

Title VI Plan

Town of Oro Valley Transit Services Division 2023

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 LaCanada 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 50 drivers, three dispatchers, two transit specialists and one reservation agent. One Transit Administrator and Two Transit Crew Leaders supervise and manage these personnel. The administrator and leaders 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 LaCanada 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 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 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 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 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 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/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 LaCanada 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 **2022**.

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 increase in ridership. Prior the pandemic our record ridership was in FY19 with 47,847 trips. In FY23 ridership on pace to exceed 60,000 trips.
- ☒ Expanded the distribution of agency brochures. Updated agency brochures were dropped off at many locations in throughout 2022, 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 Spendido at Rancho Vistoso. These seminars provided information about the transportation services provided and how to access this transportation including phone and on-line options.
- ☒ Participated in the community wide Celebrate Oro Valley outreach and services fair in April 2022. At this event several staff and drivers provided information and answered questions about the transportation service. More than 3,000 people attended this event.
- ☒ 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 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>.
- ☒ A comprehensive customer satisfaction survey was conducted in October through December, 2022. 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 and focus as a result of the 2019 survey have improved customer service and satisfaction. A follow-up survey will take place in the fall of 2025.
- ☒ 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.


- ☒ The Town of Oro Valley will also open a Customer Web Portal in the Spring of 2023. This Web Portal will allow customers to register for trips, schedule trips, manage trips, cancel trips, monitor trip status and pay for trips. This Web Portal will be available in both English and Spanish.
- ☒ The Town of Oro Valley will host several training and outreach programs to introduce the new Passenger Web Portal to the public and current riders. These sessions will teach riders and potential riders how to use the on-line portal to book and manage their trips. These sessions will be held over several different days and times of the week. In addition, these sessions will be held at the Town's public library and other easily accessible locations throughout the community.
- ☒ 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 "Northwest Explorer" most recently in October 2020. This is a regional newspaper.
 - 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:

Flyers

ORO VALLEY

Passenger Survey
<https://tinyurl.com/2023TransitSurvey>

Validation # ____.

1) I ride...

3 or more times per week
 1 or 2 times per week
 More than 2 times per month
 I ride occasionally

2) I travel primarily in...

Oro Valley Other

3) If bus fares were reinstated, would you...

Ride Less
 No change in rides
 Ride More

4) My trip purpose is...

Groceries Work
 School/ Medical
 Training
 Shopping/Leisure

CONTINUE ON BACK →


SURVEY PG. 2


With continuous improvement in mind,
 please rank the following categories:
 Excellent service = 5
 Unsatisfactory service = 1

Performance	5	4	3	2	1
Drivers					
Reservationist					
Dispatchers					
On-time					
Comfortability / Friendliness of Ride					
Overall Service					

For riding purposes, I am considered:
 General Rider Senior ADA

Your name, number or e-mail (optional)





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

Text Number: _____
Standard rates apply



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**



Hello and thanks for riding!

Oro Valley Sun Shuttle Dial-a-Ride is happy to have our customers on the bus! Please remember:

- **Same-day rides (will calls) are available.**
 - You must be flexible with your pick up and return times.
 - Same day rides are only available on existing routes.
- **All fares are pre-paid.**
 - Ask the customer service representative for your account balance.
- **We strive for a 95% on-time rate!**
 - To achieve this, please be ready at your scheduled time(s).
- **No passenger will be left stranded during regular service hours.**
 - Includes passengers with a scheduled return or will-call.
- **We must limit the number and weight of carry-on bags.**
 - For safety, risk and occupancy concerns we must limit the number of carry-on bags to four, and the total weight should not exceed what can be reasonably carried by one person in one trip (approximately 40 pounds.)



Free Ride Saturday

No such thing as a Free Ride? Well on Saturday April 11 the Town will provide just that, Free Rides! To help “Celebrate Oro Valley” and ten years of Sun Shuttle Dial-a-Ride with the Town, Oro Valley along with the Regional Transit Authority (RTA) will provide Free rides for all takers within Oro Valley. A couple of rules; your trip must originate and stay within Oro Valley, must pre-register prior to and request your ride before this date.

