a new online passenger portal designed to replace and enhance the current online reservation system by allowing passengers to directly book rides, review upcoming trips, and track where buses are in real time. The new Passenger Portal is a web-based tool that can be accessed on a desktop, tablet or mobile device. Please note that passengers can continue requesting their rides via phone if they prefer. Passenger Portal has some great features that make it easier than ever to reserve a ride. For all the details and instructions on how to reserve a ride, [click here](#) or visit orovalleyaz.gov and search for: **NEED A RIDE**.

NARANJA PA EXPANSION



The turf on the new multi exceptionally well. They're as the existing fields! Hay conditions and putting ex Valley has the best fields a you might also notice that Crews continue to do beh including grading and un will make way for constru park improvements, inclu pump track and picklebal

Oro Valley *VISTA* Newsletter | September/October 2023

Oro Valley Sun Shuttle Dial-a-Ride HIRING part-time drivers!

To apply, visit: www.governmentjobs.com/careers/orovalley



Now HIRING! Help your community.
Starting pay is \$16 per hour.

- Scheduled no more than three days per week
- Less than 19 hours per week
- No CDL required
- In-house paid training

For more information, call:
520-229-4753

th OV launches portal for Dial-a-Ride

BY TUCSON LOCAL MEDIA STAFF

Oro Valley has launched an online passenger portal for residents to access its Sun Shuttle Dial-a-Ride service.

The system, implemented by the town's Transit Services Division, is intended to replace and enhance the current online reservation system, a release said. With it, passengers can directly book rides, review upcoming trips, and track where buses are in real time.

To familiarize passengers with the new system, the town has scheduled two in-person training courses. The sessions are 2 to 4 p.m. Wednesday, Aug. 30, and 4 to 6 p.m. Thursday, Aug. 31, both in the Bill Adler Meeting Room at the Oro Valley Public Library, 1305 W. Naranja. There's also a YouTube video walkthrough available to residents. To find it, click here: <https://bit.ly/OVRegisterandRide>.

Oro Valley partners with the Pima County Regional Transportation Authority to provide transportation by way of Sun Shuttle Dial-a-Ride to people of all ages and needs in the community. All rides are free of charge and operated point-to-point; drivers pick up passengers at their homes, take them to their

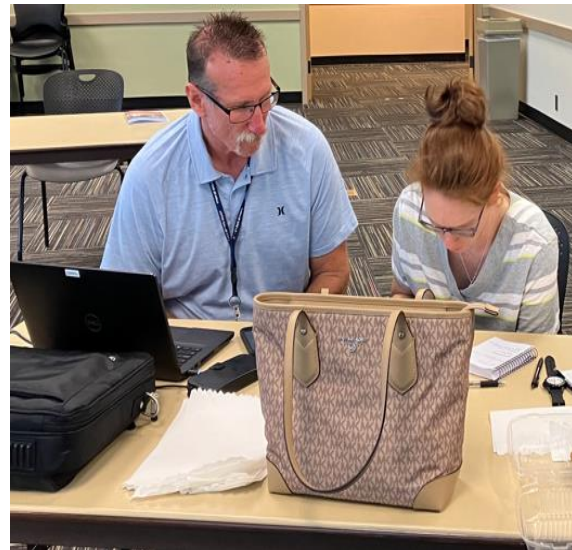


ringing a bit Valley Police (off)

ellow Labmfort dog. epartment Ari brings resssful day.

GS PAGE 5

SEE RIDE PAGE 6



Oro Valley's 50th Anniversary Parade



Pima County Resource Fair



Coffee News Pamphlet

FREE TRANSIT SERVICE
For Everyone!

Oro Valley Sun Shuttle Dial-a-Ride
Door-to-door transit services connecting Oro Valley residents to Tucson. Call or schedule online!

520-229-4990
orovalleyaz.gov



FREE! *New Issue Every Week:*

Coffee News®
"News To Be Enjoyed Over Coffee"

Oro Valley Edition
520-207-9100
Dale & Barbara Hulvey
Publishers





Est. 1988

Volume 10:48 September 16, 2024

Assisted Living location "How To Use" seminar

Staying in Charge as We Age
Pres. Joan Partridge 505-920-7005 (text preferred) Joanpartridge@gmail.com
Fourth Sun., 2 pm, AC/Navajo Room
For tours and resources: SCOVstayinginCharge.org

Find out what the Sun Shuttle can do for you.

