

Street Transportation Department Title VI Program Plan

Federal Highway Administration (FHWA) Funds



August 2023

Contents

Contents 2

Non-Discrimination Policy Statement..... 3

Statement of Commitment 4

Title VI Assurances 5

Title IV Organization Chart and Staffing 13

Title VI Roles and Responsibilities 15

Fostering Public Participation – Environmental Justice 17

Limited English Proficiency Plan 18

FHWA Title VI Complaint Procedures 22

Attachment A: Complaint Filing Instructions (English & Spanish)..... 23

Attachment B: Complaint Form (the page on the website is fillable)..... 25

Attachment C: Tracking of Complaints..... 29

Attachment D: Bilingual Notice to Public and Notice to Customers (Sample)..... 30

Attachment E: Community Profile MAG Demographic View Procedure and Analysis Form..... 31

Attachment F: Public Meeting Coordination/Involvement..... 33

Attachment G: Notification to the Public..... 35

Attachment H: Self-Identification Survey..... 37

Non-Discrimination Policy Statement

Policy Statement:

It is the policy of the Street Transportation Department of Phoenix, Arizona, that no person is discriminated against on the grounds of race, color, national origin as provided by Title VI of the Civil Rights Act of 1964 and related legislation. Specifically, Title VI asserts that, "No person in the United States shall, on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." The City of Phoenix strives to ensure nondiscrimination in all its programs and activities, whether those programs and activities are federally funded or not.

Applicability:

The City is the recipient of federal-aid highway funds authorized under Titles I and V of the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA), Pub. L. 102-240, 105 Stat. 1914, Titles I, III, and V of the Transportation Equity Act for the 21st Century (TEA-21), Pub. L. 105-178, 112 Stat. 107.

Non-Discrimination Requirements:

The City will never exclude any person from participation in, deny any person the benefits of, or otherwise discriminate against anyone in connection with the service, facility, and performance of any contract based on race, color, national origin, sex, age or disability.

In administering its Title VI Program, the City will not, directly or through contractual or other arrangements, use criteria or methods of administration that have the effect of defeating or substantially impairing accomplishment of the objectives of the Title VI Program.

Service Area Language Population (Table S1601):

*These languages are citywide LEP (or speak English less than very well) It is imperative that the City take necessary steps to be inclusive of all our population.

Category	Number	Percentage
<i>All Languages Total</i>	<i>1,524,765</i>	<i>100%</i>
<i>English Speaking Only</i>	<i>965,936</i>	<i>63%</i>
<i>Speak Other Languages</i>	<i>558,829</i>	<i>37%</i>
Spanish	456,937	30%
Other Indo-European languages	35,839	2%
Other Asian languages	35,362	2%
Other Central, Eastern, Southern Languages	30,691	2%
Persons with Limited English Proficiency	187,419	12%

Source: U.S. Census Bureau: 2021 Language Spoken at Home [S1601: LANGUAGE SPOKEN AT HOME - Census Bureau Table](#) And Maricopa Association of Governments: <https://geo.azmag.gov/maps/azdemographics/>

Statement of Commitment



City of Phoenix Title VI Policy Statement

The City of Phoenix is committed to ensuring no person is discriminated against on the grounds of color, race or national origin and is in full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all City programs, services, and activities. Title VI requires that no person shall, based on race, color, or national origin, be excluded from participation in, be denied the benefits of or otherwise be subjected to discrimination under U.S. Department of Transportation Federal Highway Administration (FHWA) or other activity for which the City receives federal financial assistance.


Jeff Barton, City Manager

6/22/23
Date

Any person who believes his/her rights have been violated may file their concern within 180 days following the date of the alleged discriminatory occurrence with:

City of Phoenix Equal Opportunity Department
200 W. Washington Street, 15th Floor
Phoenix, AZ 85003
Phone: 602-262-7486 TTY: 602-534-1557

The complainant may also file a discrimination related complaint on an FHWA program or activity directly with ADOT or with the Federal Highway Administration by contacting the agencies at:

<p>ADOT Civil Rights Office Arizona Department of Transportation 206 S. 17th Avenue Mail Drop 155-A Phoenix, AZ 85007 Phone: 602.712.8946 Fax: 602.239.6257 Email: civilrightsoffice@azdot.gov</p>	<p>Federal Highway Administration U.S. Department of Transportation 1200 New Jersey Avenue, SE 8th Floor E81-105 Washington, DC 20590 Phone: 202-366-0693 Fax: 202-366-1599 Email: CivilRights.FHWA@dot.gov</p>
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If you have any questions regarding this policy or any EEO matter or would like to request a copy of this document in alternate format, contact EOD at 602-262-7486/voice or TTY: 602-534-1557

Title VI Assurances

City of Phoenix
Title VI/Non-Discrimination Assurances
DOT Order No. 1050.2A

The *City of Phoenix* (herein referred to as the "Recipient"), HEREBY AGREES THAT, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through *Federal Highway Administration* and *Arizona Department of Transportation*, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled *Non-discrimination In Federally-Assisted Programs Of The Department Of Transportation—Effectuation Of Title VI Of The Civil Rights Act Of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964)

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity,” for which the Recipient receives Federal financial assistance from DOT, including the Federal Highway Administration.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its *Federal Aid Highway Program*.

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23 (b) and 21.23 (e) of 49 C.F.R. § 21 will be (with regard to an "activity") facilitated, or will be (with regard

to a "facility") operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.

2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all *Federal Aid Highway Program* and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"The City of Phoenix, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.

4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.

5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.

6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.

7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:

- a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
- b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.

8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:


- a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits;
- or
- b. the period during which the Recipient retains ownership or possession of the property.

9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.

10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, the **City of Phoenix** also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing *Federal Highway Administration* or *Arizona Department of Transportation* access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the *Federal Highway Administration* or *Arizona Department of Transportation*. You must keep records, reports, and submit the material for review upon request to *Federal Highway Administration, Arizona Department of Transportation*, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

The **City of Phoenix** gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the *Federal Highway Administration* and *Arizona Department of Transportation*. This ASSURANCE is binding on Arizona, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the *Federal Aid Highway Program*. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

by  _____
Jeff Barton, City Manager

DATED 6/22/23 _____

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, *Federal Highway Administration or the Arizona Department of Transportation*, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient, the *Federal Highway Administration or Arizona Department of Transportation* to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient, the *Federal Highway Administration, or Arizona Department of Transportation*, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the *Federal Highway Administration or Arizona Department of Transportation*, may determine to be appropriate, including, but not limited to:
 - a. withholding payments to the contractor under the contract until the contractor complies; and/or
 - b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient, the *Federal Highway Administration, or Arizona Department of Transportation* may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

APPENDIX B

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW, THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that the **City of Phoenix** will accept title to the lands and maintain the project constructed thereon in accordance with *Title 23*, United States Code the Regulations for the Administration of *Federal Aid for Highways*, and the policies and procedures prescribed by the *Arizona Department of Transportation, Federal Highway Administration* of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252;42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the **City of Phoenix** all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto the **City of Phoenix** and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the **City of Phoenix**, its successors and assigns.

