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*Town of Oro Valley*

*Title VI Plan*

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# Executive Summary

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

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

- 5310
- 5311
- Other (please explain) \_\_\_\_\_

**Type of Funding Requests? (Select all that apply)**

- Vehicle Funds
- Operating Funds
- Other (please explain) Mobility Management funds for trip scheduling software.

# Non Discrimination Policy Statement

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The Oro Valley/RTA Sun Shuttle Dial-a-Ride policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any Oro Valley/RTA Sun Shuttle Dial-a-Ride sponsored program or activity. There is no distinction between the sources of funding.

Oro Valley/RTA Sun Shuttle Dial-a-Ride policy also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore Oro Valley/RTA Sun Shuttle Dial-a-Ride policy will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

Oro Valley Sun Shuttle does not distribute Federal-aid funds to another entity/person. The Oro Valley Mayor has delegated the authority to John Liosatos, RTA/ Pima Association of Government’s (PAG) Title VI Coordinator, to oversee and implement FTA Title VI requirements.

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**Satish I. Hiremath, Mayor**

# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA

### Oro Valley/RTA Sun Shuttle Dial-a-Ride

The Oro Valley/RTA Sun Shuttle Dial-a-Ride 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 Oro Valley/RTA Sun Shuttle Dial-a-Ride.

For more information on the Oro Valley/RTA Sun Shuttle Dial-a-Ride's civil rights program, and the procedures to file a complaint, John Liosatos, RTA/ Pima Association of Government's Title VI Coordinator, (520) 792-1093, email [JLiosatos@pagregion.com](mailto:JLiosatos@pagregion.com), or visit our administrative office at Pima Association of Governments, 1 E. Broadway Blvd, Suite 401, Tucson, AZ 85701. For more information, visit <http://www.pagregion.com>.

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **ADOT**: ATTN: Title VI Program Manager 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, (520) 792-1093. Para información en Español llame: John Liosatos, (520) 792-1093.

# Non Discrimination Notice to the Public – Spanish

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## **Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Oro Valley/RTA Sun Shuttle Dial-a-Ride**

Oro Valley/RTA Sun Shuttle Dial-a-Ride (*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 provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la Oro Valley/RTA Sun Shuttle Dial-a-Ride's programa de derechos civiles, y los procedimientos para presentar una queja, contacte John Liosatos, (520) 792-1093, [JLiosatos@pagregion.com](mailto:JLiosatos@pagregion.com). o visite nuestra oficina administrativa en La Asociacion de Gobiernos de Pima (PAG), 1 E. Broadway Blvd, Suite 401, Tucson, AZ 85701. Para obtener más información, visite <http://www.pagregion.com>.

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: ADOT: ATTN Title VI Program Manager 206 S. 17th Ave MD 155A Phoenix AZ, 85007 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590.

*The above notice is posted in the following locations: posted online at <https://www.orovalleyaz.gov> and in the transit office. All complaints are sent to The City of Tucson Sun Tran for investigation and processing. The regionally approved Sun Tran nondiscrimination notice is posted on all transit vehicles.*

# Non Discrimination Complaint Procedures

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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 Oro Valley/RTA Sun Shuttle Dial-a-Ride, 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 PAG 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 PAG or submitted to the State or Federal authority for guidance.
- (7) PAG will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).
- (8) PAG has 60 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 15 business days from the date of

the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within 72 hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with PAG 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. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA:** Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.
- (12) A copy of these procedures can be found online at: <http://www.pagregion.com>.

# Discrimination Complaint Form

<b>Section I:</b>		
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
<b>Section II:</b>		
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 <b>Section III</b>.</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
<b>Section III:</b>		
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.		
<b>Section VI:</b>		
Have you previously filed a Discrimination complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

**Section V:**

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

Yes       No

If yes, check all that apply:

Federal Agency: \_\_\_\_\_  
 Federal Court: \_\_\_\_\_       State Agency: \_\_\_\_\_  
 State Court : \_\_\_\_\_       Local Agency: \_\_\_\_\_

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

Name:

Title:

Agency:

Address:

Telephone:

**Section VI:**

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or email this from to:  
Pima Association of Governments, Title VI Coordinator  
1 E. Broadway, Suite 401  
Tucson, Arizona 85701  
John Liosatos, (520) 792-1093  
Email: JLiosatos@pagregion.com

# Discrimination Investigations, Complaints, and Lawsuits

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Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
<b>Investigations</b>	None			
1)				
2)				
<b>Lawsuits</b>	None			
1)				
2)				
<b>Complaints</b>	None			
1)				
2)				

Oro Valley/RTA Sun Shuttle Dial-a-Ride has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in 2015.