The Sun Shuttle is free to seniors 65 or older, 6 am-8 pm, Monday through Friday. It's not just for getting to medical appointments. You can book rides for yourself, clubs or friends for shopping, movies, exhibitions, University of Arizona lecture series, and much more. You can go out to dinner and forget about driving. The Sun Shuttle will take you as far as 22nd and Wilmot and back for any reason. For medical appointments they go much farther, including to the VA Medical Center. The Shuttle has an app so you will know to the minute when they arrive. No waiting outside in the heat or cold. Speaker Mike Alexander from the Sun Shuttle will tell you much more about their services at the Staying in Charge Club's meeting, Sunday, October 27, 2 pm, AC/Navajo Room.

Sun City Variety Theatre
Pres. Nancy Gilbertson
Membership contact: Karen Alexander 909-379-8167
Oct.-Apr., Third Thu., 10:30 am, Desert Oasis/Saguaro



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.

Language Spoken at Home for the Population 5 Years and Over			
TABLE ID:	C16001		
SURVEY/PROGRAM:	American Community Survey		
PRODUCT:	ACS 5-Year Estimates Detailed		
Location:	Oro Valley town, Arizona		
Label	Estimate		Margin of Error
Total:	45,601	100%	±325
Speak only English	39,523	86.67%	±982
Spanish:	3,434	7.53%	±742
Speak English "very well"	2,577	5.65%	±622
Speak English less than "very well"	857	1.88%	±331
French, Haitian, or Cajun:	662	1.45%	±780
Speak English "very well"	658	1.44%	±780
Speak English less than "very well"	4	0.01%	±6
German or other West Germanic languages:	264	0.58%	±123
Speak English "very well"	241	0.53%	±117
Speak English less than "very well"	23	0.05%	±26
Russian, Polish, or other Slavic languages:	134	0.29%	±75
Speak English "very well"	110	0.24%	±69
Speak English less than "very well"	24	0.05%	±27

Source: U.S. Census Bureau: <https://data.census.gov/cedsci/>

The largest percentage of households who speak English less than “very well” in Oro Valley is Spanish. This population makes up less than 1.9% of households in the town. The next largest percentage of households who speak English less than “very well” is German or Russian who each make up 0.05% of households in the town.

The Oro Valley Sun Shuttle service is open to all residents of Oro Valley. Therefore, the potential frequency of the largest population of LEP households who would contact Sun Shuttle is less than 1.9%.

Certification: The FTA requires an agency to develop an LEP if a population group that speaks English less than very well exceeds 5% of the total households. Based on the demographics, Oro Valley Sun Shuttle is not required to develop a LEP. 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.