The **City of Phoenix**, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and]* (2) that the **City of Phoenix** will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended[, and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

APPENDIX C

CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the **City of Phoenix** pursuant to the provisions of Assurance 7(a):

A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that:

1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.

B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, the **City of Phoenix** will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*

C. With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, the **City of Phoenix** will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the **City of Phoenix** and its assigns*.

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

APPENDIX D

CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY OR PROGRAM

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by the **City of Phoenix** pursuant to the provisions of Assurance 7(b):

A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.

B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Non-discrimination covenants, the **City of Phoenix** will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.*

C. With respect to deeds, in the event of breach of any of the above Non-discrimination covenants, the **City of Phoenix** will there upon revert to and vest in and become the absolute property of *the* **City of Phoenix** and its assigns.*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*).

Title IV Organization Chart and Staffing

The City of Phoenix designates the Director of the Equal Opportunity Department as the **Title VI Officer** for the City:

Donald R. Logan, Director
City of Phoenix Equal Opportunity Department 200
West Washington Street, 15th Floor Phoenix, AZ
85003
Phone: (602) 262-6258
Email: donald.logan@phoenix.gov

In that capacity, the Officer is responsible for providing oversight of the Title VI Program, in coordination with other appropriate officials and City departments, and ensuring that the City complies with all provisions of Title VI Assurances. The Officer has direct, independent access to the City Manager concerning Title VI Program matters.

City departments appoint **Title VI Contract Administrator for Street Transportation.**

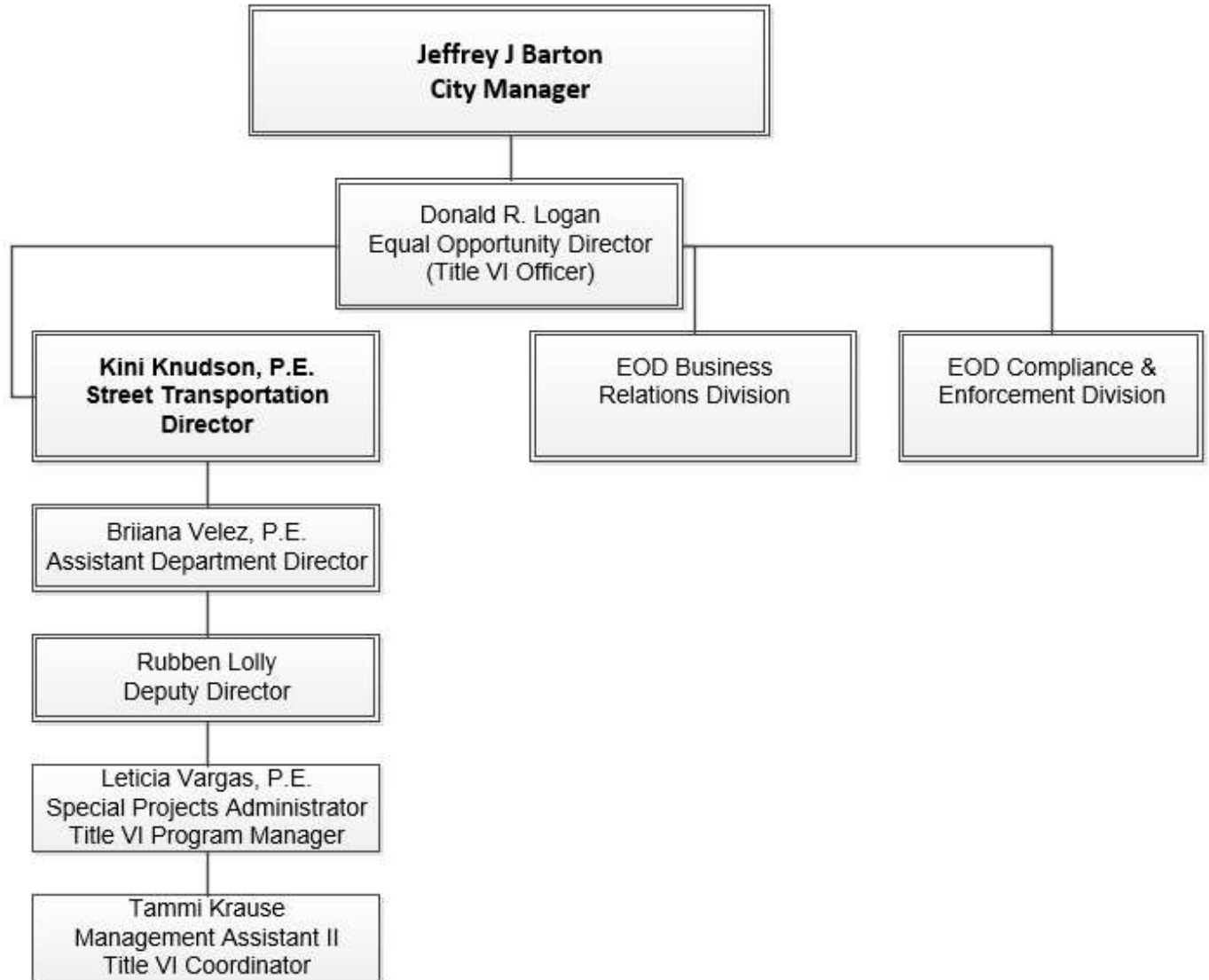
Leticia Vargas, Special Projects Administrator
City of Phoenix Street Transportation Department
1034 E. Madison St.
Phoenix, AZ 85003
Phone: (602) 534-5692
Email: leticia.vargas@phoenix.gov

Street Transportation Department Title VI Program Manager/Coordinator:

Tammi Krause, Management Assistant II
City of Phoenix Street Transportation Department
1034 E. Madison St.
Phoenix, AZ 85003
Phone: (602) 495-2064
Email: tammi.krause@phoenix.gov



**City of Phoenix Street Transportation
Title VI Program
Organization Chart and Reporting Responsibilities**



Title VI Roles and Responsibilities

The Title VI Program Manager/Coordinator is responsible for the following duties:

1. Gathers and reports statistical data and other information as required by USDOT.
2. Reviews third party contracts and purchase requisitions for compliance with this program.
3. Works with department staff to fulfill the obligations of the Title VI Program Plan.
4. Internal review ensures that solicitations and contracts contain the required assurances.
5. Ensures that statements of commitment are disseminated and posted in public areas.
6. Collects and retains demographical information of customers served.
7. Coordinates the complaint resolution process.
8. Advises the Title VI Officer on matters and achievements.
9. Plans and participates in Title VI training seminars.
10. Ensures the Public Participation Plan and Limited English Proficiency Plan are incorporated fully in all aspects of the departments' business processes.