## Public Participation Plan

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# *Oro Valley/RTA Sun Shuttle Dial-a-Ride Public Participation Plan*

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Oro Valley Sun Shuttle Dial-a-Ride 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, Oro Valley Sun Shuttle Dial-a-Ride made the following community outreach efforts:

Oro Valley Sun Shuttle Dial-a-Ride is an FTA 5310 subrecipient of the Regional Transportation Authority (RTA) and Pima Association of Governments (PAG). Oro Valley Sun Shuttle Dial-a-Ride has agreed to be included in and adopt the City of Tucson's Title VI Program. This includes adopting the City of Tucson's notice to beneficiaries, fare change policies, major service change policies, disparate impact and disproportionate burden thresholds, complain procedures and public participation plans.

Consequently Oro Valley Sun Shuttle Dial-a-Ride's Public Participation Plan is the Sun Tran/Sun Van plan. This plan has been approved and accepted by both ADOT and the FTA. All past and planned future outreach activities, public meetings and hearings are on file with Sun Tran/Sun Van and RTA/PAG.

In addition to this Sun Tran/Sun Van plan and activities, Oro Valley Sun Shuttle Dial-a-Ride conducts the following public meetings, outreach and advertisement. However, all official change in jurisdiction, fare and all policy issues are handled through the Sun Tran/Sun Van process.

- Quarterly meetings with the Friends of Oro Valley Transit. These meetings were held on the third Thursday of January 2015, April 2015, July 2015, October 2015, January 2016 and April 2016. These meetings are held at Town Hall beginning at 6 pm. These meetings are scheduled to continue on a quarterly basis. These meetings are open to all clients.
- Communication and correspondence with the Friends of Oro Valley Transit takes place on a continuous basis.
- A comprehensive customer satisfaction survey was conducted November 9<sup>th</sup> through December 31<sup>st</sup>, 2015. Although customer satisfaction was rated very high, the survey results confirmed that some program initiatives will help to improve service.
- An RTA sponsored Public Open House meeting was held in the Town of Oro Valley Public Library on June 16, 2016. The main topic at this meeting was proposed transit fare increases with general transit service information as an additional topic.
- Oro Valley Sun Shuttle Dial-a-Ride will hold public meetings on other days of the week and at other times as deemed necessary.
- Advertisement of services takes place with various venues:
  - Weekly advertisement in the "Coffee News". This publication is available at all local restaurants and most local business offices.
  - Distribution and display of service pamphlets at all local grocery stores, health care facilities, apartment complexes, libraries and community centers.
  - Advertisement in the Oro Valley Town Vista. This publication reaches all clients and business that receive a water bill, it is included in the envelope with the water bill invoice.
  - Articles in the "Explorer" newspaper. This is a regional newspaper.
  - The Town of Oro Valley website.
- Clients are able to purchase tickets at seven outlets throughout the town. These outlets include all major grocery stores, the Oro Valley Town Hall and a bank. In addition, clients can mail a check for tickets and tickets are returned to them by mail.
- 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.

## Limited English Proficiency Plan

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# Oro Valley/RTA Sun Shuttle Dial-a-Ride

## *Limited English Proficiency Plan*

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Four Factor Analysis  
And  
Language Access Plan

For Limited English Proficiency (LEP) Persons

Adopted: May 14, 2015  
Oro Valley Transit Service  
12941 N Pusch Mountain View Lane  
Oro Valley, Arizona 85755

Phone 520.229.4990 | Fax 520.229.5049

Revised: none.