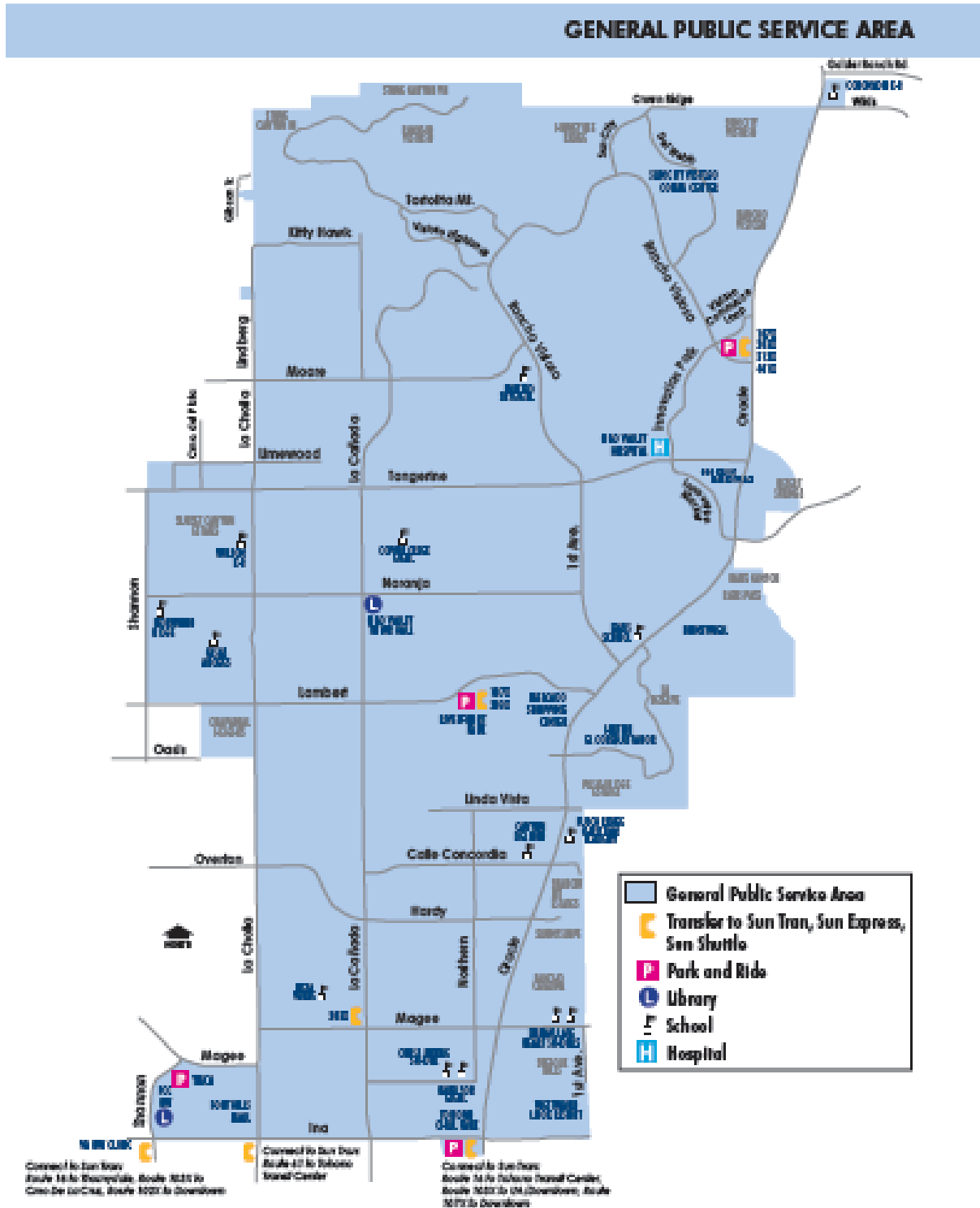
- 2) The frequency with which LEP individuals come in contact with the Town of Oro Valley Transit Services Division services:

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 2024 . 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 to make presentations and answer questions about the services available. Locations have included community meetings at Splendido, All Season’s, Vistoso Village, Sun City, the Library and Holiday Inn. The transit service employs reservationist that speak Spanish. In addition, if a specific potential rider were to need assistance for any language 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 refer them to Oro Valley Dial-a-Ride. This regional office has full language assistance as well. This regional office would notify the Town Transit staff of any and all requirements for special language assistance at the time of the referral.

Limited English Proficiency Language Service Area



- 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 in all public outreach notices. The Town will 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 is 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 a 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 translation service through the following methods as necessary:

Currently there are no customers requiring service in a language other than English.

Town of Oro Valley Transit Services Division will use Google Translate if a need arises to communicate in another language. Should a translation in a language not supported by Google Translate become necessary, alternative translation service will be obtained and utilized.

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
- Announcements in vehicles
- 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 Google Translate. 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 Oro Valley Sun Shuttle service is open to all residents of Oro Valley. Therefore, the potential frequency of the largest population of LEP households who would contact Sun Shuttle is less than 1.9%.

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Oro Valley Sun Shuttle employs dispatchers and booking agents that speak Spanish fluently. Other dispatchers and booking agents are able to use Google Translate. 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 has also deployed a Customer (Rider) Web Portal that is available in both English and Spanish. Persons may use this portal to register for rides, book rides and otherwise manage their rides.

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 as it does not have any FTA subrecipients.

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