Title VI Officer Designee – The Equal Opportunity Director, has the authority for oversight of the City's Title VI Program. The position supervises the development of plans, policies, procedures, and methods to promote equal opportunity for employees, the general public, and the community and to eliminate discrimination by fostering a spirit of caring, collaboration and commitment through fair and transparent services. The position coordinates cooperative efforts with the Equal Opportunity and Street Transportation Departments to ensure that the City remains in compliance with USDOT requirements. The Equal Opportunity Director may appoint the Deputy Equal Opportunity Director as his designee in his absence.

Street Transportation Title VI Program Manager/Coordinator - The Street Transportation Department has designated Management Assistant II, Tammi Krause to serve as the Street Transportation Title VI Program Manager/Coordinator. The Title VI Program Manager/Coordinator is responsible for all matters relating to the Street Transportation Department Title VI activities. The Street Transportation Title VI Program Manager/Coordinator ensures compliance with all provisions of this program. This position has direct and independent access to the Street Transportation Director or his/her designee.

Program Review

The Title VI Program Manager/Coordinator will monitor FHWA funded projects to ensure compliance in the following areas:

- Public Involvement – Demographic data is collected and analyzed to ensure appropriate outreach methods are used; self-identification cards are reviewed when submitted or an analysis of attendees is conducted to analyze outreach efforts.
- Planning and Programming – Demographic data is collected and is present for projects during the planning, design, and construction phases.
- Contracts – Title VI assurances are included in the boilerplate of prime contracts and sub-contracts contain all documentation requested on the subcontract approval checklist.

Periodic FHWA Contract Review Process

The City of Phoenix, Title VI Program Manager/Coordinator will annually review the Procurement Division's FHWA files randomly (sampling) to assure that Title VI contract language/assurances are included in all FHWA contracts.

Demographic Data Collection and Analysis for Special Emphasis Areas

The City of Phoenix, Title VI Program Manager/Coordinator will conduct reviews with project management staff using the Street Department Project Hand Off Title VI Analysis Form to compare it with participant

demographic survey information that has been collected. Staff completes the Demographic Analysis Form that utilizes data from the American Community Survey (ACS) via the Maricopa Association of Governments (MAG) Demographic Viewer. Staff completes a City of Phoenix Title VI Analysis Form that identifies information about residents/households that are minorities, limited English proficiency (LEP), poverty status, age, vehicle availability, etc. In addition to this data, staff will also use knowledge of the service area for outreach consideration. This information will be used to determine how information is distributed through the public involvement process and to ensure all members of the community are considered.

If discriminatory trends or patterns are identified, the Title VI Program Manager/Coordinator would report the findings to the department's chain of command and a meeting or training would be scheduled to remediate. In addition, the Title VI Program Manager/Coordinator will document the identified pattern or trend and trouble shoot the best course of action for remedy. If any action, remedy, or process change is identified it will be documented in the Annual Title Accomplishment Report and the COP Title VI Plan will be updated to reflect any new process or change.

Self-Assessment Information

Voluntary Self-Assessment (Attachment H) will be available at all federally funded public meetings in person and on the WebEx registration so that the effectiveness of the Title VI Demographic Analysis Form (Attachment E) can verify assumptions made during planning, design, and construction phases. Staff will perform rough estimates of participants attending public meetings if in person also. Data collected will confirm or encourage additional remedy or action for public involvement outreach or circulation, if appropriate.

Title VI Training Procedures

The City of Phoenix, Title VI Program Manager/Coordinator is responsible for overall Title VI related training of staff. The Program Manager/Coordinator will conduct a minimum of one review and/or training of City staff annually. ADOT's Civil Rights Office may be asked to provide applicable training. Additionally, trainings regarding Title VI and the requirements for subcontractors will be conducted at project pre-construction meetings. Training will include an overview of Title VI, addressing complaints, Title VI contract requirements for contractors and subcontractors and various ways to communicate with Limited English Proficiency or other language concerns.

Title VI Review of Department Policies and Procedures

The City of Phoenix, Title VI Program Manager/Coordinator will be copied on all updated department policies and procedures for consistency and oversight with regards to the Street Transportation, Title VI Program Plan. If any new or updated department policy or procedure conflicts with the Title VI Program Plan, the Title VI Program Manager/Coordinator will work with the specific department, division or section to remedy or correct. Necessary and appropriate Title VI documents and forms can be found on the website:

<https://www.phoenix.gov/streetssite/Pages/Street-Transportation-Title-VI-and-ADA-Program.aspx>

Fostering Public Participation – Environmental Justice

Executive Order (E.O.) 12898 was issued to identify and address the effects of programs, policies and activities on minority and low-income populations. The City is committed to fostering public participation in all aspects of planning and decision-making processes. The City analyzes the effects of transportation and all its actions on minority and low-income populations with the goal of achieving environmental justice for all communities. The E.O. identifies the federal agency and subrecipients responsibility to identify and address the impact of activities, programs, and policies on low-income and minority populations. The City includes the public in developing transportation projects that fit the needs of their communities and doesn't sacrifice equity, safety or environmental justice. The demographic data obtained from the Maricopa Association of Governments (MAG) is used to identify areas of minority and low-income population as well as ethnicity community profiles.

Steps for Public Inclusion

The City of Phoenix uses five specific public involvement measures to ensure that the minority and low-income populations are involved in transportation decisions. Additionally, the Department's Title VI Notice to the Public, Title VI Assurances, Title VI Program and Annual Report, complaint form, contact information, and ADA policy statement are available on the Department webpage, at phoenix.gov/streets.

- Public Involvement Plan (PIP) [See Attachment F](#)
- **On site community open houses and now online web meetings:** Open houses are held at community centers, Phoenix City Hall and other public places such as schools to meet with citizens, hear comments and questions regarding FHWA funded infrastructure improvements. These open houses use graphic displays and have Street Transportation Department planning staff available to answer questions in English and Spanish. In-person meetings were suspended in March 2020 as the Department followed the city's COVID-19 prevention protocols. To replace in-person public engagement, the City is using Webex to provide online access to public meetings. A Spanish Language call-in line is available with simultaneous Spanish interpretation. Online public meetings are recorded and posted on the City's YouTube channel where Spanish speakers can use the closed caption feature to view the meeting content in Spanish. The City has experienced an increase in both the quality and quantity of public engagement since adopting the virtual engagement format. Hard copies of presentation materials are available to people on request.
- **Notices of public hearings and community open houses:** Notices are printed in both English and Spanish and distributed and posted to web pages that are created for each major project. Public stakeholders are to receive **electronic notification** through Nextdoor and email using the Neighborhood Services Department's Notification of Neighborhood Organizations. Notifications contain: This publication can be made available in an alternate format upon request. Contact the Street Transportation Department 602-262-6284 (TTY: Use 711).
- **Accessibility to community:** The Street Transportation Department receives calls from minority and low-income community residents requesting street, sidewalk, and streetlight maintenance information. Bilingual staff can respond to the questions in Spanish. See Attachment G for a sample notification to the public.