Whether you come to Steam Pump Ranch to “Celebrate Oro Valley”, go to a friend’s house, shopping, movies or whatever suits you this day the Town of Oro Valley will provide your transportation for Free!

Call 229-4990 or go on-line www.orovalleyaz.gov then click on “Transit Services”. Once here click on “Online Registration” for new riders of Oro Valley Sun Shuttle Dial-a-Ride or “Online Trip Requests” for all others



FROM THE EDITOR'S DESK

You Still Have Time To Request an Early Ballot

JIM NINTZEL
Tucson Local Media

Whether it's because of the pandemic or an eagerness to express their voice, Pima County voters are casting their ballots earlier than ever. Pima County Recorder F. Ann Rodriguez says she has mailed out more than a half-million early ballots and more than 200,000 have already been returned.

If you haven't already requested an early ballot, time is running out. The deadline to request one is Friday, Oct. 23. To get your early ballot, visit recorder.pima.gov or call 520-724-4330.

In this week's issue of the Explorer, we continue our election coverage. Staff reporter Nicole Ludden looks at the race for Pima County Sheriff and Prop 208, the initiative that would raise income taxes on Arizona's highest earners to fund schools. Ludden also brings you an update on what's happening with local school districts as they return to in-person classes in the midst of the pandemic.

Elsewhere in this edition, managing editor Austin Counts looks at Pima County's booming residential real estate market as well as what's happening with the Pusch Ridge golf course that the Town of Oro Valley is handing over to HSL Properties, which owns the El Conquistador Hilton resort. Plus, we have a round-up of the latest COVID-19

news and a number of other stories in our pages.

Last week, I congratulated several of our staff members on their awards in the Arizona Press Club competition.

This week, we have eight more awards to announce from the Arizona Newspaper Association.

Former managing editor Logan Burtch-Buus, who left the Explorer to follow his bliss into real estate, won four awards in his final year with us. Burtch-Buus took first place in the Best News Photography category among large non-daily newspapers with "A Sticky Sensation," a photograph of students turning their teacher into a human ice-cream sundae. He also took second place for Best Sports Photograph, as well as third place in the Best Column category for a remembrance of his late grandmother and third place in the Best Headline category.

Meanwhile, calendar editor Emily Dieckman won both second and third place in the feature writing category. She took second-place honors for "Facing Cancer Without Insurance," an article that appeared in our 2019 special section on breast cancer, and third place for "The Most Traditional Family You've Ever Met," which appeared in a special gay pride edition that appeared in our sister paper, Tucson Weekly.

Congrats to Logan and Emily!

Guest Commentary

Oro Valley's Sun Shuttle Dial-a-Ride keeps it moving

AIMEE RAMSEY
Special to Tucson Local Media

For the past several months, the pandemic has affected the lives and livelihood for individuals, businesses and institutions, and much time, thought and money has been allocated for business assistance. The impact of losing your job, or a spouse losing their job, has greatly impacted personal lives. For many, a mode of transportation is a requirement to stay employed. For others, it is a way to get around town that allows individuals to maintain their independence.

The Town of Oro Valley, like many local government agencies has worked very hard to provide various forms of assistance to businesses and their employees during the pandemic. I encourage you to think of Oro Valley's Sun Shuttle Dial-A-Ride as individual assistance that the Town can provide to help get you to wherever you need to go within our service area—your job, the grocery store, the doctor, or even get your children to Grandma's house. If you're tightening your belt due to financial hardship, saving money on public transport is a great way to do that and to keep on moving. Just get on the bus!

Sun Shuttle Dial-A-Ride has been running throughout the pandemic with full service. For those concerned about COVID-19, masks are required, drivers wipe down the seats and hand rails during and at the end of their routes; and the buses are sprayed with disinfectant three days a week.

I'm always surprised to hear there are still residents who are unaware of their public transportation options in Oro Valley such as Sun Shuttle Dial-A-Ride. This service—completely open to the general public—can be a low-cost alternative for families who want to avoid the expense of owning a second or third vehicle. Many families also use the service to transport students who are attending schools or extracurricular activities that do not provide transportation options.