**Purpose:** In compliance with Executive Order 13166, Oro Valley Transit Service has completed the Four-Factor Analysis for the Language Access Plan (LAP) for Limited English Proficiency (LEP) persons.

**History:** Title VI of the Civil Rights Act of 1964 is the federal law which protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive federal financial assistance. In certain situations, failure to ensure that persons who have limited English proficiency can effectively participate in, or benefit from, federally assisted programs may violate Title VI's prohibition against national origin discrimination.

Persons who, as a result of national origin, do not speak English as their primary language and who have limited ability to speak, read, write, or understand English may be entitled to language assistance under Title VI in order to receive a particular service, benefit, or encounter.

**Oro Valley Transit Four-Factor Analysis:** The following Four-Factor Analysis will serve as the guide for determining which language assistance measures the Oro Valley Transit will undertake to guarantee access to Oro Valley Sun Shuttle by LEP persons.

1. Number or proportion of LEP persons served or encountered in the eligible service population (served or encountered includes those persons who would be served by the recipient if the person received education and outreach and the recipient provided sufficient language services).

Oro Valley Transit used the most current U. S. Census Bureau data (2010 and 2013 estimate). In addition, the 2014 American Community Survey (the most current) was used in determining the LEP population. In Oro Valley 5.5% of the population speak Spanish and of that group 19% speak English less than “very well” which is 1.05% of the Hispanic population that speak English less than very well. Less than 1.2% of all other groups speak English less than very well. This level of persons that speak English less than very well does not meet the 5% LEP threshold that requires a specific LAP for any or the languages identified.

Oro Valley Service Area Demographic Chart, 2014 American Community Survey

Subject	Oro Valley town, Arizona					
	Total		Percent of specified language speakers			
			Speak English "very well"		Speak English less than "very well"	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	39,730	+/-353	97.6%	+/-0.7	2.4%	+/-0.7
Speak only English	89.5%	+/-1.6	(X)	(X)	(X)	(X)
Speak a language other than English	10.5%	+/-1.6	77.2%	+/-5.6	22.8%	+/-5.6
Spanish or Spanish Creole	5.5%	+/-1.0	80.8%	+/-7.1	19.2%	+/-7.1
Other Indo-European languages	3.2%	+/-0.8	81.8%	+/-10.1	18.2%	+/-10.1
Asian and Pacific Island languages	1.5%	+/-0.5	51.8%	+/-18.5	48.2%	+/-18.5
Other languages	0.3%	+/-0.2	88.2%	+/-16.5	11.8%	+/-16.5

2. The frequency with which the LEP persons come into contact with the program.

The town Sun Shuttle service is open to all residents of Oro Valley. Therefore the potential frequency of LEP persons who would contact Sun Shuttle is less than 1.05%. Specific data for the three categories of clients served by Sun Shuttle is not available. These categories are persons with disabilities (79%), seniors (10%) and general public (11%).

3. The nature and importance of the program, activity, or service provided by the program.

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.

4. The resources available and costs to the recipient.

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

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

# **Non-elected Committees Membership Table**

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Oro Valley/RTA Sun Shuttle Dial-a-Ride does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

# **Monitoring for Subrecipient Title VI Compliance**

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Oro Valley/RTA Sun Shuttle Dial-a-Ride does NOT monitor subrecipients for Title VI compliance.

# Title VI Training

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Oro Valley/RTA Sun Shuttle Dial-a-Ride uses the regional PAG Title VI process. The Title VI coordinator and staff are employed by PAG and complete all required training as required by PAG to function in these capacities. Oro Valley/Sun Shuttle Dial-a-Ride staff will attend all Title VI training as directed by PAG. New Oro Valley/RTA Sun Shuttle Dial-a-Ride employees are trained in Title VI policies during their orientation training.

# Title VI Equity Analysis

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Oro Valley/RTA Sun Shuttle Dial-a-Ride has no current or anticipated plans to develop new transit facilities covered by these requirements.

# **Board Approval for the Title VI Program**

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The Town Council will meet on September 7, 2016 to review and approve this plan. At that time the minutes, resolution, or other appropriate documentation showing the town council review and approval of the Title VI plan will be added.

# Organizational Chart

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