Limited English Proficiency Plan

The City's Limited English Proficiency (LEP) Plan is established based on guidance "On an effective Language Implementation Plan" expressed in Sections V and VII of the U.S. Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons [Federal Register: December 14, 2005 (Volume 70, Number 239), 70 FR 74087].

The following tasks are used to address the needs of the LEP population served:

Project Planning Activity	Programming	Design	(CPET) Community Public Engagement Team	Title VI Coordinator
Identify the proportion of LEP persons to be served or encountered pertaining to a project and the frequency in which an LEP person(s) may need assistance.	X	X	X	
Provide notice to LEP persons of the availability of language assistance.	X	X	X	
Produce a map of the project area providing a visual display of the location of concentrations of LEP individuals.	X			
Respond to citizen concerns regarding project area in English, Spanish, or language required.	X	X	X	X
Provide resources, including language assistance services for each project. Identify the nature and importance of the program, project, service, or activity that will be provided.	X	X	X	X
Training staff, monitoring, and updating the LEP Plan.				X

- For each of our live virtual public meetings, the City has a Spanish language interpreter. People who wish to hear the presentation delivered via simultaneous translation call a special number and listen to the interpreter while viewing the presentation slide and diagrams as they are presented. During Q&A, we ask the interpreter if anyone has questions and those are answered live by our team and the interpreter.
- Each presentation is recorded and uploaded to YouTube. YouTube offers a transcript feature as well as closed captioning. The meeting can be played back in any language.
- If someone speaks a language other than English or Spanish, the YouTube recording offers an option to have the closed captioning delivered in 111 alternative languages by clicking on the CC button and then selecting the gear for Settings. The user simply selects the language they are most proficient in, and the captions are automatically delivered in their preferred language.

Service Area Language Population (Table C16001):

*These languages are citywide LEP (or speak English less than very well)

Category	Number	Percentage
<i>All Languages Total</i>	<i>1,483,692</i>	<i>100.00%</i>
<i>English Speaking Only</i>	<i>935,535</i>	<i>78.34%</i>
Spanish	156,485	10.55%
French, Haitian, or Cajun	616	0.04%
German or West Germanic Languages	205	0.01%
Russian, Polish, or other Slavic	2,856	0.19%
Other Indo-European	7,086	0.48%
Korean	966	0.07%
Chinese, incl. Mandarin, Cantonese	2,789	0.19%
Vietnamese	2,629	0.18%
Tagalog incl. Filipino	1,768	0.12%
Other Asian and Pacific Island	3,674	0.25%
Arabic	25,89	0.17%
Other Unspecified	5,756	0.39%

Source: <https://data.census.gov/table?q=c16001+phoenix&tid=ACSDT5Y2021.C16001>

Thus, the Street Transportation Department is committed to providing information of construction projects in Spanish and/or other languages to assure enhanced communication between the monolingual populations and the City of Phoenix.

REPORTING

At the end of every federal fiscal period, the City of Phoenix will compile annual reports for submittal to the Federal Highway Administration. The reports will detail the following information:

1. Major changes to the Title VI Program Plan and staffing
2. Current organization chart containing the Title VI Contract Administrator and Title VI Program Manager/Coordinator
3. Listing of where the “Statement of Commitment” is displayed, including public meetings
4. Complaint logs and investigation summaries, including sanctions imposed against contractors and vendors
5. Documentation of major program areas with which Title VI was evaluated and incorporated

Monitoring & Enforcement Mechanism

The City will employ the following monitoring and enforcement mechanisms to ensure compliance with Title VI Program requirements:

1. The City reserves the right to inspect all records of the contractor and subcontractor concerning any USDOT-assisted contracts (see Subcontract Approval Checklist).
2. The City will bring to the attention of the USDOT Office of the Inspector General any false, fraudulent, or dishonest conduct in connection with the Title VI Program.

If a firm uses, or attempts to use, false, fraudulent, or deceitful statements or representations to meet the Title VI requirement of the contract, the City reserves the right, under the provisions of

Title VI Assurances, to report such actions to the USDOT or its designee. The USDOT or its designee may, at its discretion, initiate suspension or debarment proceedings against the firm. The City may also pursue all means available to address such unprofessional and unethical behavior.

3. The City will consider similar action under their own legal authorities, including responsibility determinations in future contracts. A listing of regulations, provisions, and contract remedies available to us in the event of non-compliance with the Title VI Assurances by a participant in procurement activities as follows:

Attempts to Evade Title VI Requirements – Any individual(s) or firm found to have knowingly engaged or participated in any direct or indirect attempt to evade the Title VI requirements may be declared ineligible for future contracts with the City that contain federal assistance. The individual(s) or firm may be held liable to the City for any forfeiture of funds or damages caused by delay in the award or performance of the contract resulting from the firm's non-compliance.

4. The City has implemented the Subcontract Approval Checklist to ensure all required documents have been submitted and included in the contract.

**CITY OF PHOENIX
SUBCONTRACT APPROVAL CHECKLIST
Required on All Sub Tier Contracts**

Project Name _____
 Project # _____ ADOT TRACS # _____
 COP Project Manager: _____ Prime Contractor _____
 Subcontractor _____ Email _____

Labor Compliance Not Applicable

- Subcontractor Agreement Submitted
 - Labor Standards Certification Form
 - Prime / Subcontractor Name ADOT / SAP Project Number
 - Contract Executed Date
 - AZROC / Systems Award Management
 - Prime or higher tier and subcontractor signature with dates and titles
- The following documents must be incorporated into all sub and lower-tier contracts
- Code of Federal Regulation Title 29, CFR Parts 3 & 5
 - Wage Decision – Type _____ Date _____

Equal Opportunity

- Subcontractor Agreement Submitted
- DBE Information to be included in each Agreement and Lower Tier Contracts
- DBE Contractor Compliance Agreement Assurances
 - Prompt pay reporting provisions
 - EEO Compliance Report Information Sheet
 - FHWA 1273 / Federal Regulations F.R. (Pages 1-32) Inclusive of Buy America
 - Bid items of work
- Required for Certified DBE Not Applicable
- Verification that subcontract amount is = or greater than DBE committed amount
 - DBE Goal Percentage

Title VI Compliance

- Title VI Assurances in all agreements / Appendix A-E
- FHWA 1273 / Federal Regulations F.R. (Pages 1-32) Inclusive of Buy America
- Each Subcontract must contain Name, ADOT TRACS and COP Project #'s (Page 28 of F.R.)
- Code of Federal Regulations Title 41
- 107.18 Contractor and Subcontractor Records Retention
- 107.19 Federal Immigration / Nationality Act
- 1.0, 2.0 Cargo Preference Act
- Certification, contract or subcontracts subject to EEO clause April 1969 - required

Labor Compliance Representative	_____	_____
	(Signature)	Date
Equal Opportunity Compliance Representative	_____	_____
	(Signature)	Date
Title VI Compliance Representative	_____	_____
	(Signature)	Date
City of Phoenix Project Manager	_____	_____
	(Signature)	Date
Department Management	_____	_____
	(Signature)	Date

FHWA Title VI Complaint Procedures

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 as they relate to any Federal Highway Administration program or activity administered by the Street Transportation Department, its subrecipients, consultants and contractors. In addition to these procedures, complainants reserve the right to file formal complaints with other state or federal agencies or take legal action for complaints alleging discrimination.