Sun Shuttle Dial-A-Ride is also a great option if your vehicle is in the repair shop. It's a lot less expensive than renting a car for the day!

For 24 years now the Town has operated Transit services. In Fiscal Year 2011/12 the Town partnered with the Regional Transportation Authority (RTA) to provide the Sun Shuttle Dial-A-Ride as a low-cost, public transportation option for residents and visitors in the greater Oro Valley area.

Sun Shuttle Dial-A-Ride service is available to everyone within the service zone. Riders are picked up at their place of origin (home, office, medical appointment, shopping center, etc.) and dropped off at their desired location. This is door-to-door service.

General public riders can take any trip within the greater Oro Valley area for only \$3.20. This area extends as far south as Ina Road and as far west as Shannon Road. Service is provided Monday through Friday, 6 a.m. to 8 p.m.

Eligible seniors, age 65



Courtesy photo

and older, are eligible for expanded transportation options. They can ride to destinations in the Casas Adobes area for only \$6, as well as destinations in Tucson, including the major medical centers for only \$9. This service is provided Monday through Friday, 6 a.m. to 8 p.m.

Our current senior ridership has expressed how much this service has helped them regain their independence and mobility. Some of our riders are over 100 years old!

Additionally, Oro Valley residents who qualify under the Americans with Disabilities Act (ADA) can be transported to any location in the greater Tucson-Metro area for only \$3.20. Low-income clients are charged only \$1.60 a trip. This service is provided Monday through Friday, 6 a.m. to 8 p.m. Weekend and holiday service are available for ADA passengers at the optional rate with the service hours at 9 a.m. to 6 p.m.

Over the years Oro Valley Sun Shuttle Dial-A-Ride has made continuous improvements: the age of the fleet, scheduling software, cameras, on-line reservations, scheduling no more

than three riders on the bus at a time during the pandemic and extensive interior cleaning. We also continue our annual refresher training with our drivers. We will continue our dedication of improvement to ensure safe, comfortable and reliable service for our riders.

Reservations are accepted up to 4 p.m. the day before the trip. After 4 p.m. your reservation is considered a "will call" which can be done but your arrival and pick-up times need to be flexible as to keep all riders reservations intact. To make reservations, please call 520-229-4990. Reservations online are available 24 hours.

For more information on the service provided by Oro Valley Sun Shuttle Dial-A-Ride, visit www.orovalleyaz.gov then look for Need a Ride? Under "Related Information" you will find information on Tucson Express service rider policies and other Transit services.

For safe and reliable transportation we are just a click or call away. Oro Valley Sun Shuttle Dial-A-Ride!

Aimee Ramsey is Oro Valley's assistant director of Public Works.

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 BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER			
TABLE ID:	B16001		
SURVEY/PROGRAM	American Community Survey		
PRODUCT:	ACS 5-Year Estimates Detailed Tables		
Location:	Oro Valley town, Arizona		
Label	Estimate		Margin of Error
Total:	40,153	100%	±329
Speak only English	35,519	88.46%	±741
Spanish or Spanish Creole:	2,505	6.24%	±520
Speak English "very well"	1,949	4.85%	±418
Speak English less than "very well"	556	1.38%	±230
French (incl. Patois, Cajun):	123	0.31%	±90
Speak English "very well"	89	0.22%	±72
Speak English less than "very well"	34	0.08%	±36
Italian:	112	0.28%	±67

Speak English "very well"	86	0.21%	±51
Speak English less than "very well"	26	0.065%	±35
Portuguese or Portuguese Creole:	46	0.11%	±53
Speak English "very well"	34	0.08%	±39
Speak English less than "very well"	12	0.03%	±20
German:	338	0.84%	±110
Speak English "very well"	295	0.73%	±105
Speak English less than "very well"	43	0.11%	±55

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

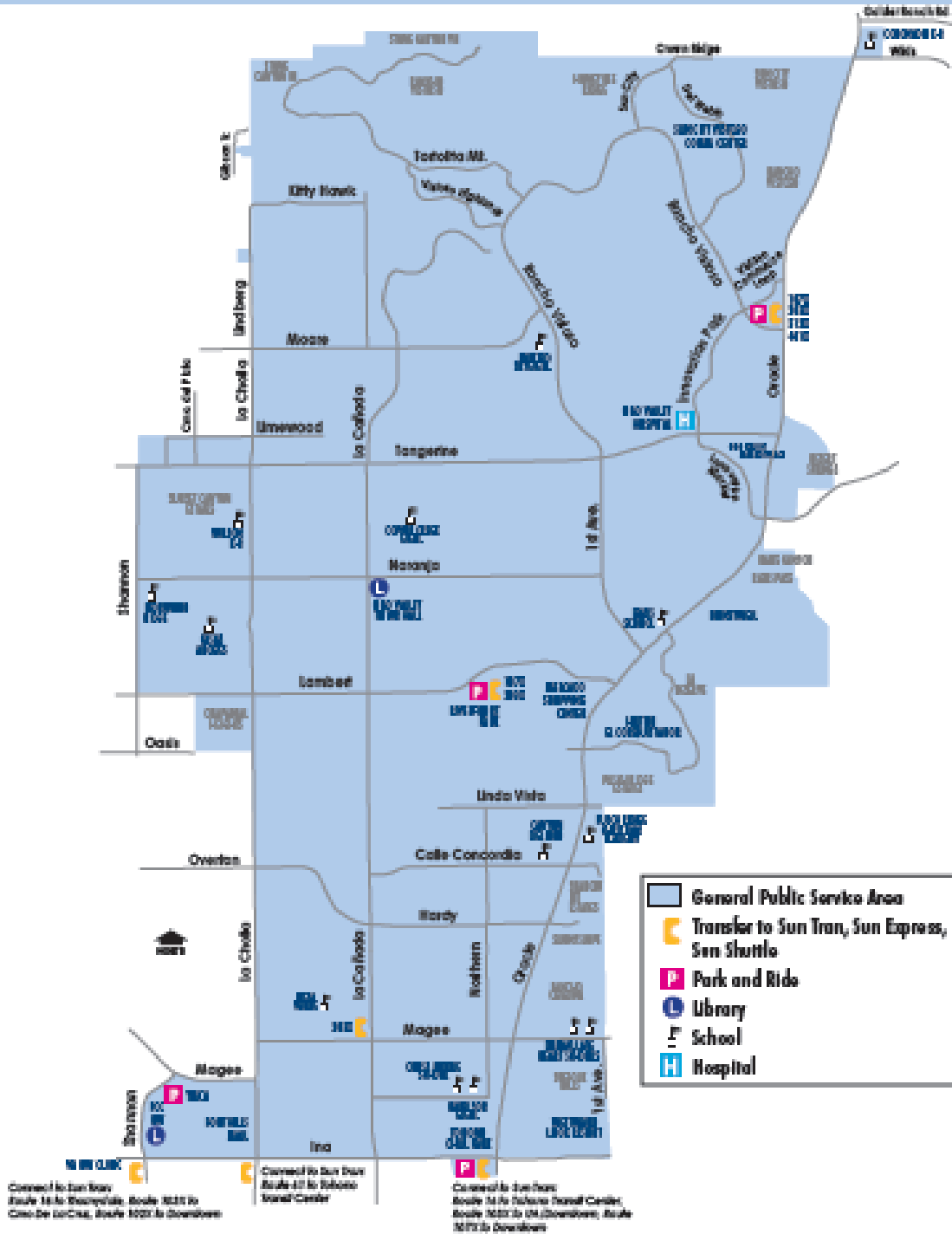
The largest percentage of households who speak English less than “very well” in Oro Valley is Spanish or Spanish Creole. This population makes up less than 1.4% of households in the town. The next largest percentage of households who speak English less than “very well” is German who make up 0.11% of 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 1.4%.

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.

Limited English Proficiency Language Service Area

GENERAL PUBLIC SERVICE AREA



- 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 2022 . 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, 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 refers 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.

- 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 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 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 1.4%.

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.

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 also is deploying a Customer (Rider) Web Portal that will be available in both English and Spanish. Persons may use this portal to register for rides, book rides, pay for 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