Required procedures for FHWA Title VI Complaints filed against the Street Transportation Department, the Street Transportation Department's subrecipients, contractors or consultants:

1. Any person, specific class of persons or entity that believes they have been subjected to discrimination on an FHWA-related activity or program as prohibited by the legal provisions of Title VI on the basis of race, color, national origin, can file a formal complaint with the Street Transportation Department. A copy of the Complaint Form may be accessed electronically at: streetstitleviprogram@phoenix.gov
2. The complaint must be filed within 180 days of the alleged discrimination and include the date the alleged discrimination became known to the complainant or the last date of the incident.
3. Complaints should be in writing, signed, and may be filed by mail, fax, in person, or e-mail. However, the complainant may call the Street Transportation Department and provide the allegations by telephone for transcription. Once transcribed the Street Transportation Department will send the written complaint to the complainant for correction and signature.
4. A complaint should contain at least the following information:
 - a. A written explanation of what has happened;
 - b. A way to contact the complainant;
 - c. The basis of the complaint (e.g., race, color, national origin);
 - d. The identification of a specific person/people and the respondent (e.g., agency/organization) alleged to have discriminated;
 - e. Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal Highway Administration financial assistance; and is a consultant, contractor or subrecipient of the Street Transportation Department and
 - f. The date(s) of the alleged discriminatory act(s).
5. Upon receipt of a completed complaint, the Street Transportation Department will forward all FHWA Title VI complaints to Arizona Department of Transportation (ADOT) Civil Rights Office (CRO) within 72 hours.
6. ADOT CRO will forward all FHWA Title VI complaints to the FHWA Division Office.
7. All Title VI complaints received by the FHWA Division Office will be forwarded to the FHWA Office of Civil Rights for processing and potential investigation.
8. If the FHWA Office of Civil Rights determines a Title VI complaint against a subrecipient can be investigated by ADOT CRO, the FHWA Office of Civil Rights may delegate the task of investigating the complaint to ADOT CRO. ADOT CRO will conduct the investigation and forward the Report of Investigation to the FHWA Office of Civil Rights for review and final disposition.
9. The disposition of all Title VI complaints will be undertaken by the FHWA Office of Civil Rights, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to the FHWA Division Office.
10. The complainant may also file a discrimination related complaint on an FHWA program or activity directly with ADOT or with the Federal Highway Administration by contacting the agencies at:

ADOT Civil Rights Office 206 S. 17th Avenue, Mail Drop 155A Phoenix, AZ 85007 Email: civilrightsoffice@azdot.gov 602.712.8946 602.239.6257 FAX

Federal Highway Administration U.S. Department of Transportation Office of Civil Rights 1200 New Jersey Avenue, SE 8th Floor E81-105 Washington, DC 20590 Email: CivilRights.FHWA@dot.gov 202-366-0693 202-366-1599 FAX

Attachment A: Complaint Filing Instructions (English & Spanish)



City of Phoenix Title VI Notice to the Public:

The City of Phoenix is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transportation projects on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all city programs, services and activities.

Instructions on Filing Title VI Complaints

Any person who believes they have been aggrieved by any unlawful discriminatory practice on an FHWA related activity or program as prohibited by the legal provisions of Title VI on the basis of race, color or national origin, may file a complaint with the City's Title VI Program Manager within (180) days following the date of the alleged occurrence. All FHWA, Title VI complaints received by the Title VI Program Manager are documented and submitted to the Arizona Department of Transportation (ADOT), Civil Rights Office (CRO) within 72 hours for investigation. The ADOT CRO will forward all FHWA Title VI complaints to the FHWA Division Office who will conduct a thorough investigation.

For more information on the City of Phoenix's Title VI program and the procedures to file a complaint, or to get information in another language, customers are encouraged to visit our webpage at <https://www.phoenix.gov/streets/ada/street-transportation-title-vi-and-ada-program> or contact the Street Transportation Department, Title VI Program Coordinator:

Tammi Krause, Programming and Project Delivery Division
1034 E. Madison St.
Phoenix, AZ 85034-2292
(602) 495-2064
streetstitlevi@phoenix.gov

Complaints may also be made directly to:

ADOT Civil Rights Office
206 S. 17th Avenue, Mail Drop 155A
Phoenix, AZ 85007
Email: civilrightsoffice@azdot.gov
(602) 712-8946

Federal Highway Administration U.S. Department of Transportation Office of Civil Rights
1200 New Jersey Avenue, SE 8th Floor E81-105
Washington, DC 20590
Email: CivilRights.FHWA@dot.gov
(202) 366-0693



Aviso del Título VI de la Ciudad de Phoenix al público:

La Ciudad de Phoenix se compromete a garantizar que ninguna persona sea excluida de participar o se le nieguen los beneficios de sus proyectos de transporte por motivos de raza, color u origen nacional, según lo protege el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Restauración de Derechos Civiles de 1987 y los estatutos y reglamentos relacionados en todos los programas, servicios y actividades de la ciudad.

Instrucciones para presentar quejas del Título VI

Cualquier persona que crea que ha sido perjudicada por cualquier práctica discriminatoria ilegal en una actividad o programa relacionado con FHWA como lo prohíben las disposiciones legales del Título VI por motivos de raza, color u origen nacional, puede presentar una queja ante el Programa de Título VI de la Ciudad Gerente dentro de los (180) días posteriores a la fecha del supuesto hecho. Todas las quejas de Título VI de FHWA recibidas por el Gerente del Programa de Título VI se documentan y se envían al Arizona Department of Transportation (ADOT), Civil Rights Office (CRO) dentro de las 72 horas para su investigación. ADOT CRO enviará todas las quejas de Título VI de FHWA a la Oficina de la División de FHWA, quien llevará a cabo una investigación exhaustiva.

Para obtener más información sobre el programa Título VI de la Ciudad de Phoenix y los procedimientos para presentar una queja u obtener información en otro idioma, se recomienda a los clientes que visiten nuestra página web en <https://www.phoenix.gov/streets/ada/street-transportation-title-vi-and-ada-program> o contacto the Street Transportation Department, Title VI Program Coordinator:

Tammi Krause, Programming and Project Delivery Division
1034 E. Madison St.
Phoenix, AZ 85034-2292
(602) 495-2064
streetstitlevi@phoenix.gov

También se pueden presentar quejas directamente a:

ADOT Civil Rights Office
206 S. 17th Avenue, Mail Drop 155A
Phoenix, AZ 85007
Email: civilrightsoffice@azdot.gov
(602) 712-8946

Federal Highway Administration U.S. Department of Transportation Office of Civil Rights
1200 New Jersey Avenue, SE 8th Floor E81-105
Washington, DC 20590
Email: CivilRights.FHWA@dot.gov
(202) 366-0693



Attachment B: Complaint Form (the page on the website is fillable)

TITLE VI COMPLAINT FORM

Any person who believes that he or she has been discriminated against by the Street Transportation Department or any of its service providers, and believes the discrimination was based upon race, color or national origin may file a formal complaint.

Please provide the following information to process your complaint. Alternative formats and languages are available upon request. You can reach Customer Service at (602) 495-2050 or email streetstitlevi@phoenix.gov

Section I:

Name: _____

Address: _____

City: _____ State: ____ Zip: _____

Preferred Phone number: _____ Alternate Number: _____

Section II:

Are you filing this complaint on your own behalf? Yes No If you answered "yes" to this question, go to Section III.

If you answered "no" to this question, please supply the name and relationship of the person for whom you are complaining: _____

If you are filing on behalf of a third party, please explain why:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party: Yes No

Section III:

Have you filed this complaint with the Federal Highway Administration (FHWA) or the ADOT Civil Rights Office? Yes No

If yes, please provide information about a contact person at the agency where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____


STREET TRANSPORTATION DEPARTMENT
TITLE VI COMPLAINT FORM

Section IV:

I believe the discrimination experienced was based on (check all that apply):

Race Color National Origin

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:

Signature and date required below:

Signature

Date

Please submit this form on line at
streetstitlevi@phoenix.gov or mail to:
Title VI Coordinator
1034 E. Madison St.
Phoenix, AZ 85034-2292
(602) 495-2050



TÍTULO VI FORMULARIO DE RECLAMACIÓN

Cualquier persona que crea que ha sido discriminada por el Street Transportation Department o cualquiera de sus proveedores de servicios, y cree que la discriminación se basó en la raza, el color o el origen nacional, puede presentar una queja formal.

Proporcione la siguiente información para procesar su queja. Formatos e idiomas alternativos están disponibles sobre pedido. Puede comunicarse con Servicio al Cliente al (602) 495-2050 o por correo electrónico streetstitleviprogram@phoenix.gov

Seccion I:

Nombre: _____

Direccion: _____

Ciudad: _____ Estado: __ Código postal

_____ Número de teléfono preferido: _____ Teléfono

alternativo _____

Seccion II:

¿Está presentando esta queja en su propio nombre? Si No Si respondió "sí" a esta pregunta, vaya a la Sección III.

Si respondió "no" a esta pregunta, proporcione el nombre y la relación de la persona por la que se queja: _____

Si presenta una solicitud a nombre de un tercero, explique por qué: _____

Confirme que ha obtenido el permiso de la parte perjudicada si está presentando una solicitud a nombre de un tercero: Si No

Seccion III:

¿Ha presentado esta queja ante la Federal Highway Administration (FHWA) o la Oficina de Derechos Civiles de ADOT? Si No

En caso afirmativo, proporcione información sobre una persona de contacto en la agencia donde se presentó la queja.

Nombre: _____

Título: _____

Agencia: _____

Direccion: _____

Telefono: _____

Attachment D: Bilingual Notice to Public and Notice to Customers (Sample)



City of Phoenix Title VI Notice to the Public:

The City of Phoenix is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transportation projects on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all city programs, services and activities.

Instructions on Filing Title VI Complaints

Any person who believes they have been aggrieved by any unlawful discriminatory practice on an FHWA related activity or program as prohibited by the legal provisions of Title VI on the basis of race, color or national origin, may file a complaint with the City's Title VI Program Manager within (180) days following the date of the alleged occurrence. All FHWA, Title VI complaints received by the Title VI Program Manager are documented and submitted to the Arizona Department of Transportation (ADOT), Civil Rights Office (CRO) within 72 hours for investigation. The ADOT CRO will forward all FHWA Title VI complaints to the FHWA Division Office who will conduct a thorough investigation.

For more information on the City of Phoenix's Title VI program and the procedures to file a complaint, or to get information in another language, customers are encouraged to visit our webpage at <https://www.phoenix.gov/streets/ada/street-transportation-title-vi-and-ada-program>

Aviso del Título VI de la Ciudad de Phoenix al público:

La Ciudad de Phoenix se compromete a garantizar que ninguna persona sea excluida de participar o se le nieguen los beneficios de sus proyectos de transporte por motivos de raza, color u origen nacional, según lo protege el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Restauración de Derechos Civiles de 1987 y los estatutos y reglamentos relacionados en todos los programas, servicios y actividades de la ciudad.

Instrucciones para presentar quejas del Título VI

Cualquier persona que crea que ha sido perjudicada por cualquier práctica discriminatoria ilegal en una actividad o programa relacionado con FHWA como lo prohíben las disposiciones legales del Título VI por motivos de raza, color u origen nacional, puede presentar una queja ante el Programa de Título VI de la Ciudad Gerente dentro de los (180) días posteriores a la fecha del supuesto hecho. Todas las quejas de Título VI de FHWA recibidas por el Gerente del Programa de Título VI se documentan y se envían al Arizona Department of Transportation (ADOT), Civil Rights Office (CRO) dentro de las 72 horas para su investigación. ADOT CRO enviará todas las quejas de Título VI de FHWA a la Oficina de la División de FHWA, quien llevará a cabo una investigación exhaustiva.

Para obtener más información sobre el programa Título VI de la Ciudad de Phoenix y los procedimientos para presentar una queja u obtener información en otro idioma, se recomienda a los clientes que visiten nuestra página web en <https://www.phoenix.gov/streets/ada/street-transportation-title-vi-and-ada-program>

Attachment E: Community Profile MAG Demographic View Procedure and Analysis Form

Procedure for running (MAG) demographics/Title VI Reports

- 1) Go to: <https://geo.azmag.gov/maps/azdemographics/>
- 2) Click on 'Reports' on the left side of the page
- 3) Click on 'Custom Geography'
- 4) Click on 'Area of Interest' to draw your specific area; click and drag to define your area on the map; this will generate information that is displayed on the left side of the page;
- 5) Click on 'Export to Excel'; open the Excel file

The information obtained is used to complete the Street Department Project Hand Off Title VI Analysis Form below

**Street Department Project Hand Off
Title VI Analysis Form**

The purpose of the Title VI Analysis Form is to review the Demographic information for the proposed project from the MAG Region Demographic Map Viewer, and identify if the project area has a high number of residents that are minorities, have limited English proficiency (LEP), what the age of residents are, poverty status, vehicle availability, etc.

This information will be used to inform the NEPA process and aid in how information is distributed through the public involvement process.

Please use the 'Selected Block Groups Demographic Report' that was obtained from the MAG Region Demographic Map Viewer to complete this form. There is a separate instruction document titled, MAG Region Demographic Map Viewer Instructions, that outlines the steps to complete this report.

Please attach/include a copy of the Selected Block Groups Demographic Report with this completed form.

From Page 1 of the report:

1. What is the population in the block groups associated with the project? _____
2. What is the minority population % of the residents? _____

From Page 4 of the report:

3. What is the total # of Persons with Limited English Proficiency (LEP)? _____
4. What is the % calculation of people with LEP (# of LEP/population)? _____%

From Page 7 of the report:

5. What is the % of persons with income below the poverty level? _____%

From Page 11 of the report:

6. What is % of housing units with No Vehicles Available? _____%

Please use this information on how information is communicated to the public and residents within the project area.

- Consider how you will inform: door hangers, mailers, e-mail, webpages, press releases, etc.
- Consider what language information should be distributed in
- Consider the location of public meetings, is it accessible for residents without a vehicle
- Consider what neighborhood/community groups to work with

Attachment F: Public Meeting Coordination/Involvement

- Meeting Venue** Ensure the selected meeting venue is ADA accessible. Considering most city facilities and public schools are ADA accessible, consider holding the meeting at one of these venues.
The department has a strong preference for holding meetings at venues that are free for us to use such as most schools, libraries, or community centers. The department will pay a nominal fee if no free venues are available or when the free location is distant from the project site and a low-cost alternative is closer.
If the meeting venue requires a self-insurance certificate, complete the following form: [Liability Certificates of Insurance Request Form](#).
- Meeting Format** *Public Meeting with Presentation & Question & Answer Period*
Public Meeting with Presentation & Moderated Question & Answer Period
Open House
Workshop, Charette or another Format
- Meeting Duration and Time** At a minimum, allow for a 60-minute window to ensure meeting attendees have adequate time to attend the meeting. Midweek evenings after 5:30 are generally best.
Meeting duration should be determined in consultation with the Project Manager.
- Who to Notify** The following stakeholders are to be notified:
- Village Planner(s)* with a request to notify VPC members
 - NSD Neighborhood Specialist(s)*
 - Neighborhood Stakeholders *
 - Business Stakeholders*
 - Communities of Interest (e.g. for active transportation projects, Phoenix Spokespeople, Urban Phoenix Project, etc.)
 - Any additional constituents or stakeholders identified by the Mayor’s and/or Council Offices

- Notification Tactics** * For the project area
Keep the target audience in mind when identifying the notification tactics for a public meeting. Certain tactics such as Nextdoor, direct mail and door hangers can be used to target project area-specific stakeholders; while tactics such as social media and press releases can be used to notify stakeholders beyond the project area.
Notification Tools for the Project Area
- Door hangers or direct mail

Sign-In	Provide sign-in sheets to collect stakeholder names and opportunity for stakeholders to choose if they want to be added to the project distribution list to receive updates. During WebEx meetings, attendance is taken by the site when a person from the community joins the meeting.
Title VI and ADA Information Documents	During a public meeting hosted by the Street Transportation Department, the Title VI complaint notice is displayed for public viewing in the chat.
Receiving Public Comments	Surveys are available prior to meetings for attendees to give opinions, comments, and preferences. Comments are collected prior to the meeting and in the chat during the meeting.
Tracking Public Input	Public comments, questions, requests including the department’s response are to be summarized and tracked in a stakeholder communications log.

Responding to Public Input	Responses to questions and comments from the public concerning proposed transportation plans, including projects and programs that are underway (e.g., design, construction, etc.) will be made directly to the individual by email, letter, or telephone call. Prior to the meeting, a member of the public may request to speak at the end of the presentation. Each person is given the opportunity to speak, and the panel will respond.
Meeting Documentation / Summary	Following the meeting, provide a brief update to the deputy director for your division. At a minimum, provide the following: Number of attendees General comments received Major issues Media reporters in attendance
Notification Timeline	Notification will be provided at a minimum 14 days in advance of the meeting date.
Standard Content for Meeting Notices	If your meeting includes a presentation, please identify at approximately what time the presentation will be made (e.g., A brief project overview will be presented at about 7 p.m.). All WebEx meetings contain a presentation. All meeting notices are to include the following Title VI / ADA language: <i>Meeting Notice - To request a reasonable accommodation, please contact the Street Transportation Department at 602-262-6284 or 7-1-1 (TTY). Para solicitar ajustes razonables, comuníquese con el Departamento de Calles y Transporte al 602-262-6284 o 7-1-1 (TTY).</i> <i>Publication - This publication can be made available in an alternate format upon request. Contact the Street Transportation Department 602-262-6284 (TTY: Use 711). Esta publicación puede estar disponible en un formato alternativo a pedido. Comuníquese con el Departamento de Calles y Transporte al 602-262-6284 o 7-1-1 (TTY).</i>

Attachment G: Notification to the Public

The screenshot shows a virtual public meeting interface. At the top, there are five video thumbnails for participants: Paul NjRaini, Mark Glock, Heather F. Murphy, briana velez, and George Banuelos. The main content area displays a presentation slide from the 'Streets PHX' Street Transportation Department titled 'SAFE ROUTES TO SCHOOL PROJECT'. The slide contains the following text:

Spanish Language Line
Dial: 602-534-1000
Enter: 57271 and press #

Escuchar en Español
Marque: 602-534-1000,
Luego el Número de Reunión
works and how to dial it in i'll also el #.
paste those instructions in the chat

Below the slide is a video player control bar showing a progress of 0:34 / 39:37. To the right of the video player is a chat window titled 'Transcript' with a list of messages:

- 0:16 and 7th avenues we do offer this meeting in spanish and
- 0:22 we have a spanish language line so allow me to introduce mr albert granio who will explain how that line
- 0:29 works and how to dial it in i'll also paste those instructions in the chat
- 0:37 albert espanol por favor marquette
- 0:54 thank you heather thank you albert um
- 0:59 we have a my name is heather murphy and i'll be your moderator tonight i'd like to
- 1:04 introduce the team of engineers on this project so i'll ask you all to please introduce
- 1:10 yourselves and your relation to the project in the order your names appear on screen
- 1:20 good evening everyone my name is brianna velez i'm the assistant street transportation director and our
- 1:26 department is responsible for delivering the project this evening welcome
- 1:32 all right good evening everybody my name is mark glock i'm the deputy street transportation director my team is
- 1:38 responsible for the presentation tonight welcome

At the bottom of the chat window, there are buttons for 'All', 'From CityofPhoenixAZ', and 'Recently uploaded'.



STREET TRANSPORTATION DEPARTMENT

**Virtual Public Meeting Invitation
35th Avenue: I-10 to Glendale Avenue**

The City of Phoenix Street Transportation Department invites you to learn about two safety improvement projects along 35th Avenue between I-10 and Glendale Avenue. The 35th Avenue Safety Corridor BUILD Grant project includes traffic signal upgrades at nine intersections, street lighting and pedestrian safety improvements between I-10 and Camelback. The 35th Avenue Camelback to Glendale project will modernize traffic signals to add flashing yellow turn arrows, add street lighting and other improvements.

Join us for a virtual public meeting on Wednesday, June 29 at 6:00 p.m. for more details about the project.

Attend the Meeting

Scan the QR code below or visit **Phoenix.gov/streets/meetings**
Call 602-235-2300 to learn how to participate in the virtual meeting.

To request a reasonable accommodation be made available at this meeting, please contact the Street Transportation Department at 602-262-6284 or 7-1-1(TTY).

**THANK YOU
FOR YOUR TIME
AND INTEREST.**



PROJECT HOTLINE:
602-235-2300

WEBSITE:
Phoenix.gov/streets/meetings



STREET TRANSPORTATION DEPARTMENT

**Invitación a la Reunión Pública Virtual
35th Avenue: I-10 a Glendale Avenue**

El Departamento de Calles y Transportación de la Ciudad de Phoenix lo invita a aprender sobre dos proyectos del mejoramiento de la seguridad a lo largo de 35th Avenue entre la I-10 y Glendale Avenue. El proyecto BUILD Grant de Seguridad del Corredor de 35th Avenue incluye mejoras en las señales de tráfico en nueve intersecciones, alumbrado público y mejoras de seguridad peatonal entre la I-10 y Camelback. El proyecto de 35th Avenue, de Camelback a Glendale modernizará las señales de tráfico para agregar flechas de giro amarillas intermitentes, agregar alumbrado público y otras mejoras.

Únase a nosotros para una reunión pública virtual el miércoles 29 de junio a las 6:00 p.m. para obtener mas detalles sobre el proyecto.

Asistir a la Reunión

Escanee el código QR o visite **Phoenix.gov/streets/meetings**
Llame al 602-235-2300 para aprender cómo participar en la reunión virtual.

Para solicitar que se disponga de una adaptación razonable en esta reunión, comuníquese con el Departamento de Transporte de la Calle al 602-262-6284 o al 7-1-1 (TTY).

**GRACIAS POR
SU TIEMPO E
INTERÉS.**

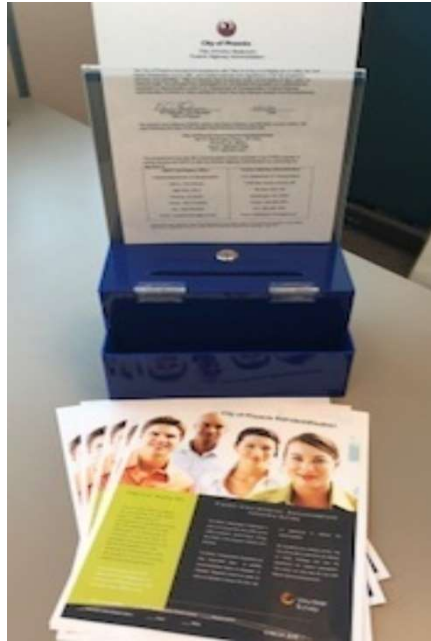


**LÍNEA DIRECTA DEL
PROYECTO:**

602-235-2300

SITIO WEB: Phoenix.gov/streets/meetings

Attachment H: Self-Identification Survey



Voluntary self-identification is also offered on the registration for WebEx meetings.



City of Phoenix
STREET TRANSPORTATION DEPARTMENT

Optional Self Identification Survey

The City of Phoenix Street Transportation Department is proud of its history in proactively working to prevent discrimination in any of its programs, activities or policies.

Phoenix will take reasonable steps to provide accommodations based on language or disability. Requests should be made as early as possible to ensure the city has an opportunity to address the accommodation.

This voluntary survey will help the City of Phoenix demonstrate its efforts to reach a diverse audience at its public meetings. The survey will also help fulfill federal reporting requirements.

Please mark all that apply.

Title VI of the 1964 Civil Rights Act, as amended, 42 USC 2000d, and U.S. Department of Transportation regulations provide that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Other Title VI Nondiscrimination related authorities:

- ◆ Federal-Aid Highway Act of 1973
- ◆ Section 504 of the Rehabilitation Act of 1973
- ◆ Americans with Disabilities Act of 1990
- ◆ Executive Orders 12898 & 13166

Ethnicity/Race:

- | | |
|---|--|
| <input type="radio"/> White | <input type="radio"/> Native Hawaiian/Other Pacific Islander |
| <input type="radio"/> African American/Black | <input type="radio"/> Asian |
| <input type="radio"/> Native American/Alaska Native | <input type="radio"/> Hispanic/Latino |

This publication can be made available in an alternate format upon request. Contact the Street Transportation department at 602-262-6284 (TTY: Use 7-1-1).



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STREET TRANSPORTATION DEPARTMENT

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Encuesta Opcional de Autoidentificación

El Departamento de Calles y Transporte de la municipalidad de Phoenix se enorgullece de su historial de trabajo proactivo para prevenir la discriminación en cualquiera de sus programas, actividades o regulaciones. Phoenix tomará medidas razonables para proveer adaptaciones basadas en el idioma o discapacidades. Las solicitudes deben realizarse lo antes posible para garantizar que la municipalidad tenga la oportunidad de proporcionar los arreglos especiales solicitados.

Esta encuesta voluntaria ayudará a la municipalidad de Phoenix a demostrar sus esfuerzos para llegar a una audiencia diversa en sus reuniones públicas. La encuesta también ayudará a cumplir con los requisitos de informes federales.

Por favor marque todo lo que corresponda.

Etnicidad/Raza:

- Caucásico/Blanco
- Afroamericano/Negro
- Amerindio/Nativo de Alaska
- Nativo de Hawái/Otra isla del Pacífico
- Asiático
- Hispano/Latino

Sexo:

- Masculino
- Femenino

Esta publicación puede estar disponible en un formato alternativo a pedido. Comuníquese con el Departamento de Transporte de la Calle 602-262-6284 (TTY: Use 7-1-1).

El Título VI del Acto de Derechos Civiles, la ley 42 USC 2000d y otros reglamentos del Departamento de Transporte de los Estados Unidos, aseguran que **ninguna persona** en los Estados Unidos será negada los beneficios de o será discriminado de cualquier programa o actividad que recibe asistencia de fondos federales por su raza, color de su piel u origen nacional."

Otras autoridades relacionadas con la No-Discriminación de Título VI:

- La Ley Federal de Asistencia Vial de 1973 (Federal- Aid Highway Act of 1973)
- Sección 504 de la Ley de Rehabilitación de 1973 (Section 504 of the Rehabilitation Act of 1973)
- Ley de ciudadanos Americanos con Discapacidades de 1990 (Americans with Disabilities Act of 1990)
- Ordenes Ejecutivas 12898 y 13166 (Executive Orders 12898 and 13166)



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